

## Products Warranty - Australia

Faucet Australia Pty Limited (ABN 83 683 523 321) warrants its products to the original owner as per the periods in the table below. This Warranty applies to all product purchased on or after 24 Oct 2017. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part.

Product Category	Residential Warranty Period	Commercial Warranty Period
Tapware, Showers, Accessories	5 Years parts & labour + 10 years parts	2 Years parts & labour + 3 years parts
Intro Tapware	1 Year parts & labour + 4 years parts	1 Year parts & labour
Silkstone Baths & Basins	Lifetime	2 Years parts & labour
Special Finishes	5 Years parts & labour	2 Years parts & labour

Note: "Residential" refers to normal residential domestic purposes including houses and residential apartments. "Commercial;" refers to all non-residential purposes including Hotels, Schools, Care homes, Hospitals, clubs etc.

### Exceptions

Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this Warranty:

1. Applicable Health Acts;
2. Installation in accordance with manufacturer's instructions and specifications (Note: Tapware, mixers and filters must be installed by qualified plumber);
3. All products to be cleaned with only warm water and a soft clean cloth
4. Tapware and showers to be supplied with only clean potable water
5. Tapware and showers to be subject to no more than 700kpa whether during use or during site testing, and site must be fitted with 500kpa mains pressure limiting valve.
6. Tapware and showers to be subject to water temperatures no hotter than 65 degrees Celsius
7. Tapware and showers to be installed in accordance with AS/NZS 3500 and other standards which govern the water supply and sewerage plumbing requirements at the location of installation.

### Limitations

8. Warranty does not cover fair wear and tear on sealing rings and washers. Depending on usage and conditions these may have to be replaced within the Warranty period;
9. For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, cracking or flaking. Note that Organic finishes are expected to change colour, develop patina and verdigris.
10. Does not cover any loss or damage sustained by the consumer (including consequential loss or damage), in respect of the product or failure or omission on the part of Faucet Australia to comply with its obligations under these conditions.
11. For Baths & Basins, The warranty does not cover damage caused by exposure to direct sunlight or UV, exposure to temperatures over 60 degrees Celsius, damage caused by dropping sharp or heavy objects.
12. For Baths and basins this warranty does not cover damage caused by Strong Chlorinated solvents, Chloroform, Chlorobenzene, Nail polish remover, Methylene Chloride, Acetone, Turpentine, Ethyl Acetate, Acids, Ketones, Phenols, Ethers, Drain Cleaner, Toilet Cleaner, Salts, Oils, Milks and bathwater additives, non-approved liquids or Chemicals.

### Lodging a claim

Claims must be lodged immediately or within 3 days of detection. Proof and Date of purchase from a Faucet Strommen dealer along with site details and contacts will be required to process a claim. All claims must be lodged with Faucet Australia via one of these methods:

Phone: 03 5450 4236

Email: sales@faucetstrommen.com.au

Mail: PO Box 271 Kerang VIC 3579

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

### Other Conditions

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Faucet Australia Pty Ltd 24 Oct 2017

# Installation Guide **IG 004**

Release Date: 02.12.21

## Sink Mixers with Pull Out Spray



### Suits Models:

30570, 30694, 30695, 35132

### Important requirements:



Must be fitted in accordance with AS/NZS 3500 by qualified plumber



Mains 500kpa regulator must be fitted



Maximum hot water temp. 65°C



Mini stop taps must be fitted



Water lines must be flushed prior to connection



Only clean municipal water supply. No bore, dam or hard water without filtration & treatment

### Cleaning

Clean only with a soft microfiber or similar cloth and warm clean water. Ensure that the cloth is clean and free of any grit or chemical. Dry tap off with a soft clean cloth. Ensure that your tap is not subject to any chemicals, building grit or any type of abrasive or polish. For care of special finishes please visit our website.

### Maintenance

Aerators may need to be flushed from time to time if flow diminishes or stream pattern deteriorates. For Pegasi & Cascade mixers, use the aerator key provided to unscrew the aerator. You will notice a "castle" pattern around the edge of the aerator, the key engages with this allowing you to unscrew the insert easily. For Zeos models, use the aerator key to unscrew the aerator housing, you will then be able to pop the insert out the top of the housing. Rinse off the upper face of the insert with running water and gently brush clean with an old toothbrush to remove any debris before refitting the aerator.

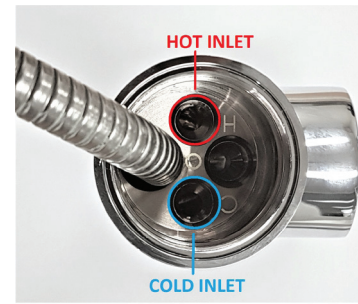
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## Installation

1. Ensure that the sink hole is 34mm-35mm diameter and that there is sufficient room below the sink hole to facilitate the hose (500mm).
2. Ensure that there are mini stop taps located under the sink for water supply.
3. Slide the mount sleeve over the hoses and fasten into the base of the mixer. Note braided hose fits through sleeve first!
4. Slide the dress ring (with o-ring inserted) over the sleeve onto the base of the mixer and hold in place whilst placing the mixer through the sink hole.
5. Screw the 2 copper tails onto the hot and cold flexi hoses. Screw into tap firmly hand tight only, do not over-tighten. Take note of the drawing and ensure the cold and hot tails are fitted into the correct ports!
6. Hold the mixer in position with 1 hand whilst pressing the rubber washer over the sleeve up against the underside of the sink or benchtop.
7. Place the stainless horseshoe washer over the brass mount nut and screw this up onto the sleeve ensuring that the washer stays properly engaged with the nut.
8. Loosely hand tighten the nut under the sink or benchtop and align the tap in the orientation you wish. (note: normally the handle faces to the right as per image)
9. Once the tap is aligned, fasten the tap by screwing up the 3 stainless screws in the mount nut with a Phillips screwdriver. Tighten firmly, but do not over-tighten as you can achieve a high level of clamping force with a gentle twist of the 3 screws. Check that the tap feels firm and is sitting straight and flat on the sink or benchtop.
10. Screw swivel nut on the end of the short flexi hose onto the brass end of the S-flex hose and nip up gently with a spanner
11. Attach the plastic weight to the lowest point of the S-Flex hose.
12. Flush out the water supply lines prior to connecting the 2 supply flexi hoses.
13. Connect the 2 water supply hoses to the mini stop taps and nip up gently.
14. Open the mixer tap handle, and slowly open the mini stop taps to start water supply. Once the air bubbles have past through the mixer you can open the stop taps fully. Close the mixer tap handle.
18. Inspect the path of the S-Flex hose under the sink and ensure that it is clear of obstructions. Note that the copper tubes are designed to be flexible so that you can bend them out of the way if necessary.
19. You may need to use saddles or ties to ensure that the flexible hoses are not interfering with the S-flex action.
20. Test the pull-out action and confirm that it is not hooking or grinding on anything under the sink.
21. Thoroughly inspect all water supply and hose joints including the joint at the pull-out end of the hose to ensure that there are no water leaks.
22. If there are any leaks, issues or questions please call Faucet Strommen on 1800 505 116 before leaving the site.



VIEWED FROM BELOW

