

# HERITAGE<sup>®</sup>

## BATHROOMS

### Hemsby Tap Range Installation Instructions and User Guide

**Models covered:**

THPC00	Basin Taps
THPC01	Bath Taps
THPC02	5 Hole Bath Shower Mixer
THPC04	1 Hole Basin Mixer
THPC06	3 Hole Basin Mixer
THPC073	3 Hole Bath Filler

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
Installation	03-08
Basin Taps & Bath Taps	03
Basin Mixer	04
3 Hole Basin Mixer & Bath Filler	05-06
5 Hole Bath Shower Mixer	07-08
Maintenance	09-10
Map Of Hard Water Regions	11
Troubleshooting	12
Guarantee	13-14





## 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
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.

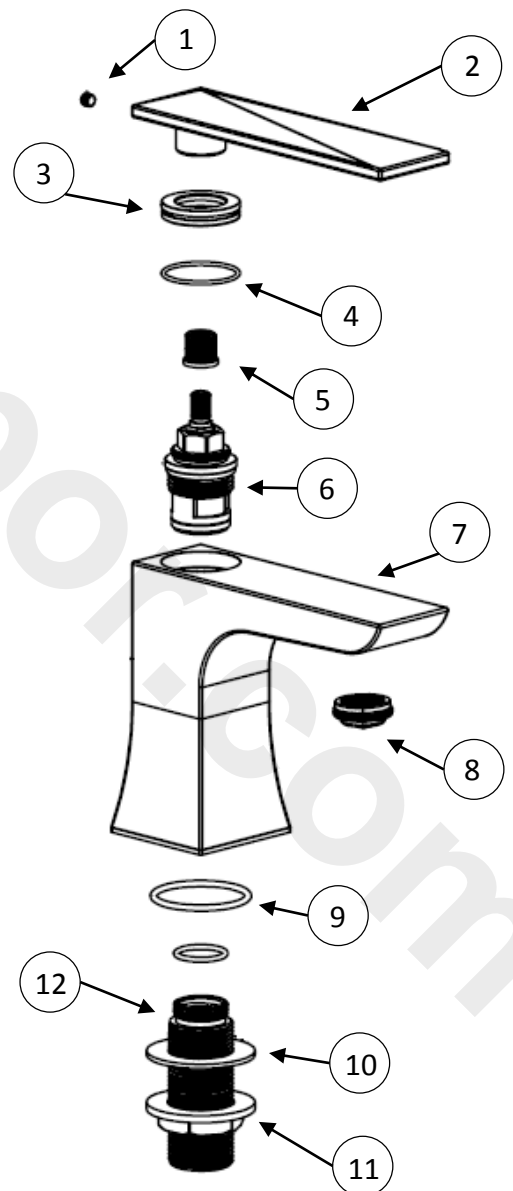


## Installation

### 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

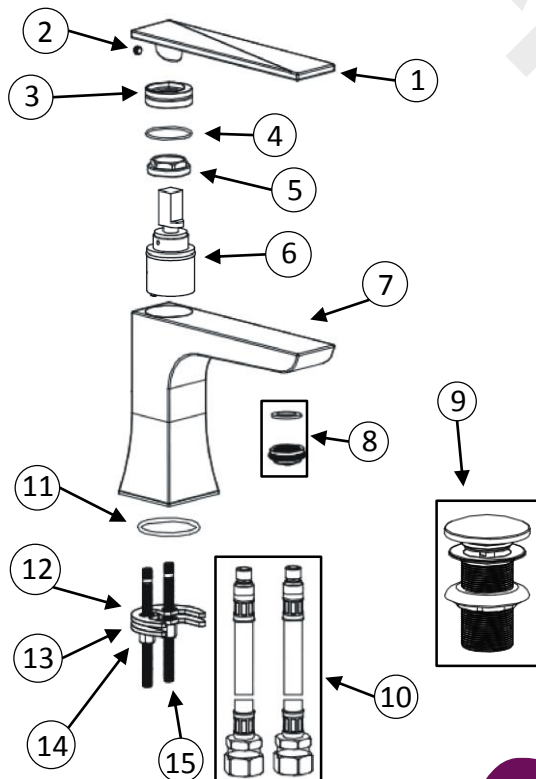




# Installation

## 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

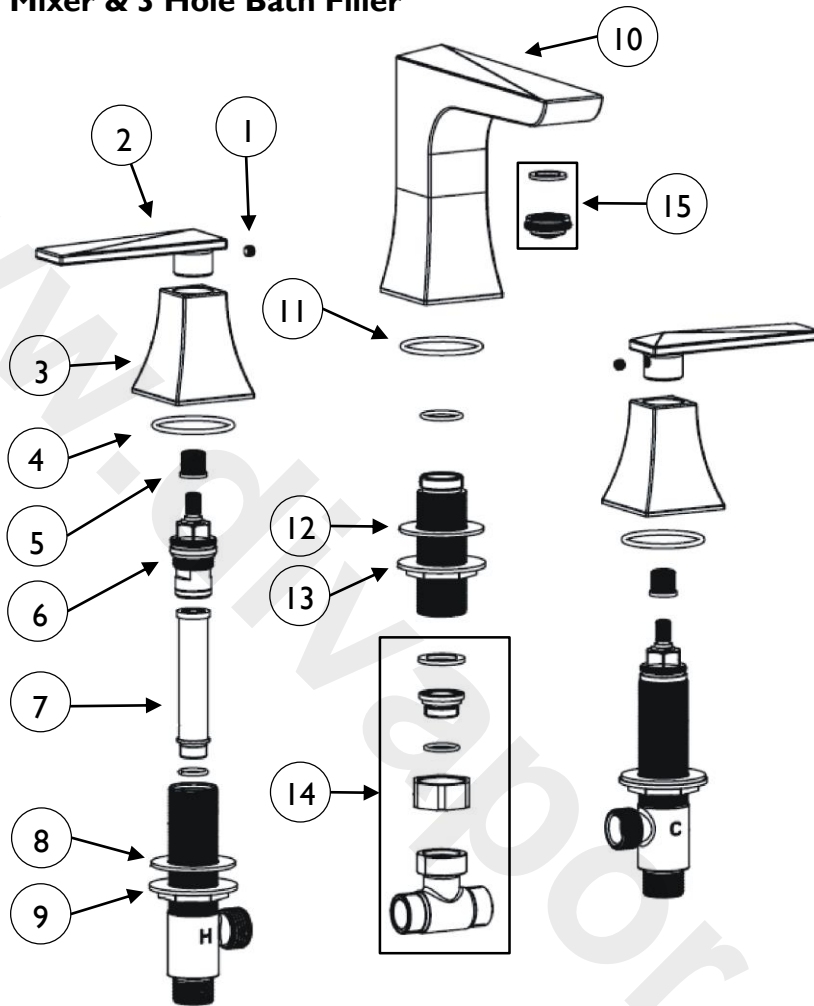
1. Identify all components are present prior to starting installation.
2. Remove the grub screws (1) located at the rear of the handles (2) on each of the side bodies, and proceed to remove the handles (2) by lifting upwards from the shroud (3).
3. Unscrew the T-joint assembly (11) from the thread of 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.

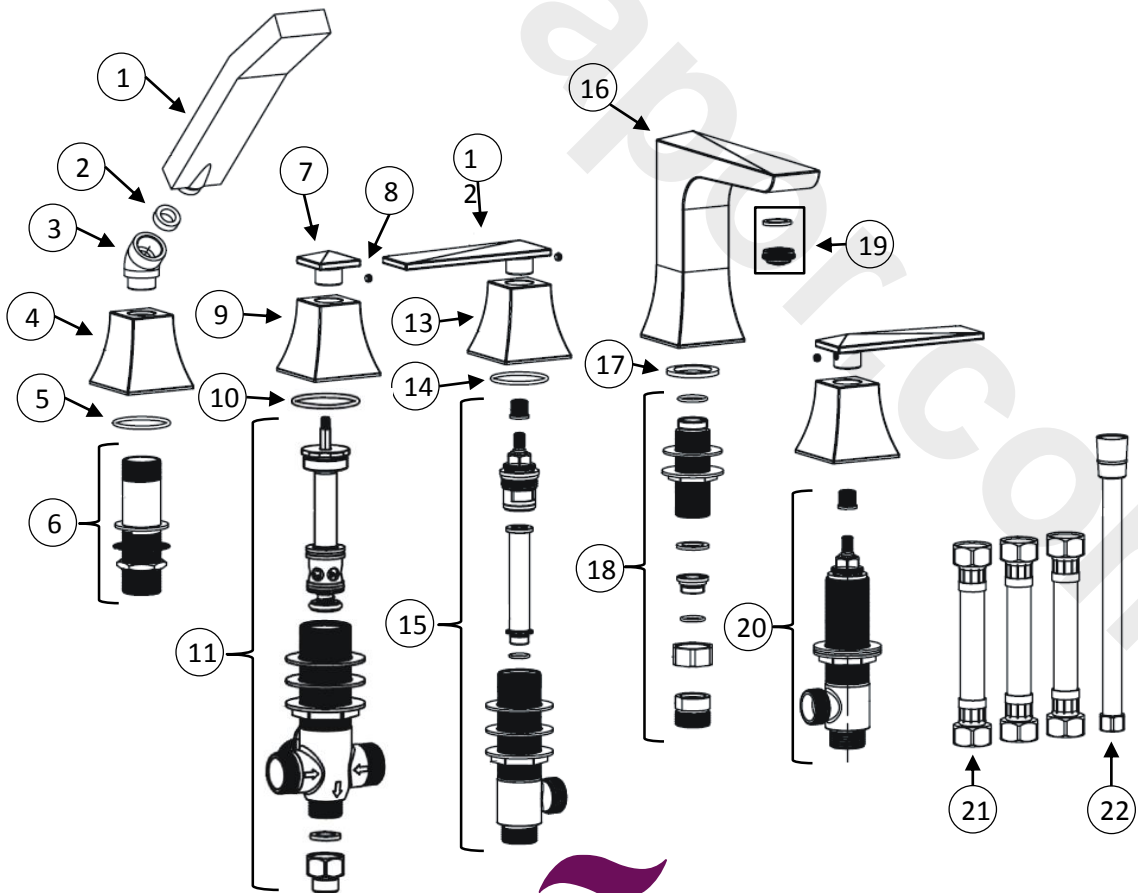




## Installation cont.

### 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.

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 11 to see the water type in your area.

### Cleaning the Showerhead: THPC02

Your Heritage 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 been 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.





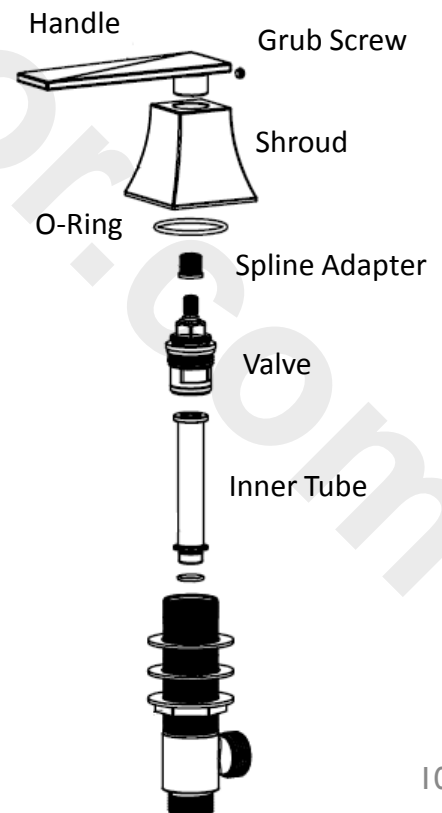
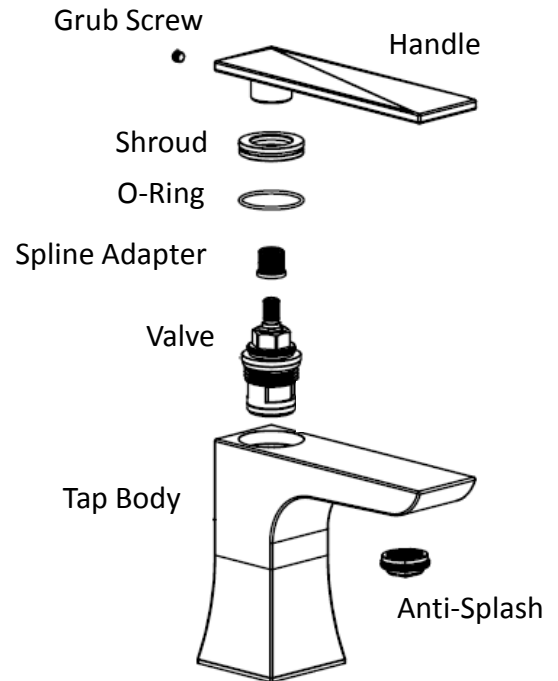
## Maintenance cont.

### 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:

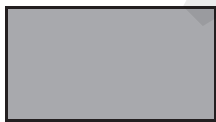
- Turning the water supply off at the mains stopcock or
  - Turning off the isolation valves to the tap.
1. Remove the grub screw, located at the rear of the handle/diverter knob using a hexagonal key.
  2. Remove the handle/diverter knob by pulling upwards from the shroud and proceed to remove the shroud 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.
  6. Please visit [www.bristan.com/sparesfinder](http://www.bristan.com/sparesfinder) in order to find spare parts for this product.
  7. Place the valve into the tap body and tighten the valve fully using a suitable spanner.
  8. Replace shroud and handle, ensuring to refit the grub screw.
  9. Turn on water supply and check for leaks.
  9. Contact our helpline should if problem persists.



# Map of Hard Water Regions



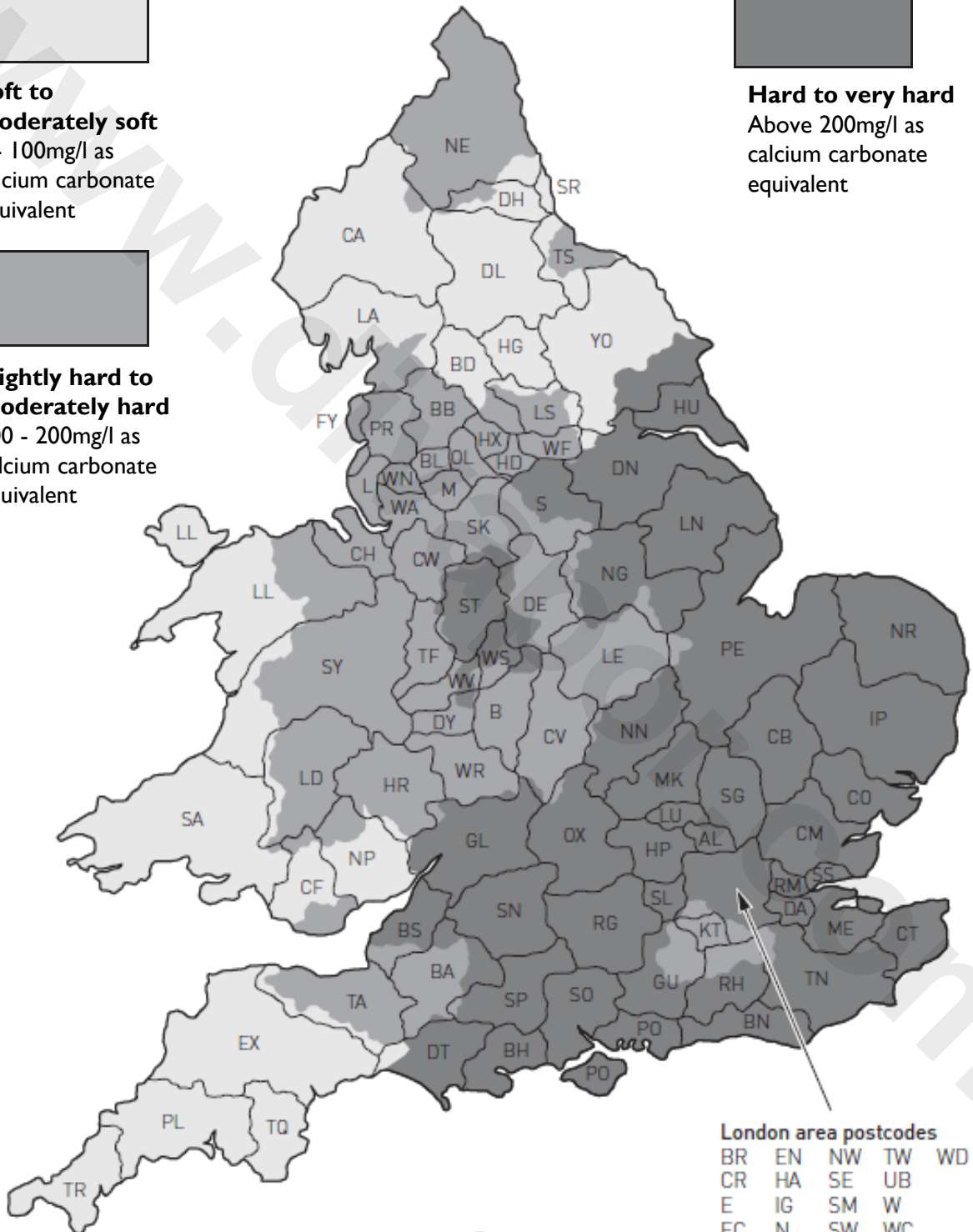
**Soft to moderately soft**  
0 - 100mg/l as calcium carbonate equivalent



**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 pages 09-10.
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 pages 09-10.
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**.





HERITAGE®  
BATHROOMS

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