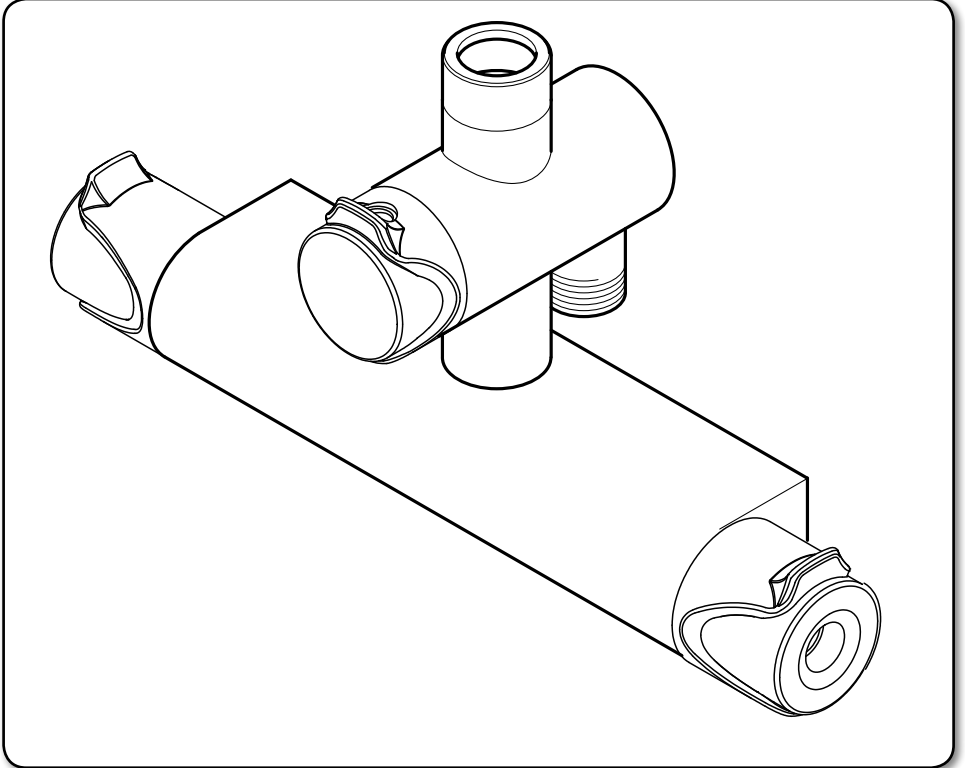


TRITON

Dene
bar mixer shower with diverter



**Installation and
operating instructions**



The showerhead and hose supplied with this product are an integral part of the safety of your shower. Failure to use genuine Triton parts may cause injury and will invalidate your warranty



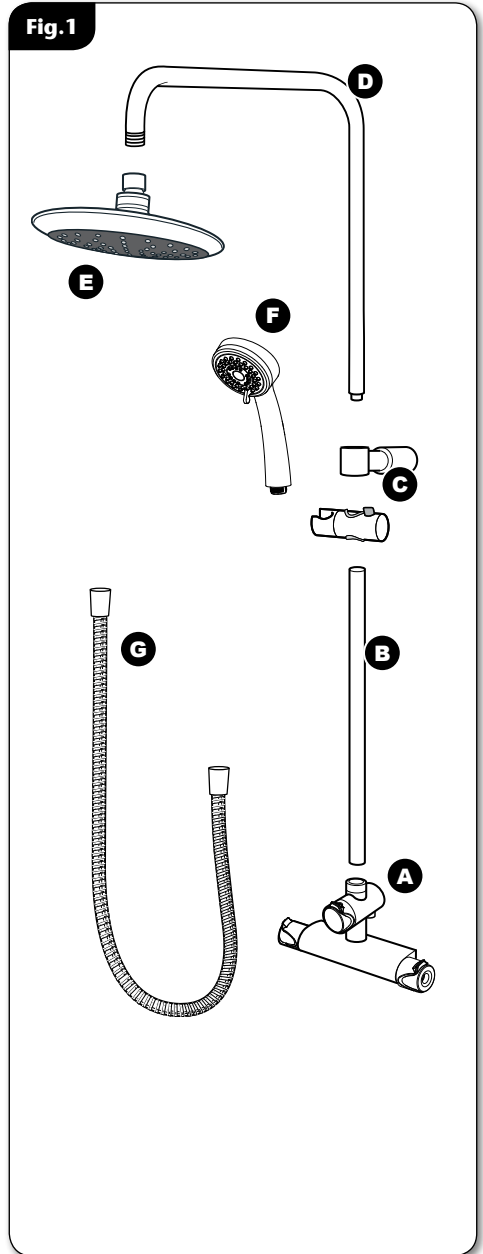
CONTENTS	Page
Main components	1
Introduction	2 -3
Typical domestic installations.....	4 - 5
Preparing the mixer valve	6
Siting of the shower.....	6
Pre adjustment of shower before installing.....	7
Fitting the bar mixer bracket.....	8 - 12
Fitting the mixer	13
Fitting the riser/fixed head rail	13
Leak testing	14
Commissioning.....	15
Temperature adjustment range.....	15
Adjusting the maximum temperature setting.....	15
Operating the shower.....	16
Operating the diverter	17
Dimensions.....	18
Spare parts	19 - 21
Maintenance	22
Fault Finding.....	23 - 24
Guarantee, service policy, etc.....	rear cover

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

MAIN COMPONENTS

Fig. 1

- A. Thermostatic mixer valve
- B. Riser pipe
- C. Bracket and slider
- D. Fixed head pipe
- E. Fixed showerhead
- F. Handset
- G. Handset hose



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

*All kits are for illustration purposes only and are not supplied unless otherwise stated.

INTRODUCTION

This book contains all the necessary fitting and operating instructions for your Triton 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 Regulations and Bylaws.

Water pressure requirements

Running water pressure:

From	5 Meter head. (0.5 bar min.) 5.0 bar max.
------	---

Maximum static water pressure:

Mains	10 bar
-------	--------

This mixer shower is designed for use with higher pressure systems found in the UK up to a maximum of 5 bar running pressure.

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

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.

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

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 requirements

Maximum hot water temperature: = 80°C

Recommended maximum: = 65°C

Minimum hot water temperature: = 52°C

Maximum cold water temperature: = 20°C

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

BS 6700 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.

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** choose a position where the shower could become frozen.
- DO NOT** connect this mixer shower to any form of tap or fitting not recommended by the manufacturer.
- 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).

PLUMBING REQUIREMENTS

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.

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 pipe-work should be installed such that other taps and appliances being operated elsewhere on the premises do not significantly affect the flow
- When connecting pipe-work 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.
- It is preferable to flush the pipe-work to clear the system of debris and check for leaks before connecting to the mixer.
- The mixer inlets contain removable filters that may become blocked if debris is not flushed through before fitting.

(Commercial applications)

- The manufacturer recommends for all commercial applications that, easily accessible, in-line filters are used to aid maintenance.

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.
- 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).

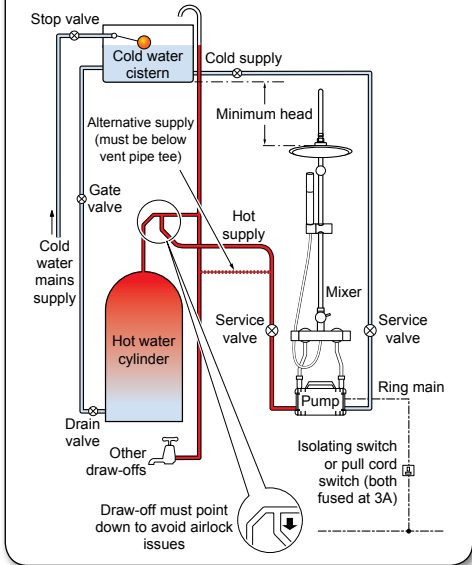
Where thermal store systems and instantaneous gas water heaters are used, if excessive draw-off take place the appliance may not be able to maintain an adequate output temperature. This could result in the shower temperature becoming noticeably cooler.

Flow regulators can be fitted to the inlet pipework 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.2**

**(diagrammatic view – not to scale)*



TYPICAL DOMESTIC INSTALLATIONS

Pumped gravity fed systems (fig.2)

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

Instantaneous gas-heated systems, e.g. combination boilers (fig.3)

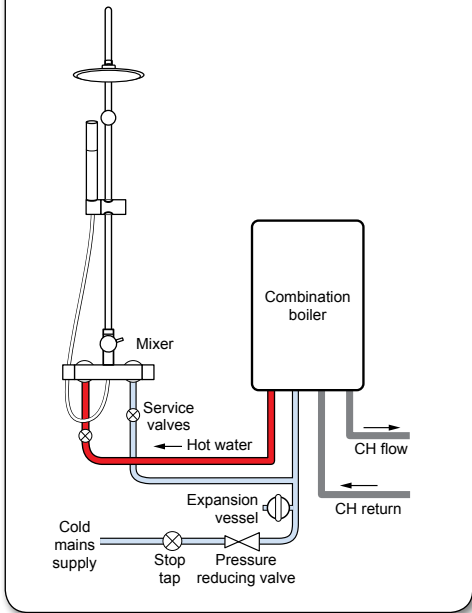
The shower control **MUST** be installed with a multi-point gas water heater or combination boiler of a fully modulating design (i.e. to maintain relatively stable hot water temperatures).

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.

***Fig.3**

**(diagrammatic view – not to scale)*



Unvented mains pressure systems (fig.4)

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

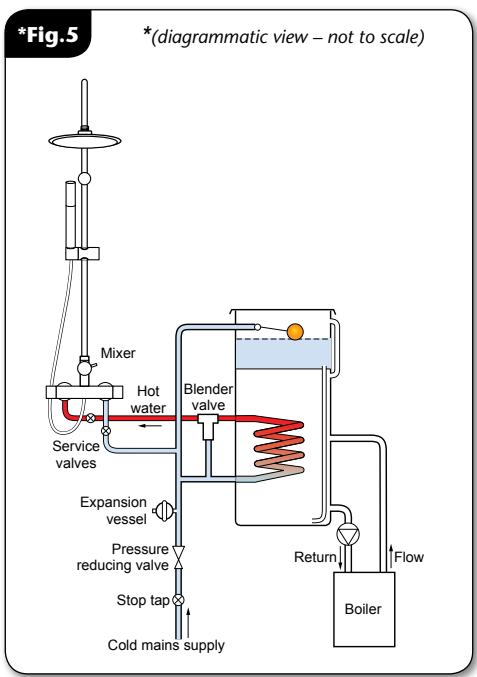
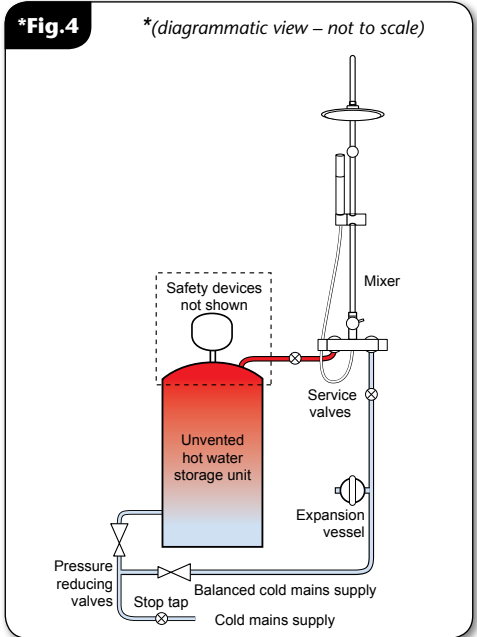
For systems with no cold water take off after the appliance reducing valve, it will be necessary to fit an additional drop tight pressure-reducing valve when the mains pressure is over 5 bar. The drop tight pressure reducing valve must be set at the same value as the unvented package pressure reducing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

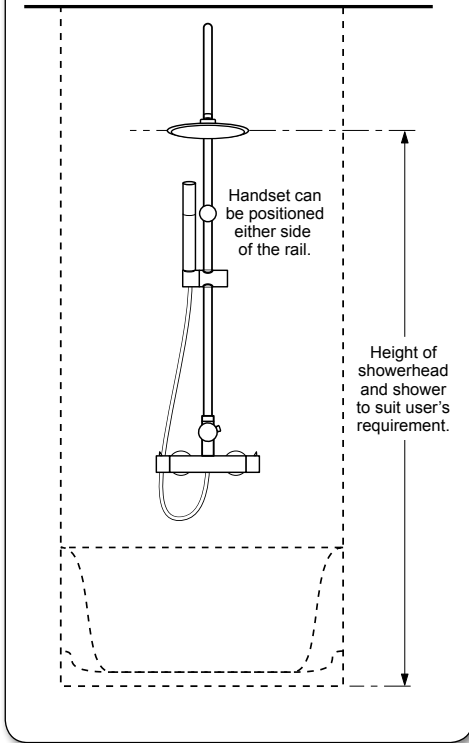
Packages of this type, fitted with a tempering valve (blender valve) can be used. A drop tight pressure reducing valve MUST be fitted if the supply pressures exceed 5 bar running.

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.6**

**(diagrammatic view – not to scale)*



INSTALLATION

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.

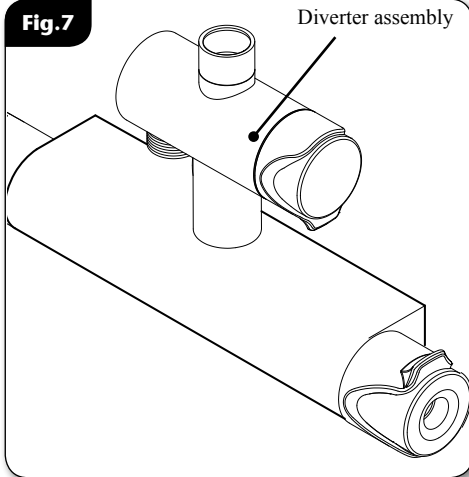
SITING OF THE SHOWER AND ACCESSORIES

Refer to **(fig.6)** for correct siting of the shower.

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

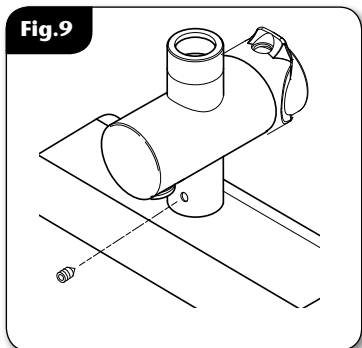
The handset can be positioned above or to either side of the shower.

Fig.7



PRE ADJUSTMENT OF THE SHOWER BEFORE INSTALLING

The mixer valve, leaves the factory with the diverter assembly rotated through 90°, as shown in (fig.7). Before installing the mixer valve the diverter assembly will need to be rotated through 90° to face forward, as shown in (fig.8)



Once the diverter assembly has been rotated to face forward, as shown in (fig.9), the small retaining grub screw located at the rear of the diverter assembly must be fully tightened.

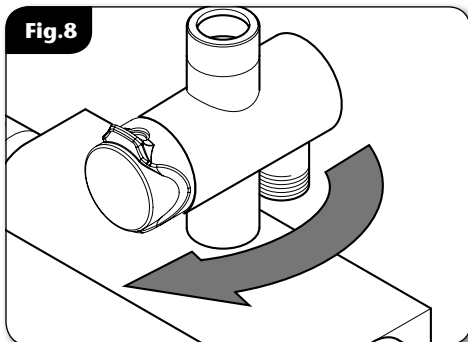


Fig.8

IMPORTANT

Consideration must be given for the adequate ceiling space for the installation of this shower. Please see the dimensions shown in Fig.10.

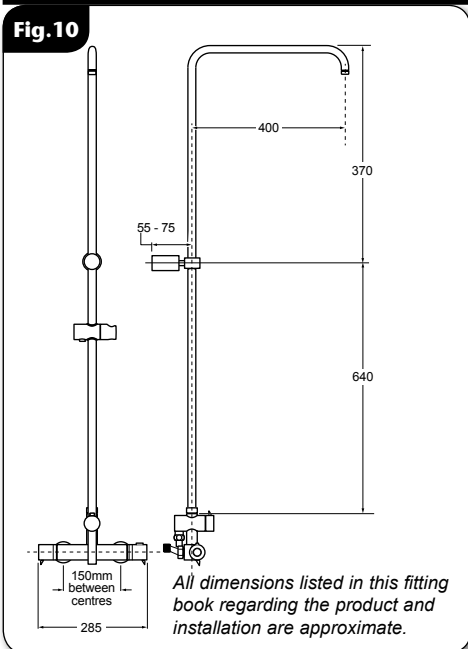
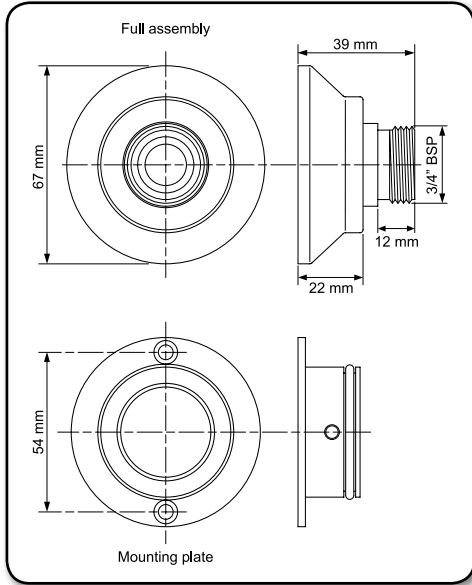


Fig.10

WARNING!

Riser pipework **MUST** not be cut. The product may not perform within stated specifications if altered. Alteration may invalidate the warranty.



Fitting the bar mixer bracket

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.

INTRODUCTION

This guide contains all the necessary fitting instructions for your (built-in pipework, push-fit connector) bar mixer bracket. The bracket has been designed to be surface mounted, using 15mm pipework and can be used with bar mixers or bath shower mixers with 3/4" BSP fixings.

Please read the instructions carefully.

Read through the whole of this guide before beginning installation.

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

Care taken during the installation will provide trouble free operation from the bracket.

SAFETY WARNINGS

- a. Layout and sizing of pipework must be such that when other services are used, pressures at the mixer control inlets do not fall below the recommended minimum.
- b. **DO NOT choose a position where the mixer shower could become frozen.**
- c. **DO NOT connect to any form of tap or fitting not recommended by the manufacturer.**
- d. Conveniently situated service valves in each inlet supply must be fitted as an independent method of isolating the bracket should maintenance or servicing be necessary.

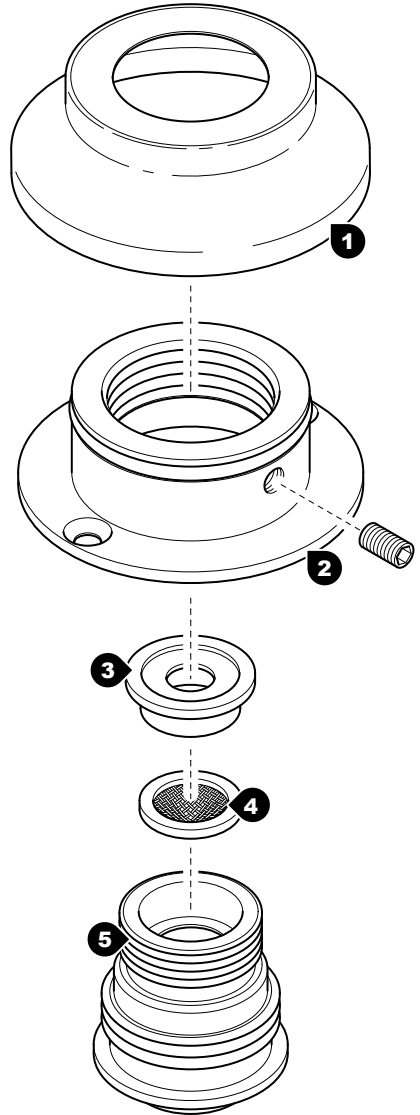
Refer to the mixer installation guide for further information.

Replacement parts can be ordered from Customer Service.

⚠ WARNING ⚠

The threads of number 6 (push-fit connector) are sharp. The use of gloves or a suitable rag is recommended when handling the item, to avoid being cut by the threads.

Fig.11



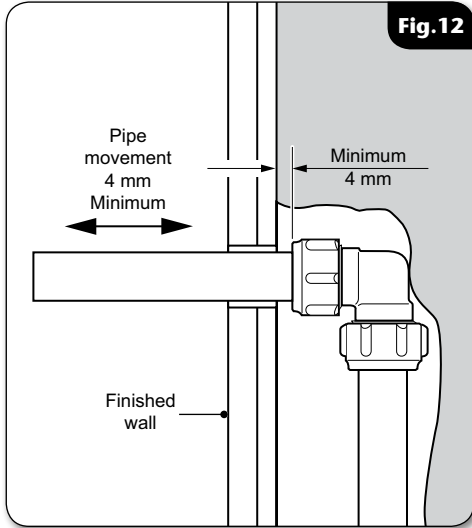


Fig. 12

COMPONENTS

The bracket is supplied as shown in (fig.11) and comprises of the following:

1. Cover trim - x2
2. Mounting plate and grub screw - x2
3. Plastic seal - x2
4. Filter - x2
5. Push-fit connector - x2

PRIMARY CONSIDERATIONS

Please consider the following points before beginning the installation:

- The brackets must be mounted onto a surface that is both solid and strong enough to support the final assembly of brackets and bar mixer.

- The push-fit connectors can be used with either 15mm copper or plastic pipework.

DO NOT use chrome plated pipework.

- When installed, the pipework should not be fixed within one metre of the bracket.
- When installed, the pipework must be backed by a solid structure. When fitting the push-fit connectors, the pipework will need to resist the applied force.
- Clearance should be provided behind the finished wall (*at the point at which the pipework exits the wall*) to allow the pipe to be moved in and out of the wall by a minimum distance of 4mm. **This distance should be a measure of total travel of the pipe between a solid structure and the rear of the finished wall.** (This clearance will allow the pipework to move when the mounting plate is assembled onto the push-fit connector, ensuring that the seal to the pipework remains undisturbed) (fig.12).

- The pipes that enter the brackets should be cut using a suitable pipe cutter and deburred.

DO NOT use a hacksaw or other cutting tool that may damage the outer surface of the pipework as this may prevent a good seal to the push-fit connector.

INSTALLATION

IMPORTANT: These bar mixer brackets are designed to be mounted onto a solid structure. If installing to a stud partition wall, dry lined wall or similar, it is recommended that the brackets are secured to the studs or noggins. In this case, the pipework to the brackets should pass through the support studs or noggins via a suitably sized hole (fig.13).

Decide upon the mounting position of the brackets on the wall and mark the centres. Check the mounting marks are level and that the distance between them is equal to the distance between the bar mixer inlet centres (fig.14). Mark the route of the pipework to the brackets. Remove the plaster and brickwork (or plasterboard) to the depth required and chase out additional areas of the wall to allow for the incoming pipework. Make sure that enough solid structure of wall remains around the chasing to accommodate the mounting plate wall plugs and screws (fig.15).

Complete the pipework to the bracket mounting points. Leave an excess of pipe protruding out of the wall of approximately 60mm as measured from the face of the finished wall or tiles (fig.16).

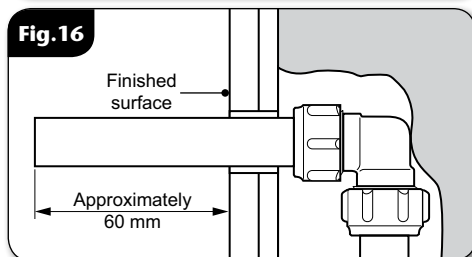
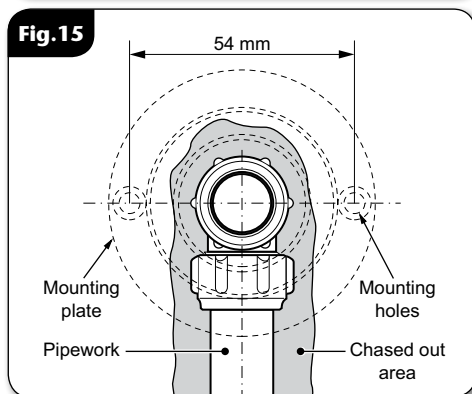
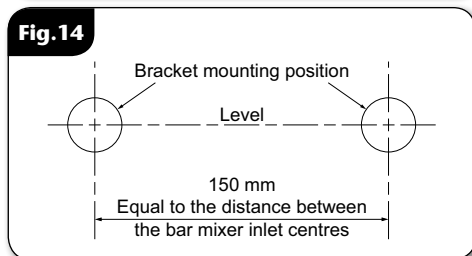
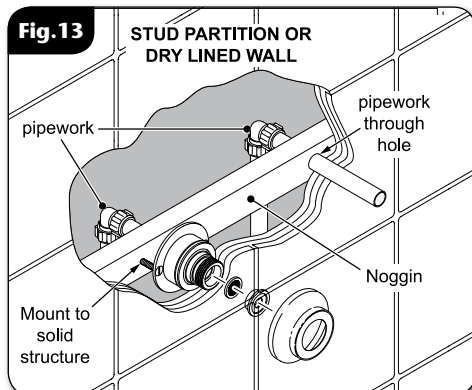
Flush the pipework through to remove any debris. Check for leaks and remedy as necessary.

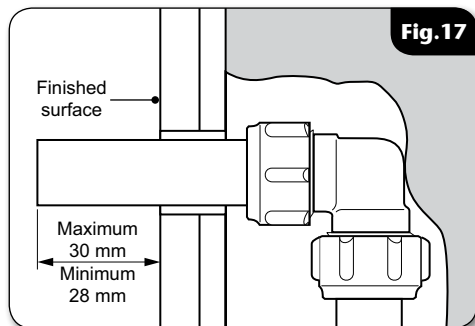
Make good the wall and tiles. Make sure that the pipes exiting the wall are free and can move in and out of the wall by a minimum distance of 4mm (fig.12).

Push each pipe into the wall until it stops against the depth of chasing. Measure 29mm from the face of the finished wall or tiles and mark the pipe.

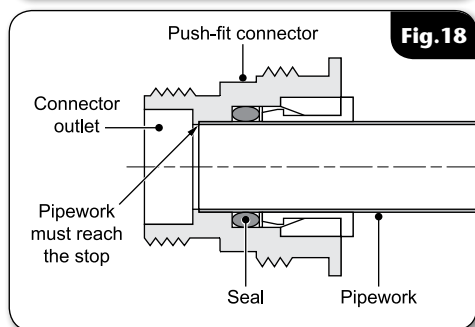
Using a pipe cutter, cut the pipe at the 29mm mark and deburr.

IMPORTANT: When the pipework is at rest against the depth of chasing the length of pipe protruding from the wall should be between 30mm MAXIMUM and 28mm MINIMUM from the face of the finished wall or tiles. (fig.17).



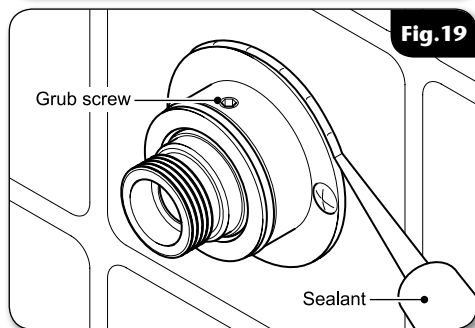


Make sure the outer surface of the pipes are clean and free of any debris or damage. Clean the surface if necessary. Press a push-fit connector onto each pipe until the pipe reaches the stop within the connector. This can be visually checked by viewing the pipework through the push-fit connector outlet (**fig.18**).



Screw the mounting plate onto the push-fit connector until it reaches the stop and begins to turn the connector itself. Align the mounting plate fixing holes to the intended position and mark the holes.

Remove the mounting plate. If necessary, hold the push-fit connector stationary when unscrewing the mounting plate. Drill and plug the wall. (*An appropriate drill bit should be used. If the wall is brick, plasterboard or a soft building block, appropriate wall plugs and screws should be fitted*).



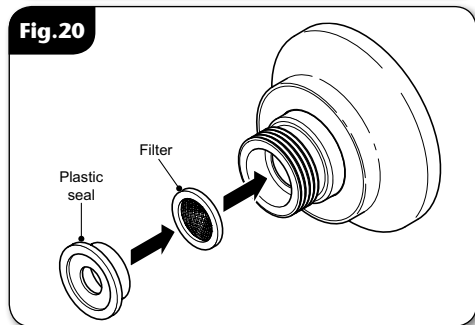
Re-assemble the mounting plate onto the push-fit connector and secure the mounting plate to the wall.

Insert the grub screw into the mounting plate and tighten to secure the connector (**fig.19**). Using a suitable sealant, seal the join between the mounting plate and the wall or tiles to prevent water entering the wall. (**fig.19**). Wipe away any excess sealant which may obstruct the fitting of the cover trim.

Push-fit the cover trims onto the mounting plates. A smear of liquid soap on the seal will ease this procedure.

Push-fit the seals into the push-fit connector outlets (**fig.20**).

Fit and secure the bar mixer to the connectors.



FITTING THE MIXER

Offer the shower valve to the fittings and, checking that the sealing washers are in place, screw the unions onto the fittings.

FITTING THE RISER/FIXED HEAD RAIL

- Mark the centre hole for the wall bracket (see **fig.21**).

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

- 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 (**fig.21**).
- 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.22**).
- 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.
- While depressing the button on the handset holder (**fig.23**), slide the holder onto the rail below the bracket.
- 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.24**).
- Carefully locate the rail holder into the wall bracket (**fig.25**). Secure in place by tightening the grub screw in the bracket. Tighten the diverter collar.
- Screw the fixed head (**fig.26**) to the riser/ fixed head rail. Make sure the sealing washer is in place and screw tight to seal the joint.

Fig.21

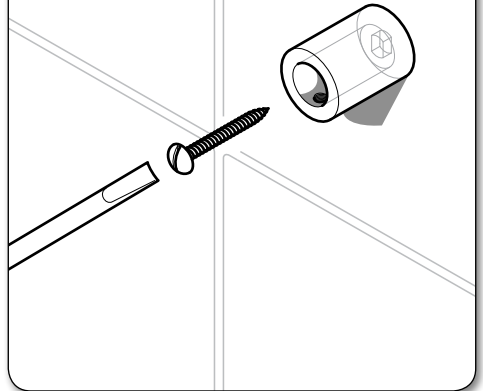


Fig.22

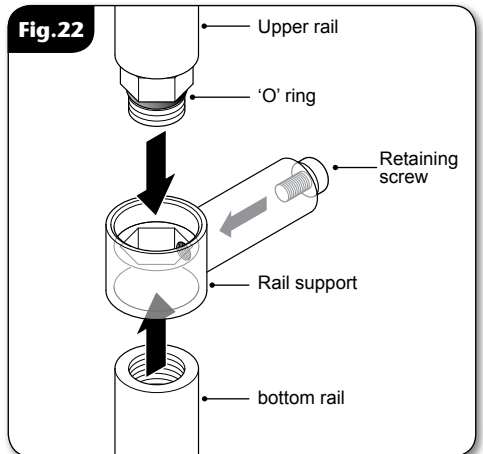


Fig.23

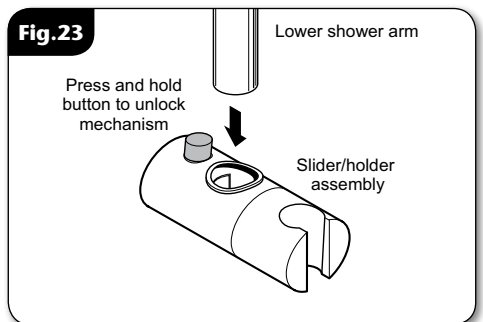
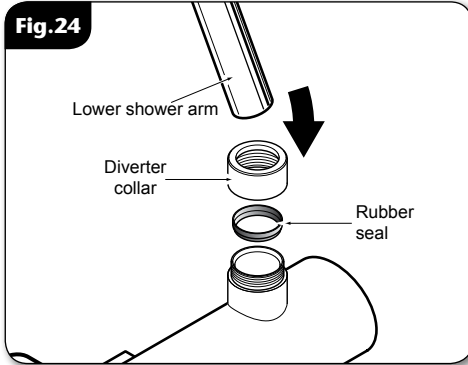


Fig.24



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.

LEAK TESTING

Fit the hose to the outlet and direct it to waste. Open the isolating valves to the shower and check for leaks. Remedy any leaks found.

Fig.25

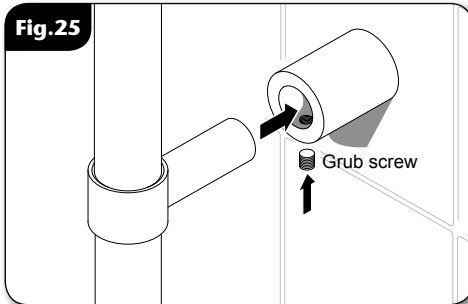


Fig.26

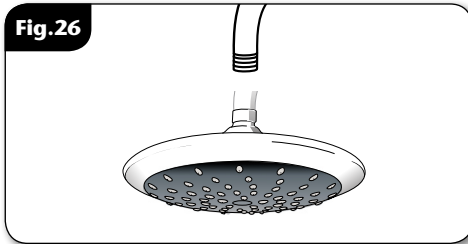
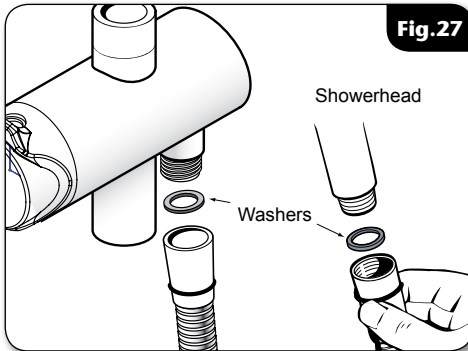


Fig.27



Fitting the hose and handset

- Connect the one end of the flexible hose to the bottom outlet connector (fig.17) on the diverter valve, making sure that the sealing washer is in place.
- Screw the other end of the hose to the handset then locate the handset into the handset holder.

COMMISSIONING

Important: Make sure that all supply pipework has been flushed through before commissioning. 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 35°C – 45°C and should be checked on site to guarantee user safety.

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.

Adjusting the maximum temperature override setting

- Remove the temperature control by removing the end cap and unscrewing the retaining screw (**fig.28**).
- Turn the flow control to full flow. With a steady flow running, adjust the temperature valve spindle until the temperature is about 38°C (**fig.29**).
- When you are satisfied with the temperature turn the flow control off. Refit the temperature control (**fig.30**). Secure with the screw and replace the end cap.

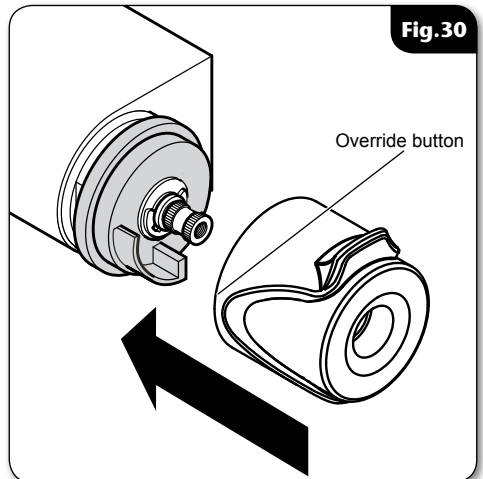
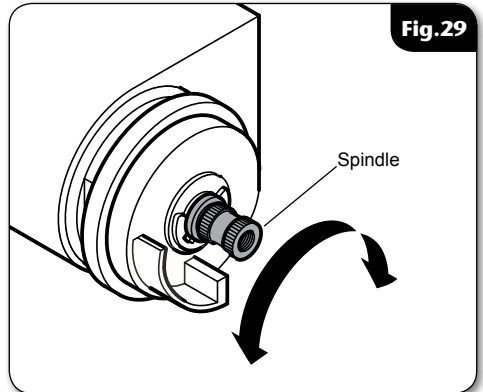
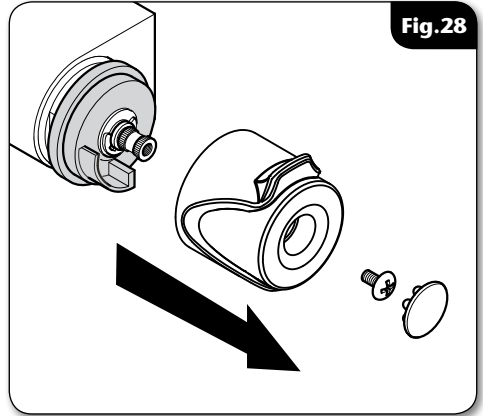
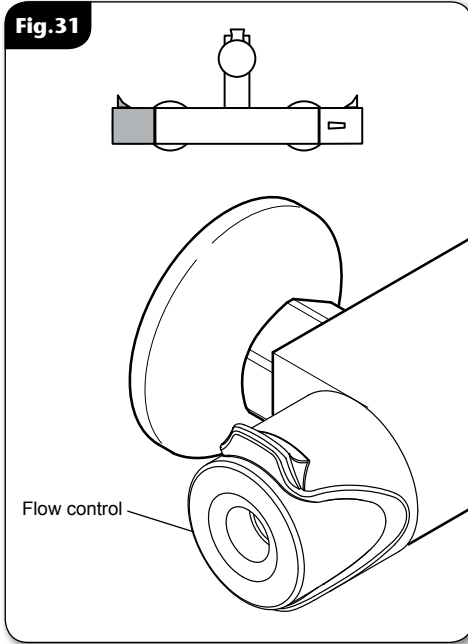


Fig.31



OPERATING THE SHOWER AND DIVERTER

- To start the mixer, rotate the On/Off flow control (left-hand side) fully anti-clockwise for maximum flow.
- To stop the water flow, rotate the On/Off flow control fully clockwise (**fig.31**).
- To adjust the water temperature, rotate the temperature control (right-hand side) – clockwise for cool or anti-clockwise for hot (**fig.32**).
- To overcome the maximum temperature stop, press the override button and turn (**fig.32**).

Fig.32

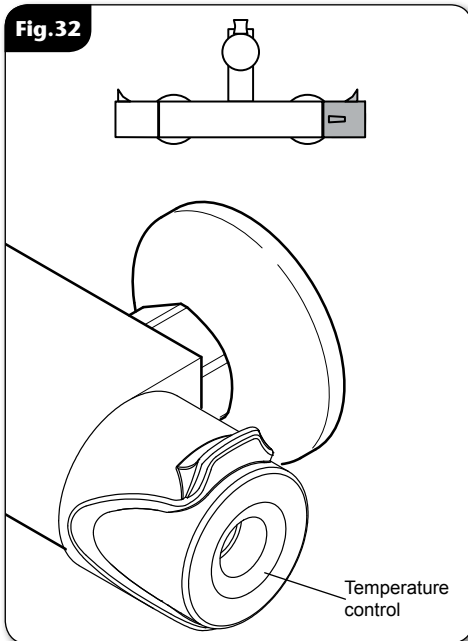
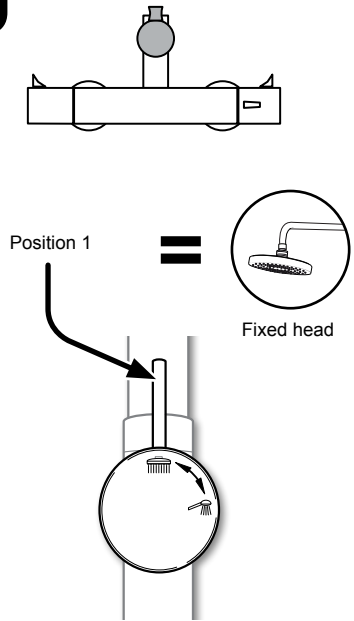


Fig.33



Operating the diverter

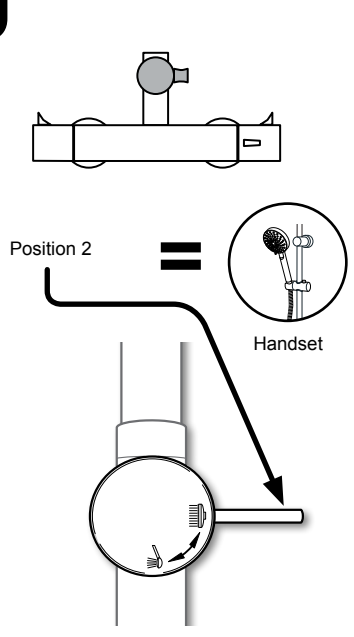
The diverter fitted to this product has two position settings.

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

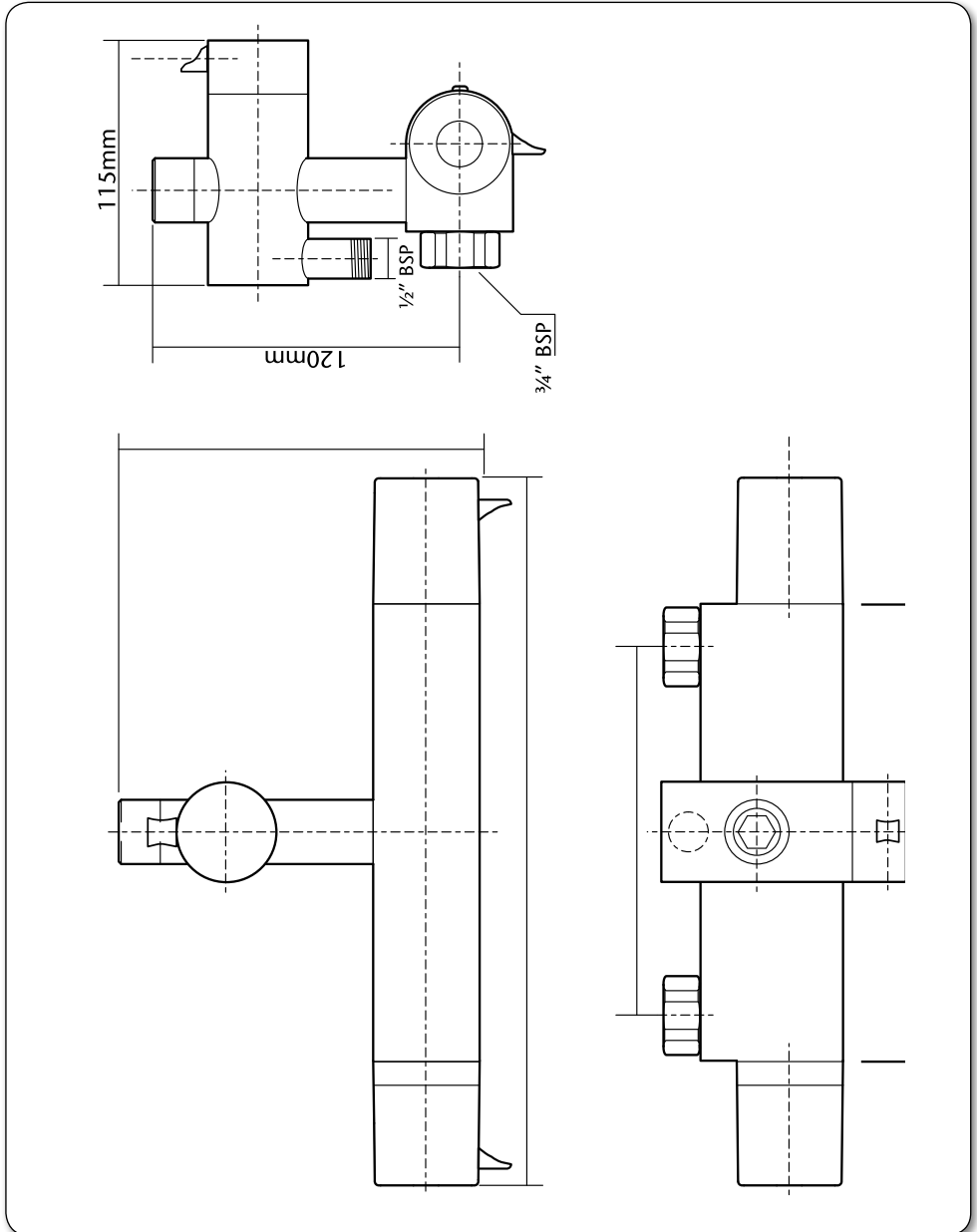
The positions are selected by rotating the handle clockwise or anticlockwise (fig.33 - 34).

Caution: Exposed metal surfaces may become hot during use.

Fig.34

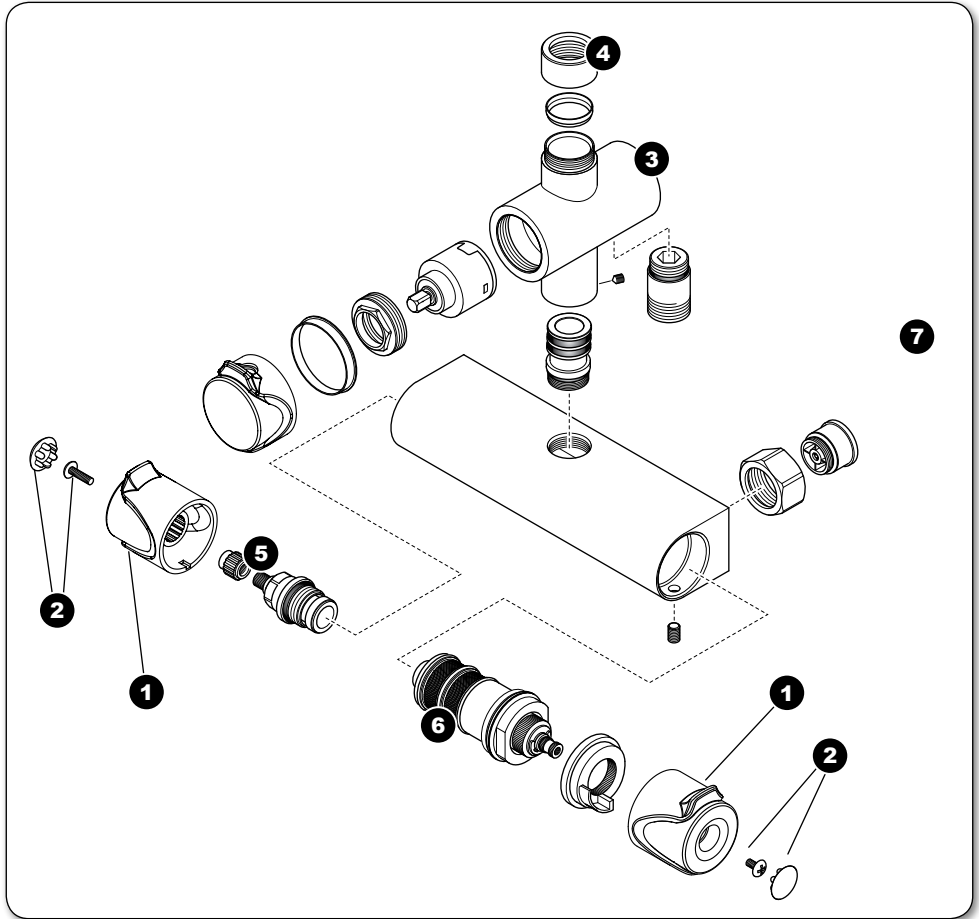


DIMENSIONS



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

SPARE PARTS



Ref.	Description	Part No.
1.	Flow control.....	86004290
	Temperature knob	86004300
	Diverter knob.....	86004160
2.	Knob trim and screw	
3.	Diverter assembly.....	83308560
4.	Nut – chrome	83311230

5.	Flow control cartridge.....	83308570
6.	Thermostatic cartridge.....	83308580
7.	Trim pack X2	86001150
-	Screw pack	83309280

SPARE PARTS

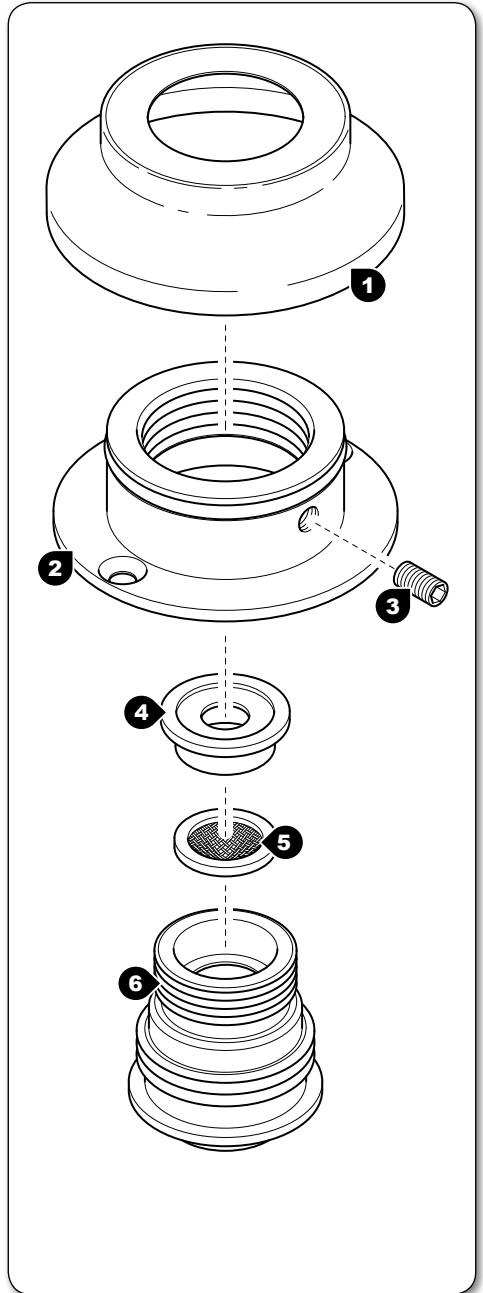


Ref.	Description	Part No.
8.	Lower shower arm	88400039
9.	Bracket and slider pack	86003960
10.	Upper shower arm	88400041
11.	Fixed showerhead	88600023
12.	Handset	88500059

13. Flexible hoses available in the following sizes:
 1.00 m chrome hose
 1.25 m chrome hose
 1.75 m chrome hose

SPARE PARTS

Ref.	Description	Part No.
1.	Cover trim	7054424
2.	Mounting plate.....	7054425
3.	Grub screw	20800960
4.	Plastic seal.....	7053573
5.	Filter	7123574
6.	Push-fit connector.....	86100057



MAINTENANCE

The following maintenance procedure must be carried out for commercial and health care premises, but is not necessarily required for domestic installations.

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.

The frequency of routine maintenance of the internal of the valve will depend mainly on the water supply condition. Experience of local conditions will dictate the intervals for inspection and in-service testing; guidance has been given below which can be adjusted for local requirements.

- 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 this work out (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.

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

The manufacturer recommends 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.

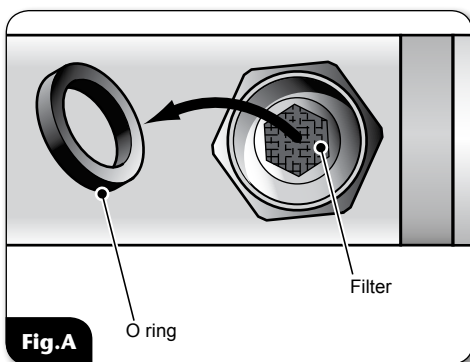
It is advised that a qualified person should carry this out.

Turn off the water supplies before starting.

To gain access to the filters remove the unit from the inlet fittings.

Remove the sealing washers from the inlets.

Wash thoroughly under running water to remove all debris using a suitable brush. Refit the sealing washer and reassemble the shower onto the inlet fittings.



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.

WARNING!

DO NOT use 'powerful' abrasive or solvent cleaning fluids when cleaning the shower as they may damage the fittings.

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 competent plumber or contact Moretti 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 competent plumber or contact Moretti 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:

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 bought via our Customer Service Spares Department).*
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. 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.
6. 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 home when the service engineer calls or adequate parking/permit is not available.
7. If the product is no longer covered by the guarantee an up front fixed fee will be charged before the site visit.
8. 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 the customer will be expected to pay the engineer before he leaves. If payment is not made on the day an administration charge will be added to the fixed charge.
9. 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.
10. 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 and will support the employee with a legal prosecution.

Replacement Parts Policy

Availability: It is the policy of the manufacturer to maintain parts availability for the duration of production and a period of five years thereafter, in accordance with industry standards.

Spare parts are available via our website, www.tritonshowers.co.uk, or by telephoning Triton Customer Service Spares Department. 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 money order.

Telephone orders are based on information given during of the call.

Before contacting Triton, please verify your requirements using the information contained in the supplied user guide. Triton cannot accept liability for incorrect part identification.

TRITON STANDARD GUARANTEE

With the exception of accessories, Triton guarantee the product against all manufacturing defects for a period of **5 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 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 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. 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)* 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 where no fault has been found with the appliance.
7. The cost of repair or replacement of pressure relief devices, showerheads, 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.
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,
9. Call out charges where the water supply cannot be isolated, this includes consequential losses arising from unserviceable supply valves.

For the latest Terms & Conditions, please see: www.tritonshowers.co.uk

Triton Showers
Triton Road
Nuneaton
Warwickshire CV11 4NR

Triton is a division of Norcross Group (Holdings) Limited

Customer Service: ☎024 7637 2222

Fax: 02476 324504

www.tritonshowers.co.uk

E-mail: serviceenquiries@tritonshowers.co.uk