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
Granite Sinks	7 years replacement product, 1 year labour	1 year replacement 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.

Australian Consumer Law

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 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.

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

For warranty support, please contact Fienza
15 Walter Crescent, Lawnton QLD 4501 PO Box 5381, Brendale QLD 4500
P 07 3490 6700 **F** 07 3490 6719 **E** help@fienza.com.au ABN 76 136 411 311

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GRANITE SINKS

68601	33L Single Bowl Topmount/Undermount
68602 | 68602W	38L Single Bowl Topmount/Undermount
68603 | 68603W	34L/34L Double Bowl Topmount/Undermount
68604	32L Single Bowl with Drainer Topmount
68605 | 68605W	53L Single Bowl Topmount/Undermount
68606 | 68606W	32L/22L Double Bowl with Drainer Topmount
68609	22L Round Single Bowl Topmount/Undermount
68610	32L/14L Double Bowl with Drainer Topmount

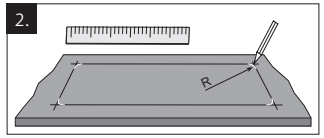
PLEASE LEAVE THIS GUIDE WITH THE OWNER

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.

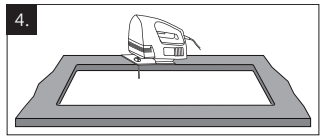
FIENZA.COM.AU Updated: 20/12/2024

Installation

1. Determine the desired installation location of the sink, ensuring there is sufficient clearance for the sink, including underneath. Centre the sink bowl with the tap position on the countertop of the cabinet. The minimum distance between the tap and the closest cut line must be at least 6cm.
   Note: For multiple sink installations, the minimum distance between sinks should be 6cm.
2. Check the supplied cut-out template against the actual sink to confirm correct fit. Using masking tape along the centre of the cut line to minimise chipping and scratching to the countertop. Carefully use the cut-out template to mark the correct size hole for the mounting type (either topmount or undermount). Ensure the sink is centred and parallel to the countertop.



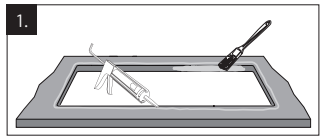
3. Drill pilot holes for the appropriate cutting tool being used to cut the hole.
4. Carefully cut to the inside of the template line to create the opening in the countertop.



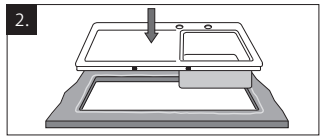
5. Remove the masking tape and clean the countertop around the mounting hole.
6. Test fit the sink to ensure the cut out is correct. If the cut-out is not correct remove the sink and adjust the cut out as required.

TOPMOUNT INSTALLATION:

1. Apply a continuous ring of silicone* around the edge of the opening on the countertop. Do not let the silicone dry before fitting the sink.
   * Fienza recommends the use of neutral cure silicone. Acetic cure silicone may affect the colour or cause damage to the sink.

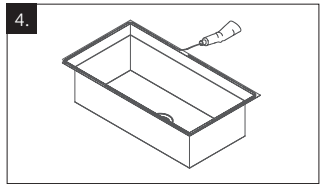


2. Insert the sink into the opening from above ensuring it is positioned correctly. Immediately remove any excess silicone and fill any small gaps between the sink and countertop.
3. Evenly apply weight around the top of the sink to ensure a positive seal between the sink and countertop.
4. Allow the silicone to air dry for 24 hours.
5. Fit the baste waste and overflow pipe to the sink.



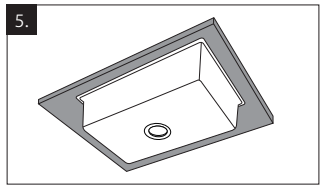
UNDERMOUNT INSTALLATION:

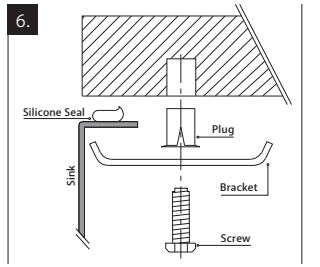
1. Underneath the countertop, measure and drill ten evenly spaced holes around the sink opening hole. Check the counter thickness to ensure sufficient material before drilling holes.
2. Insert the threaded inserts into the drilled holes x 10.
3. To prepare the mounting face of the sink for silicone, sand with 60 or 80 grit sandpaper and clean the mounting face. Take care to only sand the areas where the silicone will be applied.
4. Apply a continuous bead of silicone* on the top of the sink rim and around the opening on the countertop. Do not let the silicone dry before fitting the sink.
   * Fienza recommends the use of neutral cure silicone. Acetic cure silicone may affect the colour or cause damage to the sink.



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INSTALLATION GUIDE

5. From below place the sink in position around the opening in the countertop. Ensure the sink flange is sitting flat against the countertop surface.
6. While supporting the sink from underneath, fit the undermount bracket and M6 bolt and tighten to secure the sink in position. Repeat for all 10 mounting brackets. Do not overtighten the bolt – only tighten until the sink is being held firmly.
7. Remove any excess silicone around the countertop opening.
8. Allow the sealing silicone to air dry for 24 hours.
9. Fit the basket waste and overflow pipe to the sink.





Cleaning & Care

DAILY CARE

The best way to clean a granite sink is to use a soft cloth, sponge or scouring pad, dip it in warm water with a little ordinary detergent, and then dry it with a soft cloth to make it look new. To prevent the formation of wiping marks, use clean water with a soft cloth of scouring pad.

STUBBORN SPOTS OR STAINS

After long-term use, if the granite sink is not cleaned in a timely manner, some stubborn stains may adhere to the surface of the sink. You can mix bleach and water in a ratio of 1:15 and wipe it off with a cloth. In case of extremely difficult erasure, "Mr Muscle" can be used to erase as soon as possible, and then the surface of the granite sink can be washed with clean water, or the surface of the granite sink can be wiped with dry detergent or decontamination powder stained with a little water.

SCRATCH MARKS

Composite granite sinks are scratch-resistant, and most marks that are on surface level and can be easily removed. Apply a food-based oil to the affected area, then gently wipe with a soft cloth. Follow up with a second clean cloth to dry the surface.

AVOID THESE CLEANING MISTAKES

- Do not immediately place the hot pot or other items removed from the heating appliance (sometimes up to 500°C) on the surface of the sink.
- Do not pour boiling oil into the sink as it may cause deformation of the drainage pipeline.
- Do not use strong cleaning agents to clean granite sinks.
- It is not recommended to cut food directly in a granite sink, preferably using a cutting board.
- Do not use strong alkaline or acidic substances as cleaning agents (such as ammonia or caustic soda) to prevent their chemical composition from corroding the surface.
- Do not put organic cleaning chemicals (such as Lacquer thinner, gasoline, paint, etc.) in the granite sink or use the granite sink as a container for chemicals.