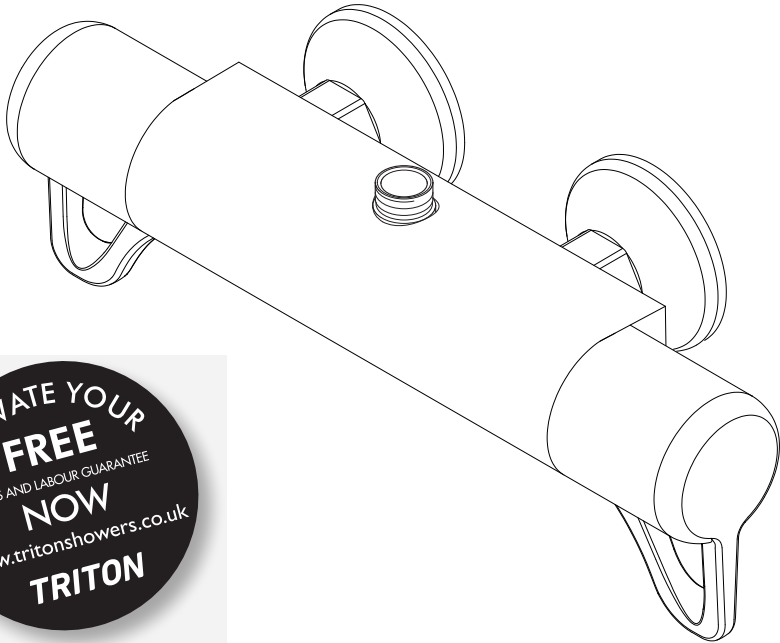


TRITON

ELINA TMV3 Inclusive Top Bar Mixer Shower



86005530



Installation and operating instructions

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



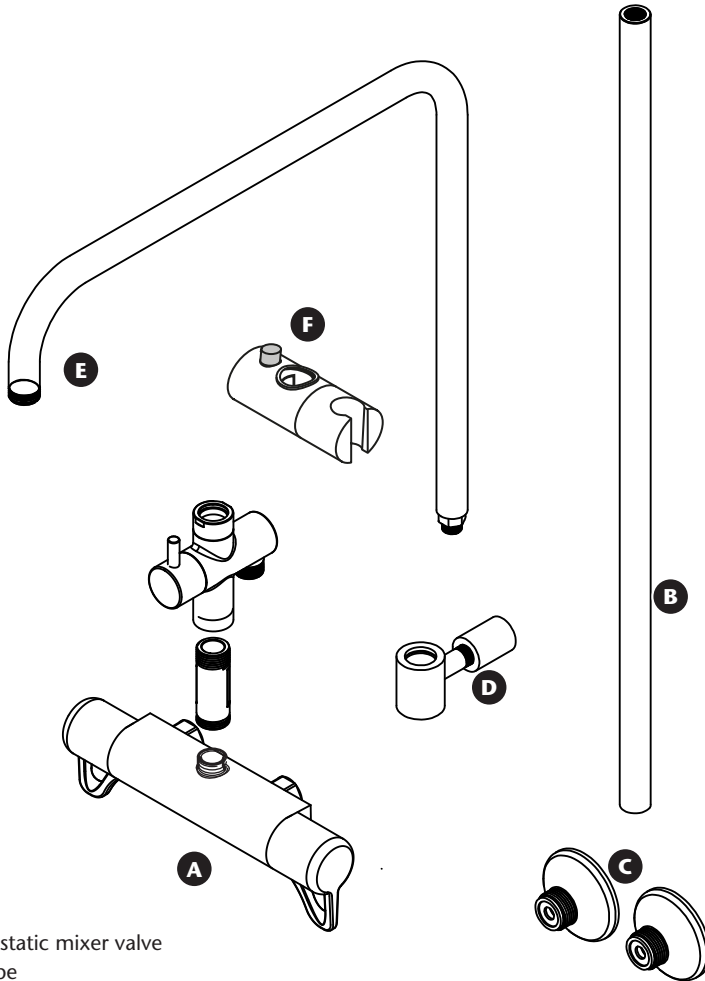
The showerhead and hose supplied with this product are a safety critical part of your shower. Failure to use genuine Triton parts may cause injury and invalidate your guarantee.



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To check the product suitability for commercial and multiple installations, please contact Triton's specification advisory service before installation. Please see back of book for contact information.

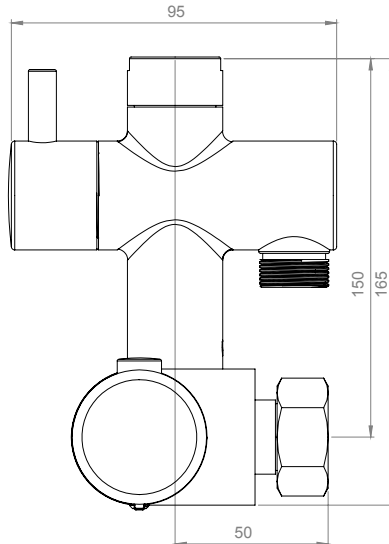
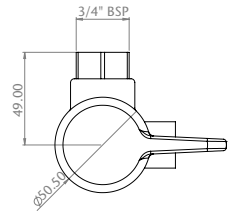
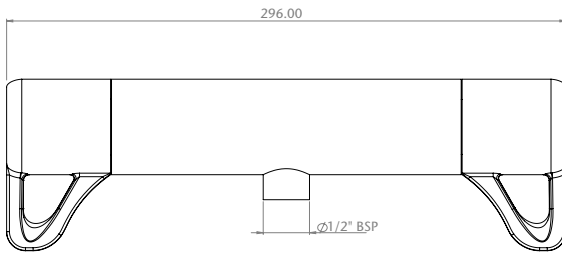
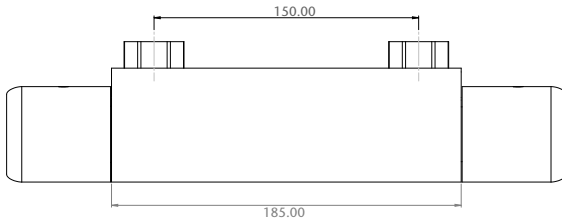
MAIN COMPONENTS



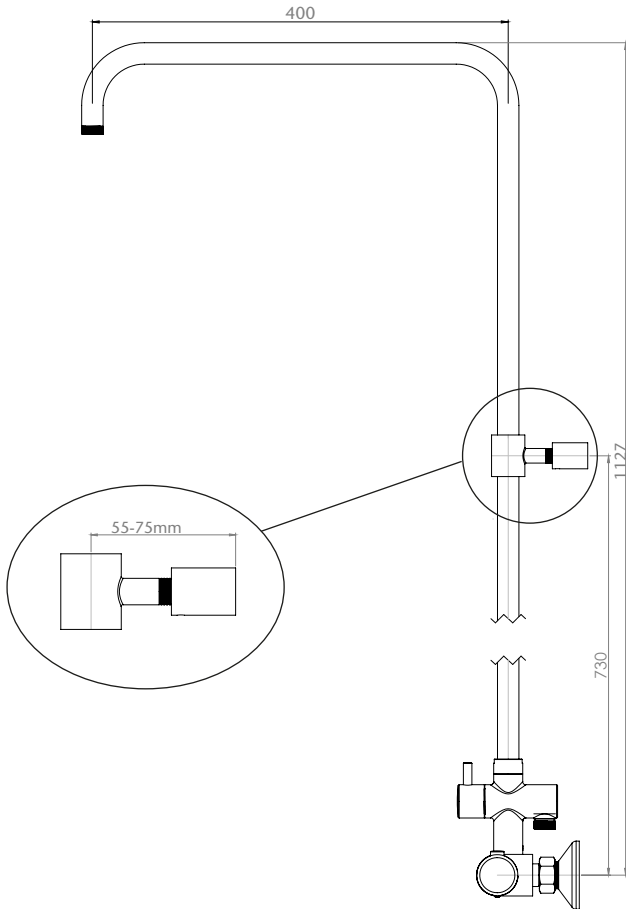
- A.** Thermostatic mixer valve
- B.** Riser pipe
- C.** Bracket
- D.** Wall Bracket
- E.** Fixed head pipe
- F.** Slider
- G.** Hose (not shown)
- H.** Handset (not shown)
- I.** Fixed showerhead (not shown)

Bar mixer shower

DIMENSIONS



Bar mixer shower



IMPORTANT

All dimensions listed in this fitting book regarding the product and installation are approximate.

Consideration must be given for the adequate ceiling space.

INTRODUCTION

This book contains all the necessary fitting and operating instructions for your mixer shower. Please read them carefully and 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 give a long and trouble free life from your mixer shower.

SITE REQUIREMENTS

The installation must be in accordance with water supply (water fittings) regulation 1999 and/or local Bylaws.

Maximum static pressure (Bar)	10
Flow pressure, Hot & Cold (Bar)	1.0 to 5.0
Hot supply temperature (°C)	52 to 80 max
Hot supply temperature TMV3 recommended (°C)	65
Minimum temperature differential (°C)	10
Cold supply temperature (°C)	5.0 to 20.0

This mixer shower is designed for high pressure systems found in the UK.

For effective operation of the internal seals, the maximum static pressure must not be exceeded.

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.

Flow Rates (l/m) - For guidance only

3.5	5.4	7.4	8.9	10.0	15.0	22.0	26.6	30.8	34.6
-----	-----	-----	-----	------	------	------	------	------	------

Pressure (bar)

0.1	0.2	0.3	0.4	0.5	1.0	2.0	3.0	4.0	5.0
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

Pressure reducing valve

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 pipe work can provide nominally equal pressures at the mixer shower.

Water minimum flow rate

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

Water temperature adjustment and thermal safety

The mixed water temperature can be adjusted from cold through to a top limit which must be preset 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.

Should there be a loss of flow to either incoming supply then water from the shower will stop or be reduced until both supplies are restored.

SAFETY WARNINGS

DO NOT allow the inlet pressure or flow rates to operate outside the guidelines laid out in 'site requirements'.

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

APPROVALS

This mixer valve has the following approvals

- **WRAS**
- **TMV3 HP(S)**

PLUMBING REQUIREMENTS

DO NOT choose a position where the mixer shower could become frozen.

DO NOT connect to any form of tap or fitting not recommended by the manufacturer.

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

DO NOT solder fittings near the mixer unit as heat can transfer along the pipework and damage the mixer valve.

DO NOT subject the unit to a water temperature above 80°C during installation, use, maintenance or disinfection.

IMPORTANT:

- 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 pipework should be installed such that other taps and appliances being operated elsewhere on the premises do not significantly affect the flow
- When connecting pipework avoid using tight 90° elbows; swept or formed bends will give the best performance.
- The hot water pipe entry **MUST** be made to the left-hand side inlet, marked HOT, 'H' or with a red/orange label.
- Suitable isolating valves (complying with Water Regulations and Bylaws) **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. Position as close as is practicable to the water supply inlets of the mixer shower. If this isolator is fitted in a loft space, the loft must have a fixed access ladder and be boarded, with appropriate lighting from the access point to the isolator.
- Flush pipework to clear the system of debris and check for leaks before connecting to the mixer.

Commercial applications

- For commercial applications in-line filters are recommended.

Hard water areas

- a. 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 this, please contact Customer Service.
- b. For best performance the showerhead **MUST** be regularly cleaned to remove scale and debris.

WATER SYSTEM REQUIREMENTS

This mixer shower is suitable for:

- Pumped gravity systems
- Fully modulating type combination boilers
- Multi-point hot water heaters
- Thermal storage
- Unvented systems

When installing this mixer with a combination or multi-point boiler, it may be necessary to install flow regulation.

Check that the appliance 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 52°C minimum.

Water temperature at the inlet of the mixer valve **MUST** remain relatively constant when flow rate adjustments are made. Refer to the appliance operating manual to confirm compatibility with this mixer shower.

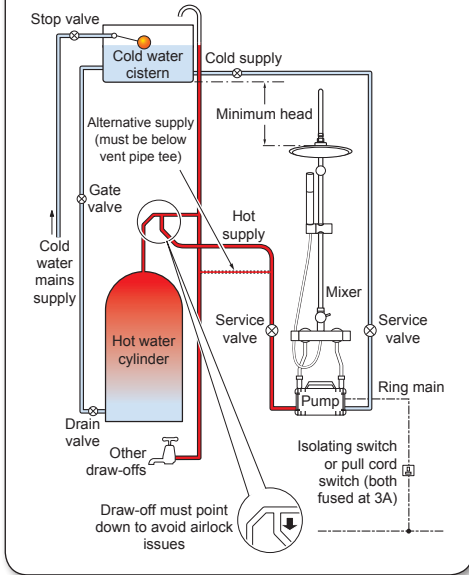
Where thermal store systems and instantaneous gas water heaters are used, if excessive draw-off takes place, the appliance may not be able to maintain an adequate output temperature. This could result in the shower temperature becoming noticeably cooler.

Flow regulators can be fitted with high-pressure water systems to reduce flow rate and assist economy.

The hot supply temperature **MUST** remain a minimum of 10°C hotter than the required blend temperature for optimum performance.

***Fig. 1**

*(diagrammatic view – not to scale)



TYPICAL DOMESTIC INSTALLATIONS

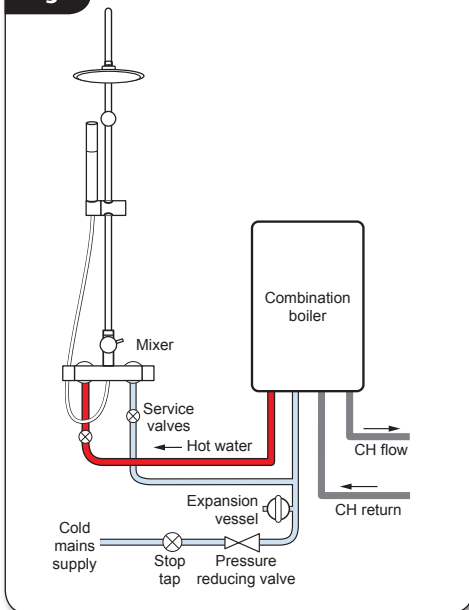
Pumped gravity fed systems (fig.1)

The shower control **MUST** be fed from a cold water cistern and hot water cylinder providing nominally equal pressures.

The mixer unit may be used with a gravity fed system with a pump to boost pressures as shown. Please refer to the pump installation guide to establish the minimum head requirements for automatic operation of the pump.

***Fig. 2**

*(diagrammatic view – not to scale)



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

The shower control **MUST** be installed with a multi-point 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.

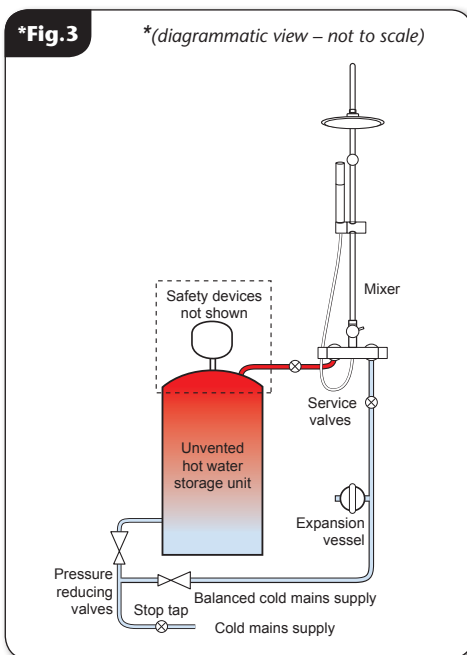
An expansion vessel **MAY** be fitted, and regularly maintained, to prevent the shower mixer being damaged by excess pressures. This may already be installed within the boiler (check with manufacturer) and is in addition to the normally larger central heating expansion vessel.

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.

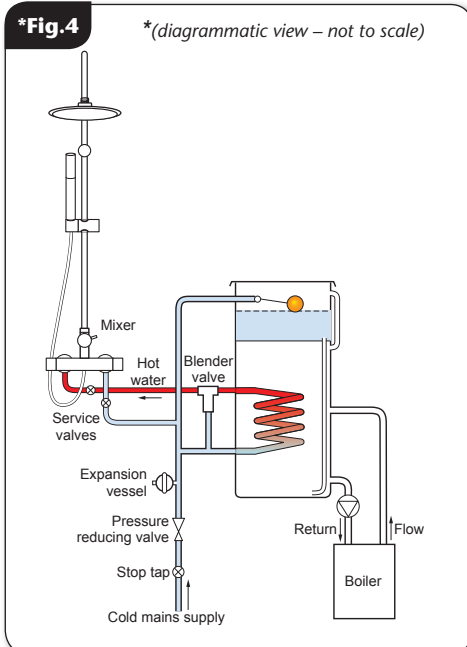
Note: An additional expansion vessel may be required if a second pressure reducing valve is installed. This does not apply to packages with a cold take off after the pressure reducing valve to the cylinder.



Mains pressurised thermal store systems (fig.4)

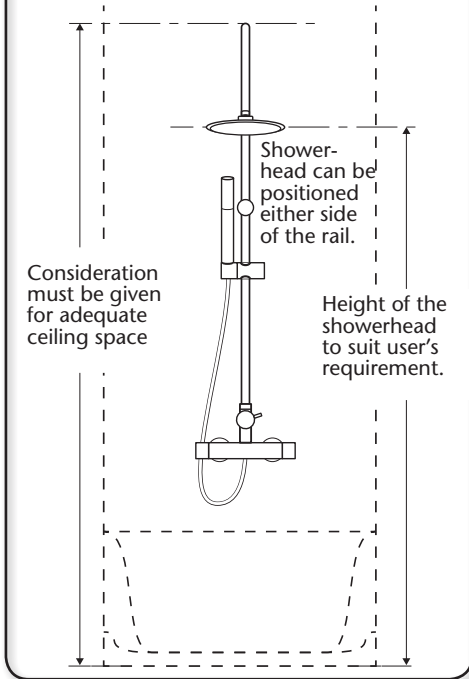
Packages of this type, fitted with a tempering valve (blender valve) can be used. A drop tight pressure reducing valve **MUST** be fitted if the supply pressures exceed 5 bar running.

An expansion vessel **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).



***Fig.5**

**(diagrammatic view – not to scale)*



PREPARING THE MIXER VALVE

Check the contents to make sure all parts are present.

Before starting the mixer installation, make sure all the openings on the valve are carefully covered to stop ingress of any debris etc., while routing the supply pipework.

The shower valve is suitable for exposed installation onto solid wall, a stud partition wall, dry lined wall or fixing to a laminate cubicle or panel.

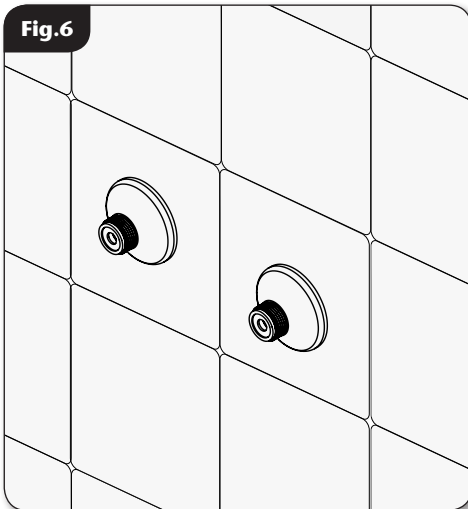
SITING OF THE SHOWER AND ACCESSORIES

Refer to **fig.5** for correct siting of the shower.

The mixer valve should be positioned as detailed, with all controls within comfortable reach of the user.

The handset can be positioned above or to either side of the shower.

Fig.6



INSTALL BAR MIXER BRACKETS

Guidance on installing the bar mixer brackets (**fig.6**) can be found in a separate instruction book (supplied).

Please read the instructions carefully. Read through the whole of this guide before beginning installation.

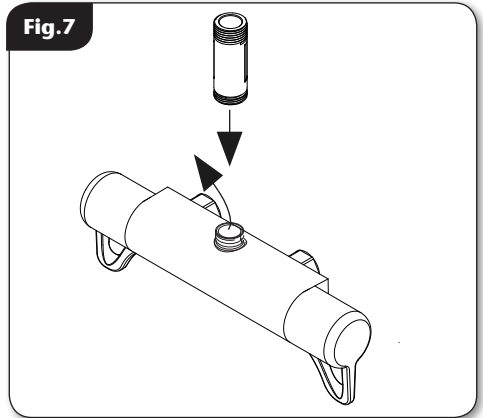
The wall brackets installation must be carried out by a suitably competent person and in the sequence of the instruction book.

INSTALLATION

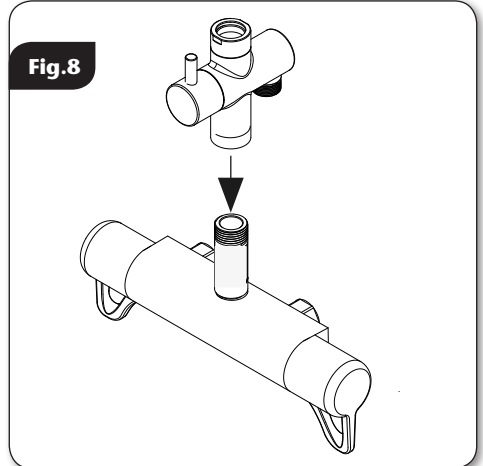
FITTING THE DIVERTER

Before the mixer shower can be fitted to the wall brackets, the diverter must be fitted.

Carefully push the diverter onto the connector at the top face of the valve (**fig.7**).



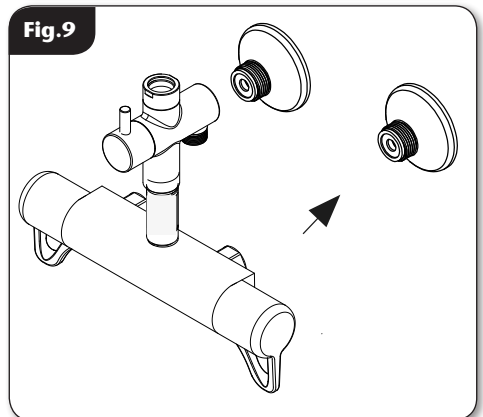
Once the diverter has been fitted and faces forward, fully tighten the small retaining grub screw located at the rear of the diverter assembly (**fig.8**).



FITTING THE MIXER SHOWER

Offer the shower valve to the bar mixer brackets, check that the sealing washers are in place and carefully tighten the nuts.

Care must be taken not to damage the chrome plated surface (**fig.9**).



FITTING THE RISER/FIXED HEAD RAIL

Mark the centre hole for the wall bracket
(fig.10).

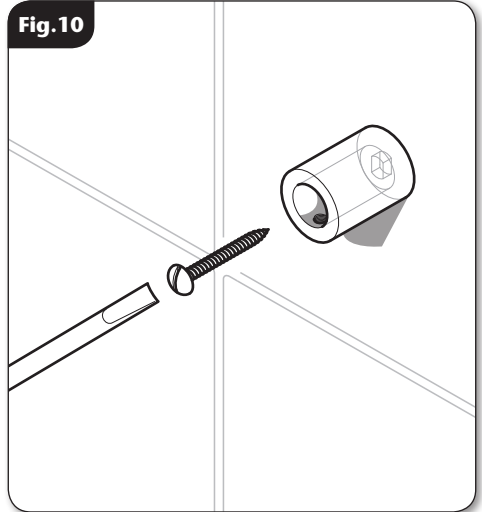
Drill and plug the wall. The wall plugs are suitable for most brick walls – use an appropriate masonry drill, but if the wall is plasterboard or a soft building block, use suitable wall plugs and an appropriate drill bit.

Secure the bracket to the wall.

Note

The elongated hole in the wall bracket allows for a small amount of adjustment.

Fig.10



RISER KIT ASSEMBLY

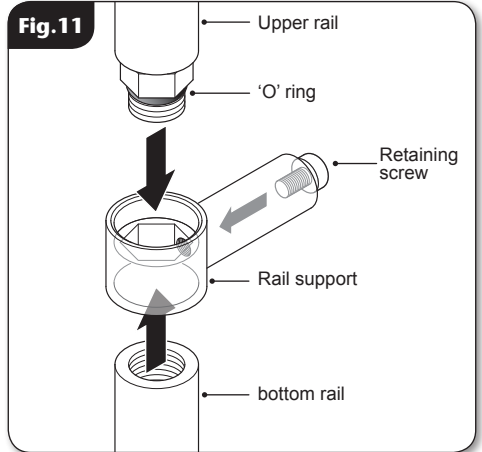
Seat the upper part of the rail into the rail support, making sure the bracket engages the hexagonal fitting and the 'O' ring is in place
(fig.11).

Using a suitable screwdriver, tighten the retaining screw to secure the rail into the support. Screw the bottom part of the rail to the upper section and tighten.

Note

The upper and lower riser pipework must **NOT** be cut. The product may not perform within stated specifications if altered. Alterations may invalidate the warranty.

Fig.11



FITTING THE SHOWERHEAD HOLDER

While depressing the button on the showerhead holder, slide the holder onto the rail below the bracket
(fig.12).

Fig.12

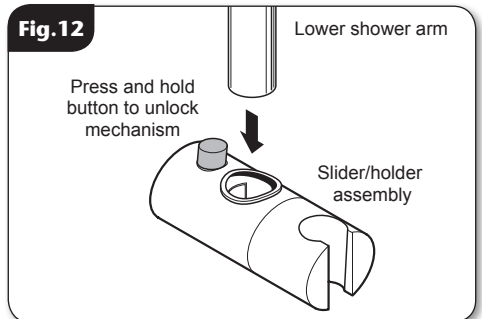
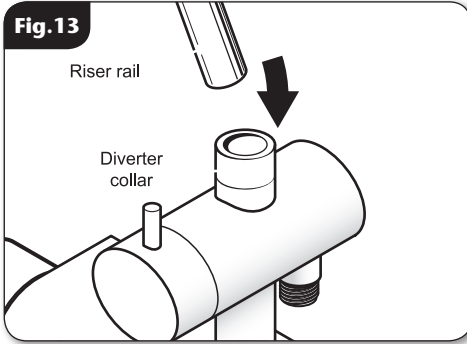


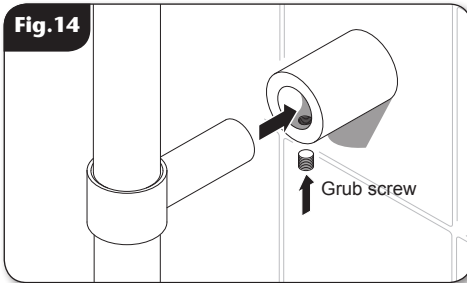
Fig.13



RISER KIT INSTALLATION

Slide the diverter collar and rubber seal (making sure the tapered part of the seal is at the bottom) over the base of the riser rail assembly and fit into the outlet of the diverter (**fig.13**).

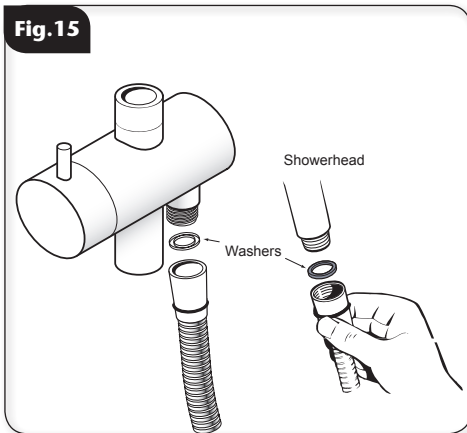
Fig.14



Carefully locate the rail holder into the wall bracket (**fig.14**). Ensure the riser rail is vertical and there is no strain on the seal in the outlet of the diverter. Secure in place by tightening the grub screw in the bracket.

Tighten the diverter collar.

Fig.15



FITTING THE HOSE AND HANDSET

Connect one end of the flexible hose to the bottom outlet connector on the diverter valve, making sure that the sealing washer is in place (**fig.15**).

Screw the other end of the hose to the handset then locate the handset into the handset holder. Screw the fixed head to the riser/fixed head rail. Make sure the sealing washer is in place and screw tight to seal the joint.

Important

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

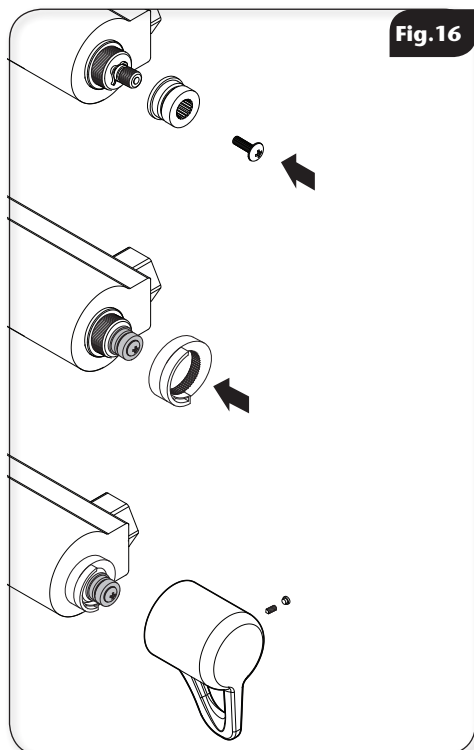


Fig. 16

FITTING THE MIXER CONTROLS

The mixer controls will need to be fitted before commissioning can be carried out.

Temperature control - (fig.16)

Fit the maximum temperature stop as shown.

To fit the temperature control (right hand side), position the temperature graphic as close to the 12 o'clock position as possible. Once in place, fit the retaining grub screw.

Flow control - (fig.17)

To fit the flow control (left hand side), the flow control cartridge needs to be turned fully clockwise until it stops.

Note

The flow control graphic (styles of this may vary) should be positioned so that it is at the 12 o'clock position.

If fitted correctly, the graphic and flow control should now be sitting in the designed 'OFF' position.

Once in place, fit the retaining grub screw.

Do not fit the levers until the commissioning procedure has been carried out and the temperature range checked.

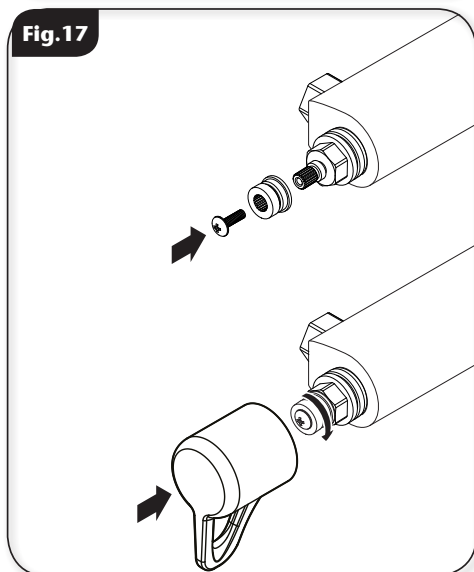


Fig. 17

LEAK TESTING THE MIXER

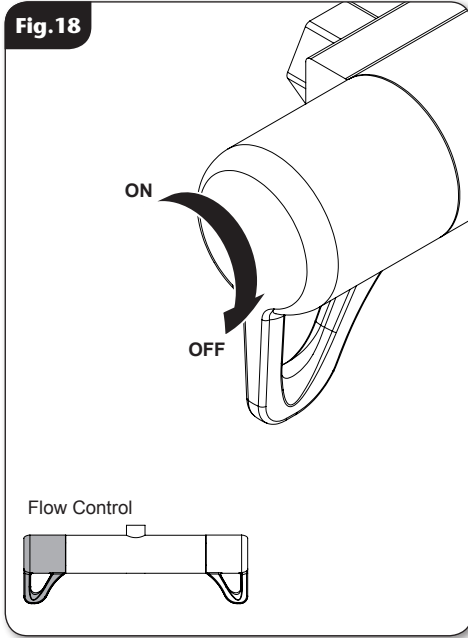
IMPORTANT: Flush out the pipework in accordance with Water Regulations and Bylaws.

Fit the hose to the outlet, without the showerhead fitted, and direct it towards the waste outlet.

Open the water isolating valves to the shower and check for leaks.

If any leaks are found, rectify them before carrying out the commissioning procedure.

Fig.18

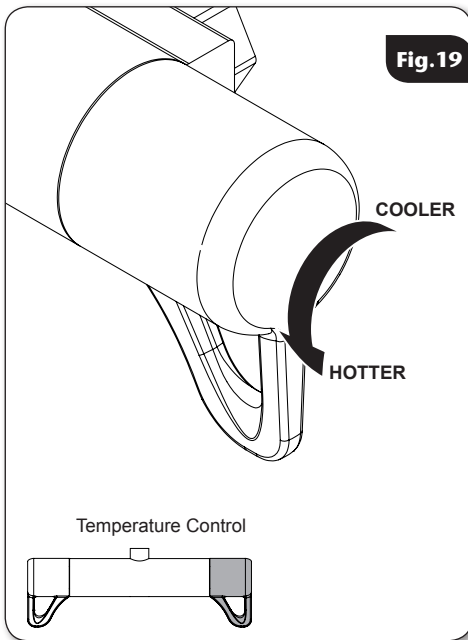


OPERATING THE SHOWER

Flow control - (fig.18)

To start the mixer, rotate the on/off flow control (left-hand side).

Fig.19



Temperature control - (fig.19)

To adjust the water temperature, rotate the temperature control (right-hand side) clockwise for cool or anti-clockwise for hot.

DIVERTER CONTROL

The diverter fitted to this product has two position settings.

The first position allows the user to select the 'overhead' shower head and the second position selects the 'hand held' shower head.

The positions are selected by rotating the handle clockwise or anticlockwise (**fig.20**).

COMMISSIONING

Start the water flow by rotating the flow control (left hand side).

Make sure that the hot and cold water supplies are fully open and at (or near to) their design temperature and pressures, and are within the requirements stated in the site requirements.

Make sure the temperature control (right hand side) is at the maximum temperature setting.

Allow the shower to run at this maximum temperature setting until the water temperature has stabilised.

Rotate the temperature control until your desired showering temperature is reached.

Note

If your desired temperature is above maximum temperature stop limit, please see 'ADJUSTING THE MAXIMUM TEMPERATURE STOP SETTING' on page 16.

A final temperature check should be made on-site to guarantee user safety, and that the mixer falls within the recommended maximum mixer water outlet temperatures as stated on page 16.

IMPORTANT

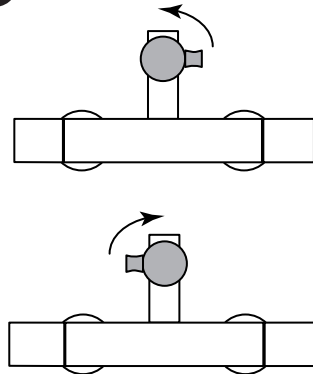
The temperature adjustment range must be checked to guarantee user safety:

- Rotate the temperature control, checking the minimum and maximum showering temperatures; adjust the maximum temperature stop setting if required.

The following is recommended for domestic installations but must be carried out for commercial installations:

- Perform a thermal shut off test as described within the maintenance section.

Fig.20



COMMISSIONING (TMV3)

The following conforms to **NHS Estates Model Engineering Specification D08** for when the mixer has been installed in healthcare premises.

Important: Make sure that all supply pipework has been flushed through before commissioning.

The maximum temperature should not exceed 41°C.

Start the water flow by rotating the flow control.

Make sure that both the hot and cold water supplies are fully open and at (or near to) their design temperature and pressures, and are within the requirements as stated.

Make sure the temperature control is at the maximum temperature setting.

Allow the shower to run at the maximum temperature setting until the water temperature has stabilised. Rotate the temperature control until your desired maximum showering temperature is reached.

The mixer has a temperature stop to prevent accidental rotation to higher temperatures. This is adjustable to provide a maximum temperature of 41°C and should be checked on site to guarantee user safety.

After setting the maximum temperature, turn the shower on and off several times and check the maximum setting is correct. Record the commissioning data on the maintenance record at the rear of this book in order for the in-service performance of the mixer valve to be assessed.

Finally, check the thermal shut off facility of the valve by performing a thermal shut off test. Shut off the cold supply.

The flow from the shower should stop immediately or reduce to a trickle in which case the water temperature should be less than 43°C.

In either case there is no risk of scalding.

If, however, the temperature is above 43°C then it is likely there is contamination in the valve stopping it from shutting off the hot supply. In this case refer to the maintenance section or contact Customer Service.

In domestic installations where D08 specification is not required, the maximum temperature setting should not exceed 46°C.

Temperature adjustment range

The mixed water temperature can be adjusted from cold through to a top limit (which can be pre-set during installation – factory set at approximately 38°C) with full anti-scald protection throughout the range.

TEMPERATURE ADJUSTMENT

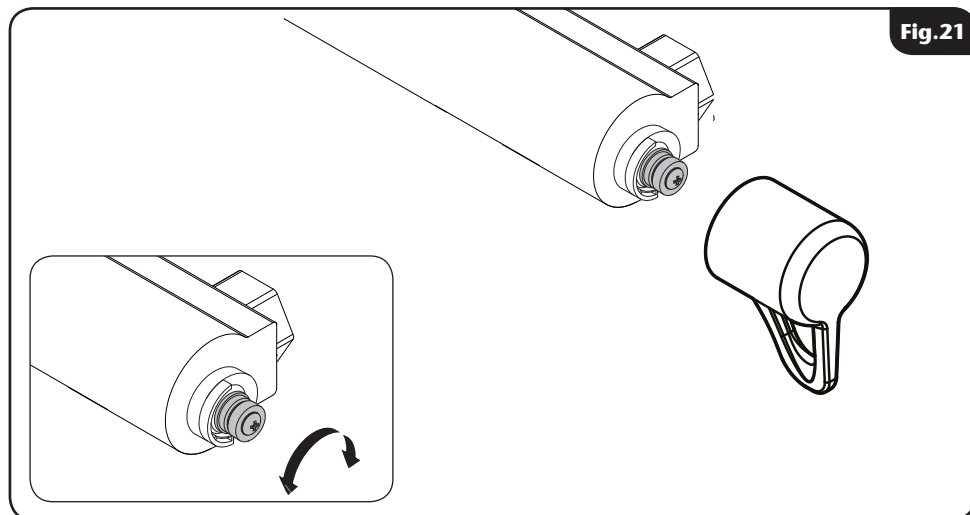


Fig.21

Important

The mixer has a temperature stop to prevent accidental rotation to higher temperatures. This is adjustable to provide a maximum temperature of 35°C – 46°C.

The mixed water temperature can be adjusted from cold through to a top limit (which can be pre-set during installation – factory set at approximately 38°C) with full anti-scald protection throughout the range

Recommended outlet temperatures

The **BuildCert TMV** scheme recommends a maximum mixed water outlet temperatures of 41°C for showers.

The mixed water temperatures must never exceed 46°C.

The British Burns Association recommends **37°C** to **37.5°C** as a comfortable bathing temperature for children.

WARNING

Exposed metal surfaces may become hot during use.

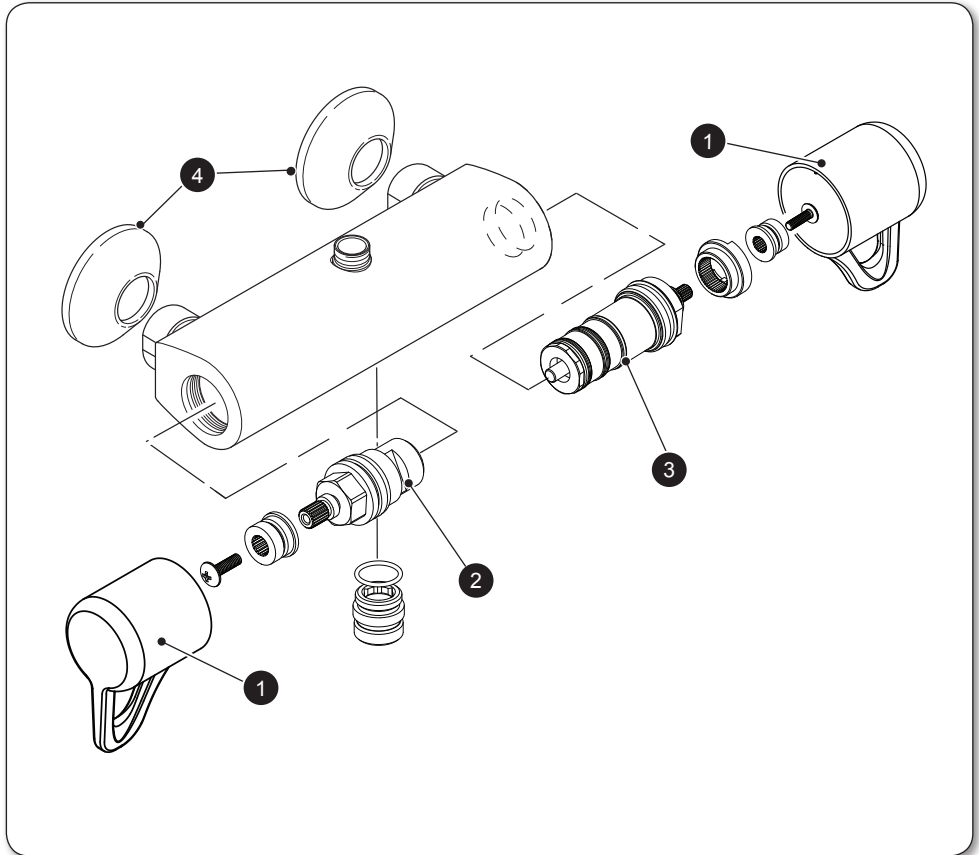
Adjusting the maximum temperature override setting

Remove the temperature control by removing the end cap and unscrewing the retaining screw (**fig.21**).

Turn the flow control to full flow. With a steady flow running, adjust the temperature valve spindle until the temperature is about 38°C.

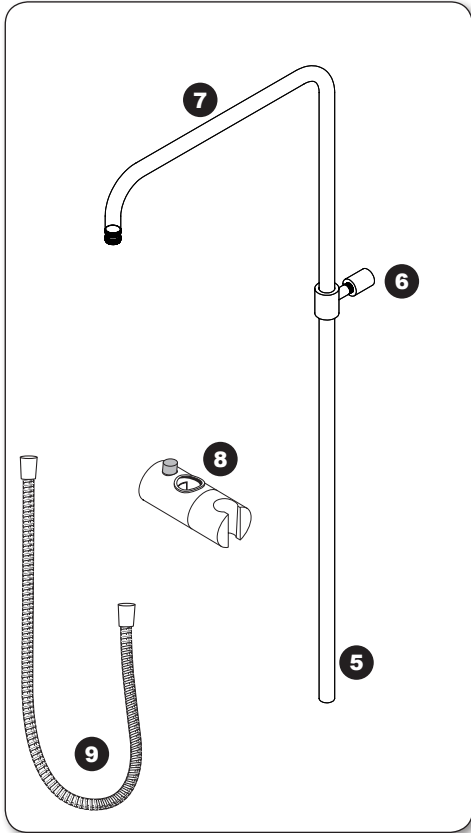
When you are satisfied with the temperature, turn the flow control off and refit the temperature control. Secure with the screw and replace the end cap.

SPARE PARTS



Ref. Description	Part No.
1. Temperature/Flow control knob Assy	86004740
2. Flow control Assembly	83307220
3. Thermostatic cartridge	83315830
4. Trim plate kit X2	86001150

Bar mixer shower



Ref.	Description	Part No.
5.	Lower shower arm	88400039
6.	Bracket.....	22013588
7.	Upper shower arm	88400041
8.	Slider	22013510
9.	Hose	28100300

MAINTENANCE

Maintenance of the unit is required to give continued performance after installation and that it continues to provide scald prevention.

Note

A thermostatic mixing valve in need of maintenance can be undetectable in normal use and only becomes apparent when a disruption occurs in the hot or cold water supply temperatures or pressures.

It is a requirement that all TMV3 approved valves shall be verified against the original set temperature results once every 12 months.

- a) Initially check the filters for debris once every three months and clean if necessary.
- b) Perform a thermal shut off test every three months and check the maximum temperature setting. See the 'Commissioning' section for the details of this test and readjustment of the maximum temperature setting if required.
- c) If the maximum water temperature varies by more than 2°C from the commissioned setting then carry out the following checks:
 - Check the isolating valves are fully open.
 - Check the internal surface for scaling.

If the body requires descaling then it should be removed from the pipework to carry out this work. All rubber parts **MUST** be removed before descaling.

- Check the function of the non-return valves.

The non-return valves (NRVs) prevent cross-flow between hot and cold supplies under unequal pressure conditions. They are designed for long life with no maintenance.

Note

The NRV's will only operate in one direction - water should be able to flow into the unit from the inlets, but **NOT** back out through the inlets.

If these checks do not highlight the reason for the temperature variation, then internal components will require replacement - *please see the spare parts list.*

Cleaning

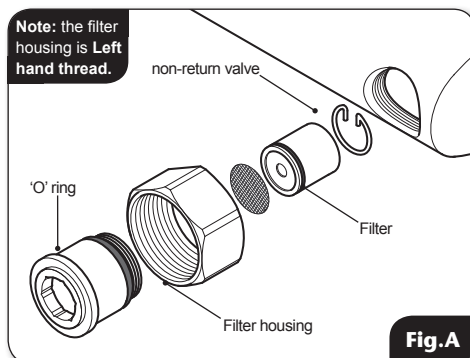
It is recommended that all products are cleaned using warm, soapy water.

Do not use abrasive or aggressive chemical cleaning products as this may affect the product surface finish and invalidate your guarantee.

Cleaning the filters (fig.A)

It is advised that this should be carried out by a qualified person:

- Turn off the water supplies before starting.
- To gain access to the filters remove the unit from the inlet fittings.
- Remove the filter housing and disassemble.
- Wash the filters thoroughly under running water, use a suitable brush to remove all debris.
- Reassemble and fit in reverse order.



Disinfection

Where chlorine is used for the disinfection of water systems, all relevant guidelines and approved codes of practice must be strictly followed. Failure to comply with the relevant guidelines and approved codes of practice may invalidate your guarantee.

IN-SERVICE TESTING

The purpose of in-service tests is to regularly monitor and record the performance of the thermostatic mixing valve. Deterioration in performance can indicate the need for service work on the valve and/or the water supplies.

Procedure

Using the same measuring equipment or equipment to the same specification as used in the commissioning of the valve, adjust the temperature of the mixed water in accordance with the manufacturer's instructions and the requirement of the application. Carry out the following sequence:

- a) Record the temperature of the hot and cold water supplies.
- b) Record the temperature of the mixed water at the largest draw-off flow rate.
- c) Record the temperature of the mixed water at a smaller draw-off flow rate, which shall be measured.

If the mixed water temperature has changed significantly from the previous test results (e.g. > 1 K), record the change and before re-adjusting the mixed water temperature check that:

- a) any in-line or integral strainers are clean,
- b) any in-line or integral check valves or other anti-back siphonage devices are in good working order,
- c) any isolating valves are fully open.

With an acceptable mixed water temperature, complete the following procedure:

- a) Record the temperature of the hot and cold water supplies.
- b) Record the temperature of the mixed water at the largest draw-off flow rate.
- c) Record the temperature of the mixed water at a smaller draw-off flow rate, which shall be measured.
- d) Isolate the cold water supply to the mixing valve and monitor the mixed water temperature.

- e) Record the maximum temperature achieved as a result of (d) and the final stabilised temperature.

- f) Record the equipment, thermometer, etc., used for the measurements

If at step (e) the final mixed water temperature is greater than the values in Table 17 and / or the maximum temperature exceeds the corresponding value from the previous results by more than about 2 K, the need for service work is indicated.

Note

In-service tests should be carried out with a frequency which identifies a need for service work before an unsafe water temperature can result. In the absence of any other instruction or guidance, the procedure described in Annex F of D 08 may be used

Annex F of D 08 (informative)

FREQUENCY OF IN-SERVICE TESTS

General

In the absence of any other instruction or guidance on the means of determining the appropriate frequency of in-service testing, the following procedure may be used:

- a) 6 to 8 weeks after commissioning carry out the tests detailed in:

'In-Service Tests'

- b) 12 to 15 weeks after commissioning carry out the tests detailed in:

'In-Service Tests'

Depending on the results of the above tests, several possibilities exist:

- a) If no significant changes e.g. ≤ 1 K, in mixed water temperatures are recorded between commissioning and 6 to 8 week testing, or between commissioning and 12-15 week testing, the next in-service test can be deferred to 24 to 28 weeks after commissioning.

- b) If small changes e.g. 1 to 2 K, in mixed water temperatures are recorded in only one of these periods, necessitating adjustment of the mixed water temperature, then the next in-service test can be deferred to 24 to 28 weeks after commissioning.
- c) If small changes e.g. 1 to 2 K, in mixed water temperatures are recorded in both of these periods, necessitating adjustment of the mixed water temperature, then the next in-service test should be carried out at 18 to 21 weeks after commissioning.
- d) If significant changes e.g. > 2 K, in mixed water temperatures are recorded in either of these periods, necessitating service work, then the next in-service test should be carried out at 18 to 21 weeks after commissioning.

The general principle to be observed after the first 2 or 3 in-service tests is that the intervals of future tests should be set to those which previous tests have shown can be achieved with no more than a small change in mixed water temperature.

Note

A testing record page has been added to the back of the book for your use.

COMMISSIONING, MAINTENANCE and IN-SERVICE TESTING RECORD

Where installed: _____

Mixer valve location: _____

Date installed: _____ Installed by: _____

Commissioning details: Hot water - Temp: _____ °C Pressure: _____ Bar

 Cold water - Temp: _____ °C Pressure: _____ Bar

 Maximum temperature setting - Temp: _____ °C Pressure: _____ Bar

Equipment used:

Inspection and maintenance record:

FAULT FINDING

The following can be carried out by a competent person

Problem/Symptom	Cause	Action/Cure
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 Reposition temperature control knob.
	1.3 Increase in the ambient cold water temperature.	1.3.1 Reposition temperature control knob.
	1.4 Cold water supply blocked.	1.4.1 Turn off the shower and consult a suitably competent plumber or contact Customer Service.
	1.5 High volume of cold water drawn off elsewhere.	1.5.1 Reduce the simultaneous demand from the 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 Reposition temperature control knob.
	2.3 Decrease in the ambient cold water temperature.	2.3.1 Reposition temperature control knob.
	2.4 Insufficient hot water supplies from the heating system.	2.4.1 Make sure heating appliance is set to maximum or has sufficient stored hot water. 2.4.2 Make sure heating appliance is igniting by trying a hot water tap elsewhere.
	2.5 Hot water supply blocked or restricted.	2.5.1 Turn off shower and consult a suitably competent plumber or contact Customer Service.
	2.6 Flow regulator not fitted (HP systems only).	2.6.1 Contact Customer Service.
3 High water flow and/or poor performance on a mains fed system.	3.1 Flow regulators not fitted.	3.1.1 Contact Customer Service.

FAULT FINDING

Problem/Symptom	Cause	Action/Cure
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 inlet filters. Clean if necessary.
	4.3 Blockage in pipework.	4.3.1 Turn off the shower and consult a suitably competent plumber.
	4.4 Showerhead blocked.	4.4.1 Clean showerhead.
	4.5 System not capable of supplying multiple outlets at the same time.	4.5.1 Reduce the simultaneous demand.
4.5.2 Make sure stop/service valves are fully open.		
4.5.3 Check if sufficient water pressure.		

The following is recommended for a professional qualified installer only

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 while 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 Flow control cartridge worn.	7.1.1 Renew flow control cartridge.

UK SERVICE POLICY

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

DO NOT REMOVE THE PRODUCT

1. Telephone Customer Service on **024 7637 2222** having available your details including post code, the model number and power rating of the product, together with the date of purchase and, where applicable, details of the particular fault.
2. If required, the Customer Service Advisor will arrange for a qualified engineer to call.
3. All products attended to by a Triton service engineer must be installed in full accordance with the Triton installation guide applicable to the product. (Every product pack contains an installation guide, however, they can also be downloaded free at www.tritonshowers.co.uk).
4. Our engineer will require local parking and if a permit is required, this must be available to the engineer on arrival at the call.
5. If loft access is required for isolation or to complete a repair, the loft must have a fixed access ladder and be boarded, with appropriate lighting from the access point to and around the repair area.
6. It is essential that you or an appointed representative (who must be over 18 years of age) is present for the duration of the service engineer's visit. If the product is in guarantee you must produce proof of purchase.
7. 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 or electrical/plumbing installation fault) a charge will be made. A charge will also be issued if nobody is at the property when the service engineer calls or adequate parking/permit is not available.
8. If the product is no longer covered by the guarantee an up-front fixed fee will be charged before the site visit.
9. Your receipt must be retained as proof of purchase. Should proof of purchase not be available on an 'in-guarantee' call, or should the service engineer find that the product is no longer under guarantee, the engineer will charge the same fixed price and will request payment prior to departing. If payment is not made on the day an administration charge will be added to the fixed charge.
10. If a debt is outstanding from a previous visit, or from any other Triton purchase, Triton reserves the right to withhold service until the debt has been settled.
11. Triton takes the health, safety and wellbeing of its employees very seriously and expects customers to treat all staff members with respect. Should any employee feel threatened or receive abuse, either verbally or physically, Triton reserves the right to withhold service.

Replacement Parts Policy

In line with AMDEA guidelines, Triton retains functional spares for as long as there is a market for them and in most cases, well beyond. Due to the vast array of product types, the life cycle of products can vary and therefore so can the length of time parts can be supplied. Spare parts can be ordered via our online spare parts store or by telephoning Triton Customer Service Spares Department on **024 7637 2222**. Payment should be made by credit / debit card (excluding American Express or Diners Card). Payment can also be made by pre-payment of a pro-forma invoice, by cheque or postal order.

Telephone orders are based on information given during the call. Before contacting Triton, please verify your requirements using the Information contained in the user guide. Triton cannot accept liability for incorrect part identification.

Triton Showers
Triton Road
Nuneaton
Warwickshire, CV11 4NR

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TRITON GUARANTEE

With the exception of accessories, Triton guarantee the product against all manufacturing defects for a period of **5 years** for use in a domestic environment from the date of purchase, provided that it has been installed by a competent person in full accordance with the fitting instructions.

All accessories such as shower heads, hoses and riser rails carry a **1 year** parts only guarantee against manufacturing defects.

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 instructions and has not been subject to misuse or damage or the effects of limescale build up. This product must not be taken apart, modified or repaired except by a person authorised by Triton (this guarantee applies only to products installed within the United Kingdom and does not apply to products used expressly for commercial gain, unless this use has been specified by Triton). This guarantee does not affect your statutory rights.

What is not covered:

1. Breakdown due to:
 - a) use other than domestic use by the property occupants;
 - 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) failure to install in accordance with this installation guide.
2. Claims for missing parts once the product has been installed.
3. Repair costs for damage caused by foreign objects or substances.
4. Total loss of the product due to non-availability of parts.
5. Compensation for loss of use of the product or consequential loss of any kind.
6. Call out charges due to an abortive visit or where no fault has been found with the appliance.
7. The cost of repair or replacement of isolating switches, electrical cable, fuses and/or circuit breakers or any other accessories installed at the same time. Replacement of the Pressure Relief Device that only activates when the shower outlet is blocked is also excluded.
8. 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, frost or exposure to freezing conditions.
9. Call out charges where the water supply cannot be isolated, this includes consequential losses arising from unserviceable supply valves, or inaccessible product or valves located in a loft space without suitable access.

For the latest Terms & Conditions please see:

www.tritonshowers.co.uk/terms

Customer Service: **024 7637 2222**
Trade Installer Hotline: **024 7637 8344**
www.tritonshowers.co.uk

E-mail: serviceenquiries@tritonshowers.co.uk

E-mail: technical@tritonshowers.co.uk