Design By Avail

MECCA CARE

Safety meets style with Mecca Care

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

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 easy 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

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Mecca Care products offer a stylish and high-end choice for DDA restrooms, moving away from the traditional and outdated designs of most disability care bathroom accessories.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

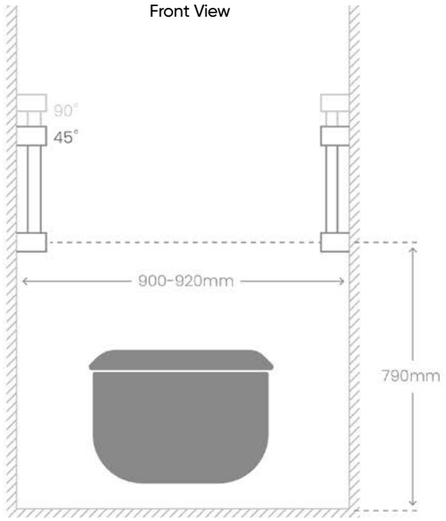
Enhanced Dignity

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.

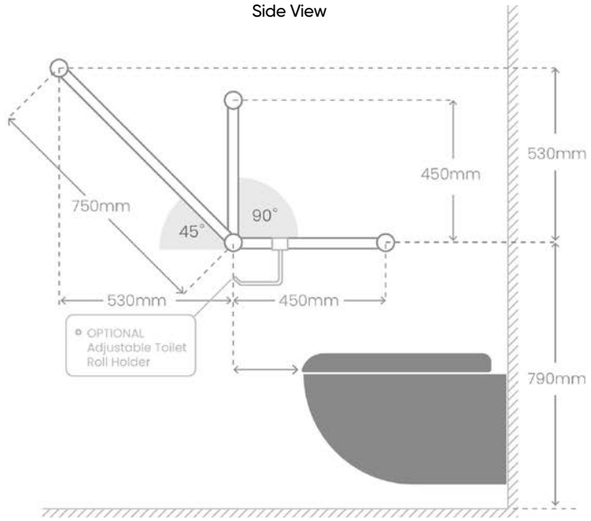
MECCA CARE
DDA CARE 32MM

AMBULANT TOILET RAILS

Front View

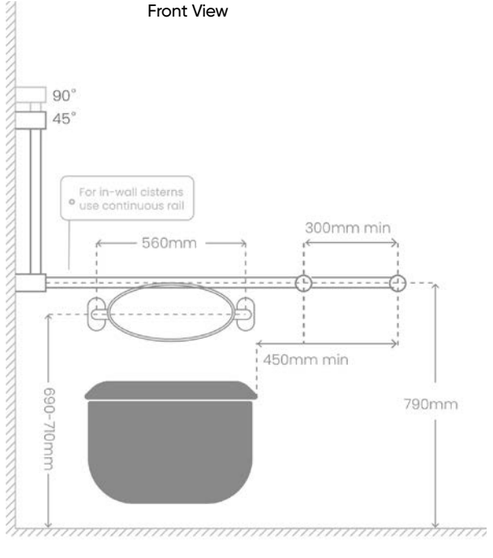


Side View

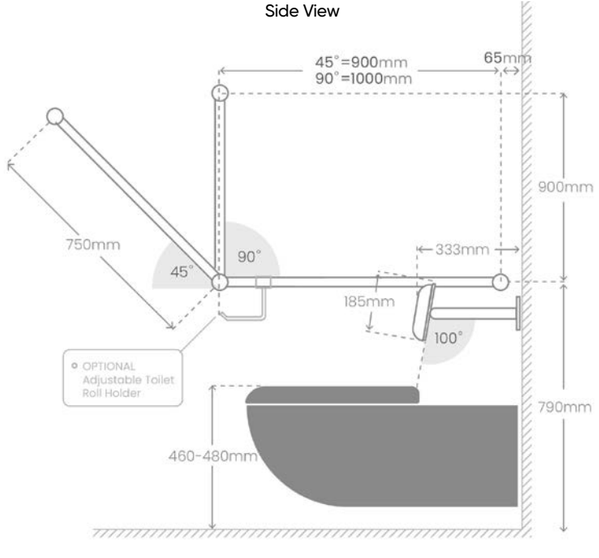


DDA WHEELCHAIR ACCESSIBLE TOILET

Front View

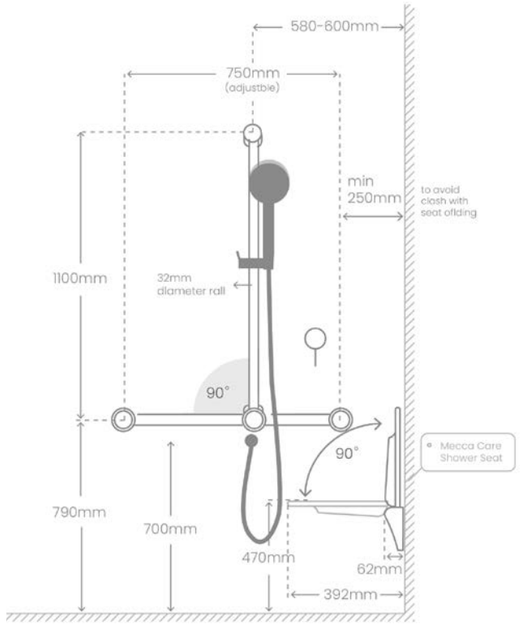


Side View

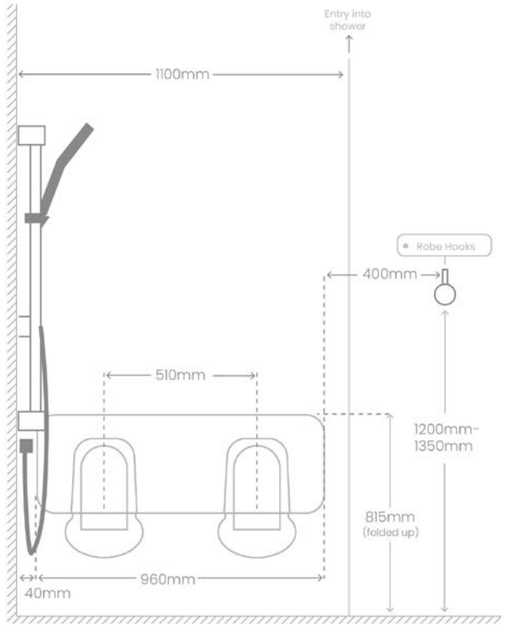


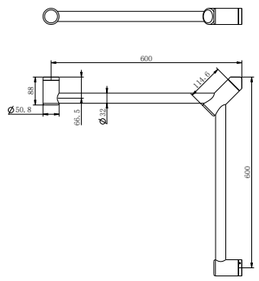
DDA WHEELCHAIR ACCESSIBLE SHOWER

Front View



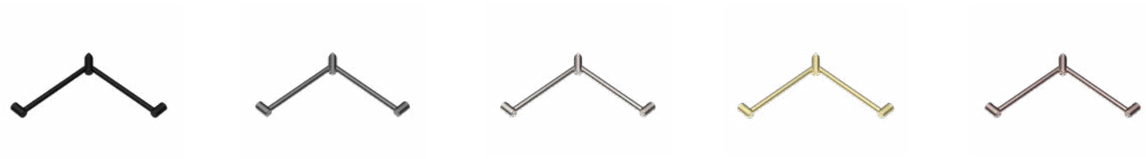
Side View





NRCR3290wCH

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



Matte Black	Gun Metal	Brushed Nickel	Brushed Gold	Brushed Bronze
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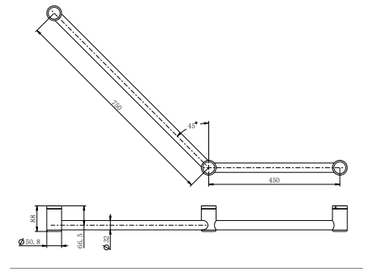

NRCR3245aCH

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

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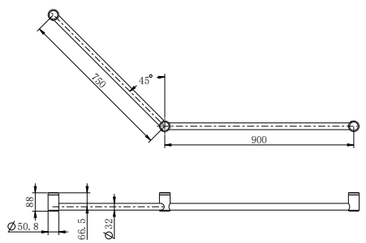

NRCR3245CH

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

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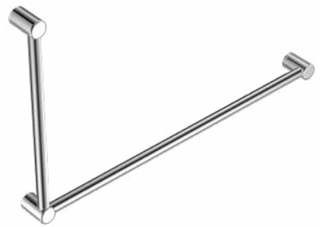

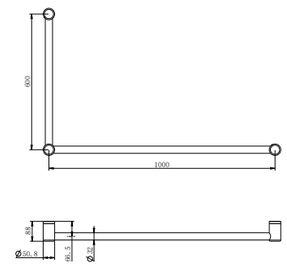

NRCR3290CH

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

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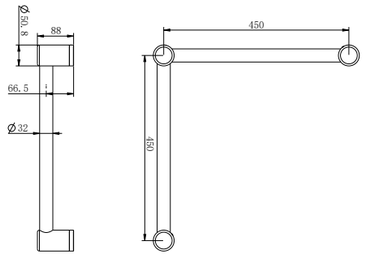


NRCR3290aCH

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

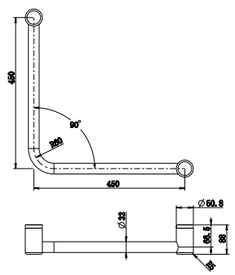
Matte Black
NRCR3290aMB

Gun Metal
NRCR3290aGM

Brushed Nickel
NRCR3290aBN

Brushed Gold
NRCR3290aBG

Brushed Bronze
NRCR3290aBZ



NRCR3290dCH

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

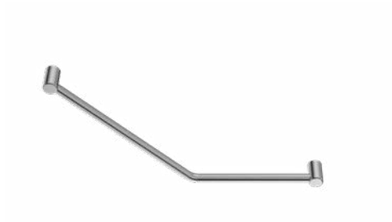
Matte Black
NRCR3290dMB

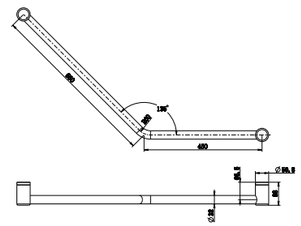
Gun Metal
NRCR3290dGM

Brushed Nickel
NRCR3290dBN

Brushed Gold
NRCR3290dBG

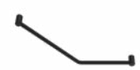
Brushed Bronze
NRCR3290dBZ





NRCR3245dCH

Mecca Care 32mm Ambulant 45 Degree Bent Tube 450x650mm
Chrome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Gun Metal
NRCR3245dGM

Brushed Nickel
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Brushed Gold
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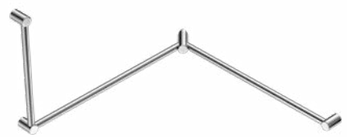
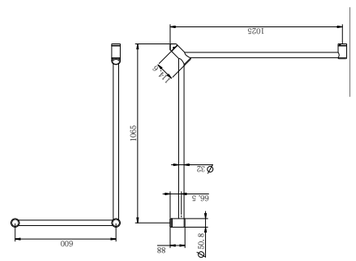
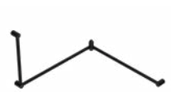
Brushed Bronze
NRCR3245dBZ

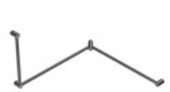




NRCR3290cCH

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


Matte Black
NRCR3290cMB


Gun Metal
NRCR3290cGM

Brushed Nickel
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Brushed Gold
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Brushed Bronze
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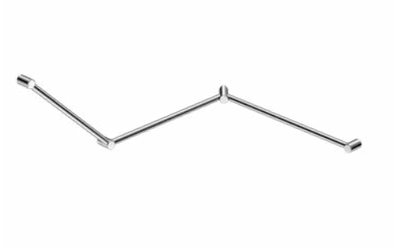
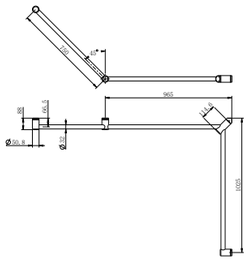
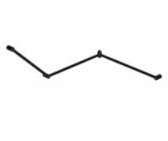


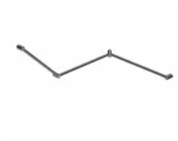


NRCR3245cCH

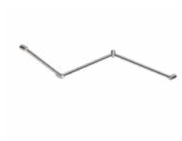
Mecca Care 32mm DDA Toilet Grab Rail Set
45 Degree Continuous 750x965x1025mm
Chrome



Matte Black
NRCR3245cMB



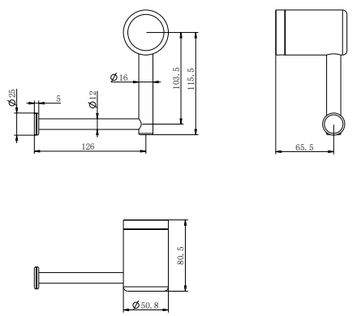
Gun Metal
NRCR3245cGM



Brushed Nickel
NRCR3245cBN

Brushed Gold
NRCR3245cBG

Brushed Bronze
NRCR3245cBZ



NRCR3286CH

Mecca Care Heavy Duty Toilet Roll Holder
Chrome

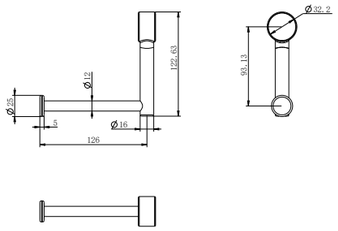
Matte Black
NRCR3286MB

Gun Metal
NRCR3286GM

Brushed Nickel
NRCR3286BN

Brushed Gold
NRCR3286BG

Brushed Bronze
NRCR3286BZ



NRCR3286tCH

Mecca Care Add On Toilet Roll Holder
Chrome

Matte Black
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Gun Metal
NRCR3286tGM

Brushed Nickel
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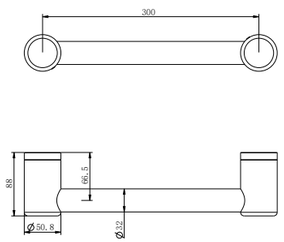
Brushed Gold
NRCR3286tBG

Brushed Bronze
NRCR3286tBZ



NRCR3212CH

Mecca Care 32mm Grab Rail 300mm
Chrome

Matte Black
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Gun Metal
NRCR3212GM

Brushed Nickel
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Brushed Gold
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Brushed Bronze
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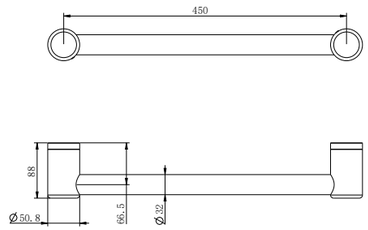


NRCR3218CH

Mecca Care 32mm Grab Rail 450mm
Chrome

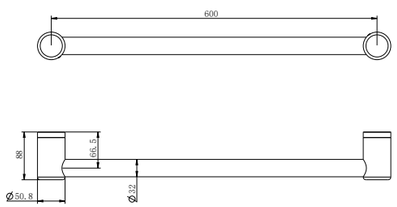
Matte Black
NRCR3218MB

Gun Metal
NRCR3218GM

Brushed Nickel
NRCR3218BN

Brushed Gold
NRCR3218BG

Brushed Bronze
NRCR3218BZ



NRCR3224CH

Mecca Care 32mm Grab Rail 600mm
Chrome

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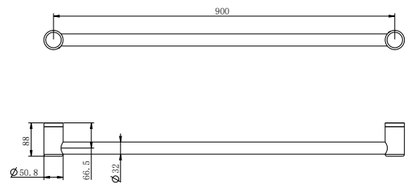
NRCR3224MB

Gun Metal
NRCR3224GM

Brushed Nickel
NRCR3224BN

Brushed Gold
NRCR3224BG

Brushed Bronze
NRCR3224BZ



NRCR3230CH

Mecca Care 32mm Grab Rail 900mm
Chrome

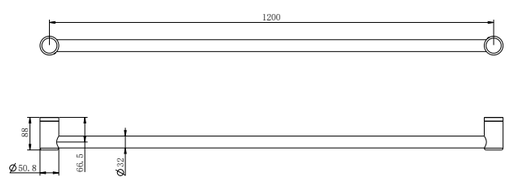
Matte Black
NRCR3230MB

Gun Metal
NRCR3230GM

Brushed Nickel
NRCR3230BN

Brushed Gold
NRCR3230BG

Brushed Bronze
NRCR3230BZ



NRCR3248CH

Mecca Care 32mm Grab Rail 1200mm
Chrome

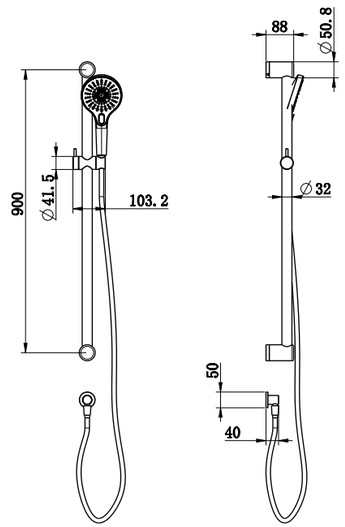
Matte Black
NRCR3248MB

Gun Metal
NRCR3248GM

Brushed Nickel
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

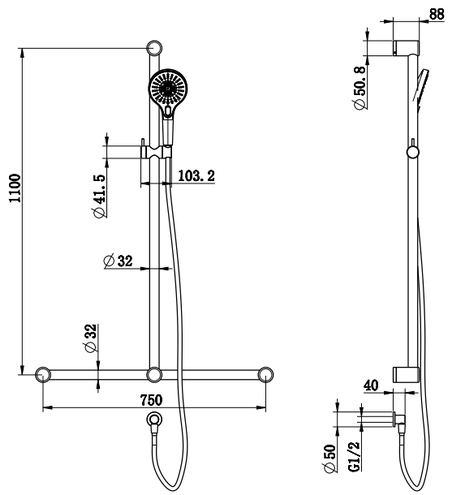
Matte Black
NRCS005MB

Gun Metal
NRCS005GM

Brushed Nickel
NRCS005BN

Brushed Gold
NRCS005BG

Brushed Bronze
NRCS005BZ



NRCS006CH

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

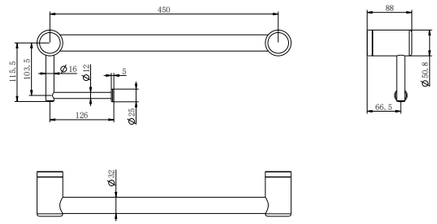
Matte Black
NRCS006MB

Gun Metal
NRCS006GM

Brushed Nickel
NRCS006BN

Brushed Gold
NRCS006BG

Brushed Bronze
NRCS006BZ



NRCR3218aCH

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

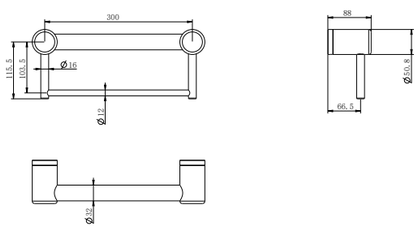
Matte Black
NRCR3218aMB

Gun Metal
NRCR3218aGM

Brushed Nickel
NRCR3218aBN

Brushed Gold
NRCR3218aBG

Brushed Bronze
NRCR3218aBZ



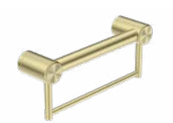
NRCR3212bCH

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

Matte Black
NRCR3212bMB

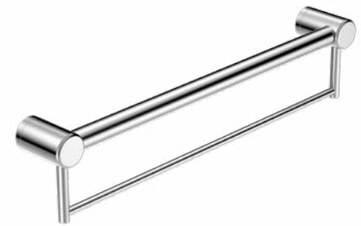
Gun Metal
NRCR3212bGM

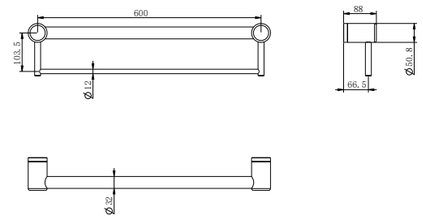
Brushed Nickel
NRCR3212bBN



Brushed Gold
NRCR3212bBG

Brushed Bronze
NRCR3212bBZ





NRCR3224bCH

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

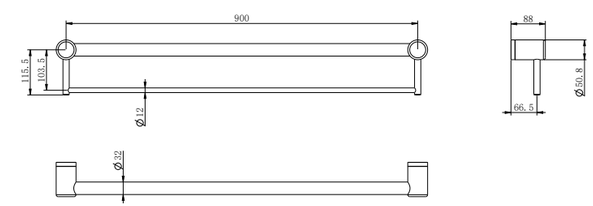
Matte Black
NRCR3224bMB

Gun Metal
NRCR3224bGM

Brushed Nickel
NRCR3224bBN

Brushed Gold
NRCR3224bBG

Brushed Bronze
NRCR3224bBZ



NRCR3230bCH

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

Matte Black
NRCR3230bMB

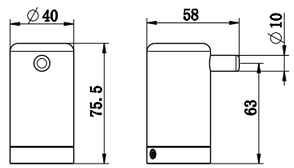
Gun Metal
NRCR3230bGM

Brushed Nickel
NRCR3230bBN

Brushed Gold
NRCR3230bBG

Brushed Bronze
NRCR3230bBZ

MECCA CARE
ASSISTED LIVING 25MM



NRCR2582CH

Mecca Care 25mm Wall Hook
Chrome

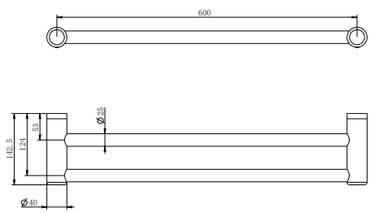
Matte Black
NRCR2582MB

Gun Metal
NRCR2582GM

Brushed Nickel
NRCR2582BN

Brushed Gold
NRCR2582BG

Brushed Bronze
NRCR2582BZ



NRCR2524dCH

Mecca Care 25mm Grab Double Towel Rail 600mm
Chrome

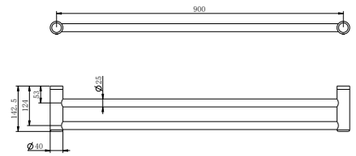
Matte Black
NRCR2524dMB

Gun Metal
NRCR2524dGM

Brushed Nickel
NRCR2524dBN

Brushed Gold
NRCR2524dBG

Brushed Bronze
NRCR2524dBZ



NRCR2530dCH

Mecca Care 25mm Grab Double Towel Rail 900mm
Chrome

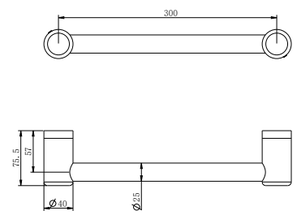
Matte Black
NRCR2530dMB

Gun Metal
NRCR2530dGM

Brushed Nickel
NRCR2530dBN

Brushed Gold
NRCR2530dBG

Brushed Bronze
NRCR2530dBZ



NRCR2512CH

Mecca Care 25mm Grab Rail 300mm
Chrome

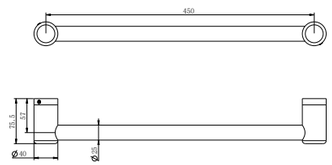
Matte Black
NRCR2512MB

Gun Metal
NRCR2512GM

Brushed Nickel
NRCR2512BN

Brushed Gold
NRCR2512BG

Brushed Bronze
NRCR2512BZ



NRCR2518CH

Mecca Care 25mm Grab Rail 450mm
Chrome

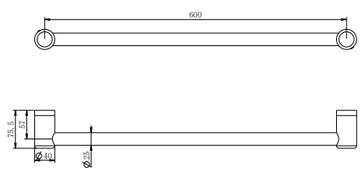
Matte Black
NRCR2518MB

Gun Metal
NRCR2518GM

Brushed Nickel
NRCR2518BN

Brushed Gold
NRCR2518BG

Brushed Bronze
NRCR2518BZ



NRCR2524CH

Mecca Care 25mm Grab Rail 600mm
Chrome

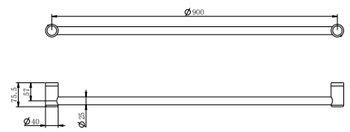
Matte Black
NRCR2524MB

Gun Metal
NRCR2524GM

Brushed Nickel
NRCR2524BN

Brushed Gold
NRCR2524BG

Brushed Bronze
NRCR2524BZ



NRCR2530CH

Mecca Care 25mm Grab Rail 900mm
Chrome

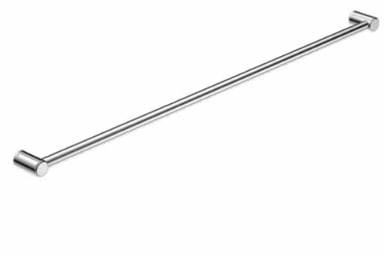
Matte Black
NRCR2530MB

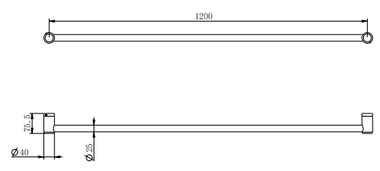
Gun Metal
NRCR2530GM

Brushed Nickel
NRCR2530BN

Brushed Gold
NRCR2530BG

Brushed Bronze
NRCR2530BZ





NRCR2548CH

Mecca Care 25mm Grab Rail 1200mm
Chrome

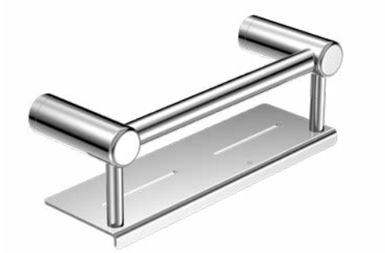
Matte Black
NRCR2548MB

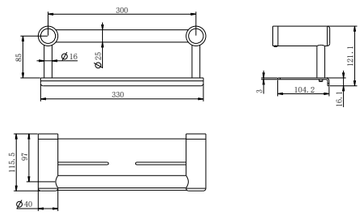
Gun Metal
NRCR2548GM

Brushed Nickel
NRCR2548BN

Brushed Gold
NRCR2548BG

Brushed Bronze
NRCR2548BZ





NRCR2512cCH

Mecca Care 25mm Grab Rail With Shelf 300mm
Chrome

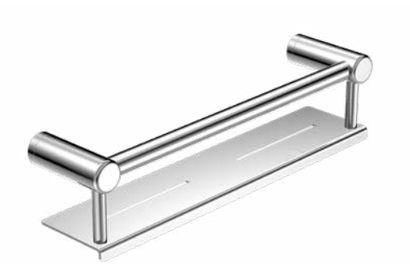
Matte Black
NRCR2512cMB

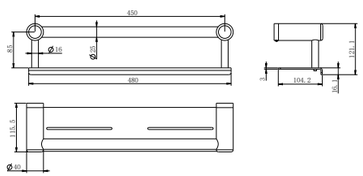
Gun Metal
NRCR2512cGM

Brushed Nickel
NRCR2512cBN

Brushed Gold
NRCR2512cBG

Brushed Bronze
NRCR2512cBZ





NRCR2518cCH

Mecca Care 25mm Grab Rail With Shelf 450mm
Chrome

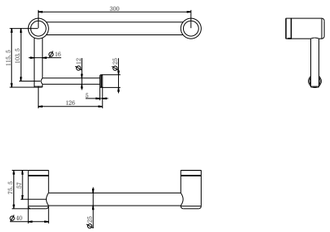
Matte Black
NRCR2518cMB

Gun Metal
NRCR2518cGM

Brushed Nickel
NRCR2518cBN

Brushed Gold
NRCR2518cBG

Brushed Bronze
NRCR2518cBZ



NRCR2512aCH

Mecca Care 25mm Toilet Roll Rail 300mm
Chrome

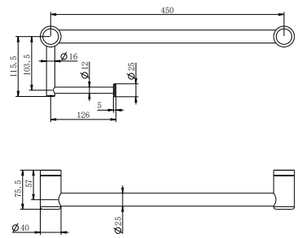
Matte Black
NRCR2512aMB

Gun Metal
NRCR2512aGM

Brushed Nickel
NRCR2512aBN

Brushed Gold
NRCR2512aBG

Brushed Bronze
NRCR2512aBZ



NRCR2518aCH

Mecca Care 25mm Toilet Roll Rail 450mm
Chrome

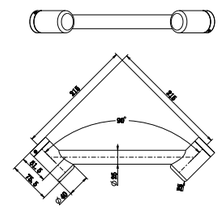
Matte Black
NRCR2518aMB

Gun Metal
NRCR2518aGM

Brushed Nickel
NRCR2518aBN

Brushed Gold
NRCR2518aBG

Brushed Bronze
NRCR2518aBZ



NRCR2508wCH

Mecca Care 25mm Footrest Corner Grab Rail 215mm
Chrome

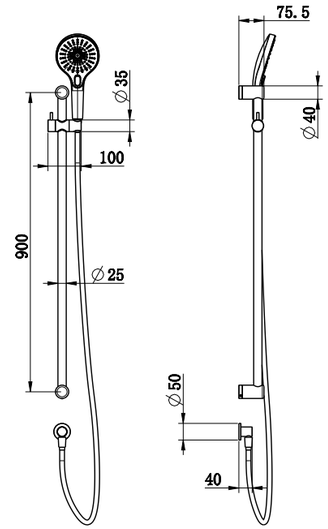
Matte Black
NRCR2508wMB

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

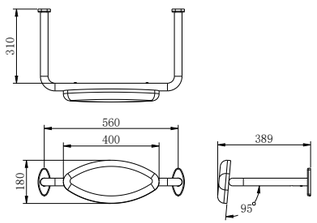
Gun Metal
NRCS004GM

Brushed Nickel
NRCS004BN

Brushed Gold
NRCS004BG

Brushed Bronze
NRCS004BZ

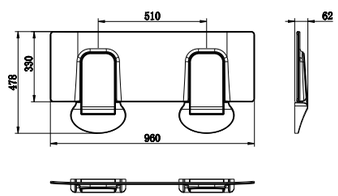
MECCA CARE ACCESSORIES



NRCR0001CH

Mecca Care DDA Toilet Backrest
Chrome

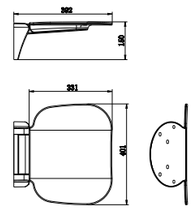
Matte Black	Gun Metal	Brushed Nickel	Brushed Gold	Brushed Bronze
NRCR0001MB	NRCR0001GM	NRCR0001BN	NRCR0001BG	NRCR0001BZ



NRCR0002CH

Mecca Care Shower Seat 960×330mm
Chrome

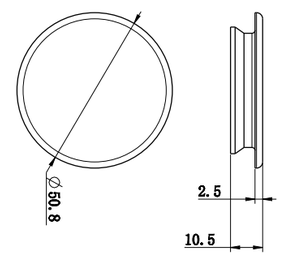
Matte Black	Gun Metal	Brushed Nickel	Brushed Gold	Brushed Bronze
NRCR0002MB	NRCR0002GM	NRCR0002BN	NRCR0002BG	NRCR0002BZ



NRCR0003CH

Mecca Care Shower Seat 400×330mm
Chrome

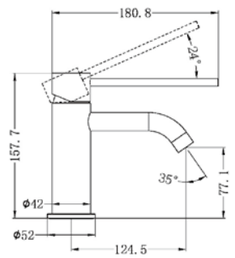
Matte Black	Gun Metal	Brushed Nickel	Brushed Gold	Brushed Bronze
NRCR0003MB	NRCR0003GM	NRCR0003BN	NRCR0003BG	NRCR0003BZ



NRCR0004CH

Mecca Care 32mm Grab Rail Cap
Chrome

Matte Black	Gun Metal	Brushed Nickel	Brushed Gold	Brushed Bronze
NRCR0004MB	NRCR0004GM	NRCR0004BN	NRCR0004BG	NRCR0004BZ



NR221901dCH

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

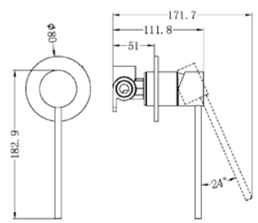
Matte Black
NR221901dMB

Gun Metal
NR221901dGM

Brushed Nickel
NR221901dBN

Brushed Gold
NR221901dBG

Brushed Bronze
NR221901dBZ



NR221909xCH

Mecca Care Shower Mixer
Chrome

Matte Black
NR221909xMB

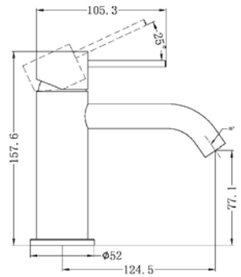
Gun Metal
NR221909xGM

Brushed Nickel
NR221909xBN

Brushed Gold
NR221909xBG

Brushed Bronze
NR221909xBZ

MECCA CARE SHOWER



NR221901CH

Mecca Care Basin Mixer
wels rating: 5 Star, 5L/Min
Chrome

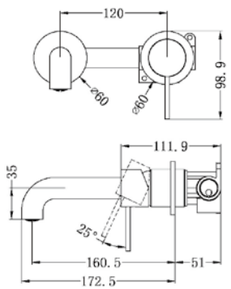
Matte Black
NR221901MB

Gun Metal
NR221901GM

Brushed Nickel
NR221901BN

Brushed Gold
NR221901BG

Brushed Bronze
NR221901BZ



NR221907cCH

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

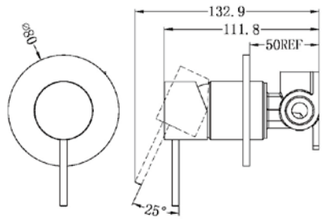
Matte Black
NR221907cMB

Gun Metal
NR221907cGM

Brushed Nickel
NR221907cBN

Brushed Gold
NR221907cBG

Brushed Bronze
NR221907cBZ



NR221909CH

Mecca Shower Mixer
Chrome

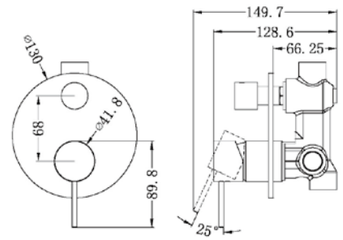
Matte Black
NR221909MB

Gun Metal
NR221909GM

Brushed Nickel
NR221909BN

Brushed Gold
NR221909BG

Brushed Bronze
NR221909BZ



NR221909aCH

Mecca Shower Mixer With Divertor
Chrome

Matte Black
NR221909aMB

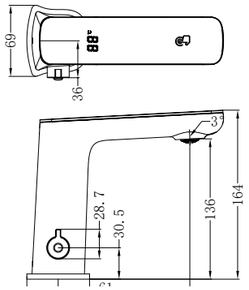
Gun Metal
NR221909aGM

Brushed Nickel
NR221909aBN

Brushed Gold
NR221909aBG

Brushed Bronze
NR221909aBZ

MECCA CARE



NRCR2582CH

Claudia Sensor Mixer
Wels Rating: 6 Star, 5L/Min
Chrome

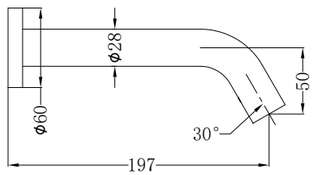
Matte Black
NR222101MB

Gun Metal
NR222101GM

Brushed Nickel
NR222101BN

Brushed Gold
NR222101BG

Brushed Bronze
NR222101ABZ



NR401CH

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

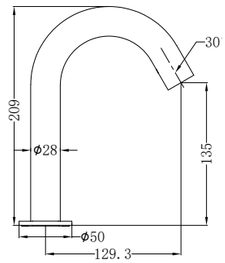
Matte Black
NR401MB

Gun Metal
NR401GM

Brushed Nickel
NR401BN

Brushed Gold
NR401BG

Brushed Bronze
NR401BZ



NR402CH

Bottle Trap 40mm
Wels Rating: 6 Star, 6L/Min
Chrome

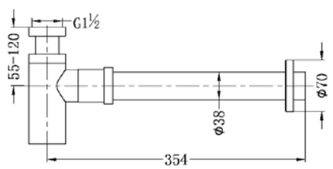
Matte Black
NR402MB

Gun Metal
NR402GM

Brushed Nickel
NR402BN

Brushed Gold
NR402BG

Brushed Bronze
NR402BZ



NRA186eCH

Bottle Trap 40mm
Chrome

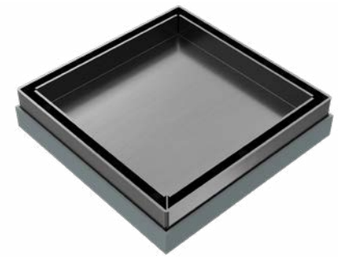
Matte Black
NRA186eMB

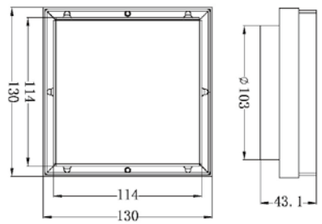
Gun Metal
NRA186eGM

Brushed Nickel
NRA186eBN

Brushed Gold
NRA186eBG

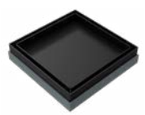
Brushed Bronze
NRA186eBZ



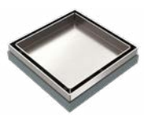


NRFW002BN

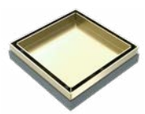
Tile Insert Floor Waste 100mm Outlet
Brushed Nickel



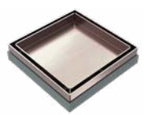
Matte Black
NRFW002MB



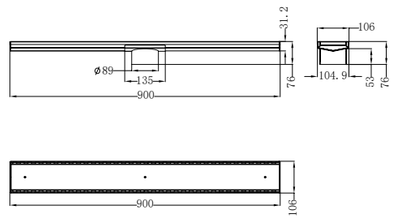
Gun Metal
NRFW002GM



Brushed Gold
NRFW002BG



Brushed Bronze
NRFW002BZ



NRFG001hsBN

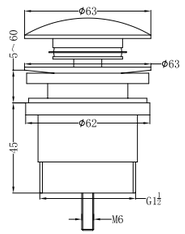
Tile Insert V Channel Floor Grate 89mm Outlet
Brushed Nickel

Matte Black
NRFG001hsMB

Gun Metal
NRFG001hsGM

Brushed Gold
NRFG001hsBG

Brushed Bronze
NRFG001hsBZ



NRA706CH

Universal Pop Up Waste
Chrome

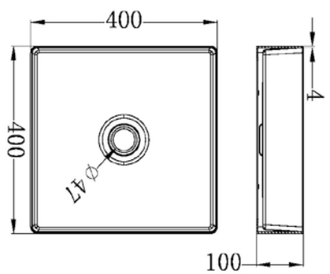
Matte Black
NRA706MB

Gun Metal
NRA706GM

Brushed Nickel
NRA706BN

Brushed Gold
NRA706BG

Brushed Bronze
NRA706BZ



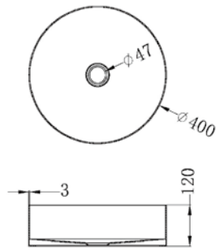
NRB401sBN

Square 400mm Stainless Steel Basin
Brushed Nickel

Gun Metal
NRB401sGM

Brushed Gold
NRB401sBG

Brushed Bronze
NRB401sBZ



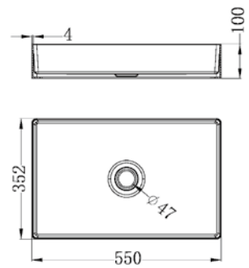
NRB401rBN

Round 400mm Stainless Steel Basin
Brushed Nickel

Gun Metal
NRB401rGM

Brushed Gold
NRB401rBG

Brushed Bronze
NRB401rBZ



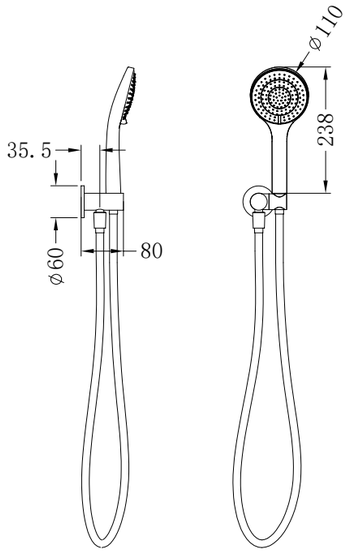
NRB3555BN

Rectangle Stainless Steel Basin
Brushed Nickel

Gun Metal
NRB3555GM

Brushed Gold
NRB3555BG

Brushed Bronze
NRB3555BZ



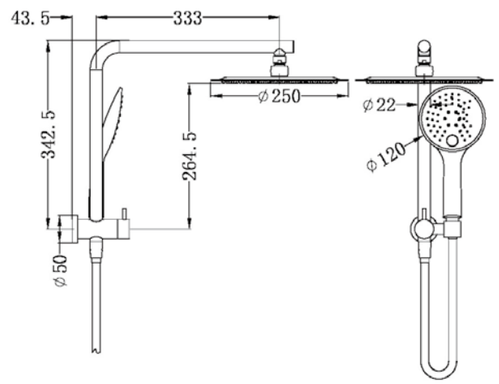
NR221905CH

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

Matte Black
NR221905MB

Brushed Nickel
NR221905BN

Brushed Gold
NR221905BG



NR250805bCH

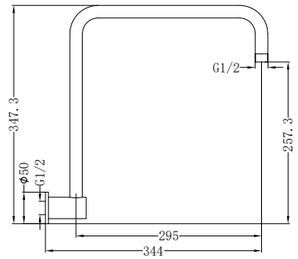
Dolcet 2 In 1 Shower
Wels Rating: 4 Star, 7.5L/Min
Chrome

Matte Black
NR250805bMB

Gun Metal
NR250805bGM

Brushed Nickel
NR250805bBN

Brushed Gold
NR250805bBG



NR506CH

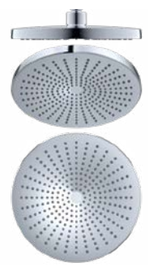
Round Swivel Shower Arm
Chrome

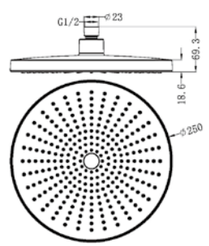
Matte Black
NR506MB

Gun Metal
NR506GM

Brushed Nickel
NR506BN

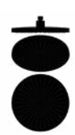
Brushed Gold
NR506BG





NR508079CH

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



Matte Black
NR508079MB

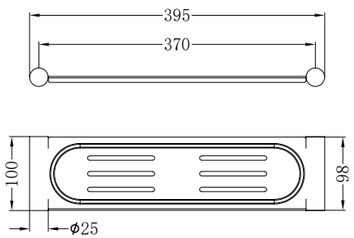
Gun Metal
NR508079GM

Brushed Nickel
NR508079BN

Brushed Gold
NR508079BG

Brushed Bronze
NR508079BZ

MECCA CARE
AMBULANT TOILET



NR2387aCH

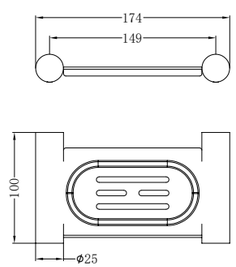
New Mecca Metal Shelf
Chrome

Matte Black
NR2387aMB

Gun Metal
NR2387aGM

Brushed Nickel
NR2387aBN

Brushed Gold
NR2387aBG



NR2381CH

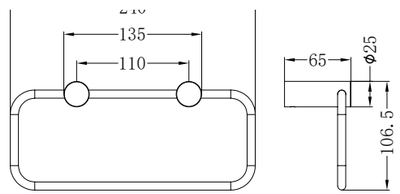
New Mecca Soap Dish Holder
Chrome

Matte Black
NR2381MB

Gun Metal
NR2381GM

Brushed Nickel
NR2381BN

Brushed Gold
NR2381BG



NR2380aCH

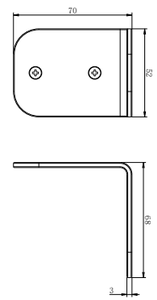
New Mecca Towel Ring
Chrome

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	• 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	• 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	• 10 years replacement products or parts on all finishes.
Opal Metal Basin	15 years	• 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/admincustom/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 extend 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 pers the standard installationinstructions. Note: AS/NZS 3500.1:2003 specifies 500kPA maximum water supply pressure at any outlet within a building for newinstallations;
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 dueto 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 entitledto be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.