

6 Years. No Gaps. No Surprises.

An optional extended service contract that covers your TOTO product for a full six years: parts and labour, with zero gaps in Year 3 where the standard warranty falls short.

SERVICE PLANS, MATCHED TO YOUR PRODUCT

Plan is determined by model, not by choice

BASIC Basic Service C2 · S2 \$199 one-time · 3-yr extension ✓ 6-year total coverage ✓ Year 3 labour bridged ✓ Yrs 4–6 parts & labour ✓ Invoice digital storage ✓ 30-day cooling-off refund ✓ Accessories 10–15% off – Priority scheduling – Video remote diagnosis Target response: 72 hours	PLUS Plus Service S5 · RX · SX \$399 one-time · 3-yr extension ✓ All Basic Service benefits ✓ 72-hr first-contact response target ✓ Priority scheduling ✓ Video remote diagnosis ✓ Annual product-care reminders ✓ Plan transferable (\$25) ✓ 30-day cooling-off refund – Prime Refresh Visit Target response: 72 hours	ADVANCED Advanced Service S7 · RW · SW \$599 one-time · 3-yr extension ✓ All Plus Service benefits ✓ Priority on-site scheduling ✓ Priority parts dispatch ✓ Fault-based replacement* ✓ 180-day re-attend cover ✓ Genuine TOTO parts only – Prime Refresh Visit Target response: 48 hrs priority	CONCIERGE Concierge Service NEOREST RS · AS LS · NX \$1,699–\$2,999 one-time · 3-yr extension ✓ All Advanced benefits ✓ One Prime Refresh Visit per plan ✓ Dedicated relationship mgr ✓ Priority on-site scheduling ✓ Professional Technician Service ✓ NEOREST-certified technicians ✓ Fault-based replacement* ✓ 48-hr priority response Target response: 48 hrs priority
--	---	--	---

3 The Year 3 Labour Gap: closed.

The standard TOTO factory warranty covers parts only in Year 3. Labour is at your cost. TOTO Prime Service bridges this gap, covering both parts and labour from day one through year six, with no interruption and no out-of-pocket service bills.

Years 1–2 · Parts & LabourFactory Warranty Factory warranty active	Year 3 Bridged Prime Service fills the gap	Years 4–6 · Parts & LabourPrime Service Extension Full extension coverage
---	---	--

Full Coverage Comparison

All plans · All benefits · Side by side

TOTO
PRIME SERVICE

BENEFIT	BASIC	PLUS	ADVANCED	CONCIERGE
COVERAGE				
6-year total coverage (3-yr extension)	✓	✓	✓	✓
Year 3 labour bridge (parts + labour)	✓	✓	✓	✓
Years 4–6 parts & labour, unlimited call-outs	✓	✓	✓	✓
Nationwide repair incl. remote areas, on-site wherever practical	✓	✓	✓	✓
Fault-based replacement (if unrepairable)	—	—	✓	✓
RESPONSE & SERVICE				
Claim response time (target)	72 hrs	72 hrs	48 hrs	48 hrs
Priority scheduling (no general queue)	—	✓	✓	✓
Video remote diagnosis before dispatch	—	✓	✓	✓
Priority on-site scheduling	—	—	✓	✓
One Prime Refresh Visit per plan	—	—	—	✓
VALUE-ADD				
Invoice digital storage (auto-retrieved on claims)	✓	✓	✓	✓
Annual product-care reminder	✓	✓	✓	✓
Accessories 10–15% off consumables	✓	✓	✓	✓
Plan transferable to new owner (\$25)	✓	✓	✓	✓

MAKING A CLAIM

- 1 Visit prime.bandh.com.au, or ask your dealer to lodge the claim for you
- 2 Submit your Serial Number, fault description and one photo. Invoice retrieved automatically
- 3 Receive a Claim ID by email. B&H contacts you within your plan's response window
- 4 A video or phone diagnostic may be conducted; if hardware fault confirmed, technician dispatched at no cost

WHAT IS NOT COVERED

- ✗ Accidental or physical damage
- ✗ Unauthorised installation or repair
- ✗ Commercial, hotel or public-venue use
- ✗ Natural disasters (flood, fire, lightning)
- ✗ Surface scratches or cosmetic wear
- ✗ Consumables at end of service life
- ✗ No-fault-found call-outs: \$250 (incl. GST), advised before dispatch

ELIGIBILITY

- ✓ Purchase within 3 years of purchase (or documented installation)
- ✓ Residential household use only
- ✓ 30-day cooling-off: full refund if no claim resolved

AUSTRALIAN CONSUMER LAW: MANDATORY NOTICE

The benefits provided by TOTO Prime Service are additional to rights and remedies you already have under the Australian Consumer Law and the standard TOTO product warranty. You are not required to purchase TOTO Prime Service to exercise your ACL rights, including the right to a repair, replacement or refund for a major failure. Purchasing TOTO Prime Service does not reduce, limit or replace any of your statutory rights under the ACL. For more information: www.accc.gov.au