

# HERITAGE

## BATHROOMS

### Installation Guide



Models Covered:

Close Coupled WCs

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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# 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.

Toilets, 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.

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.
- If a blow-lamp is used when plumbing, the flame must be kept well away from the product otherwise damage may occur.

Two people will be required to safely manoeuvre the pan and cistern due to the weight of the product. It will also be beneficial to have somebody to hold the product whilst marking and levelling is achieved in order to prevent injury.

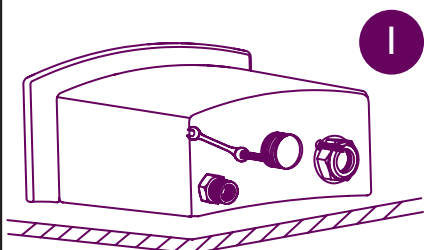
Prior to completing the installation of a toilet, you will need to take into consideration the water supply and soil pipe positions. All Heritage cisterns have a bottom, right hand side connection for the water inlet. We advise planning where to fit the toilet first, then preparing the pipework ready to fit. For shrouded pans, you will also need to take into consideration the footprint of the pan, since all pipework will need to fit inside the concealed space. Due to the nature of ceramic materials, there can be a 5% variation within dimensions. We advise taking dimensions directly from the purchased product during first fix. Pan connectors are not supplied with this pan/cistern.

Note: It is the responsibility of the installer to select a suitable pan connector for your installation.



# INSTALLATION - CLOSE COUPLED WC

## INSTALLER TIPS

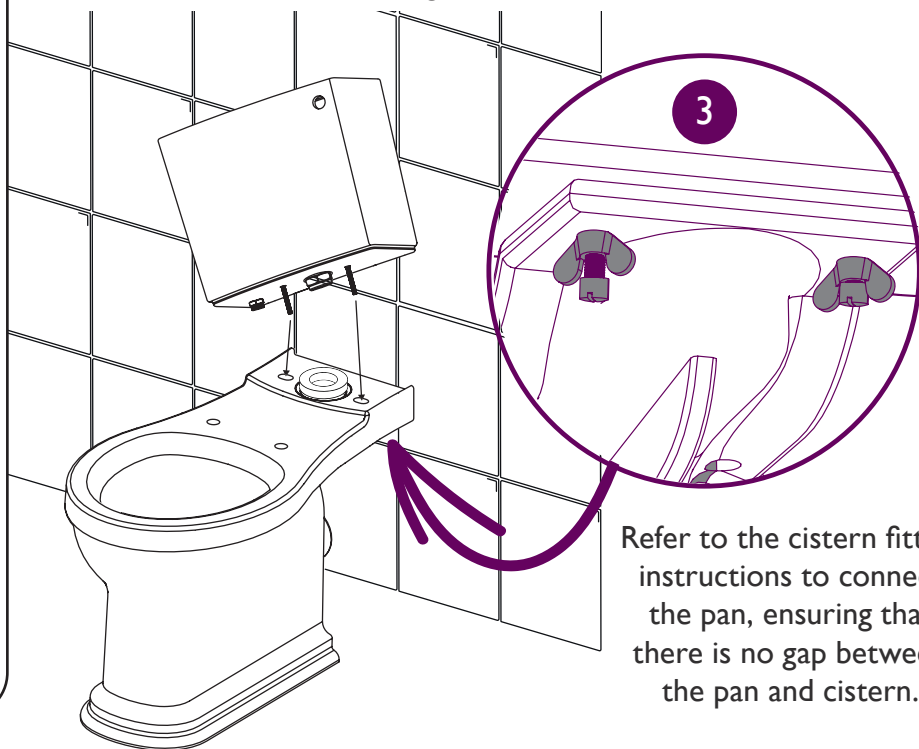


Check inside your cistern to see whether your fittings are pre-fitted. Where necessary, refer to your cistern fitting instructions to install the cistern fittings.

Insert the fixing bolts through the holes in the cistern, using the rubber and metal washers.

2

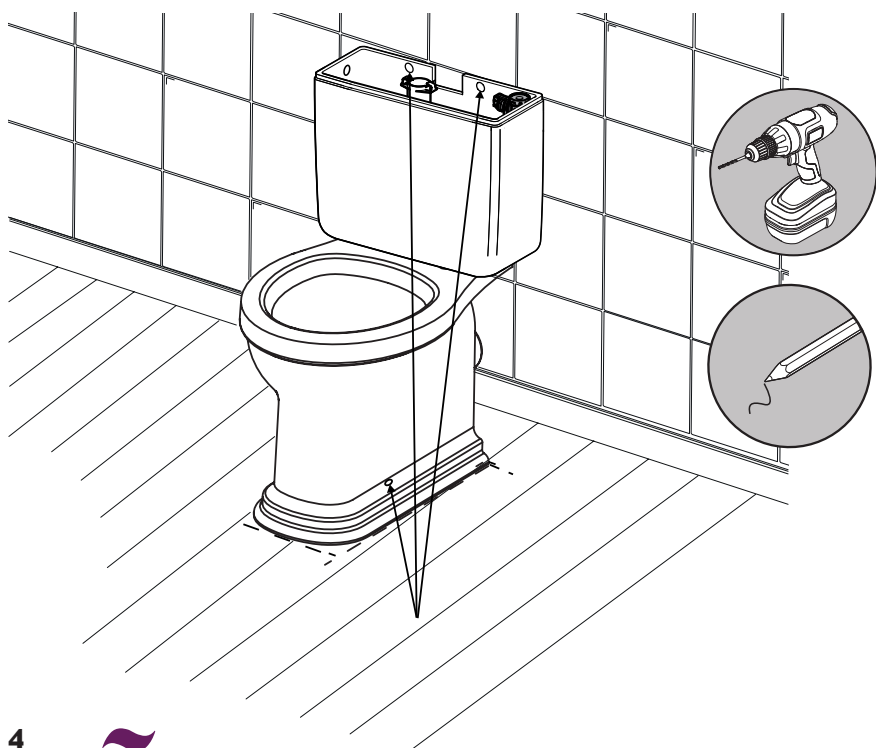
Place the large donut into the pan water inlet. Locate the cistern on the pan locating the bolts through the location holes.



Refer to the cistern fitting instructions to connect the pan, ensuring that there is no gap between the pan and cistern.

4

Place the toilet in its desired position, taking into account the soil pipe position. Mark the cistern fixing holes, around the foot of the pan, and the pan fixing holes. Drill the holes with a suitable drill bit. Where supplied, refer to the fixing kit instructions to fit the foot fixings.



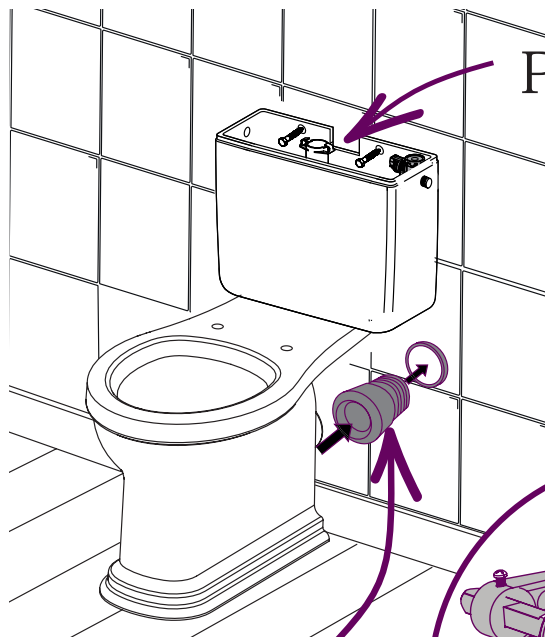
## SAFETY FIRST



Two people will be required to safely manoeuvre the pan and cistern due to the weight of the product. It will also be beneficial to have somebody to hold the product whilst marking and levelling is achieved in order to prevent injury.

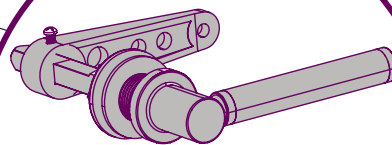
# INSTALLATION - CLOSE COUPLED WC

- 5** Fit a pan connector (not supplied) which is suitable for your connection to the soil pipe from the pan.  
Fix pan to the floor using suitable screws or the fixings provided if using foot fixings.



Pre-drilled holes  
(Fixing screws not supplied)

Pan connector

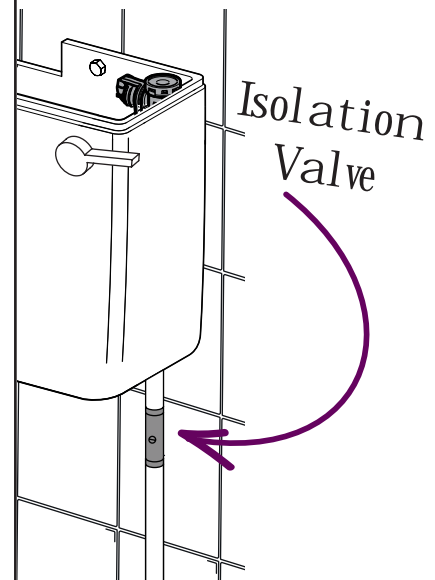


Install the flush handle and toilet seat as per separate instructions.

- 7** Then fix the cistern to the wall using the pre-drilled holes. Install the rest of the water inlet pipework.

Turn on the water supply at the isolation valve and check for leaks.

## INSTALLER TIPS



It is recommended to place an isolation valve in the inlet line to the cistern for maintenance reasons.

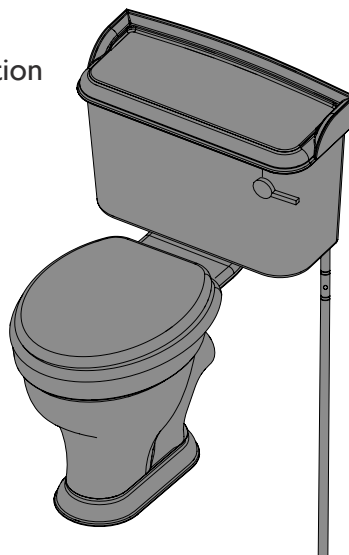
- 8** Allow the cistern to fill up with water and adjust as per separate instructions with cistern and check flush works correctly.

Apply suitable sealant around the base of the pan and the back of the cistern for watertightness.

**Your close-coupled wc and cistern installation is now complete.**

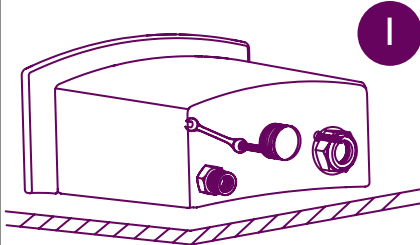
## IMPORTANT

When installing on an outside wall, ensure to create a small gap between the cistern and wall using spacers. This is to prevent thermal shock; where the wall will expand and contract due to external temperature changes and can cause the cistern to crack.



# INSTALLATION - SHROUDED CLOSE COUPLED

## INSTALLER TIPS

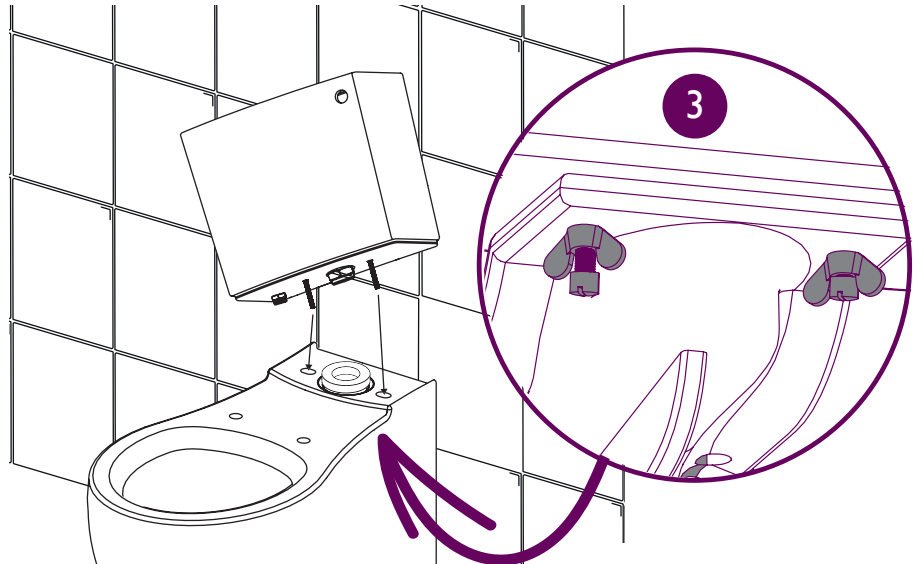


Check inside your cistern to see whether your fittings are pre-fitted. Where necessary, refer to your cistern fitting instructions to install the cistern fittings.

Insert the fixing bolts through the holes in the cistern, using the rubber and metal washers.

2

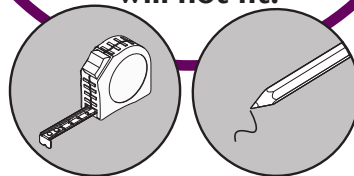
Place the large donut into the pan water inlet. Locate the cistern on the pan locating the bolts through the location holes.



Refer to the cistern fitting instructions to connect the pan, ensuring that there is no gap between the pan and cistern.

## IMPORTANT

It is crucial that these measurements are taken accurately from the product you are fitting. Failure to do so may mean the product will not fit.



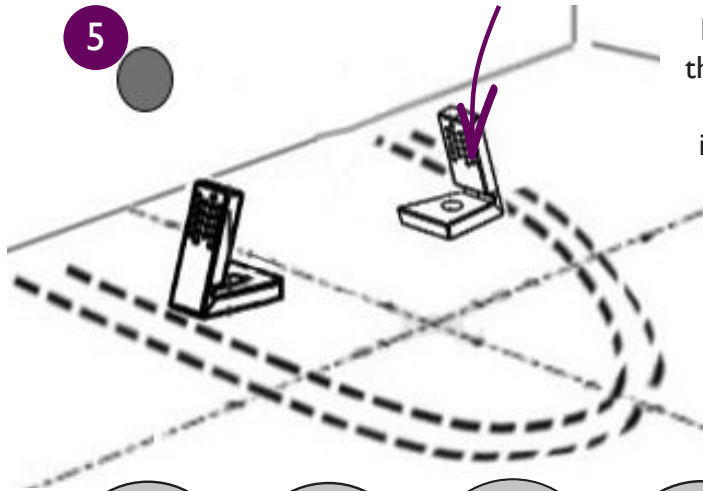
## SAFETY FIRST



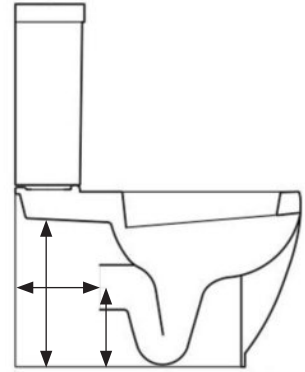
Two people will be required to safely manoeuvre the pan and cistern due to the weight of the product. It will also be beneficial to have somebody to hold the product whilst marking and levelling is achieved in order to prevent injury.

Place the toilet in its desired position, taking into account the soil pipe position. Mark the cistern fixing holes and draw around the foot of the pan. Move the toilet to a safe location and drill the cistern fixing holes.

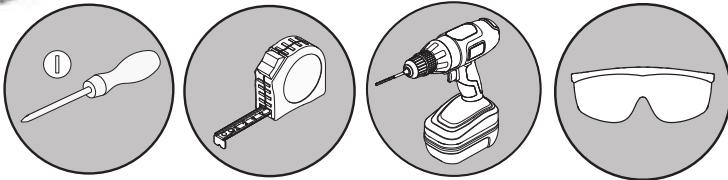
# INSTALLATION - SHROUDED CLOSE COUPLED



Measure the internal width of the ceramic to draw the inner line. Measure and mark the locations of the fixing holes and waste outlet. Refer to the fitting instructions in the fixings pack to fit the fixing feet.

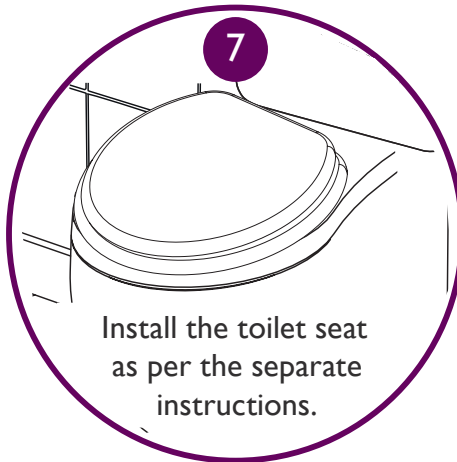


Connect the water inlet to the water supply, ensuring it will fit within the inner footprint of the pan. The inlet location will be on the right hand side; we recommend using a flexible tail to connect the water supply.

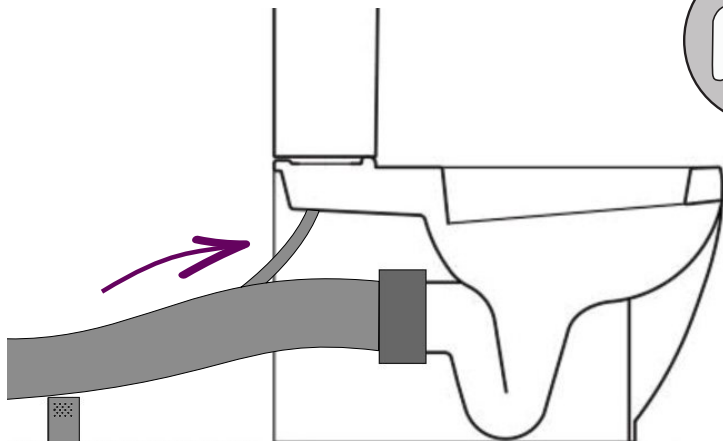


**8** Connect your waste outlet using pan connectors (not supplied). For ease of installation we recommend using a flexible pan connector. We recommend using soapy water on the rubber connection points to soften, making it easier to push on to the pan.

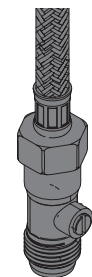
Turn on the water supply at the isolation valve and check for leaks. Allow the cistern to fill up with water and adjust as per separate instructions with cistern; check the flush works correctly.



Install the toilet seat as per the separate instructions.

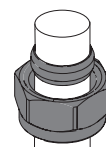


## INSTALLER TIPS



*Isolation Valve*

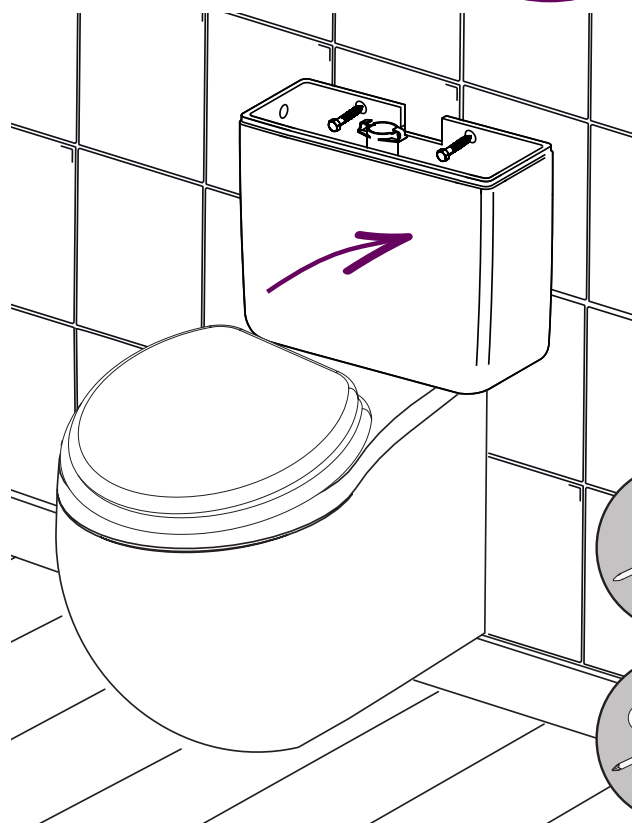
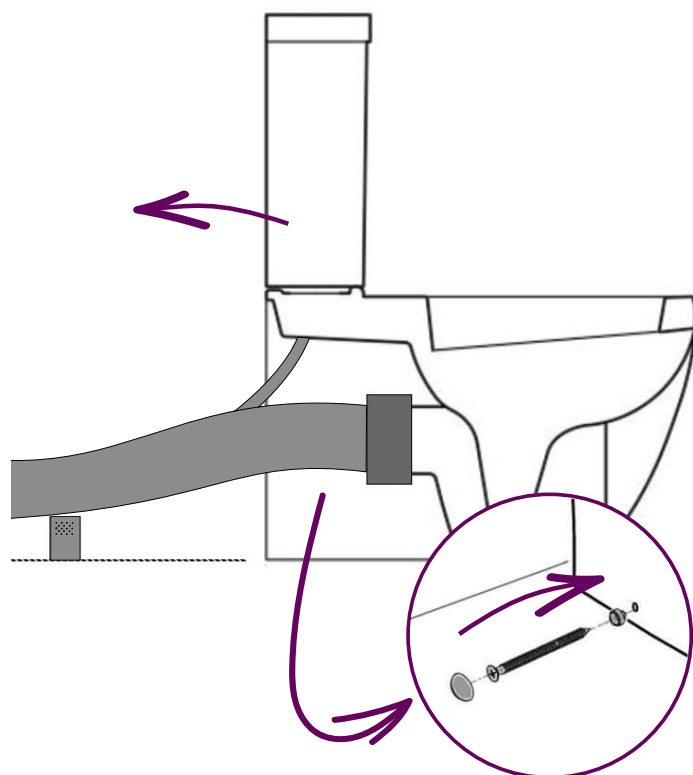
It is recommended to place an isolation valve in the inlet line to the cistern for maintenance reasons.



# INSTALLATION - SHROUDED CLOSE COUPLED

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Place the toilet into position, clearing the water inlet, waste connection and foot fixings. Make sure the pan is level and secure the pan in place using the fixings provided.

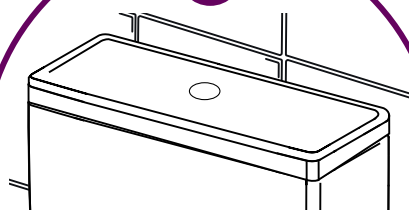


## SAFETY FIRST



Two people will be required to safely manoeuvre the pan and cistern due to the weight of the product. It will also be beneficial to have somebody to hold the product whilst marking and levelling is achieved in order to prevent injury.

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Unscrew the push button to remove the cistern lid.

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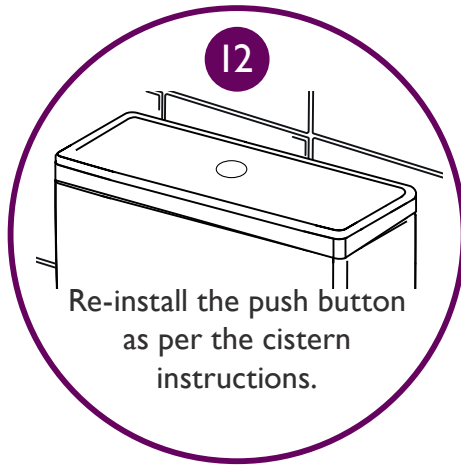
Secure the cistern in place using appropriate fixings for your wall type (not supplied).



## IMPORTANT

When installing on an outside wall, ensure to create a small gap between the cistern and wall using spacers. This is to prevent thermal shock; where the wall will expand and contract due to external temperature changes and can cause the cistern to crack.

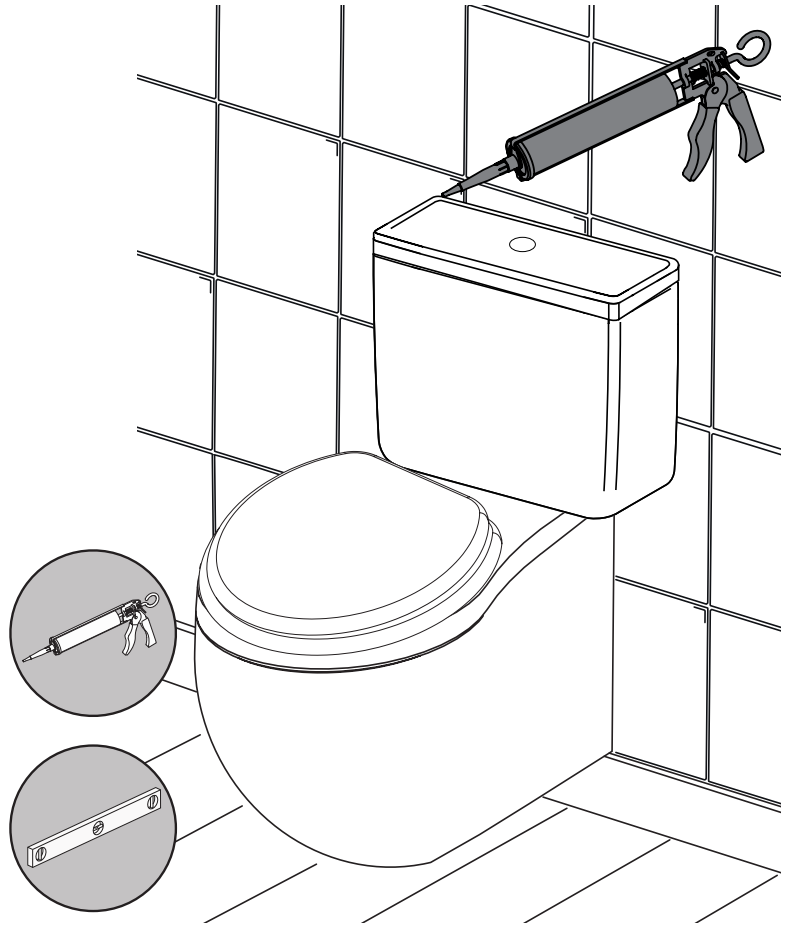
# INSTALLATION - SHROUDED CLOSE COUPLED



13

Make your final checks to ensure the toilet is level and in working order. Apply a suitable sealant around the edges of the pan and cistern for watertightness.

**Your close-coupled wc and cistern installation is now complete.**



## NOTES

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## NOTES

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## CARING FOR YOUR PRODUCT

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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. In the event that bleach is used to clean the toilet, leave the seat up to prevent damage to the finish.

For plastic toilet seats, make sure that the seat isn't exposed to direct sunlight as this may cause discolouration. Do not use excessive force to open/close toilet seats as this can cause cracks or failure of performance.

Do not stand or place heavy objects on the seat cover. The weight could damage the seat cover and may cause falls/injuries. Keep children out of reach of the seat to avoid injury.

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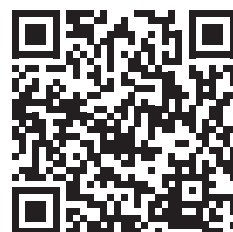
## GUARANTEE

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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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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<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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