

School Pattern Dual Mixer

Installation and Maintenance Instructions

VP370
VP370C
VPQ370



technical data

Jumper Valve		Ceramic Disc	
Working Pressure Range	Min 50 kPa Max 500 kPa	Working Pressure Range	Min 50 kPa Max 500 kPa
Maximum Static Pressure	1200 kPa	Maximum Static Pressure	800 kPa
Maximum Working Temperature	95°C	Maximum Working Temperature	85°C

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.

installation

Ensure all supply lines are flushed thoroughly to remove debris prior to the installation of this product. Strainers (40 mesh) are recommended if debris is an ongoing problem.

A pressure reduction valve may be required to comply with the recommended maximum supply pressure requirements.

It is recommended that isolation valves are installed on both hot and cold supplies prior to the tap and that these are easily accessible.

INSTALLATION PROCEDURE

1. Prepare a tap hole on bench.
Drill hole size: 33 - 35mm diameter
Maximum bench thickness: 20mm
SEE IMAGE 01
2. Unscrew metal washer and fixing nut from tap base.
3. Fit one flexible inlet hose onto body. Apply a small amount of food grade grease onto O-ring before fitting, and screw the hose in by hand until it comes to a stop. (Note markings on flexible hose – red [for hot] and blue [for cold])
4. Check the O-ring is fitted onto base of tap body.
Fit the 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 with the grub screw for the spout facing the back, then use a Philips head screw driver to firmly tighten the two screws on either sides of brass nut. **SEE IMAGE 02-1 & 02-2**
5. Fit the other flexible inlet hose onto body.

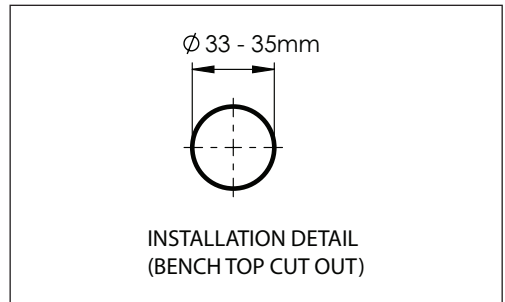


IMAGE 01

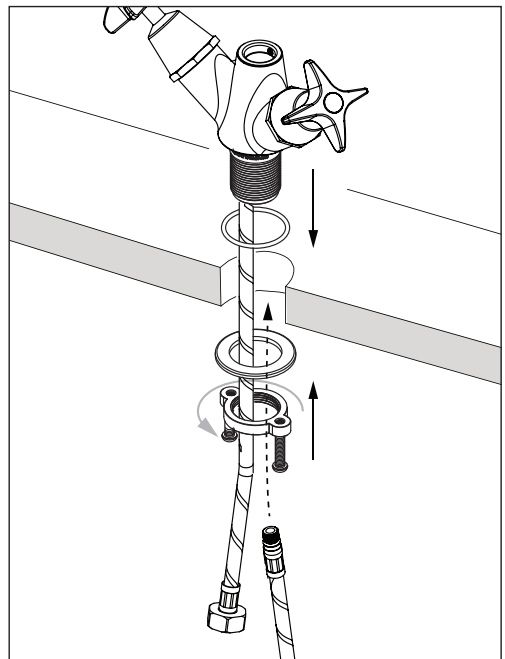


IMAGE 02-1

6. Remove grub screw from the tap base. Use a 2.5mm Allen key to unscrew.

7. Fit riser and/or diverter onto the tap base. To do this, firstly align the joints straight, then gently but firmly push the male double O-ring spigot 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.

SEE IMAGE 02-3

8. Fit grub screw back onto tap base, using a 2.5mm Allen key. 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 diverter is facing the preferred direction.

For swivel spout, tighten grub screw and then back off slightly just enough for the spout to swivel. Do not disengage grub screw more than half a turn.

9. Fit indicator button onto handle.

To do this, ensure the surface of handle is clean and dry, free of dust, moisture and grease.

Peel off the indicator button from its backing paper, taking care not to touch the adhesive side.

Place the indicator button onto flat section of the handle, and push the button firmly onto handle. **SEE IMAGE 03**

10. Connect flexible hoses to water supply.

Turn water on and test operation of the tap. Check all joints for leaks.

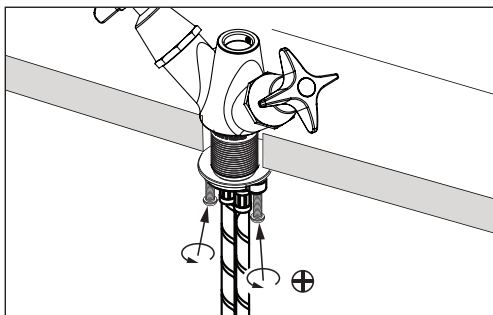


IMAGE 02-2

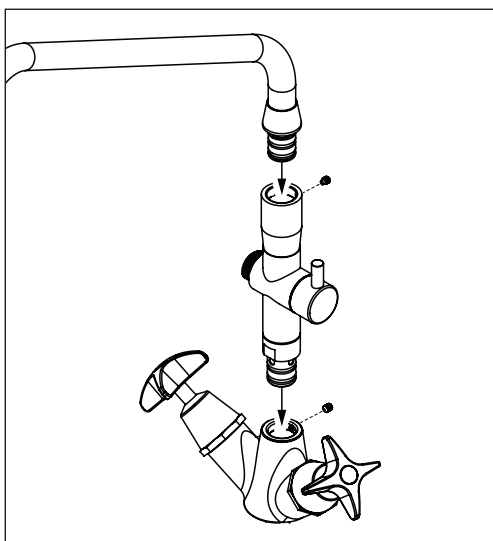


IMAGE 02-3

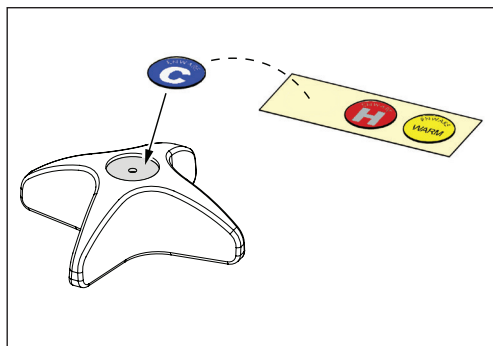


IMAGE 03

AERATOR / TUBE NOZZLE

Choose aerator or tube nozzle supplied, and screw onto spout. (VP370 model)

Ensure the rubber washer is in place between spout and aerator or tube nozzle.

SEE IMAGE 06

For Anti-Vandal aerator, use the supplied aerator key to fit aerator onto spout.

SEE IMAGE 07

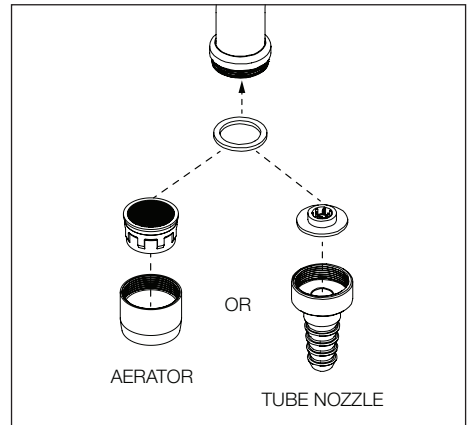


IMAGE 06

maintenance

ACCESS TO SBA SPINDLE

1. Turn off the water supply to tap.
2. Remove the insert from the handle by using the spanner key, then remove the handle.
SEE IMAGE 04 & 05
3. Use the semi-circle cutout on the spanner key to push & remove the circlip from the spindle, then remove the insert from the spindle.
SEE IMAGE 06
4. Unscrew the dome by hand. **SEE IMAGE 07**
5. Use a spanner to remove the stuffing box assembly from the tap body.
6. Check the cartridge / O-ring on the spindle and jumper valve for wear and damage. Clean or replace parts as required.

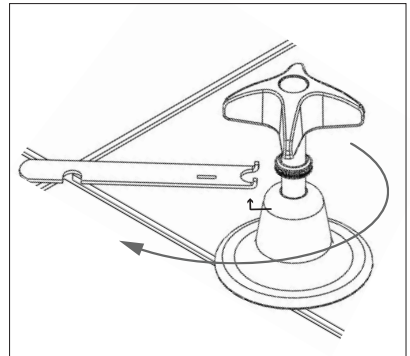


IMAGE 04

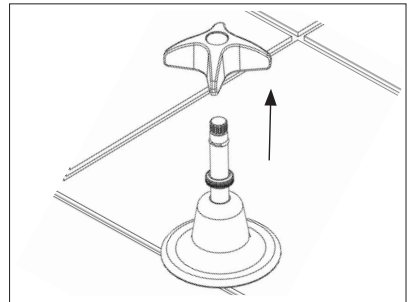


IMAGE 05

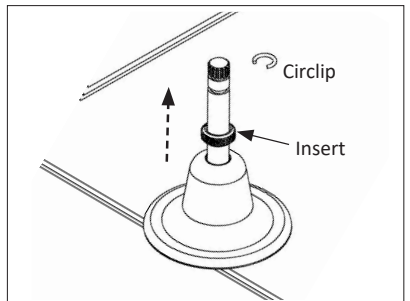


IMAGE 06

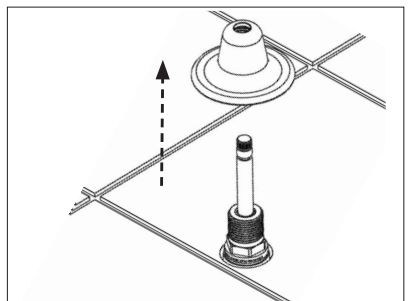


IMAGE 07

AERATOR

Spout aerator should be checked and cleaned periodically for debris.

Unscrew aerator housing on the spout to access the aerator.

Inspect and reverse rinse aerator under running water to clear any debris. Replace aerator if necessary.

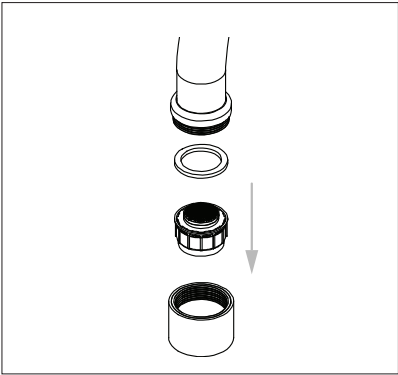


IMAGE 08

CLEANING

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

spare parts

PART	ENWARE SALES CODE
SBA - VP Bib / Pillar Jumper Valve	VP380
SBA - VPQ Bib / Pillar Ceramic Disc 1/2 Turn	VPQ380
Top Assembly - Bib / Pillar Jumper Valve (handle, SBA & dome)	VP390
Top Assembly - Bib / Pillar Ceramic Disc (handle, SBA & dome)	VPQ390
School Pattern (VP) handle (incl. circlip, handle insert, blue colour indicator, Anti-Vandal handle key)	VP378
Anti-vandal handle key	MIS590
Colour indicator button (stick-on, Cold, Warm and Hot included)	MIS595RYB
Aerator - 8lpm	SP301

troubleshooting

PROBLEM	CAUSE	RECTIFICATION
Water leaking from outlet Water dripping and does not shut off	Jumper valve / SBA spindle has debris caught in the mechanism.	Remove SBA and inspect. Remove debris and clean. Install an inline strainer.
	Tap seat is damaged	Refurbish tap seat using a reseating tool. If necessary, fit reseating kit or replace tap body.
	Jumper valve is worn or damaged	Replace jumper valve.
	SBA ceramic discs are worn or damaged	Replace SBA.
Water is leaking from spindle	O-ring on SBA is worn or damaged	Replace O-ring. Replace SBA.
Water is not flowing from tap	Water turned off.	Turn water on.
Poor water flow from outlet	Aerator / Flow control is blocked by debris.	Remove flow control and clean debris. Install an inline strainer.
Handle is wobbly Handle feels loose	Circlip missing Circlip not fitted into the correct groove Handle insert not tightened	Ensure circlip is in place Reposition circlip into the correct groove on the spindle Tighten insert using key
Spindle is difficult to turn (jumper valve)	Build up of scale on spindle, spindle worn or o-ring has been damaged	Jumper valve spindle needs to be removed, cleaned and re-greased. O-ring to be replaced. Complete SBA may need to be replaced.

product warranty statement - WATTS AUSTRALIA

Effective 27 October 2023

This Warranty Statement applies to products supplied by Australian Valve Group Pty Ltd (ACN 068 227 270) (**AVG**) or Enware Pty Ltd (ACN 662 302 767) (**Enware**) (each of AVG and Enware, a Supplier) and installed within Australia.

Subject to the terms and conditions outlined in this Warranty Statement, each Supplier warrants to its customers that a product supplied by it (**Product**) will be free from all defects in material and workmanship under normal usage for the applicable Warranty Period (as set out in the Warranty Table below). The Warranty Period commences from the date of delivery of the relevant Product.

1. Conditions

The warranty provided under this Warranty Statement will not apply in respect of a Product (or any Product defect, fault or resulting damage) if:

- (a) the Product is not installed and maintained in accordance with the requirements of the applicable laws, standards and codes (including, without limitation to, the National Construction Code Volume Three – Plumbing Code of Australia, associated reference standards as applicable at the time and AS/NZS 3500);
- (b) the Product is not installed and maintained by a qualified technician in accordance with the relevant installation and operation manual and instructions; and
- (c) any Product defect, faulty or resulting damage arises from:
 - (i) failure by you or any other person to follow the relevant manual or instructions (relating to the handling, storage, installation, fitting, connection, adjustment, maintenance or repair of the Product) published or provided by the Supplier;
 - (ii) 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, without limitation to, 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);
 - (iii) any parts or components not manufactured by the Supplier (or otherwise not authorised by the Supplier) are installed or combined with the Product, without the prior authorisation of the Supplier; or
 - (iv) any act or circumstance beyond our control including, without limitation to, accident, abnormal use, vandalism, fouling caused by foreign material, damage from adverse water conditions, chemical, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the Product, or any abuse, misuse, misapplication, improper installation or connection, or improper maintenance or alteration of the Product.

2. Make a claim

To make a claim under this Warranty Statement, you must notify the relevant Supplier in writing within 7 days of any alleged defect in the Product coming to your attention and provide the Supplier with proof of your purchase of the Product to the relevant Supplier:

- (a) If the Product is supplied by **AVG**, please contact AVG by telephone at 1800 284 287, or by email via its online portal <https://www.watssa.com.au/support>.
- (b) If the Product is supplied by **Enware**, please complete the Product Service Request form (ENF091), which is available on request from our office (see contact details below), or online via <https://www.enware.com.au/warranty-service-form>. All notifications and accompanying forms must be sent to Enware marked for the attention of Enware, 9 Endeavour Road, Caringbah NSW 2229. Enware can also be contacted by telephone (1300 369 273) or by email (info@enware.com.au).

On receipt of a notification from you of a claim under this Warranty Statement, the relevant Supplier may contact you requesting you provide reasonably additional evidence, information or details about your claim, or requiring that the relevant Product should be returned to the Supplier (in accordance with the Supplier's instructions) for inspection and testing.

Your failure to comply with any such request within a reasonable amount of time may result in your claim under this Warranty Statement being rejected.

3. Our responsibilities

(a) In the event that the Supplier is reasonably satisfied that there is a defect in the relevant Product within the applicable Warranty Period, the Supplier will, at its option, replace the Product, supply an equivalent product or repair the Product, free of charge. Your costs in making a warranty claim under this Warranty Statement, including any costs in relation to freight, collection, delivery and installation, are to be borne and paid by you. However, if in respect of a Product, it is indicated in the Warranty Table that labour support will be provided, and the Supplier is reasonably satisfied that a defect in the Product takes place during the period that labour support will be provided as indicated in the Warranty Table, the Supplier will bear the costs for delivery, repair and installation of the replacement Product (as applicable).

(b) TO THE EXTENT PERMITTED BY LAW AND SUBJECT TO PARAGRAPH 4 BELOW AND THE OPERATION OF THE AUSTRALIAN CONSUMER LAW:

- (i) THE WARRANTY SET OUT IN THIS WARRANTY STATEMENT IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE SUPPLIER WITH RESPECT TO THE RELEVANT PRODUCT;
- (ii) THE SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED;
- (iii) THE SUPPLIER HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND
- (iv) THE REMEDY DESCRIBED IN THIS WARRANTY STATEMENT SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY, AND THE SUPPLIER SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOST PROFITS OR THE COST OF REPAIRING OR REPLACING OTHER PROPERTY WHICH IS DAMAGED IF THE PRODUCT DOES NOT WORK PROPERLY.

4. Australian Consumer Law

This paragraph 4 applies if you are a 'Consumer' (as defined in section 3 of the Australian Consumer Law (ACL)) and the Product or services supplied to you falls within the goods or services which, for the purposes of the ACL, are of a kind ordinarily acquired for personal, domestic or household use or consumption.

The Products and services provided by the Supplier come with guarantees that cannot be excluded under the ACL, and noting in this Warranty Statement should be interpreted as attempting to exclude, restrict or modify such guarantees or your rights under the ACL. For major failures with any services, you are entitled:

- (c) to cancel your service contract with us; and
- (d) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with Products. If a failure with the Product or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the Products and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Products or service.

5. Warranty table

*the applicable period commences on the date of purchase of the Product.

PRODUCT GROUP	PRODUCT SERIES CODES	WARRANTY PERIOD (YEARS)*	LABOUR SUPPORT (YEARS)*
General Tapware, Spouts & Outlets- Chrome Plated	VP/VPQ/VPL	10	2