

## Close Coupled/Back To Wall/High/Low WC Sainitaryware

### Fitting Instructions



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:

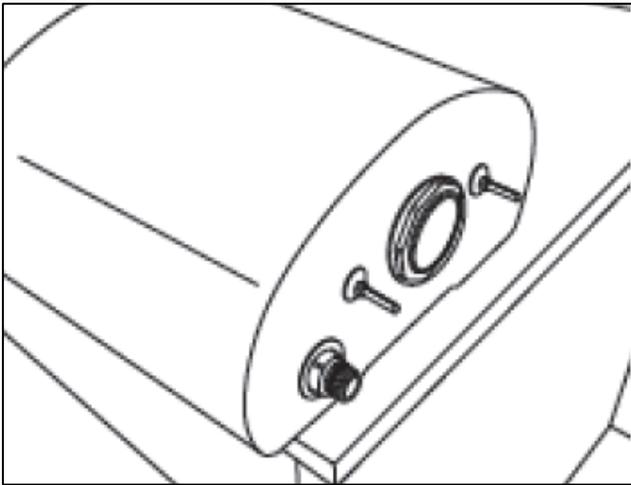
- Wear eye protection
- Unplug equipment after use



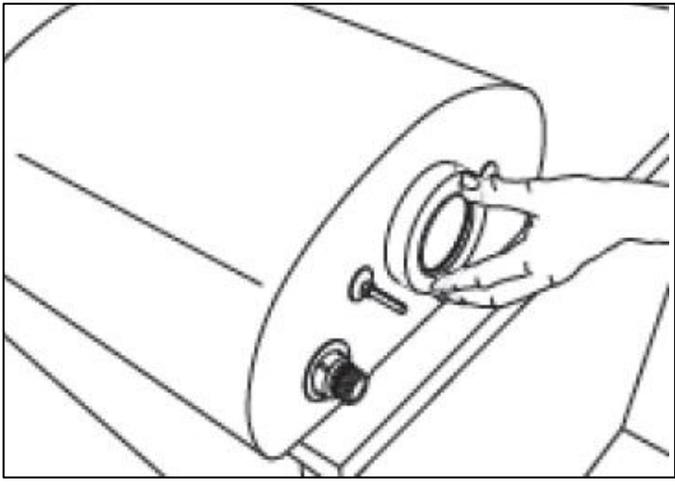
This is a heavy product & will require a two man lift.



# Close Coupled Installation.



1. Position the cistern on its back to allow fitting of the base coupling fittings. Fit the close coupling bolts from the inside of the cistern with the washers assembled as per the diagrams 1&2. (The actual kits vary depending on whether it is a lever or push button operated flushing system).



2. Locate the large foam seal and place this over the plastic cistern outlet positioned in the centre. The foam seal should fit flush with cistern base.

Diagram 1.

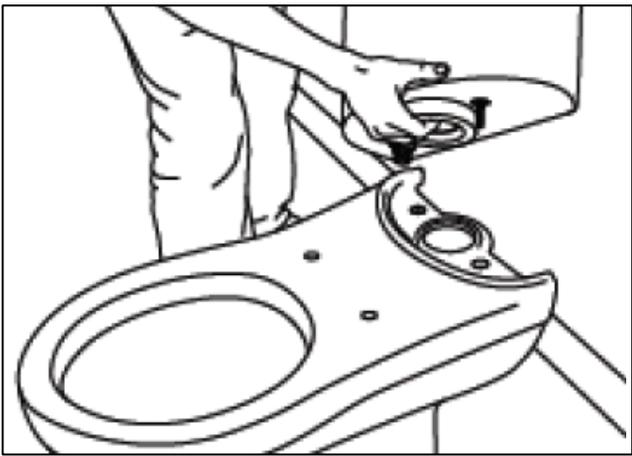
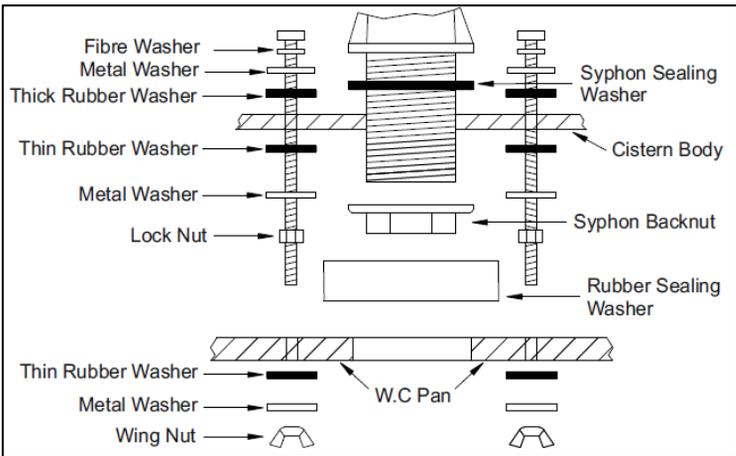
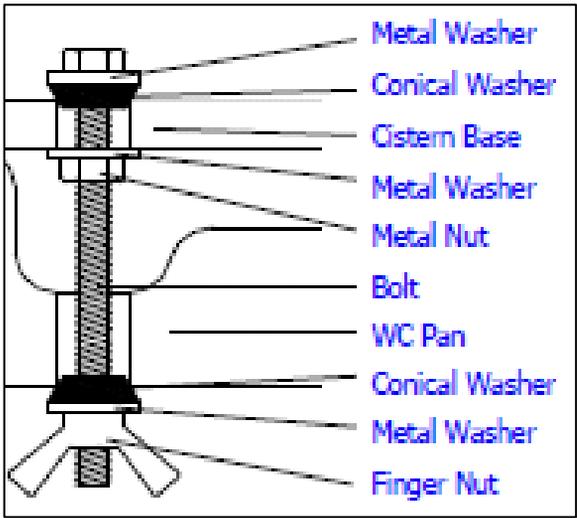


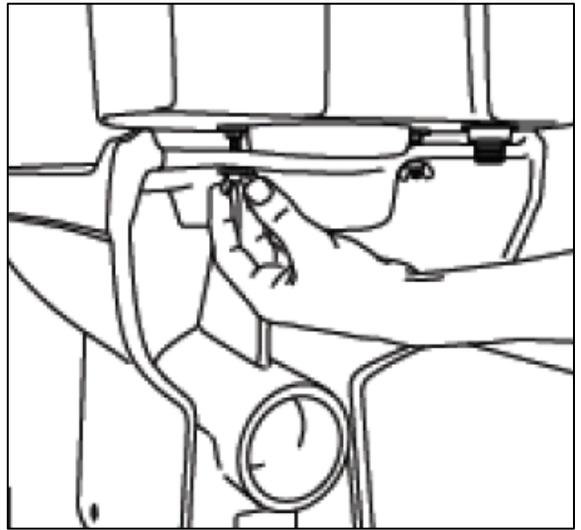
Diagram 2.



3. Position the cistern body onto the close-coupled pan. The two threaded bars should fit smoothly through the two corresponding holes on the cistern platform of the pan.



4. Gently lower the cistern body into place, keeping it supported to prevent it falling.



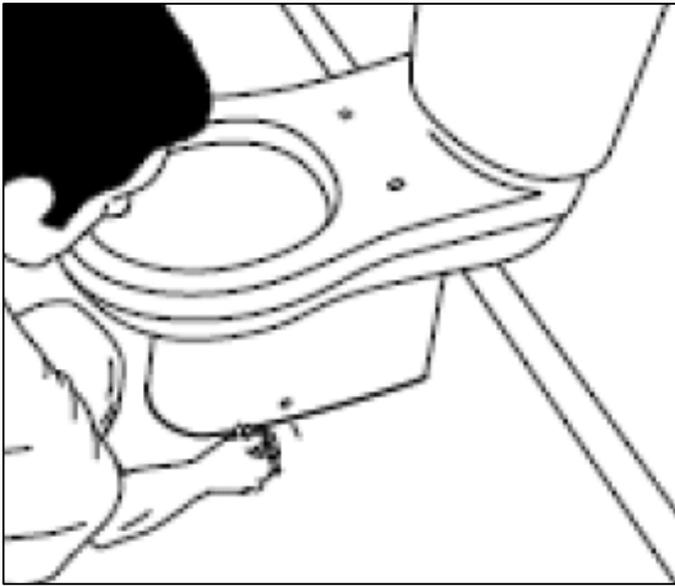
5. Fit the washers and wing nuts to the underside of the cistern and tighten to finger tight.



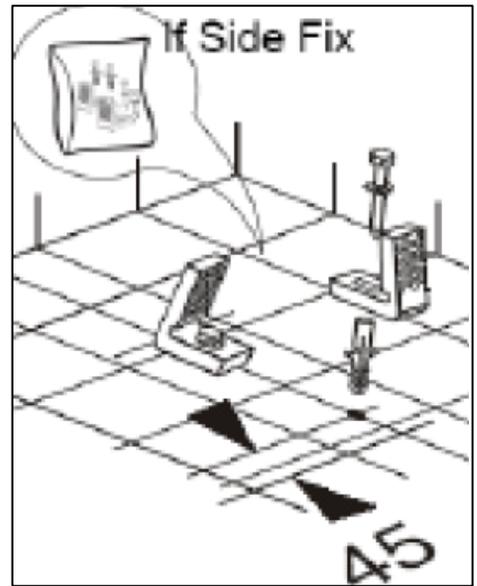
6. Position the close coupled pan in the desired location against the wall and align with the water supply and outlet connections.



7. Check that the cistern is level and mark the position of the holes for the cistern fixing screws.



8. Draw a line around the base of the pan to clearly mark the final position, and mark the position of the screw holes or proceed to step 9 if side foot fixing hole fixings are used.



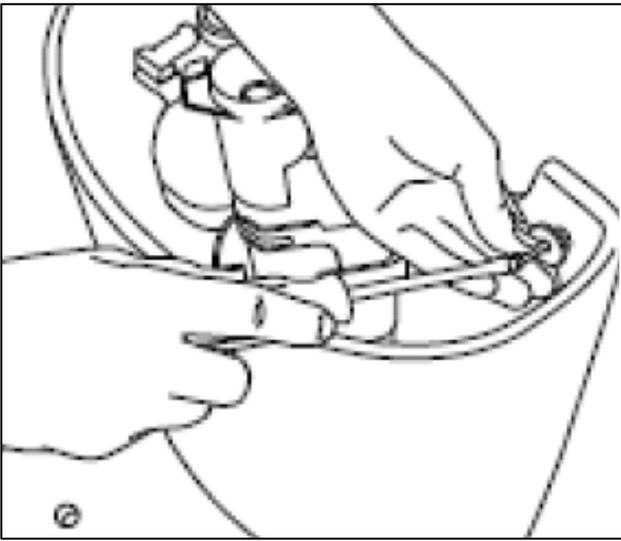
9. Having marked the position of the screw hole, mark the centre of the side foot bracket hole on the floor on both sides. Drill the floor and tap in the plastic plugs, or drill holes for the foot screw depending on the fixing type.



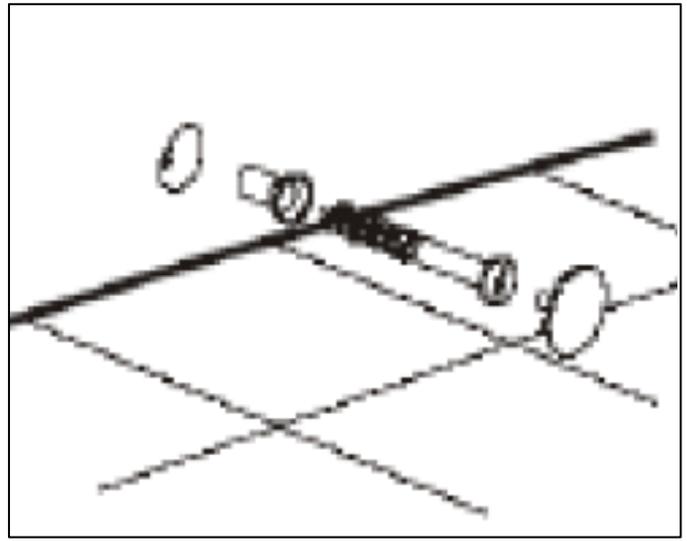
10. Drill the wall on the marks where the cistern is to be fitted to the wall.



11. Return the pan to the desired location, make the plumbing connections and ensure that they are water tight. We recommend that this process is always carried out by a professional plumber/installer. Ensure the water supply pipe is free from dirt by flushing water through it before connecting to the cistern inlet valve.



12. Fix the cistern to the wall with screws and washers (not supplied). Ensure that the cistern is not pulled backwards, as the seal with the pan may be broken.



13. Fit the bracket screw and attach the screw cover caps for side fixing or secure the pan to the floor with appropriate fixings.

14. Fit the lever or pushbutton as per instructions given in cistern fittings instructions, and fit the lid to the cistern.

## Care and Maintenance.

Once installed, flush the toilet 2 or 3 times to ensure it is functioning correctly and check all Supply and waste connections for leaks.

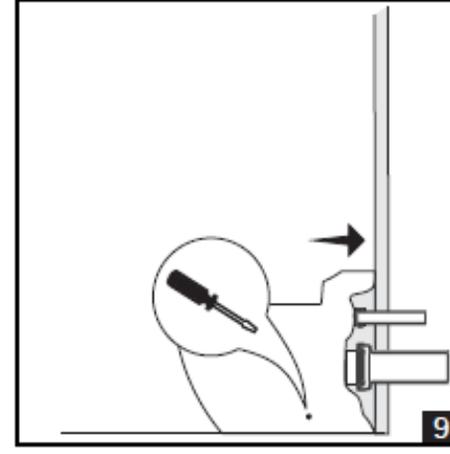
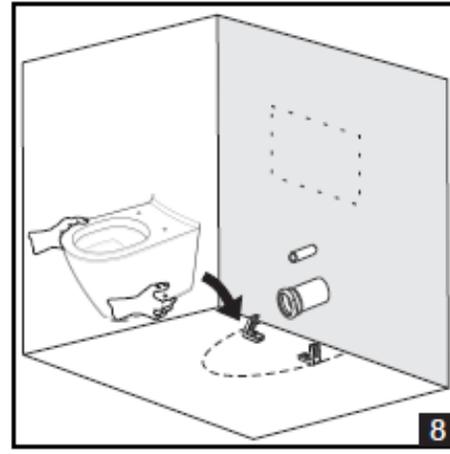
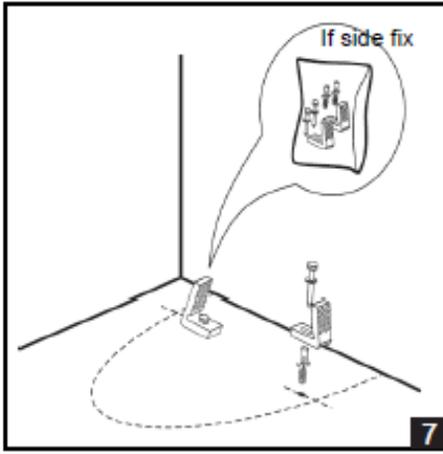
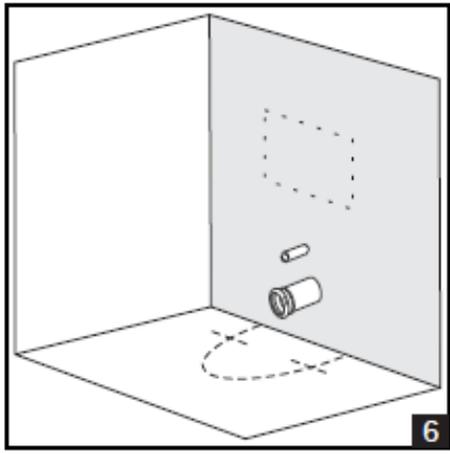
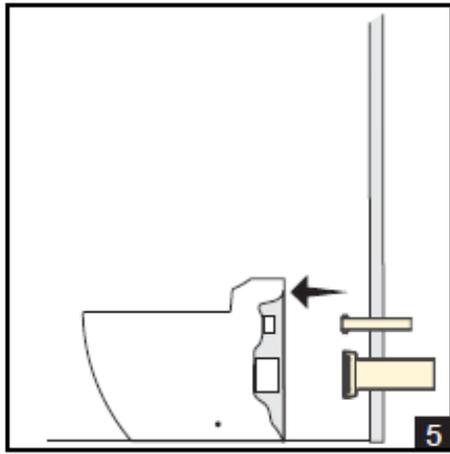
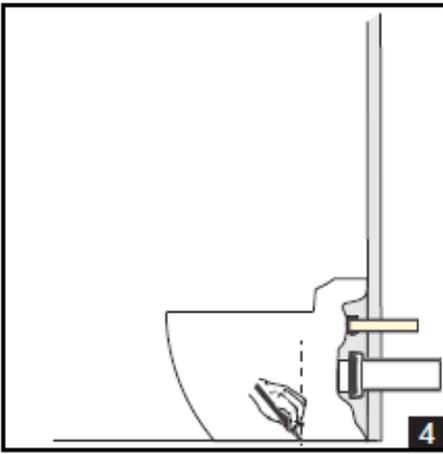
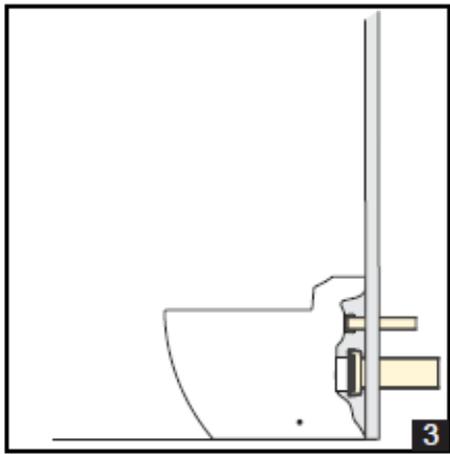
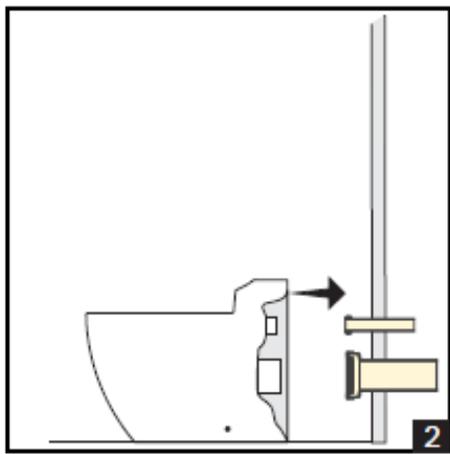
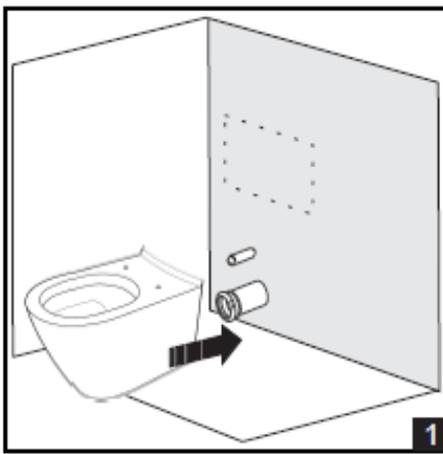
If the toilet fails to remove solids please check the following :

1. You are pressing the correct button.
2. The valve has been set correctly
3. There is no obstruction in the WC outlet or in the connecting soil pipe.

Clean the exterior of your WC suite with hot soapy water and a cloth.

Do Not use harsh abrasives particularly on areas displaying the **HERITAGE**<sup>®</sup> logo.  
BATHROOMS

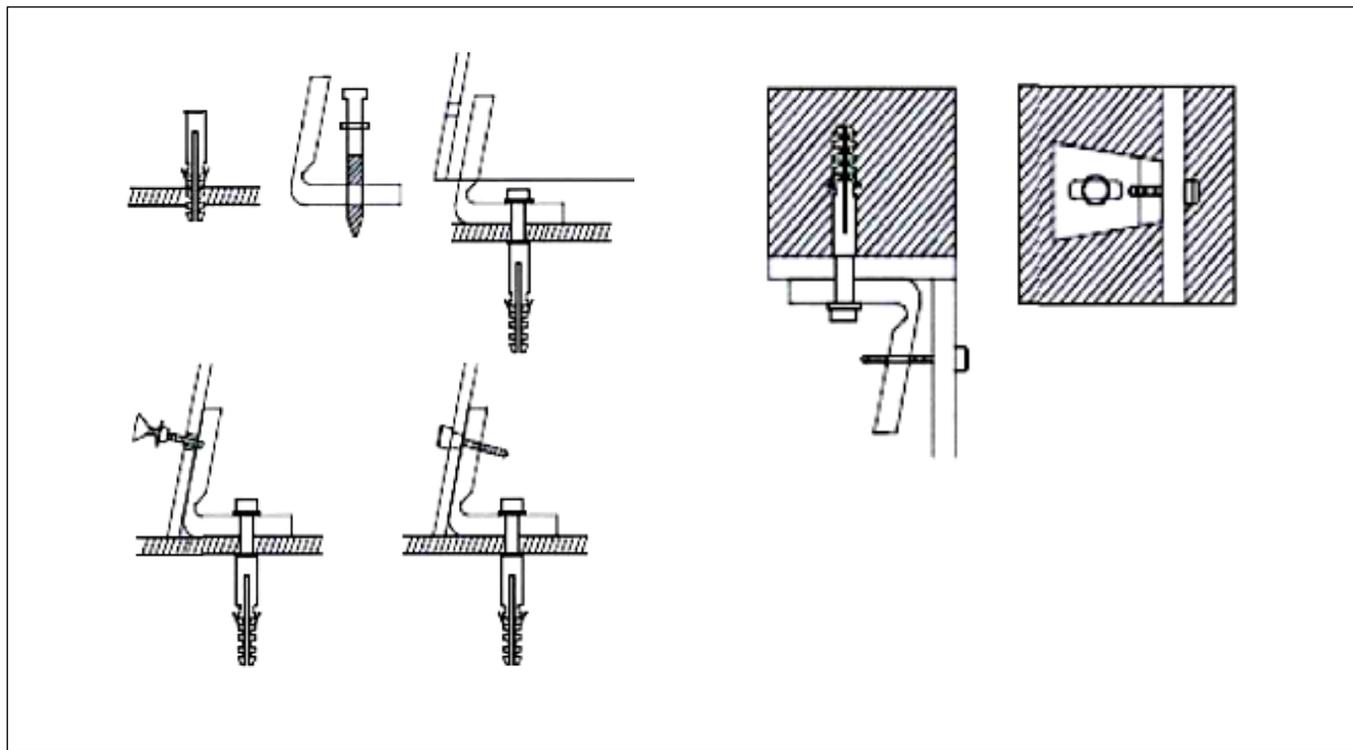
Back to wall Installation.



If not side fixing – use appropriate foot fixing (NOT SUPPLIED).

**Caution:** Care should be taken when drilling into walls and floors to avoid any sunken wires or pipes. The fixings supplied with this pack are suitable for solid walls only. Plasterboard or stud walls may require specialist fixing (NOT SUPPLIED).

### Horizontal Floor & BTW Pan Fixing



WC.

1. Place the WC into position and mark the position of the screw holes and the outer edge of the WC foot.
2. Secure the brackets using the hexagonal head screws and washers, the plastic plugs are for use when fixing to concrete or ceramic tiled floors.
3. Replace the WC into position and secure using countersunk.



Drill Ø10mm	Plastic Plugs S10 2-Off	Hexagonal head screws 6x50mm 2-Off	Washers 2-Off	Countersunk head screws 5x50mm 2-Off	Cap covers & bushes 2-Off	Fixing brackets 2-Off
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## Low Level Cistern Installation.

1. Mount the cistern securely on the wall at the required height using the fixing holes through the rear of the cistern, (N.B the cistern lid must be situated a minimum of 1 metre from the floor to obtain a satisfactory flush). **See Handy Hints below.**
2. Place the ornate shroud and retaining ring (thinner of the two supplied) over the top of the flush pipe and insert into the threaded syphon stem (supplied as part of the cistern fittings). Once this is secure, push the ornate shroud up to cover the fittings and secure with the retaining 'O' ring.
3. Insert the lower end of the pipe into the pan via the multi-quick fitting ( supplied as part of the cistern fittings).
4. Pass the cistern lever through the orifice on the cistern via the threaded sheath and secure the locking nut. Slide the plastic washer over the cistern lever from inside the cistern, then hold all components in place by inserting the retaining pin through the pre-punched hole in the lever and bend to prevent it from moving. Lastly, slide the plastic fulcrum onto the lever, tighten the grub screw and join it to the existing 'S' hook on the top of the syphon. (N.B when installed the external ceramic handle of the lever should point towards 2 O'clock.

### Handy Hints (For both high & Low Cisterns)

1. If you are installing your cistern on an outside wall, ensure that the black rubber spacing washers are used to create a small gap between the cistern back and the wall. There are two reasons for this: firstly it will help to reduce the possibility of condensation when cold mains pressure is contained within a humid environment. Secondly, the gap will help to prevent 'Thermal Shock'. This is when rapid temperature change occurs (usually overnight) and cause the wall to contract or expand, thus cracking the sanitary ware. When fixing the cistern to the wall it is advisable to insert the screw through a washer (Not Supplied) on the inside of the cistern. This will prevent the screw damaging the sanitary ware when the screw bites.

**Note: Shortening the length of the flush pipe may effect the efficiency of the flush.**

## High Level Cistern Installation.

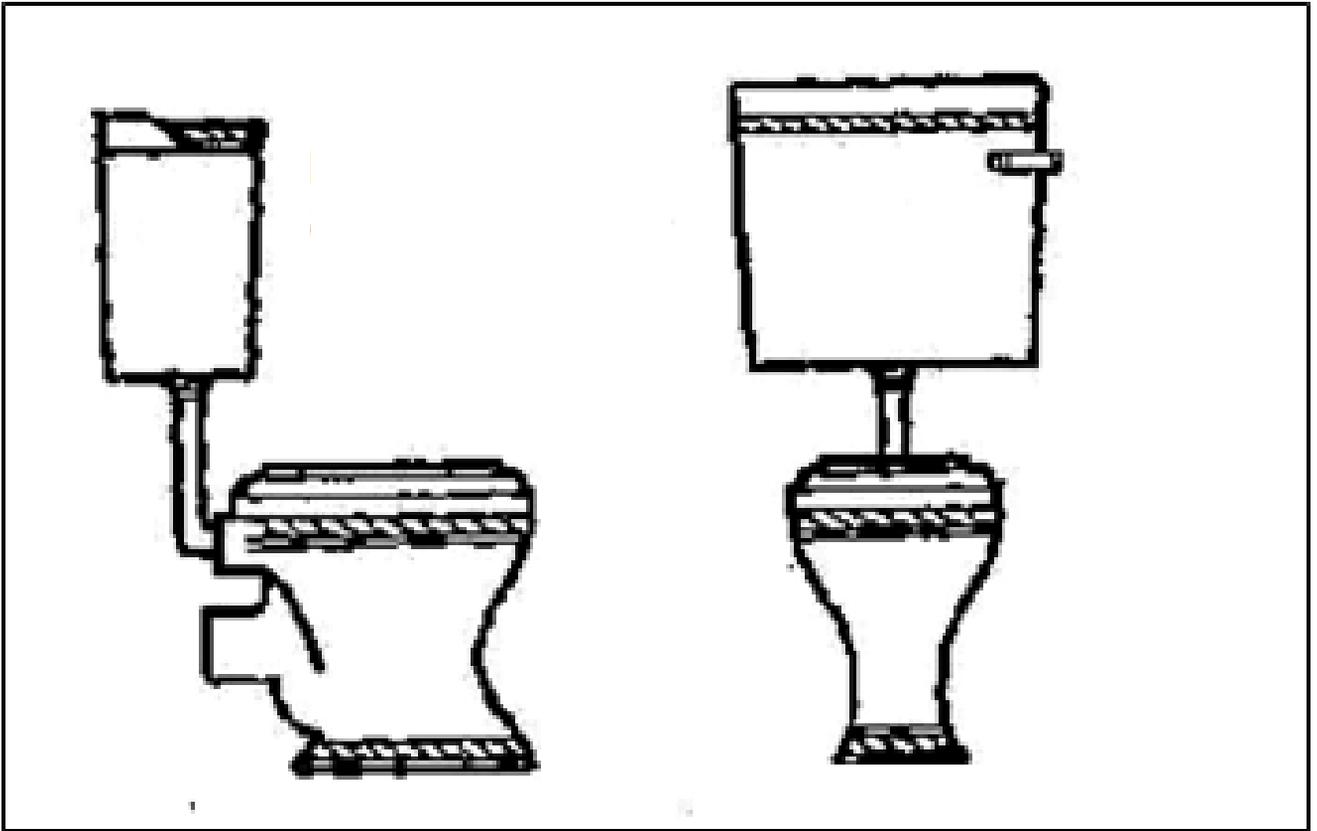
1. Mount the cistern securely on the wall at the required height using the fixing holes through the rear of the cistern, (**See Hint 1**).
2. Join the two flush pipes by using the compression 'O-ring and nut. This will seal the pipe and ensure that it is watertight.
3. Place the ornate shroud and retaining ring (thinner of the two supplied) over the upper flush pipe and insert into the threaded syphon stem (supplied as part of cistern fittings). Once this is secure, push the ornate shroud up to cover the fittings and secure with the retaining 'O' ring.
4. Insert the lower end of the pipe into the pan via the multi-quick fitting (supplied as part of the cistern fittings).
5. Use the rubber nipple/buffer clip to prevent collision between the seat and pipe. This clip will also secure the pipe to the wall.
6. Join the fulcrum to the 'S' hook on the syphon (inside the cistern) and fix the fulcrum to the cistern with the nut and bolt provided, then hang the pull chain/ceramic handle from the fulcrum.
7. Mount the decorative brackets using the screws provided snugly under the cistern (**See Hint 2**).

### Handy Hints – (Just for High Cisterns)

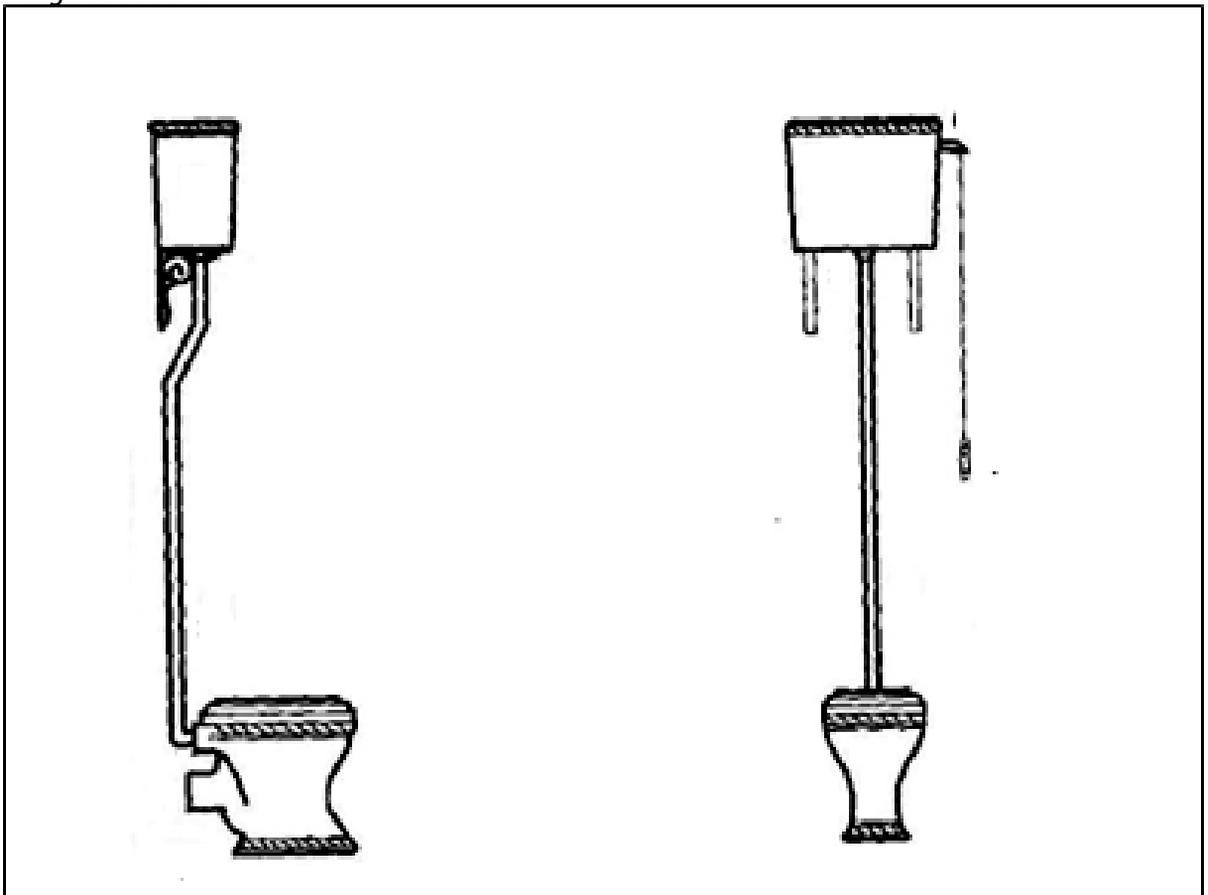
2. The ornate brackets are purely decorative, they should not be used as support for the cistern. Always ensure that the cistern is firmly and securely fixed to the wall via the fixing holes at the rear of the tank.

**Note:** Shortening the length of the flush pipe may effect the efficiency of the flush.

Low Level WC



High Level WC



Notes.

### Aftercare Instructions.

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.

All surface finishes will wear if not cleaned correctly, the only safe way to clean your product, is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids can damage the surface of your fitting even the non-scratch cleaners.

### Guarantee.

All products are manufactured to the highest standards and a 25-year guarantee covers any defect in manufacture.

### Contact Details.

**If you require further assistance please contact Heritage Sales and Technical Enquiries:**

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