

HERITAGE®

BATHROOMS

Hartlebury Tap Range Installation Instructions and User Guide

Models covered:

THRC00/THRG00	Basin Taps
THRC01/THRG01	Bath Taps
THRC02/THRG02	Bath Shower Mixer
THRC07/THRG07	Bath Filler

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**.

Important Safety Information	02
General Specifications	02
Dimensions	03-04
Basin Taps	03
Bath Taps	03
Bath Filler	04
Bath Shower Mixer	04
Installation	05-06
Basin Taps	05
Bath Taps	05
Bath Filler	06
Bath Shower Mixer	06
Maintenance	07
Troubleshooting	08
Guarantee	09-10





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
THRC00/THRG00	Basin Taps	0.1	5.0
THRC01/THRG01	Bath Taps	0.1	5.0
THRC02/THRG02	Bath Shower Mixer	0.2	5.0
THRC07/THRG07	Bath Filler	0.1	5.0

Maximum static pressure – 10.0 bar

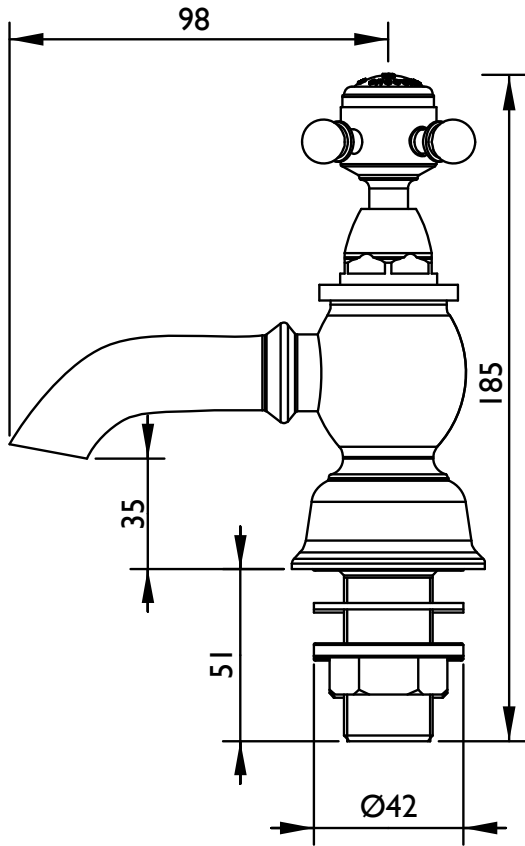
NOTE:- Nominally equal (balanced) inlet supply pressures are recommended for optimum Performance of mixer taps.

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.

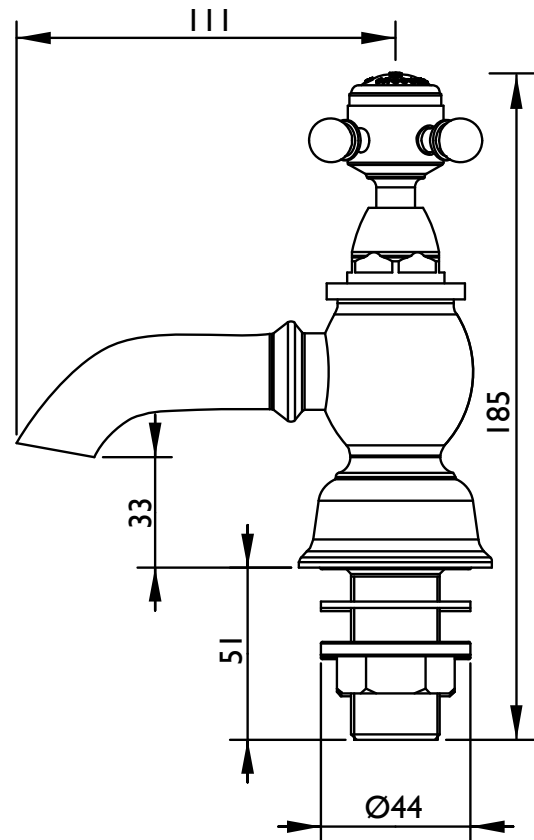
BS 6700 recommends the temperature of stored water should never exceed 65°C. A stored water temperature of 60°C is considered sufficient to meet all nominal requirements and will minimise the build up of lime scale in hard water areas.



Dimensions



Basin Taps (THRC00/THRG00)



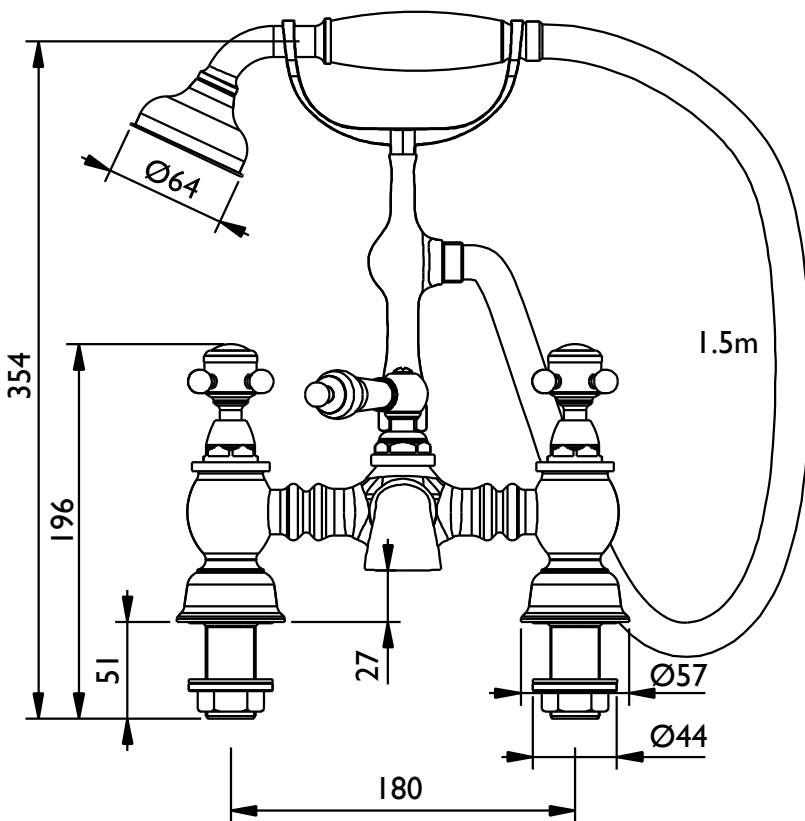
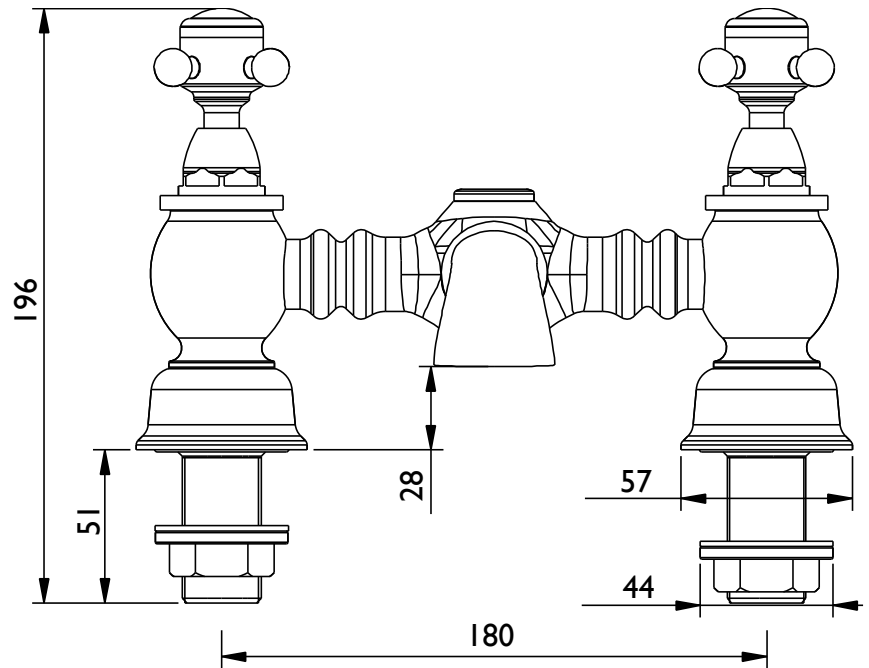
Bath Taps (THRC01/THRG01)





Dimensions

**Bath Filler
(THRC07/THRG07)**

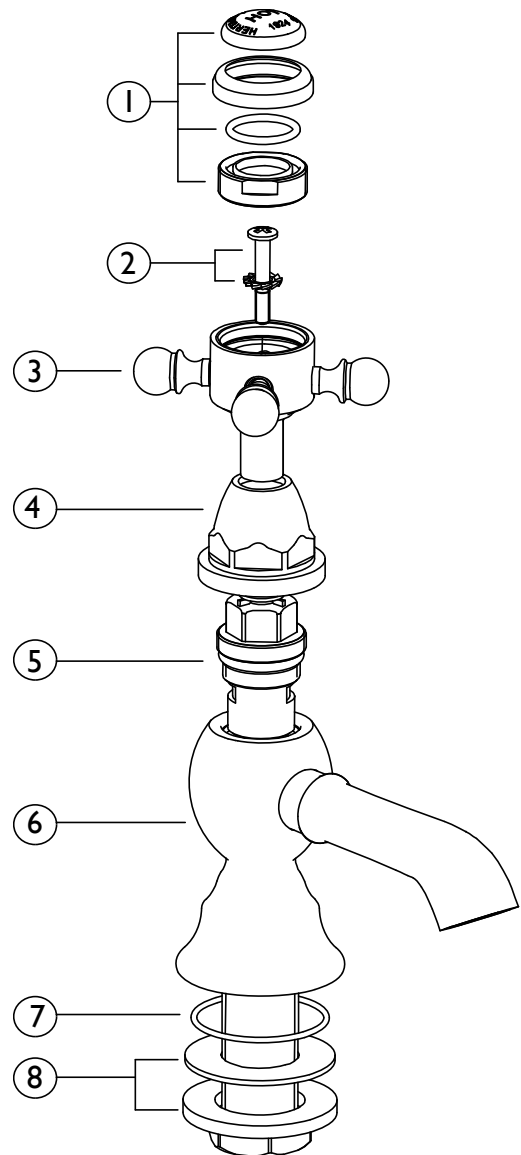


**Bath Shower Mixer
(THRC02/THRG02)**



Installation – Basin & Bath Taps

1.	Indice	x2
2.	Handle Screw & Washer	x2
3.	Handle Body	x2
4.	Shroud	x2
5.	Valve	x2
6.	Tap Body	x2
7.	'O' Ring	x2
8.	Backnut & Washer	x2



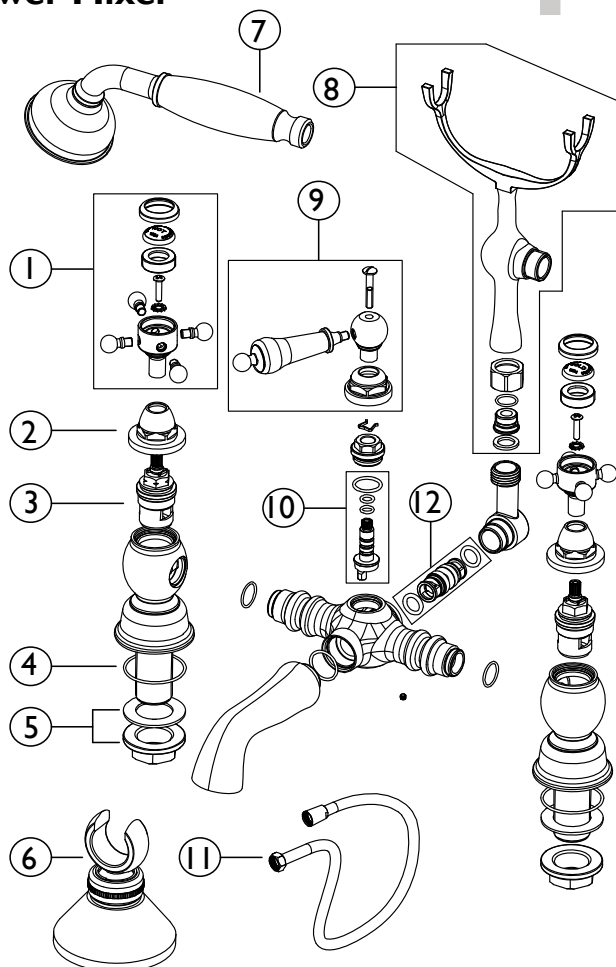
1. Identify all components and check for completeness, particularly before arranging fitting.
2. Fit tap body to basin/bath, ensuring that the 'O' ring (7) is in place to provide a water tight seal.
3. Secure the tap body into place by fitting the backnut and washer (8) from the underside of the basin/bidet. A suitable spanner may be required.
4. Connect the hot and cold supplies.
5. Fully open both hot and cold taps letting them run for a few minutes; check all joints and connections for leaks.





Installation – Bath Filler & Bath Shower Mixer

1.	Handle Assembly	x2
2.	Shroud	x2
3.	Valve	x2
4.	'O' Ring	x2
5.	Backnut & Washer	x2
6.	Wall Bracket*	x1
7.	Handset*	x1
8.	Cradle Assembly*	x1
9.	Diverter Lever*	x1
10.	Diverter Mechanism*	x1
11.	1.5m Hose*	x1
12.	Diverter Shuttle*	x1



* Bath Shower Mixer Only

1. Check all components are present and correct before arranging installation.
2. Fit the mixer body to the bath using the fixing kit provided. Ensure that the 'O' rings are in place between the tap body and the bath in order to create a water tight seal.
3. Secure into place by fitting the backnut and washer (5) from the underside of the bath.
4. **BATH SHOWER MIXER ONLY:** Fit the cradle assembly (8) to the rear of the mixer body and attach the hose (11) to both the cradle and the handset (7). **NOTE:** Ensure that the washers are used when connecting the hose, handset and cradle.
5. Connect the hot and cold supplies.
6. Fully open the mixer letting it run for a few minutes, check all joints and connections for leaks.
7. **BATH SHOWER MIXER ONLY:** To fit the wall bracket, position ensuring that the handset will reach it comfortably. Mark out and drill holes to suit the fixings (not shown) then screw the back part of the bracket to the wall, and assemble the rest of the components.



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.

Cleaning the Showerhead: THRC02/THRG02

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 showerhead once a week. To ensure continued performance the showerhead needs to be regularly descaled.

Tip: If the showerhead is heavily scaled or has not been maintained for a long period of time a solution of hot water and white vinegar may be needed to clear the scale.

Mix a 50/50 solution and rub the nozzles thoroughly with the solution making sure the solution gets into all of the nozzles. Wash off the solution with clean water.

Cleaning the Valves

We advise that your fitting is regularly serviced in hard water areas to maintain optimum performance. Please refer to the numbered diagram on page 5.

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 (1) on the top of the handle to reveal the concealed screw and washer (2). Proceed to remove the screw using a suitable screwdriver.
2. Lift the handle body (3) up from the shroud (4) and unscrew the shroud itself, from the tap body.
3. Using a suitable spanner remove the valve (5).
4. Pull valve out of the tap body and clean the seating inside the tap body as well as the valve itself.
5. If necessary replace the valve.

Please visit www.heritagebathrooms.com in order to find spare parts for this product.

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





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 07.
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 07.
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

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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