

# HERITAGE

## BATHROOMS

### *Installation Guide*



Models Covered:

**Top Access Concealed Cisterns**

Please keep this booklet for future reference.

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

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# INTRODUCTION

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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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## CONTENTS

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SAFETY NOTES	3
PACK CONTENTS	4
INSTALLATION	5-11
TROUBLESHOOTING	11-12
CARING FOR YOUR PRODUCT	13
GUARANTEE	13
NEED HELP?	13
NOTES	14-15



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# SAFETY NOTES

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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.

Cisterns, 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.

Make sure that all components listed are included with the product and check for any signs of damage.

Ensure the mounting surface is sound, clean and dry before the product is installed. The fixings supplied with this product are suitable for SOLID WALLS only. Plasterboard or stud walls may require specialist fixings. Always ensure the product is securely installed before use. Do not overtighten the fixings or use any sealing compound, otherwise it may damage the product.

Shut off the mains water supply completely before proceeding with installation. Access to the cistern must be made available to allow for future maintenance. We recommend fitting an isolation valve to the water supply for ease of future maintenance.

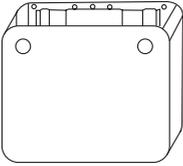
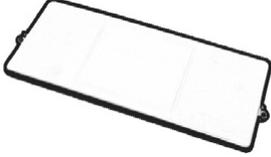
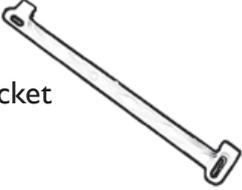
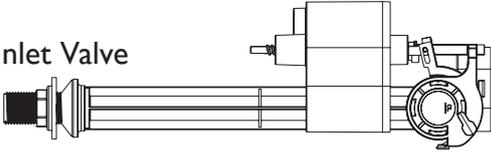
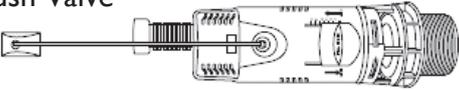
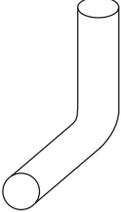
This product must not be modified in any way otherwise this will invalidate the guarantee.

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.



# PACK CONTENTS

Part No	Description	Qty	Part No	Description	Qty
<b>A</b>	Push Button 	1	<b>G</b>	Flush Pipe Washer 	1
<b>B</b>	Cistern Body 	1	<b>H</b>	Flush Pipe Coupling Nut 	1
<b>C</b>	Cistern Lid 	1	<b>I</b>	Wall Mounting Bracket 	1
<b>D</b>	Inlet Valve 	1	<b>J</b>	Screws 	2
<b>E</b>	Flush Valve 	1	<b>K</b>	Fixing Plugs 	2
<b>F</b>	Flush Pipe 	1	<b>L</b>	Flush Pipe Connector 	1



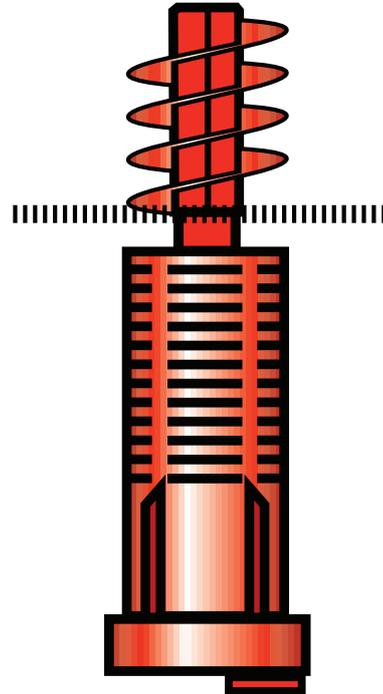
# INSTALLATION

1

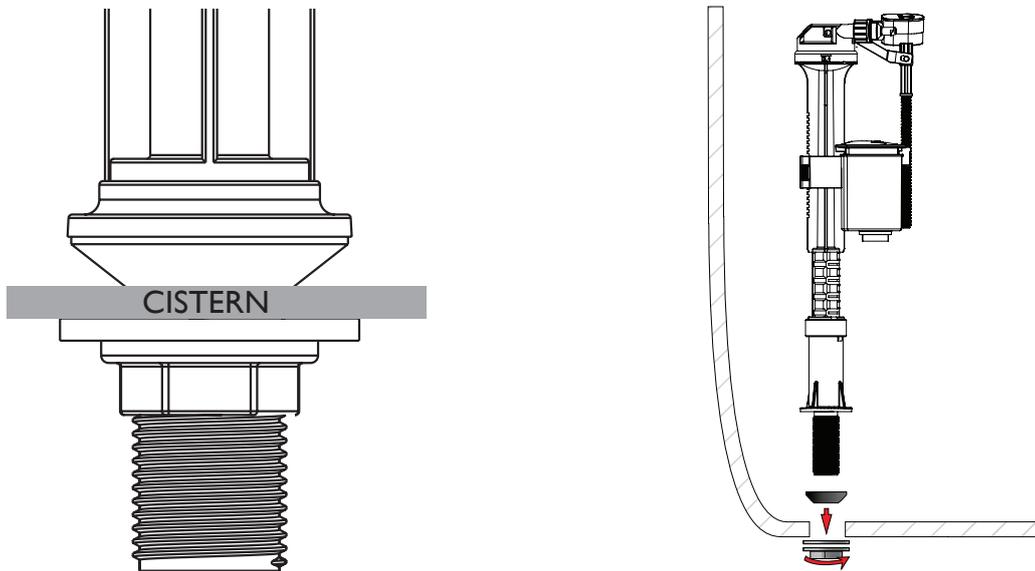
## Inlet Valve Installation

The filter/restrictor is pre-assembled into the threaded tail of the inlet valve (D). Depending on your water pressure, you may need to cut the restrictor to size:

- >1bar - leave the filter as supplied
- <1 bar, unscrew the filter and cut to the dotted line as shown in the image.  
Re-fit into the inlet valve.



2



Remove the backnut and plastic washer, leaving the conical rubber washer in place. Ensure that the conical rubber sealing washer is on the inside of the cistern and the flat plastic washer is on the outside of the cistern body.

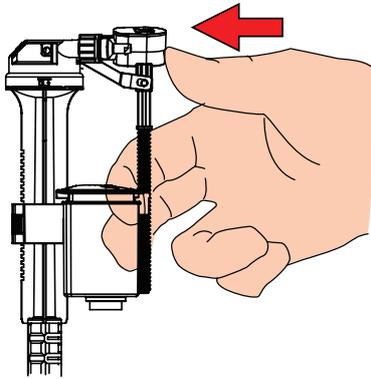
The backnut should be tightened by hand and then a further half turn using a suitable spanner or small wrench. **DO NOT OVERTIGHTEN.**



# INSTALLATION

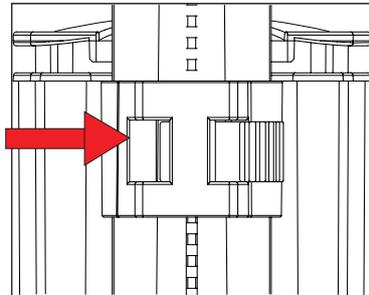
3

## Adjust the Inlet Valve to the Water Line

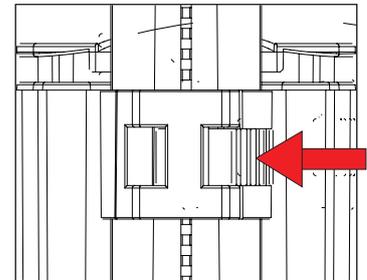
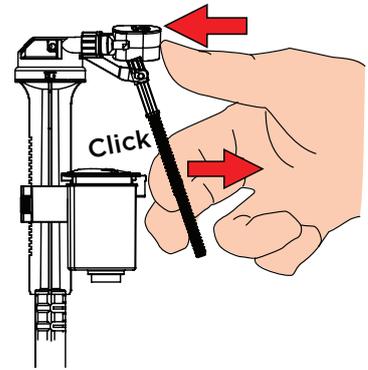


Unclip the red adjusting rod and unlock the quick-release clip on the float.

Adjust the float and cup up/down so that the bottom cup sits on the 'CABLE' water line marked on the inside of the cistern.

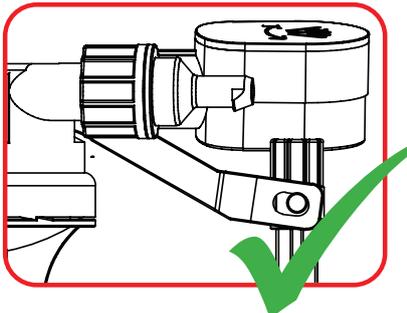
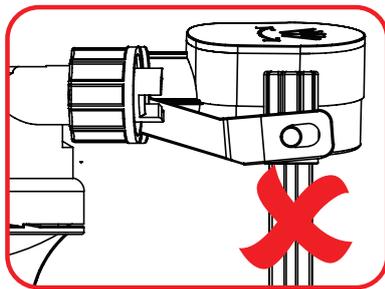


Lock the quick-release clip back in place.



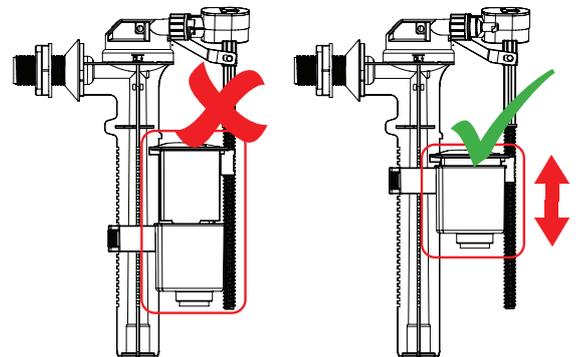
4

Re-clip the adjustment rod ensuring the red arm is in the downward position.



5

Ensure the float can move freely within the cup.



# INSTALLATION

6

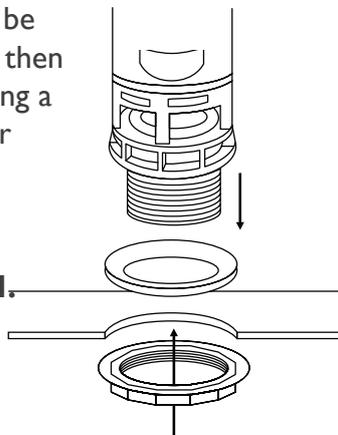
## Flush Valve Installation

Insert the threaded section of the flush valve into the centre hole in the base of the cistern ensuring that the rubber sealing washer is on the inside of the cistern (B). Secure using the backnut.

Ensure the flush valve is orientated correctly depending on the push button position.

The backnut should be tightened by hand and then a further half turn using a suitable spanner or small wrench.

**DO NOT OVERTIGHTEN.**



**LEFT**



**RIGHT**



## Flush Valve Set-Up

Set the flush valve to full and part flush.

6/4 LITRES	
FULL FLUSH	PART FLUSH
<p>A diagram of the flush valve in the full flush position. The valve is shown from the side, and a red cable is connected to it. An arrow points to the slide mechanism, which is fully closed.</p>	<p>A diagram of the flush valve in the part flush position. The valve is shown from the side, and a red cable is connected to it. An arrow points to the slide mechanism, which is partially open.</p>
Slide fully closed.	Slide to position 3.



# INSTALLATION

7

Establish the location of the cistern (B) relative to the WC pan using the minimum to maximum flush pipe heights below:

- 2" Flush Pipe: Min 100mm - Max 190mm

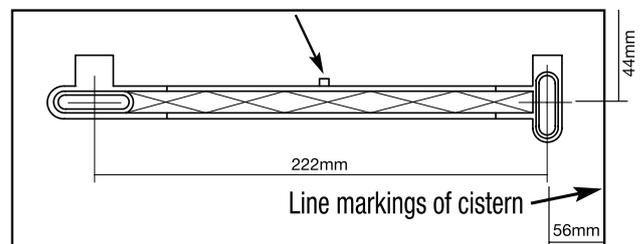
**Note:** The cistern should be fitted as high as possible inside a WC unit. In deep WC units or wall cavities, it may be necessary to fit a wooden baton to the rear of the unit or solid wall to move the cistern and flush pipe forwards.

**Ensure that you have access to the top of the cistern for future maintenance purposes.**

Mark where the cistern is to be located (top and sides); use a spirit level to ensure the cistern is level.

Fit the wall mounting bracket (I) to the centre of the installation position as shown below, ensuring that the moulded arrow points towards the wall.

Check that the wall mounting bracket is level using a spirit level before finally tightening the screws (J, K). Hang the cistern on the wall mounting bracket. Note: The fixings supplied with this product are suitable for **SOLID WALLS** only. Plasterboard or stud walls may require specialist fixings.



8

## Vertical Alignment of Flush Pipe

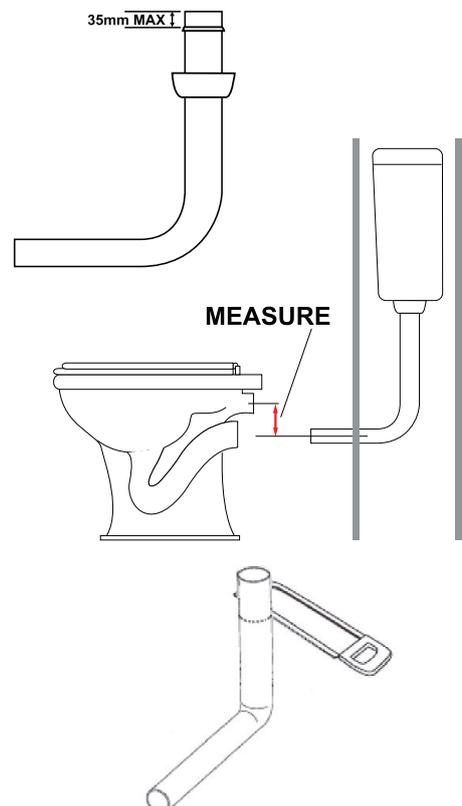
Place the coupling nut (H) followed by the seal (G) on the flush pipe (F). Insert the flush pipe (F) into the tail of the flush valve (E) and secure the coupling nut.

The fixing nut should be tightened by hand.  
**DO NOT OVERTIGHTEN.**

Offer the WC pan up to the flush pipe. Measure the vertical distance between the centre of the flush pipe (F) and the centre of the water inlet in the rear of the WC pan. Make note of this measurement.

Remove the WC pan.

Undo the coupling nut (H) and remove the flush pipe from the flush valve (E). Transfer the measurement made on to the flush pipe. Remove the section marked using a hack saw. The cut end of the pipe must be finished with sandpaper or a file.



# INSTALLATION

## 9 Horizontal Flush Pipe Adjustment

Push the flush pipe connector (L) on to the end of the flush pipe (F).

Place the coupling nut (H) followed by the seal (G) on the flush pipe (F). Insert the flush pipe into the tail of the flush valve (E) and secure the coupling nut.

The fixing nut should be tightened by hand.  
**DO NOT OVERTIGHTEN.**

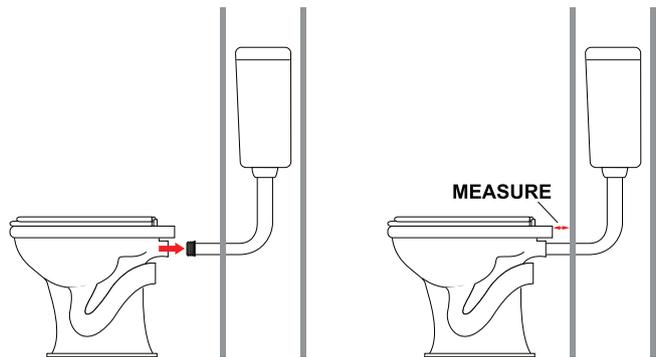
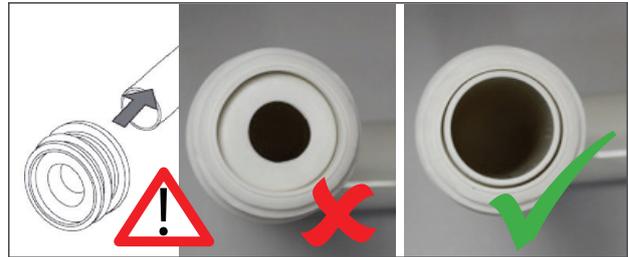
Push the WC pan back into position so that the flush pipe enters the water inlet in the rear of the pan.

Move the WC pan away and remove the flush pipe (F) from the flush valve (E). Transfer the measurement made on to the flush pipe. Remove the section marked using a hack saw. The cut end of the pipe must be finished with sandpaper or a file.

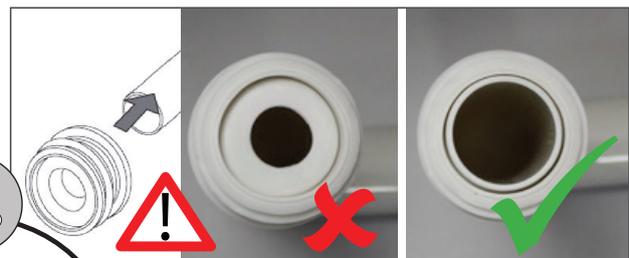
Reconnect the coupling nut (H) and seal (G) onto the vertical cut flush pipe (F). Insert the pipe into the tail of the flush valve (E) and secure the coupling nut.

The fixing nut should be tightened by hand and then a further half turn using a suitable spanner or small wrench.  
**DO NOT OVERTIGHTEN.**

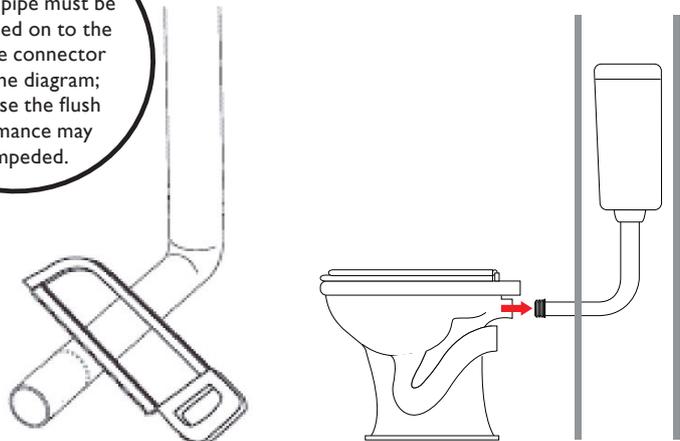
Reconnect the flush pipe connector (L) onto the horizontal cut end of the flush pipe. Ensure this is done as per the diagram. Push the pan onto the flush pipe, ensuring it is a secure fit.



Measure the distance between the rear of the WC pan and the front of the WC unit or wall (including any front panel or tiles). Make a note of this measurement.



**IMPORTANT**  
The flush pipe must be fully pushed on to the flush pipe connector as per the diagram; otherwise the flush performance may be impeded.

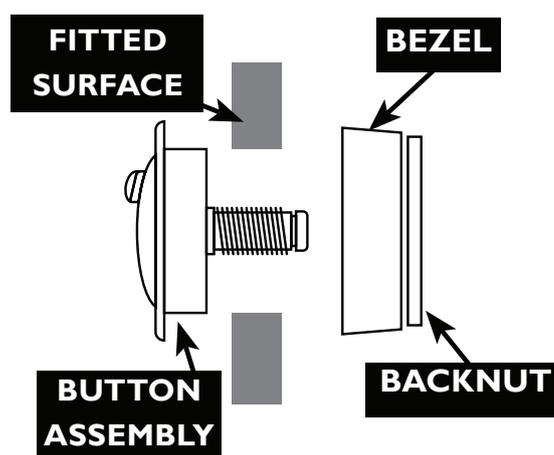


# INSTALLATION

10

## Button Installation

1. Using a drill and appropriate drill bit, drill a 40mm hole in the fascia panel of the WC unit or false wall in a suitable position for the push button (A). **Check the button will reach the chosen position and is not restricted by the length of the cable.**
2. Insert the button assembly through the hole and secure in place; hand tighten using the shroud and backnut provided. Do not overtighten as this could cause the button to stick.
3. Attach the cable from the flush valve (E) onto the back of the push button (A). Please ensure the route of the cable is not kinked.
4. Attach the fascia panel to the WC unit (if applicable).



## Final Commissioning

Final commissioning must take place before enclosing the cistern. Always allow for easy access for maintenance. Commissioning must include checks for water tightness and correct functioning of equipment. Heritage and the manufacturer will not be held responsible for any losses arising from failure to comply with this notice.

1. Water pipes must be carefully aligned before connection to ensure that undue stress is not placed on the cistern connection. Ensure pipework is free from debris and sealant.
2. Connect the water supply to the cistern inlet valve. Before turning on the water supply, check all components are free moving and all joints are correctly made.
3. Turn on the water supply, allowing the cistern to fill. Check thoroughly for leaks around the toilet, cistern, water inlet, flush pipe and waste connections.
4. Flush the cistern and allow it to fill. The inlet valve (D) should shut off at the cable water line indicated inside the cistern. If adjustments are needed, follow Steps 3-6 in the installation guide. Repeat this step until the water shuts off on the water line.



# INSTALLATION

## Final Commissioning

5. Hold the adjusting rod down to cause the cistern to internally overflow. Ensure that the internal overflow on the flush valve can discharge the incoming water. If necessary, reduce the incoming water flow by partially closing the isolation valve (not supplied).
6. Fit the cistern lid (C) on to the cistern.

# TROUBLESHOOTING

Symptom	Possible Solutions
<b>The inlet valve will not let water into the cistern.</b>	<ul style="list-style-type: none"><li>• Check the water supply and isolation valve are turned on.</li><li>• Make sure the inlet valve float has free movement and is not in the shut off position.</li><li>• Check the inlet valve filter is free of debris; this can be removed from the inlet valve tail with pliers. Clean with warm, soapy water.</li></ul>
<b>The inlet valve will not shut off.</b>	<ul style="list-style-type: none"><li>• Make sure the inlet valve float has free movement and is not jammed.</li><li>• Ensure the inlet valve/cistern is set up correctly. Refer to the installation steps for guidance.</li><li>• Check the inlet valve filter is free of debris; this can be removed from the inlet valve tail with pliers. Clean with warm, soapy water.</li><li>• Check the diaphragm is clear of debris:<ul style="list-style-type: none"><li>• Unclip the red adjusting rod</li><li>• Rotate the inlet head 90° anti-clockwise</li><li>• Remove the diaphragm</li><li>• Check for damage and replace if necessary; clean with warm, soapy water</li><li>• Replace the diaphragm ensuring its seated inside the rim</li><li>• Reverse the steps to secure in place, clipping the red adjusting rod back in the downward position.</li></ul></li></ul>



# TROUBLESHOOTING

Symptom	Possible Solutions
<b>The cistern is filling too quickly.</b>	<ul style="list-style-type: none"><li>• Ensure the inlet valve filter/restrictor is fitted to the tail of the inlet valve</li><li>• Ensure the filter/restrictor is at the correct length for the water pressure. See Step 1.</li><li>• Ensure the inlet valve/cistern is set up correctly. Refer to the installation steps for guidance.</li><li>• Reduce incoming flow by partially closing the isolation valve (not supplied)</li></ul>
<b>The cistern is filling too slowly.</b>	<ul style="list-style-type: none"><li>• Ensure the filter/restrictor is at the correct length for the water pressure. See Step 1.</li></ul>
<b>The flush valve keeps running/flushing.</b>	<ul style="list-style-type: none"><li>• Ensure the route of the cable is not kinked.</li></ul>
<b>The cistern is slow to empty.</b>	Check the flush pipe connector (L) has been installed correctly. See the Installation steps for more details.
<b>Leaking from the backnut.</b>	Check the flush valve (E) has been installed correctly. See the Installation steps for more details.



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## CARING FOR YOUR PRODUCT

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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. We strongly advise that cleaning products or drain un-blockers that contain bleach, acid or harsh chemicals should not be used inside the cistern for cleaning. Avoid using abrasive cloths, scouring pads, scrub sponges, steel wool or anything similar.

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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>



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## NEED HELP?

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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.



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# NOTES

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# NOTES

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# 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)

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