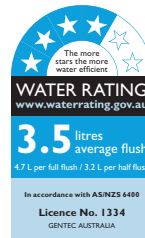
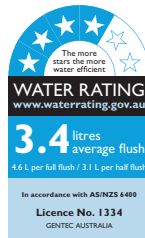
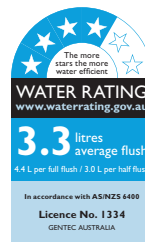
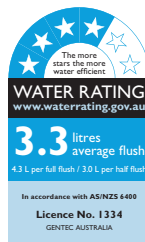


USER MANUAL

STERISAN® Toilets

- **SANWC870CC** - Wall Faced Close Coupled Ambulant Toilet Suite w/ Exposed Cistern soft close White Double-flap Seat
- **SANWC800CC** - Wall Faced Close Coupled Toilet Suite w/ Raised buttons and DDA Compliant Single-flap Seat
- **SANWC500CC** - Wall Faced Close Coupled Toilet Suite w/ Exposed Cistern Soft Close White Double-flap Seat
- **SANWC800IW** - Wall Faced In Wall Toilet Pan with Single-flap Grey Seat and DDA Compliant
- **SANWC500IW** - In-Wall Wall Faced Toilet Suite w/ Concealed Cistern Soft Close White Double-flap Seat
- **CC3510** - Large Size Stainless Steel Padded Back Rest



WaterMark
AS 1172.1: 2014
AS 1172.2: 2014
Lic WM 002559
IAPMO R&T Oceana



WaterMark
AS 1172.1: 2014
AS 1172.2: 2014
Lic WMK26220
SAI Global



WaterMark
AS 1172.1: 2014
AS 1172.2: 2014
Lic WMKA20080
SAI Global

USER MANUAL

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Technical Information	3
Product Images & Technical Drawings	3
Installation Steps	7
Troubleshooting	23
Cleaning & Maintenance	24
Responsibly Sourced	27

Scope of Use

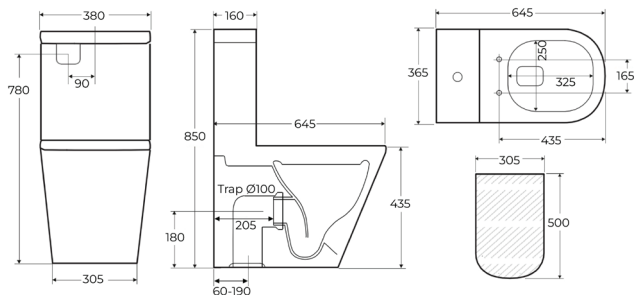
Installation is subject to the regulatory requirements of the plumbing code of Australia associated to AS/NZS 3500.2 and AS 1428.1 if applicable.

- **Installation:** Refer to the installation instructions included within this manual
- **Intended Use:** The toilet pans are intended for use in healthcare, commercial and institutional buildings. This product range includes pans for accessible and ambulant toilet.
- **Design:** Wall-faced pans with integral flushing mechanism.
- **Dimensions:** Comply with standard dimensions for toilet pans as per Australian regulations.
- **Flush Mechanism:** Mechanical/pneumatic flushing designed to effectively remove waste from the pan and facilitate proper drainage.
- **Compatibility:** Compatible with standard plumbing connections and fixtures.
- **Mounting:** Floor mounted with S-trap (as per installation instructions)
- **Inlet:** 15mm Female Flexible Connection

Technical Information

Material	Vitreous China
Minimum Working Pressure	50 kPa
Maximum Working Pressure	500 kPa
Manufacturers Recommended Pressure	350 kPa
Flushing Type	Rimless
Rated Pan Load	500 kg
Rated Seat Load	250 kg
Working Temperature	5°C - 25°C
Recommended Working Temperature	Ambient Cold Water
Finish	Chrome Plated
Servicing	Preventative Maintenance

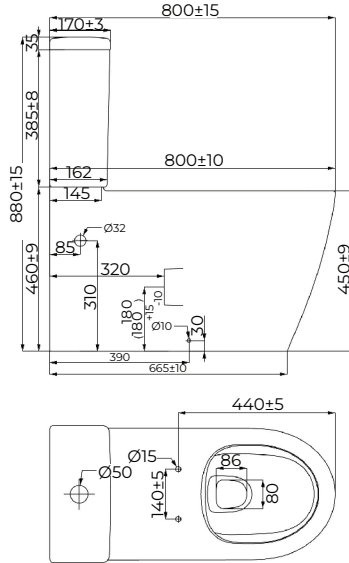
Product Images & Technical Drawings



SANWC870CC

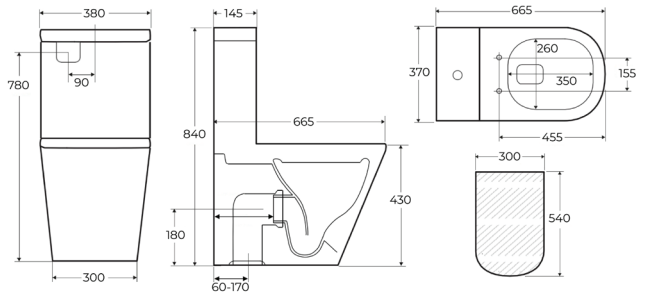
Wall Faced Close Coupled Ambulant Toilet Suite w/ Exposed Cistern soft close White Double-flap Seat

USER MANUAL



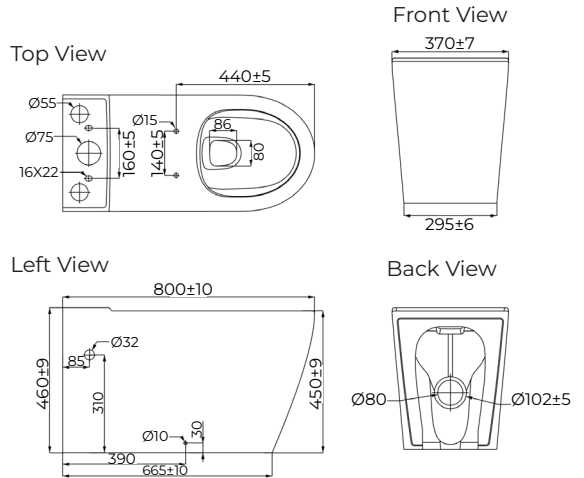
SANWC800CC

Wall Faced Close Coupled Toilet Suite w/ Raised buttons and DDA Compliant Single-flap Seat



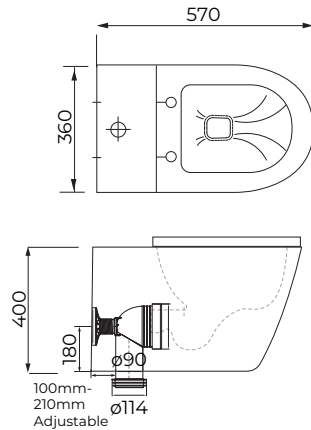
SANWC500CC

Wall Faced Close Coupled Toilet Suite w/ Exposed Cistern Soft Close White Double-flap Seat



SANWC800IW

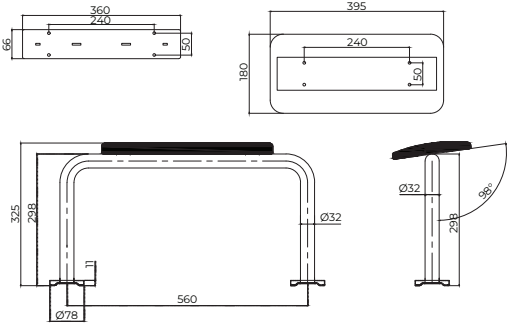
Wall Faced In Wall Toilet Pan with Single-flap Grey Seat and DDA Compliant



SANWC500IW

In-Wall Wall Faced Toilet Suite w/ Concealed Cistern Soft Close White Double-flap Seat

USER MANUAL



CC3510

Large Size Stainless Steel Padded Back Rest

Note: Dimensions are provided as a guide and are subject to manufacturing tolerances.

Installation Steps

Fixing

Toilet pan screwed to the floor and silicone to the floor, Cistern bolted directly to the pan

Set Out

S trap 80mm to 220mm, P trap 180mm fixed height from the floor to the centre of the outlet on pan

Trap Configuration

P trap (Convert to S trap using approved plastic waste connector)

Seat

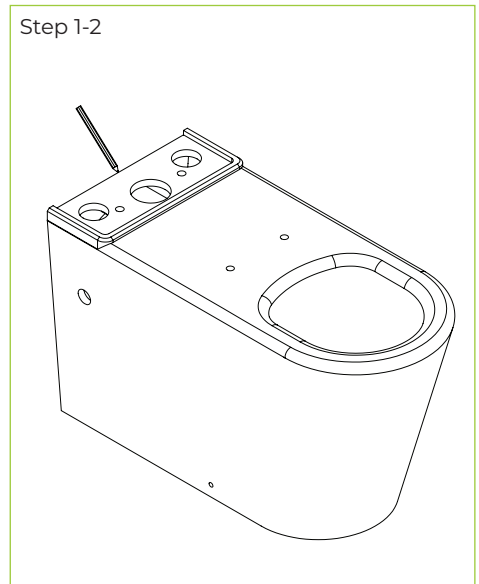
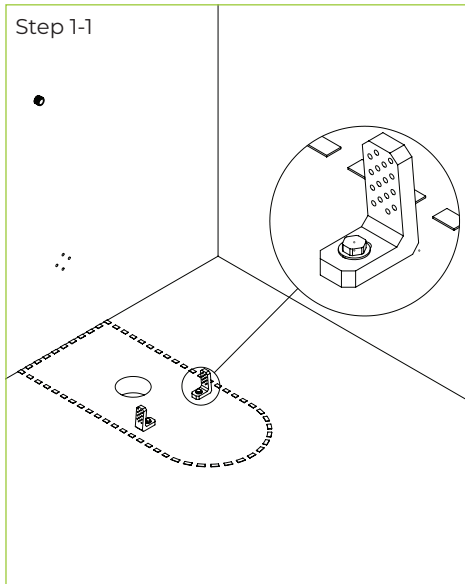
Matching fixed seat provided

- Inspect both Toilet pan and cistern for any damage before installation.

SANWC870CC, SANWC800CC, SANWC500CC INSTALLATION STEPS

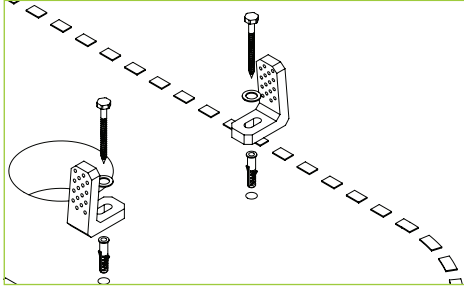
- Step 1. Ensure the position for water inlet, waste outlet and fixing brackets, mark the centre position on the wall and the pan then place the pan into position and align the centre, mark out the fixing hole position and pan on the floor, remove the pan and mark in the fixing brackets to fit inside the pan.

Note: The screws and screw holes for the brackets allow tolerance for alignment.



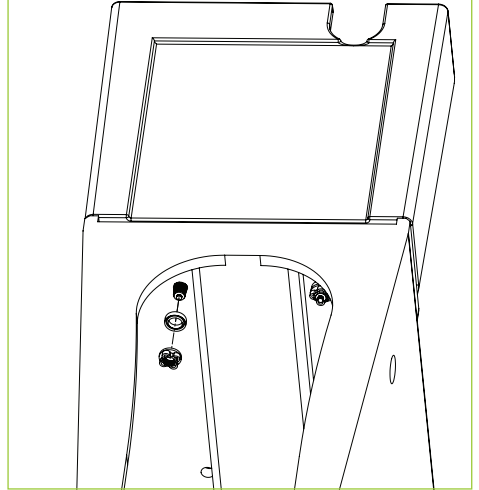
USER MANUAL

Step 2. Position the brackets, mark out and drill 2x10mm holes, attach the plastic fixture into the hole and screw and tighten with the washers and bolts provided.

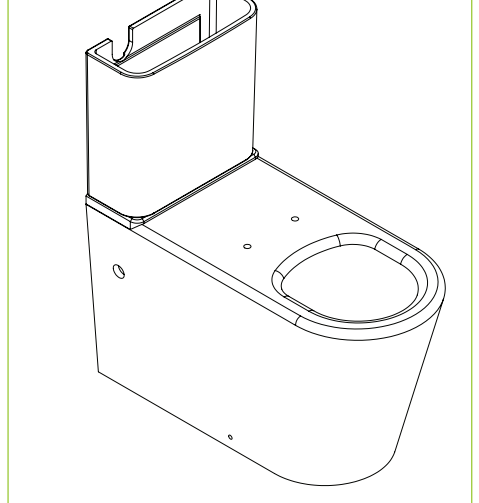


Step 3. Position the fixing bolts into the bottom of the cistern ensuring the black washers are inside the cistern. On top of the pan, place the nylon thread into the two holes & tighten the washer & back nut from underneath. Lift the cistern onto the pan and line up the fixing bolts. Tighten down the cistern evenly to the pan then attach the flexi hose to the cistern inlet, at this point you can measure the height of the cistern cock to ensure it will not interfere with the cistern.

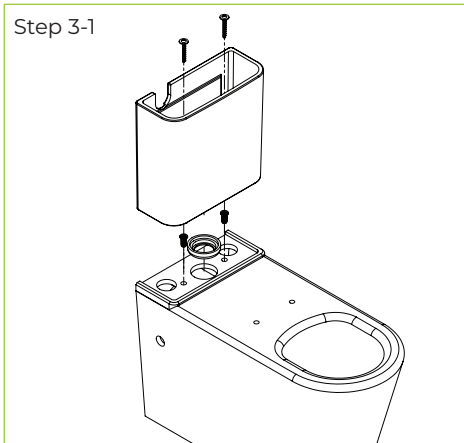
Step 3-2



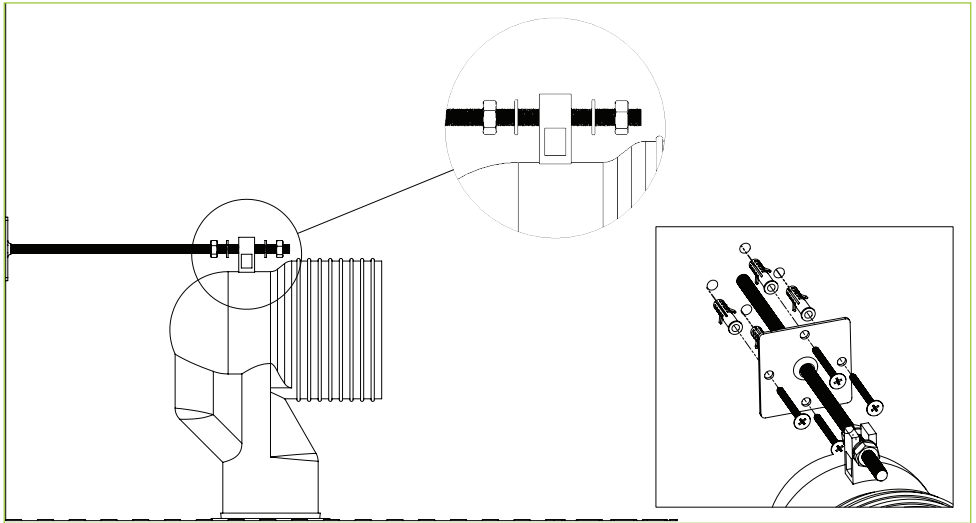
Step 3-3



Step 3-1

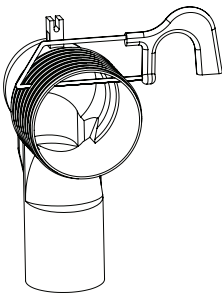


- Step 4. Lubricate the rubber fins and place the plastic connector into the floor waste outlet at the correct height, (180mm), then fasten the connector to the wall using the fixing bracket provided, screw the 2 locking nuts and washers onto the threaded rod so it suits either side of the plastic slot, place the treaded rod into the slot at the top of the connector, position the rod and screw into the wall plate, fasten the wall plate with the 4 screws, tighten both lock nuts against the slot while ensuring the connector is in the vertical position at the same time maintaining the height, (180mm).

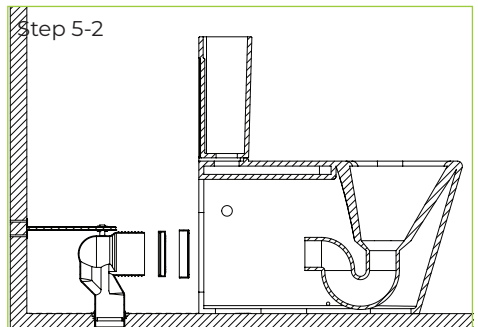


- Step 5. At this point measure out the distance from the wall to the end of the connector to ensure the pan outlet will have appropriate engagement, if required, remove the plastic cover and rubber seal and cut back to the required distance, ensure the cut is even and straight, replace the rubber seal and plastic cover, lubricate the rubber seal.

Step 5-1

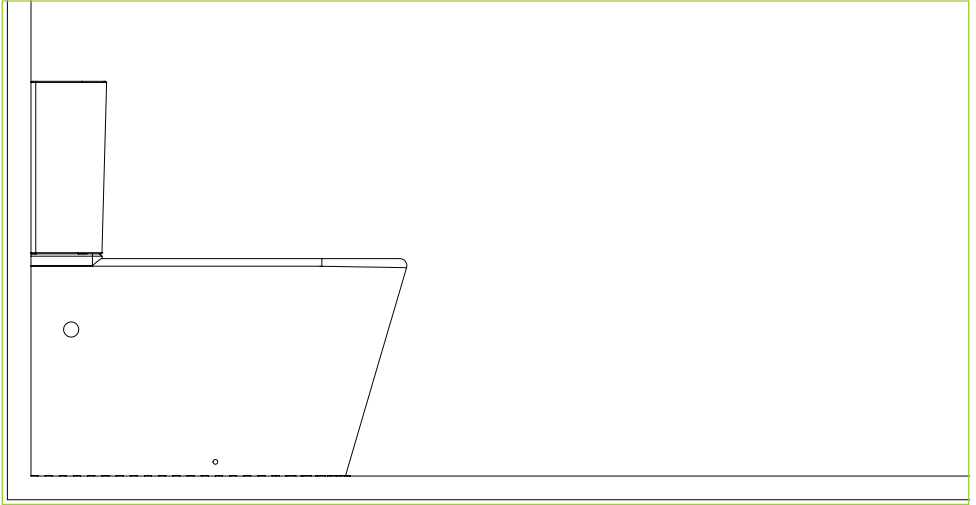


Step 5-2

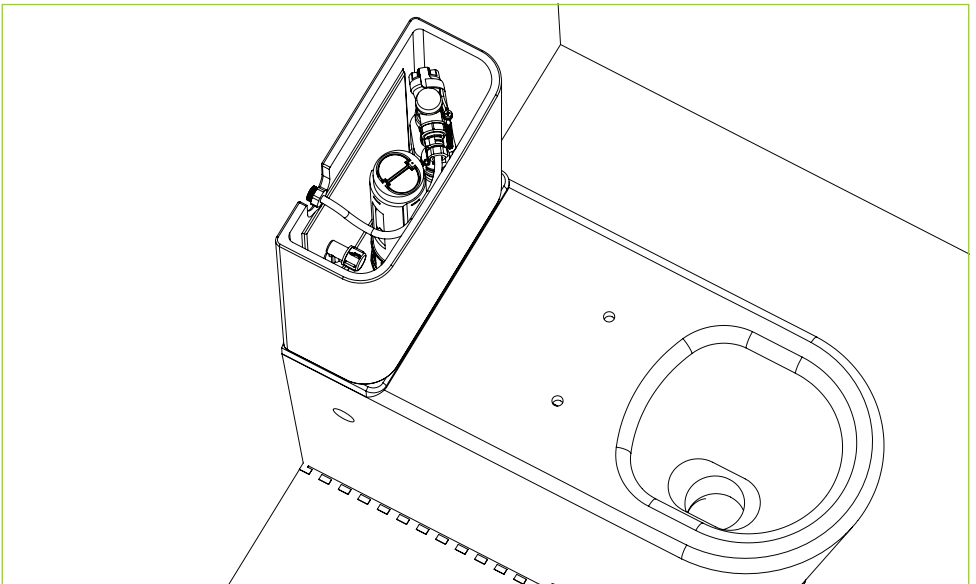


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Step 6. Align and push the fully assembled pan and cistern back to the wall connecting the pan spigot into the connector, bucket flush and check for leaks.



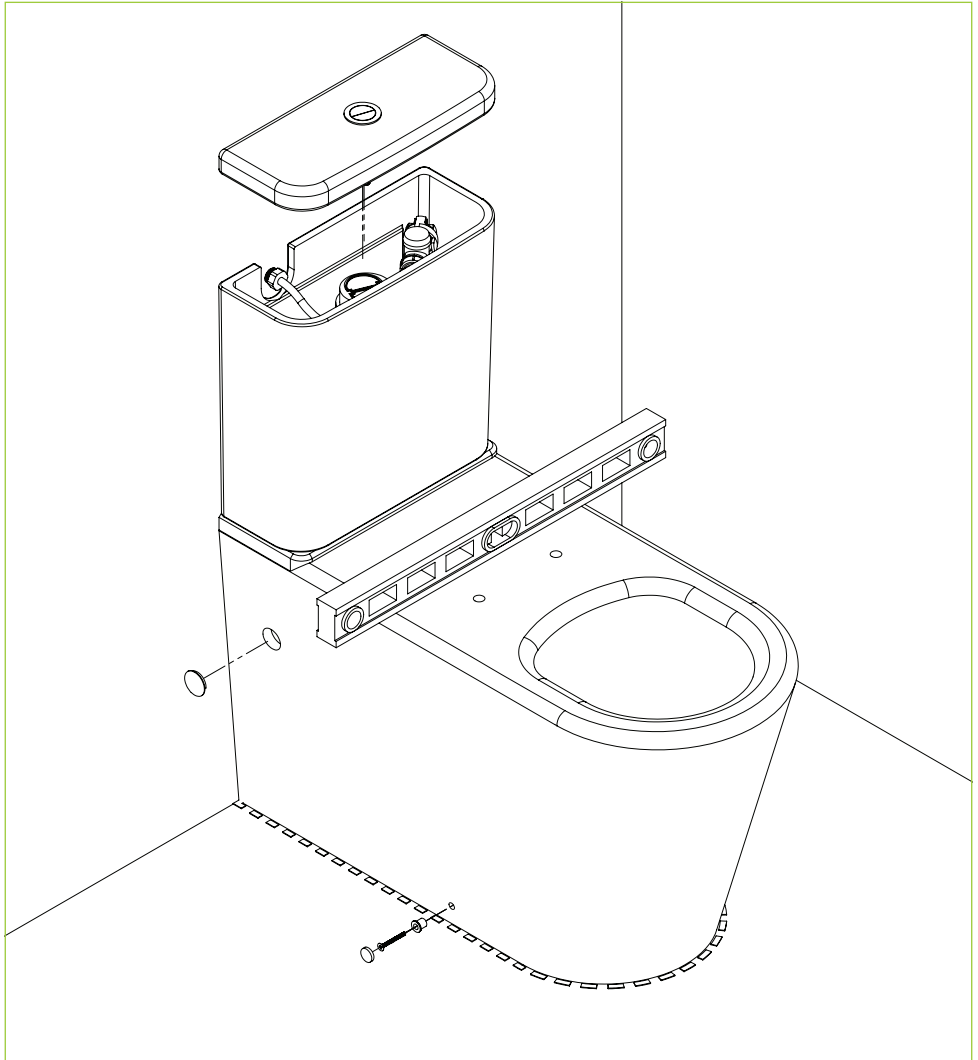
Step 7. Connect the flexi hose to the cistern cock and fill the cistern, adjust the water level if required, water level can be adjusted by using the screw fitting at the top of the float on the inlet valve, ensure no leaks evident.



- Step 8. Level off the pan and cistern to the floor and the wall, make minor adjustments if required, fix the pan to the floor using the screws provided, attach the chrome covers in the holes on both sides of the pan, then place the cistern lid in position, flush the cistern to ensure the flush is adequate and no leaks evident.

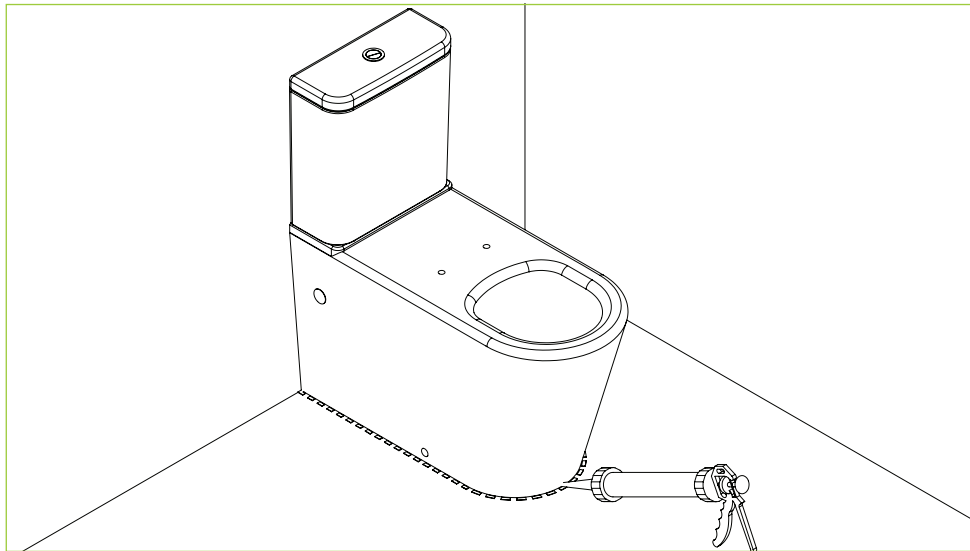
SANWC800CC Button Instructions:

Place the full/ half flush button into the top of the cistern lid, from underneath screw on the back nut, valve rods can be adjusted to suit the flush outlet valves.



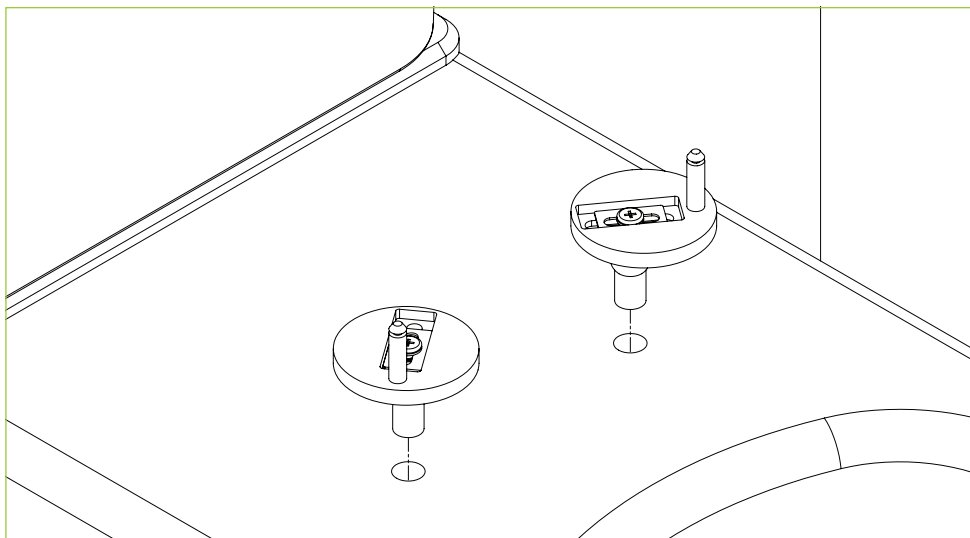
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Step 9. Silicone the gaps on the pan and cistern and remove excess sealant.

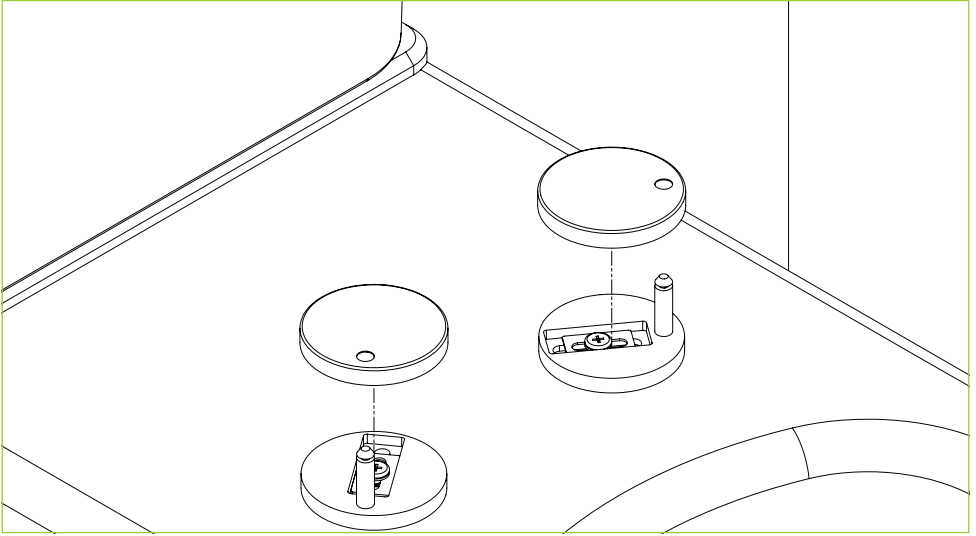


SEAT INSTALLATION

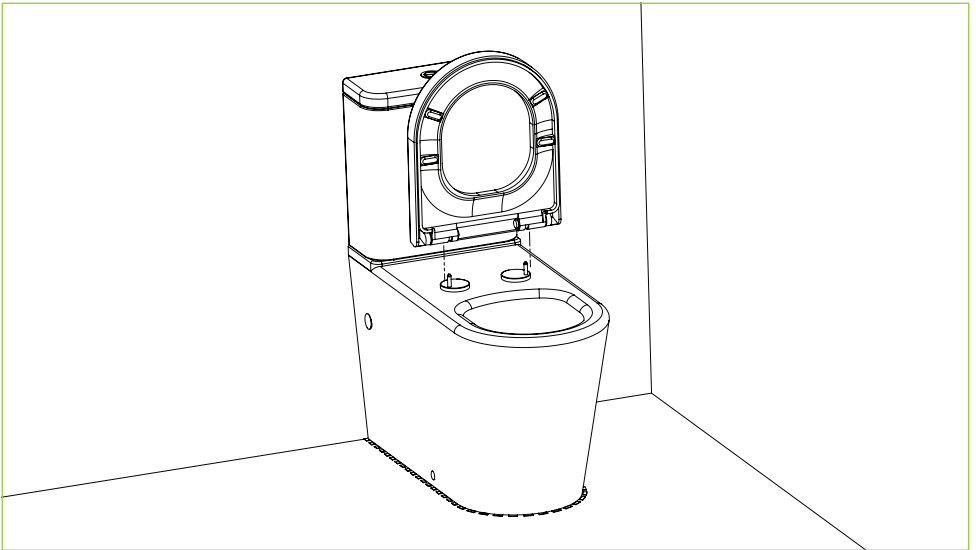
Step 1. Place the screw insert into the 2 holes at the rear of the pan and tighten the screws to the distance of the seat hole location.



Step 2. Place the stainless steel covers onto the screw inserts.

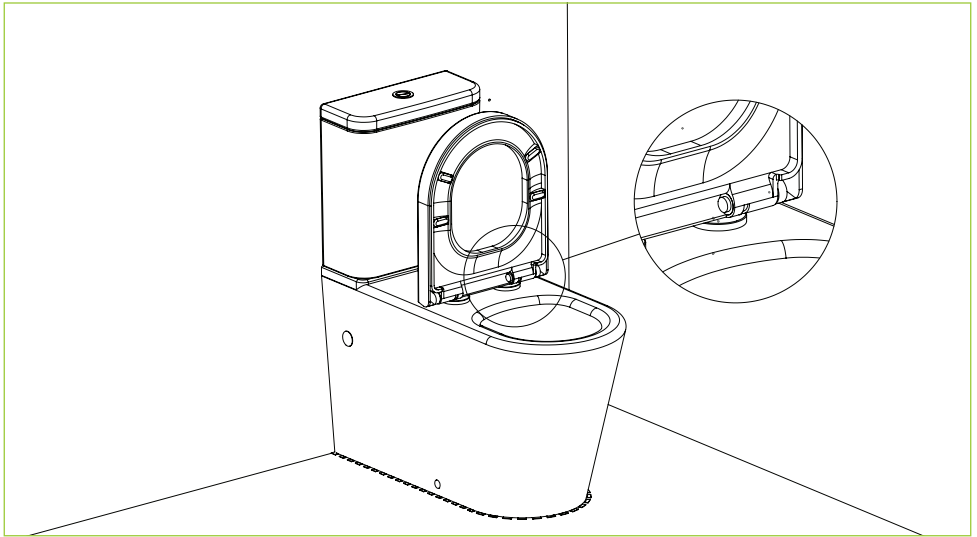


Step 3. Install the toilet seat to the pins, adjust if required.



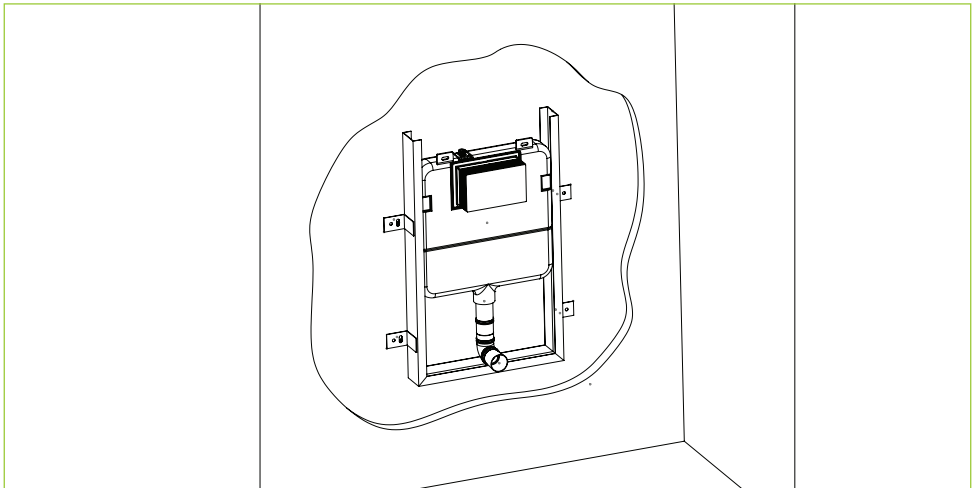
USER MANUAL

Step 4. The lid can be removed for cleaning purposes by pressing the buttons and lifting upwards.

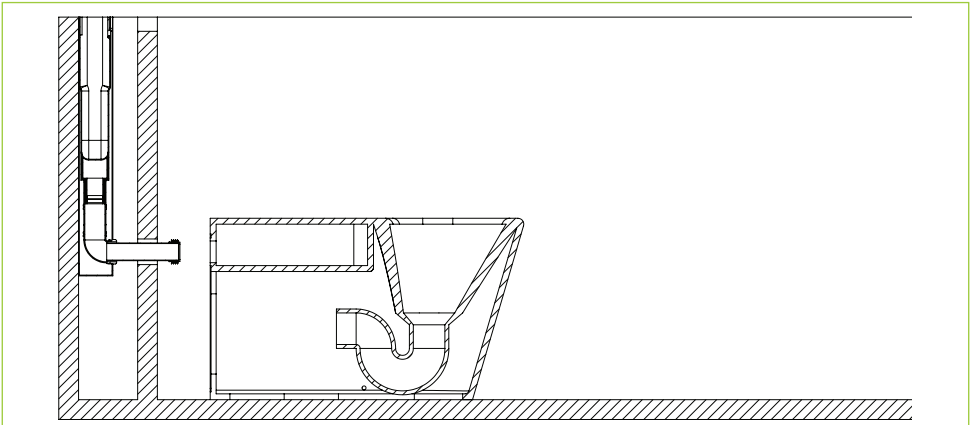


IN WALL CISTERN INSTALLATION STEPS- SANWC800IW, SANWC500IW

Step 1. Allow the wall frame spacing no less than 510mm, fasten the cistern frame to the internal wall with the centre of the flush buttons set at 1000mm from the floor, level off if required, connect the water supply to the inlet on the cistern valve.

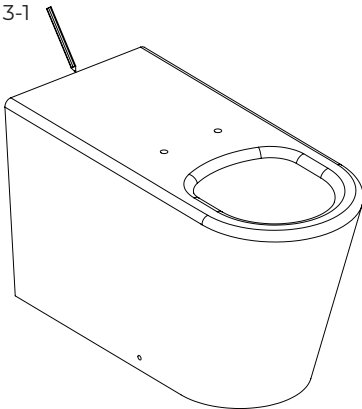


Step 2. Adjust the inlet pipe to suit the inlet hole of the pan.

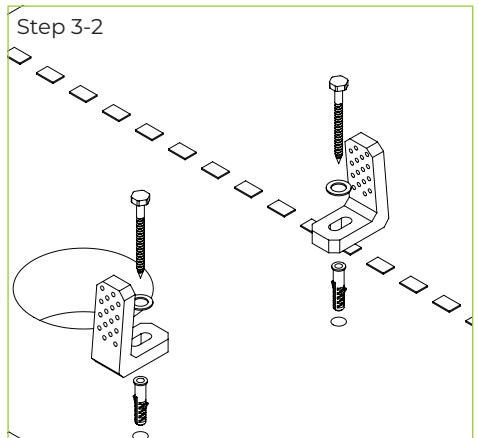


Step 3. Ensure the position of the waste outlet and fixing brackets, mark the centre position on the wall and the pan then place the pan into position and align the centre, mark out the fixing hole position and pan on the floor, remove the pan and mark in the fixing brackets to fit inside the pan, Note: the screws and screw holes for the brackets allow tolerance for alignment.

Step 3-1

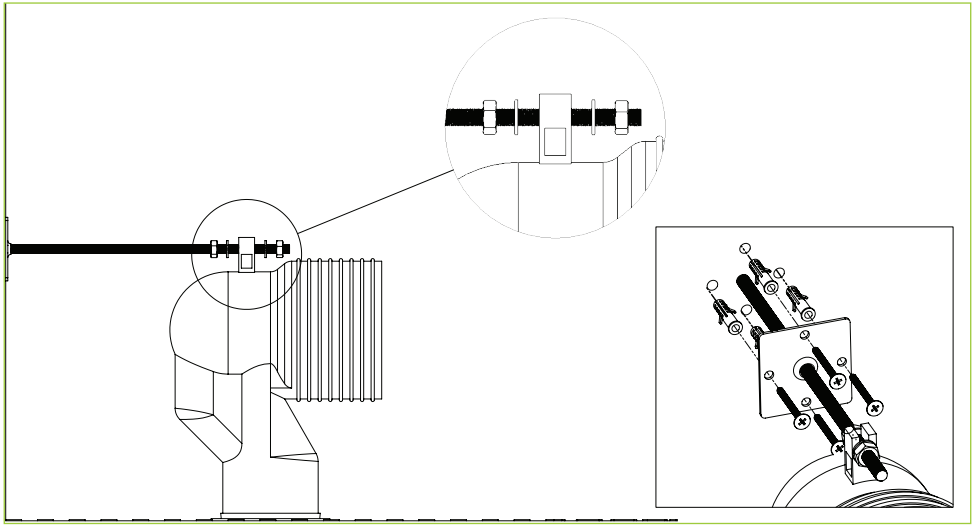


Step 3-2



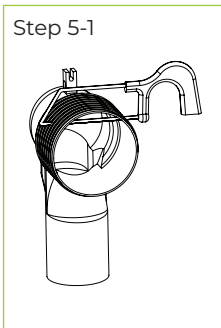
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- Step 4. Lubricate the rubber fins and place the plastic connector into the floor waste outlet at the correct height, (180mm), then fasten the connector to the wall using the fixing bracket provided, screw the 2 locking nuts and washers onto the threaded rod so it suits either side of the plastic slot, place the threaded rod into the slot at the top of the connector, position the rod and screw into the wall plate, fasten the wall plate with the 4 screws, tighten both lock nuts against the slot while ensuring the connector is in the vertical position at the same time maintaining the height, (180mm).

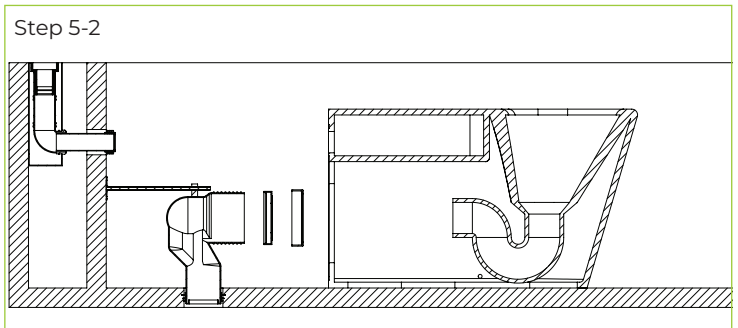


- Step 5. At this point measure out the distance from the wall to the end of the connector to ensure the pan outlet will have appropriate engagement, if required, remove the plastic cover and rubber seal and cut back to the required distance, ensure the cut is even and straight, replace the rubber seal and plastic cover, lubricate the rubber seal.

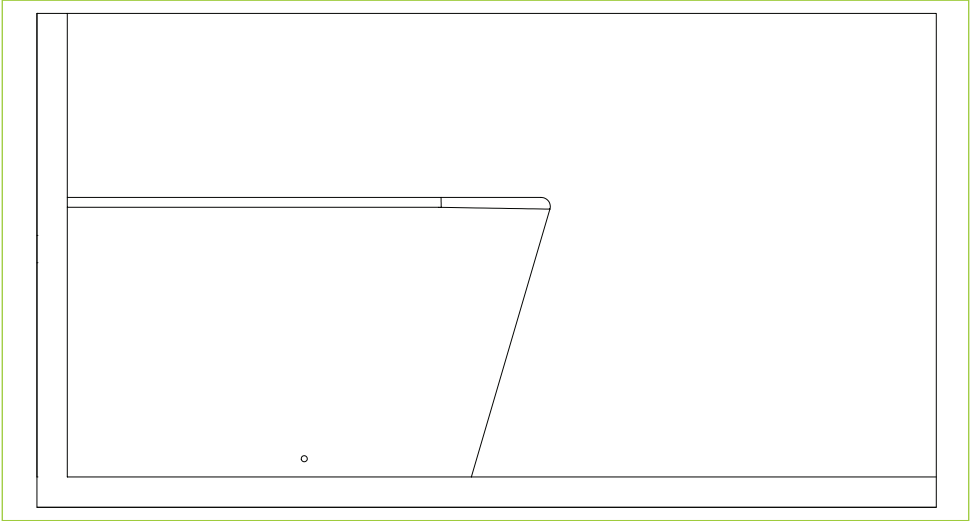
Step 5-1



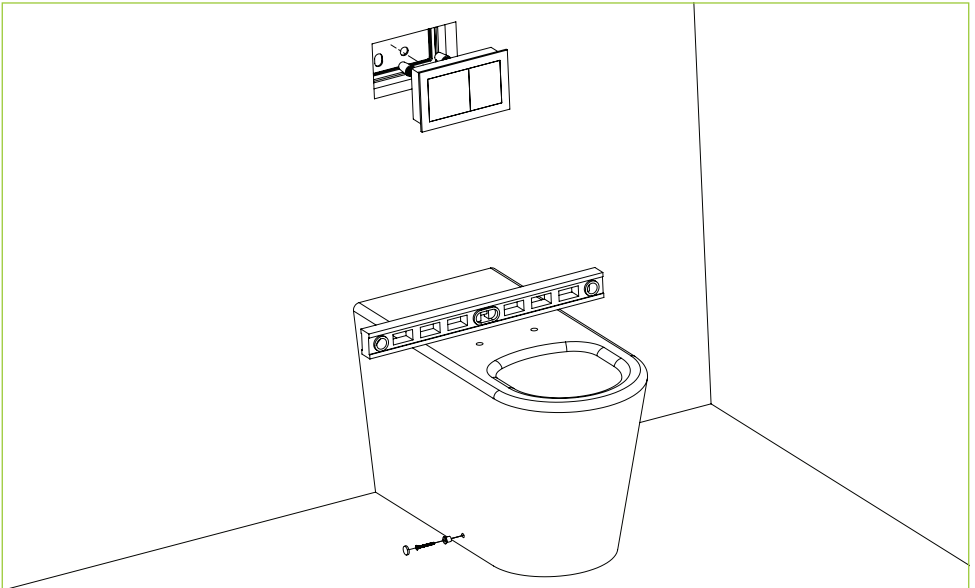
Step 5-2



Step 6. Align and push the pan back to the wall connecting the pan spigot into the connector, bucket flush and check for leaks.

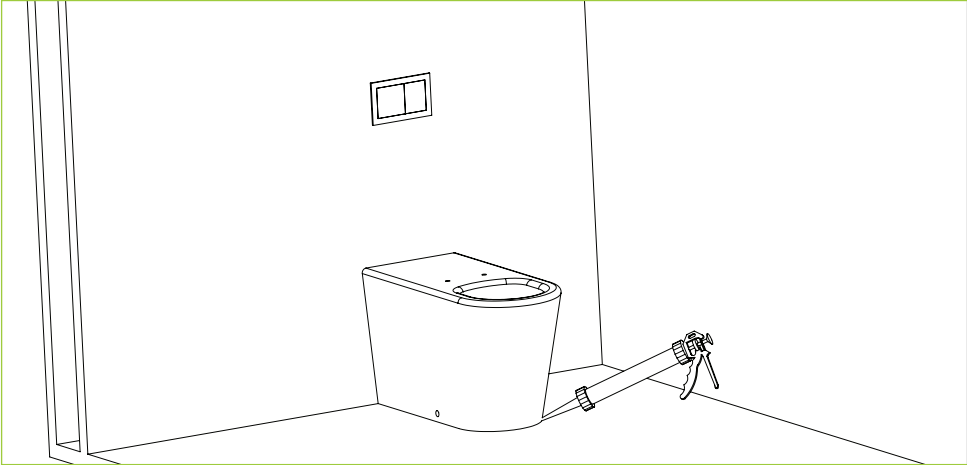


Step 7. Level off the pan to the floor, make minor adjustments if required, fix the pan to the floor using the screws provided, connect the flush buttons on the cistern, flush to ensure no leaks evident.



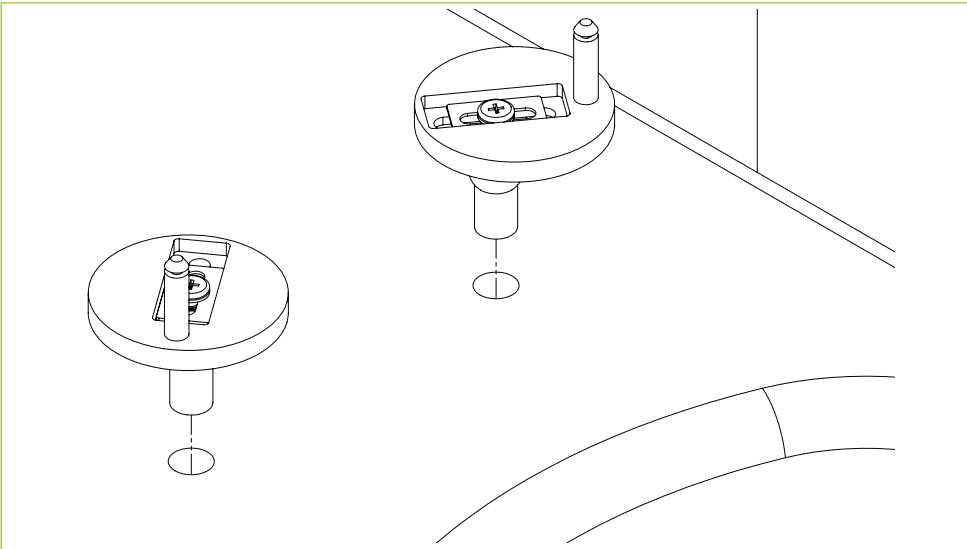
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Step 8. Silicone the gaps on the pan and remove excess sealant.

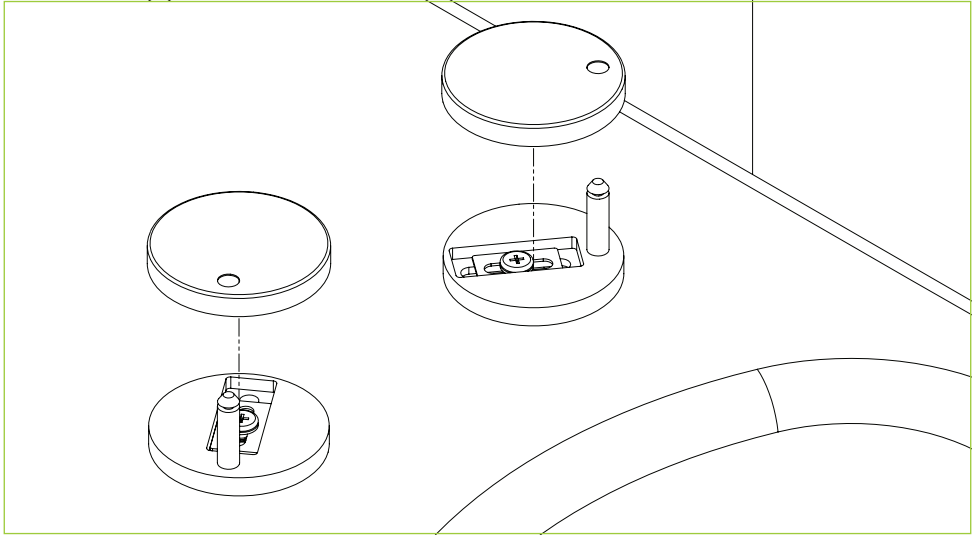


SEAT INSTALLATION

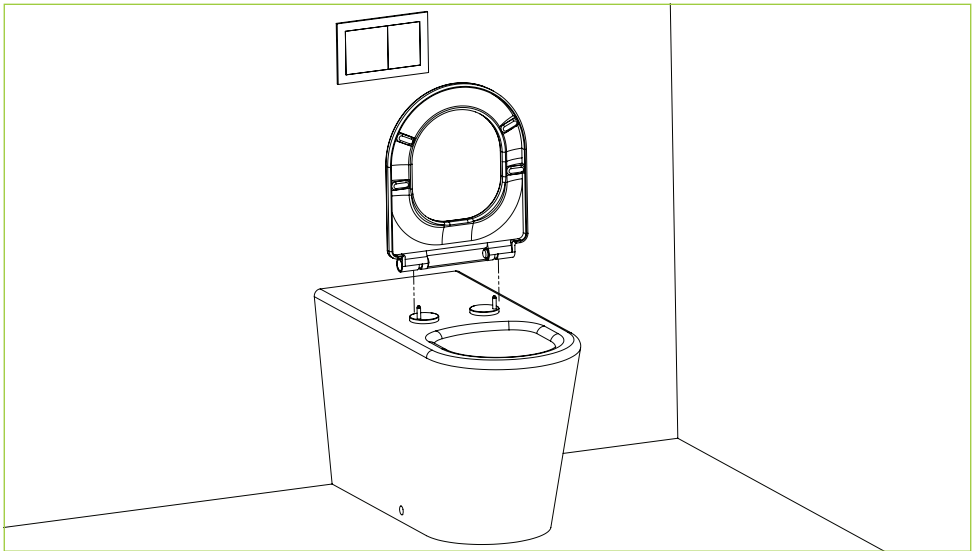
Step 1. Place the screw insert into the 2 holes at the rear of the pan and tighten the screws to the distance of the seat hole location.



Step 2. Place the stainless steel covers onto the screw inserts.

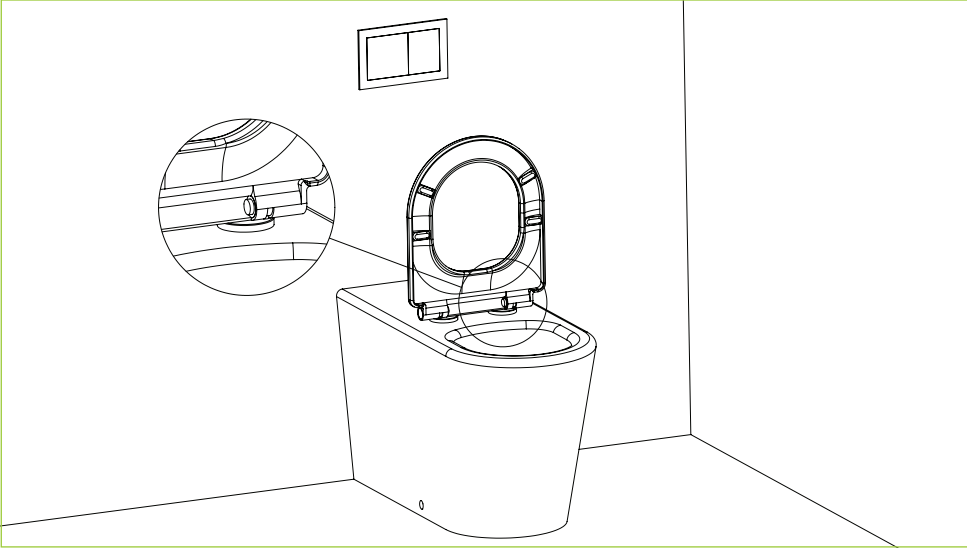


Step 3. Install the toilet seat to the pins, adjust if required.



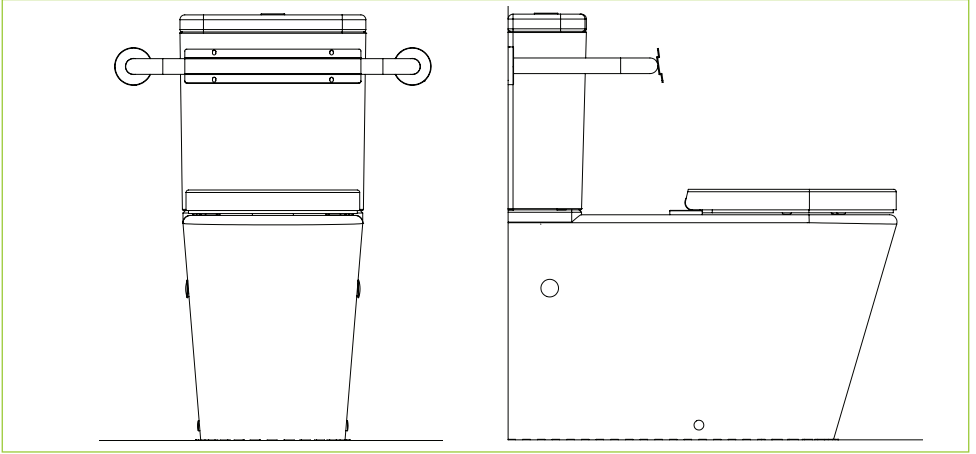
USER MANUAL

Step 4. The lid can be removed for cleaning purposes by pressing the buttons and lifting upwards.

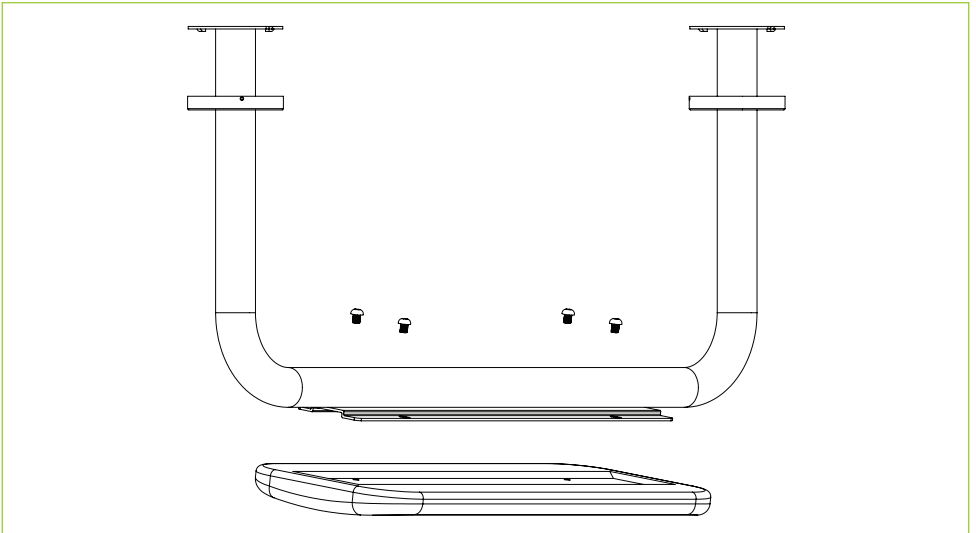


CC3510 STAINLESS STEEL PADDED BACK REST

Step 1. Mark out the correct height according to AS1428 For the back rest position.

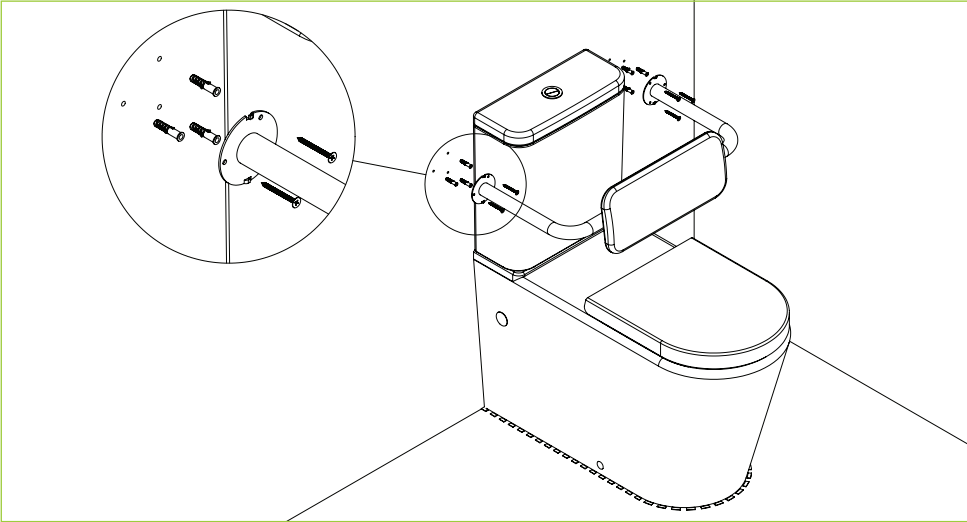


Step 2. Position and screw together the padded back onto the back rest plate with 4 screws provided.

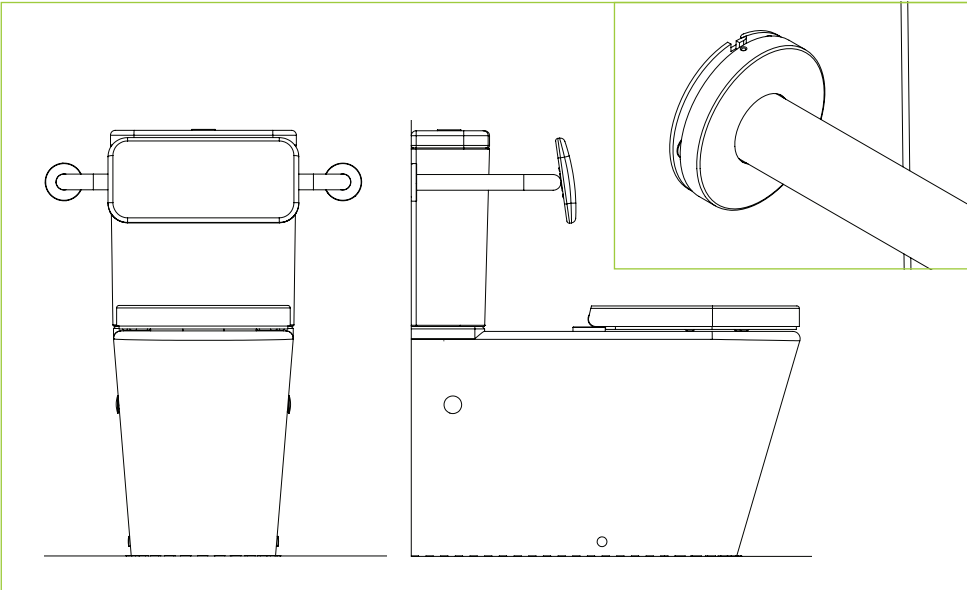


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Step 3. Place the back rest at the required height evenly from left to right of the cistern and or centre of the pan, at the same time ensure the padded back is leaning toward the wall for the 98-degree angle, mark out the 3 screw holes drill and fasten.



Step 4. Slide the flange covers over the fixing flange and rotate to lock in the cover flange.



Troubleshooting

Problem	Cause	How to Fix
Toilet doesn't sit flush on the wall	<ul style="list-style-type: none"> There is coving the wall to the floors 	<ul style="list-style-type: none"> If coving is present, then the toilet will need to be machined to allow for the coving
Floor with a slop	<ul style="list-style-type: none"> Cistern is sitting off the wall 	<ul style="list-style-type: none"> If floor surface is slanted, then it is important to accommodate for the slop
Does the toilet come with top or bottom inlet	<ul style="list-style-type: none"> Connected to bottom entry but would like to use top entry 	<ul style="list-style-type: none"> STERISAN® toilet all incorporate a top and bottom entry, mostly they are installed with top entry
Need disabled pan	<ul style="list-style-type: none"> Not sure if I installed the right pan 	<ul style="list-style-type: none"> Refer to our product datasheets for more information
Need ambulant pans	<ul style="list-style-type: none"> Not sure if I installed the right pan 	<ul style="list-style-type: none"> Refer to our product datasheets for more information
The cistern is not shutting off running water	<ul style="list-style-type: none"> Did you flush your lines 	<ul style="list-style-type: none"> If rubbish has gone through the inlet valve, then the valve is more than likely to be damaged and will need to be replaced

USER MANUAL

Cleaning & Maintenance

To minimise downtime and maximise the functional life of the product, GENTEC recommends servicing your product at least every 12 months, under heavy use may need to be checked and serviced more often.

GENERAL CARE INSTRUCTIONS

- Pre-test: Before applying any cleaner, test it on a small, inconspicuous area to ensure it doesn't cause damage.
- Avoid soaking: Do not let cleaning solutions sit on surfaces.
- Rinse & dry immediately: After cleaning, rinse surfaces immediately with water and dry thoroughly to prevent residue buildup.
- Use gentle tools & materials: Always clean with a soft, damp sponge or cloth. Avoid using abrasive tools and materials like brushes, scouring pads, strong acids or bleaches.

Tips: Daily Cleaning- Regular care and attention will ensure the longevity of your GENTEC sanitary ware products. Eliminate dirt and grime by wiping surfaces with a soft, damp soapy sponge or cloth, then rinse with water.

Note: Cleaning results can vary based on water hardness, temperature, and the condition of the product. GENTEC does not guarantee the effectiveness of any specific cleaning formula.

CLEANING TOILETS

- Use a soft cloth and clean the surface with a mild household detergent or warm soapy water.
- Use mild abrasive cleaners occasionally or when necessary. Avoid strong abrasives to protect the surface.
- Use suitable toilet bowl cleaner and apply the cleaner on the inside of the bowl only.
- Immediately wipe off any cleaning solution spills from the plastic or plated parts.
- Do not use in-tank toilet cleaners to avoid damaging internal toilet components.

CLEANING TOILET SEATS

- Clean with a soft cloth and warm soapy water.
- Rinse and dry thoroughly with a soft cloth, air dry the seat and hinge areas to allow these areas to dry completely.
- Do not use aerosol products and abrasive chemicals to avoid damaging the finish.

CISTERN MAINTENANCE - INLET VALVE SERVICE

To adjust the water level, turn the screw to raise or lower float (Diagram 9)

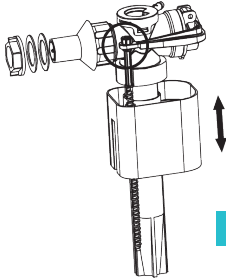


Diagram 9

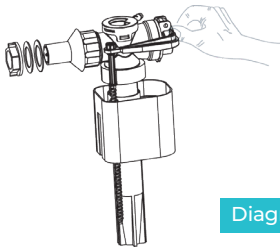


Diagram 10

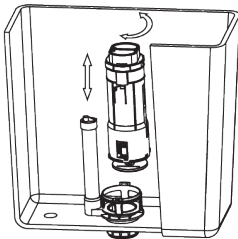
Cleaning the diaphragm (Diagram 10)

It is possible for dirt/debris to prevent the valve shutting off. To remedy this the diaphragm may be cleaned as follows:

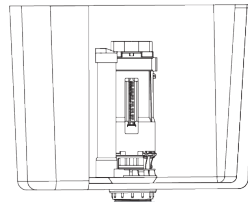
- Step 1. Unclip the float arm from the adjustment screw .
- Step 2. Twist the plastic top-assembly firmly anti-clockwise and remove it from the valve body.
- Step 3. Inspect both rubber diaphragm and valve seat. Rinse under running water to remove dirt/debris.
- Step 4. Re-assemble in reverse order.

CISTERN MAINTENANCE - OUTLET VALVE SERVICE

Step 1. Valve may be removed for service - twist to unlock.

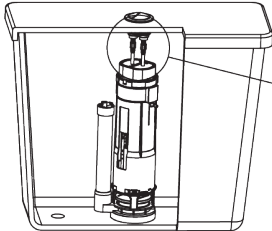


Step 2. Assembly - Hoses not shown

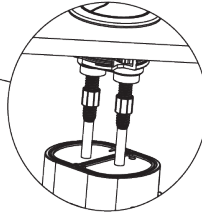


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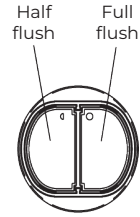
PUSH BUTTON ROD SETTINGS



Button rods must be just clear of the valve pads.



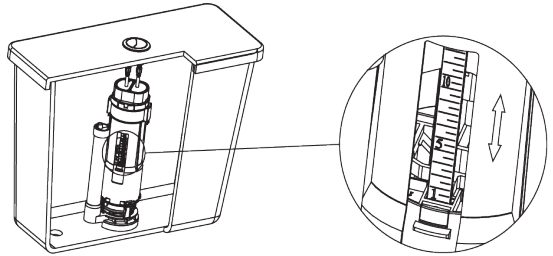
Button rods can be adjusted by screwing up or down.



Ensure that buttons match valve pads.

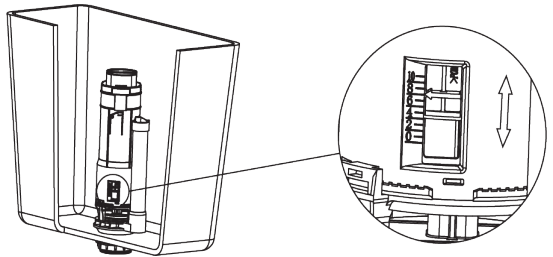
HALF FLUSH ADJUSTMENTS

- Step 1. Half flush volume can be adjusted by moving the side float up or down
- Step 2. Moving the float DOWN increases the half flush
- Step 3. Moving the float UP decreases the half flush



FULL FLUSH ADJUSTMENTS

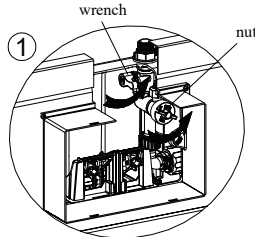
- Step 1. The full flush volume can be adjusted by changing the residual water level in the cistern
- Step 2. Move the adjuster DOWN to increase the volume
- Step 3. Move the adjuster UP to decrease the volume



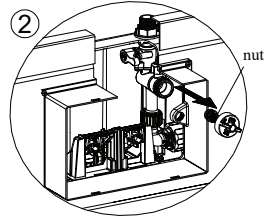
FILTER MAINTENANCE

The sewage in the pipe must be discharged to ensure the filter is not blocked, and the fill valve can work normally.

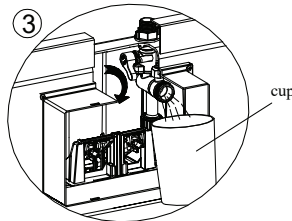
Step 1. Turn off the supply water, anticlockwise turn off the nut.



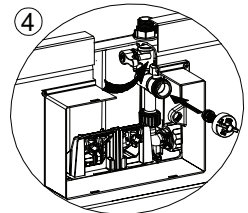
Step 2. Take out filter.



Step 3. Use a cup to take out the sewage.



Step 4. Install the filter and nut to concealed cistern and last turn on water supply.



SPARE PARTS

Spare Parts Code	Component Name
SANH9004B	Floor Fixing Brackets to suit SANWC800CC

Responsibly Sourced



Reduce Carbon Footprint

GENTEC is rejuvenating the product- no power, less maintenance and longer life.

Rejuvenation Program

To learn more about the rejuvenation program, please contact our customer service at info@gentecaustralia.com.au for more information.

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Please refer to GENTEC Business Ethics & Ethical Sourcing Policy at <https://gentecaustralia.com.au/terms-and-conditions/>



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Gentec products come with a Manufacturer's Warranty. To ensure the validity of this warranty, Gentec products must be installed following the provided installation instructions and adhering to AS 3500, NCC Volume Three, relevant Australian Standards, and any local authority requirements applicable to the product. Additionally, water and electrical supply conditions must meet the appropriate national and/or state standards. Non-compliance with these provisions may void the warranty and impact product performance.

Note: The information provided is only a guide, actual product may differ. The information here should not be relied on without clarification with Gentec. Gentec reserves the right to make design changes at any time without notification.

*Subject to terms and conditions. For detailed warranty information, installation compliance, maintenance and cleaning guidelines, and other relevant details, please visit <https://gentecaustralia.com.au>

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