



### Operation

### General Cleaning

Bristan products are made from premium materials, with hand polishing and electroplated, PVD or EPD finishes'

Your taps or shower should be regularly cleaned with warm water, a mild pH-neutral liquid soap, and polished with a soft cloth. Any residues from soap, toiletries etc. should be rinsed off straight after use.

Household bleaches and cleaners contain harsh chemicals and may damage the surface finish. Avoid using abrasive cloths, scouring pads, scrub sponges, steel wool or anything similar.

### Temperature Setting

- Turn flow handle on for the handset and turn the temperature handle to maximum letting temperature stabilise.
- Remove temperature handle.
- Turn cartridge spindle clockwise to decrease the temperature. Turn cartridge spindle anti-clockwise to increase the temperature.
- Reverse steps 1-2 to reinstall the cartridge and handle.

### Maintenance - Cartridge Cleaning

- Remove temperature and flow handles.
- IMPORTANT** Isolate the water supply before starting! Remove nut and diverter cartridge.
- Remove temperature stop, and cartridge by undoing the grub screw on the bottom of the valve.
- Remove O-rings and soak all components in de-scaler and wash off in clean water. Examine all seals and replace if needed. Use WRAS approved silicon based grease on all seals.
- Reverse the steps to replace the valves and handles.
- Follow the Temperature Setting steps to reset your maximum temperature.

**REMEMBER** To service your product!

### Troubleshooting

Symptom	Cause	Remedy
No flow or low flow rate	Partially closed isolation valve.	Open isolation valve.
	Instantaneous water heater cycles on and off as flow rate or pressure is too low.	Increase water flow rate or pressure through system.
	Head of water is below the minimum distance required.	Refer to the specification for the minimum distance required.
	Are the water supply pressures balanced?	If pressures are unbalanced, a pressure reducing valve should be used for optimum performance.
	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 shower.
	Airlock or partial blockage in the supply pipework.	Flush through pipework and filters to ensure removal of debris and any airlocks.
	Hot/Cold water supply has failed	Check the hot and cold feeds. The shower will not work if either fails.
Maximum Water Temperature too Hot/Cold	Maximum Water Temperature needs adjusting.	Refer to the Temperature Setting section to set your desired maximum temperature.
Outlet Water Temperature too Hot/Cold	Filter/pipe blockage	Flush through pipework and filters to ensure removal of debris and any airlocks.
	Installation conditions outside operating parameters.	Refer to the specification for the minimum distance required.
	Hot water temperature is less than 10C above the required blend temperature	Adjust hot water temperature or wait for water to reheat if a stored water system is used.
	Instantaneous water not igniting because the water flow rate is too low.	Increase water flow rate through the system. Refer to the Maintenance section to clean/check the cartridge and filters for any damage. Contact your boiler manufacturer.
	Instantaneous water not igniting because the water pressure is too low.	Refer to the specification for system requirements. Increase water pressure through the system. Contact your boiler manufacturer.
Only hot/cold water from Shower Valve	Inlet water supplies are reversed.	Check the water inlet connections are the correct way around: Hot on the left, Cold on the right when viewed from the front. Rework pipework as necessary.
	Filter/pipe blockage	Flush through pipework and filters to ensure removal of debris and any airlocks.
Water dripping from shower	This is normal for a short time after using the shower.	This is caused by residual water tension, the build up of water in the shower.
	If water continues to drip, possibly due to the cartridge	Remove cartridge and clean, refer to 'Maintenance' section before starting any maintenance.
Shower does not turn on	Closed isolation valve.	Open isolation valve.
	Mains water supply turned off.	Turn on mains water supply.

### 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](http://www.bristan.com/register).

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](http://www.bristan.com/service-centre/guarantees).

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