

# Wellbeing® Amara Sink Mixer with Gooseneck Spout

## Installation and Maintenance Instructions

**AMA309**



### technical data

Inlet Connection	15mm (1/2" BSP)
Working Pressure Range	100 - 800 kPa Hot and cold water inlet pressures should be balanced
Operating Temperature Range	0 - 70°C
Flow Rate	7.6 L/min (3 Star WELS) - Fitted 3.7 L/min (6 Star WELS), 4.6 L/min (5 Star WELS) - Supplied in carton
Basin / Sink Cut Out Size	34 - 37 mm diameter
Maximum Bench Thickness	40 mm (20mm with stabilising washer)

Enware products are to be installed in accordance with the Plumbing Code of Australia (PCA) and AS/NZS3500. Installations not complying with PCA and AS/NZS 3500 may void the product and performance warranty provisions.

Reference should also be made to the Australasian Health Facility Guidelines (AHFG), ABCB and Local Government regulations when considering the choice of, and the installation of these products.

This product must be installed and commissioned by a qualified plumber.

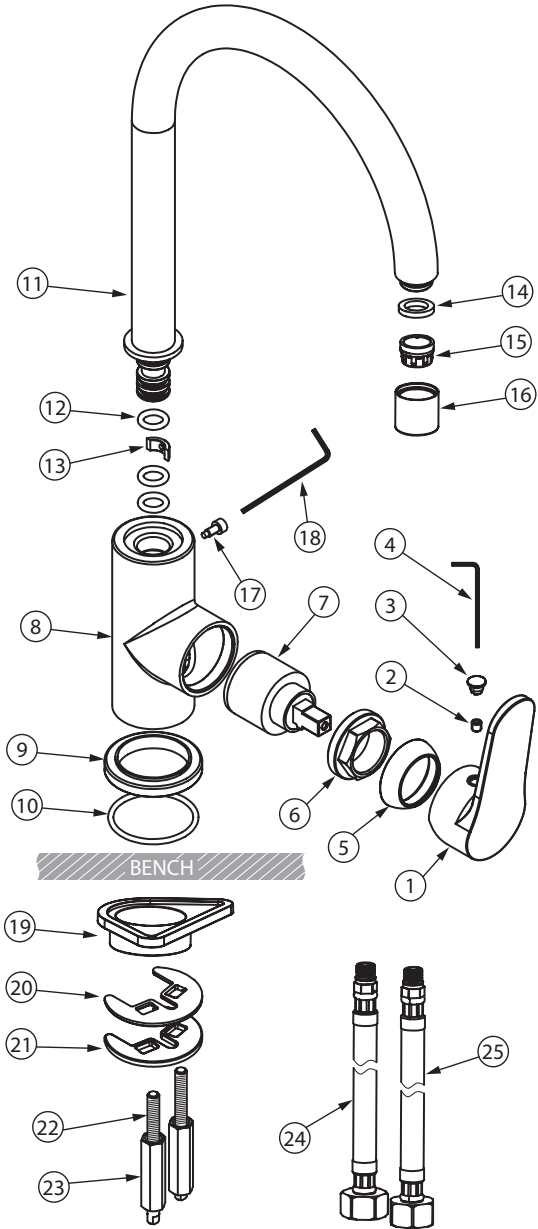
For use with potable water only.

NOTE: Enware Australia advises:

1. Due to ongoing Research and Development, specifications may change without notice.
2. Component specifications may change on some export models.

100427\_04 Jun 2026

Rev. A.2



- 1 Lever handle
- 2 Grub screw
- 3 Handle plug
- 4 Allen key 2.5mm
- 5 Cover cap
- 6 Cartridge retaining nut
- 7 Cartridge
- 8 Body
- 9 Base flange
- 10 O-ring BS130
- 11 Swivel Spout
- 12 Spout O-ring Ø16x3
- 13 Spout retainer
- 14 Aerator washer 18x12x2.8
- 15 Aerator
- 16 Aerator housing
- 17 Spout fixing screw M4
- 18 Allen key 3mm
- 19 Stabilising washer
- 20 Fixing washer
- 21 Fixing plate
- 22 Fixing bolt M6x80
- 23 Fixing nut M6x42
- 24 Inlet hose hot M10 x G1/2 x 450-DN6
- 25 Inlet hose cold M10 x G1/2 x 450-DN6

# installation

- All supply lines must be flushed thoroughly to remove debris prior to the installation of this product, as per AS/NZS 3500.1. Strainers (40 mesh) are recommended if debris is an ongoing problem.
- A pressure reduction valve may be required to comply with the recommended maximum supply pressure and/or balanced pressure requirements.
- It is recommended that isolation valves are installed on both hot and cold supplies prior to the tap and that these are easily accessible.

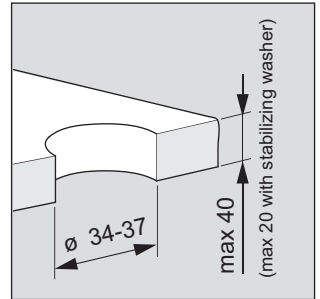


IMAGE 01

## INSTALLATION

1. Prepare a tap hole on bench.  
Tap hole can be between 34 – 37mm in diameter, maximum bench thickness is 40mm (20mm with stabilising washer). SEE IMAGE 01
2. Screw fixing bolts [22] into tap body [8].
3. Screw inlet hoses [24] [25] into bottom of tap body [8], and tighten by hand. Hot inlet is marked with red on the tap body.
4. Feed hoses through base flange [9] and attach base flange to tap body, ensuring the O-ring [10] is in place.
5. Feed hoses through the tap hole on bench, and place tap in position.  
For basin / sink thickness less than 2mm (e.g. stainless steel sinks), fit the stabilising washer [19] underneath the bench. SEE IMAGE 02
6. Fit fixing washer [20] and plate [21] from underneath the bench, feeding the fixing bolts through the holes on washer and plate. Screw fixing bolts [23] onto the holes on washer and tighten with a spanner to fix the tap into place. Take care not to overtighten the fixing nuts for ceramic sinks.
7. Connect inlet hoses to stop taps for hot and cold water supply. Tighten nuts with a spanner while holding onto the hose crimp with pliers, and ensure that the hose is not kinked, bent, twisted, or stretched. (Minimum bend radius 40mm). SEE IMAGE 03  
Do not overtighten inlet hose fixing nuts.
8. Turn on water supply and test connections for leaks.

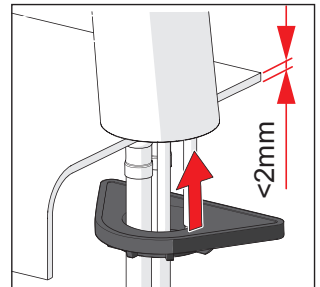


IMAGE 02

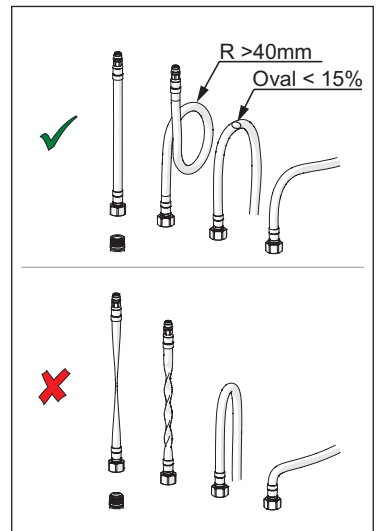


IMAGE 03

# maintenance

## CLEANING

Enware products should be cleaned with a soft damp cloth using only mild liquid detergent or soap and water. Do not use cleaning agents containing a corrosive acid, scouring agent or solvent chemicals. Do not use cream cleaners, as they are abrasive. Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.

## CLEAN AERATOR

Clean aerator [15 ] periodically.  
Unscrew the aerator, and rinse it under running water.

## REPLACING CARTRIDGE / REMOVING HANDLE

1. The cartridge is a non-serviceable part. A new cartridge must be used if the existing cartridge is damaged.
2. Turn water supply off and turn mixer handle on to drain water.
3. Remove the mixer handle by firstly prying off the handle plug [3] from the front of the handle, using a sharp hand tool. Use a 2.5mm Allen key [4] to unscrew the handle grub screw [2]. Pull the handle [1] off the stem of cartridge.
4. Unscrew cover cap [5] by hand.
5. Unscrew cartridge retaining nut [6] using a spanner.
6. Pull the stem of the cartridge [7] off the body until the seal is released. Remove the cartridge from the mixer body.
7. Inspect and replace as per the troubleshooting guide and spare parts list.

## REASSEMBLING

1. Align the locating lug on the cartridge to the locating hole in the tap body, and press the cartridge into position.
2. Screw cartridge retaining nut into mixer body and tighten using a spanner. Do not over-tighten.
3. Fit chrome cover cap and handle components back on.

For specific problems such as a leaking tap refer to Troubleshooting.

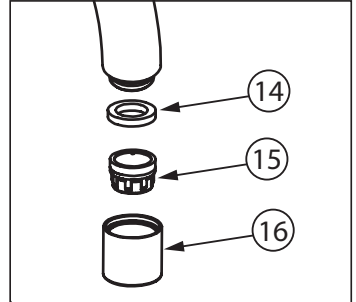


IMAGE 04

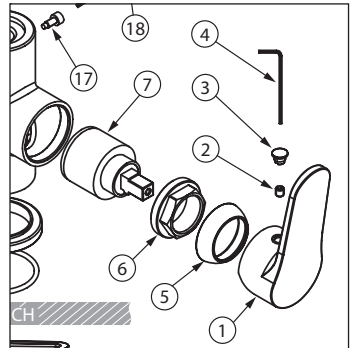


IMAGE 05

## REPLACING SWIVEL SPOUT O-RINGS

1. Unscrew spout fixing screw [17] off the tap body using 3mm Allen Key [18].
2. Pull spout up off the tap body to reveal spout O-rings [12] and retainer [13].
3. Replace O-rings with new, apply grease to the O-rings. (Use food grade silicone based grease.)
4. Re-assemble spout, ensuring the retainer [13] is aligned with the screw hole on the tap body. Fix the spout fixing screw back on, ensuring the screw is engaged into the retainer.

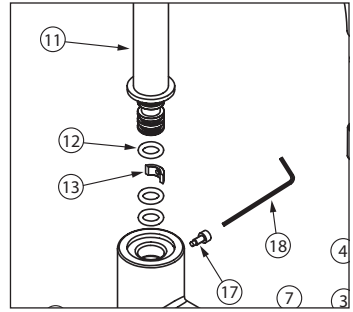


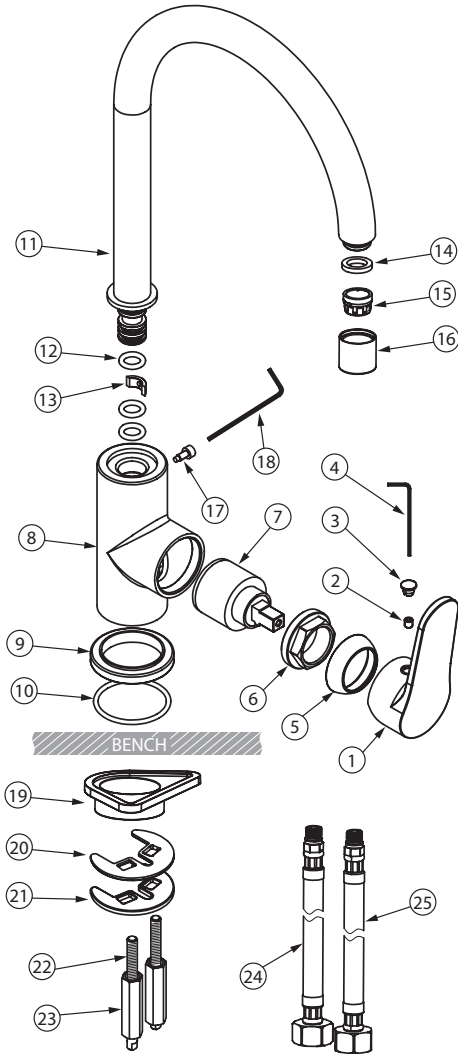
IMAGE 06

## troubleshooting

Refer to the following troubleshooting chart for specific problems and solutions.

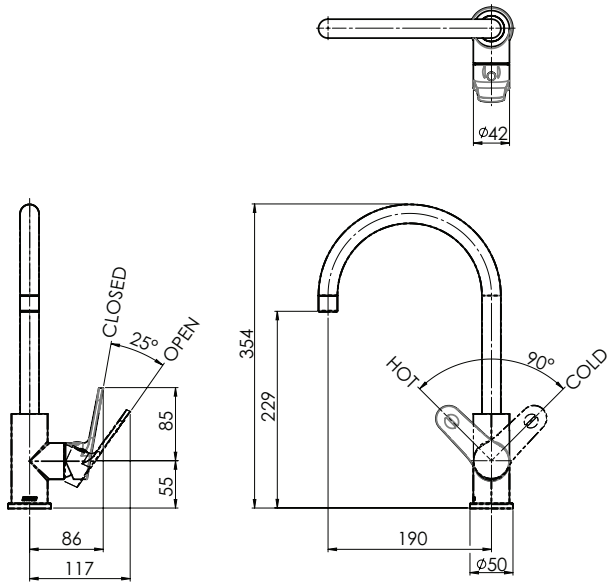
PROBLEM	CAUSE	RECTIFICATION
Leaking from outlet.	Cartridge is damaged or split.	Check pressure and install a pressure reduction valve. Replace cartridge.
	Supply pressures too high.	
	Incorrect installation.	Cartridge retaining nut has been over tightened. Replace cartridge.
	Cartridge has debris caught in the mechanism.	Remove cartridge and inspect. Remove debris and/or replace cartridge if damaged. Install an inline strainer.
Leaking from outlet.	Cartridge retaining nut is loose.	Check cartridge orientation and bottom seal, and tighten cartridge retaining nut.
	Cartridge not fitted correctly.	
Water is leaking from top of mixer body.	Cartridge seals are worn.	Replace cartridge.
Water is not flowing from tap.	Water turned off.	Turn water on.
	Aerator / Flow control is blocked by debris.	Remove aerator flow control from spout and clean debris. Install an inline strainer.
Hot water flows when handle is turned anti-clockwise.	Hot and cold connections are incorrect.	Reconnect hot and cold supply correctly to mixer.
Leaking from spout swivel joint.	Spout O-rings damaged or worn.	Replace spout O-rings.

# spare parts



DESCRIPTION	PART CODE
Lever Handle - Amara (Red/Blue) with grub screw and handle plug Parts: [1] [2] [3]	AMAS-027
Lever Handle - Amara (Yellow/Blue) with grub screw and handle plug Parts: [1] [2] [3]	AMAS-028
Grub screw and handle plug (pack of 10) Parts: [2] [3]	AMAS-005
Cover Cap & Cartridge Retaining Nut Parts: [5] [6]	AMAS-006
Cartridge - Amara Parts: [7]	AMAS-007
Aerator 3 star - 7.6 L/min TJ Parts: [14] [15] [16]	AMAS-019
Aerator 6 star - 3.7 L/min TJ Parts: [15]	AMAS-024
Aerator 5 star - 4.6 L/min TJ Parts: [15]	AMAS-025
Base Flange Parts: [9] [10]	AMAS-020
Spout O-rings Kit Parts: [12 x3] [13]	AMAS-021
Fixing Kit Parts: [19] [20] [21] [22 x2] [23 x2]	AMAS-010
Inlet Hose - Hot Parts: [24]	AMAS-011
Inlet Hose - Cold Parts: [25]	AMAS-012

# dimensions



All measurements are in millimetres.

# product warranty statement - WATTS AUSTRALIA

EFFECTIVE FROM 20 November 2023

This Warranty Statement applies to products supplied by Australian Valve Group Pty Ltd (ACN 068 227 270) (**AVG**) or Enware Pty Ltd (ACN 662 302 767) (**Enware**) (each of AVG and Enware, a Supplier) and installed within Australia.

Subject to the terms and conditions outlined in this Warranty Statement, each Supplier warrants to its customers that a product supplied by it (**Product**) will be free from all defects in material and workmanship under normal usage for the applicable Warranty Period (as set out in the Warranty Table below). The Warranty Period commences from the date of delivery of the relevant Product.

## 1. Conditions

The warranty provided under this Warranty Statement will not apply in respect of a Product (or any Product defect, fault or resulting damage) if:

- (a) the Product is not installed and maintained in accordance with the requirements of the applicable laws, standards and codes (including, without limitation to, the National Construction Code Volume Three – Plumbing Code of Australia, associated reference standards as applicable at the time and AS/NZS 3500);
- (b) the Product is not installed and maintained by a qualified technician in accordance with the relevant installation and operation manual and instructions; and
- (c) any Product defect, faulty or resulting damage arises from:
  - (i) failure by you or any other person to follow the relevant manual or instructions (relating to the handling, storage, installation, fitting, connection, adjustment, maintenance or repair of the Product) published or provided by the Supplier;
  - (ii) failure by you or any other person responsible for the fitting, installation, or other work on the Product to follow or conform to applicable laws, standards and codes (including, without limitation to, the AS/NZ 3500 set of Standards, all applicable State and Territory Plumbing Codes, the Plumbing Code of Australia and directions and requirements of local and other statutory authorities);
  - (iii) any parts or components not manufactured by the Supplier (or otherwise not authorised by the Supplier) are installed or combined with the Product, without the prior authorisation of the Supplier; or
  - (iv) any act or circumstance beyond our control including, without limitation to, accident, abnormal use, vandalism, fouling caused by foreign material, damage from adverse water conditions, chemical, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the Product, or any abuse, misuse, misapplication, improper installation or connection, or improper maintenance or alteration of the Product.

## 2. Make a claim

To make a claim under this Warranty Statement, you must notify the relevant Supplier in writing within 7 days of any alleged defect in the Product coming to your attention and provide the Supplier with proof of your purchase of the Product to the relevant Supplier:

- (a) If the Product is supplied by **AVG**, please contact AVG by telephone at 1800 284 287, or by email via its online portal <https://www.wattsau.com.au/support>.
- (b) If the Product is supplied by **Enware**, please complete the Product Service Request form (ENF091), which is available on request from our office (see contact details below), or online via <https://www.enware.com.au/warranty-service-form/>. All notifications and accompanying forms must be sent to Enware marked for the attention of Enware, 9 Endeavour Road, Caringbah NSW 2229. Enware can also be contacted by telephone (1300 369 273) or by email ([info@enware.com.au](mailto:info@enware.com.au)).

On receipt of a notification from you of a claim under this Warranty Statement, the relevant Supplier may contact you requesting you provide reasonably additional evidence, information or details about your claim, or requiring that the relevant Product should be returned to the Supplier (in accordance with the Supplier's instructions) for inspection and testing.

Your failure to comply with any such request within a reasonable amount of time may result in your claim under this Warranty Statement being rejected.

## 3. Our responsibilities

(a) In the event that the Supplier is reasonably satisfied that there is a defect in the relevant Product within the applicable Warranty Period, the Supplier will, at its option, replace the Product, supply an equivalent product or repair the Product, free of charge. Your costs in making a warranty claim under this Warranty Statement, including any costs in relation to freight, collection, delivery and installation, are to be borne and paid by you. However, if in respect of a Product, it is indicated in the Warranty Table that labour support will be provided, and the Supplier is reasonably satisfied that a defect in the Product takes place during the period that labour support will be provided as indicated in the Warranty Table, the Supplier will bear the costs for delivery, repair and installation of the replacement Product (as applicable).

(b) TO THE EXTENT PERMITTED BY LAW AND SUBJECT TO PARAGRAPH 4 BELOW AND THE OPERATION OF THE AUSTRALIAN CONSUMER LAW:

- (i) THE WARRANTY SET OUT IN THIS WARRANTY STATEMENT IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE SUPPLIER WITH RESPECT TO THE RELEVANT PRODUCT;
- (ii) THE SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED;
- (iii) THE SUPPLIER HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND
- (iv) THE REMEDY DESCRIBED IN THIS WARRANTY STATEMENT SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY, AND THE SUPPLIER SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOST PROFITS OR THE COST OF REPAIRING OR REPLACING OTHER PROPERTY WHICH IS DAMAGED IF THE PRODUCT DOES NOT WORK PROPERLY.

## 4. Australian Consumer Law

This paragraph 4 applies if you are a 'Consumer' (as defined in section 3 of the Australian Consumer Law (**ACL**)) and the Product or services supplied to you falls within the goods or services which, for the purposes of the ACL, are of a kind ordinarily acquired for personal, domestic or household use or consumption.

The Products and services provided by the Supplier come with guarantees that cannot be excluded under the ACL, and noting in this Warranty Statement should be interpreted as attempting to exclude, restrict or modify such guarantees or your rights under the ACL. For major failures with any services, you are entitled:

- (c) to cancel your service contract with us; and
- (d) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with Products. If a failure with the Product or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the Products and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Products or service\*.

## 5. Warranty table

\*the applicable period commences on the date of delivery of the Product.

PRODUCT GROUP	PRODUCT SERIES CODES	WARRANTY PERIOD (YEARS)*	LABOUR SUPPORT (YEARS)
Amara Lever	AMA	9	1