

OTTI AUSTRALIA

WARRANTY GUIDE

Domestic & Commercial Warranty Summary

Summary of Otty Australia warranty terms for product-page reference.

Domestic Warranty

Product	Warranty
Vanities	25 years after 01/12/2025; 10 years before 30/11/2025; runners 10 years
Tall Boys	10 years
Attica Baths	10 years
Stone Tops	7 years
Ceramic Tops	5 years
Basins	5 years
Ceramic Sinks	7 years
Framed Mirrors	2 years glass
LED Mirrors	2 years glass / LED
Shaving Cabinets	10 years cabinet / 2 years glass
Integrated Smart Toilet	10 years ceramic pan; 1 year parts / labour
Smart Bidet Toilet Seat	1 year parts / labour
Otti Handles	5 years structural hardware; 12 months finishes / materials / workmanship
Otti Accessories	5 years replacement
Attica Tapware	15 years cartridges; 5 years product / parts; colour: 7 years chrome, 3 years other finishes
Kitchen Sinks	15 years product; 1 year parts
Attica Showers	10 years product / parts; hand showers, heads and hoses: 10 years replacement only

Labour: generally 1 year, excluding wastes and non-electrical toilet seats. **Commercial:** generally 1 year.

WARRANTY CLAIMS & CONDITIONS

Important information to review before lodging a claim

WHAT IS COVERED

Manufacturing defects are covered. Proof of purchase, licensed installation and compliance with instructions are required.

WHAT TO INCLUDE

Include purchase details, photos or video, and batch-number evidence with the claim.

KEY EXCLUSIONS

Installation damage, misuse, impact, water damage, unauthorised repairs, normal wear, poor maintenance and ignored care instructions are excluded. Installation is treated as acceptance.

Australian Consumer Law

Australian Consumer Law rights apply in addition to this warranty.

SOURCE

Otti Australia - Warranty

<https://www.ottiaustralia.com.au/page/5/warranty>

Source accessed 9 September 2026. Refer to Otti Australia for the latest full terms and claim requirements.