

# HERITAGE®

## BATHROOMS

### Hartlebury Tap Range Installation Instructions and User Guide

**Models covered:**

THRC04/THRG04	1 Hole Basin Mixer
THRC05/THRG05	Bidet Mixer
THRC06/THRG06	3 Hole Basin Mixer
THRC09/THRG09	3 Hole Basin Mixer

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 **0844 701 8503**.

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## Safety Note

- Please read these instructions & retain for future use. All products manufactured & 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 an experienced, qualified plumber.**



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.
- These fittings need to be installed in accordance with and meet the requirements of the Water Supply (Water Fittings) Regulations 1999 and Scottish Byelaws 2004.

## General Specifications

Operating pressure range (bar)	Min	Max
1 Hole Basin Mixer	0.2	5.0
2 Hole Bath Filler	0.2	5.0
4 Hole Bath Shower Mixer	1.5	5.0
Floor Mounted Bath Filler	1.5	5.0

Maximum static pressure – 10.0 bar

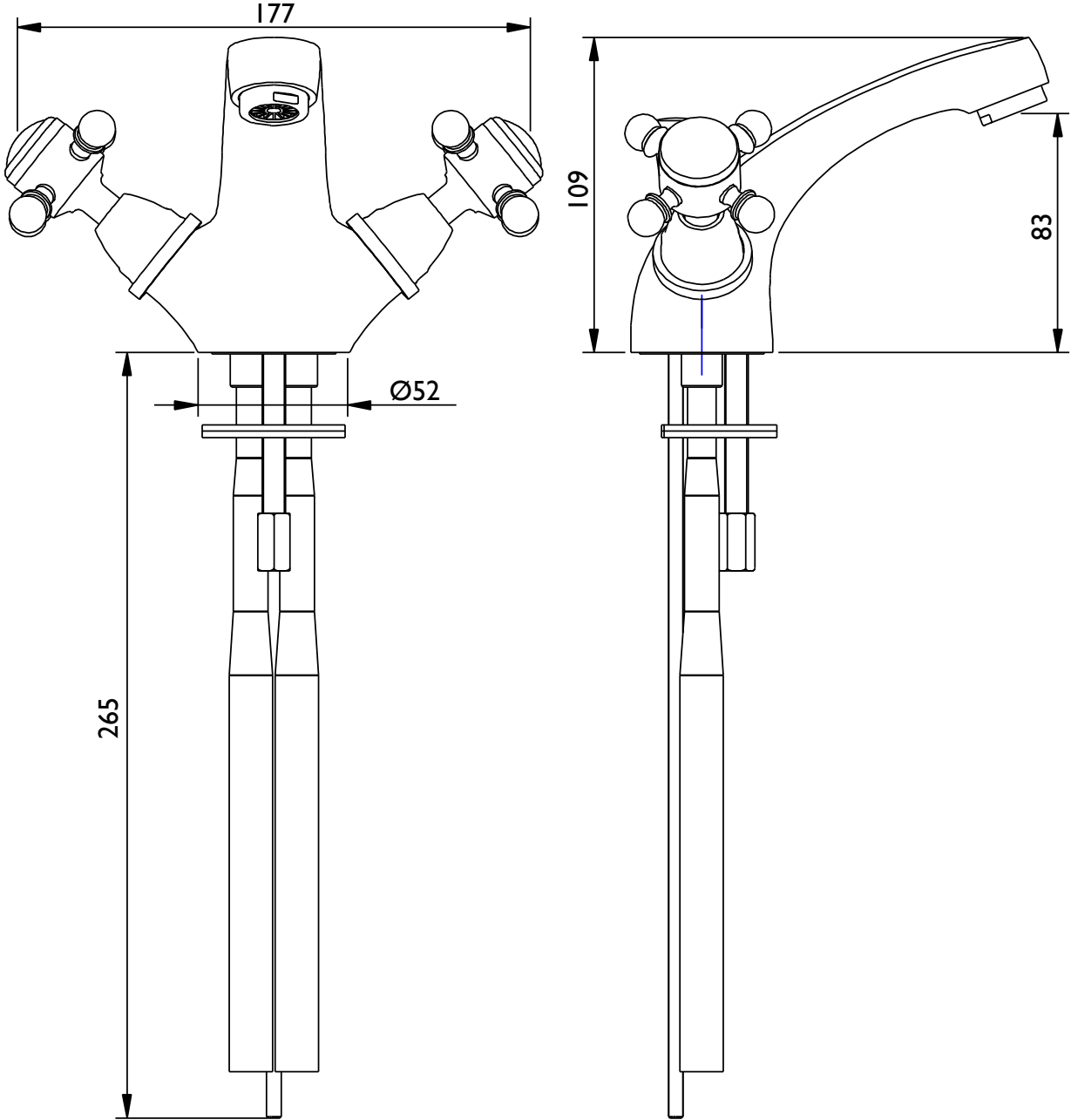
**NOTE:-** Nominally equal (balanced) inlet supply pressures are recommended for optimum Performance of mixer taps.

Designed to comply with BS EN 200 for single taps / combination taps for water systems of type 1 and 2 general technical specifications; and to be used within systems designed to BS 6700.

BS 6700 recommends the temperature of stored water should never exceed 65°C. A stored water temperature of 60°C is considered sufficient to meet all nominal requirements and will minimise the build up of lime scale in hard water areas.



# Dimensions

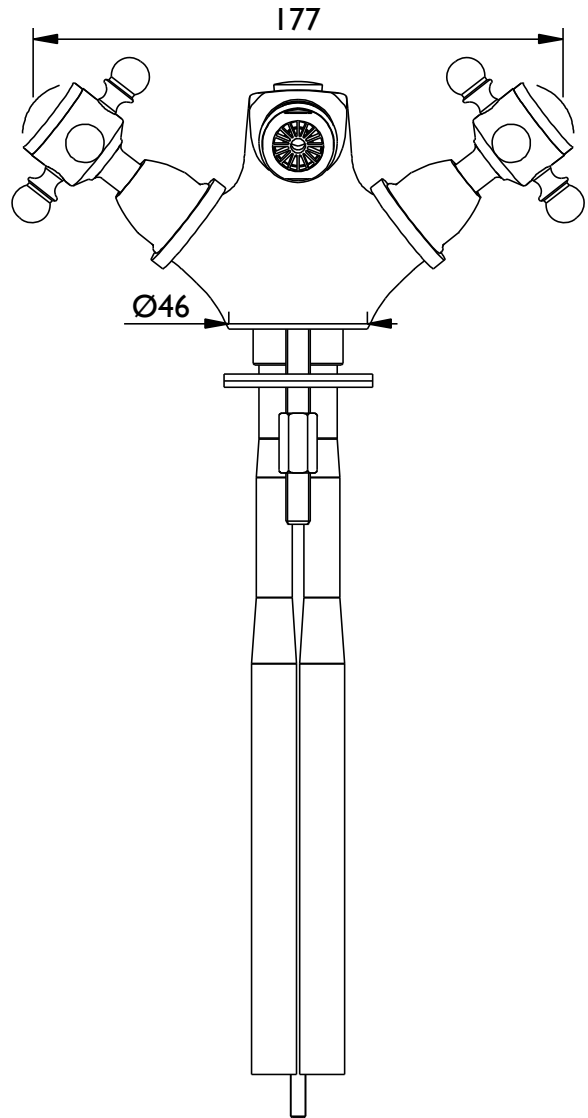
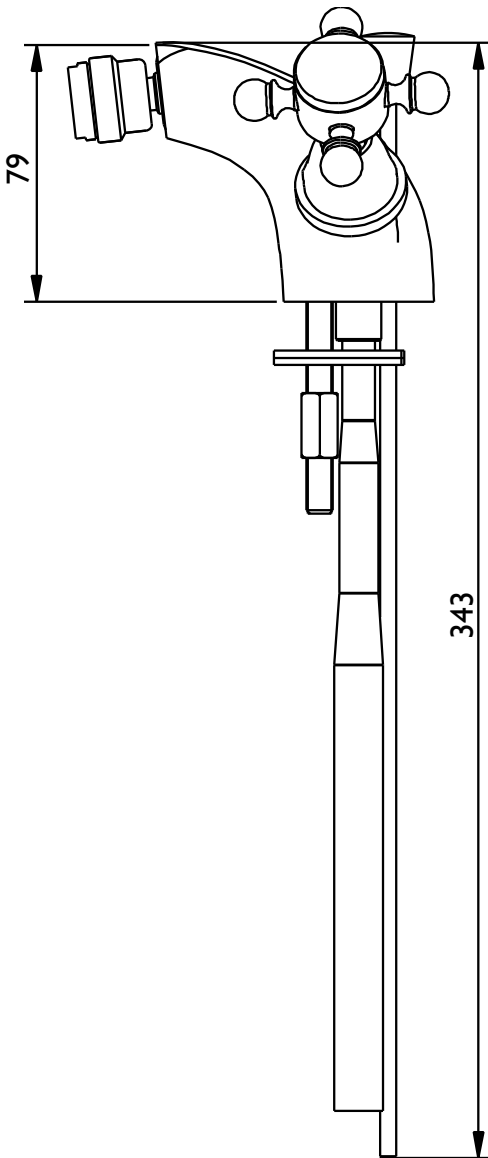


I Hole Basin Mixer (THRC04)





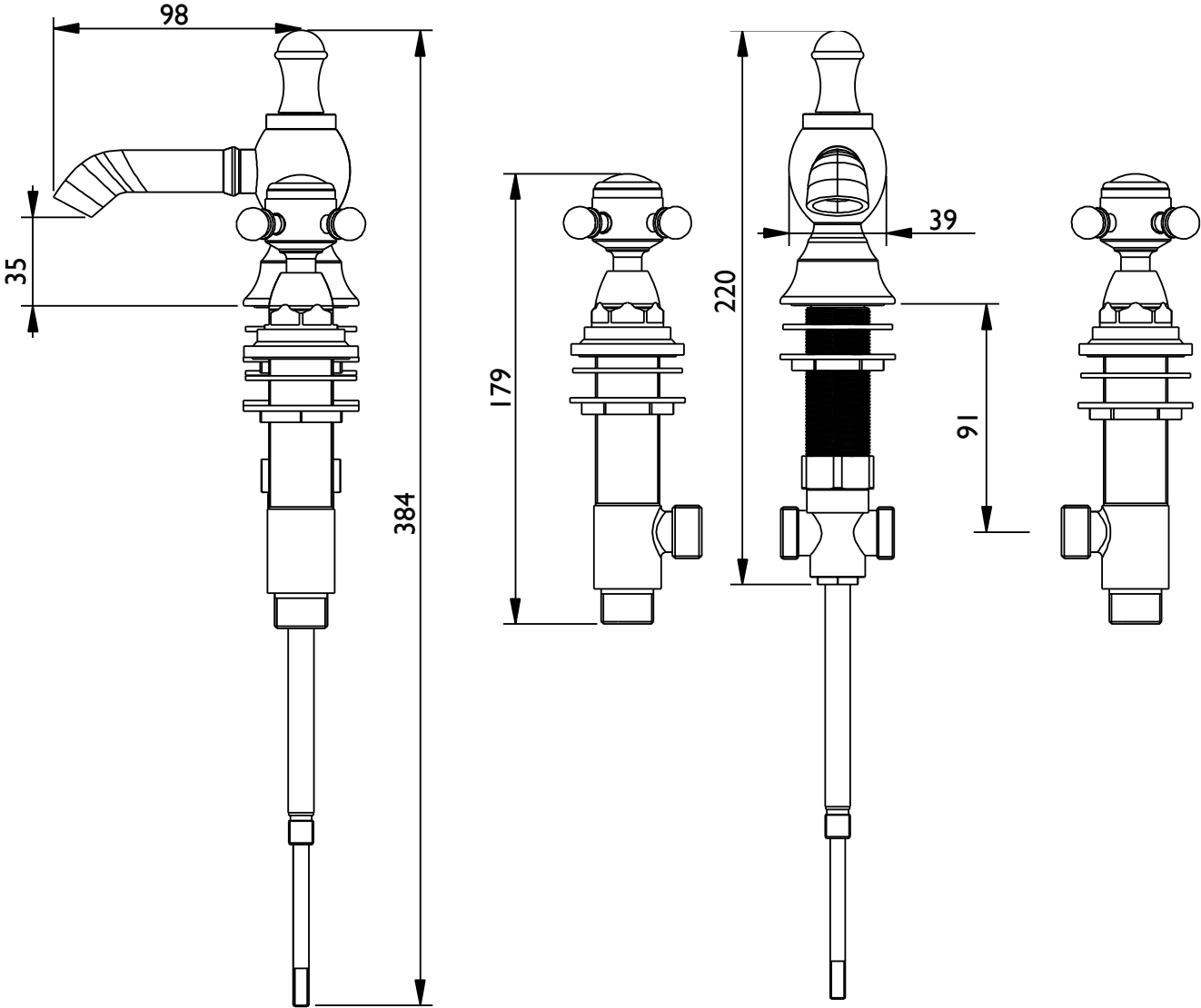
## Dimensions



**I Hole Bidet Mixer (THRC05)**



# Dimensions

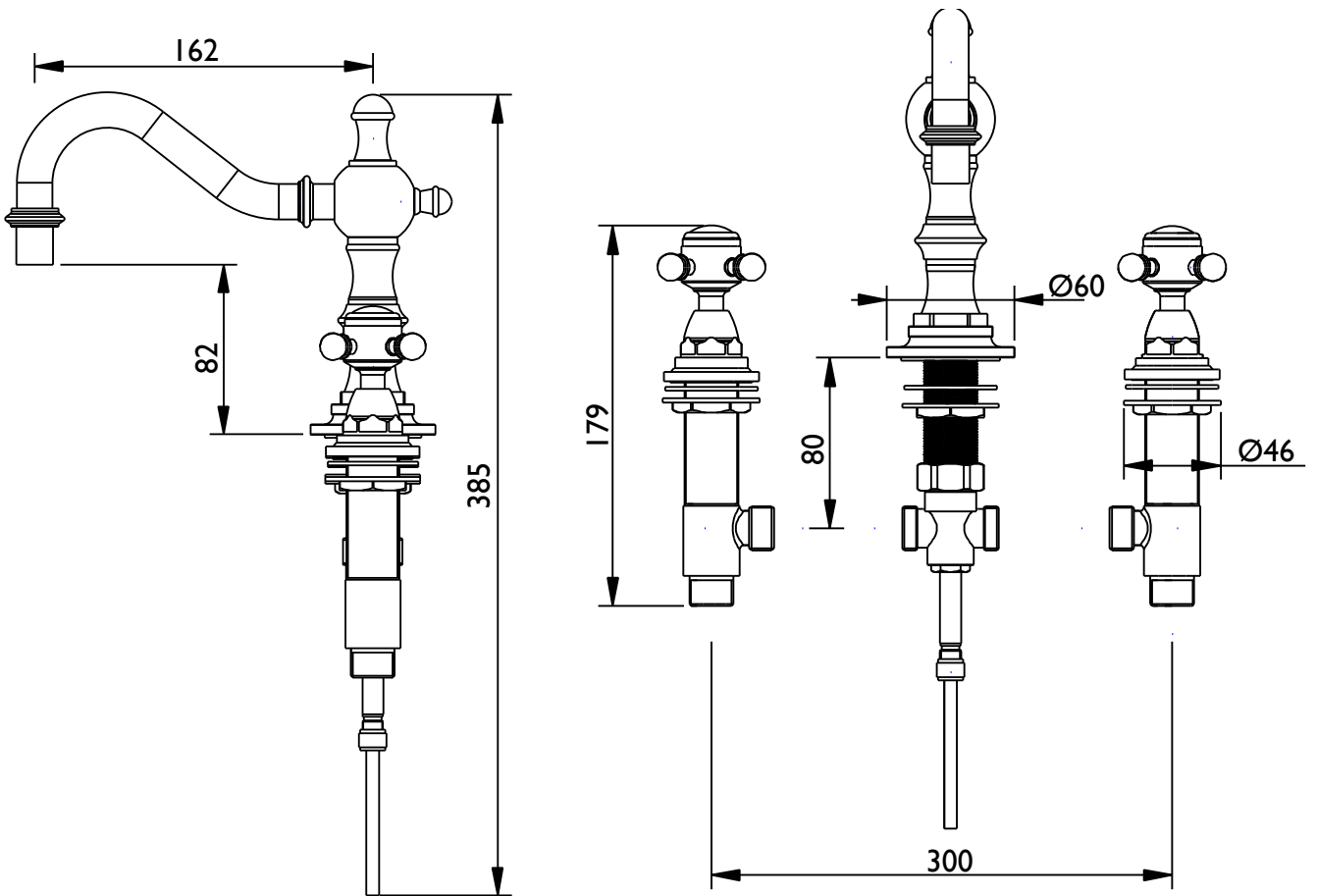


**3 Hole Basin Mixer (THRC06/THRG06)**





## Dimensions

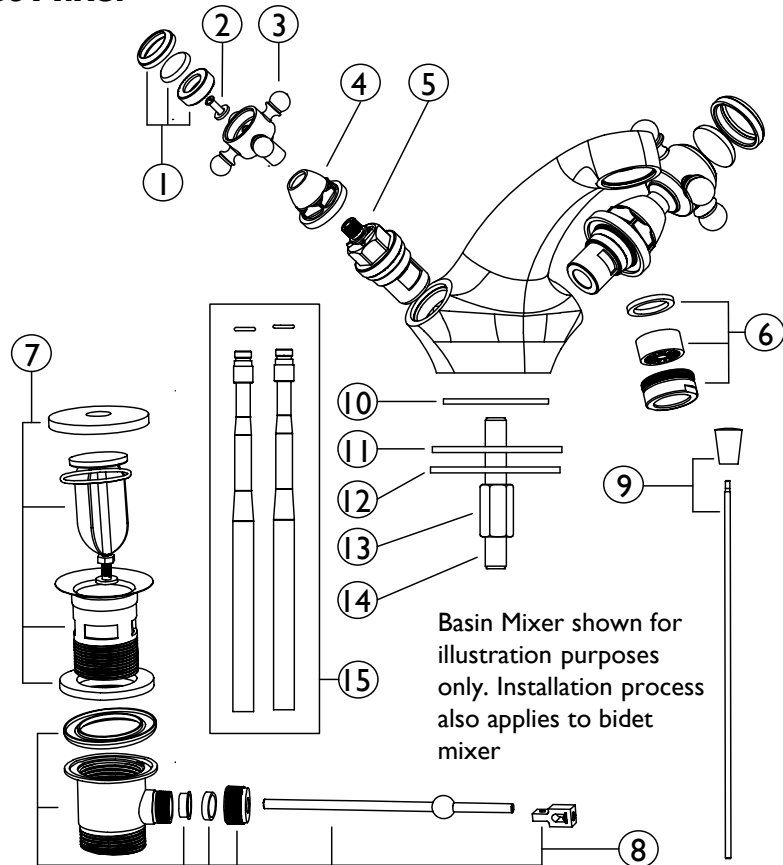


**3 Hole Basin Mixer with Swivel Spout (THRC09)**



## Installation – 1 Hole Basin/Bidet Mixer

1.	Indice	x2
2.	Screw & Washer	x2
3.	Handle	x2
4.	Shroud	x2
5.	Valve	x2
6.	Anti-Splash Assembly	x1
7.	Upper Pop Up Waste	x1
8.	Lower Pop Up Waste	x1
9.	Pop Up Rod & Knob	x1
10.	Rubber Seal	x1
11.	Rubber 'C' Shaped Plate	x1
12.	Metal 'C' Shaped Plate	x1
13.	Backnut	x1
14.	Threaded Rod	x1
15.	Connecting Tails	x2



1. Identify all components and check for completeness, particularly before arranging fitting.
2. Insert the threaded rod to the base of the mixer body and fit into place on the basin.
3. Place the 'C' plate fixing kit (11,12 & 13) onto the threaded rod from the underside of the basin/bidet and tighten the backnut (13) to secure the mixer body into place.
4. Install the connecting pipes (13) and connect the hot and cold supplies. (**DO NOT OVERTIGHTEN**). Soft copper tails can be carefully bent and cut to length to meet the supply pipes.
5. Fit the upper and lower pop pop up waste assembly (7 and 8). It is recommended that a silicon sealant be applied to both sealing faces of the washers which sit between the assemblies and the basin/bidet. Depending on which basin the taps are being fitted to, there may be a need to cut the length of the pop up rod. The plug height can be set by adjusting the waste rod (8) and the operating rod (9) using the connecting link (8), as well as the screw in the base of the plug (7).
6. Fully open both valves letting them run for a few minutes to check all joints and connections for leaks.

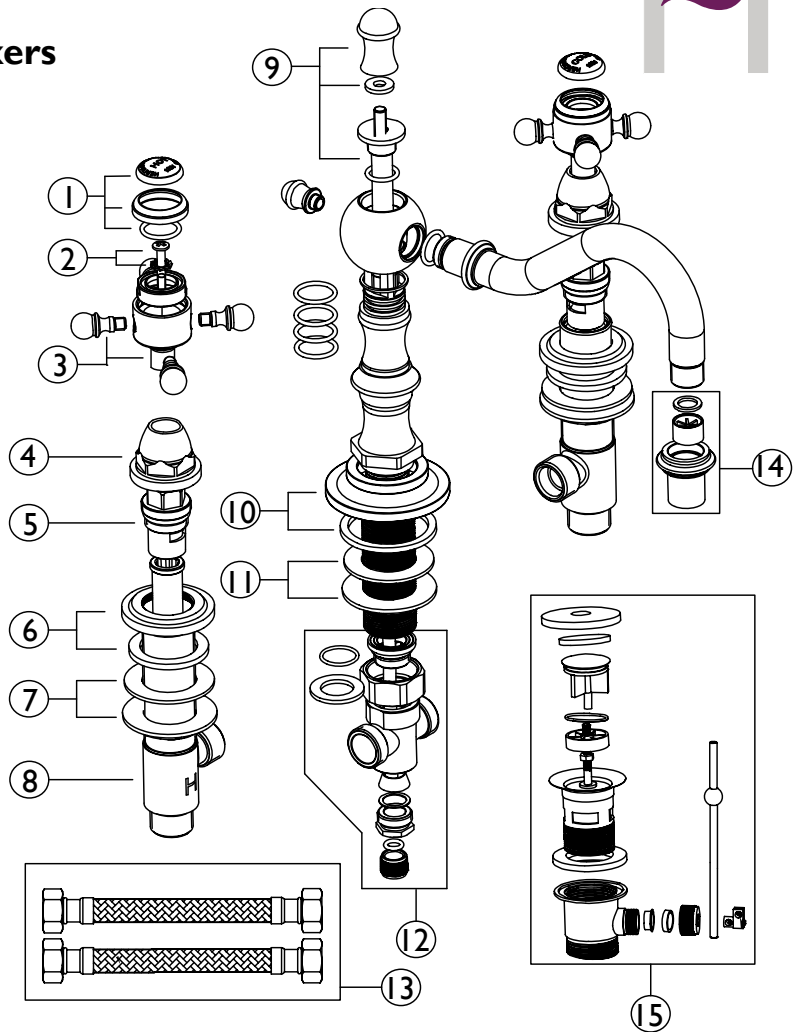






## Installation – 3 Hole Basin Mixers

- |     |                        |    |
|-----|------------------------|----|
| 1.  | Indice                 | x2 |
| 2.  | Screw & Washer         | x2 |
| 3.  | Handle                 | x2 |
| 4.  | Shroud                 | x2 |
| 5.  | Valve                  | x2 |
| 6.  | Plinth & Washer        | x2 |
| 7.  | Backnut & Washer       | x2 |
| 8.  | Side Body              | x2 |
| 9.  | Pop-up Rod & Knob      | x1 |
| 10. | Spout Plinth & Washer  | x1 |
| 11. | Spout Backnut & Washer | x1 |
| 12. | 'T' Joint Assembly     | x1 |
| 13. | Connecting Pipes       | x2 |
| 14. | Anti-Splash Assembly   | x1 |
| 15. | Pop Up Waste Assembly  | x1 |



1. Check all components are present & correct before arranging installation.
2. Fit the side bodies (8) and central mixer body to the basin by using the backnuts and washers (7 & 11) provided. Ensure that the plinth and washer (6 & 10) are fitted between the basin and the side bodies/mixer body.
3. Connect the 'T' joint assembly (12). Tighten the nut using a suitable spanner to prevent any leaks.
4. Fit the connecting pipes (13) to each of the side bodies and link them up to the 'T' joint assembly.  
**NOTE:** Loop the hoses to avoid any kinks and restricting the flow.
5. Fit the pop up waste assembly (15). It is recommended that a silicon sealant be used between the sealing washers. Depending on which basin the taps are being fitted to, there may be a need to cut the length of the pop up rod.
6. Connect hot and cold water supplies fully open both valves letting the water run for a few minutes to flush the system. Check all joints and connections for leaks

\* THRC09/THRG09 shown for illustration purposes only. Installation also applies to THRC06/THRG06



## Maintenance

### General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All 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 bathroom cleaning products (powders and liquids) will damage the surface of your fitting, even the non-scratch cleaners.

**Note:** Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.

See Map of Hard Water Regions on page 10 to see the water type in your area

### Cleaning the Valves

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

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

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

- Turning the water supply off at the mains stopcock or
  - Turning off the isolation valves to the tap.
1. Remove the indice to reveal the concealed screw and washer within the handle.
  2. Using a suitable screwdriver remove the screw and lift the handle away from the shroud.
  3. Unscrew the shroud to gain access to the valve and using a suitable remove the valve from the tap body
  4. Carefully clean the valve and the seating inside the tap body.
  5. If necessary replace the valve.

Please visit [www.heritagebathrooms.com](http://www.heritagebathrooms.com) in order to find spare parts for this product.

6. Re-place the valve into the tap body and re-connect the handle assembly.





# Map of Hard Water Regions



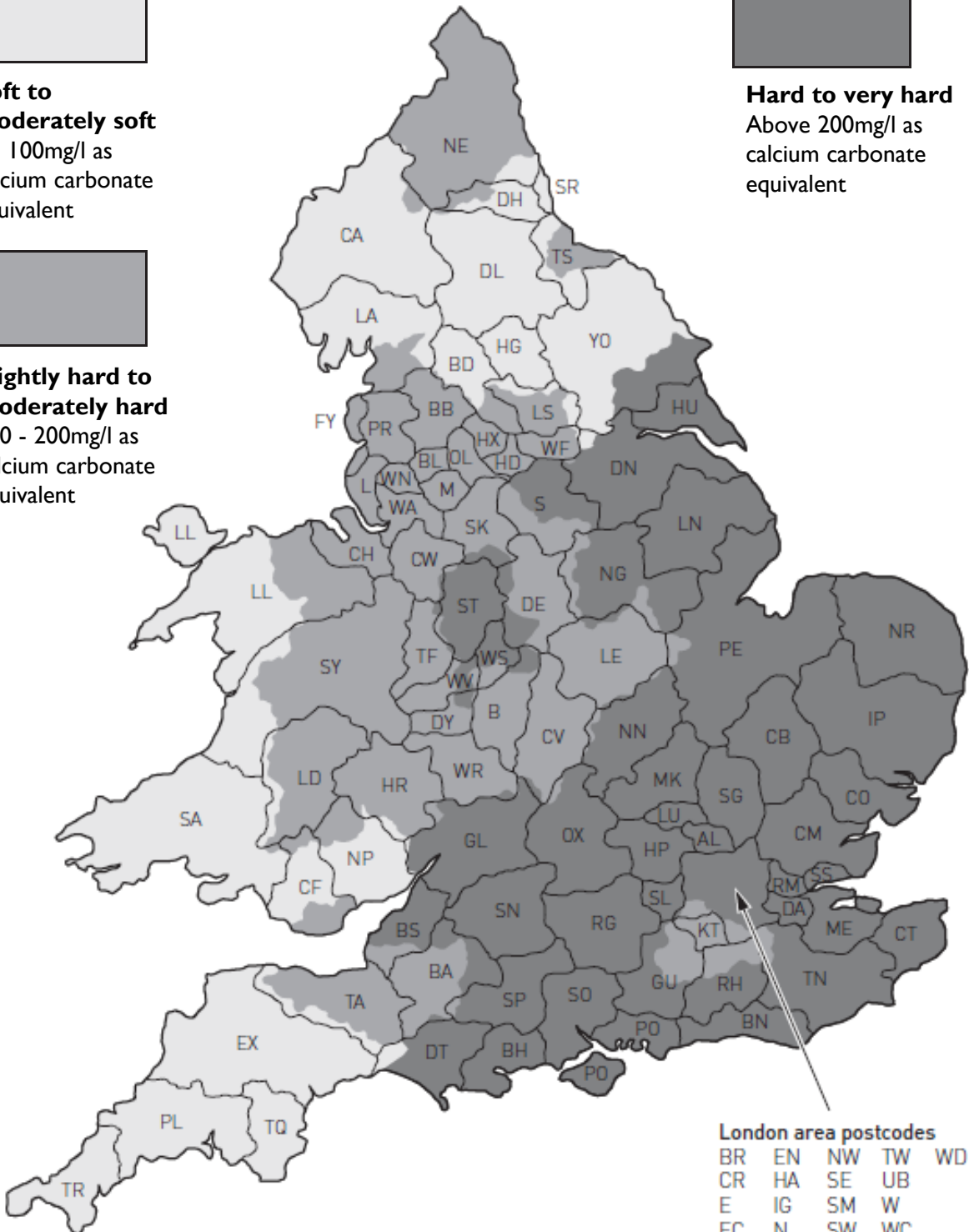
**Soft to moderately soft**  
0 - 100mg/l as calcium carbonate equivalent



**Slightly hard to moderately hard**  
100 - 200mg/l as calcium carbonate equivalent



**Hard to very hard**  
Above 200mg/l as calcium carbonate equivalent



## Troubleshooting

Symptom	Cause	Remedy
No flow or poor flow rate.	Partially closed stop or service valve in water supply pipework to the tap.	Open stop or service valve.
	Head of water is below the minimum distance required.	Refer to the Specification section for minimum pressures required.
	Possible airlock / blockage in supply pipework	Remove water supplies from the fitting and flush the system to remove any airlocks / debris.
	Cartridge / Valve not opening fully.	Service fitting. Refer to maintenance section on page 09.
Water dripping for a few seconds after the tap has been turned off.	This is caused by 'capillary action' and residual water in the spout being siphoned out. This should only last for a couple of seconds.	
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 09.
Fitting does not turn on.	Water supplies not turned on.	Check that the water supplies to the fitting are turned on.
	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.
	Insufficient water pressure / header height.	Refer to the specification section for minimum pressures required.





## Heritage Bathrooms Guarantee

When you buy a Heritage product, you can be confident that it not only features distinctive design, but that it has also been made to meet our rigorous quality standards.

We offer robust guarantees and an attentive aftercare service to ensure that if you do experience any issues, we can deal with a problem quickly, and effectively.

Please note that guarantees are only valid with proof of purchase.

Our guarantees are as follows:



2 Years on  
Mirrors &  
WC Seats



5 Years on  
Bath Screens,  
Furniture,  
Shower Valves,  
Taps, Wastes  
& Accessories



Lifetime Guarantee  
on Acrylic &  
Cast Iron Baths  
And Sanitaryware

## Register now for additional peace of mind

Register your product with us now and, if you do have any queries after installation, we'll be able to quickly identify the product and give you the best advice. It also means that you won't have to keep your proof of purchase to validate your guarantee. To register, simply go online at [www.heritagebathrooms.com/register](http://www.heritagebathrooms.com/register)

## Guarantee Terms and Conditions

This guarantee is in addition to your statutory and other legal rights and is subject to the following conditions:

- The product was purchased within the United Kingdom or Republic of Ireland
- The product is used in domestic applications only
- The guarantee applies solely to the original purchaser with proof of purchase
- The installation must allow ready access to all products for the purpose of inspection, maintenance or replacement
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date

Any part found to be defective during the guarantee period will be replaced without charge, providing that the product has been installed in accordance with the instructions given in this guide and used as the manufacturer intended. If the product is no longer available, Heritage will endeavour to provide the nearest equivalent.



## Heritage Bathrooms Guarantee Cont.

The guarantee does not cover:

- Damage or defects caused by
  - General wear and tear (including special non-chrome finishes; components such as filters, seals, 'O' rings and washers)
  - Incorrect installation
  - Repair using non-Heritage parts
  - Accidental or wilful misuse
  - Corrosion and the use of inappropriate cleaning products.
  - System debris including the build-up of limescale (which can be controlled through regular servicing and maintenance)
- Compensation for loss of use of the product or consequential loss of any kind.

In the interests of continuous product improvement, Heritage reserves the right to alter product specifications without notice.

### Need help?

In the unlikely event that you encounter a problem with your Heritage product, 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. To speak to a Heritage customer service advisor, please contact our technical helpline on **0844 701 8503**.





## Notes

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





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HFI (HARTLEBURY BAS/BID) REV. D1

