



REDRING ACTIVE PLUS

ELECTRIC SHOWER

Installation and User Guide

IMPORTANT:
**This booklet should be left with the user after
installation and demonstration**

THIS APPLIANCE CAN BE USED BY CHILDREN AGED FROM 8 YEARS AND ABOVE AND PERSONS WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES, OR LACK OF EXPERIENCE AND KNOWLEDGE IF THEY HAVE BEEN GIVEN SUPERVISION OR INSTRUCTION CONCERNING USE OF THE APPLIANCE IN A SAFE WAY AND UNDERSTAND THE HAZARDS INVOLVED.

CHILDREN SHALL NOT PLAY WITH THE APPLIANCE.

CLEANING AND USER MAINTENANCE SHALL NOT BE MADE BY CHILDREN

SECTION 1

IMPORTANT SAFETY INFORMATION

- Your shower has been designed for convenience, economy and safety of use, provided that it is installed, used and maintained in good working order and in accordance with our instructions and recommendations.
- **ALL WIRING AND INSTALLATION MUST BE SUPERVISED BY A SUITABLY QUALIFIED PERSON.**
- **THIS APPLIANCE MUST BE EARTHED.**
- The installation must be in accordance with the current edition of BS.7671 (*the 'IET Wiring Regulations'*) and 'Part P' of the '*Building Regulations*' in force at the time of installation. Installations outside England and Wales must also conform to any local regulations in effect
- This appliance is intended to be permanently connected to the fixed electrical wiring of the mains supply with its own dedicated supply.
- This appliance must **NOT** be fitted where it may be subjected to freezing conditions.
- **DO NOT** switch the appliance on if you suspect it of being frozen.
Wait until you are sure it has thawed out.
- This appliance is not suitable for mounting into steam rooms or steam cubicles.
- Isolate the mains electrical and water supply before removing the appliance front cover.
- **DO NOT** fit any sort of tap or control on the appliance outlet.
The appliance is designed to have an open outlet and should only be used with Manufacturer's recommended fittings.

- **THIS SHOWER IS DESIGNED AND APPROVED TO EN-60335 WITH THE HANDSET PROVIDED.**
UNDER NO CIRCUMSTANCES MUST ANY HANDSET THAT IS NOT APPROVED BY THE MANUFACTURER BE USED WITH THIS PRODUCT.

- Take care to avoid restricting the outlet of the pressure relief device (**fig.14**).
If water is discharged from the pressure relief device, maintenance will be required before the appliance can be safely used.
- We **DO NOT** recommend this appliance be used in heavy or unsupervised commercial applications.

SECTION 2

ADVICE TO USERS

The following points will help you have a greater understanding of how your shower works:

- The electric heating elements operate at a constant rate, dependant on your chosen power setting.
The required water temperature is achieved by adjusting the rate of water flow.
The higher the water flow the lower the temperature and vice versa.
The temperature of the water supplied from the mains can vary considerably throughout the year from 5 to 20°C.
This means that in the winter, flow rate will be less than in the summer to achieve the same outlet temperature.
In summer the '**Economy**' (2 red bars) power setting may give adequate hot water.
- Your shower is **designed to stabilise temperature** changes caused by water pressure fluctuations.

These can result from toilets being flushed or taps being turned on and off.

When this happens your showering temperature will be held within a controlled band, provided that the minimum pressure required by the shower is maintained (page.4) If the water pressure falls below the minimum pressure required, it is likely that the pressure switch will turn off the power to the heating elements, resulting in a cold shower.

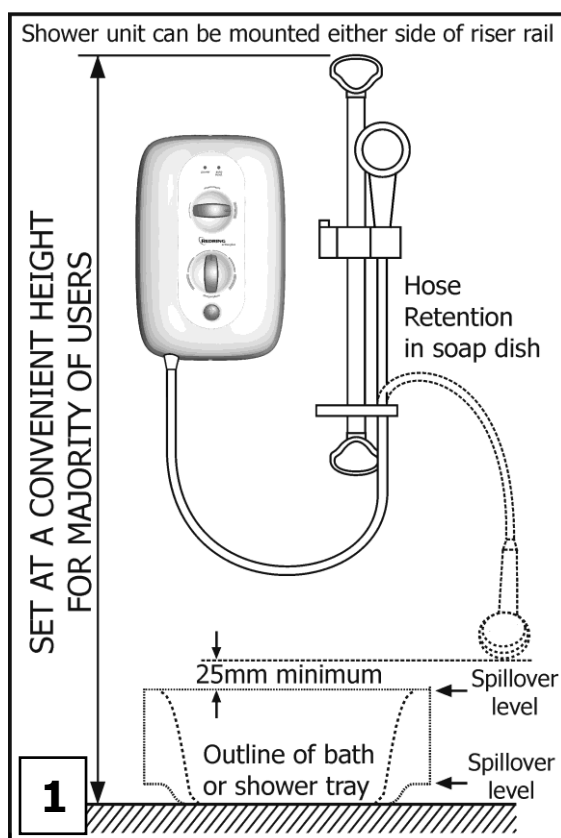
- **DO NOT** place items such as soap, shampoo or other such bottles on top of the unit. Liquid could leak through the joint between the cover and backplate, and possibly damage the sealing rubber.

SECTION 3

HOW TO INSTALL YOUR SHOWER

WARNING:

ALL WIRING AND INSTALLATION MUST BE SUPERVISED BY A SUITABLY QUALIFIED PERSON. DO NOT INSTALL THIS SHOWER WHERE IT MAY BE SUBJECTED TO FREEZING CONDITIONS.



We recommend that the installation is done in the following sequence.

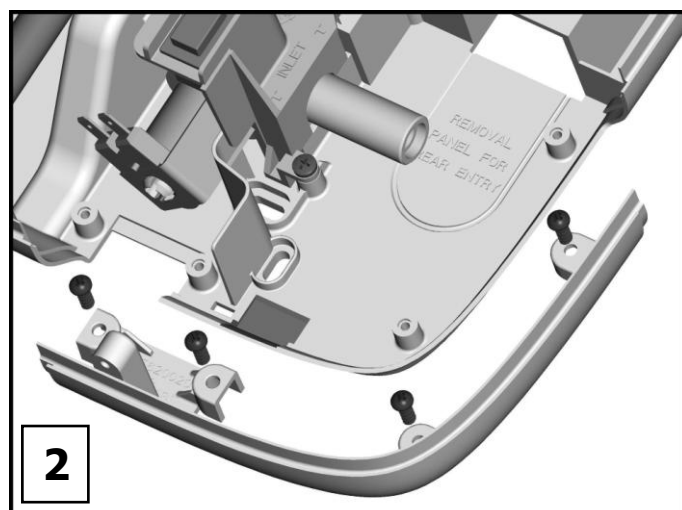
- a. Fixing the shower to the wall
- b. Electrical connections
- c. Plumbing

a. FIXING THE SHOWER TO THE WALL

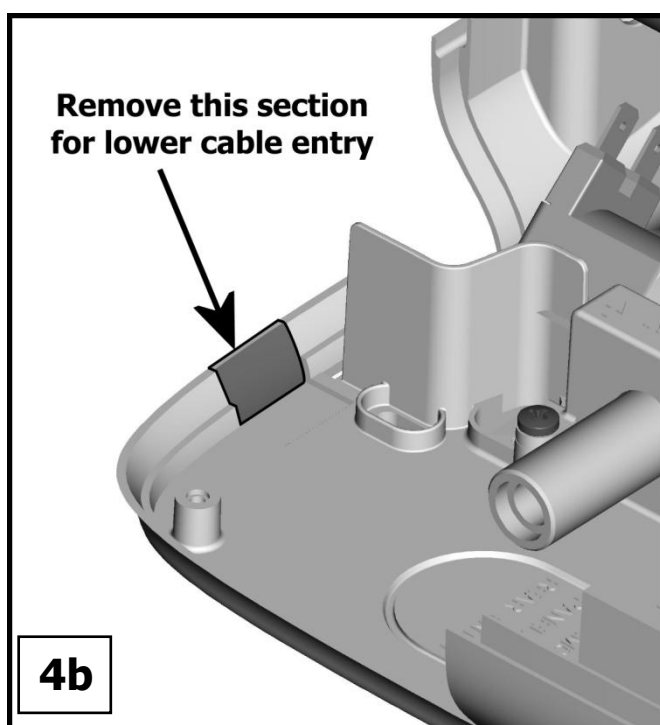
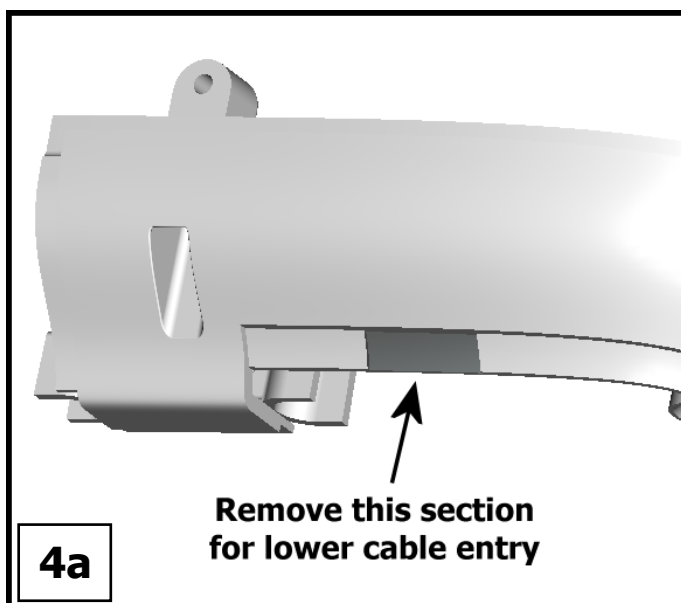
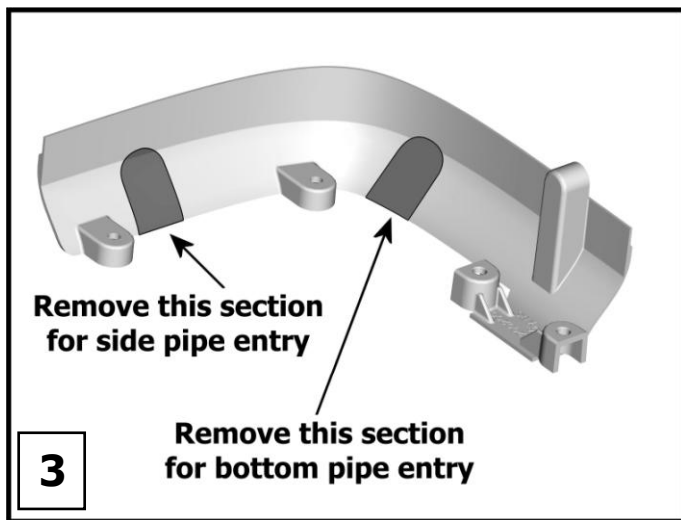
1. Position the riser rail at a convenient height for majority of users (**fig.1**) and mark its position (see **fig.9** for accessory details).
2. Position the heater so that the showerhead cannot be immersed in the bath or shower tray when hanging down. Choose a flat piece of wall to avoid the possibility of distorting the backplate thus making the front cover a poor fit.
3. Adjust the position to get the most convenient arrangement taking the following into account.

• DO NOT MOUNT THE UNIT IN THE DIRECT HANDSET SPRAY.

- The handset must not be able to come into contact with used water in the cubicle, bath or basin. If it can, even after the hose has been retained by the soap-dish (**fig.9**), a vacuum breaker must be fitted.
4. Fix the riser rail with screws provided (**fig.9**)
 5. Remove the front cover by undoing the retaining screws at the top and bottom of the unit and lifting the cover off.
 6. Remove the detachable corner section by undoing the 4 x fixing screws (**fig.2**).

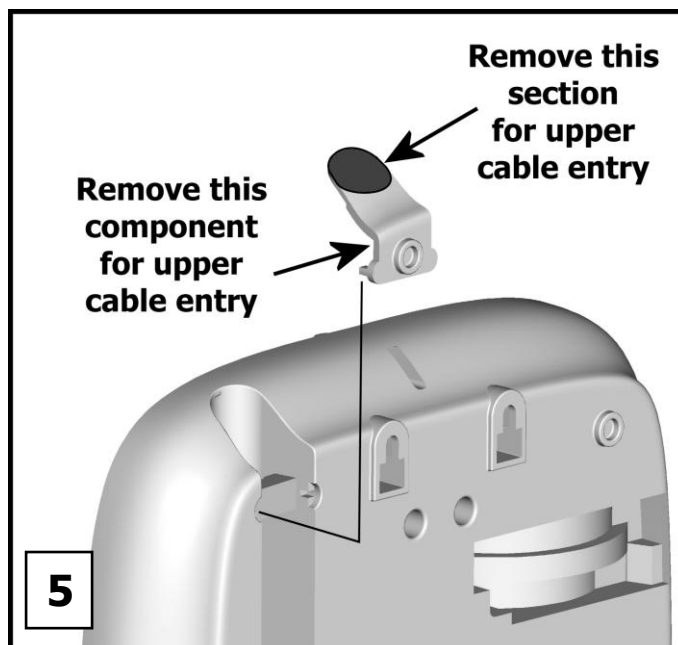


7. Decide the position of the electrical cable and cold water pipe into the unit. If bottom or side pipe entry are chosen, cut away the walls in the detachable corner section and backplate if applicable (**fig.3 & 4a/b**).



8. If top entry is chosen, remove the cable/pipentry, and cut away (**fig.5**).

9. If rear, please read the section on plumbing.



10. Your shower is provided with 2 wall-fixing positions in the backplate and 2 alternatives (compatible with S range showers). The top-fixing hole is a 'key-hole' slot, and should be marked and drilled first. Tighten top screw with head protruding about 10mm from the wall and hook the backplate over the screw head. This allows for correct and accurate alignment of your shower before marking and fixing the bottom position.

You may not wish to tighten up both screws at this stage as the holes are elongated to allow for adjustment after other connections have taken place.

b. ELECTRICAL

WARNING:

THIS SHOWER MUST BE EARTHED.

The electrical installation must be in accordance with the current BS.7671 (IET Wiring Regulations) and 'Part P' of the Building Regulations and/or local regulations

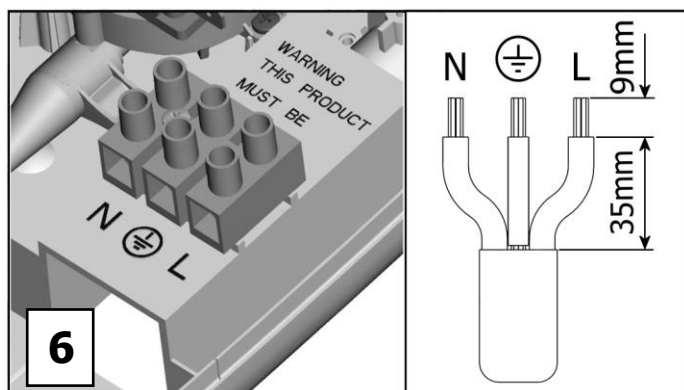
1. The shower unit is designed for a single phase AC electrical supply. Please check the rating plate on the unit to see what details apply to your shower.

AS A GUIDE ONLY (Only applies if external earth impedance is less than 0.35 Ohms)
Remember to upgrade the cable if it runs in thermal insulation in a loft, or for longer distances.*

Rating	Cable Sizes	Fuse / MCB	Cable Length
7.2 / 6.6kW 240 / 230V	4.0mm ²	32A	21m Max.
	6.0mm ²	Type B MCB	35m Max.
	6.0mm ²	40A	27m Max.
	10.0mm ²	Type B MCB	45m Max.
8.5 / 7.8kW and 9.5 / 8.7kW 240 / 230V	6.0mm ²	40A	27m Max.
	10.0mm ²	Type B MCB	45m Max.
	6.0mm ²	45A	12m Max.*
	10.0mm ²	BS.1361 fuse	21m Max.*

2. A means for disconnection in all poles must be incorporated in the fixed wiring in accordance with the wiring rules.

We recommend a ceiling switch mounted in a convenient position.



3. Cut back cable (**fig.6**). If the water is being fed from the top the cable will need to be positioned over to the left of the service channel. Connect cable to terminal block making sure that all the retaining screws are **VERY TIGHT** and that no cable insulation is trapped under the screws.

WARNING:

FAILURE TO COMPLY WITH THESE INSTRUCTIONS COULD RESULT IN FAILURE OF THE TERMINAL BLOCK

c. PLUMBING

WARNING:

ENSURE THAT THE MAINS WATER SUPPLY MEETS THE REQUIREMENTS BELOW BEFORE CONTINUING INSTALLATION.

The heater must be connected to the mains cold water supply.

This must have a minimum running pressure of 100kPa (1.0 bar, 15 psi) at a minimum flow rate of 8 litres/minute*.

The maximum static pressure must be no greater than 1000kPa (10 bar, 150 psi).

* Minimum running pressure must be obtained at 9 litres/minute for 9.5kW.

WARNING:

BEFORE CONNECTING THE PIPE WORK TO THE SHOWER, ENSURE THAT THE PIPE WORK IS FULLY FLUSHED OUT.

1. It is recommended that a WRAS (Water Regulations Advisory Scheme) listed isolating valve is fitted to the incoming mains cold water before the shower unit. (see page 11) This will allow the unit to be serviced or exchanged without having to turn off the water at the water stop valve.
2. The water inlet connection is a plain Ø15mm straight shank/shaft. This will accept either a Ø15mm compression elbow or a Ø15mm 'push-on elbow'.

WHEN USING 10MM² CABLE FROM THE TOP WE ONLY RECOMMEND USING COMPRESSION FITTINGS.

If rear entry is required, remove section of backplate marked and take the pipework through wall or treat as top entry with an additional 'Yorkshire' elbow (soldered type) for fitting into the rear channel.

Ø15mm copper or stainless steel pipe should be used.

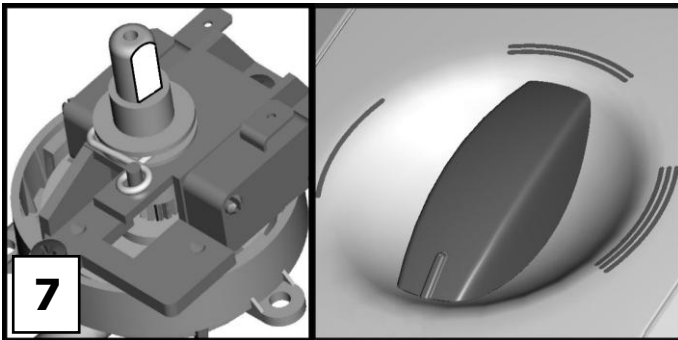
In multiple installations, correct pipe work sizes should be calculated to maintain adequate flow to each shower.

3. It is permissible to use a WRAS (Water Regulations Advisory Scheme) approved sealant sparingly, avoiding excess finding its way into the shower operating parts.
4. With the isolating valve connected, **flush the pipe work through to remove any particles etc**, before making the final connection to the shower. Blockage in the water ways (particularly the handset and solenoid valve) will prevent the heater working properly.
Note: You may be charged for a service call if it is due to incorrect installation.
5. The shower is designed to have an open outlet and should only be used with the manufacturers recommended fittings. Do not connect the handset until after the shower front cover and detachable corner section are fitted.

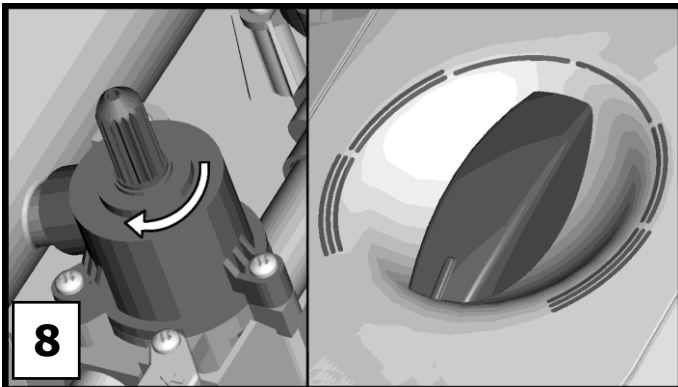
WARNING:
DO NOT FIT A TAP ON THE
SHOWER OUTLET.

WARNING:
TAKE CARE TO AVOID
RESTRICTING THE OUTLET OF THE
PRESSURE RELIEF DEVICE.

6. Refit the detachable corner section onto the backplate with the 4 x fixing screws (**fig.2**).
7. **Ensure** power select Knob is aligned to the 6 o'clock position, whilst the 'D-Shaft' in the product is aligned as shown (**fig.7**).



Ensure temperature Knob is aligned at 6 o'clock, whilst the 'spindle' in the product is rotated **fully** clockwise as shown (**fig.8**).



Refit the front cover, and secure by replacing the top and bottom fastening screws.

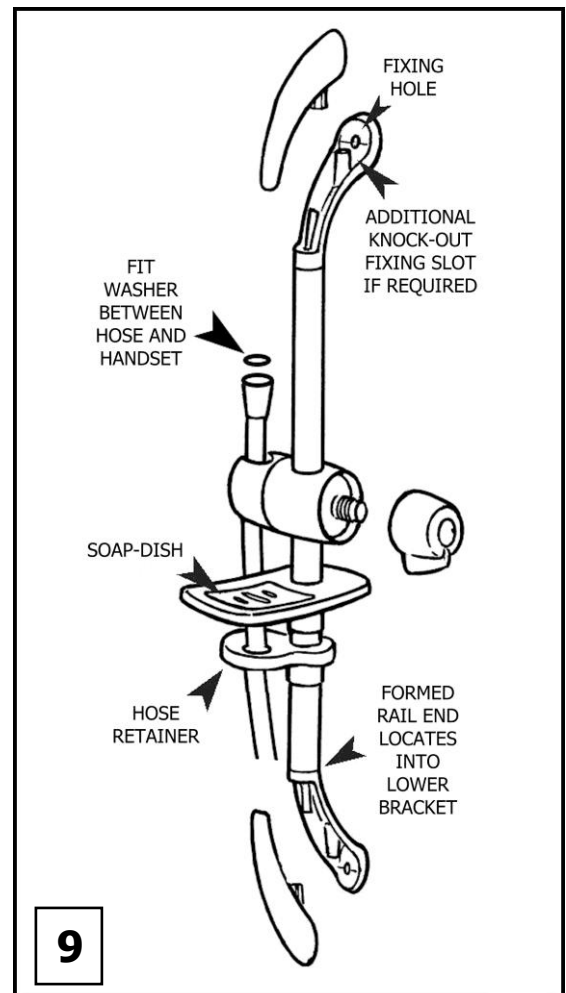
Ensure that power select knob has been correctly aligned by ensuring that all 3 power settings can be selected.

Ensure that temperature knob has been correctly aligned by turning from minimum to maximum flow (approximately 1 full turn) mid position should be at 12 o'clock.

8. If you have not yet done so, assemble the accessories (**fig.9**).

9. Set the power select knob to cold (single blue bar) 9 o'clock position and turn temperature knob fully anti clockwise to allow the unit to fill with water prior to any heat settings being selected.
10. Place seal washer into the shower hose nut then tighten to the shower outlet pipe, and operate the shower first without the handset to flush out particles, fit the seal washer into the other shower hose nut and then fit the handset operate the shower as on page 7, then please check:
 - That the water gets to a satisfactory temperature and water flow can be adjusted by the temperature knob.
 - That the power select knob operates in all 3 positions (the 4th position is unmarked and delivers cold water), giving a change in water temperature.
 - Check again for leaks.
 - That the holes in the shower handset are not blocked.

11. DEMONSTRATE OPERATION TO USERS,
AND LEAVE THIS BOOKLET WITH THEM
FOR FUTURE REFERENCE.



SECTION 4

HOW TO USE YOUR SHOWER

Ensure the electricity and water are turned on to the unit.

Your shower has 2 control knobs and a push-button (**fig.12**).

Knob 'A' controls the power selection.

- 'High' - (3 red bars)
- 'Economy' - (2 red bars)
- 'Cold' - (1 blue bar)

Knob 'B' controls the temperature of the water.

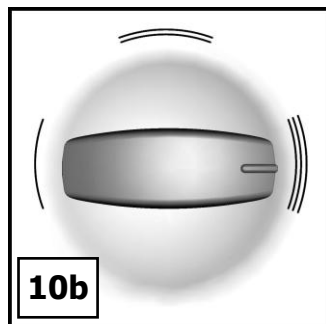
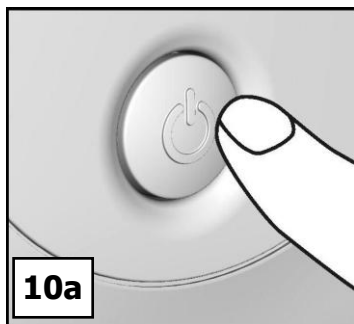
Button 'C' starts and stops the shower.

TO START THE SHOWER

Press Button 'C' - Water will start to flow.

The '**Power**' light will illuminate.

Set your desired power setting - normally '**High**' (**fig.10a/b**).

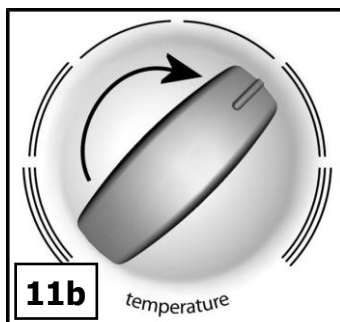
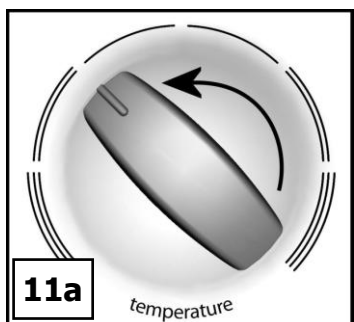


It is recommended that you do not wholly enter the water spray during this period, especially if the shower has just been used.

If the water is not at your desired showering temperature, turn **Knob 'B'** a **small amount** until the desired temperature is achieved.

Turn anti-clockwise for cooler (fig.11a).

Turn clockwise for warmer (fig.11b).

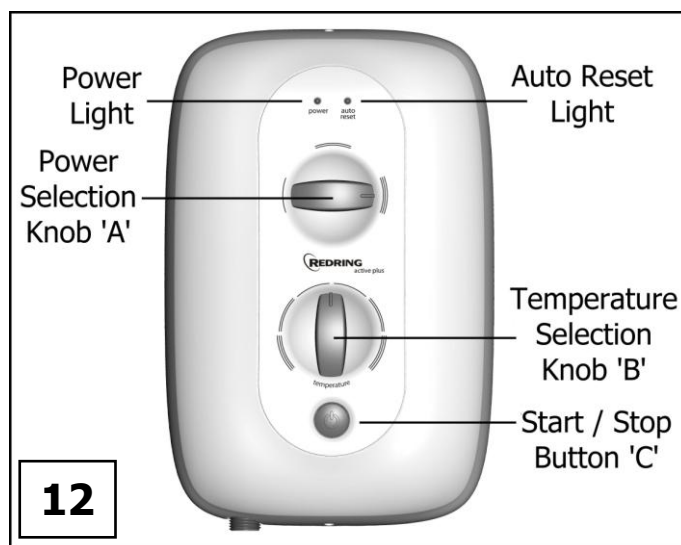


Allow about 20 seconds for the temperature of the water to stabilise.

Final adjustment may be anywhere on the scale.

If after turning fully anti-clockwise, water is still too hot, adjust Knob 'A' to '**Economy**' setting and re-adjust as previously detailed.

Water flow will be reduced on this setting.

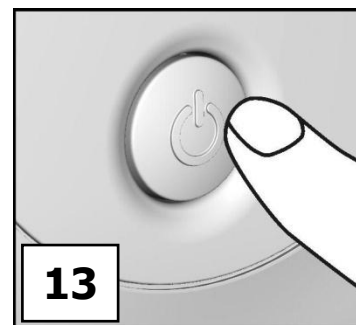


TO STOP THE SHOWER

Press Button 'C'

to Stop the shower.

(**fig.13**). Water will cease to flow and '**Power**' light will go out. Switch off the electricity at the ceiling switch or local isolator.



Once a temperature setting to your liking has been achieved, Knob 'B' will rarely need adjusting. You must however take into account required adjustments for variations of incoming mains water temperature between summer and winter (see 'Advice to users' on page.2).

The '**Economy**' setting of Knob 'A' reduces the power used by the shower giving a cooler shower or the option of reduced water flow.

This option is mainly for summer usage and if this is used then Knob 'B', must be re-adjusted.

The '**Cold**' setting of Knob 'A' will supply water without any heating.

During normal operation, if an overheated water temperature is sensed then the heater will switch off and the '**Auto Reset**' light will illuminate. Water will continue to flow and cool down before the heater switches back on again.

Note: The '**Auto Reset**' light may come on at the start of a showering session if the shower has recently been used. It will automatically reset itself when water has been run through the shower for a few moments.

WARNING:

DO NOT SWITCH THE SHOWER ON IF YOU SUSPECT IT OF BEING FROZEN. WAIT UNTIL YOU ARE SURE IT HAS THAWED OUT.

WARNING:

DO NOT OPERATE THE SHOWER IF WATER IS DISCHARGED FROM THE PRESSURE RELIEF VALVE. MAINTENANCE IS REQUIRED BEFORE IT CAN BE USED AGAIN.

WARNING:

CONSIDERATION SHOULD BE GIVEN TO SUPERVISING THE YOUNG, ELDERLY AND THE INFIRM WHILST THEY USE THIS SHOWER.

SECTION 5

AFTER SALES SERVICE

We offer a technical advisory service on the telephone to installers and other customers with problems in the field.

Please call our technical team on:

0844 372 7766

Or alternatively email us on:

Service.request@redringxpelair.com

Remember to quote the exact type of shower, as written on the front of the shower and on this leaflet.

The model and serial number are located on the bottom face of the shower.

Make a note of those numbers here, and be sure to quote them if you call for advice.

Model Number: 53-56

Serial Number:

NOTE:

You may be charged for a service call if you do not have the serial number.

SECTION 6

HOW TO MAINTAIN YOUR SHOWER

It is recommended that the shower unit and accessories be cleaned using a soft cloth and that the use of abrasive or solvent based cleaning fluid be avoided, especially on any plated finishes.

We recommend that before any cleaning, the isolating switch be turned off, thus avoiding accidentally switching on the shower.

WARNING:

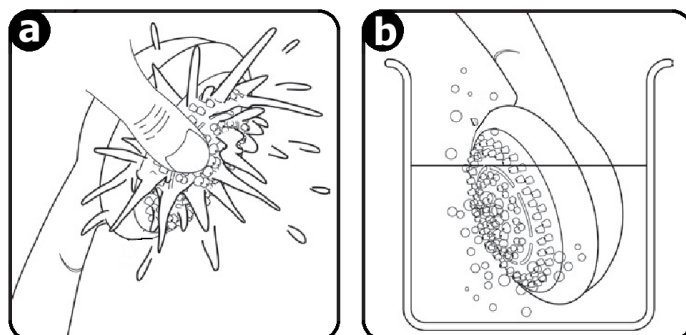
YOU MUST REGULARLY INSPECT THE SHOWER HOSE FOR WEAR AND DAMAGE AND REPLACE IF NECESSARY, OR EVERY 2 YEARS, WITH OUR APPROVED PART.

WARNING:

IN ORDER TO MAINTAIN THE PERFORMANCE OF YOUR SHOWER, YOU MUST CLEAN THE SHOWER HANDSET REGULARLY.

All water contains particles of lime-scale, which build up in the shower handset and unit reducing the performance.

It is therefore important to clean the shower handset by simply rubbing the rubber nozzles, or soaking in a proprietary lime-scale remover and rinsing thoroughly before use.



NOTE:

After use it is normal for some water to drip from the shower handset for a few moments. This inhibits lime-scale build-up over prolonged use.

SECTION 7

WHAT TO DO IF THINGS GO WRONG

SELF HELP

If the shower is not working satisfactorily, make the following checks before calling out the installer.

Any one of these adjustments could restore the performance.

Shower cycles from HOT to COLD	The shower temperature is set too hot causing the thermal cut-out (safety device) to operate. Turn Knob 'B' anti-clockwise to increase water flow. Then slowly increase the water temperature by turning Knob 'B' clockwise until a comfortable showering temperature has been reached. You MUST WAIT approximately 20 seconds for each adjustment to affect the water temperature. 'Economy' setting (two red bars) may need to be selected.
Water too HOT	Increase water flow by adjusting Knob 'B' anti-clockwise. 'Economy' setting (two red bars) may need to be selected. Increase pressure to water supply. Fully open service valve/stop cock. Check hose is not kinked restricting the water flow. Clean shower handset.
Water too COLD	Decrease water flow by adjusting Knob 'B' clockwise. 'High' setting (three red bars) may need to be selected.
Water takes longer to heat up	Thermal cut-out has operated after previous use 'auto reset' light is on (automatically resets when unit cools down) 'High' setting (three red bars) may need to be selected.
Water goes cold whilst using shower	Check water pressure has not fallen so far as to let the pressure switch cut out. e.g. Another tap drawing water off.

poor spray	Clean the shower handset.
Broken parts	Please contact our after sales service department (See Section 5). Fitting instructions are provided with most spares

PROFESSIONAL SERVICE

If the previous 'Self Help' checks fail to restore the performance, you should seek professional help.

The person who installed the shower is probably the best one to investigate and correct it and is certainly the person to contact if you have had a problem in the guarantee period.

The following additional checklist is provided for the benefit of the qualified service person.

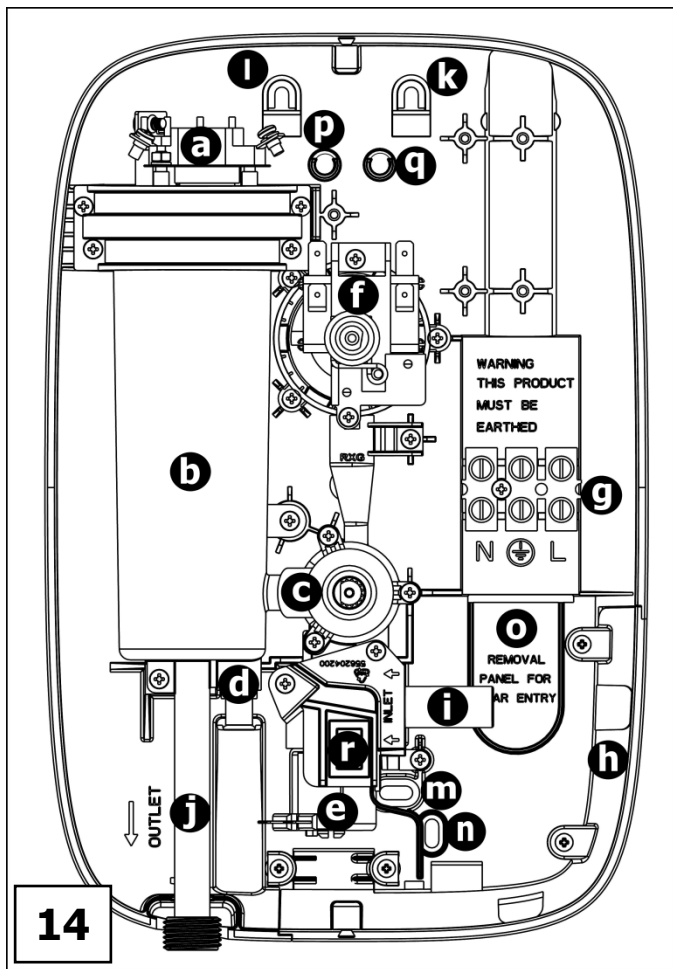
WARNING:
SWITCH OFF THE ELECTRICITY AT THE LOCAL ISOLATOR BEFORE REMOVING THE COVER TO MAKE CHECKS.

Water too HOT	Water flow restricted by blockage in filter of solenoid valve. Switch off water, remove solenoid, check and clean inlet filter. Replace solenoid valve if blocked.
Water too COLD	Check circuit through thermal cut-out. Check circuit through microswitches on the pressure switch. Check each element circuit. Check tightness of electrical connections.
No control over water flow	Undo headworks of stabiliser valve Check stabiliser is in place and remove any debris in valve.
Water discharges from pressure relief valve	Check for cause of high pressure and remove it. Blockage on outlet e.g. blocked shower handset. Replace the pressure relief device.
Water does not flow when button 'C' is pressed.	Check circuit through solenoid coil & switch. If defective then replace. Check circuit through the microswitches. If defective then replace. Power supply not reaching shower

SECTION 8

HOW YOUR SHOWER WORKS

1. Water is heated instantaneously as it flows over the heating elements in the heat exchanger (**fig.14**).
2. The heaters are only switched on when sufficient water is flowing. This is done automatically with a switch which works on water pressure and is indicated by the '**power**' light illuminating.
3. The water is turned on and off by the solenoid valve built into the shower. This is switched on when Button 'C' is pressed.
4. The flow of water is automatically held at the level set by the user even though the supply pressure may vary (see 'Advice to Users').



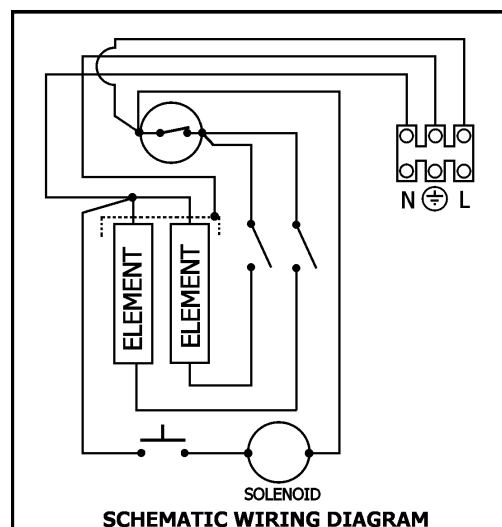
Note: Internal wiring has not been shown for reasons of clarity

5. If the water supply falls below a set limit, the pressure switch will operate and switch off the power to the elements, resulting in a cold shower (see 'Advice to Users' on page.2).

6. **As a further safeguard**, a thermal cut-out switches the power off if the water temperature climbs above the set limit and the 'auto reset' light will illuminate. This cut-out, which gives an audible click, may also operate due to residual heat when the shower is switched off. It will reset itself if water is run through the shower for 10 to 20 seconds, and the 'auto reset' light will go out.
7. The pressure relief device is to safeguard against abnormal pressure conditions, and provides a level of appliance protection should an excessive build up of pressure occur within the shower.

MAIN COMPONENTS (fig.14)

- a) Thermal Cut-Out
- b) Heat Exchanger
- c) Flow Valve
- d) Pressure Relief Device
- e) On/Off Solenoid Valve
- f) Pressure Switch
- g) Terminal Block
- h) Detachable Backplate Section
- i) Water Inlet
- j) Water Outlet
- k) Wall Fixing Key-Hole Slot
- l) Alternative key-Hole slot (common with S range)
- m) Wall Fixing Slot
- n) Alternative wall fixing Slot (common with S range)
- o) Optional knock out for rear entry
- p) Power on light
- q) Auto reset light
- r) Start / Stop switch



Effect of Seasonal Incoming Water Temperature Changes

The required water temperature is achieved by adjusting the rate of water flow.

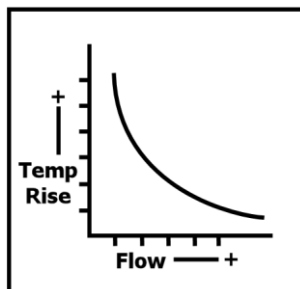
The diagram shows the principle involved in relating temperature rise to flow rate.

The higher the water rate the lower the temperature and vice versa.

The temperature of the water supplied from the mains can vary considerably throughout the year from 5 to 20°C.

This means that in the winter, flow rate will be less than in the summer to achieve the same outlet temperature.

In summer the '**Economy**' (2 x red bars) power setting may give adequate hot water.



Effect of Other Water Devices on Incoming Water Supply

Your shower is **designed to stabilise temperature** changes caused by water pressure fluctuations.

These can result from toilets being flushed or taps being turned on and off.

When this happens your showering temperature will be held within a controlled band, provided that the minimum pressure required by the shower is maintained.

Your shower requires a minimum running pressure of 100kPa (1.0 bar, 15 psi) at a minimum flow rate of 8 litres/minute. (9 litres/minute for 9.5kW).

At pressures above 100kPa (1.0 bar, 15 psi) at a minimum flow rate of 8 litres/minute. (9 litres/minute for 9.5kW), it will minimise temperature fluctuations as detailed above.

If the water pressure falls below 100kPa (1.0 bar, 15 psi) at a minimum flow rate of 8 litres/minute, (9 litres/minute for 9.5kW), it is likely that the pressure switch will turn off the power to the heating elements, resulting in a cold shower.

SECTION 9

COMMON SPARE PARTS AND ADDITIONAL ACCESSORIES

Please Note:-

The fitting of Spare Parts must be supervised by a suitably qualified person.

Front Cover complete	Cat No. 93672123
Heat Exchanger (7.2kW)	Cat No. 93672122
Heat Exchanger (8.5kW)	Cat No. 93672102
Heat Exchanger (9.5kW)	Cat No. 93672103
Heat Exchanger Vessel	Cat No. 93672114
Solenoid Valve	Cat No. 93672104
Start stop switch	Cat No. 93597891
Flow Valve Top Assembly	Cat No. 93672105
Tank Clip	Cat No. 93672106
Pressure Relief Device	Cat No. 93672107
Heat Exchanger 'O'-Rings	Cat No. 93672108
Thermal Cut-Out	Cat No. 93672109
Pressure Switch Assembly	Cat No. 93672124
Detachable corner Section	Cat No. 93672111
Terminal Block	Cat No. 93590372
3-Mode Handset	Cat No. 93590736
Chrome Shower Hose	Cat No. 93797641
Height Adjuster	Cat No. 93593523
Ø22mm Riser Rail Tube	Cat No. 93593526
Ø22mm Riser Rail Brackets	Cat No. 93593522

Additional accessories and spare parts can be supplied.

Please contact our After Sales Service (see Section 5)

WRAS Water Isolating Valve	Cat No. 93793757
Chrome Accessories	Cat No. 83595318
Chrome Premium Accs	Cat No. 83595319
Chrome Curved Accs	Cat No. 83595320
Curtain and Rail Pack	Cat No. 83792812

GUARANTEE

Terms and Conditions for UK (outside UK contact your local distributor)

We guarantee this product **for domestic use only**, for a period of 24 months from the date of purchase.

Within the guarantee period we will resolve, **free of charge**, any manufacturing defects in the product resulting from faulty workmanship or material on condition that:-

- a) The product has been correctly installed and commissioned in accordance with our instructions and is being used on the supply circuit or voltage printed on the rating plate.
- b) The product has been used in accordance with these instructions and has not been tampered with or otherwise subject to misuse, neglect or accident.
- c) The product has not been taken apart, modified or repaired except by a person authorised by us.
- d) Evidence of the date of purchase in the form of an invoice or receipt will be required in order to qualify under the terms of this guarantee.
- e) The guarantee period for products used in **light** commercial applications will be limited to 12 months. We **DO NOT** recommend these products be used in heavy or unsupervised commercial applications.
- f) For the service work to be undertaken free of charge, the work must only be undertaken by Redring Xpelair Group Limited, or our approved agents.
- g) Service under guarantee has no effect on the expiry date.
The guarantee on any exchanged parts or product ends when the original guarantee period ends.

EXCLUSIONS

This guarantee **DOES NOT** cover damage or defects arising from poor or incorrect installation, improper use or lack of maintenance, including the build-up of limescale.

It is the responsibility of the installer to check that the installation parameters meet the requirements of the products, and any relevant regulations.

If we are called out to a fault, which is subsequently identified as being an installation fault, we will make a charge, it is important that the routine checks are completed before calling us out, as many issues can be simply diagnosed and resolved.

A charge will be made where a call under the terms of the guarantee has been booked and a failure was not product related, or an engineer arrives and is not able to gain access.

We make no guarantees as to response time for repairs.

We will endeavour to achieve the most timely response possible but while we indicate an average response time, this should not be taken as a guarantee.

The guarantee applies to a repair or replacement (at our discretion) of the product subject to the conditions above, and **DOES NOT** cover compensation for the loss of the product or consequential loss of any kind.

This guarantee does not apply to the repair or replacement of pressure relief devices, sprayheads, hoses, accessories, isolating switches, electrical cable, fuses and/or circuit breakers.

This guarantee does not affect your statutory rights.

Full details of terms and conditions are available on request from:-



REDRING XPELAIR GROUP LIMITED

NEWCOMBE HOUSE, NEWCOMBE WAY, ORTON SOUTHGATE, PETERBOROUGH PE2 6SE

TEL: +44 (0) 1733 456789 / FAX: +44 (0) 1733 319610

Website: www.redring.co.uk