

# Enware Wellbeing® Close Coupled Wall Faced Toilet Suite - Raised Height

## Installation and Maintenance Instructions

WB-WCCBTW-RH



### technical data

Working Pressure Range	Min 50 kPa Max 500 kPa
Inlet Connection	1/2" BSP (DN15)
Water Inlet Connection Method	Back inlet or bottom inlet (on either side of pan)
Outlet Connection	DN100 DWV PVC Pipe (S-Trap Adaptor) / DN100 DWV PVC Pan Collar (P-Trap)

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 and commissioned 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.

100622\_14 May 2024

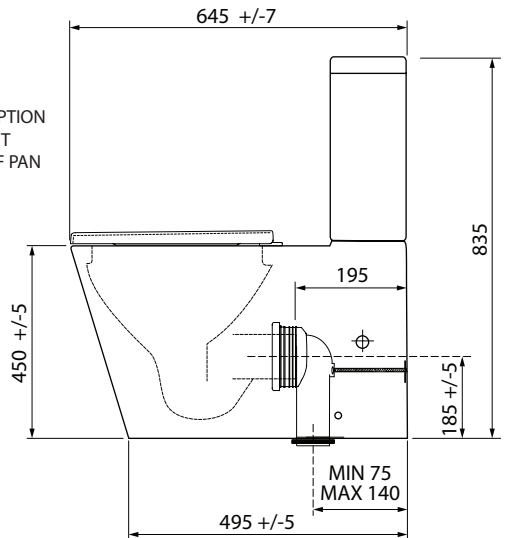
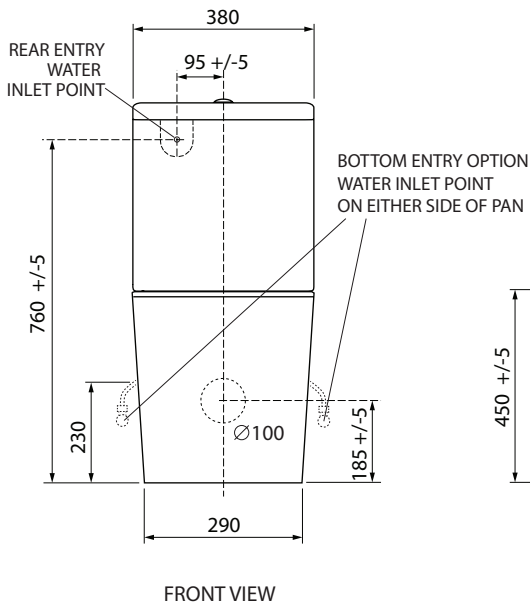
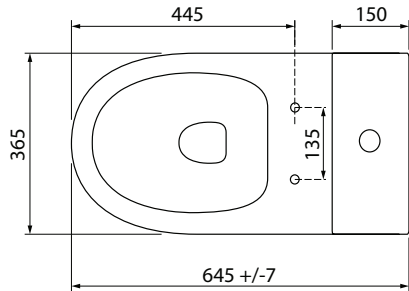
1300 369 273 | [info@enware.com.au](mailto:info@enware.com.au) | [enware.com.au](http://enware.com.au)

  
A WATTS Brand

# installation

Determine location and set out for the toilet.

Prepare water and waste outlet points according to the setout dimensions shown below.



\* Dimensions are nominal and subject to normal ceramic manufacturing variations due to the nature of the manufacture of vitreous china.

---

## ROUGH-IN

### 1. Determine Set Out For The Toilet Pan

#### *S-Trap Set-Out:*

Min 75mm – max 140mm from finished wall.

The outlet pipe should be DN100 PVC DWV pipe. The S-Trap Adaptor has a rubber seal that inserts inside the DN100mm pipe.

#### *P-Trap Set-Out:*

P-Trap spigot is 185 +/-5mm from base of pan. Connection to be used is a 100mm DWV Pan Collar.

### 2. Determine Water Inlet Point

Water inlet can be either rear-entry, or bottom-entry on either side of pan.

- For rear entry, cistern has a cut-out to allow for the water point. Set a 1/2" BSP (DN15) male water inlet point on wall at height 760 +/-5mm from the base of pan and offset 95 +/-5mm to the left from centre of pan.
- For bottom entry, there is a hole on the side of pan on either side to let flexible hose through, at 230mm off the floor. A 1/2" BSP (DN15) water inlet point can be set in the vicinity.

## FIT-OFF

### 3. Fix Cistern Onto Pan

Assemble the plastic cistern fixing lugs into the pan cistern fixing holes, with the nuts at the bottom. **SEE IMAGE 01**

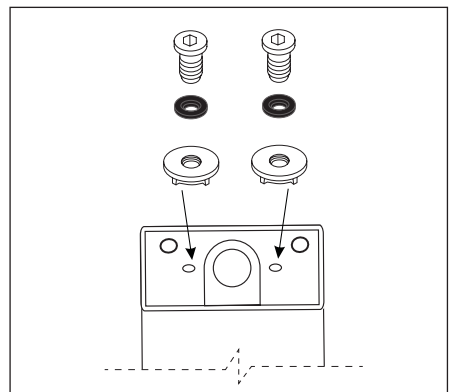


IMAGE 01

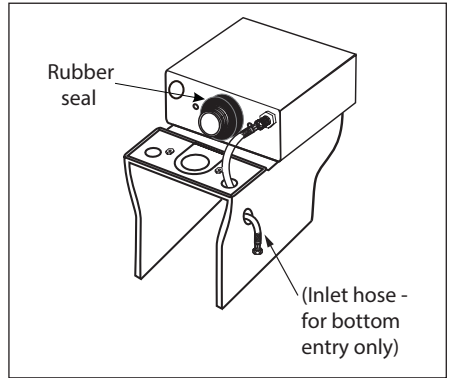
Fit the rubber seal around the tail of outlet valve located at the bottom of cistern.

**SEE IMAGE 02**

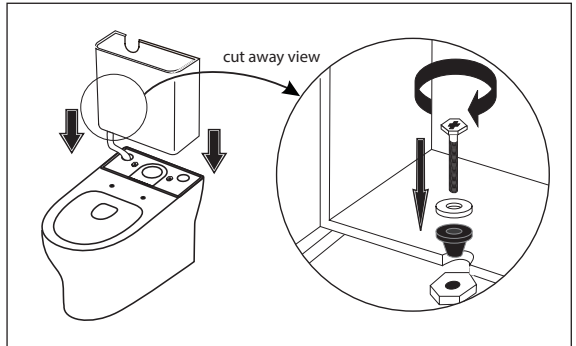
(For bottom inlet: Connect inlet hose to the inlet connection on the bottom of cistern, and feed the hose through the hole located on the side of pan.)

Lift the cistern into position and lower onto the pan cistern platform. Locate the cistern fixing bolts through the cistern from the inside, and ensuring alignment with the pan, tighten the screws until cistern feels secure.

Do not overtighten. **SEE IMAGE 03**



**IMAGE 02**



**IMAGE 03**

#### 4. Prepare Waste Pipe Connection

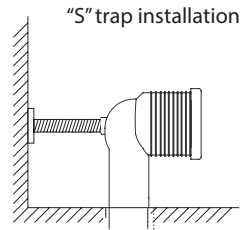
For P-Trap:

Install a Pan Collar onto outlet pipe on wall at the required position, ready for connection to pan.

For S-Trap:

**S-TRAP CONNECTOR FIXING PROCEDURE:**

1. Cut the drain pipe, leaving it 5mm high off the finished floor level.
2. Measure the height of pan outlet. If required, cut the bottom section of S-trap connector to suit the height of the pan outlet.
3. Measure the set-out of pan from finished wall. Cut the collar section of the connector if necessary, to suit the set-out.
4. Cut fixing rod to length, attach rod to fixing plate and S-trap connector. Secure the fixing plate to wall.



## 5. Fix Pan Onto Floor

Determine floor fixing requirements. Ensure the floor mounting bracket screws can be fixed onto floor material with adequate structural integrity and strength.

Position pan in place, and mark anchor holes for floor mounting brackets. Remove pan, pre-drill anchor holes where marked, and install fixing brackets.

Install the toilet pan into position, but do not fix pan in place with fixing screws or apply silicone sealant yet, until the toilet flushing mechanism and waste connections are tested.

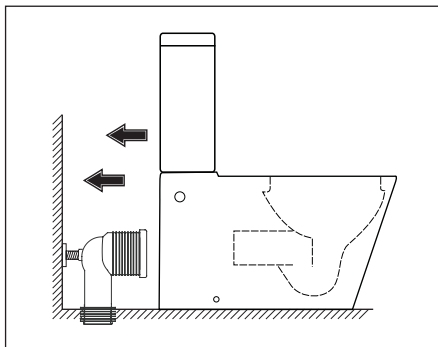


IMAGE 04

## 6. Connect Water Supply

Flush water supply line prior to connection, to flush out any debris that could clog cistern flush valve mechanisms.

Install mini cistern cock onto 1/2" BSP thread on wall.

*For rear-entry water inlet:* connect water inlet valve to mini cistern cock using the flexible hose. **SEE IMAGE 05**

*For bottom-entry water inlet:* first unscrew cap on the bottom inlet fill tube. Connect the flexible hose from the inlet valve to the top of the fill tube. Then connect the inlet hose on side of pan to mini cistern cock on the wall. **SEE IMAGE 06**

Turn water on and test connections.

Insert the button assembly through the cistern lid and tighten into the outlet valve.

Test the flushing mechanism for correct operation, and inspect the plumbing connections for any leaks.

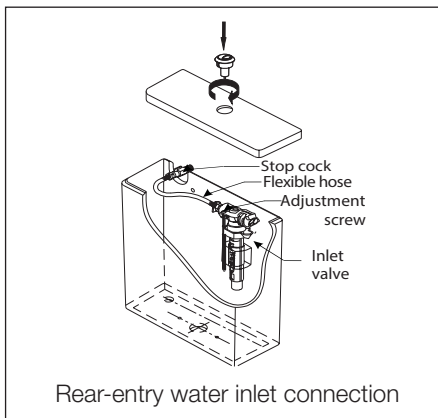


IMAGE 05

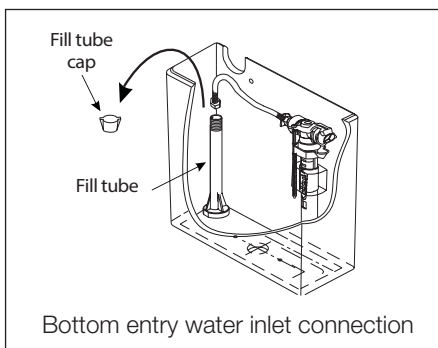


IMAGE 06

## 7. Caulking

Adjust the position of the toilet pan so it sits level.

Ensure the floor surface is clean and dry - free of dust, moisture and grease.

Lift pan slightly to apply silicone sealant to the bottom contact surface of the pan and around the perimeter of the foot of the pan, to create a thorough seal between the pan and floor.

### SEE IMAGE 07

Also apply silicone sealant between the rear contact surface of the pan and the wall.

Use high grade anti-bacterial silicone of appropriate colour. Do not use epoxy-type adhesives.

Ensure no gap is left that can let moisture through to the inside of pan.

Once caulking is complete, secure the toilet pan in place using fixing screws through the sides of pan and onto the floor mounting brackets. Hand tighten the pan fixing screws, but do not over-tighten. (Over-tightening screws will cause the ceramic to crack.) Install white screw cover caps. **SEE IMAGE 08**

Note: Do not use sand and cement for bedding. Cement may shrink or expand as temperature changes and this could result in damage to the toilet.

Do not use the toilet until the silicone bed has cured.

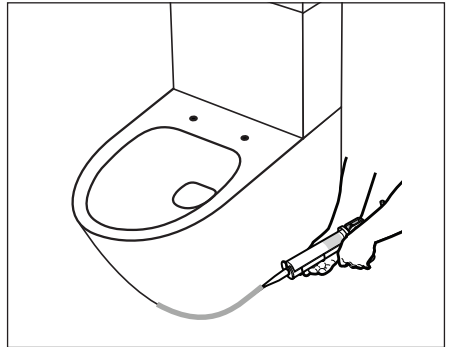


IMAGE 07

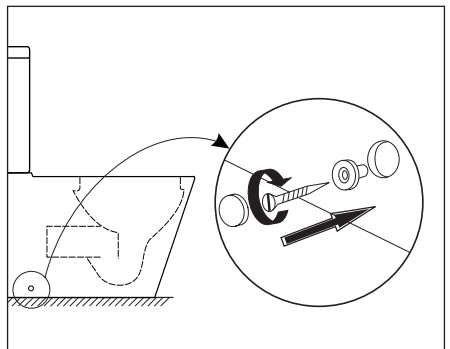


IMAGE 08

## 8. Install Toilet Seat

Toilet seat has a top-fixing hinge that does not require access from underneath the pan. Insert top fixing rawl plugs into the seat bolt holes of the pan. Place the hinge blocks, without the stainless steel covers, over the rawl plugs and loosely fix the screw through the hinge blocks into the rawl plugs. **SEE IMAGE 09**

Fit the toilet seat onto the hinge blocks by locating the fixing holes onto the hinge pins and push into place. Close the seat and cover onto the pan, and adjust the position in line with the rim of the pan. Once the correct position is achieved, tighten the screws. Open the seat and cover, and depress the quick release buttons to remove the seat and cover. Place the stainless steel covers over the hinge blocks and re-fit the seat.

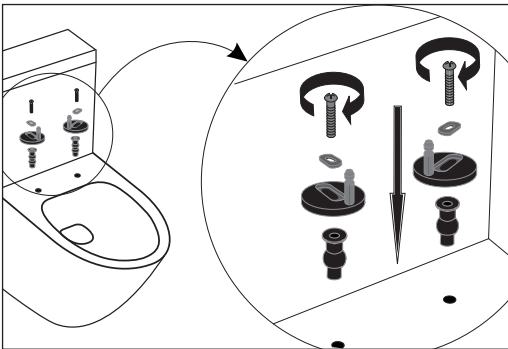


IMAGE 09

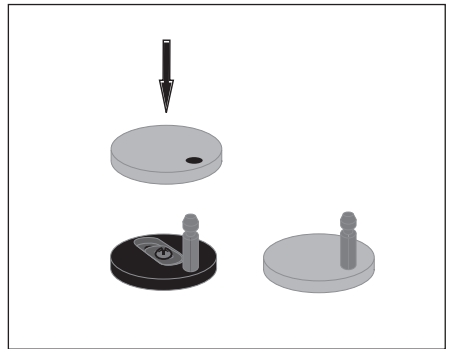


IMAGE 10

## 9. Install Flush Button

The bridge piece on the outlet valve has been lowered for packing and transport. Adjust to position number "4". **SEE IMAGE 11**

Place push button case through the cistern lid hole. Lower the cistern lid onto the cistern while ensuring the actuator holes are aligned with the push button case. Fit the antivandal screw through the push button case through the centre hole and fix the cistern lid in place. **SEE IMAGE 12 & 13**

Push actuators through button case until they click into place. **SEE IMAGE 14**

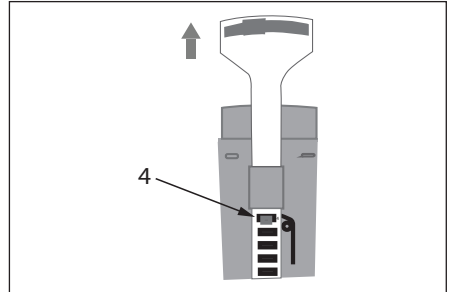


IMAGE 11

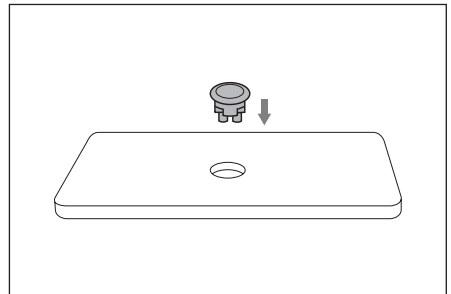


IMAGE 12

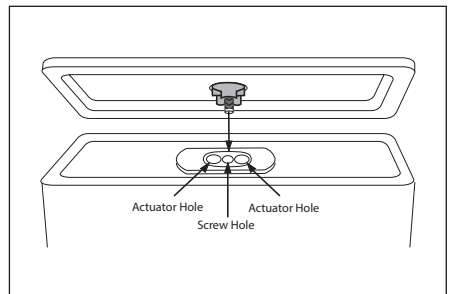


IMAGE 13

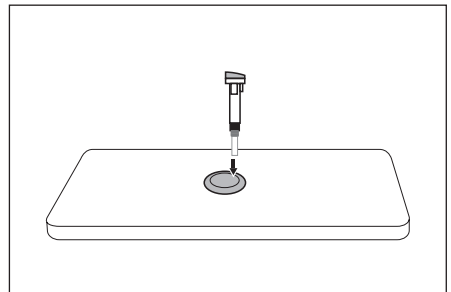


IMAGE 14

---

# **maintenance**

## **CLEANING**

- WC units have a glazed surface. Glazed surfaces are easy to keep clean and are resistant against most chemicals.
- Clean bowl regularly.
- Clean external surfaces regularly with a dry, soft cloth or a sponge. Alternatively clean with a soft damp cloth using only mild liquid detergent or soap and water, and wipe dry with a cloth.
- Cleaning utensils, which contain abrasive agents, such as steelwool and green scouring pads, must not be used. Strong abrasive materials can scratch the glaze and devoid it of its original qualities.
- Do not use cream cleaners, as they are abrasive.
- Strong acids such as hydrochloric acid or sulphuric acid, strong alkaline such as caustic soda, cleaning powders or pastes, and solvent chemicals must not be used.
- Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.
- Running WC units should be repaired immediately.
- Do not place chemical additives into the cistern tank as chemical additives can deteriorate the sealing rubber and valve components.

## troubleshooting

PROBLEM	CAUSE	RECTIFICATION
Toilet not flushing away	Flush volume too low	Increase flush volume
Drain blockages	Offset pan collars are used	Do not use offset pan collars that can impede outlet flow
Water constantly runs into bowl	Cistern fill level is too high	Adjust fill level on inlet valve to lower the water level below the overflow pipe
	Cistern Inlet valve failure	Replace inlet valve assembly
	Cistern Inlet valve is fouled by debris	Dismantle inlet valve and clean inlet valve seal
	Cistern outlet valve seal washer is worn or damaged	Replace outlet valve seal washer
	Cistern outlet valve is fouled by debris	Check outlet valve for any debris and clean
Water is leaking onto floor	Inlet hose or connections are leaking	Retighten connections or replace inlet hose
	Cistern fittings components are leaking	Check and retighten outlet, inlet and plug nuts
	Outlet connector broken or not engaged correctly	Uninstall pan and check outlet waste connector. Engage pan correctly, and/or replace connector.

# 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](mailto: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, 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	ENWARE WELLBEING	2	2



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