



## Warranty, Installation Instructions & Important Care & Maintenance

Thank you for purchasing this St Michel product. Please read all care instructions. By following these instructions, you will maintain your St Michel product for many years to come and protect your warranty

1.0	Site Preparation
2.0	Installation Instructions
3.0	Door Installation & Alignment
4.0	Drawer Installation & Alignment
5.0	Care & Maintenance
6.0	Trouble Shooting
7.0	St Michel Warranty



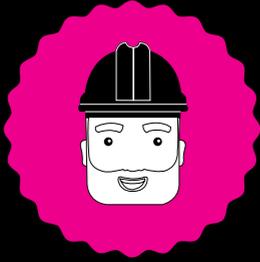
**Are you installing this product?**

Please READ the installation instructions found in this booklet BEFORE INSTALLATION

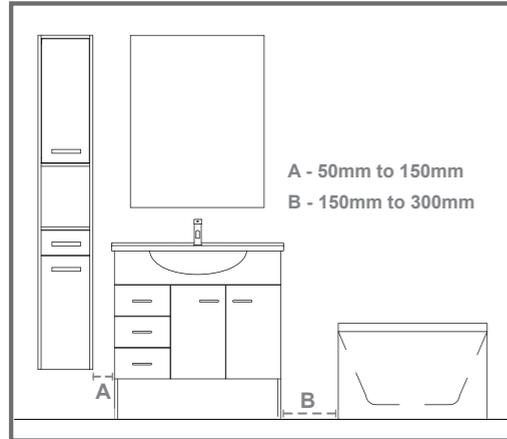
Otherwise if the product is not installed in accordance with the instructions, the St Michel warranty may be void and the homeowner may have a claim against YOU (the installer)

**Return to homeowner - important warranty information inside. For more info visit [stmichel.co.nz](http://stmichel.co.nz)**

## 1.0 BEFORE YOU START



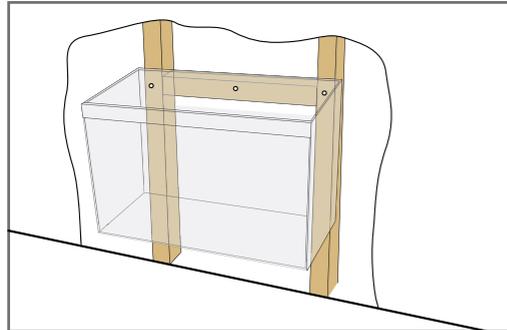
We recommend that a qualified trades person install this product and we would expect the installation to be undertaken in a trades person like manner and finished to a **trades person standard**. This product carries a full warranty against faulty workmanship and materials. Please inspect thoroughly before installation to ensure that the product has not been damaged. It is the responsibility of the installer to **make any adjustments** to doors/drawers after installation if required.



### Positioning & Ventilation

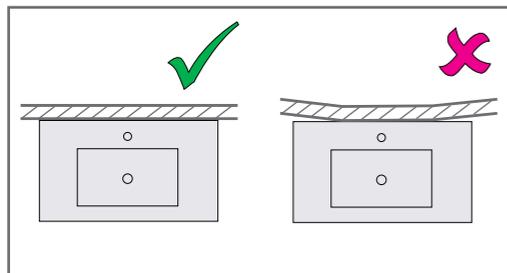
- Furniture must be at least 150mm away from any wet areas
- Do not expose furniture to shower spray
- It is important that your bathroom is adequately ventilated to eliminate moisture build up. High humidity will lead to permanent dampness and mould resulting in deterioration of the materials in your bathroom.

Refer to [stmichel.co.nz](http://stmichel.co.nz) for more positioning and clearance guides



### 1. Check Support Nogs

Wall hung furniture and wall hung ceramic basins require fixing to support nogs fitted between the studs, as detailed, to give a solid wall backing to attach the vanity. If necessary fix additional support nogs at desired height for cabinet and basin fixing. Ensure total width of support nog exceeds vanity width. Refer to step 6b 'fixing basins'



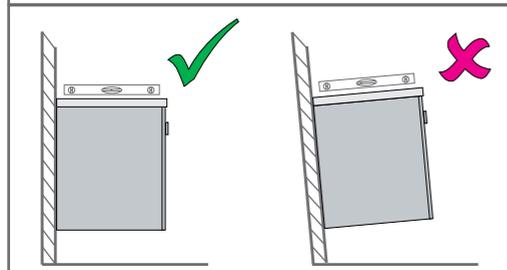
### 2. Check for Plumb Walls and Level Floors

Ensure the Wall is plumb and straight, ensure floor is level. If you fix the product to a non-plumb wall or floor the following could happen:

- Your door or drawers will not operate correctly
- Door or drawer adjustments will not align.
- Basins will not sit level, which may cause water to pool or not drain properly

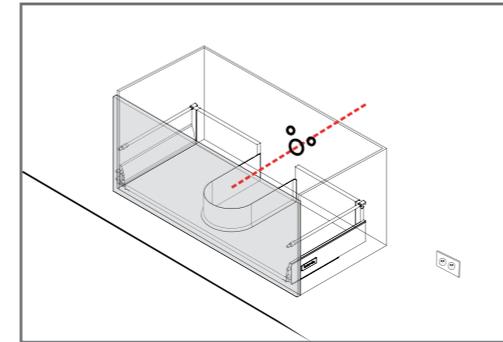
If it is not possible to make the wall or floor plumb and straight you must pack the vanity out so that it does not follow the out of aligned wall.

Floor standing vanities must sit on a level floor or be packed so they sit level and true.

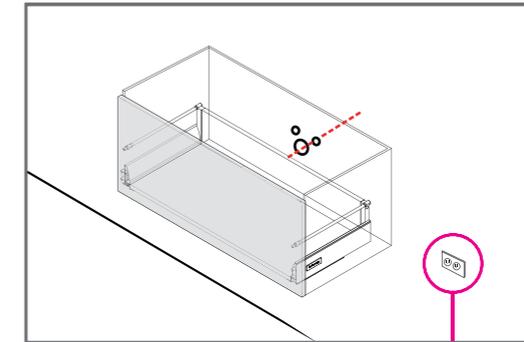


## 3. Check plumbing positions align with product interior configurations.

\*Please confirm if your St Michel vanity is supplied with a trap and waste if so please refer to the appropriate installation info



Plumbed drawer for standard trap

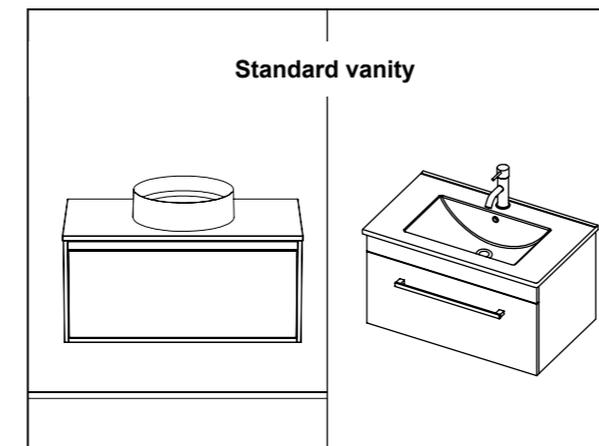


Full drawer for compact trap

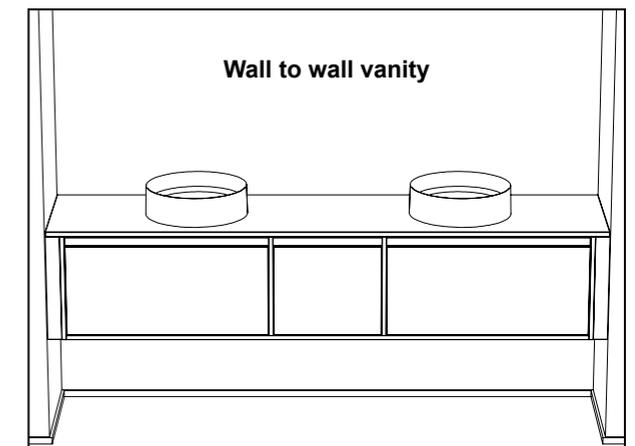
Note: If your product has any electrical fittings please allow for this and talk to your electrician

## 2.0 INSTALLATION INSTRUCTIONS: VANITIES

### WHICH VANITY SOLUTION DO YOU HAVE?



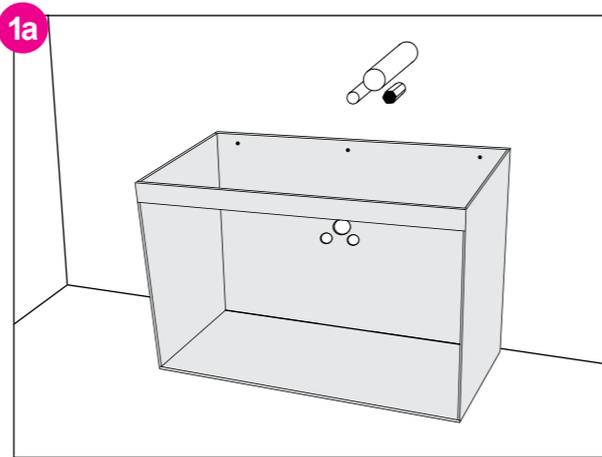
For standard vanity installation  
Turn to page 4



For wall to wall vanity installation  
Turn to page 6  
Also refer to detailed instructions included with vanity.

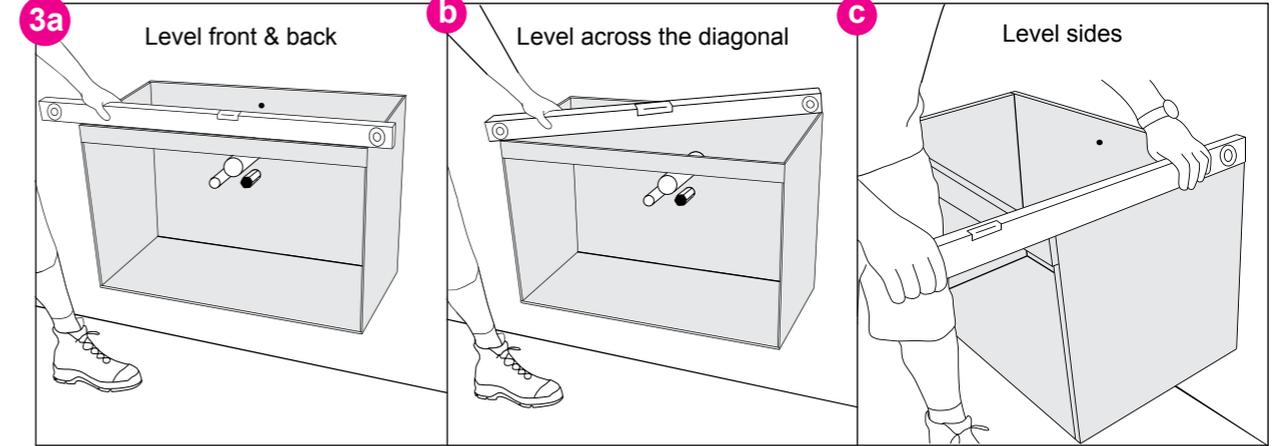
**STANDARD VANITY INSTALLATION**

PREPARING THE CABINET



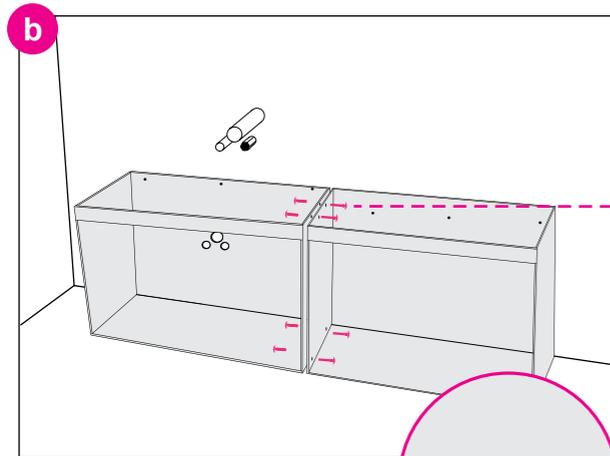
Remove doors & drawers and drill holes for plumbing in the back panel and/or base of the cabinet with an appropriate sized hole saw. Pre-drill screw locations for fastening to wall in step 4

LEVELING UP



Note: Floor standing vanities should likewise, be checked for sitting level plumb and square and suitably packed to achieve this. Fix to the wall to secure either through the back rail or back panel.

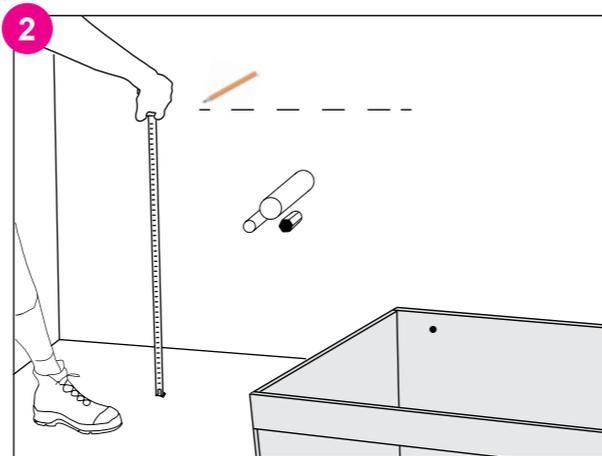
PREPARING THE CABINET



**Modular Cabinet**

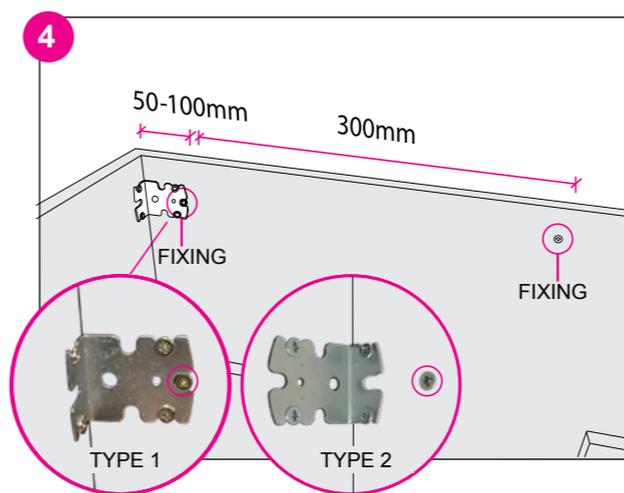
Some of our larger cabinets are supplied in 2 or 3 piece modules for ease of handling. Remove doors & drawers. Use cabinet connectors supplied to join cabinets.

MEASURING UP



Mark the position of the top of the vanity - factor in the top/ basin thickness to get the correct height. Use a single screw in center of vanity to hold it in place.

SECURING THE CABINET



Securely fasten cabinet to wall through the back, no further than 100mm from each side of the cabinet. Upper fixings should be no lower than 50mm from the top of the back. Where possible, fasten cabinet through steel bracket in the top corner of the unit. Note: For cabinets over 900 wide you must provide additional fixing points evenly spaced at 300mm.

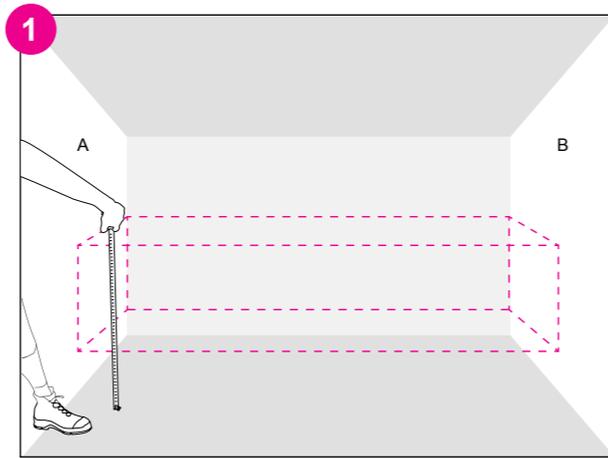
**Continue to page 12 - 13 for Basin & Benchtop Installation**

# WALL TO WALL VANITY INSTALLATION

Only applies if you have a Wall to Wall vanity solution with spacer kit.

Note  
Detailed instructions are supplied with every cabinet

## PREPARING THE CABINET

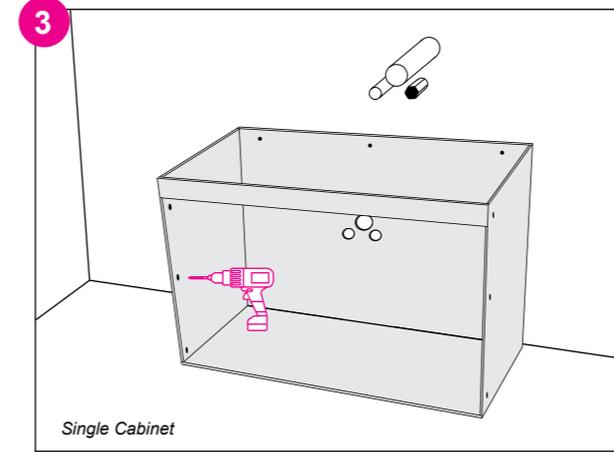


Note: Door & Drawer openings  
- ensure no collision with heated towel rail, walls etc.

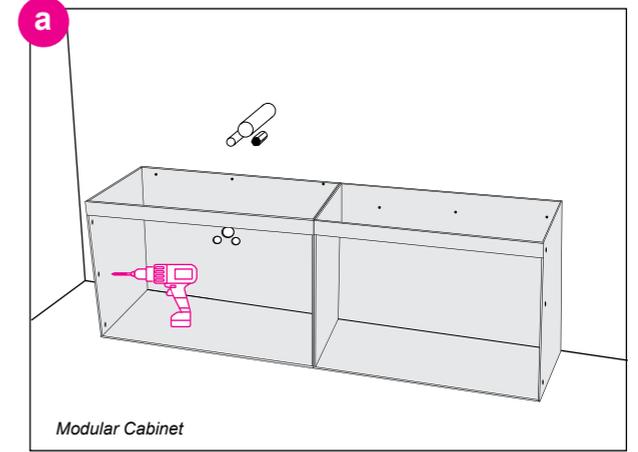
### Before you begin install

Measure up your space & ensure the correct solution has been ordered.  
Measure between wall A & B check that the cabinet length, depth & height is correct for the space.  
For cabinet dimensions refer to your vanities specification sheet - this can be found at [stmichel.co.nz](http://stmichel.co.nz)

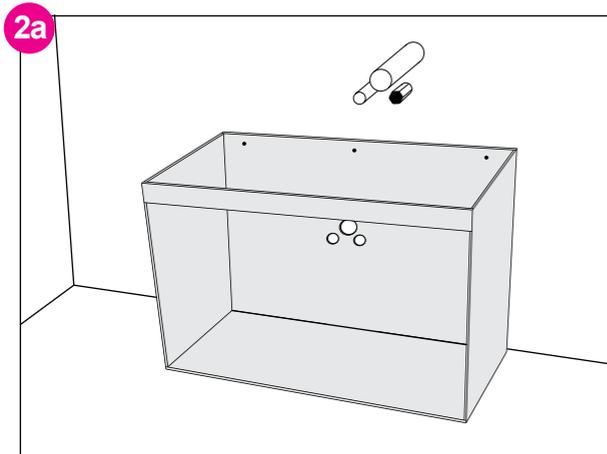
## PREPARING THE CABINET



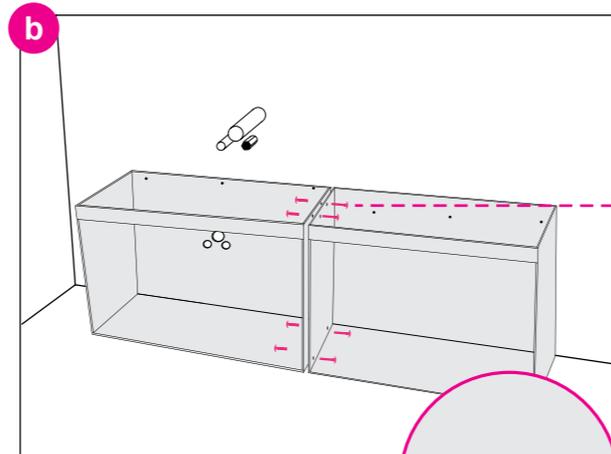
Pre-drill carcass side for spacer fixing 50mm from front of carcass.  
Then drill holes vertically (3 holes recommended)  
Hole locations to be determined by installer to avoid cabinet hardware. e.g. hinges, drawer runners etc.



## PREPARING THE CABINET

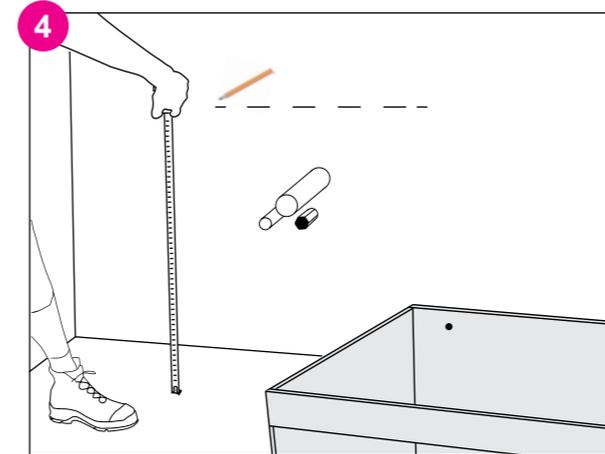


Remove doors & drawers and drill holes for plumbing in the back panel and/or base of the cabinet with an appropriate sized hole saw. Pre-drill screw locations for fastening to wall in step 6.



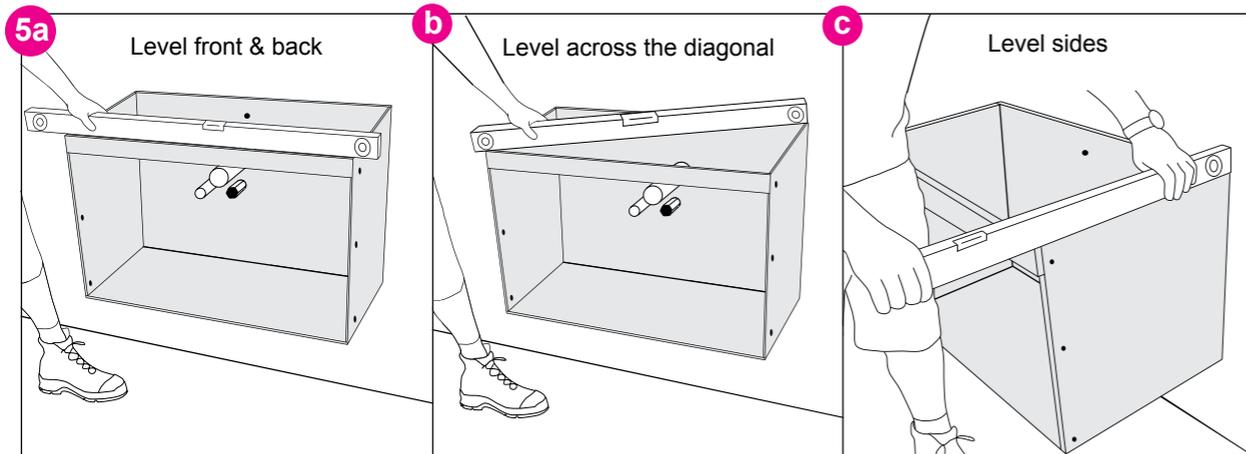
Modular Cabinet  
Some of our larger cabinets are supplied in 2 or 3 piece module for ease of handling.  
Remove doors & drawers.  
Use cabinet connectors supplied to join cabinets in pre-drilled locations.

## MEASURING UP



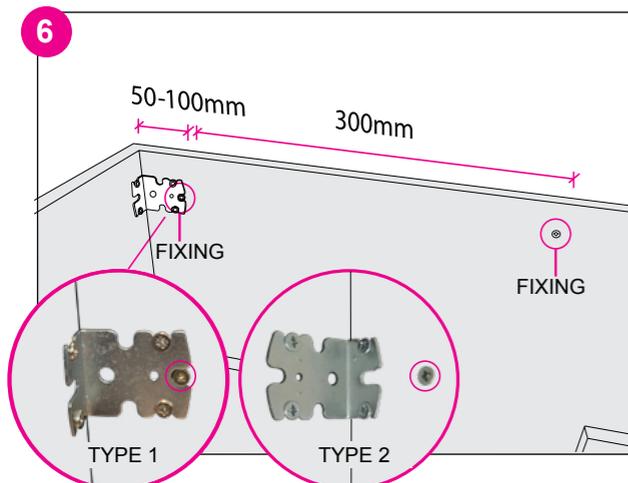
Mark the position of the top of the vanity - factor in the top/ basin thickness to get the correct height.  
Use a single screw in center of vanity to hold it in place.

LEVELING UP



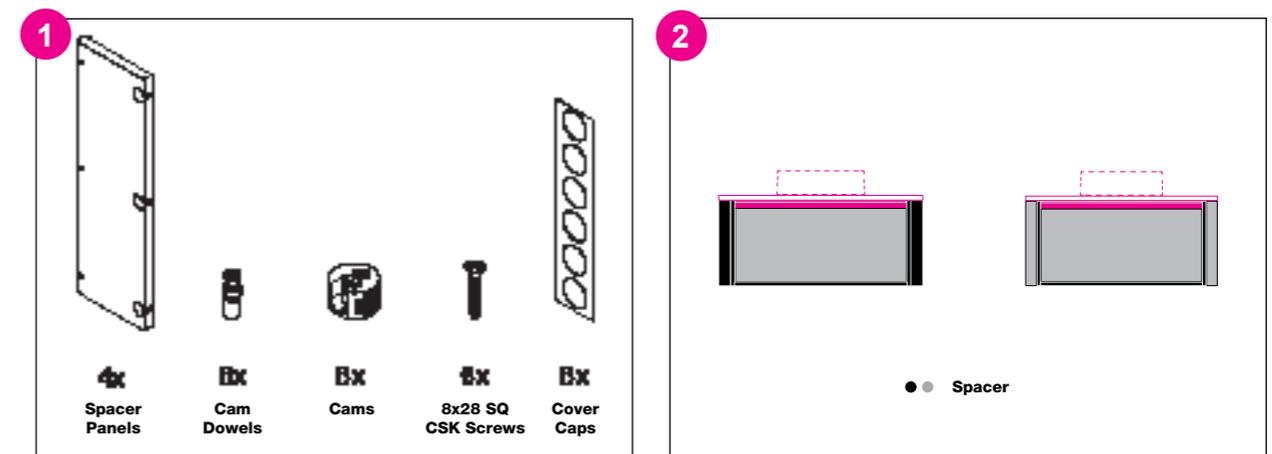
Note: Floor standing vanities should likewise, be checked for sitting level plumb and square and suitably packed to achieve this. Fix to the wall to secure either through the back rail or back panel.

SECURING THE CABINET



Securely fasten cabinet to wall through the back, no further than 100mm from each side of the cabinet. Upper fixings should be no lower than 50mm from the top of the back. Where possible, fasten cabinet through steel bracket in the top corner of the unit. Note: For cabinets over 900 wide you must provide additional fixing points evenly spaced at 300mm.

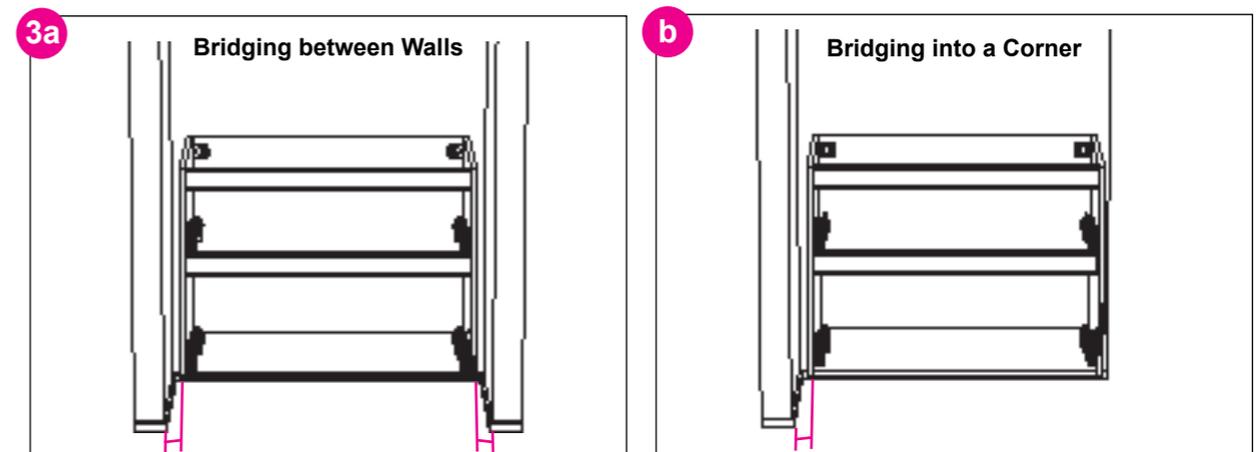
FITTING SPACERS



Before you start check your spacer kit is complete.

Choose your front facing spacer colour - to match either cabinet side or front. Only applies when a blend is specified. Check preference with your client before proceeding.

FITTING SPACERS

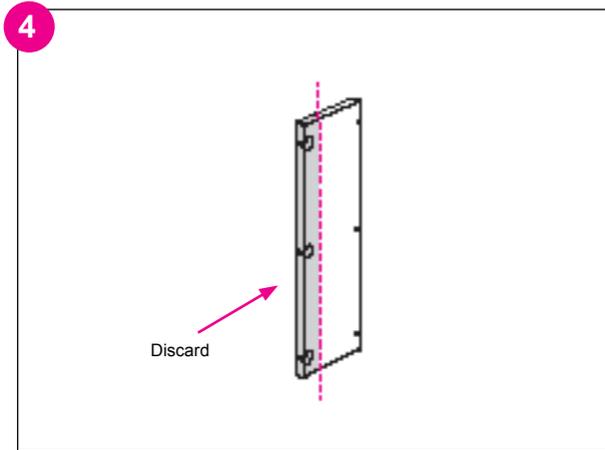


Measure gap to determine spacer width.

Note: Standard spacer allows a maximum of 50mm each side when cabinet is centered. If uneven spacing is required then combined spacing could not exceed 100mm in order to accommodate maximum length of bench top provided.

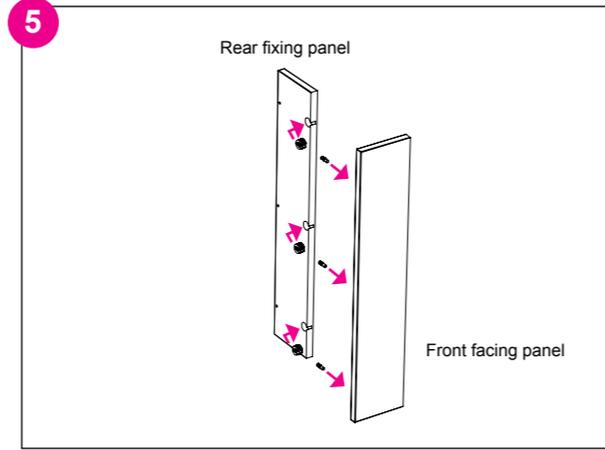
Note: Only one spacer set required. Standard spacer allows a maximum of 100mm from one end when bridging out from one wall.

FITTING SPACERS



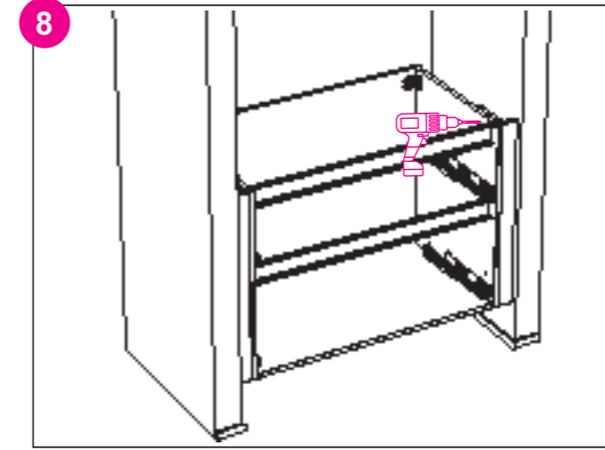
Trim your front facing spacer to fill gap.  
Trim from cam side to leave pins for fixing.

Note: Adjust trim angle to match any walls out of plumb.



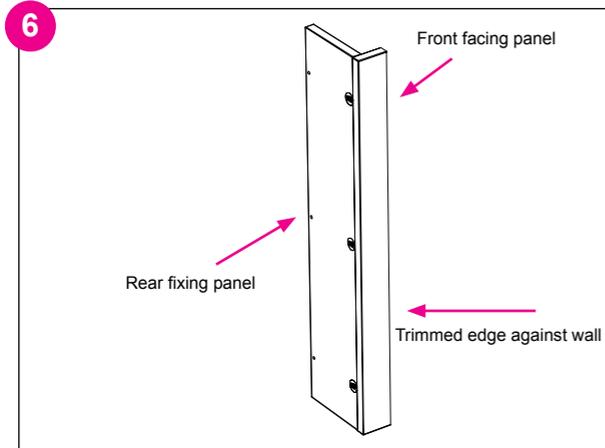
Screw cam dowls into trimmed outward facing panel.  
Knock cams into rear fixing panel.

FITTING SPACERS

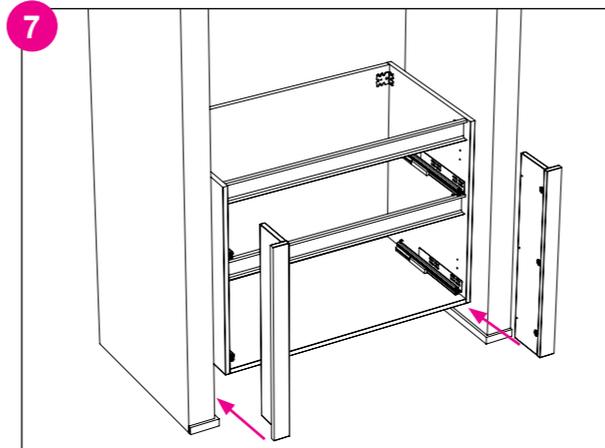


Secure your spacers using pilot holes, drilled in Step 3,  
and screws provided.

FITTING SPACERS



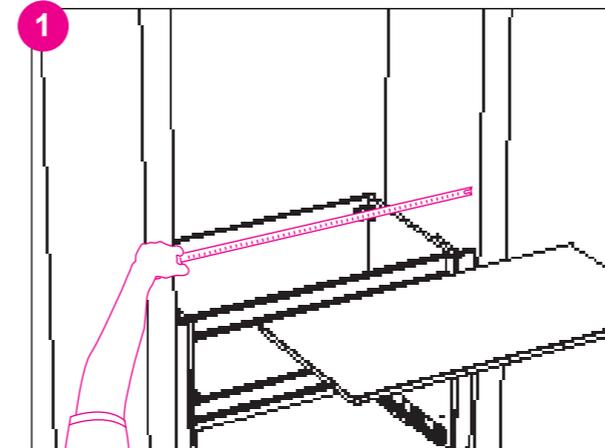
Assemble spacers by locating cam pins into cams.  
Secure by locking cams into lock position.  
Front facing panels trimmed edges are positioned  
against wall.  
Rear fixing panel is connected to the cabinet side.



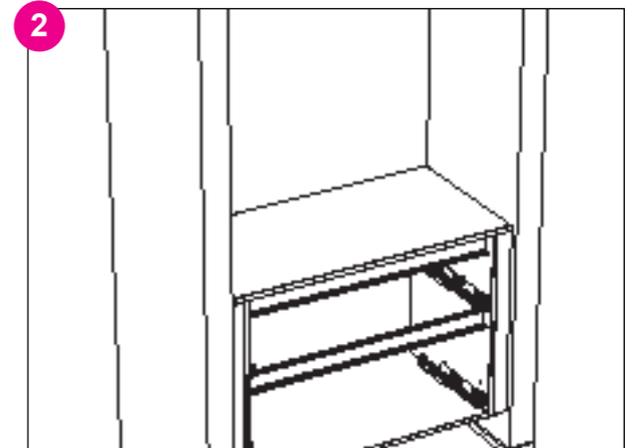
Fit spacers into gaps.

TRIMMING & FITTING TOP

Appropriate safety gear should be worn when cutting tops



Measure front & back lengths to determine  
measurements for the perfect fit.

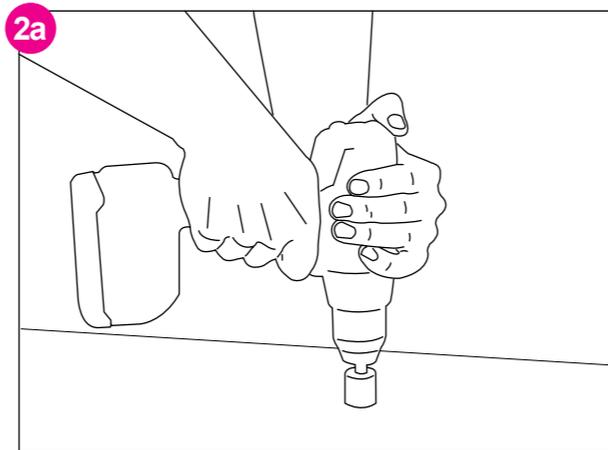
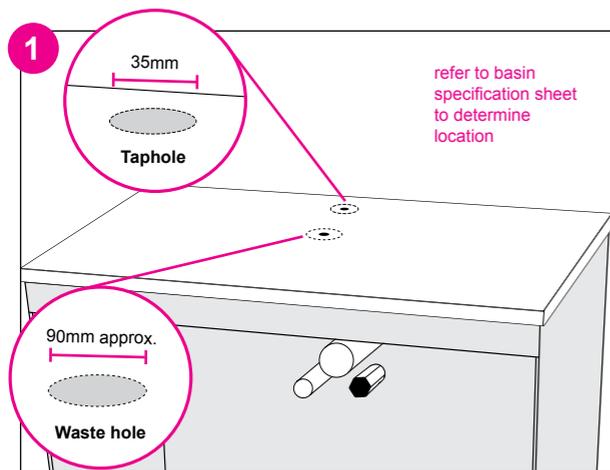


Trim edges using either a circular saw with tungsten tip  
blade or electric planer suitable for HPL & Cherry Pie  
tops.  
Note: we recommend masking necessary edges and  
surfaces to protect from chipping & scratching while  
using cutting tools.

BENCH TOP TAPHOLE & BASIN WASTE HOLE DRILLING

Only applies if you have a vanity with Cherry Pie Solid Surface or HPL Tops

Appropriate safety gear should be worn when cutting and drilling tops

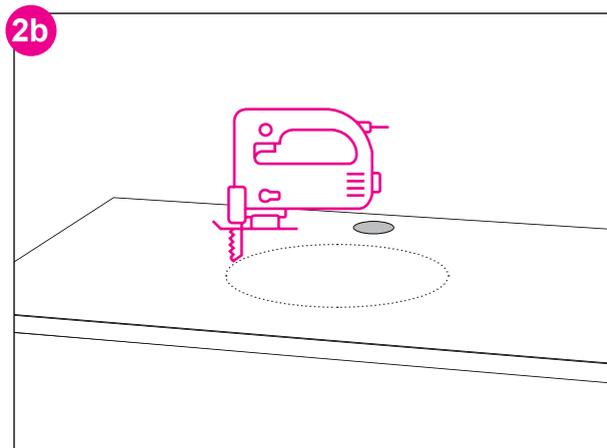


Decide on the location of your taphole & basin waste hole and measure out position. Drill a pilot hole through the counter top at your center point. This hole should be just slightly smaller than the size of the pilot bit of your hole saw.

Remove top before cutting with holesaw. Use a sharp Bi-Metal Holesaw to prevent damage to your top.

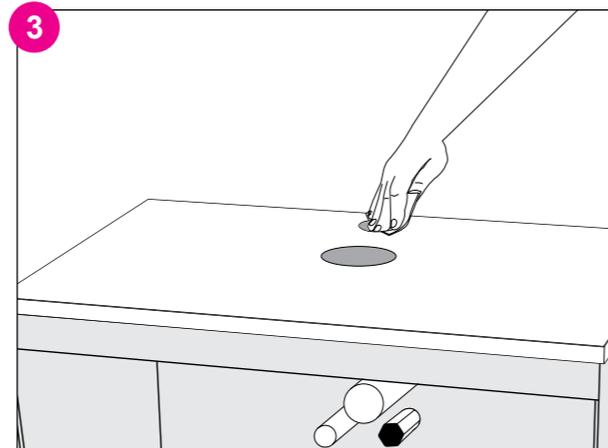
When cutting the required hole size:

- Standard taphole size = 35mm
- Standard waste hole for above counter vessel basins = approx. 90mm (this will allow for tolerances when fitting plumbing connections)



**HPL Top**

If a partially cut outline for a semi-insert basin is provided on your HPL top use a surface router or jigsaw to cut through the remaining board



**Cherry Pie**

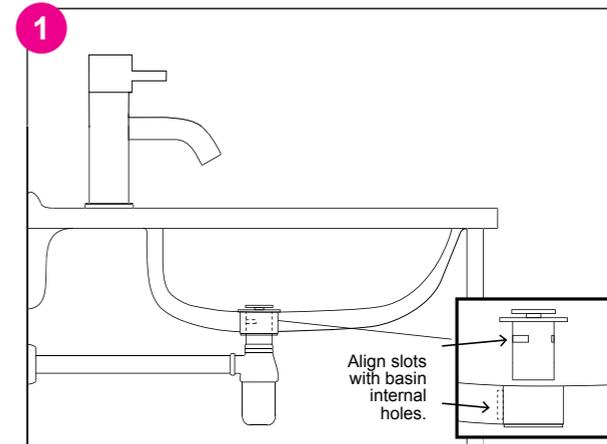
Sand the edges of the holes with 240 grit to remove any sharp edges.

Note: avoid sanding the top surface as this may cause scratching.

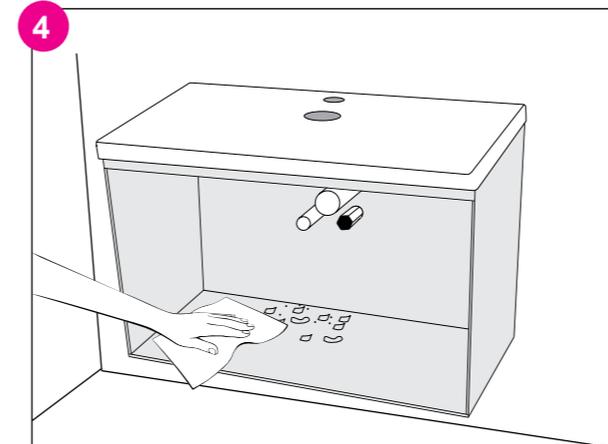
**HPL Top**

We recommend sealing raw edges with silicon.

WASTE INSTALLATION



When fitting waste to basin do not overtighten or the basin may be damaged. Use suitable overflow waste and align the slots with the internal holes in the basin. Ensure that no excess silicone or putty is obstructing the water flow.

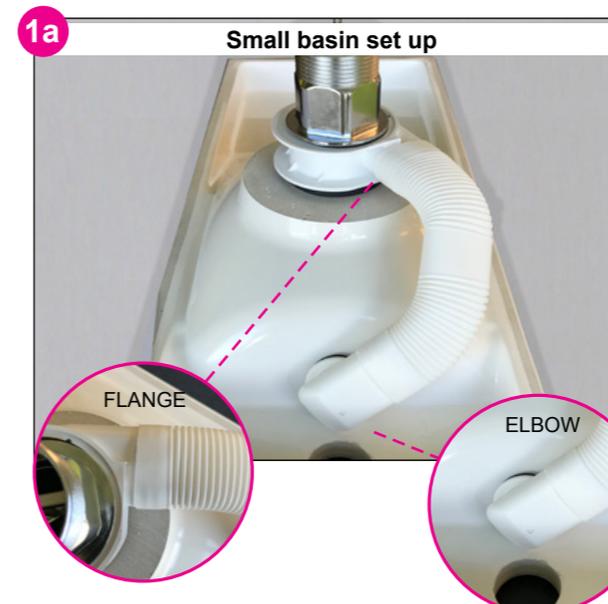


Fix top back into place using fixings if required & silicon to help water proof part lines. Refer to page 14 for basin installation and water sealing instructions.

Clean away all building residue from the cabinet. Take care to dry any spillage or leakage of water on or inside the cabinet during installation.

Note: Ensure drawer runners are free of building residue as this may effect the operation.

FITTING OVERFLOW

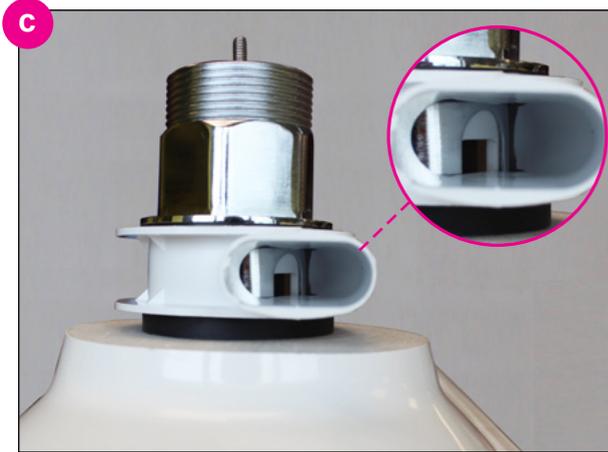


- Rotate elbow and flange to eliminate low points where water can gather and avoid major kinks that stop water flow.
- Ensure hose does not obstruct basin placement on cabinet.

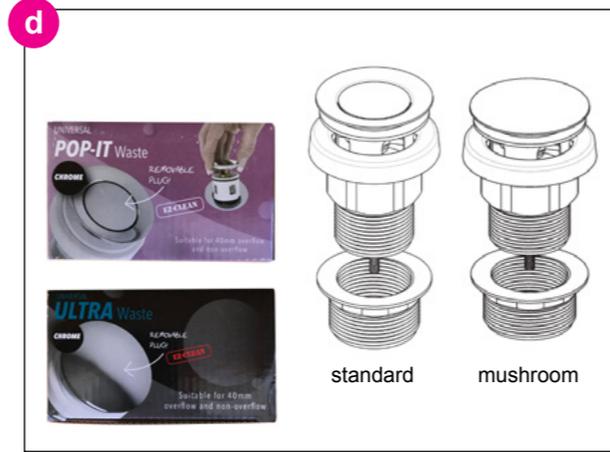
**Important Assembly Notes**

- Pre-assemble kits and fit to basin prior to mounting on cabinet. This will make flange and elbow adjustment easier. (Cutting the hose to size should not be required. Never cut on serrations)
- When connecting hose to elbow and flange carefully align ends and insert fully.

FITTING OVERFLOW

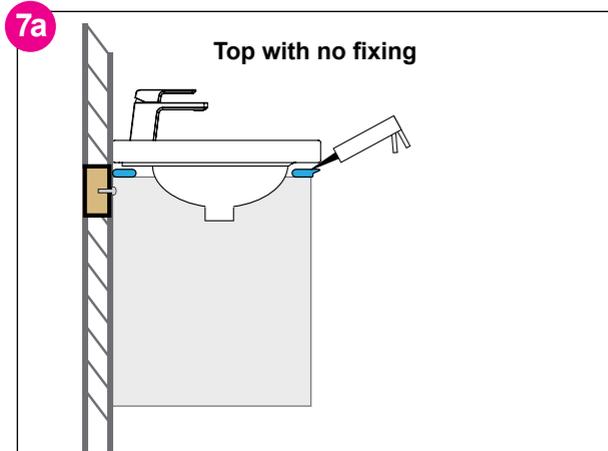


**St Michel Universal Waste**  
Aligning overflow kit flange with waste overflow holes is critical to prevent leaking. Use St Michel Universal Click Clack Waste kit designed for overflow alignment.

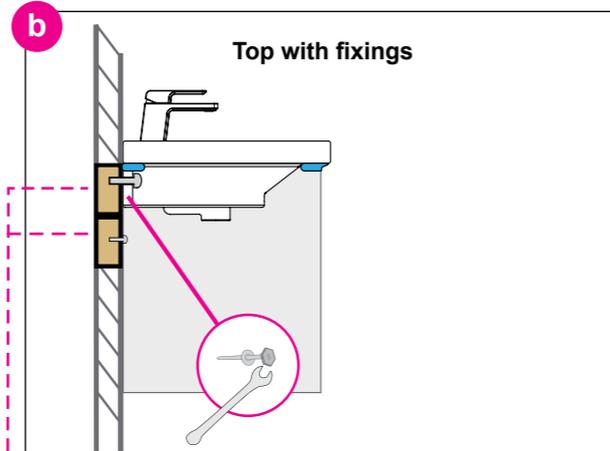


A St Michel Universal Click Clack waste is required when installing overflow kits. By not using this waste you risk voiding the warranty. Available from all plumbing stores nationwide. For overflow replacement kits and parts call St Michel Customer Services on 09 8374276 POA

FIXING TOPS / BASIN



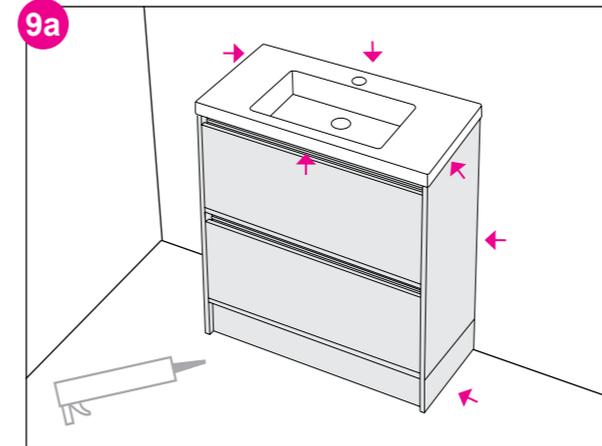
Position the top so that it has an equal amount of overhang on each side and use a level to ensure the vanity top surface is level. Note: If the vanity is being installed in a corner, a packing strip is required and basin location will vary.  
1. Apply Silicone Sealant (not included) to all four corners of the cabinet  
2. Place the vanity top/basin onto the cabinet



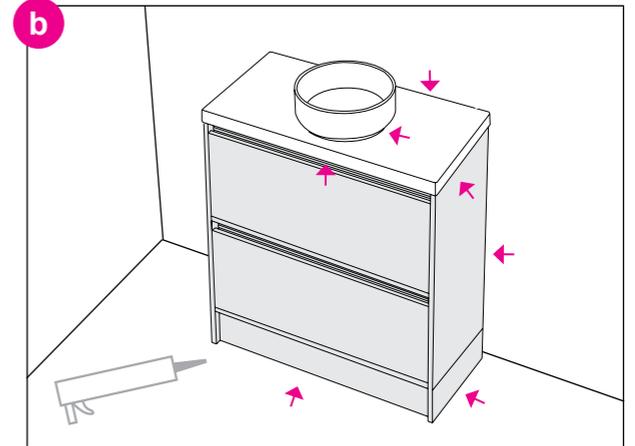
3. If installing a basin with bolt fixings - ensure basin is fixed into nogs with supplied fixings as well as using a silicone sealant to the top of the cabinet.

*Note: Extra support nog may be required for basin and cabinet fixing*

SEALING

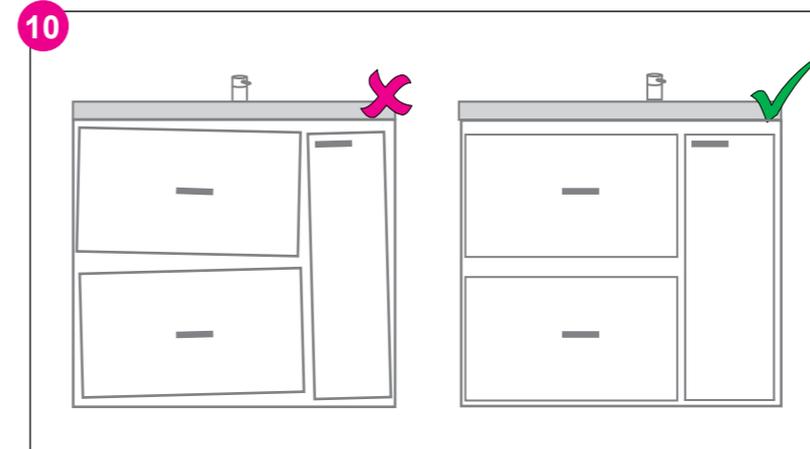


Apply silicone on the seam between the edge of the vanity top and the wall, smooth the bead, and allow to cure before use. Materials used for the construction of this unit are water resistant and not waterproof. A bead of sealant (specifically formulated for bathrooms) must be used to seal edges where water penetration can occur i.e. Between the basin and the cabinet and between the wall and the floor.



When sealing a vessel or semi inset basin it is important to put a bead of silicone around the edge where the basin meets the top. As well as where the top meets the wall.

FINAL FITTING & ADJUSTMENT



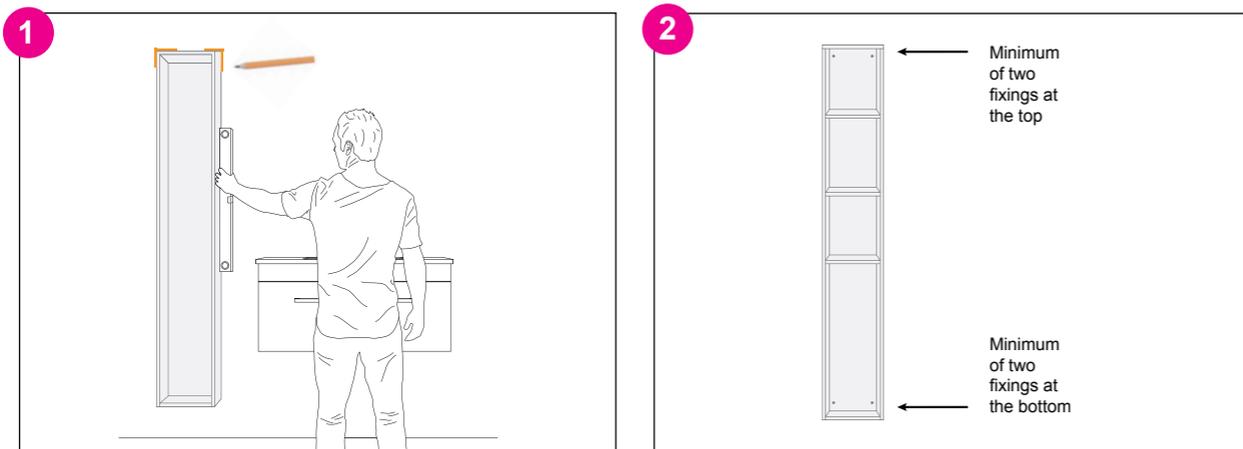
Install drawers & doors back onto the cabinet - refer to adjustment section 3.0

Note: Ensure doors & drawers are replaced back in the same position.

**NOTE**  
The fitting & adjustment of door & drawers is the responsibility of THE INSTALLER  
Please refer to section 3 & 4 for adjustment instructions

## 2.5 INSTALLATION INSTRUCTIONS: STORAGE CABINETS

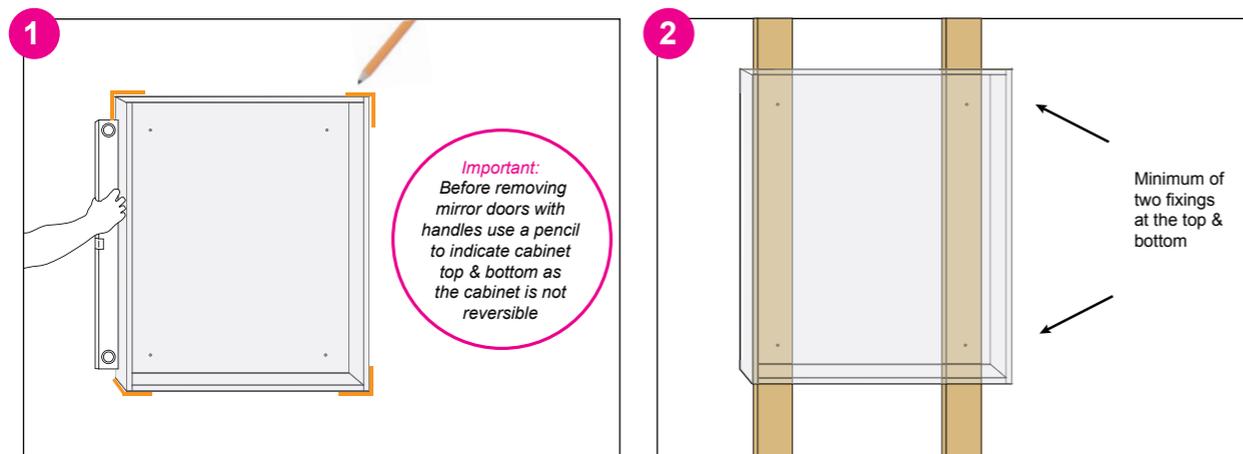
### STORAGE INSTALLATION



- Remove all doors & drawers.
- Mark the position of the top of the cabinet.
- Position unit and check that it is sitting level
- Securely fasten cabinet to the wall through the back. Align cabinet with nogs or studs. We recommend using a minimum of two fixings at the top and two fixings at the bottom of the cabinet. Cover holes with supplied cover caps.

## 2.6 INSTALLATION INSTRUCTIONS: MIRROR CABINETS

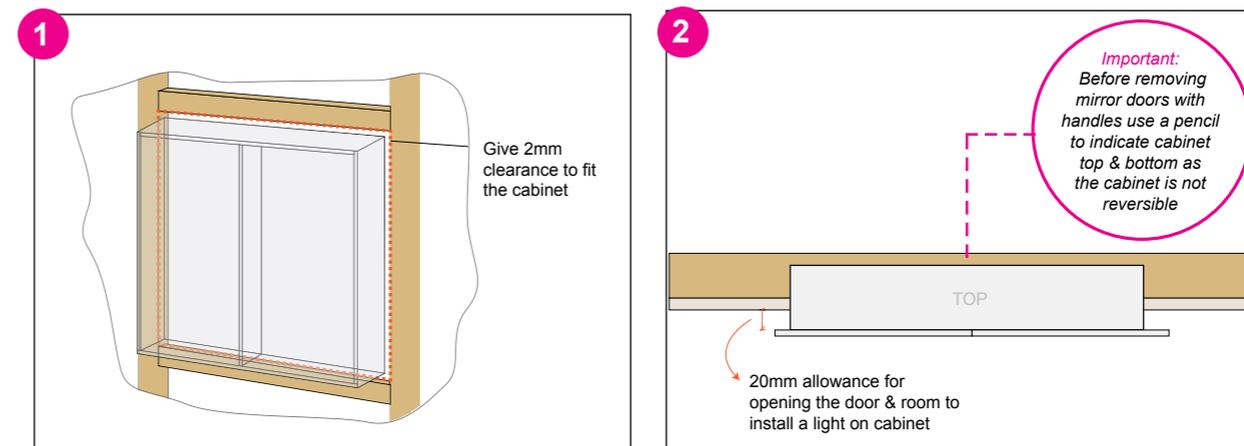
### MIRROR CABINET INSTALLATION



- Place cabinet on a flat surface to remove all doors. Keep mirror doors in a safe area where they will not get damaged.
- Position cabinet on the wall at the desired height, ensure cabinet is level and mark the four corners on the wall. (Note: doors may overhang the top and/or bottom and/or sides of the cabinet - consider this when positioning its height /width)
- Securely fasten cabinet to the wall through the back, ensure the fixings (screws supplied) will be into studs on each side of the cabinet as close to the top and bottom corners as possible. If this is not possible then use the rawl plugs supplied.

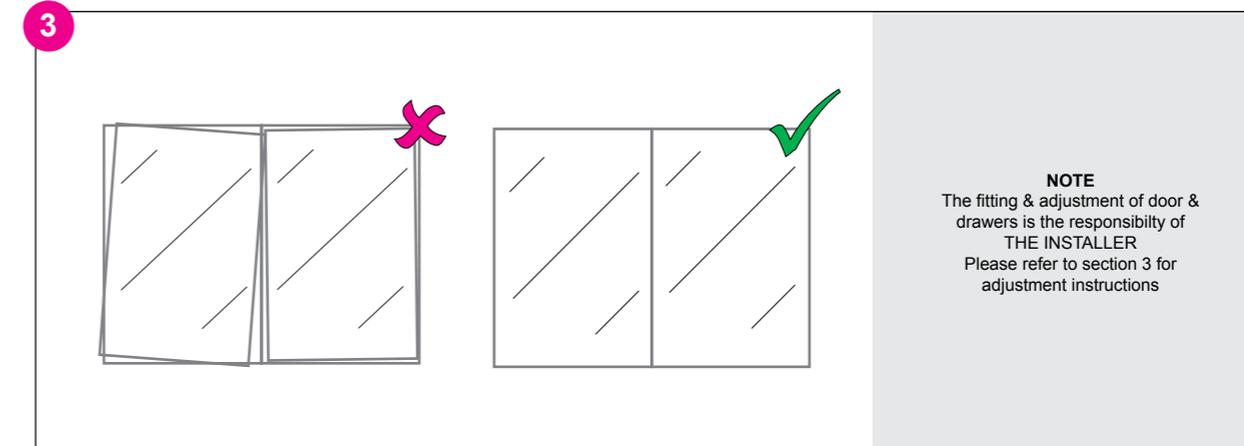
## 2.6 INSTALLATION INSTRUCTIONS: MIRROR CABINETS

### RECESSING YOUR MIRROR CABINET



- Place cabinet on a flat surface to remove all doors
- Position cabinet on the wall at the desired height, ensure cabinet is level and mark the four corners on the wall. (Note: doors may overhang the top and/or bottom of the cabinet - consider this when positioning its height)
- Cut a hole 4mm bigger than the cabinet carcass
- Make sure the hole has sufficient noggings to fix top and bottom (note side fixing may not be achievable due to internal division)
- You need to make sure the cabinet protrudes by 20mm to allow for finger pull on the door
- Note: If a light is installed make sure you have enough room for fixing on top of cabinet and clearance with the door
- Seal or architrave the edges to finish

### ADJUSTMENT



- If the mirror cabinet has been supplied with shelves. Place them back into the cabinet, ensure the shelves are fitted into the shelf supports correctly.
  - Install doors back into position and adjust - refer to section 3
- Note: If you are installing a light with your mirror make sure you consult with your electrician first.

**NOTE**  
The fitting & adjustment of door & drawers is the responsibility of THE INSTALLER  
Please refer to section 3 for adjustment instructions

### 3.0 DOOR INSTALLATION & ALIGNMENT

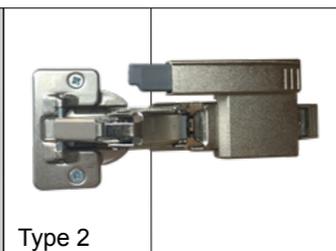
#### REMOVING & INSTALLING DOORS

##### STANDARD HINGE



- 1 Support the weight of the door
- 2 To remove door start with top hinge and work your way down.
- 3 To unclip hinge apply light pressure to the clip at the back of the hinge and pull forward
- 4 To install doors align the hinge mount and press back of hinge into place and listen for click

##### SOFTCLOSE HINGE



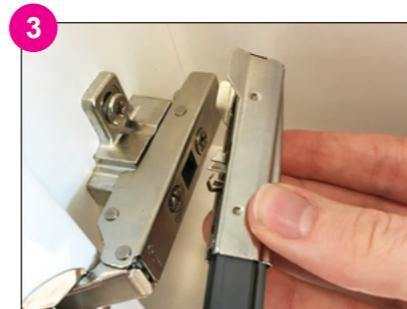
**NOTE**  
You may have one of two softclose attachments. Type 1 or 2. Same steps apply



To separate the softclose mechanism from the hinge use two fingers and gently pull from the back to the front.



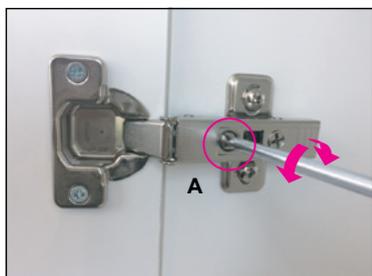
Your hinge is now adjustable see instructions below



To re-install insert tongue and hooks into cut out, gently pull forward and press rear back into position.

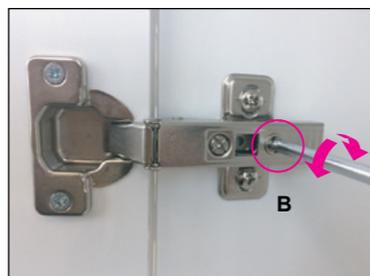
##### HINGE ADJUSTMENT

###### SIDE ADJUSTMENT



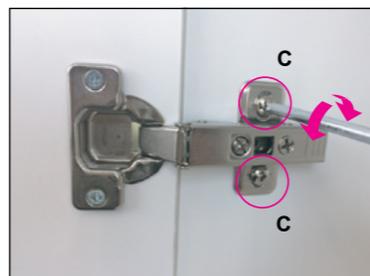
To move doors sideways or to level each door - turn screw **A** Clockwise or Anti Clockwise

###### DEPTH ADJUSTMENT



To move the door inward or outward from the carcass - turn screw **B** Clockwise or Anti Clockwise

###### HEIGHT ADJUSTMENT



Loosen the top and bottom screw **C** on each mount plate, adjust door height by moving door up or down, then retighten **C** screws

### 4.0 IDENTIFY YOUR DRAWER TYPE

IDENTIFY YOUR DRAWER TYPE

Identify what type of drawer system the cabinet has and then follow the corresponding instructions.

If the drawer system instructions are not displayed in this booklet please refer to [stmichel.co.nz](http://stmichel.co.nz) or give us a call on 09 837 4276

see video instructions at [www.stmichel.co.nz](http://www.stmichel.co.nz)

##### A-TYPE



##### D-TYPE



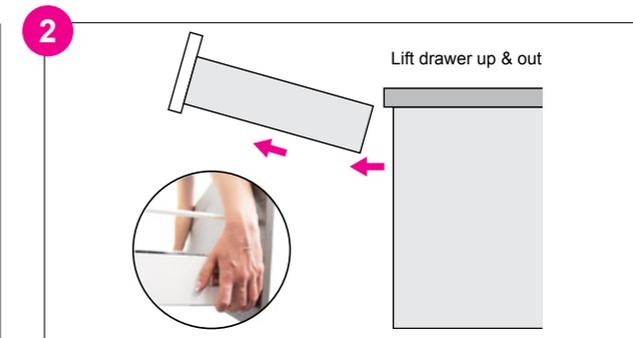
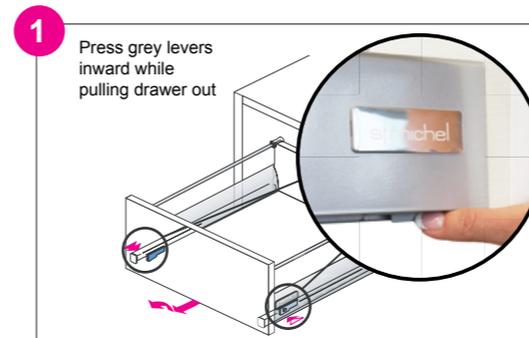
##### SS10-TYPE



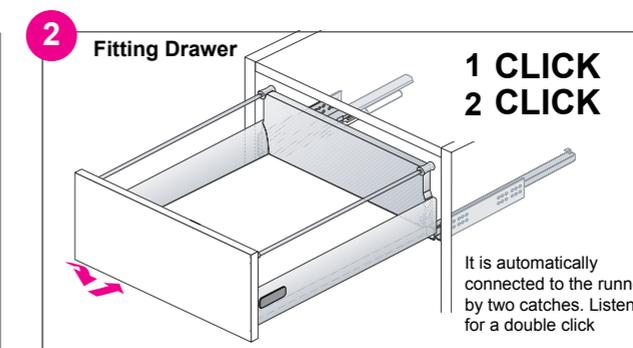
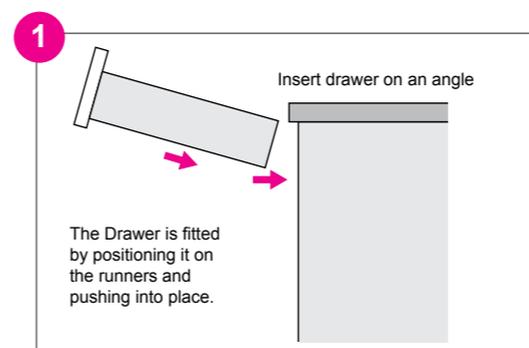
### 4.1 DRAWER INSTALLATION & ALIGNMENT | A-TYPE DRAWER

Note: A-type drawer could have a round or square gallery rail

#### REMOVING DRAWER



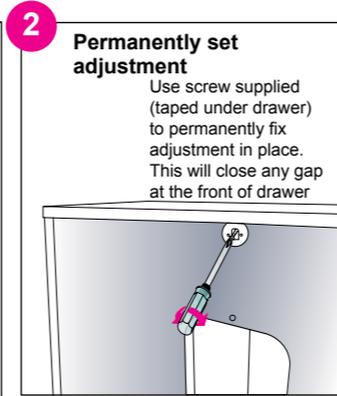
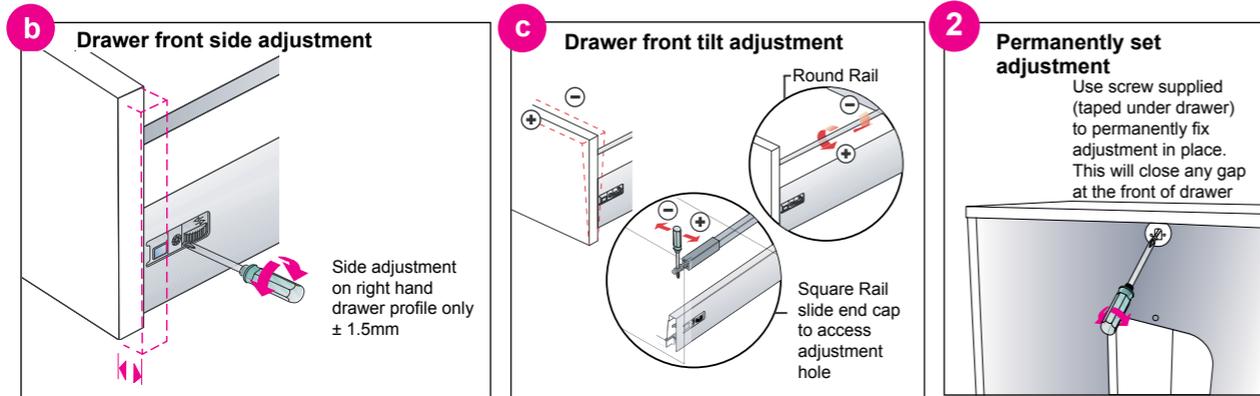
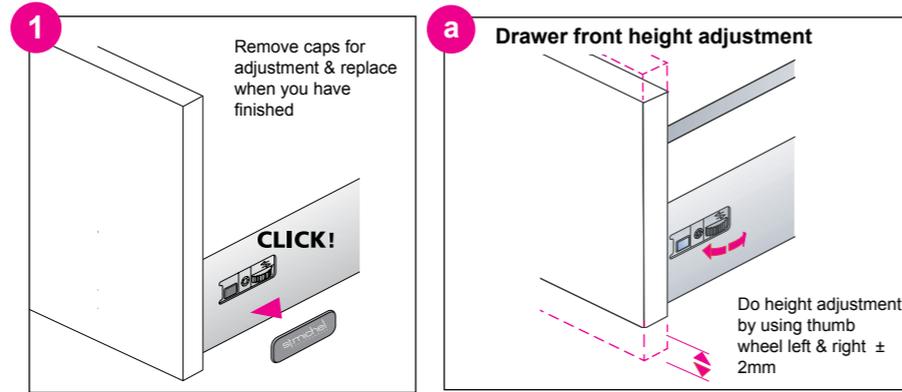
#### INSERTING DRAWER



ADJUSTMENT

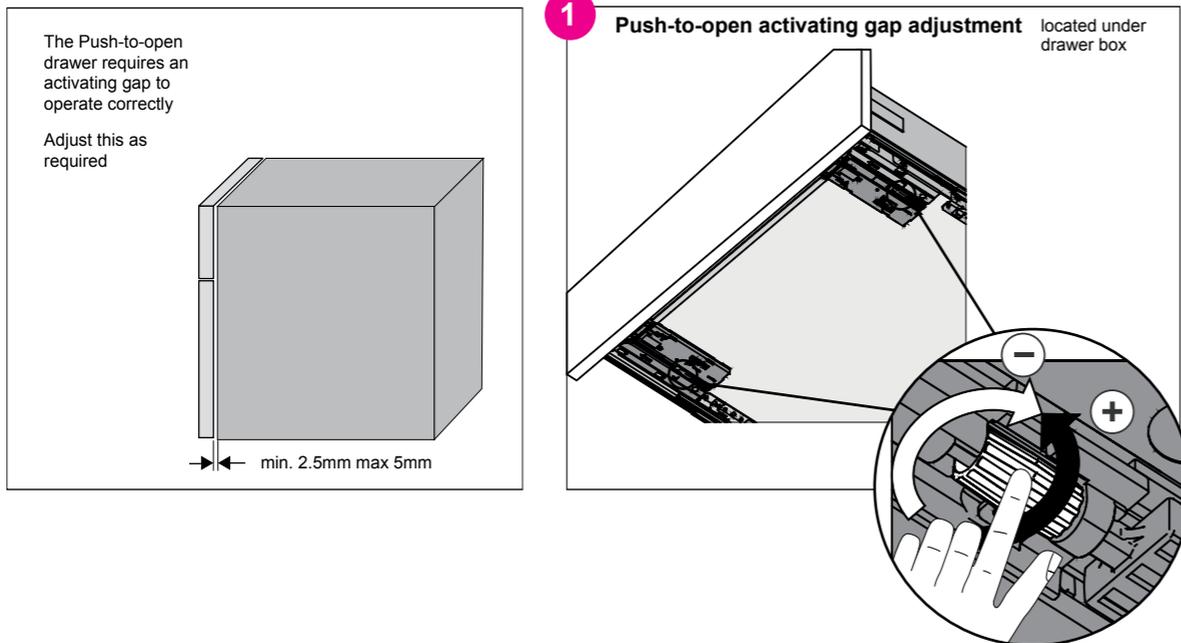
Adjust drawer front as required

**Warning:** Avoid pushing the blue button - this will cause the drawer front panel to detach

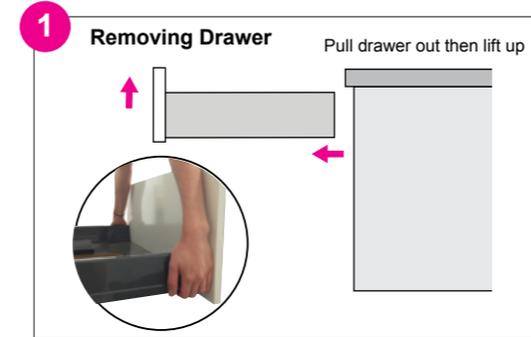


Additional adjustment to A-type drawer with Push-to-open

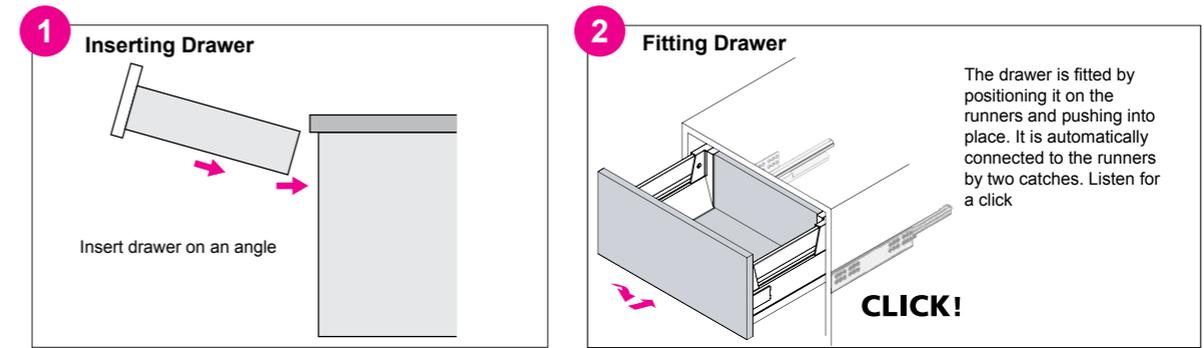
PUSH-TO-OPEN ADJUSTMENT



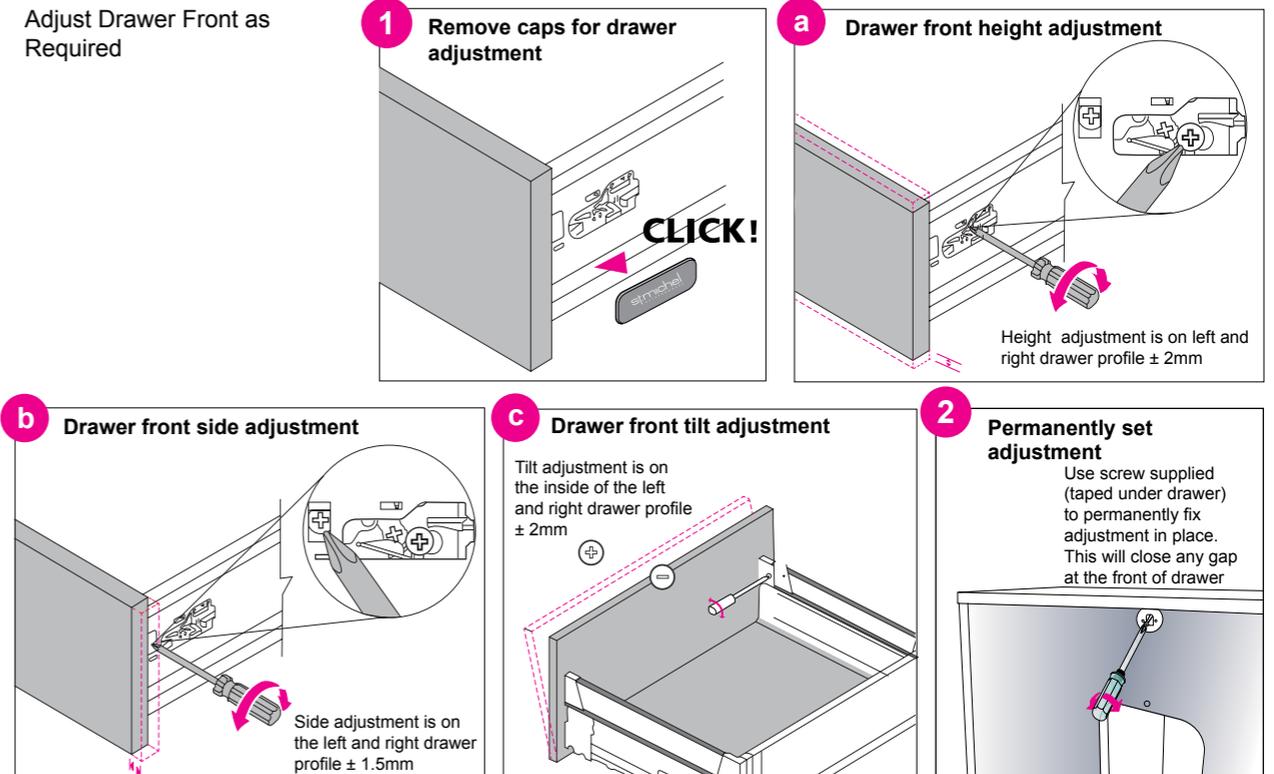
REMOVING DRAWER



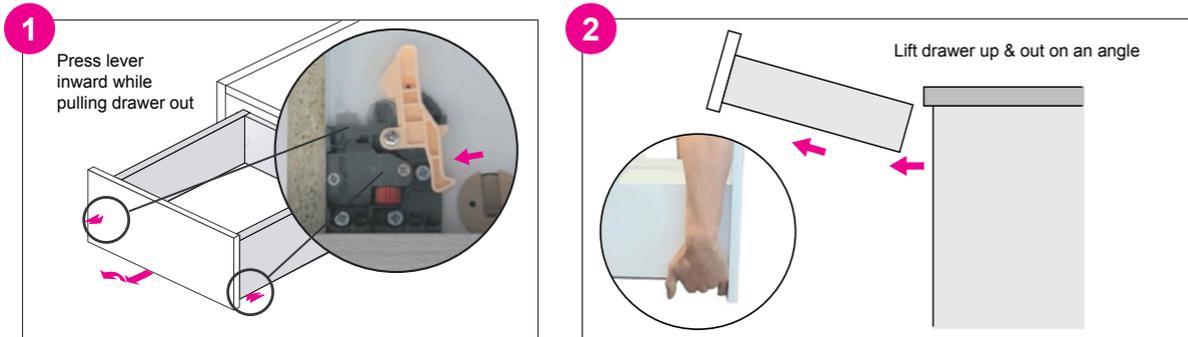
INSERTING DRAWER



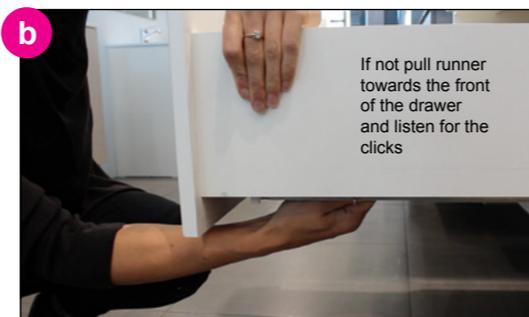
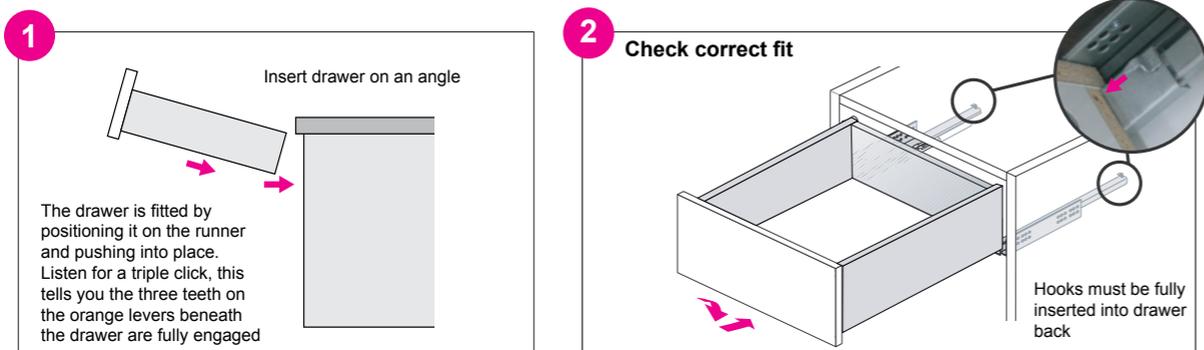
ADJUSTMENT



REMOVING DRAWER



INSERTING DRAWER



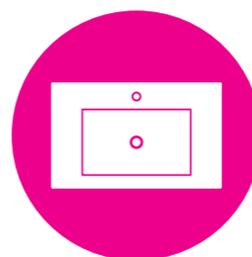
ADJUSTMENT



Care & Maintenance Guide

St Michel products are produced from materials that are well suited to the bathroom. It is, however important that your bathroom is adequately ventilated to eliminate moisture build up. High humidity will lead to permanent dampness and mould resulting in a deterioration of the materials in your bathroom. If you cannot identify basin or cabinet material used on your product, please contact your merchant or see the product information at [www.stmichel.co.nz](http://www.stmichel.co.nz). For more detailed material information & specifications see [www.stmichel.co.nz](http://www.stmichel.co.nz)

VANITY TOPS / WASH BASINS - ACRYLIC, MINERAL CAST, CERAMIC, CHERRY PIE, MATTE CHERRY PIE



St Michel vanity tops and wash basins are manufactured from the finest materials and when treated with care will last for many years. Do not subject the wash basin or vanity top to water at a temperature above 55°C. Never use aggressive cleaning agents which contain strong solvents such as acid, chlorine, ammonia, drain cleaner, caustic soda, isopropyl alcohol or abrasive agents. Carefully read the cleaner product label to ensure the cleaner is safe for use on the material. Lime scale marks may be reduced by regular cleaning of the washbasin. Keep high heat away from the vanity top or wash basin and avoid metal or other sharp objects which could scratch and damage the surface.

\*Handy Tip – Stubborn lime scale marks can normally be removed using a solution of Restorex purchased directly from [restorex.co.nz](http://restorex.co.nz), contact us page.

To clean your vanity top simply wipe with a damp cloth after each use. For regular cleaning, we recommend using a soft cloth, wrung in hot water with a mild all-purpose cleaning agent. Then wipe clean with a damp cloth wrung in clean water to remove the cleaning agent and to avoid stains and stripes. For more help in removing stubborn stains and scratches refer to our product videos at [www.stmichel.co.nz](http://www.stmichel.co.nz)

**Ceramic Tops** - Due to Ceramic being hand-crafted and individually customised, and because china is fired at high temperatures, some visual distortion may be evident – but we feel that this adds to the natural beauty of the product

**Cherry Pie® Bench-top Surfaces, Cherry Pie Matte Basins & Matte Top Solid Basins** For routine care & cleaning. Cherry pie® does not require any specialist cleaning regimes, most dirt and light residue will easily wipe off with a damp cloth and soapy water. The bench top should be rinsed with clean water and wiped dry. Acrylic surfaces such as Cherry Pie® are designed to develop an aged patina created by minor scratching. Regular cleaning or an abrasive cleaner will remove any light scuff marks and assist in developing an aged patina.

**Heat** - Cherry Pie® unlike marble will withstand high temperatures however sudden heat or prolonged direct heat will cause damage. To prevent damage do not place heat generating devices directly onto bench top or set close to bench top for extended periods.

**Staining** - Cherry Pie®, unlike marble and granite, is non porous and will resist most household chemicals such as cosmetics, however, some chemicals and strong dyes can cause damage and discolouration. If spillage occurs, wipe up immediately and rinse area thoroughly.

**Minor Scratching Cherry Pie®** - Take care with sharp household utensils and ceramic accessories (particularly unglazed bases, avoid sliding) These can sometimes cause scratches that will be more evident on darker Cherry Pie® bench tops. More serious scratches can be removed by a professional using an orbital sander and then re-polishing to restore.

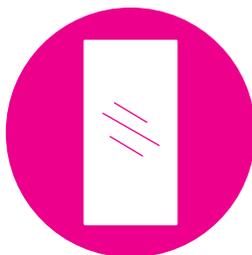
**Matte basins** - minor scratches and difficult stubborn stains including hair dye can be buffed out with a Scotchbrite® pad in a circular motion. Wipe off residue with a damp cloth.



St Michel cabinets are manufactured from high quality, locally sourced materials. These materials are water resistant and not water proof. To ensure the long life of the cabinet, water must not be allowed to remain on the cabinet surfaces. All water spillages, leaks or flooding in or around the cabinet must be sponged off and dried immediately. Keep heat away from the cabinetry and avoid metal or other sharp objects which could scratch and damage the surface. Do not use abrasive cleaning agents which contain ammonia, bleach or other strong solvents. We also advise against the use of furniture polish, acetone, ethanol, benzene and coarse cleaning sponges. Carefully read the cleaner product label to ensure the cleaner is safe for use on the material.

For regular cleaning, we recommend cleaning with a soft cloth, wrung in hot water with a mild all-purpose cleaning agent. Cabinetry with structured surfaces is best cleaned along the structure to remove any dirt. Wipe clean with a damp cloth wrung in clean water to remove the cleaning agent and to avoid stains and stripes. For more help in removing stubborn stains refer to our product videos at [www.stmichel.co.nz](http://www.stmichel.co.nz)

MIRRORS



**Do not** use ammonia-based cleaning products such as glass cleaner - These may erode the mirrors silver backing. Be sure to read the label of any such cleaning products before use. Always spray cleaning products onto a cleaning cloth not directly onto the mirror.

**For best results**

Use a slightly moistened microfibre cloth to remove dry dirt or grime, then buff clean with dry microfibre cloth or use a soft dry cloth with a tight weave (soft and nonabrasive) This will leave you with a clean, smear free finish. By using alkaline (ammonia) or acid (vinegar) based products you risk damaging the silvered backing of the mirror causing 'black edge'.

**Protection against 'black-spotting'**

Alkaline, acid and moisture elements can cause the silvered backing of a mirror to darken, this is usually referred to as 'black-spotting'. The best way to protect your mirror against black spotting is to keep your mirror dry. After use wipe off any water, moisture or steam. If moisture is allowed to collect on the edges 'black edge' will result over time.

6.0 TROUBLE SHOOTING

Problem	Likely Cause	Solution
I have noticed damage on my product - should I install it?		No - advise the contact you purchased the product from before proceeding with the installation
I can't find basin/cabinet dimensions & specifications for my vanity		Find all our specifications at <a href="http://www.stmichel.co.nz">www.stmichel.co.nz</a> or call us on 09 837 4276
My basin has limescale marks - how do I get rid of them?	Local water supply and/or basin has not been regularly cleaned	We recommend regular cleaning to avoid limescale build up. You can use a solution of vinegar and water or Restorex to remove limescale.
How do I go about processing a service request?		Refer to warranty information over the page section 7
I need some spare parts for my product. How do I get them?		Either call your retailer or give us a call on 09 837 4276 with your spare part requirements
My softclose drawer is not closing properly	Incorrect installation or an obstruction is preventing the drawer from closing	<ul style="list-style-type: none"> <li>• Check that there is nothing obstructing the drawer such as plumbing or a tap hose</li> <li>• Check that the drawer box has been installed correctly - section 4</li> <li>• Check that the cabinet is installed correctly i.e. level &amp; wall is plumb - see section 2 and consult your installer</li> </ul>
My St Michel Universal Waste is not draining well. What do I do?	Debris build up i.e. soap scum, hair etc.	Pull out the easy clean plug. Remove debris and if required use a drain cleaning product. Run fresh water and replace plug by pushing and turning to engage lock position.
I'm not sure what I should clean my basin and cabinet with.		Mild detergent and warm water as per section 5.0 of this guide.  Cherry Pie <b>Matte</b> basins stubborn stains can be removed with a Scotchbrite pad
My basin is pooling water	Basin not level or limescale/calcium build up around waste	Remove calcium build up and check that your basin is level left to right, front to back - see section 2

## Warranty

Unless otherwise stated warranties for St Michel products are as follows:

Category	Sub Category	Residential Warranty*	Commercial Warranty*	St Michel Outlet Store
Tops & Basins	Ceramic Basins	5 years	1 year	1 year
	Mineral Cast Basins	5 years	1 year	1 year
	Matte Top Solid Basins	5 years	1 year	1 year
	Cherry Pie® Tops	10 years	1 year	1 year
	HPL Tops	5 years	1 year	1 year
	Permasield Acrylic Basins	10 years	1 year	1 year
Furniture	Vanity & Storage Units	5 years	1 year	1 year
	Mirror Cabinets	2 years	1 year	1 year
Mirrors, Lights & Accessories	Mirror Only	2 years	1 year	1 year
	Bathroom Lights	2 years	1 year	1 year
	Traps & Wastes	1 Year	6 Months	6 Months
	Accessories	1 Year	6 Months	6 Months

\* *Residential Warranty* applies to any St Michel products being utilised in a normal domestic capacity

\* *Commercial Warranty* applies to any St Michel products installed in a commercial situation. Commercial situations are defined as public washrooms, public buildings, schools, sports centres, gymnasiums, hospitals, motels, hotels and retirement villages

## Warranty Information

### What is covered (subject to conditions of use)

We warrant our products to be free of substantial defects in materials and workmanship for the warranty period above, from the original date of purchase. This is in addition to the conditions and guarantees of the Consumer Guarantees Act (1993)

In the event of a substantial defect in materials or workmanship, we will, at our sole discretion, repair or replace the defective product or provide a refund up to the original purchase price of the product.

### What is not covered by this warranty

- Defects resulting from use other than normal residential use, or resulting from the product not being used or cared for in accordance with the Care & Maintenance - section 5.0
- Defects that have been caused by accident, abuse, neglect or misuse including (but not limited to) any form of damage including water damage, basin defects caused by water temperature in excess of 55°C. Defects resulting from humidity or other environmental conditions or any Act of God
- Defects caused by improper installation. The relevant St Michel installation instructions must have been strictly followed, and the product installed in accordance with the relevant building and plumbing codes and in a good tradesman like manner. We recommend that the product is installed by a Licensed Building Practitioner or Registered Plumber. Electrical installation must be carried out by a registered electrician.
- Claims by the customer, or anyone claiming through the customer, for labour, material, or any other costs incurred in removed defective goods and refitting any replacement.
- Noise or vibration that is normal for that particular product, e.g. drawer runner or hinge opening and closing sounds
- Damage caused by overloaded drawers or shelves

Please be aware that in keeping with our policy of continuous improvement, St Michel reserves the right to change the specification in design and materials without notice and with no obligation to refit products or components as previously manufactured.

### How to make a claim

If you wish to make a claim against your Warranty, please provide full details directly to us at [info@stmichel.co.nz](mailto:info@stmichel.co.nz) including:

- The particular product model
- The serial number of the product if available (the sticker is located on the upper left hand side of the back panel of all vanities manufactured since July 2013)
- A complete description of the problem (with supporting photos if relevant)
- A copy of your invoice, or other proof of purchase (e.g. for a new home, details of build/ possession dates and the building company)
- Your contact details including the address where the product is located and the best daytime contact number

Once we receive your claim we will review it and may contact you for further information. Once we have assessed the claim and determined that it is the result of a defect covered by the warranty, we will arrange for the repair, replacement or refund that we determine to be the best solution.

Please also be aware that if once we visit the site to investigate or repair the product and find that it is not in fact a defect or product fault and therefore not covered by this warranty, that we may charge for the time and travel incurred

## INSTALLERS MAY BE LIABLE

Installers need to know that under the Consumer Guarantees Act (CGA) they are responsible for any product they supply AND/OR install.

If a Homeowner supplies a product which you believe is not up to the job, **you must say so.**

If a product or service, provided by you, fails any CGA guarantees, the Consumer can ask for the job to be fixed at no extra cost. If the repair takes more than a reasonable time to fix, the Consumer can arrange the repair and claim the cost from you, or cancel the job and refuse to pay for the work done.

ALSO if the work has caused other loss or damage, you may also be liable for consequential loss.

***Always buy a recognised brand from a recognised merchant.***

***[www.pdanz.org.nz](http://www.pdanz.org.nz)***

**Product no.**

.....

**Product Name:**

.....

**Date purchased:**

.....

**Purchased from:**

.....

.....

**st.michel**  
BATHROOMWARE

St Michel Industries Ltd

2 Enterprise Drive, Henderson, Auckland 0612 | PO Box 21 122, Henderson, Auckland 0650  
phone (09) 837 4276 | email [info@stmichel.co.nz](mailto:info@stmichel.co.nz) | fax (09) 837 4325

MARCH 2020