

# HERITAGE<sup>®</sup>

## BATHROOMS

### Gracechurch Tap Range Installation Instructions and User Guide

**Models covered:**

TGRDC04 Basin Mixer

TGRDC05 Bidet Mixer

TGRDC06 3 Hole Basin Mixer

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
Installation	05-08
1 Hole Basin & Bidet Mixer	05-06
3 Hole Basin Mixer	07-08
Maintenance	09
Map Of Hard Water Regions	10
Troubleshooting	11
Guarantee	12-13
Notes	14





## 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
TGRDC04 Basin Mixer	0.1	5.0
TGRDC05 Bidet Mixer	0.1	5.0
TGRDC06 3 Hole Basin Mixer	0.2	5.0

Maximum Static Pressure – 10.0 bar

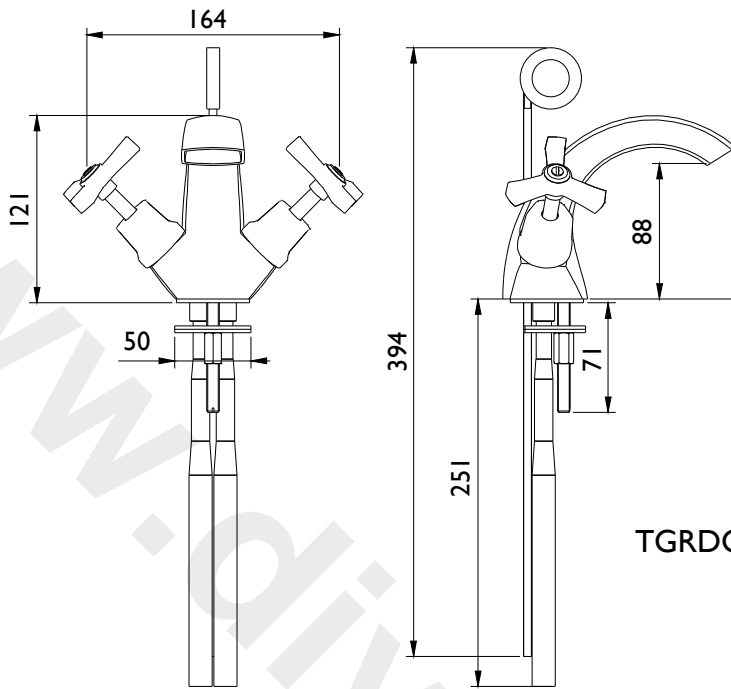
**NOTE:-** Nominally equal (balanced) inlet supply pressures are recommended for optimum Performance of mixer taps.

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.

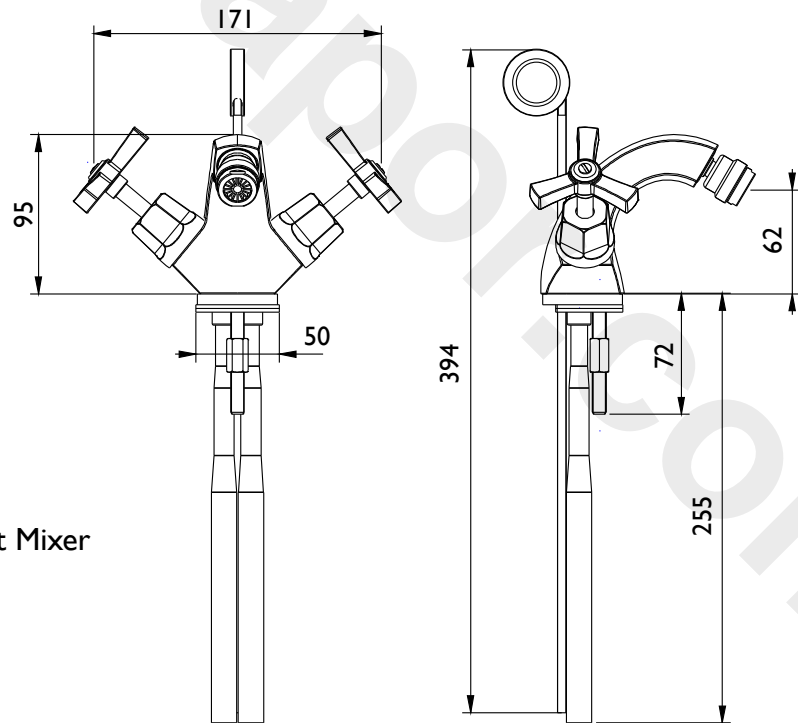
BS 6700 recommends the temperature of stored water should never exceed 65°C. A stored water temperature of 60°C is considered sufficient to meet all nominal requirements and will minimise the build up of lime scale in hard water areas.



## Dimensions



TGRDC04 Basin Mixer

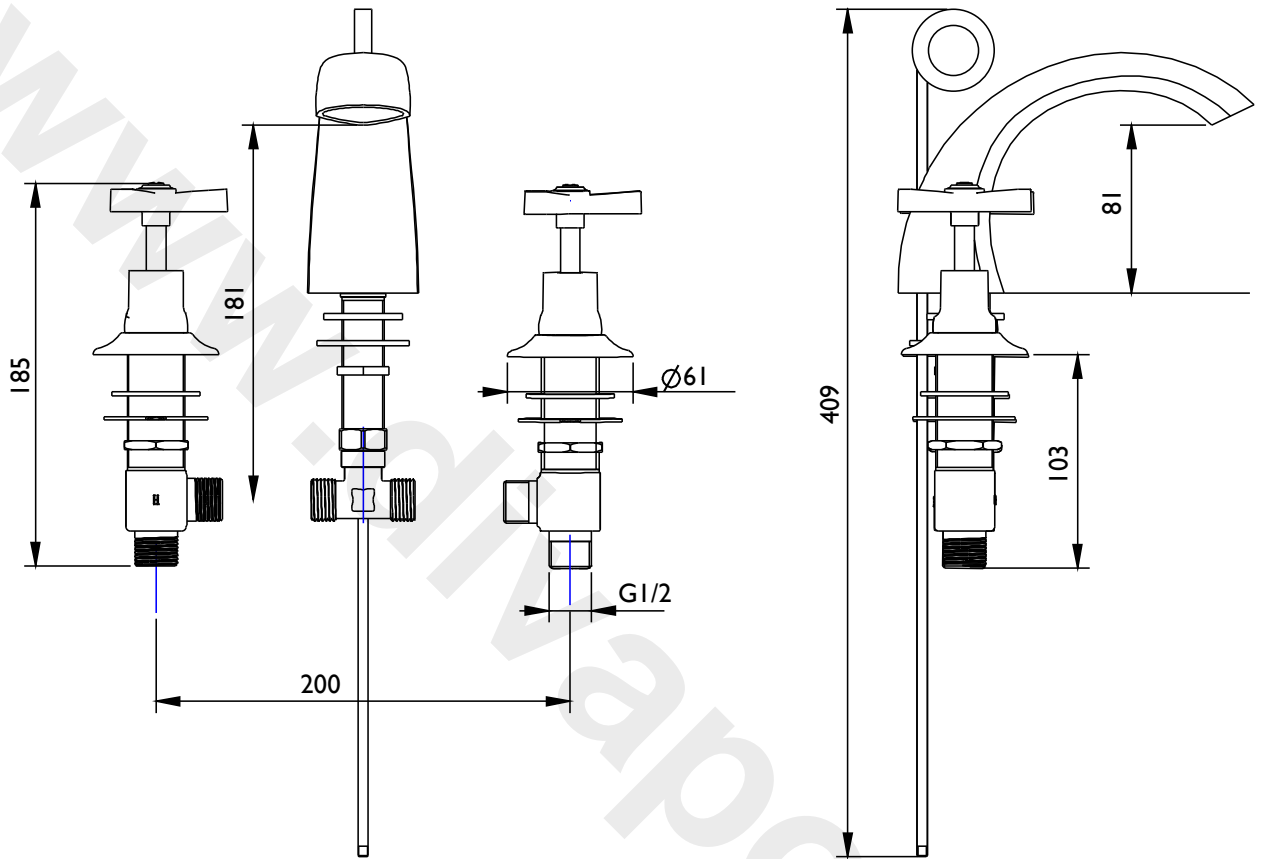


TGRDC05 Bidet Mixer





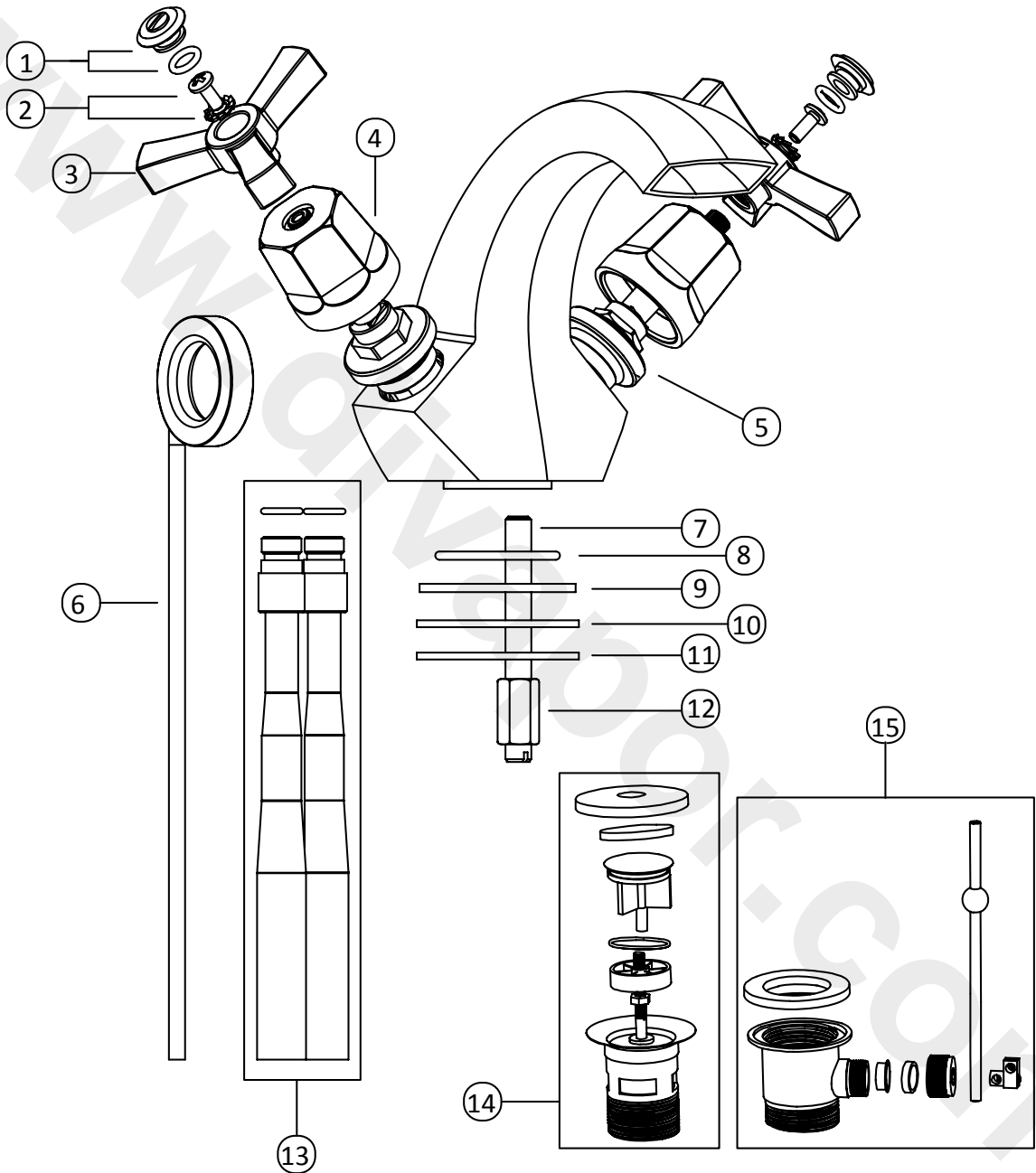
## Dimensions Cont.



TGRDC06 3 Hole Basin Mixer



## Installation – Single Hole Basin/Bidet Mixer



\*Tap body shown is for illustration purposes only. The installation process applies to both basin and bider mixer





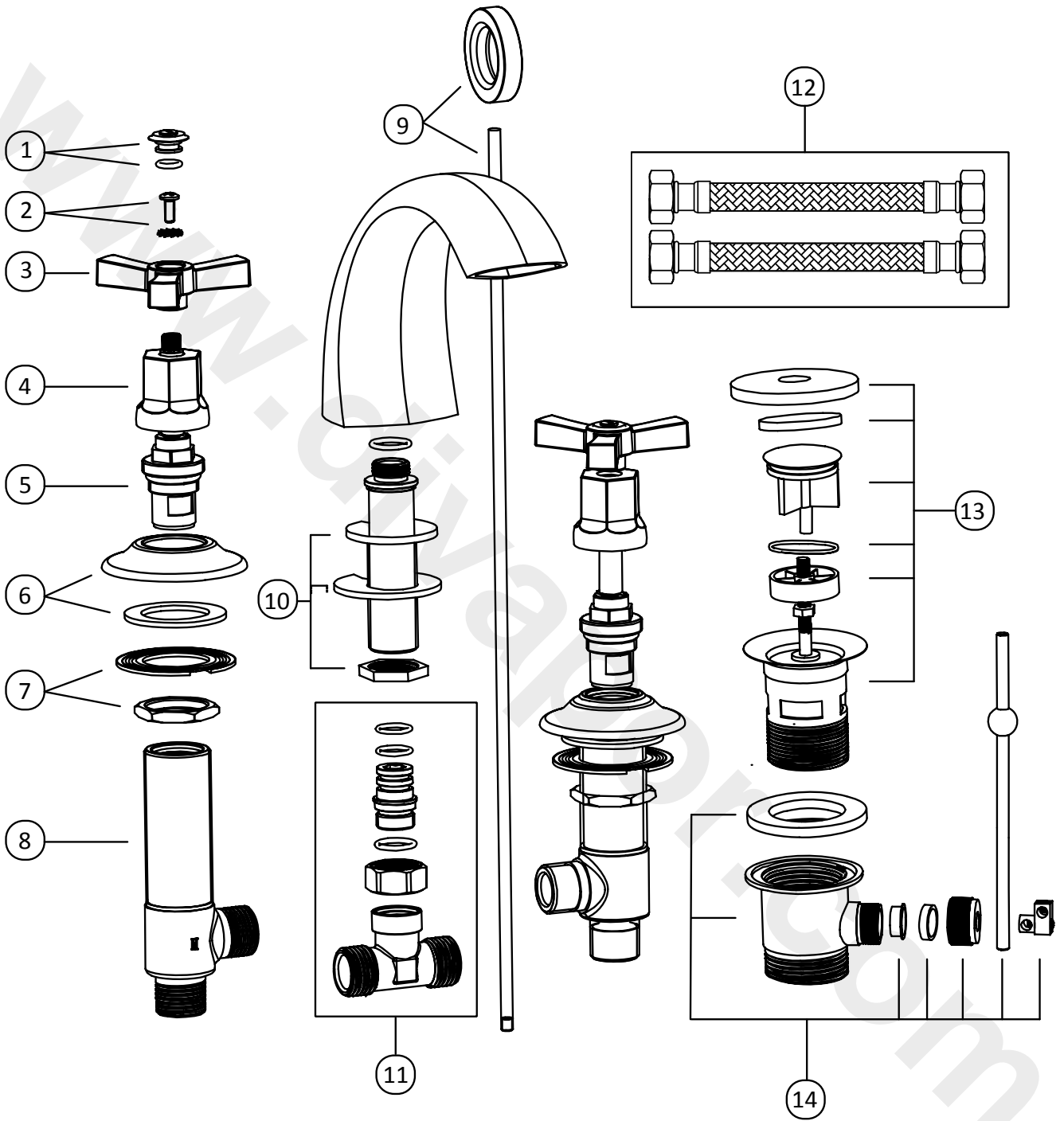
## Installation – Single Hole Basin/Bidet Mixer

1.	Indice	x2	8.	Rubber Seal	x1
2.	Handle Screw	x2	9.	Metal Washer	x1
3.	Handle	x2	10.	'C' Shaped Rubber Plate	x1
4.	Shroud	x2	11.	'C' Shaped Metal Plate	x1
5.	Valve	x2	12.	Backnut	x1
6.	Pop Up Rod & Knob	x1	13.	Connecting Pipes	x2
7.	Threaded Rod	x1	14.	Upper Pop Up Waste Assembly	x1
			15.	Lower Pop Up Waste Assembly	x1

1. Identify all components and check for completeness, particularly before arranging fitting.
2. Insert the threaded rod (7) to the underside of the mixer body (by hand only) and place the mixer body into place on the basin/bidet
3. From the underside of the basin/bidet feed the the washer (9), 'C' shaped rubber plate (10) and the 'C' shaped metal plate (11) on to the threaded rod and secure into place using the backnut (12). A suitable spanner may be required,. **DO NOT OVERTIGHTEN**, as this can cause damage to your fitting.
4. Install the connecting pipes (13) and connect the hot and cold supplies. (**DO NOT OVERTIGHTEN**). Soft copper tails can be carefully bent and cut to length to meet the supply pipes.
5. Fit the upper and lower pop pop up waste assembly (14/15). It is recommended that a silicon sealant be applied to both sealing faces of the washers which sit between the assemblies and the fitting. The plug height can be set by adjusting the waste rod (15) and the operating rod (6) using the connecting link (15), as well as the screw in the base of the plug (14).
6. Fully open both valves letting them run for a few minutes to check all joints and connections for leaks.



# Installation – 3 Hole Basin Mixer





## Installation – 3 Hole Basin Mixer

1.	Indice	x2	8.	Side Body	x2
2.	Screw & Washer	x2	9.	Pop Up Rod & Knob	x1
3.	Handle	x2	10.	Spout Fixings	x1
4.	Shroud	x2	11.	'T' Joint Assembly	x1
5.	Valve	x2	12.	Connecting Pipes	x2
6.	Plinth & Washer	x2	13.	Upper Pop Up Waste	x1
7.	Backnut & Washer	x2	14.	Lower Pop Up Waste	x1

1. Identify all components and check for completeness, particularly before arranging fitting.
2. Secure the spout into the central tap hole of the basin and secure into place using the spout fixings (10).
3. Connect the 'T' joint assembly to the threaded tail of the spout and fit the connecting pipes on each of the inlets.
4. Place the backnut and washer (7) on to each of the side bodies (8) and feed through the basin from the underside. Connect the plinth and washer (6) on the upper side of the basin and proceed to connect the valve, shroud and handle components. Secure into place by tightening the backnut and plinth.
5. Attach the connecting pipes to each of the side bodies (TIP: Loop the hoses to avoid a kink in the pipe).
6. Place the waste operating rod (9) through the spout and fit the upper and lower pop up waste assemblies (13/14). It is recommended that a silicon sealant be applied to both sealing faces of the washers which sit between the assemblies and the fitting. The plug height can be set by adjusting the waste rod (15) and the operating rod (6) using the connecting link (15), as well as the screw in the base of the plug (14).
7. Connect the hot and cold supplies and fully open both valves letting them run for a few minutes to check all joints and connections for leaks.



## 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.

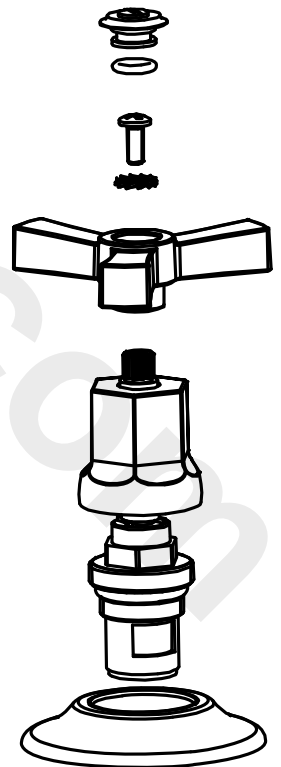
See map of Hard Water Regions on page 10 to see the water type in your area

### 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 indice, to reveal the screw and washer and proceed to remove these with a suitable screwdriver.
  2. Remove the handle and unscrew the shroud.
  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.
  6. Please visit [www.heritagebathrooms.com](http://www.heritagebathrooms.com) in order to find spare parts for this product.
  7. Place the valve into the tap body, ensuring the washer is in the required position, and tighten the valve fully using a suitable spanner.
  8. Re-connect the shroud, handle and all other components.
  9. Turn on water supply and check for leaks.
  9. Contact our helpline should if problem persists.





# Map of Hard Water Regions



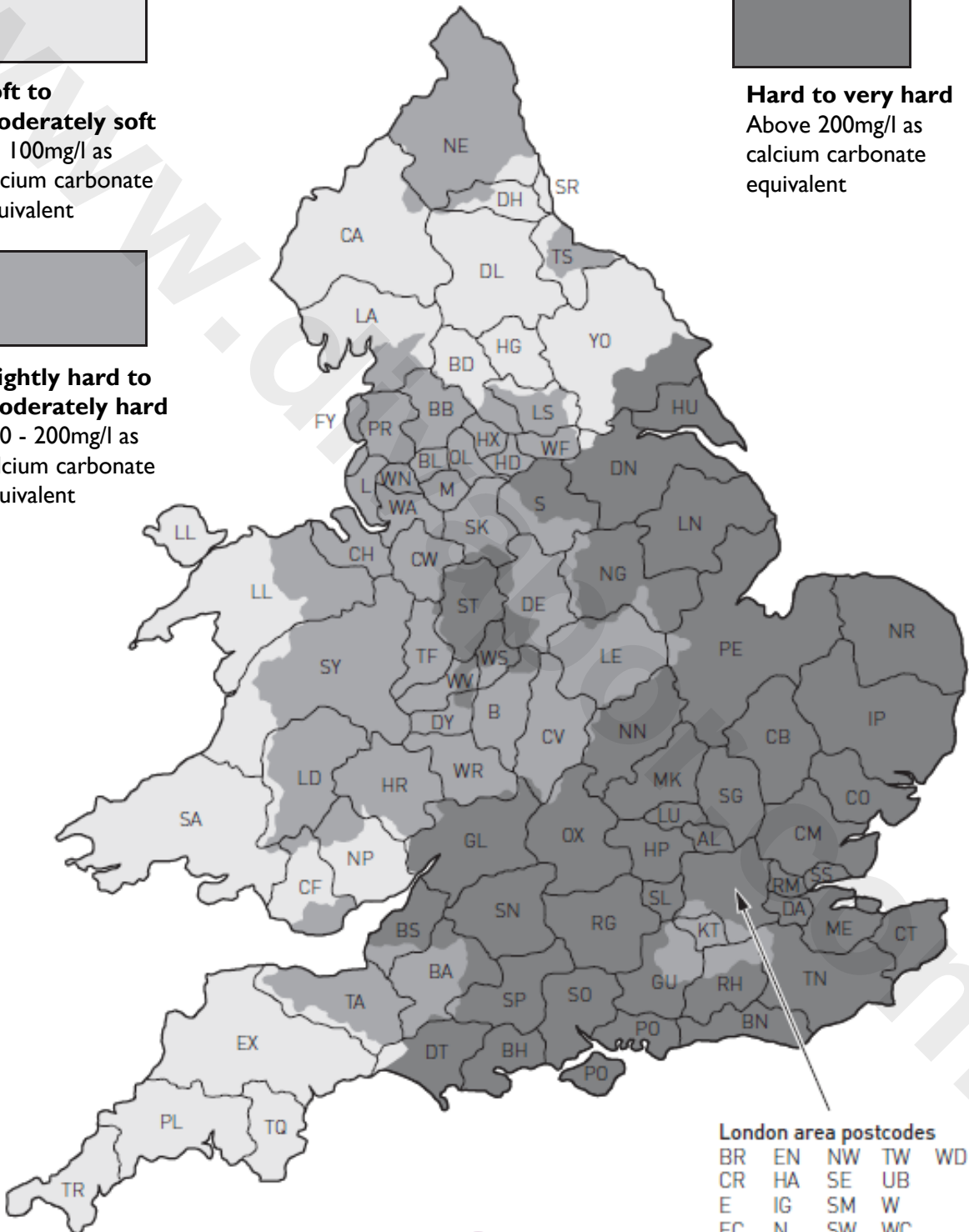
**Soft to moderately soft**  
0 - 100mg/l as calcium carbonate equivalent



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



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



## 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 page 09.
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 09.
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.





## 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](http://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**.





## Notes

Please use this space to add any notes which you or your installer may have regarding the plumbing and/or installation and servicing of this product.

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





**HERITAGE<sup>®</sup>**  
BATHROOMS

Heritage Bathrooms  
Birch Coppice Business Park  
Dordon  
Tamworth  
B78 1SG

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

Telephone: 0844 701 8503

Email: [technical@heritagebathrooms.com](mailto:technical@heritagebathrooms.com)

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