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.

Full Warranty Terms

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 work or 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.

Lead Free

PLEASE LEAVE THIS MANUAL WITH THE END USER

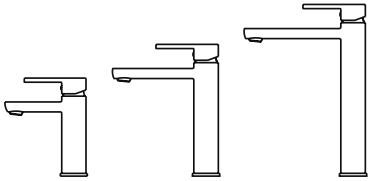
For more information, contact us or visit our website:
(07) 3490 6700 | help@fienza.com.au | fienza.com.au

Updated: 08/05/2025

fienza®

INSTALLATION GUIDE

Koko



Basin Mixer (218103-LF) | Medium Basin Mixer (218109-LF) | Tall Basin Mixer (218107-LF)

BASIN MIXERS

218103-LF/218109-LF/218107-LF

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 manufactured to comply with 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.

Specifications

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

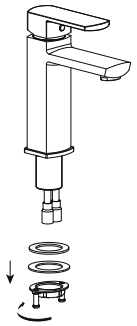
Mixer Type	35 mm cartridge
Operating Pressure	Min: 150 kPa / 1.5 bar Max: 500 kPa / 5 bar Optimum: 350 kPa / 3.5 bar
Operating Temperature	Hot: Max 80^{0}C Cold: Min. 5^{0}C
Inlet Connections	1/2" BSPP
Suitable Hot Water Units	Storage tank and continuous flow only. Not suitable for gravity feed.
WELS Rating	WELS 5 Star rated, 5L/min

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.

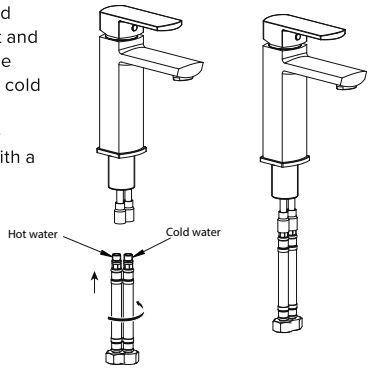
Installation

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.

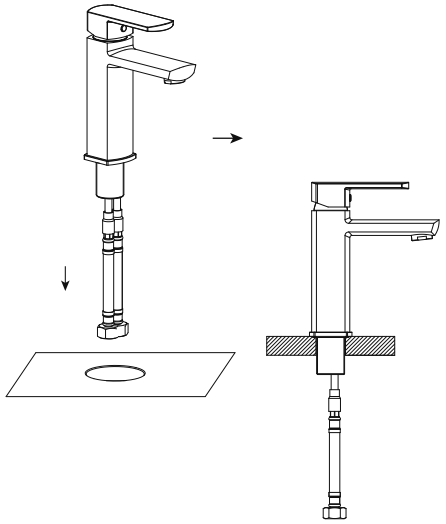
1. Unscrew the gasket, washer, nut and screws from the threaded pipe.



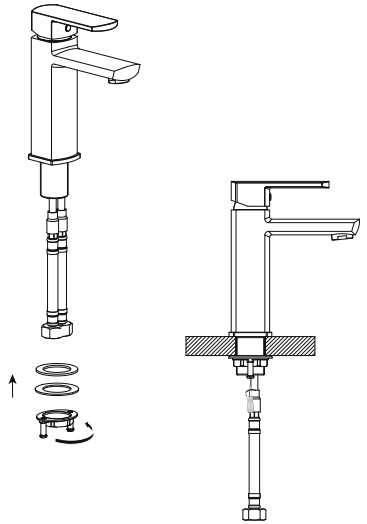
2. Screw the flexi inlet hoses into the mixer body: red ringed hose on the left and blue ringed hose on the right (to match hot and cold tap markings).
Ensure the O-rings are greased and tighten with a spanner.

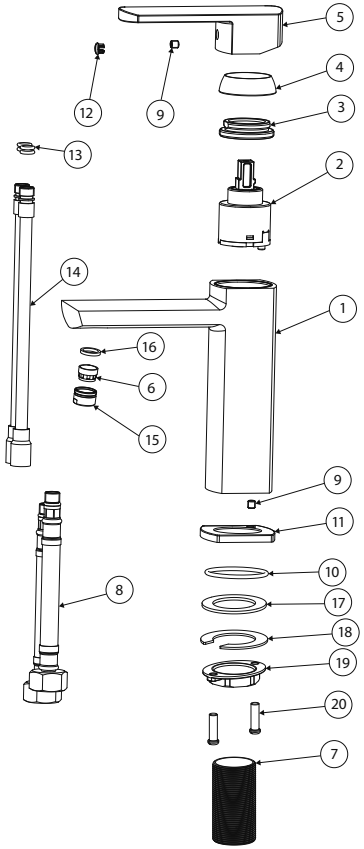


3. Ensure the threaded pipe remains in an upright position and put the mixer into its final position as desired.



4. Slide the washer, gasket and mounting nut up the threaded pipe and hand tighten. Tighten the mounting screws with a screw driver to secure the mixer into position. Turn on the water supply and check carefully for leaks. Retighten fittings if necessary.





Drawing shown with
Koko Basin Mixer (218103-LF)

1	Mixer body	**6**	Aerator	**11**	Base plate	**16**	Washer
2	Cartridge	**7**	Threaded Pipe	**12**	Button	**17**	Washer
3	Cover plate	**8**	Flexi hoses	**13**	O-ring	**18**	Gasket
4	Cover plate	**9**	Screw	**14**	Inlet pipe	**19**	Mounting nut
5	Handle	**10**	O-ring	**15**	Aerator Shell	**20**	Mounting screws

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.
- Use of wax-based furniture cream should be avoided as these can result in a build-up of deposits which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.