

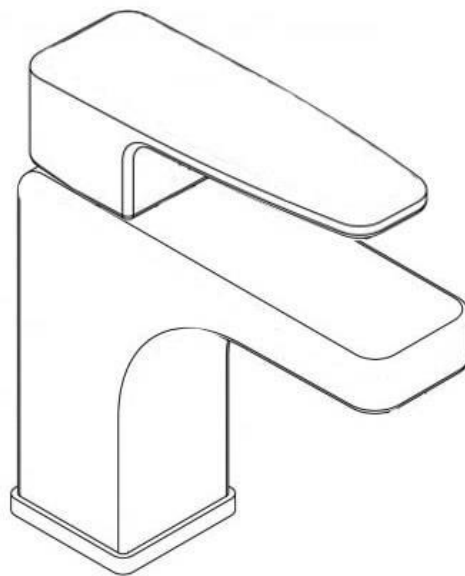
# USER MANUAL



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



## Mono Basin Mixer



Please note: Image is for illustrative purposes only and may differ slightly to the actual product

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

V1 28.7.20

# 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:

- call our friendly UK call centre on **0871 244 0935** (9am-7pm Monday to Friday, or 10am-4pm Saturday and Sunday), or
- send us a message via **customerservices@buyitdirect.co.uk**

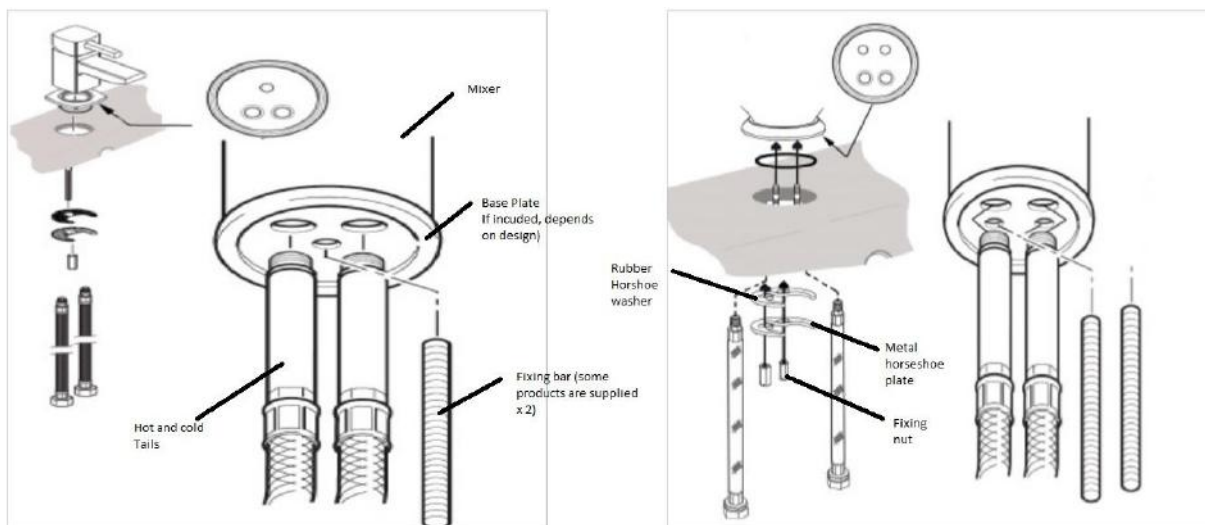
## Important information

- Please read these instructions thoroughly and retain for future reference.
- All installation work must be carried out to comply by a qualified installer.
- Always check pressure compatibility, check website for min/max pressure of product.
- Pressures to hot and cold supplies should be balanced for optimum performance.
- All installation work must be carried out to comply with the Water Bylaw Regulations.
- Isolation valves should be fitted to both supply pipes as part of the installation
- System must be flushed through prior to installation.

# Guarantee

- Please check our website for individual product guarantee's.
- Some parts of the product, i.e. cartridge, are covered by a 12-month guarantee.
- Your guarantee can be invalid if the pre-installation checks are not carried out, installation is not carried out as per this guide, and correct maintenance instructions are not followed. Please see our website for T & C's.

# Parts



Please note: Images are for illustrative purposes only and may differ slightly to the actual product

1. Basin mixer
2. Base plate x 1
3. Metal horseshoe plate x 1
4. Rubber horseshoe washer x 1
5. Fixing nut x 1 or 2 (dependent on style)
6. Fixing bar x 1 or 2 (dependent on style)
7. Hot and cold tails x 1 of each

# Tools required

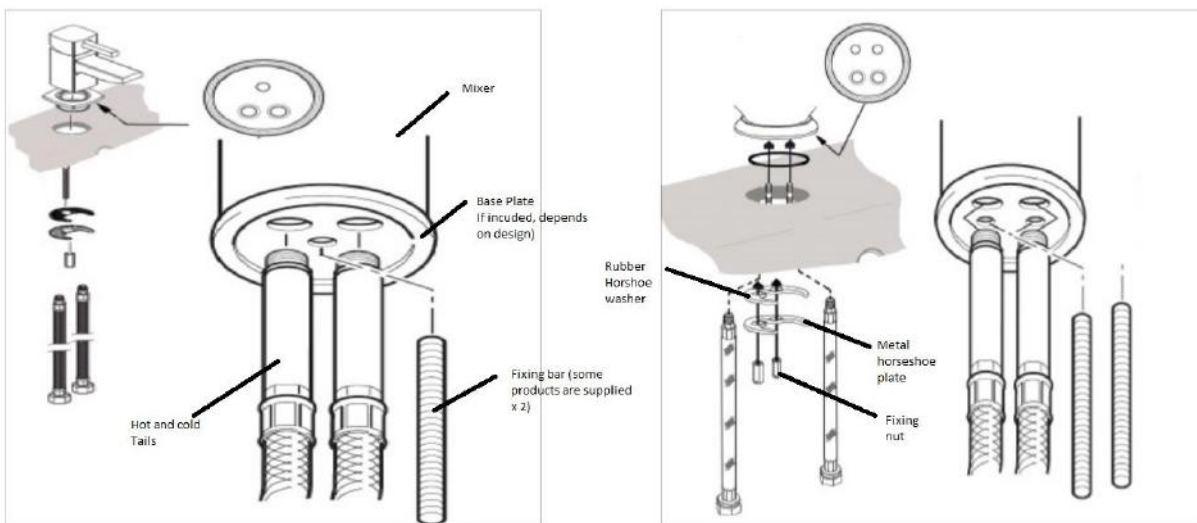
- Spanner

# Installation

**Please note:** Before starting the installation of a new mixer, turn off the water supply

**Please note:** HOT supply to the left and COLD supply to the right

1. Fit the base plate to the mixer if one is supplied with your product.
2. Place base washer (if provided) between the base plate and the basin/top.
3. Screw the fixing bars into the mixer and tighten.
4. If this is the case, connect one tail, feed this and the fixing bars through the hole.
5. From the underside, feed the second tail through the hole and connect to the mixer.
6. Tighten both tails (hand tighten only - DO NOT use a spanner or grips to tighten and DO NOT use PTFE on the tail threads).
7. Place rubber horseshoe and metal horseshoe around the tails and fixing bars.
8. Push to the underside of the basin and secure using a fixing nut.
9. Position the mixer correctly and tighten nuts to secure.
10. Commissioning should then take place to ensure correct function and check for leaks.



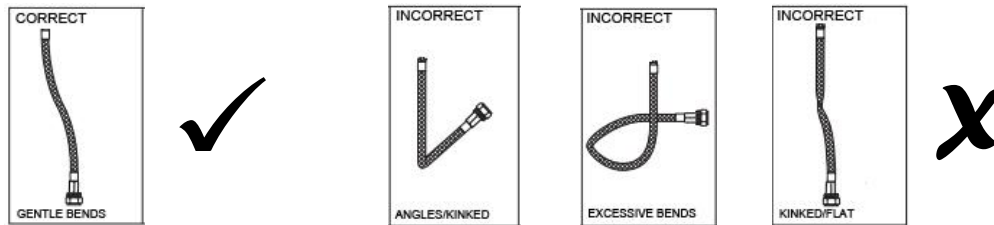
Please note: Images are for illustrative purposes only and may differ slightly to the actual product

## IMPORTANT:

When installing the tail threads, it should be done in such a way to prevent kinks, flat spots and excessive bends, which will affect performance and can potentially cause long term damage and leaks.

No bend in the tail should be less than 25mm radius.

Grips and/or a spanner should NOT be used to tighten into the mixer.



## Troubleshooting

### Mixer drips after being turned off

1. Draining - due to the design of some mixer spouts, water will be held and drip until emptied.
2. Debris inside the valve - remove the valve and flush under running water while turning the spindle.

### Poor water flow

1. Insufficient water pressure - increase water pressure and possibly install a pump.
2. System pressure should meet minimum requirement pre-installation.
3. Blockage - check water is reaching the mixer, check valve, mixer tails and supply pipes.
4. Isolation valves not fully opened.

### Water not mixing

1. Hot and Cold supplies not balanced - increase or decrease pressures to balance. (Always maintain the minimum pressure requirement)
2. Blockage / Check water is reaching the mixer, check valve, mixer tails and supply pipes.

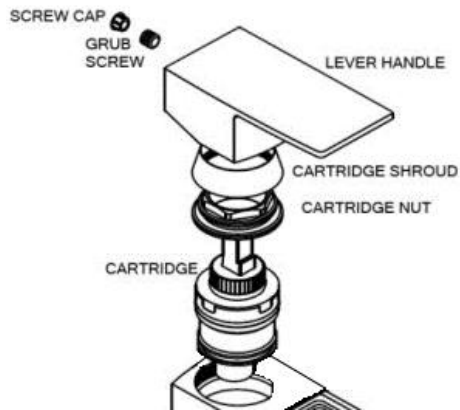
# Maintenance

## Cartridge removal for various designs

**IMPORTANT:** Ensure to turn off the water supply to the mixer prior to any maintenance

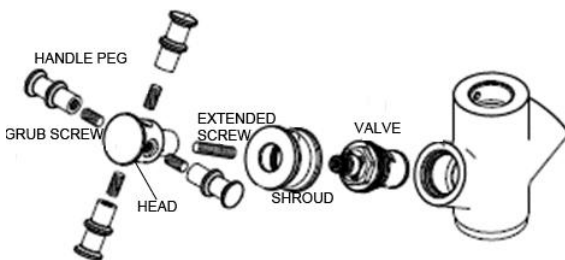
**Please note:** Design may vary from those shown below

### Design A



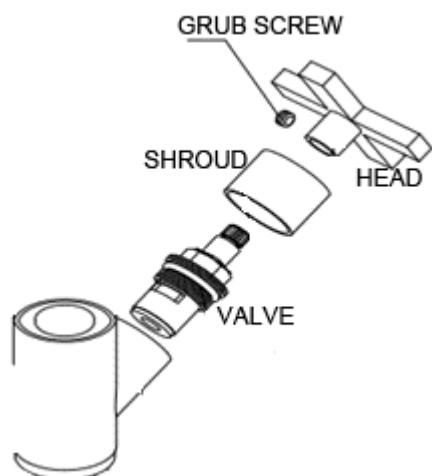
1. Remove screw cap cover (This could be at front or back of handle)
2. Loosen grub screw using a hex key.
3. Pull handle from the mixer.
4. Unscrew cartridge shroud.
5. Using a spanner remove cartridge nut.
6. Pull the cartridge from the mixer.
7. Carry out maintenance.
8. Replace cartridge ensuring to locate pins on the underside of the cartridge with holes inside the mixer.
9. Replace all components (do not overtighten cartridge nut).

### Design B



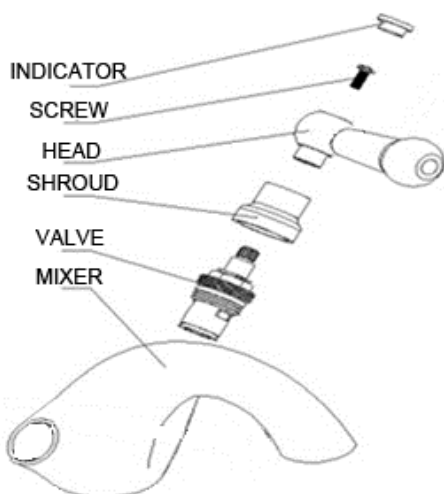
1. Unscrew all handle pegs
2. Remove grub screws using a hex key
3. Pull head section from the mixer
4. Remove extended screw
5. Unscrew the cartridge shroud
6. Using a spanner remove cartridge nut.
7. Pull the cartridge from the mixer.
8. Carry out maintenance.
9. Replace cartridge ensuring to locate pins on the underside of the cartridge with holes inside the mixer.
10. Replace all components (do not overtighten cartridge nut).

## Design C



1. Remove grub screw using a hex key
2. Pull handle from the mixer
3. Unscrew the cartridge shroud
4. Using a spanner remove cartridge nut.
5. Pull the cartridge from the mixer.
6. Carry out maintenance.
7. Replace cartridge ensuring to locate pins on the underside of the cartridge with holes inside the mixer.
8. Replace all components (do not overtighten cartridge nut).

## Design D



1. Remove H or C indicator
2. Using a screwdriver remove handle screw
3. Pull head from the mixer
4. Unscrew the cartridge shroud
5. Using a spanner remove cartridge nut.
6. Pull the cartridge from the mixer.
7. Carry out maintenance.
8. Replace cartridge ensuring to locate pins on the underside of the cartridge with holes inside the mixer.
9. Replace all components (Do not overtighten cartridge nut).

## Cleaning

To maintain the surface finish of your product, wipe clean regularly, using a clean damp cloth and dry cloth to polish. Do not use abrasive cleaning agents or materials on the product surface as you may invalidate your guarantee. Should any harsh chemicals come into contact with the surface of the product during bathroom cleaning, rinse off immediately, wipe clean and dry.

### **For more information**

- visit [betterbathrooms.com](http://betterbathrooms.com)
- email [customerservices@buyitdirect.co.uk](mailto:customerservices@buyitdirect.co.uk)
- call 0871 244 0935
- write to Trident Business Park, Neptune Way, Huddersfield, HD2 1UA

**Better**  
bathrooms.com

Part of the BuyItDirect Group