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# BRISTAN

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## Installation Instructions and User Guide

Sail Tap Range

### **Models Covered:**

SAI 1/2 C, SAI 3/4 C,  
SAI BAS C, SAI BF C,  
SAI BSM 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 taps and showers expert.

All products manufactured and supplied by Bristan are safe and comply to legislative requirements; providing that they are installed correctly and receive regular maintenance in accordance with these instructions your user experience will not be affected.

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 0330 026 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/ electrically qualified person.**

- These fittings need to be installed in accordance with, and meet the requirements of the Water Supply (Water Fittings) Regulations 1999 and current bylaws. For full Installation Requirements & Notes (IRN) please visit **[wras.co.uk/directory](http://wras.co.uk/directory)**.

- Remove all packaging and check the components for damage before starting installation



- Before starting any installation, please consider the following:

- Prior to 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, don't forget to wear eye protection and unplug equipment after use.

- Before installing these taps the water supply must be thoroughly flushed in order to remove any swarf, solder etc.

- We recommend isolation valves to be fitted to the inlet water supplies to ensure ease of future maintenance.

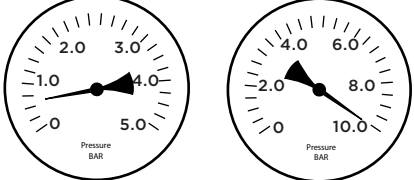
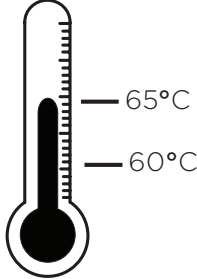




- Full access must be made available for future maintenance/servicing purposes.

- This product must not be modified in any way as this will invalidate the guarantee

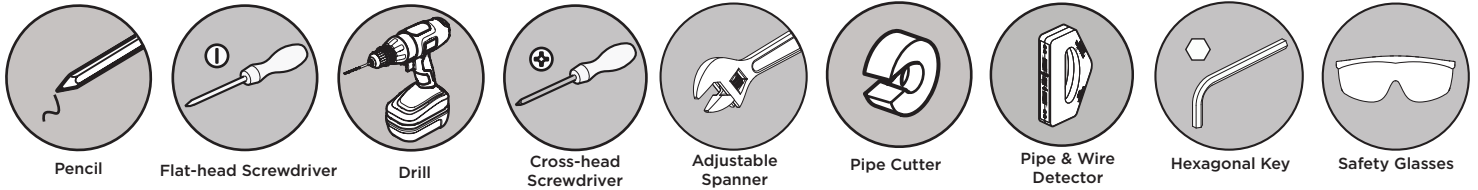
If in doubt, contact a registered plumber or your Local Water Authority or the Secretary of the Institute of Plumbing, address as follows:-

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

# Specifications

Specifications	Inlet Water Temperature	Recommended Usage	
<p><b>Working Pressures (All Models)</b></p> <p><b>Min:</b> 0.02 MPa (0.2 bar)      <b>Max:</b> 0.5 MPa (5.0 bar)</p>  <p><b>Maximum Static Pressure:</b> 1.0 Pa (10.0 bar)</p>	 <p><b>60-65°C Recommended</b></p>	<p><b>Domestic</b></p> 	<p><b>Heavy</b></p>  <p><b>Commercial</b></p>
		<p><b>Light</b></p>  <p><b>Commercial</b></p>	<p><b>Healthcare</b></p> 

## Tools You'll Need



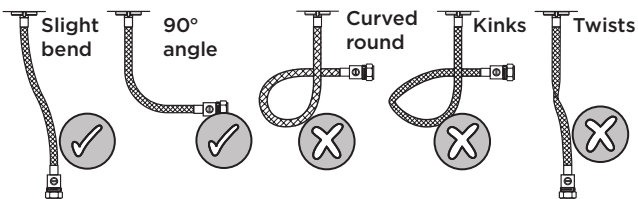
### Inlet Connection

- SAI 1/2 C - 1/2" BSP
- SAI 3/4 C - 3/4" BSP
- SAI BAS C - 1/2" BSP Flexible Tails
- SAI BF C - 3/4" BSP
- SAI BSM C - 3/4" BSP

### Outlet Connection

- SAI 1/2 C - Coin-Slot Aerator
- SAI 3/4 C - Coin-Slot Aerator
- SAI BAS C - 5lpm Flow Limited Aerator
- SAI BF C - Flow Straightener
- SAI BSM C - G 1/2", Single Function Handset

### Flexible Connecting Pipes



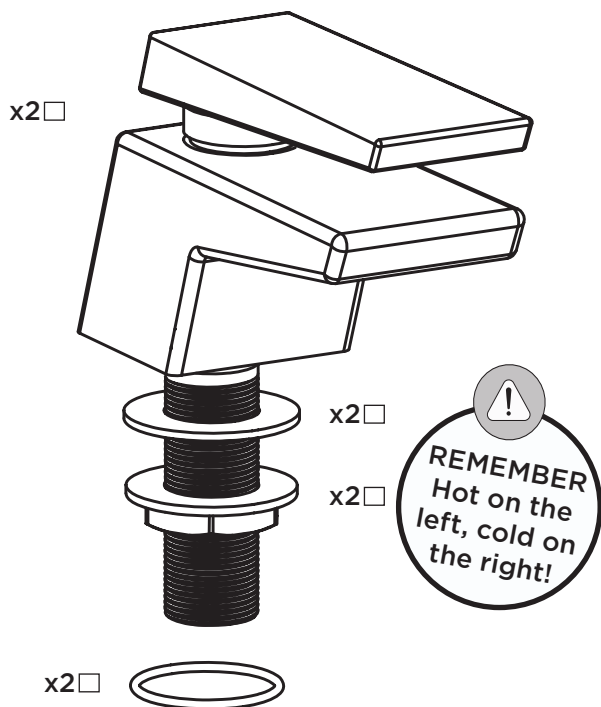
### Spare Parts

To replace any spare parts for your tap, why not scan the QR Code or visit [www.bristan.com](http://www.bristan.com) and search for your product.



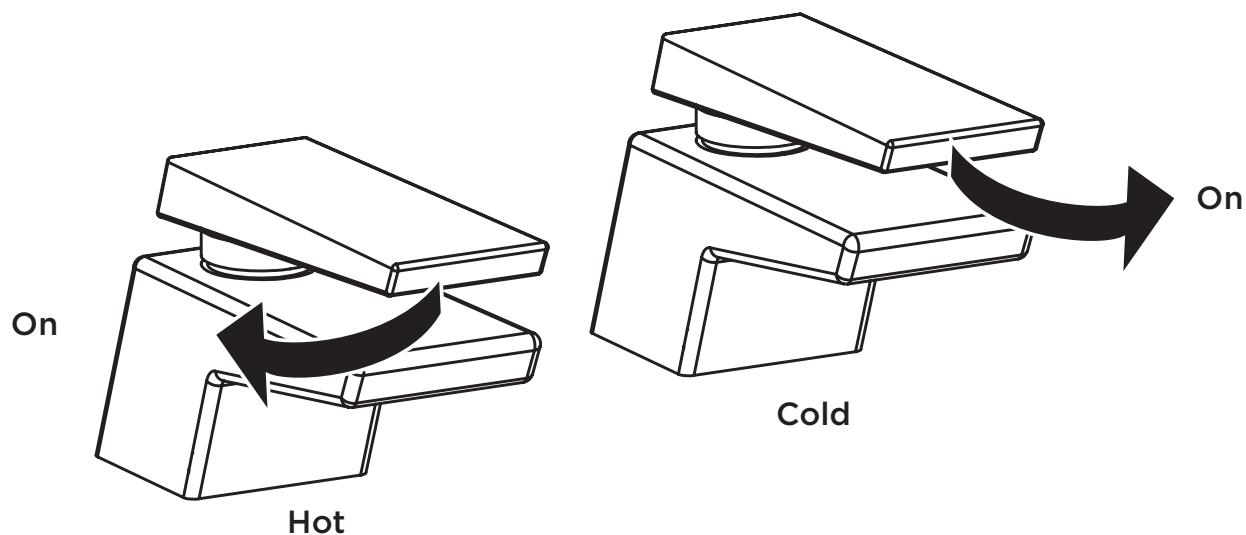
# Installation - Basin & Bath Taps

## Pack Contents



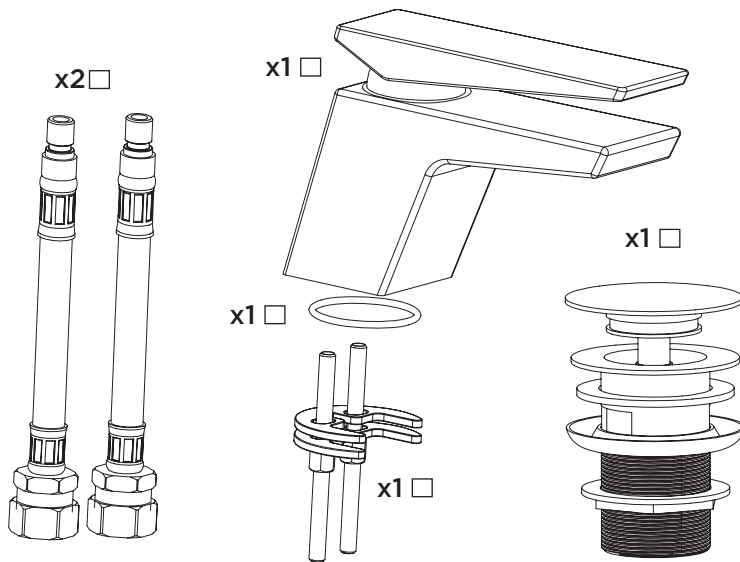
1. Identify all components are present prior to starting installation.
2. Position the 'O' ring in the groove on the underside of the tap body and feed the bodies through the tap holes on the basin/bath.
3. Using a suitable spanner, secure the taps to the basin/bath with the washers and metal backnuts.
4. Connect the hot and cold water supplies to the tap tails. We recommend fitting isolation valves for ease of future maintenance (not supplied).
5. Turn on the water supplies and open both taps letting the water flow for a few minutes to check all joints and connections for any leaks.

## Operation



# Installation - Basin Mixer

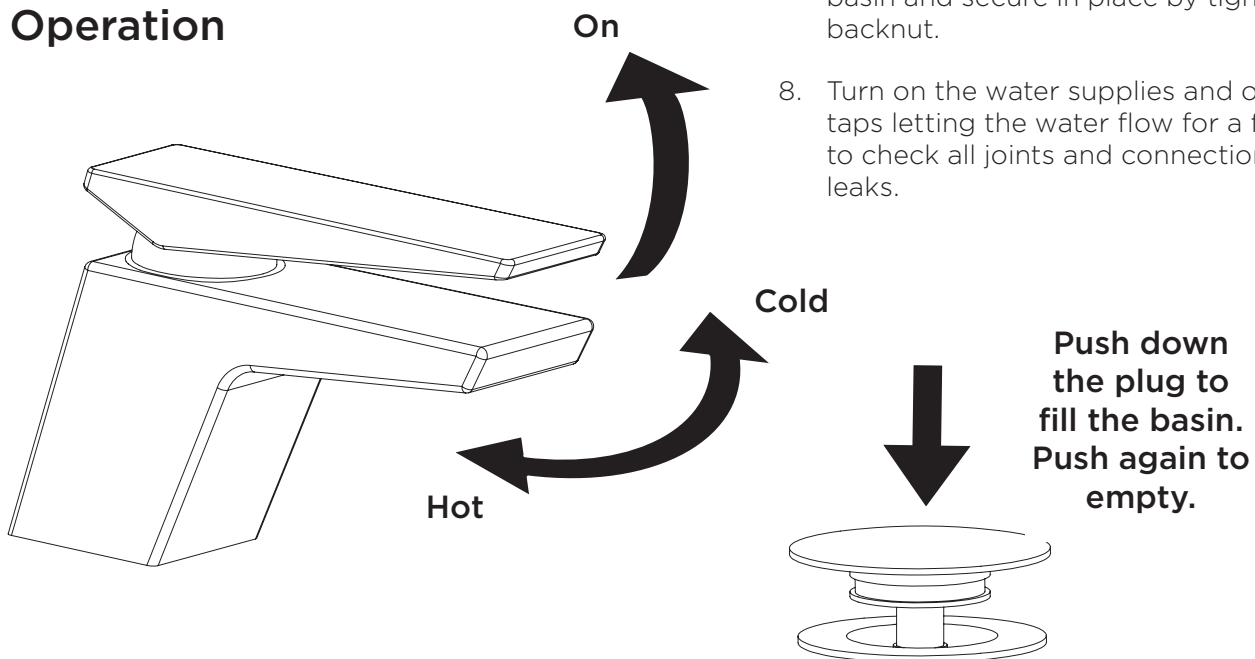
## Pack Contents



1. Identify all components are present prior to starting installation.
2. From the fixing kit, screw the two fixing rods into the bottom of the mixer body. Screw in (by hand only) the flexible connecting pipes to the mixer body by hand only; (DO NOT OVERTIGHTEN).
3. Feed the mixer body through the basin taphole ensuring the o-ring is fitted in the groove on the underside of the tap body.
4. Push the 'C' shaped rubber and metal washers onto the threaded rods and tighten by screwing the fixing nuts.
5. Connect the hot and cold water supplies to the tap tails. We recommend fitting isolation valves for ease of future maintenance (not supplied).
6. Fit the clicker waste to the basin ensuring a rubber washer is fitted between the basin and the waste.
7. Place the other rubber washer under the basin and secure in place by tightening the backnut.
8. Turn on the water supplies and open both taps letting the water flow for a few minutes to check all joints and connections for any leaks.

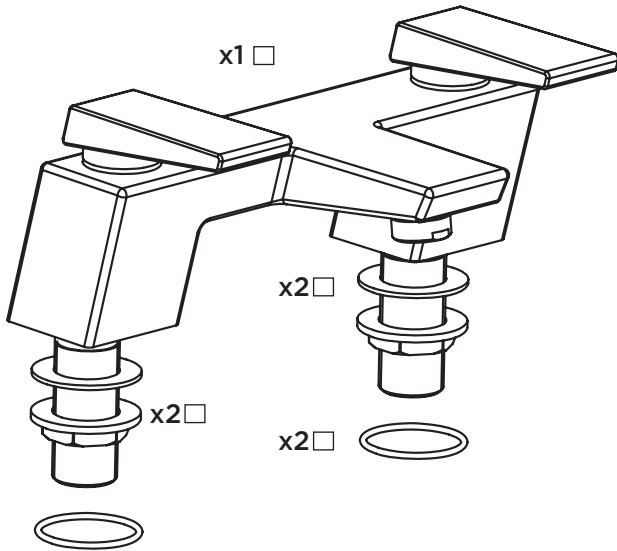


## Operation



# Installation - Bath Filler

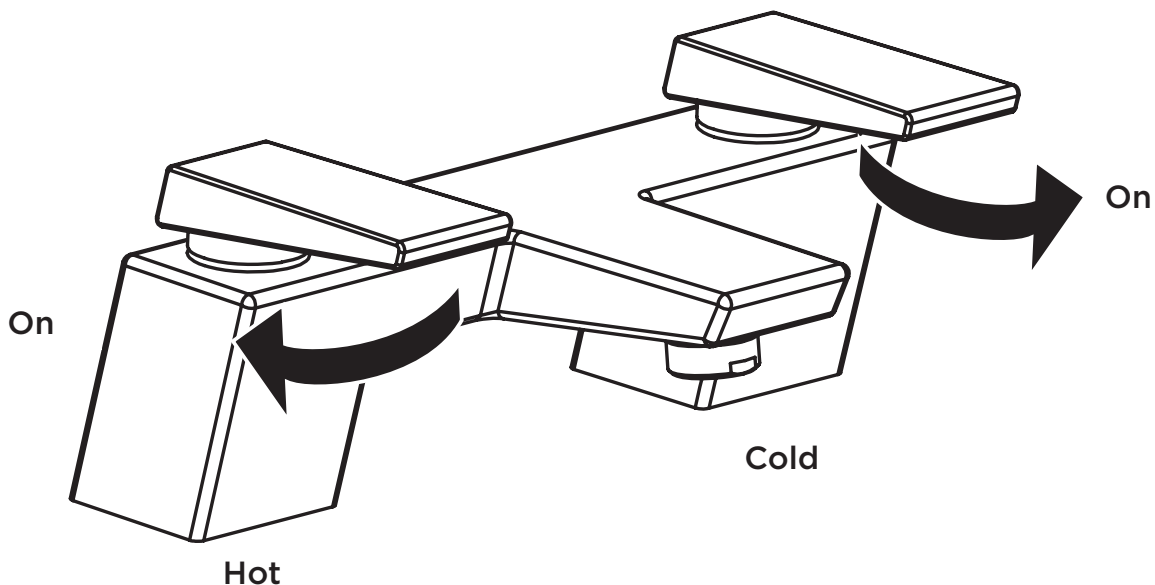
## Pack Contents



1. Identify all components are present prior to starting installation.
2. Position the 'O' rings in the grooves on the underside of the tap body and feed the body through the tap holes on the bath.
3. Using a suitable spanner, secure the tap to the bath with the washers and metal backnuts.
4. Connect the hot and cold water supplies to the tap tails. We recommend fitting isolation valves for ease of future maintenance (not supplied).
5. Turn on the water supplies and the tap letting the water flow for a few minutes to check all joints and connections for any leaks.

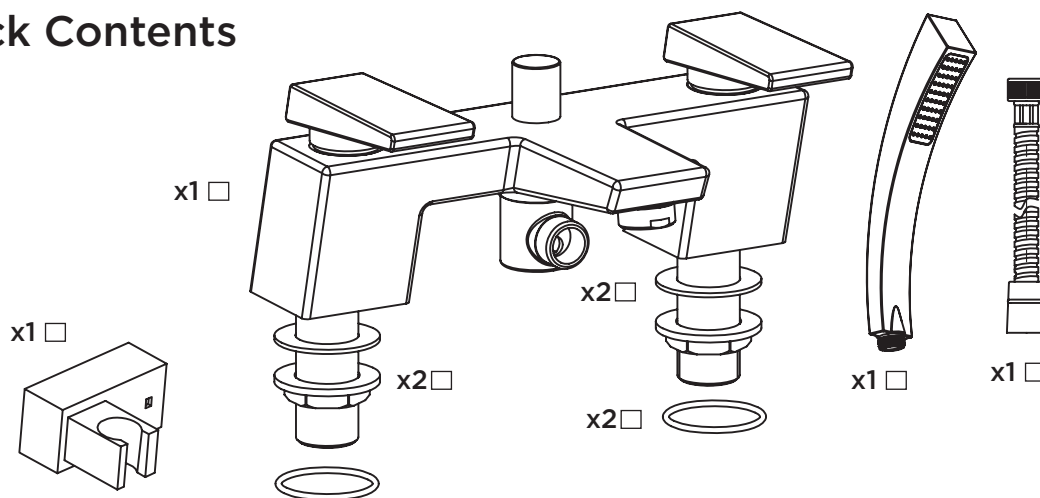


## Operation



# Installation - Bath Shower Mixer

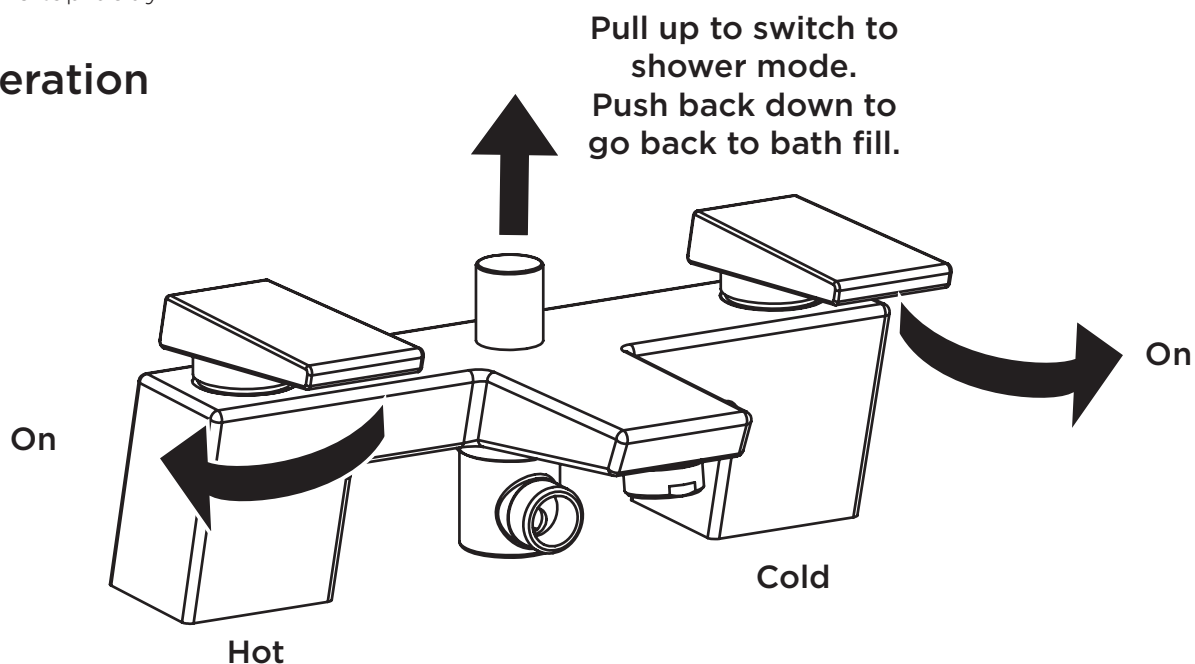
## Pack Contents



1. Identify all components are present prior to starting installation.
2. Position the 'O' rings in the grooves on the underside of the tap body and feed the body through the tap holes on the bath.
3. Using a suitable spanner, secure the tap to the bath with the washers and metal backnuts.
4. Connect the hot and cold water supplies to the tap tails. We recommend fitting isolation valves for ease of future maintenance (not supplied).
5. Connect the hose and handset to the tap body.
6. Turn on the water supplies and the tap letting the water flow for a few minutes to check all joints and connections for any leaks.
7. Position where you want the wall bracket to be installed, ensuring the hose and handset can reach. Mark and drill the fixing holes.
8. Secure the wall bracket using the fixings supplied. Put the bracket cover back on the fixing plate.



## Operation





# General Cleaning

Bristan products are made from premium materials, with hand polishing and electroplated finishes.

Your taps or shower should be regularly cleaned with warm water, a mild pH-neutral liquid soap, and polished with a soft cloth. Any residues from soap, toothpaste, shampoos and shower gels 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.

Some surfaces such as nickel and pewter may be affected by the dye found in some cloths, so it is also important to avoid hanging cloths on spouts.

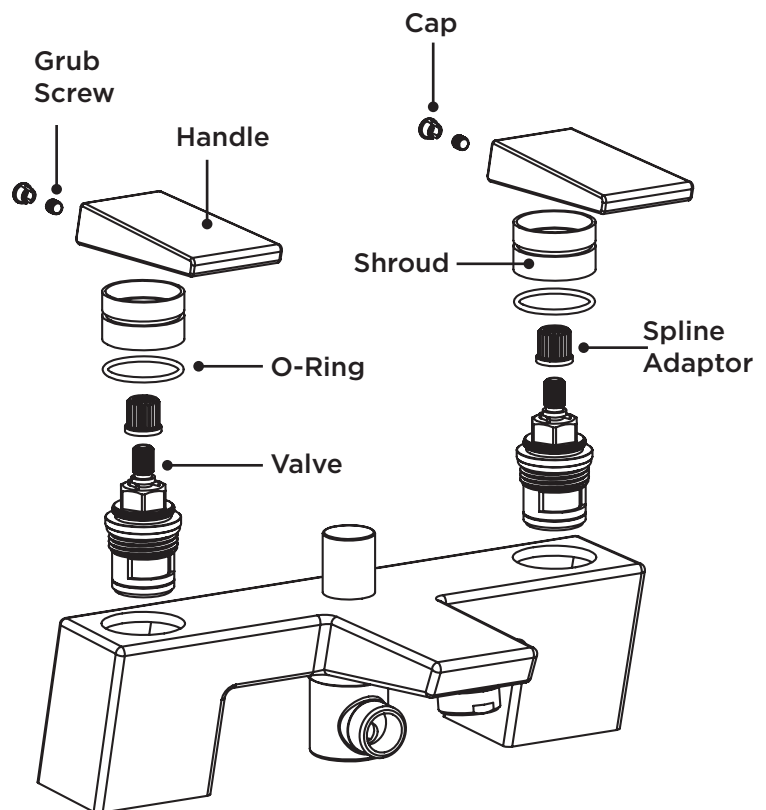
Your Bristan shower head has rub clean nozzles for easy cleaning; simply rub your fingers across the rubber spray jets regularly to remove any scale or debris.

# Maintenance

## Cleaning the Valves

If your fitting begins to leak, follow these steps to clean your valves:

1. Isolate the water supplies by either turning off the isolation valves to the tap; or turning to water supply off at the mains stopcock.
2. Prise out the caps and undo the grub screws to remove the handles. Unscrew the shrouds.
3. Using a suitable spanner, remove the valves from the tap body(ies).
4. Clean the seatings inside the tap body(ies). Check the valves and seals for any damage, if necessary replace the valves.
5. If the valves are fine, soak in a suitable solution to de-scale.
6. Once de-scaled, use a WRAS approved grease on the seals and reverse the steps to replace the valves and handles.
7. Turn on the water supplies and the tap letting the water flow for a few minutes to check all joints and connections for any leaks.
8. If problems persist, please contact Customer Services on 0330 026 6273.

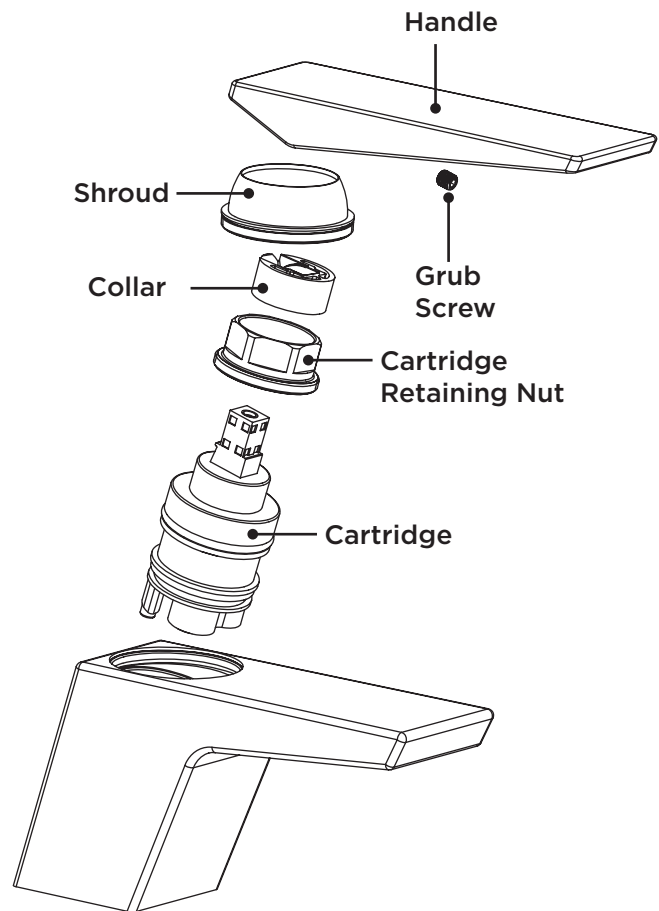


# Maintenance

## Cleaning the Cartridge

If your fitting begins to leak, follow these steps to clean your cartridge:

1. Isolate the water supplies by either turning off the isolation valves to the tap; or turning to water supply off at the mains stopcock.
2. Undo the grub screw to remove the handle. Unscrew the shroud.
3. Using a suitable spanner, remove the cartridge retaining nut from the tap body. Remove the cartridge.
4. Clean the seatings inside the tap body. Check the cartridge and seals for any damage, if necessary replace the cartridge.
5. If the cartridge is fine, soak in a suitable solution to de-scale.
6. Once de-scaled, use a WRAS approved grease on the seals and reverse the steps to replace the cartridge and handle.
7. Turn on the water supplies and the tap letting the water flow for a few minutes to check all joints and connections for any leaks.
8. If problems persist, please contact Customer Services on 0330 026 6273.

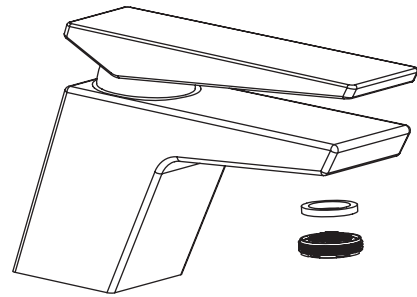


# Maintenance

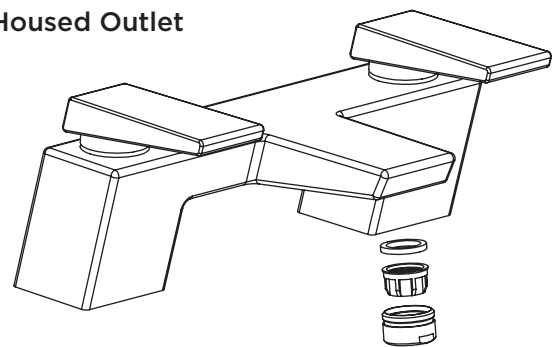
## Cleaning the Outlet

1. Isolate the water supplies by either turning off the isolation valves to the tap; or turning to water supply off at the mains stopcock.
2. **EITHER:** Use a coin to unscrew the coin-slot outlet **OR** using a suitable spanner, unscrew the housing to remove the outlet.
3. Check the outlet and seals for any damage, if necessary replace the outlet.
4. If the outlet is fine, soak in a suitable solution to de-scale. Once de-scaled, reverse the steps to replace the outlet.
5. Turn on the water supplies and the tap letting the water flow for a few minutes to check all joints and connections for any leaks.
6. If problems persist, please contact Customer Services on 0330 026 6273.

### Coin-Slot Outlet



### Housed Outlet



# Troubleshooting

Symptom	Cause	Remedy
<b>No flow or low flow rate</b>	Partially closed isolation valve.	Open isolation valve.
	Instantaneous water heater cycles on and off as flow rate or pressure is too low.	Increase water flow rate or pressure through system.
	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 instantaneous 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.
<b>Water dripping from taps</b>	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/ cartridge	Remove valves/cartridge and clean, refer to 'Maintenance' section before starting any maintenance.
<b>Taps do not turn on</b>	Closed isolation valve.	Open isolation valve.
	Mains water supply turned off.	Turn on mains water supply.

Issue: D3

Part Number: SAIL TAP RANGE

# BRISTAN

## **Bristan Group Ltd.**

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## **A Masco Company**

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.

To start your free guarantee simply scan the QR code and register your product.  
Alternatively visit [www.bristan.com/register](http://www.bristan.com/register).

For any other queries, please call our 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](http://www.bristan.com/service-centre/guarantees).



*We Know & We Care*