

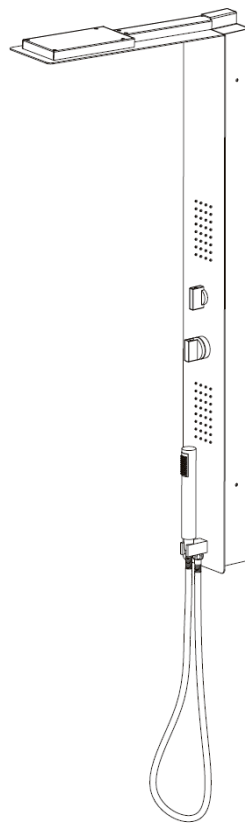
USER MANUAL



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

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Bathrooms.com

Lustro Thermostatic Concealed Shower Tower BeBa_26848



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 15.7.20

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 exceeds your highest expectations. However, if you experience any problems, please:

- call our friendly UK call centre on **0871 244 0935** (9am-7pm Monday to Friday, or 10am-4pm Saturday and Sunday), or
- send us a message via **customerservices@buyitdirect.co.uk**

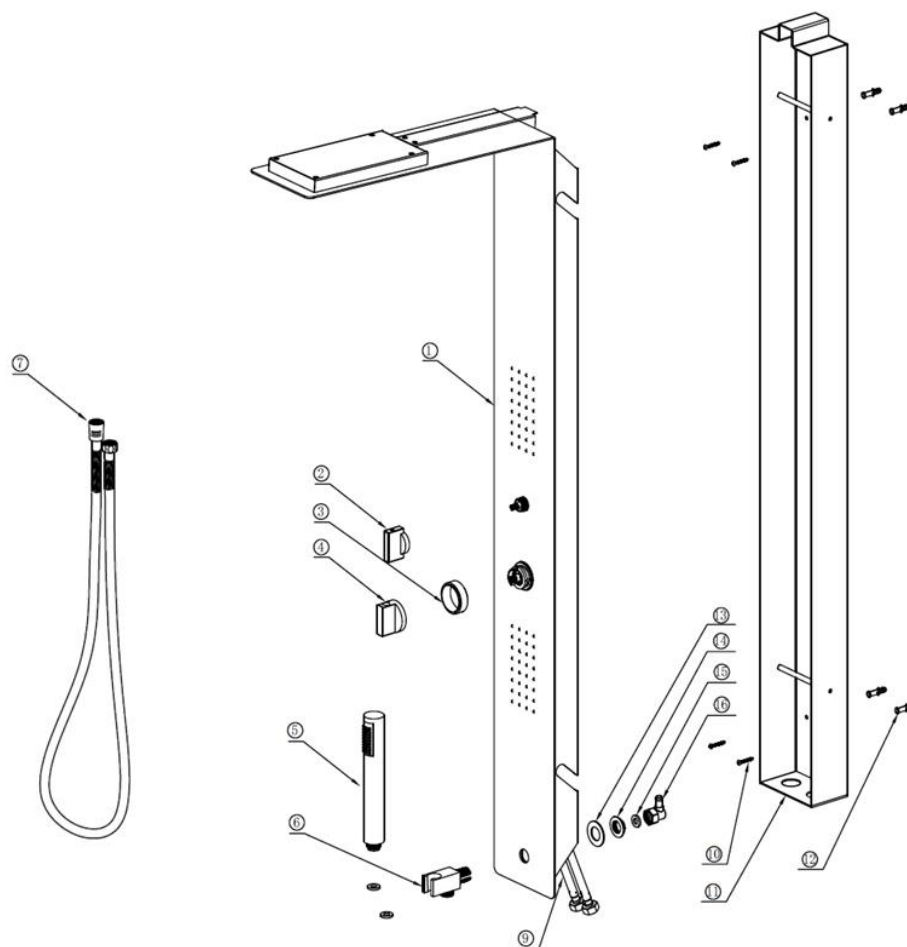
Important information

- Please read these instructions thoroughly and retain for future reference.
- Manufactured to BS EN 1111:1999 Sanitary tapware – thermostatic mixing valves
- Minimum working pressure 1 bar.
- Maximum working pressure 3 bar.
- Pressure must be balanced.
- A temperature differential of 10°C min must be maintained between the hot supply to the mixer and the mixed water temperature from the unit to allow correct operation of the thermostat shut off function.
- All installation work must be carried out to comply with the Water Bylaw Regulations.
- System must be flushed through prior to installation.

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Parts



1. Shower Tower including hand shower holder (6)

5. Hand shower

7. Hose including 2 x seals

10. Wall screws x 4

11. Shower tower wall housing

12. Wall Plugs x 4

Parts 2, 3, 4, 6, 9, 13, 14, 15, 16 are pre-fitted to the unit

Tools required

- Screw driver
- Spirit level
- Hammer
- Spanner
- Tape measure
- Drill and bit

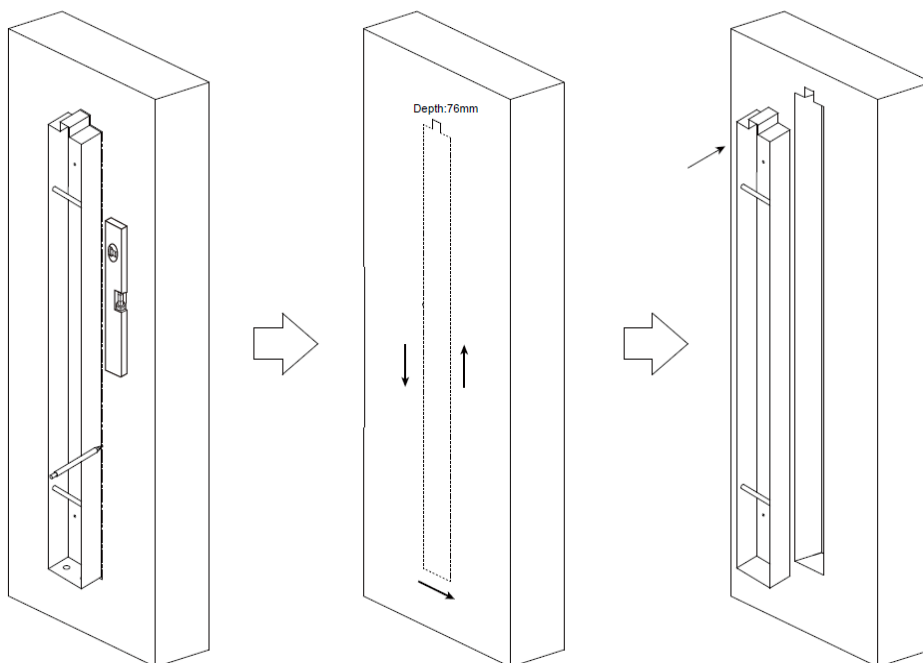
Installation

IMPORTANT: Prior to installation please note the following-

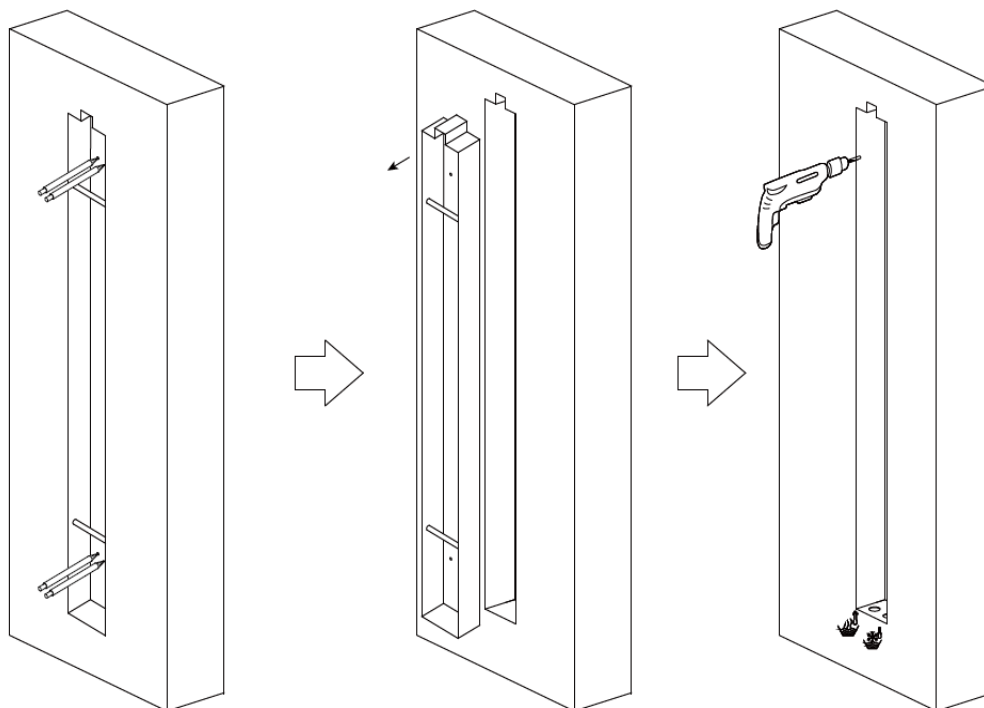
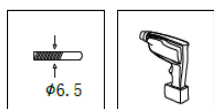
- a) The location should be checked before drilling, that no pipes or wires can be damaged.
- b) The supply pipes must come from the bottom.
- c) Prepare the supply pipes at the specified height, ensuring that the cold supply is on the right and the hot supply on the left.
- d) Once the supply pipes are prepared, open the isolation valves (not supplied) in the supply pipes to allow the water to flow into the bath or shower tray, this will clear any debris from the system.
- e) Allow the water to flow for approximately 15 seconds, then turn off the isolation valves.

Installation

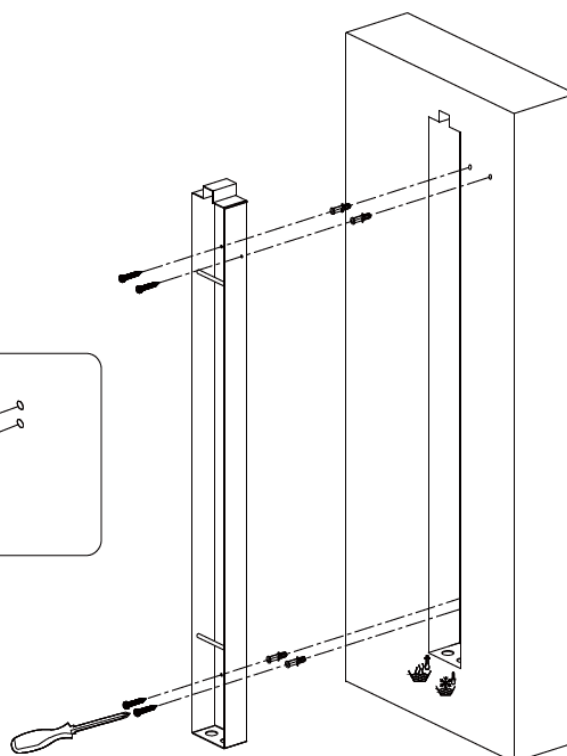
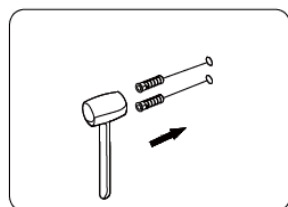
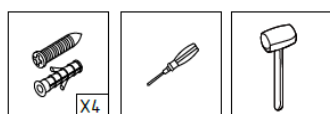
1. Draw around the outer dimensions of the shower tower housing, to allow the wall recess to be cut. Use a spirit level to check that the housing is vertical and horizontally aligned.
2. Once this location is set, cut the recess into the wall to a depth of 76mm from the finished wall surface.
3. Push the housing into the recess to check the fit.



4. With the housing in the recess, mark the location of the drill holes that will secure the housing into the recess, then remove and drill the holes.

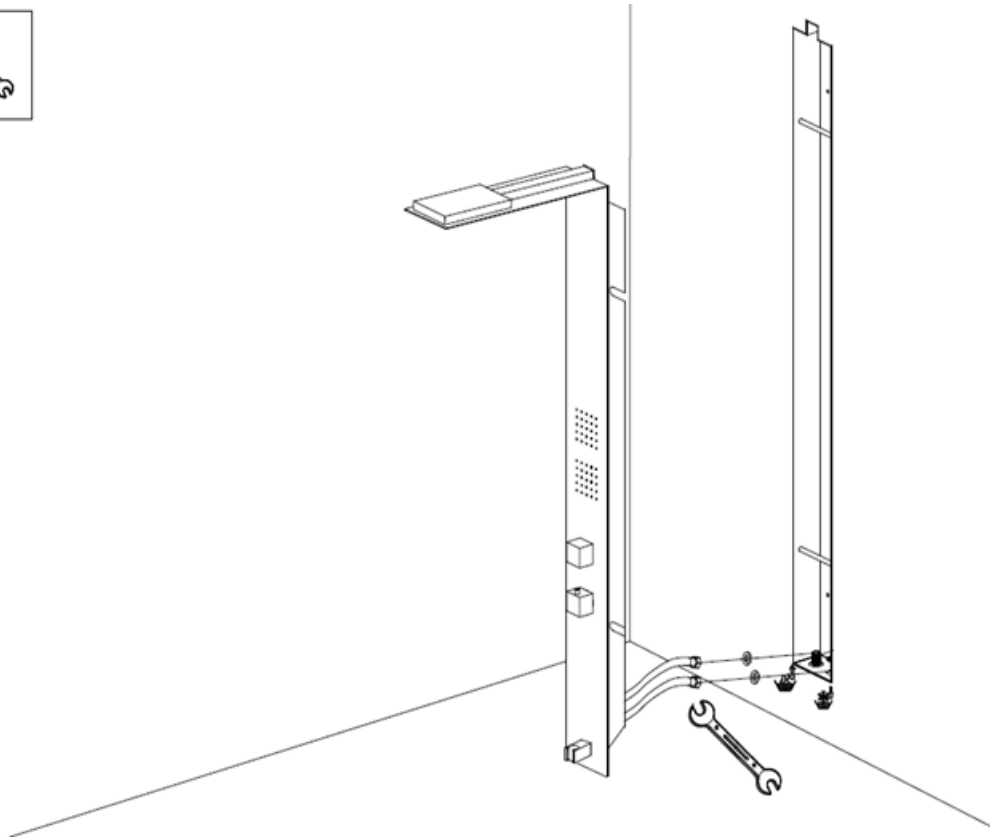


5. Insert the wall plugs into the holes and tap flat then re-fit the housing into the recess. Secure using the screws provided.



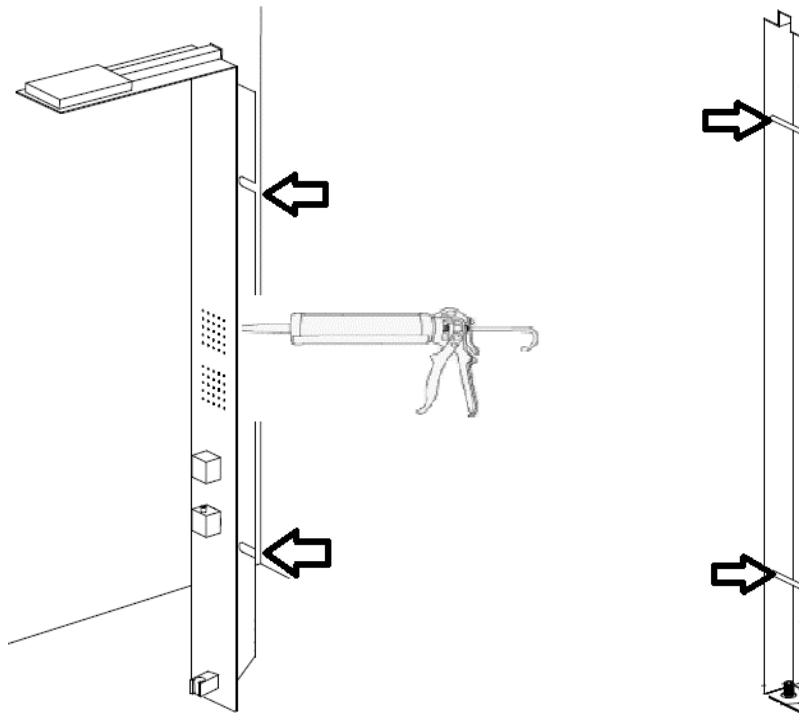
Please note: The supply pipes to the shower tower must come from the bottom, pass through the holes in the housing to connect to the 1/2" female nut on the hot and cold flexi- pipes.

6. Connect the supply pipes to the flexi-pipes ensuring that the seals are fitted, and the hot supply is on the left, tighten to create a seal.



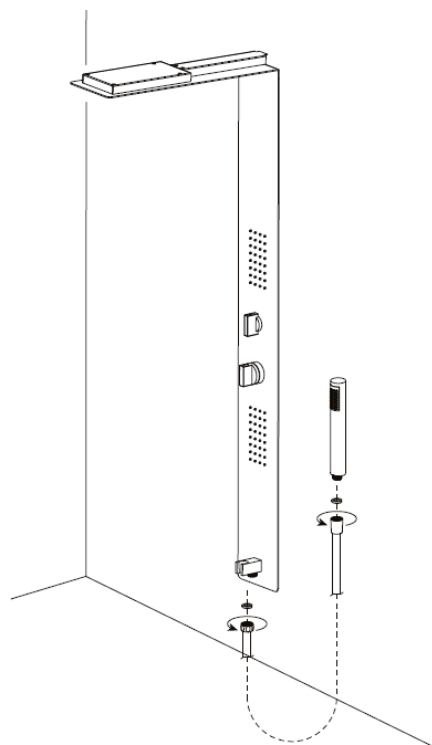
Please note: It is recommended at this point to carry out a leak test, to check for any leaks before completing the installation

7. Following the leak check, silicone can be applied to the back edge of the panel to prevent moisture running behind. Once applied, hook the shower tower into position via the slots, then hook these onto the bars inside the housing.



8. Connect the cone end of the hose to the hand shower ensuring to fit the seal, then fit the opposite end to the hand shower holder thread, again fitting the seal, and tighten both ends.

Please note: If using a spanner, cover with a cloth to protect the finish



Operation

To set the temperature - Turn the bottom dial until the desired temperature is reached.

- The product is set so that the handle stops at approx. 38°C, this is a safety feature; it can be overridden by pressing the button and holding while turning.
- (However, if the maximum temperature reached is within 10°C, the thermostat shut off function will not work).
- The maximum temperature, even after being overridden, should be more than 10°C less than the hot water supply going into the unit.

To control the flow of water - Turn the top handle from OFF to the desired setting.

Troubleshooting

Thermostat not allowing hot water

1. The water is only cold/warm and will not go to hot, this can be due to unbalanced water pressure - water pressures need to be balanced for correct function.
2. Limescale build up or debris in the thermostat - this will require cleaning out.
3. Faulty thermostat.
4. Product requires re-calibration.

Thermostat either very cold or very hot

1. This is due to the water supplies being connected to the wrong inlet on the tower - these need to be switched so that the correct water supply connects to the correct inlet.

Water dripping after being turned off

1. If the water stops dripping after a period of time, this is normal as the water within the unit needs to drain away, so some dripping may occur.
2. If dripping is continuous the flow control cartridge will need to be replaced.

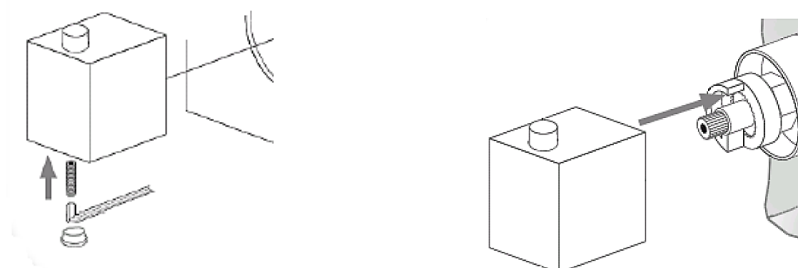
Maintenance

Poor Flow

1. Remove the shower tower flexi-connectors from the tower and turn on the water supply to ensure sufficient water is reaching the unit; if it is poor flow, this is not a product fault.
2. Remove the flexi-pipe on the rear connected to the outlet for the body jets and hand shower then turn on the water to check water flow is sufficient. If it is good, but still has poor flow, a blockage may be present in the flexi-pipe, try to clear by bending and stretching the pipe to dislodge any blockage, if this does not work, replace the pipe. If the flow is sufficient through the pipes, then using your finger or a soft brush rub the rubber nozzles to remove any blockage.
3. If none of the above resolves the problem, contact your retailer for further advice.

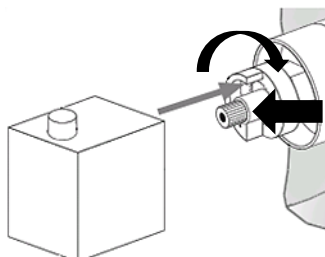
Thermostat not allowing hot water

1. If the pressures are not balanced you will need to consult a plumber to either reduce the cold pressure, ensuring that the pressure does not fall below the minimum, or, a pump may need to be installed to balance the pressures.
2. To remove the thermostat for cleaning or replacement, first, turn the shower on, then turn off the water supply to the tower by the isolation valves, doing this releases the pressure inside the unit before removal of the component. Turn the temperature dial to the stop position and remove the screw from the handle (as shown). Pull the handle from the mixer, taking note of the stop ring position, then remove the stop ring if replacing the thermostat, leave fitted if just cleaning. Using a spanner, remove the thermostat from the unit. To clean, run under warm water and use a brush to clean away any limescale or debris from the filters.
3. After cleaning, replace the thermostat, tighten back into the unit and re-fit the thermostat stop ring if necessary, as shown below. Re-fit the handle ensuring that the stop pin inside sits up against the top of the stop ring, so that it can only pass this stop position by pressing the button. Re-fit the screw and tighten the handle until secure.



Re-calibration

1. The mixer is set up under factory conditions and so on some occasion's re-calibration (re-set of the temperature) is required. To do this, turn the temperature control dial to the stop position. Remove the handle as advised previously, do not remove the stop ring. Once the handle is removed, turn the spindle on the thermostat until 38°C is achieved. Once set, re-fit the handle, ensuring that the stop inside the handle sits against the stop ring.



Thermostat either very cold or very hot

1. If the supply is connected to the incorrect inlet on the unit, it should be a simple process of turning off the water supply disconnecting the flexi-pipes and swapping them over.

Water dripping after being turned off

1. To replace the flow control valve, turn off the water supply to the unit, remove the screw from the handle and pull the handle from the unit using a spanner, then remove the valve from the unit.

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 on the product surface.

If any harsh chemicals come into contact with the surface of the product during bathroom cleaning, rinse off immediately, wipe clean and dry.

For more information

- visit betterbathrooms.com
- email customerservices@buyitdirect.co.uk
- call 0871 244 0935
- write to Trident Business Park, Neptune Way, Huddersfield, HD2 1UA

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