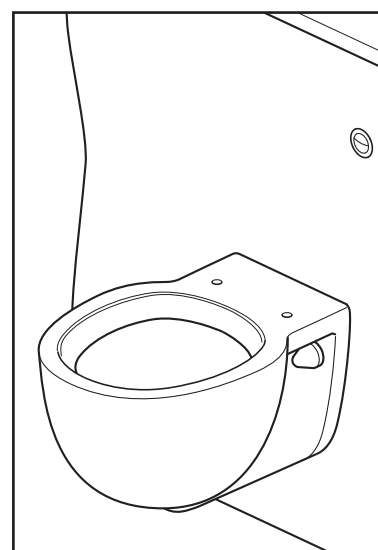
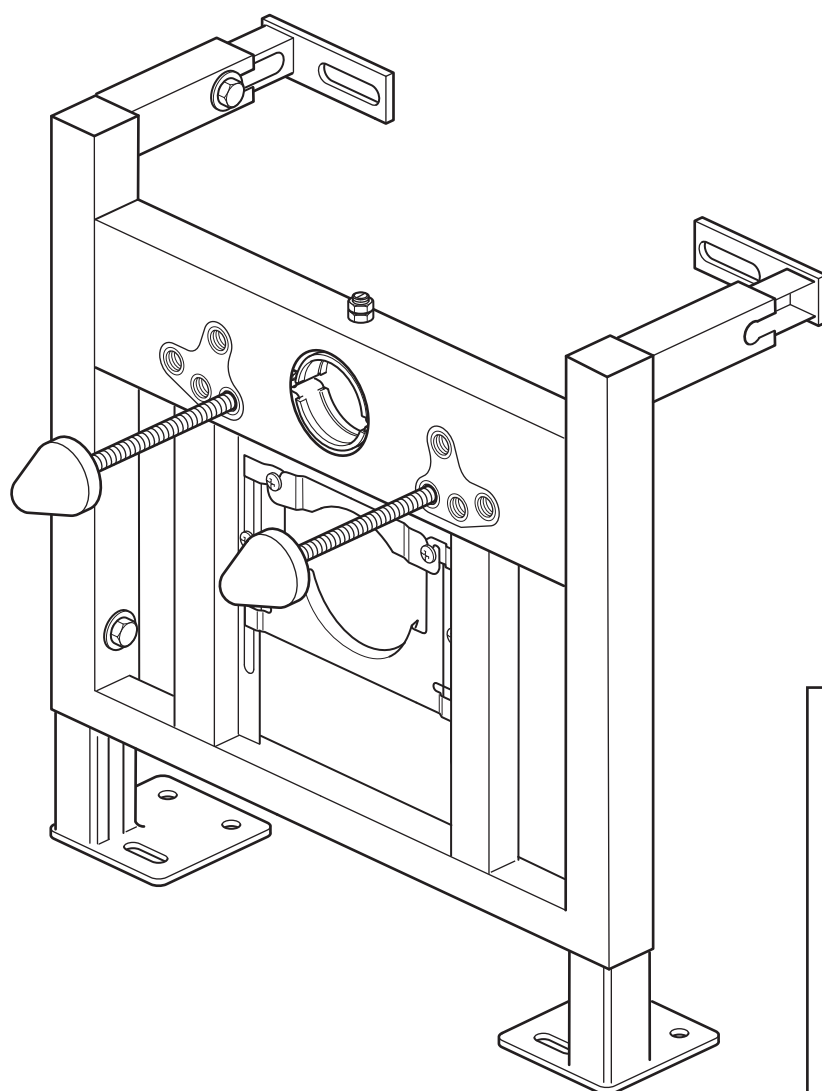


## Planning Information &amp; Installation Instructions

# S Frame WC Support

Concealed support frame for wall hung WCs



Bathstore recommends you watch the installation video on our website at  
[www.bathstore.com](http://www.bathstore.com)

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## WC Support Frame

Please read these instructions carefully before commencing installation and keep in a safe place for future reference.

## Plumbing

Any plumbing work should be carried out by a qualified professional plumber.

## General Advice

Check the pack contents to ensure you have all the items required before starting.

Ensure you have any additional parts required (WC, cistern etc).

You must ensure there is access to the connections behind any partition walls.

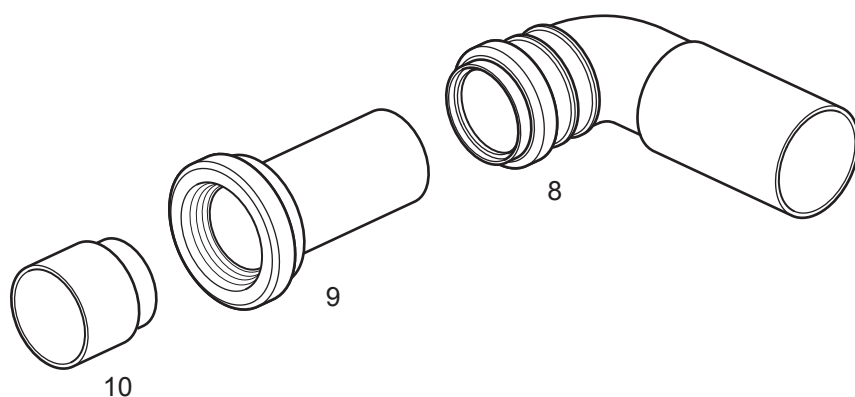
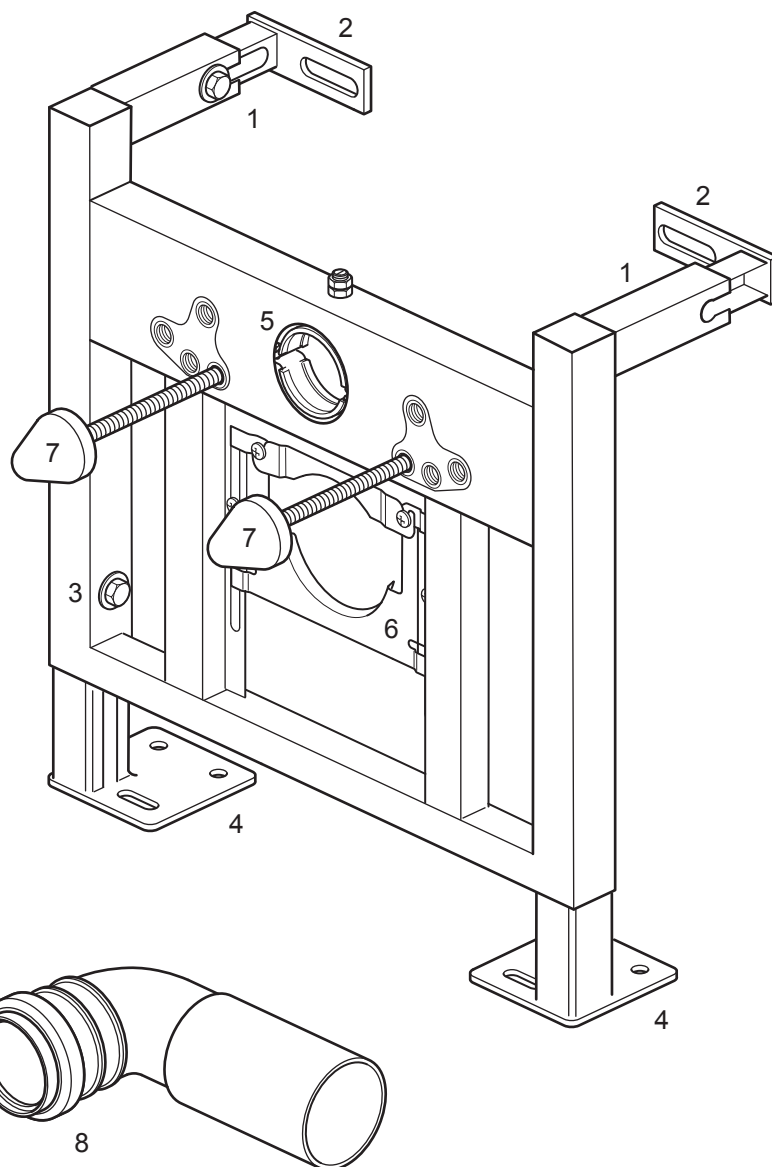
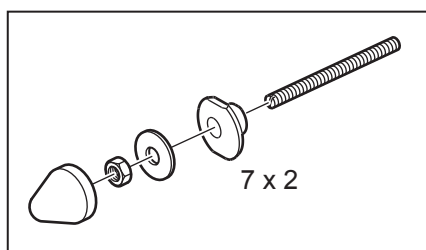
## Safety Advice & Warnings

- If any of the components are damaged or missing, do not install and contact Bathstore immediately.
- The manufacturer shall have no responsibility for failures resulting from improper installation.
- Check for hidden pipe work and/or cables before drilling or cutting into walls, floors or ceilings.
- Use wall/floor fixings that are suitable for your wall/floor types and are strong enough for the purpose.
- Any plumbing work should be carried out by a qualified professional plumber.
- DO NOT attempt to lift heavy items by yourself - LIFT WITH CARE.
- Keep children and pets away from the installation area.
- Keep your working area clean and tidy.
- Wear safety glasses and gloves when installing.
- Always follow the safety instructions provided with tools.
- DO NOT carry sharp tools in your pocket.
- This product should not be discarded with normal household waste, but taken to your local collection centre for recycling.
- Please correctly dispose of packaging properly after installation, recycle where possible.

## Contents

### WC Support Frame Parts

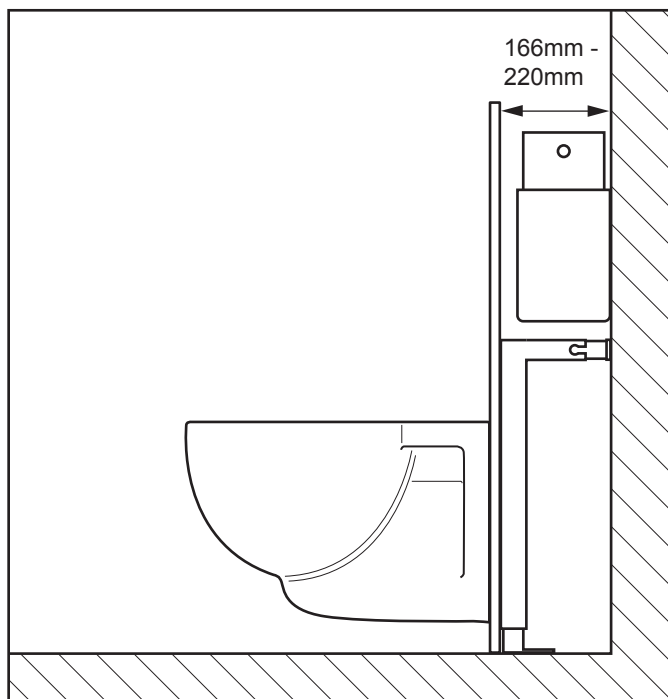
1. Wall Adjustment Bolts x2
2. Wall Brackets x2
3. Height Adjustment Bolts x2
4. Floor Brackets x2
5. Water Inlet Bracket x1
6. Soil Pipe Clamp x1
7. WC Fixing Bolts, Nuts, Washers & Covers x2
8. Soil Pipe x1
9. Waste Pipe Extension x1
10. Blanking Plug x1



### Items & Tools Required

WC, Cistern, Suitable Wall/Floor Fixings.

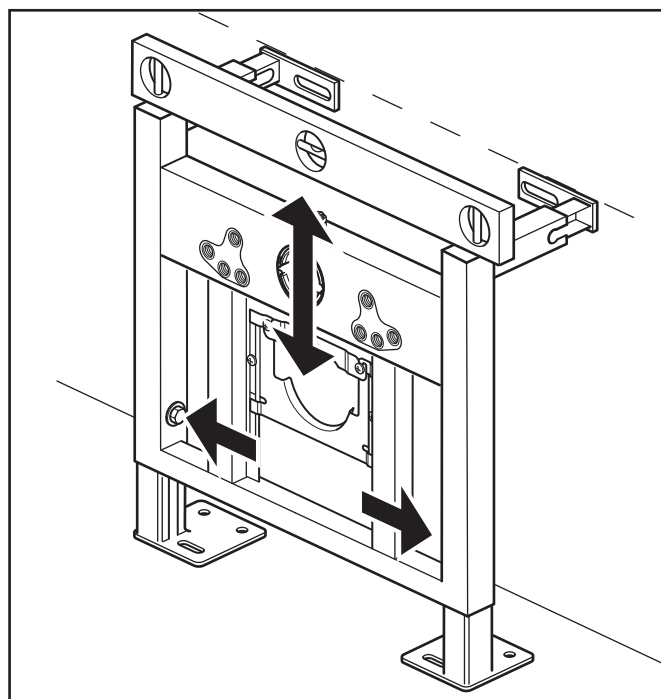
Plumbing Tools, 13mm & 17mm Spanners, Drill,  
Spirit Level, Tape Measure, Large Phillips Screwdriver,  
Flatblade Screwdriver, Saw (for pipework).



### Step 1

Plan the position of the WC. The recommended WC height is 400mm to the front rim. The maximum height will depend on the WC that is used and the end users requirements.

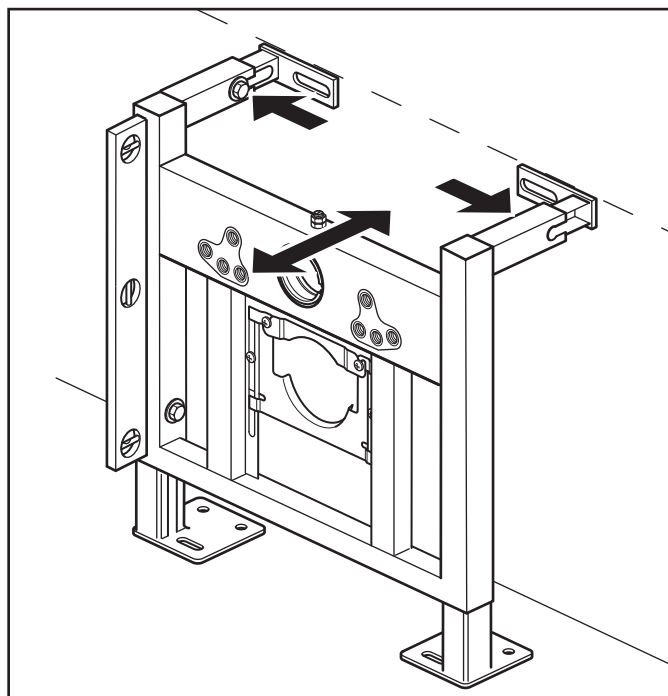
The distance from the wall may depend on the space requirements for a cistern etc.



### Step 2

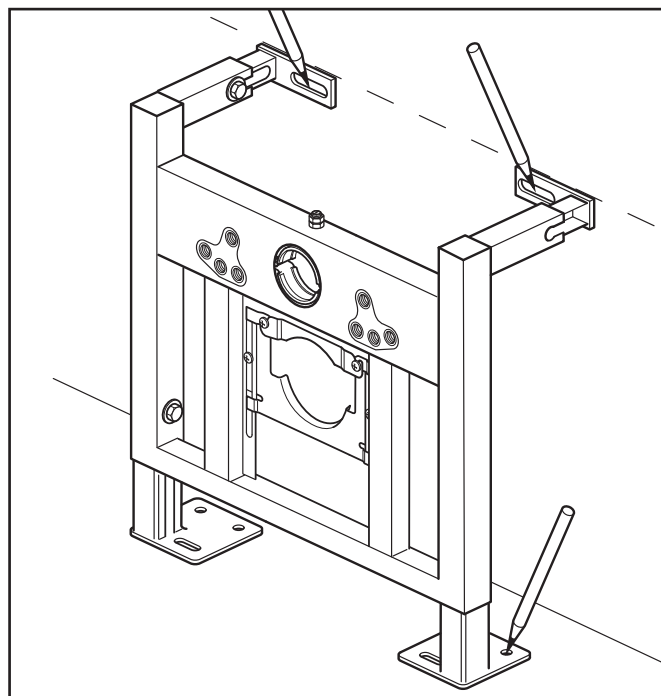
Place the frame against the wall in the required position.

Loosen the height adjustment bolts, set to the required height, check the frame is level and retighten the bolts.



### Step 3

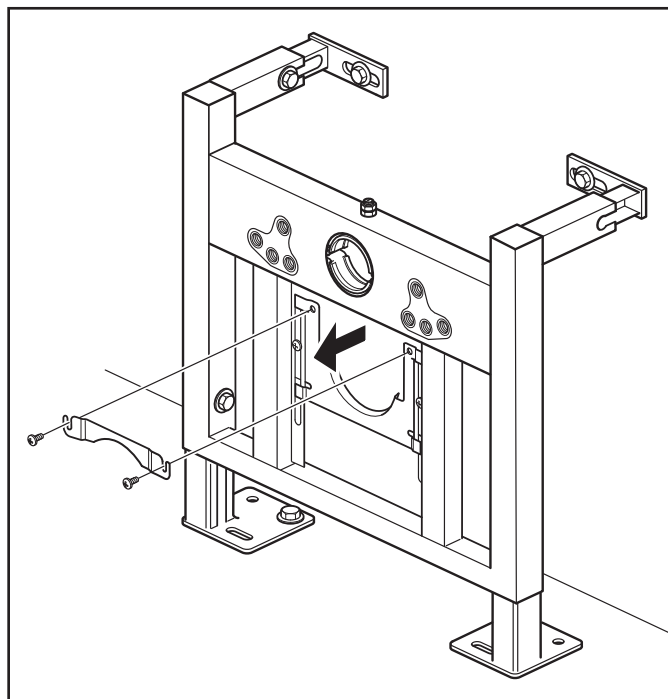
Set the required distance from the wall. Loosen the wall adjustment bolts, set to the required distance, check the frame is vertical and retighten the bolts.



### Step 4

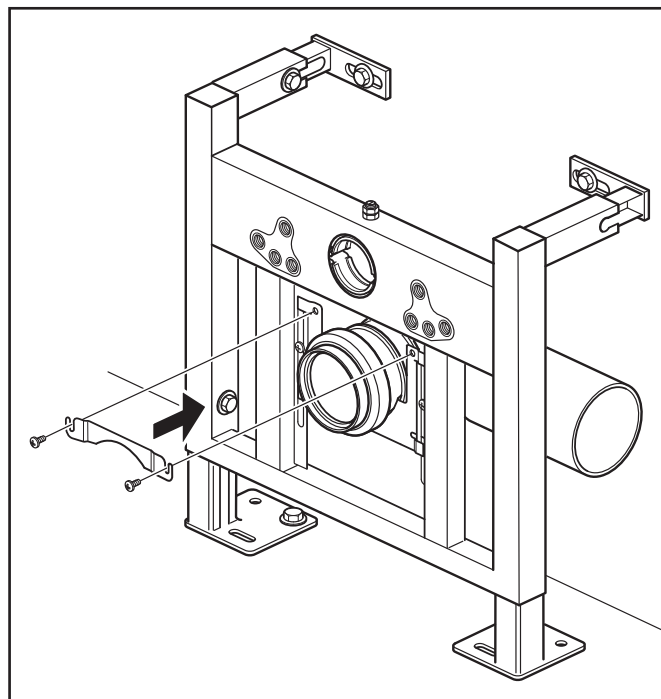
Mark the fixing positions on the wall and floor. Remove the frame and drill suitable holes for the fixings.

Attach the frame to the wall and floor using suitable fixings. Check the frame is level in all directions.



### Step 5

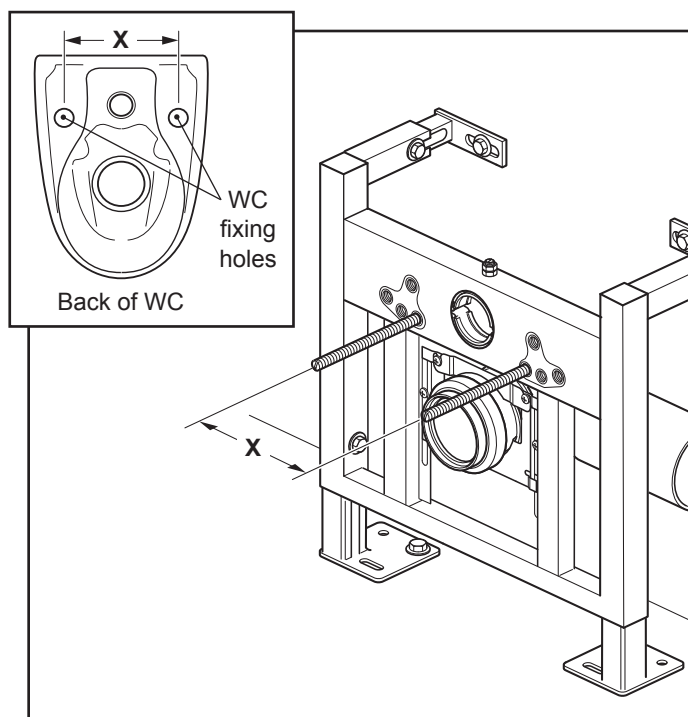
Unscrew and remove the top section of the soil pipe clamp.



### Step 6

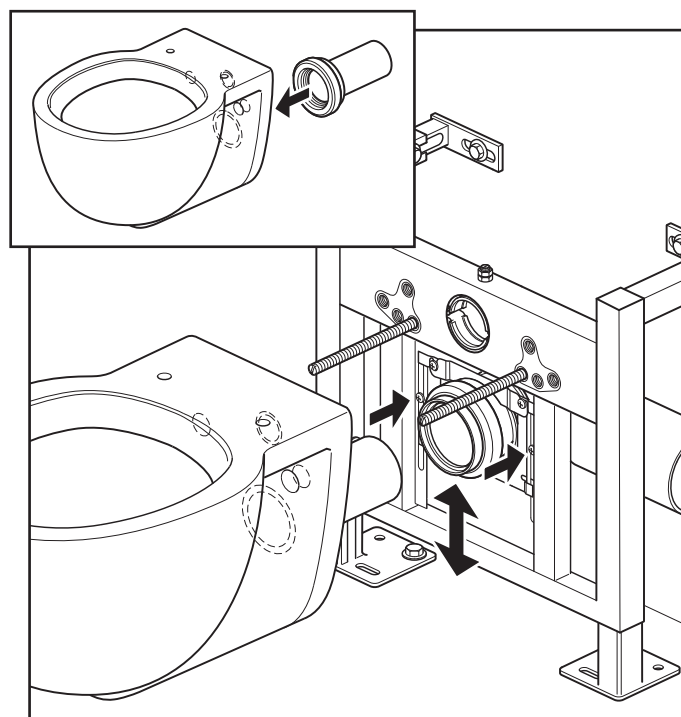
Position the soil pipe into the soil pipe clamp, ensure the back of the soil pipe is pointing in the correct direction.

Re-fit the top section of the soil pipe clamp.



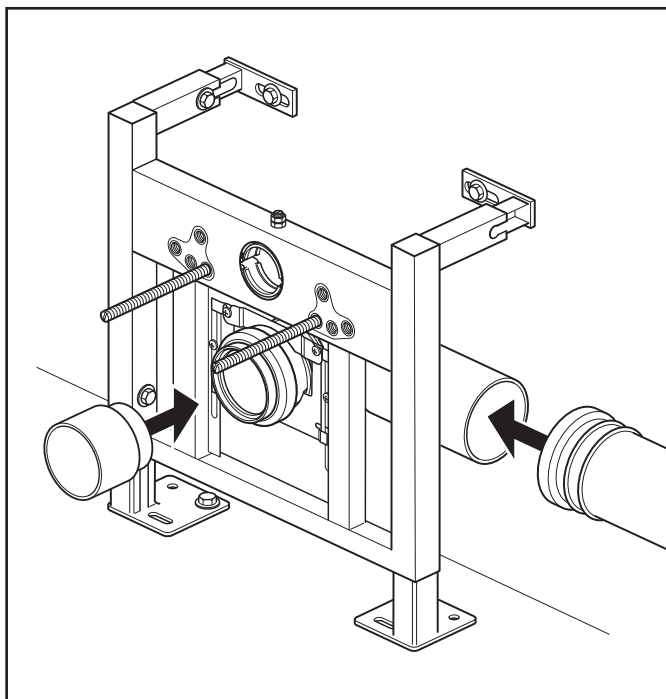
### Step 7

Measure the distance 'X' between the centres of the WC fixing holes. Insert the WC fixing bolts into the holes that match the WC fixing holes. The fixing bolts can be adjusted (in or out) using a large flatblade screwdriver to the length required - avoid them projecting too much.



### Step 8

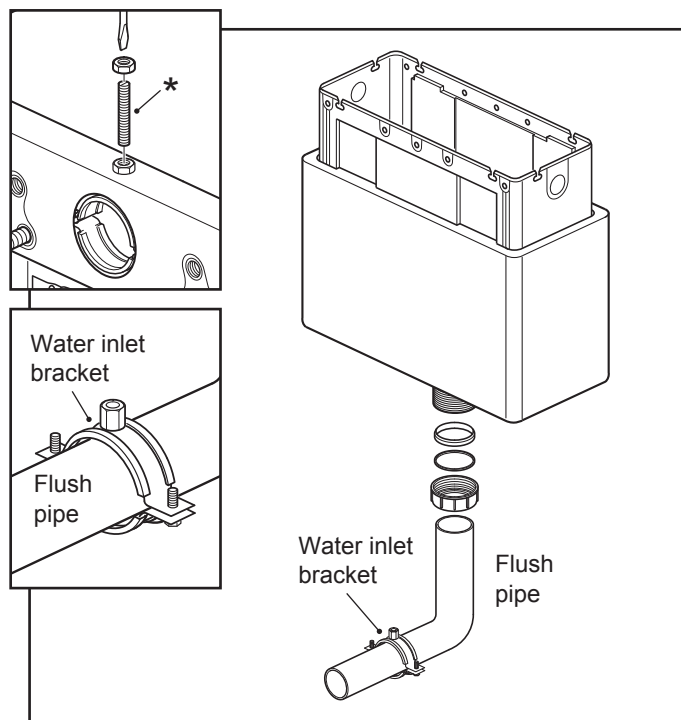
Push fit the waste pipe extension onto the back of the WC. Loosen the 2 soil pipe clamp adjustment screws. Carefully lift and position the WC onto the fixing bolts. Lift or lower the soil pipe/soil pipe clamp so it lines up with the waste pipe extension (on the back of the WC). Retighten the soil pipe clamp screws and remove the WC.



### Step 9

Connect the main soil pipe. Push fit the blanking plug into the waste pipe extension. Remove and refit as required (this will prevent odours escaping and stop debris falling into the main soil pipe during installation).

Secure the pipework in the void.

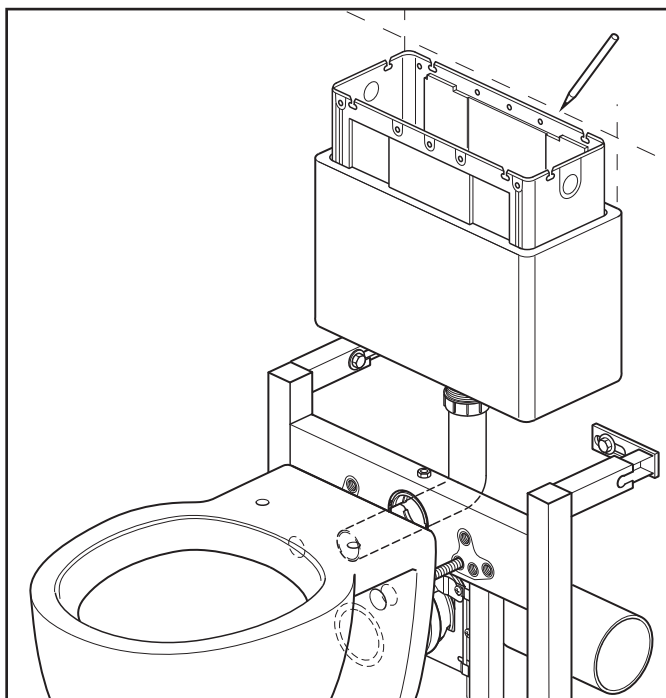


### Step 10

Remove the water inlet bracket from the frame by removing the top nut and using a flatblade screwdriver to unscrew the threaded bar (\*).

Loosen the bracket and slide over the flush pipe as shown.

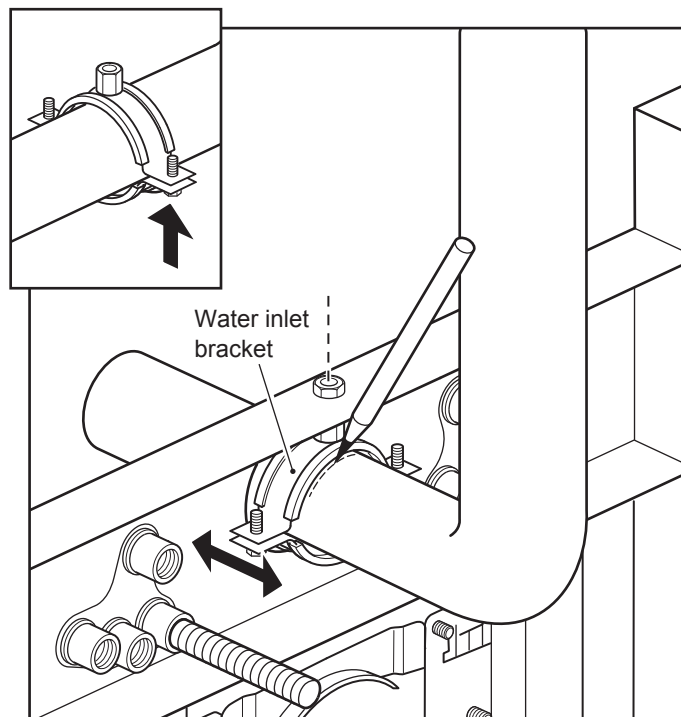
Prepare the cistern connections.



### Step 11

Place the cistern in position. **Note:** You may need to cut the flush pipe to fit the height required and for projection into the pan socket (remove any burrs).

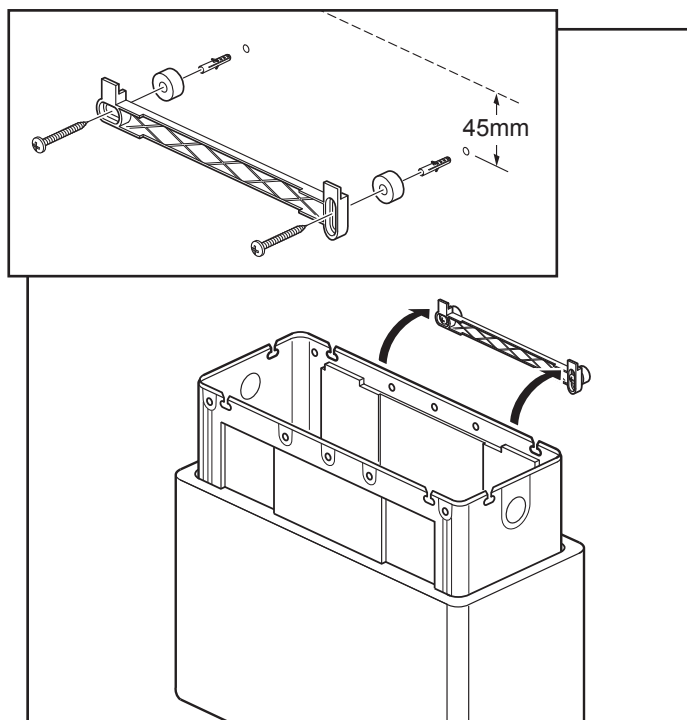
Ensuring the cistern is level, mark its top and side positions onto the wall.



### Step 12

Adjust the position of the water inlet bracket so the hole in the frame lines up with the hole in the bracket. Mark the position of the bracket onto the flush pipe.

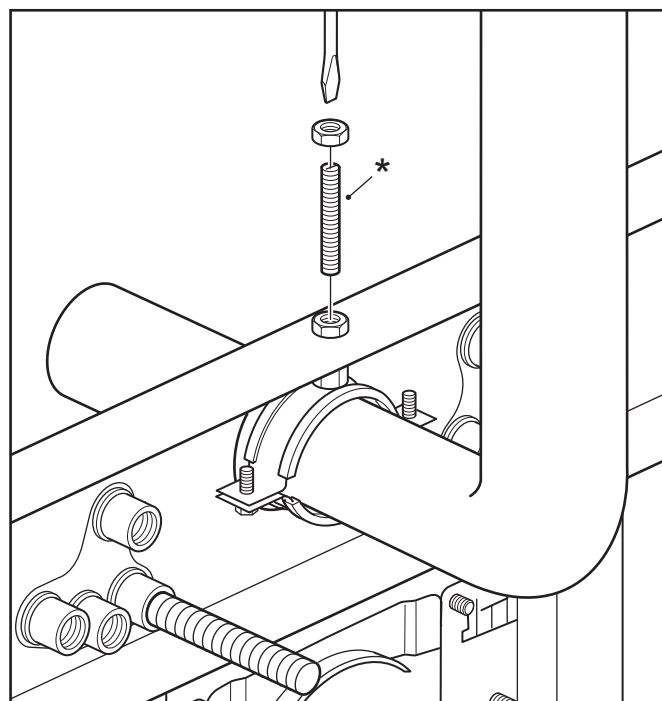
Remove the cistern and tighten the water inlet bracket onto the flush pipe in the marked position (see detail).



### Step 13

Measure 45mm down from the marked line. Position the cistern hanging bracket centrally and mark the fixing holes onto the wall. Attach the bracket to the wall using the fixings supplied. Insert the flush pipe into the water inlet bracket and hang the cistern on the bracket.

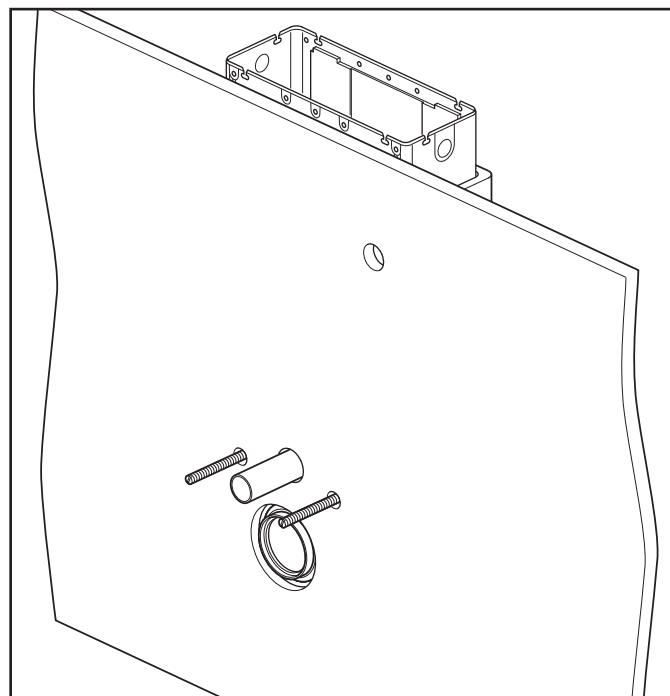
*The above applies to the 'Bathstore Universal Cistern'.*



### Step 14

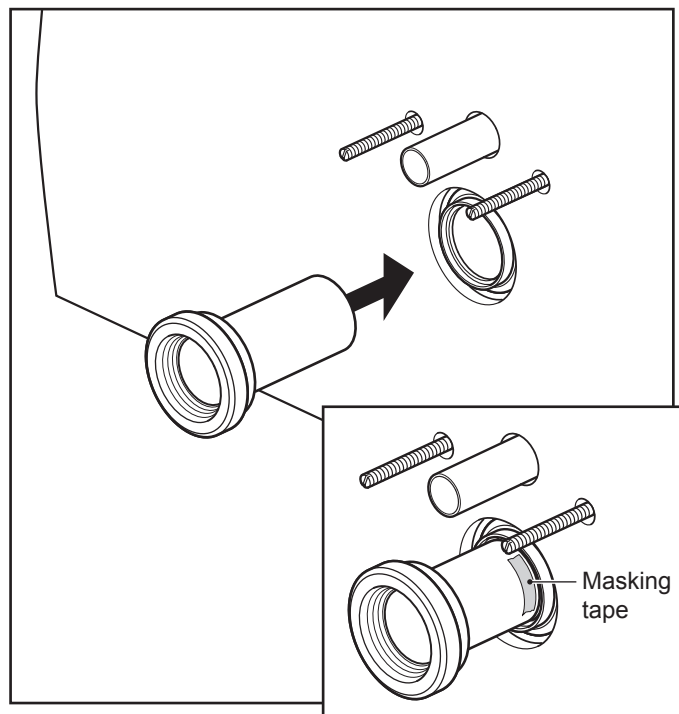
Using a flatblade screwdriver, re-insert the threaded bar (\*) down through the frame and into the water inlet bracket.

Re-fit the top nut to lock in place.



### Step 15

Build the partition wall, making the holes for the bolts and pipes. If required, tile the surface or apply the finish now.



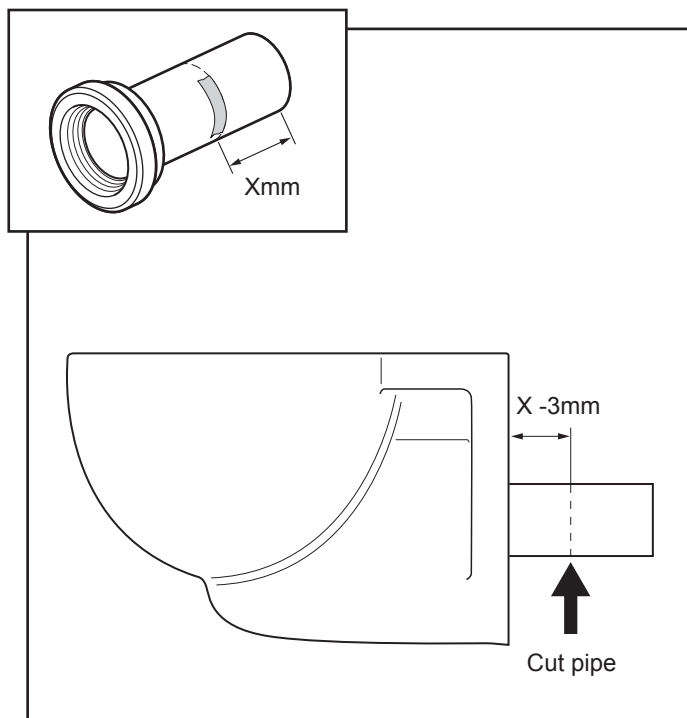
### Step 16

Remove the waste pipe extension from the back of the WC.

Push fit the waste pipe extension fully into the soil pipe.

Use masking tape to mark a line on the waste pipe extension flush with the surface of the partition wall. Remove the waste pipe extension from soil pipe.

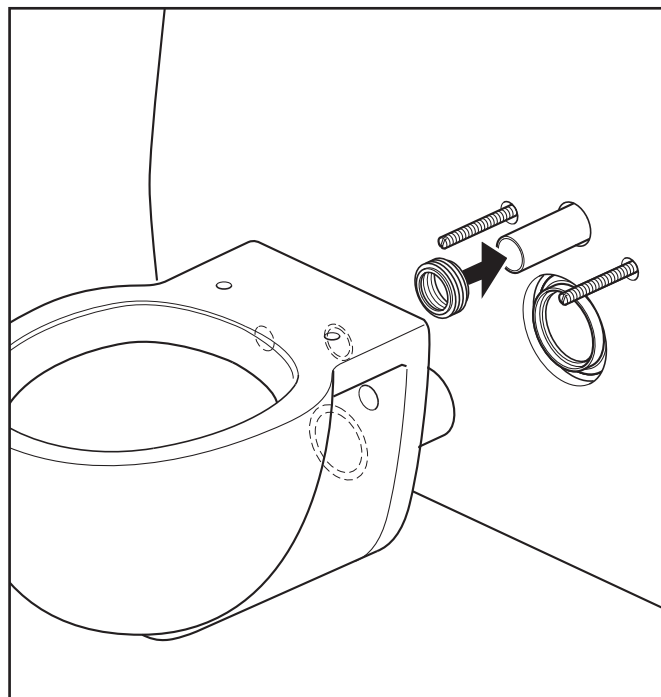




### Step 17

Fit the WC seat at this stage if it is not a 'Top Fix' design, fitting after the pan is fitted is very difficult.

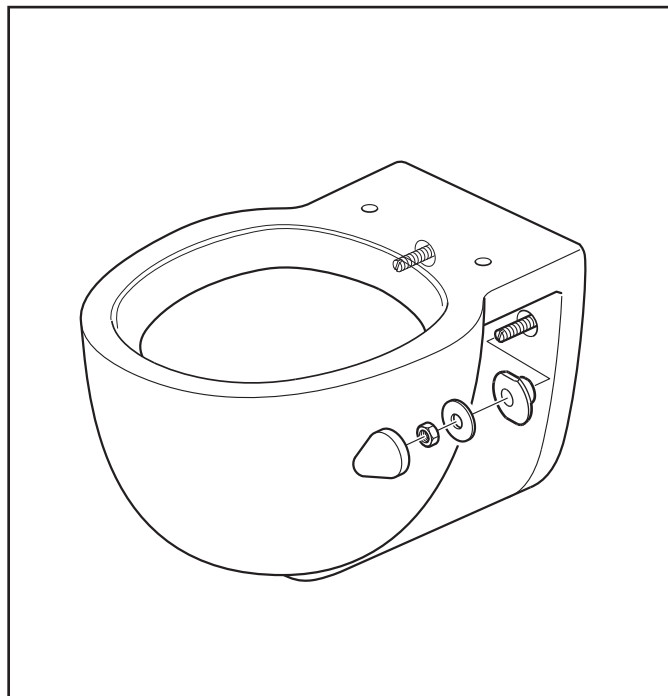
Measure the marked length of waste pipe extension (Xmm). This measurement **MINUS 3mm** is the length of waste pipe extension that is needed to extend from the back of the WC. Cut to length and remove any burrs.



### Step 18

Lubricate the outer rings of the flush pipe rubber seal (supplied with cistern) and push onto the end of the flush pipe.

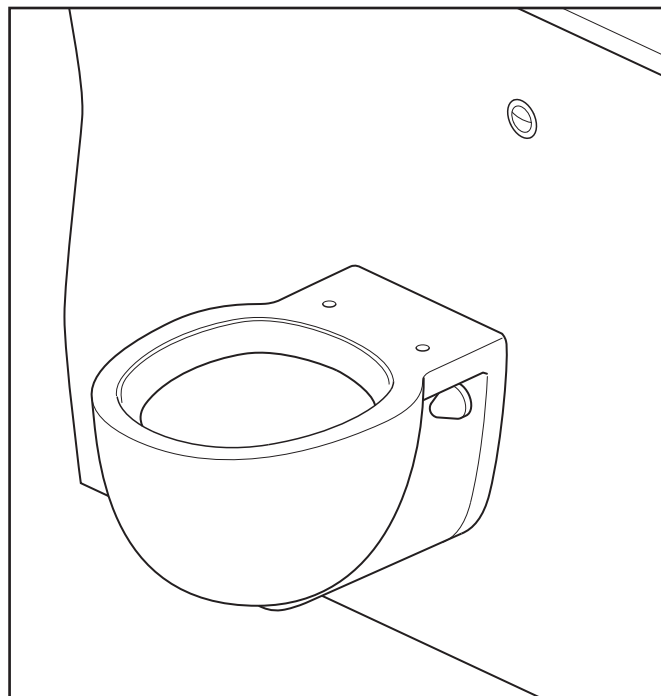
Carefully position the WC onto the fixing bolts, lining up the inlet and waste connections at the same time. **Note:** You may need to reduce the length of the flush pipe (remove any burrs).



### Step 19

On each side of the WC, place the plastic and metal washers onto the bolts, secure with the nuts and push fit the covers.

**Note:** The fixing bolts can be lengthened or shortened using a large flatblade screwdriver.



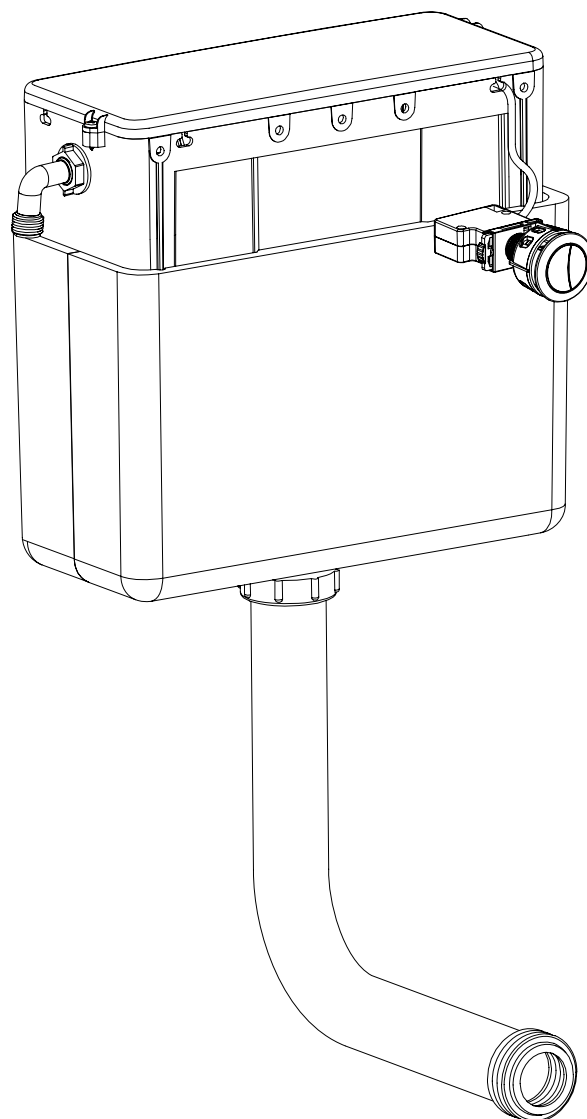
### Step 20

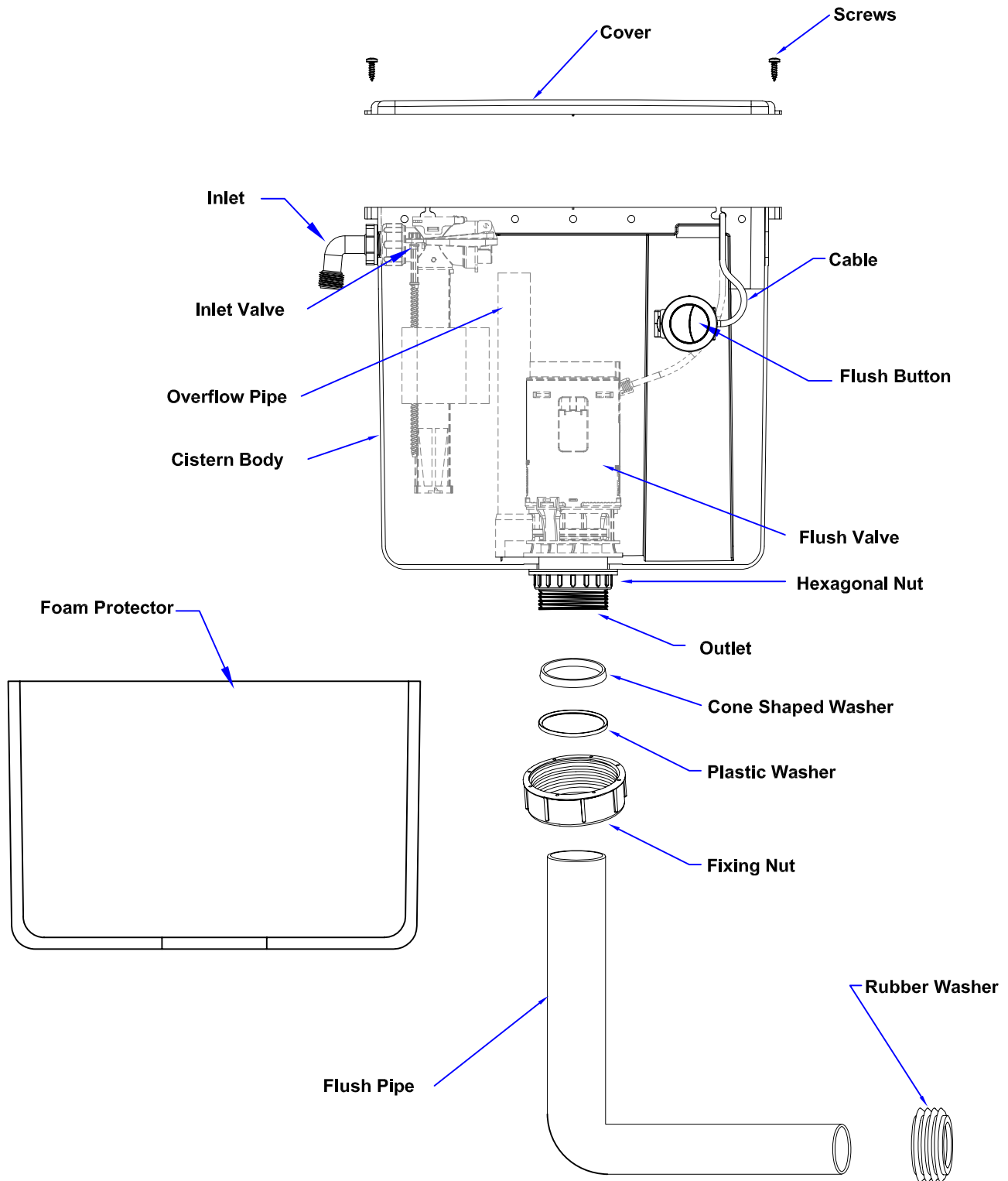
Finish the installation by water testing the inlet and outlet connections and isolator in the void. **Note:** You must ensure there is access to the connections in the void.

The installation is now completed by fitting the seat (if not fitted) and the access lid to the void.



# Installation Instructions for Top Access Dual Flush Cistern

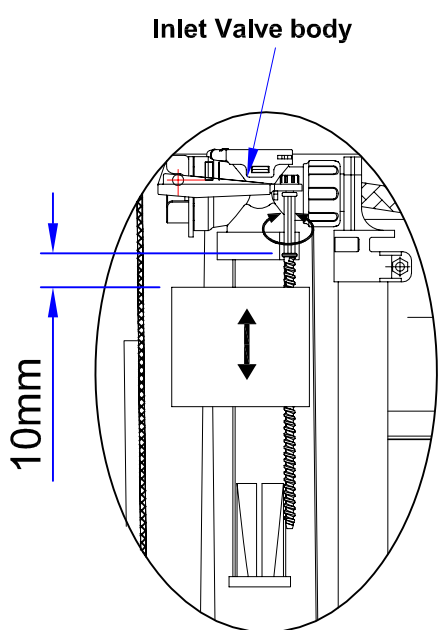




## Inlet Valve & Flush Valve Scale Setting

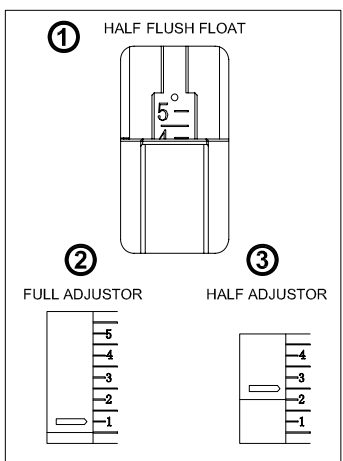
The Inlet Valve & Flush Valve are preset to perform the 6.0L of Full Flush volume and the 3.0L of Half Flush volume. If the preset scale setting need to be adjusted, please follow the diagram below.

**6.0 Litre Full Flush Volume**  
**3.0 Litre Half Flush Volume**



**Inlet Valve body**

10mm



**Flush valve body**

① Half flush float

② Full flush adjustor

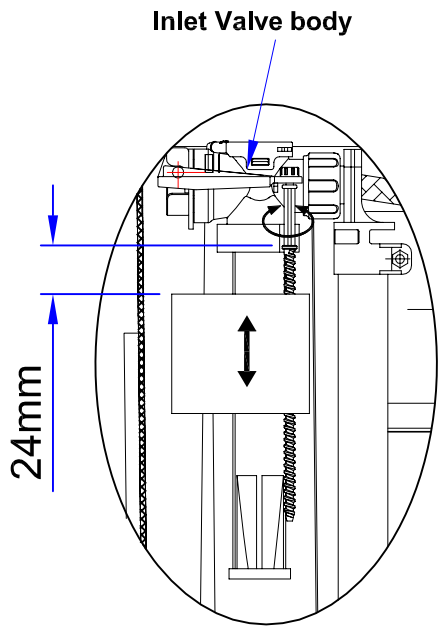
③ Half flush adjustor

① Adjust half flush float:  
The half float is set at 4.5, to reach flushing volume of 3.0 litres.  
(in this case, the half flush adjustor should be set at 3 as well.)

② Adjust full flush adjustor:  
The full flush adjustor is set at 1.5, to reach flushing volume of 6.0 litres.

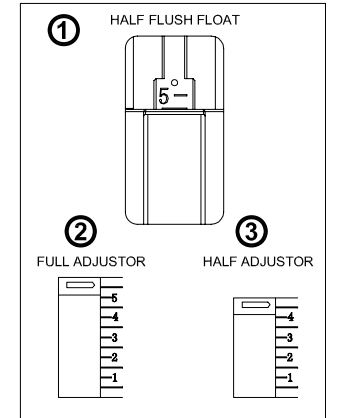
③ Adjust half flush adjustor:  
The half flush adjustor set at 3, to reach flushing volume of 3.0 litres.

**4.5 Litre Full Flush Volume**  
**2.6 Litre Half Flush Volume**



**Inlet Valve body**

24mm



**Flush valve body**

Half flush float

Full flush adjustor

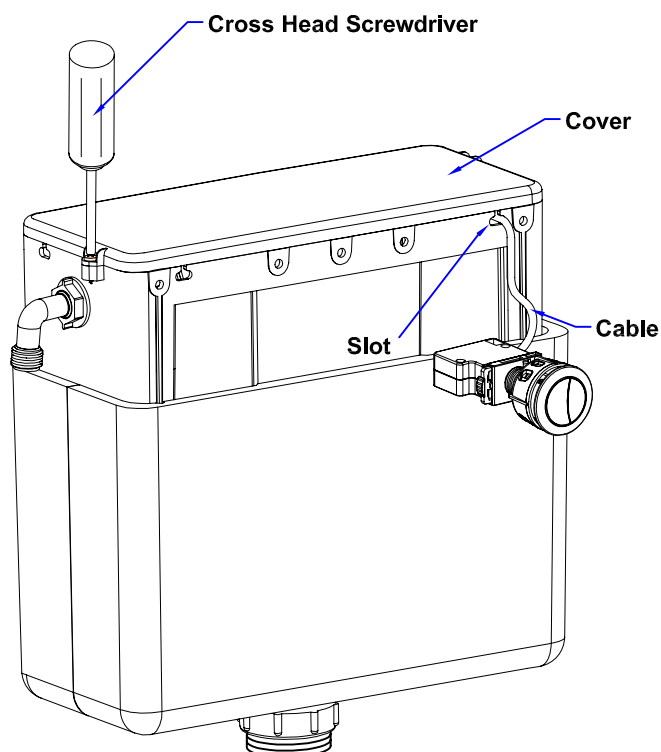
Half flush adjustor

① Adjust half flush float:  
The half float is set at 5, to reach flushing volume of 2.6 litres.  
(in this case, the half flush adjustor should be set at "Full Open" as well.)

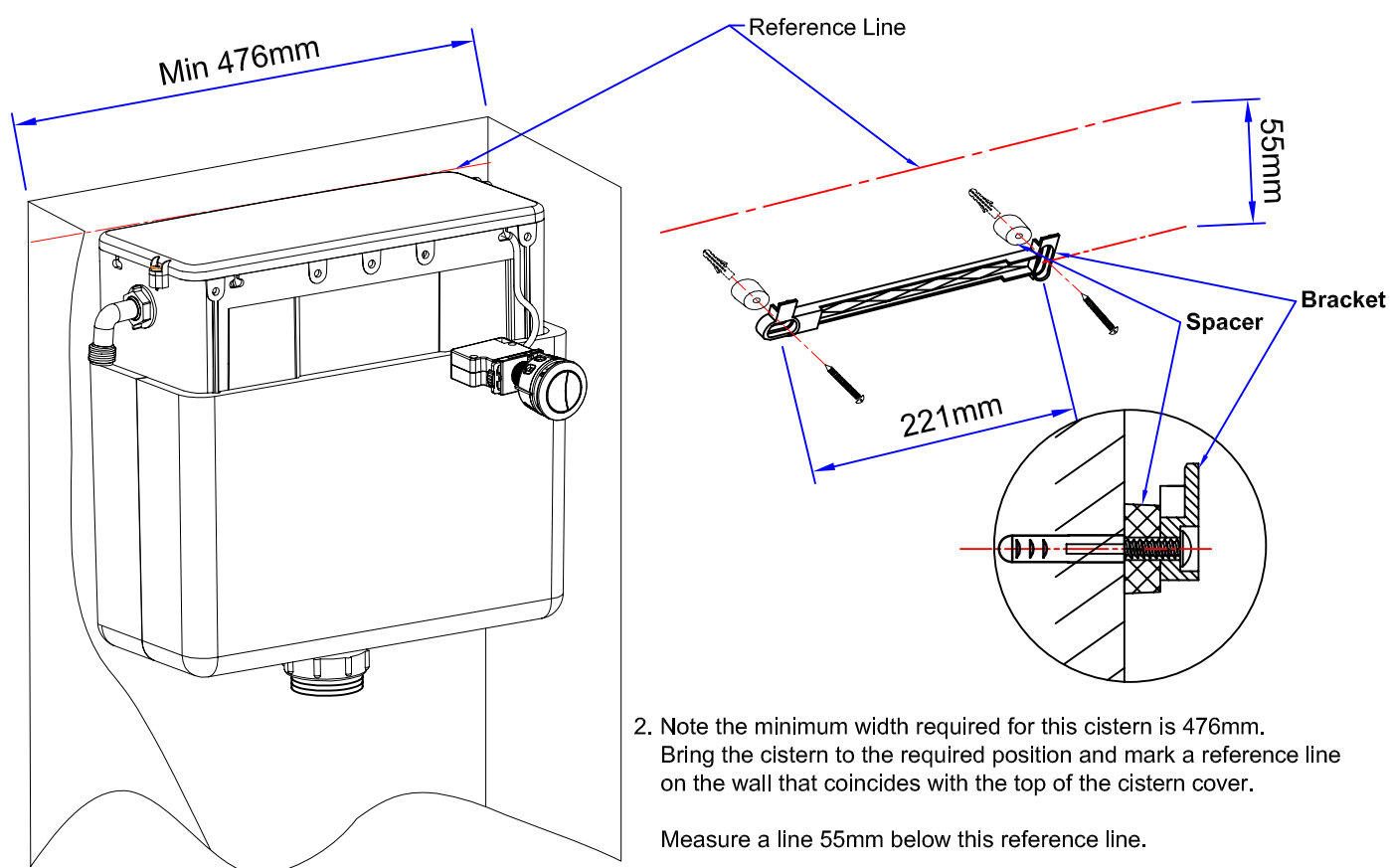
② Adjust full flush adjustor:  
The full flush adjustor is set at "Full Open", to reach flushing volume of 4.5 litres.

③ Adjust half flush adjustor:  
The half flush adjustor set at "Full Open", to reach flushing volume of 2.6 litres.

For the further information, please go to the Inlet Valve & Flush Valve Problem Solving pages (6 & 7) .



1. Fit the cable into the slot on the cistern body.  
Fix the cistern cover on the cistern using the screws provided.

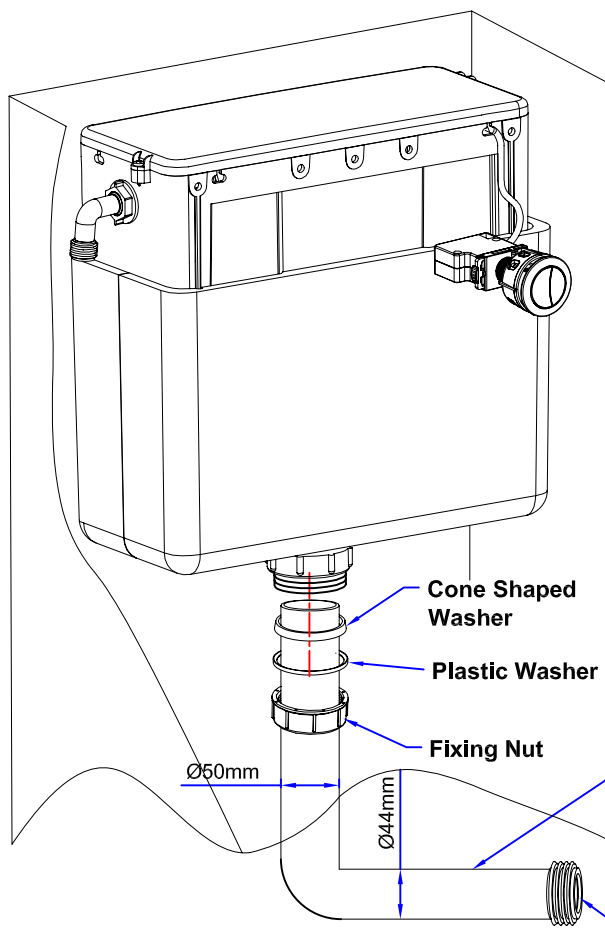


2. Note the minimum width required for this cistern is 476mm.  
Bring the cistern to the required position and mark a reference line on the wall that coincides with the top of the cistern cover.

Measure a line 55mm below this reference line.

Using a spirit level, mark the two hole positions for the hanging bracket. Drill the holes, insert wall plugs and fix the bracket using the spacers and the two screws provided.

Clip the cistern to the hanging bracket.

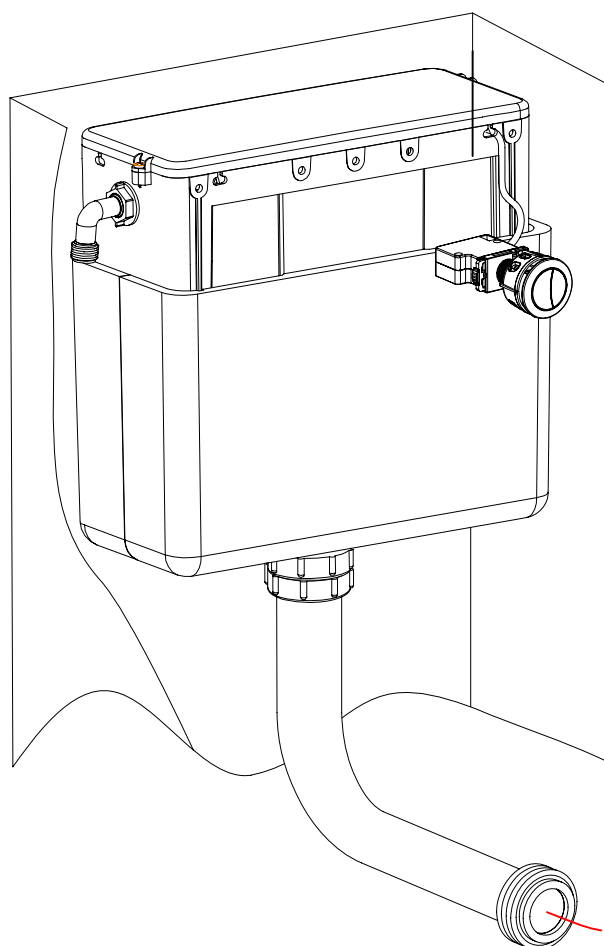


- Place the fixing nut, plastic washer and cone shaped washer over the 50mm diameter end of the flush pipe.

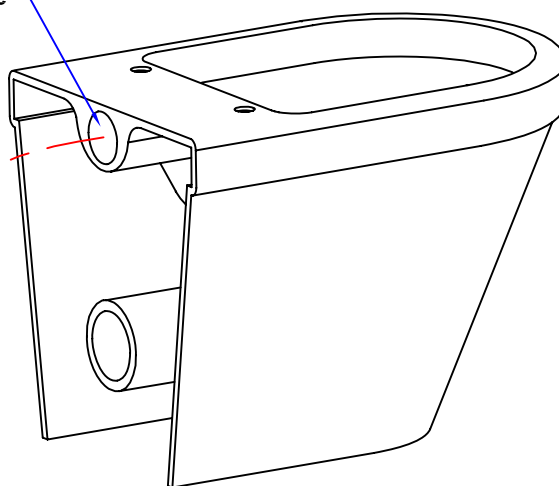
Place the rubber washer over the 44mm diameter end.

Insert the 50mm diameter end of the flush pipe into the cistern. Slide the conical washer and plastic washer up to the outlet and then hand tighten the fixing nut.

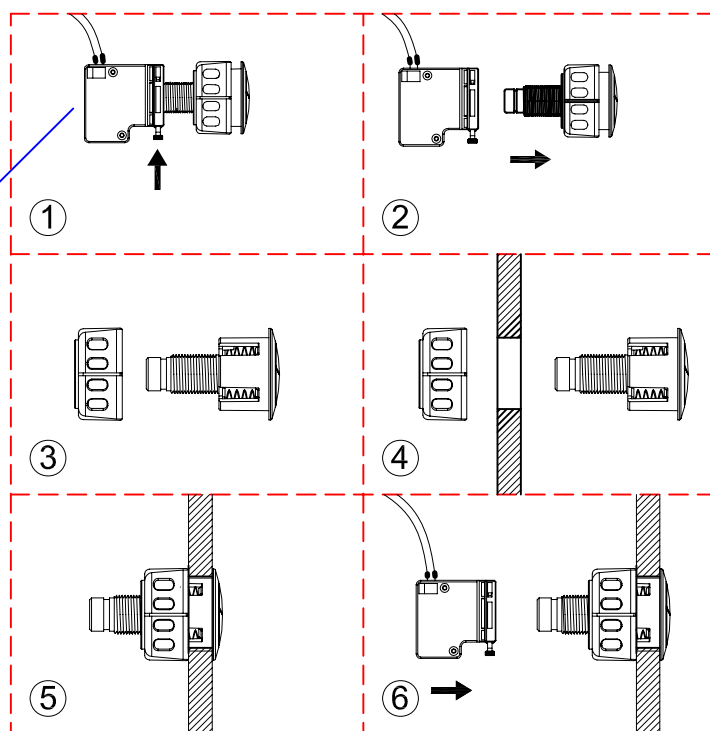
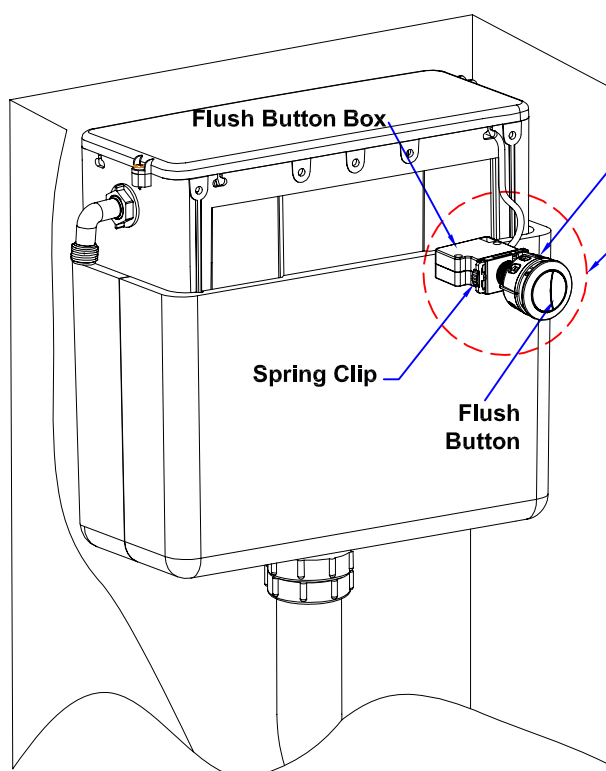
**Note:**  
The flush pipe can be cut on both ends if necessary



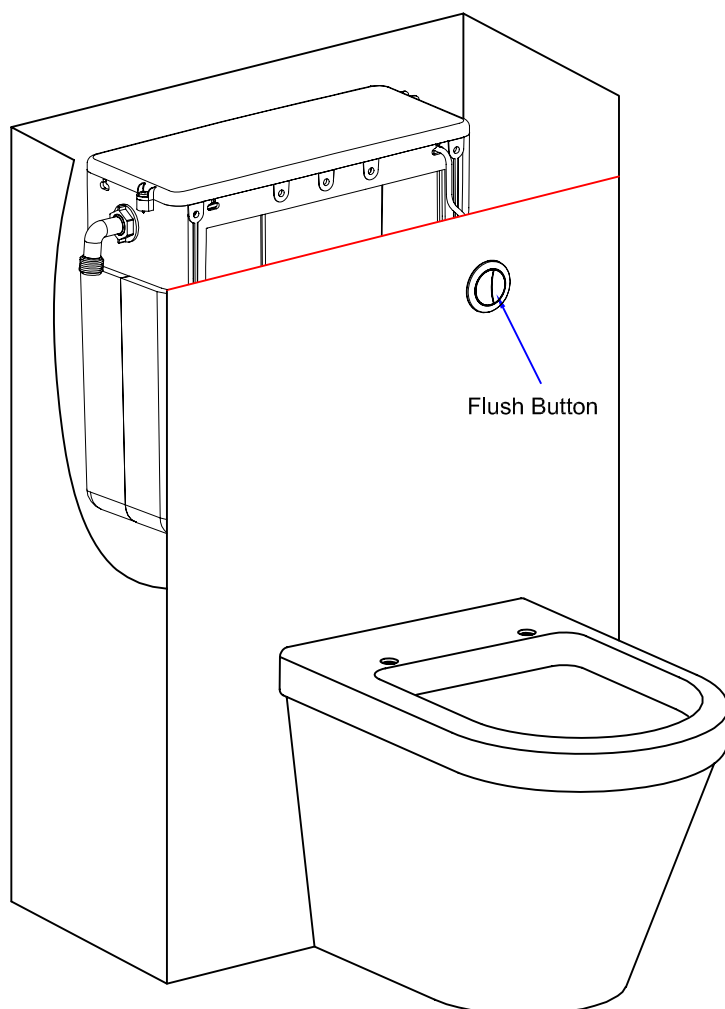
**Inlet Hole**



- Insert the other end of the flush pipe into the pan inlet, ensuring a good seal with the rubber washer. The flush pipe may be cut to length to suit the pan.



5. Remove the flush button by pressing down on the spring clip.  
Unscrew the fixing nut and insert the flush button through the cabinet hole.  
From inside press down on the spring clip and insert the box onto the flush button.  
Make sure that the spring clip is engage, If not press again.



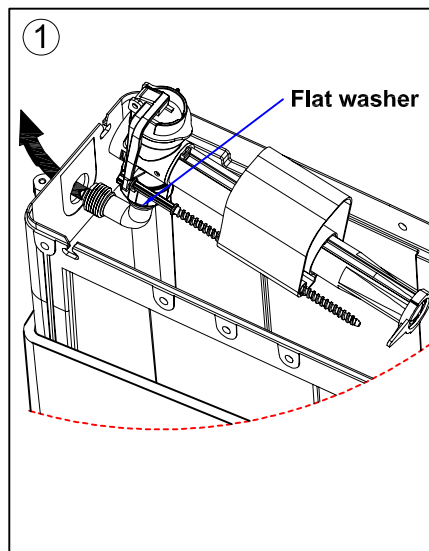
#### NOTE:

After installation check that the full flush and half flush are working correctly.

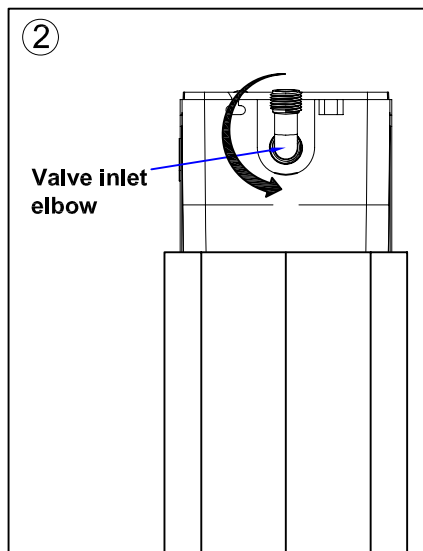
Please consult the trouble shooting guide on page 6 if there are any problems.

# Inlet Valve Installation And Problem Solving

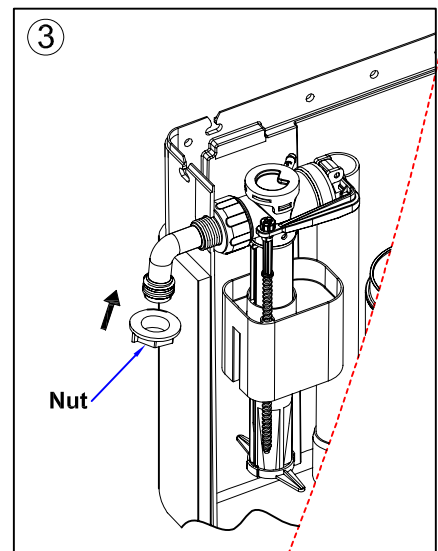
## I. Inlet Valve Installation



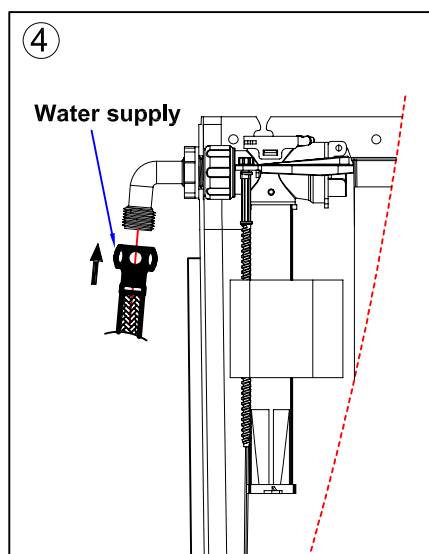
Install the inlet valve into the tank.



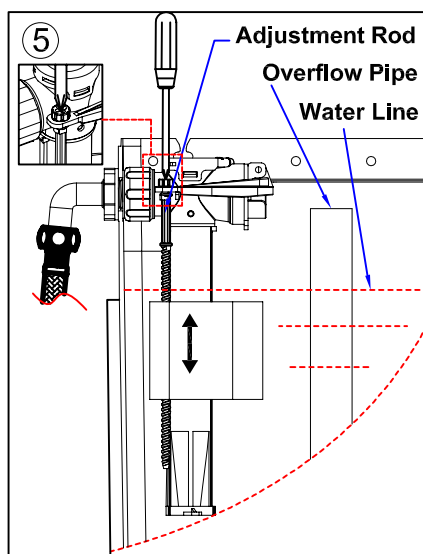
Adjust the angle of the valve elbow if needed.



Tighten the fixing nut, clamping the elbow to the cistern body.



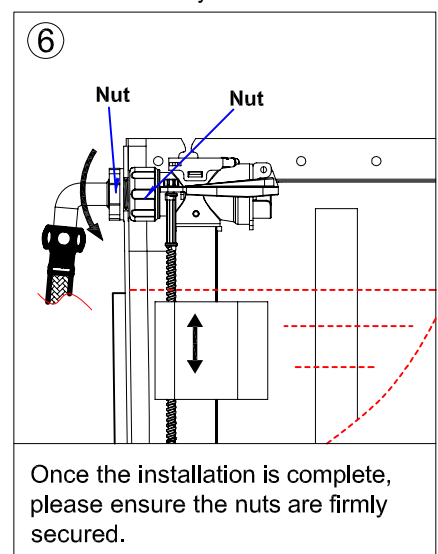
Connect the water supply.



Adjusting the rod:

A: By adjusting clockwise the water level rises and the flush volume increases.

B: By adjusting anti-clockwise the water level falls and the flush volume decreases.



Once the installation is complete, please ensure the nuts are firmly secured.

Note: 1. Ensure that the float operates freely after installation.

2. Flush the water to remove debris and impurities before connecting to the cistern.

3. The water level should be below the height of the over flow pipe.

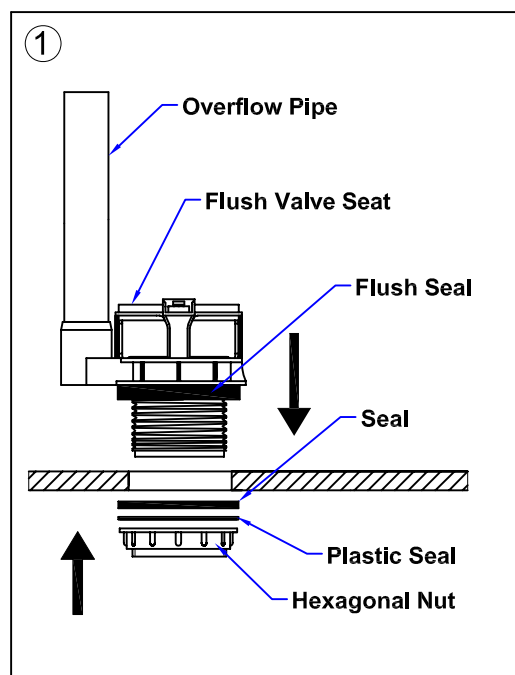
## II. Inlet Valve trouble shooting

Problem	Reason	Solution
Incorrect water level	Incorrect adjustment	Adjust the rod correctly
Inlet valve does not work	Water supply is closed	Open the water supply

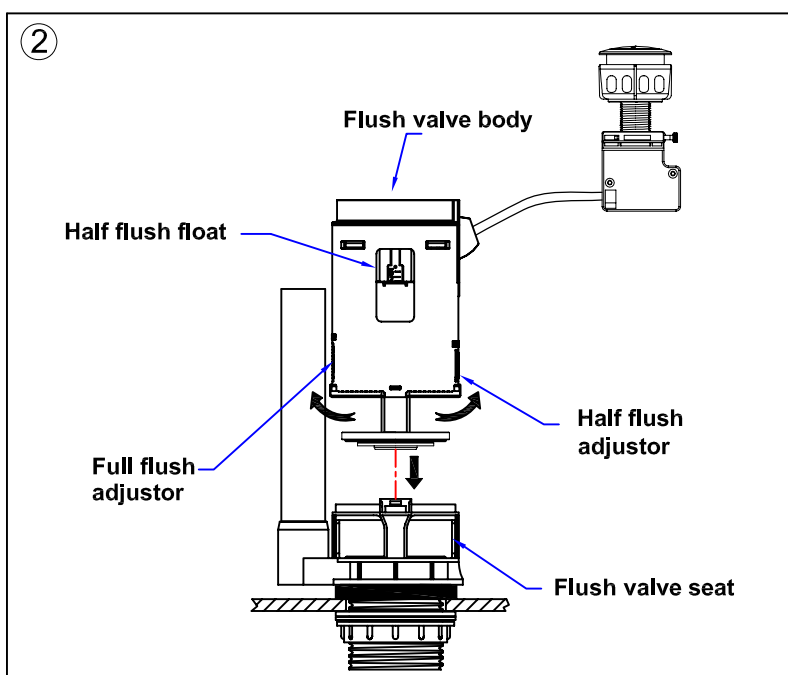


# Flush Valve Installation And Trouble Shooting

## I. Flush Valve - Installation Drawing



Insert flush valve seat attached with flush seal into cistern flush hole. Install seal and plastic seal, then screw up hexagonal nut.



Insert flush valve body into flush valve seat, rotate it until it fixes onto clip.

1. Adjust half flush float:

- ① Move float up, flush volume decreases.
- ② Move float down, flush volume increases.

2. Adjust full flush adjustor:

- ① Move adjustor up, flush volume decreases.
- ② Move adjustor down, flush volume increases.

3. Adjust half flush adjustor:

- ① Move adjustor up, flush volume decreases.
- ② Move adjustor down, flush volume increases.

\* Half flush float is for major adjustment of flush volume.

The half flush adjustor is for minor adjustment of flush volume.

## II. Flush Valve Problem Solution

Problem	Reason	Solution
Leakage	1. Incorrect installation. 2. Flush valve seat does not fit flush valve body. 3. Flush valve body is stuck.	1. Install again according to the correct installation procedure. 2. Install again. 3. Unpick and wash flush valve body.
Can't flush, low flush or half flush volume	Cable is distorted.	Adjust flush valve body.
Half flush water level is too high or too low.	Water level is adjusted incorrectly.	Adjust water level.

### Note:

1. Please read these instructions carefully to avoid damage to the cistern, and to ensure correct installation.
2. Do not use bleach or bleach based cleaning products in the cistern, these will cause damage to the seals.  
We cannot be held responsible or liable for any failure which results from the use of bleach based products.
3. Water temperature range +2C to +45C.
4. Water pressure 0.2 to 8 bar.