

**TRITON**

**THAMES  
Dual Control  
Thermostatic  
mixer shower with  
diverter**



**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 Thames dual control thermostatic mixer shower with diverter. 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 ensure a long and trouble free life from your shower.

For 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 is designed for use with high pressure systems found in the UK up to a maximum of 5 bar running pressure.

**IMPORTANT:** When installing this mixer with combination and multipoint hot water appliances, the supplied flow restrictor must be installed.

The mixer is suitable for fully modulating type combination boilers and multi-point hot water heaters. It is also suitable for thermal storage and unvented 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. Inlet connections are by ¾" BSP to 22 mm or 15 mm compression (not supplied).

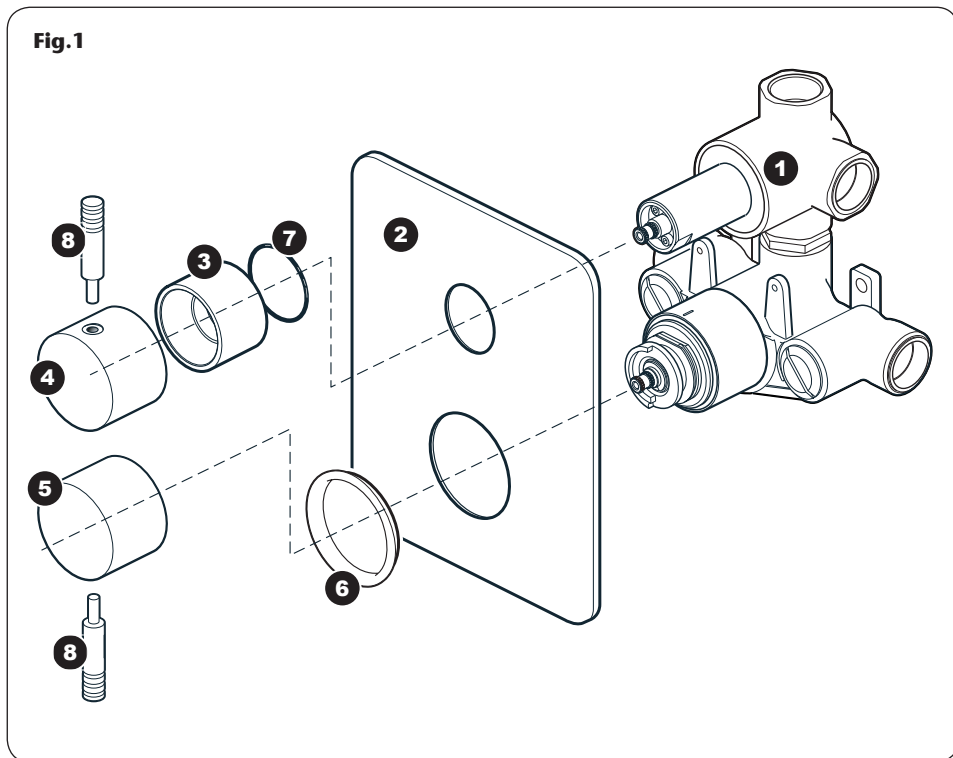
### SAFETY WARNINGS

- 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 service 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 valve
  - 2 Face plate
  - 3 Threaded trim ring
  - 4 Flow and diverter control
  - 5 Temperature control
  - 6 Rubber face plate seal
  - 7 Trim ring seal
  - 8 Control levers
- Screws
  - Tiling shroud
  - Flow regulator
  - Fixing screws/wall plugs

### SITE REQUIREMENTS

#### **WARNING!**

**This product is NOT suitable for low pressure gravity fed supplies unless a suitable pump is also installed.**

The installation must be in accordance with Water Regulations and Bylaws.

Running water pressure:

Mains fed – 0.5 bar min. to 5.0 bar max.

Maximum static water pressure:

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 shower mixer.

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.

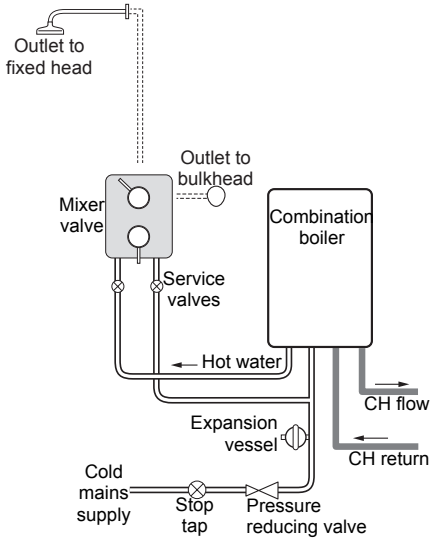
A stored water temperature of 60°C is considered sufficient to meet all normal requirements and will minimise the effects of scale in hard water areas.

### Temperature adjustment range

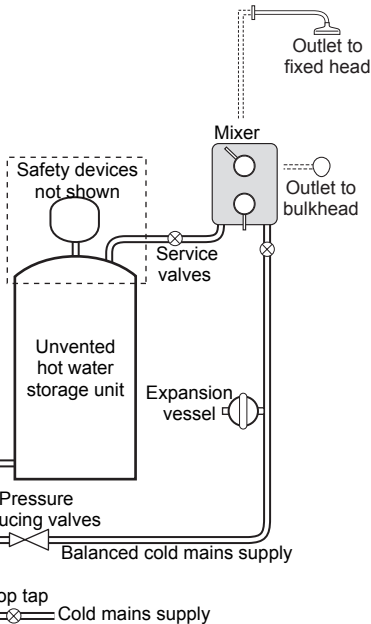
The mixed water temperature can be adjusted from cold through to a top limit which must be pre-set during installation with full anti-scald protection throughout the range (35°C to 40°C) providing the hot water temperature at the inlet remains 10°C above the outlet temperature.

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

**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 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 (shown in **fig.2**) **MUST** be fitted, and regularly maintained, to ensure the shower mixer is not 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 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).

**d) Pump assisted gravity fed systems (fig.5)**

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

The shower control can be used with a gravity fed system in conjunction with a pump to boost pressures as shown (**fig.5**).

Refer to the pump installation guide to establish the minimum head requirements for automatic operation of the pump.

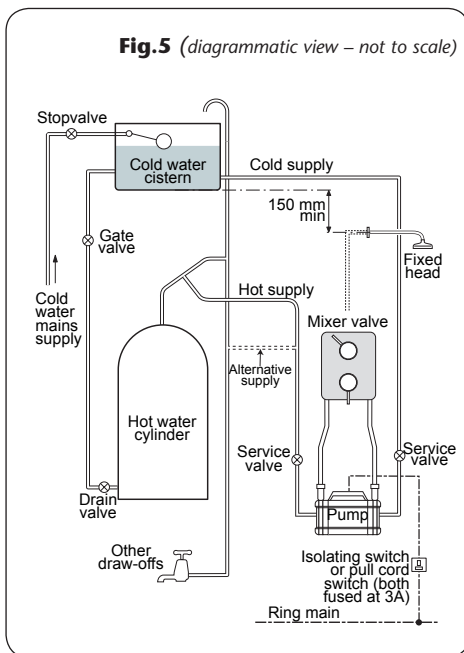
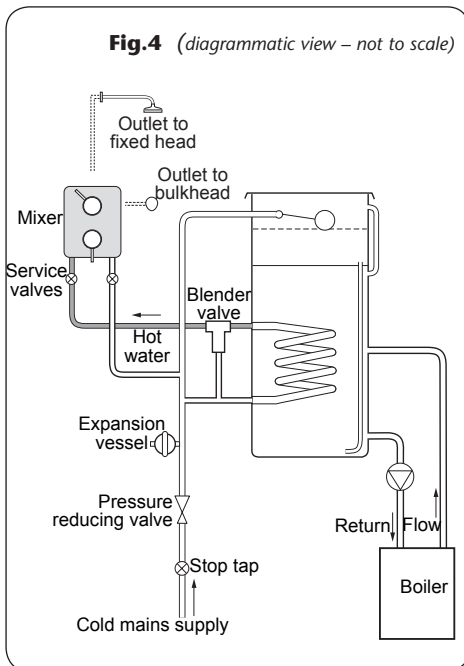
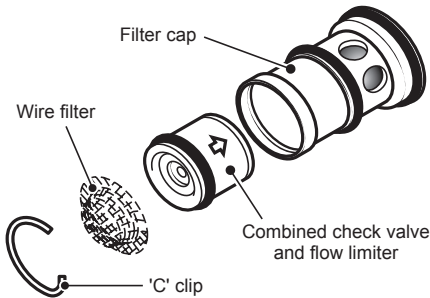


Fig.6



## INSTANTANEOUS WATER HEATERS APPLIANCE CAPABILITIES

In order to ensure 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.

Flow regulators are supplied to control the maximum flow. To fit the flow regulators first remove the filter caps from the hot and cold inlets. Each filter cap contains a check valve and mesh debris filter, held in place by a 'C' clip (**fig.6**).

Carefully remove the 'C' clip and remove the filter and check valve. Replace the existing check valve with the combined check valve and flow regulator supplied.

**IMPORTANT:** When fitting the flow regulators note the correct facing.

Refit the mesh filter and secure in place with the 'C' clip.

Repeat the process for the other filter cap. Screw the filter caps back into the valve body.

With the flow regulators fitted and the system in use, the flow control should be turned fully ON to the full flow setting.

## PREPARING THE MIXER VALVE

### WARNING!

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

Check the contents to make sure all parts are present.

Before starting the installation, make sure all the openings on the valve are carefully covered to prevent ingress of any debris etc.

The shower valve is suitable for installation in a chased out cavity in a solid wall, a stud partition wall, dry lined wall or fixing to a shower cubicle or panel.

The hot and cold water pipes should not be permanently attached to the wall within one metre of the valve before installation to allow for final adjustment of the valve position.

## SITING OF THE SHOWER

### 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.**

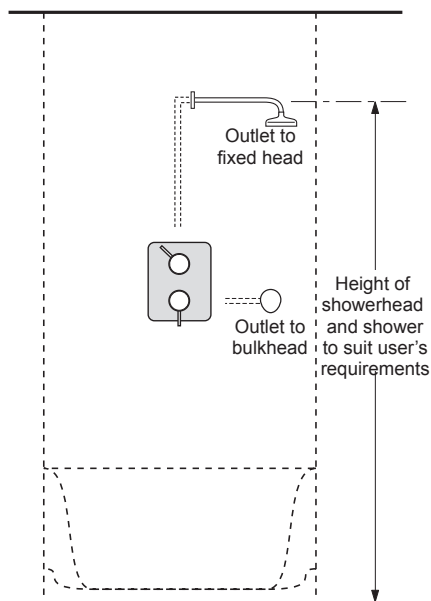
Refer to **(fig.7)** for correct siting of the shower.

Position the shower and fixed head on the wall so that all controls can be comfortably reached while using the shower. The diverter outlet pipework can be positioned either side of the shower.

The unit must be positioned vertically with the outlet port at the top (marked with an 'arrow' on the brass body).

**IMPORTANT:** The hot entry port is stamped 'HOT' on the mixer body.

**Fig.7** (diagrammatic view – not to scale)



**Note:** Suitable service 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 any maintenance or servicing be necessary.

## INSTALLATION

### a) General conditions

#### WARNING!

**The outlet of the shower acts as a vent and must not be connected to any tap or fitting not recommended by Triton Plc.**

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

Suitable ¾" BSP to 22 mm or 15 mm compression fittings (not supplied) must be used for connecting to the water supplies.

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

When connecting the pipework, avoid using tight 90° elbows. Swept or formed bends will provide optimum performance.

The hot water inlet is stamped 'HOT' and the cold water inlet is identified 'COLD'.

¾" BSP straight or elbow male thread couplers must be fitted to the inlet ports for either rising, rear or falling hot and cold water supplies.

¾" BSP straight couplers need to be fitted to the valve outlets.

**Note:** These couplers are NOT supplied.

Screw the couplers into the inlets and the outlet of the valve. THE COUPLERS MUST BE TIGHTENED AGAINST THE VALVE BODY. The fittings will require PTFE tape or other means of sealing.

Before starting, make sure the available depth of the recess or cavity is between 65 – 80 mm measured from the finished surface.

The allowance for varying thickness of tiles up to 10 mm is accommodated by a limited degree by the tolerance between the control knob and trim ring.

### b) Installation in a solid wall

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

The building depth should be at least 65 mm deep from the finished wall surface.

As a guide for the size of hole, it should be large enough to accept the valve complete with the inlet and outlet fittings and also allow access for connection to the pipework (**fig.8**).

Remove the plaster and brickwork to the required depth and chase out any additional areas of the wall to facilitate pipework to and from the valve. Note that the valve body requires a deeper recess (about 5mm greater) than the inlet and outlet fittings.

Offer the valve body up to the wall and mark the two fixing holes. Remove the valve and drill and plug the wall. Route the pipework to valve body position.

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

Offer the valve up to the pipework and secure with screws through the two fixing brackets on the valve body.

Proceed to 'connecting supply pipes' section.

### c) Installation in a hollow wall

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

When installing into a stud partition or other hollow wall structures, the installer will need to consider fabricating rear supports or other options. Such options are beyond the scope of this guide.

The hollow cavity should be at least 65 mm deep from the surface of the wall.

Mark the route of the incoming and outgoing pipework.

Take out the plasterboard (use the tiling shroud as a template). Offer the valve body up to the fabrication and mark the two fixing holes. Remove the valve and drill the holes. Route the pipework to the valve position.

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

Offer the valve up to the pipework and secure with screws through the two fixing brackets on the valve body.

Proceed to 'connecting supply pipes' section.

### d) Installation in a panel or cubicle

When installing into a panel or cubicle structure the installer will need to consider fabricating rear supports or other options. Such options are beyond the scope of this guide.

There should be at least 65 mm space from the surface of the panel to the rear of the valve body.

**IMPORTANT:** Access to the rear of the valve must be available.

Decide on the shower position and determine whether the hot and cold water supplies will enter the shower from the top (falling) or bottom (rising) or rear. Mark the route of the incoming and outgoing pipework.

The control knobs require two holes to be cut out of the panel or cubicle. Use the face plate as a template to mark the hole positions then extend further to allow access for the filters (use the tiling shroud as a template).

Route the pipework to valve position.

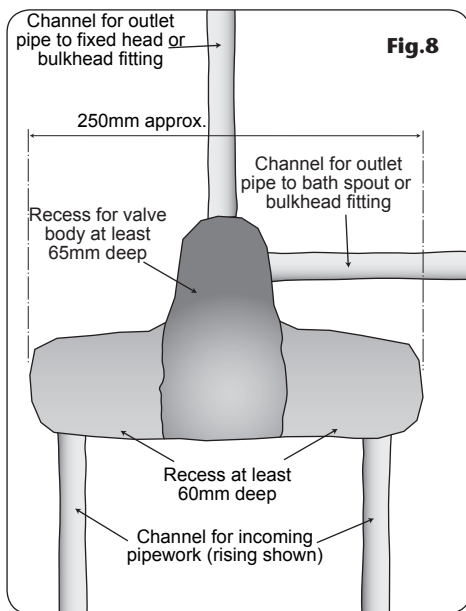
### Flush out the pipework in accordance with Water Regulations and Bylaws.

Offer the valve up to the pipework and secure to the fabrication with screws through the two fixing brackets on the valve body.

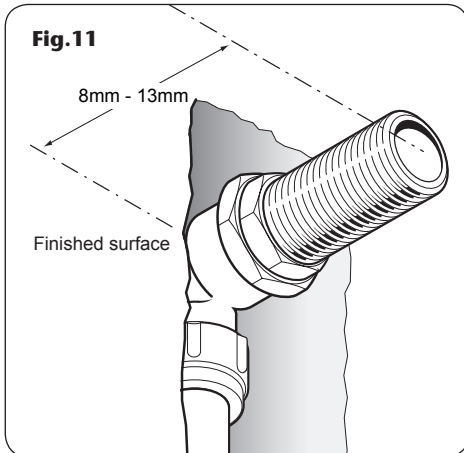
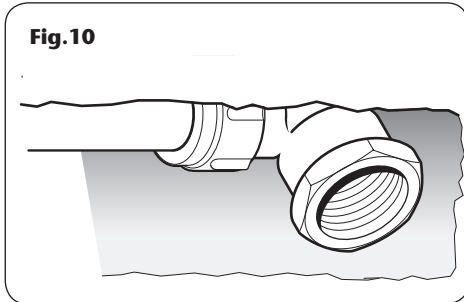
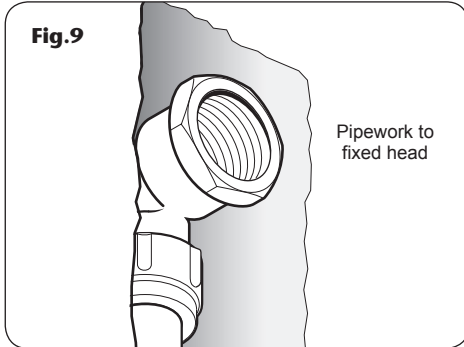
## CONNECTING THE SUPPLY PIPES

Connect the hot water supply to the inlet marked 'HOT' and connect the cold water supply to the inlet marked 'COLD'.

Tighten all compression fittings.



**Fig.8**



## FINISHING THE OUTLET PIPEWORK

Complete both the fixed head (**fig.9**) and bulkhead outlet pipework (**fig.10**) in a ½" BSP x 15 mm female thread elbow or straight coupler.

**Note:** This fitting is not supplied as variations in installations require the selection of the most suitable fitting.

Screw the supplied male-thread connector into the female fitting (**fig.11**) using PTFE tape to give a watertight joint.

**Note:** If fitting a bath spout DO NOT fit the straight connector to the diverter outlet.

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

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

Make sure the flow & diverter control spindle is in the OFF position. The flow & diverter control has three selector settings – fixed head flow at 9 o'clock, OFF at 12 o'clock and handset flow at 3 o'clock.

Temporarily fit the flow & diverter control and make sure the spindle is set at the OFF position – 12 o'clock. Open the mains water supplies and test for leaks in all pipework upstream of the valve.

Before completing the outlet connections flush out the pipework to remove all swarf and system debris.

To flush out the fixed head pipework fit a hose to the fixed head threaded connector and direct it to waste. Turn the flow & diverter control anti-clockwise and allow the water to run long enough to clear the debris to waste. Test for leaks in the pipework and fix.

To flush out the handset/bath spout pipework fit a hose to the bulkhead threaded connector and direct it to waste. Turn the flow & diverter control clockwise and allow the water to run long enough to clear the debris to waste. Test for leaks in the pipework and fix.

Turn off the water supplies at the mains.

## MAKING GOOD

Make good the wall, tiling, etc. and around the outlets.

Using the tiling shroud as a guide, plaster or tile up to the edge of the valve. Leave plenty of space for access to the mixer unit filters.

Make sure the grout lines are flush with the tiles in order to provide a smooth sealing surface for the face plate.

## FITTING THE BULKHEAD

**(For use with the handset & riser rail option)**

The bulkhead and its cover are supplied assembled. Separate the two halves by carefully prising apart at the smaller of the two elbow apertures.

Secure the elbow to the bulkhead body with the three screws supplied (**fig.12**).

Screw the bulkhead assembly onto the threaded connector temporarily to mark the position of the two fixing holes (**fig.13**) 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.

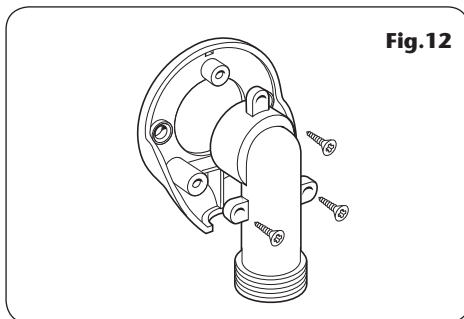
Unscrew and remove the bulkhead assembly. Check the location of the pipe in the wall before drilling. Drill and plug the holes using the wall plugs supplied. *(The wall plugs provided are suitable for most brick walls – use an appropriate masonry drill, but if the wall is plasterboard or a soft building 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.

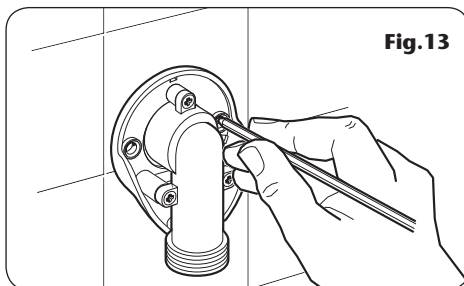
Apply PTFE tape to the threaded connector.

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.14**).

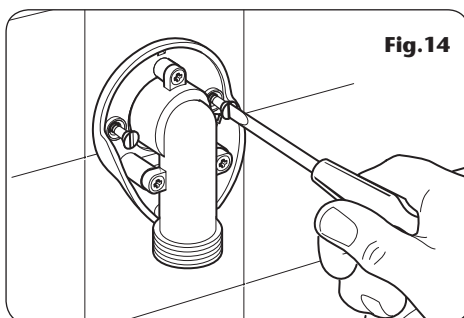
Finish by clipping the cover onto the bulkhead, making sure the protruding legs locate in the bulkhead body.



**Fig.12**

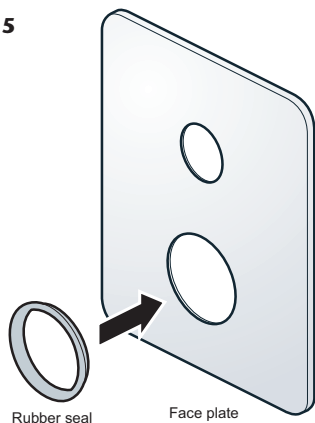


**Fig.13**



**Fig.14**

**Fig.15**



## FITTING THE FACE PLATE AND CONTROLS

Insert the rubber face plate seal into the temperature opening (**fig.15**). Fit the face plate over the protruding controls and slide tight to the wall. Make sure the rubber seal in the temperature opening stays in place as it slides over the trim. A smear of liquid soap on the seal will ease this procedure.

The face plate incorporates a silicon sponge backing that seals against a smooth wall.

## FITTING THE FLOW AND DIVERTER CONTROL

Insert the trim ring seal into the recess on the back of the threaded trim ring (**fig.16**).

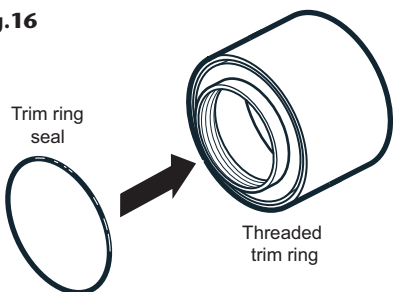
With the face plate in place, screw the threaded trim ring onto the flow & diverter spindle until it engages into the face plate opening.

Fit the flow & diverter control knob onto the spindle (**fig.17**), making sure the lever opening is at the 12 o'clock position. Secure to the spline using the grub screw.

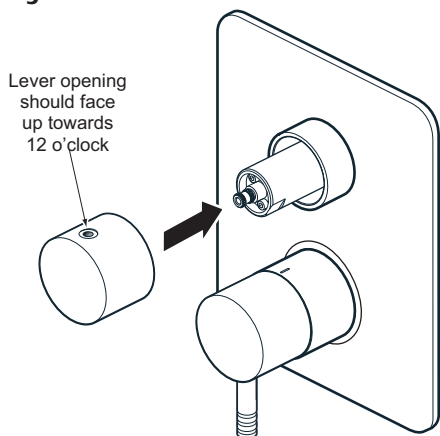
Screw the lever into the control knob.

When the controls and faceplate require cleaning, care must be taken not to scratch them in the process. Wash away any surface dust before cleaning with soapy water.

**Fig.16**



**Fig.17**




## COMMISSIONING

CHECK THAT ALL SUPPLY PIPEWORK HAS BEEN FLUSHED THROUGH BEFORE COMMISSIONING.

Make sure that both 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 knob is rotated fully clockwise (maximum temperature setting).

Make sure the bulkhead outlet is directed to waste.

Start the water flow by turning the flow & diverter control anti-clockwise towards the handset,  position.

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 valve is factory set to provide a maximum outlet temperature of 38°C but this should be checked on site to make sure the setting has not been altered and also to ensure user safety.

### To adjust the maximum temperature stop

Remove the temperature control lever to allow access to the retaining grub screw inside. Using a suitable Allen key, loosen the grub screw and remove the temperature control.

Turn the flow & diverter control fully anti-clockwise. With a steady flow running, adjust the temperature spindle (**fig.18**) until the temperature is about 38°C (turn clockwise for hotter or anti-clockwise for cooler).

When the showering temperature is satisfactory turn off the shower. Refit the temperature control, making sure the line on temperature control aligns with the reference line on the mixer body (**fig.19**). Secure in place with the grub screw and refit the temperature lever.

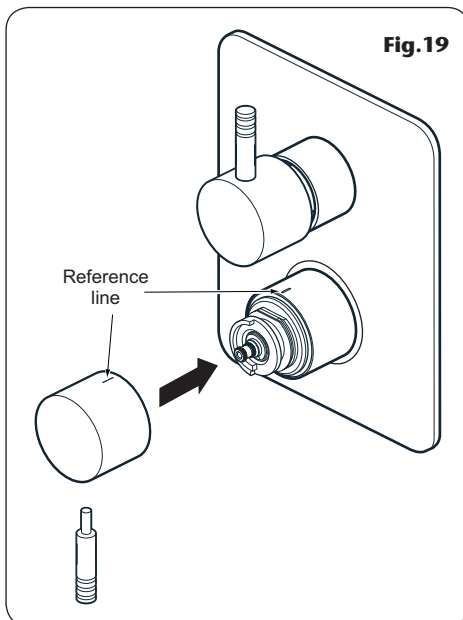
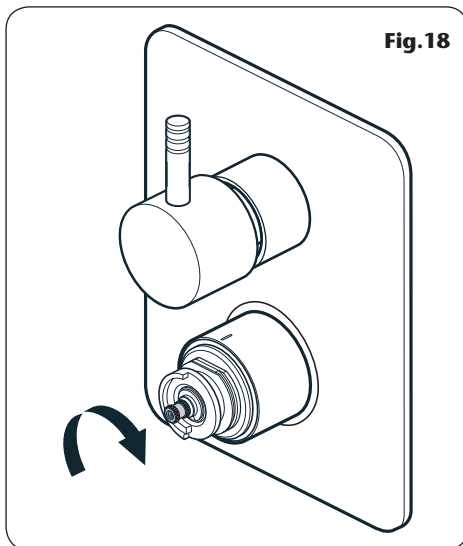
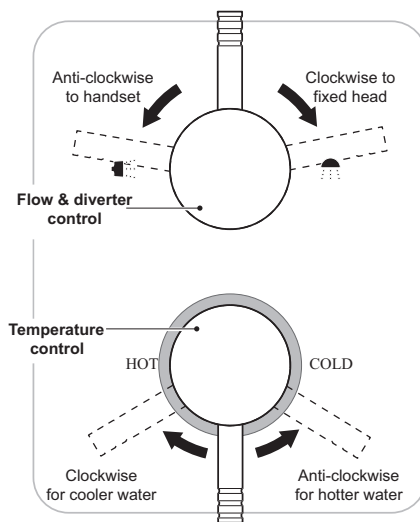


Fig.20



## OPERATING THE SHOWER

To start the shower, turn the flow & diverter control lever anti-clockwise for handset operation or clockwise for fixed head operation (**fig.20**). Turn the lever fully in either direction for maximum flow.

To stop the water flow, return the flow & diverter lever back to centre.

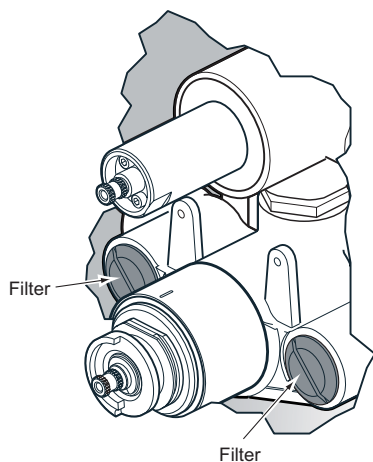
To adjust the water temperature, rotate the temperature control – clockwise for a cooler shower or anti-clockwise for a hotter shower (**fig.20**).

## CLEANING

### WARNING!

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

Fig.21



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.

## CLEANING THE FILTERS

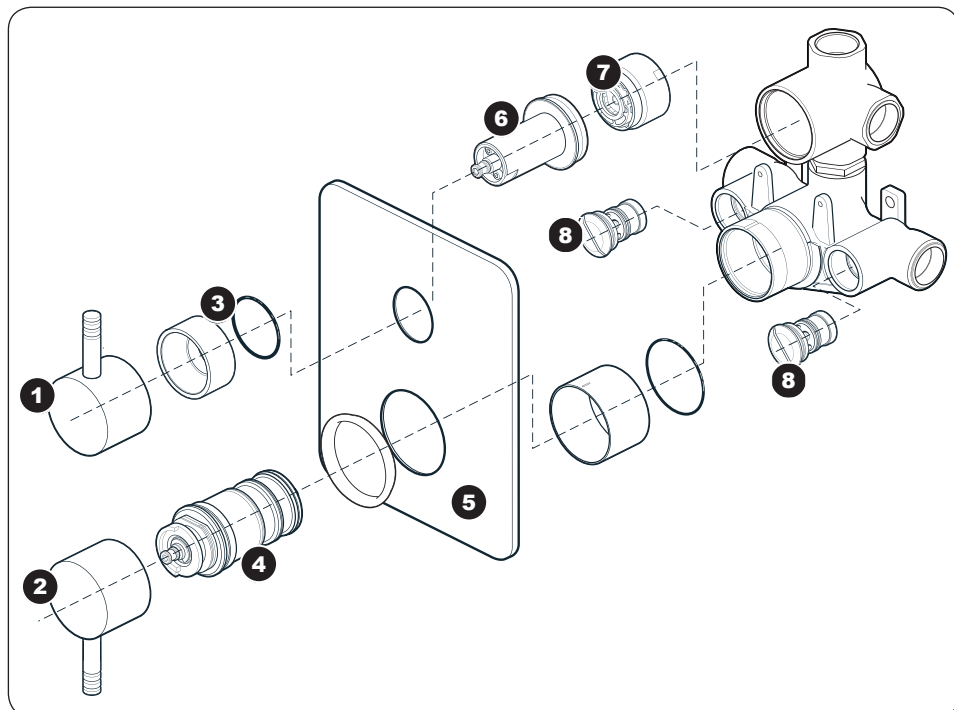
TURN OFF THE WATER SUPPLIES BEFORE SERVICING.

To gain access to the filters will require the removal of the two levers and knobs. Remove the threaded trim ring then pull the face plate away from the wall.

Unscrew the filter cap (**fig.21**) on each inlet, unclip the 'C' clip and remove the filter. Wash the filter thoroughly under running water to remove all debris. Replace the filter and 'C' clip into the cap and screw the unit back into each inlet, making sure the 'O' ring is in place.

Reassemble the face plate, controls and levers.

**SPARE PARTS**



<b>Ref.</b>	<b>Description</b>	<b>Part No.</b>
<b>1</b>	Flow & diverter control	83308900
<b>2</b>	Temperature control	83308890
<b>3</b>	Threaded trim ring	83307230
<b>4</b>	Thermostatic cartridge	83307250
<b>5</b>	Face plate and seal	86001370
<b>6</b>	Adaptor	83308920
<b>7</b>	Flow & diverter valve	83308910
<b>8</b>	Filter	83307240
-	Flow regulator	22011290

## FAULT FINDING

### The following can be carried out by a competent person

<b>Problem/Symptom</b>	<b>Cause</b>	<b>Action/Cure</b>
<b>1</b> Water too hot.	<b>1.1</b> Temperature control incorrectly commissioned. <b>1.2</b> Not enough cold water flowing through shower. <b>1.3</b> Increase in the ambient cold water temperature. <b>1.4</b> Cold water supply blocked. <b>1.5</b> High volume of cold water drawn off elsewhere.	<b>1.1.1</b> Refer to commissioning section. <b>1.2.1</b> Turn temperature control anti-clockwise. <b>1.3.1</b> Turn temperature control anti-clockwise. <b>1.4.1</b> Turn off shower and consult a competent plumber or contact Triton Customer Service. <b>1.5.1</b> Reduce the simultaneous demand from the supply.
<b>2</b> Water too cold.	<b>2.1</b> Temperature control incorrectly commissioned. <b>2.2</b> Not enough hot water flowing through shower. <b>2.3</b> Decrease in the ambient cold water temperature. <b>2.4</b> Insufficient hot water supplies from the heating system.  <b>2.5</b> Hot water supply blocked or restricted. <b>2.6</b> Flow regulator not fitted (HP systems only).	<b>2.1.1</b> Refer to commissioning section. <b>2.2.1</b> Turn the temperature control clockwise. <b>2.3.1</b> Turn the temperature control clockwise. <b>2.4.1</b> Make sure heating appliance is set to maximum or has sufficient stored hot water. <b>2.4.2</b> Make sure heating appliance is igniting by trying a hot water tap elsewhere. <b>2.5.1</b> Turn off the shower and consult a competent plumber or contact Triton Customer Service. <b>2.6.1</b> Fit the supplied flow regulators in the filter caps ( <i>see 'instantaneous water heaters appliance capabilities'</i> ).
<b>3</b> High water flow and/or poor performance on a mains fed system.	<b>3.1</b> Flow regulator not fitted.	<b>3.1.1</b> Fit the supplied flow regulators in the filter caps ( <i>see 'instantaneous water heaters appliance capabilities'</i> ).
<b>4</b> Water does not flow or shower pattern collapses when another outlet is turned on.	<b>4.1</b> Water supplies cut off. <b>4.2</b> Shower unit blocked. <b>4.3</b> Blockage in pipework.  <b>4.4</b> Showerhead blocked. <b>4.5</b> System not capable of supplying multiple outlets at the same time.	<b>4.1.1</b> Check water elsewhere in house and if necessary contact local water company. <b>4.2.1</b> Inspect the inlet filters. Clean if necessary. <b>4.3.1</b> Turn off the shower and consult a suitably competent plumber. <b>4.4.1</b> Clean showerhead. <b>4.5.1</b> Reduce the simultaneous demand. <b>4.5.2</b> Check stop/service valves are fully open. <b>4.5.3</b> Check if sufficient water pressure.

## FAULT FINDING

**The following is recommended for a professional qualified installer only**

**Problem/Symptom Cause**

**Action/Cure**

<b>5</b> Water too cold.	<b>5.1</b> Running pressure in excess of maximum recommended.	<b>5.1.1</b> Fit a pressure reducing valve.
<b>6</b> Shower controls noisy whilst in use.	<b>6.1</b> Running pressure in excess of maximum recommended.	<b>6.1.1</b> Fit a pressure reducing valve.
<b>7</b> Shower will not shut off.	<b>7.1</b> Pipework not flushed before connecting the unit (flow control damaged).	<b>7.1.1</b> Renew flow control.



## 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](http://www.tritonshowers.co.uk)

## 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

[www.tritonshowers.co.uk](http://www.tritonshowers.co.uk)

**E mail:** [technical@tritonshowers.co.uk](mailto:technical@tritonshowers.co.uk)

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