



**newtech**  
— KITCHENS —

**Your complete care  
and warranty guide.**

 **newtech**

0800 728 662 | [www.newtech.co.nz](http://www.newtech.co.nz)

# Product Care & Warranty Guidelines

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## Background Information

Subject to the conditions of this warranty set out below, Newtech Kitchens, (Newtech Whanganui Ltd), (the “Company”, “we”, “us”) warrants to the initial purchaser only (the “customer”, “you”) that for a period defined in the table, that from the date of purchase that the said product sold under the Newtech brand (each a “Product”), will be free from defects in manufacture.

Our liability to you is limited by the warranties given to you in this document. Any condition, warranty or other implied term not expressly contained in this contract is excluded. You acknowledge that you are contracting with us for the purpose of your business, and that the provisions of the Consumer Guarantees Act 1993 will not apply.

**This warranty is strictly subject to the following conditions.**

**The customer acknowledges that failure to adhere to these conditions shall void this warranty**

## Terms & Conditions

1. To claim under this warranty, the Customer must provide proof of purchase of the Product alleged to be defective and submit a written claim to the Company within 30 days after the defect would have become apparent to a reasonably diligent person (or, if the defect was apparent, or would have been apparent to a reasonably diligent person prior to installation, the claim must be made prior to installation).
2. The customer must allow the Company, within 5 working days of notification of the claim, to promptly inspect the Product, or request photographs or other proof to verify the defect.
3. Unless agreed by us in writing the warranties given by us are not assignable or transferable by you.
4. The Product must be installed, applied and maintained strictly in accordance with the relevant Company technical literature current at the time of installation (the “Literature”) and must be installed using the components or products specified in the Literature. All other products, including fixing, coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer’s instructions and by qualified tradespeople using good trade practice.
5. The project must be designed and constructed in strict compliance with the current New Zealand Building Code and all other relevant laws, regulations and standards and commonly held good practice.
6. Where this is a breach of the warranties accepted by us in accordance with the above process, we undertake to repair, replace or alter, at our option, but free of charge except for the matters specified later in this clause, any parts of the item(s) manufactured by us which have proved defective because of faulty workmanship and/or materials.
7. Labour costs for the repair, replacement or alteration will be paid by us on a basis consistent with the scope of our contract with you or alternatively within a scope that in the view of Newtech is fair and reasonable. For example, as it is likely that the Product does not include installation by us, you agree to pay the costs of removal, delivery and re-installation of the parts of the item(s) which have proved faulty.
8. For the avoidance of doubt it is agreed that we will not be liable to you, whether in contract, tort (including negligence), equity or (to the extent permissible at law) by virtue of the breach of any statutory duty or otherwise.
9. Without limiting in any way the exclusion set out in clause 9, we will not be liable to you for:
  - a. any damage or loss sustained by you except for the costs of repairing or replacing the item(s) manufactured, supplied or installed by us to the extent provided in clause 7;
  - b. consequential, indirect or special damage or loss of any kind (including loss of profits) sustained by you whether as a result of a breach of any contract in existence between us, our faulty materials or workmanship, our failure to achieve technical performance or specifications in respect of the item(s), accidents, our failure to complete or deliver the item(s) within the time stipulated, or any other cause whatsoever;
  - c. repairs made or attempted to be made to the item(s) by you or your employees or agents, without our written permission, and any consequences arising as a result of such repairs;
  - d. fair wear and tear to the item(s);
  - e. the cost of normal maintenance and adjustments to the item(s); and
  - f. loss or damage to the item(s) arising directly or indirectly from a force majeure event.
  - g. In the event of Newtech agreeing to a warranty consideration, we reserve the right to a pro rata settlement if it deems that this is the most suitable and fairest way to settle. All parties agree that all Products have a useful life, and a pro rata settlement agreement signals that a proportionate amount of settlement for the approximate useful life left may be in the best interests of all parties.
  - h. Final products that are made up of various components or parts may be subject to a settlement for the single part of the warranty in question, and not the other part where the warranty is not in question.

10. Without limiting paragraph 9 above, the customer agrees that the Company will not be liable for any claims, damages or defects arising from or in any way attributable to:
  - a. Poor workmanship (by any person other than the Company);
  - b. Poor design or detailing;
  - c. Settlement, seismic or structural movement and/or movement of materials to which the Product is attached;
  - d. Physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to chemical products or normal wear and tear;
  - e. General fading and discolouration from UV exposure;
  - f. Variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrations;
  - g. Efflorescence or performance of paint/coatings applied to the Product;
  - h. Any modifications made to the finished products such as resizing or gluing;
  - i. Growth of mould, mildew, fungi, bacteria, or any organism on any Product surface or Product (whether on the exposed or unexposed surfaces); exposure to steam in any amount that may likely risk the product integrity.
  - j. Any act of God, including earthquakes, cyclones, floods or inclement weather, or acts of war (whether declared or not), insurrection, civil disobedience or similar, or any other matter which is beyond the Company's reasonable control;
  - k. Non compliance with Building Code compliance documentation, and in particular the maximum temperature of water that is limited to 55 Deg C. Any warranty assessment where the temperature of the water is suspected of being above 55 Deg C, and has resulted in thermal shock to the general area, will not be covered by warranty. The tempering valve must be subject to and comply with NZS4617 or AS1357.2
11. This warranty also does not cover:
  - a. Defects that are trivial and/or insubstantial; and do not meet the criteria for visual defects as is allowed for by the Company in normal trading;
  - b. Anything that has been disclosed as a feature or limitation of the Product in any literature published by the Company; and
  - c. Products that are sold as seconds, or end-of-line Products.
12. This warranty only applies where the Product has remained installed at the same location where it was first installed after its sale by the Company.
13. In the event that the Company accepts a claim under this warranty, then the customer accepts that this product may include natural wood products, and that variations appear, and that there may be slight colour differences between the original and replacement Products due to the effects of weathering and variations in materials over time.
14. A replacement product may not reasonably be available from the Company in the same shape, type, design or colour as the original Product covered by this warranty. If a replacement Product of the same shape, type, design or colour is not reasonably available, then the Company may satisfy its obligations under this warranty by providing a replacement Product of a shape, type, design, or colour as close to the original Product as is reasonably practicable, from the Company's then current stock at the time of replacement or a refund for the original cost of the Product at the Company's discretion.
15. Document Control. All parties agree, that Warranty documents are updating regularly as situations require it, and that this document is the warranty policy that is in place, and historical warranty obligations are superseded by this document.



## Tapware Warranty

1. In addition to rights under relevant consumer protection laws, Newtech will, at its discretion, **repair or replace (fully or partially)** any product it deems defective. **Note:** Replacing a product does not reset or extend the warranty. It remains valid from the **original purchase date**.
2. Newtech Tapware installed in residential dwellings is covered by a **10-year warranty** from the date of purchase. Newtech tapware installed in a residential dwelling is covered by a 10 year warranty, with a 2 year labour warranty.

### **Proof of purchase is required.**

3. If installed in a new-build intended for sale, the **first homeowner-occupier** may claim the warranty with the original receipt.
4. Surface finish warranty is valid for **indoor installations only**. Warranty is void if installed outdoors or improperly maintained.
5. Cleaning Instructions: Use only soft, damp cloths (avoid microfiber). Occasionally use mild soap. Do not use acidic, alkaline, abrasive, or citric-based cleaning agents
6. Newtech Tapware used in **commercial environments** is covered by a **2-year warranty**, which includes Labour and part replacement
7. Warranty Conditions:
  - a. The product must be free from excessive debris – inline filters are required
  - b. Install according to Newtech guidelines, including temperature and pressure limits
  - c. Water pressure must not exceed 500kPa (AS/NZ 3500.1)
  - d. No unauthorised modifications or repairs
  - e. Damage from misuse, neglect, or environment (e.g. hard water) is not covered
  - f. Outdoor use voids warranty unless properly protected
  - g. Use of harsh or abrasive cleaners voids warranty
  - h. Must be installed by a certified plumber following NZ standards
  - i. Repairs must be performed by Newtech-approved agents
8. If a product fault is due to **non-manufacturing issues** (e.g. installation error), the claimant may be charged for costs including: Plumber fees, Replacement products

## **To make a warranty claim, contact Newtech on 0800 728 662 or sales@newtech.co.nz.**

As part of your claim we will require the following information.

- Your name, address and telephone number
- Location where the Product was purchased and proof of purchase
- If Product has been installed - the address at which it was installed, the date of installation, the name of the person and company that installed it
- Description of how the Product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).

# Kitchen Residential/Domestic Warranty

## Residential / Domestic Warranty

Includes all residential dwellings and light commercial installations such as apartments, rest homes & hotels.

**Note:** This warranty document has been updated and is dated 1st August 2025 and applies to all products sold after this date. Please contact Newtech for products purchased prior to this date for our warranty information for products sold prior to this date.

Product Category	Range / Product Name	Replacement Product & Parts Warranty	Labour Warranty	Notes
Kitchen Cabinetry	Kitchen Range	5 Years	2 Years	
Kitchen Tower Stations	Kitchen Range	5 Years	2 Years	
<b>Kitchen Components</b> Drawer Runners and Hinges, Gallery Rails	Hettich Hardware, Blum	Lifetime Warranty	Replacement Parts Only	
Kitchen Cabinetry Handles	Roma, Indi, Arlo, Pixi, Nero,	1 Year	Replacement Product Only	
Lighting	Luma-Glow, Luma-Lite, Luma-Shine	2 Years	Replacement Product or Parts Only	
<b>Benchtops</b> Zero Silica Engineered Stone	Ventino, Thassos White, Lucca Sand, Nefeli Grey	10 Years	1 Year	
<b>Benchtops</b> High Pressure Laminate (HPL)	Cristallo Marmo, Sable Vena, Platinum White	5 Years	1 Year	
Tapware	Evoke Gooseneck Sink Mixer, Evoke Gooseneck Pull out Spout Sink Mixer,	10 Years	2 Years	5 Years on Black, Gunmetal and Brushed Brass Colour Finishes
Tapware	Kitchen Sink Mixer in Chrome	2 Years	1 Year	
<b>Tapware Components</b> Plumbing Hoses, Washers, O-rings & Seals. Kitchen Handpieces and Tapware Handles	Evoke	2 years	Replacement Parts Only	
Kitchen Sinks including basket waste	Single & Double Bowl Sinks with Tray, Single Sinks with 1/2 Bowl, 400mm Single Sink, 500mm Single Sink	5 years	1 Year	
Cutlery & Utensil Trays	450mm, 500mm, 600mm, 800mm, 900 Cutlery & Utensil Trays	1 Year	Replacement Parts Only	
Storage Solutions	Corner Left & Right Lazy Susan Units, Rotating 270 Degree Lazy Susan Unit	5 years	1 Year	
Kitchen Block Waste Bins & Hardware	Block Waste Bin Units - 35L, 58L, 70L, 84L, 86L	10 Years	1 Year	
Kitchen Swing Out Waste Bins & Hardware	Swing Out Waste Bins - 12L, 14L	1 Year	Replacement Parts Only	

# Product Care Guidelines

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## Benchtops

### Zero Silica Engineered Stone Benchtops

Zero Silica Engineered Stone benchtops provide a durable, hygienic, and safer alternative to traditional stone benchtops, due to their innovative composition. Manufactured using raw materials such as glass, zero silica benchtops contain 0% Crystalline Silica, ensuring a safer fabrication while promoting environmental sustainability.

Maintaining Zero Silica Engineered Stone benchtops is simple. Clean the surface with a soft cloth or sponge and warm, soapy water. If necessary, use a mild pH-neutral cleaner. For stubborn stains, apply a non-abrasive cream cleaner or a mixture of water and baking soda. Ensure the surface is wiped dry with a microfiber cloth to prevent streaks and maintain its natural shine. Wipe up any spills immediately, especially acidic substances like lemon juice, vinegar, or wine.

Avoid using harsh chemicals such as bleach, ammonia, strong acidic or alkaline cleaners. Never use an abrasive steel wool pad.

It is recommended to use heat protection such as trivets or hot pads under hot cookware to prevent damage. Never cut directly on the stone benchtop - always use a chopping board.

### High Pressure Laminate (HPL) Benchtops

High Pressure Laminate benchtops do not require any special care due to their resistant, hygienic and dense surfaces. They are generally easy to clean, highly durable and contain anti-fingerprint properties.

Cleaning your HPL Benchtop is easy as long as regular cleaning is carried out. Gentle cleaning agents such as glass cleaner should be used with a microfibre cloth or paper towel for general daily cleaning. Deeper cleaning may require a product such as a grease or power cleaner similar to Bref Power (against grease & burnt-in substances). Spray the surface sparingly leaving on for a maximum of 5 minutes. Wipe dry with a dry microfibre cloth. Wipe the surface with water and finally wipe the area dry with a clean cotton or paper towel.

Spilled substances such as tea, coffee, alcohol, food should be cleaned up immediately. Place hot items such as pots and pans on a heat protector. Placing hot items directly onto the HPL benchtop will result in gloss level changes and surface damage. Always use a chopping board and never cut directly onto the benchtop surface.

Do not use cleaning products that contain abrasive ingredients, as these can lead to changes in gloss level and create scratches. Do not use furniture polishes, sanitary cleaners or agents with abrasive components, wax, re-greasing cleaners, strong acids or bleach. These tend to build up a sticky and dirt-binding layer on the surface and must therefore not be used. Do not use scouring powder or pads.

# Product Care Guidelines

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## Cabinetry

### Melamine Laminate Cabinetry

All kitchen cabinets are manufactured from easy to clean moisture resistant melamine laminate. To maintain the finish on your cabinetry a soft cloth should always be used, apply cleaning products to the cloth rather than directly onto the product. Wash down with warm water with a small amount of detergent. For best results use streak free glass cleaner with a soft cloth. Do not use abrasive cleaning agents which contain ammonia, bleach or other strong solvents. All water spillages must be sponged off and dried immediately - this includes condensation.

#### Cleaning advice for spillages:

- Hair rinse, Janola (neat) Harpic, oven cleaners – wash with hot soapy water, then wipe dry.
- Fabric dye – wash with cold water, then wipe dry. Then apply methylated spirits and wipe dry.
- Battery acid, Hydrogen peroxide, glue hardeners – wash with cold water then wipe dry.
- Hair dye – wash with methylated spirits then wipe dry.
- Leather dye – wash with methylated spirits then wipe dry. Follow with mineral turpentine, wash and wipe dry.

#### Cleaning advice for stain and mark removal:

- Stubborn marks or stains – apply Handy Andy or diluted Janola (one part to three parts water), then wipe down with a warm damp cloth.
- Smearing, finger marks, marking from cold or hot dishes, stickiness – apply one or two applications of acetone (available at pharmacies) and wipe over with a dry cloth.
- Newsprint – use methylated spirits or mineral turpentine
- Rust – use vinegar or lemon juice
- Pencil – use water and a damp cloth
- Felt pen or dry marker - use methylated spirits or acetone
- Paint – use acetone or Duco Lacquer thinners (from a paint shop)
- Glue – contact type – use Ados Solvent N (from a paint shop)

Once again with any of the above use streak free glass cleaner to remove any residues. Never use any of the following abrasive cleaners: Jif, Ajax, Chemico, Brasso, oven cleaners, wire wool, scourer pads or sandpaper.

## Handles

Clean all handles using a damp microfibre cloth and warm soapy water. Immediately dry them with a clean, dry microfibre cloth to prevent water marks and damage. For best results we recommend cleaning once a week to help maintain the quality of the handles. Do not use abrasive products, solvent-based cleaners, oven sprays, or cream cleaners.

## Tapware

Our tapware is made from high quality stainless steel. After each use, wipe with a soft, damp cloth to remove water spots and soap residue. For regular cleaning, use warm soapy water and a soft cloth. Occasionally, a mild liquid detergent may be used. Avoid hard scrubbing or scratching, and never use cleaning products containing acids, abrasives, or citric-based agents.

Weekly cleaning is recommended to prevent limescale and preserve the original finish. For polished or special finishes, always clean gently with non-abrasive products.

Please note: Hard water is not suitable for a matte black finish, as it is more prone to surface marks, limescale build up and damage to the black tapware surface.

# Product Care Guidelines

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## Stainless Steel Sinks

To keep your stainless steel sink in excellent condition and prevent corrosion, follow these care guidelines.

After each use, rinse the sink with clean water and dry thoroughly with a soft cloth, paying attention to corners, fittings, taps, and waste outlets. Regular drying prevents water spots and limescale build-up.

For stubborn marks or stains, use a mild detergent or white vinegar with a non-abrasive sponge, then rinse thoroughly. Clean frequently to avoid limescale deposits. For light discoloration, a stainless steel polish can be used to restore shine. For heavy staining, professional polishing may be required.

Do not use steel wool, metal scouring pads, or abrasive cleaner, as they will scratch the surface and make it more prone to rust and staining. Avoid strong bleaches, silver dip cleaners, denture cleansers, photo-developing solutions, or other harsh chemicals. If contact occurs, rinse immediately and dry.

Do not leave citrus juice, salt, vinegar, mustard, pickles and mayonnaise on the surface for extended periods, as these can cause pitting and corrosion. Avoid dropping heavy, gritty, or metallic objects into the sink to prevent scratches or dents.

Do not store bleach or other corrosive chemicals beneath the sink, as fumes may damage the surface.

**Note: Damage caused by improper cleaning or the use of unsuitable products is not covered under warranty.**

## Kitchen Waste Bins

To clean kitchen bins empty all rubbish and remove the bin inner & liner. Rinse the bin with warm water to wash away any loose debris. Wearing protective gloves, prepare a cleaning solution using either warm, soapy water or a mixture of equal parts white vinegar and warm water. Both options work well for general cleaning and deodorizing.

Scrub the inside and outside of the bin thoroughly with a brush or sponge. For stubborn spots, make a paste of baking soda and water, apply it to the affected areas, let it sit for a few minutes, then scrub clean. Avoid using harsh or abrasive cleaners, as they can scratch or damage the bin surface.

Rinse the bin thoroughly with clean water to remove any soap or residue. Dry it completely with a clean cloth or paper towel, or leave it to air-dry in direct sunlight, which can also help with deodorizing. If desired, you can spray the inside with a disinfectant and let it sit for the recommended time before rinsing again.

To keep your bin fresher for longer, place a few drops of tea tree oil on a paper towel or sprinkle a small amount of baking soda at the bottom before adding a new liner. Regular cleaning is the best way to prevent odours and bacteria buildup.

## Cutlery, Utensil & Swivel Trays

To clean plastic utensil trays, start by emptying and rinsing them to remove any crumbs or loose debris. Wash the tray thoroughly with warm water and dish soap, scrubbing with a sponge or small brush to reach corners and edges. For stubborn stains, make a paste of baking soda and water, apply it to the affected areas, let it sit for a few minutes, then scrub clean. Wipe clean with soft cloth.

If odours or faint stains remain, soak the tray in a solution of equal parts white vinegar and warm water for 15–30 minutes, leaving it longer for deeper odors. After soaking, rinse the tray well with hot water and allow it to air-dry completely before putting it back in place.

Never use scouring pads, abrasives or chemical cleaners.

# Product Care Guidelines

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## **Drawer Runners, Hinges, Slides, Lift Systems**

All kitchen hardware components carry a lifetime replacement warranty. This warranty excludes items that have been subjected to excessive loads or used in ways other than their intended purpose. Should any hardware prove defective, Newtech will provide a replacement.

For everyday cleaning, use a soft lint-free cloth, chamois leather, or sponge. The material should be slightly damp, not wet, and always follow by drying the hardware with a clean dry cloth.

Whenever possible, use cleaning products specifically designed for the material (e.g. stainless steel), otherwise use clean fresh water. Wipe away dirt promptly to prevent buildup.

Avoid using steam cleaners, abrasive products, or harsh substances such as acetone, chlorine, cellulose thinners, solvents beginning with “tri-” or “tetra-”, steel wool, or scouring pads



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