

Restore Secure Anti-Ligature Solid Surface Wall Faced Pan with Grey Integrated Seat

Installation and Maintenance Instructions

RH-WCWFPS-ACC
RH-WCWFPS-AMB
RH-WCWFPS-700
RH-WCWFPS-500



Enware products are to be installed in accordance with the Plumbing Code of Australia (PCA) and AS/NZS3500. Installations not complying with PCA and AS/NZS 3500 may void the product and performance warranty provisions.

Reference should also be made to the Australasian Health Facility Guidelines (AHFG), ABCB and Local Government regulations when considering the choice of, and the installation of these products.

This product must be installed by a qualified plumber.

For use with potable water only.

NOTE: Enware Australia advises:

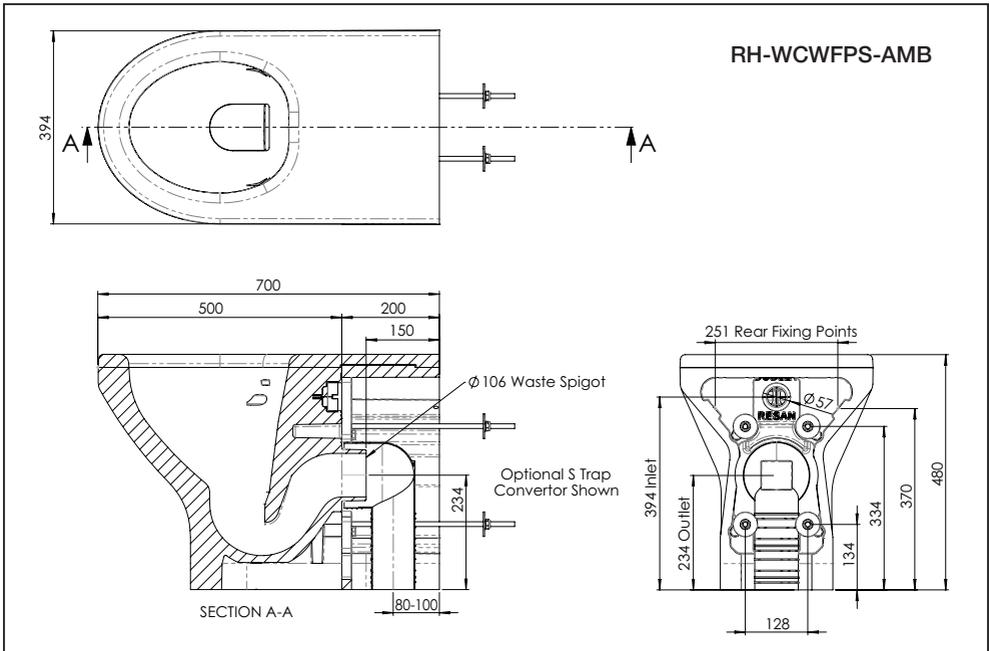
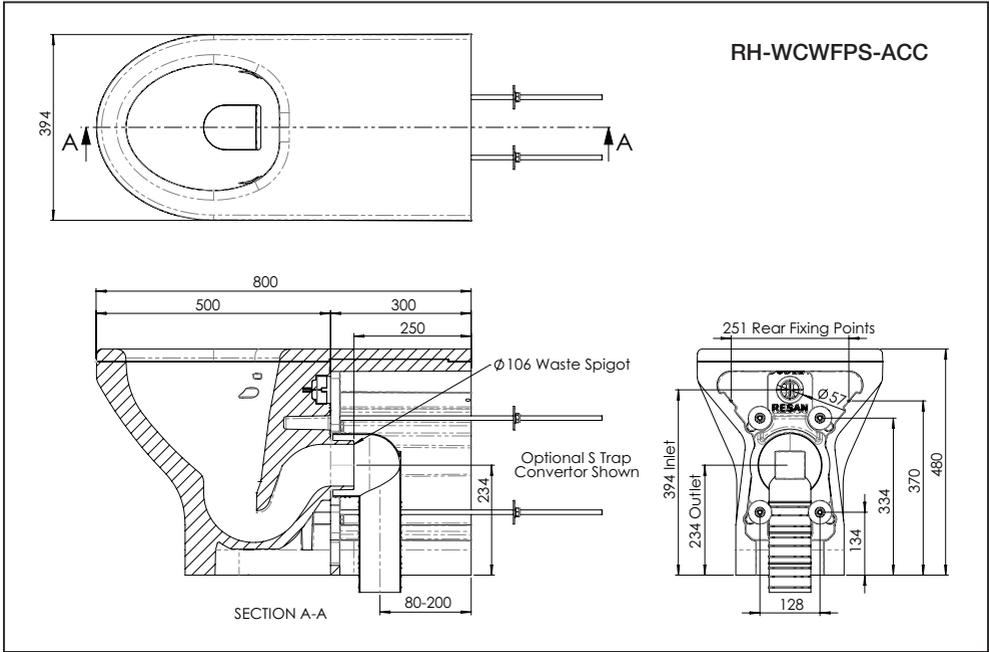
1. Due to ongoing Research and Development, specifications may change without notice.
2. Component specifications may change on some export models.

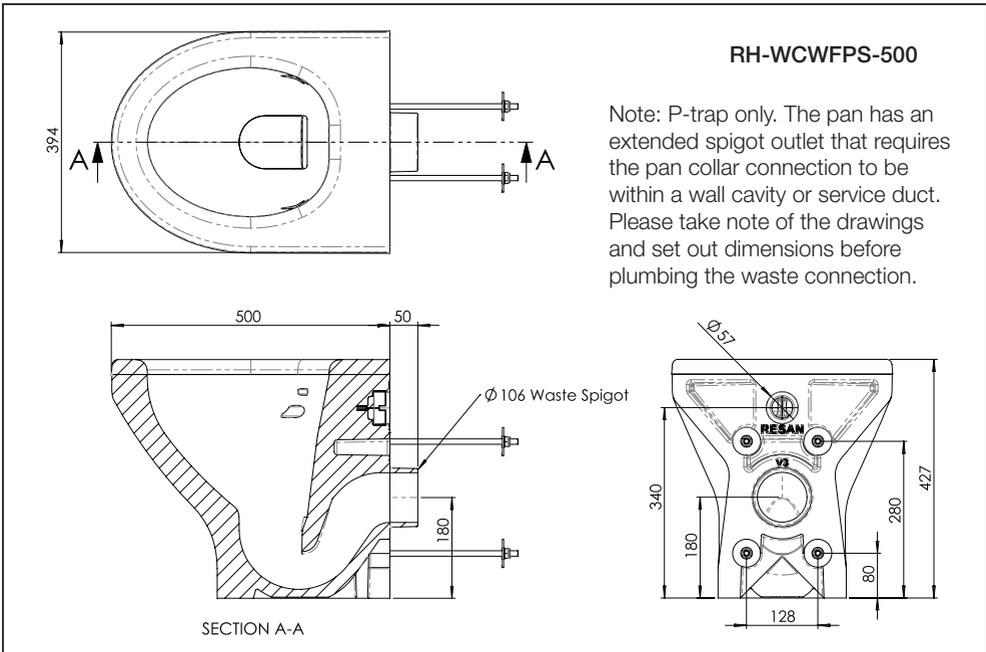
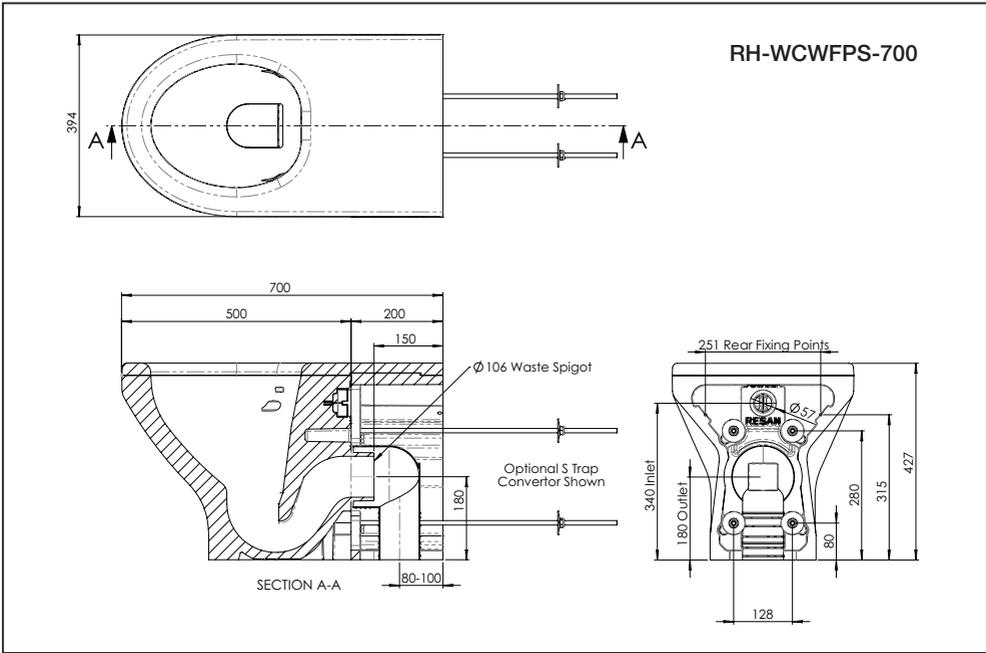
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1300 369 273 | info@enware.com.au | enware.com.au

ENWARE
A WATTS Brand

DIMENSIONS





WARNING

HEAVY PRODUCT. Safe lifting procedure should be followed. It is recommended that at least two people carry out the installation to prevent personal injury or any damage to the pan.

IMPORTANT

Please read these instructions carefully before installation.

Disclaimer

1. The specifications of this product can change without notice as a result of continual product development.
2. These instructions are intended to be a general guide only as specific conditions may vary.
3. The images in these instructions are for illustrative purposes only and may vary slightly from the actual product as a result of continual product development.
4. Check the product for defects or damage prior to fitting. Fitting the product is an acceptance that the product is free from defects and Enware cannot retrospectively accept responsibility for any defects subsequently discovered.

Not to scale.
Dimensions are nominal and may change due to manufacturing tolerances.

Component Checklist

1. WC Pan
2. 4 x M10 threaded fixing studs (not required for bolt to floor versions)
3. 4 x M10 lock nuts (not required for bolt to floor versions)
4. 4 x M10 washers (not required for bolt to floor versions)
5. Paper drilling template
6. Instruction leaflet
7. 5 x Restrictor Rings. 24, 26, 28, 30 & 32mm options.

Equipment Checklist: Not Supplied

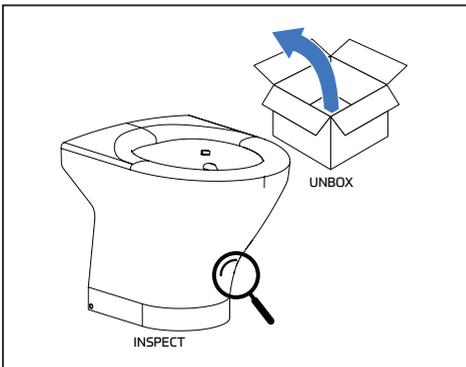
1. Drill, masonry bits and hole saw (optional) suitable to create required holes
2. Adjustable Spanner
3. Spirit level
4. Pencil
5. Anti-Pick silicone sealant
6. Other hand tools for plumbing connections

Unpacking

1. Unpack the pan taking care to avoid scratching or otherwise damaging the surface finish.

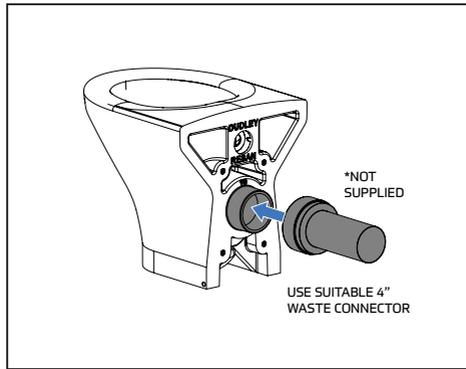
NOTE: DO NOT lift or handle the pan by the waste pipe

2. Check the product for damage and defects prior to installation.
3. Do not place the product on abrasive or gritty surfaces to avoid damage.

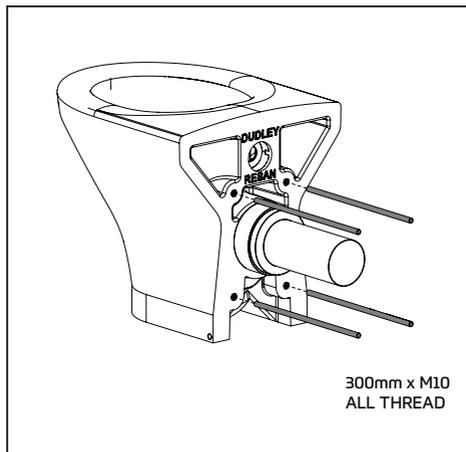


Pan Preparation

1. Fit a straight 4" waste pipe connector onto the waste spigot with a pipe long enough to pass through the wall and connect to the waste system.

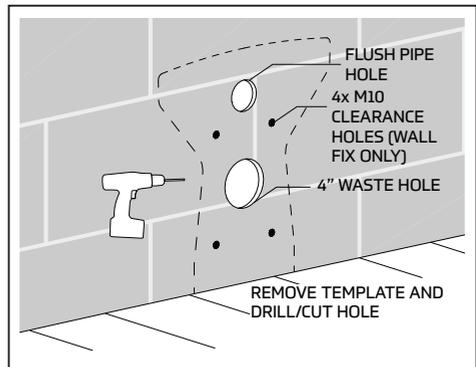
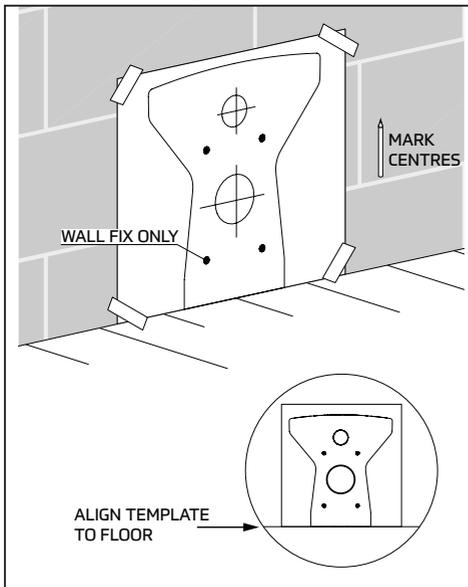


2. Insert the flush pipe connector corresponding to the size of flush pipe to be used. For best performance always use a full-length flush pipe if possible. If necessary, fit one of the Five Restrictor Rings between the flush pipe and the WC depending on the flow rate on site. A higher flow rate will require a smaller restrictor to minimise any splashing. (See Positioning the Cistern).
3. (Bolt to wall versions only) Hand tighten the four M10 threaded fixing studs into the threaded inserts on the back of the pan. If the supplied rods are not long enough to pass through the wall, it will be necessary to cut lengths of standard M10 all-thread down to the correct size.



Floor & Wall Preparation

1. Ensure that the floor where the WC pan is to be fitted is level, free from protrusions and structurally capable of supporting the weight of the product and user.
2. Ensure that the adjoining wall is vertical, flat and free from protrusions and debris.
3. Affix the paper drilling template to the wall using masking tape, ensuring that the bottom datum is aligned with the surface of the floor and that it is crease free.
4. Using a pencil, mark the hole centres for the four bolt-fixing positions, the flush inlet and waste outlet.
5. Remove the template and drill holes through the wall suitable to accept the following items:
 - a) 4 x M10 threaded fixing studs (for bolt-to-wall fixing)
 - b) 1 x waste pipe
 - c) 1 x flush pipe
6. Remove all debris from the holes.



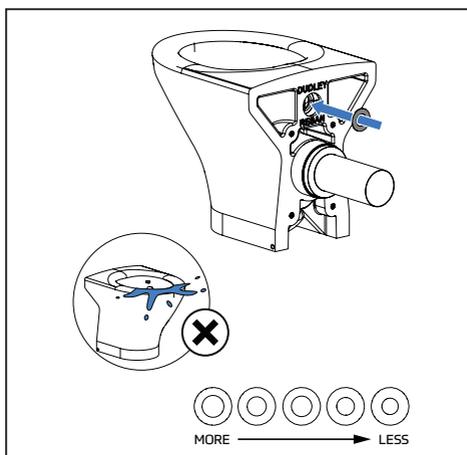
Note: For RH-WCWFPS-500 (P-trap only) model, the pan has an extended spigot outlet that requires the pan collar connection to be within a wall cavity or service duct. Please take note of the installation drawings and set out dimensions before plumbing the waste connection.



Positioning the Cistern

1. The position of the cistern can have a dramatic effect on the performance of the flush:
 - a) Positioning the cistern too high could result in water splashing out of the pan.
 - b) Positioning the cistern too low could result in a weak flush and the pan may not clear.
 - c) When a cistern is used it should be positioned so that its height relative to the pan is such that it provides an adequate flush.
2. In factory tests the pan gives a satisfactory flush when the cistern is set at a height of 720mm above the ground, measured to the bottom face of the cistern.
3. To balance flush quality and splashing, fit one of the five restrictors supplied into the flush pipe inlet recess on the rear of the pan before fitting the flush pipe connector.

Note: Due to the rimless nature of the design it is impossible to completely eliminate all splashing and some spotting may occur around the seat.



Fixing the Pan - Bolt To Wall

(for bolt-onto-floor installation, see next page)

Warning: The pan can weigh up to 60kg and should only be fitted using recognised safe lifting procedures.

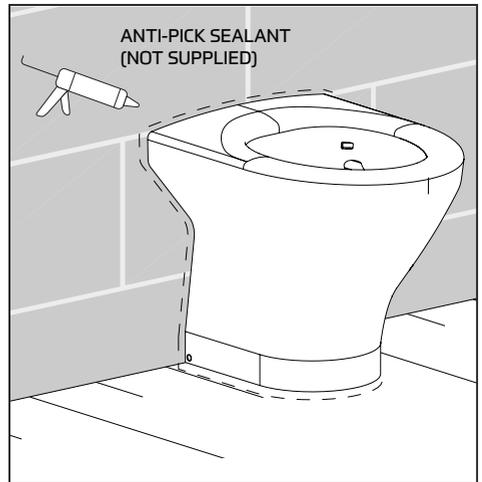
1. Slide pan into position taking care not to damage either the waste pipe or the fixing studs.
2. From the other side of the wall secure the pan into position using M10 washers and locknuts. Ensure that there is enough thread to fully engage the locknut.
3. If required, sealant can be used to eliminate any gaps between the pan and mating walls and floor.
4. Push the inlet pipe through the wall and into the water inlet connector before fitting to the cistern.
5. Connect the waste pipe as required.



Fixing the Pan - Bolt Onto Floor

Warning: The pan can weigh up to 60kg and should only be fitted using recognised safe lifting procedures.

1. Slide pan into position taking care not to damage the waste pipe, and taking care to align with pre-drilled flush pipe inlet and waste outlet holes.
2. Mark four drill hole positions onto floor, and drill the holes on marked positions.
3. Remove pan from position and remove all debris from the holes. install chosen suitable floor fixing anchors into holes, ready to fix the pan onto floor.
4. Attach inlet pipe to the pan water inlet.
5. Slide pan into position again, taking care not to damage the waste pipe or the inlet pipe.
6. If required, sealant can be used to eliminate any gaps between the pan and mating walls and floor.
7. Use suitable screws or anchors through the base fixing points to secure the pan into position.



Commissioning for Use

Once the full installation is complete, check the system for leaks.

Maintenance & Cleaning

1. Clean regularly with a soft damp cloth using only mild liquid detergent or warm soapy water.
2. It is not recommended that proprietary products be used for cleaning as the vast range of different chemical composition makes it impractical to test individually with the pan.
3. Do not use cleaning agents containing a corrosive acid, scouring agent or solvent chemicals. Do not use scouring pads, abrasive cleaners, or sharp instruments. Do not use cream cleaners, as they are abrasive. Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.
4. In hard water areas lime scale removers can be used to remove lime scale deposits.
5. Matt Finish Pans: Deeper cuts can be removed with 1200 grade wet and dry paper.
6. Gloss Finish Pans: Light scratches and abrasions can be removed by rubbing with a soft cloth and liquid cutting compound. Please ensure the cloth is dye free as this may cause stains which need to be removed with wet and dry and then re polished with cutting compound.

product warranty statement - WATTS AUSTRALIA

EFFECTIVE FROM 20 November 2023

This Warranty Statement applies to products supplied by Australian Valve Group Pty Ltd (ACN 068 227 270) (**AVG**) or Enware Pty Ltd (ACN 662 302 767) (**Enware**) (each of AVG and Enware, a Supplier) and installed within Australia.

Subject to the terms and conditions outlined in this Warranty Statement, each Supplier warrants to its customers that a product supplied by it (**Product**) will be free from all defects in material and workmanship under normal usage for the applicable Warranty Period (as set out in the Warranty Table below). The Warranty Period commences from the date of delivery of the relevant Product.

1. Conditions

The warranty provided under this Warranty Statement will not apply in respect of a Product (or any Product defect, fault or resulting damage) if:

- (a) the Product is not installed and maintained in accordance with the requirements of the applicable laws, standards and codes (including, without limitation to, the National Construction Code Volume Three – Plumbing Code of Australia, associated reference standards as applicable at the time and AS/NZS 3500);
- (b) the Product is not installed and maintained by a qualified technician in accordance with the relevant installation and operation manual and instructions; and
- (c) any Product defect, faulty or resulting damage arises from:
 - (i) failure by you or any other person to follow the relevant manual or instructions (relating to the handling, storage, installation, fitting, connection, adjustment, maintenance or repair of the Product) published or provided by the Supplier;
 - (ii) failure by you or any other person responsible for the fitting, installation, or other work on the Product to follow or conform to applicable laws, standards and codes (including, without limitation to, the AS/NZ 3500 set of Standards, all applicable State and Territory Plumbing Codes, the Plumbing Code of Australia and directions and requirements of local and other statutory authorities);
 - (iii) any parts or components not manufactured by the Supplier (or otherwise not authorised by the Supplier) are installed or combined with the Product, without the prior authorisation of the Supplier; or
 - (iv) any act or circumstance beyond our control including, without limitation to, accident, abnormal use, vandalism, fouling caused by foreign material, damage from adverse water conditions, chemical, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the Product, or any abuse, misuse, misapplication, improper installation or connection, or improper maintenance or alteration of the Product.

2. Make a claim

To make a claim under this Warranty Statement, you must notify the relevant Supplier in writing within 7 days of any alleged defect in the Product coming to your attention and provide the Supplier with proof of your purchase of the Product to the relevant Supplier:

- (a) If the Product is supplied by **AVG**, please contact AVG by telephone at 1800 284 287, or by email via its online portal <https://www.wattsau.com.au/support>.
- (b) If the Product is supplied by **Enware**, please complete the Product Service Request form (ENF091), which is available on request from our office (see contact details below), or online via <https://www.enware.com.au/warranty-service-form/>. All notifications and accompanying forms must be sent to Enware marked for the attention of Enware, 9 Endeavour Road, Caringbah NSW 2229. Enware can also be contacted by telephone (1300 369 273) or by email (info@enware.com.au).

On receipt of a notification from you of a claim under this Warranty Statement, the relevant Supplier may contact you requesting you provide reasonably additional evidence, information or details about your claim, or requiring that the relevant Product should be returned to the Supplier (in accordance with the Supplier's instructions) for inspection and testing.

Your failure to comply with any such request within a reasonable amount of time may result in your claim under this Warranty Statement being rejected.

3. Our responsibilities

(a) In the event that the Supplier is reasonably satisfied that there is a defect in the relevant Product within the applicable Warranty Period, the Supplier will, at its option, replace the Product, supply an equivalent product or repair the Product, free of charge. Your costs in making a warranty claim under this Warranty Statement, including any costs in relation to freight, collection, delivery and installation, are to be borne and paid by you. However, if in respect of a Product, it is indicated in the Warranty Table that labour support will be provided, and the Supplier is reasonably satisfied that a defect in the Product takes place during the period that labour support will be provided as indicated in the Warranty Table, the Supplier will bear the costs for delivery, repair and installation of the replacement Product (as applicable).

(b) TO THE EXTENT PERMITTED BY LAW AND SUBJECT TO PARAGRAPH 4 BELOW AND THE OPERATION OF THE AUSTRALIAN CONSUMER LAW:

- (i) THE WARRANTY SET OUT IN THIS WARRANTY STATEMENT IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE SUPPLIER WITH RESPECT TO THE RELEVANT PRODUCT;
- (ii) THE SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED;
- (iii) THE SUPPLIER HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND
- (iv) THE REMEDY DESCRIBED IN THIS WARRANTY STATEMENT SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY, AND THE SUPPLIER SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOST PROFITS OR THE COST OF REPAIRING OR REPLACING OTHER PROPERTY WHICH IS DAMAGED IF THE PRODUCT DOES NOT WORK PROPERLY.

4. Australian Consumer Law

This paragraph 4 applies if you are a 'Consumer' (as defined in section 3 of the Australian Consumer Law (**ACL**)) and the Product or services supplied to you falls within the goods or services which, for the purposes of the ACL, are of a kind ordinarily acquired for personal, domestic or household use or consumption.

The Products and services provided by the Supplier come with guarantees that cannot be excluded under the ACL, and noting in this Warranty Statement should be interpreted as attempting to exclude, restrict or modify such guarantees or your rights under the ACL. For major failures with any services, you are entitled:

- (c) to cancel your service contract with us; and
- (d) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with Products. If a failure with the Product or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the Products and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Products or service*.

5. Warranty table

*the applicable period commences on the date of delivery of the Product.

PRODUCT GROUP	PRODUCT SERIES CODES	WARRANTY PERIOD (YEARS)*	LABOUR SUPPORT (YEARS)
Sanitaryware	WELLBEING	2	2