

# HERITAGE<sup>®</sup>

## BATHROOMS

### Hemsby Floor Mounted Bath Shower Mixer Installation Instructions and User Guide

**Models covered:**

THPC171 Floor Mounted Bath Shower 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 Specification

Operating pressure range (bar)	Min	Max
THPC171	2.0	5.0

Maximum static pressure – 10.0 bar

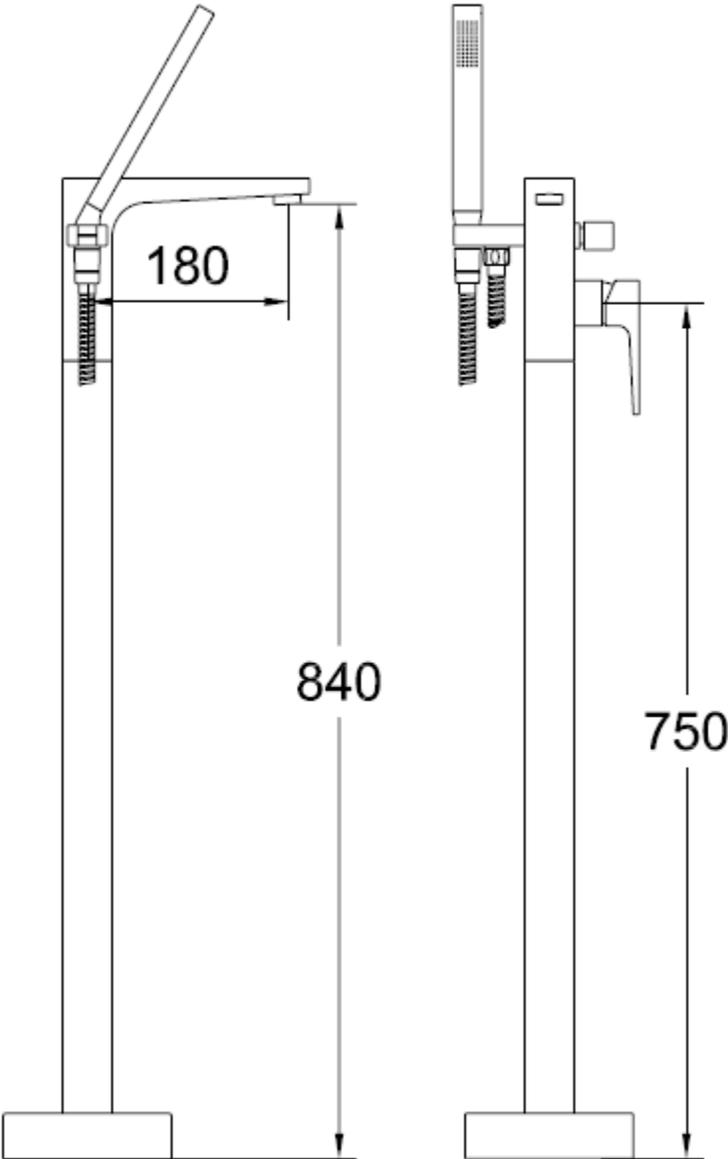
**NOTE:-** Nominally equal (balanced) inlet supply pressures are recommended for optimum Performance of mixer taps.

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



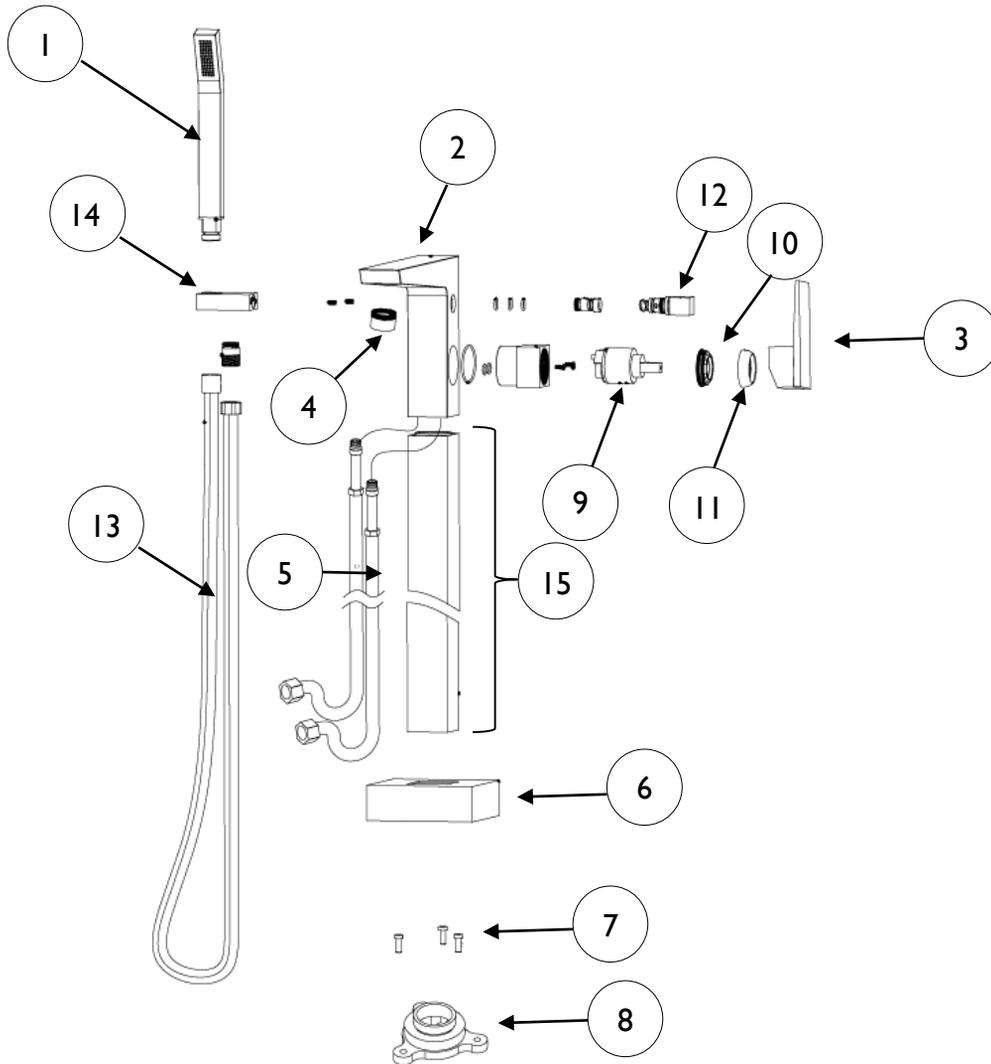
Floor Standing Bath Shower Mixer





# Installation

## Floor Standing Bath Shower Mixer



- |                 |    |                             |    |
|-----------------|----|-----------------------------|----|
| 1. Handset      | x1 | 9. Cartridge                | x1 |
| 2. Tap Body     | x1 | 10. Cartridge Retaining Nut | x1 |
| 3. Handle       | x1 | 11. Shroud                  | x1 |
| 4. Anti- Splash | x1 | 12. Diverter                | x1 |
| 5. Flexi Tails  | x2 | 13. Shower Hose             | x1 |
| 6. Plinth       | x1 | 14. Handset Holder          | x1 |
| 7. Fixings      | x3 | 15. Extension Body          | x1 |
| 8. Fixing Base  | x1 |                             |    |



## Installation cont.

### Floor Standing Bath Shower Mixer

1. Identify all components are present prior to installation.

**Note:** If the bath filler is to be fitted onto wooden floorboards, the boards must be reinforced with additional wooden batons due to the height and weight of the bath filler.

If the floorboards are not reinforced this may result in the bath filler flexing slightly during operation.

2. Slide the plinth (7) along the body and screw the fixing base (9) onto the tap body (2) and decide on the required position of the bath filler.
3. Mark the 3 fixing holes of the base onto the floor surface, also marking a central 34 mm hole for the flexi tails.
4. Remove the bath filler and drill suitable holes for the fixings (8) and the central 34 mm hole.
5. Terminate suitable pipework for the water supplies under the floor and ensure the flexi tails (6) will be able to connect once the bath filler is fitted.
6. Connect the flexi tails (6) to the water supplies. The flexi tails are coloured red for hot and blue for cold.
7. Reposition the bath filler in to the chosen position and secure using the fixings (8) supplied.
8. Pull the plinth (7) down to cover the base (9).
9. Operate the mixer in both bath and shower mode. To switch from bath to shower mode, pull and then twist the diverter (13). To revert back to bath fill turn the diverter back.
10. Turn on water supplies. Operate handle (3) and leave for a few minutes, letting the water flow through, to check all joints and connections for leaks, before finishing floor work.





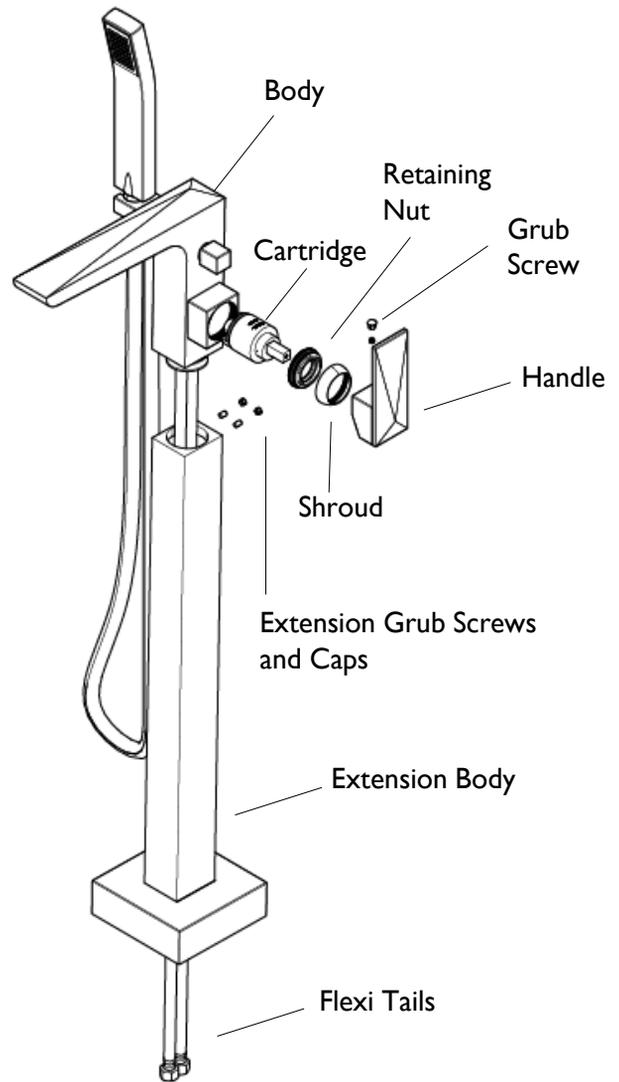
## Maintenance

### Cleaning the Cartridge:

If your fitting begins to leak the follow 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 handle loosing the grub screw.
  2. Unscrew the shroud and cartridge retaining nut and pull the cartridge out from the body.
  3. Clean the cartridge thoroughly under cold water to remove any build up of limescale or debris.
  4. Replace the cartridge into the body and tighten the retaining nut to secure in place.
  5. Screw the shroud onto the retaining nut and push the handle onto the cartridge. Tighten the grub screw.



### Removing the Flexi Tails

Should you need to replace the flexi tails, the following should be carried out;

**Note:** Before carrying out any maintenance insure the water supplies are isolated.

1. Remove the bath shower mixer from the floor.
2. Remove the extension caps and grub screws and pull the body up.
3. Unscrew the flexi tails from the bottom of the mixer body.
4. Pull the extension up over the flexi tails and replace with new ones supplied by Heritage.
5. Refit the extension body securing to the floor and screw the flexi tails into the mixer body.
6. Tighten the extension grub screws and fit the caps to secure the mixer body in position.
7. Turn on the water supplies.



## Troubleshooting

Symptom	Cause	Remedy
No flow or poor flow rate.	Partially closed stop or service cartridge in water supply pipework to the tap.	Open stop or service cartridge.
	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 not opening fully.	Service fitting. Refer to maintenance section on page 7.
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, and is normal after use.
Constant dripping / leaking when the tap is not in use.	Cartridge not fully shutting off.	Service fitting and replace cartridge. Refer to maintenance section on page 7.
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.	Pull the diverter out fully and twist to lock into position.
	Insufficient water pressure / header height.	Refer to the specification section for minimum pressures required.





## NOTES:

Please use this page to add any notes which you, or your installer may have regarding the installation / servicing of this product:





## 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**.





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