

HERITAGE[®]

BATHROOMS

Installation Instructions & User Guide

Please leave these instructions with the end user

Hartlebury Basin Mixer Range | THR_04 (D3)

Operation		Pack Contents	
<div>Temperature & Flow:</div> <div><div>On</div><div>Hot</div><div>Cold</div><div>On</div></div>		<div><div>Pop-Up Rod</div><div>Pop-Up Link</div><div>Waste Assembly</div><div>Tap Body</div><div>Seal</div><div>Copper Tails</div><div>Fixing Kit</div></div>	
<div>Pop-Up Waste:</div> <div><div>Pull rod up to close</div><div>Push rod down to open</div></div>		<div>Specification</div> <div><div>OPERATING PRESSURE RANGE (BAR):</div><div>Min 0.4 bar, Max 5.0 bar</div><div>MAXIMUM STATIC PRESSURE (BAR):</div><div>10 bar</div><div>INLET WATER TEMPERATURE RANGE:</div><div>Hot - Max 65°C</div><div>INLET CONNECTIONS:</div><div>15mm Copper Inlet Tails</div><div>OUTLET CONNECTIONS:</div><div>Housed M24 Flow Straightener</div></div>	
Tools Required for Installation/ Maintenance			
<div><div><div>Adjustable Spanner</div><div>Cross Head Screwdriver</div><div>Box Spanner</div></div></div>			
Prior to Installation		Spare Parts	
<div>All products manufactured and supplied by Heritage are safe to use provided that they are installed, operated and receive regular maintenance in accordance with these instructions.</div> <div>This product needs to be installed in accordance with, and meet the requirements of The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 and The Water Supply (Water Fittings) (Scotland) Byelaws 2014. For full Installation Requirements & Notes (IRN) please visit www.wrasapprovals.co.uk/approvals-directory</div> <div>Isolation valves must be fitted to the inlet water supplies to ensure ease of future maintenance. Before installing this product the water supply must be thoroughly flushed in order to remove any swarf, solder etc. Full access must be made available for future maintenance/servicing purposes.</div> <div>This product must not be modified in any way as this will invalidate the guarantee.</div>		<div><div>QR Code</div><div>Visit www.heritagebathrooms.com or scan the QR Code and search for your product code to replace any spare parts.</div></div>	



IMPORTANT

Images shown are for illustrative purposes only.

The tap you have purchased may look different to those pictured in these instructions, but will follow the same installation steps.

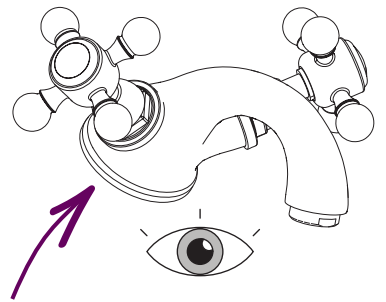
Your contents page will be specific to your product.

If you find your product or any of its components differ from those shown on the contents page, please contact our Customer Support on - 0330 026 8503

Installation

1

Look underneath the tap body to observe fixing kit rod(s) and tail inlet positions

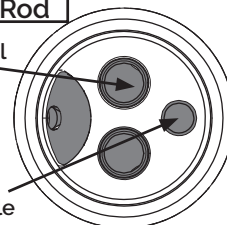


Depending on the model, the tap will utilise 1 or 2 fixing kit rods. Refer to contents page

1 Fixing Rod

Inlet Tail Holes

Fixing Rod Hole

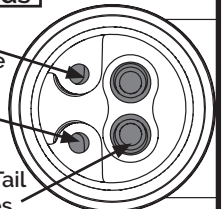


2 Fixing Rods

Fixing Rod Hole

Fixing Rod Hole

Inlet Tail Holes

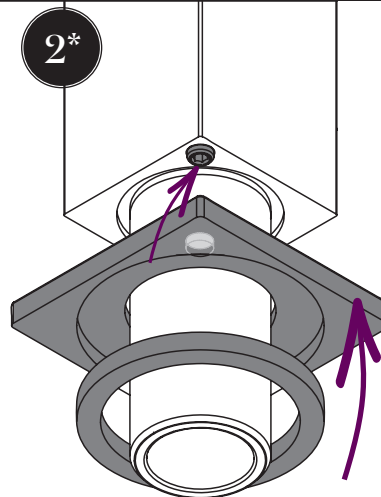


There may be space for a pop-up rod or may thread through the fixing kit rod.

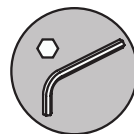
2*

Some plinths will need to be aligned with a pre-attached grub screw.

Align the hole on the plinth with the exposed grub screw.



Ensure rubber seal is in place once the plinths are attached.

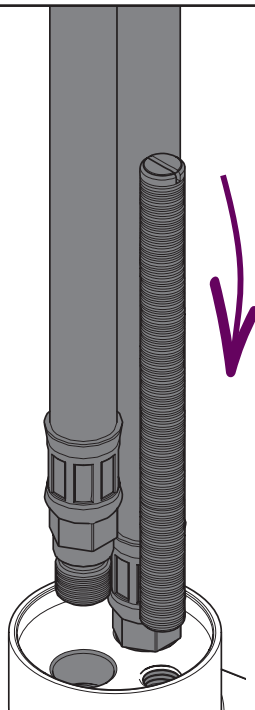


2

Screw in the fixing kit rod(s) into the base of the tap.

Screw in the inlet tails by hand only.
DO NOT OVERTIGHTEN.

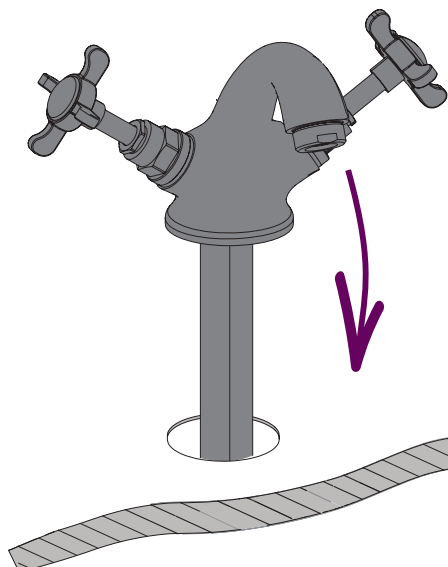
Your model may come with a plinth and will either be included pre-attached or loose in the box*



3

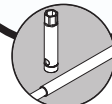
Thread the tap body through the basin hole, ensuring the plinth (if supplied) and seals are in place.

If the hole is not large enough for both tail ends to fit through, unscrew one of the inlet tails and screw back in from underneath the basin.



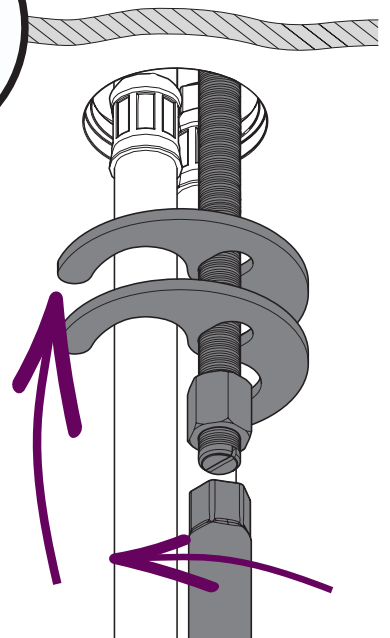
4

You can screw the nut by hand and tighten with a box spanner once at the top.



From underneath the basin, slide the fixing rod(s) through the **rubber gasket first and then the metal C plate.**

Align the gasket and C plate, then begin tightening the nut up the rod towards the basin until secure.



5

REMEMBER
Hot on the left, cold on the right. Fit isolation tails to the tails for future maintenance purposes.

Slight bend 90° angle Curved round Kinks Twists

Connect the hot and cold water supplies to the inlet tails until tight.

Refer to the diagram for correct flexible tail positions.

IMPORTANT
Turn on water supply for a few minutes and check all joints and connections for any leaks.

Waste Installation

1

Push the vertical rod through the back of the basin tap. Connect the lower rod to the vertical rod. Screw the horizontal arm on to the waste body, ensuring the washer is in place.

2

Fit the waste body to the basin, ensuring the washers are in place.

3

Use the pop-up link to connect the vertical and horizontal rods.

Adjust so the horizontal rod sits comfortably straight. Tighten the screws to secure in place.

IMPORTANT
Turn on water supply for a few minutes and check all joints and connections for any leaks.

Spare Parts

Please visit www.heritagebathrooms.com or scan the QR Code and search for your product code to replace the valves if needed.

Maintenance - Valve Replacement

1 Unscrew the indices and concealed screw to remove the handles.

NOTE: Grub screws and caps can be located at the front, back of handles; or concealed depending on your tap.

IMPORTANT Isolate the water supply before starting!

Remove the handles depending on the style of your tap.

Unscrew and lift shroud to reveal grub screw.

Remove grub screw and lift out handle.

2 Remove any spline adaptors and shrouds if included.

Take care when removing/replacing your long stemmed valve as the finish could be damaged or scratched.

3 Remove the valves using the tools required for your tap. Check any seals and O-rings for damage. Replace valves if necessary.

Maintenance - Clean/ Replace Outlet

Housed Outlet

1a Using an adjustable spanner, unscrew gently to remove the outlet.

1b If provided, insert the key tool into the outlet and twist to release it.

Coin Slot Outlet

1c Using a coin, insert into the slot to unscrew the outlet.

2 Check all loose parts for any damage, then soak using a suitable solution to de-scale.

3 Reverse the steps to replace the outlet.

1 **2**

Refer to your contents page for outlet type.

Troubleshooting		
Symptom	Cause	Remedy
Low Flow	Partially closed isolation valve.	Open isolation valve.
	Airlock or partial blockage in the supply pipework.	Flush through pipework to ensure removal of debris and any airlocks.
	Partial blockage in the outlet	Remove to Clean and soak in suitable solution.
No hot water or cycling hot and cold	Instantaneous water heater cycles on and off as flow rate or pressure is too low.	Increase water flow rate or pressure through system.
No Flow	Closed isolation valve.	Open isolation valve.
	Mains water supply turned off.	Turn on mains water supply.
Temperatures not corresponding with taps	Inlet pipes have been connected incorrectly	Swap the inlet tails around.

General Cleaning	Contact Us	HERITAGE BATHROOMS Part of BRISTAN GROUP
<p>Heritage products are made from premium materials, with hand polished, electroplated, PVD or EPD finishes.</p> <p>Your taps or shower should be regularly cleaned with warm water, a mild pH-neutral liquid soap, and polished with a soft cloth.</p> <p>Any residues from soap, toothpaste, shampoos and shower gels can cause blemishes if not rinsed off straight after use.</p> <p>Household bleaches and cleaners contain harsh chemicals and may damage the surface finish. Avoid using abrasive cloths, scouring pads, scrub sponges, steel wool or anything similar.</p>	<p>Bristan Group Ltd. A Masco Company</p> <p>UK: Bristan Group, Pooley Hall Drive, Birch Coppice Business Park, Dordon, Tamworth B78 1SG</p> <p>EU: Masco Europe S.à.r.l., 14 Rue Strachen, 6933 Mensdorf, Luxembourg.</p> <p>Email Us: enquire@heritagebathrooms.com Website: www.heritagebathrooms.com Call Us: +44330 026 8503</p>	

Notes

Our Guarantee
<p>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.</p> <p>To see the specific guarantee for this product, scan the QR Code or visit the following URL: https://www.heritagebathrooms.com/service-centre/guarantee</p>

