

TROUBLESHOOTING GUIDE FOR THE SHOWER TRAY WASTE UNIT

SOLID FLOOR
INSTALLATION

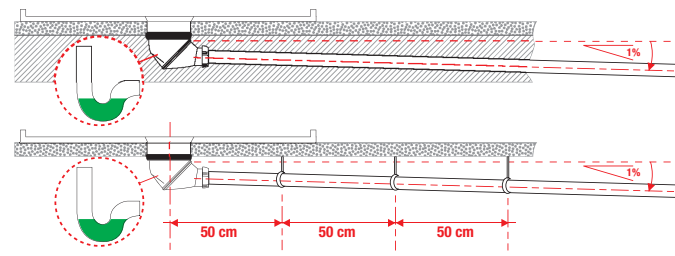
✓OK

CAVITY FLOOR
INSTALLATION

✓OK



ENSURE THAT THE WASTE INLET IS PROTECTED WHEN FITTING OR RENOVATING THE SHOWER TRAY, SO AS TO AVOID ANY DEBRIS FALLING INTO THE WASTE TRAP BODY.

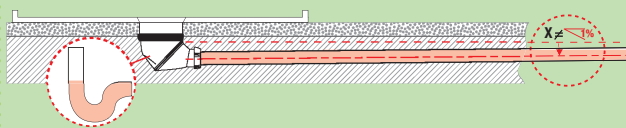


PROBLEMS

CAUSES

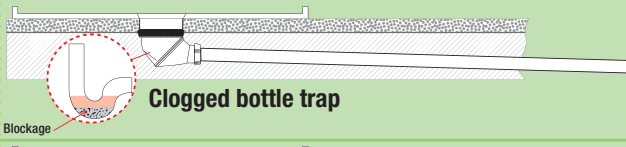
SOLUTIONS

Reduced or even
zero flow rate



Re-install - Use the
correct installations.
Check there is the required
minimum 1% slope

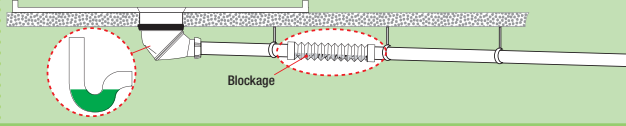
Do not use
90 degree bends.
Always use curved bends



Clean using a pump



Any sharp bends
or series of bends/joints
will adversely affect
the water flow rate

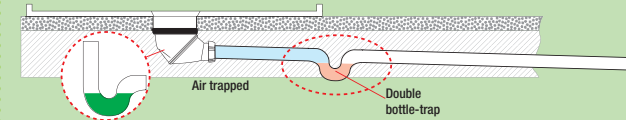


INCORRECT INSTALLATION



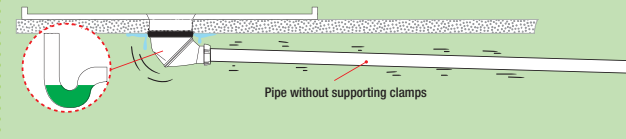
Do not use flexible pipe on the
outlet as this interferes with the
suction created by the Twisto waste unit

Water flows back
into the shower tray
Trap flow rate problems



Re-install - Use the
correct installations (i).
Remove the second bottle trap

Tube vibration,
water leaking
from the seal



Fit pipe supporting clamps.
Use the correct
installations as above (i).

CLEANING AND MAINTENANCE GUIDE - SHOWER TRAY AND WASTE UNIT

SHOWER TRAY

CLEANING: Clean regularly with a damp cloth or sponge and buff with a soft dry cloth.

Occasionally use a **NON ABRASIVE** cleaner to remove stubborn stains and buff with car polish to give a perfect finish. Do not use stiff brushes, scourers or abrasive cleaners. These can damage the surface of the tray.

LIMESCALE: In hard water areas, limescale will mark the surface of the tray. To prevent this use a good quality water softener. Limescale can be removed with an application of automotive T-Cut followed by car polish (always use a soft dry cloth). Please note: constant repetition of this process is not recommended as it will gradually remove the gel coat surface.

HAIR DYES: Some hair dyes contain abrasive chemicals which can damage or mark the surface of the tray. It is essential to rinse all residue dye from the surface of the tray **IMMEDIATELY** after use to prevent damage.

LIGHT SCRATCHES/MARKS: Although the gel coat surface of your tray is extremely hard, it can be marked during showering by sand or other abrasive substances. To remove, apply automotive polish and buff with a soft cloth. More prominent marks or scratches (that have not exposed the resin below the gel coat surface) can be removed by first applying automotive T-Cut.

DEEP SCRATCHES/CHIPS: Sometimes heavy items can be accidentally dropped onto the tray surface exposing the resin beneath. This can be clearly identified as it is dark brown/grey in colour. To repair, firstly examine the area around the impact. If no cracks are detected, ask your retailer/installer for details of the TM25 shower tray repair kit. This consists of everything necessary to complete a satisfactory repair.

RUBBER MATS: These may cause marking on the surface of the tray as they sometimes react with soaps, shampoos, dyes etc. Although not recommended, they may be used providing they are always removed from the tray after showering and the tray surface rinsed down to wash away any residues/fragments of rubber. **DO NOT OBSTRUCT WASTE COVER WITH MAT.**

WASTE UNIT

To access waste unit, simply remove the stainless steel waste cover. The waste unit has been specifically designed to be self cleaning so small and medium sizes items will pass through automatically as part of the normal function of the waste.

Larger items such as hair clips etc., may be too large to pass through the waste and will remain in the top of the unit for easy removal. These items may impede water flow and can lead to a build up of water in the showering area so it is important to regularly check and remove any debris in the waste unit.

25mm SHOWER TRAY FITTING INFORMATION

IMPORTANT INFORMATION - PLEASE READ PRIOR TO UNPACKING AND INSTALLING YOUR SHOWER TRAY. INCORRECT INSTALLATION WILL INVALIDATE YOUR GUARANTEE. IT IS RECOMMENDED THAT THE PLUMBING AND INSTALLATION ARE CARRIED OUT BY QUALIFIED PERSONNEL AND IN COMPLIANCE WITH REGULATIONS.



Figure 1

IMPORTANT INFORMATION PLUMBING OUTLET - LEFT AND RIGHT ONLY

The waste outlet can be plumbed either to the left or to the right edge of the shower tray.

Plumbing Left drains up to 30 litres per minutes and, Right up to 20 litres per minutes.

For plumbing guide for the waste outlet see Figures 2, 3 and 4.

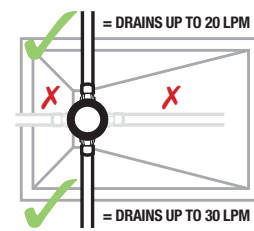
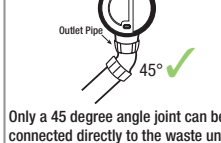


Figure 2



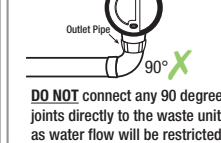
There must be 25cm of straight outlet pipe before any bends are added.

Figure 3



Only a 45 degree angle joint can be connected directly to the waste unit.

Figure 4



DO NOT connect any 90 degree joints directly to the waste unit as water flow will be restricted.

IMPORTANT INFORMATION: ONLY USE CURVED BENDS

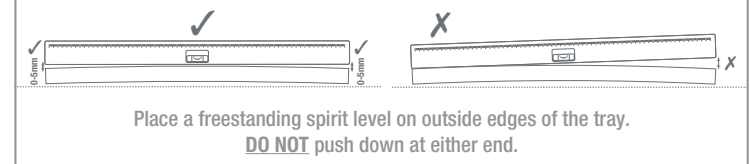
PRIOR TO FITTING

- Check the product thoroughly prior to fitting. Unfortunately, no claims for imperfections can be made once the tray has been installed.
- The tray must be fitted in **STRICT** accordance with the installation instructions. Failure to fit and maintain the product as per the instructions will invalidate the guarantee and possibly lead to long term damage.
- The use of any materials other than those specified in the fitting instructions could result in the shower tray failing, and will invalidate the guarantee. Alternative products used as bedding material (eg. Silicone, tile or general adhesive) are not suitable as they allow movement underneath the tray. This can cause the tray to 'flex' which can result in a stress fracture.
- ONLY** fit the waste unit supplied with the tray (Wirquin Twisto). Fitting any other waste unit may lead to a reduction in water flow.
- This shower tray and waste unit combine to achieve European EN274 approval for water drainage. Together, they are designed to provide a water flow rate of over 30 litres per minute. High water pressure and 'deluge' shower heads can result in water flow rates exceeding the waste unit capacity (a restrictor valve may be required). Failure to fit the waste unit provided in accordance with the fitting instructions may reduce water flow and create drainage problems.

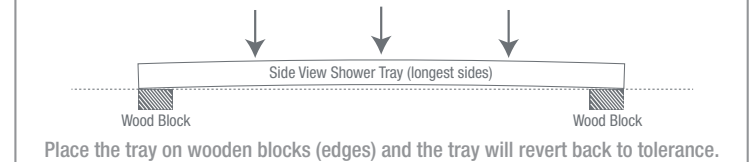
There should be no movement or flexing in any wooden flooring or support under the tray. Flooring should be secured to joists, and noggins should be added between joists under the waste hole area of the tray. Any movement beneath the tray may result in a stress fracture and invalidate the guarantee.

NB. Whilst all trays are inspected during the manufacturing process, in rare cases due to the centre weight load of the stone resin, transport and storage can cause the tray to move slightly out of tolerance. If you have measured your tray and it appears out of tolerance, simply support the tray under each corner for a few hours and the tray will revert back to factory tolerances.

HOW TO CHECK THE TOLERANCE



WHAT TO DO IF THE SHOWER TRAY HAS MORE THAN 5mm TOLERANCE



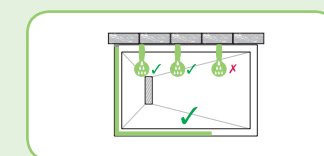
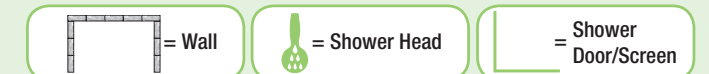
DURING FITTING

Connect the waste unit to standard straight outlet pipe. **DO NOT** use flexi-pipe as this interferes with the suction created by the waste unit and reduces water drainage. Always use curved joints for any bends in the outlet pipe.

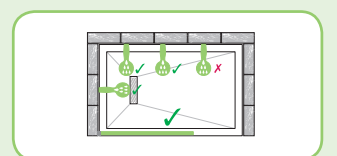
- The outlet pipe should have a minimum of 2% fall. Ensure the outlet pipe does not vibrate or wobble.
- The waste unit inlet should be covered to protect from debris falling into the waste body. Once connected, check there are no blockages.
- DO NOT** over-tighten the flange screws when attaching the waste unit to the tray, as this can cause the tray to crack
- The tray should be water tested before the final fix.
- Cover and protect the tray when tiling and fitting shower tray and enclosures.

DOORS/SCREENS AND SHOWER HEADS

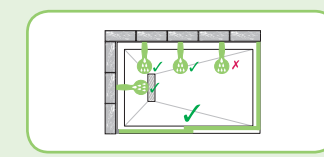
Always fit a door or screen unless fitting as part of a wet room.
Never fit a shower head at the open end of an enclosure.



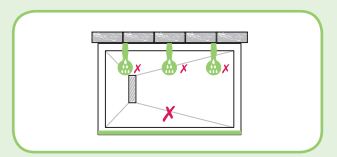
Walk In - Front & Side Panel



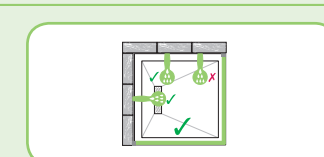
Walk In - Front Panel



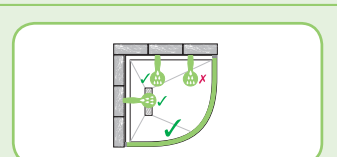
Door Enclosure



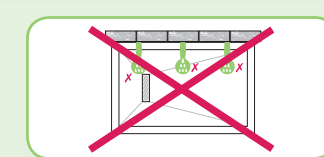
Walk In - Center Panel



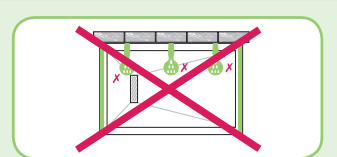
Square - Full Enclosure Only



Quadrant - Full Enclosure Only



No Panel/Enclosure



Two End Panels

LIFETIME GUARANTEE - REGISTRATION FORM

To ensure that your shower tray guarantee is valid, the tray must be fitted in accordance with the manufacturers instructions enclosed.
For further information, please contact your retailer.

Name: _____

Address: _____

Postcode: _____

Email: _____

Telephone: _____ Retailer/Tray Size: _____

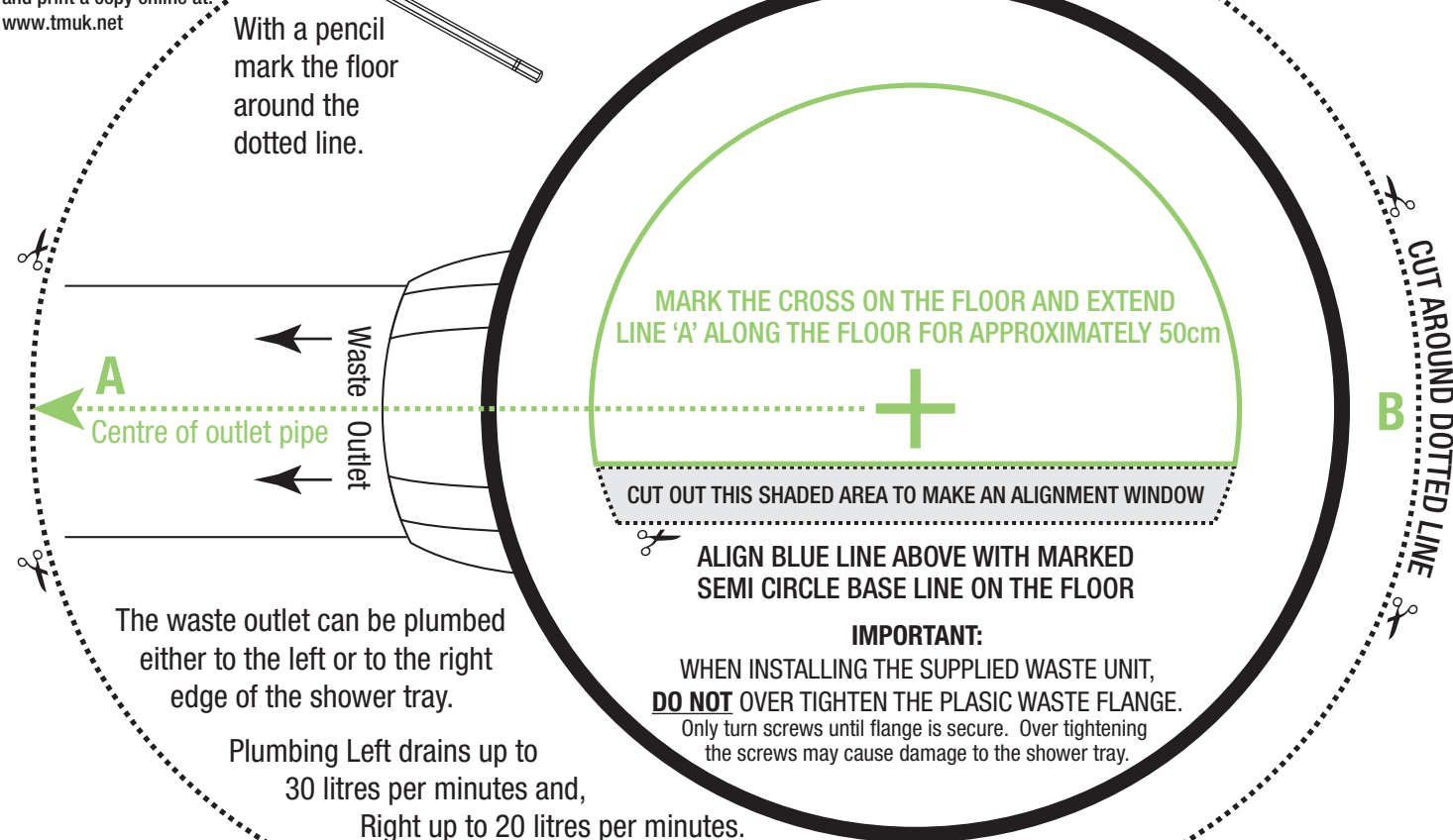
☐ I confirm that my shower tray has been fitted in accordance with the instructions and understand that failure to do so will invalidate my guarantee.

Signature: _____ Purchase Date: ____ / ____ / ____

Please sign & return this guarantee within one month of purchase to:
TMUK Customer Care Unit C19 - Ensign Estate, Botany Way, Purfleet, Essex RM19 1TB

PLUMBING GUIDE

If you do not want to cut out this template, you can download and print a copy online at: www.tmuk.net



TEMPLATE AND WASTE GUIDE

Please read the important information below first, and follow the full 'Fitting Instructions'. Use the template guide ONLY to cut out the waste area. This will ensure minimum stress to the shower tray. Failing to do so, may weaken the shower tray and cracking may occur.

1. Place the shower tray in the required position on the floor.
2. Draw a line around the entire waste outlet with a pencil.
3. Move the tray to a safe location to prevent accidental damage.
4. Cut out the template.
5. Overlay the semi circle template on the drawn semi circle on the floor. Align into correct position.
6. Mark the centre cross point on the floor. This will represent the centre point of the waste unit.
7. With a pen or pencil, Extend line A (marked on template) onto floor for approximately 50cm. This will provide a guide for the centre point of the waste outlet pipe.
8. With a pen or pencil draw around the outer edge of the template B.
9. Remove the template and cut out the floor board. Ensure that the hole is not cut oversized.
10. Lift flooring and fit plumbing to the waste trap position.

NOTE: there is a safe error margin of 15 degrees when plumbing to the waste outlet.

WOOD FLOOR

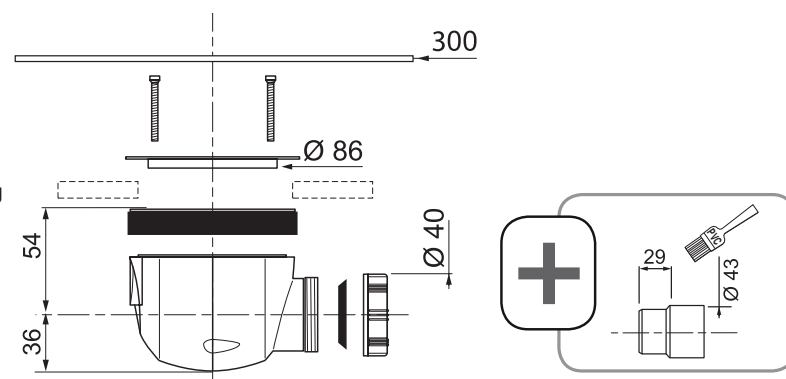
It is essential that all flooring is properly secured, ensuring there is no movement or flex. Any joins in the flooring that are not supported by a joist must be supported by a separate noggin. Any flooring that flexes between joists **MUST** also be supported by additional noggins.

Ensure that flooring around the waste hole is fully supported by noggins. There must be no floor movement around the cut hole.

See fitting instructions for detailed illustrations and information.

WASTE UNIT INSTRUCTIONS - TWISTO Ø90

- Only use the waste unit provided. Fitting an alternative waste unit will compromise water flow.
- It is strongly recommended that a qualified plumber completes the waste unit installation and final plumbing
- To join the outlet pipe to waste unit, use solvent weld. Test for leakage by pouring approximately 2 litres of water into waste unit prior to the final fix.
- Locate plastic flange onto waste unit with the securing screws supplied – Do not over-tighten the screws, only turn until the flange is secure. Over-tightening the screws may cause damage to the shower tray.
- It is essential that the fall angle of the waste pipe is maximised. Fall must be a **MINIMUM** of 2% to ensure adequate water flow.
- For trouble shooting and Q&A's, please visit www.wirquin.com



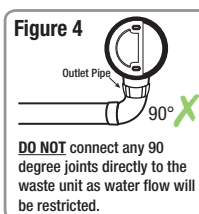
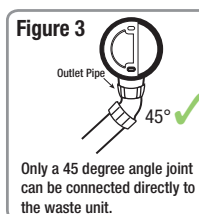
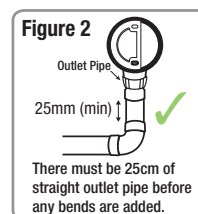
IMPORTANT INFORMATION

Figure 1
PLUMBING OUTLET - LEFT AND RIGHT ONLY

The waste outlet can be plumbed either to the left or to the right edge of the shower tray.

Plumbing Left drains up to 30 litres per minutes and, Right up to 20 litres per minutes.

For plumbing guide for the waste outlet see Figures 2, 3 and 4.



IMPORTANT INFORMATION: ONLY USE CURVED BENDS

FITTING INSTRUCTIONS - WOOD FLOOR



Note: It is essential to read the enclosed 'Linear waste fitting and plumbing guide' before any further action is taken.



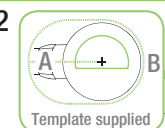
Take care to avoid chipping on bottom edges/corners when moving the tray into position.

Before moving tray, carefully remove the stainless steel waste cover and place on a flat surface and in a safe place. Note: Care must be taken when handling the waste grid. It is very strong when in position but is not designed to be unsupported.

Place the tray in position, mark the floor boards by drawing around the tray. Also draw around waste aperture

Move the tray to a safe location to prevent accidental damage.

2



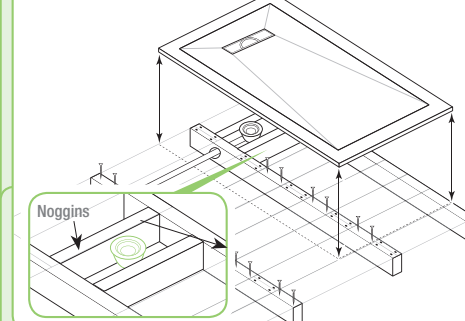
3



- Overlay the semi circle template on the drawn semi circle on the floor. Align into the correct position.
- Mark the centre cross point on the floor. This will represent the centre point of the waste unit.
- Extend line (A) on template onto floor for approximately 50cm. This line will provide a guide for the centre point of the waste outlet pipe.
- Draw around the outer edge of the template (B).
- Remove the template and cut out the floor board (C). Lift the floor boards to plumb the waste and trap (see 'Linear waste fitting and plumbing guide').

It is recommended that a professional plumber completes the plumbing installation.

3



It is essential that the floor boards are properly secured, ensuring no movement or flex. Any joins in the floor boards that are not supported by a joist must be supported by separate noggin(s). Any floor boards that show flexing between joists **MUST** also be supported by additional noggin(s). Ensure that floorboards around the waste hole are fully supported by noggins. There must be no floor movement around the cut hole.

Re-fix the lifted floor area. Secure all floor boards under the tray with two wood screws at every point they cross a joist or a noggin.

4

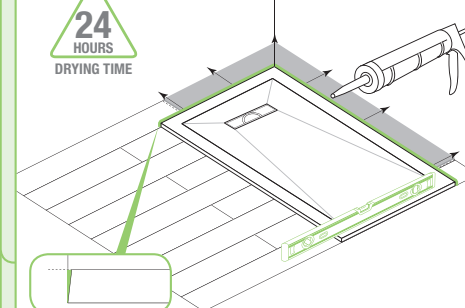


Prior to mixing sand and cement, sweep clean the area. Ensure no gaps between floor boards. All gaps should be sealed with joint tape or similar.

THE TRAY MUST BE BEDDED ON SAND & CEMENT. DO NOT USE ALTERNATIVE PRODUCTS SUCH AS SILICONE OR ADHESIVE.

Mix sand and cement (5/1 ratio) adding anti-crumbling agent, such as 'Febmix' and spread to fill entire marked area with approximately 10-15mm mortar screed. Ensure that the whole area under the tray is fully covered by the mortar screed. Any unsupported area could lead to cracking.

5



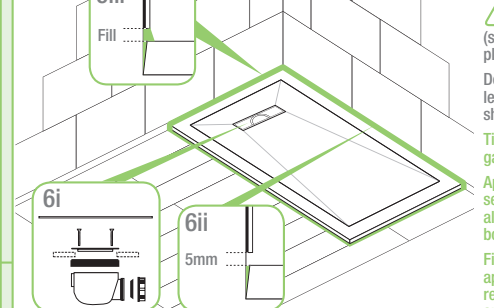
Ensure to level the tray on all outer edges.

Apply a bead of silicone along the centre of each edge of the tray to be fitted against the wall(s).

Lay the tray in position, push against the wall and bed down onto the mortar screed. Ensure all of the base is supported by the cement. Level the tray from each edge.

Leave for 24 hours prior to next step.

6



It is recommended that a professional plumber completes the plumbing installation (see 6i) - refer to 'Linear waste fitting and plumbing guide' provided.

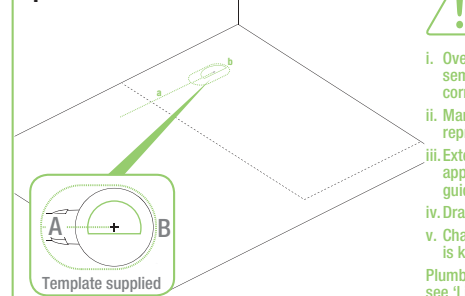
Do not over tighten waste flange. This will lead to damage to the flange unit and/or the shower tray (see 6i).

Tile walls down to the tray, leaving a 5mm gap between the tray and tile (see 6ii). Apply a bead of mould resistant silicone sealant between the floor and tray and along the back edge of the tray up to the bottom of the last tile (see 6iii).

Finally, fit your chosen flooring (as appropriate) and apply a bead of mould resistant silicone between the shower tray and your chosen floor (See 9 for guidance).

FITTING INSTRUCTIONS - CONCRETE FLOOR

1

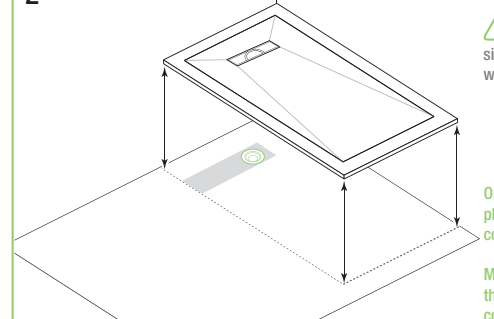


It is recommended that a professional plumber completes the plumbing installation.

- Overlay the semi circle template on the drawn semi circle on the floor. Align into the correct position.
- Mark the centre cross point on the floor. This will represent the centre point of the waste unit.
- Extend line (A) on template onto floor for approximately 50cm. This line will provide a guide for the centre point of the waste outlet pipe.
- Draw around the outer edge of the template (B).
- Chase out the concrete floor and ensure that hole is kept to a minimum.

Plumb the waste and the trap accordingly, see 'Linear waste fitting and plumbing guide'.

2



Make sure the waste is protected by a cloth (or similar) to ensure no mortar falls into the waste trap.

Once the waste and outlet pipe are fitted, place the tray in position and ensure correct alignment.

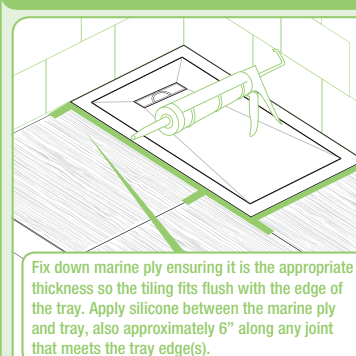
Mix sand and cement (5/1 ratio) and fill the entire hole leaving the waste in its correct location.

3

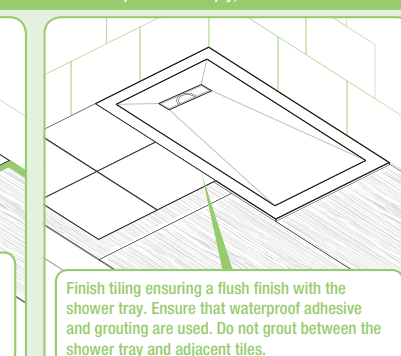
CONTINUE AS FROM STEP 4 ABOVE TO COMPLETE THE TRAY INSTALLATION.

FLUSH FITTING - OPTIONAL

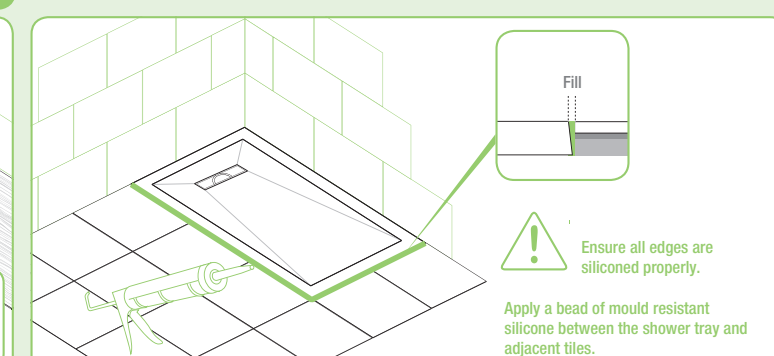
Follow stages 1-6 accordingly (as above), taking into consideration the depth of marine ply, tiles and adhesives.



Fix down marine ply ensuring it is the appropriate thickness so the tiling fits flush with the edge of the tray. Apply silicone between the marine ply and tray, also approximately 6" along any joint that meets the tray edge(s).



Finish tiling ensuring a flush finish with the shower tray. Ensure that waterproof adhesive and grouting are used. Do not grout between the shower tray and adjacent tiles.



Ensure all edges are siliconed properly.

Apply a bead of mould resistant silicone between the shower tray and adjacent tiles.



IMPORTANT FITTING INSTRUCTIONS: WET ROOM APPLICATION

Instructions 1-6 cover all showering applications which include a shower door or screen. If your tray has been purchased to be fitted as part of a wet room area with no surrounding glass, the following instructions apply: Fit your tray in accordance with the 'On Floor Fit' instructions (above steps 1-6) and in conjunction, incorporate a proprietary wet room tanking system. See your retailer/installer for full details. Please note: This tray is not suitable to raise up on legs. A timber platform can be constructed but the tray must still be bedded on a full screed of wet sand and cement mix on top of the platform.

Check out our full range of Shower Enclosures

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Corner Entry Shower Enclosures

Walk in Shower Enclosures

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Bifold Shower Doors

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Quadrant Shower Trays

Coram Shower Trays

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Big brands, small prices.