

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 007

Release Date: 09.12.20



Floor Mixers

Suits Models:

30574, 33718, 33850, 30660, 30661, 30662, 33706, 33822, 33823, 33848, 33713, 33842, 33843, 35134, 35135

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



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 Installation

1. Unpack the Mixer body assembly (leave the black plastic protector cover in place), note the Hot and cold inlet ports. Plumb the mains water supply to the body and pressure test.
2. Set the body into the floor. Take special note of floor inset depth of 46 - 50 mm below finished tiles surface.
3. Mount body level (final leveling can be done at fit off in the foot of the mixer)
4. Orientation is not important as the fit off allows full 360 degree orientation adjustment.
5. Fasten the body using suitable anchors.
6. Fill area around body with cement to floor level in concrete installations
7. Ensure that the tiler cuts the tiles close around the mixer so that the 90mm cover plate covers the hole.

Fit Off Installation

1. Carefully slide the cover plate over the base of the mixer keeping it aligned so that it does not jamb and mark the mixer pole.
2. Unpack the stainless steel foot and screw the 3 leveling grub screws into the foot such that they do not protrude out the bottom
3. Fasten the foot onto the bottom of the mixer firmly hand tight. Do not cross thread.
4. Remove the black plastic protector cover from the mixer body in the floor (you may need to cut the grout/tile glue around the edge to prize it free)
5. Remove any grit, glue or cement from the face of the mixer body
6. With the mains water switched off, remove the 2 temporary water plugs from the mixer body
7. Place the thin stainless base washer over the mixer body
8. Place a red fiber washer into each connection recess
9. Bring the mixer into position over the body in the floor and, by hand, screw the hose ends into the mixer body. (be careful to pick up the thread straight to prevent cross threading)
10. Fasten in the hoses firmly using a small spanner
11. Stand the mixer up in place and rotate it to the desired position
12. Rotate the stainless washer to permit the 3 fastening screws to protrude through the washer and fasten into the body in the floor
13. Before tightening the foot down set the exact rotation and use the grub screws in the foot to level the mixer
14. For models with gooseneck spout you may need to attached spout to the body as it is supplied un-assembled. To do this note the brass rotator ring on the spout assembly. This ring features an indent hole. Carefully align this hole with the grub screw mount hole in the back of the mixer. Insert the spout into the mixer and fasten with grub screw. Once fitted check proper attachment by pulling spout and ensuring it does not come out.
15. Open the tap handle and slowly open the mains water supply
16. Check the tap operation and check there are no leaks from the fittings
17. Slide the flange down over the fittings

