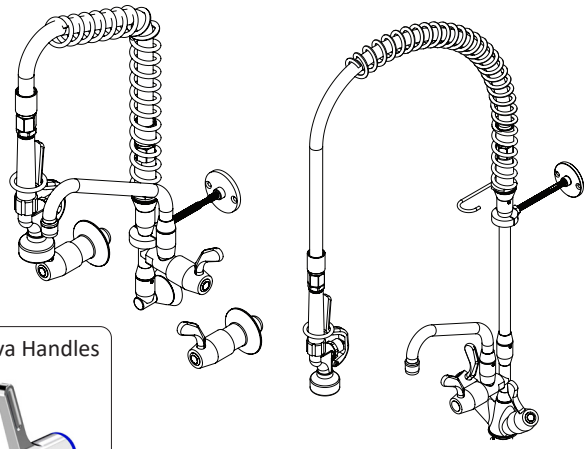
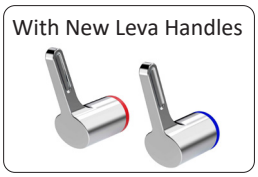
Food Service Pre-Rinse Assemblies

Installation and Maintenance Instructions

FHS001	**FHS141**	**FWS121**
FHS002	**FHS141C**	**FWS121C**
FHS011	**FWS001**	**FWS121W**
FHS021	**FWS011**	**FWS131**
FHS031	**FWS021**	**FWS131ADJ**
FHS041	**FWS031**	**FS704**
FHS121	**FWS031ADJ**	
FHS131	**FWS101**	





technical data

Working Pressure Range	Min 50 kPa Max 500 kPa
Maximum Static Pressure	1200 kPa
Maximum Working Temperature	95°C (Jumper Valve) 85°C (Spring loaded valve / Pre-Rinse spray gun)
Inlet Connection	1/2” BSP 5/8” BSP (In-wall recessed SBA)
Flow Rate	4 L/min (Pre-rinse spray gun) 8 L/min (Pot filler)

Enware products are to be installed in accordance with the Plumbing Code of Australia (PCA) and AS/NZS3500. Installations not complying with PCA and AS/NZS 3500 may void the product and performance warranty provisions.

Reference should also be made to the Australasian Health Facility Guidelines (AHFG), ABCB and Local Government regulations when considering the choice of, and the installation of these products.

This product must be installed and commissioned by a qualified plumber.

For use with potable water only.

NOTE: Enware Australia advises:
1. Due to ongoing Research and Development, specifications may change without notice.
2. Component specifications may change on some export models.

I00063_09 Oct 2023

assembly and installation procedure

IMPORTANT - Before proceeding with Installation

- Ensure all operating and dimensional specifications are suitable for the intended installation.
- Check that there is no shelf or obstruction above.
  Shorter riser, hose & spring guard options are available from Enware
- **Check that wall bracket can be installed on a stable wall surface.** If not, extra measures may need to be taken so that the bracket can be supported by a firm wall backing.
- **Ensure all supply lines are flushed thoroughly to remove debris** prior to the installation of this product as per AS/NZS 3500.1. Strainers (40 mesh) are recommended if debris is an ongoing problem.
- **Ensure water pressures for hot and cold supplies are relatively balanced.** If not, one side may override the other. A pressure reduction valve may be required to address any imbalance in the water supply pressure, or to comply with the recommended maximum pressure.
- It is recommended that isolation valves are installed on both hot and cold supplies prior to the pre-rinse unit and that these are easily accessible.

Unpack and layout all components to check that you have all parts.

installing the base

Choose the type of base to be installed.

Hob Mounted Single Inlet [FS011, FS010]

GO TO PAGE 3

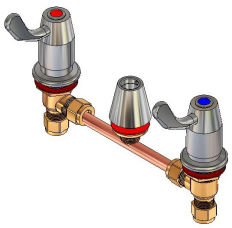
Hob Mounted Twinner Body [FS015]

GO TO PAGE 4

Hob Mounted Exposed Breech [FS012]

GO TO PAGE 5

Hob Mounted Concealed Breech [FS013]

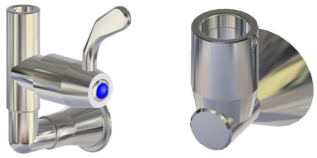


GO TO PAGE 6

Wall Mounted Exposed Breech [FS022]

GO TO PAGE 8

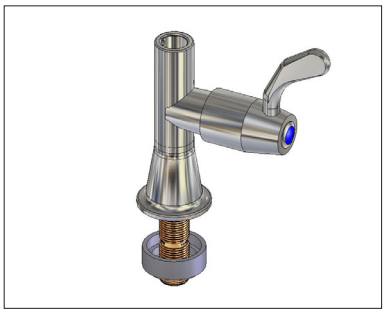
Wall Mounted Single Inlet [FS021, FS020]



GO TO PAGE 9

Wall Mounted Recessed (Concealed In-Wall) [FS023]

GO TO PAGE 10



Single inlet hob tap assembly - Maximum bench thickness: 35mm

Hob base mount - Maximum bench thickness: 10mm

1. Fit 1/2” Tail into Base Mount:

   Apply thread sealing tape onto the non-bevelled end of 1/2” BSP all-thread tail, and screw to female thread of hob base.

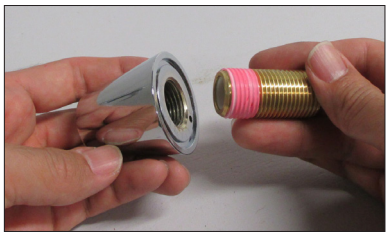


IMAGE 1

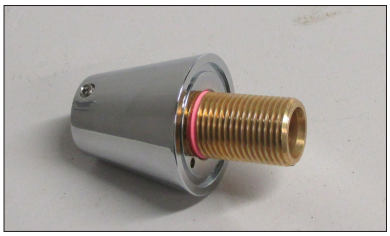


IMAGE 2

2. Mark the hole to be drilled on the bench (min. 40mm - max. 160mm to the centre from wall) and drill the hole (Φ 22mm) using a hole saw or similar tool. SEE IMAGE 3

3. For tap base with anti-rotation pins, note the orientation of the tap handle (standard is either facing the front or to the right hand side). Check the positions of the two anti-rotation pins on the underside of base. Mark the corresponding pin locations onto bench and drill 2x holes (Φ 9mm).

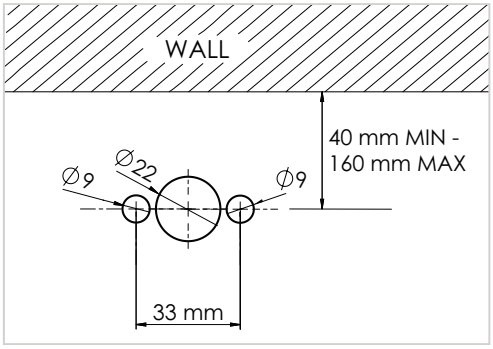


IMAGE 3

4. Fit base onto the bench and secure using 1/2” brass nut from underneath the bench.

   For base with anti-rotation pins, fit black spacer first (if required), then fit the nut, and tighten firmly. Do not over-tighten. (Using excessive force may result in damage to the black plastic spacer.) SEE IMAGE 5.

IMAGE 4

IMAGE 5

5. Proceed to Fitting Lever Handles – page 12

hob mounted twinner body

FS015

Maximum bench thickness: 30mm

1. Mark the hole to be drilled on the bench (min. 40mm - max. 160mm to the centre from wall) and drill a Φ 33mm hole using a hole saw or similar tool.

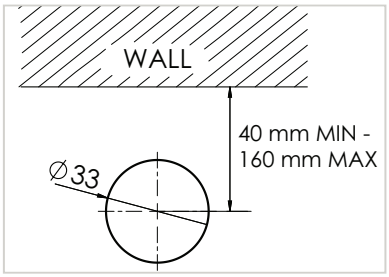


IMAGE 6

2. Unscrew metal washer and fixing nut from body assembly.

   Fit one flexible inlet hose onto body. Apply a small amount of food grade grease onto O-ring before fitting. (Note markings on flexible hose – red [for hot] and blue [for cold])

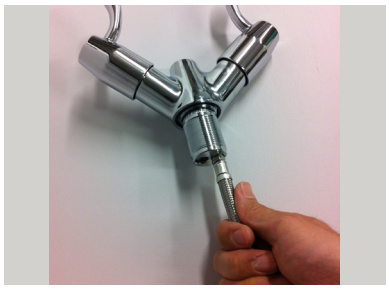


IMAGE 7

3. Fit base onto bench through the drilled hole. From underneath the bench, fit large metal washer before fitting the brass locking nut. Hand-tighten locking nut. Check that tap base is facing straight forward, then use a Philips head screw driver to firmly tighten the two screws on either sides of brass nut.

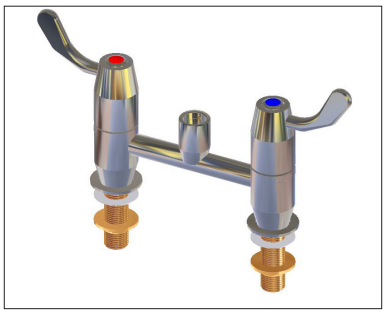
IMAGE 8

IMAGE 9

4. Fit the other flexible inlet hose onto body.

IMAGE 10

5. Proceed to Fitting Lever Handles – page 12



Maximum bench thickness: 30mm

1. Mark 2x holes to be drilled on the bench. (min. 40mm - max. 160mm to the centre from wall, centres 150mm apart.)

   For adjustable breech models- max. 350mm centres.

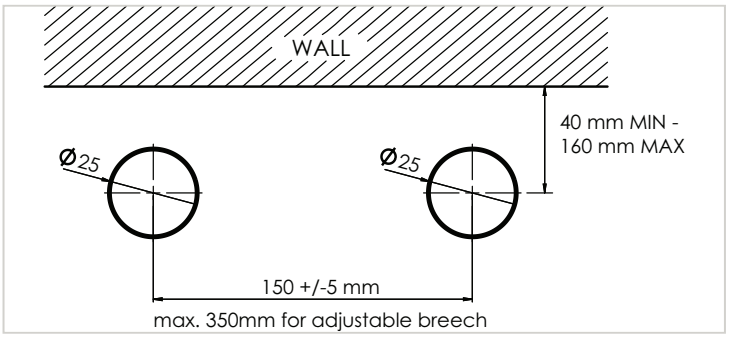


IMAGE 11

2. Drill the holes (Φ 25mm) using a hole saw or similar tool.

3. (For adjustable breech models) Measure the distance from the centre of breech to centre of water inlet point. From this distance subtract 25mm and mark this on each end of the breeching piece.
   Cut the breeching piece to the required length using tube cutters or similar hand tool. Assemble the breeching piece to tap bodies. SEE IMAGE 11-1

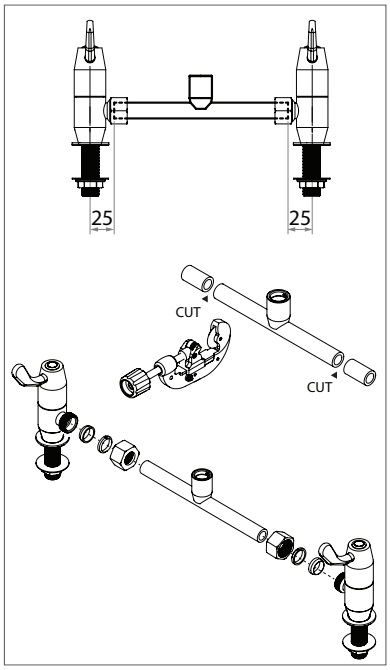


IMAGE 11-1

4. Ensure the base cover domes and clear washers are fitted, and fix base body onto bench. SEE IMAGE 12

   From underneath the bench, fit lock nuts onto the tails and tighten firmly using a spanner.

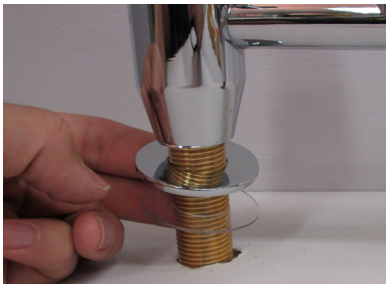
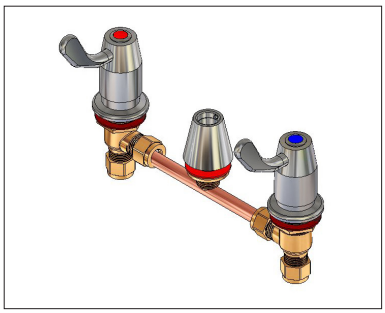


IMAGE 12

5. Proceed to Fitting Lever Handles – page 12



Maximum bench thickness: 20mm

1. Mark the holes to be drilled on the bench and drill the holes. (min. 40mm - max. 160mm to the centre from wall, tap body centres min. 150 mm – max. 330mm. Drill hole size: spout – Φ22mm, tap bodies – Φ33mm).

Cut the copper T piece to size:

2. Screw 1x brass fixing nut on each tap body and screw the nut right down to the end of thread.

3. Fit the bodies upside down into the 33mm holes from top of the bench. Align centre of the copper T piece to the centre hole. Mark the copper pipes on both sides. (19mm past the end of the body thread, or deduct 15mm from the centre of drilled hole on each side). Check the measurement again, and cut the copper tube with tube cutters. De-burr the copper tube.

   Take tap bodies out of the holes and keep at hand.

Fit the spout:

4. Pull the brass 1/2” threaded tail off the copper T-piece. Apply thread sealant to the non-bevelled end of the 1/2” threaded tail, then screw into the base of the swivel hob and tighten. SEE IMAGE 15

5. Fit smaller clear washer through the 1/2” tail, then fit the base onto the bench. From underneath the bench, fit smaller red fibre washer onto the tail, then screw 1/2” brass nut on. Note the orientation of the grub screw on the base, then tighten the brass nut firmly using a spanner. SEE IMAGE 17

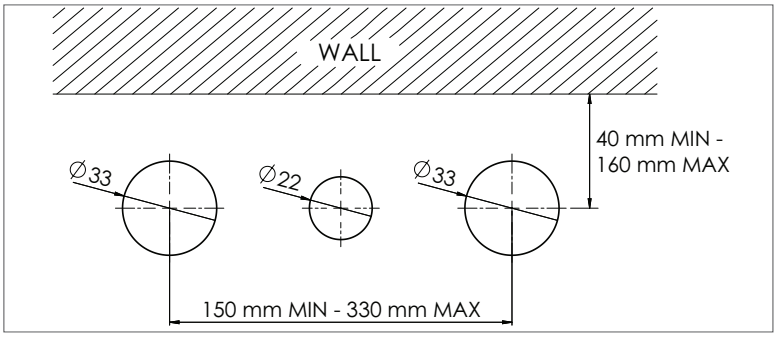


IMAGE 13

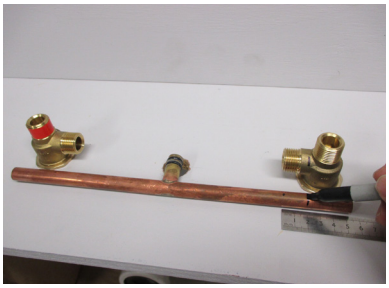


IMAGE 14

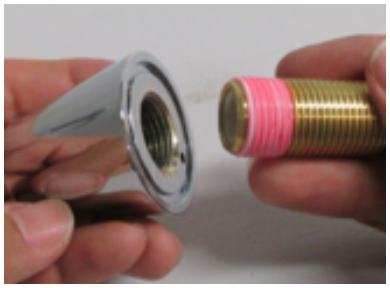


IMAGE 15

IMAGE 16

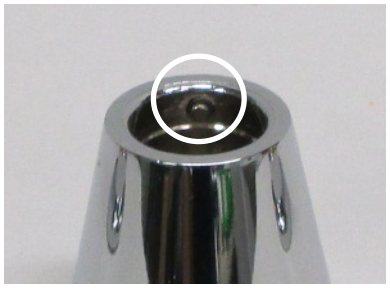


IMAGE 17

Fitting the bodies:

6. Fit compression nut and olive to each side of the copper T-piece, and fit tap bodies on to each side. Screw each compression nut onto each body loosely. Note: a small groove in the spline of the spindle and red tape indicates the hot side.
7. Check the 2 O-rings on the centre spout fitting of the T-piece has O-ring grease applied. Fit larger red fibre washers onto each basin body.
8. From underneath the bench, insert the tap bodies and T-piece assembly up through the bench, at the same time inserting the T-piece up into the 1/2" brass tail of spout. Take care not to pinch or damage the O-rings in the process. Push the T-piece assembly until it comes to a stop. SEE IMAGE 18.
9. While holding the T-piece up, from top of the bench fit a clear plastic washer and a cover dome onto each tap body. Screw the dome in until it comes in contact with the bench, but do not tighten the dome at this point. Ensure both tap bodies extend through the bench the same distance. SEE IMAGE 19.

   Now from underneath the bench, screw the fixing nuts back up hard against the bench and tighten with a basin spanner. (Alternatively, from top of the bench, gently tighten the chrome cover domes with a spanner.)
   SEE IMAGE 20 & 21
10. Now tighten the 1/2" compression nuts on the T-piece with a spanner. Re-torque all nuts and ensure they are tight. IMAGE 23
11. Proceed to Fitting Lever Handles – page 12

IMAGE 18

IMAGE 19

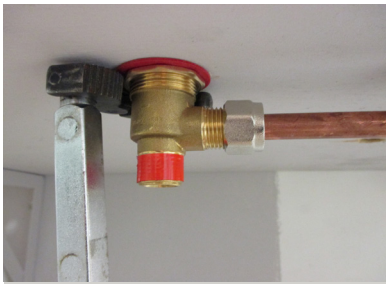
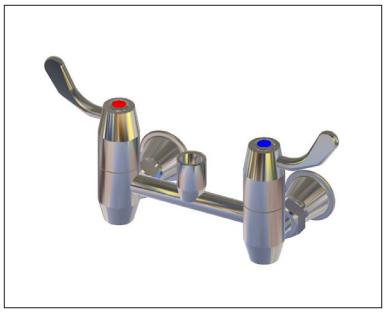


IMAGE 20

IMAGE 21

IMAGE 22

IMAGE 23



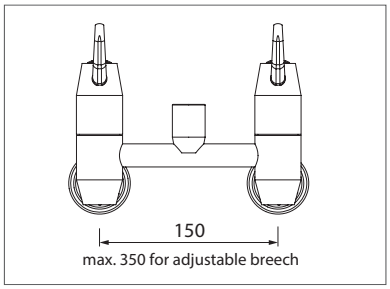


IMAGE 27

Rough In:

1. Secure two 1/2” BSP male fittings behind the finished wall, for hot and cold water supplies, 150mm apart.

   Allow approximately 12mm of thread proud from finished wall.

   (For adjustable breech models - max. 350mm centres)


IMAGE 28

Fit off:

2. Flush the line thoroughly before connecting tap fittings. Once the line is clear of debris, proceed to next step.
3. Unscrew wall bases from the tap assembly.
4. Apply thread sealing tape onto the two 1/2” male threads on wall. Seal any gaps between the thread and the wall with silicone sealant. Screw each wall base onto each thread and tighten firmly. For extra leverage, use a half inch (1/2”) Allen key through the centre hole.
   SEE IMAGE 28
5. Check that the tap frame has two O-rings on the spigot fitting on each side. Check that they are lightly greased with food grade O-ring grease.

6. (For adjustable breech models)
   Measure the distance from the centre of breech to centre of water inlet point. From this distance subtract 25mm and mark this on each end of the breeching piece. Cut the breeching piece to the required length using tube cutters or similar hand tool. Assemble the breeching piece to tap bodies. SEE IMAGE 28-1

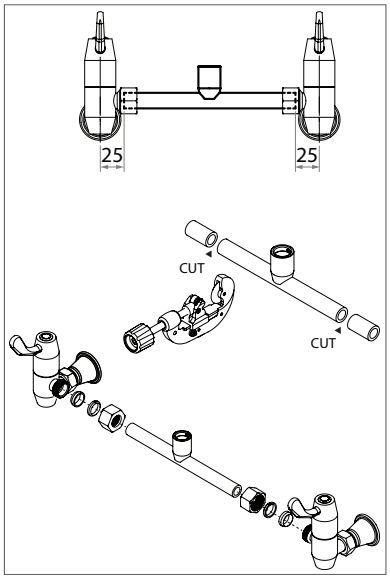
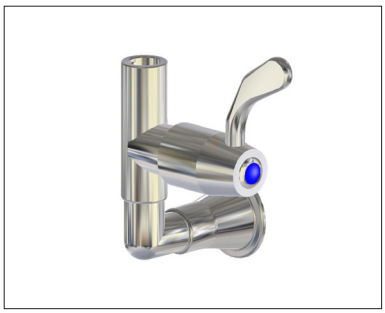


IMAGE 28-1

7. Gently but firmly push the frame onto the wall bases, making sure the O-rings are not pinched, dislocated or damaged in the process.
8. Once the tap frame has fully engaged, screw each nut onto wall base and tighten with a spanner.
9. Proceed to Fitting Lever Handles – page 12


IMAGE 29

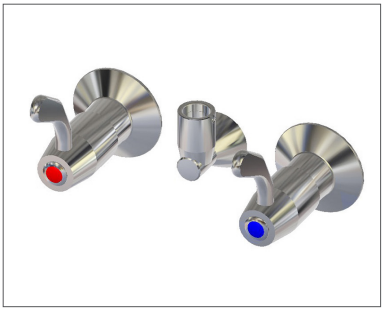


Rough In:

1. Secure one 1/2” BSP male fitting behind the finished wall, allowing approx. 12mm of thread proud from finished wall.

Fit off:

2. If required, cut the 1/2” thread on wall so it is approx. 12mm proud from finished wall.
3. Flush the line thoroughly before connecting tap fittings. Once the line is clear of debris, proceed to next step.
4. To fit wall base mount, apply thread sealing tape onto the 1/2” BSP male thread on wall. Seal any gaps between thread and wall with silicone sealant. Screw wall base onto the 1/2” thread, and tighten firmly. Make sure the wall base is fitted plumb (facing straight up).
5. Proceed to Fitting Lever Handles – page 12



Rough In:

1. Secure a tap breeching piece behind wall, setting the face of the body within 1 to 14mm behind finished wall, and outlet 1/2" BSP male fitting approx. 12mm proud from the finished wall.

Before Fit off:

2. Before proceeding check that the depth of the wall tap body to finished wall surface is within the standard flange adjustment range (1 – 14mm for 1/4 turn jumper valve). Installations outside of this range may require extended SBA's (spindles) or trouble domes (available from Enware). SEE IMAGE 30
3. Flush the line thoroughly before connecting tap fittings. Once the line is clear of debris, proceed to next step.

Fit off:

4. Fit wall base onto the 1/2" thread male outlet. Refer to previous section - Wall Mounted Single Inlet Model installation procedure on Page 12.
5. The SBA must be installed separately to the dress fittings. Firstly pull the indicator buttons out, remove flange and lever handle assembly from the SBA. SEE IMAGE 31

Note that the SBA marked with a small groove in the spline indicates cold SBA (in-wall).

6. Remove the blue or red plastic protecting cap from SBA.

Check that tap washer and red fibre washer are located in their correct positions, and screw the SBA onto tap body in wall. Tighten the SBA using a tube spanner or other appropriate spanner by the hexagonal flats near the base (not by the smaller hexagonal gland nut in the middle near the spindle). Recommended torque setting is 30Nm.

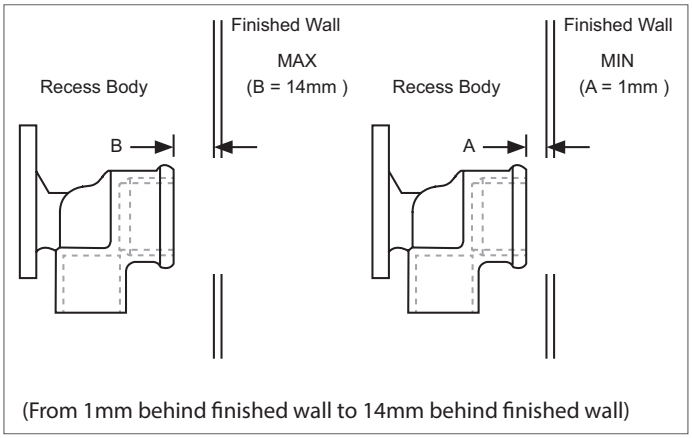


IMAGE 30

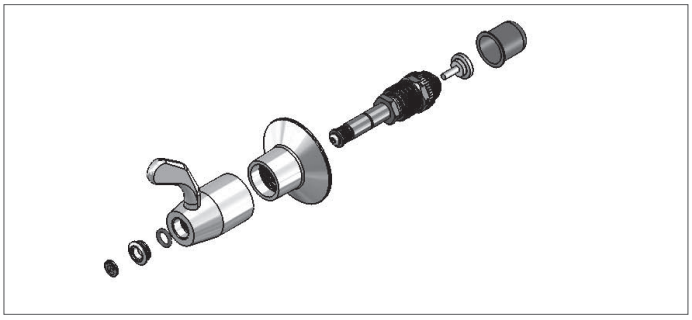


IMAGE 31

Test for leaks from SBA's:

7. Turn off the SBA's using the lever handle, then turn water supply on. Turn the tap on and off a few times to test for leaks from SBA's. (Cover the outlet with a towel to minimise water splashing.)
8. Once water-tightness is confirmed, seal gaps between the SBA's and the wall with silicone sealant or other appropriate sealant.

Fit Flange & Handle:

9. Hand-tighten the recess wall flange onto thread of SBA until it comes to a firm stop against the wall.
10. Proceed to Fitting Lever Handles – page 12

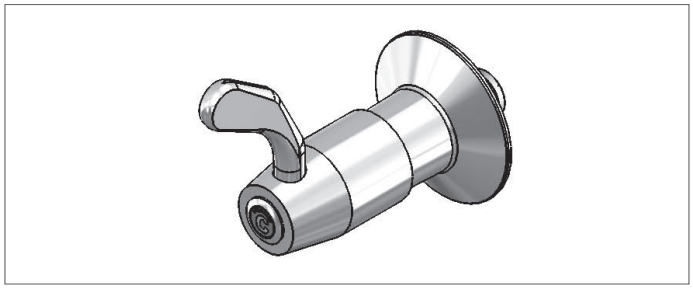
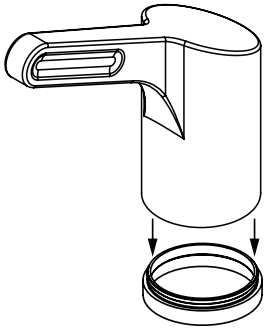


IMAGE 31

fitting lever handles

1 Fit colour indicator ring onto lever handle. To do this, place an indicator ring on flat surface with the rebated edge facing up. Press the lever handle down onto the indicator ring evenly until it clips into place.

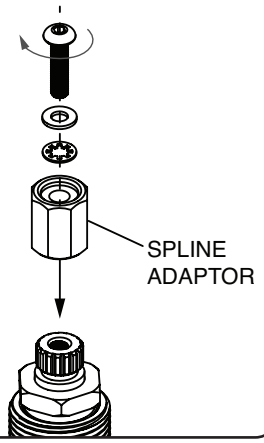
If an indicator ring needs to be removed, place lever handle on a flat surface and apply pressure to the side of the indicator ring, until the ring pops off.



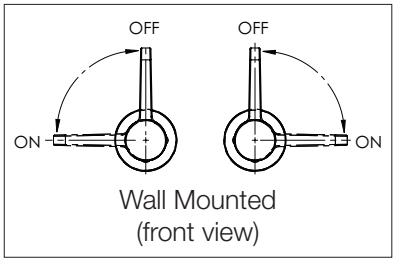
2

Fit spline adaptor onto spindle.

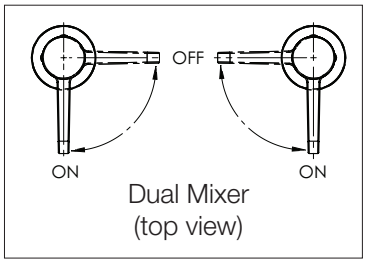
Fit tooth washer and washer, and fix in place using screw.



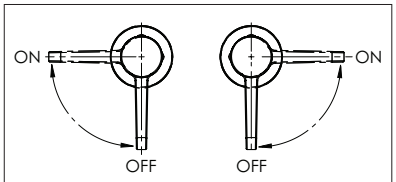
3 Note the orientation of the tap handle.



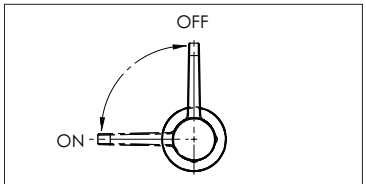
Wall Mounted
(front view)



Dual Mixer
(top view)

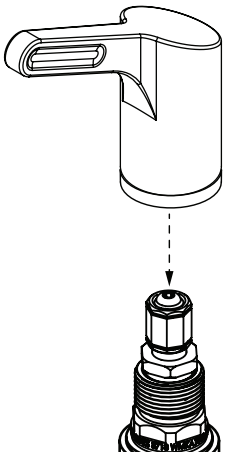


Hob Mounted / Mixing Set
(top view)

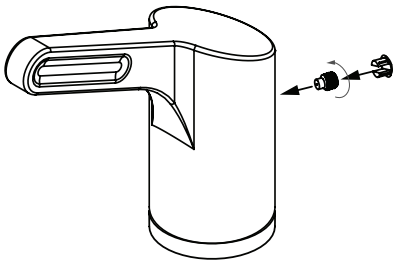


Pot Filler
(front view)

Fit lever handle onto spindle.



4 Fix the lever handle in place with grub screw, then fit handle plug.



?

If the lever handles do not line up straight:

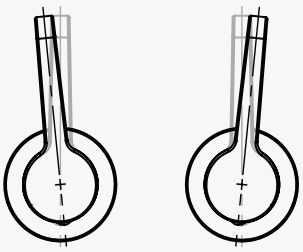
a. Change the position the spline adaptor on the SBA spindle in step 2.

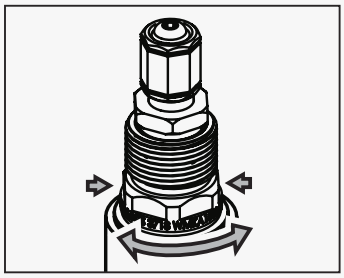
b. Adjust position of SBA spindle by slightly tightening or loosening it, using a spanner on the hex of the SBA spindle.

Note: Do not adjust position of SBA using handle. Do not over-tighten SBA spindle. (Max. torque 30Nm.)

Fit handle parts back on.

c. If lever handles do not line up parallel in the straight position, it is recommended to offset them away from the centre.





Proceed to installation of riser, pot filler & spray arm – next page

installing the riser, pot filler & spray arm

Note that each component of the pre-rinse assembly uses a corresponding male-double-O-ring-spigot to female-socket swivel connection. The O-rings on the male spigot are pre-greased. Re-grease them if required.

1. Take grub screws out from female joints of all parts (riser, pot filler adaptor, base, body) and keep them at hand.

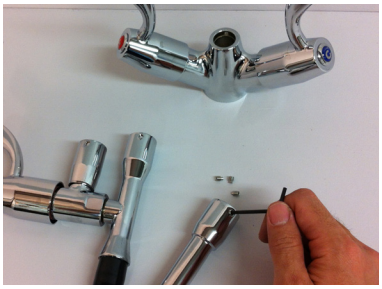


IMAGE 32

2. Fit riser and/or pot filler adaptor onto the base body. To do this, firstly align the joints straight, then gently but firmly push the male double O-ring spigot fitting into the female connection, taking care not to pinch or damage the O-rings while doing so. Push the joints together all the way until the male joint comes to a stop.

IMAGE 33

IMAGE 34

3. Check that the riser is sitting plumb (straight up). Measure the distance between the wall and the riser.

IMAGE 35

4. Assemble the wall bracket, making sure that there is enough thread going into the wall plate and the half section of the riser bracket. Note the difference in length from the measurement taken in step 3. Cut the all-thread to suit (if required).

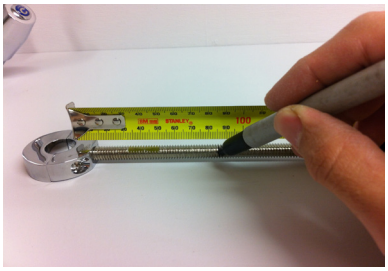


IMAGE 35

5. Re-assemble the bracket, and fit the bracket onto the riser as high up as possible. This gives greater support and stability to the assembly. Gently tighten the two screws of the bracket onto riser using the 2.5mm Allen key provided.

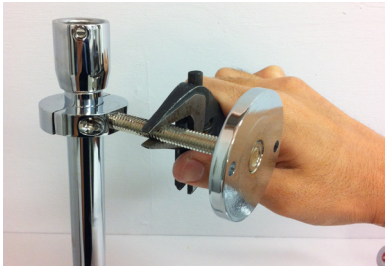


IMAGE 36

6. Check that the riser is sitting plumb both ways (front-rear, right – left), and bracket is lined up straight towards the wall. Then mark the two drill holes of the bracket on the wall.

7. Drill the two marked holes in the wall and fix the bracket onto wall using appropriate fixings.

8. Fit spring retainer/ hose/ spray gun assembly onto riser.

9. Fit all grub screws back onto fittings, using the 2.5mm Allen key provided. Check that each grub screw has engaged into the recess of the male spigot, then tighten gently.

   Before fully tightening the grub screw, check that the pot filler is facing the preferred direction. (If spout needs to swivel, tighten grub screw and then back off slightly just enough for the spout to swivel. Do not disengage screw more than half a turn. If grub screw is not fitted correctly it may result in premature wear or damage to the brass spigot.)

Ensure the spigot has engaged into the socket properly. SEE IMAGE 39, 40

Ensure the grub screw has engaged into the groove properly. SEE IMAGE 41, 42

IMAGE 37

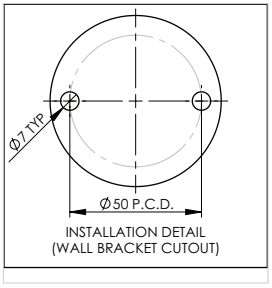


IMAGE 38

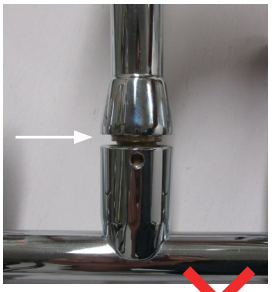


IMAGE 39

IMAGE 40

IMAGE 41

IMAGE 42

water connections

1. Ensure the hot and cold supply lines have been flushed thoroughly to remove debris.
2. Once the lines are clear of debris, connect tap to water supply.

   (For taps with flexible hoses: care must be taken to not twist or kink the flexible hose. If the isolation tap is located in an awkward position or is too far, use another fitting and a flexible hose to extend the length and to reduce the strain on the flexible hose)
3. Check again that all screws, nuts, grub screws and fittings have been fitted and tightened.
4. Check that all taps and the trigger spray are turned off.
5. Turn water supply on to check for leaks at all connection points.

   The tap is now ready for use.

WARNING

Hot water will scald. Care must be taken to avoid scalding when using the trigger spray to deliver hot water. Exposed metal sections of the mixer, riser assembly, hose connections and trigger spray may become hot when in use and may cause burn injuries.

When not in use ensure all taps to the pre rinse assembly are turned off. The taps should not be left on when unattended as this maintains pressure to the hose and trigger spray assembly, which could result in water damage from flooding if in the unlikely event the hose or trigger spray were to malfunction.

operating instructions

PRE-RINSE SPRAY GUN OPERATION

Squeeze spray trigger and pull down hose to desired angle and position to wash.
SEE IMAGE 43

To make the spray stay on, slide the holding ring over the trigger. SEE IMAGE 44

To turn off, let go of the trigger or slide the holding ring off the spray lever handle.

Use the hook to stow away the spray gun

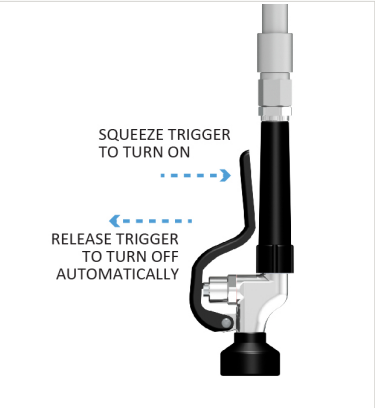


IMAGE 43

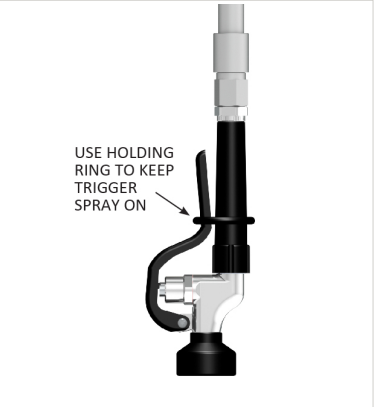


IMAGE 44

OPERATING LEVER TAPS

To operate taps, turn handle lever in the directions indicated: either pulling forward and down toward the user, or turning outwards to open. SEE IMAGE 45

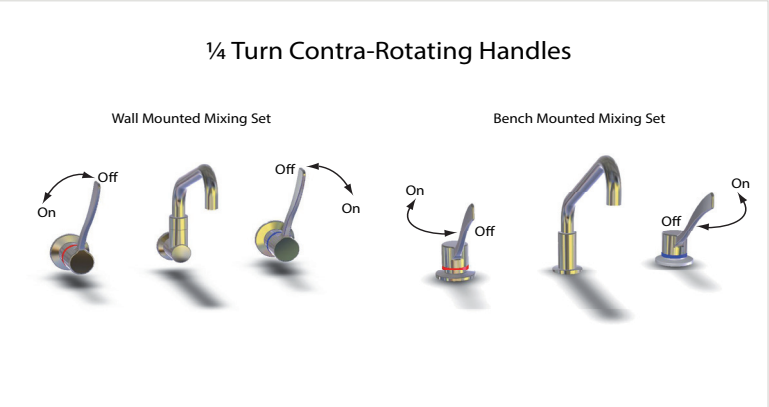


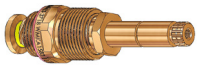
IMAGE 45

cleaning

Enware Product should be cleaned with a soft damp cloth using only mild liquid detergent or soap and water. Do not use cleaning agents containing a corrosive acid, scouring agent or solvent chemicals. Do not use cream cleaners, as they are abrasive. Epoxy coated surfaces should only be cleaned with a cloth and clear water or mild detergent.

Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.

components and spare parts

Ultra-Rinse Pre-Rise Trigger Spray (Standard)		**FS729**
Ultra-spray soft rinse trigger spray (Non-adjustable spray outlet)		**FS729SS**
Trigger spray spring loaded SBA (cartridge)		**FS721S**
Trigger Spray Service Kit		**FS077NS**
Trigger Spray Handle & Screw		**FS790**
O-rings (8), grub screws (4), & aerator (1) pack		**FS734**
Lever Indicator button (hot, cold, warm) & fixing screw (for old style lever handle)		**FS093-KIT**
Lever handle fixing screw and washer (for old style lever handle)		**MIS597**
Lever handle with colour indicators (for new/old style lever handle)		**FSJ378**
Lever Top Assembly (includes lever handle, Hot, Cold, Warm & grey indicators, fixing screw & washer, SBA) (for new/old style lever handle)		Hob Mount / Wall Mount (Pillar / Bib) - **FSJ095LTC** (Hot), **FSJ096RTC** (Cold & Pot Filler)
		Hob Mount with Flange (Basin / Sink) - **FSJ391LTC** (Hot) **FSJ391RTC** (Cold)
		In-Wall - Recess Adaptor - **FSJ308LTC** (Anticlockwise to close) **FSJ308RTC** (Clockwise to close)
Food service SBA (spindle) (for new/old style lever handle)		Hob Mount / Wall Mount (Pillar / Bib) - **FSJ381C** (Cold & Pot Filler / Clockwise to close) **FSJ381H** (Hot / Anticlockwise to close)
		In-Wall - Recess Adaptor - **JHS382LTC** (Recess - Cold / Anticlockwise to close) **JHS382RTC** (Recess - Hot / Clockwise to close)
Flexible hose (hot, cold)		**MIS632** (Cold/Blue), **MIS633** (Hot/Red)
Wall bracket		**FS070**
Heavy Duty Hose - Retrofit Kit for Old Style Pre-2019 (includes current style Teflon hose, swivel joints, spring guard, sleeve)		**FS106NS-KIT** (600mm), **FS110NS-KIT** (1000mm)
Heavy Duty Hose Replacement - Current Style Teflon Hose (2019 onwards) (hose only)		**FS106NS** (600mm), **FS110NS** (1000mm)
Riser		**FS051** (100mm), **FS053L** (300mm), **FS056** (600mm)
Pot filler adaptor (excludes spout)		**FS063**
Spring Retainer (retainer fitting only, for spring, hose and hook)		**FS061L**
Trigger Spray Hook		**FS072**
Spring Guard - Old Style Pre-2019 - 316SS		**FS100** (585mm Standard), **FS101** (385mm Short)
Sticker Label - Lever Tap Operation		**MIS620**

For more information, go to our website - www.enware.com.au, enter product code in keyword search.

service and maintenance

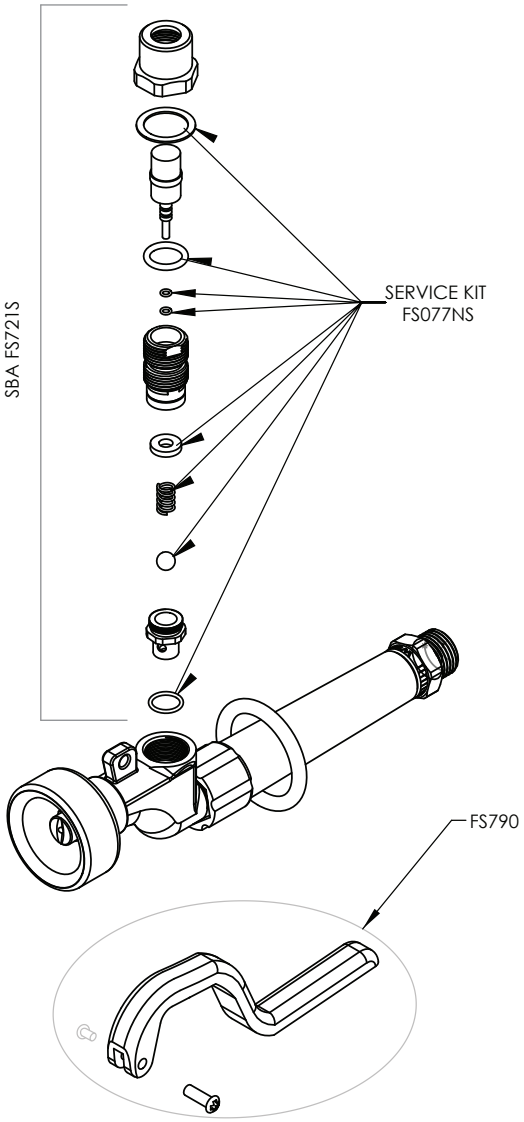
Always refer to instructions from Enware before disassembling any fitting. Spare part kits should be on hand before any service of the tap is undertaken.

It is recommended that the trigger spray action be periodically serviced. The maintenance interval will depend on the frequency of use of the product, water quality and the general environment.

Occasionally the handle screws should be checked for tightness and a visual inspection made of all other connections on the assembly. Ensure that the trigger spray and hose, the wall bracket fixing to the wall and the riser are secure, and tighten if necessary.

The trigger spray action can be maintained by simply cleaning and lubricating the spring action, or by replacing the SBA (cartridge). (For more detail, refer to FS729 trigger spray installation instructions.)

If re-greasing spindles, always use a silicon based food machinery grade lubricant approved for use with fittings that are in contact with potable water, such as Hydroseal 'O' Ring Lubricant or Molykote 111 silicone based grease.



SERVICING THE TRIGGER SPRAY

1. Using two (2) Phillips head screw drivers, undo the locking screws from the handle and remove handle.
2. Using a 26mm spanner remove the cover dome and red fibre washer from the spring loaded action. Clean the inside of the cover dome. Use a dilute solution of CLR if necessary. Remove all scale, grease and any other residues.
3. Lightly grease the inside of the dome.
4. Pull out the piston from the SBA (stuffing box assembly) and clean any scale or residues from the spindle and button. Be careful not to damage the O-rings.
5. Lightly grease the piston O-rings and push the piston back into the SBA.
6. Depress piston to start water flow. Release piston and check for leaks and that the water flow stops. If there is no flow, or water does not stop, refer to the troubleshooting guide. If the problem persists, service kits or replacement SBA may be required.
7. With the red fibre body washer located over the SBA, screw the cover dome back down onto the SBA.
8. Replace the handle and secure it with the hinge screws.
9. Re-test trigger spray for correct operation.

SPARE PARTS	
FS721S	SBA (cartridge)
FS077NS	SBA Service Kit
FS790	Trigger handle and hinge screw set

troubleshooting

Refer to the following troubleshooting guide for specific problems and solutions.

PROBLEM	CAUSE	RECITIFICATION
No water flow from trigger spray outlet or pot filler spout	Water supply turned off or disconnected	Connect and turn on water supply
	Check valves are blocked by debris	Remove check valves and clean Replace check valves (Located inside spring retainer fitting)
	Spray outlet, spout aerator, or inlet or outlet ports of SBA are blocked with debris	Dismantle SBA or aerator and remove blockage, clean and re-grease if necessary
Trigger spray does not turn off	Debris fouling ball seating washer or stainless steel ball	Dismantle and clean spray gun SBA. Refer to FS729 instructions
	Seating washer damaged or spring is broken	Replace damaged components or replace SBA
	Piston jammed in open position	Remove dome and piston from SBA, clean piston assembly and re-grease piston O-rings
Water leaks from top of trigger spray dome	Piston O-rings worn	Replace O-rings and re-grease spindle
Tap does not turn water off	Jumper valve is worn	Replace jumper valve
	SBA has been loosened from tap body	Tighten SBA back into body Replace fibre washer or jumper valve if required
	Jumper valve washer is missing	Check washer is installed
Water leaks from tap body	SBA has been loosened from tap body	Tighten SBA back into body
Water leaks from top of tap spindle	Gland nut has loosened or gland seal has worn	Tighten gland nut or replace SBA
Tap does not stay shut Handle operation feels loose	Gland nut has loosened or spindle thread has worn	Tighten gland nut or replace SBA
	Water supply pressures too high	Check water pressure is under 500kPa
Water leaks from O-ring joints	O-ring seal missing or damaged	Install / replace with new O-ring
	Grub screw not correctly located in the groove of riser spigot	Check that grub screw hole is aligned with the groove and install grub screw correctly into the groove of male spigot
	Groove of male spigot fitting for grub screw has worn or is broken	Replace damaged or worn part
Water leaks from hose connection to trigger spray or riser	Hose has loosened from connection	Unscrew hose from trigger or riser, clean the thread, and reseal thread with thread seal tape.
Tap is loose	Fixing bracket or fixing nut have come loose	Tighten screws on bracket or tighten fixing nut to base
	O-rings have worn out	Replace O-rings
	Grub screws have loosened	Tighten grub screws. Use Loctite 577, Loxeal or similar sealant to fix grub screw in place

product warranty for Australia

Effective May 2023

Enware Pty Ltd (“we” or “us”) warrants that this product (also referred to as “our goods”) will be free from all defects in materials and workmanship for 2 years from the date of purchase. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. All products must be installed in accordance with the manufacturer’s instructions, the Plumbing Code of Australia (PCA), and AS/NZS3500 including any other applicable regulatory requirements.

making a claim

To make a claim under this warranty you must notify us in writing within 7 days of any alleged defect in the product coming to your attention, provide us with proof of your purchase of the product and have completed the Online Product Service and Warranty Form available on website: www.enware.com.au/warranty-service-form

All notifications and accompanying forms must be sent to us marked for the attention of Enware Pty Ltd, 9 Endeavour Road, Caringbah NSW 2229. We can also be contacted by telephone (1300 369 273) or by email (info@enware.com.au).

Your costs in making a claim under this warranty, including all freight, collection and delivery costs, are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

exceptions

This warranty does not apply in respect of any damage or loss due to or arising from:

a) Failure by you or any other person to follow any instructions for use (including instructions and directions relating to the handling, storage, installation, fitting, connection, adjustment or repair of the product) published or provided by us;

b) Failure by you or any other person responsible for the fitting, installation or other work on the product to follow or conform to applicable laws, standards and codes (including the AS/NZ 3500 set of Standards, all applicable State and Territory Plumbing Codes, the Plumbing Code of Australia and directions and requirements of local and other statutory authorities); or

c) Any act or circumstance beyond our control including faulty installation or connection, accident, abnormal use, acts of God, damage to buildings, other structures or infrastructure and loss or damage during product transit or transportation.

other conditions

Except as provided or referred to in this document, we accept no other or further liability for any damages or loss (including indirect, consequential or economic loss) and whether arising in contract, tort or otherwise. Any benefits available to you under this warranty are in addition to any non-excludable rights or remedies you may have under applicable legislation, including as a “consumer” under the Australian Consumer Law. To that extent you need to be aware that: 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 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.

For more on warranty, see www.enware.com.au/warranty