Harvey Norman®

COMMERCIAL DIVISION

Warranty INFORMATION GUIDE

185 Old Northern Road

Castle Hill

Prime Build Pty Ltd

PRODUCT WARRANTY & SUPPLIER INFORMATION

Dear Valued Client,

The Harvey Norman Commercial Warranty Guide is a designed to help you identify the products that were proudly supplied to the project that includes or is your new home.

The domestic warranty and domestic warranty labour details noted on the INCLUSION LIST, that follows, are a GUIDE ONLY.
The details are correct at the time of publication but are subject to change. The advice can be affected by changes by suppliers, new distribution companies, human error, product substitution on supply etc. Product models can be changed as well by the developer/builder without our knowledge, this is normally due to supply and availability of products.
Our Warranty Service team will verify warranty details with the supplier's service teams and confirm with you at the time of any warranty service request.

DETAILS ABOUT YOUR HOME:

- **Address of Development:** 185 Old Northern Road Castle Hill
- **Building Company:** Prime Build Pty Ltd
- **Architect:** ES Design
- **Plumbing:** Andrews Plumbing & Drainage Pty
- **Handover:** 31 October, 2026

The next page in this pack is the **INCLUSION LIST** that describes products supplied to this development by Harvey Norman Commercial. The **INCLUSION LIST** notes the domestic warranty period for each product and shows any labour period (plumber, electrician, technician) if applicable.

To contact our Customer Service Team for a warranty repair:

1. Scan our Customer Service QR code

OR

2. Email: NewServiceJobsHNC@au.harveynorman.com

3. Call us on 1300 562 695



NB: If you have purchased a new unit your Warranty generally commences from the date of Settlement of the Conveyance - TBC at time of product warranty claim.

Inclusion LIST

Inclusion List - 185 Old Northern Road Castle Hill

PRIME BUILD PTY LTD (CODPRIMEB777 - OR2458729, OR2458513)

Brand	Class Group Name	Product Code	Description	Domestic Warranty Years	Domestic Warranty Labour Years
072 HOTWATER					
RINNAI	ELECTRIC	EHFA315S36	Elec Storage Tank Rinnai Hotflo 315L 3.6	7/3	1
053 PLUMBING					
ABEY	SINKS	BLD200	BLD Double Bowl Universal Sink	25	1
ABEY	SINKS	CUA540	CUA 590mm Squ Sgl Bowl Universal Sink NTH - S/S	25	1
ARCISAN	SPOUTS	AR015831.DB	Spout 150mm x 22mm w/- 1/2INMX3/8INM Connector & 60mm - Dark Bronze	15	1
ARCISAN	SHOWERS	AX02310.DB	Axus Twin Shower w/- Bottom Diverter - Dark Bronze	15	1
ARCISAN	MIXERS	VL26220.DB	Volis Wall Bath/Basin Mixer w/- 220mm Spout Trim Kit - Dark Bronze	15/7	1
ARCISAN	MIXERS	VL26300.DB	Volis Shower/Bath Mixer Trim Kit - Dark Bronze	15	1
ARCISAN	SINKMIXER	VL26770.DB	Volis Sink Mixer with Pullout Dual Spray - Dark Bronze	15/7	1
ARCISAN	BATHACCESS	VL96033.DB	Volis Towel Rail - 300mm - Dark Bronze	10	2
ARCISAN	BATHACCESS	VL96046.DB	Volis 600mm Dbl Towel Rail - Dark Bronze	10	2
ARCISAN	BATHACCESS	VL96048.DB	Volis 800mm Dbl Towel Rail - Dark Bronze	10	2
ARCISAN	BATHACCESS	VL96080.DB	Volis Robe Hook - Dark Bronze	10	2
ARCISAN	BATHACCESS	VL96110.DB	Volis Toilet Roll Holder - Dark Bronze	10	2
ARCISAN	BATHACCESS	VL96530.DB	Volis Metal Shelf - Dark Bronze	10	2
ARCISAN	MIXERS	VLB0123	Volis Wall Basin Mixer In Wall Body	15/7	1
ARCISAN	MIXERS	VLB0134	Volis Shower/Bath Mixer Inwall Body	15	1
CAROMA	PANS	300065W	Urbane II T/Seat SC QR Bl Germgard	20	1
CAROMA	CISTERNS	810878W	Urbane II Close Coupled Back Entry Cistern	20	1
CAROMA	PANS	843145W	Urbane II CleanFlush Wall Faced Close Coupled Pan - with GermGard	20	1
CAROMA	BASINS	878500W	Urbane II Under Counter Basin (No Tap Hole)	20	1
PARISI	BATHS	ABF15075U	Quasar 1500mm Freestanding Bath	10	2
SEIMA	WASTES	192197	Pop Up Bath Waste 40mm, Button - White Gloss	2	1
STREAMLINE	SPOUTS	AX01513.DB	Axus Round Wall Spout 220mm - Dark Bronze	15	1
070 WHITEGOODS					
AEG	COOKTOPS	HRB64470CB	60cm 4 Zone Ceramic Cooktop	5	5
BOSCH	DISHWASHER	SMU4HTS01A	60cm Underbench Dishwasher w/ 14 Place Settings - S/S	2	2
AEG	OVENS	OA5AB20SM	60cm Electric Oven Stainless Steel **COMM EX**	5	5
AEG	RANGEHOODS	DGE3650HB	50cm Undermount Rangehood W/ 680M3/Hr Motor - Dark S/S **COMM EX**	5	5

Inclusion LIST

Inclusion List - 185 Old Northern Road Castle Hill

PRIME BUILD PTY LTD (CODPRIMEB777 - OR2458729, OR2458513)

• IMPORTANT INFORMATION ABOUT THE INCLUSION LIST – Please READ:

• All Warranty Advice shown here is subject to change, all warranties quoted in this pack are for domestic use only ,the warranty information included in the Inclusion List is a guide only.
• Please do not rely on the warranty information in this book where Domestic Appliances are used for Commercial application or in a Commercial environment.
• All warranties subject to Original Equipment Manufacturer (OEM) standard warranty terms and conditions, and in accordance with ACCC Consumer Laws and Regulations.
• Whilst every effort is made by HNC to ensure the veracity of the warranty information contained herein is accurate, it is subject to interpretation and human error(s) may inadvertently occur when researching and compiling Inclusion Lists.
• Customers to make itself aware of OEM (Manufacturers/Distributors) warranty information at time of warranty service request lodgement.
• Products supplied by Harvey Norman Commercial, as shown on the INCLUSION LIST, may vary between apartments or homes. Please refer to your builder
• Special finishes generally have 1 Year Warranty replacement. Example: Matt Black - Please refer to inclusion list

Supplier INFORMATION

Abey AU

Abey Australia are both creators and innovators, drawing on their heritage as leaders in business and aficionados of design. Over the past 65 years they have established a diverse portfolio of premium products with global brand partners who share their vision for innovation and remarkable design, empowering you to push the limits of creativity and design in the kitchen, bathroom, and laundry.

Amongst our offering is the largest range of Kitchen and Basin Taps and Sinkware in Australia as well as exclusive Italian collections including Gessi, Armando, Vicario and Barazza Appliances. They are renowned amongst designers and architects for their ability to supply a complete Kitchen and Bathroom package to compliment all designs and budgets.
They are aware at Abey of the precious nature of the Earth ‘s water supply by focusing on the preservation of this natural resource. They provide a range of products that include taps and showers with water ratings of up to six stars, making them some of the world ‘s most water efficient fixtures. They pride themselves in offering a collection that is committed to the environment as well as one that maintains top-tier design.
The ability to seize opportunities, an intimate knowledge of the industry and a flexible and responsive management style have been fundamental to their success. With a team of dedicated and experienced staff, they look forward to working with you in turning your design into reality.

Product supply website
www.abey.com.au



Cleaning, care & maintenance

Abey Australia
57-81 Abey Road Cobblebank Victoria 3338
1800 809 143
mail@abey.com.au
warranty@abey.com.au

Supplier INFORMATION

AEG

AEG's pioneering industrial design and technological innovation began well over 100 years ago with Professor Peter Behrens. This visionary architect, employed by AEG as artistic consultant, would become the world's first industrial designer.

Professor Behrens' principles of intelligent technology and responsive design are still integrated into each AEG appliance, guaranteeing exceptional performance time after time. Their innovative spirit can be traced back to their birthplace. A dynamic city is full of different cultures, dreams, and ideas not to mention its architecture, creativity, and the sophisticated cool and edginess of its people. This is where their AEG spirit comes from/ And it guides us in everything they do. Because by looking ahead to the future, they also celebrate their past. For over 130 years AEG has been driven by a passion for intelligent design to develop exceptional appliances with class-leading performance and future forward technology.

www.aegaustralia.com.au







1300 363 664
163 O'Riordan St, Mascot NSW 2020
www.aegaustralia.com.au

Supplier INFORMATION

Arcisan by streamline

The STORY of Streamline Products was launched in Melbourne and has been supplying Australia with world renowned, innovative, and leading-edge bathroom & kitchen products for over 35 years. From humble beginnings, Streamline Products has steadily grown, and we now have offices in Victoria, New South Wales, and Queensland, with their products on display in numerous showrooms around the Country. They have their own dedicated Customer Service team to ensure you are always taken care of. Streamline's focus is to provide you with friendly, knowledgeable, "real person" service, that will ensure any queries and concerns are dealt with promptly. They also have their own commercial team, that will assist you to create the best outcome for any size project. Today, Streamline Products provides one of the most comprehensive ranges of quality bathroom and kitchen products in Australia.

www.streamlineproducts.com.au



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21 Compark Circuit Mulgrave 3170
Office PH: 1300 735 352
customerservice@streamlineproducts.com.au
Support Ph: 1300 735 352
support@streamlineproducts.com.au

Synergii Basin Mixer | Streamline Products

Supplier INFORMATION

BOSCH

In 1886, Robert Bosch founded the “Workshop for Precision Mechanics and Electrical Engineering” in Stuttgart. This was the birth of today’s globally operating company. Right from the start, it was characterized by innovative strength and social commitment. The history of Bosch starts with many first steps. The step into independence, onto the automotive market, into markets outside Germany, and onto the factory floor of major manufacturing. His apprentice and journeyman years awoke an early desire in Robert Bosch to be self-employed. In 1886, he opened a Workshop for Precision Mechanics and Electrical Engineering in Stuttgart. The early years were beset with highs and lows, and it was only from the mid-1890s on that thing took off quickly and unstoppably. The company provides testing, energy and building solution, engineering and business solutions, hardware and software and aftermarket services.





“Never forget your humanity, and respect human dignity in your dealings with others.”
ROBERT BOSCH, 1920

www.bosch.com.au

Contact Bosch QR code

03 9541 5555
Robert Bosch Australia
PO Box 66
Clayton South 3169
Victoria
AUSTRALIA

Supplier INFORMATION

CAROMA

Caroma (Caroma Dorf) is an Australian designer and distributor of bathroom products. Caroma was established in 1941 by Hungarian-born Charles Rothauser, and since closing its last factory in 2017 now sources all products from third-party overseas manufacturers. Caroma is a subsidiary of GWA International Limited, and introduced the world's first two-button dual flush toilet system. The company self-distributes within Australia and abroad sells through distributors such as Sustainable Solutions International in North America and Sanlamere in the United Kingdom.

The company was established in 1941 with a factory at Norwood, an inner eastern suburb of Adelaide. The company announced its intention to close manufacturing in Australia on 8 October 2014. The factory at Wetherill Park in Sydney closed in 2014. It finally closed the Norwood factory on 24 February 2017. Manufacture now occurs in Malaysia, China, and Europe.

With over 80 years of experience, they believe quality bathrooms are a balance of form, function and looks. Their designs and innovation bring to life a guiding vision of creating sustainable luxury. Design that enables you to enjoy bathroom experiences that both complement and elevate your lifestyle, from an energising morning start to an indulgent, relaxing moment of luxury, all underpinned by sustainability.

Designing for Australians and New Zealanders, from all walks of life, with different tastes and needs; they have a wide range of classic to artisanal styles, smart designs and sustainable innovations providing you with everything you need to create the sanctuary of your dreams.

www.caroma.com.au





02 8575 6800
sydney@gwagroup.com
39 Collins St, Alexandria NSW 2015

Supplier INFORMATION

PARISI

Since the mid 90's, Parisi have been a major supplier of furniture, bathware and door ware objects in Australia and, in recent years, New Zealand, Thailand, Singapore, the People's Republic of China, Cambodia, Bhutan, the Maldives and Mauritius. Manufactured to the highest standards, PARISI provides superbly designed bathroom sanitaryware and bathroom furniture for domestic and commercial properties. PARISI also selects iconic pieces from our Italian partner brands to showcase design inspiration for our customers. Working closely with their partners such as Art Ceram, Flaminia, Fondovalle, Hidra, Newform, Simas, Stocco, Tecla amongst other global brands, enables PARISI to remain at the forefront of global design trends. PARISI's vision has always been to create and curate the ultimate range of interior products; a range offering a harmonious blend of design and quality.

Designing the best of Italian inspired products, the PARISI brand is tailored to creating beautiful bathroom pieces to complement the Australian lifestyle. PARISI's Italian supplier partners are world leaders in design, innovation, manufacturing, and sustainability. Made in state-of-the-art facilities, using components and materials sourced from the world's best suppliers, each object in their range combines advanced manufacturing technologies with traditional craftsmanship of professional artisans.

Rigorous design testing and quality controls ensure that PARISI products should function well more than their lengthy warranty periods.

parisi.com.au



85 Egerton Street Silverwater, NSW 2128
61 2 9648 1111
aftersales@parisi.com.au
parisi.com.au

Supplier INFORMATION

Rinnai

For over 50 years Australians have been enjoying the comfort, convenience, and reliability of Rinnai appliances. Rinnai Australia Pty Ltd is a wholly owned subsidiary of Rinnai Japan Corporation, a listed company headquartered in Nagoya Japan. Rinnai Australia supplies some of the world's leading products sourced locally from Australia, and from Rinnai's over 40 manufacturing facilities in Japan and around the world.

In Australia, Rinnai has three world-class manufacturing facilities located in Victoria and South Australia, supported by a large national sales and distribution network. The Australian business has become a 'centre of excellence' in specific technologies for Rinnai Corporation globally and engages significant R&D and product development activity on behalf of Rinnai subsidiaries across the world.

Today Rinnai has grown to become one of Australia's leading industry suppliers and innovators for Hot Water, Heating, Cooling and Commercial equipment as well as a trusted household name synonymous with reliability and quality.

Their products extend across a broad category base, covering hot water (electronic gas, electric, solar and heat pump technologies), heating and cooling systems for single rooms, whole of house and commercial buildings (ducted and static gas heating, gas space heating, reverse cycle air-conditioning), renewable energy systems including heat pump, solar, geothermal and photoelectric appliances for renewable energy hot water and heating and cooling applications, gas log fires and other home comfort appliances.

Rinnai Australia has built several iconic product brands including the famous Rinnai Infinity, Hotflo, Equinox, Brivis Wombat, Buffalo, Energy saver, APAC and a variety of Solar and commercial oriented brands, all of which have become household names in Australia and in markets to which Rinnai Australia exports. Their mission is to strive towards their vision and achievement of strategic goals through a focus on their customers' needs, strategic business diversification, product development and differentiation. They do this with integrity, care for their employees and community, environmental responsibility and by aligning our business processes to deliver what they promise – brand leadership, customer first and profitable growth.

www.rinnai.com.au



1300 555 545
03 9271 6605
Rinnai Australia Pty Ltd,
P.O. Box 460 Braeside
VIC 3195

Supplier INFORMATION

SEIMA

It’s not every day you get to bring your perfect bathroom, laundry, or kitchen to life. So, when you do, you want to get it right. You want quality, durability, innovation, and on-trend design. You want the best.

At Seima, they don’t just pick products off the shelf from overseas factories, import them and sell them to you. They apply a design and innovation ethos to everything we create. They find themselves endlessly inspired by Australian design, landscapes, and culture, and collaborate with architects and interior designers to bring their vision to life.

Manufacturing our Australian-designed products with the highest quality materials, and to the highest standards. Whether you have a super compact bathroom, or a luxurious entertainer’s kitchen, there’s a Seima product in-flow with you.

www.seima.com.au

(08) 8349 6433
87-89 West Ave, Edinburgh SA 5111



Supplier INFORMATION

streamline

The STORY of Streamline Products was launched in Melbourne and has been supplying Australia with world renowned, innovative, and leading-edge bathroom & kitchen products for over 35 years. From humble beginnings, Streamline Products has steadily grown, and we now have offices in Victoria, New South Wales, and Queensland, with their products on display in numerous showrooms around the Country. They have their own dedicated Customer Service team to ensure you are always taken care of. Streamline's focus is to provide you with friendly, knowledgeable, "real person" service, that will ensure any queries and concerns are dealt with promptly. They also have their own commercial team, that will assist you to create the best outcome for any size project. Today, Streamline Products provides one of the most comprehensive ranges of quality bathroom and kitchen products in Australia.

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Support Ph: 1300 735 352
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Synergii Basin Mixer | Streamline Products

NOTES

Warranty Guide DISCLAIMER

1. Your Warranty Guide includes information Produced, Managed and Controlled by entities and their related entities. These entities and related entities will have their own terms and conditions of use and you should familiarise yourself with these.

2. Use of the information contained within this Warranty Guide is at your sole discretion and risk.

3. All warranty information shown in this guide relates to domestic use of described appliances only.

4. Please do not rely on the warranty information in this guide where Domestic Appliances are used for Commercial Application or in a Commercial Environment.

5. If you intend to rely on the information within this Warranty Guide, you are unilaterally responsible for obtaining independent advice and verification as to the accuracy, currency and or completeness of the information contained within the Warranty Guide.

6. The information and data in this Warranty Guide is subject to change without notice.

7. Harvey Norman Commercial Division, their agents, agencies, officers and or employees:
   - *Make no representations, express or implied, as to the accuracy of the information and the data contained within this Warranty Guide.*
   - *Make no representations, express or implied, as to the accuracy or usefulness of any translation of the information within this Warranty Guide.*
   - *Accept no liability whatsoever, however arising, for any loss resulting from the use of the information in the Warranty Guide.*
   - *Make no representations, either expressed or implied, as to the suitability of the information in this Warranty Guide.*
   - *Does not sponsor, endorse or necessarily approve of any material by these other entities and related entities;*
   - *Does not create or make any warranties or representations regarding the quality, accuracy, merchantability or fitness for purpose of any material from these or other entities and their related entities;*
   - *Does not make any warranties or representations on information from these entities and their related entities, does not or will not infringe the intellectual property rights of any entity or person anywhere in the world; and*
   - *Does not authorise the infringement of any intellectual property rights contained in material from these other entities and related entities.*
   - *Customer shall use the Goods/Products in accordance with any specifications, instructions, directions, guidelines or operations and manuals provided by the manufacturer (inside Goods/Products) or as available on the manufacturer's website. Failure to use the Goods/Products in accordance with manufacturer's recommendations may result in warranties becoming void.*
   - *All products sold are subject to manufacturer's standard warranty terms and conditions which may be subject to change.*

Harvey Norman®
COMMERCIAL DIVISION

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