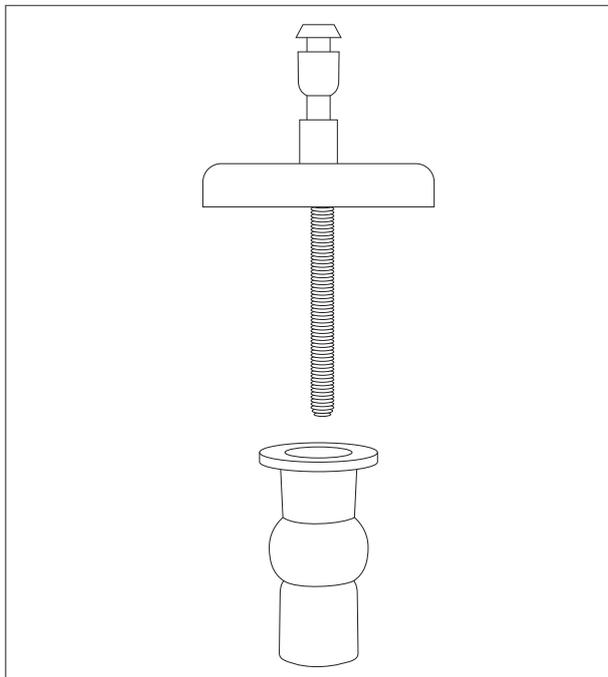


## Heirloom Studio 1 Wall Faced Suite – Installation Guide

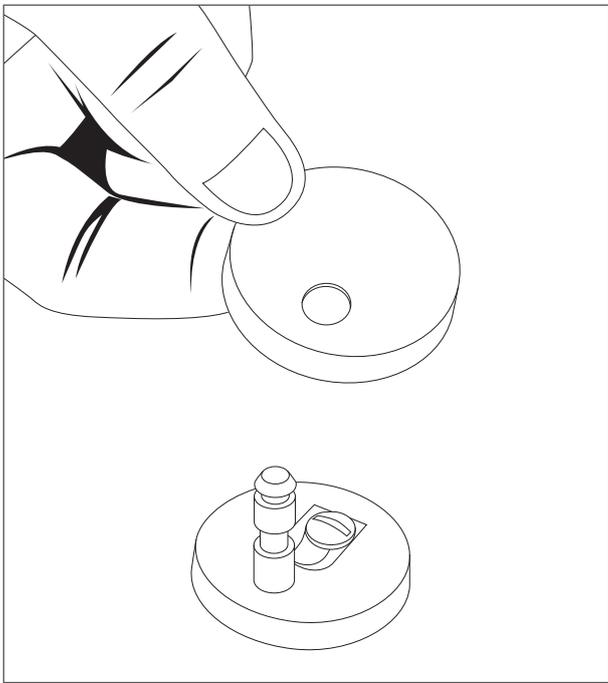
1. This toilet suite must be installed by a registered plumber.
2. Inspect all product items to ensure no items are missing and that all items are not damaged.
3. If installation has not been completed in accordance with these instructions, the warranty may be invalidated and service calls charged for.
4. Do NOT add any water additives to the cistern. This will void the manufacturers warranty.
5. This suite is available with a universal pan that can be installed as a P Pan, or with the addition of a Pan adaptor, as an S Pan.
6. Identify the position of the inlet for the inlet valve. This will either be at the bottom of the cistern for bottom inlet models or at the top of the cistern for top inlet models. Ensure the isolating valve and flexi hose will be in the correct position to connect to the cistern.



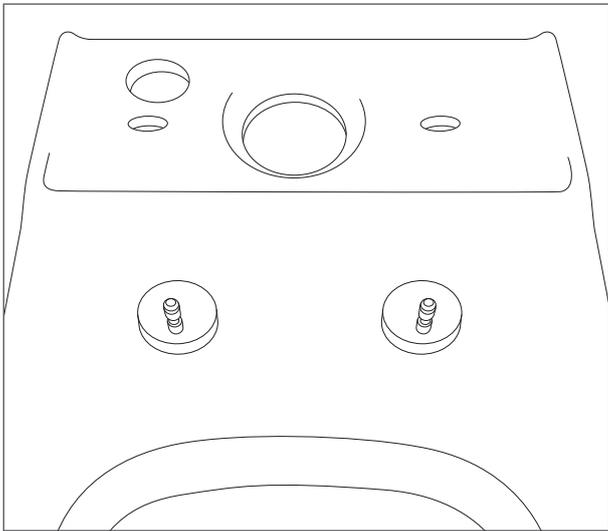
7. Soft Close Seat Fixings.



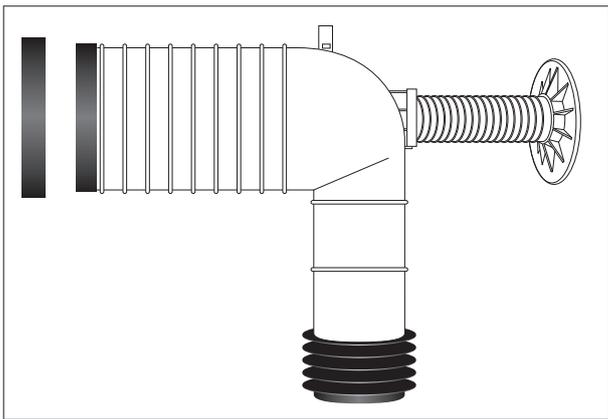
8. Securely fasten each seat fixing to the pan, but leave some movement for final adjustment.



9. Place the stainless steel cap over each seat fixing.



10. Pan ready for fixing the seat.



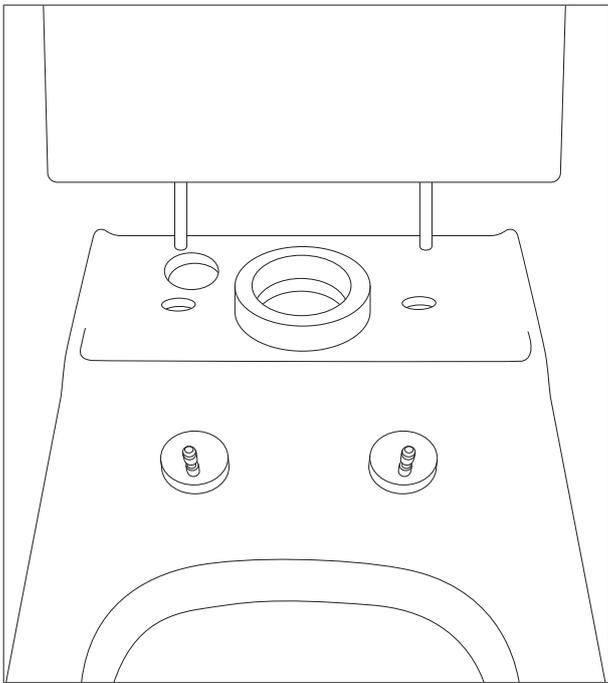
#### 11. S Pan Adaptor

- a. For installation of an S pan, the plastic adaptor must be sized to connect the pan to the waste and a set out of 60 – 175mm is required
- b. Mortar bed installation is not recommended
- c. Determine the distance from the toilet stub to the floor waste, and calculate the required length for the adaptor
- d. Cut the adaptor and strut support to suit. DO NOT install the Plastic capping piece on the end of the connector until ready for final installation
- e. Fix the connector in position into the floor waste and secure it to the wall with the strut support provided
- f. Check the length and alignment of the adaptor

- g. When ready to install the pan, fix the plastic cap piece to the end of the adaptor
- h. Usually install the cistern and seat before putting the toilet into final position
- i. Put the toilet in position ensuring it is properly connected to the adaptor.

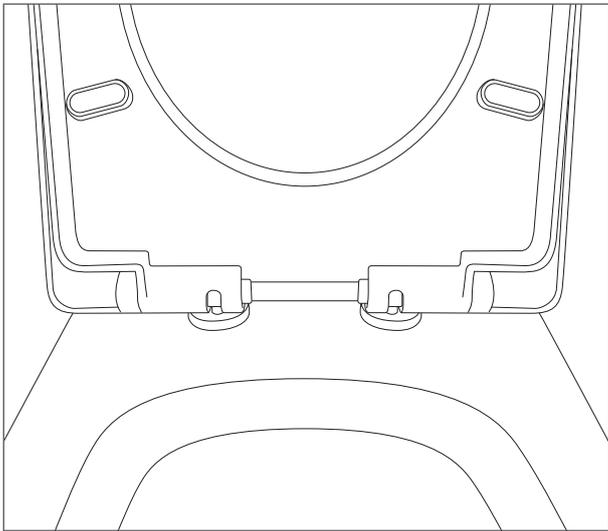
#### 12. P Pan Installation

- a. For P Pan installation, place the pan in the desired location and ensure that the waste pipe will connect to the pan waste. Connector not supplied for P pan installation
- b. Mark the pan location and also the position for the Pan screw fixings on the floor. The position will be checked later in the installation process
- c. Usually install the cistern and seat before putting the toilet into final position.



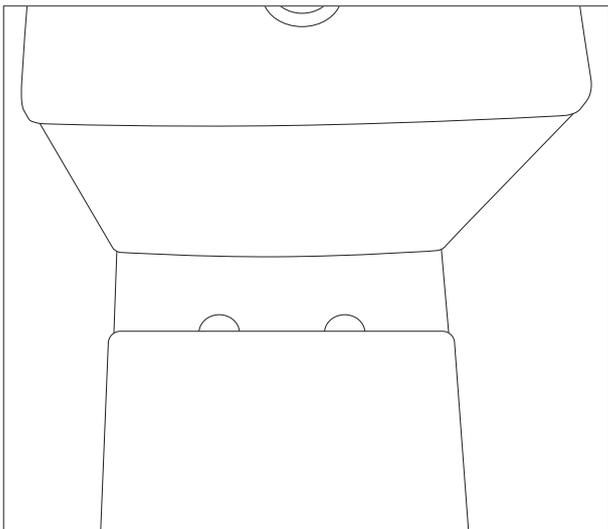
### 13. Attach Cistern To Pan

- a. Place the black rubber seal in position on top of the pan
- b. Place Cistern Bolts in attachment holes inside the cistern in the holes at the bottom of the cistern
- c. Place the cistern into position ensuring correct placement over the rubber seal
- d. Secure the cistern to the pan by firmly screwing the cistern wing nuts to cistern fixing bolts from the underside of the pan
- e. Check that the cistern is level
- f. Generally the cistern will not require fixing to the wall.



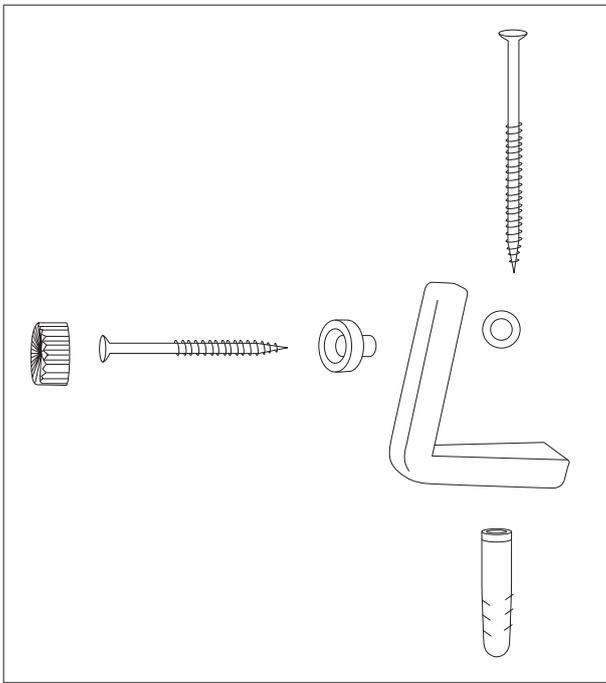
### 14. Attach Soft Close Seat to Seat Fixings

- a. Press the quick release buttons in the seat hinge
- b. Slide the seat into position and release the buttons.



### 15. Align the seat

- a. Check that the seat is correctly & evenly aligned and positioned
- b. Tighten the hinges into final position. This will require the removal of the seat and stainless steel caps.

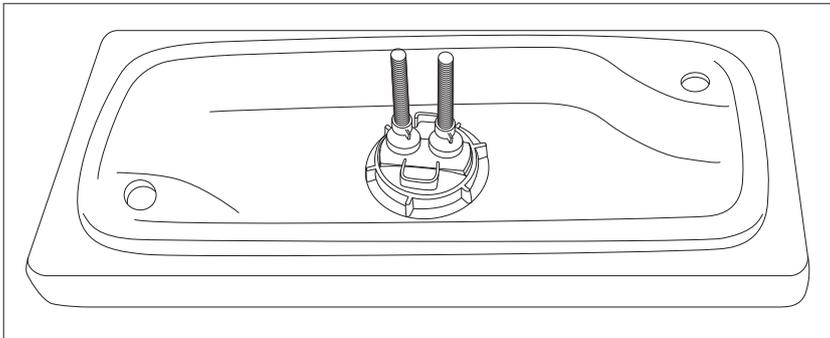


#### 16. Attach Suite to Floor.–Screw Fixing

- a. Double check the position of the pan on the floor and mark the position for the pan. Make sure the pan is level.
- b. Fix the pan fixing attachments to the floor
- c. Apply waterproof sealant to the pan
- d. Position the pan, inserting the outlet into the pan collar and ensure that the pan is level
- e. Fix the pan in position with screws
- f. Remove excess sealant.

#### 17. Attach Suite to Floor.– Mortar Bed (P pan only)

- a. Using a 4:1 sand to cement mortar mix, fill the space for the pan to approximately 50mm depth. DO NOT use fast drying cement or lime in the mix as this may cause cracking in the foot of the pan
- b. Position the pan, inserting the outlet into the pan collar and ensuring that the pan is level in the bedding mixture
- c. Remove excess mortar and allow to set for 24 hours.



#### 18. Flushing

- a. Make sure the button "sticks" are the correct length\*  
\* use the adjustment nuts to adjust "stick" length
- b. Ensure that the buttons, inlet valve, and outlet valve are correctly installed and in place. Make sure each button "stick" is correctly aligned with the valve so that it only depresses that side of the valve that correctly corresponds to the full or half flush button. If the button "sticks" make contact with both sections of the valve, the button will not function correctly

- c. Fill the cistern with water and test the flush action for full and half flush
- d. Do NOT add any water additives to the cistern. This will void the manufacturers warranty.
- e. If the flush action is not correct refer to the valve instructions for adjustment.

#### 19. Troubleshooting

Water leaks into the pan immediately after flushing.

- a. The outlet cradle may not be screwed tightly to the cistern
- b. The button sticks might be too long and pressing onto the valve. There should be 1-2mm play before the sticks make contact with the valve
- c. There may be a deposit of grit on the outlet valve. Turn off the supply of water using the isolating valve. Flush the toilet to empty the cistern. Fill a bucket with warm water and add a gentle detergent. Pour the water into the cistern and use a brush to gently clean all components. Retest the flush process, or

Water leaks into the pan after the cistern fills with water:

- a. The overflow funnel may require height adjustment.