TRITON

Domina Care thermostatic mixer shower

Installation and operating instructions

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

2180358B November 2004

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

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INTRODUCTION

This book contains all the necessary fitting and operating instructions for your Triton Domina Care thermostatic 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 give a long and trouble free life from your shower.

For the best performance within the specified running pressure range a minimum flow of eight 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 UK up to a maximum of 5 bar running pressure.

IMPORTANT: When installing this mixer with high pressure systems of 1 bar and above, the supplied flow restricters must be installed in the inlet elbows.

This mixer shower is suitable for fully modulating type combination boilers and multi-point hot water heaters. It is also suitable for thermal storage, unvented systems and pumped gravity systems.

IMPORTANT: Before installing with a gas instantaneous water heater, make sure 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 inlet to the mixer must remain relatively constant when flow rate 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 single check valve and 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.

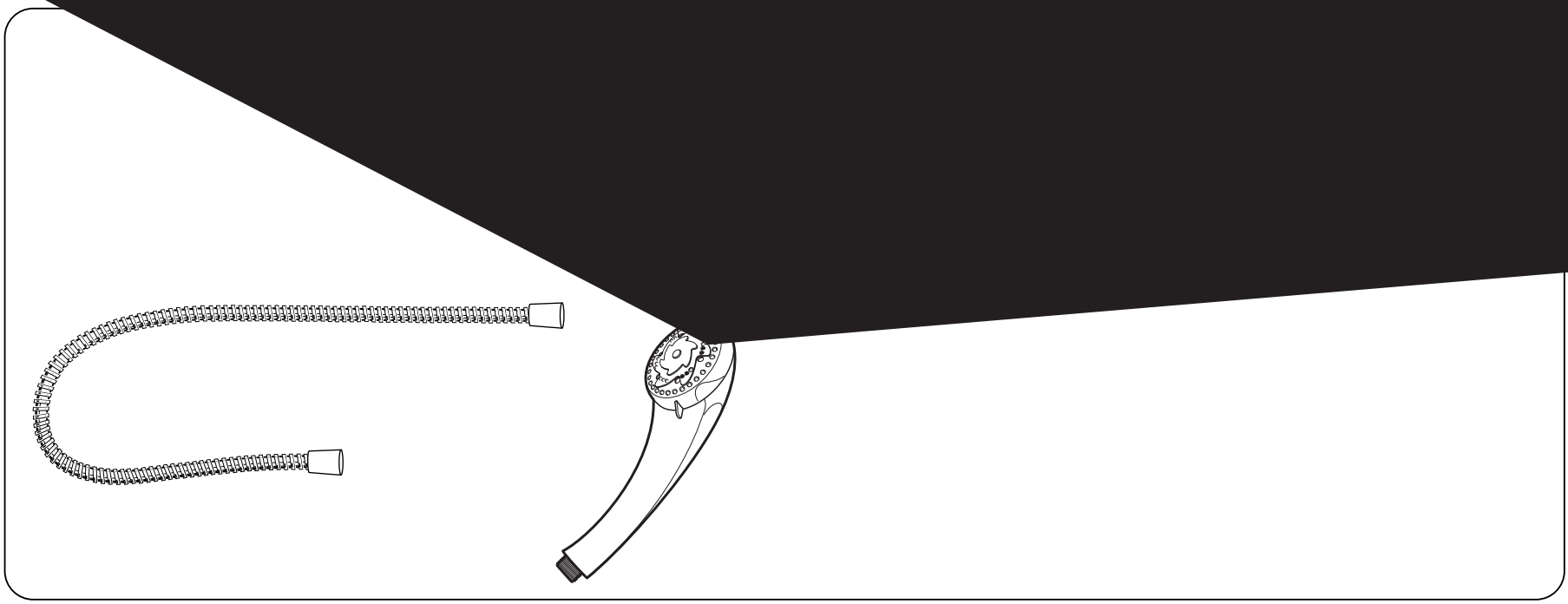
e Conveniently situated isolating valves in each inlet supply MUST be fitted as an independent method of isolating the shower should maintenance or servicing be necessary.

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.



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 the best 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

BS 6700 recommends that the temperature of stored water should never exceed 65°C.

A stored water temperature of 60°C is considered high enough 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 45°C) providing the hot water temperature at the inlet remains 10°C above the outlet temperature.

Fig.2 (*diagrammatic view – not to scale)*

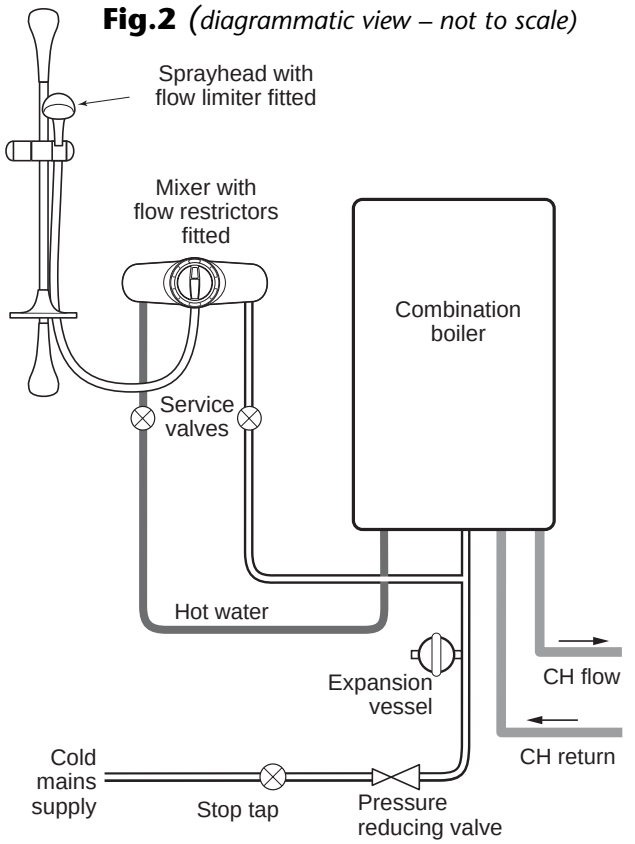
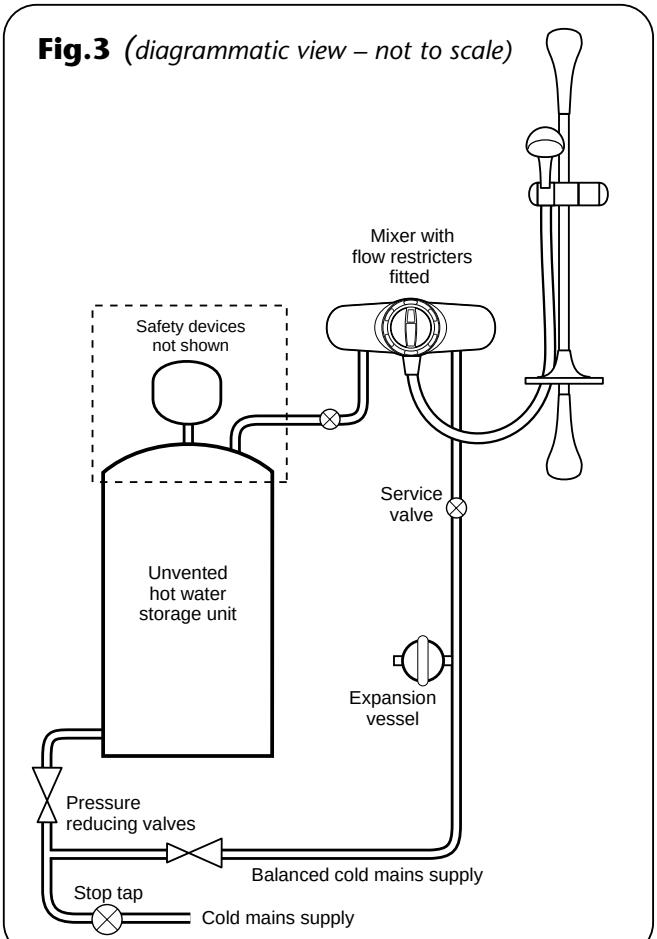


Fig.3 (*diagrammatic view – not to scale)*



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 stop 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.

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.

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 stop the unit being 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 sprayhead.

Fig.4

(diagrammatic view – not to scale)

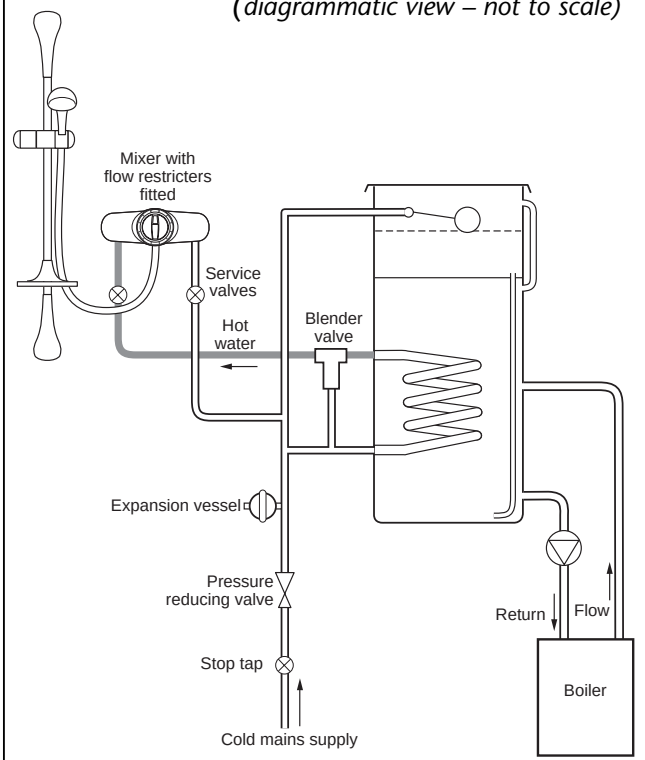


Fig.5

(diagrammatic view – not to scale)

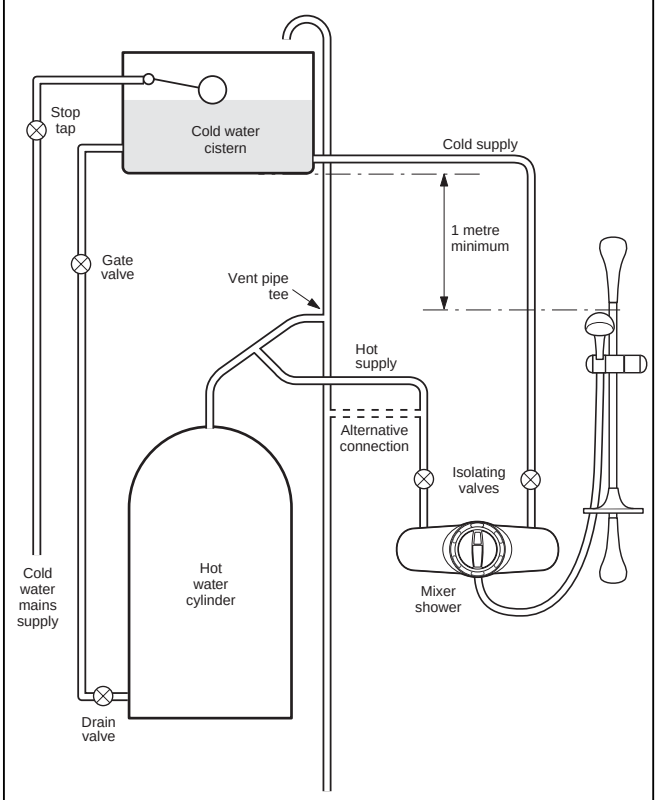


Fig.6 *(diagrammatic view – not to scale)*

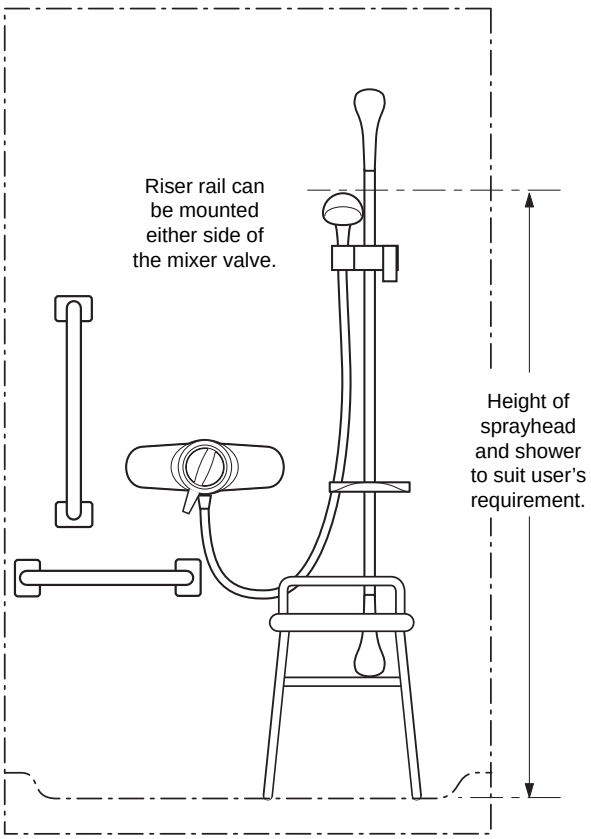
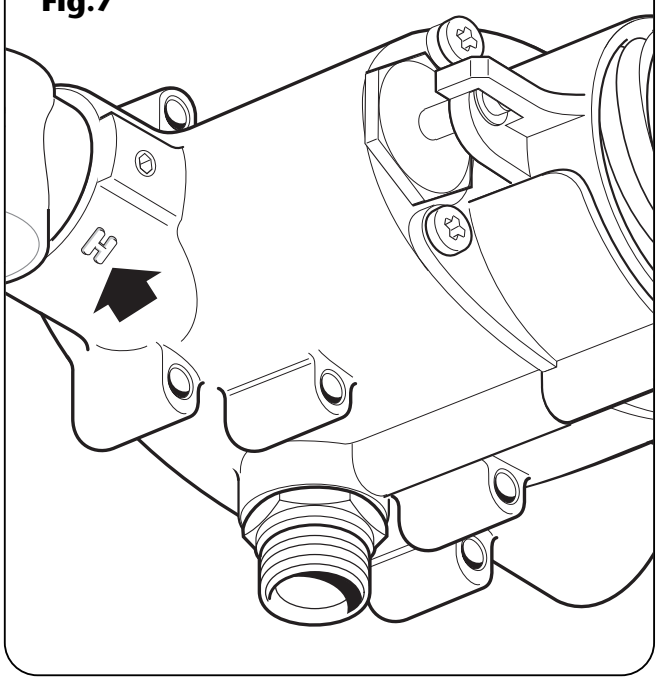


Fig.7



GETTING STARTED

Inside the main container there are two boxes, plus the mixer pack with the riser rail and literature supplied loose. The items required for starting are contained in the first fix box. It is recommended to only open this one first, leaving the other box until required. The mixer is supplied without the temperature and flow controls fitted. These parts, with the trims and covers are supplied in the second fix box.

There is no need to fit the controls to the mixer shower until the pipework and installation are complete and the cover is required to be fitted.

Before starting the installation, make sure all the openings on the mixer are carefully covered to stop ingress of any debris etc. The mixer unit is fitted with red plugs and caps in the inlet and outlet openings. It is advised that these are left in position during building work etc. and removed only when the final connection is required.

The hot and cold water pipes should not be permanently attached to the wall closer than 2 metres from the mixer prior to installation to allow final adjustment of the mixer unit position.

SITING OF THE SHOWER

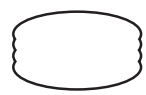
WARNING!

The shower must not be positioned where it will be subject to freezing conditions.

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

Position the shower and sprayhead on the wall so that all controls can be comfortably reached while using the shower. The sprayhead and riser rail can be positioned either side of the shower.

IMPORTANT: The hot entry port is marked on the mixer body with a letter 'H' (fig.7).



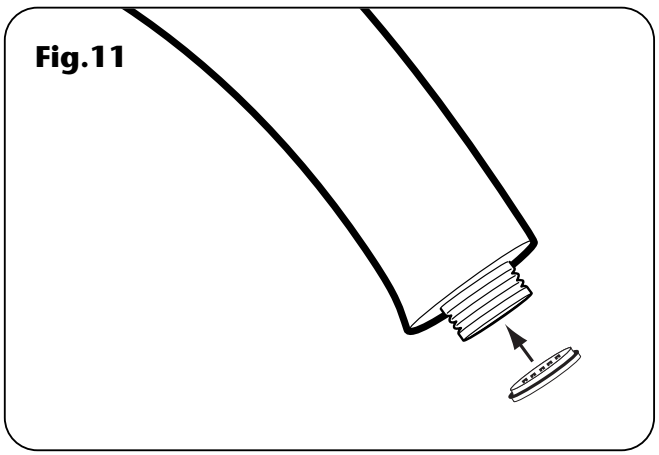


Fig.11

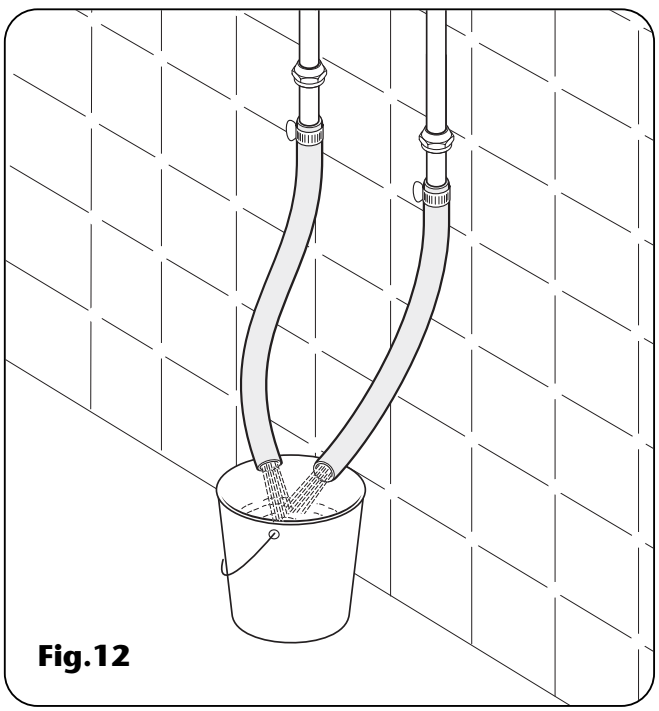


Fig.12

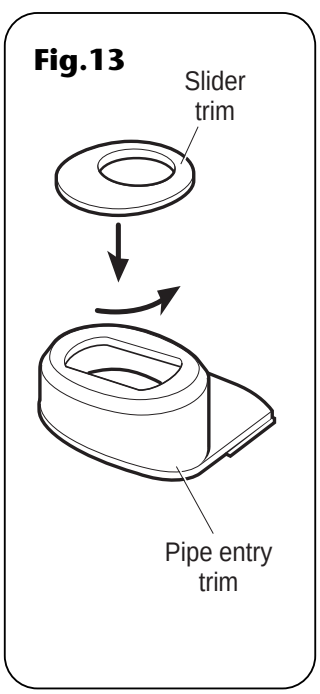


Fig.13

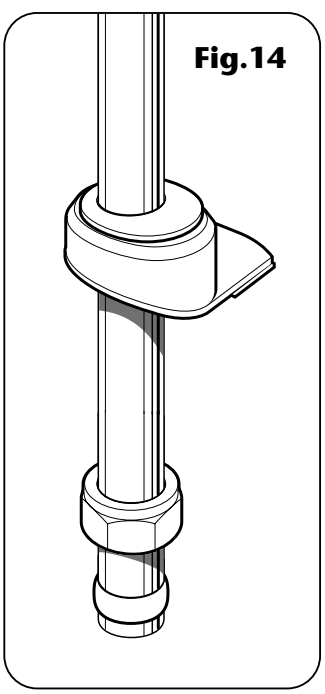


Fig.14

(fig.9). Fit the seal into the elbow **(fig.10)** and make sure it locates firmly into the hole from the valve side. Next, fit the restricter (blue for the cold side, red for the hot side) into the seal **(fig.10)** checking it locates firmly. Refit the filter and filter cap.

Instantaneous gas water heaters

A flow limiter is supplied for insertion into the sprayhead to control the maximum flow through an instantaneous gas water heater and the shower valve.

If the mixer shower is going to be installed with the above heating system and when the second fix box is ready to be opened, insert the flow limiter, flat face up, into the end of the sprayhead **(fig.11)**.

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

RISING OR FALLING SUPPLIES

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

Note: The final separation between pipe centres needs to be between 150mm and 155mm but absolute accuracy is not essential as the inlet elbows have a minimal adjustment.

Note: It is preferable to flush the pipework **(fig.12)** to clear the system of debris and check for leaks before connecting to the mixer.

IMPORTANT: The inlet elbows contain check valves that may be damaged if debris is not flushed through before fitting. Where this is not possible, a flushing cartridge is supplied.

Clip the pipework to the wall surface so that the pipe centres are 21mm off the wall.

Remove the red protective caps from the inlet elbows and offer the mixer to the pipework. Make sure the inlet elbow grub screws are slack allowing the elbows to rotate to the correct position with free movement in and out of the mixer housing.

Make sure the mixer housing is central between the two pipes and mark the four fixing holes

although if installing to a solid brick wall, using two diagonal holes usually will be sufficient.

Remove 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 a suitable drill bit).*

Fit the slider trims to the pipe entry trims **(fig.13)**. Slide the assembled pipe entry trims onto the supply pipes **(fig.14)** followed by the inlet nuts and olives.

Note the pipe entry trims are handed – when the pipe trims are finally positioned on the cover, the deeper section of the trim is outermost **(fig.15)**.

Note: The holes in the slider trims are offset to allow for adjustable inlet pipe separation widths.

If the pipe centre separation is 153mm then have the long side of the slider trims outermost **(fig.16)**.

If the pipe separation gap is greater than 153mm then have the short side of the slider trims outermost **(fig.17)**. Using fingers, the slider trim can be rotated within the pipe trim.

Fig.15

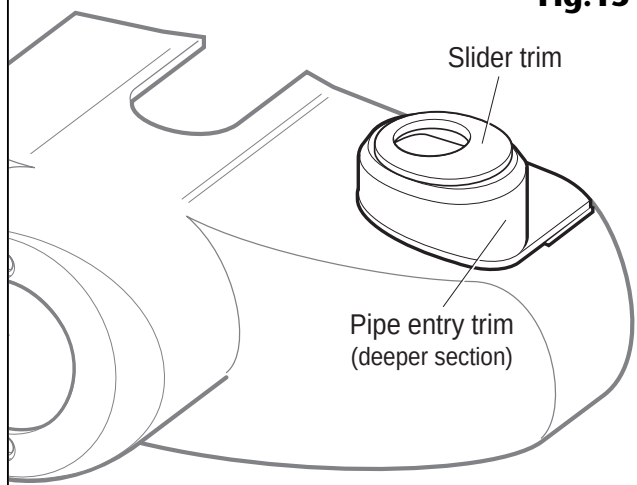


Fig.16

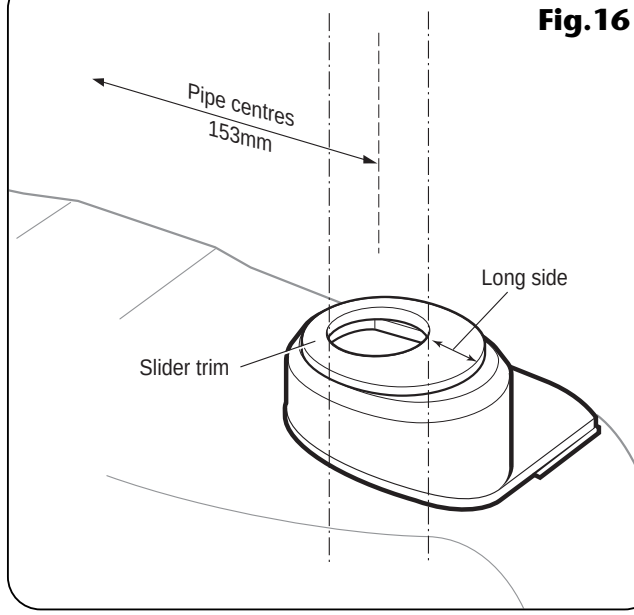
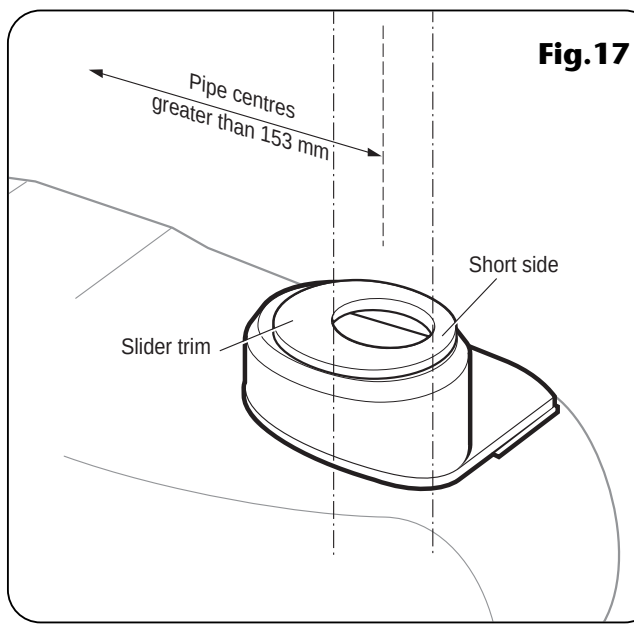
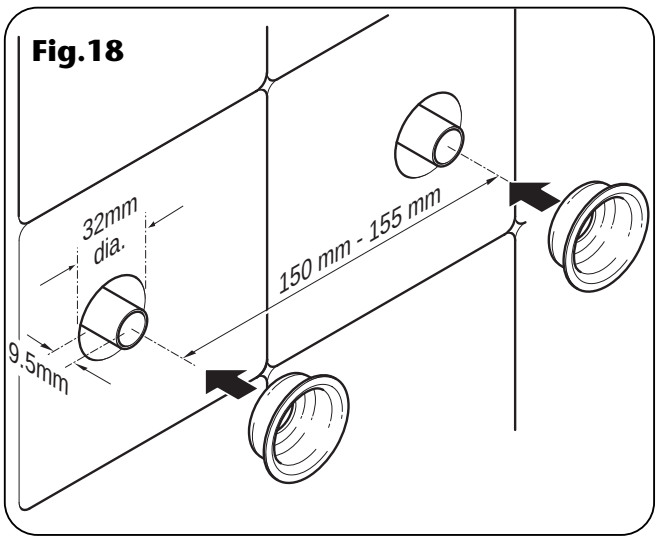
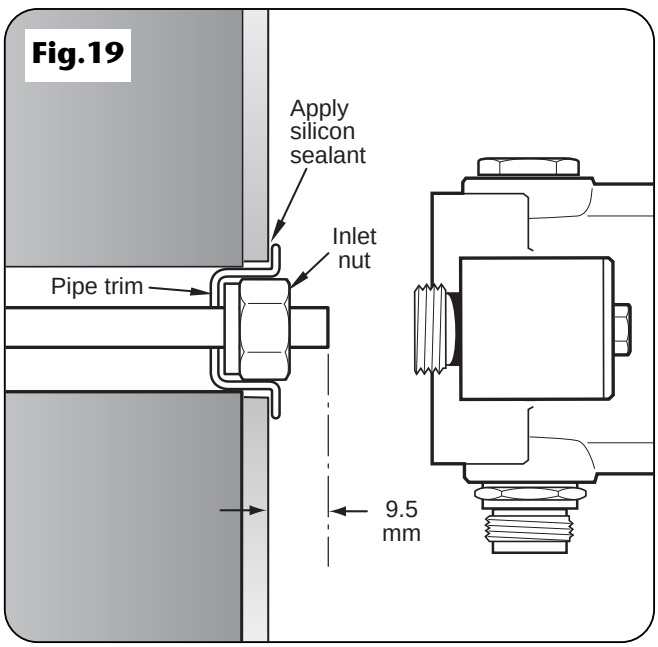
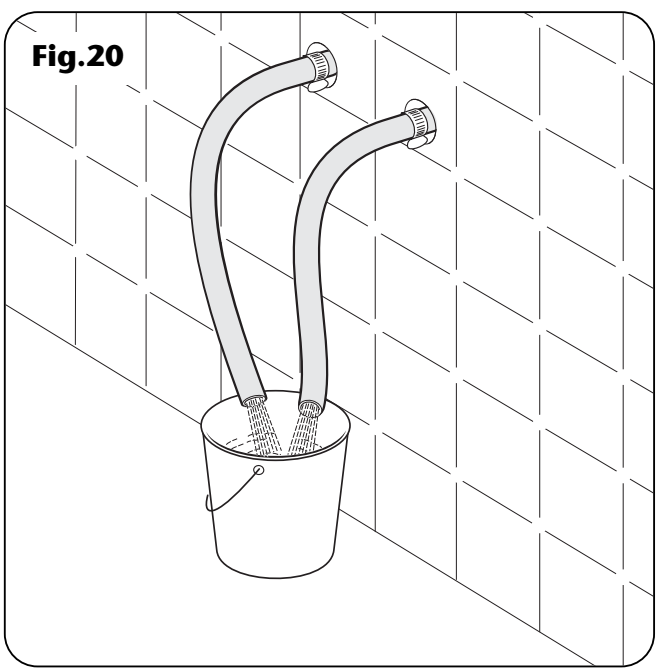


Fig.17









REAR ENTRY SUPPLIES

Note: The final separation between pipe centres needs to be between 150mm and 155mm **(fig.18)** but absolute accuracy is not essential as the inlet elbows have a minimal adjustment.

Using a spirit level, mark the route of incoming hot and cold water supply pipes at a distance of about 153mm 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 enough 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 (making sure the the hot inlet port marked with the letter 'H' on the mixer body is connected to the hot pipework). The finished pipework should project 9.5mm from the front face of the tiled surface of the wall **(fig.19)**.

Note: It is preferable to flush the pipework **(fig.20)** to clear the system of debris and check for leaks before connecting to the mixer.

Allow for two circular recesses measuring 32mm diameter by 14mm depth, to accept the rear entry pipe trims **(fig.18)**.

IMPORTANT: The inlet elbows contain check valves that may be damaged if debris is not flushed through before fitting. Where this is not possible, a flushing cartridge is supplied.

Remove the red protective caps from the inlet elbows and offer the mixer to the pipework. Make sure the inlet elbow grub screws are slack, allowing the elbows to be rotated to the correct position with free movement in and out of the mixer housing.

Mark the four fixing holes, although if installing to a solid brick wall using two diagonal holes usually will be enough. Remove the mixer. Drill and plug the holes using the wall plugs provided.

Make good the wall and complete the tiling, making sure the rear entry pipe trims are sealed in with silicon sealant.

Note: Failure to fit the rear entry pipe trims could result in ingress of water into the wall cavity.

REAR ENTRY AND RISING OR FALLING SUPPLIES

Remove the two red plugs from the mixer valve outlets.

Fit the outlet adaptor and 'O' ring into the bottom outlet of the mixer body **(fig.21)**. Make sure the adaptor is fitted with the PIPE END in the mixer body **(fig.22)**.

Fit the blanking plug and 'O' ring into the top outlet hole.

Refit the mixer to the pipework making sure that the hot inlet port (marked with the letter 'H' on the mixer body) is connected to the hot pipework.

Secure to the wall with the screws supplied. Tighten the inlet nuts **(fig.23)** and inlet elbow grub screws. For rear entry supplies, you will have to use the special spanner to tighten the inlet nuts.

LEAK TESTING

Fit a hose to the outlet adaptor and direct it to waste.

Turn the flow control thread **(fig.24)** fully clockwise to close it. Open the isolating valves to the shower. Open the flow control thread by turning fully anti-clockwise and flush through.

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

Check for any leaks and remedy if necessary.

Turn the flow control thread **(fig.24)** fully clockwise to close off the water supply and remove the hose from the outlet adaptor.

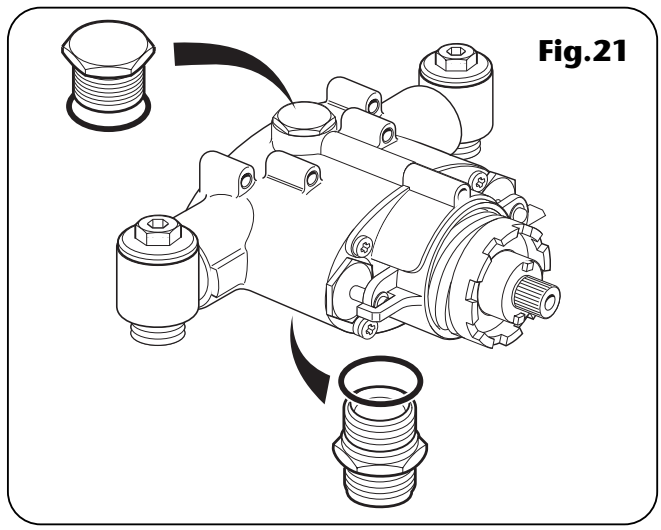


Fig.21

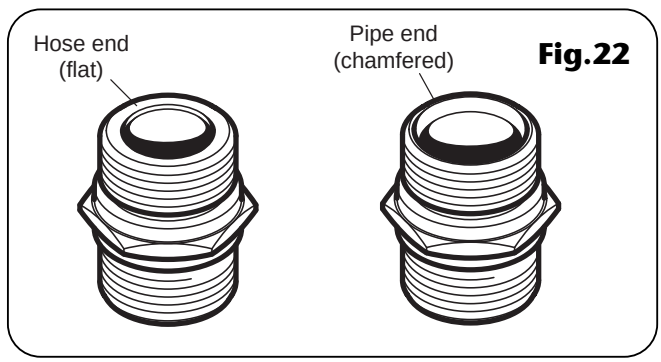


Fig.22

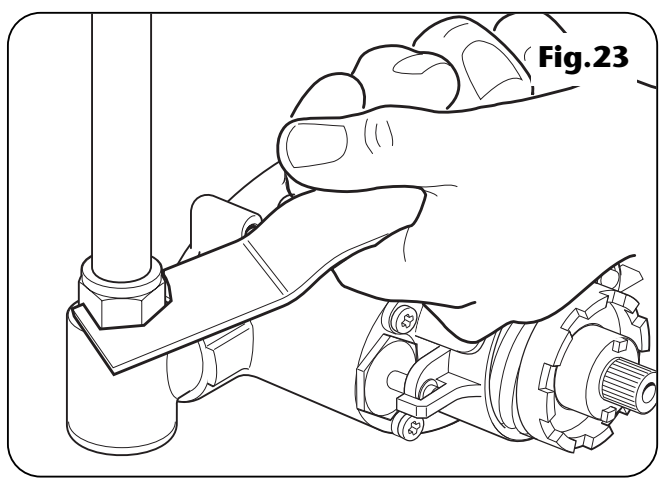


Fig.23

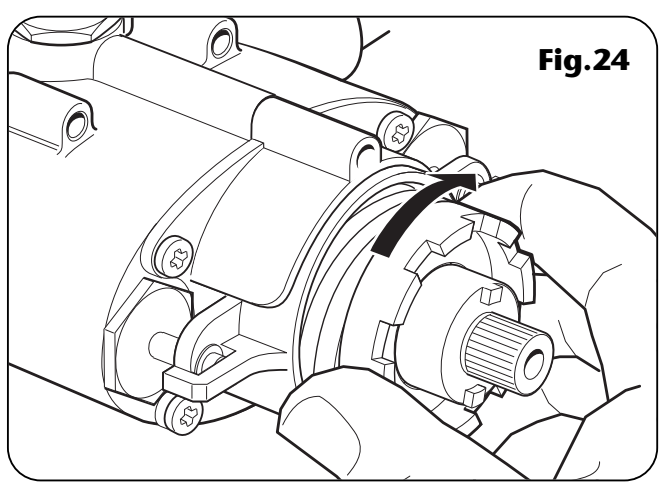


Fig.24

Fig.25 *Cover shown for falling supply*

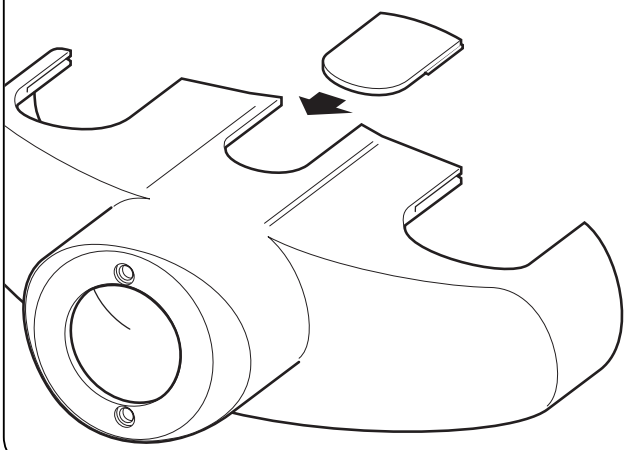


Fig.26 *Cover shown for rising supply or rear entry*

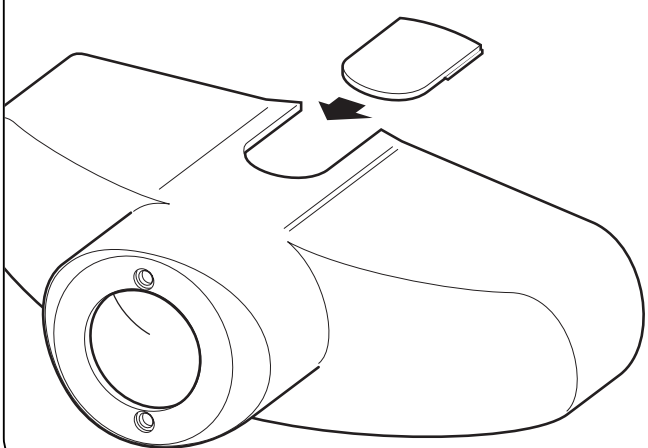
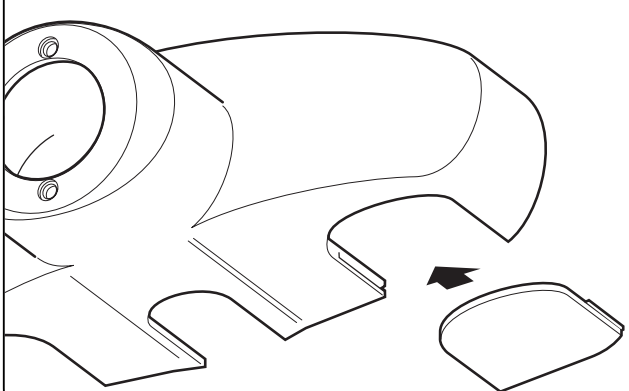


Fig.27 *Cover shown for rear entry only*



FITTING THE COVER AND TRIMS
(second fix box)

Slide the outlet blanking trim into the top outlet on the cover **(fig.25)**.

The cover should have the plain side uppermost for rising supplies and for rear entry supplies **(fig.26)**.

REAR ENTRY SUPPLY ONLY – slide the handed inlet blanking trims on the underside of the cover **(fig.27)**.

Fit the cover over the mixer and secure with the two screws.

Make sure the flow control thread is closed (rotated fully clockwise).

Fit the flow control lever onto the castellated section of the flow control thread placing the lever at the 6 'o' clock position.

At this point, refer to *'commissioning'* to establish the correct maximum shower temperature.

FLUSHING PROCEDURE

IMPORTANT: It is preferable to flush the pipework before installing the mixer. Where this is not possible the following procedure should be carried out.

a. Turn off the supplies at the mains.

b. Unscrew the elbow cap using an Allen key and pull off the cap complete with the filter (fig.28).

Note: If flow restricters are fitted for high pressure systems, they will have to be removed as well.

c. Screw the supplied flushing cartridge into the elbow until tight (fig.29).

d. Attach a hose to the flushing cartridge (fig.30) outlet and direct the other end to waste. Flush the pipe clean.

e. Replace the flow restricters (if fitted). Refit the filter and cap to the elbow. Screw tight.

f. Repeat the above procedure on the other elbow.

g. Reinstate supplies and test the mixer operation.

Note: It is not possible to service the check valves. Should a faulty check valve occur, a new elbow assembly will be required.

Spare flushing cartridges **(fig.31)** are available from Triton Customer Service.

Flush the pipework to clear the sytem of debris and check for leaks.

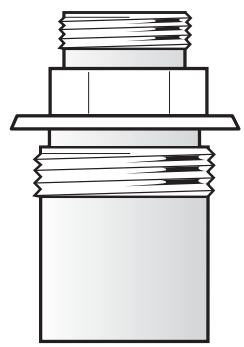


Fig.32

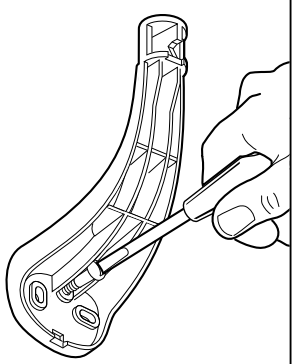


Fig.33

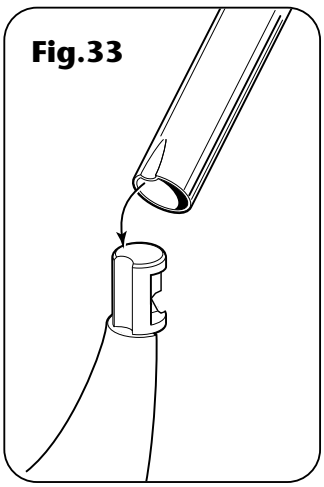


Fig.34

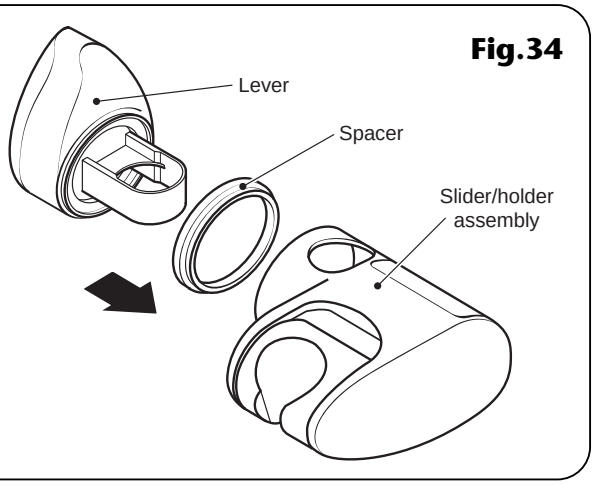


Fig.35

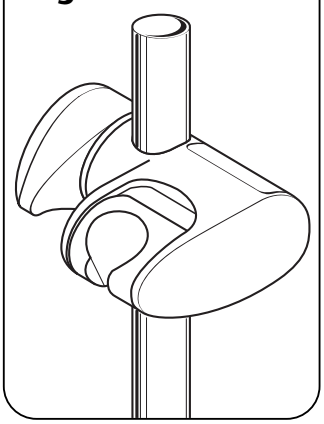
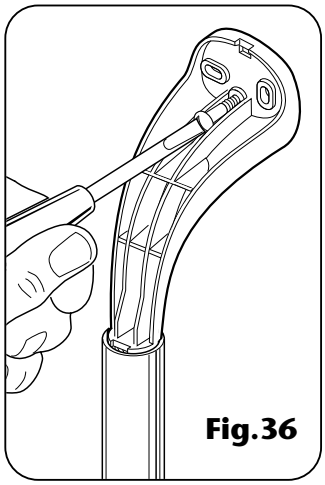


Fig.36



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:

Offer one of the brackets to the wall for the lower position only. Note there are three holes in the brackets but two screws will usually be enough. Mark the centre hole and one of the other two.

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, you must use special wallplugs and a suitable drill bit)*.

Replace the bracket to the wall and secure to the wall with the screws supplied **(fig.32)**. Locate the rail onto this lower bracket, making sure the rail engages fully on the bracket. Check that the indent in the riser rail engages into the cut-out on the bracket end **(fig.33)**.

Locate the second bracket on top of the rail. Check the rail is vertical then mark the centre hole and of the other two holes. Remove the bracket and rail. Drill and plug the wall.

Fit the lever/saddle assembly, spacer and slider/holder assembly together **(fig.34)**. **Make sure the lever is pointing upwards and the holes align.**

Note: The sprayhead holder will only fit onto the riser rail one way.

Slide onto the rail **(fig.35)** and tighten to the rail by turning the lever. When tight, the lever should be facing forwards and not pointing to the wall. If not, slacken off and remove from the rail. Rotate the saddle and lever 180° within the slider/holder assembly then replace onto the rail and tighten.

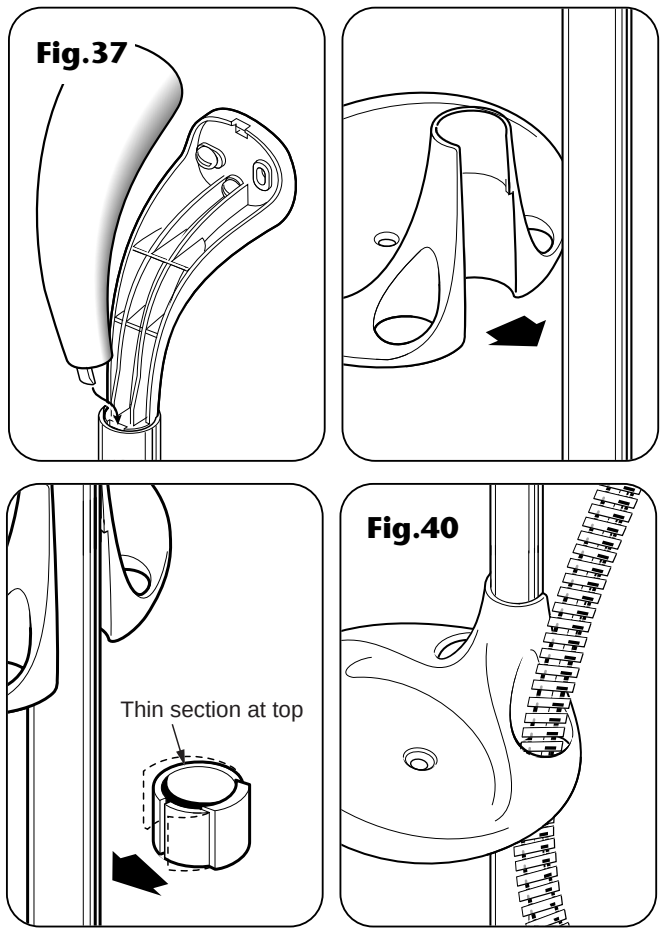
Place the rail onto the installed lower bracket.

Replace the upper bracket onto the rail and secure the bracket to the wall with the screws supplied **(fig.36)**.

Place a trim cover onto each bracket. Make sure the large tab at the narrow end of the trim cover engages into the slot between the rail and bracket **(fig.37)** before pushing and clicking the other end into place.

Should the need arise, the trim covers can be removed by inserting a screwdriver into the slot and carefully levering off the trim.

Snap the soap dish onto the rail **(fig.38)** below the holder assembly. Prise open the soap dish collar and fit onto the rail **(fig.39)** below the dish. The collar is slightly tapered and should be fitted 'thinner section' uppermost. Make sure it locates firmly in the soap dish so it holds the dish at the required height on the rail.



FITTING THE HOSE AND SPRAYHEAD

Feed the flexible hose through the appropriate soap dish opening **(fig.40)** so that the dish acts as a retaining ring (Water Regulations).

Screw the flexible hose to the shower outlet and sprayhead **(fig.41)**, making sure the supplied washers are in place at both ends of the flexible hose.

Place the sprayhead into the holder **(fig.42)** and check that it fits correctly.

Note: The holder is slightly tapered and the sprayhead and hose will only fit from one direction.

Note: The holder ratchet system will not move until the sprayhead is in place.

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.

At this stage, disconnect the sprayhead and lay to one side until the shower unit has been commissioned.

Fig.43

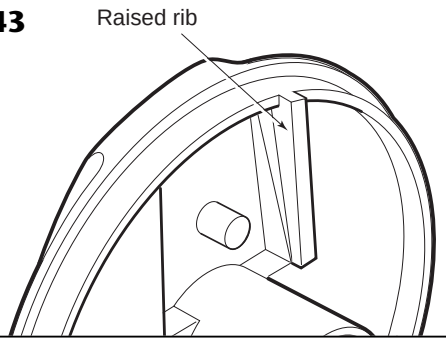
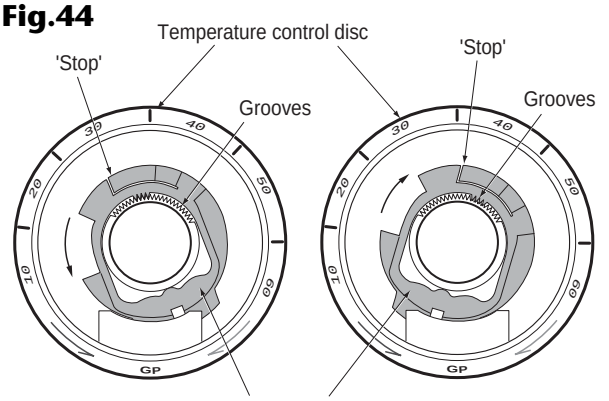
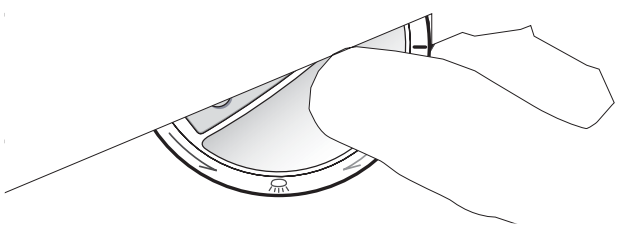
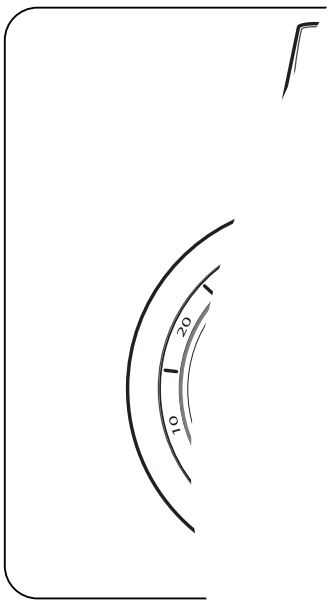
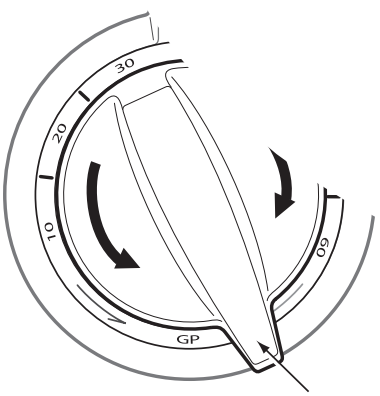

Raised rib

Fig.44


Temperature control disc
'Stop'
Grooves
'Stop'
Grooves
Variable stop mechanism
(Decrease stop position)
(Increase stop position)




20
10


30
20
10
60
GP

ADJUSTING THE SPRAYHEAD

Five sprayhead patterns are available **(fig.53)**. Adjust the spray pattern by turning the bezel on the sprayhead in either direction until the desired pattern is obtained.

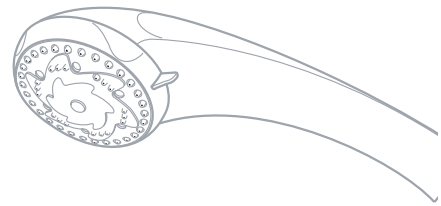
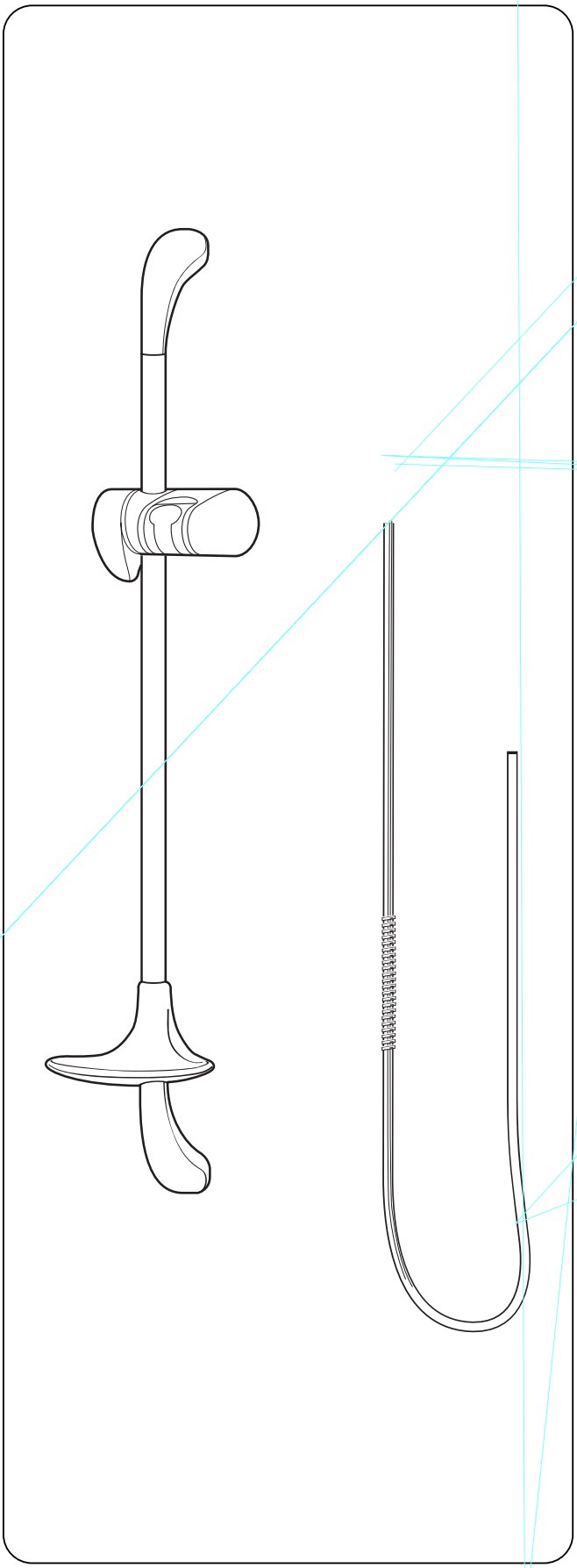
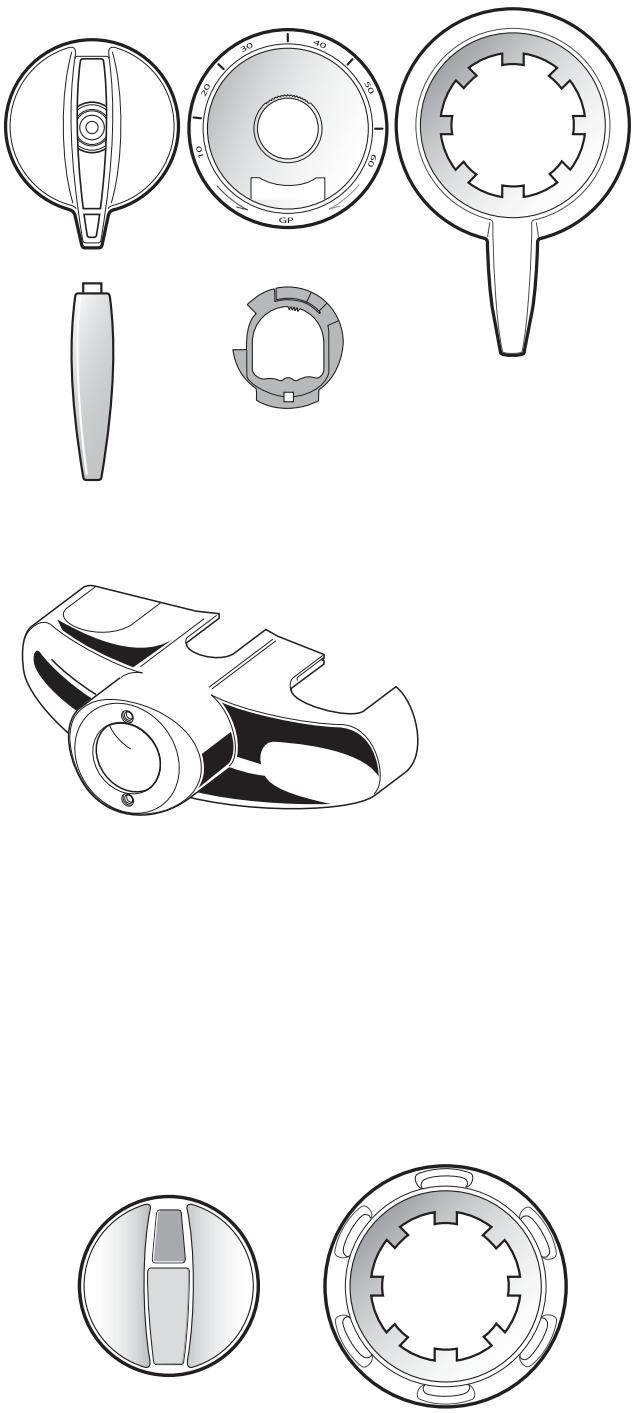


Fig.53

SPARE PARTS

Ref.	Description	Part No.
1	5 mode sprayhead – white	22011070
2	Brackets (pair) – white	83306160
3	Sprayhead holder – white	83306190
4	Riser rail – chrome	7042935
5	Soap dish – white	22008960
6	Flexible hose – chrome	28100020
7	Flow restricter (HP systems only)	
	cold (blue)	7052965
	hot (red)	7052975
	seal	7062955
8	Flow limiter – white (instantaneous systems only)	22009590

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40
50
GP

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** 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** Make sure heating appliance is set to maximum or has enough 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 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 Make sure 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

Problem/Symptom	*Cause*	*Action/Cure*
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).	**7.1.1** Renew flow control seals.

Service Policy

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

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

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

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

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

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

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

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

Replacement Parts Policy

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

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

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

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

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

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

TRITON STANDARD GUARANTEE

Triton Plc guarantee this product against all mechanical defects arising from faulty workmanship or materials for a period of three 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.

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 water or incorrect setting of controls; ***d)*** faulty installation.

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

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

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

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

6 The cost of repair or replacement of pressure relief devices, sprayheads, hoses, riser rails and/or wall bracket 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, limescale, system debris or frost.

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Scottish and Northern Ireland Customer Service: ☎ 08457 626591

Trade Installer Hotline: ☎ (024) 7632 5491
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