

# HERITAGE<sup>®</sup>

## BATHROOMS

### Glastonbury Tap Range Installation Instructions and User Guide

**Models covered:**

Basin Taps

TGRC00 / TGRG00/TGRBL00/TGRCN00

Bath Taps

TGRC01 / TGRG01/TGRBL01/TGRCN01

Bath Shower Mixer

TGRC02 / TGRG02/TGRBL02/TGRCN02

Bath Filler

TGRC07 / TGRG07/TGRBL07/TGRCN07

Please keep this booklet for future reference.

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

# Contents

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 Note

All products manufactured and supplied by Heritage Bathrooms are safe to use provided that they are installed, operated and receive regular maintenance in accordance with these instructions. This product needs to be installed in accordance with, and meet the requirements of the Water Supply (Water Fittings) Regulations 1999 and current by-laws. For full Installation Requirements & Notes (IRN) please visit [wras.co.uk/directory](http://wras.co.uk/directory).

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.

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 product must not be modified in any way as this will invalidate the guarantee.

**If you are in any doubt about your ability to install this product safely you must employ the services of an experienced, qualified plumber.** If in doubt, contact a registered plumber or your Local Water Authority or the Secretary of the Institute of Plumbing, address as follows:-

The Institute of Plumbing,  
64 Station Lane,  
Hornchurch,  
Essex,  
RM12 6NB,  
Tel: 01708 472791

## General Specifications

Operating pressure range (bar)	Min	Max
Basin Taps	0.1	5.0
Bath Taps	0.1	5.0
Bath Filler	0.1	5.0
Bath Shower Mixer	0.2	5.0

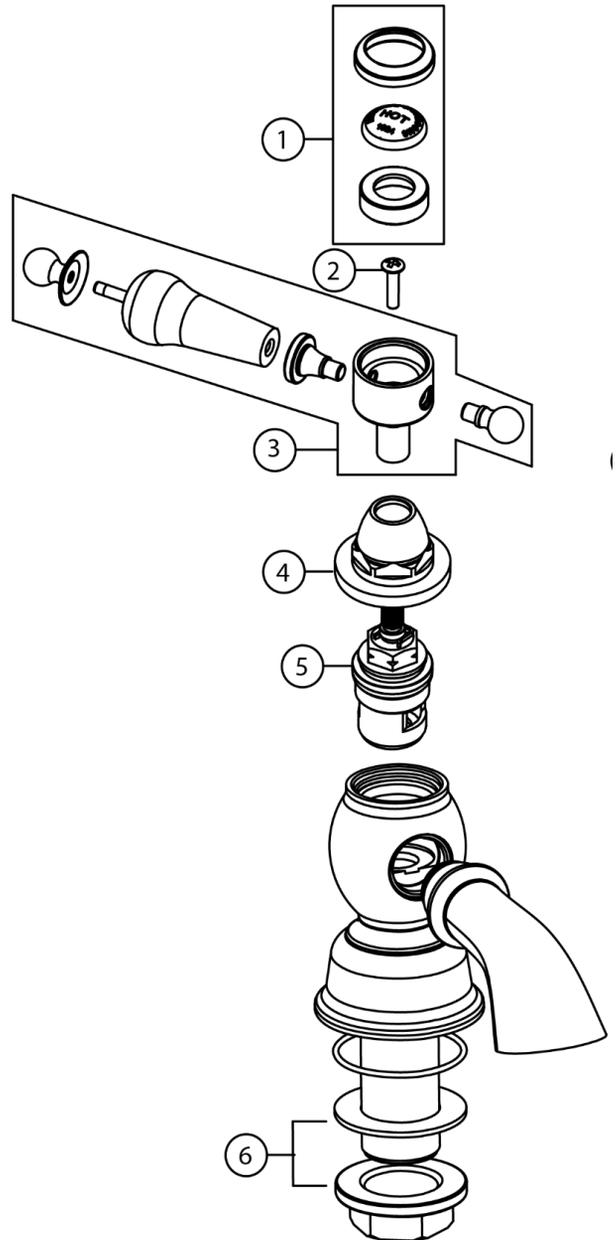
Maximum static pressure – 10.0 bar

**NOTE:-** Nominally equal (balanced) inlet supply pressures are recommended for optimum Performance of mixer taps.



## Installation – Basin & Bath Taps

1. Identify all components are present prior to starting installation.
2. Using the washer and backnuts (6) secure the taps to the basin by tightening the backnuts onto the pre-fitted threaded tails. A suitable spanner may be required to fully tighten the backnuts (6).
3. Connect the hot and cold water supplies to the connecting pipes
4. Turn on the water and fully open the mixer, allowing it to run for a few minutes and check all joints and connections for any leaks.



1.	Indices	x2
2.	Screw	x2
3.	Handle Assembly	x2
4.	Shroud	x2
5.	Valves	x2
6.	Backnut & Washer	x2

\*Tap body shown is for illustration purposes only. The installation process applies to all models listed for this booklet



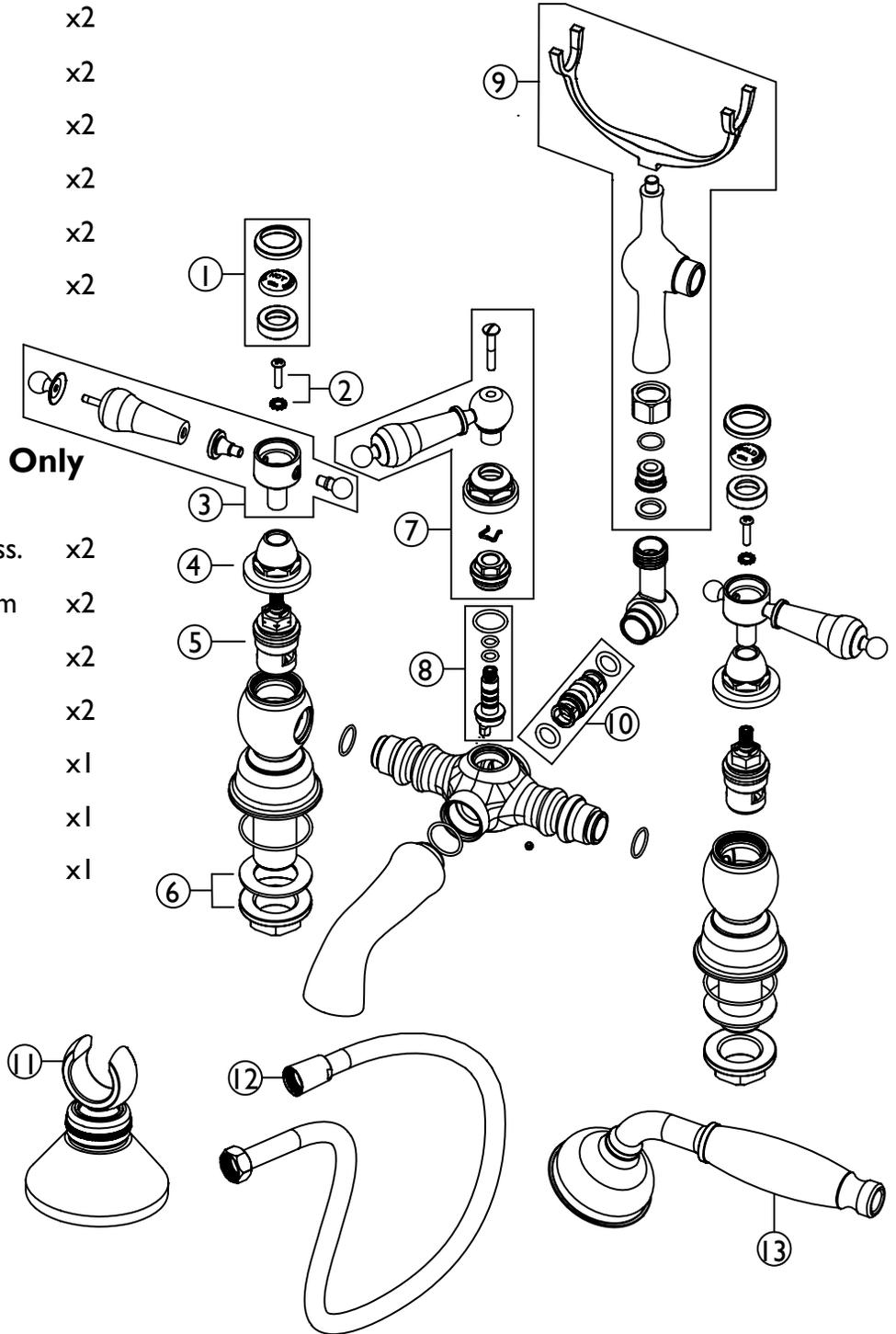


## Installation – Bath Filler/ Bath Shower Mixer

- 1. Indices x2
- 2. Screw & Washer x2
- 3. Handle Assembly x2
- 4. Shroud x2
- 5. Valve x2
- 6. Backnut & Washer x2

### Bath Shower Mixer Only

- 7. Diverter Handle Ass. x2
- 8. Diverter Mechanism x2
- 9. Cradle x2
- 10. Diverter Shuttle x2
- 11. Wall Bracket x1
- 12. Hose (1.75m) x1
- 13. Handset x1



## Installation

Please note that access must be left behind product for removal of diverter.

1. Check all components are present and correct prior to installation.
2. Ensuring that the O-ring is fitted into the groove on the base of the tap/s, fit the tap body onto the basin/bath.
3. Secure into position using the backnut and washer (6) on the underside of the basin/bath.
4. Connect the hot and cold water supplier using 1/2" or 3/4" tap connectors, (Not Supplied)
5. Turn the handles and let the water flow for a few minutes. Check all joints and connections for leaks.

### **TGR\_\_02 - BATH SHOWER MIXER ONLY**

6. With the tap in position, proceed to fit the hose (12) to the tap body and the handset (13).
7. Fit the wall bracket (11) to the wall using the fixings provided, ensuring that the handset and hose will reach it comfortably.
8. To switch from bath fill to shower mode, operate the central diverter lever (7).





## General Cleaning

Heritage products are made from premium materials, with hand polishing, PVD, EPD and electroplated finishes.

Your product should be regularly cleaned with warm water, a mild pH-neutral liquid soap, and polished with a soft cloth. Any residues from soap, toiletries etc. should be rinsed off straight after use.

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.

Some surfaces such as nickel and pewter may be affected by the dye found in some cloths, so it is also important to avoid leaving cloths on surfaces.

We advise that your fitting is regularly serviced in hard water areas to maintain optimum performance.

### **Cleaning the Showerhead – Bath Shower Mixer**

The hardness of the water in your area will determine how often you should clean your showerhead. Build up of scale in particularly hard water areas combined with constant use means you may need to clean your shower head once a week. To ensure continued performance the shower head needs to be regularly de-scaled. If de-scaling products are used, rinse thoroughly with clean water after use to prevent damage.





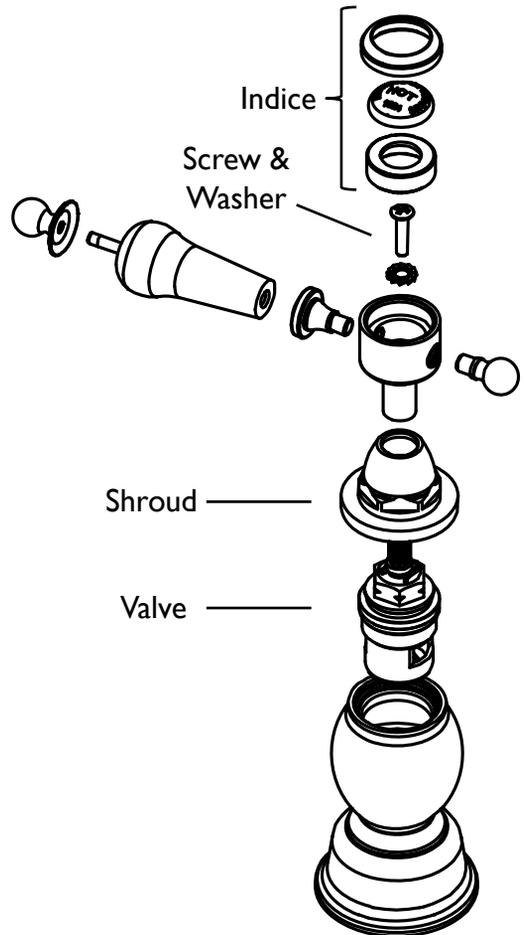
## Maintenance

### Replacing the Valves

If your fitting begins to leak the following should be carried out:

Isolate the hot and cold water supplies to the tap by either:

- Turning the water supply off at the mains stopcock
  - Turning off the isolation valves to the tap.
1. Unscrew the indices, to reveal the screw and washer and proceed to remove these with a suitable screwdriver.
  2. Remove the handle and unscrew the shroud.
  3. Using a suitable spanner remove the valve.
  4. Replace the valves. Please visit [www.heritagebathrooms.com](http://www.heritagebathrooms.com) in order to find spare parts for this product.
  5. Place the valve into the tap body and tighten fully using a suitable spanner.
  6. Re-connect the shroud, handle and all other components.
  7. Turn on water supply and check for leaks.
  8. Contact our helpline should the problem persist.



## Troubleshooting

Symptom	Cause	Remedy
No flow or poor flow rate.	Partially closed isolation valve.	Open isolation valve.
	Instantaneous water heater cycles on and off as flow rate or pressure is too low.	Increase water flow rate or pressure through system.
	Head of water is below the minimum distance required.	Refer to specification for minimum distance required.
	Hot or cold water being drawn off elsewhere causing pressure changes or instantaneous boiler temperature changes.	Do not use other water outlets when using the taps.
	Airlock or partial blockage in the supply pipework.	Flush through pipework to ensure removal of debris and any airlocks. Airlock or partial blockage in the supply pipework.
Water dripping for a few seconds after the tap has been turned off.	This is normal for a short time after using the taps.	This is caused by residual water tension, the build up of water in the tap body
	If water continues to drip, possibly due to the ceramic disc valves.	Remove valves and clean, refer to 'Maintenance' section before starting any maintenance.
Constant dripping / leaking when the tap is not in use.	Cartridge / Valve not fully shutting off.	Service fitting and replace cartridge / valve. Refer to maintenance section on page 06.
Fitting does not turn on.	Closed isolation valve.	Open isolation valve.
	Closed stop or service valve.	Open stop or service valve.
Water does not come out of the showerhead when using the bath shower mixer.	Diverter mechanism not fully open.	Open the diverter mechanism fully.
	Mains water supply turned off.	Turn on mains water supply.





## Heritage Bathrooms Guarantee

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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, scan the QR Code or visit the following URL:

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





## Notes

Please use this space to add any notes which you or your installer may have regarding the plumbing and/or installation of this product.



# 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)

UK: Heritage Bathrooms, Pooley Hall Drive, Birch Coppice Business Park, Dordon,

Tamworth B78 1SG

EU: Masco Europe S.à.r.l., 14 Rue Strachen, 6933 Mensdorf, Luxembourg.