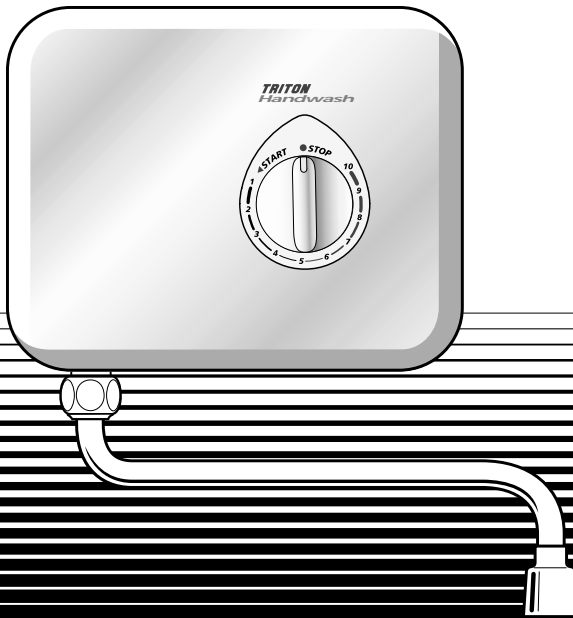


· T30i electric handwash ·



Installation and Operating Instructions

INSTALLERS PLEASE NOTE THESE INSTRUCTIONS ARE TO BE LEFT WITH THE USER

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Guarantee, service policy, etc.	rear cover

To ensure the product suitability for commercial and multiple installations, please contact Triton's specification advisory service prior to installation.

Telephone: (024) 7632 5491

Facsimile: (024) 7632 4564

E mail: technical@triton.plc.uk

PLEASE READ THIS IMPORTANT SAFETY INFORMATION

- ◆ Products manufactured by Triton are safe and without risk provided they are installed, used and maintained in good working order in accordance with our instructions and recommendations.
- ◆ DO NOT operate unit if it is frozen, or suspected of being frozen. It must thaw out before using.
- ◆ DO NOT operate the unit if water ceases to flow during use or if water has entered inside the unit because of an incorrectly fitted cover.

1 GENERAL

- 1.1 Isolate the electrical and water supplies before removing the cover.
- 1.2 Read all of these instructions and retain them for later use.
- 1.3 DO NOT take risks with plumbing or electrical equipment.
- 1.4 Isolate electrical and water supplies BEFORE proceeding with the installation.
- 1.5 The unit must be mounted onto the finished wall surface (on top of the tiles). DO NOT tile up to unit after fixing to wall.
- 1.6 Contact Customer Service (see rear page), if any of the following occur;
 - a) If it is intended to operate the handwash at pressures above the maximum or below the minimum stated.
 - b) If the unit shows a distinct change in performance.
 - c) If the handwash is frozen.
- 1.7 If it is intended to operate the handwash in areas of hard water (above 200 ppm temporary hardness), a scale inhibitor may have to be fitted. For advice on the Triton Scale Inhibitor, contact Customer Service.
- 1.8 The spray rings must be cleaned regularly with descalent to remove scale and debris, otherwise restrictions to the flow on the outlet of the unit will result in higher temperatures and could also cause the Pressure Relief Device in the unit to operate.
- 1.9 This product is not suitable for mounting into steam rooms or steam cubicles.

2 PLUMBING

- 2.1 The plumbing installation must comply with Water Supply Byelaws, Building Regulations or any particular regulations as specified by Local Water Company or Water Undertakers Byelaws.
- 2.2 The supply pipe must be flushed to clear debris before connecting to the handwash.
- 2.3 DO NOT solder pipes or fittings within 300mm of the handwash appliance, as heat transfer can damage components.

- 2.4 DO NOT fit any form of outlet flow control as the outlet acts as a vent for the heater can.
- 2.5 DO NOT use excessive force when making connections to the sprayhead, finger tightness is sufficient.
- 2.6 All plumbing connections MUST be completed BEFORE making the electrical connections.

3 ELECTRICAL

- 3.1 The installation must comply with BS 7671 'Requirements for electrical installations' (IEE wiring regulations) or any particular regulations as specified by the local Electrical Supply Company.
- 3.2 This appliance MUST be earthed.
- 3.3 In accordance with 'The Plugs and Sockets etc. (Safety) Regulations 1994', this appliance is intended to be permanently connected to the fixed wiring of the electrical mains system.
- 3.4 Ensure all electrical connections are tight to prevent overheating.
- 3.5 Fuses do not give personal protection against electric shock.
- 3.6 *In the interest of electrical safety* a 30mA residual current device (RCD) should be installed in all UK electric circuits. This may be part of the consumer unit or a separate unit.
- 3.7 Switch off immediately at isolating switch if water ceases to flow during use.
- 3.8 Other electrical equipment i.e. extractor fans, pumps must not be connected to the circuits within the unit.
- 3.9 Switch off at isolating switch when not in use. This is a safety procedure recommended with all electrical appliances.
- 3.10 As with all electrical appliances it is recommended to have the handwash and installation checked at least every two years by a competent electrician to ensure there is no deterioration due to age and usage.

INTRODUCTION

This book contains all the necessary fitting and operating instructions for your Triton T30i electric handwash unit. Please read them carefully.

The installation must be carried out by a suitably qualified person and in the sequence of this instruction book.

Care taken during the installation will ensure a long, trouble-free life from your handwash.

SPECIFICATIONS

Electrical

Nominal power rating at 240V	Nominal power rating at 230V
3kW – 13A	2.7kW – 13A
7kW – 30A	6.5kW – 30A

Water

Inlet connection – 15mm diameter.

Outlet connection – 1/2" BSP male thread.

Entry Points

Water – bottom.

Cable – top, bottom or back.

Materials

Backplate, cover, control knobs – ABS.

Elements – Minerally insulated corrosion resistant metal sheathing.

Dimensions

Height - 173 mm

Width - 200 mm

Depth - 108 mm

Standards and Approvals

Splashproof rating IPX4.

Complies with the requirements of current British and European safety standards for household and similar electrical appliances.

Complies with requirements of the British Electrotechnical Approvals Board (BEAB).

Meets with Compliance with European Community Directives (CE).

ADVICE TO USERS

The following points will help you understand how the handwash operates:

A The electric heating elements operate at a constant rate. It is the flow rate of the water passing through the heater can which determines the water temperature at any given setting. (The slower the flow, the hotter the water becomes and the faster the flow, the cooler the water).

B During Winter, mains water supply will be cooler than in Summer. Therefore the temperature of the handwash will vary between seasons on any one setting of the temperature control, e.g. if you have chosen setting number 6 as your preferred handwash temperature in the Summer, you may have to increase that number during Winter by adjusting the temperature control anti-clockwise (which in effect slows the water flow).

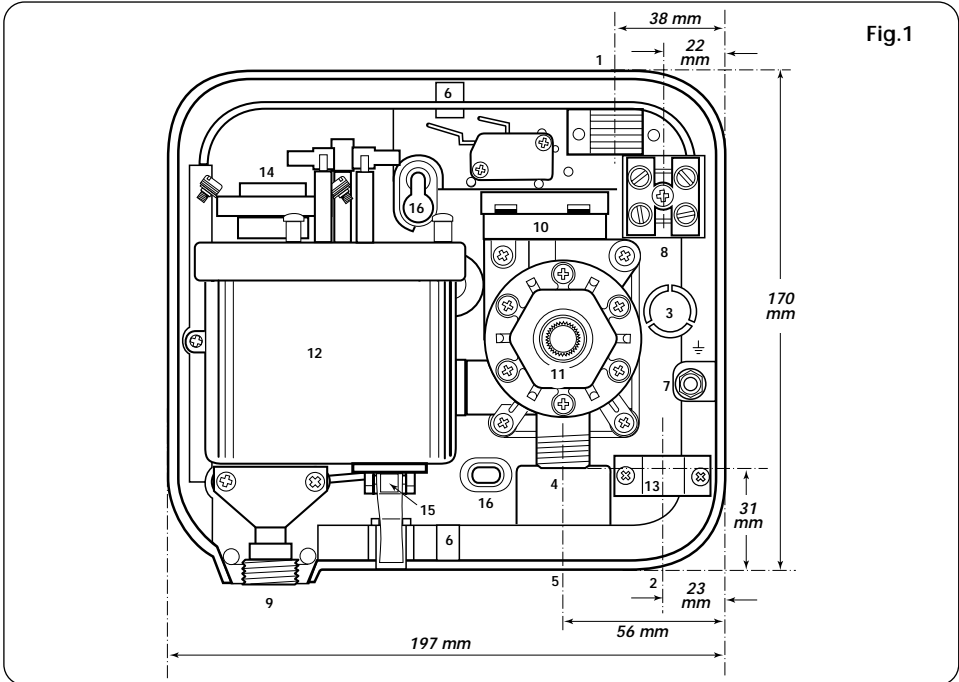
C The stabiliser valve minimises variations in handwash temperature during mains water pressure changes. If changes in handwash temperature are experienced during normal use, it will most likely be caused by the water pressure falling near to or below the minimum level. The drop in pressure may be due to water being drawn off at other points whilst the handwash is in use. If pressure drops appreciably below the minimum, the heating elements will automatically cut out.

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

If water becomes too hot and you cannot obtain cooler water, first check the spray rings in the sprayhead are not blocked.

Due to continuous improvement and updating, specification may be altered without prior notice. Replacement parts can be ordered from Triton plc. See 'spare parts' for details.

Fig.1

**KEY TO MAIN COMPONENTS**

(inside unit – fig.1)

- 1 Top cable entry
- 2 Bottom cable entry
- 3 Rear cable entry
- 4 Water inlet
- 5 Pipe entry
- 6 Cover screw fixing
- 7 Earth connection
- 8 Terminal block
- 9 Outlet pipe
- 10 Pressure switch
- 11 Stabilising valve
- 12 Can and element assembly
- 13 Cable clamp
- 14 Thermal cut-out
- 15 Pressure relief device (PRD)
- 16 Wall screw fixings

PACK CONTENTS

Handwash unit
 200mm swivel arm
 Fixing screws and plugs
 Instructions, guarantee, etc.
 (A 300mm swivel arm is available as an optional extra from Triton Customer Service)

ELECTRICAL REQUIREMENTS

WARNING
THIS APPLIANCE MUST BE EARTHED

The installation, supply cable and circuit protection must conform with IEE wiring regulations and be sufficient for the amperage required.

The following notes are for guidance only:

1 The handwash must only be connected to a 230-240V ac supply.

1.1 The electrical rating of the handwash is shown on the rating label (fig.2) within the unit.



Fig.2

2 Before making any sort of electrical connection within the installation, ensure that no terminal is live. If in any doubt, switch off the whole installation at the consumer unit.

3 The 7kW rated handwash must be connected to its own independent electrical circuit. IT MUST NOT be connected to a ring main, spur, socket outlet, lighting circuit or cooker circuit. The 3kW rated handwash can be connected to a ring main via a 13A fused spur.

3.1 The electrical supply must be adequate for the loading of the unit and existing circuits.

4 Check your consumer unit (main fuse box) has a main switch rating of 80A or above and that it has a spare fuse way which will take the fuse or mcb necessary for the handwash (fig.3).

4.1 If your consumer unit has a rating below 80A or if there is no spare fuse way, then the installation will not be straight forward and may require a new consumer unit serving the house or just the handwash.

4.2 You will need to contact the local electricity company. They will check the circuit and carry out what is necessary. They will also check the main bonding.

5 The earth continuity conductor of the electrical installation must be effectively connected electrically to all exposed metal parts of other appliances and services in the room in which the handwash is to be installed, to conform to current IEE regulations.

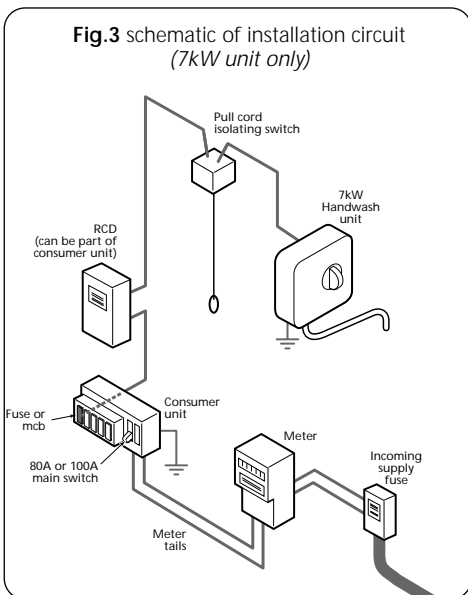


Table A

CIRCUIT PROTECTION		
unit rating	mcb	cartridge fuse
3.0kW	-	13A
7.0kW	30/32A	30A

ELECTRICAL REQUIREMENTS

5.1 All exposed metallic parts in the bathroom must be bonded together using a cable of at least 4mm² cross sectional area. These parts include metal baths, radiators, water pipes, taps and waste fittings.

6 For close circuit protection DO NOT use a rewireable fuse. Instead use a suitably rated miniature circuit breaker (MCB) or cartridge fuse (see table A).

6.1 In the interest of electrical safety a 30mA residual current device (RCD) should be installed in all UK electric circuits. This may be part of the consumer unit or a separate unit.

7 A 45 amp double pole isolating switch with a minimum contact gap of 3mm in both poles must be incorporated in the circuit of the 7kW unit.

7.1 It must have a mechanical indicator showing when the switch is in the OFF position.

7.2 The wiring must be connected to that switch without the use of a plug or socket outlet.

7.3 The switch must be readily accessible and clearly identifiable, but out of reach of a person using a handwash.

7.4 If the isolating switch is to be fitted in a bathroom, then it must be a cord operated type and should be placed so that it is not possible to touch the switch body when using the handwash.

7.5 Preferably it should be outside the handwash area and be readily accessible in order to switch off after using the handwash.

8 The current carrying capacity of the cable must be at least that of the handwash circuit protection (see table B).

8.1 To obtain full advantage of the power provided by the handwash, use the shortest cable route possible from the consumer unit to the handwash.

8.2 It is also necessary to satisfy the disconnection time and thermal constraints which mean that for any given combination of current demand, voltage drop and cable size, there is a maximum permissible circuit length.

9 The handwash circuit should be separated from other circuits by at least twice the diameter of the cable or conduit.

9.1 The current rating will be reduced if the cabling is bunched with others, surrounded by thermal loft or wall insulation or placed in areas where the ambient temperature is above 30°C. Under these conditions, de-rating factors apply and it is necessary to select a larger cable size.

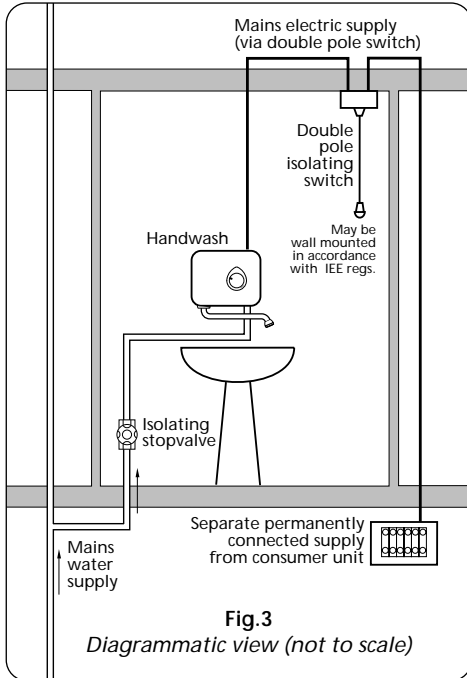
9.2 In any event, it is essential that individual site conditions are assessed by a competent electrician in order to determine correct cable size and permissible circuit length.

Table B

**Twin and earth PVC insulated cable
CURRENT CARRYING CAPACITY**

installed in an insulated wall	in conduit or trunking	clipped direct or buried in a non insulated wall
1.5mm ² 14A	1.5mm ² 16A	1.5mm ² 19A
2.5mm ² 18A	2.5mm ² 23A	2.5mm ² 27A
6mm ² 32A	6mm ² 38A	6mm ² 46A

Note: Cable selection is dependent on de-rating factors



WATER REQUIREMENTS

The installation must be in accordance with Water Regulations/Byelaws. To ensure activation of the heating elements, the handwash must be connected to a mains water supply with a minimum running pressure of 100 kPa (1.0 bar) at a minimum flow rate of eight litres/minute and a maximum static pressure of 1,000 kPa (10 bar).

NOTE: If the stated flow rates are not available, it may not be possible to achieve optimum performance from the unit throughout the year.

The water supply can be taken from a cold water storage cistern provided there is a minimum head of ten metres above the unit. It must be an independent supply to the handwash only.

If it is intended to operate the handwash at pressures above the maximum or below the minimum stated, contact Customer Service for advice.

Fig.3 shows a typical system layout for the 7kW rated handwash unit.

Do not use jointing compounds on any pipe fittings for the installation.

SITING OF THE HANDWASH

WARNING: The handwash must not be positioned where it will be subjected to freezing conditions.

FOR EASE OF SERVICING, THE UNIT MUST ALWAYS BE MOUNTED ON THE SURFACE OF TILED WALLS. NEVER TILE UP TO THE UNIT.

Pressure relief safety device

A pressure relief device (PRD) is designed into the handwash unit which complies with European standards. The PRD provides a level of appliance protection should an excessive build up of pressure occur within the handwash.

DO NOT operate the handwash with damaged or blocked spray rings which can cause the PRD to operate.

When commissioning, the sprayhead must be removed from the swivel arm, while at the same time the temperature control must be at the minimum flow position. Failure to follow this procedure may also cause the PRD to operate.

Ensure the handwash is positioned over a sink or basin because if the PRD operates, then water will eject from the bottom of the unit.

Should this happen, turn off the electricity and water supplies to the handwash at the isolating switch and stopvalve.

Contact Customer Service for advice on replacing the PRD.

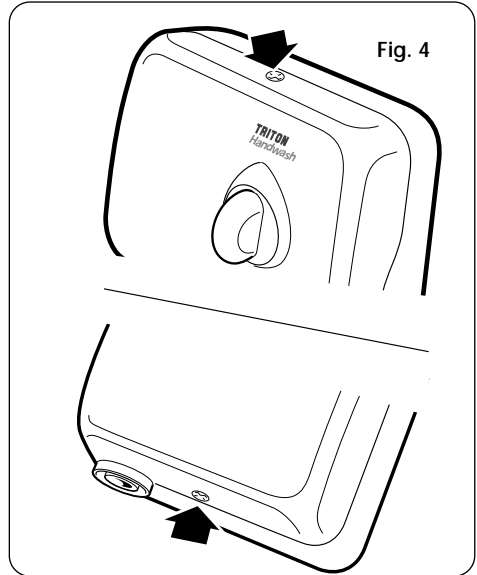


Fig. 4

FITTING THE UNIT TO THE WALL

Refer to **figure 3** for correct siting of the handwash unit.

Position the unit vertically.

Procedure: Unscrew the top and bottom retaining screws (**fig.4**) and lift the cover from the backplate. NOTE: The control knob is an integral part of the cover - DO NOT attempt to remove it. Entry position for the mains water is at the bottom only.

Electrical supplies are at the top, bottom, or at the rear of the unit. If top or bottom entry position is chosen, the relevant cut-out in the backplate must be removed. Using the backplate as a template, mark the two fixing holes (**fig.5**). Drill and plug to suit the fixing screws supplied. Screw top fixing screw into position leaving the base of the screw head protruding 6mm (0.25in) out from the wall. Hook the backplate over the top screw and fit the bottom fixing screw into position.

Do not fully tighten the screws at this stage, as the fixing holes are elongated to allow for out of square adjustment after the plumbing connections have been completed.

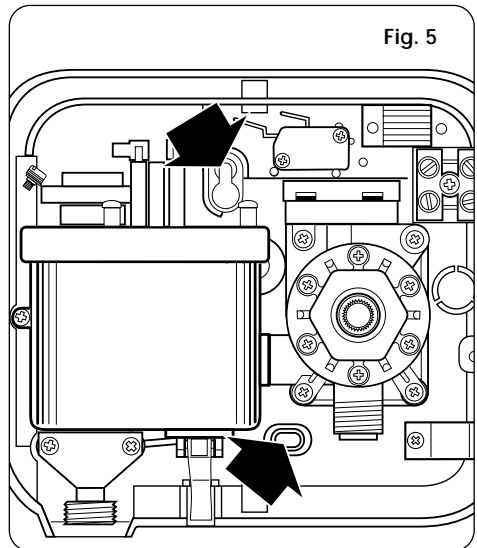
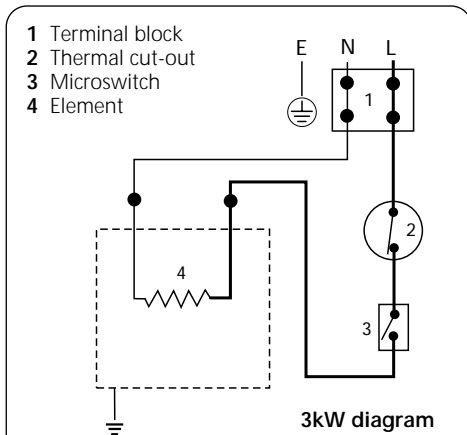
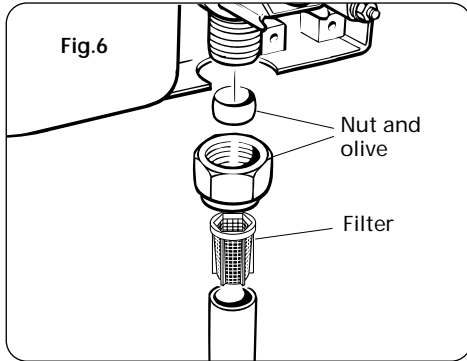
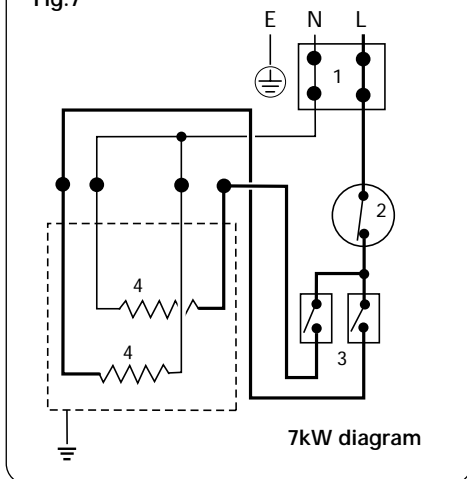


Fig. 5

**Fig.7**

PLUMBING CONNECTIONS

WARNING: The outlet of the handwash acts as a vent and must not be connected to any tap or fitting not recommended by Triton Plc. DO NOT use jointing compounds on any pipe fittings for the installation.

DO NOT use soldered fittings within the vicinity of the handwash unit.

NOTE: An additional stopvalve (complying with Water Byelaws) MUST be fitted in the mains water supply to the handwash as an independent means of isolating the water supply should maintenance or servicing be necessary. **Important:** Before completing the connection of the water supply to the inlet of the unit, flush out the pipework to remove all swarf and system debris. This can be achieved by connecting a hose to the pipework and turning on the mains water supply long enough to clear the debris to waste.

Procedure: Turn off the water supply either at the mains stopvalve or the isolating stopvalve. Connect the mains water supply to the inlet of the unit via 15mm pipe using the nut and olive supplied (**fig.6**). Ensure the filter (**fig.6**) is inserted in the pipe before connection. This helps to prevent ingress of debris.

Ensure the backplate is square on the wall and tighten the two retaining screws which hold it to the wall.

Turn on the mains water supply and check for leaks in the pipework connection to the handwash.

ELECTRICAL CONNECTIONS

SWITCH OFF THE ELECTRICITY SUPPLY.

Fig.7 shows the 3kW unit and 7kW unit schematic wiring diagrams.

The cable can be surface clipped, hidden or via 20mm conduit. For the 3kW unit the minimum cable size will be 1.5mm² and for the 7kW unit the minimum will be 6mm².

NOTE: The supply cable earth conductor must be sleeved. The outer sheath of the supply cable must be stripped back to the minimum.

NOTE: For top cable entry, remove sufficient outer sheath to assist routing beneath and looping back into the terminal block. Do not however, remove so much outer sheath that there is insufficient to

be held at the clamp. The cable **MUST** be clamped on the outer sheath. The cable clamp (fig.8) is suitable for up to 4 mm² cable or can be reversed for use with up to 10 mm² cable.

NOTE: Conduit entry can only be from rear. Route the cable into the handwash unit and connect to the terminal block (fig.8) as follows:-

Earth cable to terminal marked 

Neutral cable to terminal marked **N**

Live cable to terminal marked **L**

IMPORTANT: Fully tighten the terminal block screws and ensure that no cable insulation is trapped under the screws. Loose connections can result in cable overheating.

The use of connections within the unit, or other points in the circuit, to supply power to other equipment i.e. extractor fans, pumps etc. will invalidate the guarantee.

DO NOT switch on the electricity supply until the cover has been fitted.

REPLACING THE COVER

To ensure that the temperature control is correctly positioned on the stabiliser valve, temporarily place the cover in position so that the splines engage and rotate the temperature control fully clockwise.

Remove the cover and position the temperature control so that it points at the 'STOP' position (fig.9).

Replace the cover squarely to the backplate and guide into position so that the control locates correctly into the splined spindle. Should any difficulty arise, re-check the points above.

Secure the cover in position with the two retaining screws.

DO NOT switch on the electricity supply to the handwash until the commissioning procedure has been carried out.

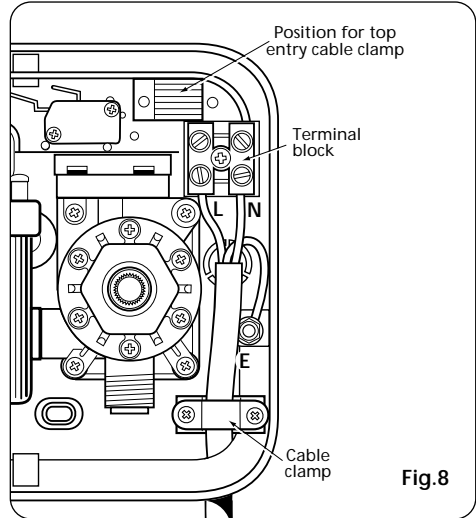


Fig.8

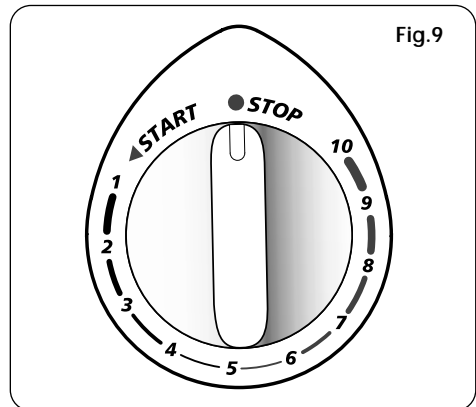
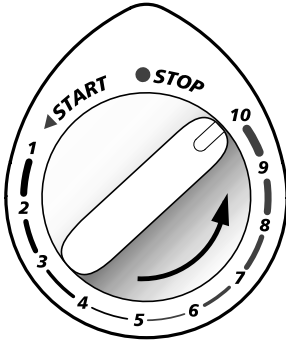


Fig.9

Fig.10



COMMISSIONING

The first operation of the unit is intended to flush out any unit debris, and to ensure the heater unit contains water *before* the elements are switched on. The electricity must be switched OFF at the isolating switch.

This operation must have the swivel arm screwed to the outlet pipe but without the sprayhead attached to the arm.

Ensure the water supply is turned OFF at the isolating valve. Ensure the swivel arm is directed to waste.

Rotate the temperature control fully anti-clockwise to '10' – the minimum flow position (**fig.10**).

NOTE: Leaving the control at any position other than '10' may cause the PRD to operate.

Turn the water supply back ON at the isolating valve.

Wait until water starts to flow from the swivel arm then rotate control fully clockwise to '1' – the maximum flow position (**fig.11**).

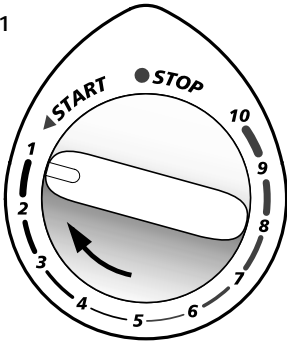
It will take approximately thirty seconds for a smooth flow of water to be obtained whilst air and any debris is being dispersed from the unit. When a smooth flow of water is obtained, rotate the control from '1' to '10' and back again several times to release any trapped air.

Once flushing out has been completed, stop the water flow by rotating the control clockwise to the 'STOP' position.

Re-fit the sprayhead to the swivel arm. Switch on the electricity supply to the handwash at the isolating switch.

The unit is now ready for normal operation.

Fig.11



SWIVEL ARM FITTING

If not already done, screw the swivel arm connector onto the outlet pipe (fig.12). Ensure the sprayhead unit is securely screwed onto the end of the swivel arm.

NOTE: It is advisable to apply PTFE tape or silicon sealant to the threads of the outlet pipe prior to fitting the swivel arm in order to provide a water tight seal.

CLEANING THE SPRAYHEAD AND RINGS

The sprayhead is a critical part of the unit and has been designed to give the maximum performance.

Important: Triton sprayheads ONLY to be used with this product. In order to maintain the performance from the handwash, the spray rings should be cleaned at regular intervals to prevent build up of deposits from the water supply. When first installed it may be required to clean the spray rings due to debris that may be left in the pipework after installation, especially if the commissioning procedure has not been carried out. Once this initial debris is cleared the frequency of cleaning will depend upon the type of water available. Hard water areas may require cleaning once a week whereas soft water areas may only require cleaning every six months.

NOTE: Blocked spray rings can reduce the water flow to such an extent that it will cause the thermal cut-out to operate.

Procedure:

Unscrew the complete sprayhead assembly from the swivel arm (fig.13). Remove the retaining screw and withdraw the spray rings (fig.13). Clean with a suitable brush, ensuring all traces of scale are removed from the spray ring grooves. Rinse in clean water and refit the assembly.

NOTE: The swivel arm has the option of being fitted with a trim only. If required, unscrew the sprayhead assembly and push the trim (fig.13) onto the threaded portion of the arm.

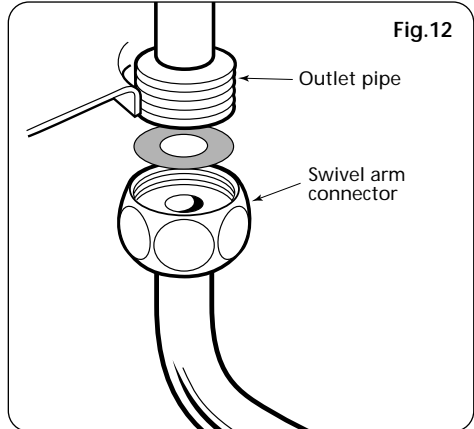


Fig.12

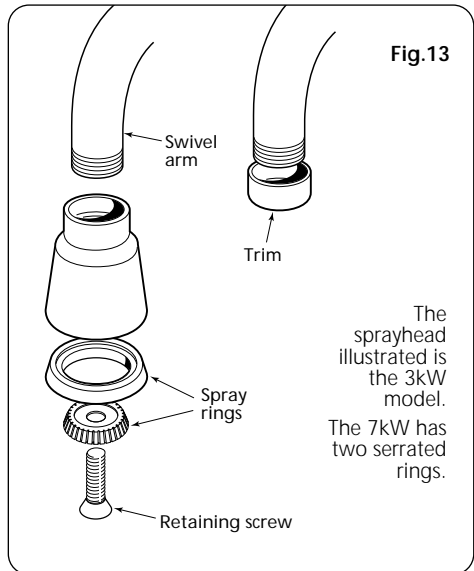
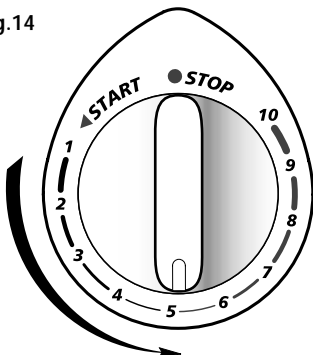


Fig.13

The sprayhead illustrated is the 3kW model. The 7kW has two serrated rings.

An optional 300 mm swivel arm is available from Triton Customer Service

Fig.14



OPERATING THE UNIT

NOTE: Ensure the commissioning procedure has been carried out. The flow of water is controlled by the combined start/stop temperature control.

To obtain warm water turn the control slowly anti-clockwise to the mid position (**fig.14**).

If the water is too hot, turn the control slowly clockwise towards the lower numbers (**fig.15**).

If the water is too cool, turn the control slowly clockwise towards the higher numbers (**fig.16**).

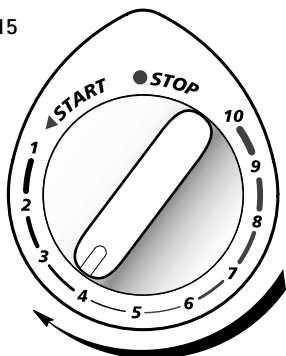
NOTE: There will always be a short time delay between selecting a flow rate and reaching the stable temperature for that flow rate.

To stop the handwash

Turn the temperature control fully clockwise to the 'STOP' position, and water will cease to flow.

NOTE: In normal use, it is in order to leave the water supply permanently on to the handwash, but as with most electrical appliances, *the unit must be switched off at the isolating switch when not in use.*

Fig.15



OPERATING FUNCTIONS

Low water pressure cut-out

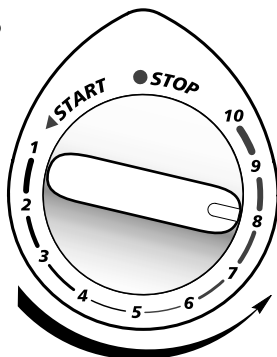
If the water pressure falls below the minimum required for correct operation of the handwash, power will be switched off to the heating elements preventing any maintained temperature rises (water will continue to flow).

Power will automatically be restored when adequate water pressure returns.

Safety cut-out

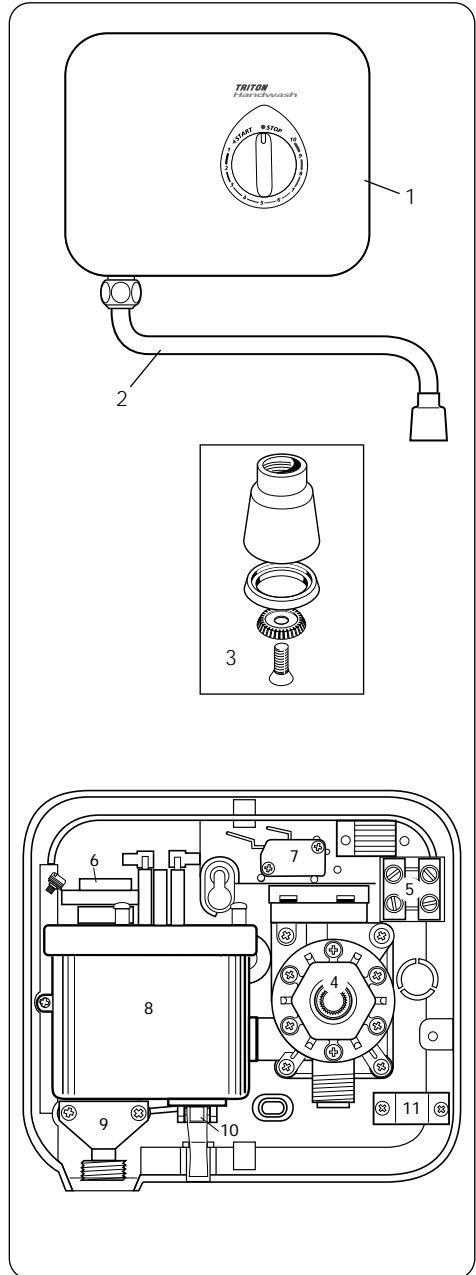
The unit is fitted with a non re-settable thermal cut-out safety device. In the event of abnormal operation which could cause unsafe temperatures within the unit, the device will disconnect the heating elements. It will require a visit from a qualified engineer to determine the nature of the fault and replace the safety device, once the unit has been repaired.

Fig.16



SPARE PARTS

Ref.	Description	Part No.
1	Cover assembly	81200060
2	Swivel arm assembly	82700060
3	Sprayhead assembly	83302080
4	Stabilising valve assembly	
	3kW	82600730
	7kW	82600720
5	Terminal block & wires	82200110
6	Thermal cut-out	22010010
7	Microswitch	22008910
8	Heater can assembly	
	3kW	83304020
	7kW	83304010
9	Outlet pipe assembly	70516190
10	Pressure Relief Device	83301330
11	Cable clamp	70500820
-	300mm swivel arm (optional)	70317750
-	Switch and wire kit	
	3kW	83304040
	7kW	83305950
-	Filter	7052161



FAULT FINDING

IMPORTANT: Switch OFF the electricity at the mains supply and remove the circuit fuse before removing the cover from the handwash while attempting any fault finding inside the unit.

<i>Problem/Symptom</i>	<i>Cause</i>	<i>Action/cure</i>
1 Handwash inoperable, no water flow.	1.1 No mains water supply to handwash.	1.1.1 Check if isolating valves are fully open. Check if a blockage in inlet filter or in pipework.
	1.2 Unit malfunction.	1.2.1 Have unit checked. Ring Customer Service.
2 Water too hot.	2.1 Not enough water flowing through the handwash.	2.1.1 Increase the flow rate. 2.1.2 Blocked sprayhead - clean or replace blocked spray rings.
	2.2 Blockage in supply.	2.2.1 Check if stop valves are fully open. Check if blockage in inlet filter.
	2.3 Increase in ambient water temperature.	2.3.1 Increase the flow rate.
3 Water temperature cycling hot/cold at intervals.	3.1 Heater cycling on thermal cut- out.	3.1.1 See 'Water too hot' causes 2.1, 2.2 and 2.3 and their appropriate action/cures. If it continues, contact Customer Service.
4 Water too cool or cold.	4.1 Too much flow.	4.1.1 Reduce the flow rate.
	4.2 Water pressure below minimum stated on rating label	4.2.1 Is water supply mains or tank fed ?
		4.2.2 If tank fed, re-plumb to mains water supply or see 4.2.4.
		4.2.3 If mains fed, ensure that mains stopvalve is fully open and that there are no other restrictions in the supply while handwash is in use, or see 4.2.4.
		4.2.4 Fit a pump to give minimum pressure. Contact Customer Service for advice.
	4.3 Reduction in ambient water temperature.	4.3.1 Reduce the flow rate.
4.4 Electrical malfunction.	4.4.1 Have unit checked by suitably qualified electrician or contact Triton Customer Service.	
4.5 Interrupted power supply.	4.5.1 Blown fuse or circuit breaker. Check supply. Renew or reset fuse or circuit breaker. If it fails again, consult a qualified electrician.	
	4.5.2 Power cut. Check other appliances and if necessary, contact local Electricity Supply Company.	

FAULT FINDING (continued)

<i>Problem/Symptom</i>	<i>Cause</i>	<i>Action/cure</i>
5 Handwash varies from normal temperature to cold during use.	5.1 Water pressure has dropped below minimum required	5.1.1 Wait until the water pressure resumes to normal.
6 Pressure relief device has operated (water ejected from PRD tube).	6.1 Blocked sprayhead.	6.1.1 Clean or replace blocked spray rings in sprayhead and then fit new PRD.

Note: Identify cause of operation before fitting new PRD unit.
When fitting a new PRD, follow the commissioning procedure.

It is advised all electrical maintenance/repairs to the handwash should be carried out by a suitably qualified person.



*A **MORGROS** Company*

TRITON STANDARD GUARANTEE

Triton Plc guarantee this product against all mechanical and electrical defects arising from faulty workmanship or materials for a period of one year for domestic use only, from the date of purchase, provided that it has been installed by a competent person in full accordance with the fitting instructions.

Any part found to be defective during this guarantee period we undertake to repair or replace at our option without charge so long as it has been properly maintained and operated in accordance with the operating instructions, and has not been subject to misuse or damage.

This product must not be taken apart, modified or repaired except by a person authorised by Triton Plc. This guarantee applies only to products installed within the United Kingdom and does not apply to products used commercially.

This guarantee does not affect your statutory rights.

What is not covered:

1 Breakdown due to: **a)** use other than domestic use by you or your resident family; **b)** wilful act or

neglect; **c)** any malfunction resulting from the incorrect use or quality of electricity, gas or water or incorrect setting of controls; **d)** faulty installation.

2 Repair costs for damage caused by foreign objects or substances.

3 Total loss of the product due to non-availability of parts.

4 Compensation for loss of use of the product or consequential loss of any kind.

5 Call out charges where no fault has been found with the appliance.

6 The cost of repair or replacement of pressure relief devices, sprayheads, hoses, riser rails and/or wall brackets, isolating switches, electrical cable, fuses and/or circuit breakers or any other accessories installed at the same time.

7 The cost of routine maintenance, adjustments, overhaul modifications or loss or damage arising therefrom, including the cost of repairing damage, breakdown, malfunction caused by corrosion, furring, pipe scaling, lime scale, system debris or frost.

Service Policy

In the event of a complaint occurring, the following procedure should be followed:

1 Telephone Customer Service on (024) 7637 2222 (08457 626591 in Scotland and in Northern Ireland), having available the model number and power rating of the product, together with the date of purchase.

2 Triton Customer Service will be able to confirm whether the fault can be rectified by either the provision of a replacement part or a site visit from a qualified Triton service engineer.

3 If a service call is required it will be booked and the date of call confirmed. In order to expedite your request, please have your postcode available when booking a service call.

4 It is essential that you or an appointed representative (who must be a person of 18 years of age or more) is present during the service engineer's visit and receipt of purchase is shown.

5 A charge will be made in the event of an aborted service call by you but not by us, or where a call under the terms of guarantee has been booked and the failure is not product related (i.e. scaling and furring, incorrect water pressure, pressure relief device operation, electrical installation faults).

6 If the product is no longer covered by the guarantee, a charge will be made for the site visit and for any parts supplied.

7 Service charges are based on the account being settled when work is complete, the engineer will then request payment for the invoice. If this is not made to the service engineer or settled within ten working days, an administration charge will be added.

Replacement Parts Policy

Availability: It is the policy of Triton to maintain availability of parts for the current range of products for supply after the guarantee has expired. Stocks of spare parts will be maintained for the duration of the product's manufacture and for a period of five years thereafter.

In the event of a spare part not being available a substitute part will be supplied.

Payment: The following payment methods can be used to obtain spare parts:


1 By post, pre-payment of pro forma invoice by cheque or money order.

2 By telephone, quoting credit card (MasterCard or Visa) details.


3 By website order, www.tritonshowers.co.uk

Triton Plc, Shepperton Park, Caldwell Road,
Nuneaton, Warwickshire. CV11 4NR


Customer Service

 (024) 7637 2222

Scottish and Northern Ireland Customer Service

 08457 626591

Trade Installer Hotline

 (024) 7632 5491

Fax: (024) 7632 4564

www.tritonshowers.co.uk

E mail: technical@triton.plc.uk