

WARRANTY

Lifetime Manufacturer's Warranty

Oliveri Solutions Pty Ltd ABN 12 007 551 886, seller of Oliveri sinks, warrants to the original purchaser that the product is free from manufacturing defects for the duration of ownership. This warranty is in addition to other consumer rights under Australian law set out in the Competition and Consumer Act 2010 (Act) which includes prescribed requirements for warranties against defects, which are set out in regulation 90 of the Competition and Consumer Regulations 2010.

This warranty does not cover scratches or normal wear and tear, as these are not manufacturing faults.

Your Oliveri sink is warranted to be:

- (a) of acceptable quality – that is, the goods are free from defects and faults and will be of a basic level of quality given the nature and price of the goods and any statement about or description of the goods;
- (b) fit for the purpose or job described by the consumer or that are self-evident;
- (c) match any description or sample given to the consumer whether in promotional material, over the phone, in person, on a website or on labelling or packaging;
- (d) ensure facilities for repair and spare parts are reasonably available for a reasonable period after supply; and
- (e) comply with any express warranty given or made in relation to the goods.

Oliveri Solutions has the right to ask for proof of purchase from the consumer, for example, a receipt, tax invoice or credit record.

Oliveri Solutions is not obliged to provide a refund, credit or exchange if a consumer has:

- (a) changed their mind, decided they no longer want the goods or just don't like them, or found that goods are the wrong size or colour;
- (b) found they can buy the same or similar goods elsewhere for a cheaper price;
- (c) examined goods before buying them and should have seen any fault at that time; or
- (d) had a defect drawn to their attention before they purchased the goods, for example when goods are clearly labelled as seconds or faulty.

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.

How to make a claim against this warranty

1. Contact Oliveri's nominated **Warranty Service Agent**. For details visit: oliveri.com.au/service-and-warranty
2. Upon the initial raising of your claim, please seek confirmation from the Warranty Service Agent if there will be any charges applicable as a result of the nature of your claim or in the instances where travel or postage are contributing factors.
3. Provide all necessary personal and contact details relevant to the claim to the Warranty Service Agent to allow them to further process your claim. These will include the name of the person raising the claim, site address, nominated contact numbers, email address (if available) and a description of the perceived fault.
4. A documented proof of purchase in the form of a receipt, tax invoice or credit record is required for any warranty claims made to Oliveri Solutions throughout Australia. This proof of purchase must be received prior to any services being performed or agreed upon and can be sent to Oliveri by either fax or email. Once received, the full claim is then assessed by the Warranty Service Agent and all efforts are made to proceed with assisting you with your claim.
5. Please be aware that after consideration of what actions are required to rectify your issue, steps may be taken to arrange an inspection of the reported product prior to committing to a final outcome. This will be discussed with you as our valued customer prior to any inspections being arranged to establish a suitable method of doing so.

IMPORTANT: Oliveri Solutions will not be responsible or liable for any fees generated from a non-warranty service agent / technician or licensed plumber that may have been engaged and utilised by the end user prior to a warranty claim being raised or a warranty approved service agent attending the site. Strictly no reimbursement will be offered or considered in these instances without exception. Please note these restrictions when awaiting attendance by the nominated Warranty Service Agent.

The storage of chlorine or commercial based cleaning products in cupboard space under the sink may void this warranty.

Sinkware plug and wastes sent directly to consumers are covered by a 2 month warranty.

If a warranty service call finds that the sink does not have a genuine manufacturing fault, our Warranty Service Agent reserves the right to pass on any call-out fee to the householder.

Oliveri Solutions Pty Ltd

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Sicily

Farmhouse Sinks

Oliveri®

⚠ CAUTION

Risk of personal injury. Fireday sinks are heavy. Get help when lifting or moving. Be sure to use proper tools and always wear personal safety devices for your protection.

THIS PRODUCT MUST BE INSTALLED BY A QUALIFIED TRADESPERSON

Installer - Please read and follow these Installation Instructions.

STOP AND READ CAREFULLY

⚠ PRE-INSTALLATION CHECKS

- **Unpack and check the item is correct and no damage has occurred during transit.**
- **If there are any visible defects, DO NOT PROCEED WITH THE INSTALLATION and please contact the place of purchase immediately.**
- **ANY CLAIMS FOR DAMAGE WILL NOT BE ACCEPTED AFTER INSTALLATION.**
- **Protect your sink before and during installation. Scratches, cracks or other surface damage sustained during or after the installation are NOT COVERED BY WARRANTY.**
- **Installation must be in accordance with building regulations and any local authority requirements.**

IT IS ESSENTIAL THE ACTUAL SINK BE PRESENT WHEN THE COUNTERTOP IS MEASURED AND CUT OUT AS A REFERENCE FOR ACCURACY

GENERAL INFORMATION

⚠ IMPORTANT

This product requires professional installation and custom cabinetry and cannot be installed in a normal sink cabinet without significant customisation. A custom built sink frame and base is required and can be ordered from your kitchen design specialist.

The sink support structure must be suitable for the weight of the sink including water which could be as much as 140 kg.

Any advice, recommendation, information, assistance or service provided by Oliveri Solutions in relation to goods manufactured by it or their use and installation, is given in good faith and is believed by Oliveri Solutions to be appropriate and reliable. However, any advice, recommendation, information, assistance or service is provided by Oliveri Solutions without responsibility or liability.

NO TEMPLATE INCLUDED

A cut out template is not provided with fireclay sinks, due to the varied cut out sizes that are possible based on your installation preferences and the dimensional variation that occurs with the production of large fireclay sinks. **Use the actual sink to determine the size and location of the cut out.**

DO NOT INSTALL USING EPOXY ADHESIVES

Secure the sink in position with a support frame and silicone adhesive only.

TOOLS FOR INSTALLATION



APRON / UNDERMOUNT SINKS - INSTALLATION STEPS

INSTALLATION PREFERENCE

When preparing for apron / undermount installation, it is recommended that you consult with your countertop fabricator as to your installation preference. When the fabricator is preparing the template for installation, a 6 mm overhang is recommended to provide a clean transition from countertop to sink. The overhang will hide any sign of the silicone adhesive.

COUNTERTOP ALIGNMENT OPTIONS

FLUSHMOUNT: Countertop is flush with sink edge.
OVERHANG: Countertop extends 3 - 6 mm over bowl.



STEP 1 - APRON CABINET PREPARATION

Measure the actual size of the sink being installed to determine cabinet opening dimensions and support frame location. The cabinet opening should equal the maximum dimensions of the sink to ensure a minimum gap between the sink apron and the cabinet. Please note that apron sinks have a finished surface on the front, back and sides to allow for the sink to overhang the front fascia of the cabinet. The size of the overhang is to customer preference.

To prepare the cabinet, create a support frame inside the base that the sink will sit upon. Use 2x4" solid timber studs to create the support frame. The frame should be strong enough to hold up to 140 kgs of weight once installed. **The support frame should be positioned so that the top of the sink rim is level and flush with the top surface of the cabinet perimeter.** Make sure that the support frame leaves room for the waste drain(s), tapware water hoses, and if there is one, a garbage disposal. See Figure (1) for details.

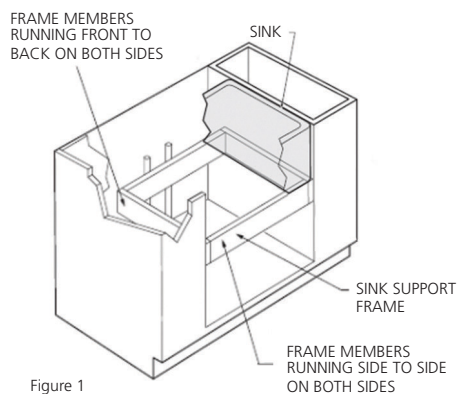


Figure 1

STEP 2 - FINE MEASURING

After the installation location preferences have been determined, it will be necessary to custom scribe the apron cabinet sides and if needed, to create and add wood cabinetry filler strips.

NOTE, FIRECLAY SINKS HAVE NOMINAL DIMENSIONS.

THE APRON WILL HAVE UP TO A 6 MM TAPER.

WHEN MEASURING, BE AWARE THAT THE APRON TOP RIM MEASUREMENT IS LONGER THAN THE SINK BASE.

MOUNTING SINK

Place a thin layer of sealant on the supporting frame where it will come in contact with the bottom of the sink. Gently position the sink on the frame. Make sure the sink sits level and is sturdy on the frame. Check that the top surface of the sink is level and flush with the top of the cabinet rim. Be sure that there is adequate space behind the sink for any tapware, accessories, and splashback. See Figure (2).

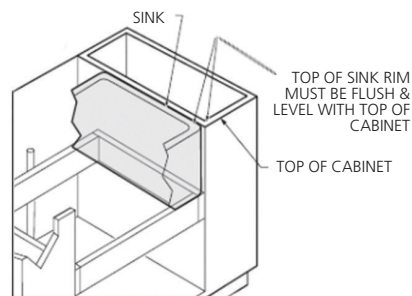


Figure 2

STEP 3 - FABRICATION

Carefully trace and then cut out the required sink opening in the countertop, allowing for either a flush or overhung edge. Use an orbital sander to smooth the edge of the cut out area and remove all saw marks. If cabinets are a laminate material, any exposed unfinished edges must be sealed to prevent water damage. If engaging a countertop fabricator, they will make the appropriate cut out template. They will then fabricate and install the countertop.

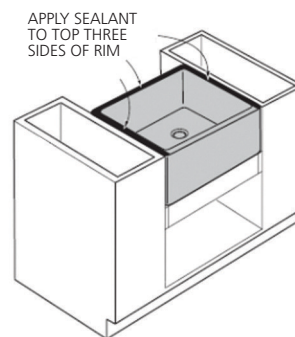


Figure 3

CLEAN & SEAL

Clean the rim of the sink and the underside of the countertop where the sink will contact the rim of the sink. Apply a generous bead of sealant around the sink rim for mounting the countertop. See Figure (3).

STEP 4 - MOUNTING COUNTERTOP

Gently position the countertop on the sink. Ensure that the sealant provides a complete seal between the countertop and sink. Wipe off any excess sealant using a wet cloth. Apply extra sealant where there are any gaps. See Figure (4).

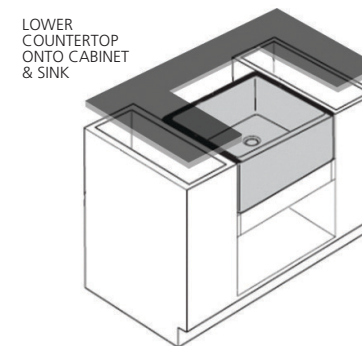


Figure 4

COUNTER TOP SINKS - INSTALLATION STEPS

PREPARATION

This product requires professional installation and custom cabinetry with a support structure suitable for the sink weight including water (up to 140 kg).

Measure the sink size and mark the desired installation location on top of the counter. Be sure the location is suitable for tapware, inlet hoses, and waste plumbing.

Install the sink support structure under the countertop and cut the waste hole. Trial the installation.

INSTALLATION

Apply sealant to the bottom of the sink, lift and lower into position on, and parallel to, the countertop, while aligning the waste hole. Add extra sealant for a waterproof seal around the bottom of the sink.

INSET SINKS - INSTALLATION STEPS

PREPARATION

This product requires professional installation and custom cabinetry with a support structure suitable for the sink weight including water (up to 140 kg).

Measure the sink size to its outer edges and mark the desired installation location on the countertop. Be sure the location is suitable for tapware, inlet hoses, and waste plumbing.

Now mark the cut out template on to the countertop surface at 10 mm INSIDE / SMALLER than the measured outer sink size.

Cut the countertop opening for the sink and TEST sink fitment. Seal the unfinished countertop cut out edges.

Install the sink support structure under the countertop, making sure the weight of the sink is held by the frame and not the countertop.

INSTALLATION

Apply sealant all around the bottom lip of the sink, lift and lower into the cut out hole and secure in position while the sealant sets. Add extra sealant for a waterproof seal around the bottom lip of the sink, where it meets the countertop.