



Mia Basin

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 maneuverer 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 immediatley 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
- Fixings

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.

Basins should not be mounted in a corner or flush between two walls.

Always check for potential interferences.

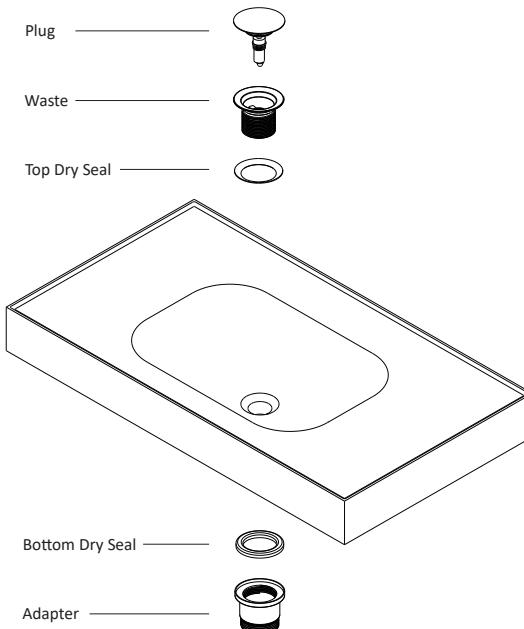
**Please inspect items upon delivery.**

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 CLAIM OF DAMAGE WILL BE ACCEPTED**

## **MIA BASIN ASSEMBLY LIST**

**Figure 1.**



**Figure 2.**

### **BASIN FIXING BOLTS (INDICATIVE)**

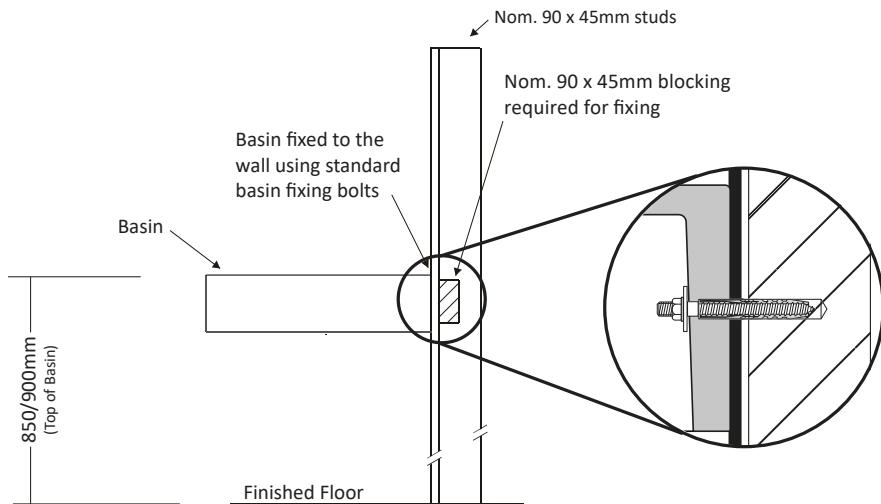


Installer to determine appropriate fixing bolts for installation of basin to wall surface.

Mia 470 = 1 x set of fixing bolts  
Mia 900 = 2 x sets of fixing bolts  
Mia 1200 = 2 x sets of fixing bolts  
Mia 1500 = 3 x sets of fixing bolts  
Mia 1800 = 3 x sets of fixing bolts

## MOUNTING BASIN TO WALL INSTALLATION HEIGHTS

Figure 3.



- 1 Mark out bolt positions ensuring they are level and at correct height.
- 2 Installer to determine appropriate fixings, ensuring wall is suitable, studs and blocking 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 the wall, connect trap and other plumbing hardware as necessary.

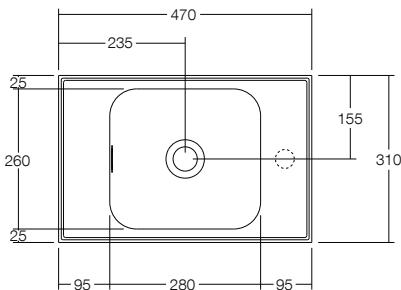
Note: Bottle trap is not included with basin

## MIA BASIN DIMENSIONS

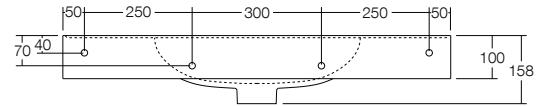
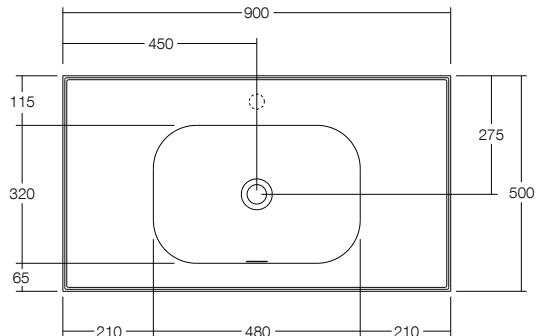
Ensure appropriate framing is positioned to secure Mia basins

### WASTE AND FIXING LOCATIONS

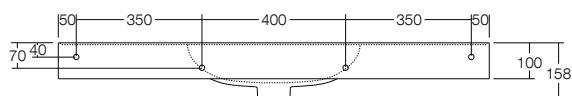
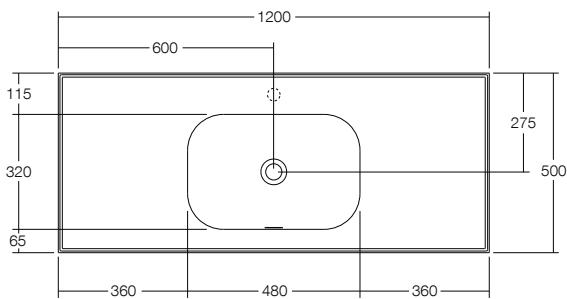
MIA 470



MIA 900

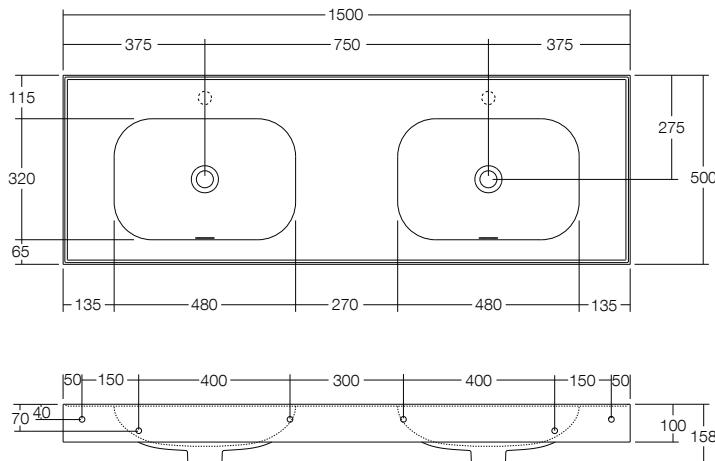


MIA 1200

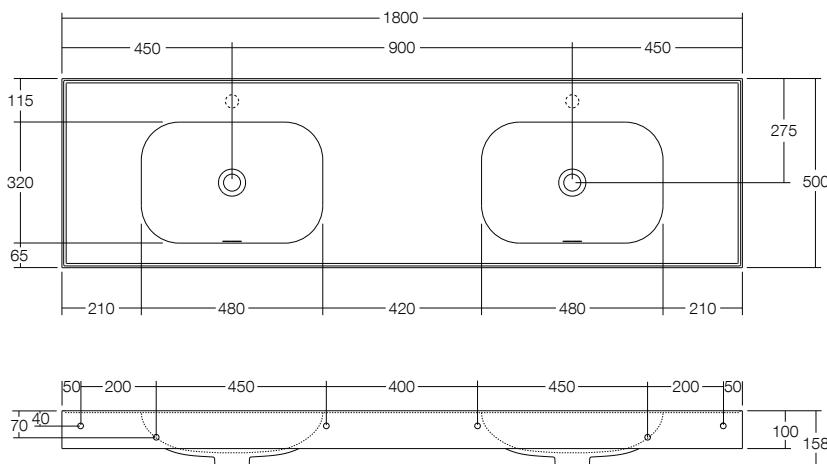


## WASTE AND FIXING LOCATIONS

### MIA 1500 DOUBLE



### MIA 1800 DOUBLE



## Mia 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\*<sup>1</sup>.

**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 \*<sup>1</sup> 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 paper<sup>1</sup> 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 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 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 which will not be covered by your warranty.



#### 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

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

<sup>1</sup>Your 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                 |
|-------------------------------------------------------|-----------------------------|----------------------------|
| <b>BASINS &amp; WASHPLANES</b>                        | 10 YEARS - 1 YEAR LABOUR    | 2 YEARS - 1 YEAR LABOUR    |
| <b>BATHS</b>                                          | 10 YEARS - 1 YEAR LABOUR    | 2 YEARS - 1 YEAR LABOUR    |
| <b>VANITIES &amp; TALL BOYS <sup>123</sup></b>        | 7 YEARS - 1 YEAR LABOUR     | 1 YEAR - 1 YEAR LABOUR     |
| <b>MIRRORS AND MIRROR CABINETS <sup>123</sup></b>     | 7 YEARS - NO LABOUR COVERED | 1 YEAR - NO LABOUR COVERED |
| <b>PARTS, ELECTRICAL AND ACCESSORIES <sup>4</sup></b> | 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](mailto:customerservice@omvivo.com) or phone +61 03 9339 8130.

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