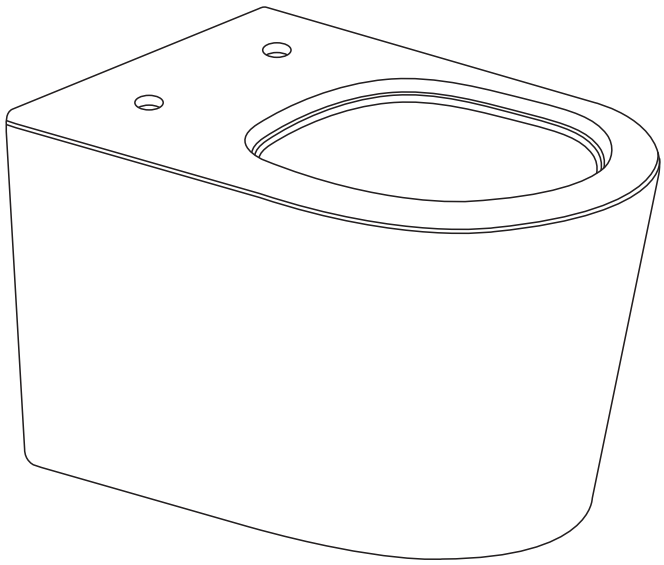
USER MANUAL

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

better bathrooms

Wall Hung Toilet

- Toilet seat and Wall Frame/cistern sold separately
- Waste pipe sold separately if a new installation



Please note: Image is for illustrative purposes only and may differ slightly to the actual product

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

V1.2.12.25

Congratulations on your purchase

And welcome to our growing gang of savvy shoppers

We're on a mission to bring you extraordinary bathroom products, for less. From modern to traditional style ceramics, plus the gorgeous fixtures, fittings and furniture 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 placed on The Sunday Times Fast Track 100.

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

- log in to your account and contact our customer services team via your self-serve portal – betterbathrooms.com/CustomerAccount/Login
- contact us via betterbathrooms.com/content/contact-us

Important information

- Please read these instructions thoroughly and retain for future reference.
- Manufactured to BS EN997 WC pans and WC suites with integral trap
- All installation work must be carried out to comply with the Water Bylaw Regulations.
- The installation should be designed to allow access for maintenance.
- This manual covers installation of the toilet pan only - wall frame， cistern and seat are NOT supplied.

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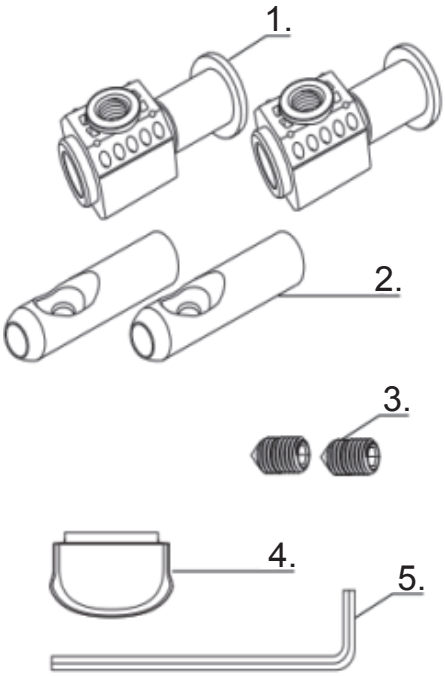
Parts



Toilet Pan

Fixing kit (below components)

1.Wall Mounting Brackets (x2)

2.Fixing Bolts (x2)

3.Grub Screw (x2)

4.Plastic widget

5.Allen Key

Tools required

- Hand Saw
- Spirit Level
- Pencil
- Tape Measure
- Silicone Sealant

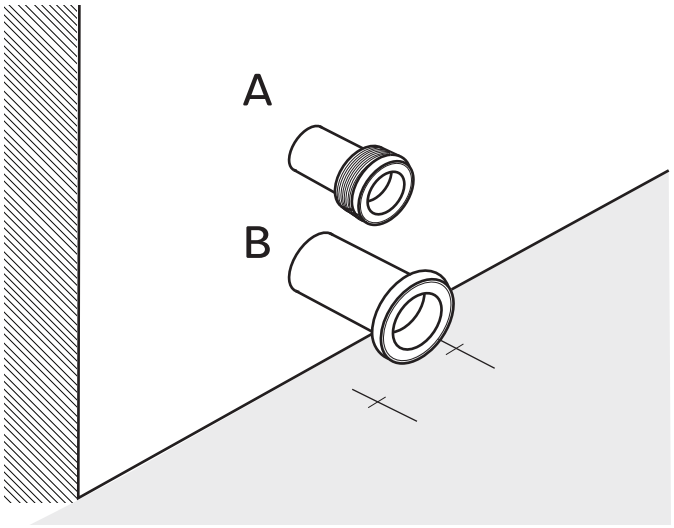
Preparing for a Wall Hung Toilet Pan fitting:

- **Please note:** This guide advises on the installation of the wall hung toilet pan only.

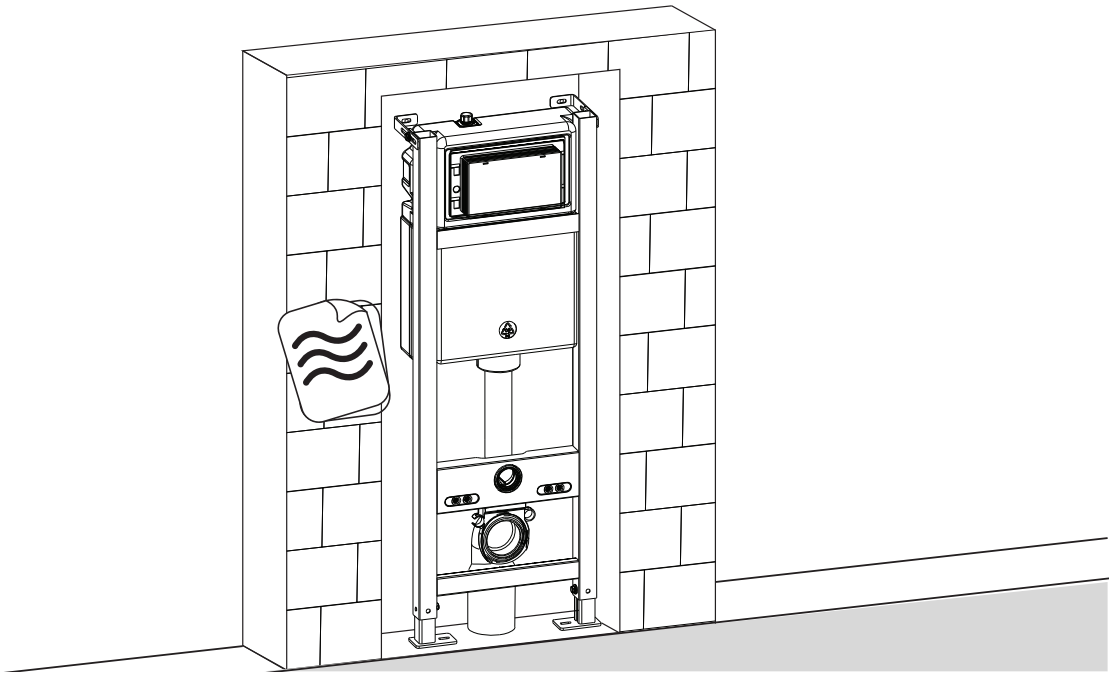
A. Flush Pipe is supplied with the concealed cistern assembly, (Wall Frame/Cistern sold separately)

B. Pan connector (waste pipe) supplied with Wall Frame/Cistern assembly.

- **Please note:** Pan connector (waste pipe) may need to be purchased separately if a new installation.



- **Please note:** Pipes are not included.
- Once you have received your toilet pan, this will allow you to prepare and install the Wall Frame/Cistern (both sold separately). To install the Wall Frame/Cistern, please use the instruction guides supplied with them.
- Below example shows the assembly of a Wall Frame/Cistern prior to fitting the wall hung toilet pan.
- **This guide advises on the installation of the Wall Hung Toilet Pan only. Refer to the instructions of your chosen Wall Frame/Cistern for guidance if needed.**

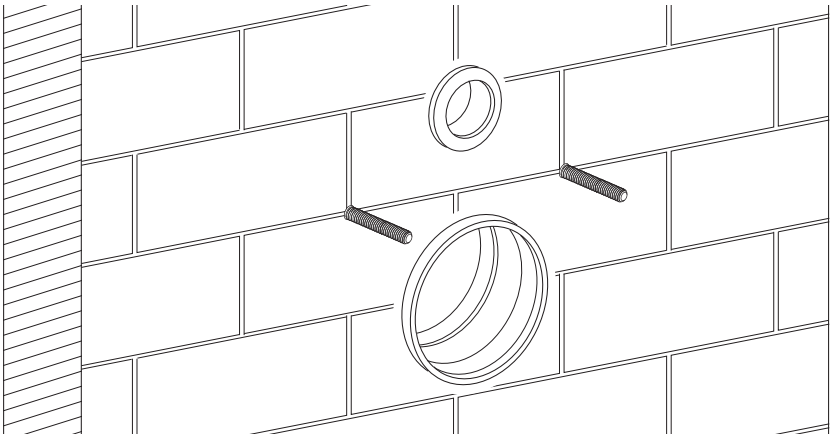


Wall Hung Toilet Pan Fitting:

After the wall frame has been set in the wall and the wall has been finished, proceed to install the toilet pan to the wall.

Step 1:

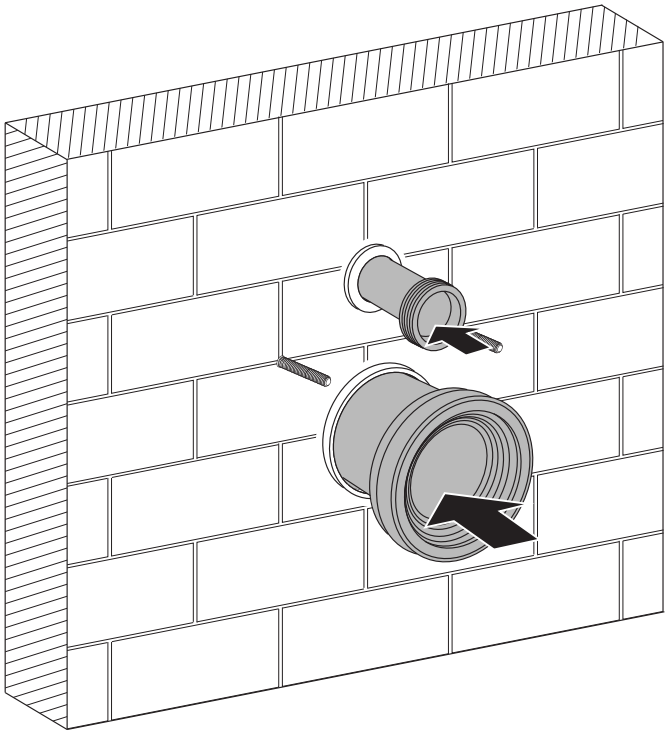
- Prepare the pipes as advised (cutting of the flush pipe and pan connector may be required).
- The threaded bars should be exposed from the frame through the wall, as shown below.



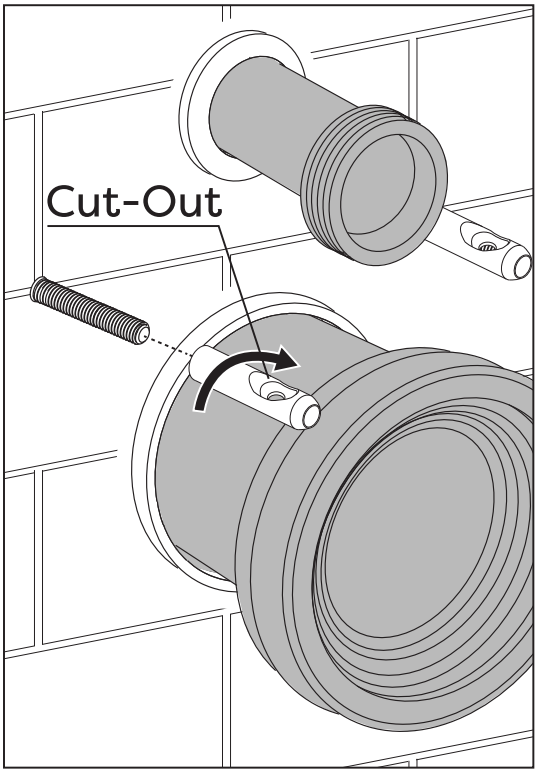
Step 2:

- Apply a small amount of lubricant to the flush pipe and pan connector to assist with fitting the pan. Connect the fush pipe and connector to the frame ready for the connection of the toilet pan.
- Screw the "Fixing Bolts' onto the threaded bars so that the cut out aligns with the fixing hole in the toilet pan.

2a



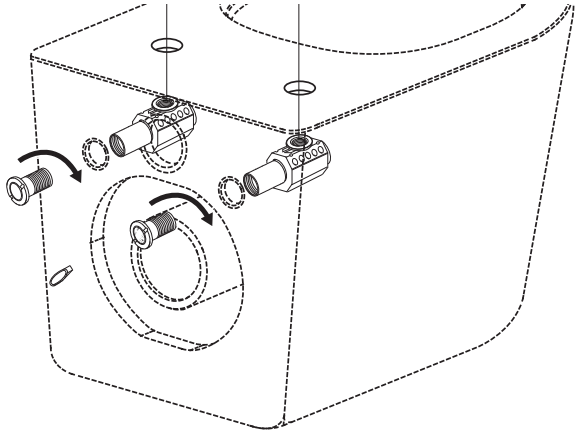
2b



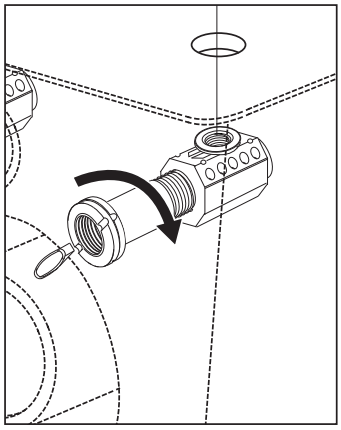
Step 3:

- Insert the "Wall Mounting Brackets' into the holes at the rear of the toilet pan and align the hole with the fixing hole of the toilet pan. Secure the brackets in place by tightening the back of the fixing bracket using the 'Plastic Widget' provided.

3a



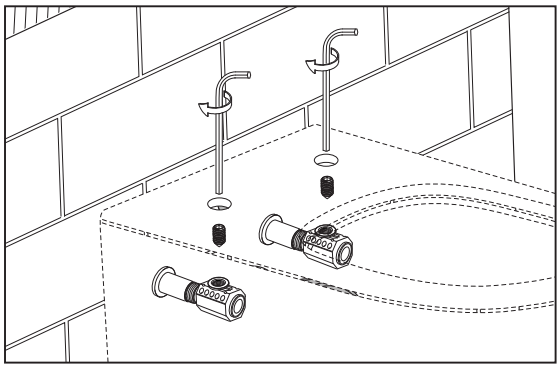
3b



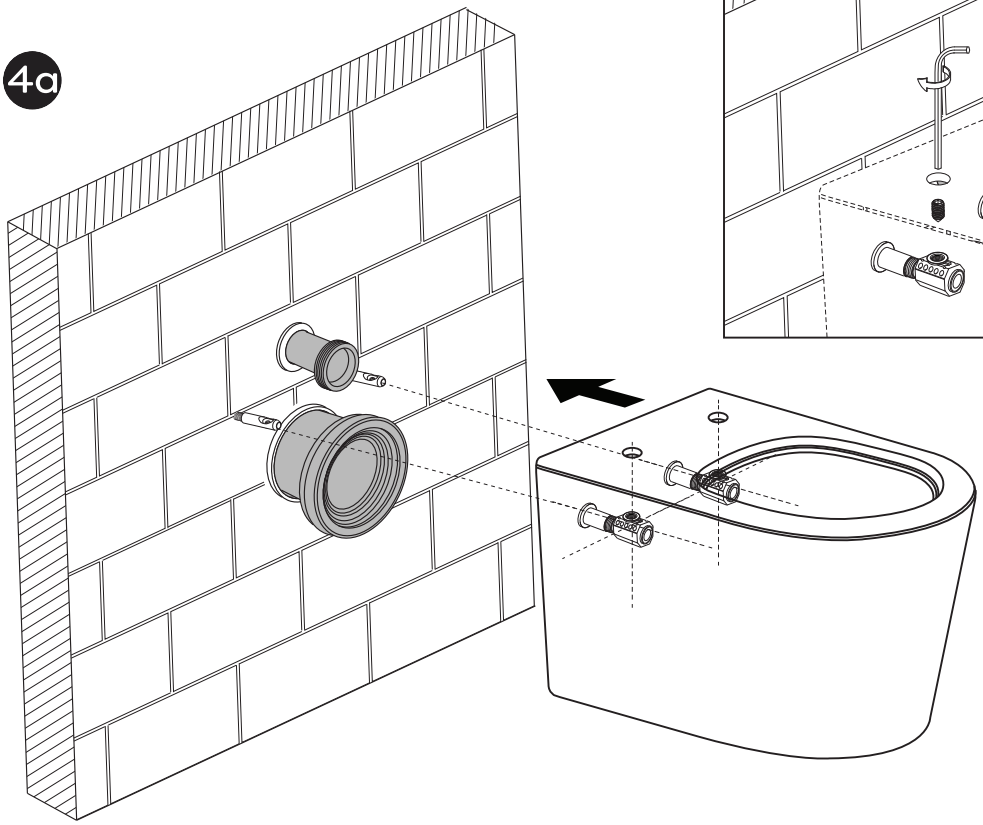
Step 4:

- **Please Note:** It is recommended that two people should carry out this section.
- Mount the toilet pan onto the wall frame ensuring that the flush pipe and pan connector fully engage with the toilet. The cut-out on the 'Fixing Bolts'and the top hole of the "Wall Mounting Brackets' should be aligned.
- Using the 'Grub Screws' and 'Allen Key' provided, secure the 'Grub Screws' into "Wall Mounting Brackets'and into the cut-out on the 'Fixing Bolts' and tighten to secure into place.

4b

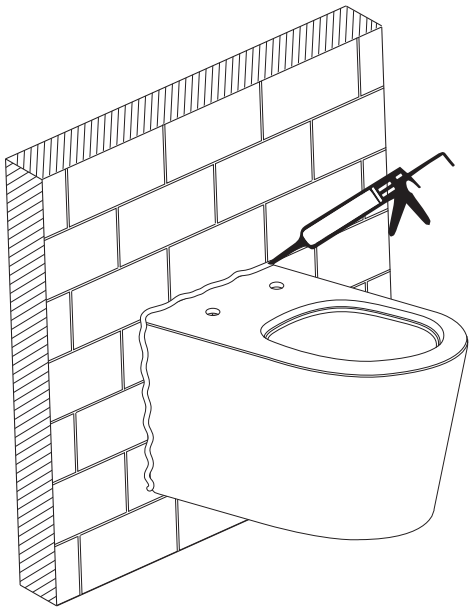


4a



Step 5:

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



- Pipe a fine bead of good quality silicone sealant around the back of the toilet pan, wipe away any excess silicone with a damp cloth and allow 24 hrs to fully dry.

- Proceed to installing the flush button/plate and toilet seat. Refer to their respective instructions for guidance if needed.

Troubleshooting

Flush volume into the pan, not sufficient

1. Adjust the flush volume level on the syphon.
2. Check that the syphon is opening correctly.
3. If none of these resolve the issue replace the syphon.

Water running into the pan continually after flushing

1. Establish if the water level in the cistern is reaching the overflow on the syphon, if it does reach the overflow adjust the inlet valve.
2. If this continues, replace the inlet valve
3. If the water level does not reach the overflow on the syphon, remove the top section of the syphon and check the washer for damage.
4. If the washer is damaged then replace.

Maintenance

All of the maintenance measures resulting from troubleshooting above requires you to access the internals of the cistern tank and for the water supply to be turned off. Please refer to the instruction guide supplied with your cistern for further guidance.

Please note: Before carrying out any internal maintenance, turn off the water supply

Cleaning

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

For more information
- visit betterbathrooms.com
- email customerservices@buyitdirect.co.uk
- call 0330 390 3062
- write to Trident Business Park, Neptune Way, Huddersfield, HD2 1UA

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