



Design By Avail

MECCA CARE

Safety meets style with Mecca Care

Nero



ABOUT MECCA CARE

Nero have collaborated with Australian designers from Avail Designs to create a range that are both compliant to standards and fit in with the latest Australian bathroom design trends. Suitable for AS1428.1 compliant accessible bathrooms, private homes or public bathrooms.

The ultimate solution for safe, stylish disability care bathroom accessories. With unbeatable strength, modern design, and easy installation, Mecca Care products offer unparalleled safety and dignity for individuals with disabilities. With a full range of options, including grab rail showers, grab rails, backrests, folding shower seats, and more, Mecca Care products are the ultimate solution for any DDA space, offering both practicality and style. Make a lasting impact with Mecca Care, the new standard in disability care bathroom accessories.



DDA CARE
32mm



Assisted Living
25mm



Modular Design

The Mecca Care rails can be mounted horizontally, vertically or at any angle and cut down to size during installation to suit your bathroom. You can easily retrofit the rails into existing bathrooms by cutting the rails to size during installation. Suitable for walls supported by timber or steel studs, concrete or brick.

25mm diameter rails are suitable for heavy duty towel rails and smaller hands in private bathrooms and they blend in nicely with Nero Mecca bathroom accessories. All rails are rated to the same 150kg capacity.



150kg Capacity

Stylish Look

With a modern design and a range of six different colors, Mecca Care products offer a stylish and high-end choice for DDA restrooms, moving away from the traditional and outdated designs of most disability care bathroom accessories.



Diverse Product Line

The Mecca Care provides full support for disability care in a variety of environments. The range includes two product lines, DDA 32mm and Assisted Living 25mm, catering to commercial and residential settings respectively.





Excellent Engineering

The Mecca Care products have a clever and superior engineering structure, making them easy to install and use. This ensures that they can be used in a range of settings, providing the necessary support and assistance to those who need it.

Adaptable Bathrooms For Accommodation

The unique wall bracket designs allows for rails to be removed and replaced with caps and other Nero Care bathroom accessories without any power tools. This allows accommodation managers to quickly adapt to their users individual needs like removing a backrest for accommodation user or adding an extra grab rail to assist a shower seat user. Just loosen the grub screw and quickly change out the grab rail for another accessory.





Enhanced Dignity

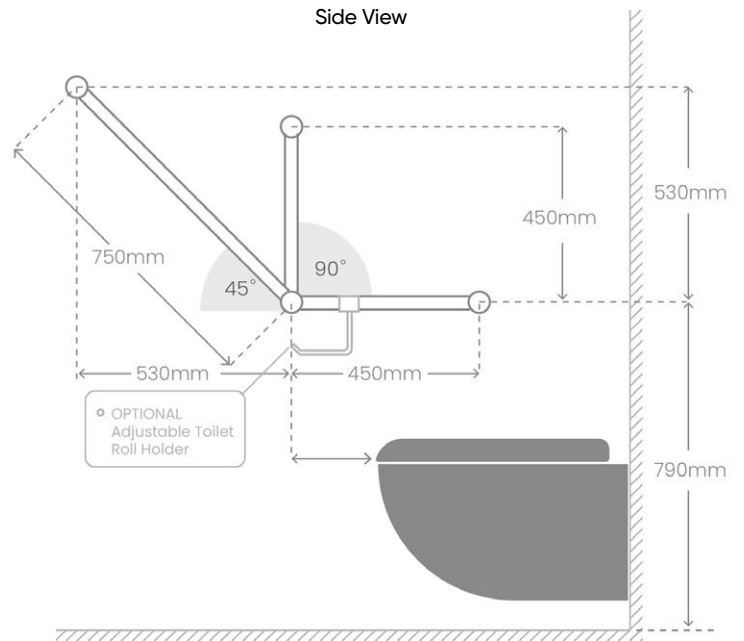
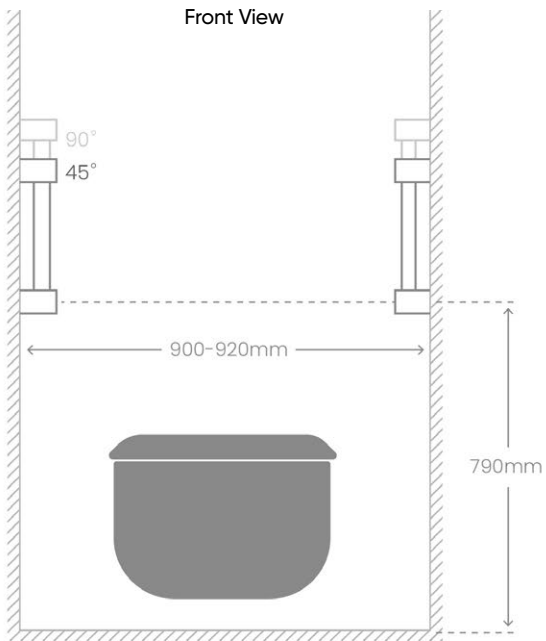
With their modern design, Mecca Care products help to enhance the dignity of disabled individuals, ensuring they feel more respected and valued. By offering a more stylish and high-end choice, this range of disability care bathroom accessories helps to improve the lives of those who use them.



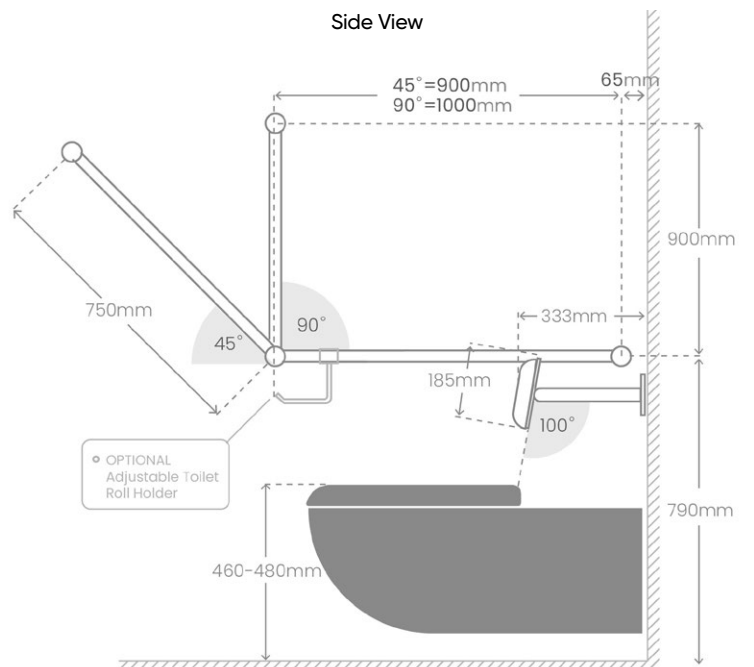
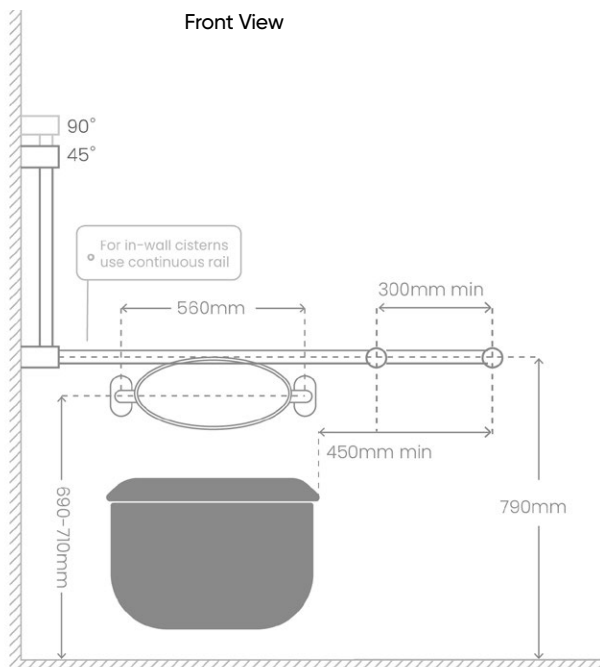
**MECCA CARE
DDA CARE 32MM**



AMBULANT TOILET RAILS



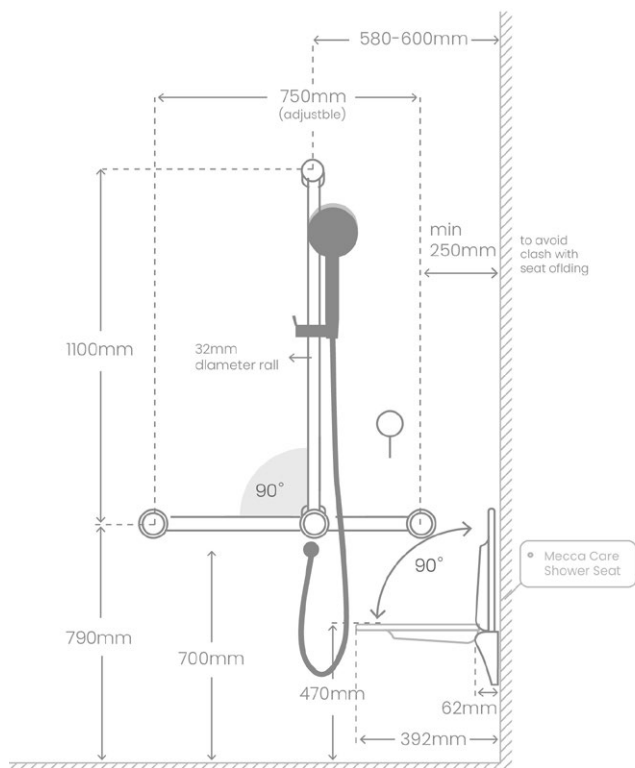
DDA WHEELCHAIR ACCESSIBLE TOILET



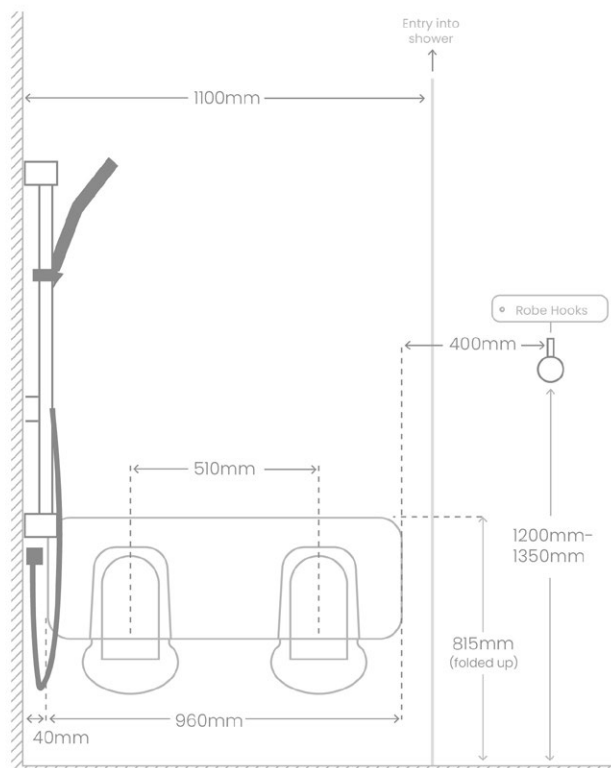
DDA WHEELCHAIR ACCESSIBLE SHOWER

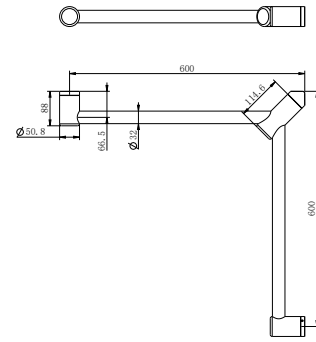


Front View



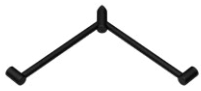
Side View



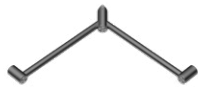


NRCR3290wCH

Mecca Care 32mm Wrap Around Corner Grab Rail 600x600mm
Chrome



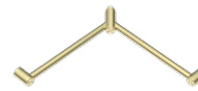
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NRCR3290wMB



Gun Metal
NRCR3290wGM



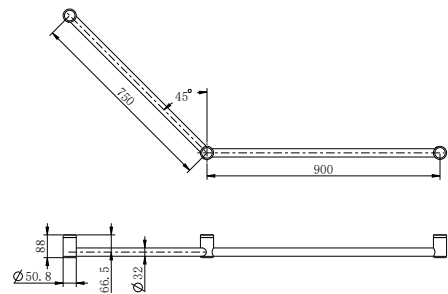
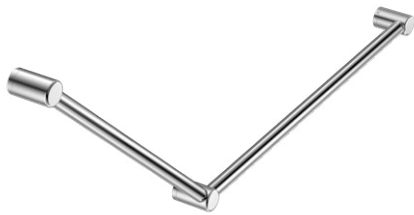
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Brushed Gold
NRCR3290wBG



Brushed Bronze
NRCR3290wBZ



NRCR3245CH

Mecca Care 32mm DDA Grab Rail Set 45 Degree 750x900mm
Chrome



Matte Black
NRCR3245MB



Gun Metal
NRCR3245GM



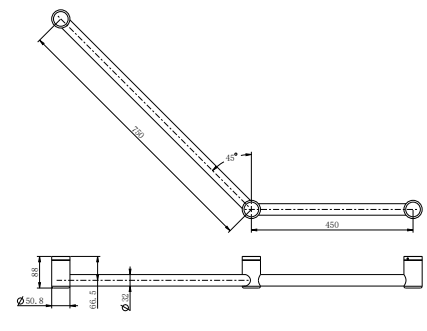
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NRCR3245BN



Brushed Gold
NRCR3245BG



Brushed Bronze
NRCR3245BZ



NRCR3245aCH

Mecca Care 32mm Ambulant Toilet Grab Rail 45 Degree 750x450mm
Chrome



Matte Black
NRCR3245aMB



Gun Metal
NRCR3245aGM



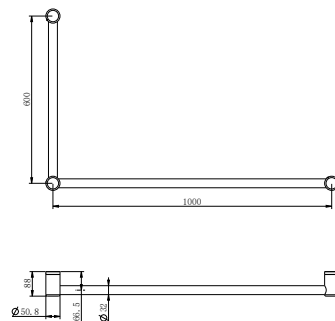
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Brushed Gold
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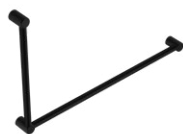


Brushed Bronze
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NRCR3290CH

Mecca Care 32mm DDA Grab Rail Set 90 Degree 600x1000mm
Chrome



Matte Black
NRCR3290MB



Gun Metal
NRCR3290GM



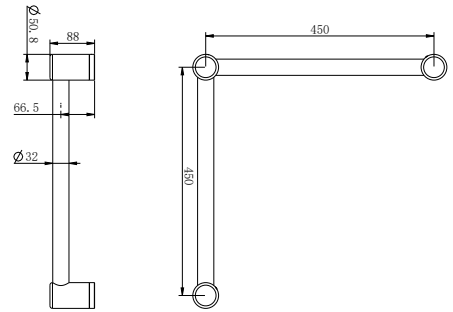
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NRCR3290BN



Brushed Gold
NRCR3290BG



Brushed Bronze
NRCR3290BZ



NRCR3290aCH

Mecca Care 32mm Ambulant Toilet Grab Rail 90 Degree 450x450mm
Chrome



Matte Black
NRCR3290aMB



Gun Metal
NRCR3290aGM



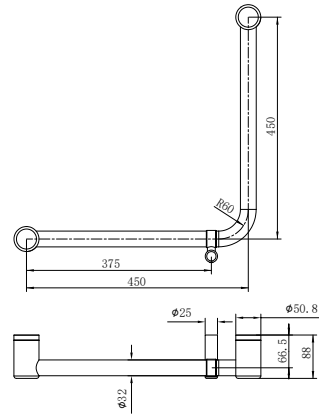
Brushed Nickel
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Brushed Gold
NRCR3290aBG



Brushed Bronze
NRCR3290aBZ



NRCR3290dCH

Mecca Care 32mm Ambulant 90 Degree Bent Tube Grab Rail 450x450mm
Chrome



Matte Black
NRCR3290dMB



Gun Metal
NRCR3290dGM



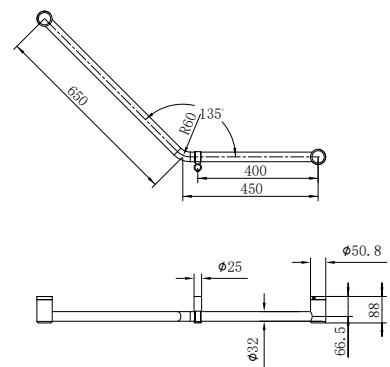
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Brushed Gold
NRCR3290dBG



Brushed Bronze
NRCR3290dBZ



NRCR3245dCH

Mecca Care 32mm Ambulant 45 Degree Bent Tube
Grab Rail 450x650mm
Chrome



Matte Black
NRCR3245dMB



Gun Metal
NRCR3245dGM



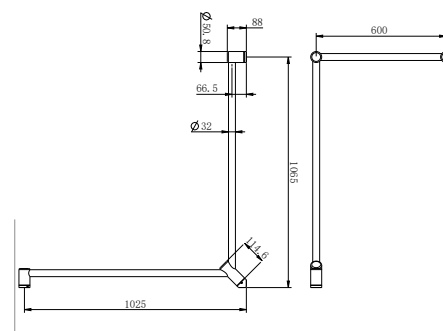
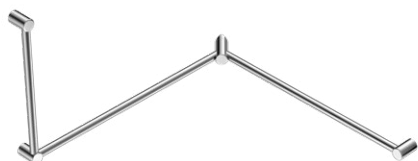
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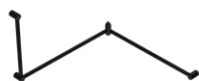


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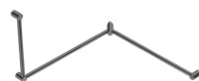


NRCR3290cCH

Mecca Care 32mm DDA Toilet Grab Rail Set
90 Degree Continuous 600x1065x1025mm
Chrome



Matte Black
NRCR3290cMB



Gun Metal
NRCR3290cGM



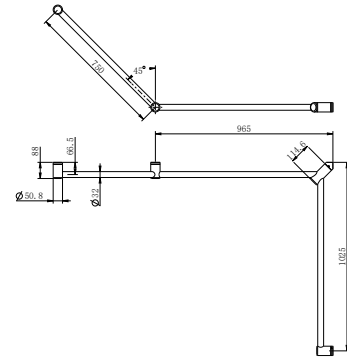
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Brushed Gold
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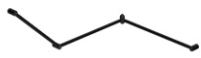


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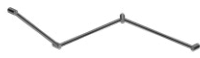


NRCR3245cCH

Mecca Care 32mm DDA Toilet Grab Rail Set
45 Degree Continuous 750x965x1025mm
Chrome



Matte Black
NRCR3245cMB



Gun Metal
NRCR3245cGM



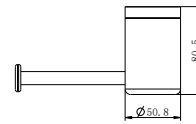
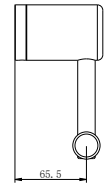
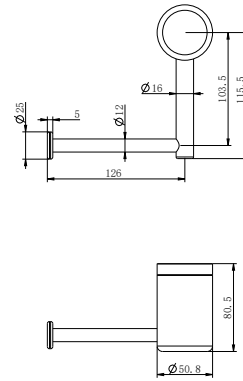
Brushed Nickel
NRCR3245cBN



Brushed Gold
NRCR3245cBG



Brushed Bronze
NRCR3245cBZ



NRCR3286CH

Mecca Care Heavy Duty Toilet Roll Holder
Chrome



Matte Black
NRCR3286MB



Gun Metal
NRCR3286GM



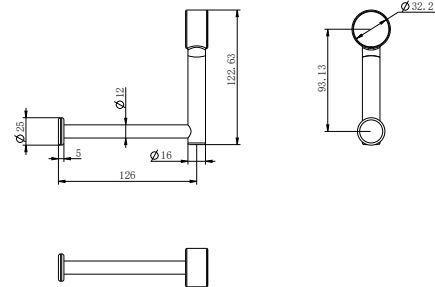
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Brushed Gold
NRCR3286BG



Brushed Bronze
NRCR3286BZ



NRCR3286tCH

Mecca Care Add On Toilet Roll Holder
Chrome



Matte Black
NRCR3286tMB



Gun Metal
NRCR3286tGM



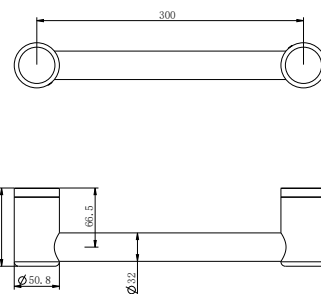
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Brushed Gold
NRCR3286tBG



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NRCR3212CH

Mecca Care 32mm Grab Rail 300mm
Chrome



Matte Black
NRCR3212MB



Gun Metal
NRCR3212GM



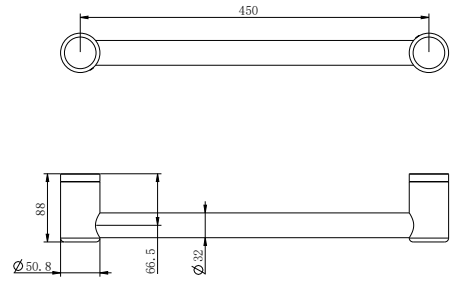
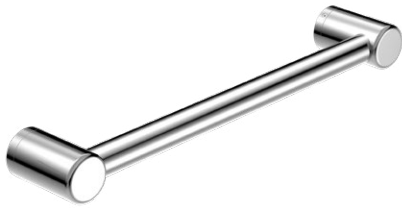
Brushed Nickel
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Brushed Gold
NRCR3212BG



Brushed Bronze
NRCR3212BZ



NRCR3218CH

Mecca Care 32mm Grab Rail 450mm
Chrome



Matte Black
NRCR3218MB



Gun Metal
NRCR3218GM



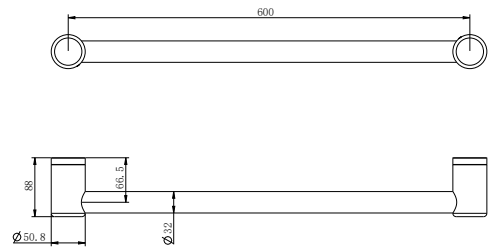
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NRCR3218BG



Brushed Bronze
NRCR3218BZ



NRCR3224CH

Mecca Care 32mm Grab Rail 600mm
Chrome



Matte Black
NRCR3224MB



Gun Metal
NRCR3224GM



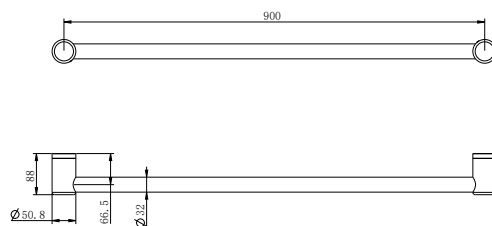
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Brushed Gold
NRCR3224BG



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NRCR3224BZ



NRCR3230CH

Mecca Care 32mm Grab Rail 900mm
Chrome



Matte Black
NRCR3230MB



Gun Metal
NRCR3230GM



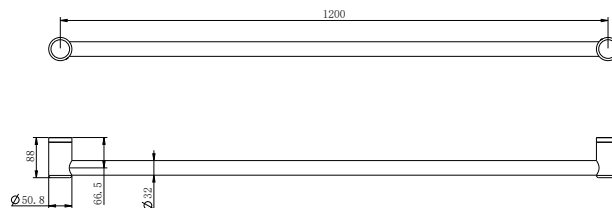
Brushed Nickel
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Brushed Gold
NRCR3230BG



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NRCR3230BZ



NRCR3248CH

Mecca Care 32mm Grab Rail 1200mm
Chrome



Matte Black
NRCR3248MB



Gun Metal
NRCR3248GM



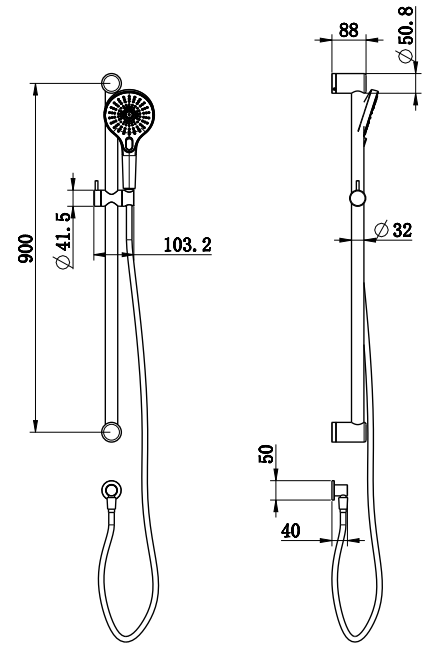
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NRCR3248BN



Brushed Gold
NRCR3248BG



Brushed Bronze
NRCR3248BZ



NRCS005CH

Mecca Care 32mm Grab Rail And Adjustable Shower Rail Set 900mm
Wels Rating:3 Star, 9L/Min
Chrome



Matte Black
NRCS005MB



Gun Metal
NRCS005GM



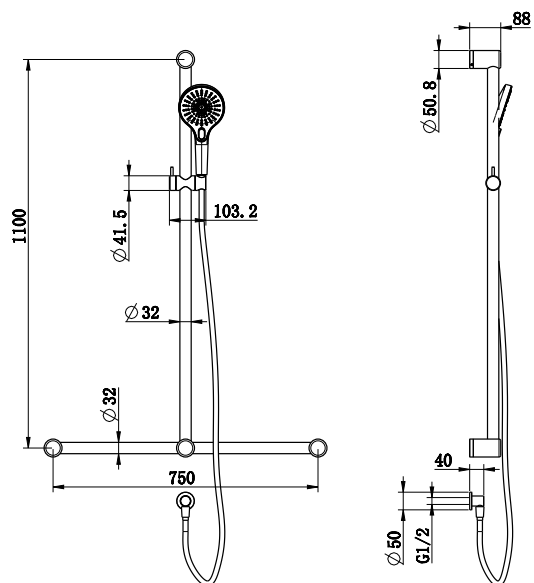
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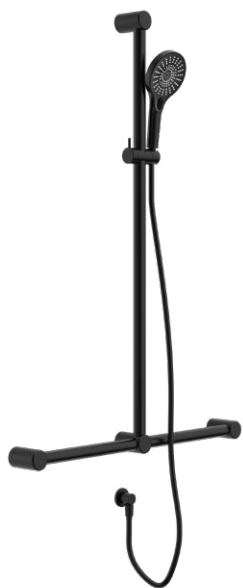


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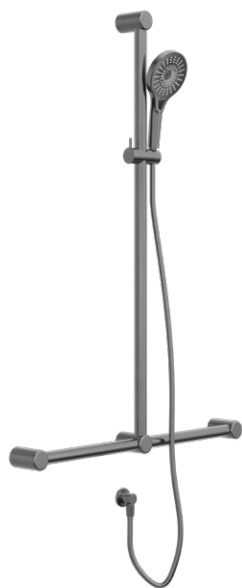


NRCS006CH

Mecca Care 32mm T Bar Grab Rail And Adjustable Shower Set 1100x750mm
 Wels Rating:3 Star, 9L/Min
 Chrome



Matte Black
NRCS006MB



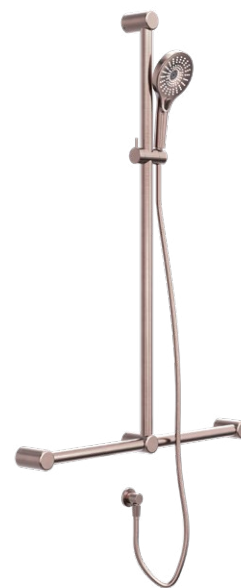
Gun Metal
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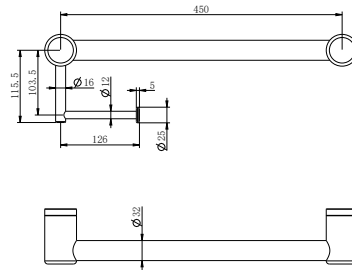
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NRCS006BN



Brushed Gold
NRCS006BG



Brushed Bronze
NRCS006BZ



NRCR3218aCH

Mecca Care 32mm Grab Rail With Toilet Roll Holder 450mm
Chrome



Matte Black
NRCR3218aMB



Gun Metal
NRCR3218aGM



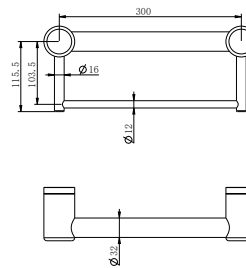
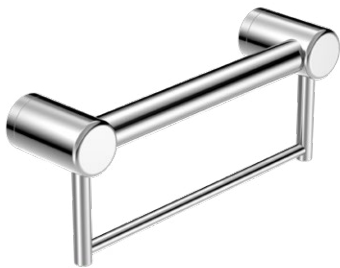
Brushed Nickel
NRCR3218aBN



Brushed Gold
NRCR3218aBG



Brushed Bronze
NRCR3218aBZ



NRCR3212bCH

Mecca Care 32mm Grab Rail With Towel Holder 300mm
Chrome



Matte Black
NRCR3212bMB



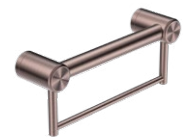
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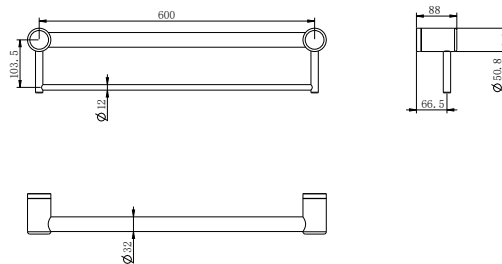
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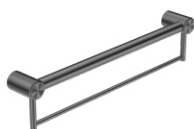


NRCR3224bCH

Mecca Care 32mm Grab Rail With Towel Holder 600mm
Chrome



Matte Black
NRCR3224bMB



Gun Metal
NRCR3224bGM



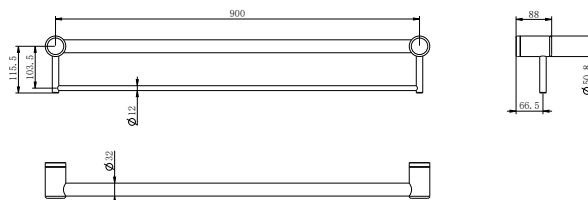
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Brushed Gold
NRCR3224bBG



Brushed Bronze
NRCR3224bBZ



NRCR3230bCH

Mecca Care 32mm Grab Rail With Towel Holder 900mm
Chrome



Matte Black
NRCR3230bMB



Gun Metal
NRCR3230bGM



Brushed Nickel
NRCR3230bBN



Brushed Gold
NRCR3230bBG

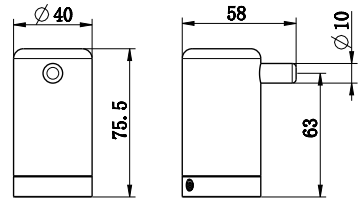


Brushed Bronze
NRCR3230bBZ



MECCA CARE ASSISTED LIVING 25MM





NRCR2582CH

Mecca Care 25mm Wall Hook
Chrome



Matte Black
NRCR2582MB



Gun Metal
NRCR2582GM



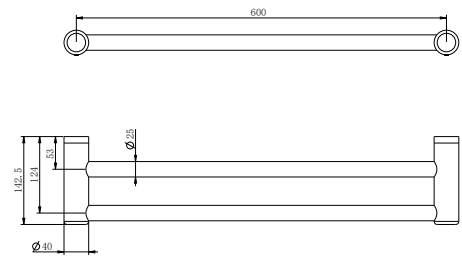
Brushed Nickel
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Brushed Gold
NRCR2582BG



Brushed Bronze
NRCR2582BZ



NRCR2524dCH

Mecca Care 25mm Double Towel Grab Rail 600mm
Chrome



Matte Black
NRCR2524dMB



Gun Metal
NRCR2524dGM



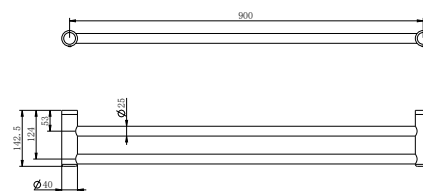
Brushed Nickel
NRCR2524dBN



Brushed Gold
NRCR2524dBG



Brushed Bronze
NRCR2524dBZ



NRCR2530dCH

Mecca Care 25mm Double Towel Grab Rail 900mm
Chrome



Matte Black
NRCR2530dMB



Gun Metal
NRCR2530dGM



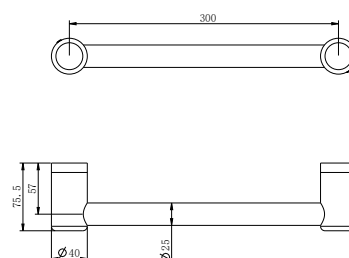
Brushed Nickel
NRCR2530dBN



Brushed Gold
NRCR2530dBG



Brushed Bronze
NRCR2530dBZ



NRCR2512CH

Mecca Care 25mm Grab Rail 300mm
Chrome



Matte Black
NRCR2512MB



Gun Metal
NRCR2512GM



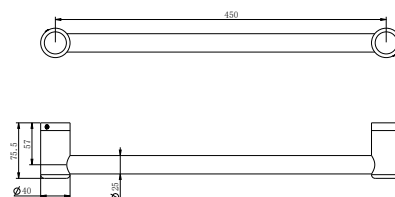
Brushed Nickel
NRCR2512BN



Brushed Gold
NRCR2512BG



Brushed Bronze
NRCR2512BZ



NRCR2518CH

Mecca Care 25mm Grab Rail 450mm
Chrome



Matte Black
NRCR2518MB



Gun Metal
NRCR2518GM



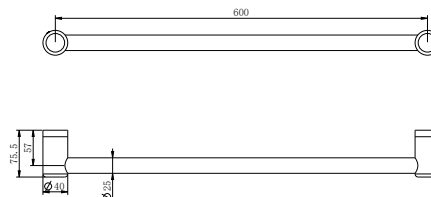
Brushed Nickel
NRCR2518BN



Brushed Gold
NRCR2518BG



Brushed Bronze
NRCR2518BZ



NRCR2524CH

Mecca Care 25mm Grab Rail 600mm
Chrome



Matte Black
NRCR2524MB



Gun Metal
NRCR2524GM



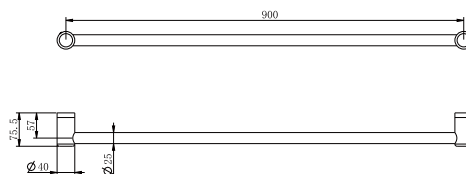
Brushed Nickel
NRCR2524BN



Brushed Gold
NRCR2524BG



Brushed Bronze
NRCR2524BZ



NRCR2530CH

Mecca Care 25mm Grab Rail 900mm
Chrome



Matte Black
NRCR2530MB



Gun Metal
NRCR2530GM



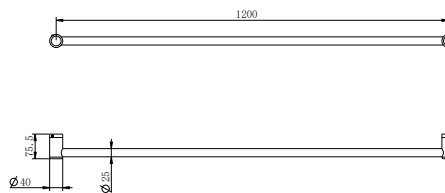
Brushed Nickel
NRCR2530BN



Brushed Gold
NRCR2530BG



Brushed Bronze
NRCR2530BZ



NRCR2548CH

Mecca Care 25mm Grab Rail 1200mm
Chrome



Matte Black
NRCR2548MB



Gun Metal
NRCR2548GM



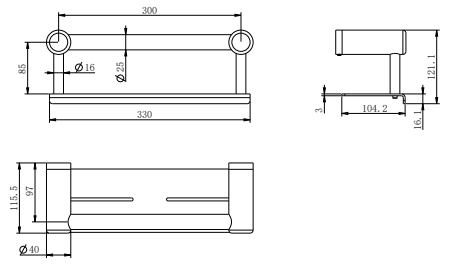
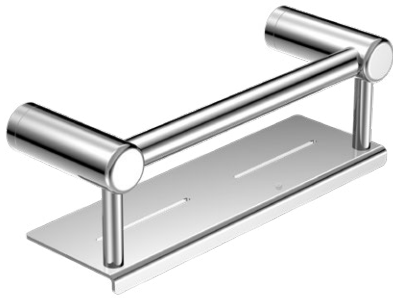
Brushed Nickel
NRCR2548BN



Brushed Gold
NRCR2548BG



Brushed Bronze
NRCR2548BZ



NRCR2512cCH

Mecca Care 25mm Grab Rail With Shelf 300mm
Chrome



Matte Black
NRCR2512cMB



Gun Metal
NRCR2512cGM



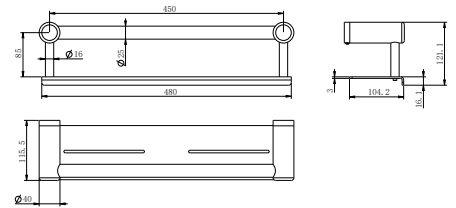
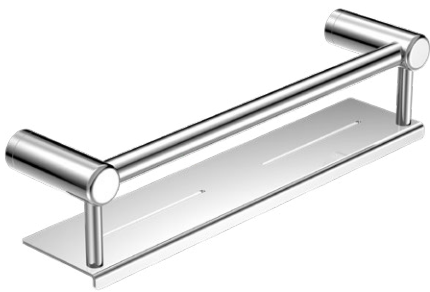
Brushed Nickel
NRCR2512cBN



Brushed Gold
NRCR2512cBG



Brushed Bronze
NRCR2512cBZ



NRCR2518cCH

Mecca Care 25mm Grab Rail With Shelf 450mm
Chrome



Matte Black
NRCR2518cMB



Gun Metal
NRCR2518cGM



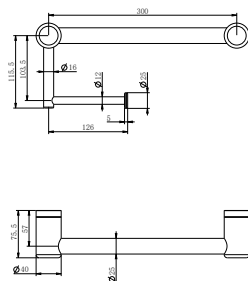
Brushed Nickel
NRCR2518cBN



Brushed Gold
NRCR2518cBG



Brushed Bronze
NRCR2518cBZ



NRCR2512aCH

Mecca Care 25mm Toilet Roll Rail 300mm
Chrome



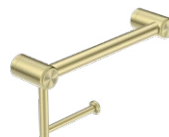
Matte Black
NRCR2512aMB



Gun Metal
NRCR2512aGM



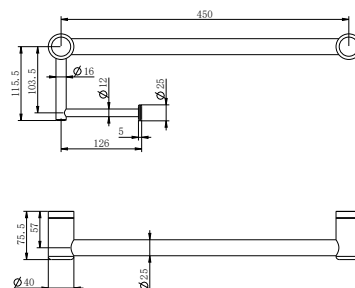
Brushed Nickel
NRCR2512aBN



Brushed Gold
NRCR2512aBG



Brushed Bronze
NRCR2512aBZ



NRCR2518aCH

Mecca Care 25mm Toilet Roll Rail 450mm
Chrome



Matte Black
NRCR2518aMB



Gun Metal
NRCR2518aGM



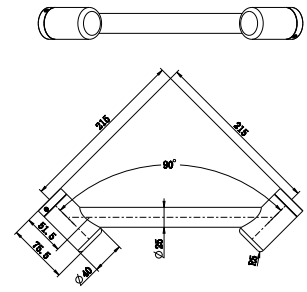
Brushed Nickel
NRCR2518aBN



Brushed Gold
NRCR2518aBG



Brushed Bronze
NRCR2518aBZ



NRCR2508wCH

Mecca Care 25mm Footrest Corner Grab Rail 215mm
Chrome



Matte Black
NRCR2508wMB



Gun Metal
NRCR2508wGM



Brushed Nickel
NRCR2508wBN

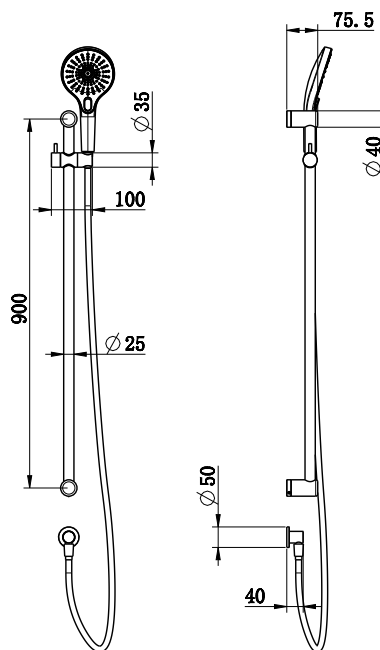


Brushed Gold
NRCR2508wBG



Brushed Bronze
NRCR2508wBZ





NRCS004CH

Mecca Care 25mm Grab Rail And Adjustable Shower Rail Set 900mm
 Wels Rating:3 Star, 9L/Min
 Chrome



Matte Black
NRCS004MB



Gun Metal
NRCS004GM



Brushed Nickel
NRCS004BN



Brushed Gold
NRCS004BG

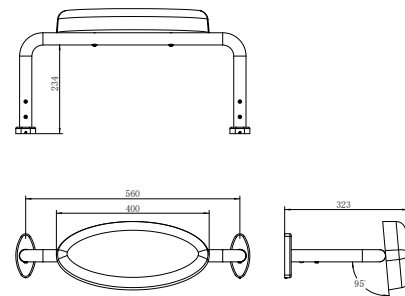


Brushed Bronze
NRCS004BZ



MECCA CARE ACCESSORIES





NRCR0001CH

Mecca Care DDA Toilet Backrest
Chrome



Matte Black
NRCR0001MB



Gun Metal
NRCR0001GM



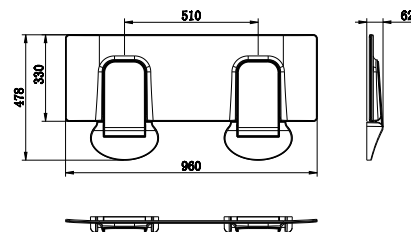
Brushed Nickel
NRCR0001BN



Brushed Gold
NRCR0001BG



Brushed Bronze
NRCR0001BZ



NRCR0002CH

Mecca Care Shower Seat 960×330mm
Chrome



Matte Black
NRCR0002MB



Gun Metal
NRCR0002GM



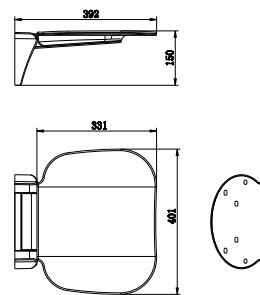
Brushed Nickel
NRCR0002BN



Brushed Gold
NRCR0002BG



Brushed Bronze
NRCR0002BZ



NRCR0003CH

Mecca Care Shower Seat 400x330mm
Chrome



Matte Black
NRCR0003MB



Gun Metal
NRCR0003GM



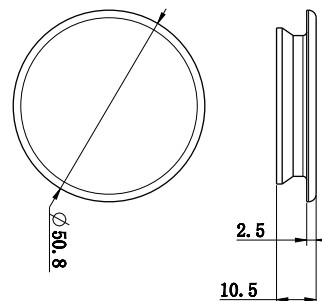
Brushed Nickel
NRCR0003BN



Brushed Gold
NRCR0003BG



Brushed Bronze
NRCR0003BZ

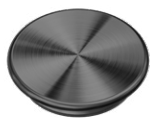


NRCR0004CH

Mecca Care 32mm Grab Rail Cap
Chrome



Matte Black
NRCR0004MB



Gun Metal
NRCR0004GM



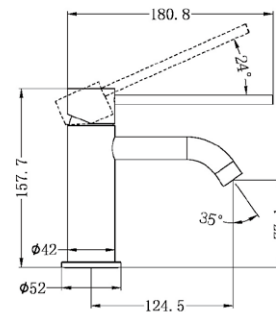
Brushed Nickel
NRCR0004BN



Brushed Gold
NRCR0004BG



Brushed Bronze
NRCR0004BZ



NR221901dCH

Mecca Care Basin Mixer
WELS Rating: 5 Star, 5L/Min
Chrome



Matte Black
NR221901dMB



Gun Metal
NR221901dGM



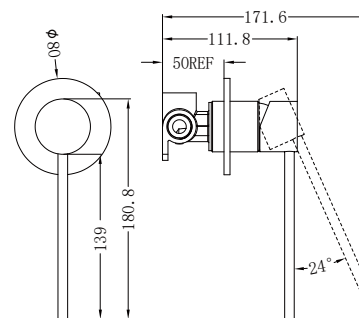
Brushed Nickel
NR221901dBN



Brushed Gold
NR221901dBG



Brushed Bronze
NR221901dBZ



NR221909xCH

Mecca Care Shower Mixer
Chrome



Matte Black
NR221909xMB



Gun Metal
NR221909xGM



Brushed Nickel
NR221909xBN



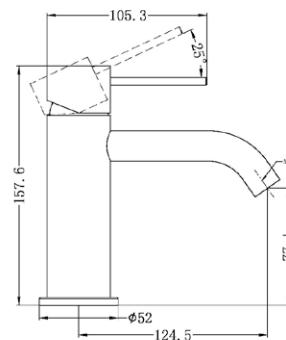
Brushed Gold
NR221909xBG



Brushed Bronze
NR221909xBZ

MECCA CARE
SHOWER





NR221901CH

Mecca Basin Mixer
Wels Rating: 5 Star, 5L/Min
Chrome



Matte Black
NR221901MB



Gun Metal
NR221901GM



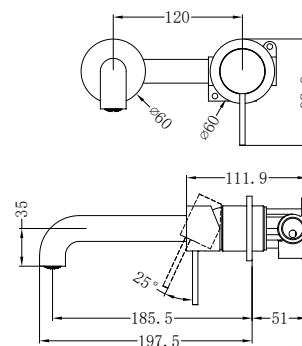
Brushed Nickel
NR221901BN



Brushed Gold
NR221901BG



Brushed Bronze
NR221901BZ



NR221907c185CH

Mecca Wall Basin/Bath Mixer Separate Back Plate 185mm Spout
Wels Rating: 5 Star, 6L/Min
Chrome



Matte Black
NR221907c185MB



Gun Metal
NR221907c185GM



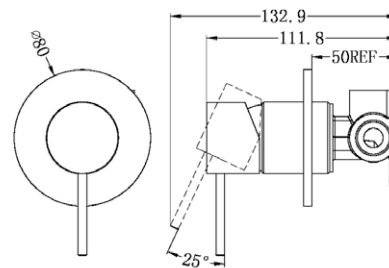
Brushed Nickel
NR221907c185BN



Brushed Gold
NR221907c185BG



Brushed Bronze
NR221907c185BZ



NR221909CH

Mecca Shower Mixer
Chrome



Matte Black
NR221909MB



Gun Metal
NR221909GM



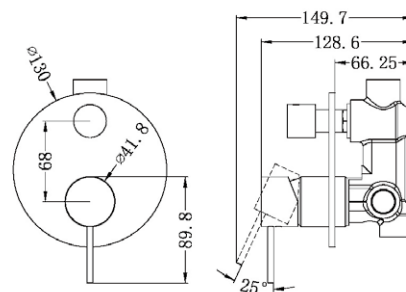
Brushed Nickel
NR221909BN



Brushed Gold
NR221909BG



Brushed Bronze
NR221909BZ



NR221909aCH

Mecca Shower Mixer With Divertor
Chrome



Matte Black
NR221909aMB



Gun Metal
NR221909aGM



Brushed Nickel
NR221909aBN

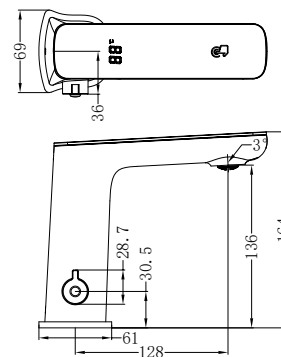


Brushed Gold
NR221909aBG



Brushed Bronze
NR221909aBZ





NR222101CH

Claudia Sensor Mixer With Black Top Display
Wels Rating: 6 Star, 5L/Min
Chrome



Matte Black
NR222101MB



Gun Metal
NR222101GM



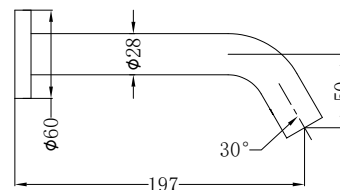
Brushed Nickel
NR222101BN



Brushed Gold
NR222101BG



Brushed Bronze
NR222101BZ



NR401CH

Mecca Wall Mount Sensor Tap
Wels Rating: 6 Star, 4.5L/Min
Chrome



Matte Black
NR401MB



Gun Metal
NR401GM



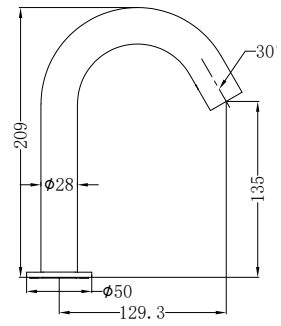
Brushed Nickel
NR401BN



Brushed Gold
NR401BG



Brushed Bronze
NR401BZ



NR402CH

Mecca Sensor Tap
Wels Rating: 6 Star, 6L/Min
Chrome



Matte Black
NR402MB



Gun Metal
NR402GM



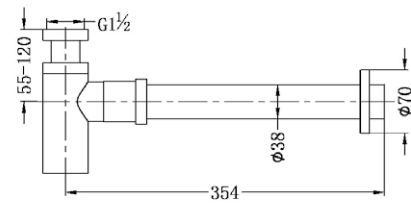
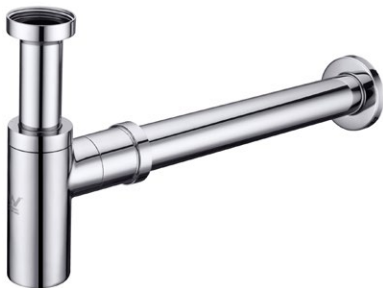
Brushed Nickel
NR402BN



Brushed Gold
NR402BG



Brushed Bronze
NR402BZ

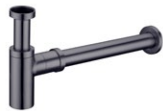


NRA186eCH

Bottle Trap 40mm
Chrome



Matte Black
NRA186eMB



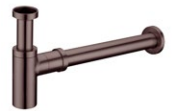
Gun Metal
NRA186eGM



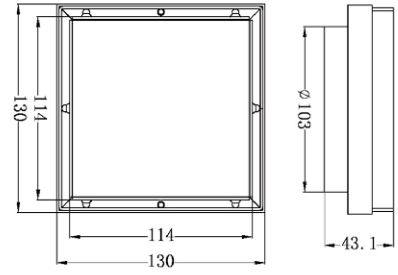
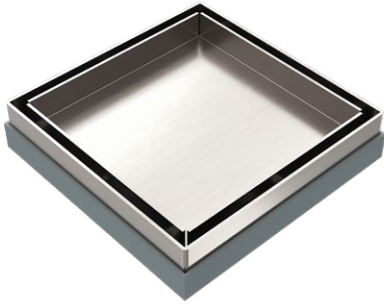
Brushed Nickel
NRA186eBN



Brushed Gold
NRA186eBG

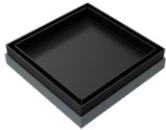


Brushed Bronze
NRA186eBZ

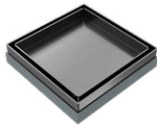


NRFW002BN

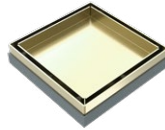
Tile Insert Floor Waste 100mm Outlet
Brushed Nickel



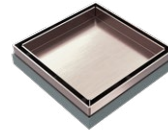
Matte Black
NRFW002MB



Gun Metal
NRFW002GM



Brushed Gold
NRFW002BG



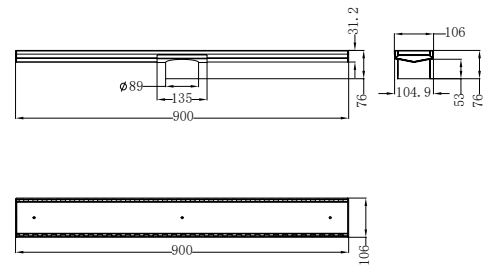
Brushed Bronze
NRFW002BZ



NRFG001BN



NRFG001hs



NRFG001hsBN

Tile Insert V Channel Floor Grate 89mm Outlet With Hole Saw
Brushed Nickel



NRFG001MB + NRFG001hs

Matte Black
NRFG001hsMB



NRFG001GM + NRFG001hs

Gun Metal
NRFG001hsGM



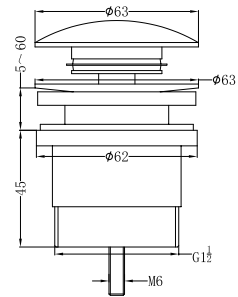
NRFG001BG + NRFG001hs

Brushed Gold
NRFG001hsBG



NRFG001BZ + NRFG001hs

Brushed Bronze
NRFG001hsBZ



NRA706CH

Universal Pop Up Waste
Chrome



Matte Black
NRA706MB



Gun Metal
NRA706GM



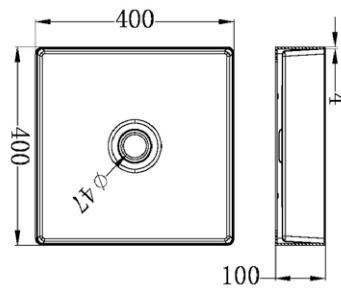
Brushed Nickel
NRA706BN



Brushed Gold
NRA706BG



Brushed Bronze
NRA706BZ



NRB401sBN

Square 400mm Stainless Steel Basin
Brushed Nickel



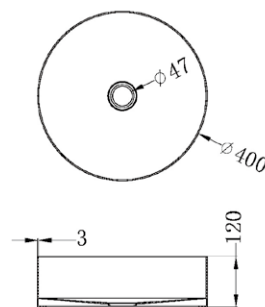
Graphite
NRB401sGR



Brushed Gold
NRB401sBG



Brushed Bronze
NRB401sBZ



NRB401rBN

Round 400mm Stainless Steel Basin
Brushed Nickel



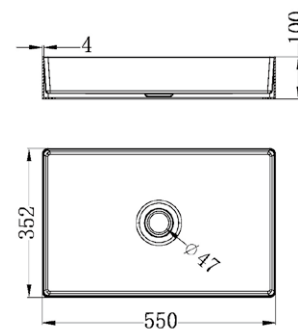
Graphite
NRB401rGR



Brushed Gold
NRB401rBG



Brushed Bronze
NRB401rBZ



NRB3555BN

Rectangle Stainless Steel Basin
Brushed Nickel



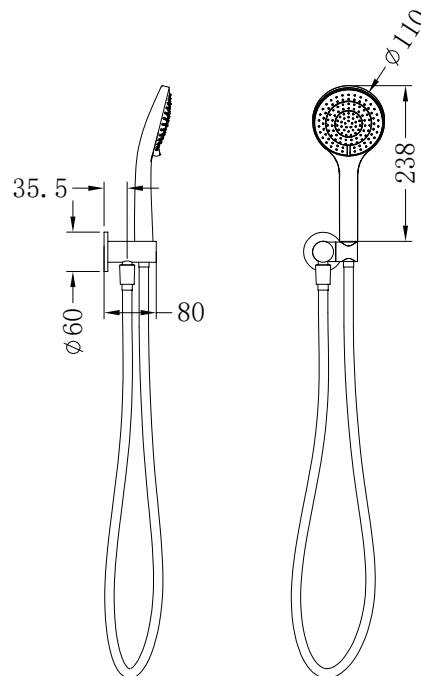
Graphite
NRB3555GR



Brushed Gold
NRB3555BG



Brushed Bronze
NRB3555BZ



NR221905CH

Mecca Shower Bracket With Air Shower
Wels Rating: 3 Star, 9L/Min
Chrome



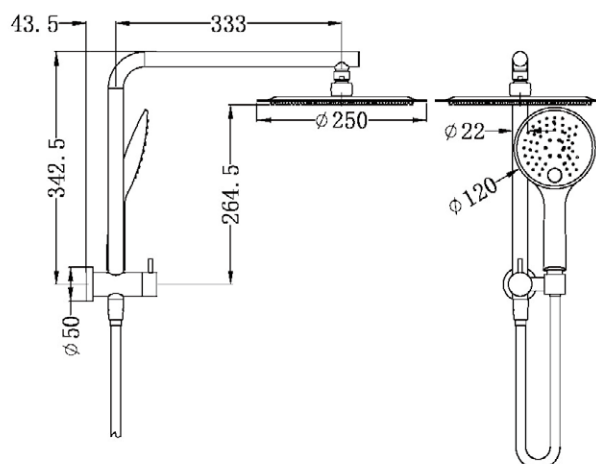
Matte Black
NR221905MB



Brushed Nickel
NR221905BN

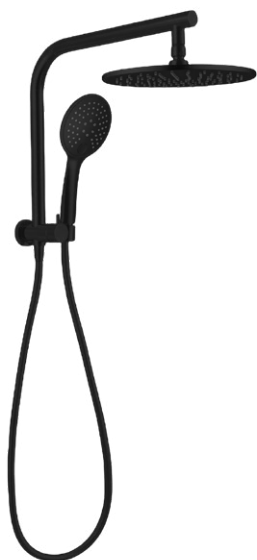


Brushed Gold
NR221905BG



NR250805bCH

Dolce/Mecca 2 In 1 Shower
 Wels Rating: Overhead Shower 3 Star, 8L/Min
 Hand Shower Not Star Rated, 5.5L/Min
 Chrome



Matte Black
NR250805bMB



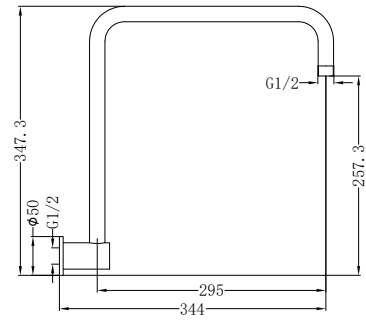
Gun Metal
NR250805bGM



Brushed Nickel
NR250805bBN



Brushed Gold
NR250805bBG



NR506CH

Round Swivel Shower Arm
Chrome



Matte Black
NR506MB



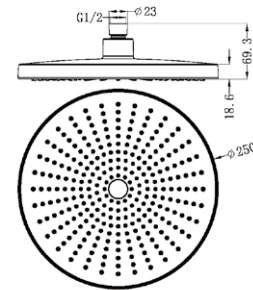
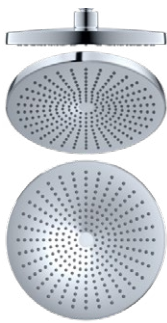
Gun Metal
NR506GM



Brushed Nickel
NR506BN

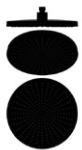


Brushed Gold
NR506BG

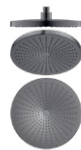


NR508079CH

250mm Opal Shower Head
Wels Rating: 3 Star, 9L/Min
Chrome



Matte Black
NR508079MB



Graphite
NR508079GR



Brushed Nickel
NR508079BN



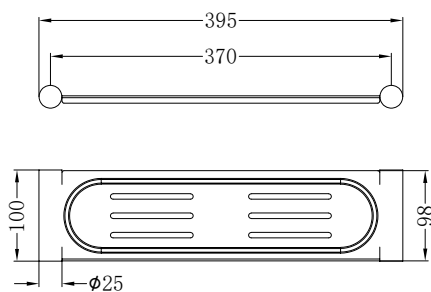
Brushed Gold
NR508079BG



Brushed Bronze
NR508079BZ

MECCA CARE
AMBULANT TOILET





NR2387aCH

New Mecca Metal Shower Shelf
Chrome



Matte Black
NR2387aMB



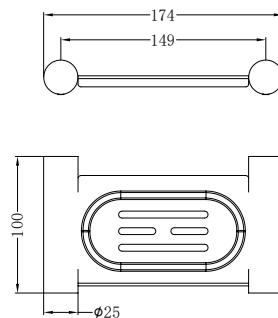
Gun Metal
NR2387aGM



Brushed Nickel
NR2387aBN



Brushed Gold
NR2387aBG



NR2381CH

New Mecca Soap Dish Holder
Chrome



Matte Black
NR2381MB



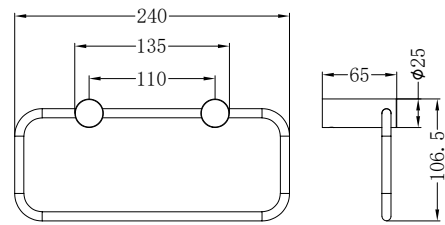
Gun Metal
NR2381GM



Brushed Nickel
NR2381BN



Brushed Gold
NR2381BG



NR2380aCH

New Mecca Towel Ring
Chrome



Matte Black
NR2380aMB



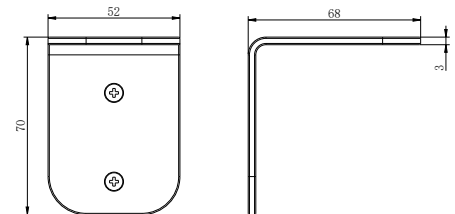
Gun Metal
NR2380aGM



Brushed Nickel
NR2380aBN



Brushed Gold
NR2380aBG



NR1985CH

Mecca Soap Bottle Holder
Chrome



Matte Black
NR1985MB



Gun Metal
NR1985GM



Brushed Nickel
NR1985BN



Brushed Gold
NR1985BG



Brushed Bronze
NR1985BZ

WARRANTY POLICY

1. Goods sold by are made to the highest industry standards and quality, which is reflected in the warranty against defects.
2. This warranty policy is issued by Nero Bathrooms International Pty Ltd t/as Nero Tapware ABN 57 148 833 989 (Supplier) of 11-13 Buontempo Road Carrum Downs, Victoria, Australia, telephone (03) 8786 3170, email warranty@nerotapware.com.au.
3. The following warranty periods apply to goods purchased 1 January 2023:

Nero Premium Line

Opal, Opal Progressive, Kara Progressive, York & Mecca Tapware	15 years	<ul style="list-style-type: none">• 15 years replacement cartridge only.• 10 years replacement products or parts on all finishes.• 2 years replacement products or parts & labour.
Opal, York, Mecca & Mecca Care Showers	15 years	<ul style="list-style-type: none">• 15 years replacement products or parts on all finishes.• 2 years replacement products or parts & labour.
Opal, York, Mecca & Mecca Care Bathroom Accessories	10 years	<ul style="list-style-type: none">• 10 years replacement products or parts on all finishes.
Opal Metal Basin	15 years	<ul style="list-style-type: none">• 15 years replacement products on all finishes.

4. The warranty period commences from date of purchase, or for new buildings from date of handover.

5. To make a warranty claim, the customer must either contact the seller from which the customer purchased the goods, or contact the Supplier directly by telephone on (03) 8786 3170, by email at warranty@nerotapware.com.au, by fax at (03) 8786 3175 or using the online claim form at <https://nero-warranty.tradieconnect.me/admin/custom/api/warrantyform1/?service=2600&-serviceselect=2600&status=5>. The claimant must provide proof of purchase or equivalent documentation such as handover documentation for new homes.

6. The expense of claiming on the warranty will be borne by the customer claiming on the warranty.

7. This warranty covers the repair or, at Supplier's option, replacement of any goods which are defective through faulty manufacture or materials, free of charge and labour. The Supplier reserves the right to alter, or amend this warranty offer in writing at any time. The Supplier reserves the right to provide minor components (eg. Handles, aerators, buttons, dress rings, spindle/cartridges and seals) as 'Parts Only' to the customer. This warranty does not cover any claims for labour, additional products or parts associated with allegedly faulty goods for work not approved in advance in writing by the Supplier.

8. For installed goods, the Supplier requires adequate access to assess the goods, fittings and fixtures to assess any warranty claim, and to undertake any warranty repairs. The Supplier will not be responsible for any consequential damage or costs where adequate access to goods, fittings or fixtures is not provided.

9. For discontinued or unavailable goods, the Supplier may replace the goods with equivalent current or available goods, using best endeavours to match the appearance and specifications of the original goods.

10. Supplier's obligations under warranty are limited to the repair or, at Supplier's option, replacement of any products of any products which are defective through faulty workmanship or materials. To the extent permitted by law, Supplier will not be liable for any loss to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product components.

11. This warranty does not cover defects caused by or arising from any of the following:

- 11.1. goods installed by a person other than a licenced lumber. This does not apply to bathroom accessories such as towel rails, shelves, etc;
- 11.2. goods not installed to relevant national standards or state regulations;
- 11.3. tapware exposed to water pressures and/or temperatures that exceed stated limitations as per the standard installation instructions. Note: AS/NZS 3500.1:2003 specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
- 11.4. fitting of other devices to the outlet of tapware (eg water filters);
- 11.5. fitting of in tap body or end of line water flow regulating devices that have not been approved by Supplier;
- 11.6. products used for incorrect applications, non-potable water, etc;
- 11.7. damage as a result of obstruction due to inadequate flushing of system before use;
- 11.8. service, repairs or other non-standard replacement parts previously undertaken without Supplier's prior written approval;
- 11.9. damage to finishes by adhesives, sealant, etc;
- 11.10. damage to finishes which arise from installation or post-installation use;
- 11.11. failure to observe manufacturer's care and cleaning instructions;
- 11.12. improper or abusive use of product and/or damage resulting from misuse, accident or neglect.

12. Should any warranty claim be made and service attended to by the Supplier or its authorised service agent, and the fault is due to a cause expressly excluded from this warranty above, the Supplier reserves the right to charge a service fee for attending and/or any work carried out.

13. This warranty is in addition to customer's rights under the Australian Consumer Law.

14. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- 14.1. to cancel your service contract with us; and
- 14.2. to refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.



Nero  Avail

Please note:

Nero Tapware reserves the right to modify specifications shown, or delete products from their range without prior notification.

Nero Bathrooms International Pty Ltd
info@nerotapware.com.au
www.nerotapware.com.au