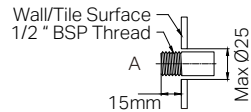


Installation and Maintenance Instructions

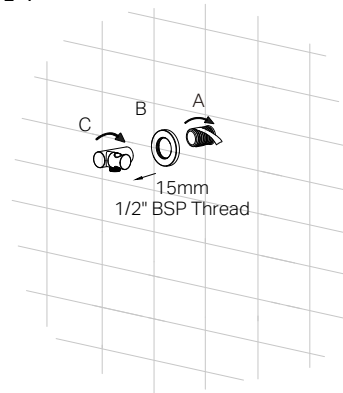
330621/330622/330623 Alpha II Hand Shower 3 Function

raymor

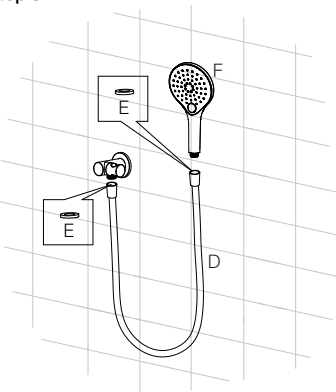
Step 1



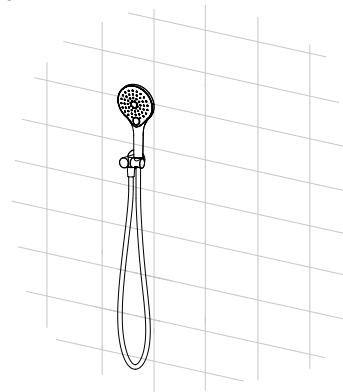
Step 2-4



Step 5



Step 6-7



Important Information

This Product is to be installed by a licensed plumber, installation must comply with the AS/NZS 3500 series of Standards, the National Construction Code (NCC), Plumbing Code of Australia (PCA) and local regulations. Please leave this document with the Product after installation.

Please ensure that the lines are flushed prior to installation as contaminants in the water can damage the seals and flow controller and affect the performance of the Product. The WELS compliant flow controller has been pre-assembled into the shower. **To comply with WELS, the flow controller must remain in place.**

Before installation, remove Product from packaging and check the Product matches what you have ordered, is complete with all parts (per exploded drawing) and is not damaged. If the Product is incorrect, damaged or missing parts, **do not install, and return to store** with proof of purchase for a refund or replacement.

Pressure & Temperatures

- **Maximum Hydrostatic Pressure - 500kPa.** AS/NZS 3500.1 (3.3.4) states "The maximum static pressure at any outlet, other than a fire service outlet, within a building shall not exceed 500kPa".
Note: Pressure above 500kPa can cause damage from water hammer, reduced life of appliances, taps and fittings, and cause excessive noise in the system.
- **Minimum Hydrostatic Pressure - 150kPa.** This Product may not be suitable for use with gravity-fed water heaters, low pressure supply networks, instantaneous water heaters, tempering valves and thermostatic mixing valves. The hot and cold supply pressure should be equal, to reduce the likelihood of temperature fluctuations.
- **Maximum operating temperature - 50°C.** NCC Vol 3 (B2P2) states "Heated water supplied by a heated water service must be delivered from the point of discharge of fixtures and appliances at a temperature which is unlikely to scald".

Installation Instructions

Tools required: level, tape measure, pencil, drill, drill bits, screwdriver and adjustable spanner.

1. Measure out your desired position. Ensure the **1/2" BSP Thread (A)** protrudes 15 mm beyond the wall or tile surface.
2. Apply sufficient thread seal tape to the **1/2" BSP Thread (A)**. Do not overload thread seal tape. All connecting threads must be clean, deburred and undamaged.
3. Slide the **Trim Cap (B)** into the **Wall Elbow (C)** as shown .
4. Screw the **Wall Elbow (C)** to the **1/2" BSP Thread (A)**. Ensure the outlet faces downward, otherwise the hose cannot hang freely which may kink or damage the hose. Do not overtighten.
5. Screw the **Shower Hose (D)** onto the **Wall Elbow (C)** and the **Hand Shower (F)**, ensuring the **Sealing Washer (E)** is in place.
IMPORTANT: If backflow hazards are present, appropriate backflow prevention must be selected and installed in accordance with Section 4 of AS/NZS 3500.1 and Part B5 of the PCA.
6. Condition the **Shower Hose (D)** by running warm water through it. The heat softens the PVC coating, allowing the hose to hang more naturally.
7. Test operation and check for all fittings for leaks.

To the Consumer

1. Clean regularly using a soft, damp cloth and a mild cleaning agent.
2. Exposed, corrosive or polluted environments require more maintenance.
3. Do not use bleach, ammonia, acids, solvents or similar harsh cleaners.
4. Do not use steel wool, melamine sponges, abrasive powders or similar.

Warranty Provider

Tradelink Pty Limited ABN 29 000 003 832 of 1051 Nudgee Rd Banyo QLD 4014 (Tradelink) offers warranties on each of the products set out in Schedule A (Product(s)) for the warranty periods specified, the details of which are set out in this document (Raymor Warranty). This Raymor Warranty is effective as of 1st January 2022 and supersedes and replaces any previous version of this document.

Raymor Warranty

This Raymor Warranty only covers the Products set out in Schedule A and does not extend to items that you have selected outside this range, including the items set out in Schedule B.

Your Raymor Warranty commences from the date of purchase of your Product (or, for new buildings, on the date of handover) for the relevant period set out in Schedule A and is valid for purchases of Products made on or after the 1st March 2014. The Raymor Warranty only applies to you if you are the original purchaser of the Product. It is not transferable.

What We Will Do

Subject to the terms and exclusions contained in this Raymor Warranty document, where a genuine manufacturing defect arises in your Product during the course of normal Domestic Use or Equivalent Commercial Use within the warranty period set out in Schedule A, Tradelink will, at its election repair the defect (without cost to you for labour or replacement parts) or replace the Product.

Limitation of liability under Raymor Warranty

To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink expressly limits its liability under this Raymor Warranty and under any other statutory guarantee imposed at law to, at its option:

- the replacement or repair of the Product;
- the supply of an equivalent Product; or
- the payment of the cost of the Product or of repairing the Product or of acquiring an equivalent Product.
- In the event the Product is unavailable or unable to be supplied and a replacement is required, Tradelink reserves the right to supply a Product of equal quality, value and type at their discretion.
- To the fullest extent permitted by law, Tradelink expressly excludes:

- all liability for damage or injury to any person;
- damage to any Property;
- loss of profit, loss of revenue, loss of use, loss of business, loss of opportunity, loss of goodwill, loss of contracts, loss of production, business interruption or any kind of indirect, special or consequential loss or damage arising in connection with the defective product;
- all conditions, warranties and undertakings in relation to the Products except as set out in this document.

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. This Raymor Warranty is in addition to your rights and remedies under the Australian Consumer Law.

SCHEDULEA: WARRANTY-PRODUCTS AND WARRANTY PERIODS

Raymor Product sold after 1st March 2014	
Category	Warranty Periods#
Mixers	20 years - mixer cartridge, mixer body, aerator, nylon braided TPSIV or PERT flexible hoses, spout, handle and chrome plated finish 10 years - hand pieces and pull-down/out hoses, PVD and electroplate finishes 1 year - seals and labour
Three PieceTapware	15 years - ceramic disc SSAs, spindle SSAs, body, spout, flanges, handles, aerators, fittings and chrome plated finish 5 years - PVD and electroplate finishes 1 year - seals, jumper valves and labour
Sinks & Tubs	25 years - sink & tub body 5 years - cabinet, wastes, clips, by passkit, hoses 1 year - seals and labour
Toilets	20 years - vitreous china, nylon braided TPSIV or PERT flexible hoses and chrome plated finish 15 years - plastic cistern, in-wall cistern frame 5 years - inlet and outlet valves, toilet seat, link piece, flush pipe, flush button, PVD and electroplate finishes, fittings 1 year - seals and labour
Basins	20 years - vitreous china 5 years - plug and waste, overflowing, bottle trap, chrome plated, PVD and electroplate finishes, fittings 1 year - seals and labour
Showers	20 years - main brass body, wall elbow, shower arm, shower rail, PVC coated hose, showerhead, handpiece, slide bracket, diverter assembly, soap dish, and chrome plated finish 5 years - PVD and electroplate finishes 1 year - seals and labour
Accessories	10 years - main body, chrome plated finish and fittings 5 years - PVD and electroplate finishes 1 year - seals and labour
Vanities	20 years - vitreous china top 10 years - polymarble top, cabinet, handles, runners, hinges 5 years - plug and waste, overflow ring and finishes 1 year - seals and labour

#For all clearance, ex-display and items sold as-is" a fixed 12 month limited warranty is provided on parts and labour only, unless otherwise required by law.

Definitions and Interpretation

In these terms and conditions of warranty: "You" means the purchaser or customer acquiring the Goods and "Your" means belonging to you. "We" and "Us" means Tradelink as the manufacturer of the Goods and "Our" means belonging to Us. "Goods" means the goods You claim to be defective.

"Equivalent Commercial Use" is defined as all equivalent to normal domestic use for other than normal residential domestic purposes. Equivalent Commercial Use includes the use of Products in non-business or non-commercial settings (such as public buildings, educational settings, not-for-profit organisations, sports centre communal spaces, lunch rooms, hotel rooms, home offices or in-home business settings). Equivalent Commercial Use excludes the use of Products in commercial kitchens, restaurants, cafes, commercial food preparation spaces and manufacturing facilities, etc.

How to make a warranty claim

To make a claim, contact the Tradelink branch where the Product was originally purchased, as shown on your Tradelink Tax Invoice. Your nearest Tradelink branch can be contacted on 1800PLUMBING(1800758646). No specific claim form is required however the following documentation must be supplied to Tradelink with Your claim:

- Proof of purchase or Tax Invoice; and
- Your contact details; name, address, phone number, email address and the address of the installed Product;
- A photo of Your Product showing defect in question (if applicable); and
- Handover documentation listing the original lot number and project number.

If the Product has not been installed, the Product can be returned with proof of purchase to the place of purchase. The cost of returning the Product is your responsibility; however, if the cost of returning any defective Product is unreasonable, please contact Tradelink on the telephone number listed below so that, if appropriate, we can arrange a collection. You must bear your own costs incurred in making a warranty claim.

Tradelink requires reasonable and adequate access to Products, fittings and fixtures to undertake warranty repairs during normal weekday working hours. To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink will not be responsible for any loss, damage or costs where reasonable and adequate access to Products, fittings and/or fixtures is not provided. Where parts or products are replaced or supplied under this warranty, the replacement parts or product shall be considered to be warranted from the original Product date of purchase.

If a Raymor Warranty service call finds that your Product does not have a genuine manufacturing defect, Tradelink reserves the right to charge you a service fee.

Tradelink reserves the right to provide you with minor components as 'parts only'.

What is not covered

Your Raymor Warranty does not cover any defect or damage caused or partly caused, by or arising through: fair wear and tear (e.g. working seals in the inlet and outlet valves, scratching from cleaning, etc.);misuse, incorrect storage or handling of the Products;failure to correctly install, use or maintain the Product or to follow any instructions or guidelines for installation, use or maintenance of the Product; adverse environmental conditions;faulty design of a system in which the Products are used; the use of the Product otherwise than for any application specified on a quote or order form, price book or catalogue issued by Tradelink; the continued use of the Product after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or any accident or act of God.

Your Raymor Warranty will be voided if any of the events detailed below arise:

- You are unable to provide proof of purchase or equivalent documentation from an authorised retailer of a Product;
- the Product is not installed by a licensed plumber and/or electrician;
- the Product is not installed in accordance with relevant Australian Standards, NCC and state regulations;
- the Product is not installed in accordance with the manufacturer's installation instructions;
- the water pressure exceeds stated limitations as per the Product installation instructions;
- the hot water system delivery temperature at the outlet exceeds 65 degrees Celsius;
- isolation stop taps are not fitted per AS/NZS 3500 requirements for appliances and apparatus or the manufacturer's installation instructions;
- other devices are fitted to the outlet of tapware (e.g. water filters or stop valves);
- Tradelink non-approved parts are fitted in tap body or end of line water flow regulating devices;
- repair, service, alteration or replacement has been undertaken without the prior approval of Tradelink
- works are undertaken by a non-approved service agent or technician or where works are undertaken with non-standard or non-genuine replacement parts;
- in appropriate or non-approved connection fittings are used connecting Product to sewer;
- unauthorised modifications are made to Product;
- the Product is used for an incorrect application such as non-potable water, in commercial kitchens, restaurants, cafes, manufacturing facilities, etc.;
- the defect is a result of obstructions or damage due to inadequate flushing of system or problems caused by water supply (e.g. silt, thread tape, silicone, copper shavings, corrosion and excessive water pressure over 500kpa);
- the Product does not have all its components;
- there is a failure to regularly clean or replace dirty or blocked tapware aerator inserts and/or shower heads, etc.;
- there is a failure to regularly inspect flexible hoses for signs of failure including bulging, rust, wear, moisture, breaks, kinking, staining or discolouration;
- the removal or failure to install flow regulator in tapware or showers or regulated check valve or check valves in hand showers or veggie mixers;
- the Product is used with water additives (i.e. cleaning chemicals, disinfectants or additives in toilet cisterns);
- damage is caused to any surface, finish or protective coating by adhesives, sealants, etc.;
- damage is caused to any surface, finish or protective coating by caustic, corrosive, abrasive or harsh product (e.g. solvent, disinfectant, dye, bleach, oil, polish, acid, degreaser, alcohol, aerosol, etc.);
- exposure to ferrous metals or oxidants on stainless steel or chrome surfaces occurs (including substantial or prolonged exposure to cast iron, steel wool, bleach, hard water, etc.);
- installation or removal costs are incurred after the installation of Products which contained obvious or visible faults;
- damage caused to the Product from installation or post installation use, abuse or misuse;
- Product damage caused by misuse or abuse, as determined by a Tradelink Authorised Service Agent or
- where a Product is coupled or used with a product other than a Product, the Raymor Warranty is limited only to the Product.

It is the responsibility of you and/or the installer to ensure that prior to installation:

- the Product is not damaged;
- you are happy with your purchase; and
- the Product has all its components.
- Following installation of your Product, it is your responsibility to ensure all required maintenance is performed.

Installed Products are warranted for genuine manufacturing defects arising in your Product during the course of normal domestic or equivalent commercial use for the term of the warranty period. Our manufacturer's warranty does not cover Product which are incorrect or have been installed with pre-existing damage or missing parts.

Care Information

To ensure that you receive the longest lasting product life possible, we offer the following general advice to you for the care and maintenance of your Products:

- Regularly clean with warm, soapy water or detergent. Do not use caustic, corrosive or abrasive chemicals.
- Use a soft, dampened sponge or cloth. Never use an abrasive brush, pad, cloth or scourer to clean your Products.
- Chrome and stainless steel finishes should never be cleaned with chlorides, steel wool, wire brushes,
- Wipe surfaces clean and thoroughly rinse with water immediately after using any cleaner or solution.

Plastic, stainless steel, chrome, brass, vitreous china, silicone and polymarble Products are generally considered to be stain-resistant and durable but care should be taken in their use and maintenance as they are not stain-proof or scratch proof. Vanity cabinets are manufactured from moisture-resistant materials but are not water-proof and care should be taken to wipe up spills and drips immediately and use in a well-ventilated environment.