

## CARE & MAINTENANCE

Clean with a soft cloth and warm soapy water as necessary - rinse and dry after cleaning. Under no circumstances should abrasive or acid based cleaning products be used. If the mixer tap requires servicing, please contact your plumber (preferably the one who installed it). **If the problem represents a danger, or damage to property may occur, immediately shut off the water supply.** Most problems occur due to contaminated supply lines or water pressure exceeding 500 kPa. Unscrew and clean the spout aerator periodically - especially if you notice a drop in water pressure. Braided flexible hoses must be inspected every 12 months for warning signs of failure including bulging, rust spots, wear, moisture, snapped threads, kinking, water staining, general corrosion or discolouration. Mixer tails showing any signs of the above mentioned warning signs must be replaced immediately.

## WARRANTY

We provide the following warranty for products purchased in Australia or New Zealand from authorised Oliveri resellers for use in domestic residential (indoor) or commercial (indoor) installations (Products). Commercial installations include all non-residential installations including hotels, motels, gyms, clubs, factories, schools, hospitals, restaurants and aged care facilities. This warranty is in addition to our responsibility to customers under all other statutory and regulatory requirements. The applicable warranty period set out below (Warranty Period) starts at the original date of purchase.

PRODUCT	COMPONENT	DOMESTIC USE	COMMERCIAL USE
Kitchen Tapware Vilo Range	Cartridge	15 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Body	7 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (chrome) VT2400-CR	7 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (PVD) VT2400-GM	5 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (other) VT2400-BN VT2400-MB, VT2400-WH VT2400-ST-BL, VT2400-AB	5 years replacement parts, 1 year labour	1 year replacement parts & labour

## WARRANTY STATEMENT

(a) Our Products come with guarantees that cannot be excluded under the Australian and New Zealand consumer law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

(b) If during the applicable Warranty Period, a Product has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to us by email or calling our Customer Care Centre:

### Australia

Ph: 08 8348 6444 (select Service & Warranty option)  
Email: warranty@oliveri.com.au

### New Zealand

Ph: 0800 440 606 (select Service & Warranty option)  
Email: warranty@oliveri.co.nz

If a warranty service call finds that the product does not have a genuine manufacturing fault, our Warranty Service Agent reserves the right to pass on any call-out fee to the householder. If we require you to return the Product, you must pay the expenses for such return.

## WARRANTY CONDITIONS

We will (at our cost) either repair or replace (at our option) the Product at an equivalent value of the product purchased if it is discovered that the Product contains a material defect which arose during manufacture. We will pay the expense for shipment of the repaired or replaced Product to you. The warranty set out in the Warranty Statement above (other than sections 1(a)) is subject to the following conditions, and accordingly will not apply if:

(a) The Product was not new as at the date of purchase or proof of purchase details (such as invoice, receipt or transaction record) are not provided.

(b) There is a failure to follow installation instructions, evidence cannot be provided that the Product was installed by a licensed plumber or the Product is used other than in accordance with product specifications. This includes operating conditions specified for temperature and pressure.

(c) Repair work is performed on the relevant Product by a person other than us, our authorised service agents or any plumber who has not received authorisation from us prior to proceeding with the work.

(d) Applicable statutes or regulations relating to public health are not observed and the Product must not have been damaged by misuse, accident or neglect.

(e) Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that the main water supply pressure to any new home, extension or renovation must be limited to 500kPa. The recommended continuous operating pressure for tapware is between 150-500kPa.

(f) Harsh detergents or abrasive cleaners are used on any finishes of the Product.

(g) The damage is edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the Product being subjected to high heat or damage caused by improper use.

(h) The Product must not contain excessive debris (in-line filters must be installed).

(i) The Product has discolouration, natural pitting, corrosion or rusting from 'hard' water and/or other environmental factors.

(j) Adequate access to products, fittings and fixtures to undertake extended warranty repairs is required. We will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not accessible.

(k) Hairline cracking appears around cut-outs during or after installation of the Product.

(l) The Product has been moved from original installations.

Oliveri Solutions Pty Ltd ABN 12 007 551

For more information or any questions about this warranty, contact us or visit our website.

### Australia

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# Vilo

## Pull Out Goose Neck Mixer

**VT2400-CR / VT2400-BN / VT2400-GM / VT2400-MB  
VT2400-WH / VT2400-AB / VT2400-ST-BL**

### IMPORTANT

This mixer tap must be installed in accordance with these instructions.

Thoroughly inspect product, and if damaged, do not install but return to the place of purchase. This Oliveri tap is manufactured to standard AS/NZS 3718. This product complies with the Australian Lead Free requirements of the National Construction Code Volume 3.

Please leave these instructions with the end user.



**THIS MIXER TAP MUST BE INSTALLED BY A LICENSED PLUMBER IN ACCORDANCE WITH LOCAL REGULATIONS**

### CAUTION

Be sure to use proper tools and always wear personal safety devices for your protection during installation.

### PRE-INSTALLATION INSTRUCTIONS

- Before performing any work involving mains water supply lines, ensure the water supply is shut off.
- Stop valves must be used when installing your Oliveri mixer to allow isolation (not supplied with mixer). Failure to do so will void warranty.
- This mixer tap is pre-assembled and tested. Do not disassemble, as this will void the warranty.
- During installation of aerators containing flow regulators, the aerator must be tightened with an aerator key to prevent removal by hand.
- Do not remove the cartridge from the tap body as it has been pressure tested and tightened to a specific torque. Product warranty does not apply where the ceramic cartridge has malfunctioned due to the presence in the water supply of copper tube pieces, sand, dirt or stones, thread tape, or other objects not normally present in potable water supplies. Ensure lines are flushed prior to installation.
- If water pressure exceeds 500 kPa, a pressure reducing device must be installed to reduce the water pressure below 500 kPa. Note that water pressure overnight can reach 150% of the daytime pressure.
- Mixer tails have been pre-assembled. Ensure tails remain firmly connected during installation.

### PRESSURES & TEMPERATURES

- Maximum Hydrostatic Pressure: 500 kPa. NOTE: AS/NZS 3500.1 Subclause 3.3.4 (Maximum pressure within buildings) states "The maximum static pressure at any outlet, other than a fire service outlet, within a building shall not exceed 500 kPa. NOTE: Pressures above 500 kPa can cause damage from water hammer, reduced life of appliances, taps and fittings, and cause excessive noise in the system.
- Minimum Hydrostatic Pressure: 150 kPa. NOTE: This product may not be suitable for use with low pressure or gravity feed water supplies or with some continuous flow / instantaneous hot water systems.
- The maximum operating temperature for the mixer tap is 65°C.
- The recommended maximum delivery temperature is 50°C.

## GENERAL NOTES

- This product is to be installed by a licensed plumber, installation must comply with the AS/NZS 3500 series of Standards, and all applicable local regulations and plumbing codes.
- **Please ensure that the lines are flushed prior to installation as contaminants in the water can damage the ceramic cartridge, flow regulator and also affect the performance of the mixer.**
- Ensure mixer tails are installed indoors, above-ground, and remain accessible.
- **After installation, all plumbing connections and tail hoses must be checked for leaks.**
- The Mixer is to only be cleaned with warm soapy water and a soft cloth.
- Under no circumstances should any abrasive, cream or acid based cleaning agents be used as these types of cleaners will damage the finish, cartridge, seals and aerators.

## INSTALLATION

1. Remove product from packaging and check for damage. If the product is damaged, do not install and return to store of purchase.
  2. The WELS compliant aerator has been pre-assembled into the Mixer outlet. To comply with WELS, the flow regulator must remain in place.
  3. Ensure Product is complete as per exploded drawing. **See Figure 1.**
  4. A single 35 mm diameter hole is required in the mounting surface for Mixer installation.
  5. The maximum mounting surface thickness cannot exceed 50 mm.
  6. Ensure Base Sealing O'ring (A) is correctly located in place on the Mixer Base (I).
  7. Feed the Inlet Mixer Tails (C), Outlet Tail (D) and Pull-Out Hose Tail (L) through the Mixer Base (I) alternately, one Tail at a time.
  8. Feed the Inlet Mixer Tails (C), Outlet Tail (D) and Pull-Out Hose Tail (L) through the mounting surface alternately, one Tail at a time and insert the Threaded Support (H) into the benchtop tap hole, being careful to keep the Base Sealing O'ring (A) in its correct location.  
**NOTE:** For mounting surfaces  $\leq 5\text{mm}$ , use the Stabiliser Plate (B) provided. In this case, from underneath the benchtop, feed all Mixer Tails (C), (D) and (L) through the Stabiliser Plate (B).
  9. Slide Rubber Gasket (E) onto the Threaded Support (H) followed by Metal Plate (F).
  10. Using Fixing Nut (G), tighten Mixer to the mounting surface.
  11. Screw Check Valve (J) in to Outlet Tail (D). **NOTE:** Outlet Tail (D) is fitted with its own integrated seal.
  12. Screw male threaded end of Pull-Out Hose (L) into Check Valve (J), ensuring Sealing Washer (K) is in place.
  13. Connect G3/8" to G1/2" Adaptors (M) to the mains water 1/2" stop cocks, ensuring Sealing Washers (N) are in place. Then connect Mixer Tails (C) to the G3/8" to G1/2" Adaptors, ensuring Sealing Washers (O) are in place. Tighten to 10Nm, **Do NOT overtighten. Test for leaks: If a leak occurs, retighten slightly.**  
**N.B Ensure the Mixer Tails are not kinked, bent, stretched or twisted when assembling to the mains water supply. The Mixer Tail connection between the Mixer and the water supply must have a natural curve (minimum bend radius 30 mm). Ensure Mixer tails are installed indoors, above-ground, and remain accessible - do not bury, submerge, install behind a wall, floor or ceiling. Do not expose to abrasions, corrosive agents or the like.**
  14. It is recommended that In-Line filters be installed to ensure a cleaner flow of water to the Mixer.
- ### FITTING THE PULL-OUT HOSE COUNTER WEIGHT
15. The Pull-Out Hose (L) requires a natural curve under the mounting surface. On the Hand Piece (Q) side of the curve, fit the Return Weight (P) using the two screws provided. **IMPORTANT:** Fit the Return Weight approximately 100 mm up from the bottom of the curve on the Hand Piece side. The Return Weight position can be adjusted to suite, but the Weight must remain on the Hand Piece side of the curve. **See Figure 1.**
  16. Pull the Hand Piece (Q) out from the Mixer to test the pull-out hose extension, release the Hand Piece to ensure it returns freely back into the Mixer spout cradle.

FIGURE 1

Braided flexible hoses must be inspected every 12 months for warning signs of failure including bulging, rust spots, wear, moisture, snapped threads, kinking, water staining, general corrosion or discolouration. Mixer tails showing any signs of the above mentioned warning signs must be replaced immediately.

