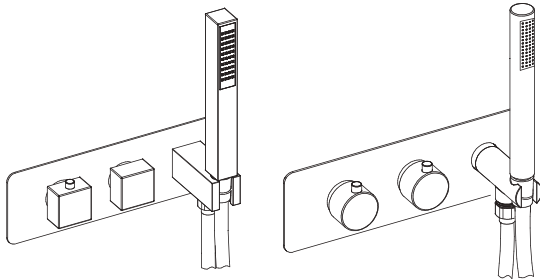


# USER MANUAL

Thank you for choosing Better Bathrooms.  
Please read this manual before installing your product  
and keep for future reference



## Product name –Concealed Shower Valve



- Single-person assembly
- We always recommend using professional tradespeople to install your product

V3\_02.18.2025

## Congratulations on your purchase

And welcome to our growing gang of savvy shoppers

We're on a mission to bring you extraordinary bathroom products, for less. From modern to traditional style ceramics, plus the gorgeous fixtures, fittings and furniture to match. So, you can fall in love with your space every single day.

As one of the UK's largest independent bathroom stores, we've received countless awards; including the National Business Awards UK, the Digital Entrepreneur Awards and being placed on The Sunday Times Fast Track 100.

We hope your new product exceeds your highest expectations. However, if you experience any problems, please:

- log in to your account and contact our customer services team via our self-serve portal-[betterbathrooms.com/CustomerAccount/Login](https://betterbathrooms.com/CustomerAccount/Login).
- contact us via [betterbathrooms.com/content/contact-us](https://betterbathrooms.com/content/contact-us).

## Important information

- Please read these instructions thoroughly and retain for future reference
- Water pressures must be balanced.Always ensure to flush the system prior to installation.  
Always check walls for pipes and cables before drilling.

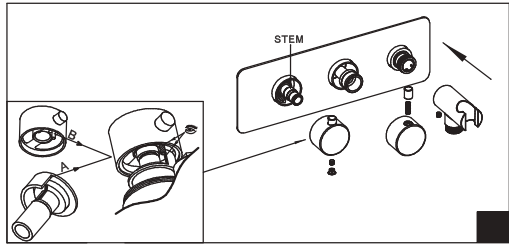
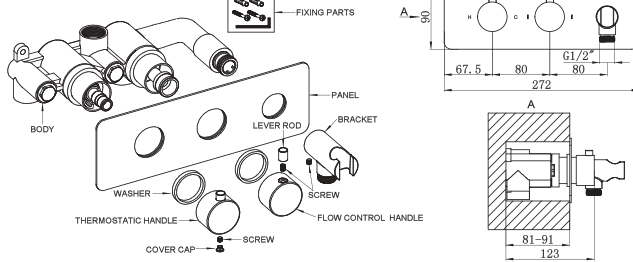
Maximum Static Pressure 10 bar  
Maximum Working Pressure 5 bar  
Minimum Working pressure 0.1 bar  
Hot water supply – 55-65c  
Cold water supply – 5 -25c  
Flow Rates

Bar	0.1	0.2	0.5	1	1.5	2
L/Min	4.5	6.3	9.9	14	17.2	20

If this item is being fitted to a bath filler, you will require a minimum 0.5bar.Pressures must be balanced.

## Parts / Diagrams

TWIN VALVE:

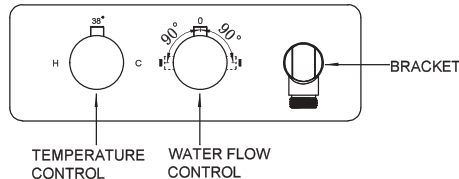


Fit the stop lug and handle body with part A and B (fix stopper) aligned.Then screw and tighten handle lever (See Fig 2).

Fix the flow control handle and bracket to the right position with screws. (See Fig 2)

## Operation

- 1.Use the flow control handle to control the water flow.
- 2.The temperature control knob is pre-set the auto stop at 38°C to avoid scalding. However, if for any reason the setting is invalid and the temperature is not 38°C, it is important to follow the "Temperature Setting Procedure" below to reset the temperature.
3. Temperature Setting Procedure:  
Unscrew the thermostatic handle,the temperature is up when the stem is turned anti-clockwise and the temperature is lower when the valve stem is turned clockwise. When the temperature is correctly set, fix the handle back to the valve as shown in Fig 2 above.



## OPERATION

To turn on the water flow, turn the flow control handle to the mark on the plate for the desired function

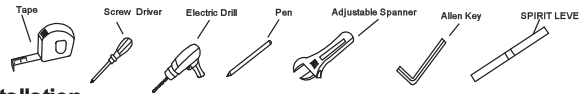
To turn off the water flow turn the handle to the centre

## TROUBLE SHOOTING

1. Output water temperature does not correspond with temperature set  
Cause: Thermostat has not been adjusted base on the existing home water system  
Remedy: Adjust the thermostat , refer to "Temperature Setting" procedure.  
Cause: Hot Water temperature too low.  
Remedy: Adjust the water heater , increase hot water temperature to 65 °C.

## Tools required

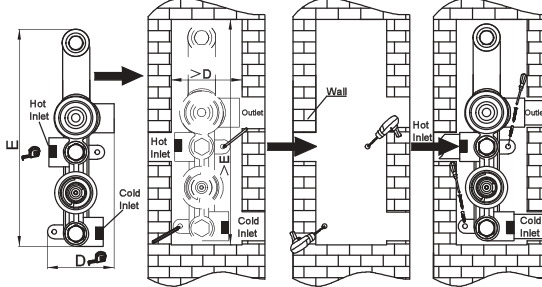
- Protective cloth



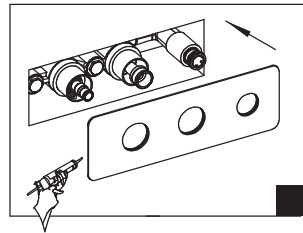
## Installation

- 1.The system must be fully flushed prior to installation.Determine the location of the shower valve.  
Create the recess in the wall to accommodate the mixer being installed.  
Mark the installation holes through the lugs in the mixer body.  
Drill the holes.  
Insert the wall plugs.  
Secure the mixer into position using the screws provided  
Connect the inlet and outlet pipe work to the mixer using an adequate sealing method.  
Turn on the water supply and check for leaks before fitting the cover plate.

TRIPLE VALVE:



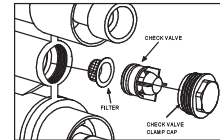
Apply clear silicone sealant around the back edge of the cover plate and carefully press into position (See Fig 1).



2. Crossflow, cold water being forced into hot water pipe, or vice versa, when valve is closed  
Cause: Non-return valves dirty or leaking  
Remedy: Clean the non-return valves or exchange if necessary
3. Very low flow or no flow  
Cause: Supply pressure inadequate  
Remedy: Check hot and cold feeds . If a pump has been installed, please check to see if the pump is working.(the valve will shut down if either the cold or hot water supply fails)
4. Water will not run hot enough when first installed  
Cause: Wrong maximum temperature setting  
Remedy: Adjust the maximum temperature , refer to "Temperature Setting" procedure.

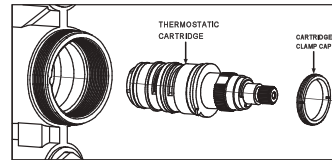
## Maintenance

After a period of use, debris or limescale can build up around the filters of the thermostat or the non-return valve, which will affect the performance of the product. To resolve this, remove the thermostat or non-return valve from the mixer and clean. Turn off the water supply and turn on the mixer, to drain any water inside Maintenance (Filter)



- 1) Remove the check valve clamp cap.
- 2) Use pliers to remove the check valve and filter.
- 3) Wash the filter with clean running water, dry and lightly grease the seals. (only use silicone grease).
- 4) Put back the filter and check valve, then tighten the clamp cap.

Maintenance (Thermostatic Cartridge)



The concealed thermostatic cartridges should give trouble free service, but in the event of failure, servicing is straight forward.

- 1) Remove the cartridge clamp cap .
- 2) Pull out the thermostatic cartridge.
- 3) Wash the thermostatic cartridge with clean running water, dry and lightly grease the seals (only use silicone grease).
- 4) Put back the thermostatic cartridge, then tighten the clamp cap.

## CLEANING

To maintain the surface of your product, wipe with a clean damp cloth and wipe dry. Do not use abrasive cleaning agents or materials which can strip and scratch the surface; the use of these agents or materials can invalidate your guarantee. It is recommended to wipe and dry on a regular basis.

### For more information

- visit [betterbathrooms.com](https://betterbathrooms.com)
- email [customerservices@buyitdirect.co.uk](mailto:customerservices@buyitdirect.co.uk)
- call 03303903062
- write to Trident Business Park,Neptune Way,Huddersfield,HD2 1UA.

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