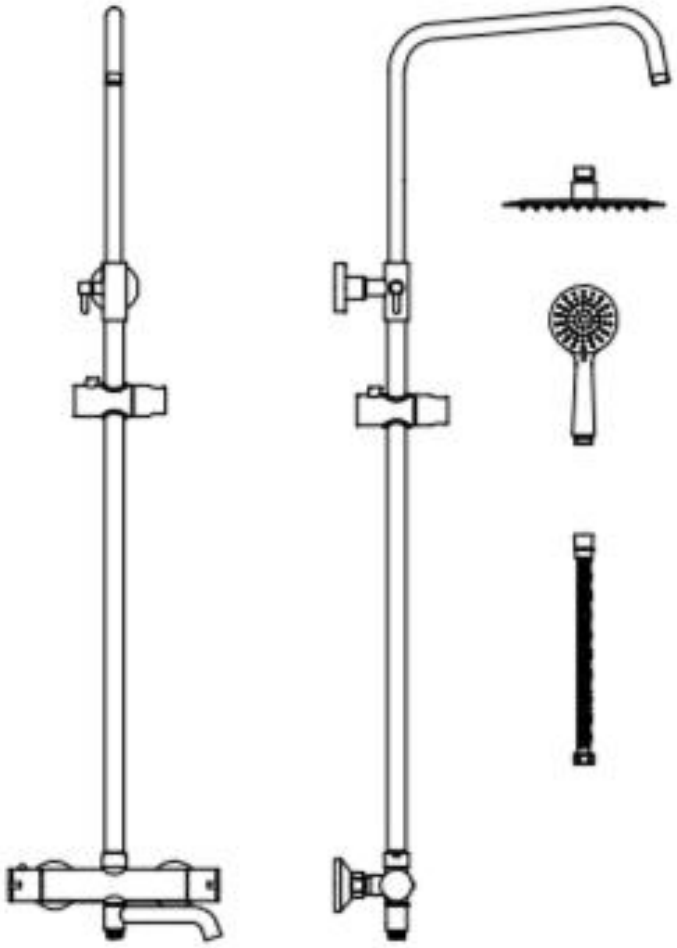
USER MANUAL

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

better bathrooms

Product name -Thermostatic Exposed Shower With 3 Outlets



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

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

V1_03. 07. 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.

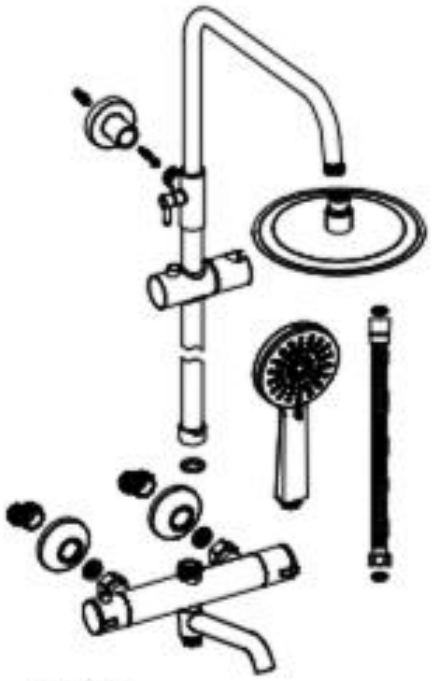
We hope your new product exceeds your highest expectations. However, if you experience any problems, please:

- **log in to your account and contact our customer services team via your self-serve portal-betterbathrooms.com/CustomerAccount/Login.**
- **contact us via-betterbathrooms.com/content/contact-us.**

Important information

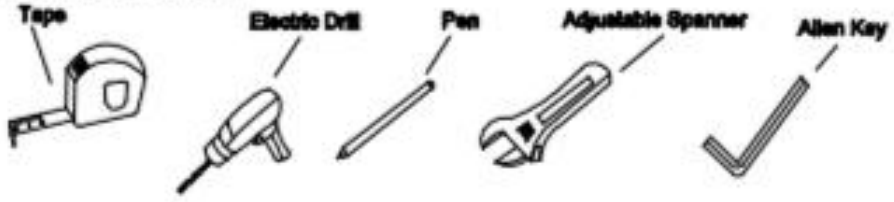
- Please read these instructions thoroughly and retain for future reference
- Water pressures must be balanced.
- Always ensure to flush the system prior to installation.
- This head includes a flow restrictor to protect the shower head from damage in high water pressure environments. We do not recommend that it is removed as water high pressure can damage the shower head. Note that high internal water pressure can be caused by clogged nozzles. We do recommend that Nozzles are kept clean of limescale to ensure the best showering performance.

Min Pressure:0.5 bar,MaxPressure:10 bar,
Recommended Range 1 bar and 5 bar.
Hot Supply Temperature:55-65 °C
Cold supply Temperature:5-25°C
Parts / Diagrams

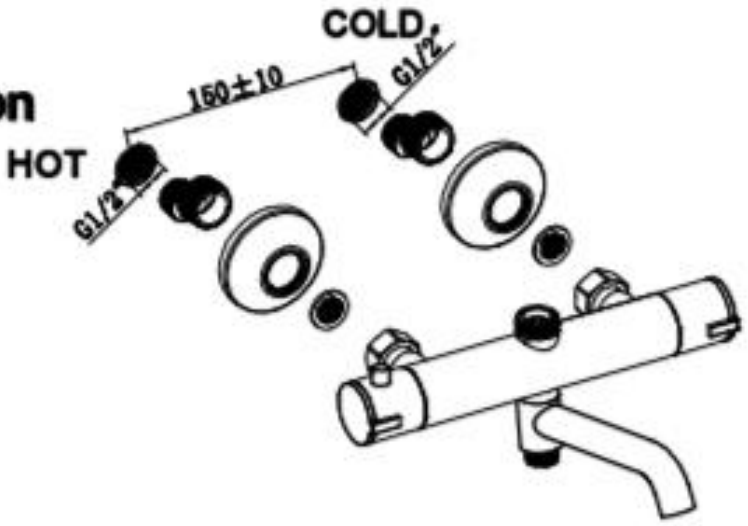


Tools required

- **Protective cloth**



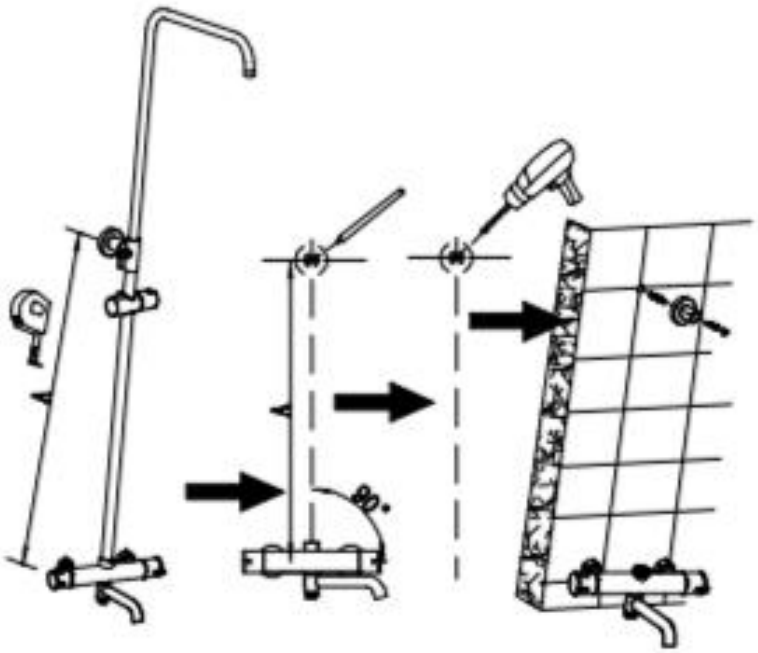
Installation



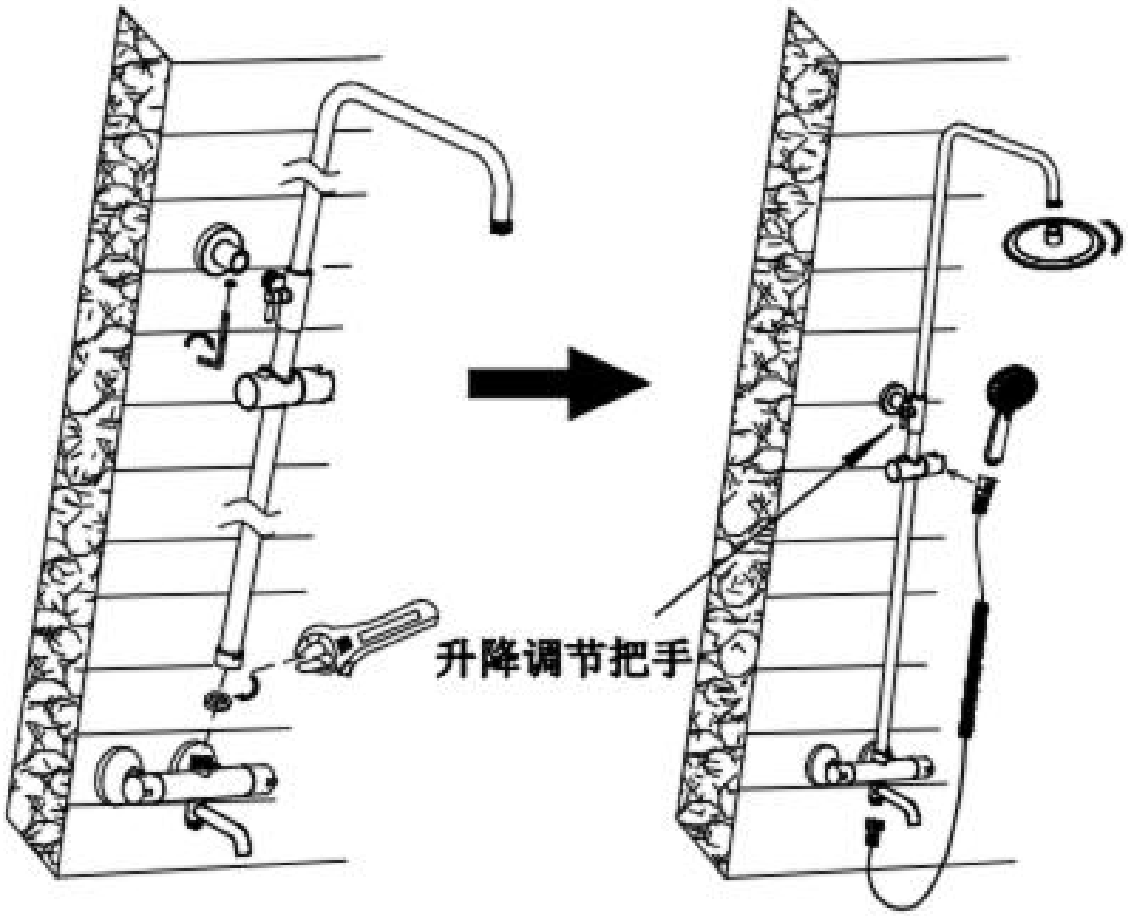
The valve should be installed in accordance with the water bye-laws. For further details refer to the latest copy of Water Bye-laws guide or your local water authority

1.Seal with an appropriate sealant on off-set connectors.Fit off-set connectors to the water inlets in the wall,then screw the concealing covers onto the off-set connectors until they come into contact with the wall .

2.Place filter mesh inside both inlets connectors of thermostatic valve. Fix the connector of shower valve to the offset connectors with spanner.Please use a cotton sheet inside of spanner in case of any scratches. Make sure hot inlet on the left and cold inlet on right ,otherwise it will affect the performance.



3. **Measure the installation height of the shower kit with tape.Mark** one hole **in required position with pen.Drill** hole **properly with electric drill and place the wall** plug **into the** hole.Always **check before drilling that no cables or pipes can be damaged. Fit the connector to the fixing plate and cover.**



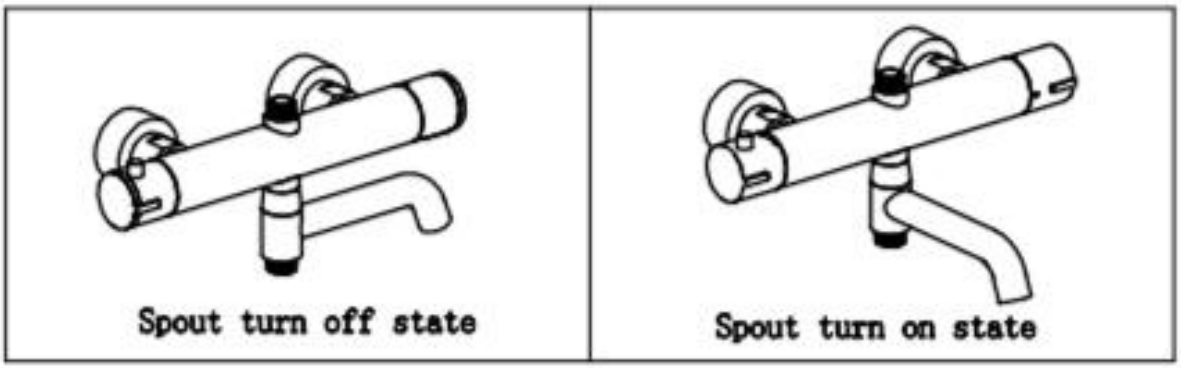
4.Align the shower valve and connector and tighten the nuts using an adjustable spanner.Fit screw to the fixing plate with allen key then secure the rail to the wall

5.To adjust the rail height, loosen the small lever on the side of the rail and pull the top section of the rail upwards to a suitable height, take care not to over extend as this will damage the seal and cause the rail to leak.

6. Make sure there is rubber gasket in both end connector of shower hose. Connect round end of the shower hose to the outlet of the shower valve, and the cone end of the hose to the hand shower.Head shower to the top of sliding rail (ensure to fit the seals).
Turn on the water supplies, and check for correct operation.

Please note: Screws and plugs supplied are for masonry only, for any other structure a suitable plug and screw must be used.

Operation Section



OPERATION
To turn the thermostatic valve ON and OFF: rotate the right handle on the mixer to choose the outlet according to the icon from the handle.
To control the temperature, rotate the left hand as indicated on the mixer, to exceed the 38°C temperature, rotate to the stop position, press the button and continue to turn.

As shown in the above Fig, the spout in the middle position turn on the water flow, and turn to the right means turn off the water flow. Please avoid using excessive force when operating the outlet to prevent damage.

TROUBLE SHOOTING.

1.Output water temperature does not correspond with temperature set
Cause: Hot Water temperature too low.
Remedy: Adjust the water heater , increase hot water temperature to 65 °C.

2. Cross flow, cold water being forced into hot water pipe, or vice versa, when valve is closed.
Cause: Non-return valves dirty or leaking
Remedy: Turn off the water supply, remove the thermostatic valve from the off set connector, and clean the check valve with running water. Once done, re-install it onto the off set connector.

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 flow from the bottom spout is very slow
Cause: debris from aerator.
Remedy: unscrew the aerator on the bottom spout and clean it.

MAINTENANCE (THERMOSTATIC CARTRIDGE)

*** After a period of use of the thermostatic mixer, there will be some waste or debris from the water pipe on and around the thermostatic cartridge,which will affect the flow and sensitivity of the thermostat. Please take out the thermostatic cartridge and clean the cartridge strainer.Before removing any parts please turn off water supply.**

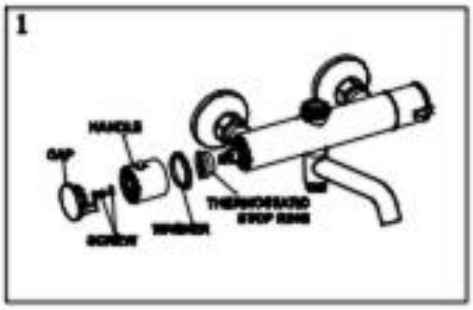
*** To avoid damage, please remove all chrome parts before any maintenance takes place.**

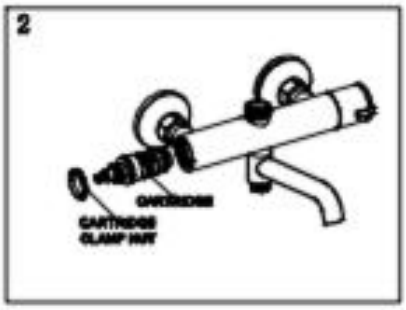
1) Take off the cap,untighten the screw,to remove handle and washer.Remove the thermostatic stop ring and take not of the position for replacing.(See Fig. 1)

2) Untighten the cartridge clamp nut to take out the cartridge.(See Fig. 2)

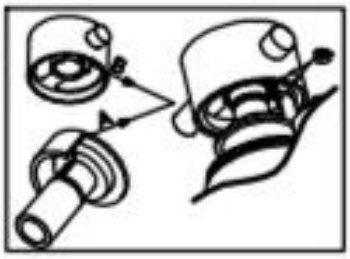
3) Wash the cartridge with clean running water, dry and lightly grease the seals (only use silicone grease).

4) Replace the cartridge and make sure it back to the primary position.





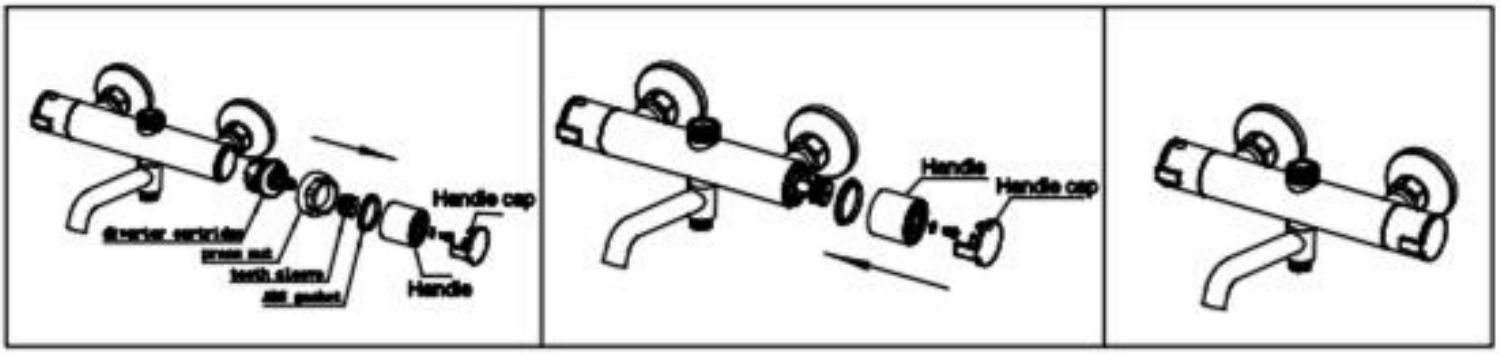
Your product is factory set under balanced pressures, with specific inlet temperatures, as your site conditions may differ, the temperature stop position may require re-setting to achieve at 38 °C. Tumn the handle to the stop position, remove cap and loosen grub screw,inside handle, pull the handle from the mixer. DO NOT remove the plastic stop ring.Tum the spindle until the 38 °C is achieved, once this has been reached. Fit the stop ring and handle body with part A and B (fix stop ring aligned).Then screw to tighten handle, and then cap on the handle.



MAINTENANCE (DIVERTER CARTRIDGE)

Turn off the water supply. As shown in the figure below, take out the handle cap, loosen the screw, remove the handle, plastic gasket, tooth sleeve, and loosen the press nut, then take out the diverter cartridge.
Install the new diverter cartridge, press nut, tooth sleeve, plastic gasket, handle and screw as shown in the figure below. Turn the handle for several times to check if it works and then put back the handle cap.

Installation completed.



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.