



SERVICE POLICY

In the event of you needing to contact the Galaxy Customer Service Department, the following procedure should be followed:-

- 1** Before telephoning the Galaxy Customer Service Department you should ensure that you have the model number, serial number and date of purchase.
- 2** The Galaxy Customer Service Department will be able to inform you whether the fault can be rectified by the provision of a replacement part or an on site visit by a Qualified Service Engineer.
- 3** If a service call is booked, you or a representative must be present during the Engineers visit.
- 4** A charge will be made where a call under the terms of the guarantee has been booked and a failure was not product related, or an engineer arrives and is not able to gain access.
- 5** If the product is no longer covered by the Guarantee, a charge will be made for the site visit and for any parts supplied.

Customer Service Department

Telephone: 02476 637635 Fax: 02476 637306

9.00 am - 5.00 pm Monday to Friday

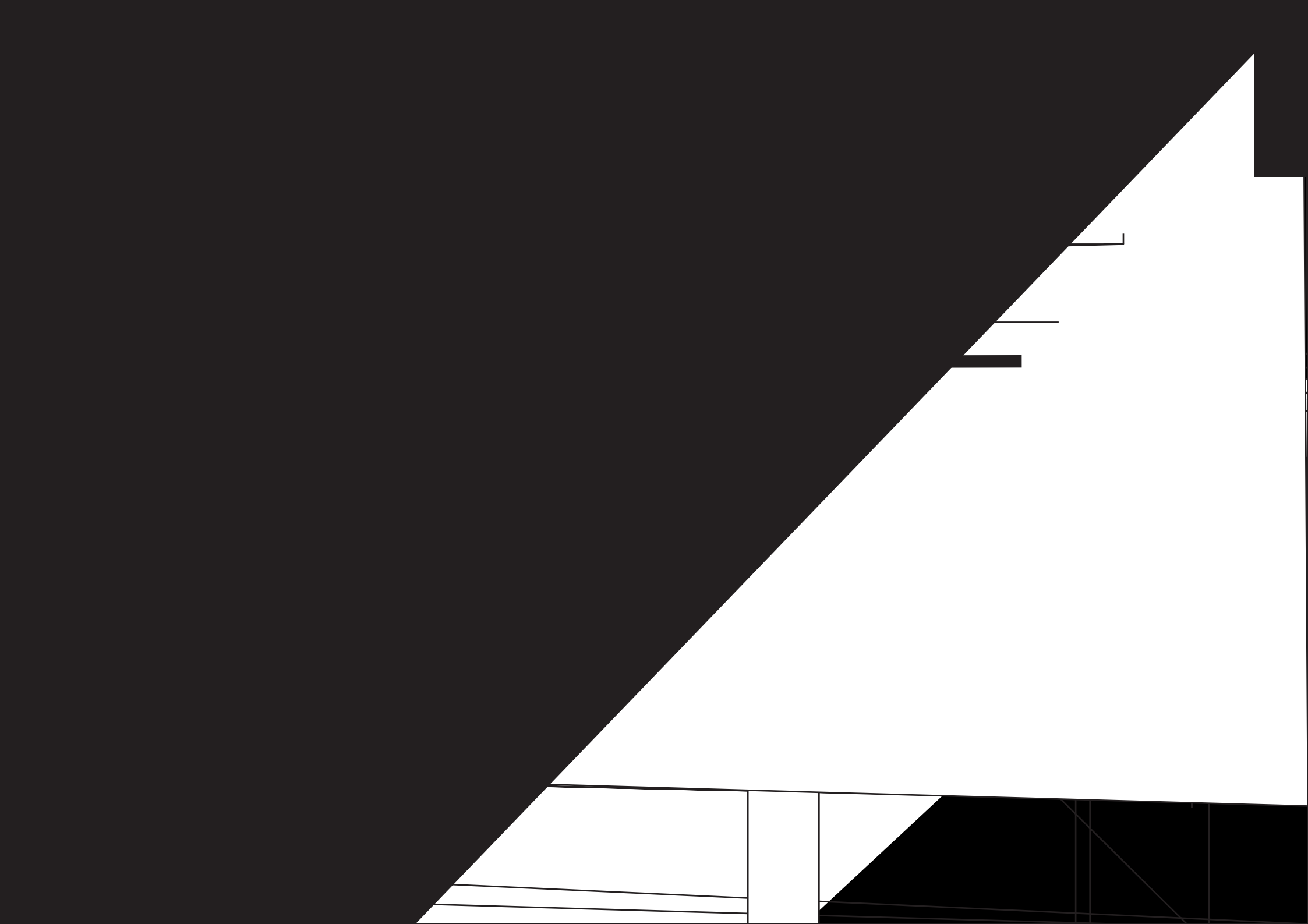


Nova

*Dual Control Thermostatic Mixer
Shower Valve
Installation Instructions*

IMPORTANT!

This Step-by-Step guide should be given to the customer after installation and demonstration.





“a). All Shower Installations

Byelaw 17 (2)b the showerhead of any Shower Hosepipe is connected by a fixed or sliding attachment so that it can only discharge water at a point not less than 25mm above the spill-over level of the relevant bath, shower tray or other fixed appliance.

b). Showers connected to mains COLD supply mixed with HOT stored water:

Byelaw 30 (2) cisterns storing water for domestic purposes.

Where the shower valve is supplied with **HOT** water from a storage cistern and **COLD** water from the mains supply pipe a **COLD** storage cistern that complies to byelaw 30 (2) must be used.

SECTION 10

SERVICING/MAINTENANCE

If your Thermostatic mixing valve fails to operate it could be the result of incorrect installation. Please refer to installation and site requirements.

- a). Isolate **HOT** and **COLD** supplies.
- b). Prise off Knob Cap (Key No.1), remove spindle screw (Key No.2) and pull off Temperature Knob and Temperature Indicator Ring (Key No.4).
- c). For concealed models, remove Concealing Surround (Key No.42) by rotating.
- d). Remove Circlip (Key No.5) by using circlip pliers and remove Flow Knob (Key No.6).
- e). Pull off Sleeve (Key No.7) or (No.41) and then unscrew Head (Key No.9) using a spanner.

F). Remove Thermostat (Key No.24), Distributor Assembly (Key No.25 & 49) and Spring (Key No.27).

g). Unscrew Half Cartridge (Key No.23).

h). Remove Circlip (Key No.8) and (Key No.14) and then push out Flow Head (Key No.17) and Spindle Assembly.

CLEANING AND LUBRICATION

- a). Soak all metal parts in descalent, wash off in clean water.
- b). Examine all seals and replace if necessary.
- c). Use silicon based grease on all seals (lightly smear only), and on thread of Spindle Housing (Key No.22) and Flow Nut (Key No.12).

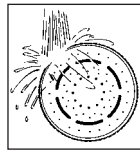
A maintenance kit is available, which contains all seals and grease.

RE-ASSEMBLY

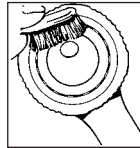
- a). Assemble Spindle (Key No.20) and P.T.F.E. Washer (Key No.19) (from the spindle end) then the 'O' seal (Key No.18). This assembly is screwed into the Spindle Housing (Key No.22).
- b). Locate the Spindle and Housing assembly into Flow Head (Key No.17) and fit Circlip (Key No.14). Screw Half Cartridge (Key No.23) to Flow Head assembly.
- c). Take Flow Head assembly as 'b' and screw on Flow Nut (Key No.12) - Left Hand Thread. Place Flow Nut Washer (Key No.11) over Flow Nut spindle and locate the complete assembly within the Fixed Head (Key No.9) - fit Circlip (Key No.8).

d). Place Spring (Key No.27), Distributor Assembly (Key No.25 & 49) and Thermostat (Key No.24) within Valve Body (Key No.28) and screw the whole Head Assembly into the Body.

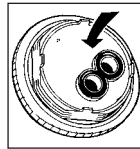
e). Replace Sleeve (Key No.7) or (No.41), Knob (Key No.6), Circlip (Key No.5) and refer to para Section 8 **Maximum Temperature Setting** to complete.



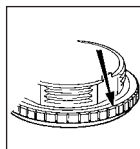
5. Ensure all traces of limescale and limescale remover are rinsed off.



6. Thoroughly clean and rinse the inside of the showerhead.



7. Replace the two black 'O' rings on the rear of the spray cartridge. A light smear of petroleum jelly will ensure an easy location into the grooves.



8. Refit outer rubber spray ring ensuring that the bevelled edge is situated as per fig 8.



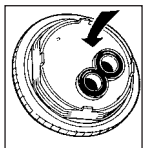
9. Refit cartridge to the showerhead and tighten with the spray key.

SECTION 11 SHOWERHEAD CLEANING INSTRUCTIONS

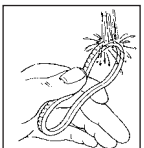
The showerhead should be cleaned periodically to remove limescale or debris which will reduce the performance of the shower. The frequency of cleaning will vary according to local water quality. In hard water areas cleaning will be needed more often than in soft water areas. A liquid non-abrasive bathroom cleaner may be used on external surfaces of the handset.



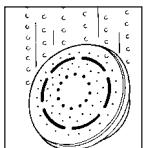
1. Engage the key into the spray cartridge recesses and turn anti-clockwise to unscrew.



2. Remove the two small black 'O' rings from the rear of the spray cartridge, and rinse 'O' rings clean.



3. Remove outer rubber spray ring, wash and rinse under running water.



4. If deposits are stubborn, immerse and soak the spray cartridge for several hours in a proprietary limescale remover. Then with a small stiff bristled brush scrub the spray cartridge.

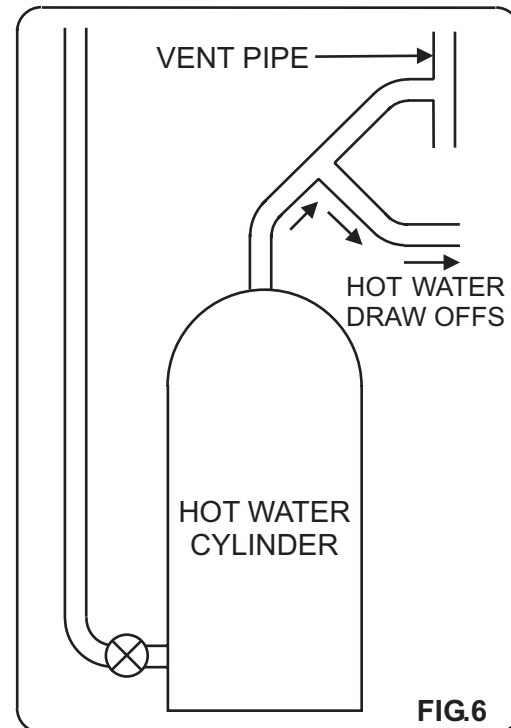
SECTION 12 GENERAL FAULT DIAGNOSIS

If your Thermostatic mixing valve fails to operate correctly either immediately upon installation or after a period of time, the following important points should be checked:-

1. Isolate supplies and ensure that both **HOT** and **COLD** water supplies are reaching the valve body. You may need to dis-connect supply pipes to ensure this.
2. Ensure that there is no debris between the faces of the Piston (Key No.25) and it's mating faces; bottom of Valve Body

(Key No.28) and Half Cartridge (No.23).

3. Check that the valve has been installed correctly in accordance of its particular feed system (ie. Use of flow limiters where necessary).
4. Common problems with pumped systems include:
 - a. Insufficient head pressure to initiate pump; (check with pump supplier/manufacturer).
 - b. Airlocks within the pump impellers. Fig.6 shows the preferred Tee-Off configuration of the **HOT** water supply. Any air bubbles formed by the **HOT** water will tend to cling to the top surface of the pipe and dissipate to atmosphere through the vent pipe.
5. That the **HOT** water temperature source is sufficient; preferred minimum of 60 degrees C.



GUARANTEE

Galaxy Showers Limited guarantee this product for a period of one year, from date of purchase, against mechanical and defects arising from faulty materials or from poor workmanship, providing the product has been installed by a competent person in accordance with the fitting instructions.

Galaxy Showers Limited undertake to repair or replace, at their discretion, without charge, provided the product has been properly maintained and operated in accordance with the operating instructions. Any component found to be defective during this period, as the result of misuse or damage, or the effects of scaling, will not be covered by this guarantee.

This product must not be modified, repaired or taken apart except by a person authorised by Galaxy Showers Limited.

This Guarantee is only valid within the United Kingdom and does not cover product used commercially.

This Guarantee does not affect your statutory rights.

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