

## Installation Instructions and Care and Maintenance

### Important Note:

- Installation must be undertaken by a licensed plumber and must be installed in compliance with AS/NZS 3500.1 and AS/NZS 3500.2.
- If the product has not been installed in accordance with AS/NZS 3500.1 and AS/NZS 3500.2 instructions. The warranty will be invalidated and service will be charged for.
- Do not use cement or cement mix to bed pan as this will void the warranty
- Please open the boxes and remove all components and inspect for damage. If damaged do not install and contact your supplier.

### Toledo Close Coupled Wall Faced Suite

#### 1. Pan Preparation and Installation

- a) Remove the connector from the box and without wall bracket, fit into sewer pipe. Measure from the back of the closet to the end of the "P" trap and add 40mm. Use this distance to measure, extending from the wall and mark a line on top of the connector. Remove the connector from the sewer pipe and cut at this mark. Remove the flange and rubber from the discarded section of connector and refit to the cut end of the connector and relocate in the sewer pipe.
- b) Measure from the wall to the inside of the bracket boss and cut the bracket connecting tube to that measurement. Fit the connecting tube to the Pan connector and attach the stabilizing bracket. Refit the assembly into the sewer pipe and mark the position of fixing screws. Drill fixing screw holes and set the assembly aside
- c) Remove the cistern fixing lugs from the packaging and install in the pan cistern platform, and tighten the nuts.
- d) Move the pan into position and line up with the center line of the sewer pipe. Using a lead pencil, mark a line around the foot of the pan and mark the position of the floor bracket centers. Remove the pan and measuring in 50 mm from the outline in line with the bracket hole centers, position the fixing brackets and mark the position of the bracket screw holes. Drill the screw holes and fix the brackets to the floor.
- e) Connect an approved flexible hose to the stop cock and turn on the water supply allowing any residue within the lines to be flushed into the sewer. Turn off the water supply and feed the hose through the hole in the side of the pan and up through the hole in the cistern fixing platform. *(skip this stage for back inlet cistern applications)*
- f) Position the pan connector assembly into the sewer pipe and screw to the wall. Apply a small amount of dish washing liquid to the rubber seal of the

connector. Line the pan up with the connector and slide back to the wall ensuring the pan outlet engages with the connector.

- g) Fit the screws through the side holes in the pan into the floor brackets and tighten. Fit the cover caps over the screw heads.

#### 2a. Bottom Inlet Cistern Installation

- a) Place the cistern on its face, base towards the wall, on top of the pan and connect the flexible hose. Holding the inlet valve closed, turn on the water supply and ensure there are no leaks. Turn off the water supply. Ensure the cistern/pan seal rubber is correctly positioned on the outlet valve and lift the cistern into position onto the pan platform. Insert the fixing screws from the inside of the cistern, through the holes in the base of the cistern into the brass lugs, and tighten. Fit the cistern lid and insert the button through the hole in the lid
- b) Turn on the water supply and fill the cistern, and flush a few times to ensure correct operation and no leaks.
- c) If necessary adjust button stalks to achieve correct flush without any run on of water

#### 2b. Back Inlet Installation

- a) Ensure the cistern/pan seal rubber is correctly positioned on the outlet valve and lift the cistern into position onto the pan platform. Insert the fixing screws from the inside of the cistern, through the holes in the base of the cistern into the brass lugs, and tighten. Fit the cistern lid and insert the button through the hole in the lid and tighten into the outlet valve assembly. *(Do not over tighten)*
- b) Connect a stop cock (not supplied) to the nipple protruding from the wall. Connect the flexible hose from the inlet valve to the stop cock. Turn on the water supply, fill the cistern with water, flush a few times and check for leaks.

#### 2. Installation of seat

- a) Remove the seat and fittings from the packaging. Insert the top fixing plugs into the seat bolt holes. Place the hinge blocks over the holes and loosely fit the screws.
- b) Fit the seat onto the hinge pins and slowly allow the seat and cover to lower to the closed position. *(Do Not Force the Seat Down)*
- c) Adjust the position of the seat to line up with the rim of the pan and tighten the seat fixing screws.
- d) Lift the seat and cover to the open position and remove the seat from the hinge pins by depressing the two chrome buttons.
- e) Place the stainless-steel covers over the hinge blocks and refit the seat to the hinge pins. Allow the seat to lower to the closed position.

### 3. Clean up and finish

- a) Clean up all pencil lines and run a bead of Silicone around the foot of the pan.
- b) Fit the cistern lid to the top of the cistern.
- c) Wipe down the entire installation with warm soapy water and rinse with clean water.

### Adjustment of Flush Volume

**NOTE:** The cistern has been pre-set in the factory to flush the correct volumes for both full and half flush. It is recommended that only qualified plumbers make any adjustment as changes in settings may result in failure to flush.

### Care and Maintenance

The Toledo wall faced suite is a high quality, high efficiency, vitreous china pan and cistern with a high-quality Urea slow close seat and cover. The valve internals in the cistern have been pre-fitted and adjusted to 4.5-liter full flush and 3-liter half flush. The cistern and fittings have been checked for leaking and performance before leaving the factory. No further adjustment is required.

- Use only warm soapy water to keep the surface clean and shiny.
- Do not use abrasive cleaners as these may scratch the surface of the product.
- Do not use acidic or corrosive cleaners.
- Do not use additives within the cistern as these may have a detrimental effect on the cistern internals.
- Do not make any adjustments to the cistern fittings.

***\*Any breach of the above instructions void any warranty claims.***

### Troubleshooting

#### • **Water is leaking into Pan (1)**

Water level is set too high – Readjust the inlet valve height to lower the water level or adjust the overflow pipe height.

#### • **Water leaking into Pan (2)**

Outlet valve seal is leaking – Remove outlet valve from cistern and inspect sealing rubber for damage or contamination of foreign material, replace if damaged, clean and refit – if leak still evident replace seal.

#### • **Water Leaking onto Floor (1)**

Water Connection is leaking – retighten water connection or replace connector fittings (Copper pipe or Flexible hose)

#### • **Water Leaking onto Floor (2)**

Leaking from between the pan and cistern – remove the cistern from the pan and inspect the alignment and/or condition of the cistern/pan rubber seal – realign or replace and refit cistern.

#### • **Water on Floor – Not from cistern**

Check Pan Connector to ensure pan trap has engaged correctly.

### RETURNS AND WARRANTIES

Heirloom Toilet Suites carry the following warranty period on manufacture and materials:

- (a) Toilet Suites (All Cisterns & Pans) 10 years replacement product workmanship warranty
- (b) Seats, flush buttons, hinges, valves 12 month workmanship warranty

Warranty apply to faults or defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, installation damage, installation that does not follow the companies recommendations, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water temperature, or neglect of any kind of the Products. Any changes to the Product as supplied. Repairs of the Products other than by an accredited or licensed service agent or technician approved by Heirloom are not covered. Warranty extends to product only and does not include labour or consequential loss

For detail refer to [www.heirloom.co.nz](http://www.heirloom.co.nz)

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