# Installation Instructions & User Guide

**Please leave these instructions** with the end user

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Troubleshooting			
Symptom	Cause	Remedy	
No flow or low flow rate	Partially closed isolation valve.	Open isolation valve.	
	Head of water is below the minimum distance required.	Refer to specification for minimum distance required.	
	Hot or cold water being drawn off elsewhere causing pressure changes or instantaneous boiler temperature changes.	Do not use other water outlets when using the taps.	
	Airlock or partial blockage in the supply pipework.	Flush through pipework to ensure removal of debris and any airlocks.	
Water dripping from taps	This is normal for a short time after using the taps.	This is caused by residual water tension, the build up of water in the tap body.	
	If water continues to drip, possibly due to the ceramic disc valves	Remove valves and replace, refer to 'Maintenance' section.	
Taps do not turn on	Closed isolation valve.	Open isolation valve.	
	Mains water supply turned off.	Turn on mains water supply.	
Water not coming from handset when in use	Diverter mechanism not fully open.	Ensure diverter is fully open.	
	Kink or blockage in hose	Make sure hose is free of any kinks and free to move. Remove handset and flush through hose.	
	Head of water is below the minimum distance required.	Refer to specification for minimum distance required.	

#### Notes

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

## **Contact Us**



Part of BRISTAN GROUP

#### Bristan Group Ltd. A Masco Company

UK:	Bristan Group, Pooley Hall Drive, Birch Coppice Business Park, Dordon, Tamworth B78 1SG.	
EU:	Masco Europe S.à.r.l. 14 Rue Strachen 6933 Mensdorf Luxembourg	
Email Us: Website: Call Us:	enquire@bristan.com www.bristan.com +44330 026 6273	
A Masco Company		

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For any other queries, please call Customer Service on 0330 026 6273 where our expert team of advisors will be able to offer you any help and advice.

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