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# BRISTAN

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## Hourglass Tap Range

### Installation Instructions & User Guide



Please keep these instructions for future reference and request of replacement parts

## Contents

Thank you for choosing Bristan, the UK's leading taps and showers expert. We have designed this product with your enjoyment in mind. 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 0330 026 6273

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## Important Safety Information

- Please read these instructions thoroughly and retain for future use
- All products manufactured and supplied by Bristan 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**
- Remove all packaging and check components for damage before starting installation.
-  Before starting any installation, please consider the following: Prior to drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of a detector.
- If power tools are used don not forget to:
  - 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
Basin Taps	0.2	5.0
Bath Taps	0.2	5.0
Basin Mixers	0.2	5.0
Bath Shower Mixers	0.2	5.0
Bath Fillers	0.2	5.0

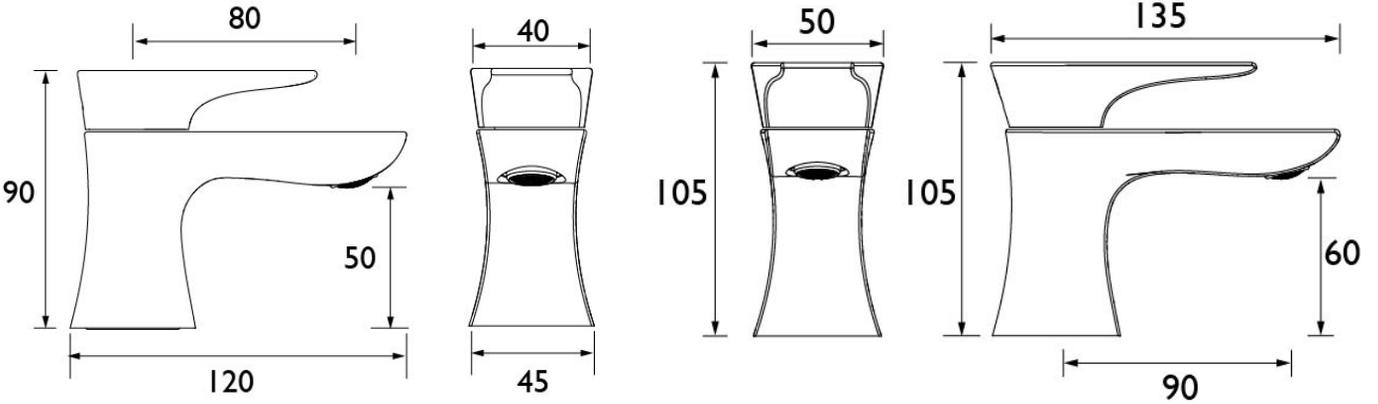
Maximum Static Pressure – 10.0 bar

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

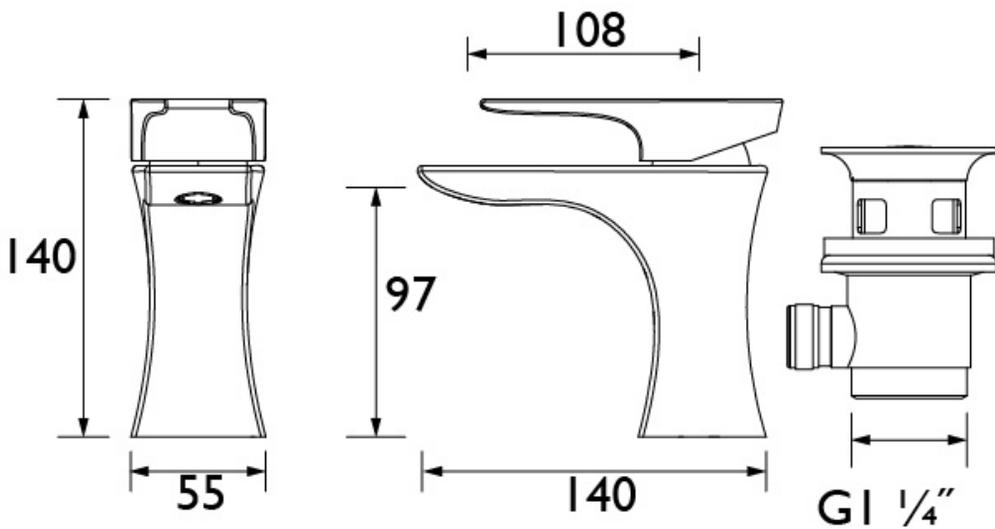
BS 6700 recommends the temperature of stored water should never exceed 65°C. A stored water temperature of 60°C is considered sufficient to meet all nominal requirements and will minimise the build up of limescale in hard water areas.

## Dimensions



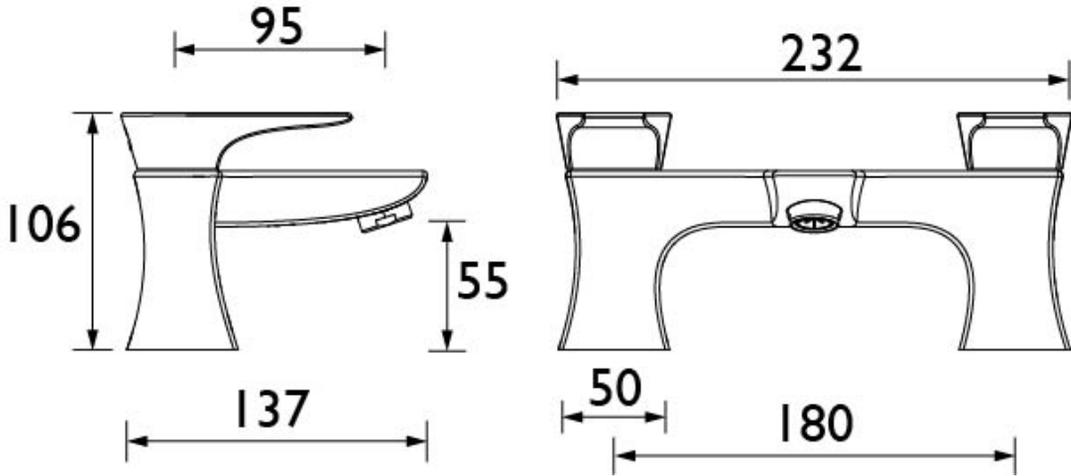
1/2" Basin Taps

3/4" Bath Taps

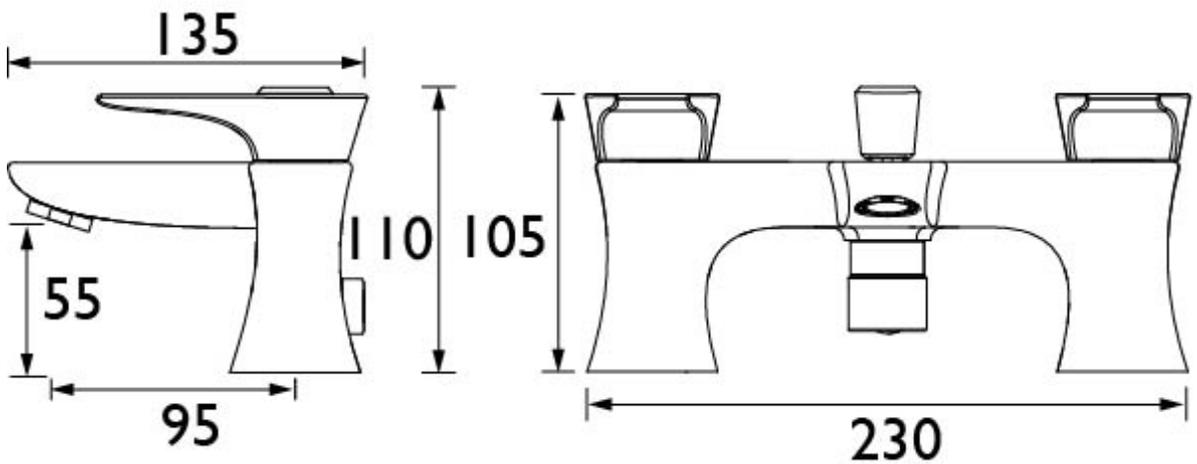


Basin Mixer

## Dimensions Cont.



Bath Filler



Bath Shower Mixer

## Installation Requirements

### IMPORTANT - PLEASE READ

This/these fitting/fittings needs/need to be installed in accordance with the following Installation Requirements and Notes [IRNI to ensure they meet the requirements of the Water Supply [Water Fittings! Regulations 1999 and the Scottish Byelaws 2004.

IRN R001: HOU $\frac{1}{2}$  C, HOU $\frac{3}{4}$  C, HOU BAS C/BLK, HOU BF C/BLK, HOU BSM C/BLK  
See text of entry for Installation Requirements or Notes.

IRN R005: HOU BF C/BLK, HOU BSM C/BLK  
This tap or combination tap assembly has a Type AUK2 air gap and is therefore only suitable for installation in domestic premises or in other premises to protect against a backflow risk up to a Fluid Category 3, unless additional backflow protection for the higher risk is included in the installation.

IRN R006: HOU $\frac{1}{2}$  C, HOU $\frac{3}{4}$  C, HOU BAS C/BLK  
This tap or combination tap is installed so that its base is no lower than the spillover level of the receiving vessel [for example, a sink or washbasin]. a Type AUK3 air gap is achieved which permits installation of the tap in any premises where backflow protection up to Fluid Category 5 is required at the tap.

IRN R010: HOU BAS C/BLK, HOU BF C/BLK  
Schedule 2-15111  
Water supplies shall be a reasonably balanced pressures from a common source [e.g. hot and cold supplies both from the same storage or both from a supply pipe]. Where the fitting is supplied from unbalanced supplies [e.g. hot and cold supplies from separate sources] a 'Listed' single check valve or some other no less effective backflow prevention device shall be fitted immediately upstream of both hot and cold water inlets.

IRN R030 - HOU BSM C/BLK - Schedule 2-15 [11 Multiple inlet fittings installed in domestic premises or in other premises to protect against a backflow risk up to a Fluid Category 3, incorporating a self cancelling diverter acceptable as a backflow prevention device [HC] and having an AUK2 or AUK3 air gap, shall be installed in accordance with IRN R010.

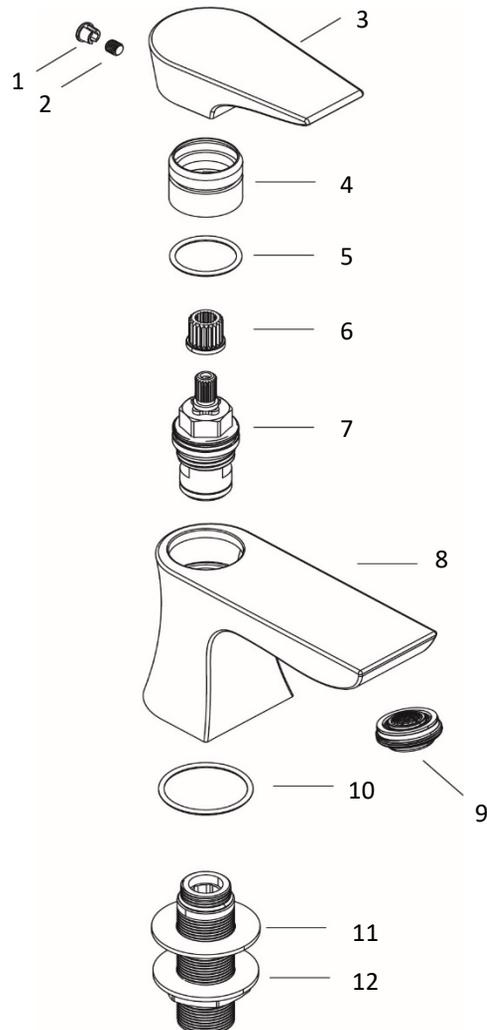
Multiple inlet fittings installed in premises other than domestic to protect against a backflow risk up to a Fluid Category 5, incorporating a self cancelling diverter acceptable as a backflow prevention device [HC only] and having an AUK2 or AUK3 air gap, shall be installed in accordance with IRN R010. Alternatively the fitting shall be supplied in accordance with IRN R040 unless the shower head is constrained above the spill-over lever of the bath, wash basin or shower tray.

## Installation

### ½" Basin & ¾" Bath Taps

1. Identify all components are present prior to starting installation.
2. Position the O ring [10] in the groove on the underside of the tap body and install the taps to the basin/bath.
3. Using the washer [11] and metal backnuts [12]. secure the taps to the basin by tightening the backnuts onto the pre-fitted threaded tails. A suitable spanner may be required to fully tighten the backnuts [12].
4. Connect the hot and cold water supplies to the taps.
5. Turn on the water supplies and open both taps letting the water flow for a few minutes to check all joints and connections for any leaks.

1. Grub Screw Cap	x2
2. Grub Screw	x2
3. Handle	x2
4. Shroud	x2
5. O-Ring	x2
6. Spline Adaptor	x2
7. Ceramic Disc Valve	x2
8. Tap Body	x2
9. Anti-Splash	x2
10. O-Ring	x2
11. Rubber Washer	x2
12. Metal Backnut	x2

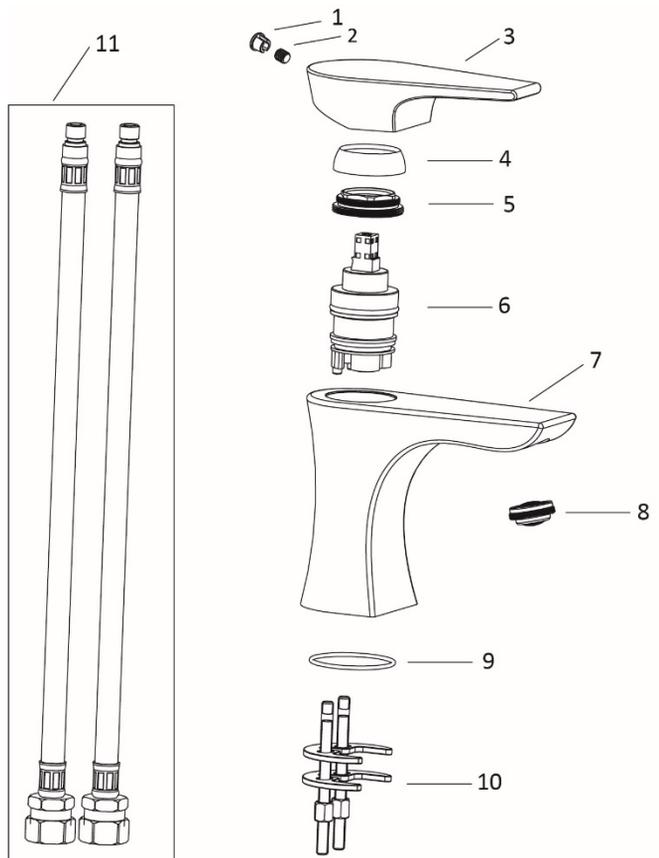


## Installation Continued

### Basin Mixer

1. Identify all components are present prior to starting installation using the diagram below.
2. Fit the mixer body (7) to the basin ensuring the O-Ring (9) is fitted between the basin and mixer body (7)
3. From the fixing kit (10), screw the 2 fixing rods into the bottom of the mixer body (7). Push the C shaped rubber and metal washers onto the threaded rods and tighten by screwing the fixing nuts accordingly
4. Screw in (by hand only) the flexible connecting pipes (11) to the mixer body (7), (DO NOT OVERTIGHTEN) and connect the hot and cold water supplies
5. Fit the clicker waste (11) to the basin, ensuring a rubber washer is fitted between the basin and waste. Use a pure silicon sealant where necessary. Place the other rubber washer under the basin and secure in place by tightening the backnut. In order to fill the basin, push down the middle of the waste. To release the water, press the middle again
6. To operate the tap, lift the handle up and turn in both directions. Let the water flow for a few minutes to check all joints and connections for leaks.

- |                               |    |
|-------------------------------|----|
| 1. Grub Screw Cap             | x1 |
| 2. Grub Screw                 | x1 |
| 3. Handle                     | x1 |
| 4. Shroud                     | x1 |
| 5. Cartridge Retaining Nut    | x1 |
| 6. Cartridge                  | x1 |
| 7. Mixer Body                 | x1 |
| 8. Anti-Splash                | x1 |
| 9. O-Ring                     | x1 |
| 10. Fixing Kit                | x1 |
| 11. Flexible Tails            | x2 |
| 12. Clicker Waste (Not Shown) | x1 |

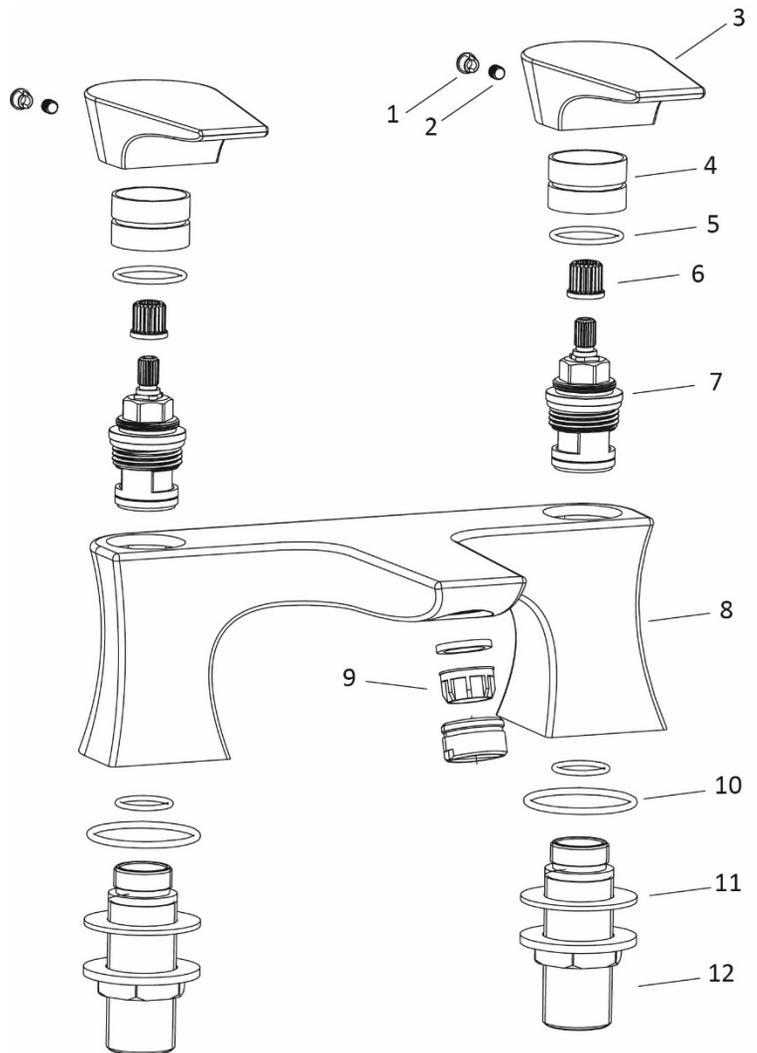


## Installation Continued

### Bath Filler

1. Identify all components are present prior to starting installation
2. Position O-Rings (10) in the groove on the underside of the mixer body (8)
3. Using the washers (11) and the backnuts (12), secure the mixer body (8) to the bath by tightening the backnuts (12) onto the pre-fitted threaded tails. A suitable spanner maybe needed to fully tighten the backnuts (12)
4. Connect the hot and cold water supplies using  $\frac{3}{4}$ " tap connectors (not supplied)
5. To operate, turn the handles in both directions letting the water flow for a few minutes to check all joints and connections for leaks

- |                       |    |
|-----------------------|----|
| 1. Grub Screw Cap     | x2 |
| 2. Grub Screw         | x2 |
| 3. Handle             | x2 |
| 4. Shroud             | x2 |
| 5. O-Ring             | x2 |
| 6. Spline Adaptor     | x2 |
| 7. Ceramic Disc Valve | x2 |
| 8. Mixer Body         | x1 |
| 9. Anti-Splash        | x1 |
| 10. O-Ring            | x2 |
| 11. Rubber Washer     | x2 |
| 12. Metal Backnut     | x2 |



## Installation Continued

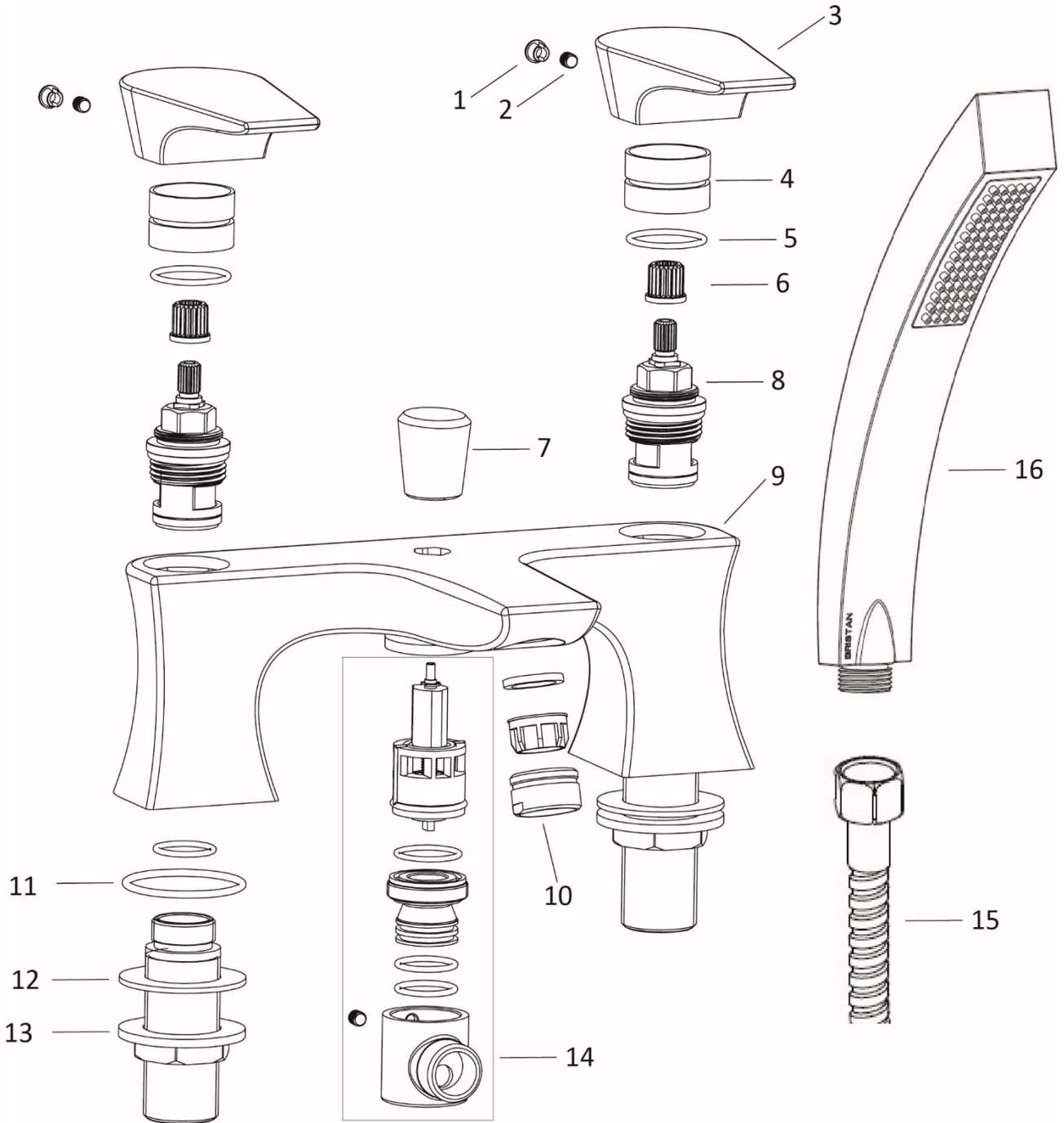
### Bath Shower Mixer

1. Identify all components are present prior to starting installation
2. Position O-Rings (11) in the groove on the underside of the mixer body (9) and install to the bath
3. Using the washers (12) and the backnuts (13), secure the mixer body (9) to the bath by tightening the backnuts (13) onto the pre-fitted threaded tails. A suitable spanner may be required to fully tighten the backnuts (13)
4. Connect the hot & cold water supplies using  $\frac{3}{4}$ " tap connectors (not supplied)
5. Fit the shower hose (15) to the hose outlet using the small washer and the handset (16) to the hose using the small washer
6. Fit the wall bracket (not shown) to the wall using the fixings supplied, ensuring the handset (16) and hose (15) reach it.
7. Turn the handles in both directions, letting the water flow for a few minutes to check all joints and connections
8. To switch from bath to shower mode, pull the diverter knob (7) up, to revert back to bath filling mode, push the diverter knob back down

1. Grub Screw Cap	x2	9. Mixer Body	x1
2. Grub Screw	x2	10. Anti-Splash	x1
3. Handle	x2	11. O-Ring	x2
4. Shroud	x2	12. Rubber Washer	x2
5. O-Ring	x2	13. Metal Backnut	x2
6. Spline Adaptor	x2	14. Diverter Mechanism	x1
7. Diverter Knob	x1	15. Hose	x1
8. Ceramic Disc Valve	x2	16. Handset	x1

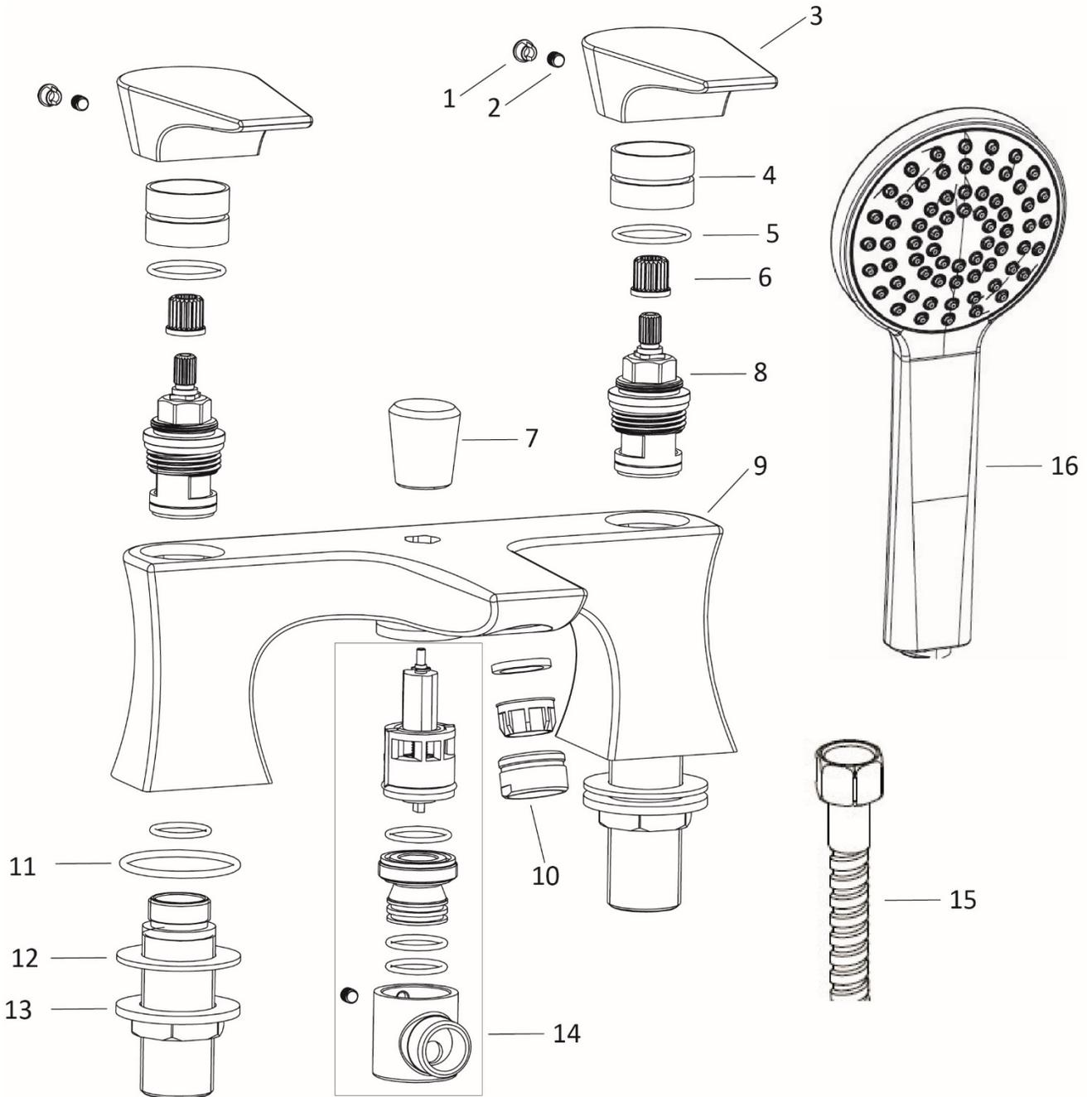
## Installation Continued

Bath Shower Mixer  
HOU BSM C



## Installation Continued

Bath Shower Mixer  
HOU BSM BLK



## 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.

See map of Hard Water Regions in the UK on page 16 to see the water type in your area.

Tip: If the showerhead is heavily scaled or has not been maintained for a long period of time, a solution of hot water and white vinegar may be needed to clear the scale.

Mix 50/50 solution and rub the nozzles thoroughly with the solution, making sure the solution gets into all of the nozzles.

Wash off the solution with clean water.

## Maintenance Continued

### Cleaning the valves – Basin Taps, Bath Taps, Bath Fillers and Bath Shower Mixers

We advise that your fitting is regularly serviced in hard water areas to maintain optimum performance (see map of Hard Water Regions in the UK on page 15)

Isolate both hot and cold water supplies to the tap by either:

- Turning the water supply off at the mains or stopcock
- Turning off the isolation valves to the tap

1. Remove the cap at the rear of the handle to reveal the grub screw
2. Unscrew the grub screw and pull handle upwards from the shroud
3. Unscrew the shroud and using a suitable spanner, remove the valve from the tap body
4. Using a suitable cleaner, clean the valve and the seating inside the tap body
5. If necessary, replace the valve

Please visit

[www.Bristan.com/sparesfinder](http://www.Bristan.com/sparesfinder) in order to find spare parts for this product.

6. Replace the valve into the tap body and tighten fully using a suitable spanner
7. Replace handle assembly
8. Turn on water supply and check for leaks.
9. Contact our helpline if the problem persists 0330 026 6273



## Maintenance Continued

### Cleaning the valve – Single Lever Basin Mixer

We advise that your fitting is regularly serviced in hard water areas to maintain optimum performance (see map of Hard Water Regions in the UK on page 15)

Isolate both hot and cold water supplies to the tap by either:

- Turning the water supply off at the mains or stopcock
- Turning off the isolation valves to the tap

1. Remove the cap at the rear of the handle to reveal the concealed grub screw
2. Unscrew the grub screw and pull the handle upwards from the shroud
3. Unscrew the shroud, remove cartridge retaining nut and pull out the cartridge
4. Carefully clean the cartridge, seals and seating
5. If necessary, replace the cartridge

Please visit

[www.Bristan.com/sparesfinder](http://www.Bristan.com/sparesfinder) in order to find spare parts for this product

6. Replace the cartridge into the tap body and tighten retaining nut fully
7. Replace all remaining components and turn on water supply
8. Check for leaks and contact our helpline if problem persists.  
0330 026 8503



## Map of Hard Water Regions in the UK



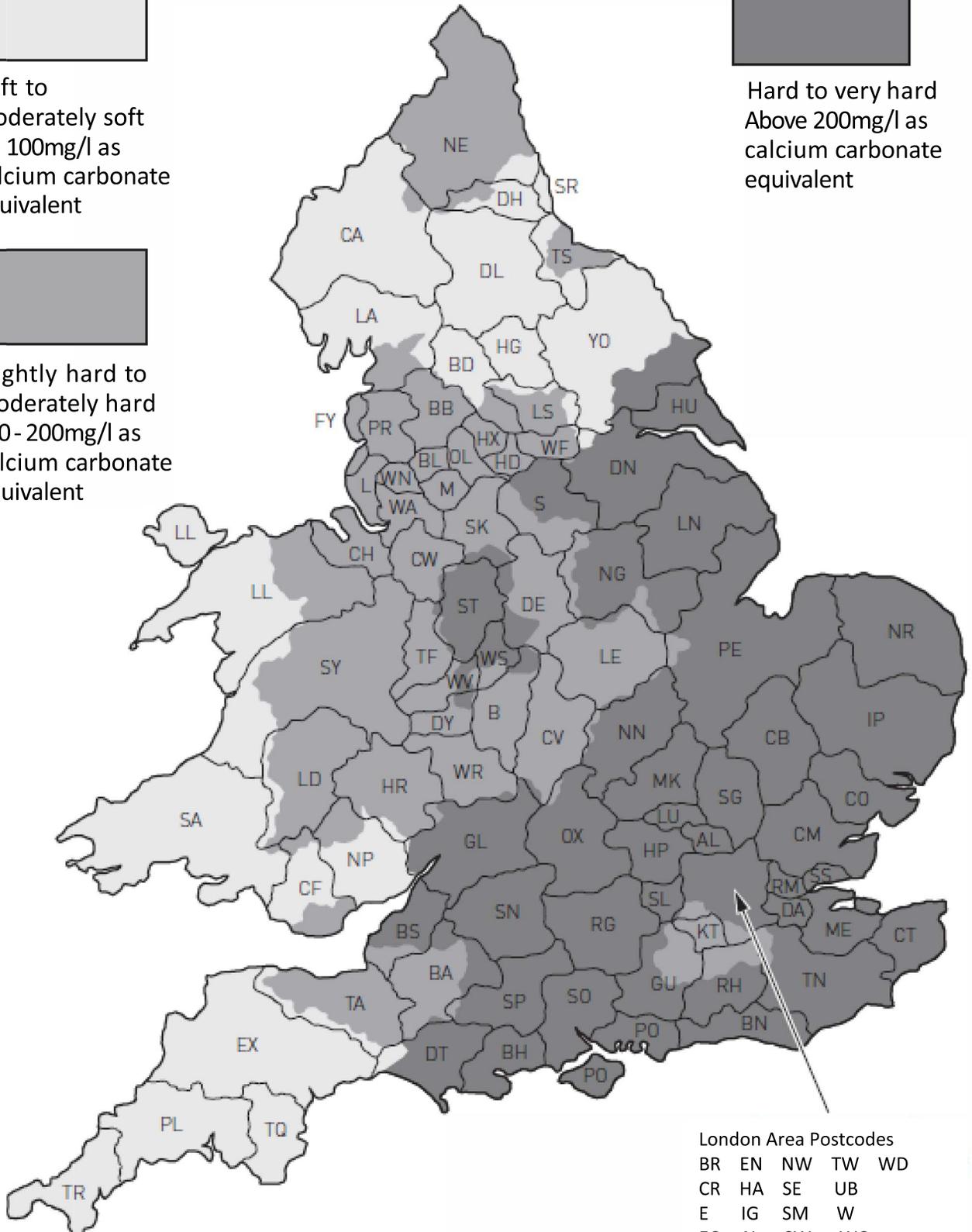
Soft to moderately soft  
0 - 100mg/l as calcium carbonate equivalent



Slightly hard to moderately hard  
100 - 200mg/l as calcium carbonate equivalent



Hard to very hard  
Above 200mg/l as calcium carbonate equivalent



### London Area Postcodes

BR	EN	NW	TW	WD
CR	HA	SE	UB	
E	IG	SM	W	
EC	N	SW	WC	

## 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 12-14.
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 12-14.
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 by pulling the diverter knob up.
	Insufficient water pressure/ header height.	Refer to the specification section for minimum pressures required.

# **BRISTAN**

## **Cleaning and Maintenance**

Your fitting has a 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 (powder and liquid) will damage the surface of your fitting, even non-cratch cleaners.

**NOTE:-** Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric or phosphoric acid.

At Bristan we want to make things as easy as possible for our customers.

That's why we offer solid guarantees on all of our products, effective from the date of purchase, to give you peace of mind.

To start your free guarantee, simply scan the QR code and register your product.

For full guarantee terms and conditions visit:

[www.Bristan.com/guarantees](http://www.Bristan.com/guarantees)



*We Know & We Care*

**NOTES**

Please use this space to add any notes which you or your installer may have regarding the plumbing system/installation of this product

Issue: D5

Part Number: HOU½ C, HOU¾ C, HOU BAS C, HOU BF C, HOU BSM  
C, HOU BAS BLK, HOU BF BLK, HOU BSM BLK

# BRISTAN

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**A Masco Company**

At Bristan, we want to make things as easy as possible for our customers. That's why we offer solid guarantees on all our products, effective from the date of purchase, to give you peace of mind.

To start your free guarantee simply scan the QR code and register your product. Alternatively visit [www.bristan.com/register](http://www.bristan.com/register).

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