

1. BEFORE YOU START

You'll need:

Flat head screwdriver

Towel, cloth or sponge

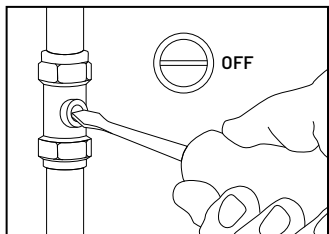
Adjustable
spanner/wrench

Optional: bucket

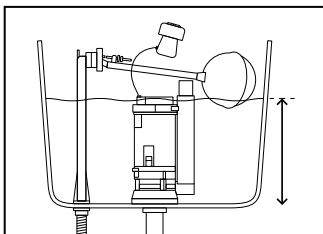
Safety first:

- Turn off the water supply. (Isolation valve or mains stopcock).
- Do not overtighten plastic fittings.
- Keep plastic bags away from children.
- Do not use in-cistern bleach/chlorine tablets. (Can damage components and void warranty).
- Do not use plumbers mate/sealing compound as this could damage the product/plastic.

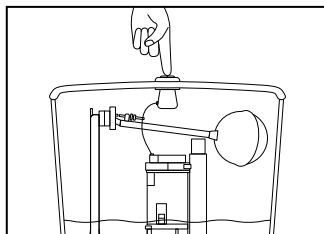
2. REMOVE THE OLD VALVE (IF REPLACING)



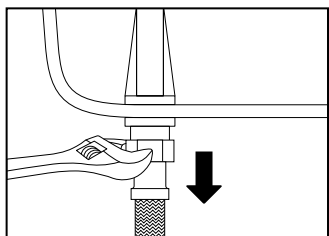
1. Turn off the water supply (isolation valve or mains stopcock).



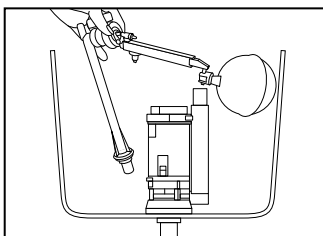
2. Mark the water level inside your cistern (for reference).



3. If needed, refit the cistern lid to allow a full flush and drain (use sponge/towel to remove any residual water).

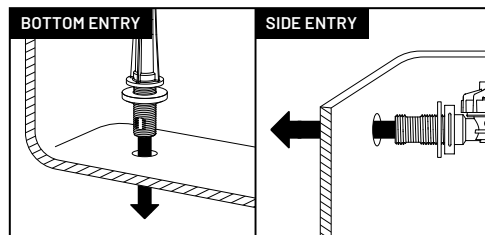


4. Disconnect the valve supply pipework.



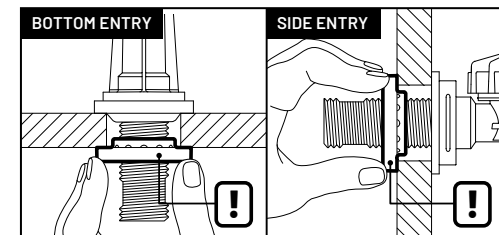
5. Remove the old valve and clean the fixing hole area (smooth, debris-free).

3. INSTALL YOUR TORBECK VALVE



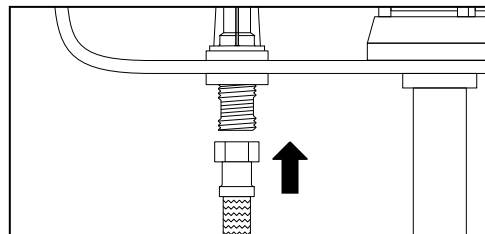
Step 1 – Insert valve

- Ensure the washer is fitted and place the Torbeck valve through the cistern inlet hole.
- Ensure no fouling on cistern walls or the flush mechanism.



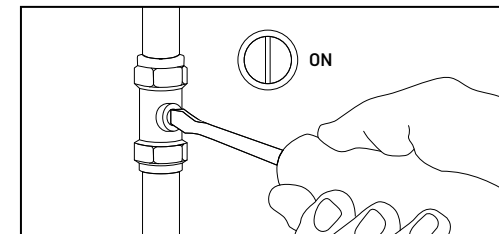
Step 2 – Fit nut

- Hand tighten the nut, then tighten an additional $\frac{1}{2}$ – $\frac{3}{4}$ turn with a spanner.
- Large cistern hole only: ensure the collar faces inward (towards cistern) for correct alignment.
- Do not overtighten.



Step 3 – Connect supply

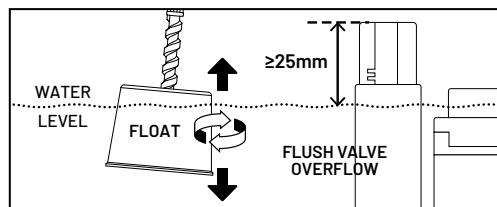
- For mains/pumped systems, ensure the flow controller & filter is fitted; for tank-fed systems (<7 m head) controller filter should be removed.
- Reconnect the water supply to the valve shank.



Step 4 – Turn on water & check

- Turn supply ON.
- Check for leaks; confirm the fill operates and shuts off correctly.
- A slight noise on initial cycles is normal.
- Please note that dripping from the top of the valve and under the arm when it is flowing is normal.

4. ADJUST WATER LEVEL



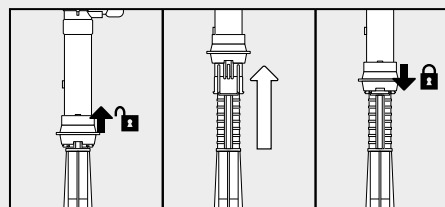
Fine adjustment (most cases):

- Rotate the float:

Clockwise Lower water level

Counterclockwise Raise water level

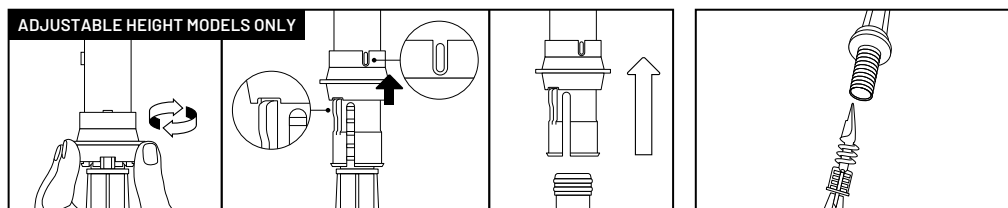
- Flush and recheck; repeat until the water level matches your marked level, and/or achieves ≥ 25mm dim.



Adjustable height models only

Overall height adjustment can be made by unlocking the locking ring (pull up), pull the top half of the valve up for higher water levels, or push down for lower water levels. Push locking ring back down to lock and secure valve.

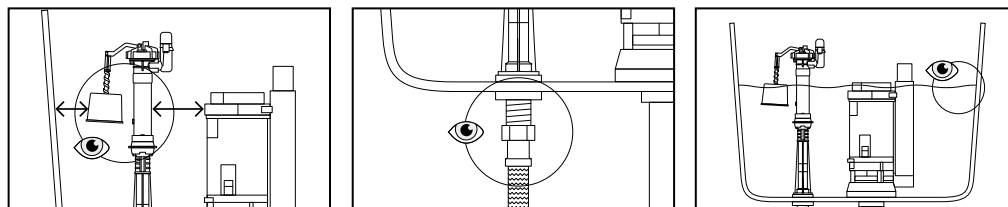
5. MAINTENANCE



To remove the top half of the valve align the slot in the locking ring with the lug and pull up to release the locking clips, the top half of the valve will then be removable. You can then swap/service this part.

Filter restrictor is factory fitted, if necessary, remove and clean the flow controller/filter.

6. FINAL CHECKS



1. Ensure the valve sits straight and doesn't touch the cistern wall or flush valve.

2. Confirm there are no leaks at the shank or connection.

3. Verify the fill/shut-off.

TROUBLESHOOTING

1. Valve is leaking/not shutting off/dripping

Turn the water off.

Take the cap off, remove the diaphragm and rinse with clean water to remove any debris. Whilst the top is off, slowly turn the water back on to gently flow water through the valve clearing any remaining debris.

Ensure float arm is moving freely and not wedged.

For adjustable valves, ensure the O ring is correctly positioned in the grooves of the stem.

3. Valve won't turn on

Ensure water supply is on. Repeat cleaning process from point 1.

4. Leak at the shank

Confirm the washer is fully seated on the shank inside the cistern. Retighten the nut: hand tight + 1/2 – 3/4 turn. Do not overtighten.

5. It's noisy when filling

New valves can be slightly noisy at first; this should stop after a couple of cycles. Ensure isolation valves are fully open.

2. Fill is very slow

Turn the water off. Remove and clean the flow controller & filter (if fitted). For low-pressure gravity-fed systems, the restrictor/filter should not be fitted in the shank; mains systems should retain it.

6. Can I use bleach or chlorine tablets in the cistern?

No. Any chemicals can damage the components, cause leaks/flooding, and void the warranty.

Torbeck installation & maintenance videos

SAFETY & WARRANTY

- ⚠ Do not overtighten plastic fittings; overtightening can crack the cistern.
- ⚠ Keep packaging materials (bags) away from children.
- ⚠ No bleach/chlorine tablets in cistern.
- ⚠ Keep packaging instructions for future reference.
- ⚠ If in doubt, consult a qualified plumber.
- ✓ **Warranty: 12 months limited (see website for terms).**