

## 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 005

Release Date: 17.10.19



## Dual Showers

### Suits Models:

30571, 30572, 30670, 30671, 30672, 30673, 30674, 30675, 30676, 30677, 35110, 35111

### 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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## Installation

1. You will notice that the water inlet and diverter are at the top of the rail. A standard ½" water supply lug should be positioned centrally in the shower area and about 1800mm from the shower base subject to user preference.
2. Ensure that the ½" lug is not protruding from the wall more than 13mm. Remove any debris or tile glue from the lug, wind sufficient thread tape onto the lug and screw on the brass adaptor supplied using a 12mm hex wrench. Screw this on until the back of the adaptor is almost touching the tiles.
3. Flush the water line by running a liberal amount of water into a bucket.
4. Accurately mark the position of the bottom bracket. Be sure to check the length of the shower rail that you have received as there are 2 models, 600mm and 900mm. This measurement refers to the centre to centre dimension between the top and bottom bracket. If the bottom bracket is located in this exact position it will neatly cover the joint between the hose nut and the rail. The bottom bracket can, however be mounted higher up if necessary as the rail can slide through the bracket.
5. Drill the tiles and fit the plastic mount disc to the wall with the screw provided.
6. Now carefully remove the shower rail assembly and shower arm from the box. You will notice that there is a threaded spigot protruding from the top of the top bracket. Remove the black plastic protector cap from the spigot and screw the shower arm onto the spigot. **The shower arm is designed to swivel.** Screw the arm on **gently** until the thread bottoms. **Now unscrew it slightly** just enough to allow it to rotate freely from left to right in use without bottoming out on the thread.
7. Remove the cover flanges from the box and press one of these onto the top bracket and the other onto the bottom bracket supplied in box.
8. Slide the bottom bracket just onto the bottom of rail oriented with the grub screw hole to the bottom.
9. Hold the bottom bracket from sliding off and lift the whole assembly and press it onto the wall over the top and bottom mount pieces. Make sure that the top is pushed right back until it is almost touching the tiles.
10. Insert the small grub screws and fasten the shower to the mount lugs using the small hex wrench supplied. Check that the shower is properly secured and cannot come off the wall.
11. Press the cover flanges back against the tiles.
12. Loosen and rotate the slider bracket so that the handle knob is to the left. Rotate the click action holder bracket so that the opening is to the back.
13. Remove the handshower and hose from the package and screw one end of the hose to the handshower and the other end to the threaded bottom end of the rail (Hand-tight only) Place the handshower in the holder bracket. Smooth PVC hoses may take some time to settle into a natural hanging shape.
14. Remove the overhead shower from the box and carefully screw this onto the end of the shower arm and tighten gently with shifting spanner.

15. Run the shower and test operation. The diverter knob is designed so that when the pin faces up the water comes out of the overhead shower and when the pin faces down it comes out of the handshower.

