



Neve

Above Counter Basins

Installation

Care & Maintenance

Warranty

Plumbers - Please leave this booklet with the homeowner

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 manufacturer will not be liable for installation or removal costs.

Omvivo 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

The installer is to determine appropriate fixings for installation location, substrate and other environmental factors.

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 basin fits in the designated location prior to installation. Always check for potential interferences.

5. Test fit all plumbing components

Test fit all plumbing components for any interferences before continuing.

Correct handling techniques must be used for transportation, movement and installation of the Neve products.

Installation procedure is to align with standard building regulations set by local authorities and is to be carried out by a qualified tradesperson/s.

Instructions only outline installation of supplied components, waste connection procedure to be worked out by qualified tradesperson/s.

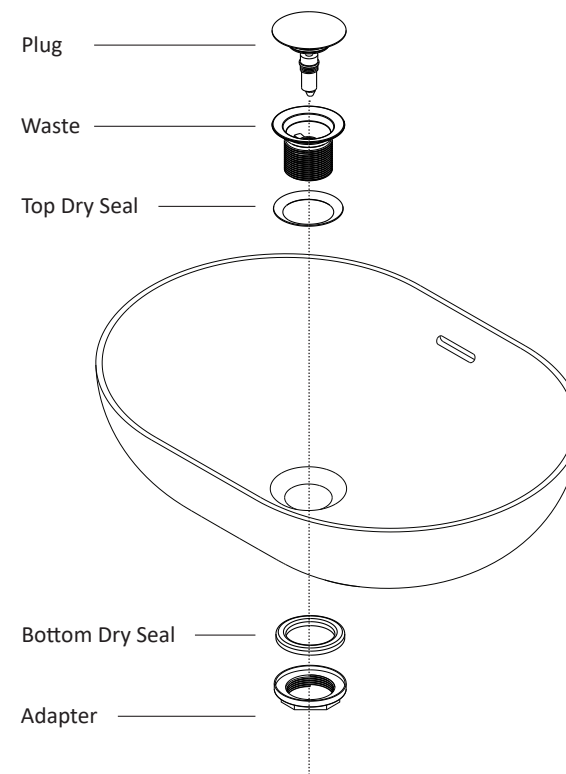
NEVE BASIN ASSEMBLY LIST

Figure 1.

*Pop up plug and waste are indicative

Non overflow basins will have a non-overflow waste assembly

Overflow basins will have an overflow waste assembly



NEVE BASIN INSTALLATION

- Step 1.** Prepare bench top surface and make sure it's clean and dry. Ensure bench top cut out suits the basin being installed. See **Figure 2**.
- Step 2.** Place basin in position on bench top and test fit all plumbing components including tapware. Check for any potential interference that could prevent installation or result in damage to the product or cabinetry. Once satisfied disassemble plumbing components and proceed with installation.
- Step 3.** Measure outlet at wall and determine the correct vertical and horizontal mounting location for the basin you're installing. See **Figure 6** for product dimensions and plumbing details.
- Step 4.** Gently place basin upside down on a protective blanket free from debris. Apply a neat generous bead of adhesive silicone sealant around the edge where the basin touches the bench top. See **Figure 4**.
- Step 5.** Immediately place the basin on to the cabinet/benchtop the right way up with the waste centered over the waste cut out. 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.**
- Step 6.** Clean excess silicone around base of basin and leave to dry, following silicone instructions.
- Step 7.** Place waste through the basin with seals in place, align overflow slot on basin with overflow on the waste assembly and tighten nut to secure waste in basin. See **Figure 5**.
- Step 8.** Connect all remaining plumbing components. Allow for sealant drying/curing time.
- Step 9.** 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.

Figure 2.
BENCHTOP CUT-OUTS

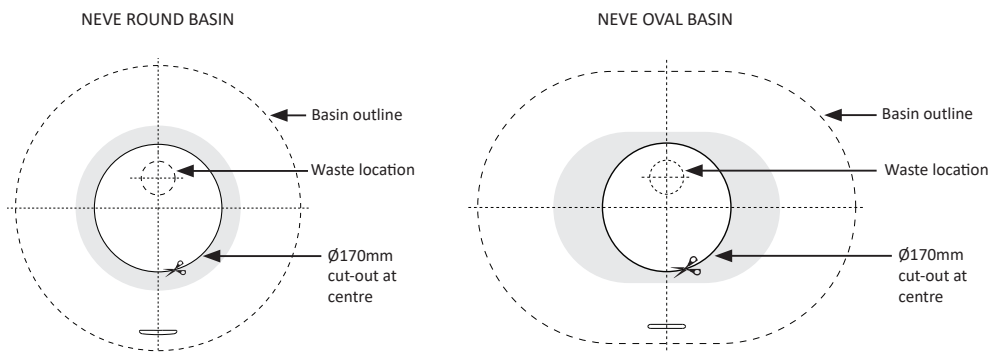


Figure 3.
NEVE ABOVE COUNTER BASINS

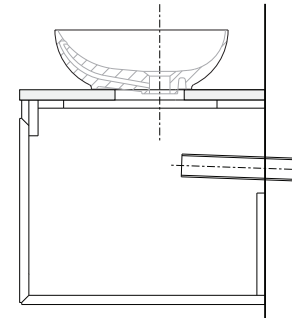
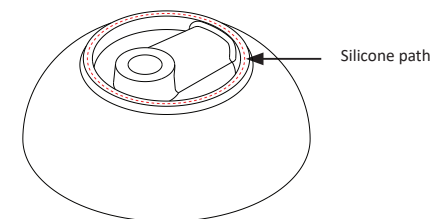


Figure 4.
NEVE ROUND BASIN



NEVE OVAL BASIN

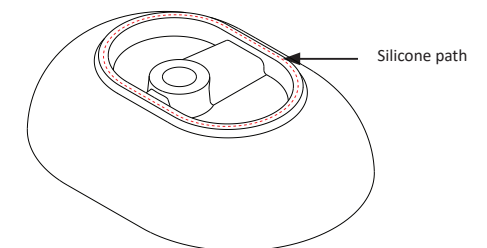
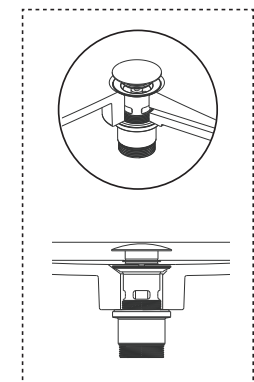
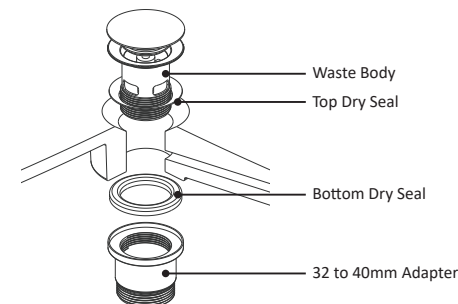


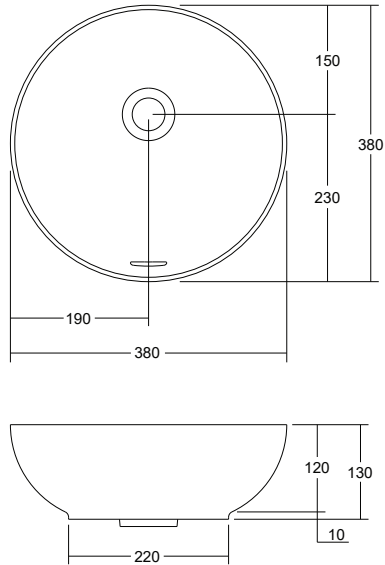
Figure 5.
*Pop up plug and waste are indicative
Non overflow basins will have a non-overflow waste assembly
Overflow basins will have an overflow waste assembly



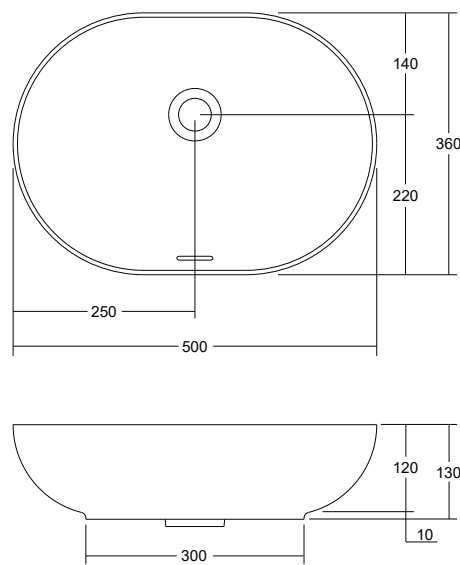
NEVE BASIN DIMENSIONS

Figure 6.

NEVE 380 ROUND BASIN



NEVE 500 OVAL BASIN



Neve Basin 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.

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 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 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 OMVIVO basin cleaning instructions on your OMVIVO basin as these cleaning methods may cause damage to other products, materials and finishes.



Regular cleaning

Use a soft cloth or sponge and mild detergent for regular cleaning



Intense clean/repair

Use finest grade sand/glass paper applying only light pressure to restore surface



Do not

Use heavy duty detergents, harsh chemicals, rough scourers or steel wool

* 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.



WARRANTY CONDITIONS FOR PRODUCTS PURCHASED ON OR AFTER 1ST OF JANUARY 2025

CONGRATULATIONS ON PURCHASING A PREMIUM QUALITY OMVIVO PRODUCT.

Please check your product carefully before installation begins. Contact the place of purchase immediately if you notice any damage or discrepancy with your order. Once installation begins claims of damage, such as but not limited to, chips, cracks, scuffs or incorrect product supply will not be accepted.

WARRANTY TERMS:

PRODUCT CATEGORY	DOMESTIC	COMMERCIAL
BASINS & WASHPLANES	10 YEARS - 1 YEAR LABOUR	2 YEARS - 1 YEAR LABOUR
BATHS	10 YEARS - 1 YEAR LABOUR	2 YEARS - 1 YEAR LABOUR
VANITIES & TALL BOYS ¹²³	7 YEARS - 1 YEAR LABOUR	1 YEAR - 1 YEAR LABOUR
MIRRORS AND MIRROR CABINETS ¹²³	7 YEARS - NO LABOUR COVERED	1 YEAR - NO LABOUR COVERED
PARTS, ELECTRICAL AND ACCESSORIES ⁴	1 YEAR - NO LABOUR COVERED	1 YEAR - NO LABOUR COVERED

- 1 VARIATIONS IN COLOUR, PATTERN AND TEXTURE BETWEEN ON FURNITURE ALONG WITH THE NORMAL PATINA OF NATURAL TIMBER VENEER THROUGH GENERAL AGE AND WEAR IS NOT CONSIDERED A FAULT AND IS NOT COVERED BY WARRANTY.
- 2 WATER DAMAGE TO FURNITURE IS NOT COVERED BY WARRANTY.
- 3 EXCLUDES ELECTRICAL COMPONENTS, REFER TO 'PARTS, ELECTRICAL & ACCESSORIES' FOR RELEVANT TERMS.
- 4 'PARTS, ELECTRICAL AND ACCESSORIES' COVERS ALL ANCILLARY ITEMS BESIDES THE MAIN PRODUCT, AND INCLUDES BUT IS NOT LIMITED TO, PLUGS AND WASTES, PISTONS, FIXINGS, SHELVES, DIVIDERS, LIGHTING, SOFTSKIN APPLICATIONS AND OTHER COMPONENTS AND ACCESSORIES.

The Warranty Conditions and Exclusions apply to both the Residential and Commercial Warranty.

The Residential Warranty covers product installed in a residential environment such as a house, townhouse or apartment including multi-level residential development. The Commercial Warranty covers product installed in any non-domestic/non-residential environment including, but not limited to, public buildings, schools, hospitals, offices, retail, sports centres, private businesses and hospitality settings such as restaurants, bars, hotels and holiday accommodations.

The Omvivo warranty covers faults in the product construction, material and assembly. Under the Omvivo Warranty terms and conditions, product found upon inspection by an authorised representative to be defective in material or workmanship will be replaced or repaired (at Omvivo's option) with an equivalent product free of charge.

WARRANTY CONDITIONS:

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

Failure is due to a fault in the manufacture or material of the product.

The product was inspected thoroughly upon delivery; No claims of damage will be accepted once installation begins.

The item has been installed by the appropriate licensed tradesperson such as a plumber or electrician.

The installation of the product is in accordance with the instructions provided.

No modifications to the product have been made without prior written authority from Omvivo.

No disassembly, reconfiguration, reassembly or reinstallation of the product has taken place.

All relevant information is provided to Omvivo as per the claims procedure.

To meet the terms of the Residential Warranty, the item must be installed in and subject to domestic residential use only.

This warranty does not include faults caused by:

- Unsuitable or improper use.
- Incorrect installation or installation that is not in accordance with the instructions provided including inadequate or incorrect site preparation.
- Installation or part installation by the purchaser or any person other than an appropriately licensed tradesperson.
- Normal wear and tear.
- Inadequate or a lack of maintenance.
- Chemical, electrochemical or electrical influence.
- The use of harsh detergents or abrasive cleaners.
- Water damage to cabinetry or electrical components.
- Damage caused by environmental factors including but not limited to, direct sunlight, extreme weather, flooding, high humidity and extreme high or low temperatures.
- Variations in colour, pattern, texture and the ordinary aging patina of natural materials such as timber, timber veneer, and natural stone.
- Furniture door and drawer alignment. This is an expected part of the installation process and is not covered by warranty

The Omvivo warranty commences from the date of purchase from Omvivo and is for the relevant period set out in the Warranty Terms table above. The warranty applies to the original owner and is non-transferable.

The benefits given by this warranty are in addition to the other rights and remedies that consumers may have under the Australian Consumer Law and any other applicable laws. 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.

EXCLUSIONS:

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

This warranty does not cover items purchased as ex-display, prototypes or seconds.

The manufacturer will not be liable for the cost of installation or removal of any unit beyond the Omvivo warranty terms.

CLAIMS PROCEDURE:

For all warranty queries, please contact the place of purchase (the details can be found on your purchase invoice).

Please provide them with the below information so they can efficiently raise a warranty claim on your behalf. Once the claim has been raised, an Omvivo representative will be in touch within 5 working days (excluding public holidays and end of year closure period).

- Proof of purchase
- Your contact details
- Photos depicting the issue and the complete installation (additional images may be requested to provide the Omvivo technicians a good understanding of the concern)
- A clear description of the fault
- Installers contact details

SERVICE CALL CHARGES:

If an Omvivo authorised person attends a warranty claim investigation and, in the opinion of the Omvivo authorised person or Omvivo, the concern does not meet the Warranty requirements, for example it is found to be the result of incorrect installation, improper use, poor drawer or door alignment, or from any cause other than a manufacturing defect for which the manufacturer is responsible, Omvivo will forward all service charges and expenses to the claimant. Omvivo may request a refundable fee to book an Omvivo authorised person to attend the premises to investigate a warranty claim.



For further support and information please contact Omvivo by email
customerservice@omvivo.com or phone +61 03 9339 8130.

NOTES:

