

Wellbeing 800 Close Coupled Back-to-Wall Toilet Suite

Installation and Maintenance Instructions

WELLBEING800CCWC



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components



- Toilet Pan
- Cistern
- S-Trap Adaptor (Universal Pan Connector)
- Toilet Seat [No Lid]
- Raised Flush Button
- Floor Mounting Bracket Kit
- Cistern-Pan Foam Seal

technical data

Water Supply Inlet Pressure	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)

Installation shall be in accordance with the AS/NZS3500 series of Standards, the Plumbing Code of Australia (PCA), and the manufacturer's instructions.

Installations not complying with AS/NZS 3500, the PCA or the manufacturer's instructions may void the product and performance warranty provisions.

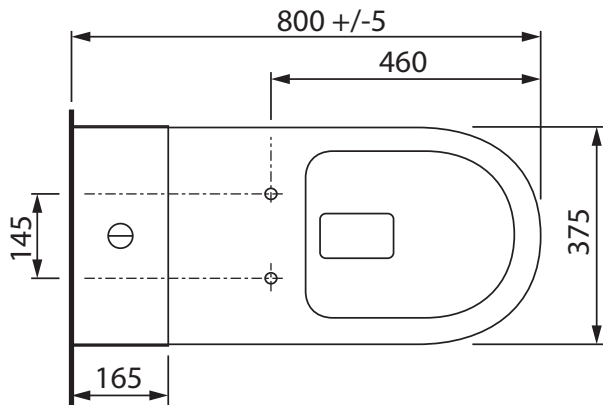
Enware Australia advises: 1. Due to ongoing Research and Development, specifications may change without notice; 2. Component specifications may change on some export models.

All measurements are in millimetres.

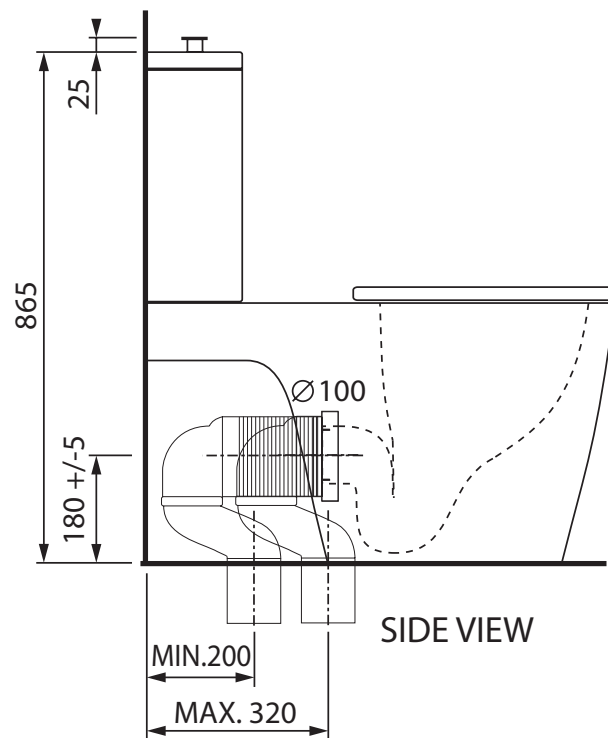
installation

Determine location and set out for the toilet.

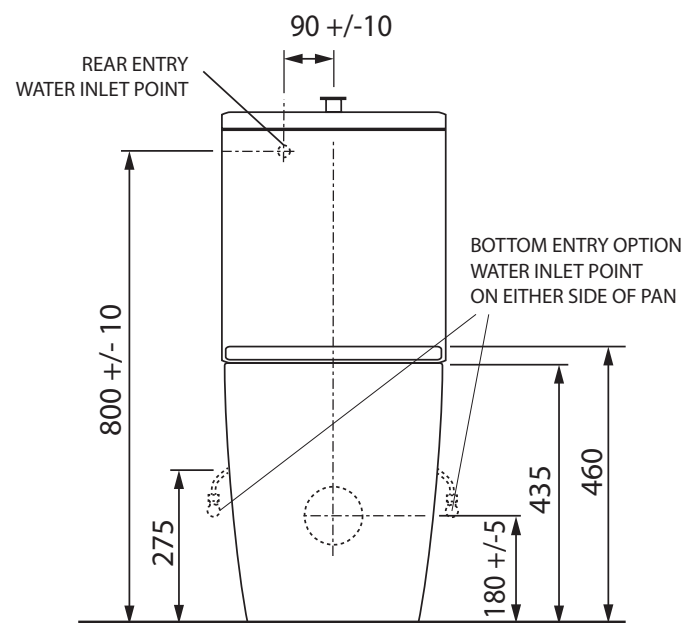
Prepare water and waste outlet points according to the setout dimensions shown below.



TOP VIEW



SIDE VIEW



FRONT VIEW

ROUGH-IN

1. Determine Set Out For The Toilet Pan

S-Trap Set-Out:

The recommended set-out for S-Trap installation is 250mm from the finished wall, with adjustability range of minimum 200mm – maximum 320mm 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 180 +/-5 mm 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 800 +/- 10mm from the base of pan and offset 90 +/- 10mm 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 275mm off the floor and 95mm from the wall. A 1/2" BSP (DN15) water inlet point can be set in the vicinity.

FIT-OFF

3. Fix Cistern Onto Pan

Install cistern onto pan with two bolts and nuts supplied. Ensure black cistern-pan foam seal is in place between the pan and cistern outlet. Hand-tighten nuts until cistern feels secure. Do not overtighten.

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. (See floor mounting bracket installation guide.) Remove pan, pre-drill anchor holes where marked, and install fixing brackets according to fixing bracket instructions.

For bottom-entry water inlet connection, screw on a flexible hose to 1/2" BSP male thread of bottom inlet connector on the bottom of cistern (on the outside of cistern), and feed the hose through the hole located on the side of pan.

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.

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.

For bottom-entry water inlet: first unscrew cap on the bottom inlet connector, located inside on the bottom of cistern. Connect inlet valve to the 1/2" BSP male thread on this inlet connector, using the flexible hose. Then connect the flexible hose installed in Step 5 to mini cistern cock on the wall.



Turn water on and test connections.

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

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.

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.

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.

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.

8. Install Toilet Seat

Install toilet seat according to toilet seat installation instructions. Toilet seat has a top-fitting hinge that does not require access from underneath the pan.

accessing the flush valve

To access the outlet valve, lift the cistern lid, and unclip the outlet valve from its frame by levering out the tabs at the bottom of the valve.



adjusting flush volume

Full Flush and Half Flush volumes can be adjusted by changing the settings on outlet valve.

To adjust Full Flush, unlock the red locking tab and slide down to increase flush volume, slide up to decrease volume. (Note: the marked numbers do not correspond to the number of litres.)

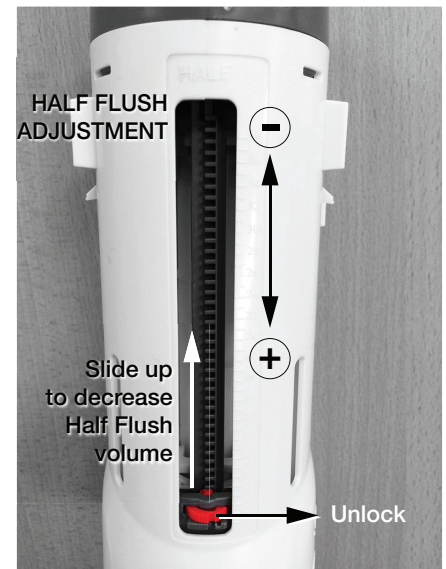
Lock the red locking tab.



To adjust Half Flush, unlock the red locking tab and slide down to increase flush volume, slide up to decrease volume. (Note: the marked numbers do not correspond to the number of litres.)

Lock the red locking tab.

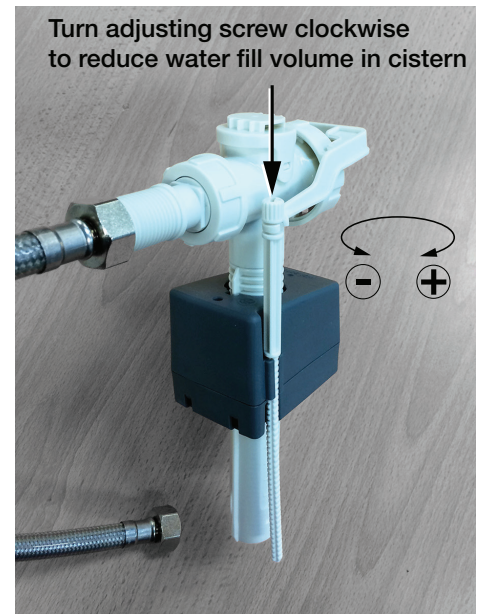
Reinstate the flush valve and test the flush.



ADJUSTING FILL LEVEL

Fill level can be adjusted on the inlet valve.

Use a screwdriver to turn the adjusting screw - clockwise to increase fill level (reduce water fill volume), anti-clockwise to decrease fill level.



maintenance

Turn off water supply before carrying out any repair or maintenance work on flush valves.

To change outlet valve seal washer, remove the outlet valve from cistern, and pull off the outlet valve washer located at the bottom of the valve. Replace with a new washer.

Refer to Troubleshooting section for any problems with the toilet.

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.

troubleshooting

PROBLEM	CAUSE	RECTIFICATION
Toilet not flushing away Drain blockages	Flush volume too low	Increase flush volume
	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
	Inlet valve failure	Replace inlet valve assembly
	Inlet valve is fouled by debris	Dismantle inlet valve and clean inlet valve seal
	Outlet valve seal washer is worn or damaged	Replace outlet valve seal washer
	Outlet valve is fouled by debris	Check outlet valve for any debris and clean
Water leaks between cistern and pan	Cistern-pan foam seal is not fitted properly or missing	Install cistern-pan foam seal correctly

For further assistance, call Enware on 1300 369 273.

spare parts

WELLBEING-S001	Hinge fixing kit for Wellbeing toilet seat
WELLBEING-S002	Wellbeing toilet seat (includes hinge fixing kit)
WELLBEING-S003	Raised dual flush button
WELLBEING-S004	Inlet valve
WELLBEING-S005	Outlet valve
WELLBEING-S006	Outlet valve seal washer
WELLBEING-S007	Cistern-pan foam seal
WELLBEING-S008	Cistern plug for bottom inlet
WELLBEING-S009	Cistern plug with bottom inlet connection
WELLBEING-S010	Cistern-pan fixing screws
WELLBEING-S011	Floor fixing bracket kit
WELLBEING-S012	P to S trap converter
WELLBEING-S013	Pan only - suit WELLBEING800CCWC
WELLBEING-S014	Cistern only - suit WELLBEING800CCWC

Enware Australia (“we” or “us”) warrants that this product (also referred to as “our goods”) will be free from all defects in materials and workmanship for 2 years* from the date of purchase. Our liability under this warranty

is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. All products must be installed in accordance with the manufacturer’s instructions, the Plumbing Code of Australia (PCA), and AS/NZS3500 including any other applicable regulatory requirements.

making a claim

To make a claim under this warranty you must notify us in writing within 7 days of any alleged defect in the product coming to your attention, provide us with proof of your purchase of the product and have completed the Online Product Service and Warranty Form available on website:

www.enware.com.au/product-service-enquiry

All notifications and accompanying forms must be sent to us marked for the attention of the Enware Australia, 9 Endeavour Road, Caringbah NSW 2229. We can also be contacted by telephone (1300 369 273) or by email (info@enware.com.au).

Your costs in making a claim under this warranty, including all freight, collection and delivery costs, are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

* 2 Years parts and labour warranty

exceptions

This warranty does not apply in respect of any damage or loss due to or arising from:

- a) Failure by you or any other person to follow any instructions for use (including instructions and directions relating to the handling, storage, installation, fitting, connection, adjustment or repair of the product) published or provided by us;
- b) 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 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); or
- c) Any act or circumstance beyond our control including faulty installation or connection, accident, abnormal use, acts of God, damage to buildings, other structures or infrastructure and loss or damage during product transit or transportation.

other conditions

Except as provided or referred to in this document, we accept no other or further liability for any damages or loss (including indirect, consequential or economic loss) and whether arising in contract, tort or otherwise. Any benefits available to you under this warranty are in addition to any non-excludable rights or remedies you may have under applicable legislation, including as a “consumer” under the Australian Consumer Law. To that extent you need to be aware that: our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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