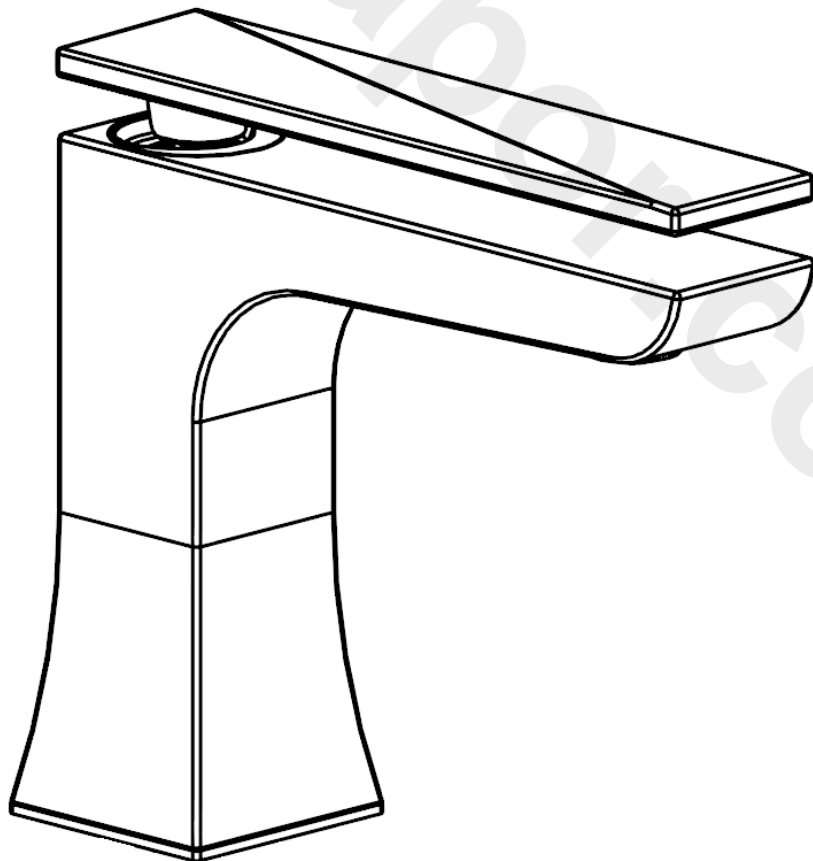


# BRISTAN

## Ebony Tap Range

### Installation Instructions & User Guide




Please keep these instructions for future reference

## Contents

Thank you for choosing Bristan, the UK's leading showers and taps expert. We have designed this product with your enjoyment in mind. 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 6273.

Important Safety Information	03
General Specifications	03
Dimensions	04-05
Installation Requirements	06
Installation	07-12
Basin Taps & Bath Taps	07
Basin Mixer	08
3 Hole Basin Mixer & Bath Filler	09-10
5 Hole Bath Shower Mixer	11-12
Maintenance	13-14
Troubleshooting	15
Map Of Hard Water Water Regions in the UK	16
Guarantee	17-18
Notes	19

## Important Safety Information

- Please read these instructions thoroughly and retain for future use.
- All products manufactured and supplied by Bristan 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.
- Remove all packaging and check the components for damage before starting installation.
-  Before starting any installation please consider the following: Prior to drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of an electronic detector.
- If power tools are used do not forget to:
  - 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
½" Basin Taps	0.2	5.0
¾" Bath Taps	0.2	5.0
Basin Mixer	1.0	5.0
3 Hole Basin Mixer	0.2	5.0
3 Hole Bath Filler	0.3	5.0
5 Hole Bath Shower Mixer	1.5	5.0

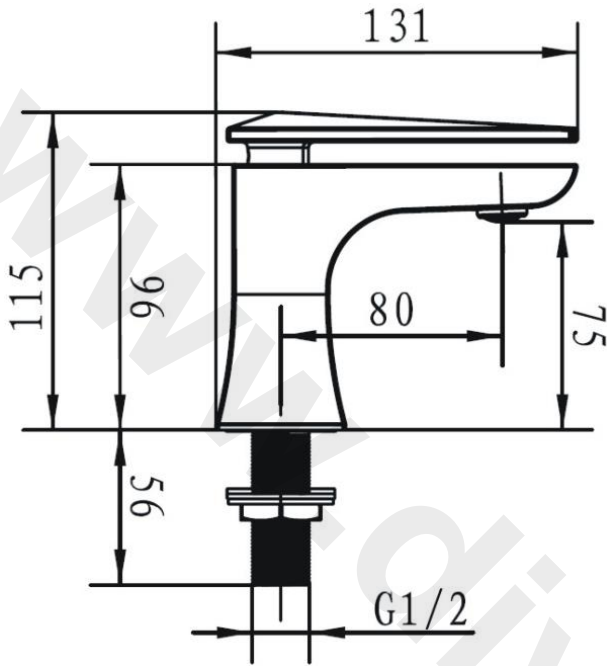
Maximum static pressure – 10.0 bar

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

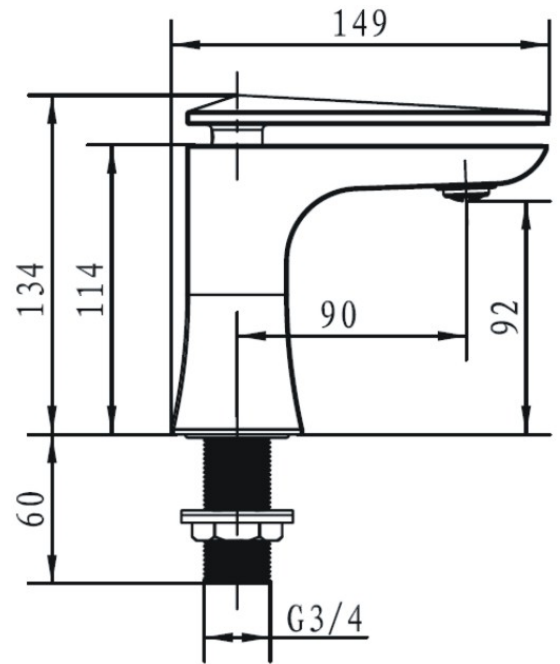
Designed to comply with BS EN 200 for single taps / combination taps for water systems of type 1 and 2 general technical specifications; and to be used within systems designed to BS 6700.

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.

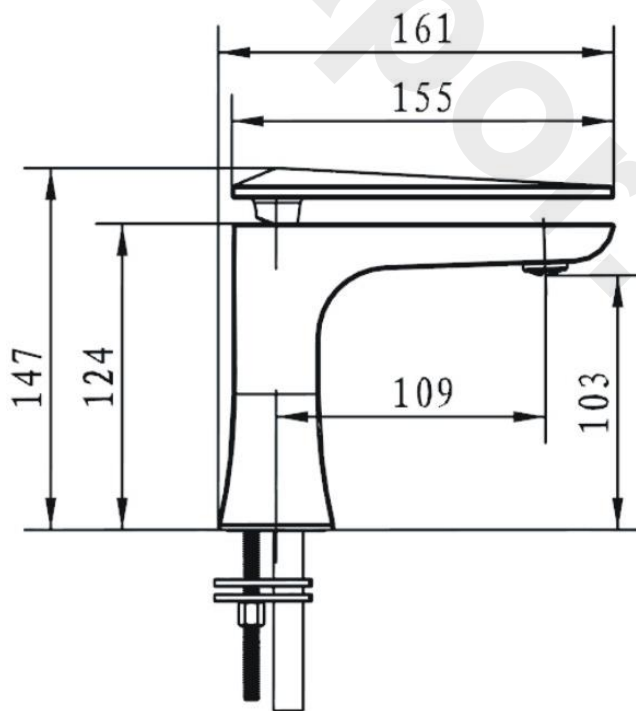
## Dimensions



Basin Taps

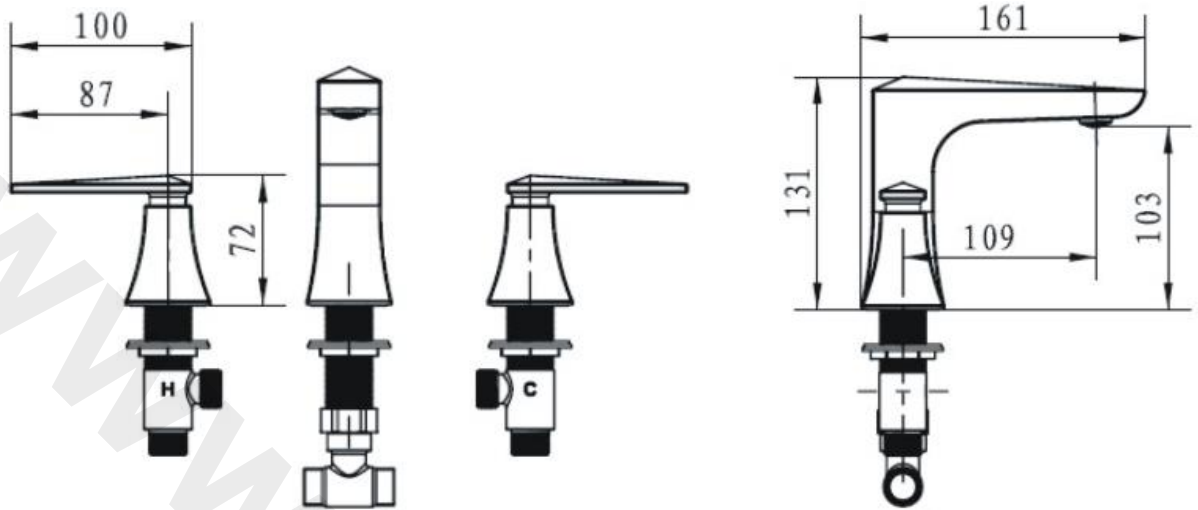


Bath Taps

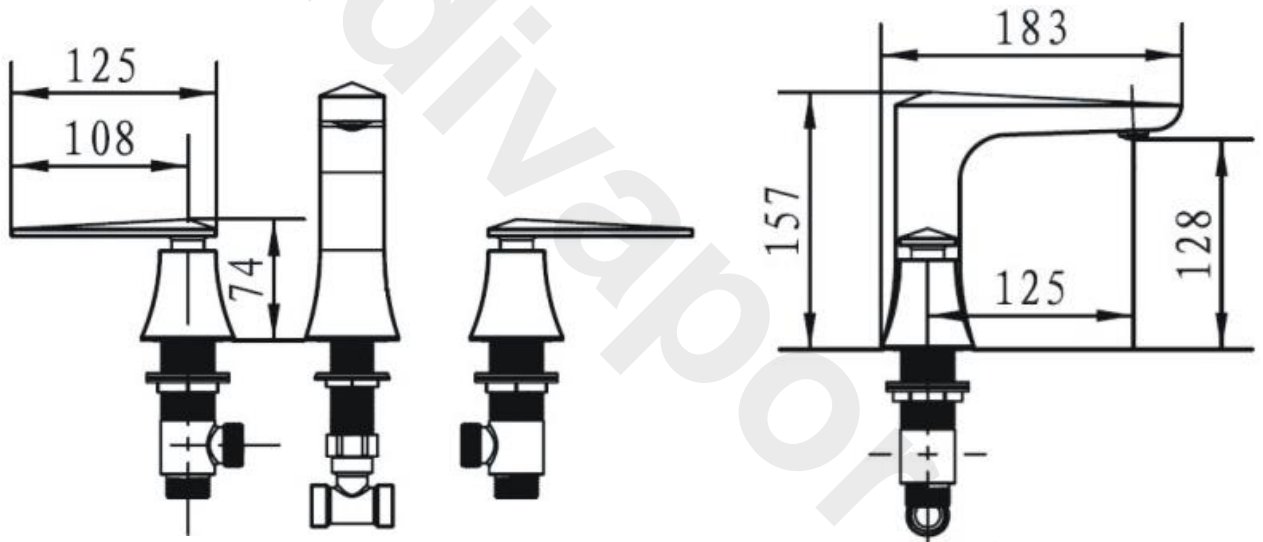


Basin Mixer

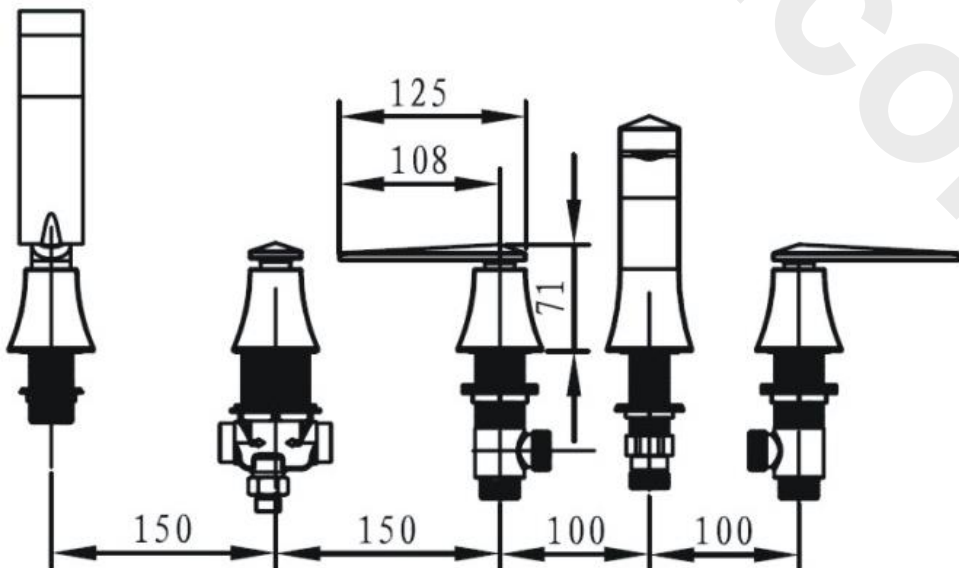
## Dimensions Cont.



3 Hole Basin Mixer



3 Hole Bath Filler



5 Hole Bath Shower Mixer

## Installation Requirements

### IMPORTANT - PLEASE READ

This/these fitting/fittings needs/need to 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: EBY ½ C, EBY ¾ C, EBY BAS C, EBY 3HBAS C, EBY 3HBF C, EBY 5HBSM C  
See text of entry for Installation Requirements or Notes.

IRN R005: EBY 3HBF C, EBY 5HBSM C  
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.

IRN R006: EBY BAS C, EBY 3HBAS C, EBY 3HBF C  
This tap or combination tap is installed so that its base is no lower than the spillover level of the receiving vessel (for example, a sink or washbasin), a Type AUK3 air gap is achieved which permits installation of the tap in any premises where backflow protection up to Fluid Category 5 is required at the tap.

IRN R010: EBY BAS C, EBY 3HBAS C, EBY 3HBF C, – Schedule 2-15 (1)  
Water supplies shall be a reasonably balanced pressures from a common source (e.g. hot and cold supplies both from the same storage or both from a supply pipe). Where the fitting is supplied from unbalanced supplies (e.g. hot and cold supplies from separate sources) a 'Listed' single check valve or some other no less effective backflow prevention device shall be fitted immediately upstream of both hot and cold water inlets.

IRN R030: EBY 5HBSM C - Schedule 2-15 (1)  
Multiple inlet fittings installed in domestic premises or in other premises to protect against a backflow risk up to a Fluid Category 3, incorporating a self cancelling diverter acceptable as a backflow prevention device (HC) and having an AUK2 or AUK3 air gap, shall be installed in accordance with IRN R010.

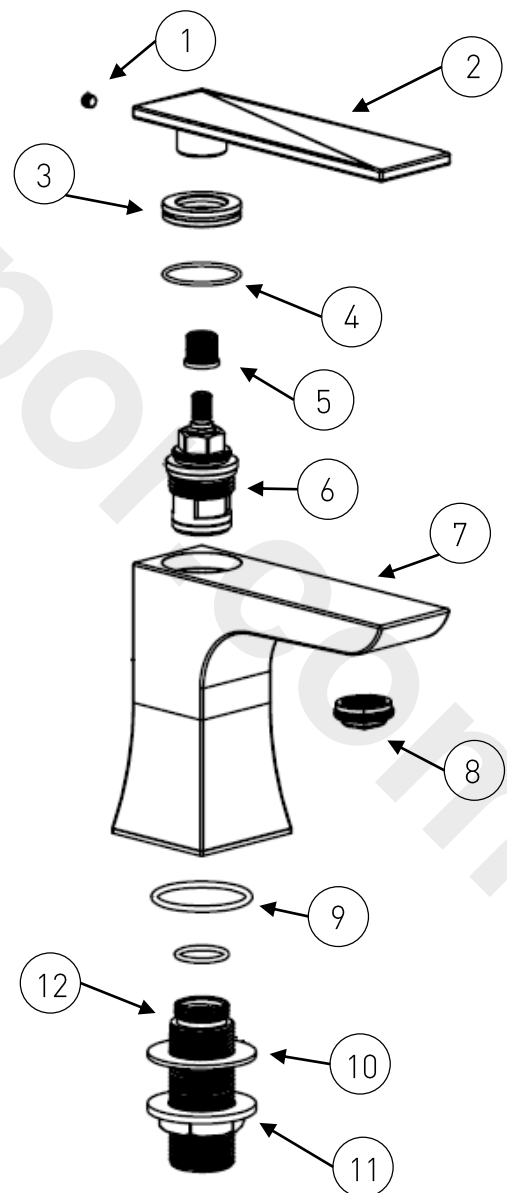
Multiple inlet fittings installed in premises other than domestic to protect against a backflow risk up to a Fluid Category 5, incorporating a self cancelling diverter acceptable as a backflow prevention device (HC only) and having an AUK2 or AUK3 air gap, shall be installed in accordance with IRN R010. Alternatively the fitting shall be supplied in accordance with IRN R040 unless the shower head is constrained above the spill-over lever of the bath, wash basin or shower tray.

## Installation

### ½" Basin Taps, ¾" Bath Taps

1. Identify all components are present prior to starting installation.
2. Ensure that the rubber seal (9) is fitted to the underside of the tap body (7) before fitting to the basin/bath.
3. Using the washer (10) and backnuts (11) secure the taps to the basin by tightening the backnuts onto the pre-fitted threaded tails (12). A suitable spanner may be required to fully tighten the backnuts (11).
4. Connect the hot and cold water supplies to the connecting pipes
5. Turn on the water and fully open the mixer, allowing it to run for a few minutes and check all joints and connections for any leaks.

1.	Grub Screw	x2
2.	Lever Handle	x2
3.	Shroud	x2
4.	Washer	x2
5.	Spline Adapter	x2
6.	Valve	x2
7.	Tap Body	x2
8.	Anti-Splash	x2
9.	Rubber Seal	x2
10.	Washer	x2
11.	Backnut	x2
12.	Threaded Tail	x2

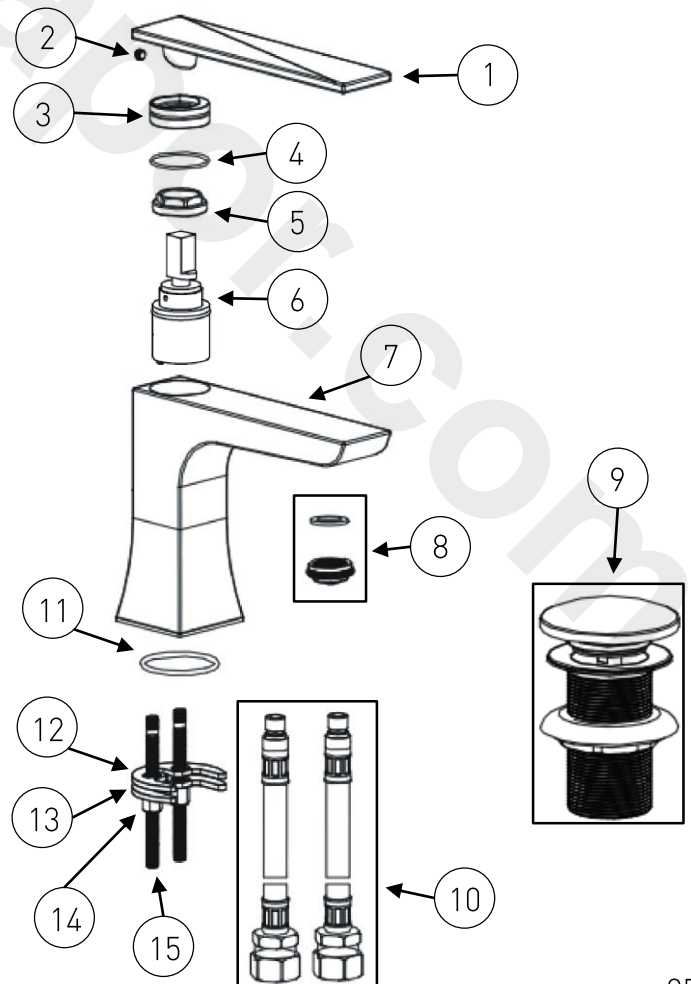


## Installation

### Basin Mixer

1. Identify all components are present prior to starting installation.
2. Ensure that the washer (11) is fitted to the underside of the tap body (7) before fitting to the basin. Secure the 'C' shaped rubber washer (12) and metal plate (13) into position on the underside of the basin, using the threaded rods (15) and backnuts (14). A suitable spanner may be required.
3. Fit the inlet connection pipes (10) by hand only (DO NOT OVERTIGHTEN) to the fitting and connect the hot and cold supplies.
4. Connect the hot and cold water supplies to the connecting pipes
5. Fit the clicker waste (15) to the basin ensuring a rubber washer is fitted between the basin and the waste. Use a pure silicon sealant where necessary. Place the other rubber washer under the basin and secure in place by tightening the backnut. In order to fill the basin, the button in the middle of the waste needs to be pressed down. To release the water, press the button again.
6. Turn on the water and fully open the mixer, allowing it to run for a few minutes and check all joints and connections for any leaks.

1.	Lever Handle	x1
2.	Grub Screw	x1
3.	Shroud	x1
4.	Washer	x1
5.	Retaining Nut	x1
6.	Valve	x1
7.	Tap Body	x1
8.	Anti-Splash Assembly	x1
9.	Clicker Waste	x1
10.	Inlet Connecting Pipes	x2
11.	O-Ring	x1
12.	C-Shaped Rubber Washer	x1
13.	C-Shaped Metal Plate	x1
14.	Backnut	x2
15.	Threaded Tail	x2



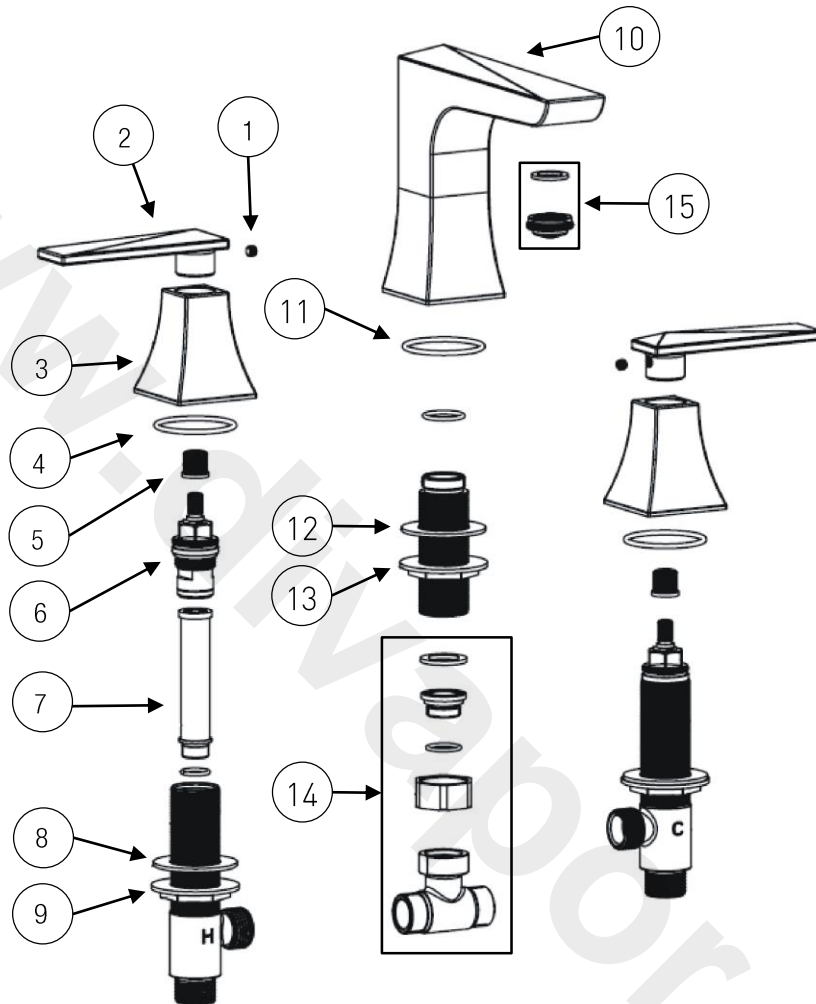
## Installation Cont.

### 3 Hole Basin Mixer & 3 Hole Bath Filler

1. Identify all components are present prior to starting installation.
2. Remove the grub screws (1) located at the rear of the handles (2) on each of the side bodies, and proceed to remove the handles (2) by lifting upwards from the shroud (3).
3. Unscrew the T-Joint assembly (11) from the thread of the tap body's threaded tail, and connect to the side bodies (hot on the left, cold on the right), by using the desired length of 15/22mm copper pipe (not supplied) and compression fittings (not supplied).
4. Remove the backnut (13) and washer (12) from the tap body's threaded tail and fit the tap body (10) to the basin/bath/work surface, re-applying the backnut (13) and washer (12) from the underside, in order to secure the tap body (10) to the basin/bath/work surface.
5. Re-attach the T-joint assembly (11) to the basin mixer (10); ensuring that the attached side bodies feed through to the basin/bath/work surface.
6. Fit the shrouds to either side body and re-assemble the handles.
7. Connect the hot and cold supplies to the side bodies (hot to the left hand side), fully open both valves, letting them run for a few minutes to flush the system.
8. Check all joints and connections for leaks.

## Installation cont.

### 3 Hole Basin Mixer & 3 Hole Bath Filler



1.	Grub Screw	x2	9.	Side Body Backnut	x2
2.	Lever Handle	x2	10.	Tap Body	x1
3.	Side Body	x2	11.	O-Ring	x1
4.	O-Ring	x3	12.	Tap Body Washer	x1
5.	Spline Adapter	x2	13.	Tap Body Backnut	x1
6.	Valve	x2	14.	'T' Joint Assembly	x1
7.	Inner Tube	x1	15.	Anti-Splash Assembly	x1
8.	Side Body Washer	x2			

## Installation Cont.

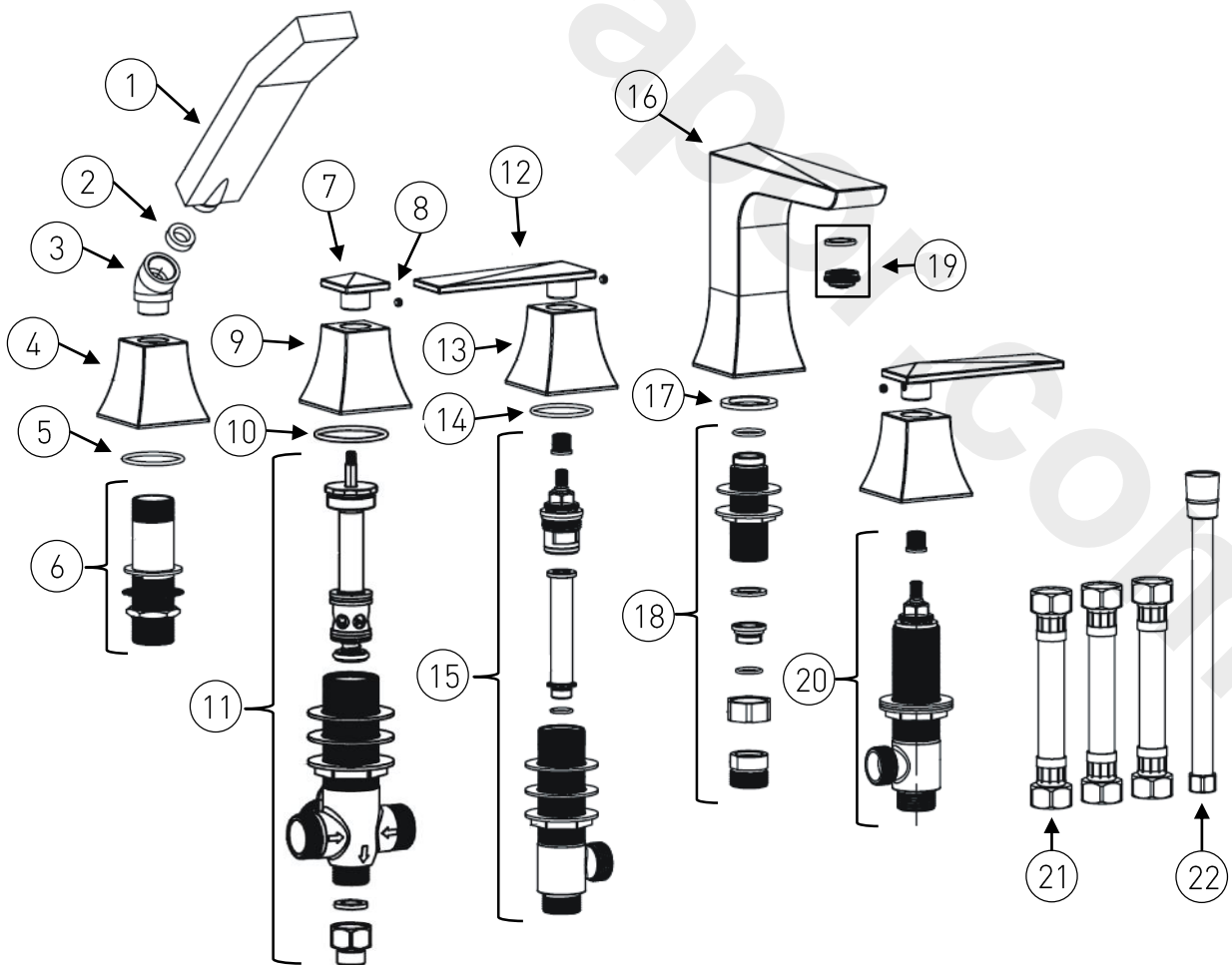
### 5 Hole Bath Shower Mixer

1. Identify all components are present prior to starting installation.
2. Remove the grub screw (8) located at the rear of the diverter knob (7), and proceed to remove the diverter knob and shroud (7 & 9) from the diverter assembly (11).
3. Remove the side body handles and shrouds (12 & 13) from the side body assemblies (15 & 20). Connect the side body assemblies to the diverter assembly, using the flexible connecting pipes supplied (21), (hot on the left, cold on the right).
4. Remove the backnut and washer from the tap body assembly (18) and fit the tap body (16) to the appropriate bath hole, re-applying the backnut and washer from the underside, in order to secure the tap body (16) to the bath. Using the flexible connecting pipe (21), attach the tap body assembly (18) to the diverter assembly (11)
5. Feed the diverter assembly (11) up through the appropriate bath hole and re-attach the diverter shroud and knob (7 & 9). Proceed to then feed the side body assemblies (15 & 20) through the appropriate bath holes and re-attach the side body shrouds and handles (12 & 13). Ensure that the backnuts are tightened to secure each fitting to the bath. A suitable spanner may be required.
6. Secure the handset connection (6) and shroud (4) to the appropriate bath hole and connect the hose (22) to the diverter assembly (11). Feed the hose through the handset connection (6) and shroud (4) and attach to the handset link (3), and connect to the handset (1).
7. Connect the hot and cold supplies to the side bodies (hot to the left hand side), fully open both valves, letting them run for a few minutes to flush the system.
8. Operate the mixer in both bath and shower mode. To switch from bath to shower mode, turn the diverter handle.
9. Check all joints and connections for leaks.

## Installation cont.

### 5 Hole Bath Shower Mixer

1.	Handset	x1	12.	Lever Handle	x2
2.	Washer	x1	13.	Handle Shroud	x2
3.	Handset Link	x1	14.	O-Ring	x2
4.	Handset Shroud	x1	15.	Hot Handle Assembly	x1
5.	O-Ring	x1	16.	Tap Body	x1
6.	Handset Connection	x1	17.	O-Ring	x1
7.	Diverter Handle	x1	18.	Tap Body Assembly	x1
8.	Grub Screw	x1	19.	Anti-Splash Assembly	x1
9.	Diverter Shroud	x1	20.	Cold Tap Assembly	x1
10.	O-Ring	x1	21.	Flexible Connecting Pipes	x3
11.	Diverter Assembly	x1	22.	Shower Hose	x1



## 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.



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).

We advise that your fitting is regularly serviced in hard water areas to maintain optimum performance.

See map of Hard Water Regions in the UK on page 16 to see the water type in your area.

### Cleaning the Showerhead: EBY 5HBSM C

Your Bristan showerhead has rub-clean nozzles for easy cleaning. Simply rub your fingers across the rubber spray jets regularly and before you turn the shower on to remove any scale or debris.

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 be 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.

## Maintenance cont.

### Cleaning the Valves:

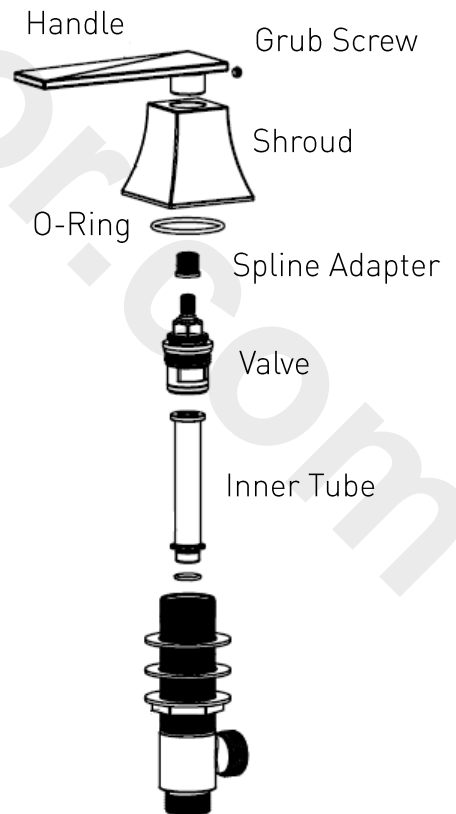
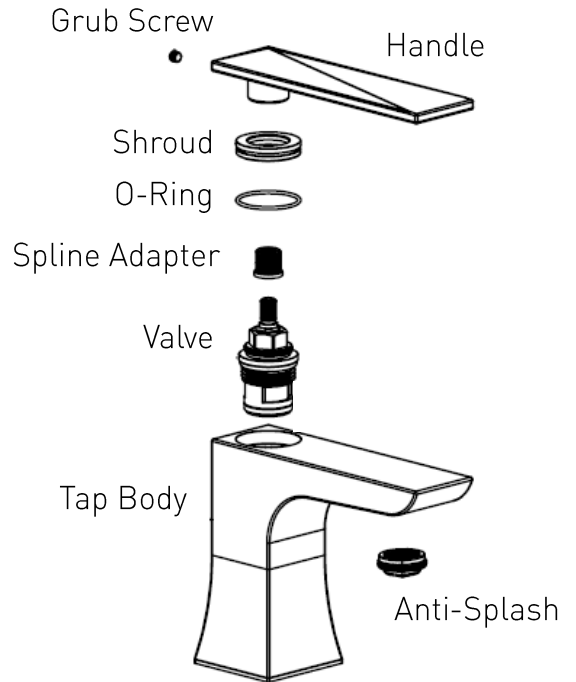
If your fitting begins to leak the following should be carried out;

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 grub screw, located at the rear of the handle/diverter knob using a hexagonal key.
  2. Remove the handle/diverter knob by pulling upwards from the shroud and proceed to remove the shroud also.
  3. Using a suitable spanner remove the valve.
  4. Lift out the valve and clean thoroughly. Be sure to check and clean out the seating within the tap body/assembly.
  5. If necessary replace the valve.

Please visit [www.bristan.com/sparesfinder](http://www.bristan.com/sparesfinder) in order to find spare parts for this product.

6. Place the valve into the tap body and tighten the valve fully using a suitable spanner.
7. Replace shroud and handle, ensuring to refit the grub screw.
8. Turn on water supply and check for leaks.
9. Contact our helpline should if problem persists.



## 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 not opening fully.	Service fitting. Refer to maintenance section on pages 13-14.
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. Refer to maintenance section on page 13-14.
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.	Turn the diverter mechanism into the appropriate position.
	Insufficient water pressure / header height.	Refer to the specification section for minimum pressures required.



## Taps and Mixers

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)
- 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.

## Bristan Guarantee Cont.

### Taps and Mixers

#### 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**

## NOTES:

Please use this page to add any notes which you, or your installer may have regarding the installation / servicing of this product:

[www.divapor.com](http://www.divapor.com)

# BRISTAN

This booklet covers product codes

EBY ½ C

EBY ¾ C

EBY BAS C

EBY 3HBAS C

EBY 3HBF C

EBY 5HBSM C

**Helpline**

**0844 701 6273**

Bristan Group Limited

Birch Coppice Business Park, Dordon, Tamworth, Staffordshire B78 1SG

A Masco Company

Website: [www.bristan.com](http://www.bristan.com)

Telephone: 0844 7016 274      Facsimile: 0844 701 6275

Email: [enquire@bristan.com](mailto:enquire@bristan.com)