

HERITAGE BATHROOMS

Installation Instructions & User Guide

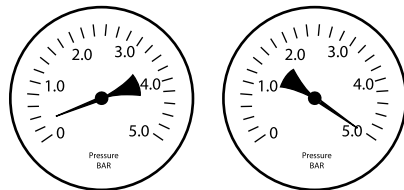
Please leave these instructions with
the end user

Product Code: STRCDUAL01 (DI)

Specifications

Dynamic Water Pressure

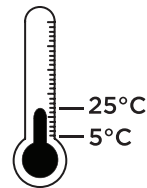
Min: 0.2 bar Max: 5.0 bar



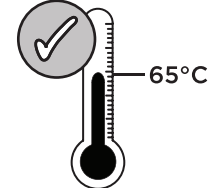
Maximum Static Pressure: 10.0 bar

Inlet Water Temperature

Cold Water Supply Hot Water Supply



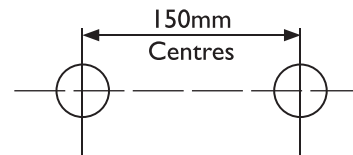
Min: 5°C Max: 25°C



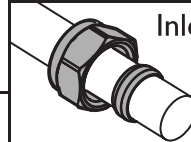
65°C Recommended

IMPORTANT
The inlet hot water must
be at least 10°C above the
required blend temperature.

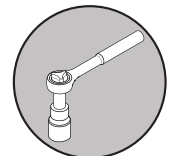
Inlet Dimensions



Inlet Connections



Tools You'll Need



Socket Spanner



Flat head
Screwdriver



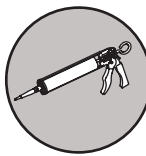
Drill



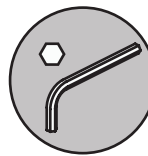
Adjustable Spanner



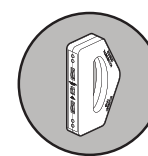
Pipe Cutter



Silicon Sealant



Hexagonal Keys



Pipe & Wire Detector

Prior to Installation

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.

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.

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

Full access must be made available for future maintenance/servicing purposes.

Before drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of an electronic detector.

If power tools are used do not forget to:

- Wear eye protection
- Unplug equipment after use

If in doubt, contact a registered plumber or your Local Water Authority or the Secretary of the Institute of Plumbing, address as follows:-

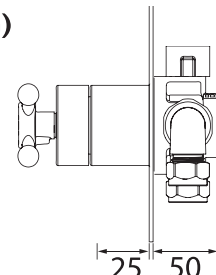
The Institute of Plumbing,
64 Station Lane,
Hornchurch,
Essex,
RM12 6NB, Tel: 01708 472791

Cavity Dimensions (mm)

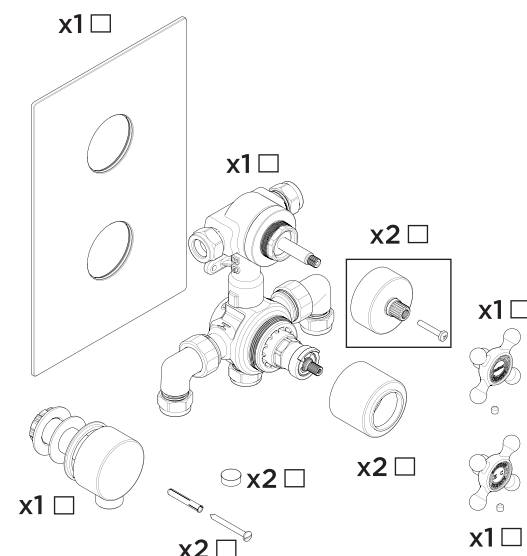
**Minimum
Fitting Depth:** 50mm

**Maximum
Fitting Depth:** 75mm

**Concealing Plate
Adjustment Range:** 25mm



Pack Contents



Valve Configuration

1

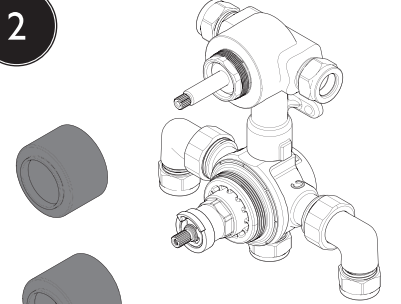
IMPORTANT
If installed in
conjunction with
combination
boiler, flow
regulators
must be
fitted.

Yellow Flow
Limiter (Hot)

Green Flow
Limiter (Cold)

Remove the inlet elbows and filters.
Remove the plastic inserts from the valve
inlets and insert the flow regulators.
Replace the elbows, ensuring the
filters are fitted.

2



Screw the shrouds
onto the valve.

Installation

1

Install suitable batons
(if required) into the
cavity. Take the finished
wall surface into
consideration when
fitting the valve into the
cavity. Mark the position
of the valve; drill and
plug holes to suit.

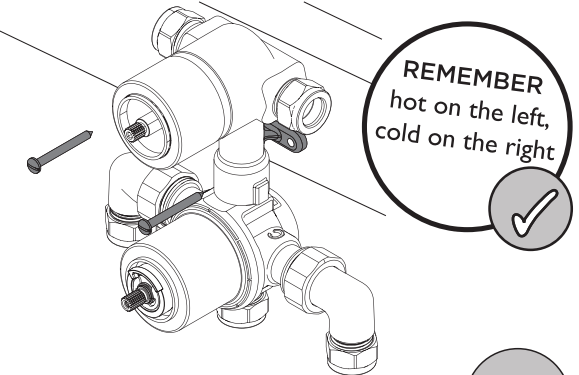
75mm

50mm

Cavity Space

Baton

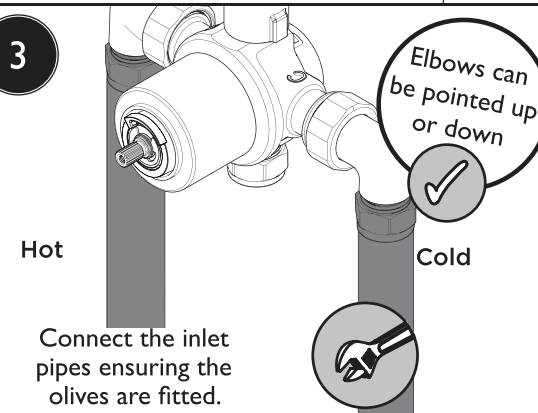
2



REMEMBER
hot on the left,
cold on the right

Secure the valve using the screws supplied
(solid walls only) or a suitable alternative.

3



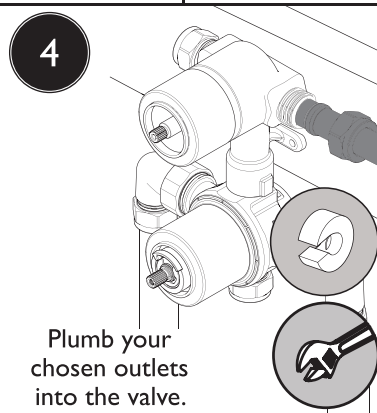
Hot

Elbows can
be pointed up
or down

Cold

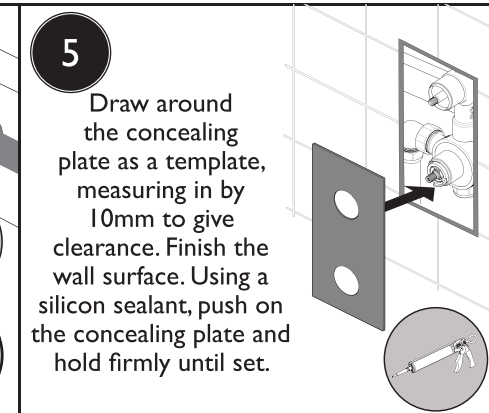
Connect the inlet
pipes ensuring the
olives are fitted.

4



Plumb your
chosen outlets
into the valve.

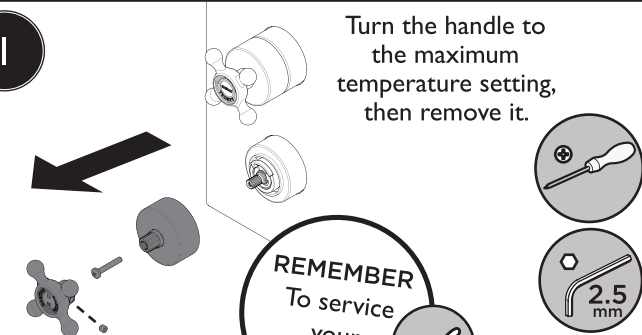
5



Draw around
the concealing
plate as a template,
measuring in by
10mm to give
clearance. Finish the
wall surface. Using a
silicon sealant, push on
the concealing plate and
hold firmly until set.

Temperature Adjustment

1

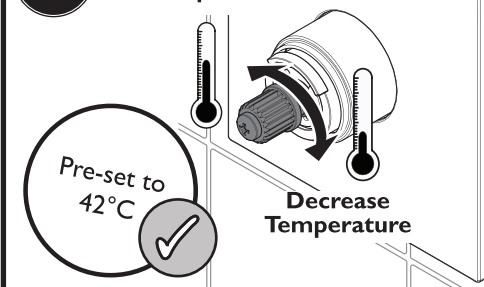


Turn the handle to
the maximum
temperature setting,
then remove it.

REMEMBER
To service
your
product!

2

Increase
Temperature

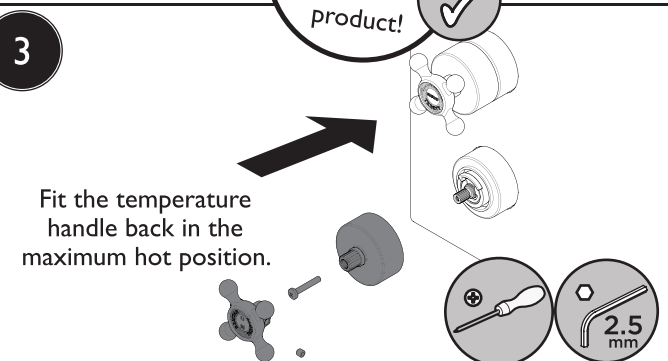


Pre-set to
42°C

Decrease
Temperature

Turn the spindle
to increase or
decrease the
temperature.
Check the temperature
and adjust until
you achieve the
desired result.

3



Fit the temperature
handle back in the
maximum hot position.

General Cleaning

Heritage products are made from premium materials, with hand polished, PVD, EPD or 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.

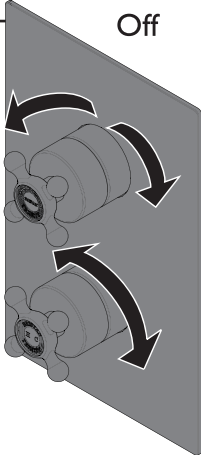
Household bleaches and cleaners contain harsh chemicals and may damage the surface finish. Avoid using abrasive cloths, scouring pads, scrub sponges, steel wool or anything similar.

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.

Operation

Left
Outlet On/
Increased Flow

Increased
Temperature



Right
Outlet On/
Increased Flow

Decreased
Temperature

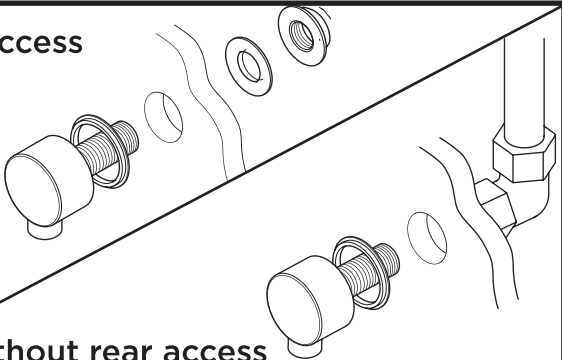
Wall Outlet Installation

Choose the location for the wall outlet and create a 25-30mm hole in the wall. Ensure your shower accessories have enough reach from that position. Finish the wall surface.

With rear access

Fit the wall outlet, ensuring the washers are fitted either side of the wall.

Go to Step 4 in the Installation Steps to connect the outlet pipework.



Without rear access

Follow Step 4 in the Installation Steps, fitting a 1/2" female connection at the hole in the wall (not supplied).

Screw the wall outlet into the 1/2" female connection, using a suitable thread sealant ensuring the rubber seal is fitted to the back of the wall outlet.

Servicing Intervals

To reduce the build up of lime scale and to ensure this shower works to its maximum performance we recommend this shower is serviced every 6-12 months depending on the hardness of your water.

Maintenance - Cartridge Cleaning

1

IMPORTANT
Isolate the water supply before starting!

Remove both handles.

2

Gently remove the concealing plate from the wall.

3

Unscrew the shrouds. Remove the cartridges and piston.

4

Remove any O-rings and soak all components in de-scaler. Rinse thoroughly in clean water. Examine all seals and replace if needed. Use a VRAS approved silicon based grease on all seals.

5

Reverse the installation steps, ensuring the temperature stop is aligned correctly.

6

Follow the Temperature Adjustment Steps if required.

Remember to remove old silicone and apply a new bead of silicone every time concealing plate is removed

Increase Temperature

Decrease Temperature

Troubleshooting

Symptom	Cause	Remedy
No flow or low 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 the specification for the minimum distance required.
	Are the water supply pressures balanced?	If pressures are unbalanced, a pressure reducing valve should be used for optimum performance.
	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 shower.
	Airlock or partial blockage in the supply pipework.	Flush through pipework and filters to ensure removal of debris and any airlocks.
	Hot/Cold water supply has failed	Check the hot and cold feeds. The shower will not work if either fails.
Maximum Water Temperature too Hot/Cold	Maximum Water Temperature needs adjusting.	Refer to the Temperature Setting section to set your desired maximum temperature.
Outlet Water Temperature too Hot/Cold	Filter/pipe blockage	Flush through pipework and filters to ensure removal of debris and any airlocks.
	Installation conditions outside operating parameters.	Refer to the specification for the minimum distance required.
	Hot water temperature is less than 10°C above the required blend temperature	Adjust hot water temperature or wait for water to reheat if a stored water system is used.
	Instantaneous water not igniting because the water flow rate is too low.	Increase water flow rate through the system. Refer to the Maintenance section to clean/check the cartridge and filters for any damage. Contact your boiler manufacturer.
	Instantaneous water not igniting because the water pressure is too low.	Refer to the specification for system requirements. Increase water pressure through the system. Contact your boiler manufacturer.
Only hot/cold water from Shower Valve	Inlet water supplies are reversed.	Check the water inlet connections are the correct way around: Hot on the left, Cold on the right when viewed from the front. Rework pipework as necessary.
	Filter/pipe blockage	Flush through pipework and filters to ensure removal of debris and any airlocks.
Water dripping from shower	This is normal for a short time after using the shower.	This is caused by residual water tension, the build up of water in the shower.
	If water continues to drip, possibly due to the cartridge	Remove cartridge and clean, refer to the 'Maintenance' section before starting any maintenance.
Shower does not turn on	Closed isolation valve.	Open isolation valve.
	Mains water supply turned off.	Turn on mains water supply.

Our Guarantee

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>

Bristan Group Ltd.

UK: Heritage Bathrooms, B78 ISG.
EU: Masco Europe S.à.r.l., 14 Rue Strachen 6933 Mendsdorf, Luxembourg.

Customer Service: +44330 026 8503
Web: www.heritagebathrooms.com
Email: enquire@heritagebathrooms.com

A Masco Company

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Installation Guide

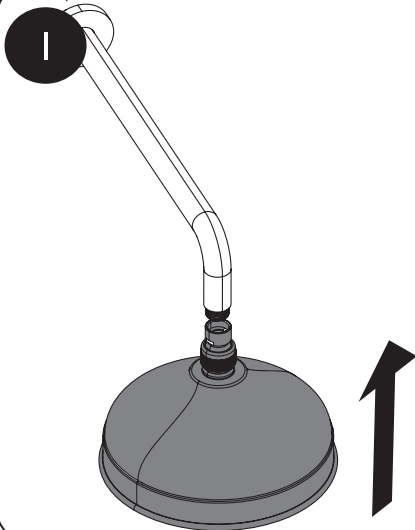
Models covered:

FH TDRD04 C

Please keep this booklet for future Reference.

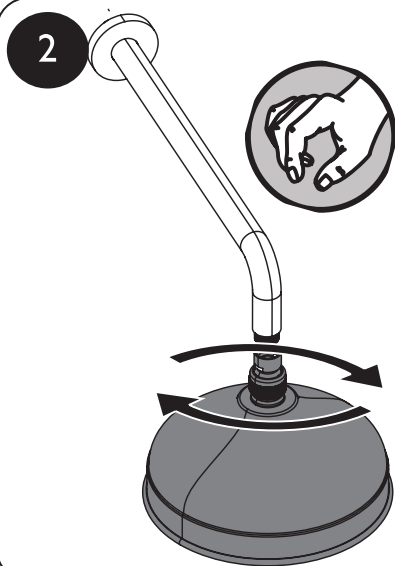
Installer: when you have read these instructions please ensure you leave them with the user.

INSTALLATION



If replacing a shower rose, simply unscrew the current one and fit the new rose.

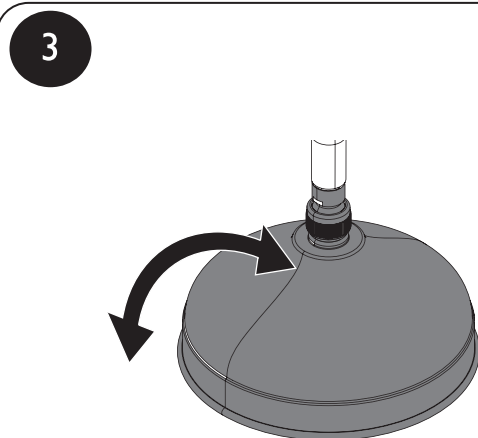
This product is designed to be fitted to shower arms with a male 1/2" BSP thread.



Tighten by hand ONLY.

Check joint and connections for any leaks, if this occurs check the condition of the washer.

Replace if necessary or reseal correctly then re-tighten.



The shower rose comes with a swivel joint, so the rose can be positioned as desired.

CARING FOR YOUR PRODUCTS



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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.

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NOTES



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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 **Call us** 0330 026 8503 **Website** 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.

HERITAGE

BATHROOMS

Installation Guide



Models Covered:

Deluxe Flexible Shower Kits

STA2I, STBN2I, STC2I

Please keep this booklet for future reference.

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

INTRODUCTION

Thank you for buying a Heritage Product. 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 NOTES

Please make sure you read these instructions and retain for future use.

All products manufactured by Heritage Bathrooms are safe, providing they are installed and used correctly and also receive maintenance when needed.

Showers, including the connecting water and waste system need to be installed in accordance with and meet the requirements of the Water Supply Regulations 1999 (Water Fittings) and current by-laws. If you are in doubt about your ability to install this product correctly or safely, you should employ the services of an experienced qualified plumber.

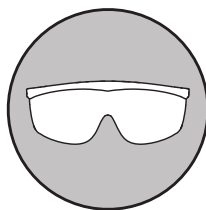
- It will be beneficial to have somebody to hold the product whilst marking and levelling is achieved in order to prevent injury.
- Do not use if the shower head or shower hose has been damaged or is blocked
- Do not crush or kink the shower hose, this could damage the hose and cause leaks.

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

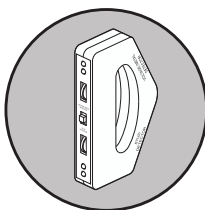
Consider the following whilst using power tools:

- Prior to drilling into walls, check there are no hidden electrical cables or wires and there are also no water pipes. These can potentially be found using an electrical or metal detector. You may also need to know some of the schematics of previous installations to determine the suitability and accommodation of the installation.
- Wear the correct PPE, especially ear, eye and hand protection when using power tools. Unplug any mains equipment after use.
- Keep electrical equipment away from sources of water.

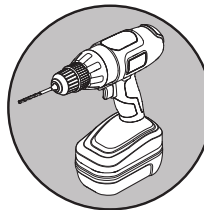
TOOLS REQUIRED



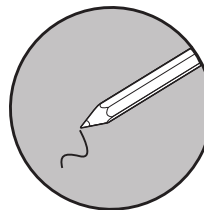
Safety Goggles



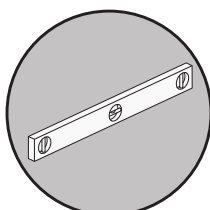
**Electronic
Detector**



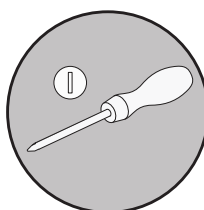
6mm Drill



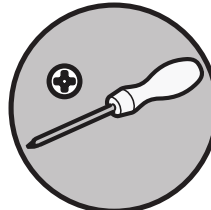
Pencil



Spirit Level



**Flat Head
Screwdriver**

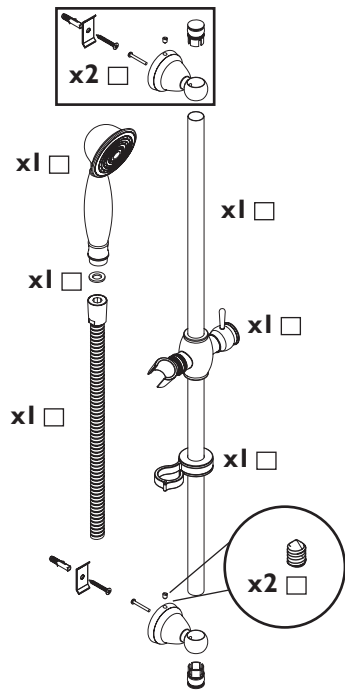


**Cross Head
Screwdriver**



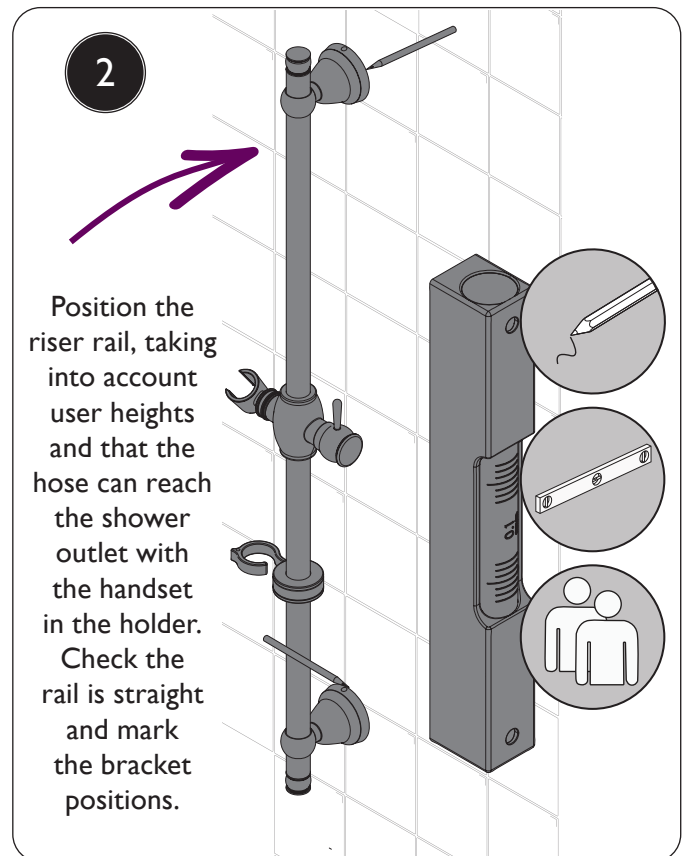
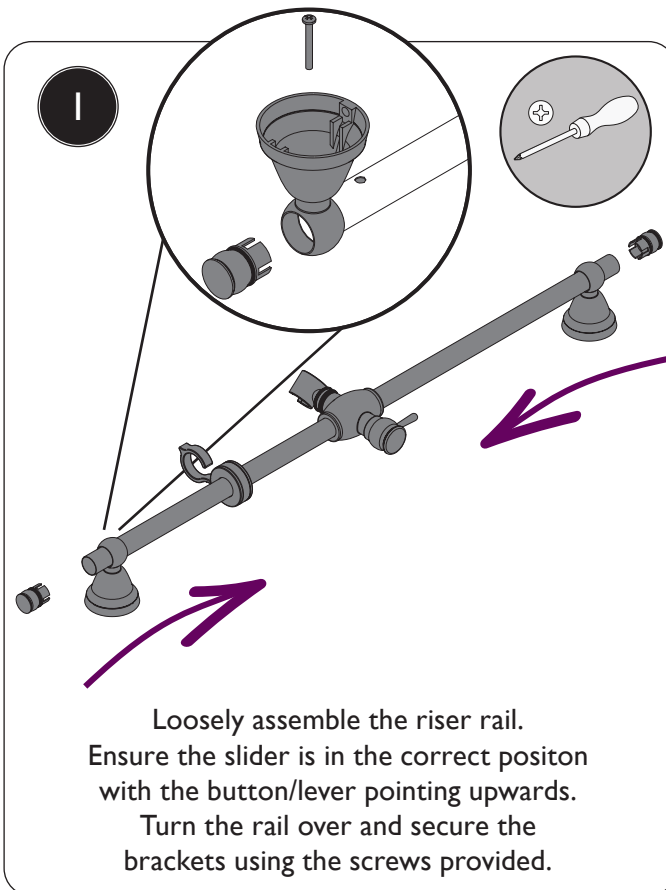
PACK CONTENTS

ST_2I

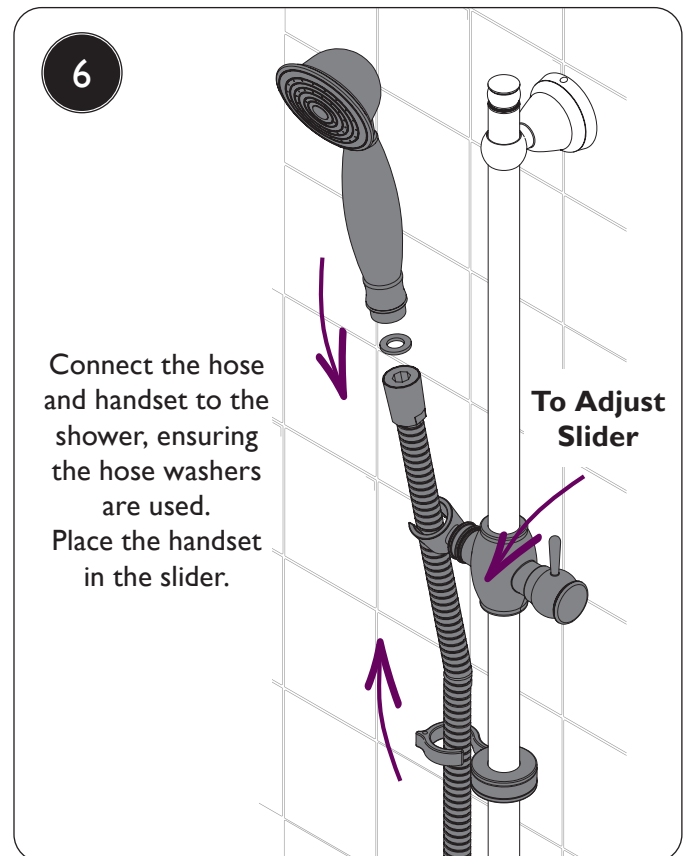
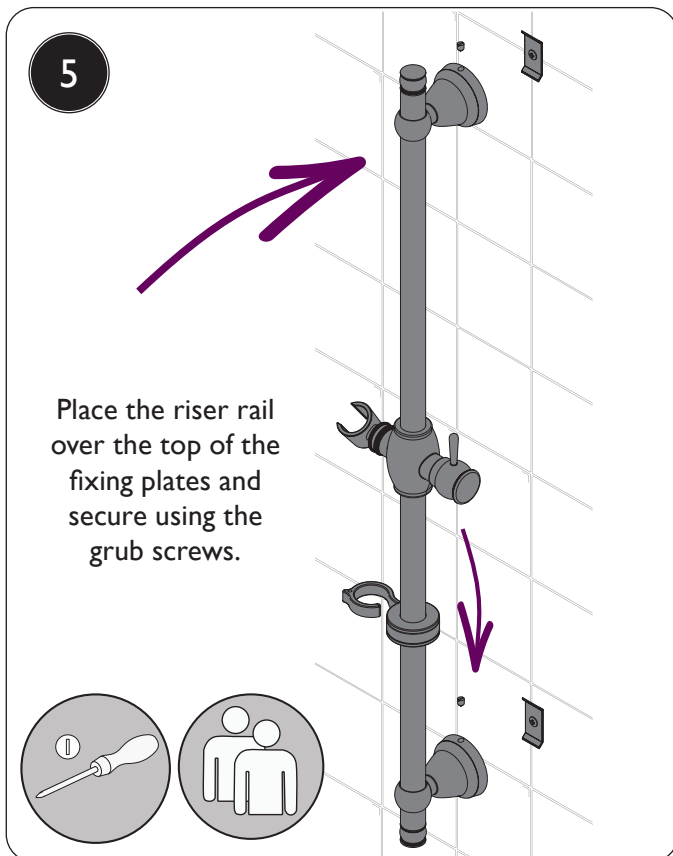
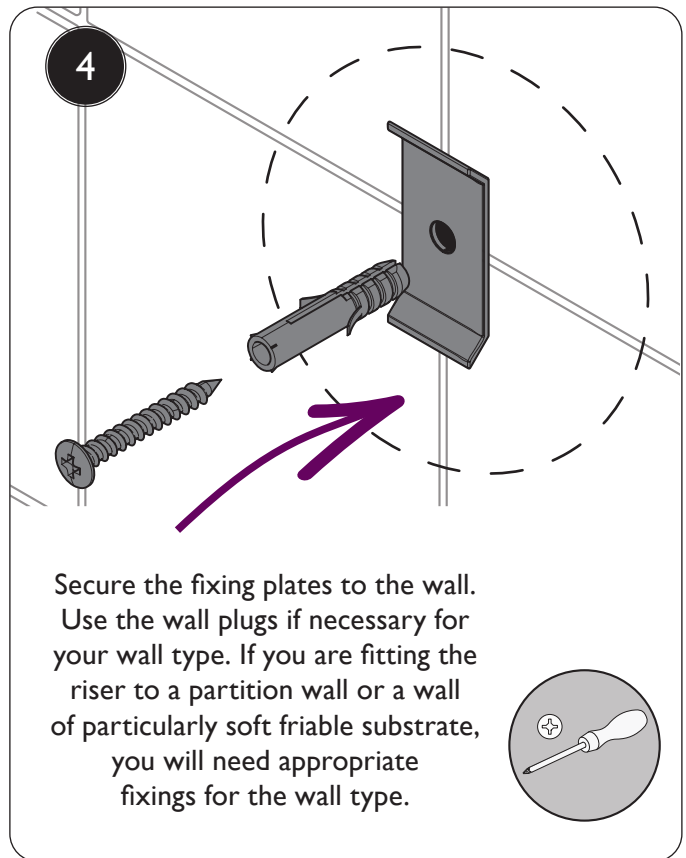
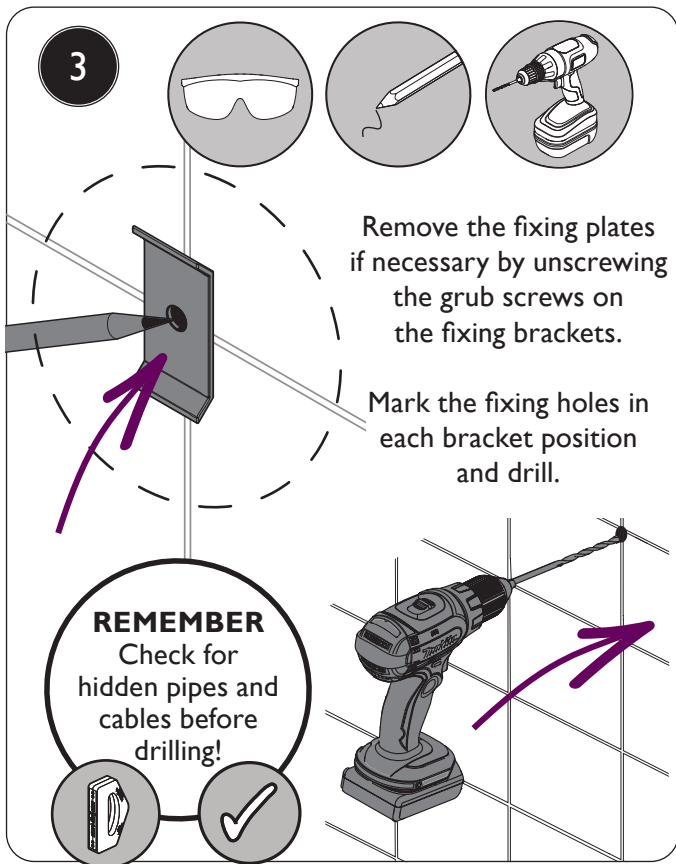


Scan the QR Code
and search for your
product code for
more information.

INSTALLATION



INSTALLATION



NOTES



CARING FOR YOUR PRODUCT

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To see the specific guarantee for this product, scan the QR Code or visit the following URL:

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



NEED HELP?

If your product does not function correctly when you first use it, contact your plumber and make sure that it has been installed and commissioned in line with this Installation and User Guide supplied with the product. If this doesn't solve the problem, then please visit <https://www.heritagebathrooms.com/service-centre/help-and-advice> for some helpful hints and tips; or contact Heritage Customer Service on 0330 026 8503 where our expert team of advisors will be able to offer you, or your plumber, help and advice.



HERITAGE[®]

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 Call us **0330 026 8503** Website 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.

HERITAGE

BATHROOMS

Installation Guide



Models Covered:

Fixed Shower Arm

**ARM CTRD02 C,
ARM CTRD02 G,
ARM CTRD02 BN**

Please keep this booklet for future reference.

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

INSTALLATION

Important Safety Information

Please read these instructions thoroughly and retain for future use.

All products manufactured and supplied by Heritage are safe provided they are installed, 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 tradesman.**

Before starting any installation please consider the following:

Remove all packaging and check there are no missing or damaged parts. Before drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of an electronic detector.

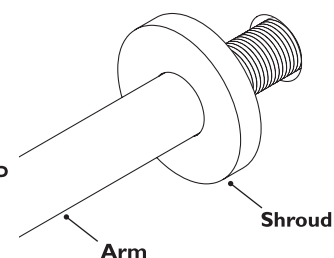
If power tools are used do not forget to:

- Wear eye protection
- Unplug equipment after use

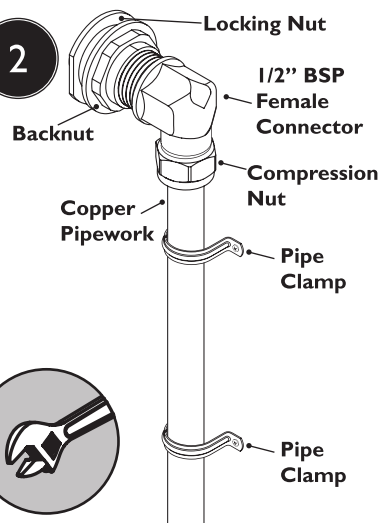
This product must not be modified in any way as this will invalidate the guarantee.

1

Thread the arm through the wall and into a 1/2" BSP connection (not supplied).



2

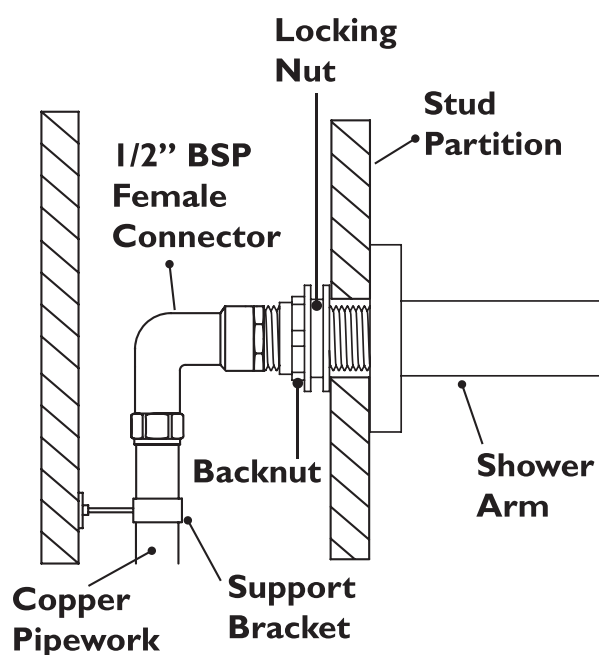


Secure the arm in position by tightening the clamp and back-nut. The supply pipework to the shower valve must be rigid and secured in position with the use of pipe clamps.

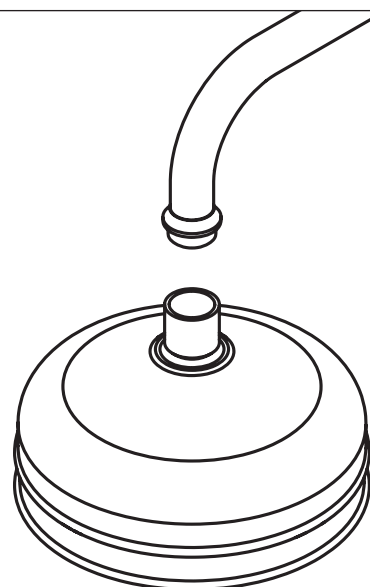
See step 3 for a typical installation.

3

Typical Installation



4



Screw your chosen shower rose (not supplied) onto the shower arm by HAND ONLY. Ensure the sealing washer is used.

Turn on the water supply and check all joints and connections for any leaks.



CARING FOR YOUR PRODUCT

Heritage products are made from premium materials, with hand polishing 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.

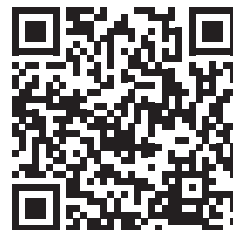
Household bleaches and cleaners contain harsh chemicals and may damage the surface finish. Avoid using abrasive cloths, scouring pads, scrub sponges, steel wool or anything similar.

GUARANTEE

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>



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 **0330 026 8503**.



HERITAGE[®]

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 **Call us** 0330 026 8503 **Website** 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.