

# HERITAGE

## BATHROOMS

### *Installation Guide*



Models Covered:  
CFC32

Please keep this booklet for future reference.

Installer: When you have read these instructions, please ensure you leave them with the user.

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# INTRODUCTION



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Thank you for buying a Heritage Product. When you buy a Heritage product, you can be confident that it not only features a beautiful, distinctive, classic design, but that it has also been made to the very highest quality standards.

To ensure that it works to its full potential, it needs to be fitted correctly.

These fitting instructions have been created to give you all of the information you need and, if you need any further help, please do not hesitate to give us a call on: **0330 026 8503**.

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## SAFETY NOTES



Please read these instructions and retain for future use.

All products manufactured and supplied by Heritage are safe, provided they are installed correctly, used correctly, and receive regular maintenance in accordance with these instructions.

If you are in any doubt about your ability to install this product safely you must employ the services of a competent person who has experience of fitting products of this nature.

 Before starting any installation project please consider the following:

- Prior to drilling into walls, check there are no hidden electrical wires or cables or water supply pipes with the aid of an electrical detector.
- If you use power tools do not forget PPE:
  - Wear eye protection.
  - Unplug equipment after use.
- Keep electrical equipment away from sources of water.
- Shut off the mains water supply completely before proceeding with installation
- Ensure the mounting surface is sound, clean and dry before the product is installed.
- This product must not be modified in any way as this will invalidate the guarantee.

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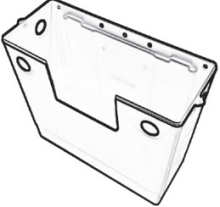
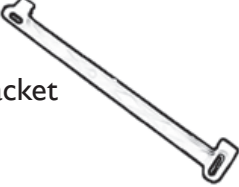
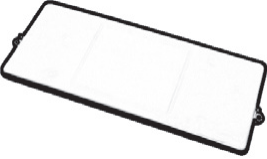
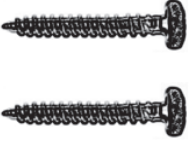
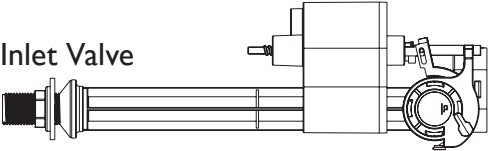

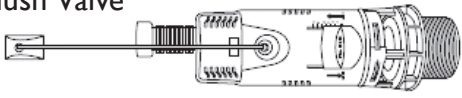

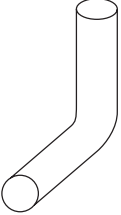
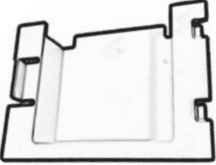

## INSTALLER GUIDELINES



- Make sure that all components listed are included with the product and check for any signs of damage.
- The fixings supplied with this product are suitable for SOLID WALLS only. Plasterboard or stud walls may require specialist fixings. Always ensure the product is securely installed before use.
- Do not overtighten the fixings or use any sealing compound otherwise it may damage the product.
- Access to the cistern must be made available to allow for future maintenance.
- We recommend fitting an isolation valve to the water supply for ease of future maintenance.

# PACK CONTENTS



Part No	Description	Qty	Part No	Description	Qty
<b>A</b>	Push Button 	1	<b>H</b>	Flush Pipe Coupling Nut 	1
<b>B</b>	Cistern Body 	1	<b>I</b>	Wall Mounting Bracket 	1
<b>C</b>	Cistern Lid 	1	<b>J</b>	Screws 	2
<b>D</b>	Inlet Valve 	1	<b>K</b>	Fixing Plugs 	2
<b>E</b>	Flush Valve 	1	<b>L</b>	Flush Pipe Connector 	1
<b>F</b>	Flush Pipe 	1	<b>M</b>	Access Cover 	1
<b>G</b>	Flush Pipe Washer 	1			

# INSTALLATION



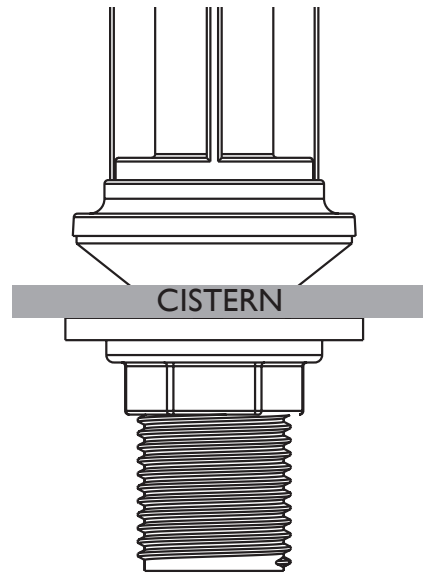
1

The inlet valve (D) is pre-assembled in the cistern (B). A filter is fitted in the tail of the inlet valve as standard and is suitable for pressures from 0.2 bar - 10 bar.

Ensure that the conical rubber sealing washer is on the inside of the cistern and the flat plastic washer is on the outside of the cistern body.

The backnut should be tightened by hand and then a further half turn using a suitable spanner or small wrench.

**DO NOT OVERTIGHTEN.**

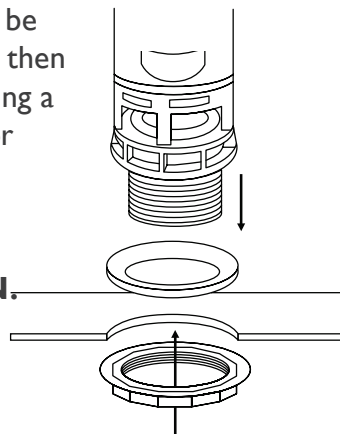


2

The flush valve (E) is pre-assembled in the cistern (B). Ensure that the rubber sealing washer is on the inside of the cistern and secure using the backnut. Ensure the flush valve is orientated correctly depending on the push button position.

The backnut should be tightened by hand and then a further half turn using a suitable spanner or small wrench.

**DO NOT OVERTIGHTEN.**



**LEFT**



**RIGHT**



# INSTALLATION

3

Establish the location of the cistern (B) relative to the WC pan using the minimum to maximum flush pipe heights below:

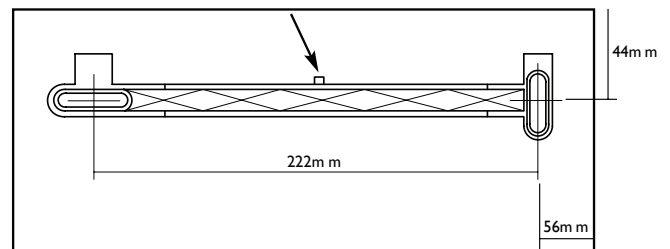
- 2" Flush Pipe: Min 100mm - Max 190mm

**Note:** The cistern should be fitted as high as possible inside a WC unit. In deep WC units or wall cavities, it may be necessary to fit a wooden baton to the rear of the unit or solid wall to move the cistern and flush pipe forwards.

Mark where the cistern is to be located (top and sides); use a spirit level to ensure the cistern is level.

Fit the wall mounting bracket (I) to the centre of the installation position as shown below, ensuring that the moulded arrow points towards the wall.

Check that the wall mounting bracket is level using a spirit level before finally tightening the screws (J, K). Hang the cistern on the wall mounting bracket. Note: The fixings supplied with this product are suitable for **SOLID WALLS** only. Plasterboard or stud walls may require specialist fixings.



Line markings of cistern

4

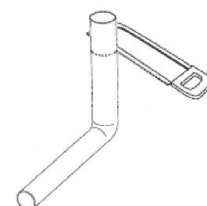
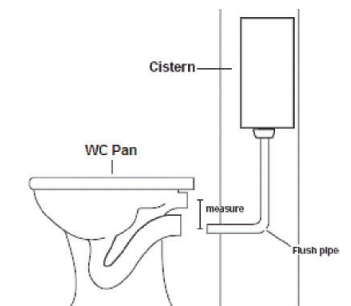
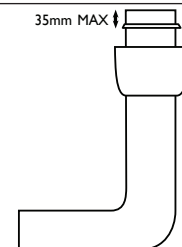
## Vertical Flush Pipe Adjustment

Place the coupling nut (H) followed by the seal (G) on the flush pipe. Insert the flush pipe (F) into the tail of the flush valve (E) and secure the coupling nut.

The fixing nut should be tightened by hand and then a further half turn using a suitable spanner or small wrench. **DO NOT OVERTIGHTEN.**

Offer the WC pan up to the flush pipe. Measure the vertical distance between the centre of the flush pipe (F) and the centre of the water inlet in the rear of the WC pan. Make note of this measurement. Remove the WC pan from its position in the room.

Undo the coupling nut (H) and remove the flush pipe from the cistern (B). Transfer the measurement made on to the flush pipe. Remove the section marked using a hack saw. The cut end of the pipe must be finished with sandpaper or a file.



# INSTALLATION



## 5 Horizontal Flush Pipe Adjustment

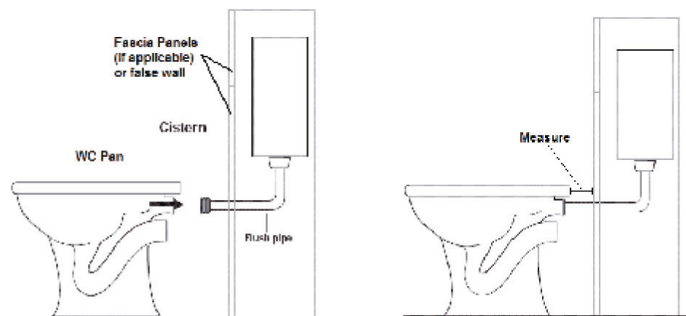
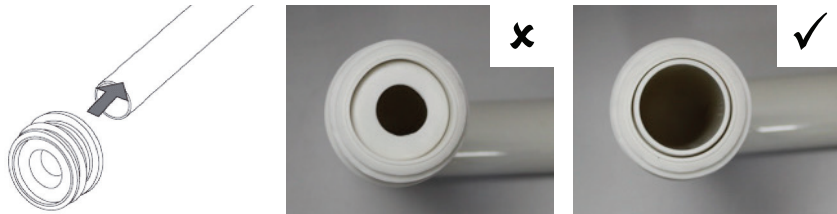
Push the flush pipe connector (L) on to the end of the flush pipe (F).

Place the coupling nut (H) followed by the seal (G) on the flush pipe (F).

Insert the flush pipe into the tail of the flush valve (E) and secure the coupling nut.

The fixing nut should be tightened by hand and then a further half turn using a suitable spanner or small wrench. **DO NOT OVERTIGHTEN.**

Push the WC pan back into position so that the flush pipe enters the water inlet in the rear of the pan.



Measure the distance between the rear of the WC pan and the front of the WC unit or wall (including any front panel or tiles). Make a note of this measurement.

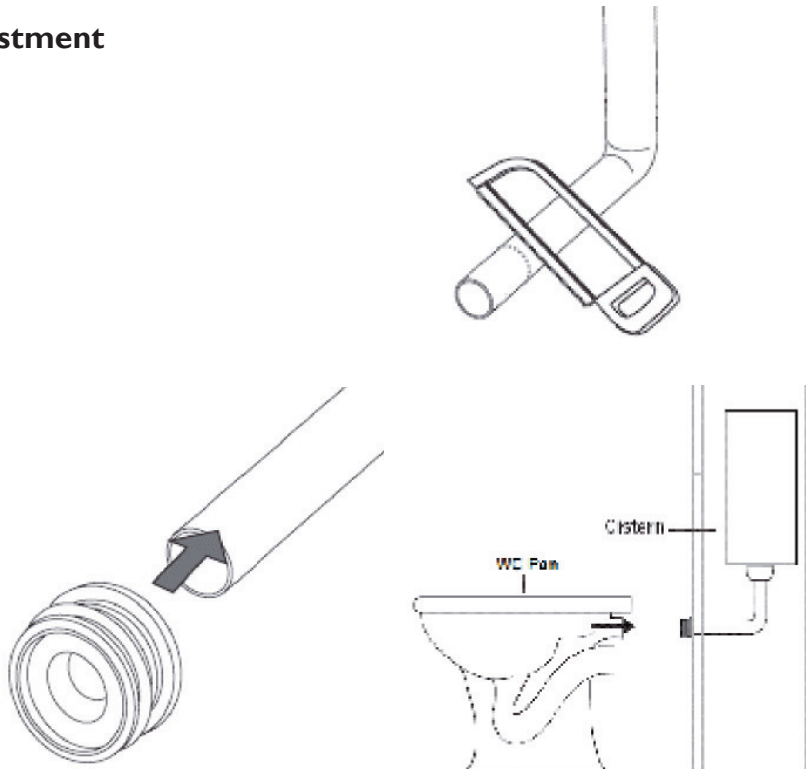
## 6 Horizontal Flush Pipe Adjustment

Move the WC pan away and remove the flush pipe (F) from the cistern (B). Transfer the measurement made on to the flush pipe. Remove the section marked using a hack saw. The cut end of the pipe must be finished with sandpaper or a file.

Reconnect the coupling nut (H), seal (G), and flush pipe connector (L) on to the flush pipe (F).

Fit the front panel onto the WC unit (if applicable).

Push the pan onto the flush pipe.

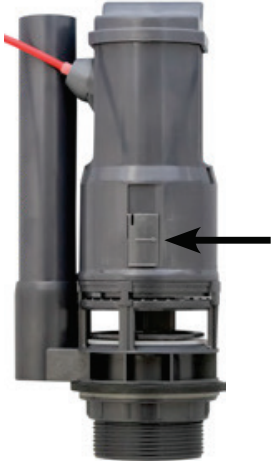





# COMMISSIONING



## Flush Valve

Set the flush valve to the required flush volumes:

6/4 LITRES		4/2.6 LITRES	
FULL FLUSH	PART FLUSH	FULL FLUSH	PART FLUSH
			
Slide fully closed.	Slide to position 3.	Slide fully open.	Slide to position 9.

Check the backnut/base seals are watertight on the flush valve (E) and inlet valve (D); tighten further if necessary. A filter is fitted in the tail of the inlet valve as standard and is suitable for pressures from 0.2 bar - 10 bar. Ensure the filter is fitted in the tail of the inlet valve (D) if within working pressures.

## Final Commissioning

Final commissioning must take place before enclosing the cistern. Always allow for easy access for maintenance. Commissioning must include checks for water tightness and correct functioning of equipment. Heritage and the manufacturer will not be held responsible for any losses arising from failure to comply with this notice.

1. Water pipes must be carefully aligned before connection to ensure that undue stress is not placed on the cistern connection.
2. Before turning on the water supply, check all components are free moving and all joints are correctly made.
3. Ensure all pipework is clear of debris.
4. Connect the water supply to the cistern inlet valve. Check thoroughly for leaks around the toilet, cistern, water inlet, flush pipe and waste connections.
5. Allow the cistern to fill and check that the inlet valve (D) shuts off on the water line indicated inside the cistern. If adjustment is needed, move the float up (clockwise) or down (anti-clockwise) by rotating the adjusting rod as required until the inlet shuts off on the water line indicated.



# COMMISSIONING

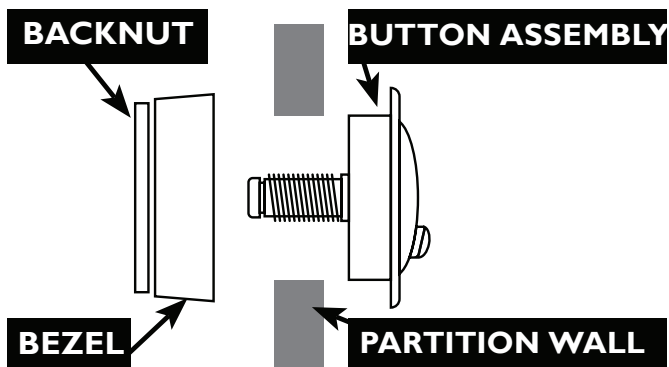


## Final Commissioning

6. Hold the adjusting rod down to cause the cistern to internally overflow. Ensure that the overflow can discharge the incoming water. If necessary, reduce the incoming water flow by partially closing the isolation valve (not supplied).
7. Fit the access panel (M) onto the front of the WC unit.
8. Fit the cistern lid (C) on to the cistern.

## Button Installation

1. Using a drill and appropriate drill bit, drill a 40mm hole in the fascia panel of the WC unit or false wall in a suitable position for the push button (A). Insert the button assembly through the hole and secure in place; hand tighten using the shroud and backnut provided. Do not overtighten as this could cause the button to stick.
2. Attach the cable from the flush valve (E) onto the back of the push button (A). Please ensure the route of the cable is not kinked.
3. Attach the fascia panel to the WC unit (if applicable).



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# TROUBLESHOOTING

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In the unlikely event that you encounter a problem with your Heritage product, please refer to the Troubleshooting guide below. If the problem persists, you must, in the first instance, contact the retailer you purchased it from.

They will advise as to whether it is due to a manufacturing fault or an installation fault. If the problem is due to a manufacturing fault, they will contact us to arrange a supply of a replacement product as soon as possible. If you need any further help, please do not hesitate to give us a call on **0330 026 8503** where our dedicated team of trained advisors will be happy to help.

Symptom	Possible Solutions
<b>The inlet valve will not let water into the cistern.</b>	<ul style="list-style-type: none"><li>• Check the water supply and isolation valve are turned on.</li><li>• Make sure the inlet valve float has free movement and is not in the shut off position.</li><li>• Check the inlet valve filter is free of debris; this can be removed from the inlet valve tail with pliers. Clean with warm, soapy water.</li></ul>
<b>The inlet valve will not shut off.</b>	<ul style="list-style-type: none"><li>• Make sure the inlet valve float has free movement and is not jammed.</li><li>• Check the inlet valve filter is free of debris; this can be removed from the inlet valve tail with pliers. Clean with warm, soapy water.</li></ul>
<b>The cistern is filling too quickly.</b>	<ul style="list-style-type: none"><li>• Ensure the inlet valve filter is fitted to the tail of the inlet valve</li><li>• Reduce incoming flow by partially closing the isolation valve (not supplied)</li></ul>
<b>The flush valve keeps running/flushing.</b>	Ensure the route of the cable is not kinked.
<b>The cistern is slow to empty.</b>	Check the flush pipe connector (L) has been installed correctly. See the Installation steps for more details.
<b>Leaking from the backnut.</b>	Check the flush valve (E). has been installed correctly. See the Installation steps for more details.

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## CARING FOR YOUR PRODUCT

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Heritage products are manufactured to the highest quality standards from premium materials, with hand polished finishes.

- For regular cleaning, we recommend warm water and a mild pH-neutral liquid soap to remove any day-to-day residues, and then polish with a soft cloth. Any residues from soap, toiletries etc should be rinsed off straight after use.
- The use of abrasive cloths, scouring pads, scrub sponges, steel wool or similar to clean your fittings may cause permanent damage. Some finishes may be tarnished by the dye found in some cloths, so it is important to avoid hanging cloths over your products.
- Please note that household bleaches and cleaners often contain harsh chemicals which may damage finishes should they come into contact with them. We strongly advise that harsh, abrasive or caustic chemicals containing acids, such as bleach or alcohol based cleaning agents should not be used on a daily basis. If you intend to use these in other areas of your bathroom, we recommend any over-spray is rinsed from your fittings immediately to minimise damage or discolouration.
- Do not use cistern cleaners containing chlorine (calcium hypochlorite). These can seriously damage the fittings in the cistern tank and potentially cause leaks.

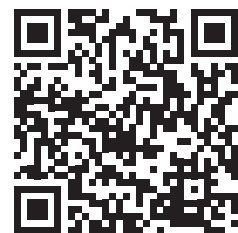
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## GUARANTEE

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The confidence we have in the quality of our products and services enables us to offer a free peace-of-mind product guarantee from 2 years up to a lifetime guarantee against any manufacturing faults, with proof of purchase. In addition, our attentive customer service team are available to help solve any problems which may arise quickly and effectively so you can enjoy your bathroom.



To see the specific guarantee for this product, visit the following URL or QR Code.

<https://www.heritagebathrooms.com/service-centre/guarantee>

# HERITAGE<sup>®</sup>

## BATHROOMS

We love to see how Heritage products are used so please keep in touch and share pictures of your new bathroom with us.



@heritagebathrooms

**If you have any queries, our dedicated customer service teams and products experts are available to help.**

**Email us [enquire@heritagebathrooms.com](mailto:enquire@heritagebathrooms.com) Call us 0330 026 8503 Website [www.heritagebathrooms.com](http://www.heritagebathrooms.com)**

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