

# 190454

## Installation Instructions

### FMNG GOOSENECK SINK MIXER



#### Important Information

This product must be installed by a licensed plumber in accordance with AS/NZS 3500 and all other relevant plumbing standards. It is advised to install isolating stop taps on both the hot and cold inlets post-installation. Retain this document with the product after installation.

To ensure optimal product performance, please flush the lines before installation to remove any contaminants that could damage the ceramic disc cartridge or interfere with the flow regulators. The product includes a WELS-compliant aerator which must remain intact as per the pre-assembled outlet.

Prior to installation, verify that the product, as per the included diagram, is correct, complete, and undamaged. Do not proceed with installation if the product is incorrect, damaged, or has parts missing; instead, return it to the point of purchase for a refund or exchange. Products installed are covered by a warranty against genuine manufacturing faults during normal use within the warranty period. However, this warranty does not extend to products with incorrect installation or those with pre-existing damage or missing components.

#### Pressure & Temperature Specifications:

The maximum permissible hydrostatic pressure for this product is 500kPa, as per AS/NZS3500.1 (Clause 3.3.4). This stipulates that the static pressure at any outlet within a building, except for fire service outlets, must not surpass 500kPa. Note: Exceeding 500kPa may lead to water hammer, wear and tear on appliances, and unnecessary noise within the plumbing system.

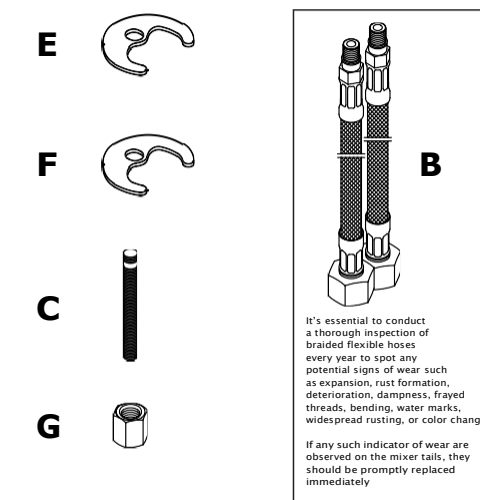
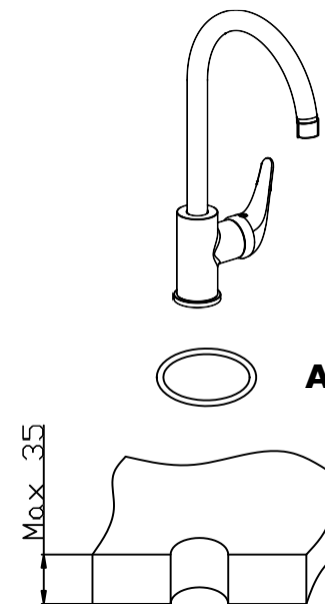
The minimum hydrostatic pressure required for this product's operation is 100kPa. It may not perform adequately with water supply systems that are gravity-fed or those designed for continuous flow or instantaneous hot water systems.

The product is designed to operate optimally at temperatures up to 65°C.

#### Installation Guidelines:

A 35mm hole is needed for installation on the surface, and the thickness of the surface should not be more than 35mm.

- Verify that the bench sealing washer (A) is correctly placed at the Mixer's base. Note: For a secure fit, applying silicone to the screw holes on the square base plate is advised to ensure a tight seal between the Mixer and the bench.
- Attach the Mixer tails (B) to the Mixer base firmly, taking care not to compromise the O-ring seals. The Mixer tails are color-marked, with Red indicating hot water and Blue for cold, and corresponding "H" and "C" labels on the Mixer base inlets.
- Insert the threaded rod (C) into the Mixer base.
- Position the Mixer tails (B) through the hole in the mounting surface, ensuring that the sealing washer (A) is properly aligned.
- Mount the Rubber horseshoe (E) onto the threaded rod (C), followed by the Metal horseshoe plate (F). Note: The Mixer tails should be oriented towards the user with the Fixing bolt at the rear.
- Secure the Mixer to the mounting surface using the Fixing nut (G). Using a tube spanner of the correct size is highly recommended for this step.
- Connect the Mixer tails to the main water supply line. When attaching flexible hoses, please follow our suggested guidelines.
- Make sure the Mixer tails are kept clear from any abrasive or corrosive substances.
- We advise the installation of in-line filters to maintain a clean water flow to the Mixer.



Description	X	✓
Minimum Bend Radius = 72 mm <b>DO NOT KINK</b>		
As a guide, a 300mm long hose should span a direct distance of 260-280mm between mixer base and plumbing supply connection <b>DO NOT STRETCH</b>		
Avoid twisting the hose. It should not be necessary to apply excessive force to the end fittings in order to obtain a watertight seal <b>DO NOT TWIST</b>		

It's essential to conduct a thorough inspection of braided flexible hoses every year to spot any potential signs of wear such as expansion, rust formations, deterioration, dampness, frayed threads, bending, water marks, widespread rusting, or color changes. If any such indicator of wear are observed on the mixer tails, they should be promptly replaced immediately.

#### Warranty Provider

Forge Plumbing, situated at Unit 8, 938 South Road, Edwardstown SA 5039, with ABN 94 622 515 520, offers warranty coverage for the products listed in Schedule A (Products) of this document. This warranty from Forge Plumbing is effective as of 1st January 2023 and supersedes any prior versions of the warranty document.

#### Forge Warranty

Forge Tapware Warranty is applicable exclusively to the products listed in Schedule A and does not cover any items that are not included within this schedule or are specified in Schedule B. The warranty period begins from the purchase date of your product, or for new buildings, from the handover date, as outlined in Schedule A. It applies to product purchases made from or after 1st March 2023. The Forge Tapware Warranty does not cover the items in Schedule B, but these products may have their own manufacturer's warranty.

This warranty is valid only for the original purchaser of the product and cannot be transferred.

#### What Forge Will Do

Should there be a genuine manufacturing defect in your product during its normal use for domestic or equivalent commercial purposes within the warranty period outlined in Schedule A, Forge Plumbing commits to either repairing the defect or replacing the product without charging for labor or replacement parts, as decided by Forge Plumbing.

#### Limitations of Forge Warranty Liability

Within the legal framework and while recognizing your rights under the Australian Consumer Law, Forge Plumbing's liability under the Forge Tapware Warranty is restricted. Forge Plumbing may choose to:

- Replace or repair the product.
  - Provide an alternate product of similar value; or
  - Refund the cost of the product or the cost to replace or repair the product.
- Should the product be discontinued or unavailable and a substitute is necessary, Forge Plumbing retains the right to provide a product of comparable quality, worth, and functionality, according to what they deem appropriate.

#### In accordance with the maximum limitations set by law, Forge categorically denies responsibility for:

- Any harm or injury to individuals.
  - Property damage.
  - Economic losses including diminished profits, revenues, usability, business opportunities, goodwill, contractual agreements, production, or operational disruptions; or
  - Any form of indirect, extraordinary, or subsequent damages or losses related to the product's malfunction.
- Additionally, all guarantees, conditions, and promises regarding the Products are dismissed, except as explicitly outlined in this document.

#### Under Australian Consumer Law

Our products are backed by assurances that the Australian Consumer Law stipulates cannot be excluded. You have the right to a replacement or refund for a significant product failure and to compensation for any other reasonably predictable loss or damage. Additionally, you have the right to have products repaired or replaced if they are not of acceptable quality and the issue does not amount to a major failure. These rights provided by the Forge Plumbing Warranty are supplementary to the legal rights and remedies granted under the Australian Consumer Law.

#### Schedule (A): Forge Warranty Products

Categories	Warranty Period (Years)
Mixers	15: Mixer Body, Mixer Cartridge, Nylon braided TPSIV flexible hoses, aerator, spout, handle and chrome plated finish 10: PVD, electroplate finishes, handpieces and pull-downout hoses 1: Seals and Labour
Tapwares	15: Flanges, handles, aerators, ceramic discs SBAs, spindle SBAs, fittings and chrome plated finish 5: Electroplate finishes and PVD 1: Jumper valves, Seals and Labour
Showers	15: Wall elbow, PVC coated hose, soap dish, main brass body, shower arm, shower rail, handpiece, shower head, slide bracket, diverter, assembly 5: PVD and electroplate finishes 1: Seals and Labour
Accessories	10: main body, chrome plated finish and fittings 5: Electroplate finishes and PVD 1: Seals and Labour

#### Warranty Claim with Forge

If you need to lodge a warranty claim, please reach out to Forge. While a specific claim form isn't necessary, please be prepared to submit the following essential documents to support your claim:

- Proof of purchase or handover documentation if it's for a newly constructed home.
- Your contact information and the installation address of the Forge product.
- A photograph clearly showing the product and the specific defect.

If your Forge product hasn't been installed, you can return it along with the purchase proof to the original point of purchase. While you're typically responsible for the costs associated with returning any faulty product, should this be impractical, please reach out to us at the provided contact number, and we may be able to organize a pickup. You will need to cover any expenses related to filing a warranty claim.

For Forge Plumbing to conduct warranty repairs within standard working hours, reasonable and unobstructed access to the products, fittings, and fixtures is required. Under Australian Consumer Law, Forge is not liable for any loss, damage, or costs if such access isn't provided. When replacement parts or products are provided under warranty, they're warranted from the original purchase date.

Should a warranty service determine the product does not have a true manufacturing defect, Forge reserves the right to impose a service charge. Forge may also choose to supply only the minor components as parts-only replacements.

The Forge Plumbing warranty does not cover defects or damages that result from normal wear and tear, such as worn seals in the valves or scratches from cleaning. It also does not apply to issues arising from improper storage, misuse, or mishandling of the products, nor for non-compliance with the provided installation, usage, or maintenance instructions. By a careful user, this warranty will not apply.

- The Forge Plumbing warranty is void if you cannot provide a purchase receipt or equivalent proof from an authorized dealer.
- The warranty does not cover products not installed by qualified plumbers.
- The warranty is void if installation does not adhere to relevant Australian Standards, the National Construction Code (NCC), and state regulations.
- Installation must follow the manufacturer's guidelines; deviations will void the warranty.
- The warranty does not cover products operating at water pressures beyond the recommended limits.
- Products must not be used if the water temperature at the outlet exceeds 65 degrees Celsius.
- Isolation stop taps must be installed as outlined in AS/NZS 3500.
- Warranty void if regular checks and adjustments of fittings and connections aren't performed during installation.
- Using non-approved parts or devices, such as in tap body or water flow regulating devices, voids the warranty.
- Services by non-approved agents or using non-standard or counterfeit parts will void the warranty.
- Connecting the product to a sewer with inappropriate or non-approved fittings voids the warranty.
- Unauthorized modifications to the product will void the warranty.
- Using the product with non-potable water or in environments like commercial kitchens, restaurants, or manufacturing facilities voids the warranty.
- Obstructions or damage from inadequate system flushing or external factors like silt, thread tape, silicone, or metal shavings void the warranty.
- Warranty void if stainless steel products rust due to particulates or corrosive elements that chemically react with the sink.
- Regular cleaning or replacement of aerators and shower heads is required; failure to do so voids the warranty.
- Inspections of flexible hoses must be conducted regularly for signs of failure; neglecting this will void the warranty.
- Removal or failure to install check valves in hand showers or mixers will void the warranty.
- Using water additives like cleaning chemicals or disinfectants in toilet cisterns that cause damage will void the warranty.
- Damaging surfaces, finishes, or coatings with abrasive or harsh chemicals will void the warranty.
- Exposure to ferrous metals or oxidants that damage stainless steel or chrome surfaces will void the warranty.
- Costs incurred from installation or removal of products with visible faults are not covered by Forge Plumbing.
- If products are not installed or commissioned properly, the warranty is void.
- Misuse or abuse by the customer, including damage from abrasive cleaning agents, voids the warranty.
- Where a product is tampered with or damaged by a non-authorized service agent, the warranty is void.

#### Installation Responsibility

Before installation, it's your duty to ensure the Forge product is in perfect condition.

- Confirm there's no damage to the product.
- Verify your satisfaction with the purchase.
- Check that all parts are included.

If your Forge product is damaged, has incorrect or missing parts, do not install. Instead, return it to the store. Once installed, Forge warrants the product against manufacturing defects throughout its normal domestic or equivalent commercial use during the warranty period. Our warranty does not extend to products installed with pre-existing damage or missing components.



#### Contact Details

Forge Plumbing  
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