

## **FINE FIRECLAY BUTLER SINK INSTALLATION INSTRUCTIONS**

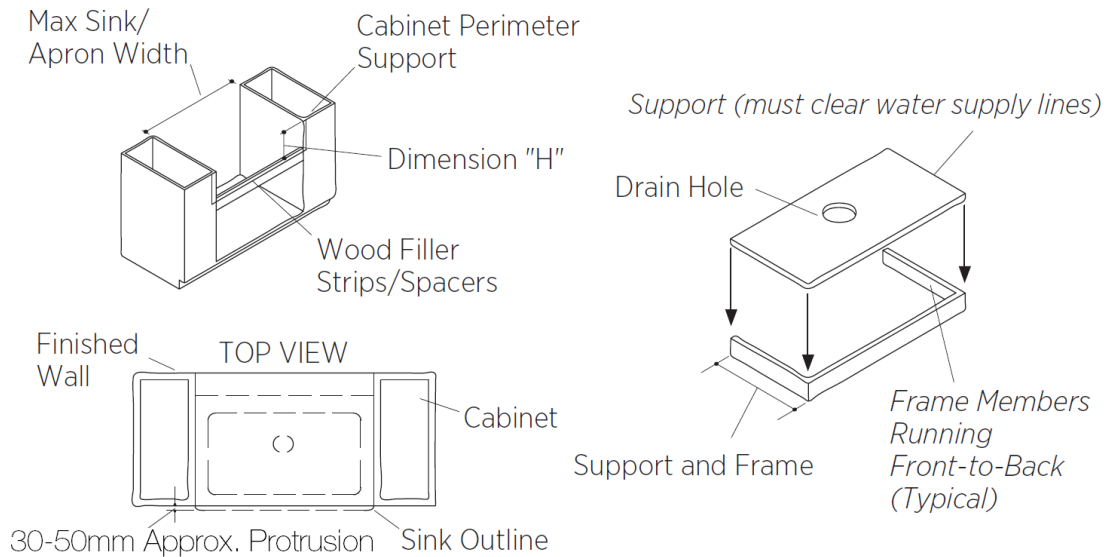
Thank you for purchasing a Turner Hastings Fine Fireclay Butler Sink. If you have any questions during the installation of this product, please do not hesitate to call us on 1300 00 2284.

### **BEFORE YOU BEGIN**

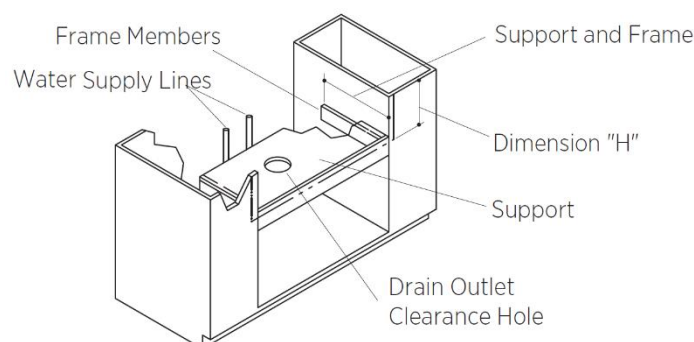
In addition to the below instructions, for your convenience we have a **how-to install a butler sink video** available here <https://youtu.be/JQSM0-eeekso>

- Read these instructions carefully before you begin this installation.
- Observe all local plumbing and building codes.
- Due to the various cut-out sizes possible, and natural variation in fireclay, a template is not supplied.
- Prior to installation, unpack the new sink and inspect it for damage. Return the sink to its protective carton until you are ready to install it.
- Due to the variety of installations possible with this sink, you may need to use procedures other than those described.
- It is very important that proper high-quality materials and silicones are used with your sink.
- The cabinet and frame shown in these instructions are generic and may not represent the actual design or structure.
- Due to the nature of undercounter installations, it is recommended that undercounter sink installations be performed by trained and experienced installers.
- To ensure a safe and damage-free installation, two people should install the sink.
- All information in these instructions is based on the latest product information available at the time of publication.

## 1. CABINET/SUPPORT FRAME CONSTRUCTION

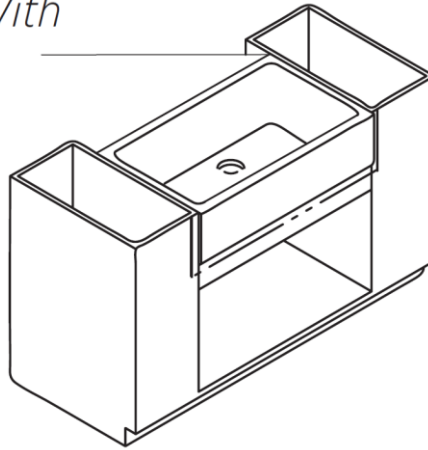


- Measure the width of the sink (the top of the sink is approximately 6 mm wider than the bottom)
- The cabinet opening should equal the maximum sink width to ensure a minimum gap between the sink and the cabinet.
- **NOTE:** If the sink is not available at the time of installation, make allowances to add wood filler strips or spacers to the cabinet opening after the frame and before the sink is installed.
- We recommend the sink extends 30 to 50mm beyond the front of the cabinet, but this is only for aesthetic reasons, and is the choice of the owner.
- Construct a wood support frame to fit inside the cabinet opening. Allow adequate clearance for the pipes between the support and the finished wall.
- Position the support frame in the cabinet opening so that when installed, the top of the sink will be level and flush with the top of the cabinet (Dimension H).
- Secure the support frame to the cabinet. Position the securing hardware to allow for easy removal should the sink need to be removed or replaced.
- Locate and cut out the waste outlet clearance hole in the support. The hole diameter must clear the garbage disposal mounting system, if used.



## 2. INSTALLING THE SINK AND BENCHTOP

*Sink Rim Flush With  
Top of Cabinet*

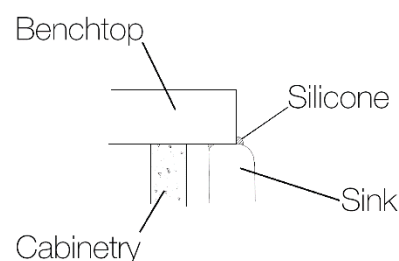
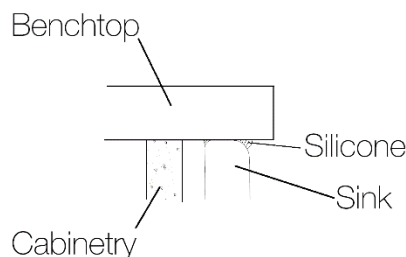


- Verify that the sink will fit in the cabinet opening. If necessary, adjust the opening by sanding the opening or adding wood filler strips.
- Carefully position the sink within the frame, making sure to centre the sink in the cabinet.
- Apply a 2.5 cm spot of sealant at each corner of the frame where it will contact the sink.
- NOTE: Use shims to level the sink if needed. If using shims additional sealant will be needed.
- Install the basket waste or garbage disposal to the sink according to the manufacturer's instructions. Ensure silicone is used between the top flange of the basket waste and the sink, to ensure water does not leak out of the sink when plugged off.
- Optional: Apply sealant between the cabinet and the side of the sink.
- Verify that the sink is level. The top of the sink should be flush with the top of the cabinet to allow proper countertop installation. Adjust or shim between the sink and support if needed.
- Carefully measure the sink and the bench top to determine the exact location of the sink cut-out in the benchtop. Some use a 5mm internal stone overhang on the back and sides. Some prefer to install it flush with no overhang.

5mm Internal Overhang

OR

No Overhang



- Cut and polish benchtop
- Place bench top on top of cabinet and sink, install tapware, and use silicone between sink and benchtop.

## **FINE FIRECLAY SINK CARE INFORMATION**

As the glazed surface is extremely smooth and non-porous, cleaning with soapy water is usually all that is required to keep your sink clean. To maintain the original appearance, it is important to do a regular clean with non-abrasive cleaners and a soft sponge or cloth.

Fireclay sinks are created by firing the clay at high temperatures therefore some visual distortion may occur. This is not a defect but can be seen to add to the beauty of the product.

### **Water Stains from Hard Water**

In hard water areas limescale can build-up on the surface and become visible when stained by food and drink. We recommend regular cleaning with a solution of 3-parts hot water and 1-part white vinegar or specific limescale cleaners can be used for example Viakal. Rinse well after. Keeping the sink dry will avoid future water stains.

### **General Stains**

Fine fireclay sinks are glazed so are completely nonporous and should not stain. However, if marks or stains occur, they should be removed immediately with hot water and a gentle cleaning agent. Cleaners, such as Jif, can be used to remove tougher stains.

For more stubborn stains, soak a water and detergent mixture overnight, scrub off any dirt and stains, and finally rinse with water.

### **Light Marks**

Pans, metal cutlery and cooking utensils can leave grey metal marks on the surface as the glazed finish is much harder than the metal utensils used in the kitchen. These marks can be removed using a powder compound called Bar Keeper's Friend, or similar. To prevent metal marks, a rubber sink mat or stainless steel grid can be purchased from Turner Hastings to sit in the base whilst washing metal items

### **Scratches**

Fireclay is extremely durable and long lasting. However, if scratches or chips do occur, Cramer Repair Kit is recommended for minor damages to the sink.

### **Plastic bowls**

Avoid using plastic washing-up bowls, as particles of grit can become impregnated in the base of the bowl and act like sand paper causing scratching to the glazed surface.

### **Do Not Use**

Fireclay sinks can withstand many chemical cleaning agents; however, it can cause damage to the wastes and taps. Below is not advised.

- Use of Steel wool, scourers or metal brush
- Harsh cleaners containing severe acidic or alkaline chemicals such as sodium hydroxide, sulfuric acid or hydrochloric acid
- Toilet cleaners such as Chlorinated Cleansers or bleach of any type

## **FINE FIRECLAY SINK WARRANTY INFORMATION**

Turner Hastings ensures that all of its products are made using the highest quality materials and workmanship. Should you find a fault with either the materials or the workmanship within their warranty period noted below, Turner Hastings will, at its discretion, repair or supply a replacement for the faulty product or component.

Fine Fireclay Sinks – Lifetime Warranty

Waste Outlets – 1 year warranty

### **Warranty Details – All products**

- 1 year parts and labour. Any claim made after this period is for parts only. Furthermore, the following product have a replacement warranty only: Toilet Seats, Stainless Steel Grids, and Rubber Sink Mat.
- 1 year warranty applies to commercial installations
- All water pipes must be flushed prior to connecting tapware or toilets to the supply
- Maximum water pressure cannot exceed 500Kpa - AS/NZS 3500.1.-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations
- 5 years warranty on electroplated finishes (excluding chrome). Electroplated finishes on basket wastes have a 1 year warranty
- 10 years warranty on PVD finishes. PVD finishes on basket wastes have a 2 year warranty.
- 1 year warranty applies to washers, “O” rings, lip and other seals, shower hoses and all pull out sink mixer hoses and handsets.
- Fireclay, Ceramic and Vitreous China are natural products and therefore subject to variations. This should be seen as a quality that adds to its natural beauty. Variations +/- 2% to the specifications are common and acceptable.

Product must be inspected before installation! If a product has any unacceptable marks or has been damaged, DO NOT install it. Should faulty or damaged products be installed, Turner Hastings will not accept any obligation to provide labour for removal or replacement of the product.

Turner Hastings Product Warranty will only apply where the product has been installed by a qualified tradesman and in full accordance with installation instructions. This warranty does not cover damage by improper installation, accident, misuse, abuse, negligence, excessive wear and tear, improper care and maintenance, water and natural causes such as sunlight, humidity and other environmental conditions. All installation works should be carried out by a Licensed tradesman according to the Plumbing and Drainage Code of Practice and the requirements of any relevant Statutory body. Installations must be carried out strictly in accordance with the installation instructions provided with each of Turner Hastings’ products. Turner Hastings makes every effort to

supply our clients with outstanding quality products. We can in no way be held responsible for any damages arising from failure due to the method the product was installed or commissioned.

Replacement products and parts must be delivered to the original store of purchase for WHS compliance.

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 reasonable 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 Details - Fine Fireclay Sinks**

Fireclay is a natural product and therefore subject to variations. This should be seen as a quality that adds to its natural beauty. Variations +/- 2% to the specifications are common and acceptable. Never cut out or construct your bench top or kitchen cabinetry without having the sink onsite with you for measurements. If cabinetry or bench tops have been cut without the sink being measured, and the sink does not fit, Turner Hastings will not cover any costs of replacing or modifying any cabinetry or bench tops.

Do not over-tighten the waste as this can cause the sink to develop stress fractures over time.

A waterproof sealant should be used to help seal the sink and fill the gap between the sink and bench top. Do not use epoxy type glues – these glues harden and prevent the expansion and contraction of the sink which can lead to the sink cracking. The use of epoxy glues will void this warranty.

Your new fireclay sink may have a small crack or chip in an unglazed position such as the underside (in a place not seen after install). Small cracks and chips is not a manufacturing fault or defect, and in fact is common in ceramic, fine fireclay and other natural clay fired products. The cracks or chips is what is called a “firing crack”, and it happens when the clay is baked in the oven during manufacturing, and is part of the heating and cooling process. The crack or chip is simply aesthetic only, and will not affect the installation, structure, or usability of the sink. The crack or chip will not grow over time either. This product still carries the full 30 years warranty Turner Hastings provides on fireclay sinks.

### **Warranty Details - Lifetime Warranty**

Turner Hastings offers Lifetime warranty on certain product ranges. Our warranties are transferable from one product owner to the next. Proof of purchase must be submitted to make a warranty claim. Turner Hastings will repair or replace product or parts that are faulty due to a manufacturing defect. This does not cover general wear and tear or other exceptions detailed on this warranty page. Replacement labour costs are only covered in the first 12 months, like all of our warranties.