

# DECINA

DISCOVER INDULGENCE

## NOVARA EZI HEIGHT RIMLESS CLOSE COUPLED TOILET SUITE INSTALLATION & OWNER GUIDE

**Thank you for purchasing a Decina Novara EZI Height Toilet Suite.**

This manual provides the correct steps and care advice for a safe and long lasting installation.

The Novara EZI Height's round, close coupled pan & cistern matches its round, chrome, dual flush buttons. Easy to install, space efficient & easy to clean this model features superior design, technology & hygiene at excellent value. This EZI Height model also offers a higher pan height, making it more comfortable for taller or elderly users and meets the ambulant requirements in clause 16 of AS1428.1:2021 – Design for Access and Mobility.



**N02TSCC** 685(d) x 350 (w) x 843 (h) (mm)

**THIS PRODUCT MUST BE INSTALLED BY A QUALIFIED TRADESMAN**



- ❗ Before installing your new toilet, unpack & check the item is correct & not damaged. If there are any visible defects do not proceed with the installation & contact the place of purchase immediately. Any claims for damage will not be accepted after installation.
- ❗ If the product has not been installed in accordance with AS/NZS 3500.1:2021 and AS/NZS 3500.2:2021 instructions, the warranty will be invalidated.
- ❗ Make sure the water supply valve is shut off before installation.
- ❗ Do not use cement or cement mix to bed pan as this will void the warranty.
- ❗ Check that the toilet is compatible with your current set out requirements. This toilet has a S-trap set out of 140-165mm.
- ❗ If a longer set-out is required, pan can be fitted away from the cistern, linked by a flush pipe.
- ❗ Check that the floor and wall are level and perpendicular.
- ❗ Remove any old bolts, silicon, putty etc from base area.
- ❗ This product is configured for top and bottom water inlet.

## SAFETY EQUIPMENT REQUIRED FOR INSTALLATION



Protective Clothing



Foot Protection



Eye Protection

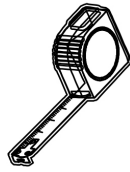


Hand Protection

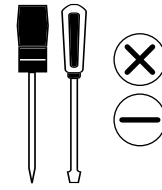
## TOOLS REQUIRED FOR INSTALLATION



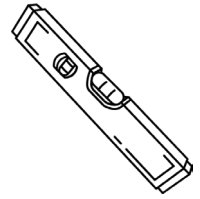
Drill



Tape Measure



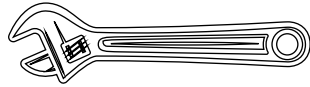
Screwdrivers



Spirit level



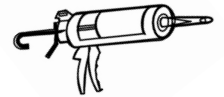
Pencil



Adjustable Spanner  
& Wrench



Stanley knife

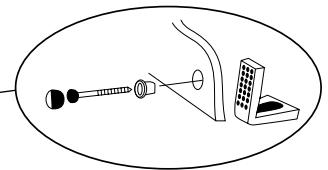
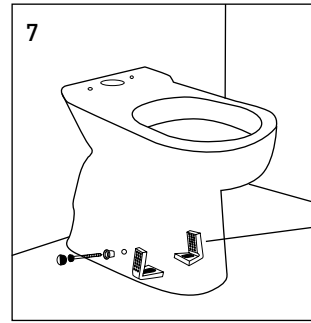
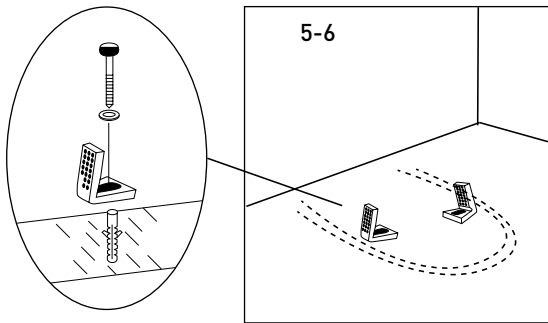
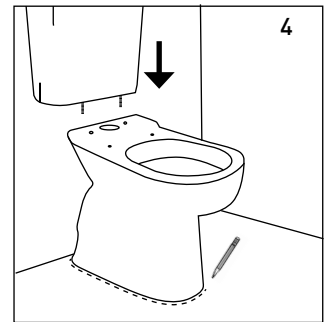
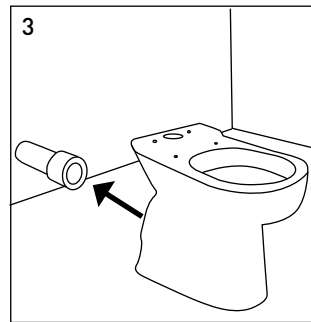
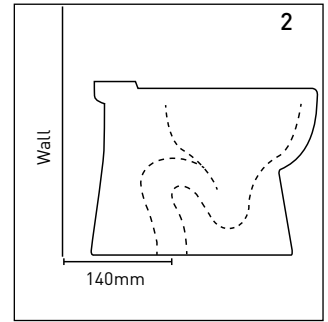
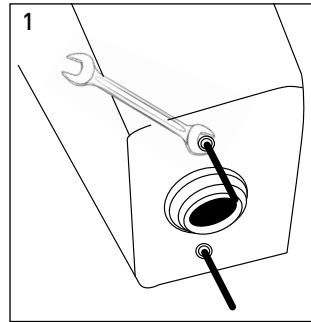


Silicone

# INSTALLATION STEPS

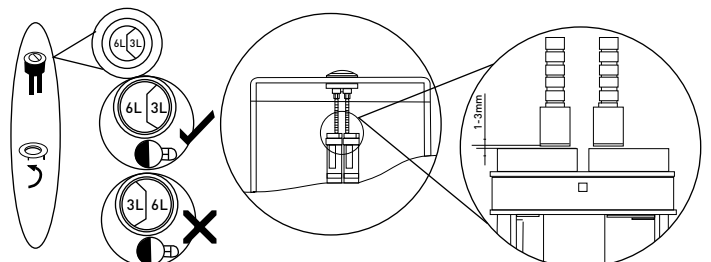
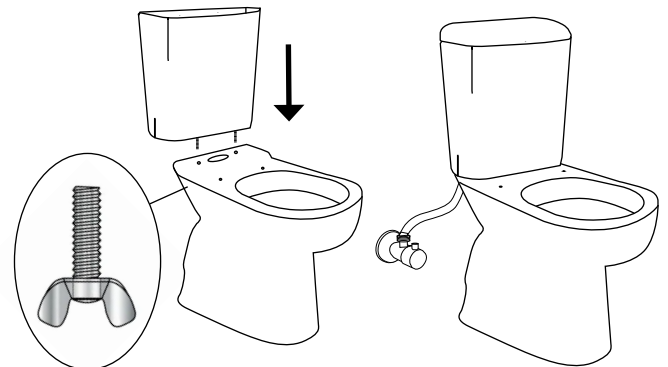
## STEP 1. PAN PREPARATION & INSTALLATION

1. Fit the cistern fixing lugs to the cistern fixing holes.
2. Measure the position of the sewer connection from the wall (it should be 140-165mm).
3. Install a suitable approved outlet connector (not supplied).
4. Fit the pan into the connector and with a pencil mark the outline of the foot and the center position of pan fixing holes. Loosely fit the cistern onto the pan and ensure it fits back to the wall.
5. Remove the cistern. Remove the pan and measuring in 25mm from the foot line position the fixing brackets. Mark and drill the fixing bolt holes and drill.
6. Screw the fixing brackets to the floor.
7. Fit the pan back into the pan connector and screw the fixing screws into the floor brackets.



## STEP 2. CISTERN INSTALLATION

1. Place the cistern in position on top of the pan, against the wall and from the inside of the cistern, screw the cistern fixing screws through the cistern into the pre-fitted lugs in the pan and tighten, using a long-handled screw driver.
2. Connect a flexible hose (not supplied) from the stop cock. Flush a substantial amount of water into the pan to ensure no grit is in the water lines. Turn off the water at the stop cock.
3. Connect the flexible hose to the inlet valve, protruding from the bottom of the cistern.
4. Turn on the water supply and fill the cistern, and flush a few times to ensure correct operation and no leaks.
5. Fit the cistern lid, and again flush to ensure correct operation.
6. Fit the flush button on to the cistern lid (half flush on the left & the full flush on the right). Ensure the rubber feet of the flush button line up with the flush valve inside.
7. Fit the cistern lid & push the buttons to check operation.



## INSTALLATION STEPS

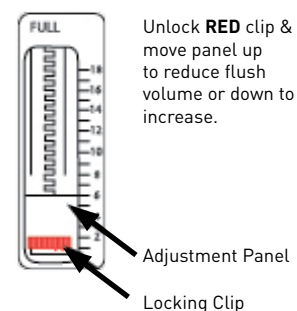
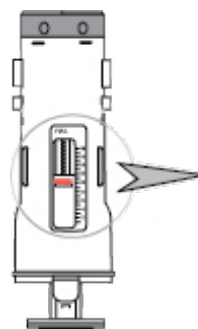
### STEP 3. INSTALLATION OF SEAT

1. Remove the seat and fittings from the packaging. Insert the top fixing plugs into the seat bolt holes. Place the hinge blocks over the holes and loosely fit the screws.
2. Fit the seat onto the hinge pins and slowly allow the seat and cover to lower to the closed position (DO NOT force the seat down).
3. Adjust the position of the seat to line up with the rim of the pan and tighten the seat fixing screws.
4. Lift the seat and cover to the open position and remove the seat from the hinge pins by depressing the two chrome buttons.
5. Place the stainless-steel covers over the hinge blocks and refit the seat to the hinge pins. Allow the seat to lower to the closed position.

## ADJUSTMENT OF FLUSH VOLUME

**NOTE** It is recommended that only qualified plumbers make any adjustment. The valves have been factory set and changes in settings may result in failure to flush.

1. Turn off the water supply, flush the cistern and remove the cistern lid.
2. Rotate the outlet valve to remove it from the cistern.
3. Holding in one hand turn the valve until the 'FULL' (white) adjustment window is facing you.
4. Rotate the RED locking clip to the right to unlock, and move the sliding adjustment panel, up to decrease flushing volume, or down to increase flushing volume. Rotate the locking clip back to the left to lock.
5. For adjustment of the half flush volume repeat the process on the 'HALF' (grey) adjustment window.
6. Replace the valve back into the cistern ensuring it is correctly located and locked onto the outlet valve tail.
7. Refit the lid, turn on the water supply, and when cistern is full flush it a few times to ensure correct operation.



## SETTINGS & OPERATION

Press the full flush button for all solids waste removal and the half flush button for all liquid waste removal.

- OUTLET VALVE FULL FLUSH: Position 2 HALF FLUSH: Position 13
- BACK INLET VALVE FLOAT: Position 18
- WATER LEVEL: 230mm from inside the bottom of the tank

## TROUBLESHOOTING

### WATER IS LEAKING INTO PAN

- Water level is set to high – Readjust the inlet valve height to lower the water level or adjust the overflow pipe height.
- Outlet valve seal is leaking – Remove outlet valve from cistern and inspect sealing rubber for damage or contamination of foreign material, replace if damaged, clean and refit – if leak still evident replace seal.

### WATER LEAKING ONTO FLOOR

- Water Connection is leaking – retighten water connection or replace connector fittings (copper pipe or flexible hose).
- Leaking from between the pan and cistern – remove the cistern from the pan and inspect the alignment and/or condition of the cistern/pan rubber seal – realign or replace and refit cistern.

### WATER ON FLOOR (NOT FROM CISTERN)

- Check Pan Connector to ensure pan trap has engaged correctly.

## MAINTENANCE

The Novara Close Coupled Toilet Suite is a high quality, high efficiency, vitreous china pan and cistern with a high-quality P.P. slow close seat and cover. The W.D.I fittings in the cistern have been pre-fitted and adjusted to 4.5 liter full flush and 3 liter half flush. The cistern and fittings have been checked for leaking and performance before leaving the factory. No further adjustment is required.

- Please use only warm soapy water to keep the surface clean and shiny.
- Do not use abrasive cleaners as these may scratch the surface of the product.
- Do not use acidic or corrosive cleaners.
- Do not use additives within the cistern as these may have a detrimental effect on the cistern internals.
- Do not make any adjustments to the cistern fittings.

**NOTE Any breach of the above instructions will null and void any warranty claims.**

## WARRANTY TERMS & CONDITIONS

All Decina products are manufactured to the highest standards and guaranteed to be free of defects, subject to the conditions outlined below. In addition to the statutory rights given under Australian Consumer Law, Decina offers the following extended warranty periods from the date of purchase or handover:

PARTS	WARRANTY	TERMS
Vitreous China Cistern & Pan	10 Years / 1 Year	Replacement products / Parts & labour
Seat, lid & hinges	1 Year	Replacement products or parts
Button assembly	1 Year	Replacement products or parts
Internal systems (valves)	1 Year	Replacement products or parts

*Parts subjects to wear and tear i.e. Seals and rubbers are not covered by Warranty.*

The Decina warranty is only applicable when the product has been installed by a qualified tradesman, in full accordance with the installation instructions and statutory requirements. The warranty specifically EXCLUDES damages discovered AFTER installation. Decina's responsibility for claims relating to impact damage ceases within 48 hours after delivery to the Decina re-seller's store.

The extended warranties only apply to faults or defects in the product arisen solely from faulty materials or workmanship in the products and does not apply to other defects for example from; damage, abuse, neglect or changes to the product supplied.

The warranty only extends to the supply of a replacement product or credit to the value of the purchase and excludes consequential damage ensuing from the product application or use. The responsibility for the removal and replacement of the product is with the installer and/or owner. Where the manufacturer "Decina" accepts that the product is at fault, the maximum contribution to the removal and replacement costs will be \$500.

Repairs of the Products other than by a Decina accredited or licensed service agent or technician are not covered.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

To make a warranty claim, please visit the Decina website [decina.com.au/warranty-claim/](http://decina.com.au/warranty-claim/) or email [services@decina.com.au](mailto:services@decina.com.au) and attach the following documentation:

- Proof of purchase (original invoice from the supplier)
- Details of the warranty claim including the date of installation, installer's details and head contractors
- Your contact details

If the Product has not been installed, please contact Decina to inspect the Product. If the claim is accepted, the Product can be returned or exchanged. Note: The extended warranty only applies to the original owner and is not transferable. Decina reserves the right to charge a service fee for any staff called to attend premises where products have been installed and the warranty claim is not authorised.

Copyright Feb 2024. Decina Bathroomware Pty Ltd. ABN 39845 084 033

## **PLEASE LEAVE THIS MANUAL WITH THE END USER**

**DECINA**  
DISCOVER INDULGENCE

DECINA.COM.AU 1300 DECINA   

\*Warranty T&Cs apply. All dimensions are nominal & subject to manufacturing tolerances & may vary +/-5mm therefore we strongly recommend installation does not occur until after delivery. Decina reserves the right to modify or change models without notice. Please confirm all particulars with your sales consultant prior to purchase. For further information and for warranty T&C's, please visit [decina.com.au](http://decina.com.au)