

# USER MANUAL

## NUGEN Lead Free Brass Single Lever Mixer

- **NGMLF1000** - Lead Free DZR Brass Hob Mounted Basin Mixer w/ Yellow and Blue Printed Handle
- **NGMLF2000D** - Lead Free DZR Brass Hob Mounted Basin Mixer w/ Yellow and Blue Printed Care Handle
- **NGMLF3500** - Lead Free DZR Brass Hob Mounted Low Line Swivel Spout Sink Mixer w/ Yellow and Blue Printed Handle
- **NGMLF3500D** - Lead Free DZR Brass Hob Mounted Low Line Swivel Spout Sink Mixer w/ Yellow and Blue Printed Care Handle
- **NGMLF4000** - Lead Free DZR Brass In-Wall Recess Shower Mixer w/ Yellow and Blue Printed Handle



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## Scope of Use

Installation of all products should adhere to the manufacturer's guidelines, as well as comply with PCA, AS/NZS3500 standards, and any other relevant regulatory provisions. This product range complies with the Lead Free requirements of the National Construction Code Volume Three.

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- **Installation:** Refer to the installation instructions included within this manual
- **Suitable for indoor use**
- **Temperature recommendation:**
  - Single temperature up to: 50°C
  - Dual temperature up to: 80°C
  - Minimum temperature: 5°C
- **Mounting:** Wall or in line installation

## Technical Information

<b>Body Material</b>	Lead Free DZR Brass
<b>Cartridge</b>	<ul style="list-style-type: none"> <li>· Ceramic Disc (Kerox) - Cold Start: NGMLF1000 &amp; NGMLF2000D</li> <li>· Ceramic Disc (Kerox) - Normal Operation: NGMLF3500, NGMLF3500D &amp; NGMLF4000</li> </ul>
<b>Cartridge Size</b>	35mm
<b>Inlet</b>	<ul style="list-style-type: none"> <li>· 15mm Female Flexible Connections: Basin &amp; Sink Mixers</li> <li>· 15mm Female Connections: Shower Mixer</li> </ul>
<b>Outlet</b>	Low Line Swivel Spout: NGMLF3500 & NGMLF3500D
<b>Flow Style</b>	Laminar Flow: Basin & Sink Mixers
<b>Working Pressures</b>	150kPa-500kPa
<b>Recommended Working Pressures</b>	350kPa
<b>Working Temperatures</b>	5°C - 80°C
<b>Finish</b>	Chrome Plated
<b>Servicing</b>	Preventative Maintenance

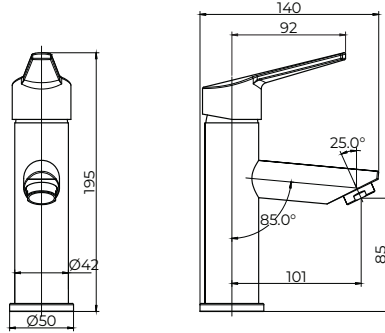
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## Product Images & Technical Drawings



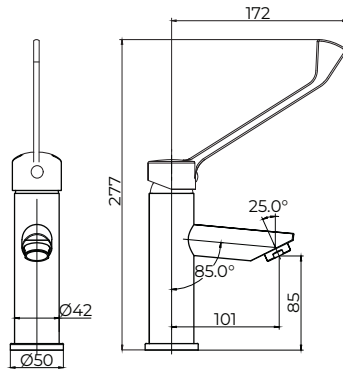
**NGMLF1000**

Lead Free DZR Brass Hob Mounted Basin Mixer w/ Yellow and Blue Printed Handle



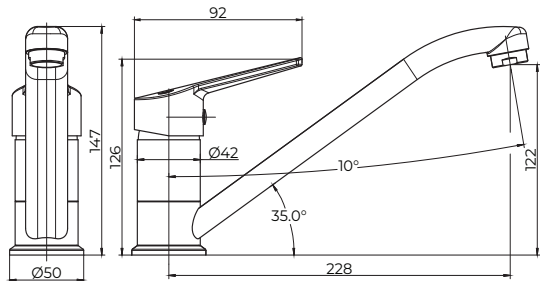
**NGMLF2000D**

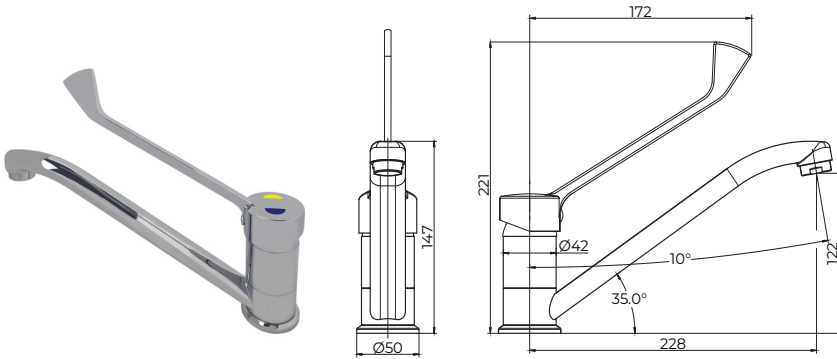
Lead Free DZR Brass Hob Mounted Basin Mixer w/ Yellow and Blue Printed Care Handle



**NGMLF3500**

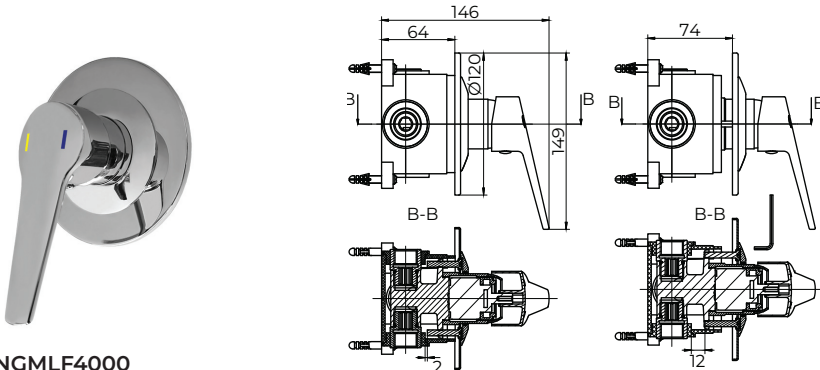
Lead Free DZR Brass Hob Mounted Low Line Swivel Spout Sink Mixer w/ Yellow and Blue Printed Handle





**NGMLF3500D**

Lead Free DZR Brass Hob Mounted Low Line Swivel Spout Sink Mixer w/ Yellow and Blue Printed Care Handle



**NGMLF4000**

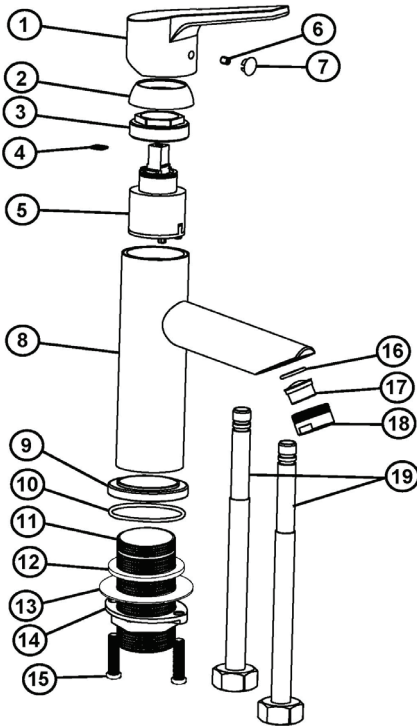
Lead Free DZR Brass In-Wall Recess Shower Mixer w/ Yellow and Blue Printed Handle

Note: Dimensions are provided as a guide and are subject to manufacturing tolerances.

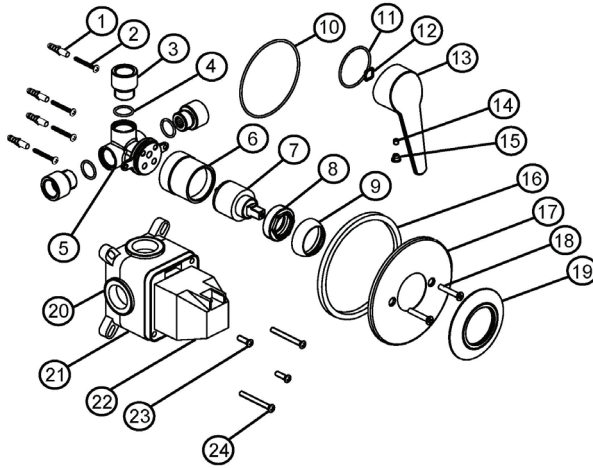
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## Exploded Drawings

NGMLF1000



Item #	Description	Qty.	Spare Parts
1	Handle	1	<input checked="" type="checkbox"/>
2	Cartridge Dome	1	<input type="checkbox"/>
3	Cartridge Nut	1	<input type="checkbox"/>
4	Washer	1	<input type="checkbox"/>
5	Cartridge	1	<input checked="" type="checkbox"/>
	Preventative Maintenance		
6	Grub Screw	1	<input type="checkbox"/>
7	Grub Screw Cover	1	<input type="checkbox"/>
8	Body	1	<input type="checkbox"/>
9	Flange	1	<input type="checkbox"/>
10	Flange O-Ring	1	<input type="checkbox"/>
11	Fixing Thread	1	<input type="checkbox"/>
12	Rubber Washer	1	<input type="checkbox"/>
13	Metal Washer	1	<input type="checkbox"/>
14	Fixing Nut	1	<input type="checkbox"/>
15	Fixing Screws	2	<input type="checkbox"/>
16	Aerator Washer	1	<input type="checkbox"/>
17	Aerator	1	<input checked="" type="checkbox"/>
18	Aerator Housing	1	<input type="checkbox"/>
19	Flexible Hose	2	<input checked="" type="checkbox"/>

**NGMLF4000**


Item #	Description	Qty.	Spare Parts
1	Wall Plug	4	<input type="checkbox"/>
2	Wall Screws	4	<input type="checkbox"/>
3	Waster Connections	3	<input type="checkbox"/>
4	O-Ring	3	<input type="checkbox"/>
5	Mixer Body	1	<input type="checkbox"/>
6	Mixer Cover	1	<input type="checkbox"/>
7	Cartridge Preventative Maintenance	1	<input checked="" type="checkbox"/>
8	Cartridge Nut	1	<input type="checkbox"/>
9	Cartridge Dome	1	<input type="checkbox"/>
10	Large O-Ring	1	<input type="checkbox"/>
11	Medium O-Ring	1	<input type="checkbox"/>
12	Washer	1	<input type="checkbox"/>

Item #	Description	Qty.	Spare Parts
13	Handle	1	<input checked="" type="checkbox"/>
14	Grub Screw	1	<input type="checkbox"/>
15	Grub Screw Cover	1	<input type="checkbox"/>
16	Cover Plate Rubber	1	<input type="checkbox"/>
17	Cover Plate	1	<input type="checkbox"/>
18	Cover Plate Screws	2	<input type="checkbox"/>
19	Cover Plate Flange	1	<input type="checkbox"/>
20	Plastic Box (Bottom)	1	<input type="checkbox"/>
21	Plastic Box (Top)	1	<input type="checkbox"/>
22	Plastic Cover	1	<input type="checkbox"/>
23	Body Screws	2	<input type="checkbox"/>
24	Plastic Cover Screws	2	<input type="checkbox"/>

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## Installation Steps

### NGMLF1000, NGMLF2000D INSTALLATION STEPS

#### Important Note

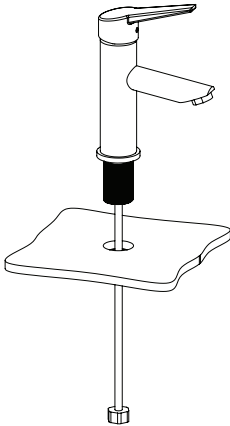
Mixer must be installed to the requirements of AS/NZS 3500 by a qualified and licenced plumber.

Before installing the tap check the water pressure is between 150kPa and 500kPa.

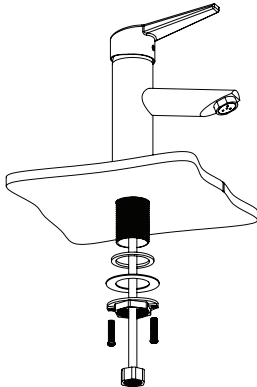
A. Please flush out new pipe work prior to connecting the new mixer.

B. All mixers should be installed with isolating stop valves.

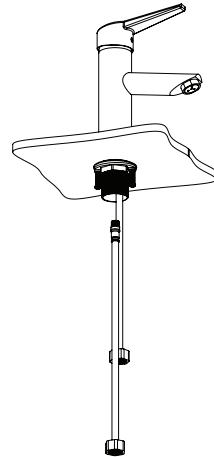
Step 1. Remove rubber washer, fixing plate and fixing nut.



Step 2. Screw in 1 flexi hose.



Step 3. Place the tap into the pre-punched hole in the sink or basin with the flexi hose going first.



Step 4. From underneath, fix rubber washer, fixing plate and fixing nut and tighten the 2 fixing screws. Ensure the tap is firmly attach.

Step 5. Screw in the second flexi hose.

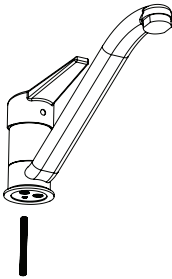
Step 6. Screw both flexi hoses to water supply and check for leaks.

Step 7. Activate tap and verify operation.

## NGMLF3500, NGMLF3500D INSTALLATION STEPS

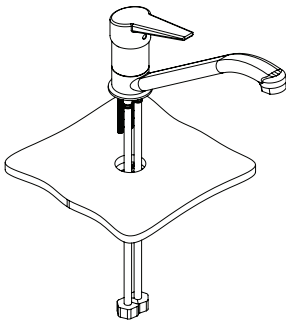
Step 1. Drill a hole 34mm to 36mm if the basin/bench do not have any access.

Screw in the fixing bolts.

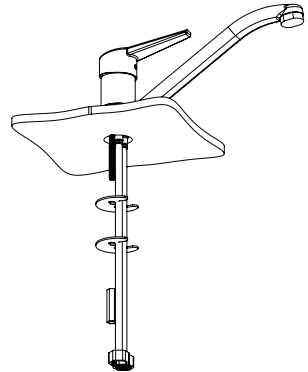


Step 2. Screw in the two flexible hoses.

Step 3. Place the tap unit in the pre-punched hole in the sink or basin with the flexible hoses going first.



Step 4. From underneath the basin, fix rubber seal, fixing plate and fixing nuts with a socket set or a tube spanner to clamp the mixer onto the basin. Ensure the tap set is firmly attached.



Step 5. Connect the mixer to the water supply by connecting the two flexible hoses to the isolating stop valves.

Step 6. Turn on water supply, check for leaks. Activate tap and verify operation.

### Important Information

We do not recommend dismantling the internal parts of the tap set.

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## NGMLF4000 INSTALLATION STEPS

Step 1. Fit the mixer body to a suitable mounting surface or noggin using supplier screws. Ensure the mixer body is installed square (using the spirit level on the cover) and recessed such that the cover plate sits flush on the finished wall.

If you have additional wall finishings outside of standard installations, please ensure that this is taken into consideration when assessing the installation position of the in-wall mixer body. Ensure serviceable areas are accessible.

Step 2. Ensure the in-wall mixer body is sealed and waterproofed such that water and moisture will not penetrate the wall. Make the inlet/ outlet connections as per below image. Do not remove the protective cover until ready to complete installation by installing cover plate and handle.

Step 3. Remove protective cover. Apply a suitable sealant to the rear of the cover plate and install to the body.

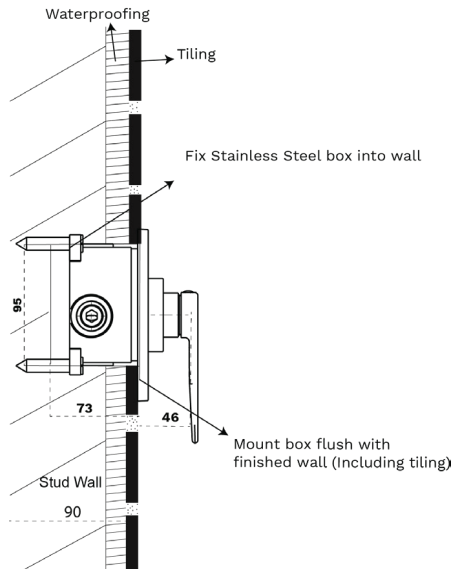
Step 4. Screw fixing plate onto the mixer valve using 2xM5x10 buttonhead screws. NOTE: Ensure to align threaded holes with the cover plate using the diagonal hole position.

Step 5. Place the cover plate over the mixer and screw into place using the 2 x M5 x 65mm countersunk screws.

Step 6. Push cover flange over the mixer and against the cover plate.

Step 7. Fit the handle to the mixer cartridge, ensuring it fully engages with the spindle. Screw in and tighten the grub screw and place the handle screw cover.

Step 8. Activate the hot and cold water supplies and verify operation.



# Water Quality

## Maximum chloride Cl- level Guidelines in plumbing systems

	Cold Water	Hot Water
Grade 304L	200	50
Grade 316L	1000	250

When materials may be used in either hot or cold water lines, the guidelines for hot water should be used.

Within these guidelines at ambient temperatures and provided the pH >~6, any negative effect to stainless steel will be unlikely.

Note: Chlorides in water - where the density of the solvent (water) is 1 (which it is to within 0.1% at ambient temperatures), then mg/L = ppm.

For brass products, please ensure the chlorine and chloramines levels are not more than 0.4 ppm.

Please ensure that the water quality supplied to the fixtures meets safe drinking standards to prevent potential staining of the product.

## Chlorine guidelines (not to be confused with chloride)

- 304L suitable for chlorine levels up to 2ppm.
- 316L suitable for chlorine levels up to 5ppm.
- Short term dosing, for example 25-50ppm, for sterilisation purposes of 24-48 hours acceptable if effectively flushed through afterwards.
- Sterilisation is essential during commissioning of potable water systems.

Reference: <https://www.assda.asn.au/component/content/article?id=271:chlorine-and-chloride--same-element,-very-different-effect>

# Troubleshooting

Problem	Cause	How to Fix
Tap is not shutting off	<ul style="list-style-type: none"> <li>• Debris</li> <li>• Grease/ lubricants</li> <li>• High pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Have you flushed the water line for a minimum of 1 minute before connecting the water</li> <li>• Have you installed the strainer and flow controller if provided</li> <li>• If debris has gone through the cartridge, this is more than likely to be the cause. If the ceramic disc is broken or damaged, then the cartridge must be replaced</li> <li>• Have you checked to make sure the pressure is to manufacturer's recommendations and in line with the plumbing code</li> </ul>

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Problem	Cause	How to Fix
Issue with water flow	<ul style="list-style-type: none"> <li>• Not enough water</li> <li>• Too much / little water</li> </ul>	<ul style="list-style-type: none"> <li>• Check for blockage in the inlet where the strainer is fitted or is the aerator blocked with debris</li> <li>• Is the isolating valve fully open on both hot and cold</li> <li>• Have got these in a bank, if so, is the inlet pipes been sized correctly</li> <li>• Has the laminar flow control been installed</li> <li>• High pressure exceeding the plumbing code will have an effect on the product and must not exceed 500kPa</li> <li>• If flexi hoses are used, ensure it's not kinked/twisted</li> </ul>
Not enough water	<ul style="list-style-type: none"> <li>• Taps installed in a bank or a trough</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the main pipe size is sized correctly to ensure adequate water is able to service the taps installed in a bank or a trough</li> </ul>
The tap is leaking	<ul style="list-style-type: none"> <li>• Debris</li> <li>• Loose cartridge</li> </ul>	<ul style="list-style-type: none"> <li>• Have you flushed your water lines</li> <li>• If rubbish has gone through the cartridge, there is a high chance</li> <li>• Tighten cartridge lock nut</li> </ul>
No water	<ul style="list-style-type: none"> <li>• Isolating valve is off</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the Isolating valve is turned on</li> </ul>
How often do I need to service my tap	<ul style="list-style-type: none"> <li>• Prevent product failure</li> </ul>	<ul style="list-style-type: none"> <li>• Service and maintenance of the main operating parts is recommended as this will prolong the life of the product</li> </ul>

## Cleaning & Maintenance

To minimise downtime and maximise the functional life of the product, GENTEC recommends servicing your product at least every 12 months, under heavy use may need to be checked and serviced more often.

- The product must be handled carefully to avoid causing any physical damage.
- Use the product at least once every week to ensure all parts are kept lubricated and functioning properly.
- Service the product at least once a year to avoid any product failures - The service timeline provided is based on normal use. More frequent servicing may be required for heavy usage.
- A working pressure of 350kPa is highly recommended to ensure the maximum up-time of the product.
- Regularly clean the product with a soft cloth with warm soapy water, wash off with warm water and dry off with a soft dry cloth, paying attention to removing the dust and contamination in the bends and joints is highly recommended.
- Abrasives, hard clothes, strong acids, and bleaches must be avoided when cleaning all GENTEC products.

Parts	Product Name
NGM9000	NUGEN cartridge basin mixer only (cold start)
NGM9100	NUGEN handle standard only
REB9200D	REBEL LESS LEAD NUGEN disabled extended handle with yellow & blue print
AEM20-6L	Aerator M20 - 6.0lpm Laminar Flow Black (STD insert) [To suit STSLF/NGMLF]
GPJ9010C	GPURE JETFLO inlet hose for GPure - cold
GPJ9010H	GPURE JETFLO inlet hose for GPure - hot

## Responsibly Sourced



### Reduce Carbon Footprint

GENTEC is rejuvenating the product- no power, less maintenance and longer life.

### Rejuvenation Program

To learn more about the rejuvenation program, please contact our customer service at [info@gentecaustralia.com.au](mailto:info@gentecaustralia.com.au) for more information.

### Ethically and Environmentally Sourced

Please refer to GENTEC Business Ethics & Ethical Sourcing Policy at <https://gentecaustralia.com.au/terms-and-conditions/>



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Gentec products come with a Manufacturer's Warranty. To ensure the validity of this warranty, Gentec products must be installed following the provided installation instructions and adhering to AS 3500, NCC Volume Three, relevant Australian Standards, and any local authority requirements applicable to the product. Additionally, water and electrical supply conditions must meet the appropriate national and/or state standards. Non-compliance with these provisions may void the warranty and impact product performance.

Note: The information provided is only a guide, actual product may differ. The information here should not be relied on without clarification with Gentec. Gentec reserves the right to make design changes at any time without notification.

\*Subject to terms and conditions. For detailed warranty information, installation compliance, maintenance and cleaning guidelines, and other relevant details, please visit <https://gentecaustralia.com.au>

[gentecaustralia.com.au](https://gentecaustralia.com.au)