

# USER MANUAL



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



## Product

**HEN10X8 - HENDRA 1000 x 800 Rectangle Anti Slip Hidden Waste Shower Tray**

**HEN12X8 - HENDRA 1200 x 800 Rectangle Anti Slip Hidden Waste Shower Tray**

**HEN12X9 - HENDRA 1200 x 900 Rectangle Anti Slip Hidden Waste Shower Tray**



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

# 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 goes above and beyond your expectations. However, should any problems occur, please:

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

## Important information

- Please read these instructions thoroughly and retain for future reference
- Always check for pipes and cables before drilling

## Receive Your Shower Tray

### Unpack and check for damage

After receiving your shower tray , please unpack and remove all covering, checking whether there is any damage. Repack the shower tray if it is not being immediately installed. It will be rejected any claim for damage if not notified in a timely manner.

### Protect your Shower Tray

Before commencing and installation, ensure the shower tray is completely protected, leave the covering across as much of the tray as possible until installation is complete, but slight removal on the edges to allow sealing. Scratches and damage incurred during installation are not covered by the warranty.

### Storage

The tray should be stored laid flat and not stood against a wall as this can cause bowing.

# Important!

①

Tray has to be installed on levelling screws. If the tray is slightly un-level it can be adjusted on the screws. Low level version designed to be fitted directly to a floor.  
Sand and cement base not required.

②

Level the tray in all directions using a spirit level. Check the levelness of the shower tray from all edges to the waste.  
If the 'FALL' is unacceptable, please do not install the shower tray.

③

Please perform a continuous flow water test to ensure that the flow is acceptable.  
In the unlikely event of a defect, please do not try to install the tray.

④

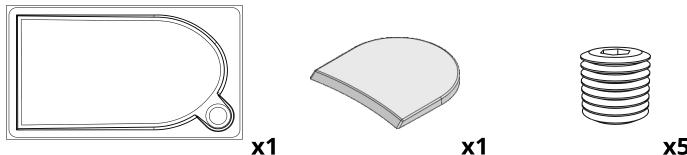
Please contact the retailer where purchased (please note guarantee does not cover accidental or installation damage).  
Please remove protective film and thoroughly check the product prior to installation.

⑤

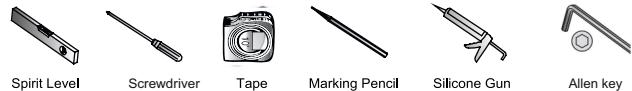
The tray must be water tested before installation. Tile down onto the tray to ensure a proper seal between tiles and shower tray. Once installed the tray's quality is to be accepted

⑥

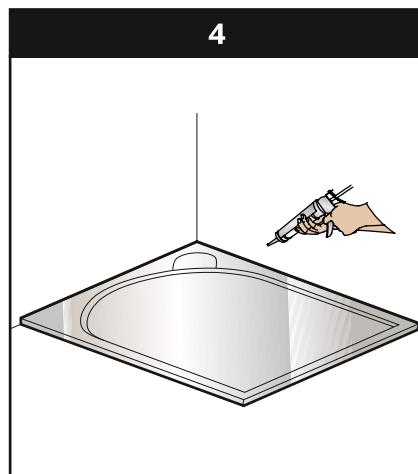
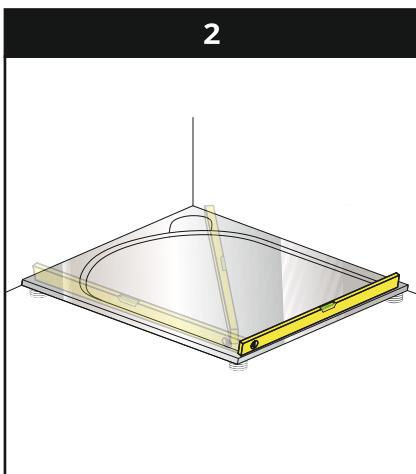
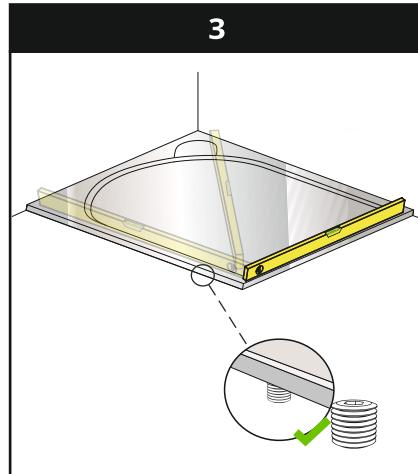
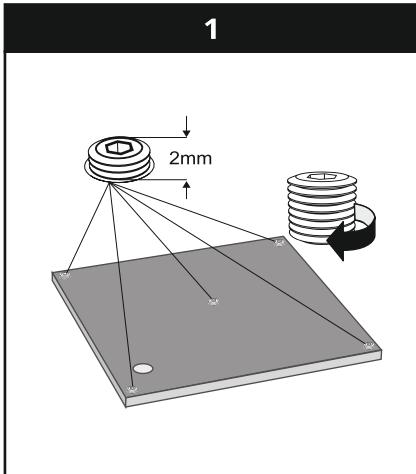
While every effort has been made to ensure that the quality of this product meets the required standards, it is the sole responsibility of the installer to ensure that the shower tray has been thoroughly examined and tested prior to its installation.  
Installation of this shower tray is acceptance of quality.



## Tools required



## Installation



\*\*\* Do not use the tray within 24 hours to let the silicone fully cure

## Troubleshooting

①

It is normal for small amounts of water to stay on the surface of the tray, especially in the case of trays with patterns or slate finish however it is necessary to check if the tray is levelled. Tray's levels should be checked on the outer edges and on opposite corners.

②

If water does not flow fast enough through the waste outlet, please check if the waste unit is installed correctly and if the waste pipe has sufficient angle. In case of a flexible waste pipe, please make sure it is not bent or twisted causing a blockage.

③

Before fixing the shower enclosure, please make sure that it is compatible, and it fits the shower tray.

④

In case of a frameless or a walk-in type of shower enclosure it is normal to see water escaping the tray or splashing outside of the enclosure. You may consider using a fully framed enclosure or a threshold seal on the edges of the shower tray.

## Maintenance & Cleaning

①

To preserve the surface, after using your shower tray, clean with soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mask.

②

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.

③

When coloured essentials oils, hair dyes, tanning creams or coloured products, creams or dyes are used, first test that the colour won't stain your shower tray.

## Water testing

Water test your shower tray prior to enclosing to ensure it drains correctly as no claims for non-draining tray will be valid after enclosing or tiling has been done.

## ! Warning

Before use please test the shower tray to ensure the waste has been properly installed. Please refer to the manufacturers manual for installation of the waste.

### For more information

- visit [betterbathrooms.com](http://betterbathrooms.com)
- email [customerservices@buyitdirect.co.uk](mailto:customerservices@buyitdirect.co.uk)
- call 0330 390 3062
- write to Trident Business Park, Neptune Way, Huddersfield, HD2 1UA



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# GUARANTEE CERTIFICATE

## Cast shower tray

The tray is covered with film and cardboard to protect it against damage during transport. When purchasing the product you should remove the protective foil to check the product quality and then secure the shower tray again.

### IMPORTANT!

Please remove protective film and thoroughly check the product prior to installation. The tray must be water tested before installation. Once installed the tray's quality is deemed to be accepted. While every effort has been made to ensure that the quality of this product meets the required standards , it is the sole responsibility of the installer to ensure that the shower tray has been thoroughly examined and tested prior to its installation.

#### **Shower tray use and maintenance:**

Any residue remaining on the shower on the shower tray after use should be cleaned with a soft cloth or sponge saturated with liquid cleaning detergent.

Do not use substances containing abrasive components, as they may damage the surface area of the shower tray. The surface of the tray should be protected against organic solvents, acetone, fire or sources of high temperature as well against being hit with sharp objects.

Filling the product starts with cold water and temperature of hot water should not exceed 55 degrees Celsius.

#### **Guarantee terms:**

- 5 years preserving colour
- 24 months for other elements

#### **Guarantee does not cover:**

- a) Chemical and mechanical damage to the shower tray,
- b) Damages resulting from:
  - Modifications or construction changes made by the user or third parties,
  - Incorrect installation or use, or use that is not in accordance with the instructions provided,
  - Intentional damage to the product,
  - Activities included in the service manual that the user is obliged to perform on their behalf,
- d) Damage caused by improper use.

Claims concerning visible production faults will not be dealt with after installing the shower tray.

Shower tray need to be installed according to the fitting instructions on the small screws included in the package of the shower tray, while on floor installation. Otherwise no claims connected with wrong installation will be accepted by the producer. The manufacturer shall not be liable for any damage to bathroom finishing elements, such as ceramic tiles, skirting boards, grout, wall and floor coverings, resulting from the removal of the shower tray. The risk associated with removal shall be borne by the user or the entity performing the work.