



Undermount Basin Warranty

Undermount basins are covered by a:

5 YEAR WARRANTY - DOMESTIC USE

This warranty covers faults in the product construction, material and assembly. Products which are within 5 years material or assembly, will be repaired or exchanged with an equivalent product free of charge.

LABOUR AND SPARE PARTS

A 12 month warranty over spare parts and labour will cover spare parts which are within 1 year from the date or assembly, will be replaced free of charge.

WARRANTY CONDITIONS

This warranty will apply only under all of the following conditions:

- The item has been installed by a licensed plumber.
- The item has been installed for and subjected to domestic residential use only.
- Failure is due to a fault in the manufacture of the product. Proof of purchase (including date of purchase) is provided.
- The installation of the product is in accordance with the instructions provided.

This warranty does not include faults caused by:

- Unsuitable or improper use.
- Water damage.
- Incorrect installation or installation that is not in accordance with the instructions provided.
- Installation or part installation by the purchaser or any person other than a LICENSED PLUMBER.
- Normal wear and tear.
- Inadequate or complete lack of maintenance.
- Chemical, electrochemical or electrical influences.
- Harsh detergents or abrasive cleaners used on product finishes.
- Failure of stone material. Stone is a natural material and as such Omvivo will not warrant against the failure of the natural stone.

PLEASE NOTE: The manufacturer will not be liable for the cost of installation or removal of any unit. The warranty will be voided if damage occurred during or after installation.

1 YEAR WARRANTY - COMMERCIAL USE

"Commercial" use is all use other than for normal domestic residential purposes, including use in non-business places as in public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals such as hotels, motels, retirement villages and hospitals.

The commercial warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished product and any spare parts for a period of 1 year from the date of purchase. Products and spare parts, which are found upon inspection by an authorized representative to be defective in construction, material or assembly will be repaired or exchanged free of charge. The warranty conditions and exclusions, which apply to the domestic use warranty, also apply to this commercial warranty.

EXCLUSIONS

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage.

CLAIM PROCEDURE

For all warranty queries, customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice.

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 acceptable quality and the failure does not amount to a major failure.



Undermount Basin

Installation Care & Maintenance Warranty

PRE-INSTALLATION CHECKS

Please take time to read and perform these checks before proceeding to the installation instructions.

This product must be installed by a qualified trades person in a professional manner.

Caution: When lifting or installing heavy items always seek assistance, never attempt to lift or maneuver alone. Always follow safe practices and use personal protective equipment (PPE).

1. Inspect all items upon delivery.

If you believe there is a fault, damage or the item is incorrect, contact the place of purchase immediately and do not proceed with installation. Proceeding with installation will immediately void warranty. The manufacture will not be liable for installation or removal costs.

We allow 7 days from receipt of goods for notification of any discrepancies in goods received.

2. Ensure you have the appropriate equipment

You may need:

- Spirit Level
- Power Drill
- Bathroom Silicone
- Fixings

3. Read the specification documents of your basin and check for special plumbing or mounting requirements

Basin installation requirements vary between brand, manufacturer and style.

4. Test fit your basin

Check that the cut-out in the bench-top is the correct size for the basin that you're installing.

5. Test fit all plumbing components

Test fit all plumbing components from basin to waste point at wall and check for any interferences with internal cabinet components before continuing.

Care & Maintenance

Always start your cleaning routine with the basic clean and move to a deep clean if necessary.

Basin Basic Clean: Spills should be cleaned promptly. Clean with a mild detergent or soapy water and a soft, sponge or non-scratch scourer*¹.

Basin Deep Clean: For a deep clean and to remove cosmetics, ink and other colour agents that may leave marks on the surface use a diluted very mild abrasive cleaner* with a soft cloth in light circular motions. For stubborn marks or staining a light buff in circular motions using diluted very mild abrasive* cleaner with non-scratch scourer *¹ will generally restore the finish.

Basin Intense Clean/Repair: For extreme marks and light scratches a very light buff in circular motions using the fine grade sand/glass paper¹ will restore the surface. A heavier grade of sandpaper will scratch the surface, which can be removed by then using a light sand paper.

Softskin Basic Clean: Clean with warm soapy water or non-acidic, non-abrasive, mild detergent and soft cloth. Finish by cleaning off detergents with a soft wet cloth and towel dry.

Furniture Basic Clean: Never allow water or liquids to sit on your timber, thermofoil or 2pac cabinetry. Water can penetrate cabinetry where joins are not completely sealed by the installer which can damage your cabinet.

Important notes:

For best results finish by wiping surface clean of all detergents and dry with a soft clean cloth. Regular cleaning will assist to keep your solid surface and cabinetry looking fantastic and reduce wear and dirt build up.

For consistent appearance with your solid surface, it is best to give the entire surface of the product the same clean/sand. Avoid applying excessive pressure on clean/rub the same area for a prolonged period of time, unless repairing a scratch or damage.

Never use sharp products such as steel wool or aggressive, commercial grade / strong cleaners or chemicals (e.g. acetone, Trichloroethylene, acids and caustics soda) as these may damage and scratch the surface.

Only use your Venice basin cleaning instructions on your Venice basin as these cleaning methods may cause damage to other products, materials and finishes which will not be covered by your warranty.

* Always test 'non-scratch' and 'mild abrasive' products in a non-conspicuous area first to ensure suitability as brands can differ.

¹Your basin has been supplied with a white non-scratch scourer and a fine grade sanding pad.

Figure 4.

*Basin shown is indicative

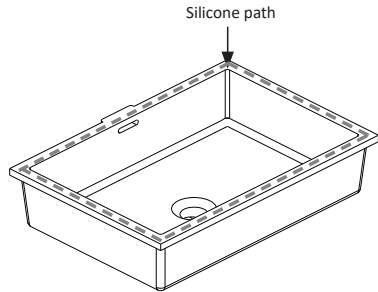
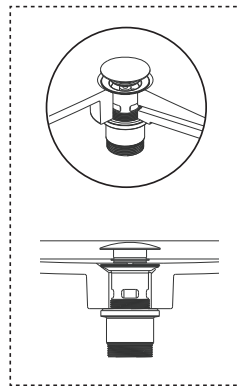
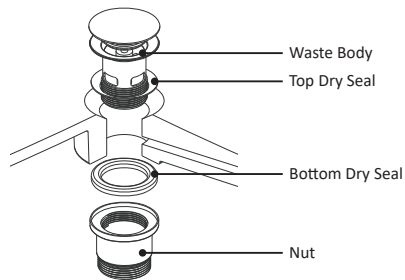


Figure 5.

*Pop up plug and waste shown is indicative



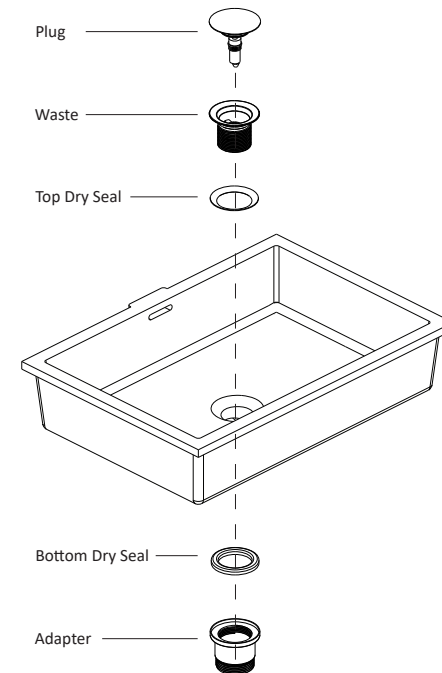
UNDERMOUNT BASIN ASSEMBLY LIST

Please inspect items upon delivery.

NO CLAIMS FOR DAMAGES WILL BE RECOGNISED AFTER INSTALLATION

Prior to installation it is important to unpack and inspect your products to ensure no damage has occurred in transit and that the **product is correct**. If damage has occurred, or a visible defect exists, **DO NOT PROCEED WITH INSTALLATION AND CONTACT SUPPLIER IMMEDIATELY**.

Read all instructions beforehand, pay particular attention to locations of plumbing, fixing locations and measuring up of these.



UNDERMOUNT BASIN INSTALLATION

- Ensure bench top cut-out suits the basin being installed. See figure 1. A physical cut-out template has been supplied with the product.
IMPORTANT: Due to manufacturing tolerances it is recommended that you measure the physical cut-out template against the basin and cross reference all dimensions before cutting your bench top.
- Test fit and align basin under bench top cut-out and trace the outside profile with a pencil. Use this outline to determine the appropriate location of the basin mounting clips and install clips at these locations. See figure 2. A set of four mounting clips has been provided with the basin.
Please be aware, the clips provided may not be suitable for the bench top material that you're working with. It is the installer's responsibility to determine the appropriate fixing and fixing method for the job.
- Measure outlet at wall and determine the correct vertical and horizontal installation location for the basin that you're installing. See figure 3 for product dimensions and plumbing details.
- Clean the underside of the bench top and prepare the surface to receive silicone.
- Gently place basin on a protective blanket free from debris. Apply a neat generous bead of adhesive silicone sealant around the lip where the basin touches the bench top. See figure 4.

Figure 1.
Bench top cut-out

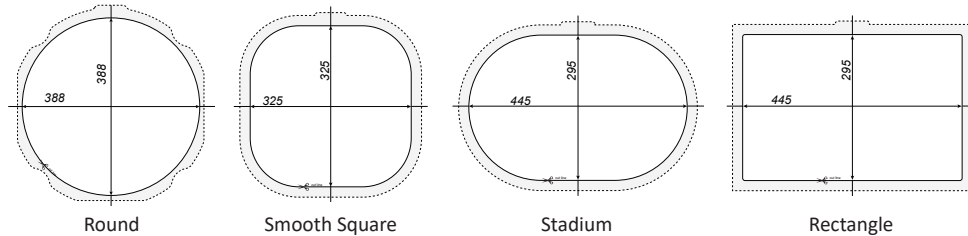
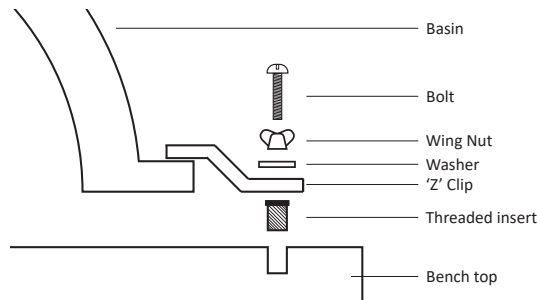


Figure 2.
Mounting clip installation

- Determine the appropriate mounting location for the clips and mark the fixing hole location.
- At marked points drill a Ø8mm x 6mm hole to receive the threaded insert.
- Gently tap the threaded insert into the hole with a hammer.
- Complete by assembling z-clip, washer, wing nut and bolt in accordance with diagram (right).
- Leave wing nut loose and tighten appropriately once basin is in place with silicone.



- Immediately place the basin into position on the underside of the bench top and use mounting clips to hold in place. Ensure that a water tight seal is made between the basin and the bench top.
IMPORTANT: It's the responsibility of the installer to take appropriate precautions to prevent water penetrating the bench top or cabinetry. Omvivo will not be held responsible for any damage that occurs due to; incorrect installation; water damage or leaks.
- Clean excess silicon around the join and leave to dry, following silicone instructions.
- Place waste through the basin with seals in place and tighten nut to secure waste in basin. See figure 5.
- Complete connection of all remaining plumbing components^.
- Close the pop-up waste, pour water into the basin and check that the waste is sealed correctly and no leaks appear below basin. Open the pop-up waste, run water through the system and check all components are sealed correctly and no leaks appear.
IMPORTANT: It is the responsibility of the installer to create a water tight seal between the basin, cabinetry, waste and other plumbing components. Omvivo will not be held responsible for any damage that occurs due to; incorrect installation; water damage or leaks.
^ Plumbing components not supplied.

Figure 3.

Product dimensions

