



Neo Basins

Installation
Care & Maintenance
Warranty

Please inspect items upon delivery.

If you believe there is a fault, damage or the item is incorrect contact the place of purchase immediately, DO NOT PROCEED WITH INSTALLATION.

ONCE INSTALLED NO CLAIMS OF DAMAGE WILL BE ACCEPTED

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

Assembly List

Figure 1.

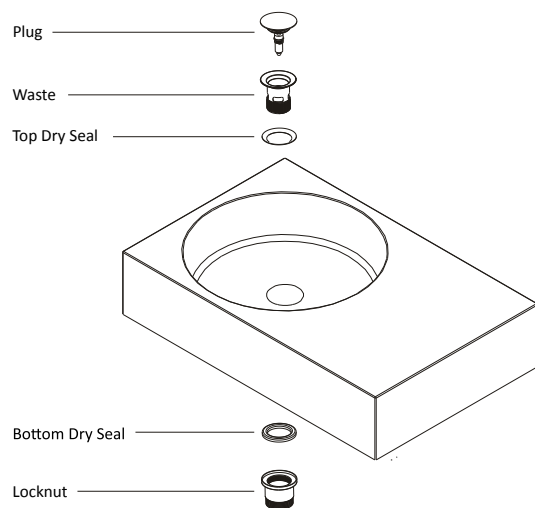


Figure 2.

BASIN FIXING BOLTS (INDICATIVE)



Installer to determine appropriate fixing bolts on installation of basin to wall surface

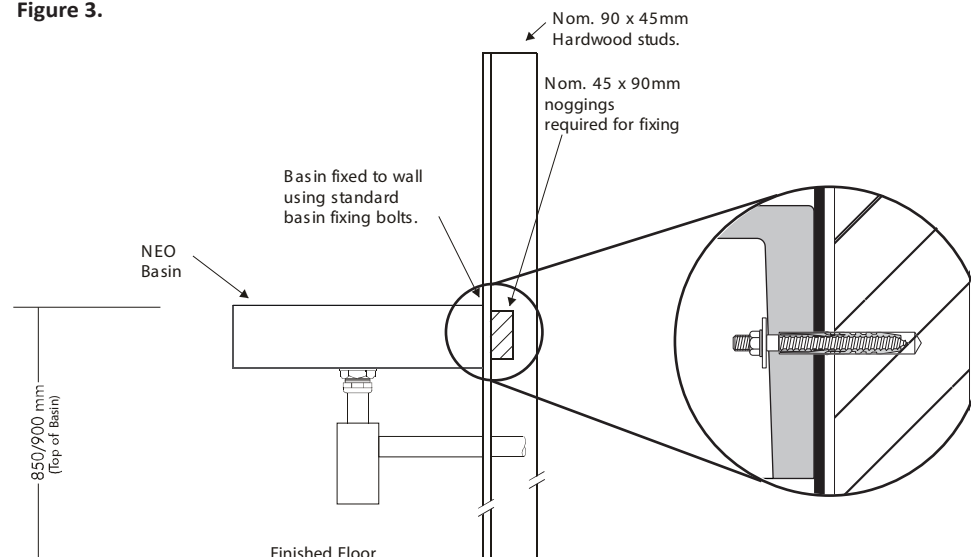
Note:

Neo mini and 700 = 1 x set of fixing bolts

Neo 1000 and 1400 = 2 x sets of fixing bolts

MOUNTING BASIN TO WALL INSTALLATION HEIGHTS

Figure 3.



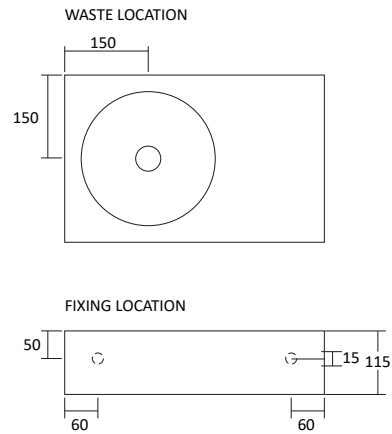
1. Mark out bolt positions ensuring they are level and at the correct height.
2. Installer to determine appropriate fixings, ensure wall is suitable and studs, noggings etc are in appropriate locations.
3. Once appropriate fixings are in the wall, place basin over bolts and tighten. See figure 3.
4. Once basin is attached to wall, connect trap and other hardware as necessary.

Note: Bottle trap is not included with basin

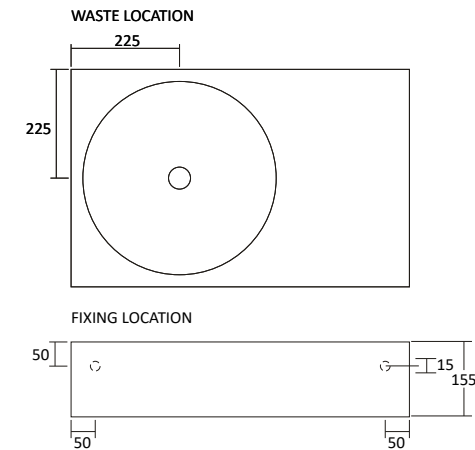
FIXING POINTS

Ensure appropriate framing is positioned to secure Neo basins

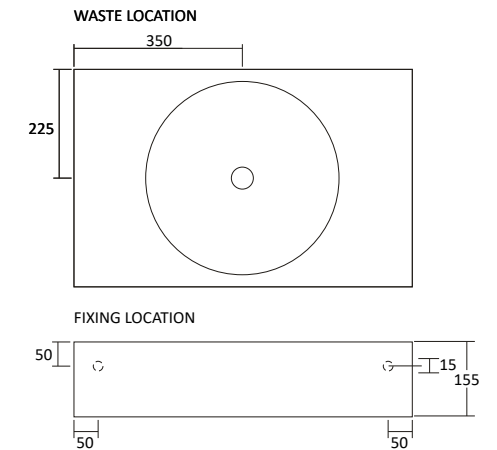
NEO MINI - LEFT HAND OR RIGHT HAND BOWL



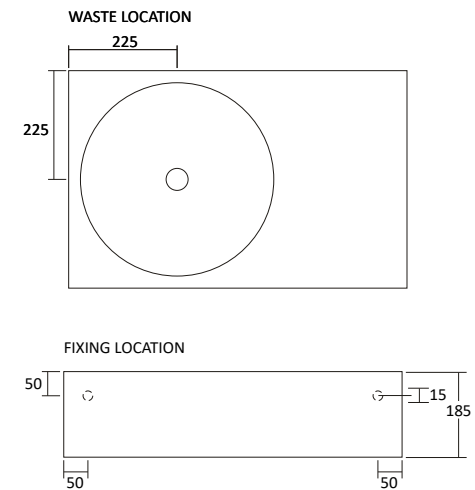
NEO 700 - LEFT HAND OR RIGHT HAND BOWL



NEO 700 - CENTRE BOWL



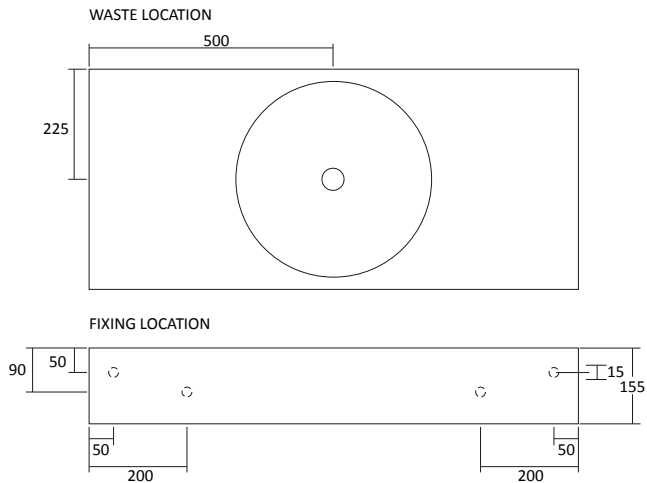
NEO 700 12 LITRE - LEFT HAND OR RIGHT HAND BOWL



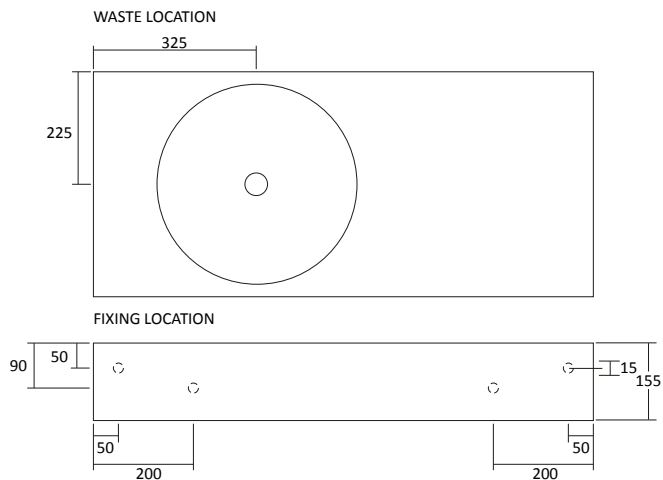
FIXING POINTS

Ensure appropriate framing is positioned to secure Neo basins

NEO 1000 - CENTRE

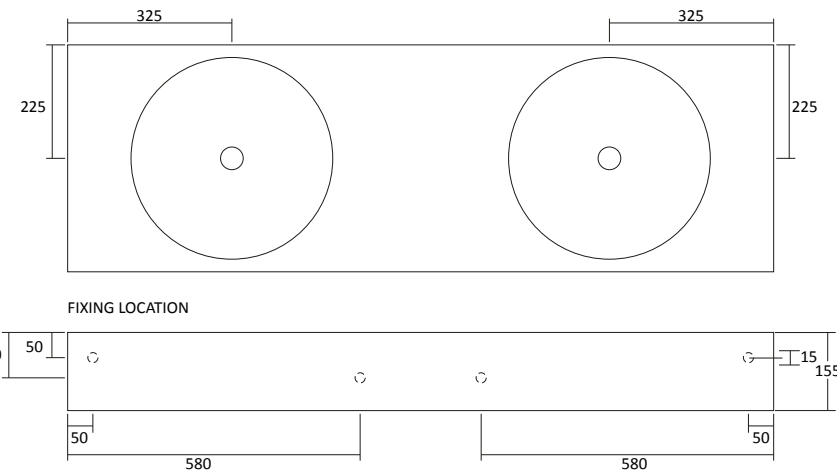


NEO 1000 - LEFT HAND OR RIGHT HAND BOWL



NEO 1400 - DOUBLE

WASTE LOCATION





Neo Basins Care & Maintenance

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

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

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 motion using diluted very mild abrasive* cleaner with a non-scratch scourer *¹ will generally restore the finish.

Intense clean /repair: For extreme marks and light scratches a very light buff in circular motions using the fine grade sand/glass paper ¹ 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 a soft cloth. Finish by cleaning off detergents with a soft wet cloth and towel dry.

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 looking fantastic and reduce wear and dirt build up.

For a consistent appearance, it is best to give the entire surface of the product the same clean/sand. Avoid applying excessive pressure or 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 caustic soda) as these may damage and scratch the surface).

Only use your Neo basin cleaning instructions on your Neo 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.

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



Neo Basin Warranty

Neo basins are covered by a

15 YEAR WARRANTY – DOMESTIC USE

This warranty covers faults in the product construction, material and assembly. Products, which are within 15 years from the date of purchase, found upon inspection by an authorized representative, to be defective in construction, material or assembly, will be replaced 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 of purchase and found upon inspection by an authorised representative to be defective in construction, material 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 on accordance with the instructions provided

Door and drawer alignment is NOT considered a warranty issue.

This warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation 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 and the warranty will be voided if damage occurred during or after installation or a damaged or incorrect unit has been installed.

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.