

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 |
|---------------------------|--|---|
| Ceramic Disc Cartridges | LIFETIME replacement parts or product, 15 years labour | 15 years replacement parts or product, 5 years labour |
| Mixer (Structure Only) | LIFETIME replacement parts or product, 1 year labour | 7 years replacement parts or product, 1 year labour |
| Finishes - Chrome | LIFETIME replacement parts or product, 1 year labour | 7 years replacement parts or product, 1 year labour |
| Finishes - PVD | 10 years replacement parts or product, 1 year labour | 1 year replacement parts or product, 1 year labour |
| Finishes - Electroplated | 5 years replacement parts or product, 1 year labour | 1 year replacement parts or 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.

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 maintenance and adjustments to the product after the installation have been carried out by a licensed tradesperson.
- All care and cleaning instructions have been adhered to as prescribed.
- 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, 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.

PLEASE LEAVE THIS MANUAL WITH THE END USER

For more information, contact us or visit our website:
(07) 3490 6700 | help@fienza.com.au | fienza.com.au

Updated: 07/05/2025

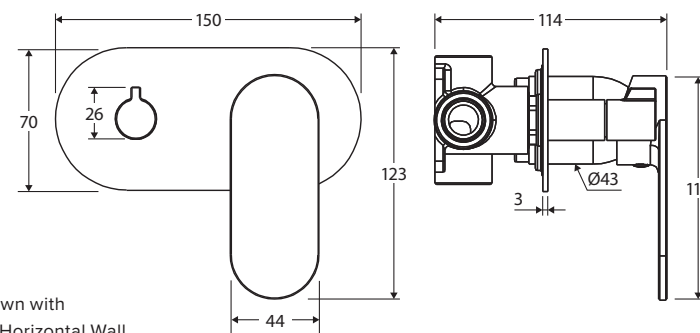
fienza®

INSTALLATION GUIDE

Universal

HORIZONTAL WALL DIVERTER MIXER BODY

230019-SS



Drawing shown with
Empire Slim Horizontal Wall
Diverter Mixer, Oval Plate (234112)

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.

For fittings into stainless steel "liquid thread sealant is advised".

Watermark Scope of Use

- This product must be installed by a qualified licensed plumber in accordance with the National Construction Code Volume Three, AS/NZS 3500 and all applicable local regulations and plumbing codes.
- The product is intended for residential and commercial indoor use only.
- This product is with compliance to the Lead Free requirements of the National Construction Code Volume Three.
- All pipe work must be thoroughly flushed prior to installation.
- Do not remove the ceramic cartridge from the mixer when installing.
- After installation all hoses and connections must be checked for leaks.
- It is the responsibility of the installer to ensure a waterproof seal is achieved between the product and mounting surface.
- The flow controller incorporated in the outlet must be re-tightened to prevent removal by hand.
- See below specifications for minimum and maximum operating pressures and temperature and other installation requirements.

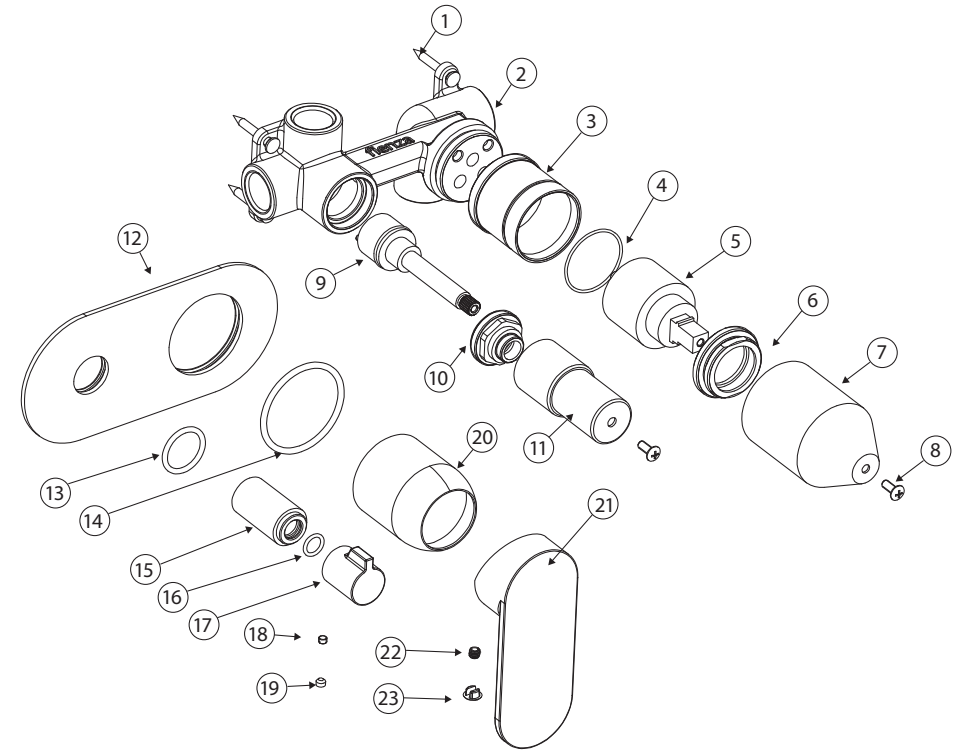
General Information

- This product must be installed by a qualified licensed plumber in accordance with AS/NZS 3500 and all applicable local regulations and plumbing codes.
- All pipe work must be thoroughly flushed prior to installation.
- Do not remove the ceramic cartridge from the mixer when installing.
- After installation all hoses and connections must be checked for leaks.
- It is the responsibility of the installer to ensure a waterproof seal is achieved between the product and mounting surface.

Installation

IMPORTANT: Before commencing installation, turn off the water supply. While not essential, we recommend fitting isolation valves to both the hot and cold-water supply.

1. Remove product from packaging and check for damages. If the product is damaged in any way, do not install and return to the store where the item was purchased.
2. Fasten screws (1) to secure the mixer assembly in place.
3. Attach water supply to the hot and cold water inlets as marked on the body (2).
4. When all other plumbing has been fitted, turn on the water supply and check carefully for leaks. Re-tighten fittings if necessary.
5. During wall construction ensure that the mounting threads are exposed to allow fitting of the sleeves, cover plate, handle, and diverter knob.
6. Once the wall has been finished, remove the protective covers (7 and 11) by removing the screws (8).
7. Push the cover sleeves (15 and 20) over the mixer and diverter bodies respectively and screw into place by hand.
8. Push the cover plate (12) over the cover sleeves (15 and 20) until it is flush with the wall.
9. Fit the handle and diverter knob (17 and 21) onto their respective cartridge bodies (9 and 5).
10. Use the allen keys and screw the grub screws (18 and 22) into the back of the handle and knob respectively to secure. Fit the hole caps (19 and 23).



Drawing shown with
Empire Slim Horizontal Wall Diverter Mixer, Oval Plate (234112)

Specifications

Please refer to fienza.com.au for the latest product specifications before installing.

| | |
|-----------------------|--|
| Mixer Type | 35 mm cartridge |
| Operating Pressure | Min: 150 kPa / 1.5 bar Max: 500 kPa / 5 bar Optimum: 350 kPa / 3.5 bar |
| Operating Temperature | Hot: Max 80°C Cold: Min. 5°C |
| Inlet Connections | 1/2" BSPP |

Cleaning & Care

We recommend weekly cleaning with mild soapy water and a microfiber cloth. In highly polluted or coastal locations we recommend cleaning 2-3 times per week. Please note that colour tapware requires more frequent cleaning than chrome tapware.

- Never use harsh detergents, citrus-based cleaners or abrasive cleaners, as these will scratch the surface. Use of unsuitable cleaners may damage the surface and will not be covered by warranty.
- Where your tapware remains dry in use, a non-abrasive soft cloth can be used to remove surface dust.
- Do not use undue pressure and wipe in one direction only.

| | | | | | |
|---|--------------------|----|-------------------|----|--------------|
| 1 | Screw | 10 | Nut | 19 | Hole Cap |
| 2 | Body | 11 | Protective Sleeve | 20 | Cover Sleeve |
| 3 | Cartridge Sleeve | 12 | Plate | 21 | Handle |
| 4 | O-ring | 13 | O-ring | 22 | Screw |
| 5 | Cartridge | 14 | O-ring | 23 | Hole Cap |
| 6 | Lock Nut | 15 | Diverter Sleeve | | |
| 7 | Protective Sleeve | 16 | O-ring | | |
| 8 | Screw | 17 | Diverter Handle | | |
| 9 | Diverter Cartridge | 18 | Screw | | |