

# HERITAGE<sup>®</sup>

## BATHROOMS

### Glastonbury Tap Range Installation Instructions and User Guide

**Models covered:**

TGRC04 / TGRG04	1 Hole Basin Mixer
TGRC05 / TGRG05	1 Hole Bidet Mixer
TGRC06 / TGRG06	3 Hole Basin Mixer
TGRC09 / TGRG09	3 Hole Basin Mixer

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**.

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## 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
1 Hole Basin Mixer	0.4	5.0
1 Hole Bidet Mixer	0.4	5.0
3 Hole Basin Mixer	0.3	5.0
3 Hole Basin Mixer	0.3	5.0

Maximum static pressure – 10.0 bar

**NOTE:-** Nominally equal (balanced) inlet supply pressures are recommended for optimum Performance of mixer taps.

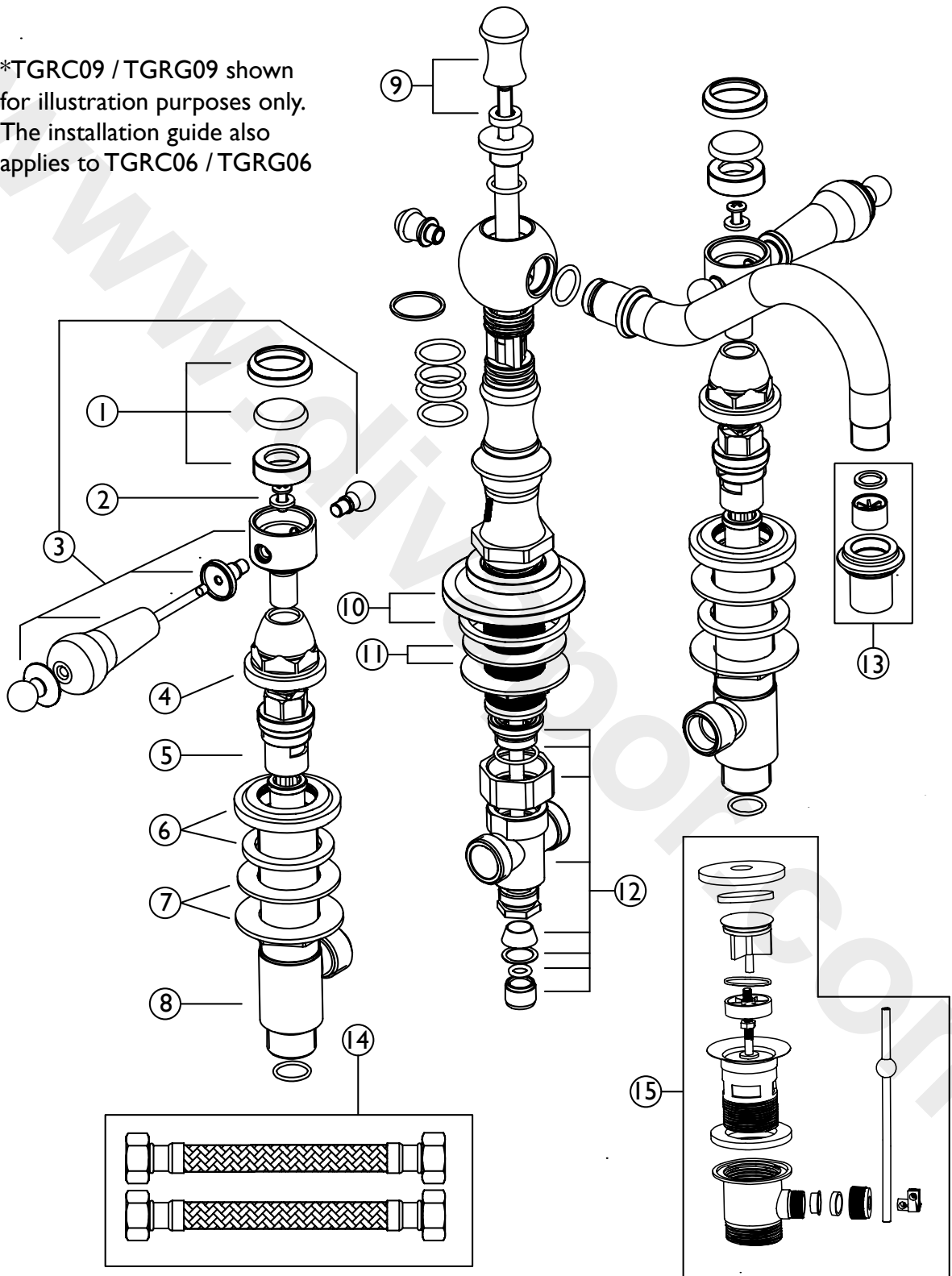
Designed to comply with BS EN 200 for single taps / combination taps for water systems of type 1 and 2 general technical specifications; and to be used within systems designed to BS 6700.

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 – 3 Hole Basin Mixer

\*TGR09 / TGRG09 shown  
for illustration purposes only.  
The installation guide also  
applies to TGR06 / TGRG06





## Installation – 3 Hole Basin Mixer

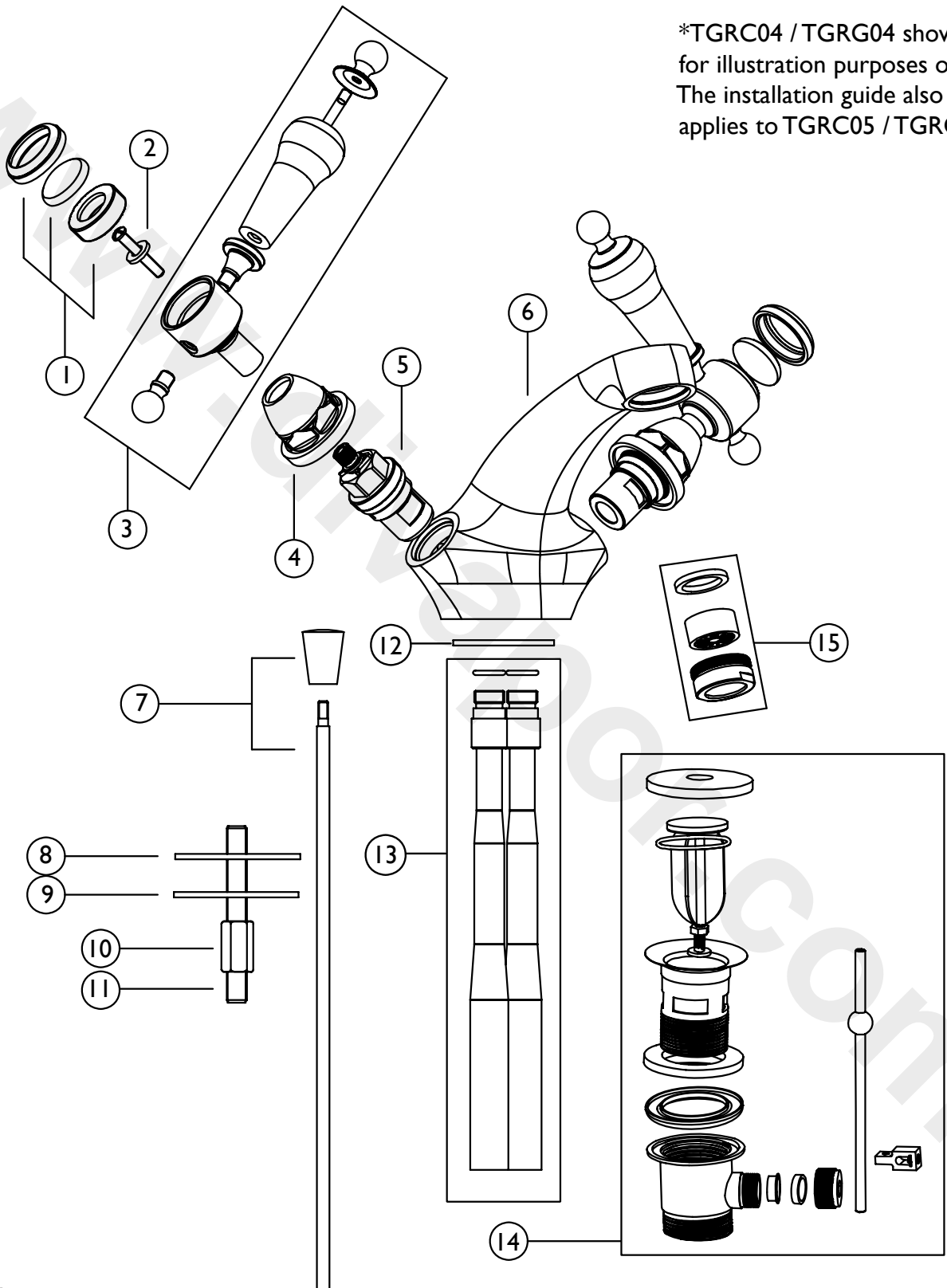
1.	Indice	x2	8.	Side Body	x2
2.	Screw & Washer	x2	9.	Pop Up Rod & Knob	x1
3.	Handle Assembly	x2	10.	Spout Plinth & Washer*	x1
4.	Shroud	x2	11.	Spout Backnut & Washer	x1
5.	Valve	x2	12.	'T' Joint Assembly	x1
6.	Plinth and Foam Washer	x2	13.	Anti Splash Assembly	x1
7.	Backnut & Washer	x3	14.	Connecting Pipes	x2
			15.	Pop Up Waste Assembly	x1

1. Check all components are present and correct prior to installation. \*TGRC09/TGRG09 only.
2. Remove the complete 'T' joint assembly (12), backnut and washer (11) from the spout body. Fit the spout into position on your basin, ensuring that the plinth and foam washer (TGRC09/TGRG09 only) are in position between the spout and the basin. Secure in to place by fitting the backnut and washer (11) from the underside, followed by the 'T' joint assembly.
3. Fit both side bodies to the left & right of the spout by removing shroud (4) & base plinth (6) and inserting from underneath basin. Secure into place by re-attaching the shroud and handle assembly, and tightening the backnut (7) where necessary. water inlet faces inwards towards the spout.
4. Attach the connecting pipes (14) to either side of the 'T' joint and connect to each of the side bodies.
5. Fit pop up rod (9) to the spout & fit the upper part of the pop up waste assembly (15) above the basin. Depending on which basin the taps are being fitted to, there may be a need to cut the length of the pop up rod. Connect the lower part of the waste body underneath the basin with the rubber washer on top of the lower part of the waste. It is recommended that a silicon sealant be applied to both sealing faces of the washers making contact on either side of the basin.
6. Attach the horizontal rod to the lower waste body. Connect the pop up rod (9) to pop up link (15). The height of the plug can be adjusted by lengthening or shortening the screw on the under side of the plug & locked by the nut on the screw. If the plug will not stay closed the friction of the pop up mechanism can be increased by tightening the nuts.
7. Fit the handles to the appropriate side body (hot & cold).
8. Fully open both valves letting them run for a few minutes & check all joints & connections for leaks.



# Installation – 1 Hole Basin Mixer / Bidet Mixer

\*TGR04 / TGRG04 shown for illustration purposes only. The installation guide also applies to TGR05 / TGRG05





## Installation – 1 Hole Basin Mixer

1.	Indice	x2	8.	Rubber 'C' Shaped plate	x1
2.	Screw & Washer	x2	9.	Metal 'C' Shaped Plate	x1
3.	Handle Assembly	x2	10.	Backnut	x1
4.	Shroud	x2	11.	Threaded Rod	x1
5.	Valve	x2	12.	Tap Body Seal	x1
6.	Tap Body	x1	13.	Connecting Pipes	x2
7.	Pop Up Rod & Knob	x1	14.	Pop Up Waste Assembly	x1
			15.	Anti-Splash Assembly	x1

1. Check all components are present and correct prior to installation.
2. Remove the complete 'T' joint assembly (12), backnut and washer (11) from the spout body. Fit the spout into position on your basin, ensuring that the plinth and foam washer (TGRC09/TGRG09 only) are in position between the spout and the basin. Secure in to place by fitting the backnut and washer (11) from the underside, followed by the 'T' joint assembly.
3. Fit both side bodies to the left & right of the spout by removing shroud (4) & base plinth (6) and inserting from underneath basin. Secure into place by re-attaching the shroud and handle assembly, and tightening the backnut (7) where necessary. water inlet faces inwards towards the spout.
4. Attach the connecting pipes (14) to either side of the 'T' joint and connect to each of the side bodies.
5. Fit pop up rod (9) to the spout & fit the upper part of the pop up waste assembly (15) above the basin. Depending on which basin the taps are being fitted to, there may be a need to cut the length of the pop up rod. Connect the lower part of the waste body underneath the basin with the rubber washer on top of the lower part of the waste. It is recommended that a silicon sealant be applied to both sealing faces of the washers making contact on either side of the basin.
6. Attach the horizontal rod to the lower waste body. Connect the pop up rod (9) to pop up link (15). The height of the plug can be adjusted by lengthening or shortening the screw on the under side of the plug & locked by the nut on the screw. If the plug will not stay closed the friction of the pop up mechanism can be increased by tightening the nuts.
7. Fit the handles to the appropriate side body (hot & cold).
8. Fully open both valves letting them run for a few minutes & check all joints & connections for leaks.



## 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.

### Cleaning the Valves

We advise that your fitting is regularly serviced in hard water areas to maintain optimum performance.

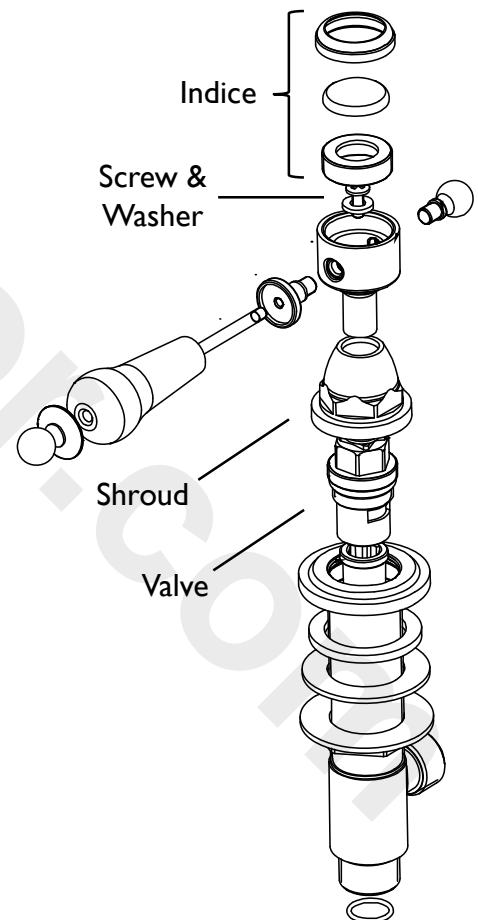
If your fitting begins to leak the following should be carried out;

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. Unscrew indice to reveal the concealed screw and washer.
  2. Proceed to also remove screw and washer which will free the shroud that can now be removed from the side body, allowing access to the valve.
  3. Using a suitable spanner, remove the valve and clean the base and the seating inside the tap body.
  4. If necessary replace the valve.

Please visit [www.heritagebathrooms.com](http://www.heritagebathrooms.com) in order to find spare parts for this product.

6. Re-place the cartridge into the mixer body and re-connect handle assembly.







## 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 / Valve not opening fully.	Service fitting. Refer to maintenance section on page 07.
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 / valve. Refer to maintenance section on page 07.
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.	Open the diverter mechanism fully.
	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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HFI (GLASTONBURY BAS/BID) REV. D1

