

TRITON



DART (Built-in)

**Thermostatic
concentric mixer
shower**



**Installation
and
Operating
Instructions**

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

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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 concentric mixer shower. Please read them carefully. Read through the whole of this book before beginning your installation.

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

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

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

The mixer shower MUST NOT be subjected to water temperatures above 80°C. This mixer shower is designed for use with traditional low pressure 'gravity' water systems, using a cold water cistern and hot water cylinder as well as for the higher pressure systems found in the UK up to a maximum of 5 bar running pressure.

IMPORTANT: When installing this mixer with a combi boiler or multipoint water heaters, flow limiters MUST be installed in the inlet elbows.

This mixer shower is suitable for fully modulating type combination boilers and multipoint hot water heaters. 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 mixer inlet 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 large area filter in each inlet elbow. Inlet connections are by compression fittings for 15mm copper pipe.

SAFETY WARNINGS

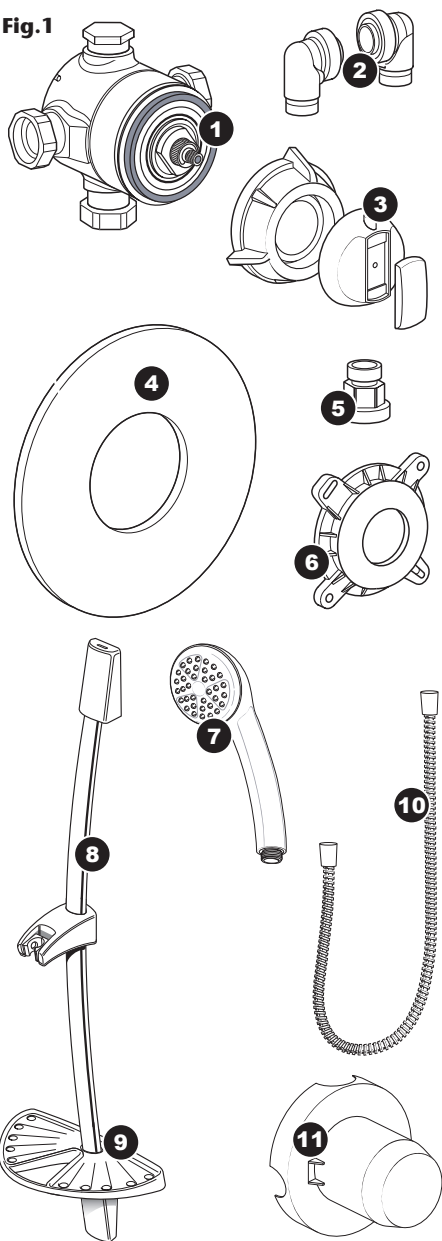
- a Layout and sizing of pipework must be such that when other services are used, pressures at the shower control inlets do not fall below the recommended minimum.
- b DO NOT choose a position where the shower could become frozen.**
- c DO NOT connect this mixer shower to any form of tap or fitting not recommended by the manufacturer.**
- d The showerhead 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.

MAIN COMPONENTS

Fig.1



- 1** Mixer shower body
- 2** Inlet elbow
- 3** Controls and end cap
 - Flow limiters (HP systems only)
 - Spacer
 - Water filter
- 4** Trimplate
- 5** Outlet pipe connector
- 6** Fixing bracket
- 7** Showerhead
- 8** Riser rail kit
- 9** Soap dish
- 10** Shower hose
- 11** Tiling shroud
 - Nutted long thread connector
 - Bulkhead fitting

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

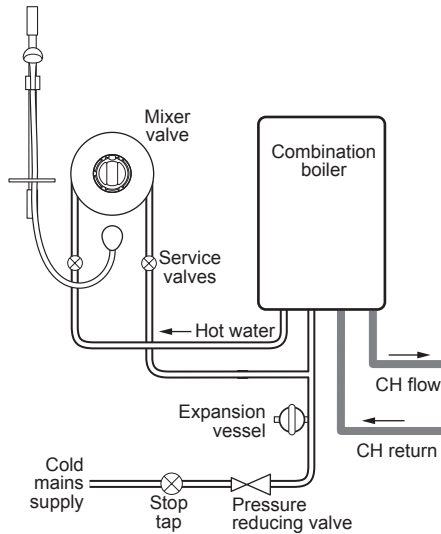
BS 6700 recommends that the temperature of stored water should never exceed 65°C.

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

Temperature adjustment range

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

Fig.2 (diagrammatic view – not to scale)



TYPICAL SUITABLE INSTALLATIONS

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

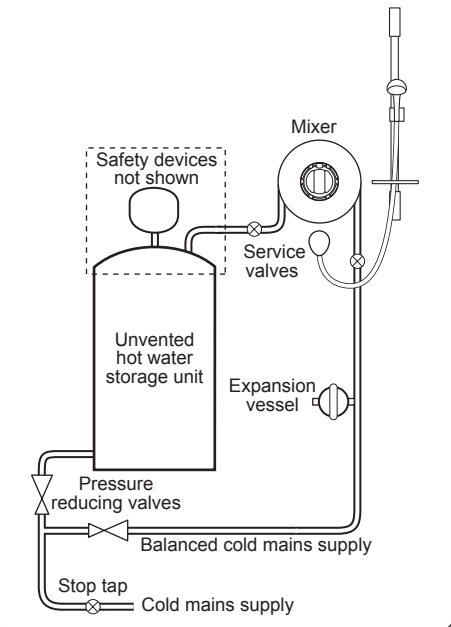
The shower control must be installed with a multipoint gas water heater or combination boiler of a fully modulating design (i.e. to maintain relatively stable hot water temperatures).

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

An expansion vessel, shown in (fig.2), **MUST** be fitted and regularly maintained, to 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.

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 best performance.

Fig.3 (diagrammatic view – not to scale)



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 prevent 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 shower head (fig.5).

e) Pumped gravity fed systems (fig.6)

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

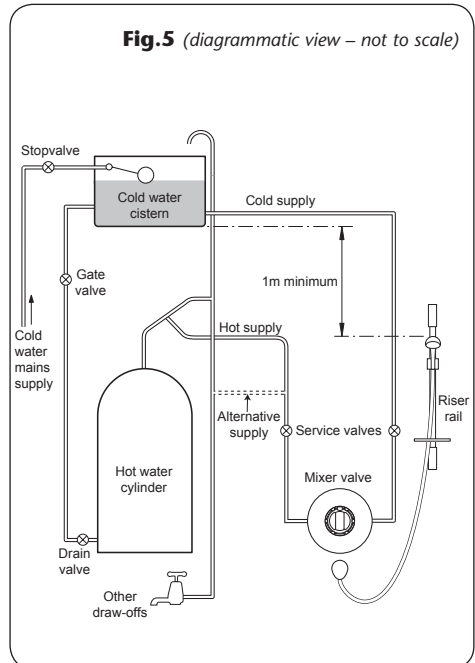
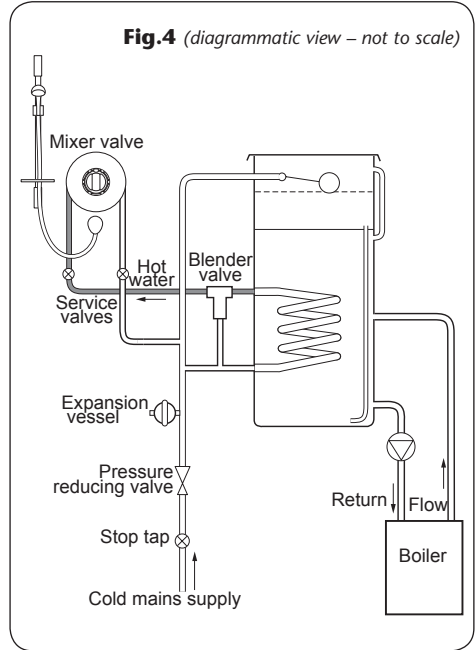


Fig.6 (diagrammatic view - not to scale)

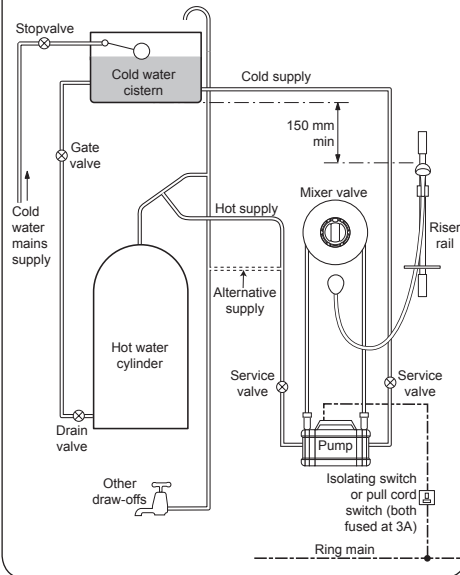
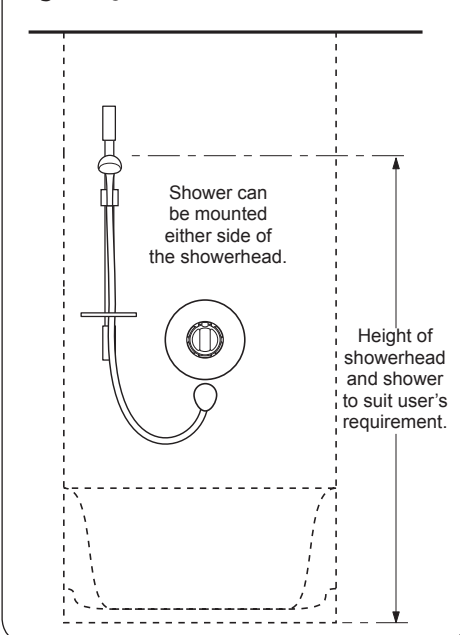


Fig.7 (diagrammatic view – not to scale)



GETTING STARTED

Check the contents to make sure all parts are present.

Before installing, make sure all the openings on the mixer are carefully covered to prevent ingress of any debris etc. The mixer body is supplied with caps in the inlet and outlet openings. Leave these in place during building work, etc. and remove only when the final connection is required.

The hot and cold water pipes should not be permanently attached to the wall closer than 2m from the mixer before installing 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.7)** for correct siting of the shower.

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

It is advised to position the bulkhead about 150mm to 250mm below the mixer and in line with the outlet port. When planning the bulkhead position, make sure the hose does not restrict the full vertical movement of the showerhead on the riser rail.

IMPORTANT: The hot entry port is on the left-hand side of the mixer body **(fig.8)** marked in red.

INSTALLATION

General conditions

Note: The outlet of the shower MUST NOT be connected to anything other than the hose and showerhead supplied.

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

Use only the compression fittings supplied.

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

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

When connecting pipework avoid using tight 90° elbows. Swept or formed bends will give the best performance.

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

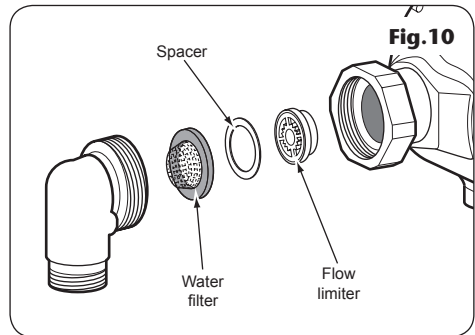
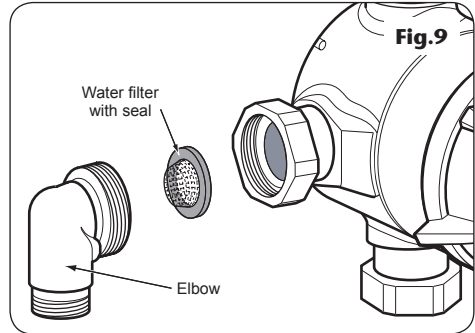
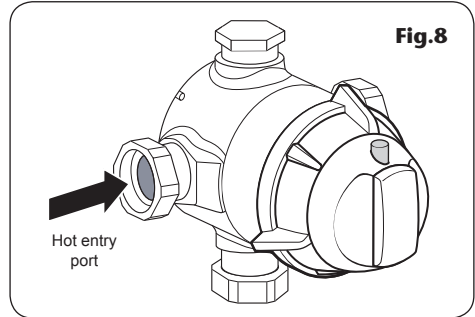
Hot water pipe entry must be made to the left-hand side inlet.

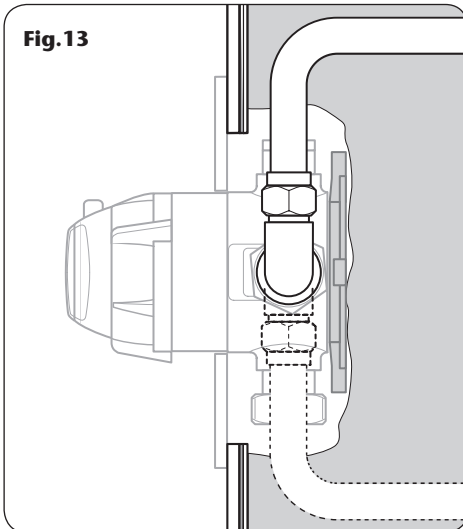
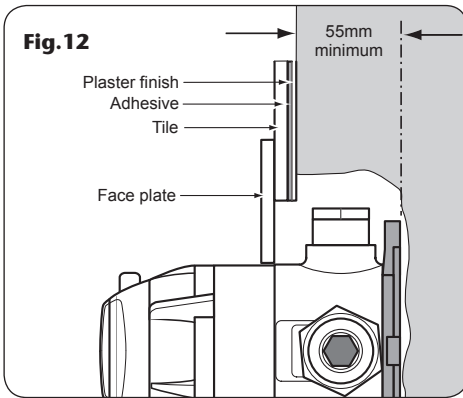
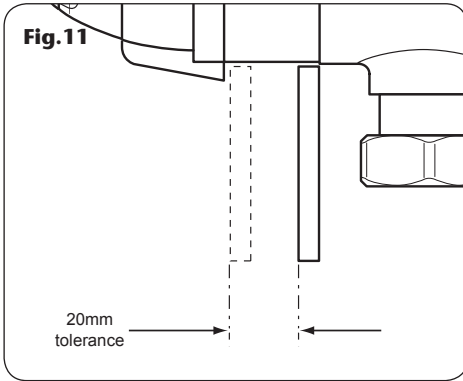
IMPORTANT: The inlet elbows contain filters that may become blocked if debris is not flushed through before fitting.

The inlet elbows allow for either rising, falling or rear entry hot and cold water supplies. The elbows have water filter inserts, complete with seals (**fig.9**), and do not require PTFE tape or other means of sealing.

High pressure systems

If installing the mixer with a high pressure system the two flow limiters supplied MUST be inserted into the inlet elbows. To fit, insert the flow limiter and washer into the mixer elbow inlet (**fig.10**). Carefully screw the elbow in place, making sure the water filter is fitted correctly.





Instantaneous gas water heaters

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

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

BUILDING-IN DEPTH

The allowance for varying thicknesses of tiles up to 10mm is accommodated by the front trim plate (**fig 11**). The maximum tolerance between the trimplate and mixer body is 20mm.

The following are typical thicknesses and are given as a guide only:

Tile	6 – 10mm
Adhesive	2 – 3mm
Plasterboard	9.5 – 12.5mm
Plaster finish	2 – 3mm

Maximum tile thickness to be 10mm.

When installing into a stud partition or other hollow wall structure, the installer may wish to consider building rear supports or other options for fitting the fixing bracket. Such options are beyond the scope of this guide.

Use the supplied tiling shroud as a template when cutting the opening for installing the shower into a solid wall, stud partition or hollow wall structure.

If using the fixing bracket in a solid wall (**fig.12**), make sure the available building-in depth is at least 55mm measured from the face of the wall.

SOLID WALL, HOLLOW WALL AND PANEL MOUNTING

The building in depth for the fixing bracket is typically 55mm from plaster finish but this is dependant upon tile and adhesive thicknesses.

Decide upon the shower position and determine whether the hot and cold water supplies will enter from the top (falling), bottom (rising) or rear.

Note: For the rear entry supplies, in order to access the inlet elbow compression fitting (**fig.13**), it is advisable to have the pipework rising or falling from the elbows before routing to the rear.

Using the tiling shroud supplied, mark the hole outline position onto the wall (**fig.14**). Remove the plaster and brickwork (or plasterboard) to the depth required and chase out any additional areas of wall to allow for incoming pipework and access to the mixer and the outlet pipework to the bulkhead.

The final separation between pipe centres needs to be 170mm (**fig.15**).

Offer the fixing bracket up to the wall. Centralise and mark the four holes. Drill and plug the holes using the wall plugs provided (*the wall plugs provided 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 a suitable drill bit*).

Note: It is preferable to flush the pipework (**fig.16**) to clear the system of debris and check for leaks before connecting to the mixer.

IMPORTANT: The inlet elbows contain water filters that may become blocked if debris is not flushed through before fitting.

Before fitting the valve body to the pipework make sure to remove the temperature control. Remove the plugs from the mixer valve inlets and outlet. Fit the outlet adaptor for connection to the bulkhead.

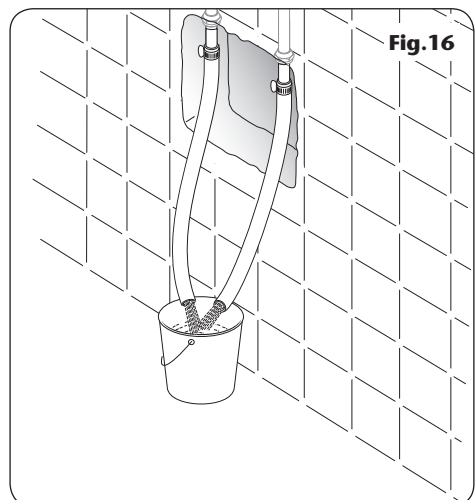
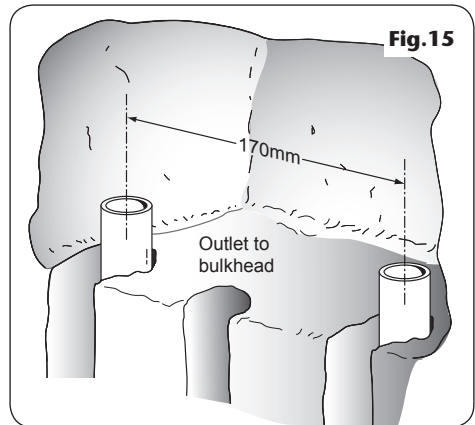
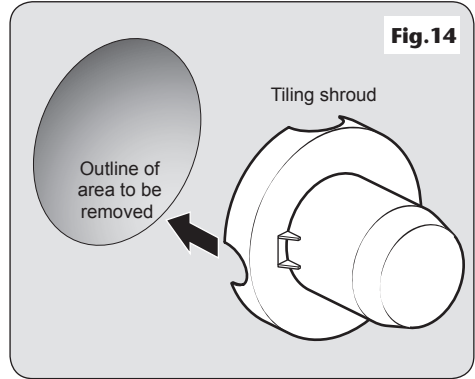
Make sure the inlet elbows are facing the correct way. Offer the mixer up to the fixing bracket, fit and secure using the grub screws provided.

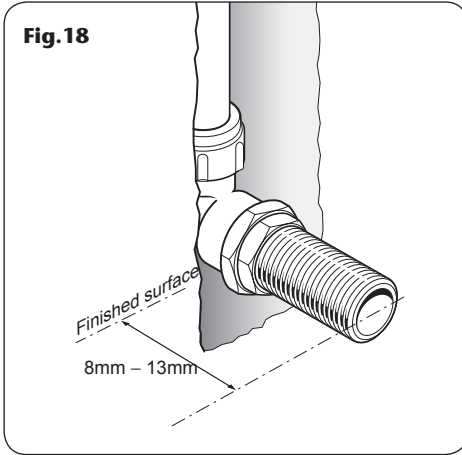
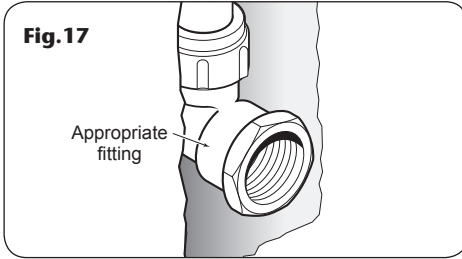
Complete the pipework to the mixer valve marking off the length to enter the elbows.

Note: Leave enough free play in the pipework to allow withdrawal from the compression fittings.

DO NOT secure the incoming pipes within one metre of the shower mixer.

Remove the mixer and cut the pipes to length. Refit the mixer to the fixing bracket and pipework. Slide the inlet nut and olives onto the supply pipes.





Tighten the inlet nuts and valve body grub screws.

FITTING THE BULKHEAD PIPEWORK

Complete the outlet pipework ending in a 15mm x 1/2" BSP female thread elbow (**fig.17**).

Note: This fitting is not supplied as variations in installations require the selection of a suitable solder or compression fitting.

Screw the supplied male-thread connector into the female fitting (**fig.18**) using PTFE tape to give a watertight joint.

Note: The male-thread connector supplied has a shoulder. If fitting into a flush wall, make an extra 8mm allowance for this shoulder at the finished surface. The connector can be cut to size if required.

The threaded connector should protrude from the finished wall surface between 8mm and 13mm.

LEAK TESTING

Fit a hose to the bulkhead threaded connector and direct it to waste.

Turn the flow control fully clockwise to close it. Open the isolating valves to the shower. Open the flow control by turning fully anti-clockwise and flush through.

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

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

Check for any leaks and remedy if necessary.

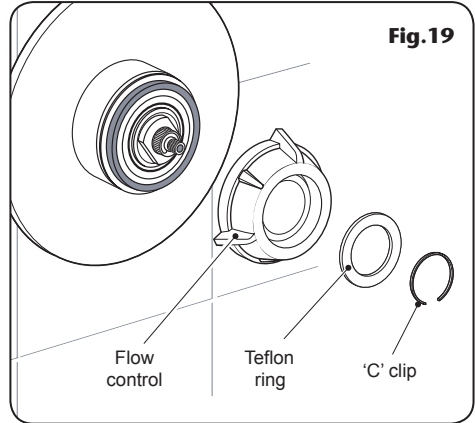
TURN OFF the water supplies.

MAKING GOOD

Place the tiling shroud over the shower mixer and secure temporarily. Make good the incoming and outlet pipe channelling and around the bulkhead outlet. Plaster or tile up to the edge of the shroud.

Note: The tiles must be accurately cut to match the profile of the shroud. The outer cover will then accurately seal the hole, and enable the mixer unit to be removed from the mounting bracket without the need to break any tiles.

Make sure the grout lines are flush with the tiles in order to provide a smooth sealing surface for the outer cover. When complete, remove the tiling shroud.



FITTING THE TRIMPLATE AND CONTROLS

Fit the trimplate over the protruding valve body and slide tight to the wall. Make sure the seal in the opening stays in place as it slides over the valve body. A smear of liquid soap on the seal will ease this procedure.

The trimplate incorporates a silicon sponge backing that seals against a smooth wall. Slide the flow control and teflon ring onto the splines and secure in place using the 'C' clip supplied (**fig.19**).

Fit the temperature stop ring, making sure the stop aligns to the 12 o'clock position (**fig.20**).

Slide the temperature control onto the valve spindle, making sure the override button aligns to the 12 o'clock position (**fig.21**). Secure in place with the screw supplied and push fit the end cap into place.

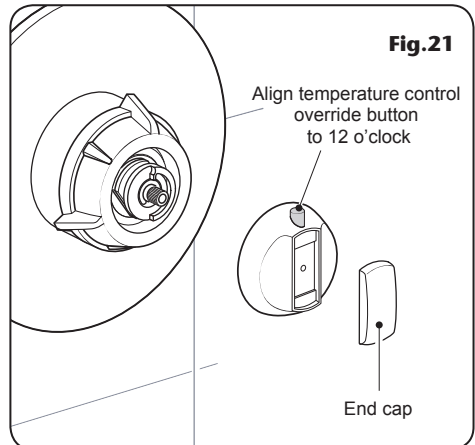
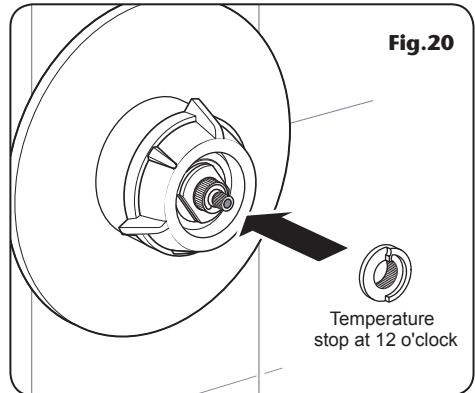
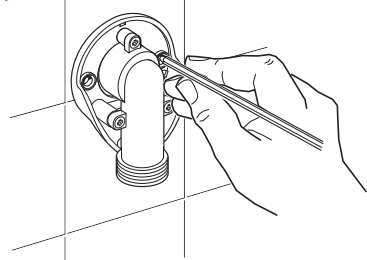


Fig.22



BULKHEAD ASSEMBLY

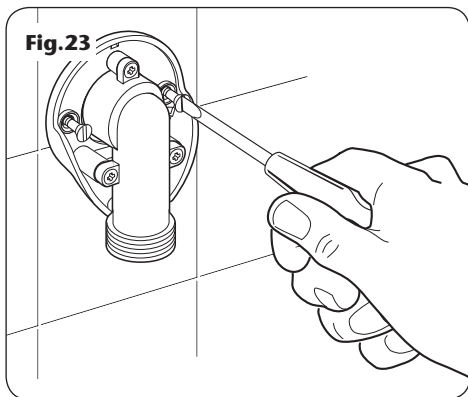
Screw the bulkhead elbow to the bulkhead body with the three screws supplied.

Screw the completed assembly onto the threaded connector temporarily to mark the position of the two fixing holes (**fig.22**) for securing the bulkhead to the wall.

Note: If screw thread protrudes too far out of the wall, it can be cut to the correct length using a hacksaw.

Unscrew and remove the bulkhead assembly. Check the location of the pipe in the wall before drilling.

Fig.23



Drill and plug the holes using the wall plugs supplied. (*The wall plugs provided are suitable for most brick walls — use an appropriate masonry drill, but if the wall is plasterboard or soft building block, you must use suitable wall plugs and a suitable drill bit.*)

If fitting to a hollow wall structure, it may be preferable to secure the bulkhead by applying a bead of silicon seal to the back of the bulkhead.

Apply PTFE tape to the threaded connector.

Screw the bulkhead assembly onto the threaded connector until tight to the wall and the two fixing holes are aligned. Secure to the wall with the two screws supplied (**fig.23**).

Finish by clipping the cover onto the bulkhead, making sure the protruding legs locate in the bulkhead body.

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

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:

Fit the showerhead holder onto the riser rail. The correct orientation of the holder is when the showerhead holder is sloping **DOWN** (**fig.24**).

To fit the showerhead holder onto the riser rail unit, press and hold the button on the underneath of the showerhead holder to release the locking mechanism, then slide onto the rail.

Slide the supplied soap dish onto the riser rail below the showerhead holder (**fig.25**).

Slide the top and bottom finishing trims onto the riser rail (**fig.26**).

Push the two fixing brackets into the ends of the riser rail (**fig.27**).

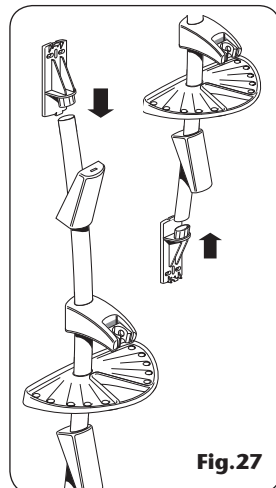
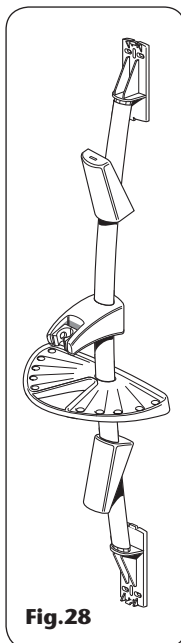
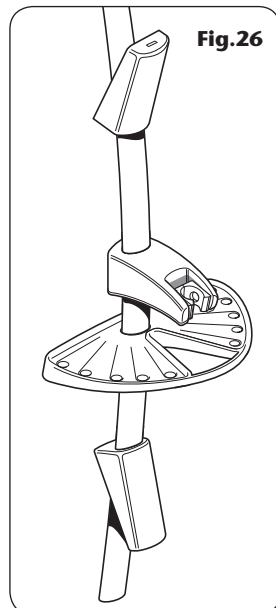
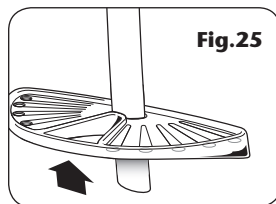
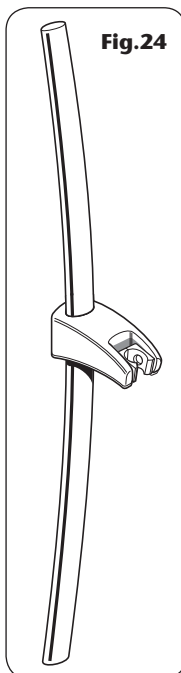
Offer the rail assembly to the wall (**fig.28**).

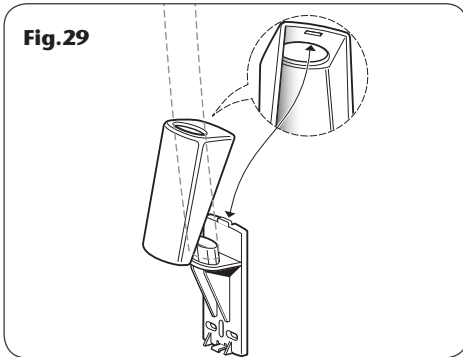
Using the brackets as templates, mark two upper holes and two lower holes. Note there are four provisions for screws per bracket — select the two most suitable for your requirements. Make sure the rail is aligned vertically.

Drill and plug the wall. *(The wall plugs provided 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 a suitable drill bit).*

Screw to the wall with the fixing screws supplied.

Slide the finishing trims onto the brackets. Make sure the lug on each rail bracket end engages into the slot on the fatter end of each trim before push fitting the thinner ends in place (**fig.29**).



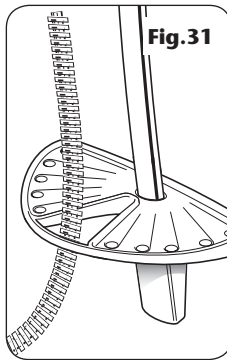
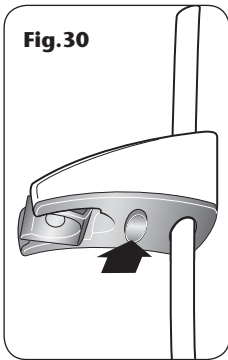


To remove a trim, push a small screwdriver or similar through the slot in the trim end and carefully pull away from the wall bracket.

Slide the soap dish down the rail so that its bracket engages on top of the lower finishing trim.

Adjusting the showerhead holder

To adjust the height, press the button underneath the holder to release the locking mechanism (**fig.30**). Still pressing the button, move the holder up or down to suit user's requirement.



FITTING THE HOSE AND SHOWERHEAD

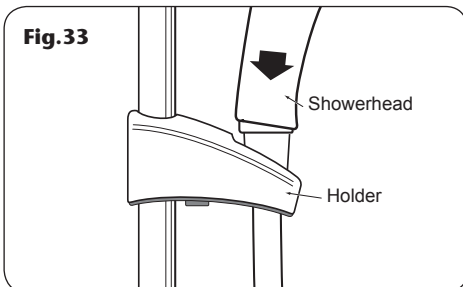
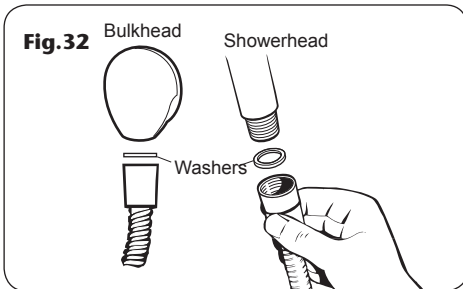
Feed the flexible hose through the soap dish opening (**fig.31**) so the dish acts as a retaining ring (Water Regulations).

Screw the flexible hose to the shower outlet and showerhead, making sure the supplied washers are in place at both ends of the flexible hose (**fig.32**).

Place the showerhead into the holder and check that it fits correctly (**fig.33**).

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

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.



COMMISSIONING

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

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

Make sure the temperature control is at the maximum temperature setting, i.e. depress the temperature override button and rotate fully anti-clockwise. Make sure the showerhead is directed to waste.

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

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

ADJUSTING THE MAXIMUM TEMPERATURE SETTING

Remove the temperature control by removing the end cap and unscrewing the retaining screw (**fig.34**). Remove the temperature stop ring from the spindle.

Turn the flow control fully anti-clockwise. With a steady flow running, adjust the spindle on the temperature valve by hand until the temperature is at the desired setting (clockwise for cooler and anti-clockwise for hotter).

When you are satisfied with the temperature turn the flow control off. Refit the temperature stop ring, making sure the stop aligns to the 12 o'clock position (**fig.35**).

Refit the temperature control, secure with the screw and replace the end cap.

The valve is supplied with the maximum temperature stop factory set at 38°C.

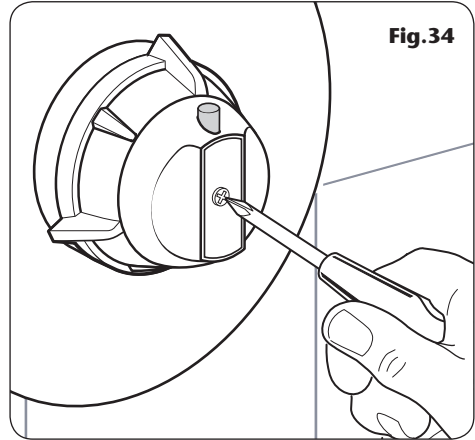


Fig.34

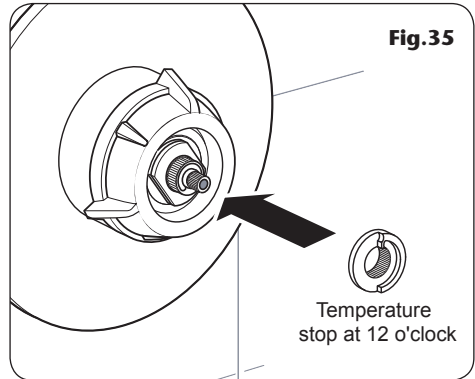


Fig.35

WARNING!

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

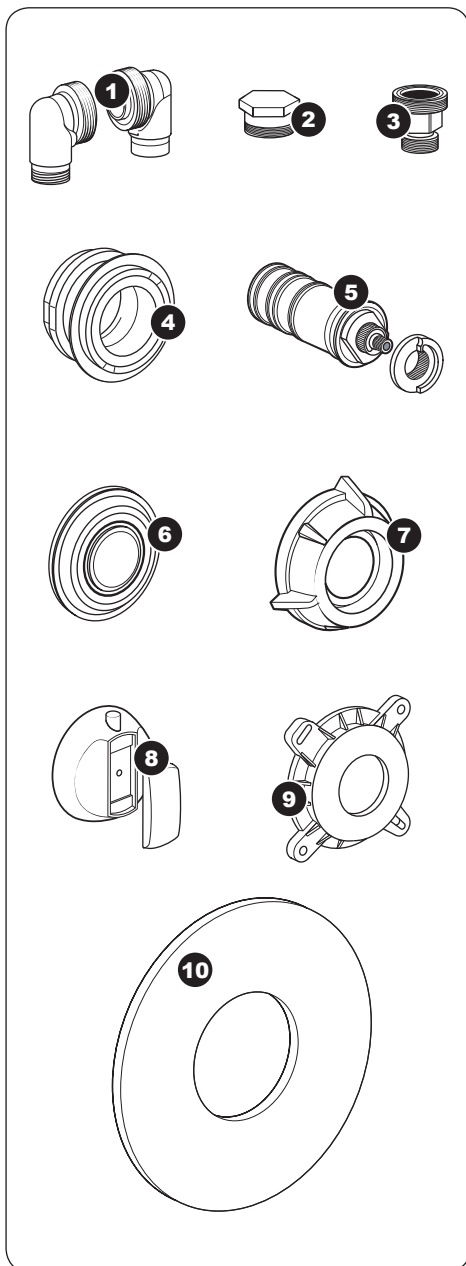
CLEANING

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

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

SPARE PARTS

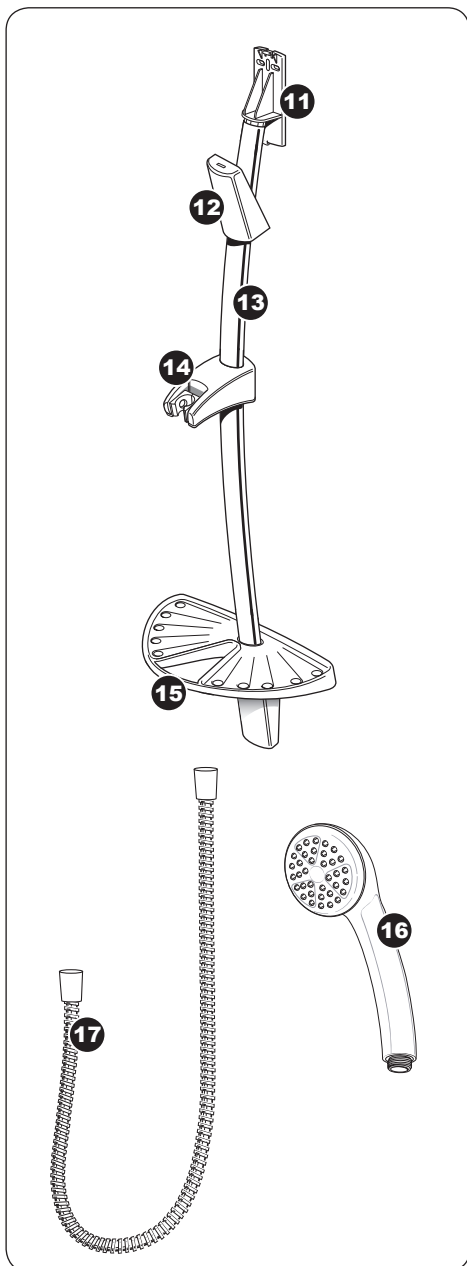
Ref. Description	Part No.
1 Elbow	83307730
2 Plug	83307810
3 Outlet connector	83307740
4 Slide valve	83307780
5 Thermostatic cartridge w/ temperature stop	83307770
6 Upper flange	83307790
7 Flow control	83308150
8 Temperature control w/ cover trim	83308160
9 Fixing bracket	83307710
10 Trimplate	83307750
- Flow limiter	83307760



SPARE PARTS

Ref. Description Part No.

11	Brackets (pair)	22010430
12	Trims (pair) – chrome	22010740
13	Riser rail	22010750
14	Showerhead holder – chrome	22010730
15	Soap dish & hose retainer	22010470
16	Showerhead	88500001
17	Shower hose	28100000
–	Bulkhead fitting	85500230
–	Nutted long thread connector	7032915



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.	
	1.5 High volume of cold water drawn off elsewhere.	1.4.1 Turn off shower and consult a competent plumber or contact Triton Customer Service. 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 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 Triton Customer Service.
	2.6 Flow limiter not fitted (HP systems only).	2.6.1 Fit the supplied flow limiters in the inlet elbows (see 'instantaneous gas water heaters' on page 8).
3 High water flow and/or poor performance on a mains fed system.	3.1 Flow limiters not fitted.	3.1.1 Fit the supplied flow limiters 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 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 Check 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). 7.2 Worn seals on slide valve.	7.1.1 Replace slide valve.



Service Policy

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

- 1 Telephone Customer Service on 0870 067 3333 (0845 762 6591 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 the unit must be fully installed for the call to be booked and the date confirmed. In order to speed up 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).
- 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 Showers
Triton Road
Nuneaton
Warwickshire CV11 4NR

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TRITON STANDARD GUARANTEE

Triton guarantee this product against all mechanical defects arising from faulty workmanship or materials for a period of five years for domestic use only, from the date of purchase, provided that it has been installed by a competent person in full accordance with the 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. 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 showerheads, hoses, riser rails and/or wall brackets or any other accessories installed at the same time.
- 7 The cost of routine maintenance, adjustments, overhaul modifications or loss or damage arising therefrom, including the cost of repairing damage, breakdown, malfunction caused by corrosion, furring, pipe scaling, limescale, system debris or frost.

Customer Service: ☎ 0870 067 3333

**Scottish and Northern Ireland
Customer Service:** ☎ 0845 762 6591

Trade Installer Hotline: ☎ 0870 067 3767
Fax: 0870 067 3334

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