

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	Residential	Commercial
Stainless Steel (All)	25 years replacement product, 1 year labour	10 years replacement product, 1 year labour
PVD Coloured Sinks	3 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

**NOTE:** Excludes parts subject to general 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 an installation by its technician where it is determined that the fault is due to poorly executed or unlicensed installation work or where the product is not a genuine Fienza product or where the product is outside the warranty period. This may be paid in advance by credit card over the phone to a Fienza technician attending the site and will be refunded if the Fienza product is found to be at fault.

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



Hana & Tiva

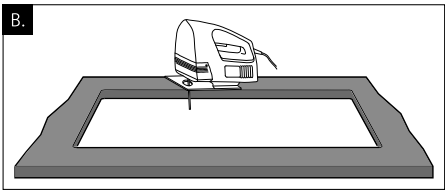
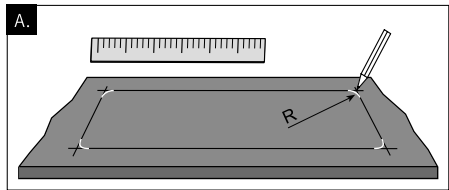
KITCHEN & LAUNDRY SINKS

! PLEASE LEAVE THIS GUIDE WITH THE OWNER

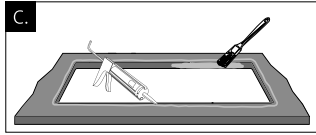
**IMPORTANT:** Please read all of the instructions before installation. Check goods thoroughly before installation. Installation of received goods that are damaged, warped or faulty will void warranty. Ensure all items meet your plumbing requirements. This product is pre-assembled. Do not disassemble,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

Benchtop Cutting

1. Determine the desired installation location of the sink, ensuring there is sufficient clearance for the sink, including underneath. Centre the sink bowl with the tap position on the countertop of the cabinet. The minimum distance between the tap and the closest cut line must be at least 6cm.  
**Note:** For multiple sink installations, the minimum distance between sinks should be 6cm.
2. Check the supplied cut-out template against the actual sink to confirm correct fit. Using masking tape along the centre of the cut line to minimise chipping and scratching to the countertop. Carefully use the cut-out template to mark the correct size hole for the mounting type (either topmount or undermount). Ensure the sink is centred and parallel to the countertop (refer to diagram A).
3. Drill pilot holes for the appropriate cutting tool being used to cut the hole.
4. Carefully cut to the inside of the template line to create the opening in the countertop (refer to diagram B).
5. Remove the masking tape and clean the countertop around the mounting hole.
6. Test fit the sink to ensure the cut out is correct. If the cut-out is not correct remove the sink and adjust the cut out as required.

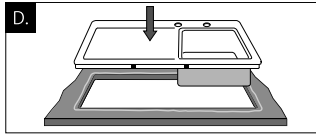


## TOPMOUNT INSTALLATION

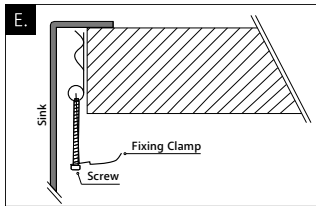


1. Use the foam strip on the underside rim of the sink or apply a continuous ring of silicone\* around the edge of the opening on the countertop (refer to diagram C). Do not let the silicone dry before fitting the sink.

\* Fienza recommends the use of neutral cure silicone. Acetic cure silicone may affect the colour or cause damage to the sink.



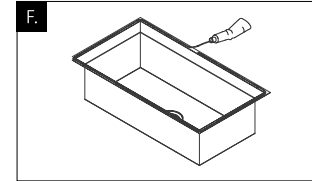
2. Insert the sink into the opening from above ensuring it is positioned correctly (refer to diagram D). Immediately remove any excess silicone and fill any small gaps between the sink and countertop (if used).



3. Hook the top mount clips into the brackets located around the underside of the sink, ensuring the hook side of the clip is facing away from the sink. Secure the sink to the countertop by using a screwdriver to tighten the clip screw. Repeat for all clips. Do not overtighten – only tighten until the sink is being held firmly (refer to diagram E).

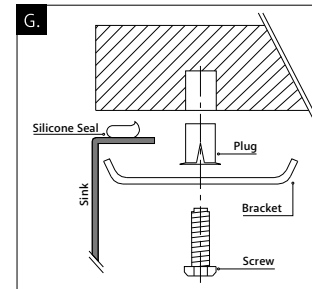
4. Allow the silicone to air dry for 24 hours (if used).
5. Fit the basket waste and overflow pipe (if required) to the sink.

## UNDERMOUNT INSTALLATION



1. Underneath the countertop, measure and drill ten evenly spaced holes around the sink opening hole. Check the counter thickness to ensure sufficient material before drilling holes.

2. Insert the threaded inserts into the drilled holes x 10.

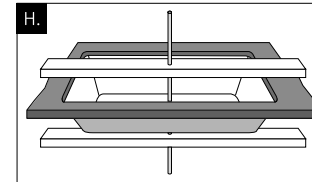


3. Apply a continuous bead of silicone\* on the top of the sink rim and around the opening on the countertop (refer to diagram F). Do not let the silicone dry before fitting the sink.

\* Fienza recommends the use of neutral cure silicone. Acetic cure silicone may affect the colour or cause damage to the sink.

4. From below place the sink in position around the opening in the countertop. Ensure the sink flange is sitting flat against the countertop surface.

5. While supporting the sink from underneath, fit the undermount bracket and M6 bolt and tighten to secure the sink in position. Repeat for all 10 mounting brackets. Do not overtighten the bolt, only tighten until the sink is being held firmly. Refer to diagram G.



6. To hold the sink in position while the silicone dries place a piece of timber across the benchtop and another under the base of the sink. Use threaded rods placed through the sink waste holes to link the timber together. Using nuts and washer tighten until firm. Do not overtighten (refer to diagram H).

7. Remove any excess silicone around the countertop opening.

8. Allow the silicone to air dry for 24 hours before removing the timber supports.

9. Fit the basket waste and overflow pipe (if required) to the sink.