



## Basin, Bath and Sink Taps

## Fitting Instructions

**PRODUCT CODE:** \_\_\_\_\_

TELEPHONE HELPLINE: +44 (0)844 701 6273

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Please keep these instructions for future reference

## **WATER PRESSURE**

These taps are suitable for use at all supply pressures.

### **Operating Pressure: Min 0.2 bar, Max 7.0 bar**

If the taps are installed at low pressure, (tank fed), then the minimum height from the outlet of the nozzle to the underside of the cold tank should be approximately 2 metres to ensure adequate performance.

These taps should be installed in compliance with Water Regulations.

For further details contact your Local Water Authority.

## **IMPORTANT - PLEASE READ**

**This fitting should be installed in accordance with the following Installation Requirements and Notes (IRN) to ensure they meet the requirements of the Water Supply (Water Fittings) Regulations 1999 and the Scottish Byelaws 2004**

### **IRN R001**

See text of entry for Installation Requirements or Notes

### **IRN R005**

This tap or combination tap assembly has a type AUK2 air gap and is therefore only suitable for installation in domestic premises or in other premises to protect against a backflow risk up to a Fluid Category 3, unless additional backflow protection for the higher risk is included in the installation.

## **INSTALLATION**

1. Identify all components and check for completeness, particularly before commencing installation.
2. Install the taps to the basin, bath, or sink, using the washers and backnuts provided. For those products using handles purchased separately, it may be necessary to disassemble the handles.
3. Connect the hot and cold water supplies.
4. Turn on the water supplies. Open both taps allowing the water to flow for a few minutes to check all joints and connections for any leaks.
5. See the aftercare instructions and maintenance sections for information on how to Maintain your product.

Compensation for loss of use of the product or consequential loss of any kind. In the interests of continuous product improvement, Bristan reserves the right to alter product specifications without notice.

The Bristan Product Guarantee does not affect your statutory rights as a consumer.

### 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 the instructions in this guide. If this doesn't solve the problem, then please visit [www.bristan.com/bristancare](http://www.bristan.com/bristancare) for some helpful hints and tips, or contact Bristan Care Customer Service on 0844 701 6273 where our expert team of advisors will be able to offer you, or your plumber, help and advice.

### Problems During the Guarantee Period

In the unlikely event that you encounter any problems with the product during the guarantee period, contact Bristan Care Customer Service on 0844 701 6273 with your proof of purchase or unique guarantee registration number, and we will work to resolve the problem quickly.

### Extended Guarantees

If your product is out of its guarantee period, or you would like to extend the guarantee, then please visit [www.bristan.com/customerservice](http://www.bristan.com/customerservice) for extended guarantee options.

### Bristan Care Customer Support

Bristan customers also benefit from the support of Bristan Care, our comprehensive customer support package which offers:

Technical support hotline (Tel: 0844 701 6273) with access to fully trained advisors who can offer installation advice, talk you through quick maintenance checks, or recommend the best course of action to fix any problems with a product

Expert advice Find easy to follow 'how to' video guides and technical FAQs online at [www.bristan.com](http://www.bristan.com). Our guides take you step-by-step through many product installations and you can find plenty of easy guides to quick product fixes and servicing.

Spare parts We hold thousands of spares and we keep them for discontinued products for over seven years. Spares can easily be ordered online at [www.bristan.com](http://www.bristan.com) and are dispatched the same day.

Expert plumbing engineers If we can't solve the problem over the phone or with a spare part, then we'll send out one of our Bristan Care engineers to take a look. Bristan Care engineers provide free support for products that are within guarantee, but are also available to service products that are out of guarantee for a small charge. For details, please call customer services on 0844 701 6273.

## GUARANTEE

At Bristan, we want to make things as easy as possible for our customers.

That's why we design products that are easy to fit and use, and that are quality tested to make sure they won't let you down. It's also why we offer solid guarantees on all products, effective from the date of purchase, to give you peace of mind.

All Bristan taps and mixers are covered by a 5 year guarantee. This also includes 1 year labour cover\* which means that, in the unlikely event that you should encounter a problem in the first year after purchase, we'll send one of our expert engineers to fix it.

\*Labour is provided by an approved Bristan Care engineer or appointed representative. The guarantee only applies to products with a manufacturing fault. There will be a call out charge for any incidents where no fault has been found with the product, or if the issue is due to poor installation or maintenance.

### Register Now and Extend Your Cover

Register your tap/mixer with us now and we'll extend your labour cover to 2 years – FREE!

You can register quickly and easily online at [www.bristan.com/register](http://www.bristan.com/register). Alternatively, please fill in the details on the enclosed registration card and post it back to us.

### 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. For commercial or non-domestic applications such as leisure centres, sports clubs, hotels, premises operating as a business, the guarantee period is reduced to 1 year.

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.

### The Guarantee Does Not Cover:

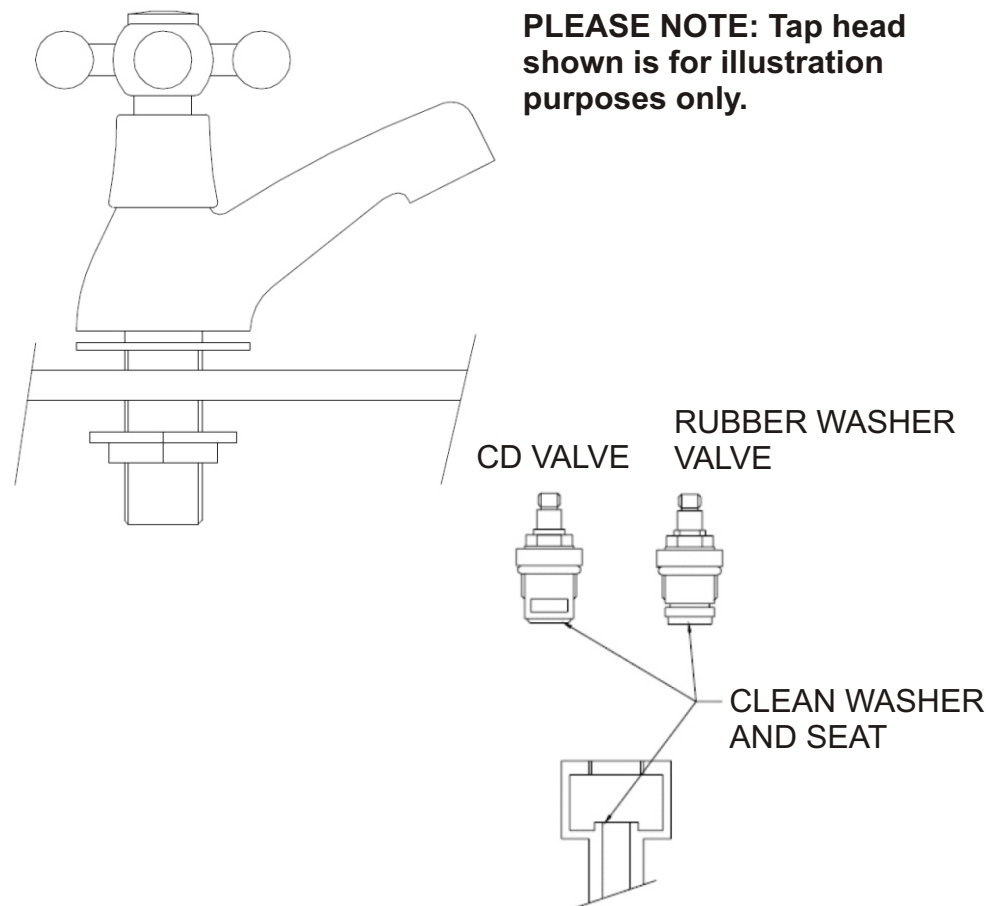
Damage or defects caused by

- general wear and tear (including special non-chrome finishes; components such as filters, seals, 'O' rings and washers)
- incorrect installation
- repair using non-Bristan 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)

## MAINTENANCE

All valve types:- If the fitting begins to drip

1. Turn off the water supply.
2. Remove fitting head and valve.
3. Carefully clean seating and rubber washer
4. Replace valve and turn on the water supply.
5. Contact our helpline quoting your product code if the problem persists.



**PLEASE NOTE: Tap head shown is for illustration purposes only.**

### **PLEASE NOTE:**

In the unlikely event you find a part missing, please contact our Customer Service helpline on **0844 701 6273**

## AFTERCARE INSTRUCTIONS

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.

All surface finishes will wear if not cleaned correctly, the only safe way to clean your mixer is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning 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.**

Bristan recommend E-Cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (ORDER CODE: E-CLOTH)



## CLEANING / SERVICING

The hardness of the water in your area will determine how often you should clean and service this product.

Please refer to the Map of Hard Water Areas, on the following page.

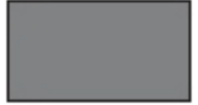
## Map of Hard Water Regions in the UK



Soft to moderately soft  
0 - 100mg/l as calcium carbonate equivalent



Slightly hard to moderately hard  
100 - 200mg/l as calcium carbonate equivalent



Hard to very hard  
Above 200mg/l as calcium carbonate equivalent

