

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 029

Release Date: 24.02.22



Diverter Switches

Suits Models:

30576, 30736, 30958, 30959, 35140

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



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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Rough In:

1. Ensure that the in-wall depth is correct. It is advisable to get the depth as accurate as possible at rough in so that you don't run out of adjustment at fit off. Position the noggin such that the front face of the noggin is between 45-70mm max from the front face of the finished tiled surface. Take into account the thickness of the tiles, tile glue, plasterboard etc.
2. Fix the mixer body to the stud ensuring correct orientation.
3. Connect the supply to the right side inlet marked "In" and the outlets to the top and bottom ports marked "Out 1" and "Out 2"
4. Once plumbing is connected pressure test the system. Do not exceed 500kpa pressure testing whether dynamic or static. Testing over 500 kpa will void the warranty for this product.
5. A rubber protector cover is fitted over the mixer body to protect it from damage. Keep this in place at all times, remove only for testing operation.
6. Once wall sheeting is complete apply waterproofing membrane up to the black plastic shroud.
7. When tiling, note the size of the flange (55mm min all models) and make sure that tiling is cut close so that the flange covers the tile hole.
8. Once tiling and grouting are complete remove the rubber protector cover, use a box cutter or sharp chisel to carefully cut away what is protruding of the black plastic shroud, then replace the protective cover until fit off stage.
9. Note that the Rough in kit does not contain and decorative components as these are all in the fit off kit.

Fit Off:

Fit off is done after tiling and grouting are complete.

1. Ensure that the area around the tap is clean and free from grout lumps, tile glue or sealant.
2. Remove the rubber protector cover from the tap and ensure that there is no tile glue or deposit on the brass cylinder or thread.
3. Wipe the cylinder clean of dust & grit
4. Unwrap the decorative sleeve then slide the sleeve over the wall mixer with the thread to the back. Screw all the way down.
5. Unwrap the cover flange, moisten the inside o-ring and push this flange over the sleeve up against the tiles being careful to keep it straight so it does not scratch the sleeve.
6. Fit the handle to the mixer with the pin hole to the top for Pegasi, Zeos and Cascade, and to the bottom for Zero. Press the handle all the way on, then tighten the grub screw that is inside the pin hole of the handle using the Allen key provided, tighten firmly.
7. Screw the pin into the pin attachment thread for Pegasi, Zeos and Cascade and fasten on firmly by hand.
8. If you want pin facing down, remove the splined adaptor, rotate hole to the bottom and fit handle accordingly.

Run the tap and check all operation is correct. If there are any issues please contact Faucet Strommen before leaving the site.

