



# TROUBLESHOOTING GUIDE

## FLANGES WON'T SCREW DOWN

## BASIN OR TAP FLANGES WON'T SCREW ALL THE WAY DOWN?

This guide provides a solution that can be used on both modern and classic styled hob type sets.

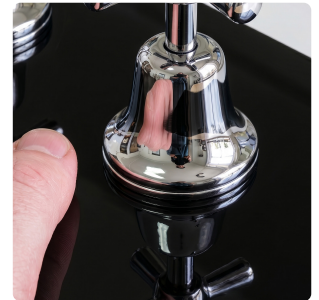
### HERE'S THE SOLUTION

If this happens, then the simple solution is to lower the entire basin tap body assembly.

**1**

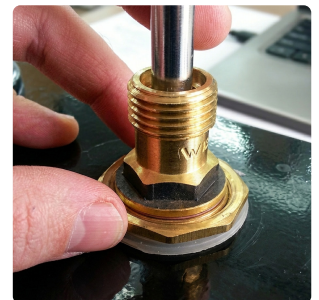
#### Remove tap components

1. Remove all buttons, handles and flanges and loosen body locknut above the basin.
2. Loosen the body locknut below the basin.
3. Push down on the basin body, so it moves the distance required to remove the gap beneath the flange.

**2**

#### Adjust tap position

1. Push down on the basin body, so it moves the distance required to remove the gap beneath the flange.

**3**

#### Job done!

1. Re-tighten the bottom tap body locknut and then the top locknut.
2. Finally re-dress the tap.



## NO EXCUSES – 5 YEAR WARRANTY

It means you can install EZYFIX tapware yourself, following our instructions, and still be fully covered by our 5 year warranty. Unlike many other manufacturers, we do not void your warranty simply because the product was not installed by a licensed plumber.

Important note: Please check your relevant state or territory regulations before carrying out any DIY plumbing work.

Any warranty claim must be made within 5 years of the date of purchase. To make a claim, please contact EZYFIX Tapware directly.

Where a valid warranty claim is approved, EZYFIX Tapware will cover reasonable, direct costs associated with making the claim. Supporting documentation may be required.


This warranty is provided by EZYFIX Tapware ABN 43 009 208 459, PO Box 158, Bayswater WA 6053, (08) 9272 6511, sales@ezyfix.com.au.

This warranty is provided in addition to your rights under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded. 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 goods repaired or replaced if they fail to be of acceptable quality and the issue does not amount to a major failure.



## CONTACT US

EZYFIX is all about making DIY simple, and with our Australian-based support, you're never on your own.

 (08) 9272 6511

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