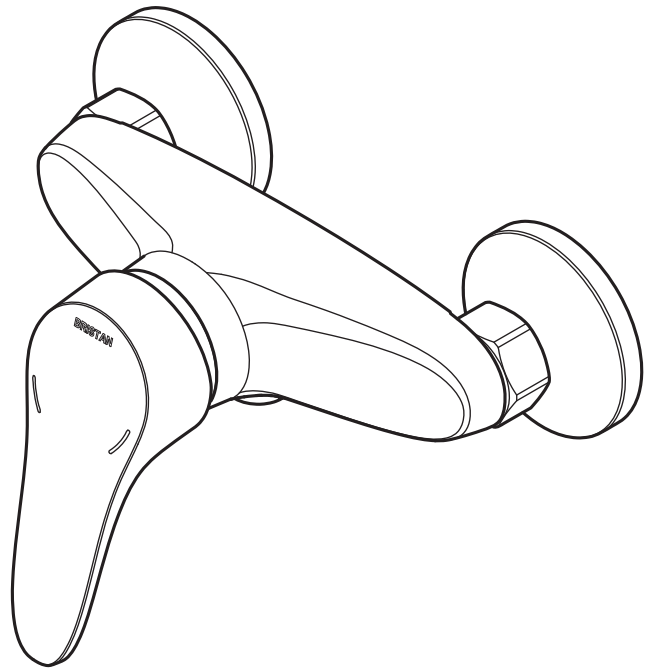


# BRISTAN

## Installation Instructions and User Guide

Jute Manual Exposed  
Shower Valve with  
Adjustable Riser Kit



**Model covered:** JU2 SHXAR C

Please keep this booklet for future reference.

Installer, when you have read these instructions please ensure you leave them with the user.

# Contents

Thank you for choosing Bristan, the UK's leading showers and taps expert. We have designed this product with your enjoyment in mind. To ensure that it works to its full potential, it needs to be fitted correctly. These fitting instructions have been created to give you all of the information you need and, if you need any further help, please do not hesitate to give us a call on 0844 701 6273.

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# Important Safety Information

- Please read these instructions thoroughly and retain for future use.
- All products manufactured and supplied by Bristan are safe provided they are installed, used correctly and receive regular maintenance in accordance with these instructions.

**If you are in any doubt about your ability to install this product safely you must employ the services of an experienced qualified plumber.**

- This shower valve needs to be installed in accordance with, and meet the requirements of the Water Supply (Water Fittings) Regulations 1999 and Scottish Byelaws 2004.
- Before starting any installation please consider the following:
- Before drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of an electronic detector.
- If power tools are used do not forget to:
  - Wear eye protection
  - Unplug equipment after use

**⚠ Warning:** Before installing the new shower valve it is essential that you thoroughly flush through the pipework in order to remove any remaining swarf, solder, etc. Failure to carry out this procedure could cause problems or damage to the workings of the shower valve.

- Do not crush or kink the shower hose, this could damage the hose and cause leaks.

# General Information

BS7600 recommends the temperature of stored water should never exceed 65°C. A stored water temperature of 60°C is considered sufficient to meet all normal requirements and will minimise the build up of lime scale in hard water areas.

If the shower valve is installed at low pressure (tank fed), then the minimum distance from the highest installed position of the showerhead to the underside of the cold tank should be at least 2 metres to ensure adequate performance.

**Note:** Nominally equal (balanced) inlet supply pressures are recommended for optimum performance.

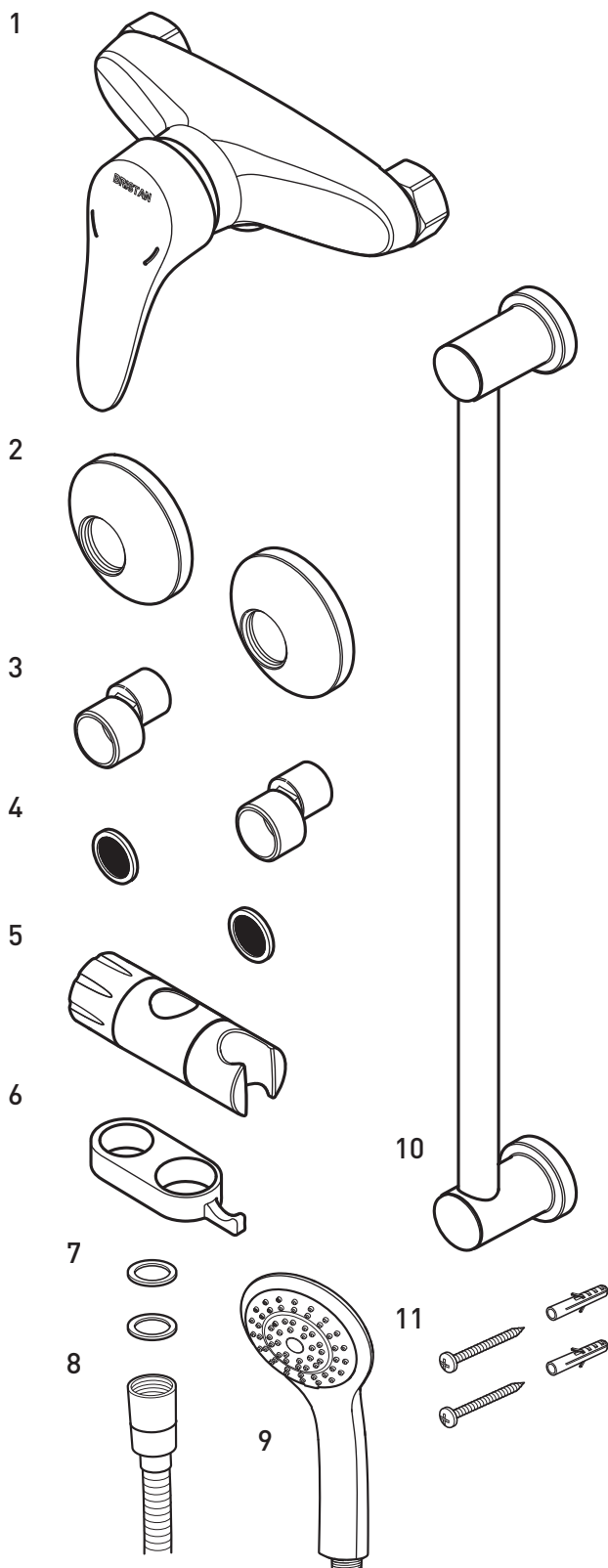
This shower valve should be installed in compliance with the Water Supply (Water Fittings) Regulations 1999 and the Scottish Bylaws 2004.

If in doubt, contact a registered plumber or your Local Water Authority or the Secretary of The Institute of Plumbing, address as follows;-

The Institute of Plumbing,  
64 Station Lane,  
Hornchurch,  
Essex,  
RM12 6NB  
Tel: 01708 472791

Recommended Usage			
Domestic	✓	Heavy Commercial	✗
Light Commercial	✓	Health Care	✗

# Pack Contents



1. Shower valve x1
2. Shrouds x2
3. Cranked connectors x2
4. Filter washers x2
5. Slider bracket x1
6. Hose retainer x1
7. Rubber sealing washers x2
8. Shower hose x1
9. Showerhead x1
10. Riser rail x1
11. Riser rail fixings x4/4

**Need help?** Give us a call on 0844 701 6273 and speak to one of our trained advisers.

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# Product Features

## Single lever design

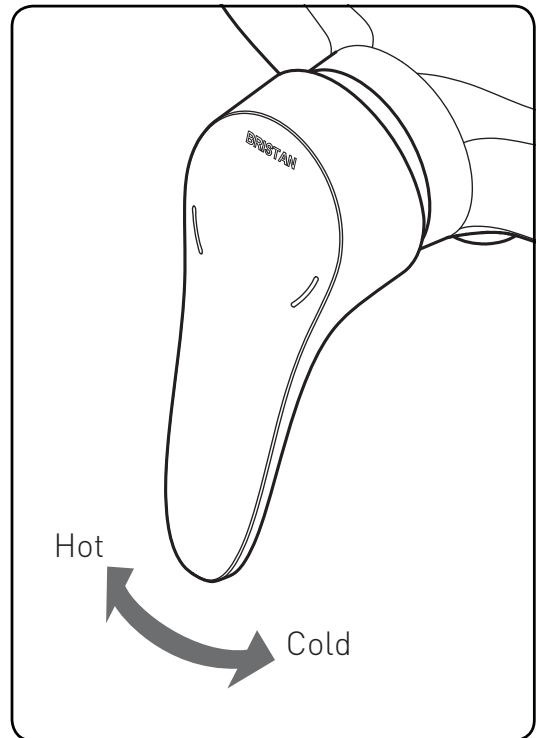
Your Jute shower valve has an easy to use single lever handle which controls both the flow of water and temperature.

Simply pull the lever handle towards you to turn on and increase the flow.

Turn the lever handle anti-clockwise for cold and to decrease the temperature.

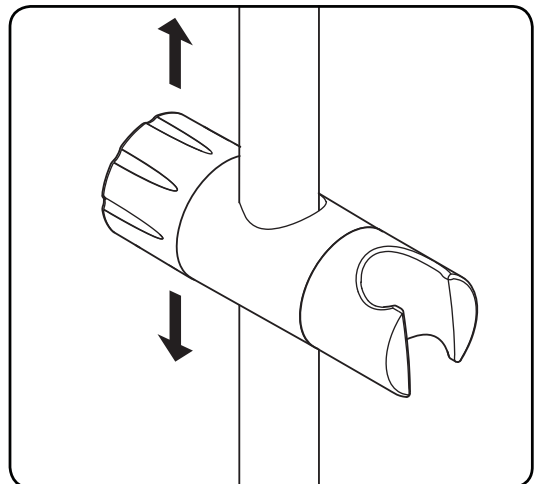
Turn the lever handle clockwise for hot and to increase the temperature.

Pushing the lever handle down will shut the water off at any temperature setting.



## Adjustable slider bracket

The slider bracket adjusts up and down along the full length of the riser rail to accommodate for different heights of users.



# Specifications

**Inlet connections:** G3/4" female connections on valve body with 150mm between centres.  
G1/2" male connections th Z connectors fitted with 150mm ± 24mm between centres.

**Minimum working pressure:** 0.2 bar

**Note:** The minimum working pressure refers to the pressure required to operate the valve. For optimum performance a minimum dynamic working pressure of 0.2 bar is required.

**Maximum working pressure:** 5 bar

**Maximum static pressure:** 10.0 bar

**Note:** Static pressure is the build up of pressure when the valve is closed.

**Maximum hot water supply temperature:** 65°C.

## Suitable water systems:

Gravity fed hot & cold (Equal pressures)

Gravity fed hot & mains cold (Differential pressure, maximum ration 5:1)

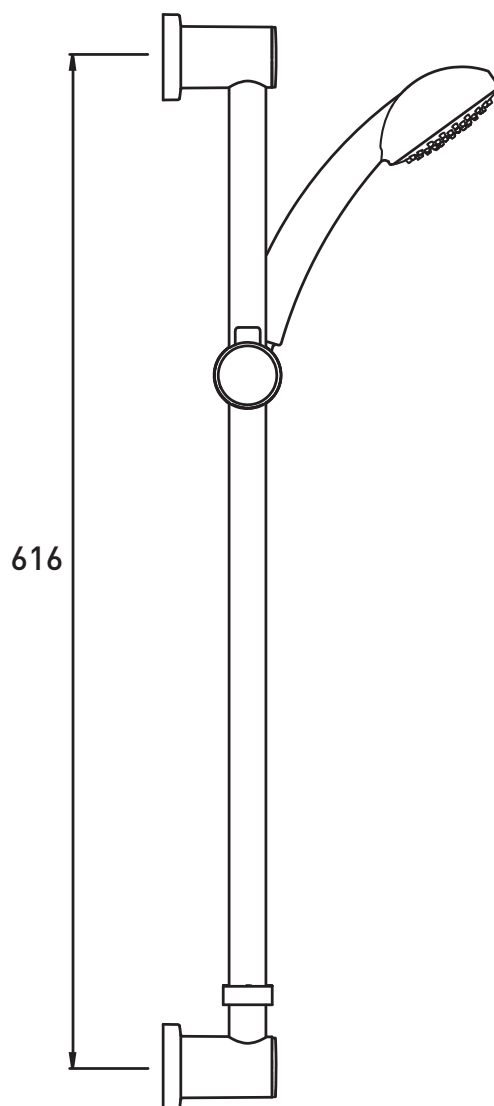
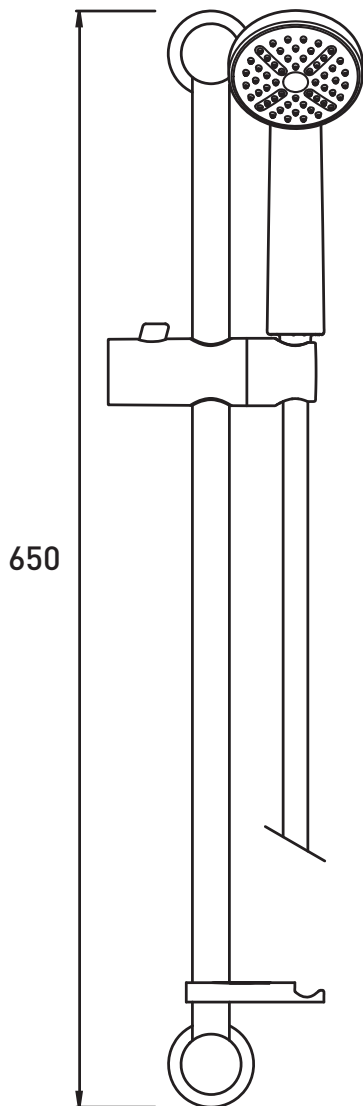
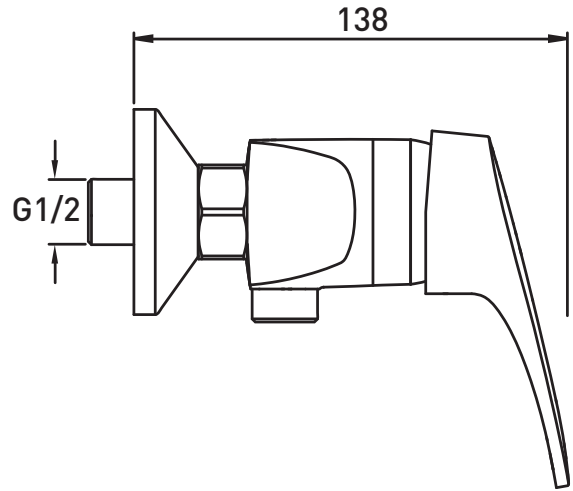
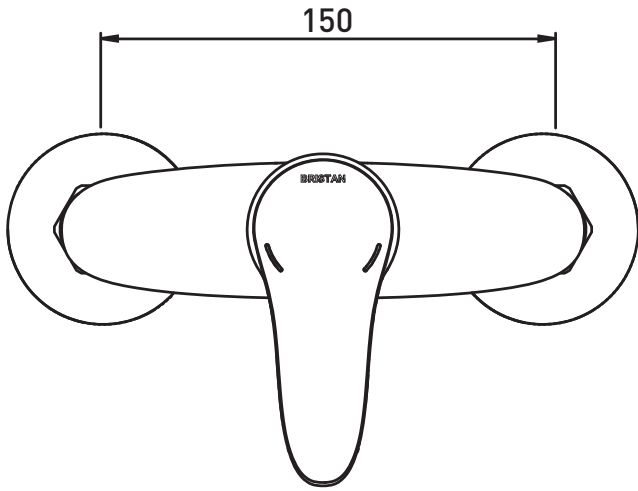
Unvented systems

Instantaneous water heater (Combination boiler)

Pumped system

**Note:** When using a pumped system we recommend that an Essex flange is used.

# Dimensions (mm's)



# Prior to Installation

## Prepare water supply pipes

Terminate suitable rigid (fixed) copper pipework inside the wall cavity / stud partition ensuring the centres of the hot and cold water supply pipes are  $150\text{mm} \pm 24\text{mm}$  apart.

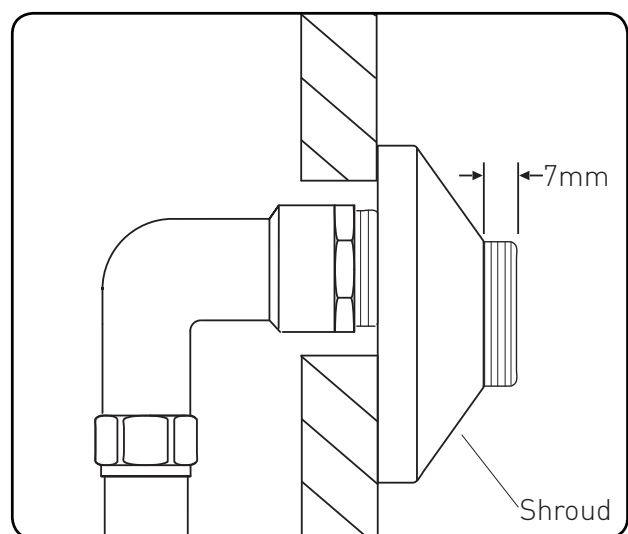
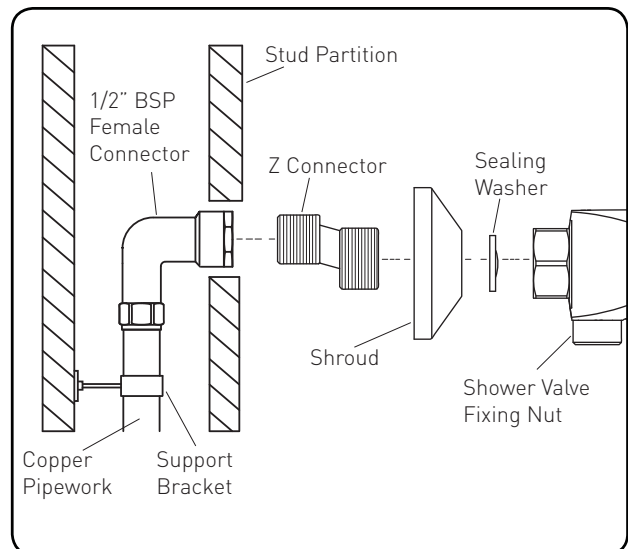
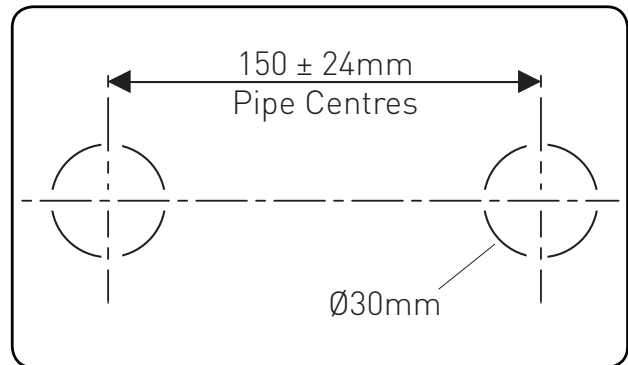
**⚠ Important:** Before drilling into walls, check that there are no hidden electrical wires, cables or water supply pipes. This can be checked with the aid of an electrical detector.

If power tools are used do not forget to:

- Wear eye protection
- Unplug equipment after use

See opposite for a typical installation. The copper pipework must be fixed with a 1/2" BSP female connector to accommodate the Z connectors.

**⚠ Important:** When fitted the Z connectors **must** protrude from the shroud by  $7\text{mm} + 1\text{mm}$  with 150 centres.



# Installation - Shower Valve

## 1. Fit Z connectors

Screw the Z connectors into the 1/2" female fittings ensuring they are level with the aid of a spirit level and with 150mm fixing centres, using a suitable thread sealant.

## 2. Fit shrouds

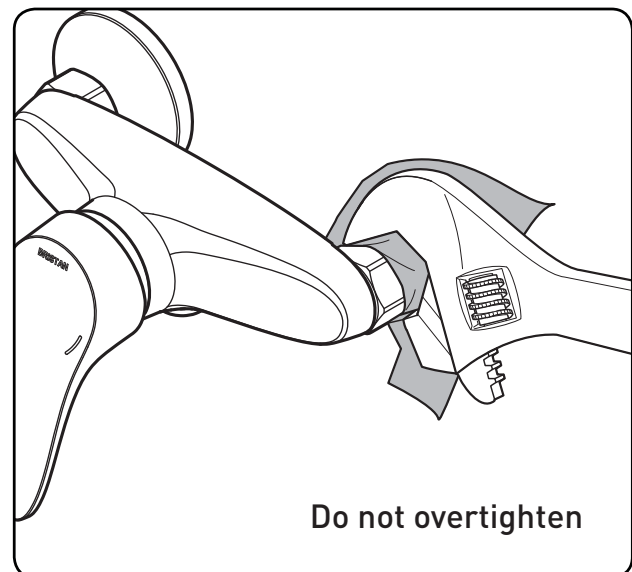
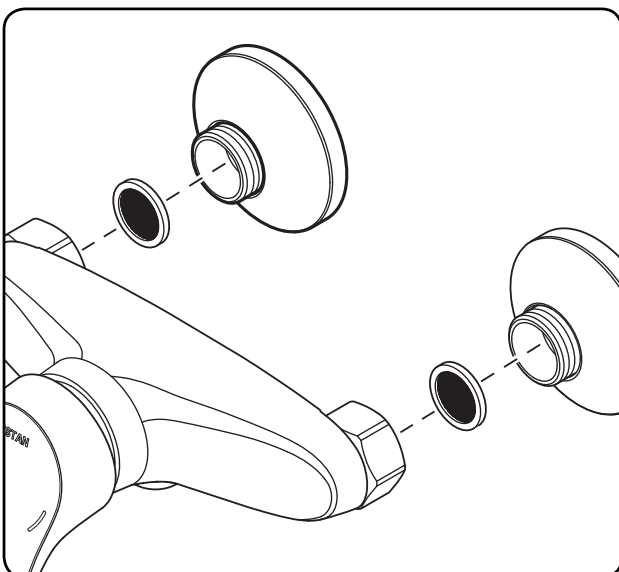
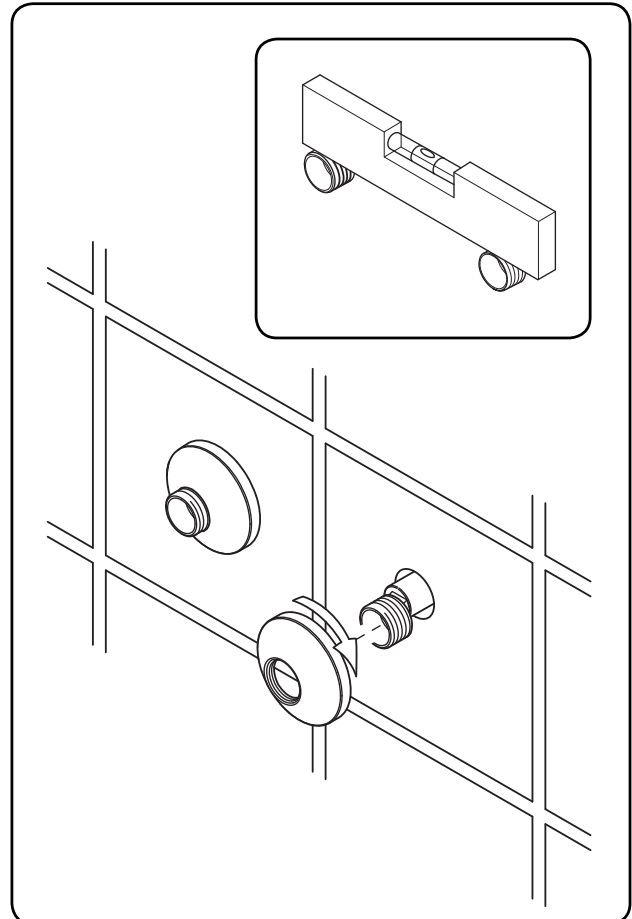
Screw the shrouds onto the Z connectors until they are flush against the tiles / wall surface.

## 3. Attach shower valve

Place the filter washer into the shower valve fixing nuts.

Carefully tighten the fixing nuts fully onto the Z connectors. **Do not overtighten.**

**Note:** Take care not to damage the finish of the shower valve fixing nuts. Protect chromium plated surfaces with a cloth.



# Installation - Riser Rail

## 1. Mark the position

Position the assembled riser rail on the wall, bearing in mind the different heights of people likely to use the shower and the length of the hose when connected to the shower.

With the rail vertical, mark the position of the wall brackets onto the wall surface.

## 2. Attach bottom wall bracket

Remove the wall brackets from the riser rail. Position the bottom wall bracket into the marked position on the wall surface, ensure it is vertical and mark the centres of the fixing holes onto the wall. Suitable existing fixing holes maybe used.

**⚠ Warning:** Please check for any hidden pipes and cables before drilling holes into the wall.

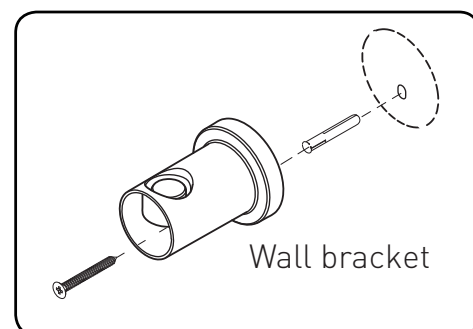
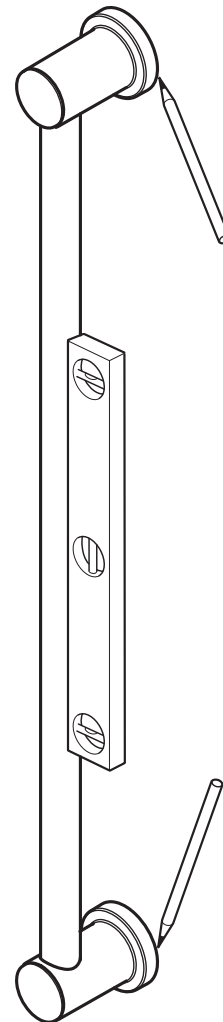
Remove the bottom wall bracket and drill suitable holes into the wall surface and insert wall plugs supplied (as necessary).

**Note:** A piece of insulation or masking tape positioned where holes are to be drilled and before marking out the exact position for the fixing holes will help stop the drill bit from wandering, particularly on a tiled surface.

When working near a basin, bath or shower insert plug or cover waste to prevent losing small parts.

Take care not to drop tools / equipment into basin, bath or shower during installation.

Re-position the bottom wall bracket and secure to the wall using the fixing screws supplied.



## Installation - Riser Rail cont.

### 3. Insert riser rail

Push the rise rail down into the wall bracket ensuring the slot in the rail is at the front.

Push the hose retainer (first) and the slider bracket down onto the riser rail, ensuring they are the correct way up as shown.

### 4. Attach top wall bracket

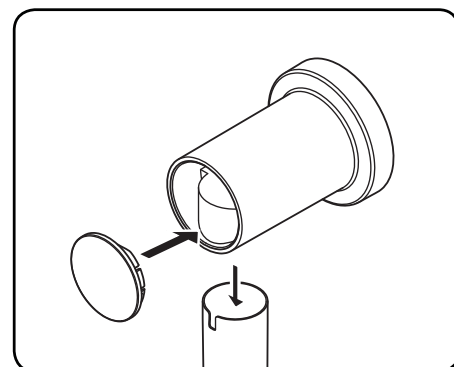
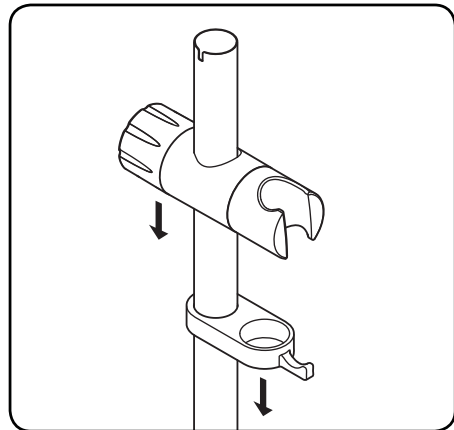
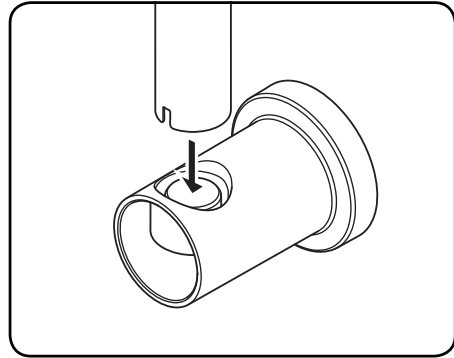
Push the top wall bracket onto the riser rail, ensuring the rail is still vertical mark the centres of the fixing holes in the top wall bracket onto the wall surface.

Remove the top wall bracket and drill suitable holes and insert the wall plugs supplied (as necessary).

Re-fit the top wall bracket and secure to the wall using the fixing screws supplied.

### 5. Fit bracket caps

Push-fit the wall bracket end caps into position to cover the fixing holes.



## Installation - Riser Rail cont.

### Attaching the shower hose

#### 6. Connect shower hose to shower

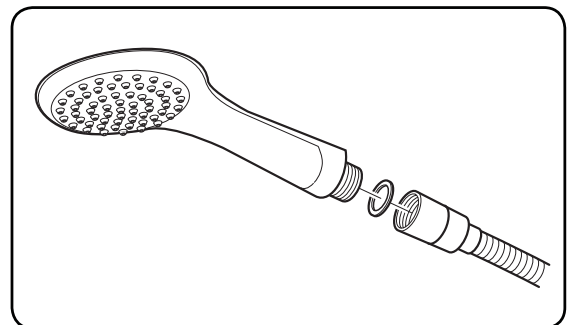
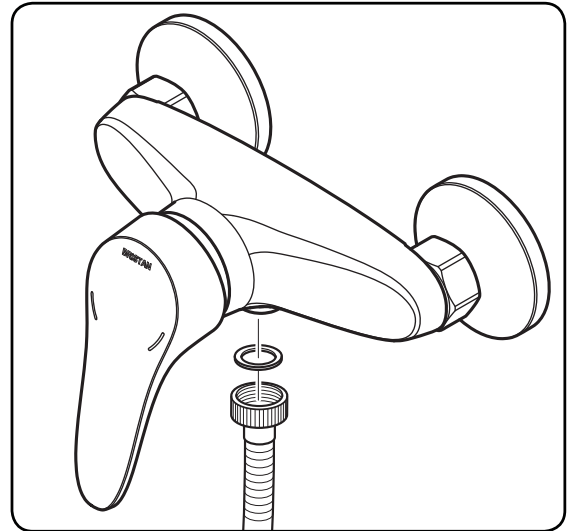
Screw the shower hose (nut end) onto the shower valve outlet ensuring the rubber sealing washer is fitted.

#### 7. Connect shower hose to showerhead

Screw the shower hose (conical end) onto the showerhead ensuring that the rubber sealing washer is fitted.

Place the handset into the slider bracket.

**Note:** The conical end of the hose fits into the slider bracket and not the handset handle.



# Operation

## Water flow control

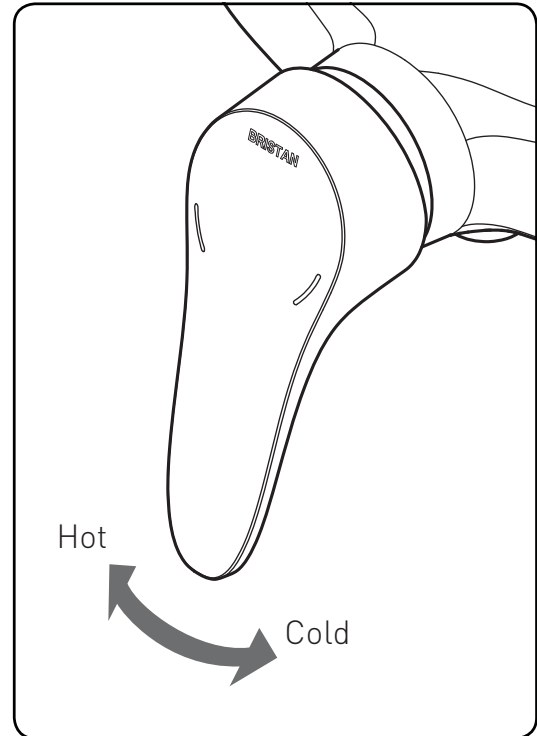
Simply pull the lever handle towards you to turn on and increase the flow.

## Temperature control

Turn the lever handle anti-clockwise for cold and to decrease the temperature.

Turn the lever handle clockwise for hot and to increase the temperature.

Pushing the lever handle down will shut the water off at any temperature setting.

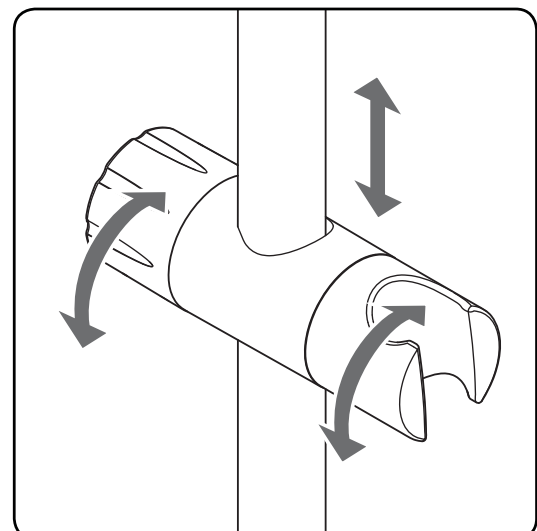


## Adjusting the height of the showerhead

Turning the slider bracket handle will allow the user to raise or lower the height of the showerhead.

## Adjusting the angle of the showerhead

Simply twist the holder of the slider bracket to adjust the angle of the showerhead.



# Maintenance

## General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All surfaces will wear if not cleaned correctly, the only safe way to clean your product is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners.

**Note:** Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.



Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear

free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist (order code: ECLOTH).

## Cleaning the Showerhead

Your Bristan showerhead has rub-clean nozzles for easy cleaning. Simply rub your fingers across the rubber spray jets regularly and before you turn the shower on to remove any scale or debris. The hardness of the water in your area will determine how often you should clean your showerhead. Build up of scale in particularly hard water areas combined with constant use means you may need to clean your showerhead once a week. To ensure continued performance of your shower the showerhead needs to be regularly descaled.

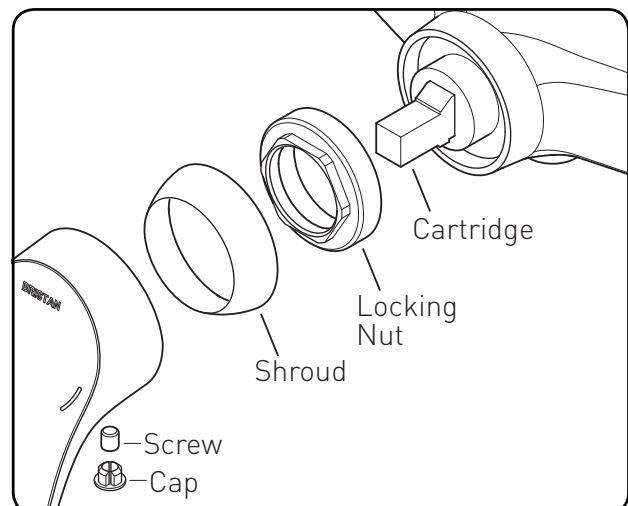
## Cartridge Maintenance

We advise that the shower valve is regularly serviced in hard water areas to maintain the flow of water.

Isolate both hot and cold water supplies to the shower valve by either:

- Turning the water supply off at the mains stopcock or
- Turning off the isolation valves to the shower valve

1. Prise the cap out and undo the screw, pull the lever handle from the cartridge.
2. Unscrew the shroud and locking nut and pull the cartridge out from the valve body.
3. Place the cartridge in a bowl and carefully add hot water (just off the boil) and vinegar to de-scale the cartridge. Leave in the solution until the water has cooled and rinse with clean water.
4. Carefully refit the cartridge and tighten the locking nut and shroud.
5. Replace the handle, tighten the screw and push-fit the cap back into position.



**Need help?** Give us a call on 0844 701 6273 and speak to one of our trained advisers.

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# Troubleshooting

Symptom	Cause	Remedy
No flow or low flow rate and / or varying temperatures.	Check showerhead, hose and filters for any blockage.	Clean as necessary, refer to Maintenance section (page 15).
	Partially closed stop or service valve in water supply pipework to the shower valve.	Open stop or service valve.
	Instantaneous water heater cycles on and off as the flow rate or pressure is too low.	Increase water flow rate or pressure through system. Contact the boiler manufacturer.
	Head of water is below the minimum distance required.	Raise the cistern or fit a shower booster pump.
	Inlet filter is partially blocked.	Clean or replace, flush through pipework before refitting.
	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 of the pipework.	Flush through pipework to ensure removal of debris and any airlocks.
No hot or cold water reaching the shower valve.	Partially closed stop or service valve in water supply pipework to the shower valve.	Open stop or service valve.
	Inlet filter is partially blocked.	Clean or replace, flush through pipework before refitting.
Water leaking from showerhead.	This is normal for a short time after turning off.	Adjust angle of showerhead in holder as necessary to vary draining time.
	Shower cartridge failing to close fully, possibly due to water borne debris.	Remove shower cartridge and check. Refer to Maintenance section (page 15) before dismantling shower valve.
Only hot water from shower when lever handle in cold position (vis versa).	Inlet water supplies are reversed (hot connected to cold inlet).	Check the connections are the correct way round. Hot on the left and cold on the right when viewed from the front. Rework pipework as necessary.

# Notes

Please use this space to add any notes you or your installer may have regarding the plumbing system / installation of this product.

# Guarantee

At Bristan, we want to make things as easy as possible for our customers. That's why we design products that are easy to fit and use, and that are quality tested to make sure they won't let you down. It's also why we offer solid guarantees on all products, effective from the date of purchase, to give you peace of mind.

Bristan's shower valves are covered by a **5 year guarantee**. This also includes **5 years labour cover** \* (subject to registration) which means that, in the unlikely event that there is a problem in the first year after purchase, we'll send one of our expert engineers to fix it.

\*Labour is provided by an approved Bristan Care engineer or appointed representative. The guarantee only applies to products with a manufacturing fault. There will be a call out charge for any incidents where no fault has been found with the product, or if the issue is due to poor installation or maintenance.

## Guarantee Terms and Conditions

This guarantee is in addition to your statutory and other legal rights and is subject to the following conditions:

- The product was purchased within the United Kingdom or Republic of Ireland.
- The guarantee applies solely to the original purchaser with proof of purchase.
- The installation must allow ready access to all products for the purpose of inspection, maintenance or replacement.

- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- Any part found to be defective during the guarantee period will be replaced without charge, providing that the product has been installed in accordance with the instructions given in this guide and used as the manufacturer intended.

The guarantee does not cover:

- Damage or defects caused by;
  - General wear and tear (including special non-chrome finishes; components such as filters, seals, 'O' rings and washers)
  - Incorrect installation
  - Repair using non-Bristan parts
  - Accidental or wilful misuse
  - Corrosion and the use of inappropriate cleaning products
  - System debris including the build up of limescale (which can be controlled through regular servicing and maintenance)
- Compensation for loss of use of the product or consequential loss of any kind.

In the interests of continuous product improvement, Bristan reserves the right to alter product specifications without notice.

The Bristan Product Guarantee does not affect your statutory rights as a consumer.

# Guarantee

## • Need help?

If this product does not function correctly when first used, contact **Bristan Care Customer Service on 0844 701 6273** where our expert team of advisors will be able to offer you help and advice.

## • Problems during the guarantee period

In the unlikely event that you encounter any problems with the product during the guarantee period, contact **Bristan Care Customer Service on 0844 701 6273** with your proof of purchase and we will work to resolve the problem quickly.

## **Bristan Care Customer Support**

Bristan customers also benefit from the support of Bristan Care, our comprehensive customer support package which offers:

## **Technical support hotline**

(Tel: 0844 701 6273) with access to fully trained advisers who can offer installation advice, talk you through quick maintenance checks, or recommend the best course of action to fix any problems with a product.

## **Expert advice**

Find easy to follow 'how to' video guides and technical FAQs online at [www.bristan.com](http://www.bristan.com). Our guides take you step-by-step through many product installations and you can find plenty of easy guides to quick product fixes and servicing.

## **Spare parts**

We hold thousands of spares and we keep them for discontinued products for over seven years. Spares can easily be ordered online at [www.bristan.com](http://www.bristan.com) and are dispatched the same day.

## **Expert plumbing engineers**

If we can't solve the problem over the 'phone or with a spare part, then we'll send out one of our Bristan Care engineers to take a look. Bristan Care engineers provide free support for products that are within guarantee, but are also available to service products that are out of guarantee for a small charge. For details, please call **Bristan Care Customer Service on 0844 701 6273**.

Part Number: FI: JU2 SHXAR C
Issue: D1

# BRISTAN

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A Masco Company

## Useful contact details:

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Customer Service Email:

**[Customercare@bristan.com](mailto:Customercare@bristan.com)**

Customer Service Fax:

**0844 7016275**

Reception:

**0844 7016274**

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