

## CARE & MAINTENANCE

Clean with a soft cloth and warm soapy water as necessary - rinse and dry after cleaning. Under no circumstances should abrasive or acid based cleaning products be used. If the mixer tap requires servicing, please contact your plumber (preferably the one who installed it). **If the problem represents a danger, or damage to property may occur, immediately shut off the water supply.** Most problems occur due to contaminated supply lines or water pressure exceeding 500 kPa. Unscrew and clean the spout aerator periodically - especially if you notice a drop in water pressure. Braided flexible hoses must be inspected every 12 months for warning signs of failure including bulging, rust spots, wear, moisture, snapped threads, kinking, water staining, general corrosion or discolouration. Mixer tails showing any signs of the above mentioned warning signs must be replaced immediately.

## WARRANTY

We provide the following warranty for products purchased in Australia or New Zealand from authorised Oliveri resellers for use in domestic residential (indoor) or commercial (indoor) installations (Products). Commercial installations include all non-residential installations including hotels, motels, gyms, clubs, factories, schools, hospitals, restaurants and aged care facilities. This warranty is in addition to our responsibility to customers under all other statutory and regulatory requirements. The applicable warranty period set out below (Warranty Period) starts at the original date of purchase.

PRODUCT	COMPONENT	DOMESTIC USE	COMMERCIAL USE
Bathroom Tapware Excludes Sensor Taps	Cartridge	15 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Body	15 years replacement parts, 1 year labour	5 years replacement parts, 1 year labour
	Finish (chrome) VE104500FCR	15 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (PVD) VE104504FBN	10 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (other) VE104506FMB VE104503FCG VE104505FGM	5 years replacement parts, 1 year labour	1 year replacement parts & labour
	Seals, tails, fittings & aerators	5 years replacement parts, 1 year labour	1 year replacement parts & labour

## WARRANTY STATEMENT

(a) Our Products come with guarantees that cannot be excluded under the Australian and New Zealand 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.

(b) If during the applicable Warranty Period, a Product has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to us by email or calling our Customer Care Centre:

### Australia

Ph: 08 8348 6444 (select Service & Warranty option)  
Email: warranty@oliveri.com.au

### New Zealand

Ph: 0800 440 606 (select Service & Warranty option)  
Email: warranty@oliveri.co.nz

If a warranty service call finds that the product does not have a genuine manufacturing fault, our Warranty Service Agent reserves the right to pass on any call-out fee to the householder. If we require you to return the Product, you must pay the expenses for such return.

## WARRANTY CONDITIONS

We will (at our cost) either repair or replace (at our option) the Product at an equivalent value of the product purchased if it is discovered that the Product contains a material defect which arose during manufacture. We will pay the expense for shipment of the repaired or replaced Product to you. The warranty set out in the Warranty Statement above (other than sections 1(a)) is subject to the following conditions, and accordingly will not apply if:

(a) The Product was not new as at the date of purchase or proof of purchase details (such as invoice, receipt or transaction record) are not provided.

(b) There is a failure to follow installation instructions, evidence cannot be provided that the Product was installed by a licensed plumber or the Product is used other than in accordance with product specifications. This includes operating conditions specified for temperature and pressure.

(c) Repair work is performed on the relevant Product by a person other than us, our authorised service agents or any plumber who has not received authorisation from us prior to proceeding with the work.

(d) Applicable statutes or regulations relating to public health are not observed and the Product must not have been damaged by misuse, accident or neglect.

(e) Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that the main water supply pressure to any new home, extension or renovation must be limited to 500kPa. The recommended continuous operating pressure for tapware is between 150-500kPa.

(f) Harsh detergents or abrasive cleaners are used on any finishes of the Product.

(g) The damage is edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the Product being subjected to high heat or damage caused by improper use.

(h) The Product must not contain excessive debris (in-line filters must be installed).

(i) The Product has discolouration, natural pitting, corrosion or rusting from 'hard' water and/or other environmental factors.

(j) Adequate access to products, fittings and fixtures to undertake extended warranty repairs is required. We will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not accessible.

(k) Hairline cracking appears around cut-outs during or after installation of the Product.

(l) The Product has been moved from original installations.

**Oliveri Solutions Pty Ltd** ABN 12 007 551 886 For more information or any questions about this warranty, contact us or visit our website.

### Australia

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### New Zealand

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## Installation Guide

# Venice

Oliveri®

## Curved Tower Basin Mixer

VE104500FCR VE104504FBN VE104503FCG  
VE104505FGM VE104506FMB

## IMPORTANT

This mixer tap must be installed in accordance with these instructions.

Thoroughly inspect product, and if damaged, do not install but return to the place of purchase. This Oliveri tap is manufactured to standard AS/NZS 3718. This product complies with the Australian Lead Free requirements of the National Construction Code Volume 3.

Please leave these instructions with the end user.



**THIS MIXER TAP MUST BE INSTALLED BY A LICENSED PLUMBER IN ACCORDANCE WITH LOCAL REGULATIONS**

## CAUTION

Be sure to use proper tools and always wear personal safety devices for your protection during installation.

## PRE-INSTALLATION INSTRUCTIONS

- Before performing any work involving mains water supply lines, ensure the water supply is shut off.
- Stop valves must be used when installing your Oliveri mixer to allow isolation (not supplied with mixer). Failure to do so will void warranty.
- This mixer tap is pre-assembled and tested. Do not disassemble, as this will void the warranty.
- During installation of aerators containing flow regulators, the aerator must be tightened with an aerator key to prevent removal by hand.
- Do not remove the cartridge from the tap body as it has been pressure tested and tightened to a specific torque. Product warranty does not apply where the ceramic cartridge has malfunctioned due to the presence in the water supply of copper tube pieces, sand, dirt or stones; thread tape; ther objects not normally present in potable water supplies. Ensure lines are flushed prior to installation.
- If water pressure exceeds 500 kPa, a pressure reducing device must be installed to reduce the water pressure below 500 kPa. Note that water pressure overnight can reach 150% of the daytime pressure.
- Mixer tails have been pre-assembled. Please ensure prior to installation tails to ensure they are firmly

## PRESSURES & TEMPERATURES

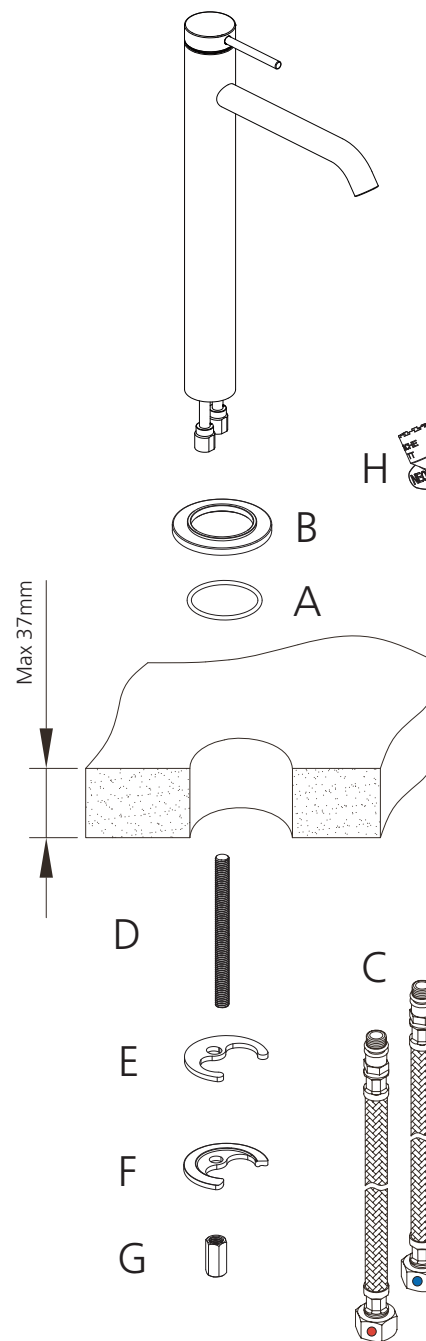
- Maximum Hydrostatic Pressure: 500kPa. NOTE: AS/NZS 3500.1 Subclause 3.3.4 (Maximum pressure within buildings) states "The maximum static pressure at any outlet, other than a fire service outlet, within a building shall not exceed 500 kPa. NOTE: Pressures above 500 kPa can cause damage from water hammer, reduced life of appliances, taps and fittings, and cause excessive noise in the system."
- Minimum Hydrostatic Pressure: 150 kPa. NOTE: This product may not be suitable for use with low pressure or gravity feed water supplies or with some continuous flow / instantaneous hot water systems.
- The maximum operating temperature for the mixer tap is 65°C.
- The recommended maximum delivery temperature is 50°C.

## GENERAL NOTES

- This product is to be installed by a licensed plumber, installation must comply with the AS/NZS 3500 series of Standards, and all applicable local regulations and plumbing codes.
- **Please ensure that the lines are flushed prior to installation as contaminants in the water can damage the ceramic cartridge, flow regulator and also affect the performance of the mixer.**
- Ensure mixer tails are installed indoors, above-ground, and remain accessible.
- **After installation, all plumbing connections and tail hoses must be checked for leaks.**
- The Mixer is to only be cleaned with warm soapy water and a soft cloth.
- Under no circumstances should any abrasive, cream or acid based cleaning agents be used as these types of cleaners will damage the finish, cartridge, seals and aerators.

## INSTALLATION

1. Remove product from packaging and check for damages, if the product is damaged do not install and return to store of purchase.
2. A 6 Star WELS compliant aerator has been pre-assembled into the mixer outlet. To comply with WELS regulations, the flow regulator must remain in place.  
**N.B To convert to a 5 Star WELS compliant mixer, the installed aerator is to be removed using the Aerator key (H) and replaced with the included 5 Star WELS aerator (I).**
3. Ensure Product is complete as per exploded drawing (Figure 1).
4. A single 35mm Hole is required in the mounting surface.
5. The maximum mounting surface thickness must not exceed 37 mm.
6. Ensuring bench Sealing Washer (A) is in place on base of Mixer Dress Ring (B), firmly screw the Mixer Tails (C) into base of the Mixer being careful to avoid damage to the o'ring seals. The Mixer Tails are colour coded, red for hot and blue for cold and the mixer base inlet holes are stamped with 'H' for hot and 'C' for cold. Hand tighten only.
7. Screw Threaded Rod (D) into base of Mixer.
8. Feed the Mixer Tails(C) through the Mounting surface, each end alternatively and position the mixer on the mounting surface ensuring the Sealing Washer (A) is positioned correctly in Mixer dress ring (B).
9. Slide Rubber Horse Shoe (E) onto Threaded Rod (D) followed by Metal Horse shoe Plate (F).  
**N.B The Mixer Tails should be positioned towards the user and the Fixing bolt to the back.**
10. Using Fixing Nut (G) tighten Mixer to mounting Surface.
11. Connect Mixer tails to mains water 1/2" stop cock. Tighten to 10Nm, **Do NOT overtighten.**
12. **Ensure the Mixer Tails (C) are not kinked, bent, stretched or twisted when assembling to the mains water supply. The mixer tail connection between the mixer and the water supply must have a natural curve (minimum bend radius 30 mm).**
13. Ensure Mixer tails are installed indoors, above-ground, and remain accessible - do not bury, submerge, install behind a wall, floor or ceiling. Do not expose to abrasions, corrosive agents or the like. Test for leaks: If a leak occurs, retighten slightly.
14. It is recommended that In-Line filters be installed to ensure a cleaner flow of water to the mixer.



**DUAL WELS STAR RATED**  
Mixer is pre-assembled with WELS 6 Star aerator. To convert mixer to certified 5 Star flow rate, replace with included WELS 5 Star aerator. See installation instructions for aerator replacement details.

**CRITICAL NOTE**  
TO THE INSTALLING PLUMBER  
Mixer tails have been pre-assembled for your convenience. Please ensure prior to installation you pre-check the assembled mixer tails to ensure they are firmly tightened into the mixer base, and re-check the mixer tails after connection to the mains water supply to ensure the mixer tail assembly is water tight.

Braided flexible hoses must be inspected every 12 months for warning signs of failure including bulging, rust spots, wear, moisture, snapped threads, kinking, water staining, general corrosion or discolouration. Mixer tails showing any signs of the above mentioned warning signs must be replaced immediately.

FIGURE 1