







## Troubleshooting

Symptom	Cause	Remedy
No flow or low flow rate	Partially closed isolation valve.	Open isolation valve.
	Head of water is below the minimum distance required.	Refer to specification for minimum distance required.
	Hot or cold water being drawn off elsewhere causing pressure changes or instan- taneous boiler temperature changes.	Do not use other water outlets when using the taps.
	Airlock or partial blockage in the supply pipework.	Flush through pipework to ensure removal of debris and any airlocks.
Water dripping from taps	This is normal for a short time after using the taps.	This is caused by residual water tension, the build up of water in the tap body.
	If water continues to drip, possibly due to the ceramic disc valves.	Remove valves and clean, refer to 'Maintenance' section before starting any maintenance.
Taps do not turn on	Closed isolation valve.	Open isolation valve.
	Mains water supply turned off.	Turn on mains water supply.

## **General Cleaning**

Bristan products are made from premium materials, with hand polished, electroplated, PVD or EPD finishes.

Your taps should be regularly cleaned with warm water, a mild pH-neutral liquid soap and polished with a soft cloth. Any residues from soap, toothpaste etc. can cause blemishes if not 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.

# Contact Us



```
Part of BRISTAN GROUP
```

#### Bristan Group Ltd. A Masco Company

UK:	Bristan Group, Pooley Hall Drive, Birch Coppice Business Park, Dordon, Tamworth B78 1SG.	
EU:	Masco Europe S.à.r.l. 14 Rue Strachen 6933 Mensdorf Luxembourg	
Email Us: Website: Call Us:	enquire@bristan.com www.bristan.com +44330 026 6273	
A Masco Company		

### **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.

Your guarantee starts from the purchase of your product, but you can still benefit from registering it for easier identification in the unlikely event of a manufacturing fault, please visit **www.bristan.com/register** 

For any other queries, please call 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

