

# HERITAGE

## BATHROOMS

### *Installation Guide*



Models Covered:

Back to Wall Pans

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**.

---

## CONTENTS

---

SAFETY NOTES	3
INSTALLATION	4-6
NOTES	6
CARING FOR YOUR PRODUCT	7
GUARANTEE	7
NEED HELP?	7



---

# 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.

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. 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.

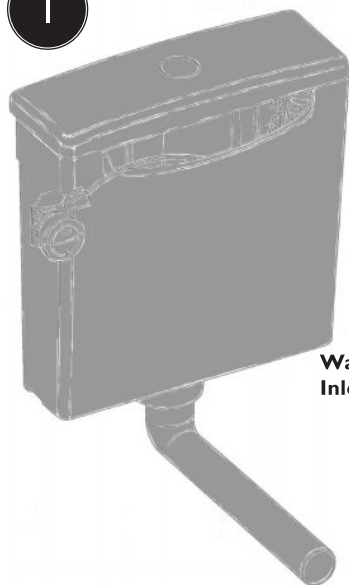
Pan connectors are not supplied with this pan/cistern.

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

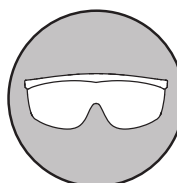
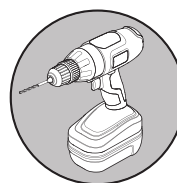
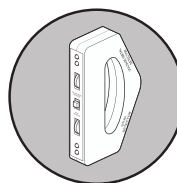


# INSTALLATION

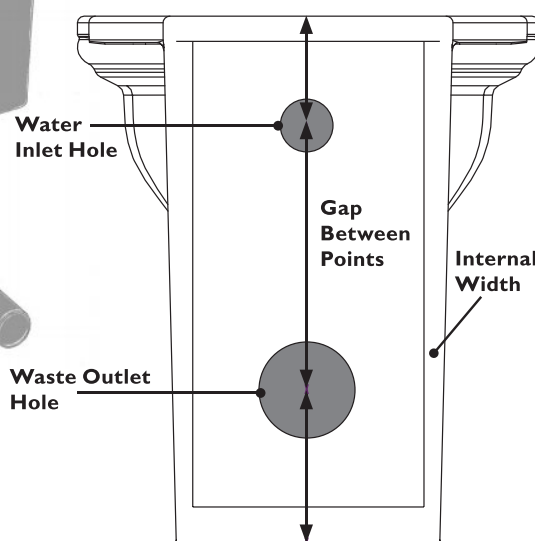
1



Measure the crucial dimensions on your pan in order to fit your pan and cistern correctly. Refer to your cistern fitting instructions to install the cistern.



## Crucial Dimensions



## IMPORTANT

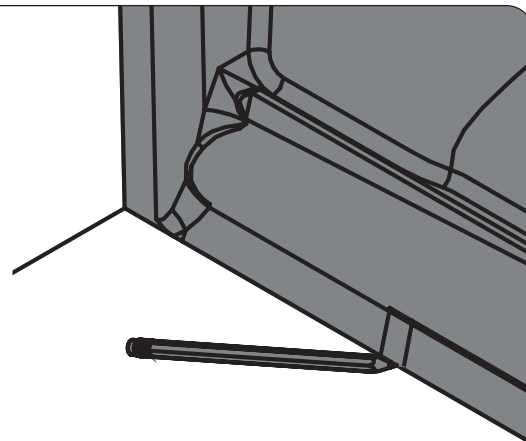
It is crucial that these measurements are taken accurately from the product you are fitting. Failure to do so may mean the product will not fit.

3



Place the pan in position in the bathroom on your finished floor surface, ensuring it is level and its back is in full contact with the wall. Using a pencil, make a horizontal line along the back edge of the pan and the outer edge of the base.

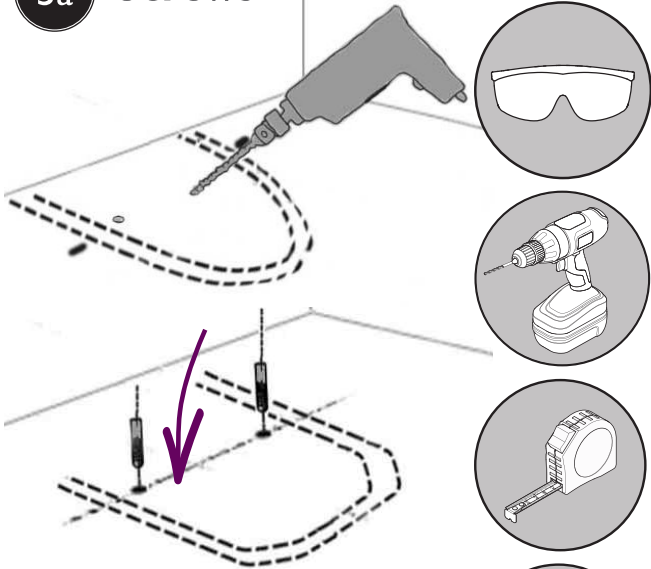
4



Mark the floor fixing holes. Check whether your pan is supplied with screws or foot fixings. Where no fixings are supplied, make sure to use suitable screws for your floor type.

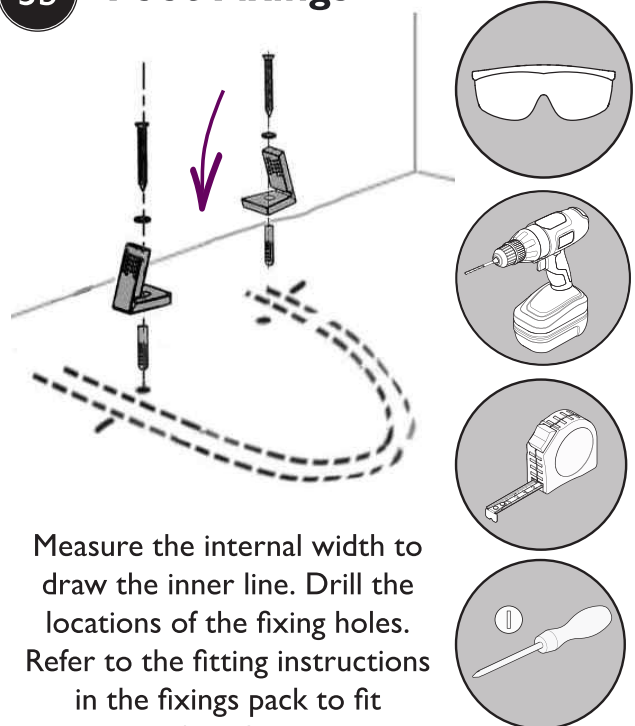
# INSTALLATION

## 5a Screws



Measure the internal width to draw the inner line. Drill the locations of the fixing holes. Put suitable plugs in the holes if required for your floor type.

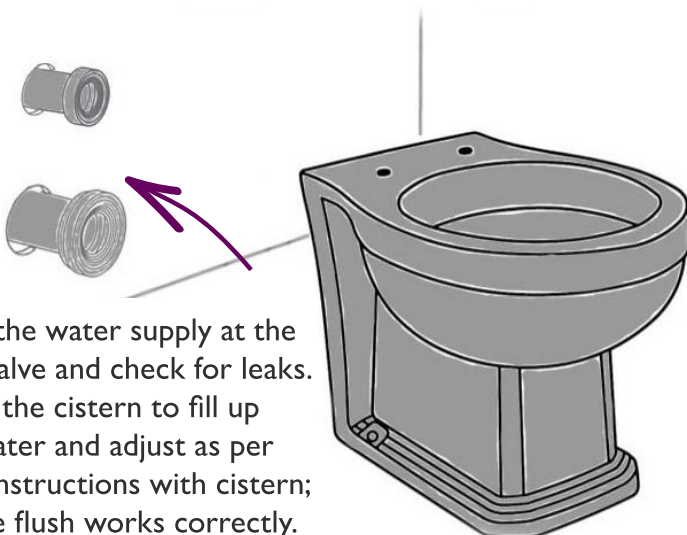
## 5b Foot Fixings



Measure the internal width to draw the inner line. Drill the locations of the fixing holes. Refer to the fitting instructions in the fixings pack to fit the foot fixings.

6

Push the back to wall pan on to the concealed cistern 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.

## SAFETY FIRST

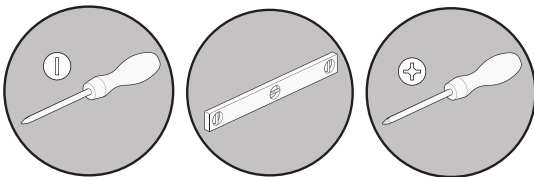
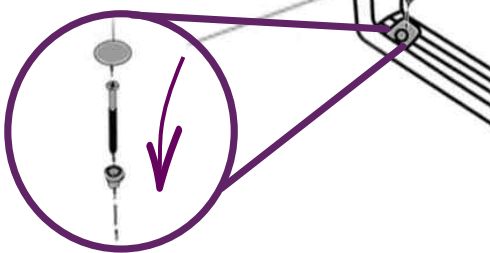


Two people will be required to safely manoeuvre the pan due to the weight of the product. It will also be beneficial to have somebody to hold the product whilst marking and levelling is achieved in order to prevent injury.

# INSTALLATION

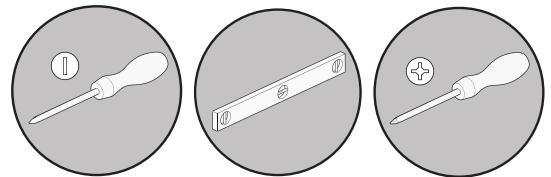
## 7a Screws

Make sure the pan is level and secure the pan to the floor using suitable fixings (not supplied). Push caps on to conceal the fixings.

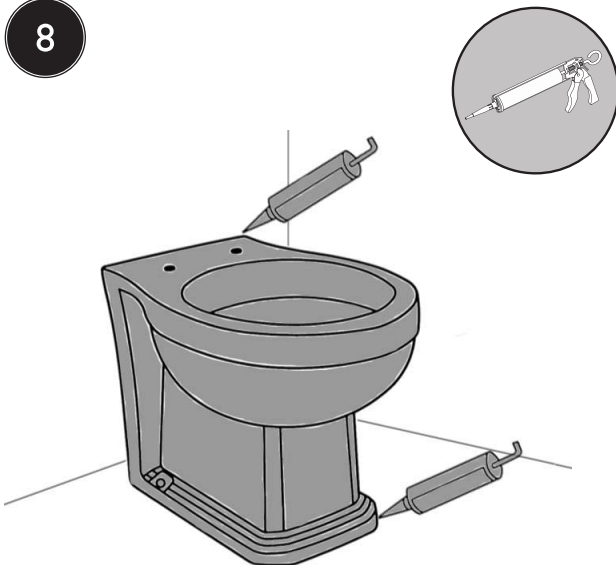


## 7b Foot Fixings

Make sure the pan is level and secure the pan to the floor. Push caps on to conceal the fixings.



## 8



Apply a suitable sealant around the edges of the pan to ensure its watertight.

## NOTES



---

## 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. 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.

---

## 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<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)

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.