Bathroom

Product care

Roca

Dear Customer,

Thank you for choosing Roca, we hope you will be very happy with your purchase. Roca, synonymous with design and quality, takes great care with the manufacture of its products.

This leaflet has been designed to help in all aspects of after care throughout our product range.

The guidance on the following pages will ensure that our product remains functional for years to come.

Contents

Vitreous China

Vitreous China is a material used to manufacture toilets and basins which is hard-wearing and long lasting when looked after correctly.

Do	Don't
✓ Clean regularly with warm soapy water or mild detergent (to stop the build up of dirt and limescale), rinse with cold water, dry and polish with a dry soft cloth. ✓ A cream or liquid cleaner can also be used. ✓ Occasional use of mild bathroom lime scale removers is acceptable if used in accordance with manufacturer's instructions, rinsing off immediately with plenty of cold water. ✓ Use of bleach in the toilet bowl is acceptable. ✓ Bathroom surface cleaner can be used to remove metal marks and minor blemishes. ✓ In hard water areas we strongly recommend that **inhibitors** or **water softeners** are fitted to the system to help prevent limescale attack. ✓ Do ensure that in hard water areas periodic checks are made to the diaphragm washer, located on the bottom of the drop valve in the cistern.	✗ Do not put bleach products (e.g. bleach blocks or tablets) in the actual cistern as this can damage the internal fittings and will invalidate the warranty on the internal parts. ✗ Do not put strong cleaners or bleach in the products to stand overnight. ✗ Do not mix different cleaners in the WC as they can cause a chemical reaction and give off poisonous gas.

Solid Surface

Surfex® is a material created by the combination of minerals and resins which are extremely durable. This compound enables us a freedom of design, not possible before, to create curves, straight lines and very defined angles with no joints.

Do	Don't
✓ Clean regularly with warm soapy water or mild detergent (to stop the build up of dirt and limescale), rinse with cold water, dry and polish with a dry soft cloth. ✓ A cream or liquid cleaner can also be used together with a white / colourless non-scratch sponge scourer to clean the surface. ✓ Occasional use of mild bathroom lime scale removers is acceptable if used in accordance with manufacturer's instructions, rinsing off immediately with plenty of cold water. ✓ Bathroom surface cleaner can be used to remove metal marks and minor blemishes.	✗ Do not mix different cleaners as they can cause a chemical reaction and give off poisonous gas.

Seat Hinges

Do	Don't
✓ Clean with warm soapy water or mild detergent. ✓ Rinse thoroughly and dry with a soft cloth.	✗ Do not force the operation of a soft-close seat. ✗ Do not clean with abrasive materials or products containing bleach.

Electrical Components

Do	Don't
✓ Ensure that electrical components are fitted by a qualified electrician. ✓ Use a dry cloth to clean.	✗ Do not clean electrical products while they are switched on.

Brassware and Chrome Fittings

Do	Don't
✓ Clean immediately after use to to stop build up of dirt and limescale. ✓ Clean with warm soapy water or mild detergent, rinse immediately and dry with a soft cloth.	✗ Do not use products such as paint stripper, nail varnish remover, household bleach, perfume, after-shave and strong disinfectants, as chrome is vulnerable to acid attack. These may have a varying effect on the surface from black spots or streaks, which can't be removed, to pitting of the surface. ✗ Do not scratch the finish as this can be a cause for corrosion. ✗ Do not clean with abrasive materials or products containing bleach.

Acrylic Products

Including baths, shower trays, plastic seats and plastic bath panels

Do	Don't
✓ Clean immediately after use to to stop the build up of dirt and limescale.	✗ Do not use household chemicals or abrasive products such as hair dye, nail varnish remover, paint strippers, strong disinfectants, aftershave and household bleach.
✓ Use warm soapy water or mild detergent and rinse down with cold water, wiping down with any soft dry cloth.	✗ Do not allow soaps, shampoos etc to pool for any length of time as some may permanently discolour the acrylic.
✓ The occasional use of limescale removers is acceptable following manufacturers instructions rinsing off with cold water immediately after use.	✗ Do not have lit cigarettes or candle flames near acrylic as it can burn and melt.
✓ Use T-Cut and a soft cloth to fix minor surface marks (acrylic baths only)	

Cast-Iron and Steel Baths

Do	Don't
✓ Clean immediately after use to stop the build up of dirt and limescale.	✗ Do not use bleach or abrasive products when cleaning.
✓ Use warm soapy water or mild detergent followed by rinsing and if desired drying with a soft dry cloth and this will be sufficient.	✗ Do not use bathroom limescale remover, mousse or any acidic or alkali cleaner, unless it has been specifically recommended in the manufacturers instructions as suitable for these type of products.
✓ Use a steel bath repair kit should any damage be caused to the bath. Contact Roca for details.	✗ Do not use steel wool or steel soap pads as these can leave rust spots.
✓ The use of cream cleaner can be used if there is a build up of limescale.	

Furniture

Do	Don't
✓ Clean furniture with a soft, clean and damp cloth, warm soapy water and a mild detergent.	✗ Do not use abrasive cleaners or sharp objects when cleaning.
✓ Any stainless steel parts should be cleaned with a soft, lint-free cloth and non-abrasive stainless steel cleaner. Spray directly on to the cloth and wipe clean.	✗ Do not leave chemicals such as hair dye, nail-varnish remover or perfume on surfaces.
✓ Ensure the bathroom is well ventilated and protected from prolonged direct sunlight to ensure the quality and appearence of the furniture is maintained.	✗ Do not overload drawer units as this can damage the drawer runners.
	✗ Do not leave water on the surface of the furniture or inside the drawers. Any lying water must be wiped away immediately with a soft cloth.

Concealed Cisterns

Do	Don't
✓ Clean the operating panel with a soft, clean and damp cloth, warm soapy water or mild detergent and always wipe dry with a soft cloth.	✗ Do not put bleach products (e.g. bleach blocks or tablets) in the actual cistern as this can damage the internal fittings and will invalidate the warranty on the internal parts.
✓ In hard water areas we strongly recommend that inhibitors or water softeners are fitted to the system during installation to help prevent limescale attack.	✗ Do not clean the operating panel with abrasive materials or products containing bleach.

Close-Coupled Toilets - Identifying Cistern Fittings

To identify which cistern fittings you have installed, please refer to the images below.

Type 1 fittings

A

Type 1 instructions also apply for brass threaded version.

B

Type 2 fittings

A

B

KEY:

A Inlet valve

B Outlet valve (also known as drop valve, flush valve or central column unit)

Type 3 fittings

A

B

Type 4 fittings

A

B

Close-Coupled Toilet Maintenance

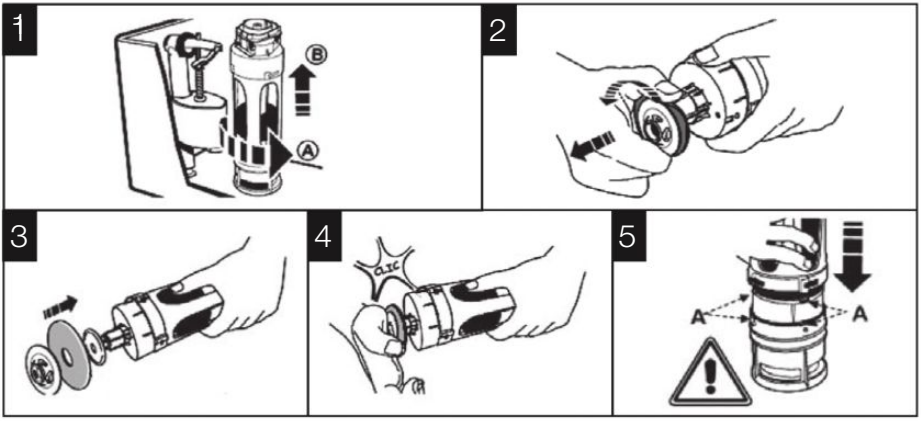
If water runs into your toilet bowl for longer than five minutes after flushing please refer to the cistern maintenance procedure or read the following for further details:

- The float height on the inlet valve may have moved causing water to internally overflow into the pan (contact an installer).
- There could be a build up of limescale or debris on the diaphragm washer (at the base of the central column unit/drop valve). See cistern maintenance procedure for step by step instructions on how to change the diaphragm washer. As a temporary measure the original washer can be cleaned, reversed and refitted whilst awaiting a replacement washer.
- Cleaning products such as bleach blocks may have been used which have chemically attacked the component part(s) meaning they must be replaced.
- The black cross headed screw which holds the push button in place for some models (see cistern maintenance) may have been over-tightened, therefore distorting the valve mechanism and preventing it from sealing (this point is applicable to Type 1 fittings only).

Type 1 Fittings

How to remove the Push Button and Maintenance Procedure

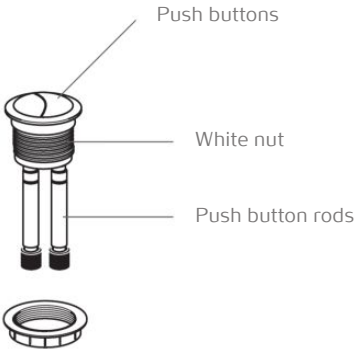
1. Turn off the water supply to the cistern and flush.
2. Close toilet seat and lid.
3. Press and hold down the small button.
4. Lift out the large button.
5. Remove the small button.
6. Use a cross-headed screwdriver to remove the black plastic retaining screw.
7. Lift out the button body.
8. The cistern lid can now be removed.
9. Expose the valve seal (diaphragm washer) by gripping the valve below the blue reduced flush float and turn the valve anti-clockwise to unlock (picture 1).
10. Using the clear Neoprene (or grey rubber) diaphragm washer as a grip, twist the white compression bayonet (see picture 2) and pull the washer, bayonet and support washer away from the rest of the valve.
11. Inspect the clear Neoprene (or grey rubber) diaphragm washer. Clean or replace as necessary.
12. Refitting the valve is reversal of removal taking care to locate the four tabs of the valve body into the four notches of the valve seat (pictures 3, 4 and 5).
13. Re-fitting the button is reversal of removal taking care to replace the buttons on the correct sides.
14. Ensure that the screw which holds the push button in place is not over-tightened.

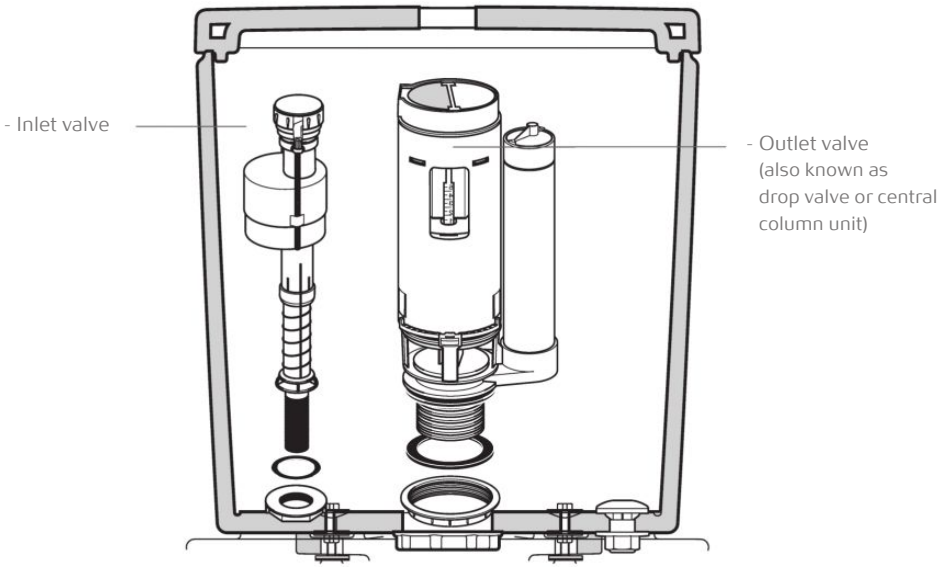


Type 2, 3 and 4 Fittings

How to remove the Push Button

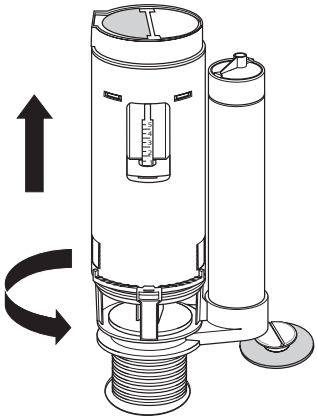
1. Lift the cistern lid upwards from the cistern.
2. Turn the cistern lid upside down to reveal the push button securing nut.
3. Unscrew the securing nut to remove the push button from the cistern lid.

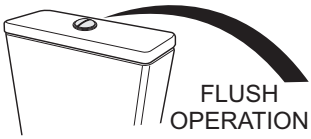


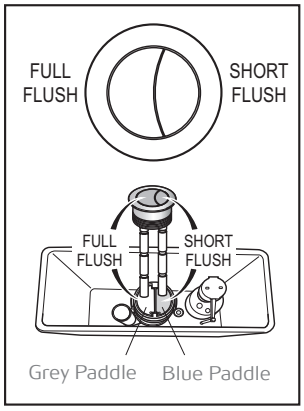


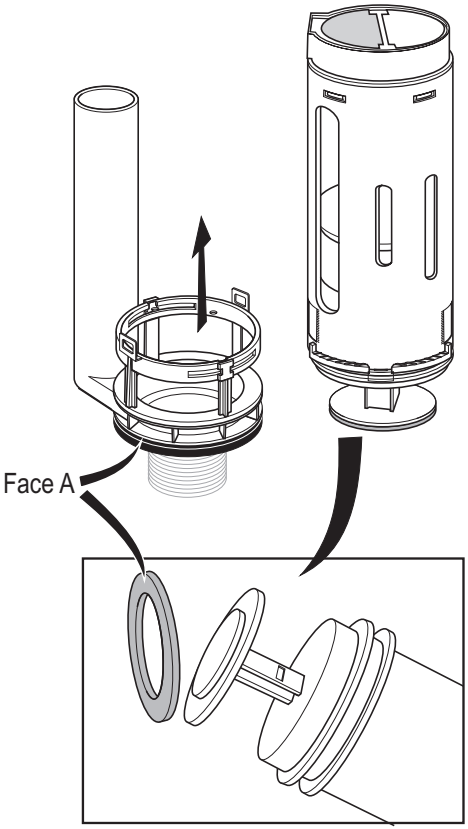
Type 2, 3 and 4 Fittings
Maintenance Procedure - Outlet Valve

1. Turn off water supply.
2. Remove lid.
3. Expose the diaghram washer by twisting the drop valve until a sharp click then pull upwards.
4. Check the diaghram seal is clean and no dirt is sitting on the face A.
5. If necessary remove diaghram and turn over to provide clean seal face.
6. Replace the valve by pushing down until it clicks.
7. Refer to assembly for correct orientation and replace lid.
8. Check the push button orientation is correct.
   The full flush button should be in contact with the full flush paddle (grey paddle).









Type 1 Fittings

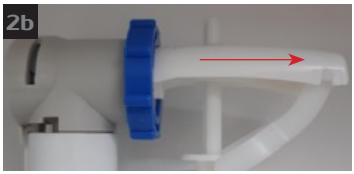
Maintenance Procedure - Inlet Valve

1. **Accessing and removing the diaphragm washer on the Roca A3I Inlet valve**

   Filter inside the inlet valve thread can be easily removed with a pair of long nose pliers clean with a soft brush to remove any deposits, rinse with warm water and refit as required.

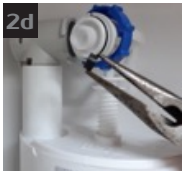
2. **Accessing and removing the diaphragm washer on the Roca A3I Inlet valve**

2a Hold the blue retaining nut on the top of the valve and turn in an upward direction to release lock.



2b Holding the white cover arm pull in an outward direction and twist 90 degrees to remove.

2c Access to black circular diaphragm washer can now be gained.



2d To remove the diaphragm washer use a pair of long nose pliers. To clean use warm water.

2e Return the component housing back to the main stem ensuring the cut out in the white plastic connector aligns with the grey nodule to accept it on the stem body. Push into position, past the black 'o' ring seal and fix blue retaining nut, this time to lock in to position, twist in a downward direction.

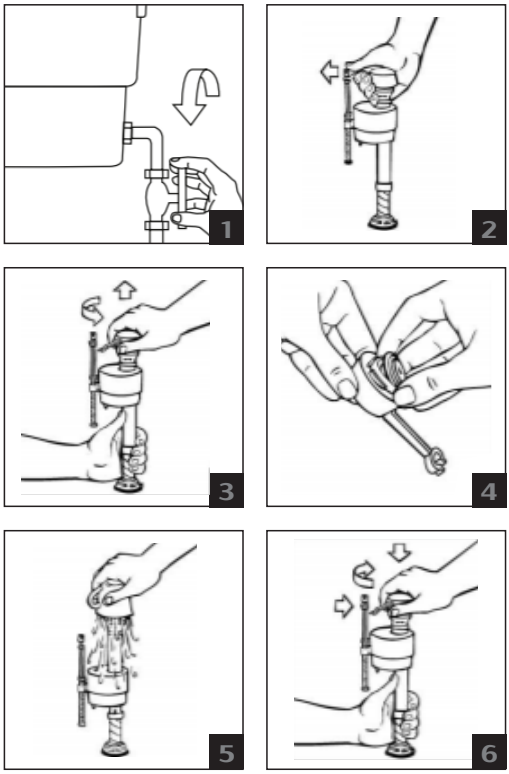
2f IMPORTANT - When assembling the components back together, ensure that the 'Y' shaped clip that fits on to the threaded Float height adjusting rod is securely fastened. Failure to do so will prevent the valve from shutting off

Type 2 Fittings

Maintenance Procedure - Inlet Valve

If the valve will not turn on, shut off, or the refill of the cistern water is slow after the valve has been in use for some time, a replacement seal may be needed (242MP071) and can be installed as follows:

1. Turn off water supply
2. Remove water level adjustment rod from upper cap assembly as shown
3. Remove upper cap assembly by lifting arm and rotating 1/8 anticlockwise, pressing down slightly on cap.
4. Replace seal
5. Hold a cup over the uncapped valve (to prevent splashing) and turn water supply on and off to clear debris in supply.
6. Refit upper cap assembly. Make sure assembly is fully turned clockwise to the locked position or valve will not turn on. Reattach water level adjustment rod to upper assembly by snapping back in place.
7. Turn on water supply as before

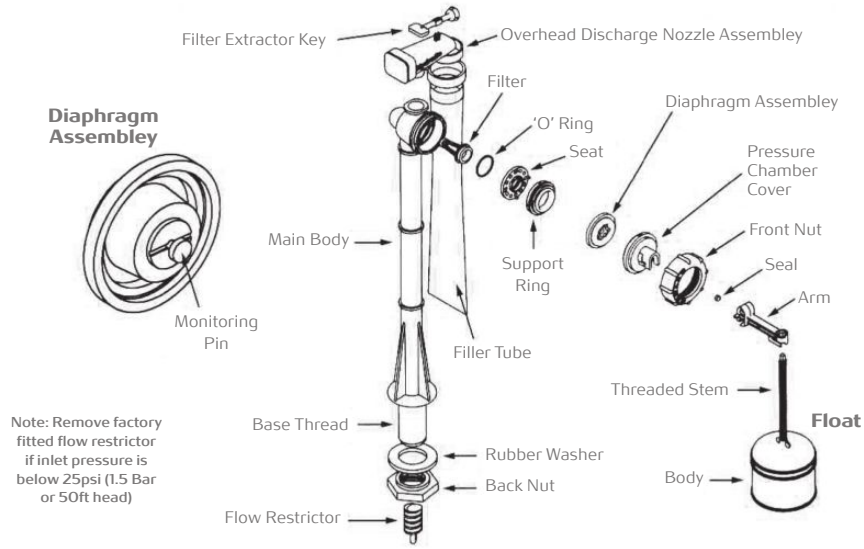


Type 3 Fittings

Maintenance Procedure - Inlet Valve

The Type 3 valve is fitted with a filter which may need cleaning occasionally to ensure optimum water flow is maintained:

1. Turn off water supply to the valve
2. Lift off cistern lid
3. Unscrew front nut and remove arm and pressure chamber cover. Remove diaphragm. Remove the filter extractor key from the overhead discharge nozzle assembly. Insert the key through the centre of the support ring and seat. Pull key - the support ring, seat and filter will become free from the main body. Remove filter from seat and wash in clean water removing any debris that has been caught. Generally clean the inside of the valve body with clean water.
4. Reassemble I reverse order ensuring that the filter is pushed fully home in the seat. Make sure the monitoring pin in the diaphragm is free to move. Refit the pressure chamber assembly making sure the locating lug is positioned in the mating slot in the main body. Slide front nut over arm on to the main body and hand tighten. If the arm is removed for any reason, when refitting make sure that the small black seal is securely in place and that both location pegs are snapped into position.
5. Turn on the water supply and ensure the valve operates correctly.
6. Resect the float height to the required water level.
7. Carry out final installation checklist:
   - i Check all moving components operate freely and that the inlet valve shuts off correctly.
   - ii Check all connections are tightened correctly
   - iii Check carefully for leaks
   - iv If overflowing or poor filling occurs:
     - Check float and arm move up and down freely and that water level is correct
     - Check filter is free from debris
     - Check restrictor has been fitted as detailed above

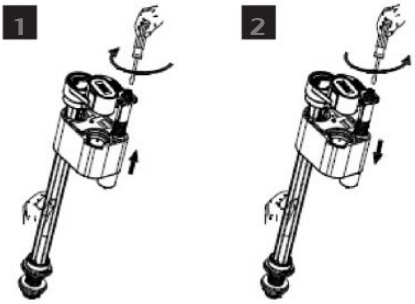


Type 4 Fittings (AG)

Maintenance Procedure - Inlet Valve

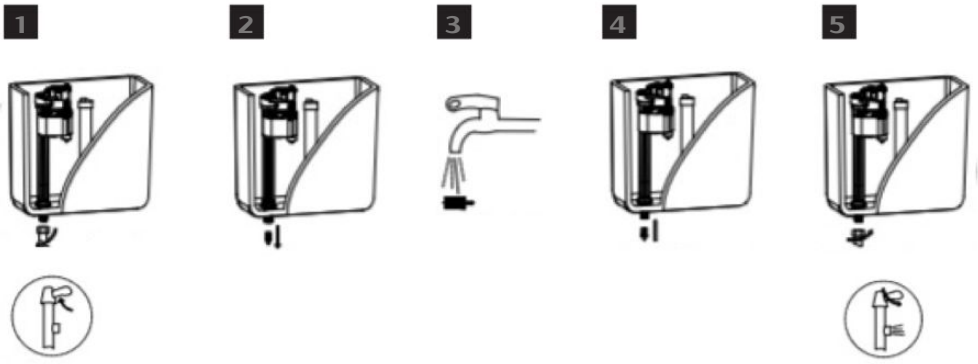
Adjusting the water level

1. To increase the water level: Hold the water inlet valve body, turn the adjustment screw clockwise, and adjust the shut-off cup and float to the correct position.
2. To decrease the water level: Hold the water inlet valve body, turn the adjustment screw anticlockwise, and adjust the shut-off cup and float to the correct position.



Cleaning the Inlet valve filter

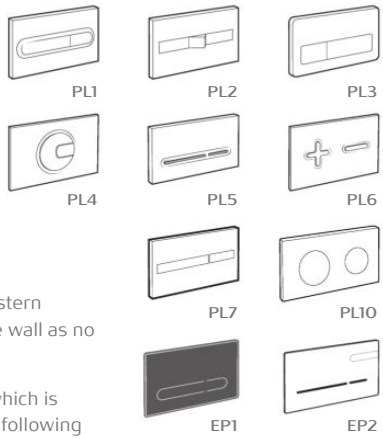
1. Shut off the water supply value (stop cock) then remove the water supply line from the inlet adapter.
2. Remove the filter screen from the inner section of the shank.
3. Clean the filter screen with water.
4. Re-install the cleaned filter back into the inner section of the shank.
5. Connect the water supply line back to the water inlet fill valve and turn on the water supply via the stop cock.



Concealed Cisterns

What is a concealed cistern and how is it installed?

- An alternative solution to a standard vitreous china cistern, a concealed cistern, is a rigid plastic cistern installed behind the wall, which is compatible with wall-hung and floor standing (back-to-wall) toilets.
- If a wall-hung toilet is installed, the installation system (containing the concealed cistern) will feature a metal frame which fixes to the floor and/wall to securely support the toilet.
- If a floor standing back-to-wall toilet is installed, the concealed cistern would typically be without a frame and mounted directly onto the wall as no support for the toilet is required.
- The concealed cistern flushes the toilet via the operating panel which is the only visible component on the outside of the wall. One of the following operating panel designs will be installed:



How to identify what installation system or concealed cistern you have installed

- Firstly identify what type of toilet pan is installed, is the pan wall-hung or floor-standing (back-to-wall).
- Secondly, measure the distance between the floor and the operating panel to see whether you have a standard or low height frame (Low height will be around 820mm from the floor).
- This information will be required in the event of any spare parts being required (for further details on spare parts please visit www.uk.roca.com)

Concealed Cisterns - Maintenance and Identification

How can the concealed cistern be maintained?

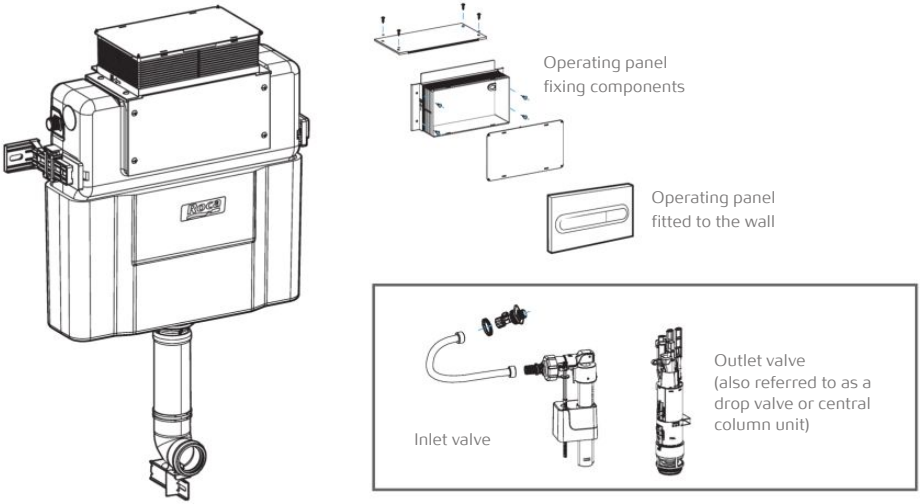
It is recommended that a qualified tradesman performs maintenance on the concealed cisterns and frames when required.

Maintenance of the internal fittings can be accessed by removing the operating panel located on the wall (or countertop for some models where the button can be top mounted) however, **for full video maintenance instructions, please refer your plumber to our professional YouTube channel at www.youtube.com/RocaPro** where they will find a dedicated subsection for maintenance videos, including several for the concealed cisterns and frames.

What internal parts are included within a concealed cistern?

- Identical to vitreous china cisterns, an inlet valve and outlet valve are included within the concealed cistern which flush the cistern when operated via the push buttons on the operating panel.

Parts included within a concealed cistern



Close-Coupled Toilet Identification

The name of the product range may be written on the underneath of the WC seat. If this is not the case, it can be identified by a code imprinted on the underside of the cistern lid. The cistern identification code will usually begin with a number 8.

Product Range	Code
Aire CC	25630
Aire compact CC	25630
Arianne CC	25630
Beyond CC	N/A
Colina comfort height CC	148
Carmen rimless CC	880A0
Dama-N compact CC	88780
Dama-N rimless compact CC	88780
Debba square CC	88990
Debba square cc BTW CC	88990
Debba square rimless CC	88990
Debba round rimless CC	88990
Debba round rimless comfort height CC	88990
Hall CC	88620
In-wash Inspira CC	88060
In-Tank Meridian CC	N/A
Inspira round CC	88620
Inspira round compact CC	88620
Inspira square CC	88620
Laura CC	88396
Laura Eco CC	88390
Meridian-N compact comfort height CC	88240
Meridian-N comfort height CC	88240
Meridian-N compact rimless CC	88240
The Gap comfort height CC	88470
The Gap round rimless CC	88470
The Gap rimless round compact CC	88470
The Gap rimless comfort height CC	88470

Warranty

Roca Ltd warrants that all Goods purchased after 1st September 2008 will be free from manufacturing defects for the following periods:

Acrylic, Steel and Cast Iron Baths	25 years
Ceramics	25 years
Brassware and Showers (lifetime guarantee on ceramic cartridge)	10 years
Enclosures and Screens	10 years
Installation Systems Frame	10 years
Concealed Cisterns (excluding cistern internals)	5 years
Smart shower	5 years
Solid surface	5 years

Bath Panels	2 years
Furniture and Mirrored Cabinets	2 years
Smart toilets (electrical components only)	2 years
Mirrors, Lights and Accessories	2 years
Operating panels	2 years
Seats and Covers	2 years
Touchless valve	2 years
Whirlpool spas	2 years
Cistern Internals and Wastes	1 year

For the latest and full terms and conditions relating to warranties, please see the back of our latest Price List, which is available to download from our website: www.uk.roca.com

Contact Details

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