

USER MANUAL

Thank you for choosing Better Bathrooms. Please read the manual before installing your product and read for future reference.



Close Coupled Toilet

- Single-person assembly
- Tools required
- We always recommend using professional tradespeople to install your product

V1_11_16.25

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Congratulations on your purchase

And welcome to our growing family of happy customers. We're so excited to bring you extraordinary bathroom products. In fact, from modern to traditional right across, that's the progress feature. Design and function to match. So, you can fall in love with your space every single day.

As one of the UK's largest independent bathroom stores, we've received countless awards, including the National Business Awards UK, the Digital Entrepreneur Awards and being named on The Sunday Times Fast Track 100.

We hope your new product goes above and beyond your expectations. However, should any problem occur, please:

- log in to your account and contact our customer services team via your self-service portal - betterbathrooms.com/CustomerAccounts/Login
- contact us via betterbathrooms.com/ContactUs/ContactUs

Important information

- Please read these instructions thoroughly and retain for future reference
- Always check for pipes and cables before drilling
- Screws and plugs supplied are for reference only, for any other structure a suitable plug and screw must be used

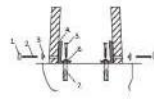
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Component Listing

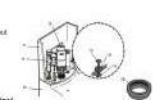
Toilet Pan (refer to below)

- Seat
1. Floor screw
 2. Bracket to pan flange seat
 3. Screw cap
 4. Flange being U-shaped bracket
 5. Floor screw
 6. Screw washer
 7. Screw plug



Cistern (components below)

1. Cistern tank
2. Inlet valve including washer, seal and nut
3. Toilet Pan
4. Cistern bolt
5. Cistern bolt seal
6. Cistern bolt nut
7. Doughnut washer



Flushing push button (components below)

1. Push button
2. Flush nut nut
3. Cistern lid
4. Push nut
5. Rod rubber sleeve (not included in all models)
6. Push button nut
7. Option including washer, seal and nut (inside cistern pan)



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Tools Required

Safety Notice

Prior to going into walls, check there are no hidden electrical wires cables or water supply pipes. Always wear protection equipment such as safety glasses and hearing protection when using power tools.

Tools for installation (not supplied)



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Installation Instructions

Installation

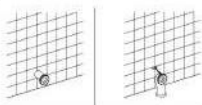
Please note: Before starting any installation, turn off the water supply.

Please note: Whenever possible and when safe to do so, it is recommended to carry out work tests during the installation process.

Pan Connector

The pan connector should be prepared for connection to the toilet being installed.

Please note: Pan connector (water pipe) may need to be purchased separately if a new installation. Depending on your toilet, the pan connector could be installed through the wall, floor right angle or left.



Please note: Pan connector is not included.

Close Coupled Toilet Pan Fitting

1. Once the pan connector pipe is prepared, add a small amount of plumber's putty to the pipe. Then push the toilet into the required position, with the pan connector fully connected to the wall pipe (top).



2. Ensure that the toilet pan is level and fully seated against the wall, then mark on the outer edge of the pan (on both sides) align with each flange hole located in the wall of the toilet pan.



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7. From underneath the tank, fit the washer and nut, and tighten, do not over-tighten. Connect the water supply pipe which should be a 1/2" female flat faced connector. Ensure it is a seal.



Fixing the Toilet Pan

1. After securing the brackets, re-fit the toilet pan and push the waste outlet onto the pan connector, and align the flange holes with the floor brackets, add a small amount of plumber's putty to the pipe.



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3. Remove the pan from the location, then measure the thickness of the toilet material and make another mark in line from the original mark, and in the wall the flange hole. Repeat on the other side.



4. If using the 'U' shaped bracket assembly, place the front edge of the bracket on the inside mark, then mark the flange hole position to ensure the bracket is level. Repeat on the other side.



5. Remove the brackets and drill the holes, ensuring that no pipes or cables can be damaged.



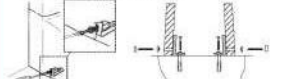
6. If fitting into a wall from your left-hand side, install the screw plugs and tap flush to the floor, then place the brackets over the drilled holes and insert the screws and washers through the brackets and secure into position.

Please note: Depending on the specifications, this may be a screwdriver slot, not a square fitting.



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2. Once aligned, secure the toilet pan into position using the flange provided, do not over-tighten. Finish by pushing on the screw covers.



3. Once the installation is completed, a small bead of silicone can be applied around the bottom edge of the toilet pan to finish.

Fitting the Push button

1. Remove the nut from the push button assembly then screw the plastic flush nut into the push button.

Please note: These should be screwed in so that there is a 2mm minimum gap between the end of the nut and bottom (on the cistern).

2. Place the assembly through the hole in the cistern lid and fit the lid to the tank, when the nuts touch the cistern, measure the height 'X'.

3. Remove the rubber sleeves (not included in all models), then unscrew the nuts and cut down to the dimension 'Y', at the end that will touch the cistern.

4. Screw the rods back into the push button and re-fit the rubber sleeves, then fit the nut and tighten. Do not over-tighten.

5. Place the push button through the hole in the cistern lid, ensuring to align the large button with the full flush button on the cistern, operate several times to ensure correct function.

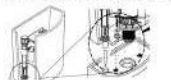


6. Once assembly is completed, turn on water supply, check for leaks and check flush operation.

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Preparing the Cistern

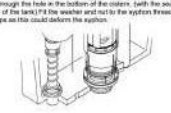
1. From the right valve, remove the nut and washer, the rubber seal should remain (fit) then place the lid of the cistern valve through the hole in the cistern tank. From underneath the tank fit the washer and nut, do not tighten fully at this stage.



2. Remove the nut from the cistern flange (left), then place the ball, washer and seal into the bottom of the cistern so that the ball passes through the flange hole, ensure that the seal sits against the inside face of the tank.



3. Remove the nut and washer from the cistern, then place the threaded lid (supplied) through the hole in the bottom of the cistern, with the seal against the inside face of the tank fit the washer and nut to the cistern thread and tighten, do not use pipe as this could deform the cistern.



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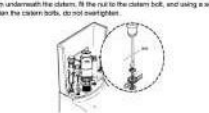
4. Fit the Dougough washer to the lid of the cistern and ensure this is fully surrounding the nut.



5. Position the cistern tank onto the toilet, allowing the cistern bolts to pass through the holes (1) in the toilet pan, as the inlet valve thread passes through the hole (2) in the toilet pan, and so the Dougough washer sits inside the recess (3).



6. From underneath the cistern, fit the nut to the cistern bolt, and using a screwdriver tighten the cistern bolts, do not over-tighten.



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Troubleshooting

Please note: It is recommended to turn off the water supply via the stop valve before carrying out any internal maintenance.

Water continues to run into the toilet pan

Remove the cistern tank lid and determine if the water level reaches the overflow pipe on the cistern, if it doesn't, replace the inlet valve. If it doesn't then replace the upper section of the cistern.



Insufficient or too much water entering the cistern tank

Adjust the inlet valve by turning the adjustment screw, until the desired level is reached.



No flush operation when the push button is pressed

Remove the cistern tank lid and push the two buttons on top of the cistern. If the cistern flushes normally, replace the push button or check that the nuts have not been removed into the push button too far, that they're not touching the buttons when pressed.



If the cistern does not flush when these buttons are pressed, replace the ball section of the cistern.

Maintenance, Care & Cleaning

Maintenance

Please note: Turn off the water supply and flush the toilet to drain away the water in the tank. It is also recommended to have a bucket under the tank to catch draining water.

Please note: Depending on the toilet design you may need to remove the toilet pan from its location to access the inlet valve water supply nut and retaining nut.

To replace the inlet valve

Disconnect the water supply from the inlet valve, then remove the inlet valve by unscrewing the nut on the underside of the cistern tank, and remove the cistern tank lid and pull the inlet valve from the tank. Once replaced, ensure all seals are in place.



To replace the cistern

This should only require the top section to be replaced. Grab the cistern and turn out clockwise and then lift. Upon replacing, ensure the the cistern sits back into position and the flush buttons are aligned with the correct buttons on the cistern.



Cleaning

To maintain the surface finish of your product, wipe clean after every use, using a clean damp cloth, a mild detergent solution can be used. Do not use abrasive cleaning agents or materials which can scratch and scratch the surface, the use of these agents or materials can void your guarantee.

For more information
 - Visit www.betterbathrooms.com
 - Email customer.enquiries@betterbathrooms.co.uk
 - Call 0151 390 3900
 - Write to: Trade Enquiries, Park, Houghwood, Warrington, Warrington, Cheshire, WA11 1LQ, UK.



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