## Warranties

**Residential:** Applies to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

**Commercial:** Applies to commercial uses and applications of Fienza® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

| Product Component | Domestic Use | Commercial Use |
|---|---|---|
| Ceramic Disc Cartridges | LIFETIME replacement parts or product, LIFETIME labour | 15 years replacement parts or product, 1 year labour |
| Mixer (Structure Only) | LIFETIME replacement parts or product, 1 year labour | 5 years replacement parts or product, 1 year labour |
| Finishes - Chrome | LIFETIME replacement parts or product, 1 year labour | 5 years replacement parts or product, 1 year labour |
| Finishes - PVD & Electroplated | 5 years replacement parts or product, 1 year labour | 1 year replacement parts or product, 1 year labour |
| Accessories & Spare Parts | 1 year replacement parts or product | 1 year replacement parts or product |

**Note:** Warranties do not include parts subject to wear and tear such as O-rings, washers and jumper valves.

### Australian Consumer Law

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 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.

### Warranty Conditions

- Installation has been carried out by a licensed tradesperson in accordance with AS/NZS 3500 and all applicable local regulations and plumbing codes.
- All care and cleaning instructions have been adhered to as prescribed.
- All maintenance and adjustments to the product after the installation have been carried out by a licensed tradesperson.
- Proof of purchase is required for warranty claims.

### Warranty Limitations

To the extent permitted under the Trade Practices Act and other relevant legislation, Fienza's liability is limited to: the cost of replacing the goods; or, the cost of obtaining equivalent goods; or, the cost of having the goods repaired. Fienza is not responsible for any lack of operation or performance of goods (or any loss or damage) where goods are used or adapted for use with other goods not supplied by Fienza. It is the responsibility of the customer and installer before installation to ensure that all components are correct and free of obvious visible faults. Fienza is not responsible for the labour and rectification costs incurred in the above circumstance.

### Conditions for On-Site Warranty Service Calls

Fienza will charge a service fee for each visit to site where it is determined that the fault has occurred due to incorrect installation, or unlicensed installation, or where the product is not a genuine Fienza product, or where the product is outside of the warranty period. The customer must agree prior to the service agent attending, that should any of the above be true, they will be financially responsible for the service fee. Payment will then be necessary within 30 days of the site visit.

If the product is found to be truly faulty, Fienza will remain responsible for the service fee.

**PLEASE LEAVE THIS GUIDE WITH THE OWNER**

**For warranty support, please contact Fienza**
15 Walter Crescent, Lawnton QLD 4501 PO Box 5381, Brendale QLD 4500
**P** 07 3490 6700 **F** 07 3490 6719 **E** help@fienza.com.au ABN 76 136 411 311

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fienza INSTALLATION GUIDE

# Floor Mounted Mixers

**For use with:**

| | |
|---|---|
| **202112-LF** | **Eleanor Floor Mounted Basin/Bath Mixer** |
| **202113** | **Eleanor Floor Mounted Bath Mixer with Hand Shower** |
| **213112-LF** | **Kaya Floor Mounted Basin/Bath Mixer** |
| **213113** | **Kaya Floor Mounted Bath Mixer with Hand Shower** |
| **221112-LF** | **Empire Slim Floor Mounted Basin/Bath Mixer** |
| **234113** | **Empire Slim Floor Mounted Bath Mixer with Hand Shower** |
| **221112** | **Empire Floor Mounted Bath Mixer** |
| **233112-LF** | **Tono Floor Mounted Basin/Bath Mixer** |
| **233113** | **Tono Floor Mounted Bath Mixer with Hand Shower** |

**IMPORTANT:** Please read all of the instructions and check goods thoroughly before installation. Installation of received goods that are damaged, warped or faulty will void warranty. Ensure all items meet your plumbing requirements. This product is pre-assembled. Do not disassemble, as this may void the warranty.

## Watermark Scope of Use

- This product must be installed by a qualified licensed plumber in accordance with the National Construction Code Volume Three, AS/NZS 3500 and all applicable local regulations and plumbing codes.
- The product is intended for residential and commercial indoor use only.
- This product is manufactured to comply with the Lead Free requirements of the National Construction Code Volume Three.
- All pipe work must be thoroughly flushed prior to installation.
- Do not remove the ceramic cartridge from the mixer when installing.
- After installation all hoses and connections must be checked for leaks.
- It is the responsibility of the installer to ensure a waterproof seal is achieved between the product and mounting surface.
- The flow controller incorporated in the outlet must be re-tightened to prevent removal by hand.
- See below specifications for minimum and maximum operating pressures and temperature and other installation requirements.

## Specifications

Please refer to **fienza.com.au** for the latest product specifications before installing.

| | |
|---|---|
| Mixer Type | 35 mm cartridge |
| Operating Pressure | Min: 150 kPa / 1.5 bar<br>Max: 500 kPa / 5 bar<br>Optimum: 350 kPa / 3.5 bar |
| Operating Temperature | Hot: Max 80$^{0}$C<br>Cold: Min. 5$^{0}$C |
| Inlet Connections | 1/2" BSPP |
| Suitable Hot Water Units | Storage tank and continuous flow only.<br>Not suitable for gravity feed. |

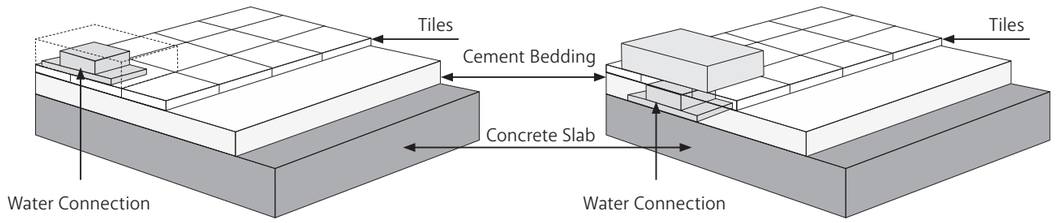
**Note: 213112-LF, 221112-LF, 202112-LF, 233112-LF has a basin flow restrictor included.**

## Installation

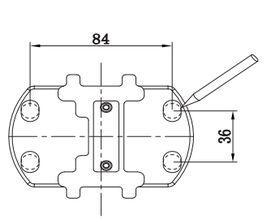
**IMPORTANT:** Before commencing installation, turn off the water supply. While not essential, we recommend fitting isolation valves to both the hot and cold-water supply.

**Above Tile Installation**

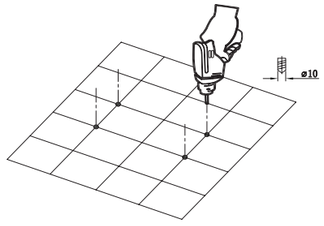
**Below Tile Installation**



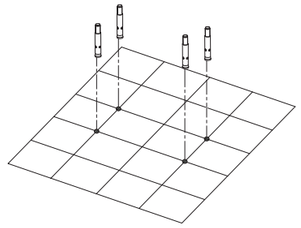

**1.** Draw the pre-drilling position in pencil on the floor.



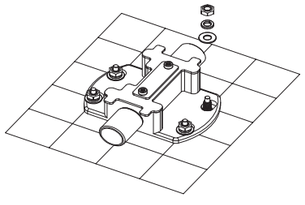

**2.** Drill holes according to the drawn mark, with a diameter of 10 mm and a depth of 45 mm.



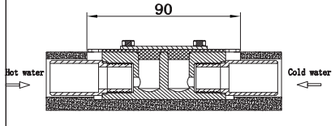

**3.** Mount M8 Anchor Bolts.



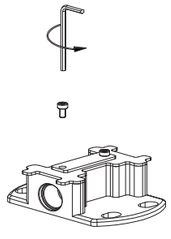
**4.** Discuss with your plumber/installer how the plumbing will be run, if elbows are needed we recommend installing to body now.
Secure the base plate to the floor with supplied fixings.



**5.** Connect hot and cold water according to the diagram, check whether there is leakage, and then lay cement and tile according to the diagram.
Leave the 90 x 60 mm spare hole for installation.



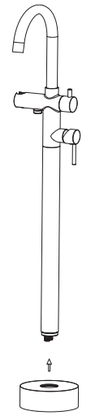

**6.** Remove gasket screws with Allen key provided.



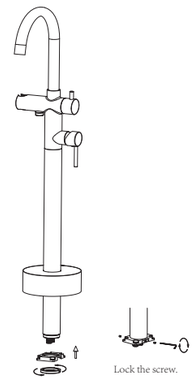


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INSTALLATION GUIDE

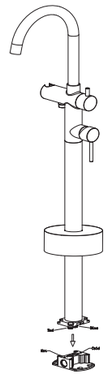
**7.** Slide the base cover plate onto the mixer body from the bottom.



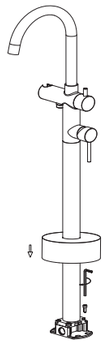
**8.** Add the base plate, adjust the hole direction to fit into the base plate.



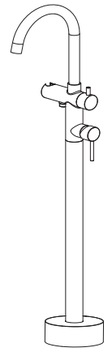

**9.** Push floor standing mixer into the base plate. Red water connector into H. Blue water connector into C.



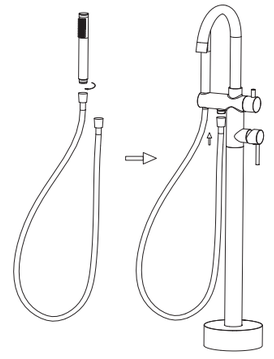
**10.** Fix mixer into base plate with supplied screws using Allen key.



**11.** Slide cover plate over the base plate.



**12.** For the Floor Standing Mixer with Hand Shower: Add the hand shower to the hose. Add the hose to the mixer and put hand shower on the bracket.



## Cleaning & Care

We recommend weekly cleaning with mild soapy water and a microfibre cloth. In highly polluted or coastal locations we recommend cleaning 2-3 times per week. Please note that colour tapware requires more frequent cleaning than chrome tapware.

- Never use harsh detergents, citrus-based cleaners or abrasive cleaners, as these will scratch the surface. Use of unsuitable cleaners may damage the surface and will not be covered by warranty.
- Where your tapware remains dry in use, a non-abrasive soft cloth can be used to remove surface dust.
- Use of wax-based furniture cream should be avoided as these can result in a build-up of deposits which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.

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Updated: 23/06/2025