

unichrome

TRITON

SEVERN (Exposed)
Thermostatic concentric mixer shower



THAMES (Exposed)
Thermostatic concentric mixer shower



**Installation and
Operating
Instructions**

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

CONTENTS	Page
Introduction	1
Safety warnings	1
Main components	2
Site requirements	3
Typical suitable installations	4 - 5
Getting started	6
Siting of the shower	6
Installation – general	6 - 7
Rising and falling supplies	8
Rear entry supplies	8 - 9
Fitting the mixer	9
Leak testing	9
Fitting the riser rail and sprayhead	10 - 11
Commissioning	12
Adjusting the sprayhead	13 - 14
Spare parts	15
Fault finding	16 - 17
Guarantee, service policy, etc.	rear cover



INTRODUCTION

This book contains all the necessary fitting and operating instructions for your Triton Severn or Thames concentric mixer shower. Please read them carefully. Read through the whole of this book before beginning your installation.

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

Care taken during the installation will ensure a long and trouble free life from your shower.

For optimum performance within the specified running pressure range a minimum flow of 8 litres per minute should be available to both inlets.

The mixer shower MUST NOT be subjected to water temperatures above 80°C.

This mixer shower is designed for use with traditional low pressure 'gravity' water systems, using a cold water cistern and hot water cylinder as well as for the higher pressure systems found in the U.K. up to a maximum of 5 bar running pressure.

Important: When installing this mixer with a combi boiler or multipoint water heater, the supplied flow limiters must be installed in the inlet elbows.

This mixer shower is suitable for fully modulating type combination boilers and multipoint hot water heaters. Also suitable for thermal storage, unvented systems and pumped gravity systems.

Important: Before installing with a gas instantaneous water heater, ensure it is capable of delivering hot water at a minimum switch-on flow rate of 3 litres per minute. At flow rates between 3 and 8 litres per minute, the appliance must be capable of raising the water temperature to a minimum of 52°C. Water temperature at the mixer inlet must remain relatively constant when flowrate adjustments are made (refer to the water heater operating manual to confirm compatibility with this mixer shower).

This mixer shower is supplied with an integral large area filter in each inlet elbow. Inlet connections are by compression fittings for 15mm copper pipe.

SAFETY WARNINGS

- a** Layout and sizing of pipework must be such that when other services are used, pressures at the shower control inlets do not fall below the recommended minimum.
- b** DO NOT choose a position where the shower could become frozen.
- c** DO NOT connect this mixer shower to any form of tap or fitting not recommended by the manufacturer.
- d** The sprayhead must be regularly cleaned to remove scale and debris.
- e** Conveniently situated isolating valves in each inlet supply must be fitted as an independent method of isolating the shower should maintenance or servicing be necessary.
- f** If it is intended to operate the shower 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, please contact Customer Service.
- g** Do not operate the shower outside the guidelines as laid out in 'site requirements'.

Replacement parts can be ordered from Triton Customer Service. See 'spare parts' for details and part numbers.

Due to continuous improvement and updating, specification may be altered without prior notice.

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

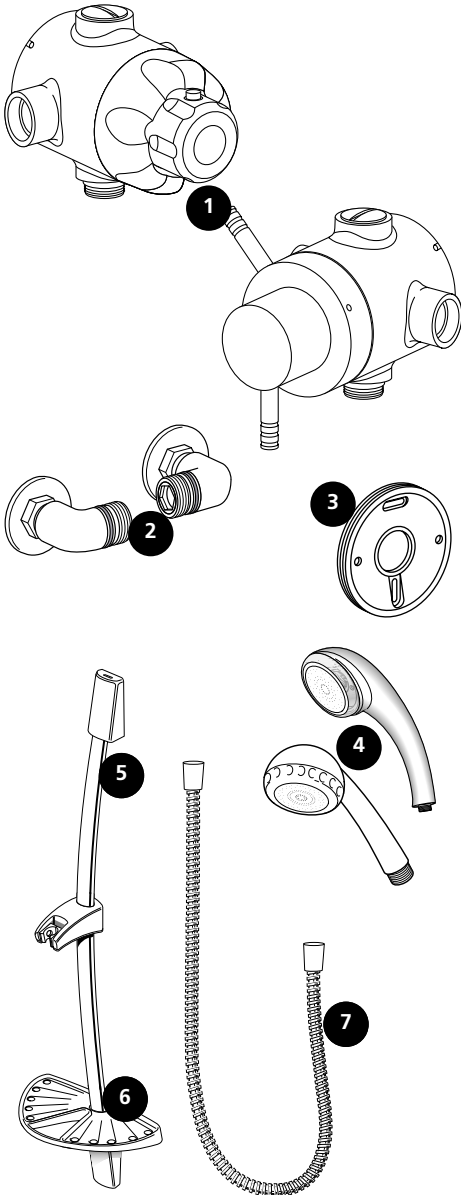
Telephone: (024) 7632 5491

Facsimile: (024) 7632 4564

E mail: technical@triton.plc.uk

MAIN COMPONENTS

Fig. 1



- 1** Mixer shower body
- 2** Inlet elbow including:
 - Inlet nut
 - Olive
 - Rear pipe trim
- Flow limiters (HP systems only)
- 3** Fixing bracket
- 4** Spray head
 - Sprayplate key
- 5** Riser rail kit
- 6** Soap dish
- 7** Shower hose

SITE REQUIREMENTS

The installation must be in accordance with Water Regulations and Byelaws.

Running water pressure:

- Gravity fed – 0.1 bar min.
1.0 bar max.
- Mains fed – 1.0 bar min.
5.0 bar max.

Maximum static water pressure:

- Gravity and mains – 10 bar

DO NOT connect the mixer shower to a gravity hot supply and a mains cold supply (or vice versa).

For optimum performance within the specified running pressure range a minimum flow of eight litres per minute should be available to both inlets.

While the mixer shower is operational (open outlet), inlet pressures must not be capable of exceeding 7 bar. For effective operation of the internal seals, the maximum static pressure must not be exceeded.

NOTE: On sites where the running pressure is above 5 bar, the use of a suitably sized pressure reducing valve fitted in the cold mains supply pipework can provide nominally equal pressures at the mixer shower.

The pipework should be installed such that the flow is not significantly affected by other taps and appliances being operated elsewhere on the premises.

NOTE: Where thermal store systems and instantaneous gas water heaters are used, if excessive draw offs take place the boiler may not be able to maintain an adequate output temperature. This could result in the shower temperature becoming noticeably cooler.

Water temperature requirements

Maximum hot water temperature = 80°C

Recommended maximum = 65°C

Minimum hot water temperature = 52°C

Maximum cold water temperature = 20°C

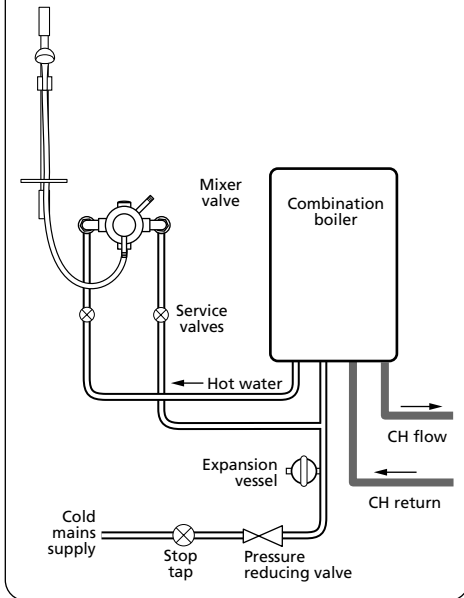
BS6700 recommends that the temperature of stored water should never exceed 65°C.

A stored water temperature of 60°C is considered sufficient to meet all normal requirements and will minimise the effects of scale in hard water areas.

Temperature adjustment range

The mixed water temperature can be adjusted from cold through to a top limit which must be pre-set during installation with full anti-scald protection throughout the range (35°C to 40°C) providing the hot water temperature at the inlet remains 10°C above the outlet temperature.

Fig.2 (diagrammatic view – not to scale)



TYPICAL SUITABLE INSTALLATIONS

a) Instantaneous gas-heated systems, e.g. combination boilers (fig.2).

The shower control must be installed with a multipoint gas water heater or combination boiler of a fully modulating design (i.e. to maintain relatively stable hot water temperatures).

A drop tight pressure reducing valve must be fitted if the supply pressures exceed 5 bar running.

An expansion vessel, shown in (fig.2), MUST be fitted, and regularly maintained, to ensure the shower mixer is not damaged by excess pressures. This may already be installed within the boiler (check with manufacturer) and is in addition to the normally larger central heating expansion vessel.

The layout and sizing of pipework MUST be such that nominally equal inlet supply pressures are achieved and the effects of other draw-offs are minimised. The hot supply temperature MUST remain a minimum of 10°C hotter than the required blend temperature for optimum performance.

b) Unvented mains pressure systems (fig.3).

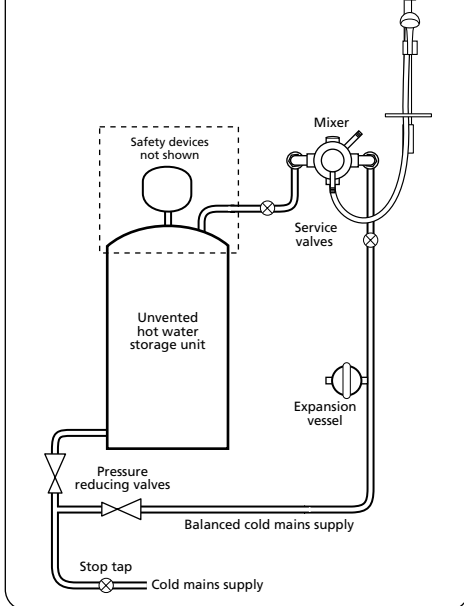
The shower control can be installed with an unvented, stored hot water cylinder.

For systems with no cold water take off after the appliance reducing valve, it will be necessary to fit an additional drop tight pressure reducing valve when the mains pressure is over 5 bar. The drop tight pressure reducing valve must be set at the same value as the unvented package pressure reducing valve.

NOTE: An additional expansion vessel (fig.3) may be required if a second pressure reducing valve is installed. This does not apply to packages with a cold take off after the pressure reducing valve to the cylinder.

The layout and sizing of pipework MUST be such that nominally equal inlet supply pressures are achieved and the effects of other draw-offs are minimised.

Fig.3 (diagrammatic view – not to scale)



c) Mains pressurised thermal store systems (fig.4).

Packages of this type, fitted with a tempering valve (blender valve) can be used. A drop tight pressure reducing valve must be fitted if the supply pressures exceed 5 bar running.

An expansion vessel, shown in (fig.4), MUST be fitted, and regularly maintained, to ensure the unit is not damaged by excess pressures. This may already be installed externally or internally within the thermal store (check with thermal store manufacturer).

d) Gravity fed systems (fig.5).

The shower control MUST be fed from a cold water cistern and hot water cylinder providing nominally equal pressures. There must be a minimum of one metre head of water. The minimum head distance is measured from the base of the cold water cistern to top of the shower head.

e) Pumped gravity fed systems (fig.6).

The shower control can be used with a gravity fed system in conjunction with a pump to boost pressures as shown (fig.6).

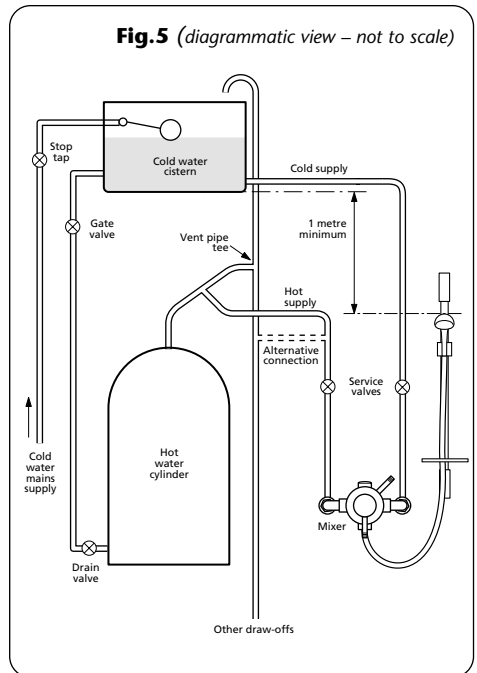
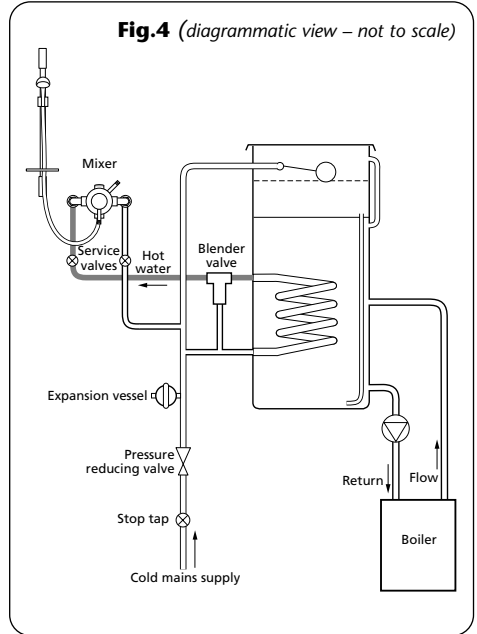


Fig.6 (diagrammatic view – not to scale)

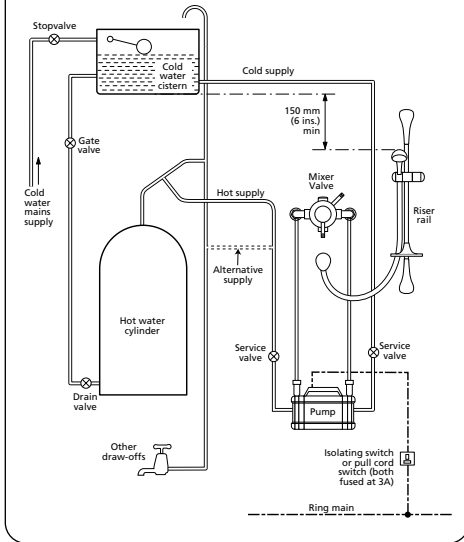
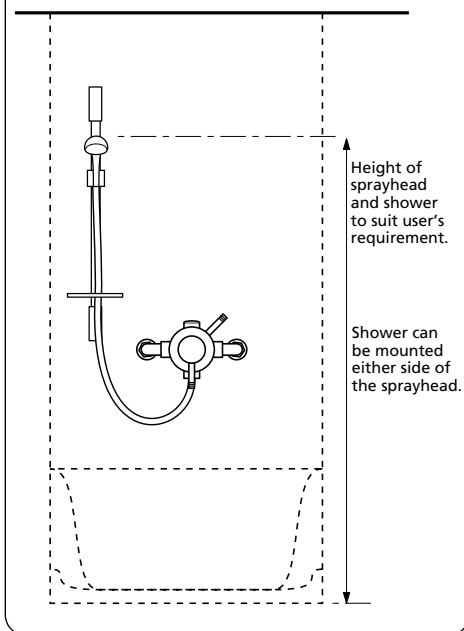


Fig.7 (diagrammatic view – not to scale)



GETTING STARTED

Check the contents to ensure all parts are present.

Before commencing the installation, ensure all the apertures on the mixer are carefully covered to prevent ingress of any debris etc.

SITING OF THE SHOWER

WARNING: THE SHOWER MUST NOT BE POSITIONED WHERE IT WILL BE SUBJECT TO FREEZING CONDITIONS.

Refer to **fig.7** for correct siting of the shower. Position the shower and sprayhead on the wall so that all controls can be comfortably reached whilst using the shower. The spray head and riser rail can be positioned either side of the shower.

Important: The hot entry port is on the left side of the mixer body marked by an orange label.

INSTALLATION

General conditions

NOTE: The outlet of the shower must not be connected to anything other than the hose and sprayhead supplied.

DO NOT use jointing compounds on any pipe fittings for the installation.

Use only the compression fittings supplied. DO NOT solder fittings within the vicinity of the mixer unit as heat transfer can damage the seals and thermostatic components.

NOTE: Suitable isolating valves (complying with Water Regulations and Byelaws) MUST be fitted on the hot and cold water supplies to the shower as an independent means of isolating the water supplies should maintenance or servicing be necessary.

When connecting pipework avoid using tight 90° elbows. Swept or formed bends will ensure optimum performance.

Important: The water circuit should be installed such that the flow is not significantly affected by other taps and appliances being operated elsewhere on the premises. Water pressure must not fall below specification of the shower.

Hot water pipe entry must be made to the left-hand side inlet (fig.8).

Important: The inlet elbows contain filters that may become blocked if debris is not flushed through prior to fitting.

The inlet elbows allow for either rising, falling or rear entry hot and cold water supplies. The elbows have 'O' seals (fig.9) to the body and do not require PTFE tape or other means of sealing.

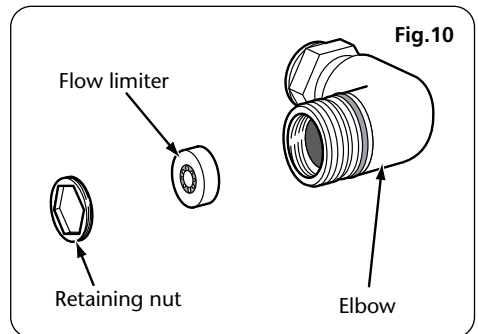
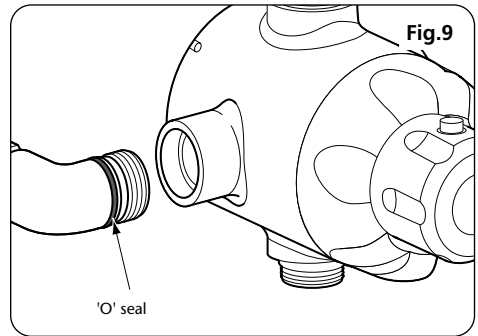
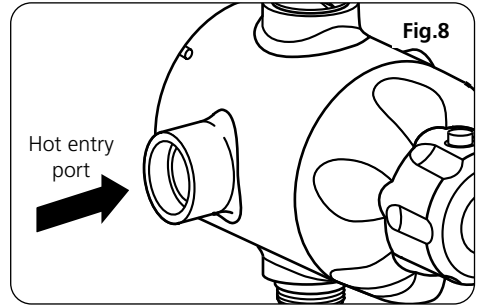
High Pressure Systems

If installing the mixer with a combi boiler or multipoint water heater, the two flow limiters supplied MUST be inserted into the inlet elbows. To fit the flow limiters use an allen key to unscrew the retaining nut on each inlet elbow (fig.10). Insert the flow limiter and refit the retaining nut.

Instantaneous Gas Water Heaters

In order to ensure the optimum performance from the shower when connected to an instantaneous water heater, the appliance must be capable of raising the temperature of the incoming water to a minimum of 52°C (125°F) and delivering a flow rate of not less than eight litres per minute.

With the flow limiters fitted and when the system is in use, the on/off flow control should be turned fully anti-clockwise to full flow setting.



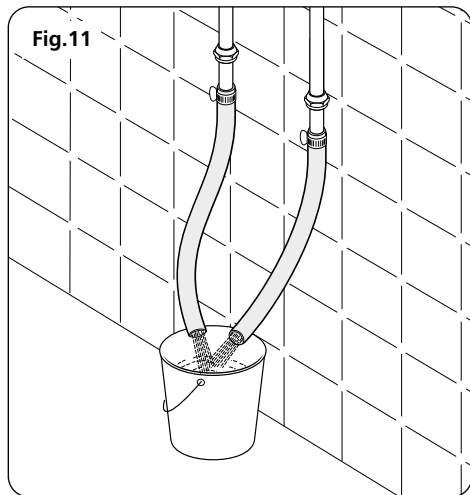


Fig.11

RISING OR FALLING SUPPLIES

Complete the pipework to the shower area having decided on the position of the shower and direction of pipe entry.

The final separation between pipe centres needs to be 160mm.

Mark the position of the four locating screws for the mounting plate, although if installing to a solid brick wall using two diagonal holes will usually be sufficient.

IT IS PREFERABLE TO FLUSH THE PIPEWORK (fig.11) TO CLEAR THE SYSTEM OF DEBRIS AND CHECK FOR LEAKS BEFORE CONNECTING TO THE MIXER.

Drill and plug the holes using the wall plugs provided. (The wallplugs provided are suitable for most brick walls – use an appropriate masonry drill, but if the wall is plasterboard or a soft building block, use special wallplugs and an appropriate drill bit obtainable from most hardware stores).

TIP: When drilling tiles, use a slow speed and not a hammer action. Stick masking tape on the tile to prevent the drill bit wandering.

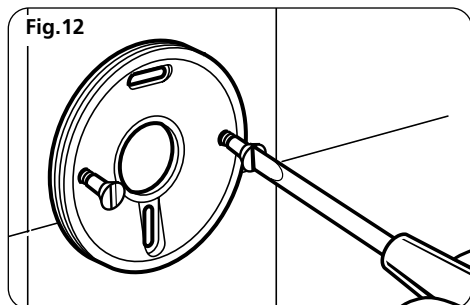


Fig.12

Fit the mounting plate onto the wall using the screws supplied (fig.12). Slide the inlet nut onto supply pipes followed by the olive.

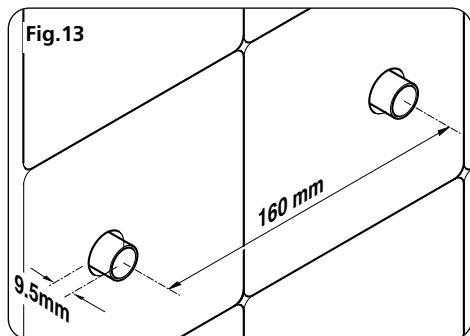


Fig.13

REAR ENTRY SUPPLIES

NOTE: The final separation between pipe centres needs to be 160mm.

Using a spirit level, mark the route of incoming hot and cold water supply pipes at a distance of 160mm centres.

Remove the plaster and brickwork to the required depth to conceal the supply pipework.

NOTE: Pipework installed in solid walls must be provided with sufficient free play inside a cavity to enable entry into the inlet elbows for tightening, prior to fixing the mixer unit to the finished wall surface.

Install the hot and cold pipework (hot pipe enters from the left), ensuring that the finished pipework projects from the front face of the tiled surface of the wall by 9.5mm (fig.13).

Important: The inlet elbows contain filters that may become blocked if debris is not flushed through prior to fitting.

Make good the wall and complete the tiling. Mark the four fixing holes, although if installing to a solid brick wall using two diagonal holes will usually be sufficient.

Drill and plug the holes using the wall plugs provided.

Fit the mounting plate onto the wall using the screws provided. Slide the trims and inlet nuts onto the supply pipes followed by the olive (fig.14).

FITTING THE MIXER

FLUSH THE PIPEWORK TO CLEAR THE SYSTEM FOR DEBRIS AND CHECK FOR LEAKS BEFORE CONNECTING TO THE MIXER.

Offer the mixer to the pipework and mounting plate. Make sure that the mixer body grub screws are slack, allowing the body to move freely on the mounting plate.

Level the mixer and tighten the grub screws to secure to the mounting plate. Tighten the inlet nuts.

LEAK TESTING

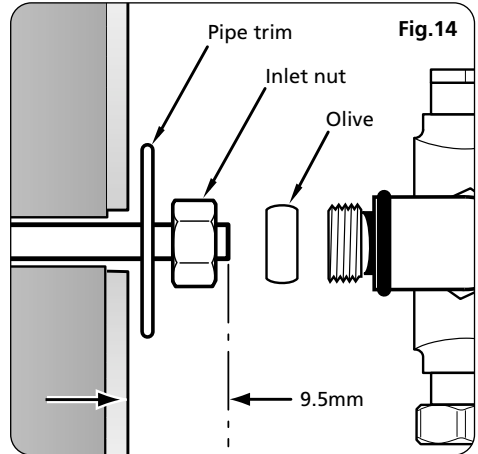
Fit a hose to the outlet and direct it to waste. Turn the flow control fully clockwise to close it. Open the isolating valves to the shower. Open the flow control by turning fully anti-clockwise and flush through.

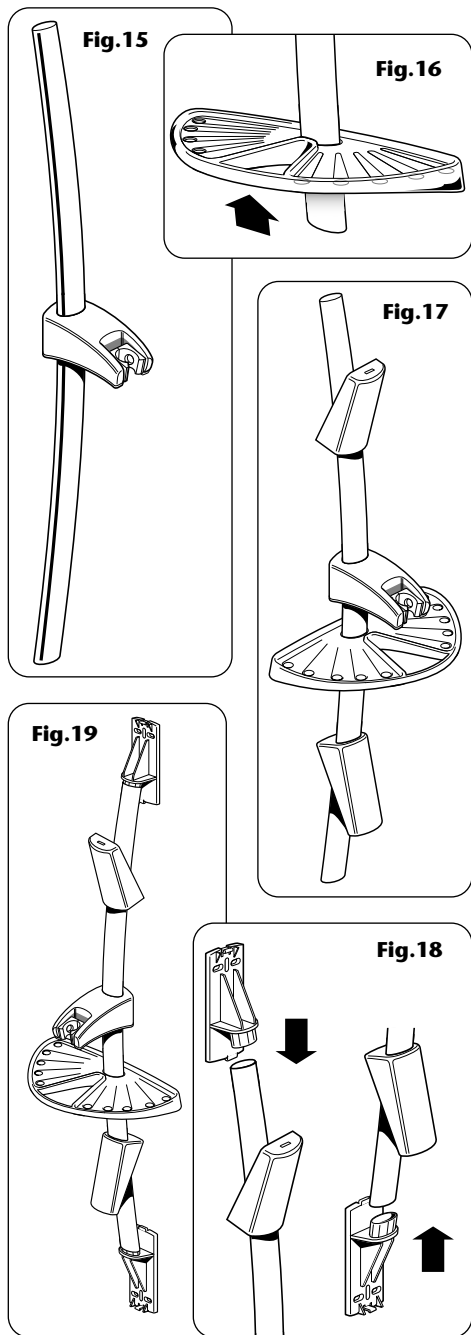
Turn the temperature control fully anti-clockwise (HOT) and then fully clockwise (COLD).

Turn the flow control fully clockwise to close off the water supply.

Check for any leaks and remedy if necessary.

TURN OFF the water supplies.





FITTING THE RISER RAIL

WARNING: Check there are no hidden cables or pipes before drilling holes for wall plugs. Use great care when using power tools near water. The use of a residual current device (RCD) is recommended.

Decide the position for the rail on the wall within the shower area. Proceed as follows: The sprayhead holder is supplied already attached to the riser rail unit and the angle of the holder dictates the rail top and bottom. The correct orientation of the rail is when the sprayhead holder is sloping **DOWN (fig.15)**.

Slide the supplied soap dish onto the riser rail below the sprayhead holder **(fig.16)**.

Slide the top and bottom finishing trims onto the riser rail **(fig.17)**.

Push the two fixing brackets into the ends of the riser rail **(fig.18)**.

Offer the rail assembly to the wall **(fig.19)**. Using the brackets as templates, mark two upper holes and two lower holes. Note there are four provisions for screws per bracket – select the two most suitable for your requirements. Ensure the rail is aligned vertically.

Drill and plug the wall.

(The wallplugs provided are suitable for most brick walls – use an appropriate masonry drill, but if the wall is plasterboard or a soft building block, use special wallplugs and an appropriate drill bit obtainable from most hardware stores).

Screw to the wall with the fixing screws supplied.

Slide the finishing trims onto the brackets. Ensure the lug on each rail bracket end engages into the slot on the fatter end of each trim before push fitting the thinner ends in place **(fig.25)**.

To remove a trim, push a small screwdriver or similar through the slot in the trim end and carefully pull away from the wall bracket.

Slide the soap dish down the rail so that its

bracket engages on top of the lower finishing trim.

ADJUSTING THE SPRAYHEAD HOLDER

The holder is supplied already attached to the rail unit. To adjust the height, press the button underneath the holder to release the locking mechanism (**fig.21**). Still pressing the button, move the holder up or down to suit user's requirement.

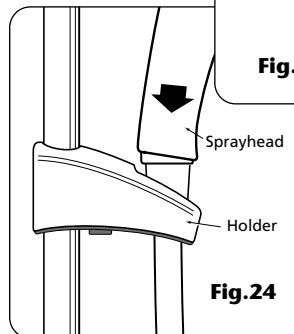
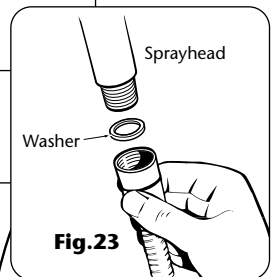
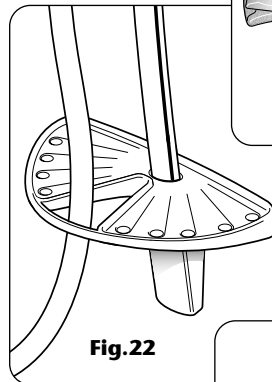
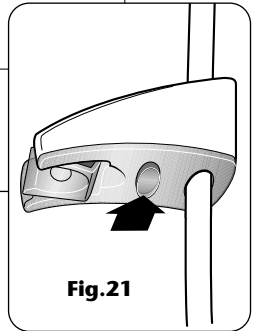
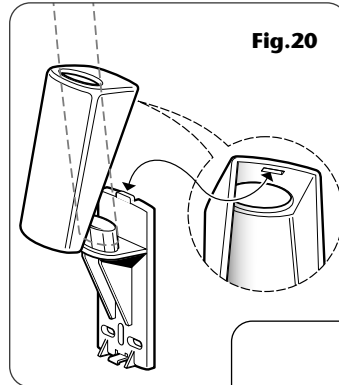
HOSE AND SPRAYHEAD

Feed the flexible hose through the soap dish aperture (**fig.22**) so the dish acts as a retaining ring (Water Regulations).

Screw the flexible hose to the bulkhead and sprayhead ensuring the supplied washers are in place at both ends of the flexible hose (**fig.23**).

Place the sprayhead into the holder and check that it fits correctly (**fig.24**).

Important: It is the conical end of the hose which grips into the holder. The sprayhead will not fit in the holder without the hose attached.



COMMISSIONING

ENSURE THAT ALL SUPPLY PIPEWORK HAS BEEN FLUSHED THROUGH PRIOR TO COMMISSIONING.

Ensure that both hot and cold water supplies are fully open and their design temperature and pressures are within the requirements as stated.

Make sure the temperature control is at the maximum temperature setting, i.e. rotated fully anti-clockwise and ensure the sprayhead is directed to waste.

Start the water flow by turning the flow control anti-clockwise. Allow the shower to run at the maximum temperature setting until the water temperature has stabilised. Rotate the temperature control anti-clockwise until the desired maximum showering temperature is reached.

The mixers have a temperature stop to prevent accidental rotation to higher temperatures. This is adjustable to provide a maximum temperature of 35°C - 45°C.

ADJUSTING THE MAXIMUM TEMPERATURE SETTING (Thames)

Remove the temperature control by unscrewing the temperature lever and then loosening the grub screws (**fig.25**).

Turn the flow control fully anti-clockwise. With a steady flow running, adjust the temperature valve spindle by hand until the desired temperature is reached.

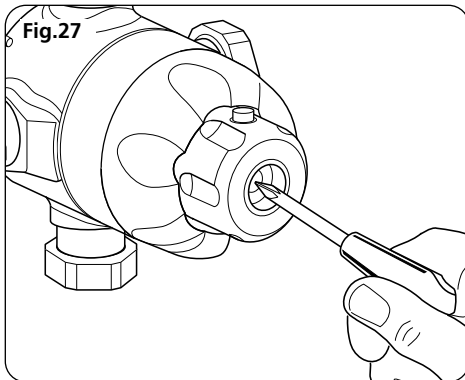
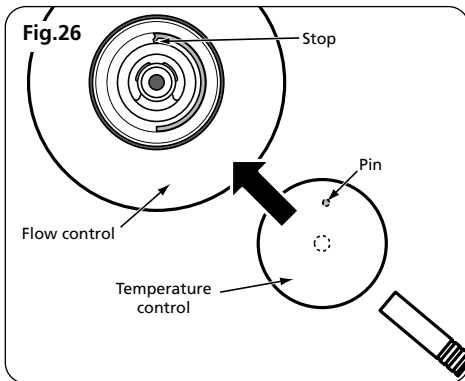
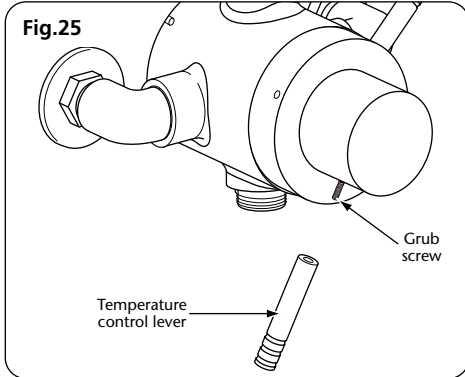
Carefully refit the temperature control so that the pin on the inside of the control butts up to the stop on the valve itself (**fig.26**). Secure with the grub screws and replace the control lever.

ADJUSTING THE MAXIMUM TEMPERATURE SETTING (Severn)

Remove the temperature control by removing the end cap and unscrewing the retaining screw (**fig.27**).

Turn the flow control fully anti-clockwise. With a steady flow running, adjust the spindle on the temperature valve by hand until the desired temperature is obtained.

When you are satisfied with the temperature



turn the flow control off. Refit the temperature control, ensuring the temperature stop aligns to the 12 O'clock position. Secure with the screw and replace the end cap.

The **Severn** mixer valve is fitted with a maximum temperature stop factory set at 38°C.

ADJUSTING THE SPRAYHEAD (Thames)

Four sprayhead patterns are available (**fig.28**). Adjustment is by turning the bezel on the sprayhead in either direction until the desired pattern is obtained.

MAXI: A full spray perfect for a relaxing shower.

ULTRA: A focused spray for a refreshing, satisfying shower.

NEEDLE: A tingling, fine spray for a highly invigorating shower.

JET: A concentrated spray for an exhilarating shower.

Cleaning

Do not use abrasive or solvent cleaning fluids. The shower unit, riser rail, hose, etc. should be cleaned using a soft cloth and warm water.

IT IS IMPORTANT TO KEEP THE SPRAYHEAD CLEAN TO MAINTAIN THE PERFORMANCE OF THE SHOWER. The hardness of the water will determine the frequency of cleaning. For example, if the shower is used every day in a very hard water area, it may be necessary to clean the sprayhead on a weekly basis.

Sprayplate removal

There is no need to remove the sprayhead from the hose.

Using the removal tool supplied (**fig.29**), locate the three raised 'bosses' into the three recesses in the sprayplate. Hold in firmly and twist anti-clockwise (**fig.30**). This movement may turn the cartridge assembly as well until it reaches a 'stop'.

Hold the cartridge firmly and continue to twist anti-clockwise. Having loosened the sprayplate sufficiently, it can be unscrewed and removed completely (**fig.31**).

Clean the sprayplate with a suitable brush or preferably leave it to soak overnight in a mild

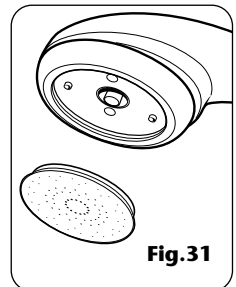
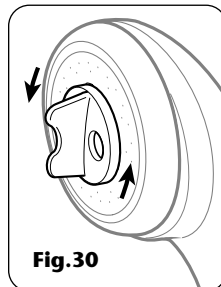
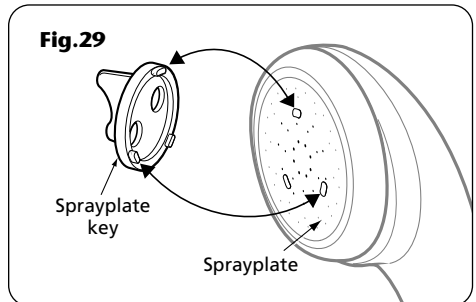
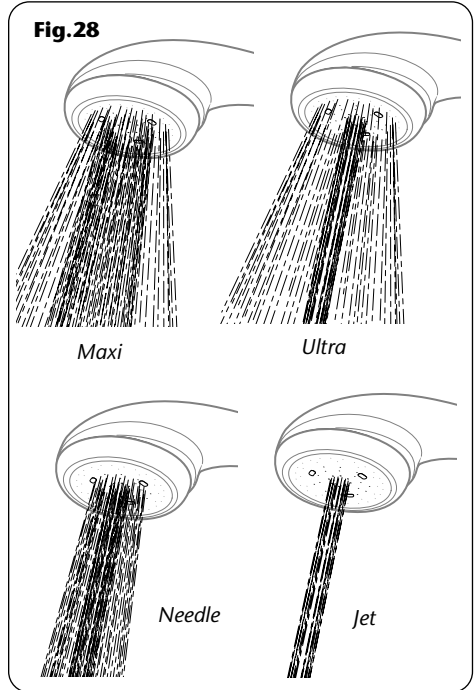
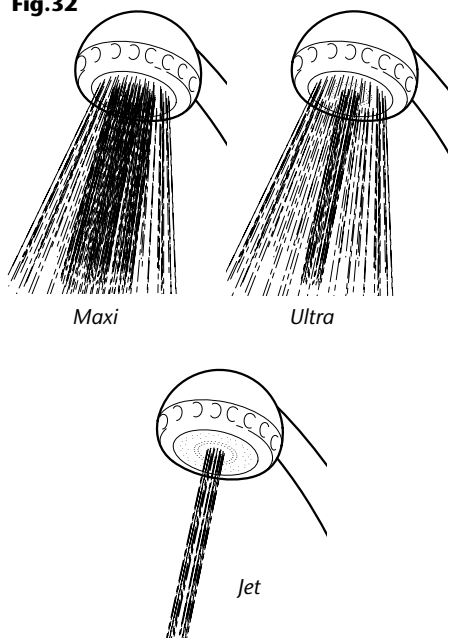


Fig.32



proprietary descalent. Ensure all traces of scale are removed and thoroughly rinse in clean water afterwards.

Refit the sprayplate by screwing clockwise. Use the tool to screw the sprayplate tight.

ADJUSTING THE SPRAYHEAD (Severn)

Three sprayhead patterns are available (**fig.32**). Adjustment is by turning the bezel on the sprayhead in either direction until the desired pattern is obtained.

MAXI: A full spray perfect for a relaxing shower.

ULTRA: A focused spray for a refreshing, satisfying shower.

JET: A concentrated spray for an exhilarating shower.

Cleaning

Do not use abrasive or solvent cleaning fluids. The shower unit, riser rail, hose, etc. should be cleaned using a soft cloth and warm water.

IT IS IMPORTANT TO KEEP THE SPRAYHEAD CLEAN TO MAINTAIN THE PERFORMANCE OF THE SHOWER. The hardness of the water will determine the frequency of cleaning. For example, if the shower is used every day in a very hard water area, it may be necessary to clean the sprayhead on a weekly basis.

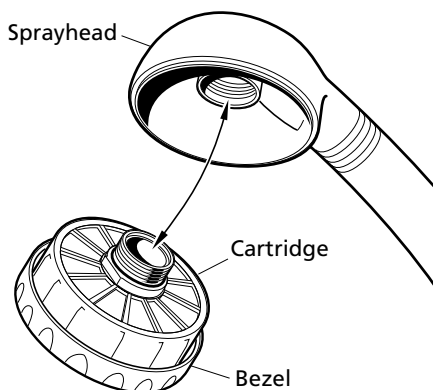
Sprayhead removal procedure

Remove the sprayhead from the hose. Remove the sprayhead cartridge (**fig.33**) by turning the bezel anti-clockwise until a 'stop' is felt. Overcome the 'stop' by continuing to turn anti-clockwise until the cartridge and bezel come out.

Clean the cartridge with a suitable brush or preferably leave to soak overnight in a mild proprietary descalent. Ensure all traces of scale are removed and thoroughly rinse in clean water afterwards.

Refit the cartridge by screwing in clockwise until tight and replace the sprayhead on the hose.

Fig.33



SPARE PARTS

Ref. Description Part No.

1	Fixing bracket (exposed)	83307670
2	Elbow	83307690
3	Valve body	83307680
4	Outlet connector	83307700
5	Slide valve	83307780
6	Upper flange	83307790

Severn control set

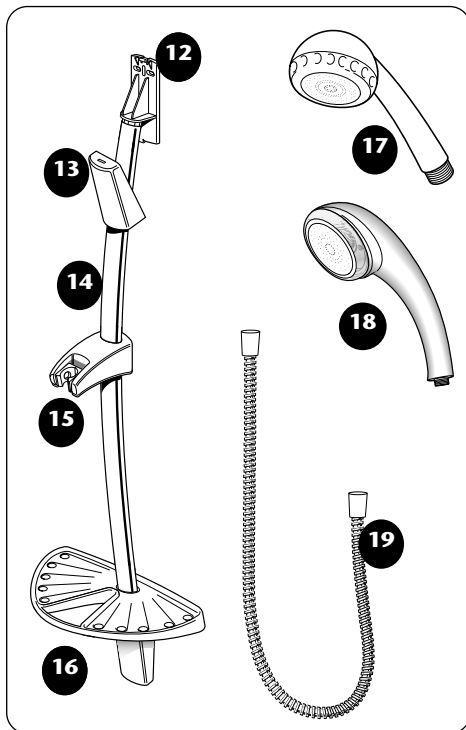
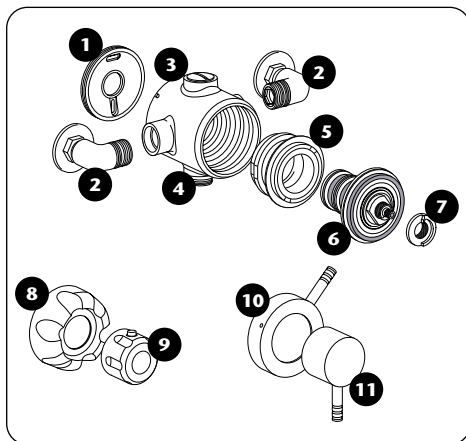
7	Nylon temperature stop	83307800
8	Flow control	83307820
9	Temperature control	83307830
-	Teflon ring	83307810

Thames control set

7	Brass temperature stop	83307840
10	Flow control	83307850
11	Temperature control	83307860
-	Flow limiter	22003530

Riser rail kit

12	Brackets (pr)	22010430
13	Trims - Severn	22010440
	- Thames	22010740
14	Riser rail	22010750
15	Sprayhead holder - Severn	22010460
	- Thames	22010730
16	Soap dish	83307240
17	Sprayhead - Severn	22010680
18	Sprayhead - Thames	22410040
19	Shower hose	22003970



FAULT FINDING

The following can be carried out by a competent person

<i>Problem/Symptom</i>	<i>Cause</i>	<i>Action/Cure</i>
1 Water too hot.	1.1 Temperature control incorrectly commissioned.	1.1.1 Refer to commissioning section.
	1.2 Not enough cold water flowing through shower.	1.2.1 Turn temperature control anti-clockwise.
	1.3 Increase in the ambient cold water temperature.	1.3.1 Turn temperature control anti-clockwise.
	1.4 Cold water supply blocked.	1.4.1 Turn shower off and consult a competent plumber or contact Triton Customer Service.
	1.5 High volume of cold water drawn off elsewhere.	1.5.1 Reduce the simultaneous demand from the mains supply.
2 Water too cold	2.1 Temperature control incorrectly commissioned.	2.1.1 Refer to commissioning section.
	2.2 Not enough hot water flowing through shower.	2.2.1 Turn the temperature control clockwise. (Override max. temperature stop if necessary).
	2.3 Decrease in the ambient cold water temperature.	2.3.1 Turn the temperature control clockwise. (Override the maximum temperature stop if necessary).
	2.4 Insufficient hot water supplies from the heating system.	2.4.1 Ensure heating appliance is set to maximum or has sufficient stored hot water. 2.4.2 Ensure heating appliance is igniting by trying a hot water tap elsewhere.
	2.5 Hot water supply blocked or restricted.	2.5.1 Turn shower off and consult a competent plumber or contact Triton Customer Service.
	2.6 Flow limiter not fitted (HP systems only).	2.6.1 Fit the supplied flow limiter in the sprayhead (see 'instantaneous gas water heaters' on page 8).
3 High water flow and/or poor performance on a mains fed system.	3.1 Restricters not fitted.	3.1.1 Fit the supplied restricters in the inlet elbows (see 'high pressure systems' on page 7).
4 Water does not flow or shower pattern collapses when another outlet is turned on.	4.1 Water supplies cut off.	4.1.1 Check water elsewhere in house and if necessary contact local water company.
	4.2 Shower unit blocked.	4.2.1 Inspect the filters. Clean if necessary.
	4.3 Blockage in pipework.	4.3.1 Turn the shower off and consult a suitably competent plumber.
	4.4 Sprayhead blocked.	4.4.1 Clean sprayhead.
	4.5 System not capable of supplying multiple outlets at the same time.	4.5.1 Reduce the simultaneous demand. 4.5.2 Ensure stop or service valve is fully open. 4.5.3 Check if sufficient water pressure.

FAULT FINDING

The following is recommended for a professional qualified installer only

<i>Problem/Symptom</i>	<i>Cause</i>	<i>Action/Cure</i>
5 Water too cold	5.1 Running pressure in excess of maximum recommended.	5.1.1 Fit a pressure reducing valve.
6 Shower controls noisy whilst in use.	6.1 Running pressure in excess of maximum recommended.	6.1.1 Fit a pressure reducing valve
7 Shower will not shut off	7.1 Pipework not flushed before connecting the unit (seals damaged). 7.2 Seals damaged	7.1.1 Renew flow control seals.

Concentric thermostatic mixer shower

TRITON STANDARD GUARANTEE

Triton Plc guarantee this product against all mechanical defects arising from faulty workmanship or materials for a period of five years for domestic use only, from the date of purchase, provided that it has been installed by a competent person in full accordance with the installation and operating 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 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 unit.
- 6 The cost of repair or replacement of sprayheads, hoses, riser rails and/or wall brackets, 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, 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