







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 clean, refer to 'Maintenance' section before starting any maintenance.
-	Closed isolation valve.	Open isolation valve.
Taps do not turn on	Mains water supply turned off.	Turn on mains water supply.

Contact Us

Bristan Group Ltd. A Masco Company

UK:

Bristan Group, Pooley Hall Drive,

EU:

Email Us:

Website:

Call Us:

Masco Europe S.à.r.l. 14 Rue Strachen 6933 Mensdorf Luxembourg

enquire@bristan.com www.bristan.com +44330 026 6273

Our Guarantee

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**.

Birch Coppice Business Park,

Dordon, Tamworth

B78 1SG.

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

For full guarantee terms and conditions visit www.bristan.com/service-centre/guarantees



Part of BRISTAN GROUP