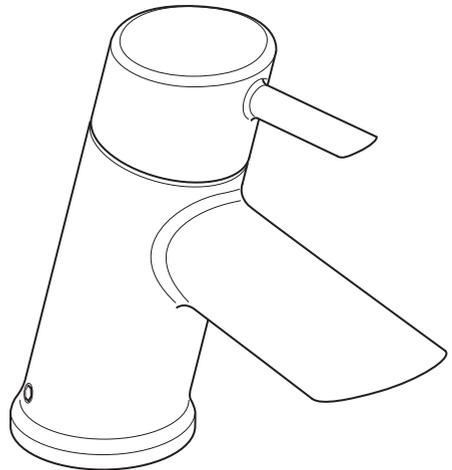


BRISTAN

Installation Instructions Acute Tap Range



Models covered: AE 1/2 C, AE BASNW C,
AE 3/4 C, AE BF C, AE BSM C

Please keep this booklet for future reference.

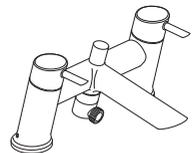
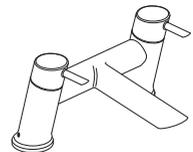
Installer, when you have read these instructions please ensure you leave them with the user.

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 contact us.

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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, 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.**
 - 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.
 - Remove all packaging and check the fitting for damage before starting installation.
 -  **Warning:** Before starting any installation please consider the following: before drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of an electronic detector.
 - If power tools are used do not forget to:
 - Wear eye protection
 - Unplug equipment after use
 - **Important:** Remember to turn off the mains water supply before connecting to any existing pipe work. Fitting isolating valves to the inlet feeds is recommended for ease of maintenance.
 -  **Warning:** Before installing the new fitting it is essential that you thoroughly flush through the pipework in order to remove any remaining swarf, solder, etc. Failure to carry out this procedure could cause problems or damage to the workings of the fitting.
 - Take care when handling the 'flexible connecting pipes', do not bend, twist or crush them. Only tighten the pipes by hand.
 - Do not crush or kink the shower hose, this could damage the hose and cause leaks.
 - Do not operate the shower attachment if the showerhead or shower hose has been damaged or is blocked.
 - Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All surfaces will wear if not cleaned correctly, the only safe way to clean your fitting is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning 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.

General Specifications

Operating pressure range: Minimum 0.2 bar, Maximum 5.0 bar.

Maximum static pressure: 10.0 bar.

Note: Nominally equal (balanced) inlet supply pressures are recommended for optimum performance with mixer taps.

Designed to comply with BS EN 200 for single taps / combination taps and BS EN 817 for single lever mixers, 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 normal requirements and will minimise the build up of lime scale in hard water areas.

If the fitting is installed at low pressure (tank fed), then the minimum distance from the highest installed position of the outlet to the underside of the cold tank should be at least 2 metres to ensure adequate performance.

These taps and mixers should be installed in compliance with the Water Regulations. Where the supplies are unbalanced, i.e. Hot water from cylinder tank / cold from the mains, approved check valves must be fitted in the supply pipes.

For further details contact your Local Water Authority.

⚠ Important: To ensure the tap/mixer fittings are securely fastened to the basin/bath we recommend the relevant torque setting (table shown below) is applied to the 'Push-fit connector' when tightening to the back nuts.

Fitting	Torque
Basin Taps, Bath Taps, Bath Filler & Bath Shower Mixer	20 - 25 Nm
Basin Mixer Tap	15 - 20 Nm

Design Registrations	001284699-0001
	001284699-0032
	001284699-0033
	001284699-0036
Patent Applications	PCT/GB2011/051010
	TW100118586

Installation Requirements

These fittings need to be installed in accordance with the following Installation Requirements and Notes (IRN) to ensure they meet the requirements of the Water Supply (Water Fittings) Regulations 1999 and the Scottish Byelaws 2004.

IRN R001 (1/2" Basin Taps, 3/4" Bath Taps, Basin Mixer, Bath Filler, Bath Shower Mixer)

See text of entry for Installation Requirements or Notes.

IRN R006 (1/2" Basin Taps, 3/4" Bath Taps, Basin Mixer, Bath Filler)

This tap or combination tap assembly has a Type AUK3 air gap and is therefore for installation in any premises to protect against a backflow risk up to a Fluid Category 5.

IRN R010 (Basin Mixer, Bath Filler, Bath Shower Mixer)

Water supplies shall be 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 R040 (Bath Shower Mixer)

The fitting shall be installed so that its outlet discharges above the spill-over level of any fixed appliance as indicated below:-

For backflow protection in domestic or installations up to, and including, Fluid Category 3.

1. Size of tap or combination fitting.	2. Vertical distance of outlet above spill-over level.
1. Not exceeding 1/2 in	20mm
2. Exceeding 1/2 in but not exceeding 3/4 in	25mm
3. Exceeding 3/4 in	70mm

If the fitting cannot be installed as indicated in the table it shall be installed:

- a) with an approved double check valve assembly or some other no less effective backflow prevention device immediately upstream of the inlet; or
- b) so that it draws water by gravity only from a cistern, or cylinder having a permanently open vent pipe, and the distributing pipe supplies no other fitting (other than draining tap) at a lower level.

For backflow protection in premises or installations up to, and including Fluid Category 5.

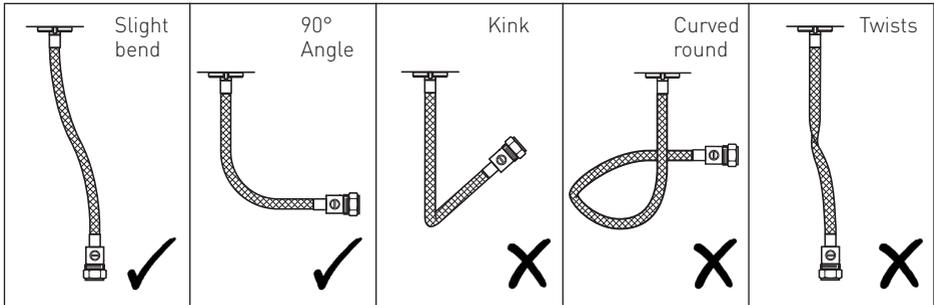
The vertical distance of the outlet above the spill-over level shall be no less than 20mm or twice the diameter of the inlet pipe to the fitting, which ever is the greater. If the fitting cannot be installed as indicated it shall be installed with a backflow prevention arrangement suitable for the Fluid Category.

Installation Requirements

Flexible Connecting Pipes

Care must be taken when connecting the flexible connection pipes to the household pipework to ensure they do not bend sharply and kink or twist.

See below for recommended ways to fit the flexible connecting pipes.

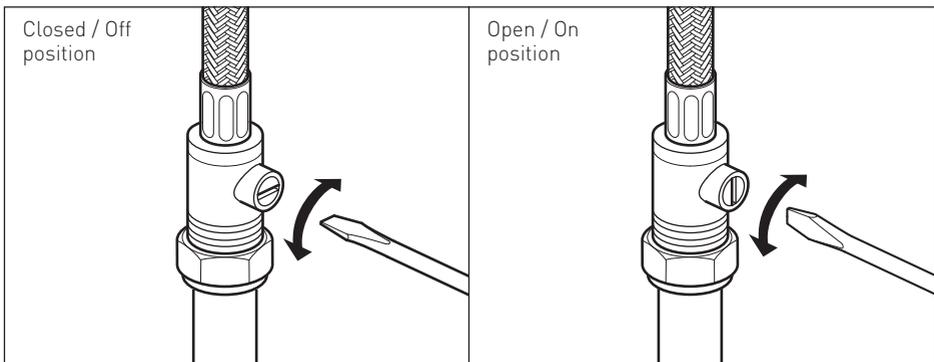


⚠ Important: Failure to follow these guidelines may result in poor performance and damage to the flexible connecting pipes.

The Integral Isolation Valves

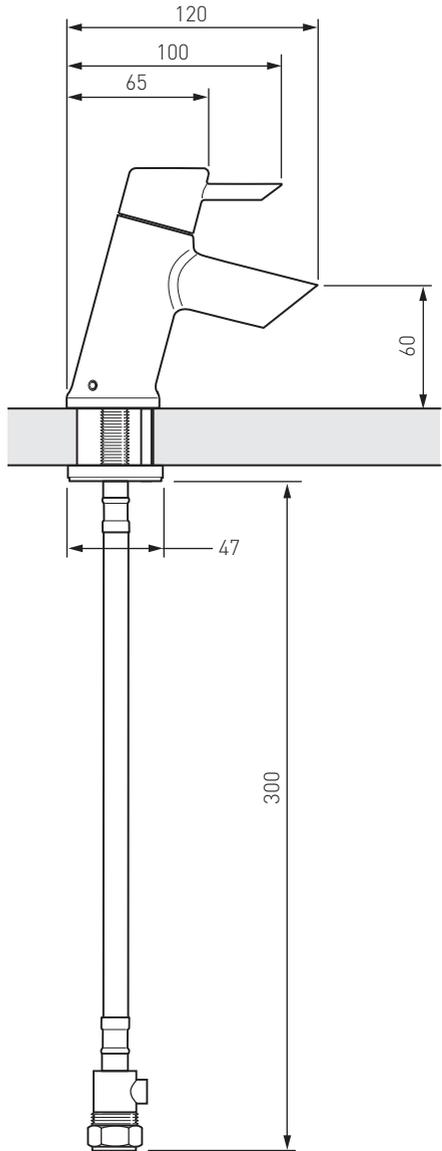
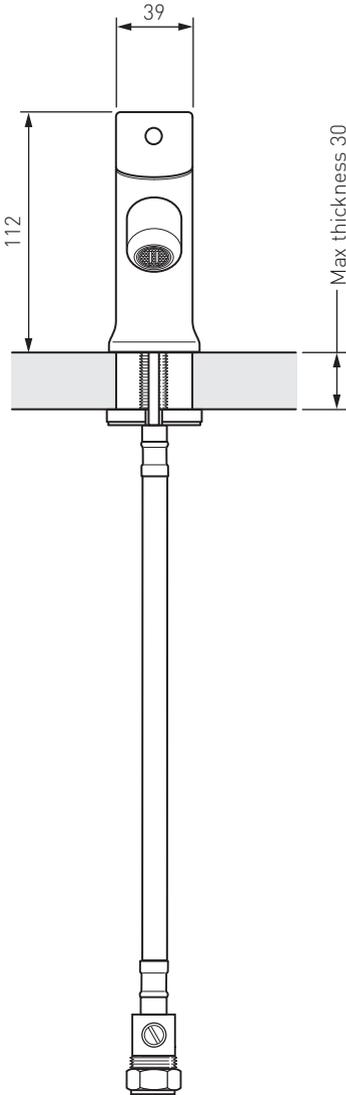
The integral isolation valves must be accessible with a suitable flatblade screwdriver for turning on and for future servicing purposes.

See below for the off and on positions of the isolation valves.



Basin Taps - Dimensions

Dimensions are nominal and in millimetres.



15mm Compression fitting with integral isolation valve

Basin Taps - Installation

Before installation

Flush through the pipework to ensure removal of debris. Turn off mains water supply and close any isolating valves.

1. Attach push-fit connectors

Place the 'push-fit connectors' into the holes in the basin top, ensure the rubber 'O' ring is fitted to the underside.

Position the 'back nuts' under the basin (with rubber seal on top), ensuring the locating pin fits into the cut-out in the back nuts. Tighten by turning the 10mm hexagonal key clockwise, once threading has started you can let go of the back nuts.

⚠ Important: The push-fit connectors must be fully tightened to the back nuts before attaching the flexible connecting pipes.

2. Attach flexible connecting pipes

⚠ Important: Before connecting the flexible connecting pipes, please refer to the specific installation requirements on page 6.

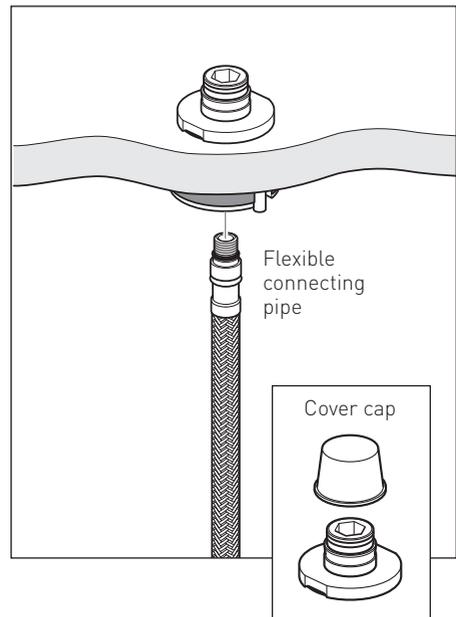
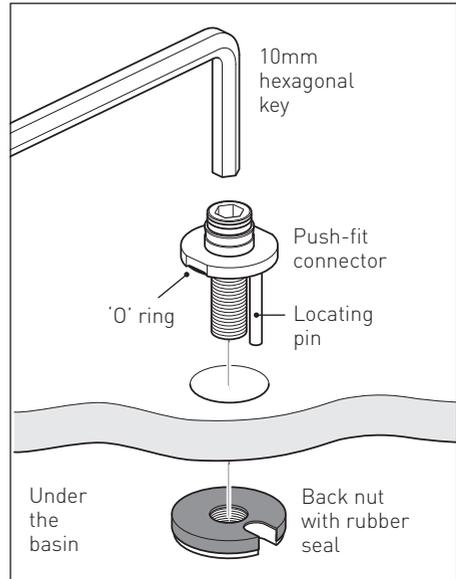
Carefully screw the 'flexible connecting pipes' into the 'push-fit connectors' and turn the integral isolation valves to the 'closed' position as shown on page 6.

⚠ Important: Only tighten the flexible connecting pipes by hand. **Do not overtighten.**

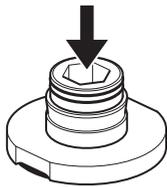
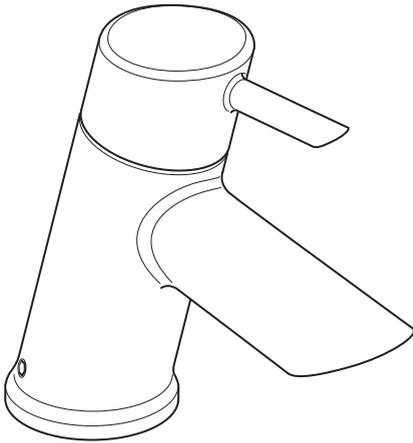
Connect the flexible connecting pipes to the household water supply pipes.

3. Cover cap

If required place the cover caps over the push-fit connectors until the tap body is ready to be fitted.



Basin Taps - Installation



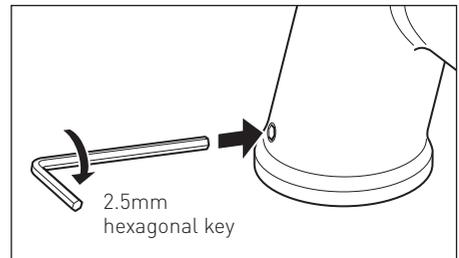
Push-fit connector

4. Fit the tap body

Remove the cover caps and grease the push-fit connectors using the sachet of grease provided. Push-fit the tap body onto the connectors.

Align the body and tighten both grub screws at the rear of the body using the long end of the 2.5mm hexagonal key as shown below until finger tight. Remove the hexagonal key and insert the short end into the grub screw and tighten an extra $\frac{3}{4}$ to 1 complete turn more to ensure the tap body is securely tightened to the push-fit connector.

 **Important:** The fitting must be securely attached to the base.

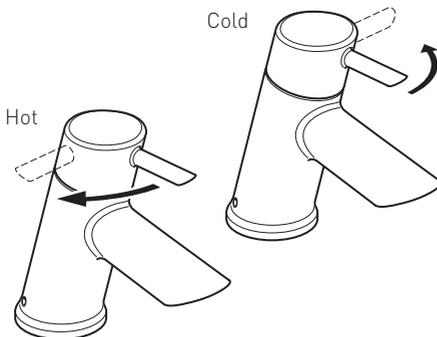


Push-fit the grey rubber plugs into the grub screw holes.

Turn on the mains water supply and open the isolating valves using a suitable flatblade screwdriver.

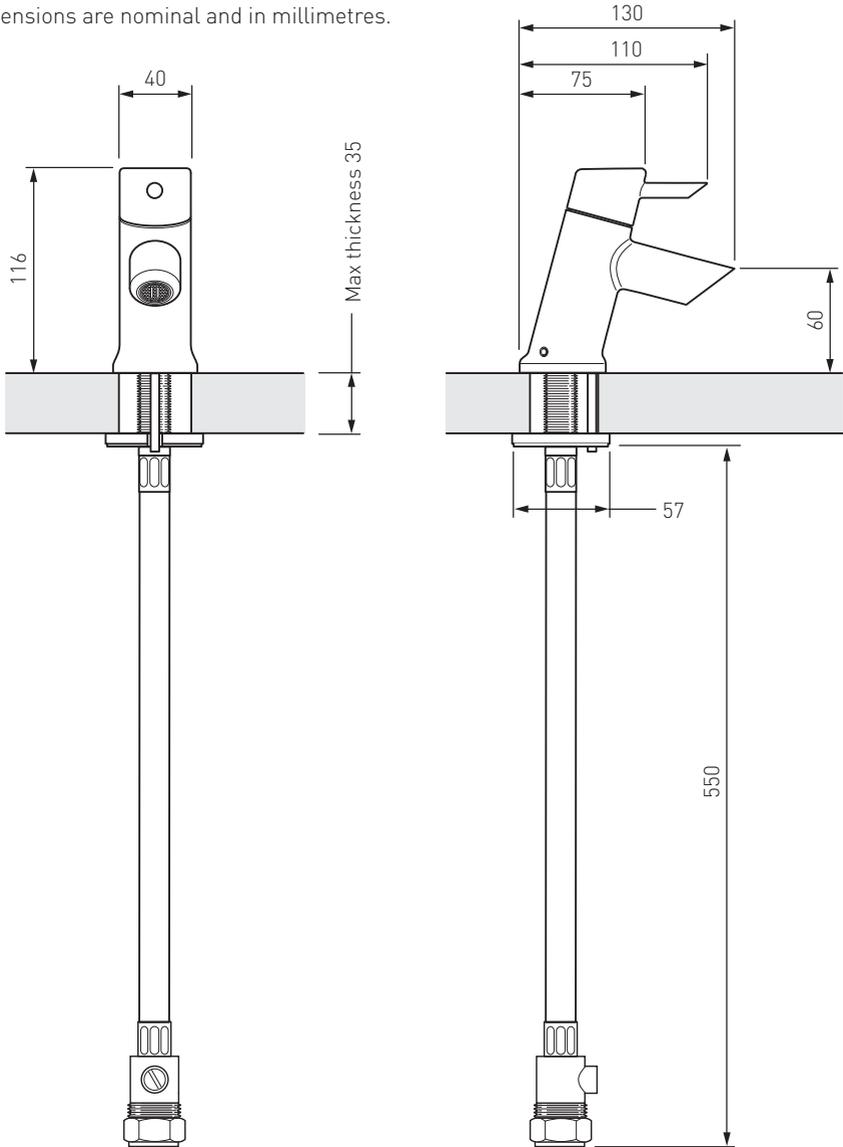
Operation

Move the hot lever left and the cold lever right to increase the flow of water.



Bath Taps - Dimensions

Dimensions are nominal and in millimetres.



22mm Compression fitting with integral isolation valve

Bath Taps - Installation

Before installation

Flush through the pipework to ensure removal of debris. Turn off mains water supply and close any isolating valves.

1. Attach push-fit connectors

Place the 'push-fit connectors' into the holes in the bath top, ensure the rubber 'O' ring is fitted to the underside.

Position 'back nuts' under the basin (with rubber seal on top), ensuring the locating pin fits into the cut-out in the back nuts. Tighten the push-fit connectors using the correct size spanner, once threading has started you can let go of the back nuts.

⚠ Important: The push-fit connectors must be fully tightened to the back nuts before attaching the flexible connecting pipes.

2. Attach flexible connecting pipes

⚠ Important: Before connecting the flexible connecting pipes, please refer to the specific installation requirements on page 6.

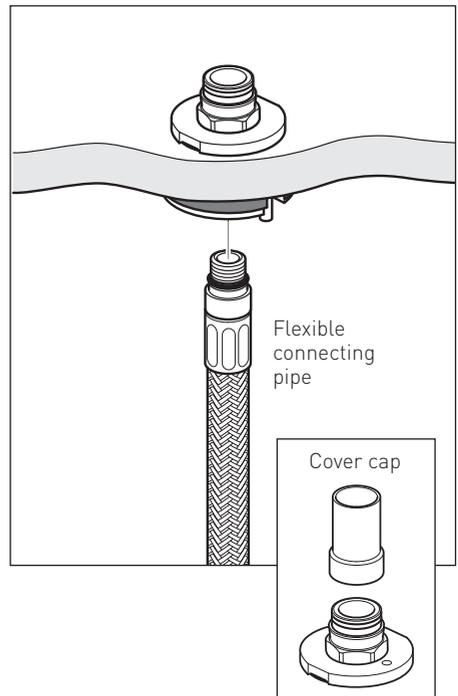
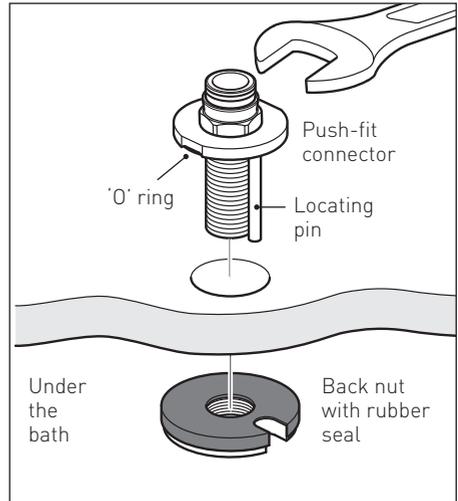
Carefully screw the 'flexible connecting pipes' into the 'push-fit connectors' and turn the integral isolation valves to the 'closed' position as shown on page 6.

⚠ Important: Only tighten the flexible connecting pipes by hand. **Do not overtighten.**

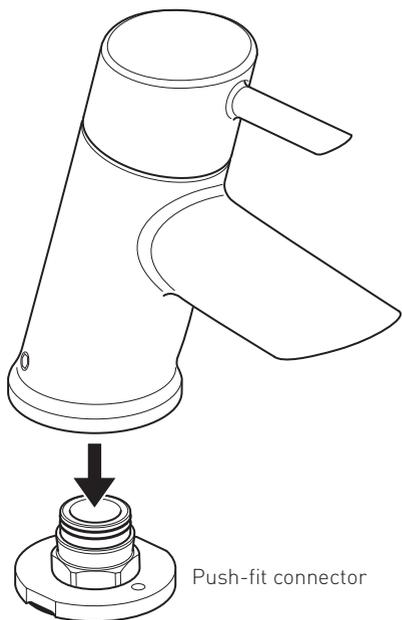
Connect the flexible connecting pipes to the household water supply pipes.

3. Cover cap

If required place the cover caps over the push-fit connectors until the tap body is ready to be fitted.



Bath Taps - Installation

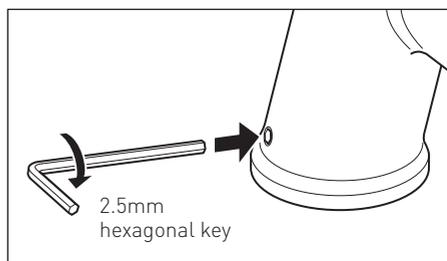


4. Fit the tap body

Remove the cover caps and grease the push-fit connectors using the sachet of grease provided. Push-fit the tap body onto the connector.

Align the body and tighten both grub screws at the rear of the body using the long end of the 2.5mm hexagonal key as shown below until finger tight. Remove the hexagonal key and insert the short end into the grub screw and tighten an extra $\frac{3}{4}$ to 1 complete turn more to ensure the tap body is securely tightened to the push-fit connector.

⚠ Important: The fitting must be securely attached to the base.

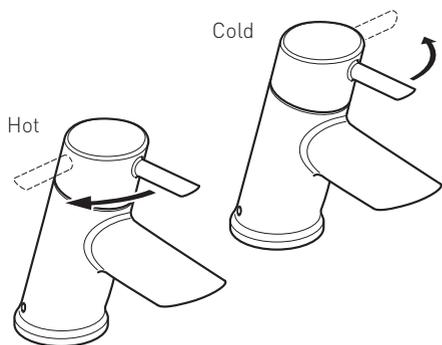


Push-fit the grey rubber plugs into the grub screw holes.

Turn on the mains water supply and open the isolating valves using a suitable flatblade screwdriver.

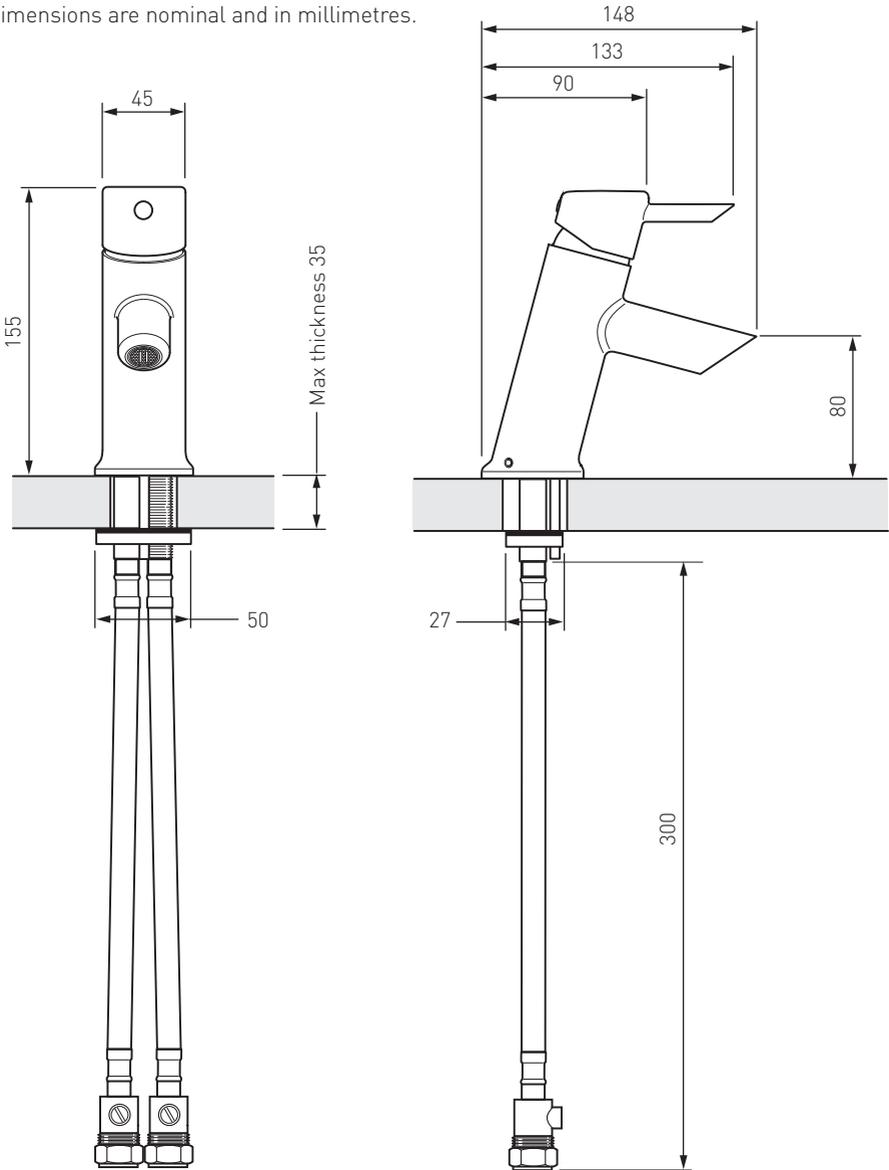
Operation

Move the hot lever left and the cold lever right to increase the flow of water.



Basin Mixer Tap - Dimensions

Dimensions are nominal and in millimetres.



15mm Compression fitting with integral isolation valve

Basin Mixer Tap - Installation

Before installation

Flush through the pipework to ensure removal of debris. Turn off the mains water supply and close any isolating valves.

1. Fit push-fit connector

Place the 'push-fit connector' into the hole in the basin top. Ensure the rubber washer is fitted to the underside and the side with 'FRONT' on is at the front.

2. Attach hot and cold connectors

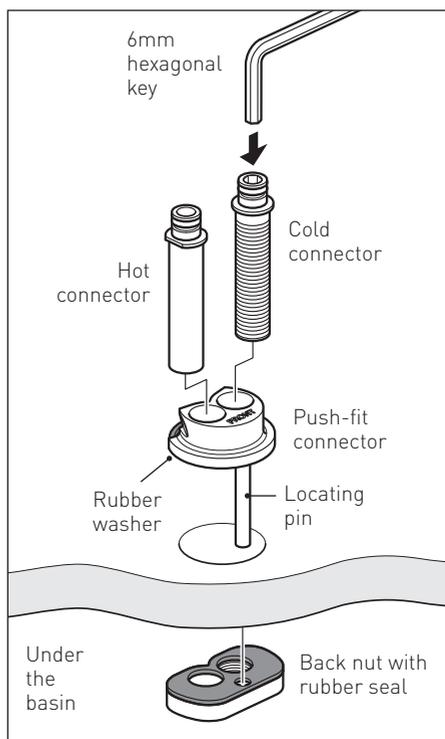
Position the 'back nut' under the basin (with rubber seal on top), ensuring the locating pin fits into the hole in the back nut.

Insert and **loosely** tighten the threaded 'cold connector' by turning the 6mm hexagonal key clockwise. Once threading has started you can let go of the back nut.

Before fully tightening the cold connector, place the 'hot connector' into the push-fit connector - ensure it fits fully through the basin hole.

Note: The hot connector has 2 flat edges at the top to allow it to fit fully down and close to the top of the cold connector. Failure to do this may prevent the tap fitting onto the connector.

⚠ Important: The push-fit connector must be fully tightened to the back nut before attaching the flexible connecting pipes.



Basin Mixer Tap - Installation

3. Attach flexible connecting pipes

⚠ Important: Before connecting the flexible connecting pipes, please refer to the specific installation requirements on page 6.

Carefully screw the 'flexible connecting pipes' into the 'push-fit connectors' and turn the integral isolation valves to the 'closed' position as shown on page 6.

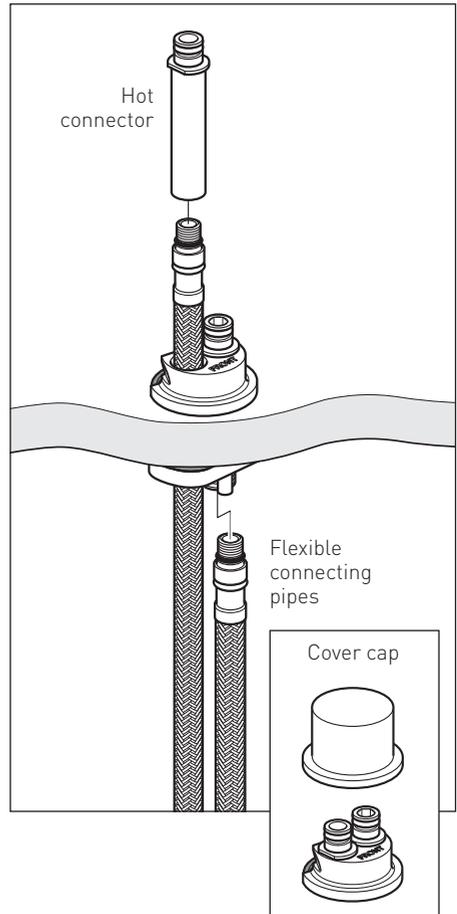
Note: A flexible connecting pipe can be fed up through the hot connector hole and then screwed on if required.

⚠ Important: Only tighten the flexible connecting pipe by hand. **Do not overtighten.**

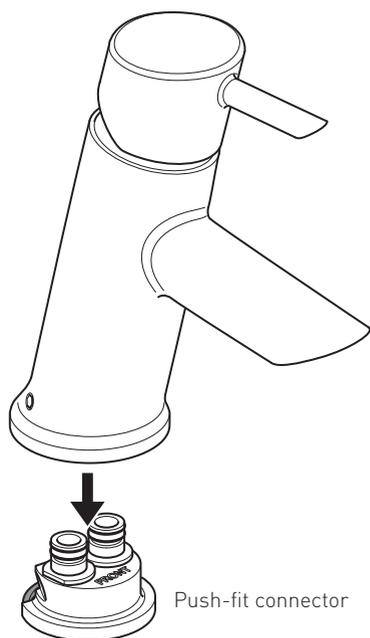
Connect the flexible connecting pipes to the household water supply pipes.

4. Cover cap

If required place the cover cap over the push-fit connector until the tap body is ready to be fitted.



Basin Mixer Tap - Installation

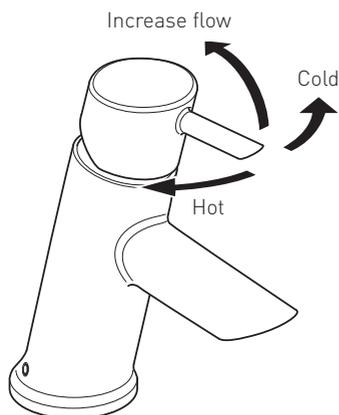
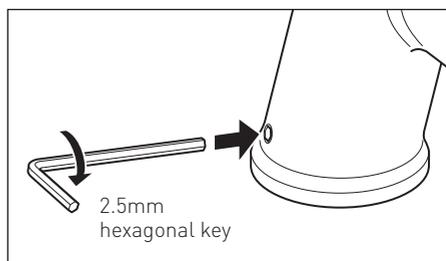


5. Fit the tap body

Remove the cover cap and grease the push-fit connector using the sachet of grease provided. Push-fit the tap body onto the connector.

Align the body and tighten both grub screws at the rear of the body using the long end of the 2.5mm hexagonal key as shown below until finger tight. Remove the hexagonal key and insert the short end into the grub screw and tighten an extra $\frac{3}{4}$ to 1 complete turn more to ensure the tap body is securely tightened to the push-fit connector.

⚠ Important: The fitting must be securely attached to the base.



Turn on the mains water supply and open the isolating valves using a suitable flatblade screwdriver.

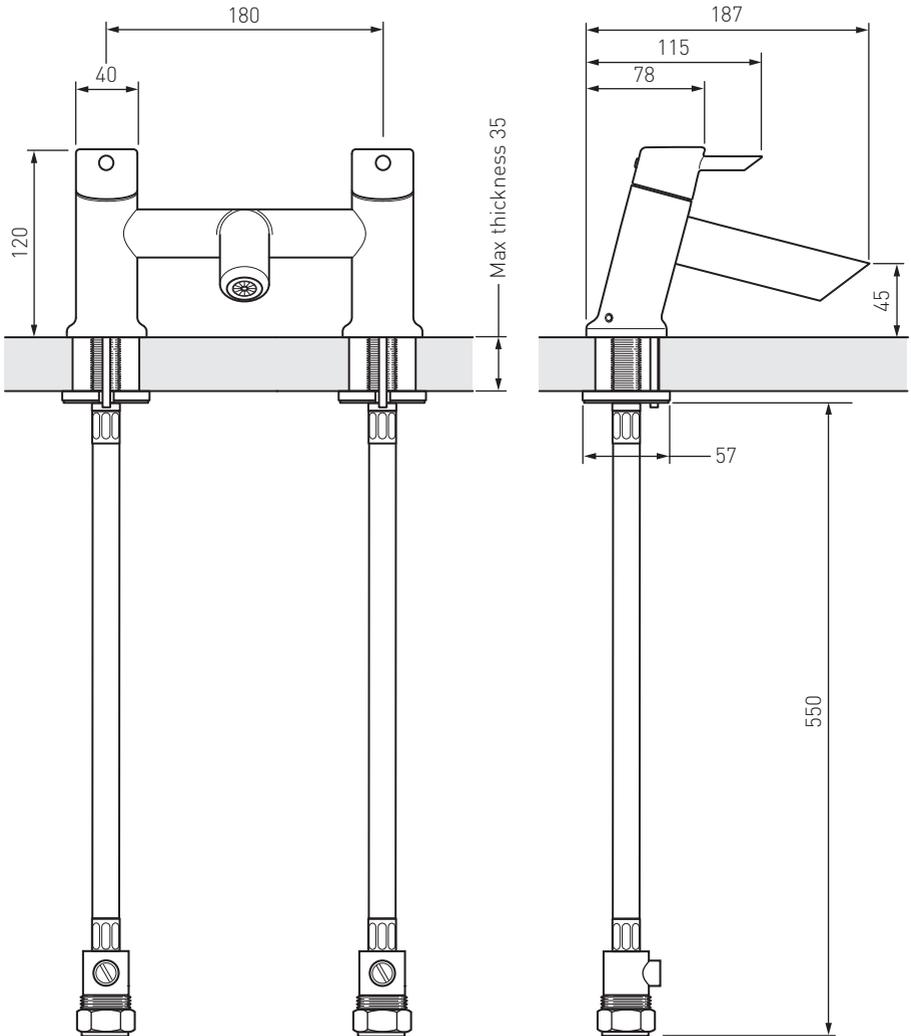
Operation

Moving the lever up/down will increase/decrease the flow of water.

Moving the lever either right to left will increase or decrease the water temperature.

Bath Filler - Dimensions

Dimensions are nominal and in millimetres.



22mm Compression fitting with integral isolation valve

Bath Filler - Installation

Before installation

Flush through the pipework to ensure removal of debris. Turn off the mains water supply and close any isolating valves.

1. Attach push-fit connectors

Place the 'push-fit connectors' into the holes in the bath top, ensure the rubber 'O' rings are fitted to the underside.

Position the 'back nuts' under the bath (with rubber seals on top), ensuring the locating pins fit into the cut-out in the back nuts. **Loosely** tighten by turning the push-fit connectors clockwise using the correct size spanner.

Once threading has started you can let go of the back nuts.

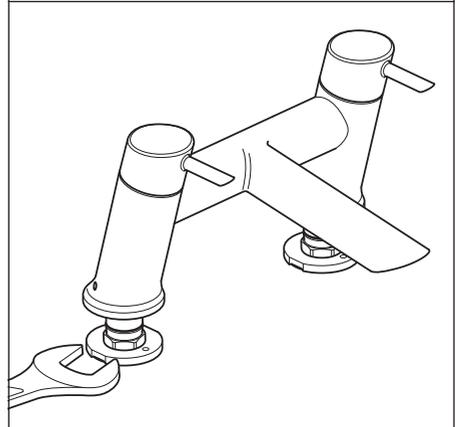
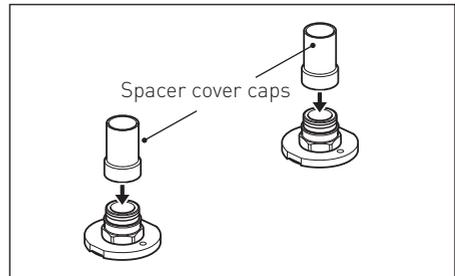
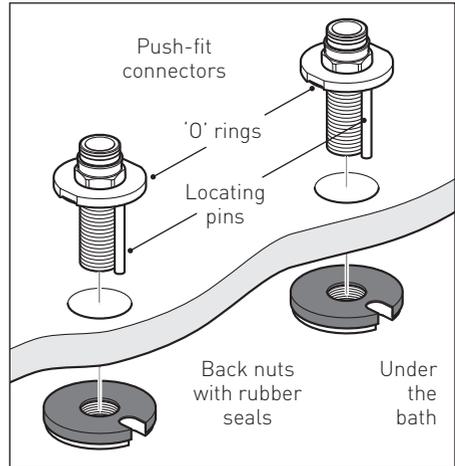
2. Align push-fit connectors

Place the 'spacer cover caps' onto the push-fit connectors.

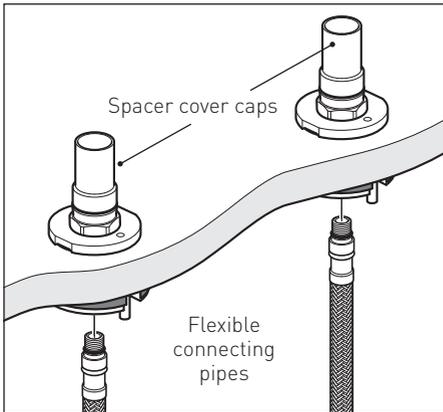
Temporarily place the tap body onto the spacer caps. Adjust the position of the push-fit connectors so that the tap body is straight and firmly positioned onto the spacer caps.

Fully tighten the push-fit connectors and remove the tap body.

⚠ Important: The push-fit connectors must be fully tightened to the back nuts before attaching the flexible connecting pipes.



Bath Filler - Installation



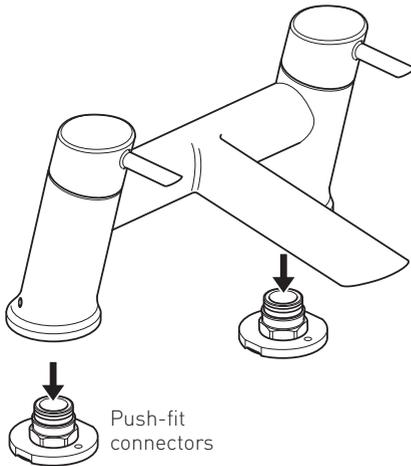
3. Attach flexible connecting pipes

⚠ Important: Before connecting the flexible connecting pipes, please refer to the specific installation requirements on page 6.

Carefully screw the 'flexible connecting pipes' into the 'push-fit connectors' and turn the integral isolation valves to the 'closed' position as shown on page 6.

⚠ Important: Only tighten the flexible connecting pipes by hand. **Do not overtighten.**

Connect the flexible connecting pipes to the household water supply pipes.



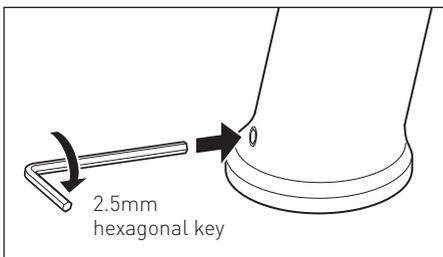
4. Fit the tap body

Remove the spacer cover caps and grease the push-fit connectors using the sachet of grease provided. Push-fit the tap body onto the connectors.

Align the body and tighten both grub screws at the rear of the body using the long end of the 2.5mm hexagonal key as shown opposite until finger tight. Remove the hexagonal key and insert the short end into the grub screw and tighten an extra $\frac{3}{4}$ to 1 complete turn more to ensure the tap body is securely tightened to the push-fit connector.

⚠ Important: The fitting must be securely attached to the base.

Push-fit the grey rubber plugs into the grub screw holes.

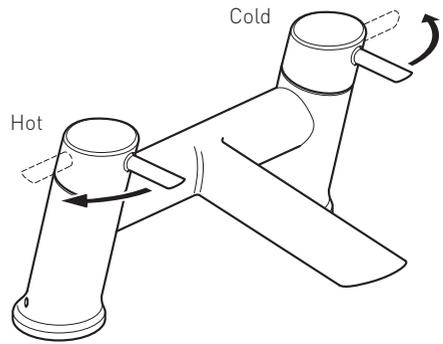


Bath Filler - Installation

Turn on the mains water supply and open the isolating valves using a suitable flatblade screwdriver.

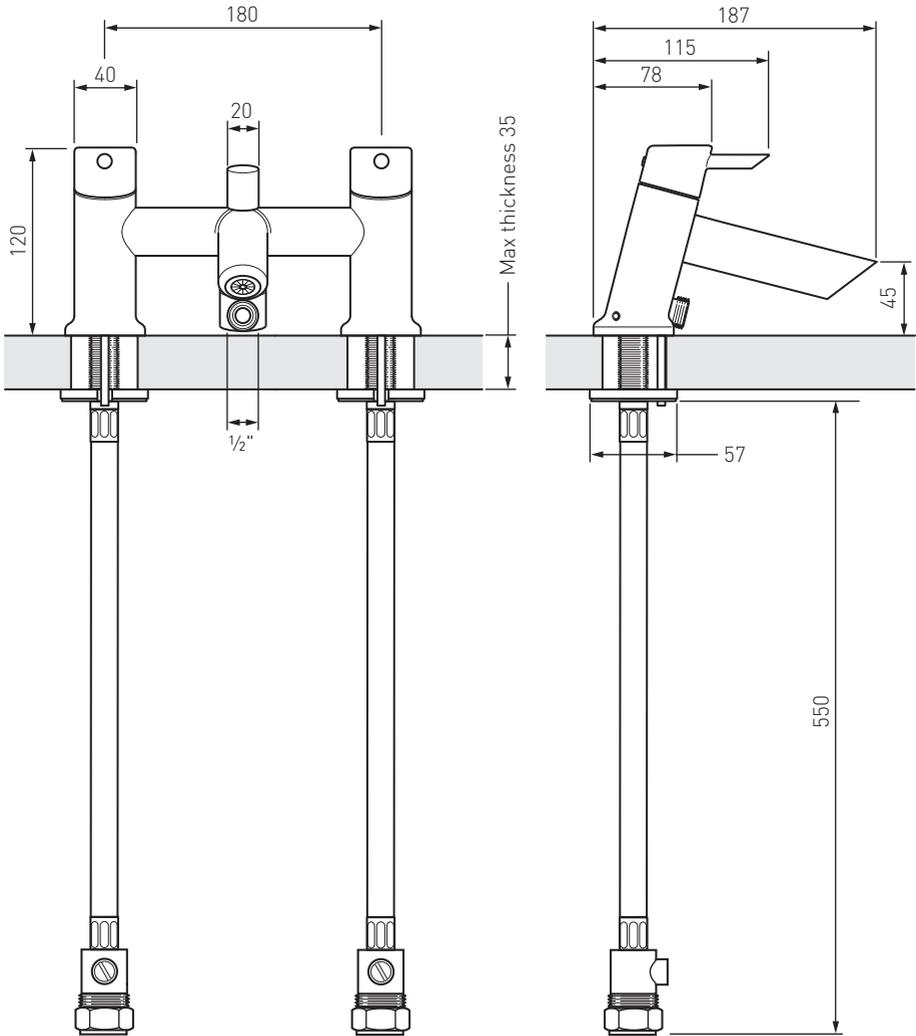
Operation

Move the hot lever to the left and cold lever to the right to adjust the temperature and increase the flow of water.



Bath Shower Mixer - Dimensions

Dimensions are nominal and in millimetres.



22mm Compression fitting with integral isolation valve

Bath Shower Mixer - Installation

Before installation

Flush through the pipework to ensure removal of debris. Turn off the mains water supply and close any isolating valves.

1. Attach push-fit connectors

Place the 'push-fit connectors' into the holes in the bath top, ensure the rubber 'O' rings are fitted to the underside.

Position the 'back nuts' under the bath (with rubber seals on top), ensuring the locating pins fit into the cut-out in the back nuts. **Loosely** tighten by turning the push-fit connectors clockwise using the correct size spanner.

Once threading has started you can let go of the back nut.

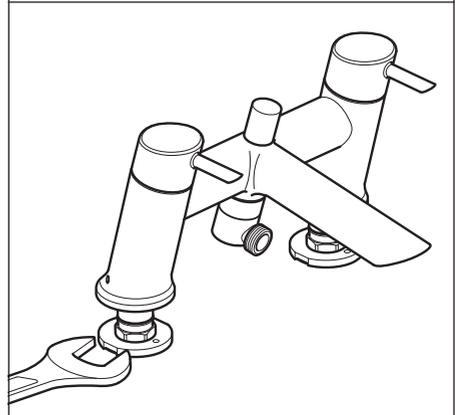
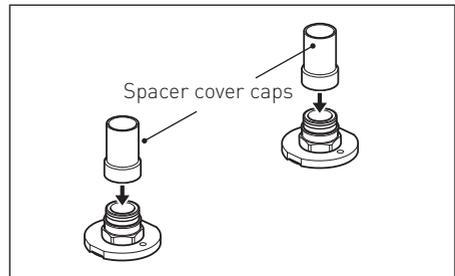
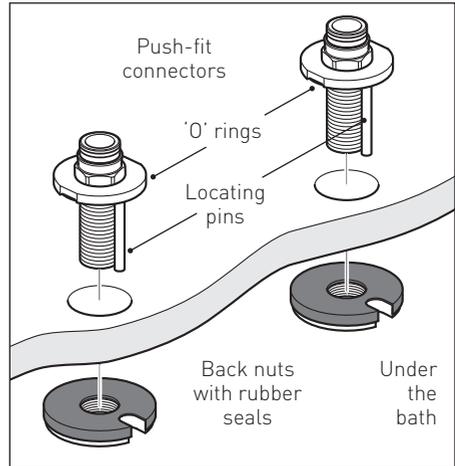
2. Align push-fit connectors

Place the 'spacer cover caps' onto the push-fit connectors.

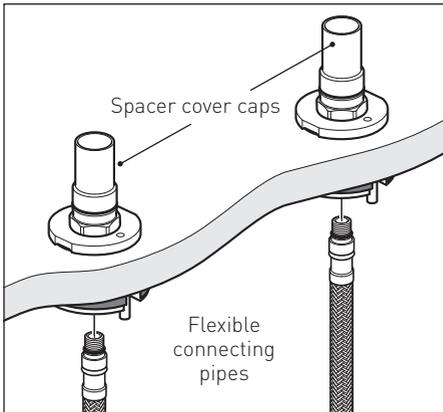
Temporarily place the tap body onto the spacer caps. Adjust the position of the push-fit connectors so that the tap body is straight and firmly positioned onto the spacer caps.

Fully tighten the push-fit connectors and remove the tap body.

⚠ Important: The push-fit connectors must be fully tightened to the back nuts before attaching the flexible connecting pipes.



Bath Shower Mixer - Installation



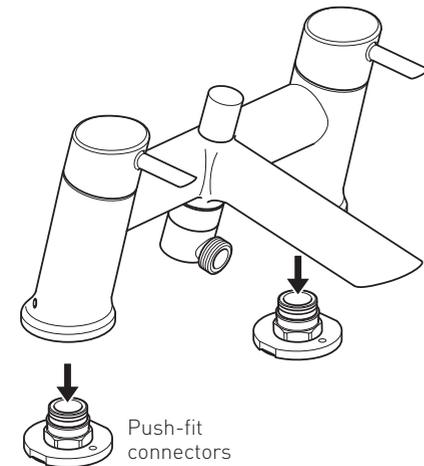
3. Attach flexible connecting pipes

⚠ Important: Before connecting the flexible connecting pipes, please refer to the specific installation requirements on page 6.

Carefully screw the 'flexible connecting pipes' into the 'push-fit connectors' and turn the integral isolation valves to the 'closed' position as shown on page 6.

⚠ Important: Only tighten the flexible connecting pipes by hand. **Do not overtighten.**

Connect the flexible connecting pipes to the household water supply pipes.



4. Fit the tap body

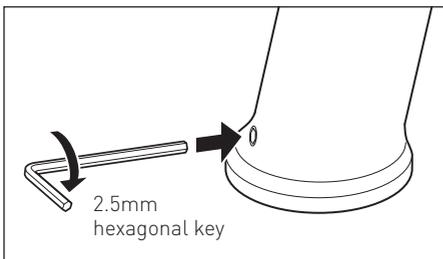
Remove the spacer cover caps and grease the push-fit connectors using the sachet of grease provided. Push-fit the tap body onto the connectors.

Align the body and tighten both grub screws at the rear of the body using the long end of the 2.5mm hexagonal key as shown opposite until finger tight. Remove the hexagonal key and insert the short end into the grub screw and tighten an extra $\frac{3}{4}$ to 1 complete turn more to ensure the tap body is securely tightened to the push-fit connector.

⚠ Important: The fitting must be securely attached to the base.

Push-fit the grey rubber plugs into the grub screw holes.

Turn on the mains water supply and open the isolating valves using a suitable flatblade screwdriver.



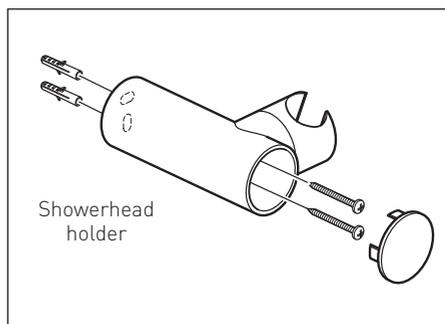
Bath Shower Mixer - Installation

5. Attach the showerhead holder

Position the showerhead holder on the wall, bearing in mind the different heights of people likely to use the shower and the length of the hose when connected to the mixer. Use the holder to mark the fixing hole positions onto the wall.

⚠ Warning: Please check for any hidden pipes and cables before drilling holes in the wall.

Drill the wall at the marked positions to suit the wall fixings to be used, fix the showerhead holder to the wall and push-fit the cover cap.

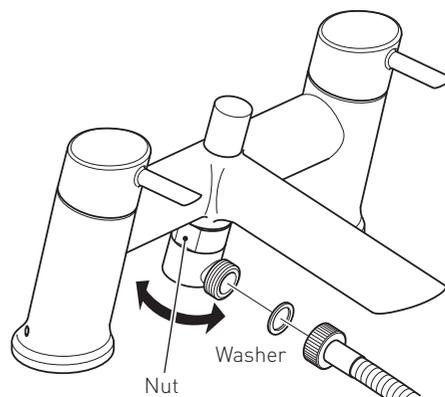


6. Connect the shower hose to mixer

Screw the shower hose (ribbed / nut end) onto the mixer ensuring that the washer is fitted.

Note: The hose connection can rotate to suit your requirements.

⚠ Important: Take care not to damage the surface of the tap when loosening and tightening the nut.

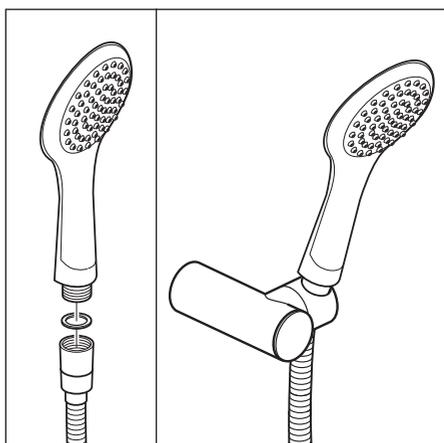


Simply loosen the nut (above the hose connection) using a suitable spanner, rotate the hose connection to the desired position and re-tighten the nut.

7. Connect the shower hose to showerhead

Screw the shower hose (conical end) onto the showerhead ensuring that the rubber washer is fitted.

Place the showerhead into the holder.



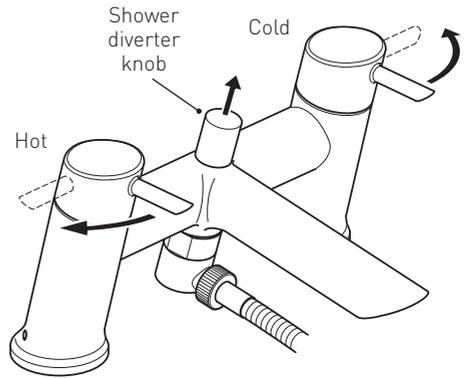
Bath Shower Mixer - Installation

Operation

Move the hot lever to the left and cold lever to the right to adjust the temperature and increase the flow of water.

Pull the shower diverter knob up and twist to divert the water to the showerhead.

The water can be diverted back to the mixer by twisting the shower diverter knob and pushing it back down.



Maintenance

General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All surfaces will wear if not cleaned correctly, the only safe way to clean your mixer is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning 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.



Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist (order code: ECLOTH).

Cleaning the Valves - Basin Taps, Bath Taps, Bath Filler and Bath Shower Mixer

Before carrying out any maintenance, turn off the mains water supply and close any isolating valves.

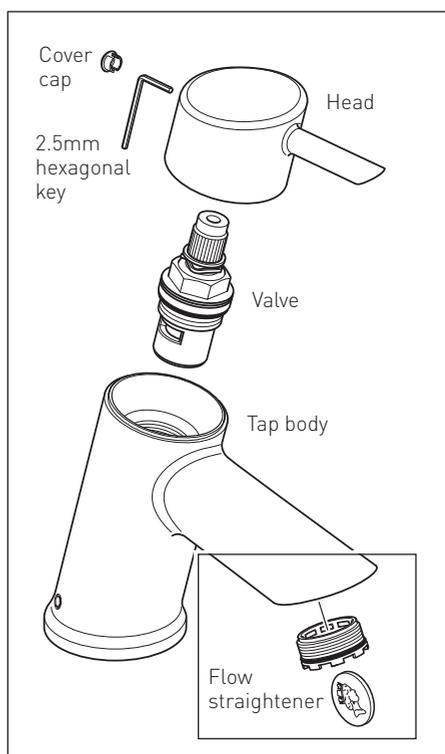
Remove the grub screw cover cap, loosen the grub screw (but do not remove) using a 2.5mm hexagonal key, turning anti-clockwise. Remove the head.

Using the correct size spanner unscrew and remove the valve. Wash the valve with clean running water and make sure that any debris has been removed. Dry and lightly grease the seal (only use silicone grease), replace the valve and head.

⚠ Important: Tighten the valve with the correct size spanner and apply appropriate force/torque. **Do not overtighten.**

Removing Flow Straightener - Basin Taps and Bath Taps Only

To remove the flow straightener for cleaning and maintenance, place a coin in the flow straightener slot and turn anti-clockwise (turn clockwise to refit).



Maintenance

Cleaning the Cartridge - Basin Mixer Tap

Before carrying out any maintenance, turn off the mains water supply and close any isolating valves.

Remove the grub screw cover cap, loosen the grub screw (but do not remove) using a 2.5mm hexagonal key, turning anti-clockwise. Remove the head.

Unscrew the shroud from the locking nut. Unscrew the locking nut from the tap body using the correct size spanner and remove the cartridge. Wash the cartridge with clean running water and make sure that any debris has been removed. Dry and lightly grease the seals (only use silicone grease), replace the cartridge, locking nut, shroud and head.

⚠ Important: Tighten the locking nut with the correct size spanner and apply appropriate force/torque. **Do not overtighten.**

Removing Flow Straightener

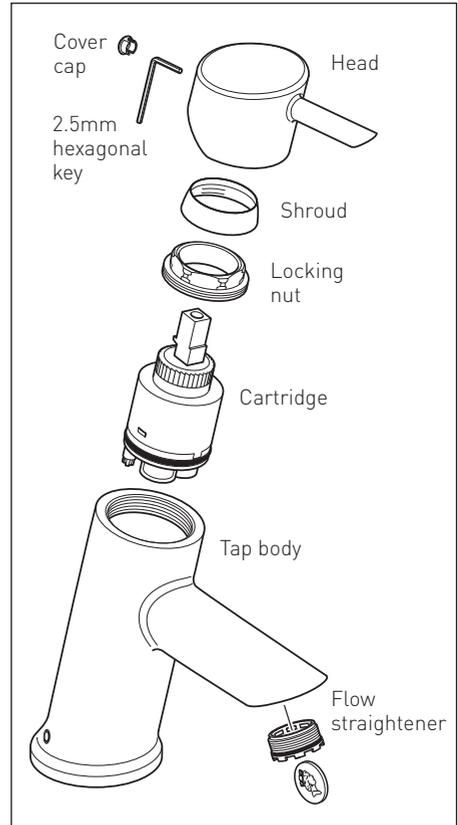
To remove the flow straightener for cleaning and maintenance, place a coin in the flow straightener slot and turn anti-clockwise (turn clockwise to refit).

Cleaning the Showerhead - Bath Shower Mixer

Cleaning the Showerhead

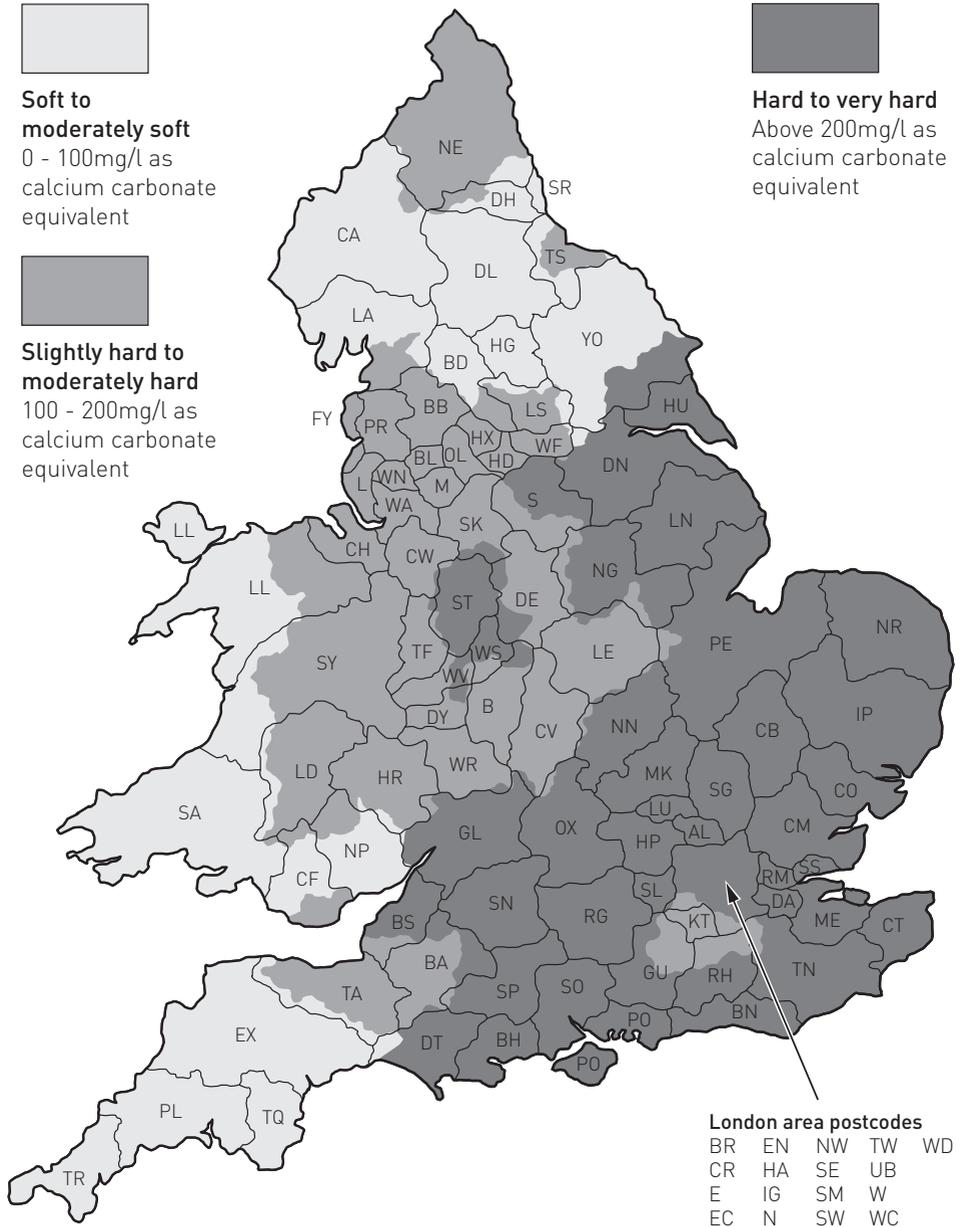
Your Bristan showerhead has a rub-clean pad for easy cleaning. Simply rub your fingers across the rubber spray jets regularly and before you turn the shower on to remove any scale or debris.

The hardness of the water in your area



will determine how often you should clean your showerhead. Build up of scale in particularly hard water areas combined with constant use means you may need to clean your showerhead once a week. To ensure continued performance of your shower the showerhead needs to be regularly descaled.

Hard Water Regions in the UK



Notes

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

Guarantee

Bristan offers solid guarantees to provide you with complete peace of mind.

Taps and Mixers

5 year parts and 1 year labour*.

Gold, painted and special finishes

3 years parts only.

All subject to proof of purchase.

Mixer Shower Valves

5 year parts. 5 year labour* (subject to registration), or 1 year with proof of purchase.

Gold, painted and special finishes 3 years parts only.

Pumps and Power Showers

2 year parts. 1 year labour* (subject to registration).

Electric Showers/Instantaneous Water Heaters

2 year parts. 1 year labour* (subject to registration).

Accessories

5 year parts only. Includes bathrooms accessories, shower accessories (e.g. hoses, handsets and poles), wastes, WC levers and light pulls. Gold, painted and special finishes 3 years parts only.

Sanitaryware

5 year parts only. Subject to proof of purchase.

Shower Enclosures and Shower Trays

10 year parts (subject to registration), or 2 years with proof of purchase. 1 year labour* (subject to registration), or 1 year with proof of purchase.

Heated Towel Rails

5 year parts only. Gold, painted and special finishes 3 years parts only. All subject to proof of purchase.

*Labour provided by an approved Bristan engineer. Guarantee only applies to products with a manufacturing fault. A deferred payment will be necessary in order to secure any visits by our engineers which will be charged if the problem is found not to be a manufacturing fault. If the fault is found to be down to a manufacturing error, the payment will be released and not charged.

This guarantee applies to products purchased within the United Kingdom or Republic of Ireland, but does not apply to products used commercially.

The guarantee is only available to original purchasers who have proof of purchase.

The installation must allow ready access to all products for the purpose of inspection, maintenance or replacement.

Any part found to be defective during the above guarantee period will be replaced without charge, providing that the product has been installed in accordance with the instructions, used as intended, and regularly serviced.

Servicing should be carried out at regular intervals of no more than 12 months and more frequently in hard water areas (heavy lime scale) areas.

In the unlikely event that any problems are encountered with the product's performance on installation, you must obtain guidance/authorisation from our Customer Service Department, and be able to supply proof and date of purchase, before any remedial action is taken.

The guarantee excludes general wear and tear and damage caused by accident, misuse or neglect, and does not cover the following:

Guarantee & Service Policy

- Components that are subject to general wear and tear such as filters, seals, 'O' rings and washers etc.
- Damage caused by faulty installation
- Damage caused by lime scale or any waterborne debris
- Damage caused by inappropriate cleaning products (see user instructions)
- Damage caused by the use of non-Bristan parts
- The product being used for a purpose other than intended by the manufacturer.

In the interests of continuous product improvement Bristan reserves the right to alter specification as necessary.

If your product is out of its guarantee period, or you would like to extend the guarantee, then please see our **extended warranty offer**.

Replacement Parts Policy

Important:

In the event of product or component malfunction, DO NOT tamper with or remove the product from site. Telephone the Customer Services Department and be prepared with the date of purchase, model number and a clear description of the complaint.

Our service staff are fully qualified to advise on correct installation procedures and will be able to diagnose whether the fault will require a replacement part or a visit from a Bristan engineer.

If required, a service call will be booked and either yourself or an appointed representative (who should be a person of 18 years or over) must be present during the visit.

All site visits to product within the guarantee period will be carried out free of any parts or labour charges provided the conditions of the guarantee have been adhered to (the 5th year guarantee is parts only).

All site visits to product out of guarantee will be subject to charges for parts and labour. Charges will also be levied on cancelled appointments, unless advised to Bristan at least 24 hours in advance of the agreed date and time.

Should a product be discontinued, spare parts stocks will be maintained, but in the event of a part becoming unavailable Bristan reserve the right to supply a substitute of equal quality.

Please visit www.bristan.com/sparesfinder in order to find spare parts for this product.

Opening times: Please refer to the Bristan website.

Customer Service: **Tel: 0844 701 6273 • Fax: 0844 701 6275 • E-mail: enquire@bristan.com**

Part Number: FI ACUTE RANGE

Issue: D2

BRISTAN

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