

# TRITON

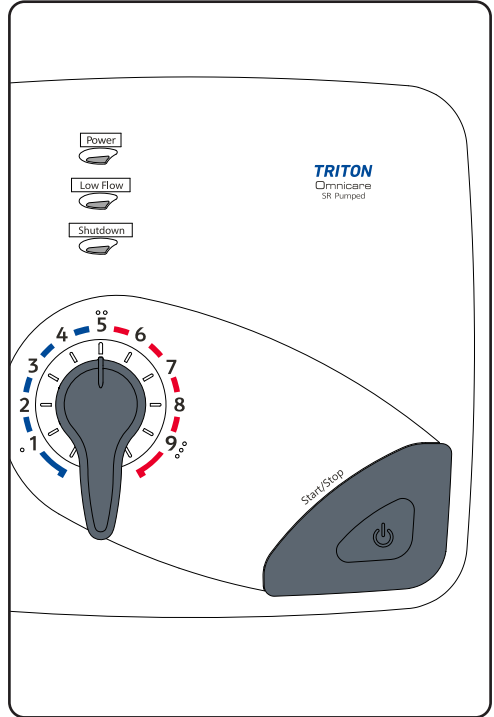
## OMNICARE

SR pumped shower

### IMPORTANT SAFETY ADVICE

The shower unit **MUST BE** switched off at the isolating switch when not in use. This is a safety procedure recommended for all electrical appliances.

The shower head and hose supplied with this product are a safety critical part of your shower. Failure to use genuine Triton parts may cause injury and invalidate your guarantee.



### ! IMPORTANT !

**Under \*NO circumstances must this shower be connected directly to a mains water supply. It is designed for GRAVITY FED COLD WATER systems ONLY !**

**\*Failure to comply may invalidate product warranty**

### FOR YOUR SERVICE REFERENCE

NOTE DOWN THE PRODUCT CODE BELOW  
(FROM THE FRONT OR TOP OF THE BOX)



REGISTER BY TEL: 00353-1-6286711

### INSTALLATION AND OPERATING INSTRUCTIONS

Please read this book thoroughly and familiarise yourself with all instructions before commencing installation and keep it for future reference.

The shower installation **MUST** be carried out by a suitably qualified person, **in the sequence of this instruction book.**



## **PLEASE READ THIS IMPORTANT SAFETY INFORMATION**

Products manufactured by Triton are safe and without risk provided they are installed, used and maintained in good working order in accordance with our instructions and recommendations.

- ▲ **WARNING: DO NOT** operate the appliance if frozen, or suspected of being frozen. It must thaw out before using.
- ▲ **DO NOT** operate the appliance if the shower head or spray hose becomes damaged.
- ▲ **DO NOT** restrict flow out of the appliance by placing shower head in direct contact with your body.
- ▲ **DO NOT** operate the appliance if water ceases to flow during use or if water has entered inside the unit because of an incorrectly fitted cover.
- ▲ **WARNING: If restarting the appliance immediately after stopping, be aware that a slug of hot water will be expelled for the first few seconds.**
- ▲ The spray head must be descaled regularly.
- ▲ Fit only shower heads recommended by the manufacturer and never fit any additional device to restrict the water outlet flow.
- ▲ The outlet must not be connected to any tap or fitting other than those specified.
- ▲ This appliance **must not** be connected to the water mains supply and not connected by a hose set.
- ▲ A suitable double pole isolation switch for supply disconnections must be incorporated in the fixed wiring circuit in accordance with current wiring rules. See Electrical Installation section for further details.
- ▲ The water inlet of this appliance shall not be connected to inlet water obtained from any other water heating system.

Minimum inlet pressure 0.08 metres 0.78kPa  
Maximum inlet pressure 10 metres 100kPa (1 bar)

**This book contains all the necessary fitting and operating instructions for your electric shower.**

**Care taken during the installation will provide a long, trouble-free life from your shower.**

## **▲ WARNING ▲**

This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children may not play with the appliance. Cleaning and user maintenance shall not be made by children.



## IMPORTANT - PLEASE READ THESE GENERAL GUIDANCE NOTES BEFORE PROCEEDING



### 1 GENERAL

- 1.1 Isolate the electrical and water supplies before removing the cover.
- 1.2 Read all of these instructions and retain them for later use.
- 1.3 **DO NOT** take risks with plumbing or electrical equipment.
- 1.4 Isolate electrical and water supplies before proceeding with the installation.
- 1.5 The unit must be mounted onto the finished wall surface (on top of the tiles). **DO NOT** tile up to or seal around **ANY PART** of the unit using silicone sealer after fixing to the wall. Special care must be taken **NOT TO BLOCK OR SEAL ANY PRD VENTS ON THE UNIT.**
- 1.6 Contact Customer Experience (*see back page*), if any of the following occur:
  - a) *If it is intended to operate the shower at pressures above the maximum or below the minimum stated.*
  - b) *If the unit shows a distinct change in performance.*
  - c) *If the shower is frozen.*
- 1.7 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 Scale Inhibitor, contact Customer Experience.
- 1.8 The shower head must be cleaned regularly with descalent to remove scale and debris, otherwise restrictions to the flow on the outlet of the unit will result in higher temperatures and could also cause the (PRD) Pressure Relief Device in the unit to operate.
- 1.9 This product is not suitable for mounting into steam rooms or steam cubicles.

### 2 PLUMBING

- 2.1 The plumbing installation must comply with Water Regulations, Building Regulations or any particular regulations as specified by Local Water Company or Water Undertakers and should be in accordance with BS EN 806.
- 2.2 The supply pipe must be flushed to clear debris before connecting to the shower unit.

- 2.3 **DO NOT** solder pipes or fittings within 300mm of the shower unit, as heat can transfer along the pipework and damage components.
- 2.4 **DO NOT** fit any form of outlet flow control as the outlet acts as a vent for the heater can.
- 2.5 **DO NOT** use excessive force when making connections to the flexible hose or shower head, finger tight is sufficient.
- 2.6 All plumbing connections must be completed before making the electrical connections.
- 2.7 This appliance **MUST NOT** be connected to the inlet supply by a hose-set.

### 3 ELECTRICAL

- 3.1 The installation must comply with BS 7671 'Requirements for electrical installations' (IEE wiring regulations), building regulations or any particular regulations as specified by the local Electrical Supply Company.
- 3.2 This appliance **MUST** be earthed.
- 3.3 In accordance with 'The Plugs and Sockets etc. (Safety) Regulations 1994', this appliance is intended to be permanently connected to the fixed wiring of the electrical mains system.
- 3.4 Make sure all electrical connections are tight to prevent overheating.
- 3.5 A 30mA residual current device (RCD) **MUST** be installed in all Ireland electric and pumped shower circuits. This may be part of the consumer unit or a separate unit.
- 3.6 Switch off immediately at isolating switch if water ceases to flow during use.
- 3.7 Other electrical equipment i.e. extractor fans, pumps must not be connected to the circuits within the unit.

**3.8** Switch off at isolating switch when not in use. This is a safety procedure recommended with all electrical appliances.

- 3.9 As with all electrical appliances it is recommended to have the shower and installation checked at least every two years by a competent electrician to ensure there is no deterioration due to age and usage.

# INTRODUCTION

**Please read this book thoroughly and familiarise yourself with all instructions before commencing installation.**

**Please keep it for future reference.**

The shower installation **MUST** be carried out by a suitably qualified person, **in the sequence of this fitting instruction.**

## ADVICE TO USERS

**Important:** When first installed the unit will be empty. It is essential the unit should contain water before the elements are switched on. It is vital that the commissioning procedure is followed. Failure to carry out this operation will result in damage to the unit and will invalidate the guarantee.

The following points will help you understand how the shower operates:

### a) Temperature/flow rate

The temperature control can be adjusted to provide shower temperatures between 30°C and 43°C.

Alternatively, the maximum temperature can be restricted to 41°C or BEAB Care by adjusting the temperature stop mechanism inside the unit.

**Important:** To comply with BEAB Care mark requirements the unit must not be able to run hotter than 41°C (this is when used in healthcare or special needs environments).

The **Omnicare SR Pumped** unit is factory set at 43°C (nominal), see page 22 on how to adjust the **MAXIMUM** temperature to 41°C.

At a selected showering temperature the unit will provide the optimum flow rate possible.

Note the flow rate for any showering temperature will be greater in the summer than in the winter because of the variance in the ambient mains water supply temperature.

### b) Temperature stabilisation

The shower will maintain temperature in accordance with the BEAB Care mark.

**DO NOT** place items such as soap or shampoo bottles on top of the unit. Liquid could seep through the joint between the cover and backplate and possibly damage the sealing rubber.

**IT IS ADVISED THAT WHERE THE PROPERTY IS LEFT UNATTENDED FOR AN EXTENDED PERIOD OF TIME, THAT THE WATER AND ELECTRICITY SUPPLIES TO THE SHOWER ARE ISOLATED.**

PRODUCT FICHE	
<b>Model</b>	8.5kW
<b>Load Profile</b>	XS
<b>Energy Efficiency Class</b>	A
<b>Energy Efficiency (%)</b>	39
<b>Annual Electricity Consumption (kwh)</b>	474
<b>Sound Power Level (db)</b>	56

## OMNICARE MODELS

Product Variant		Looped Lever Handle	Analogue Drain Pump Connection	Digital Drain Pump Connection	Water Supply	Code
Omicare SR Pumped	8.5kW	✗	✓	✗	Gravity	GEOSRP81
	8.5kW	✗	✓	✗	Gravity	XEOSRP81 (230V)
Omicare	8.5kW	✗	✓	✗	Mains	TEOMN81
	9.5KW	✗	✓	✗	Mains	TEOMN91
	8.5kW	✗	✓	✗	Mains	TEOMN281
	9.5kW	✗	✓	✗	Mains	TEOMN291
Omicare Design	8.5kW	✓	✓	✗	Mains	TEOMND81 TEOMNDG81
	8.5kW	✓	✓	✗	Mains	TEOMD81U
	9.5kW	✓	✓	✗	Mains	TEOMND91 TEOMNDG91
	9.5KW	✓	✓	✗	Mains	TEOMD91U
Omicare Design Digi	8.5kW	✓	✓	✓	Mains	TEOMNDD81 TEOMNDDG81
	9.5kW	✓	✓	✓	Mains	TEOMNDD91 TEOMNDDG91

To check the product suitability for commercial and multiple installations, please contact Triton's specification advisory service before installation. Please see back of book for contact information.

### WEEE Directive – Policy Statement

As a producer and a supplier of electric showers, Triton Showers is committed to the protection of the environment via our own environmental policy and the compliance with the **WEEE directive**.

Triton Showers is fully registered with the Environment Agency under the following schemes:

Repic: Producers take-back scheme (PTS), registration number WEE/EJ3466QV

Valpak: Distributor take-back scheme (DTS), registration number DTS-501317-1



All our electric products are labelled accordingly with the crossed out wheeled bin symbol. This indicates, for disposal purposes at end of life, that these products must be taken to a recognised collection points, such as local authority sites/local recycling centres; this will be free of any charges. **Do not return to Triton Showers.**

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# SPECIFICATION

## ELECTRICAL

Product	GEOSRP81	XEOSRP81
Nominal Power Rating at 230V	7.8kW	8.5KW
Nominal Power Rating at 240V	8.5kW	N/A
Supply Fuse/Miniature Circuit Breaker (MCB)	8.5kW - 40Amps	
Residual Current Device (RCD)	30mA	
Isolation Switch	45Amp double pole isolating switch, with 3mm minimum contact gap	
Supply Cable	Maximum is 16mm, refer to Electrical Requirements section	

## PLUMBING (see page 10 for plumbing requirements)

Supply Source	Gravity fed cold water only
Minimum Dynamic Pressure and flow to the inlet of the shower	8kPa (0.08 bar) at 8 litres per minute Minimum head height 8cm
Maximum Static Pressure	100 kPa (1 bar)
Maximum inlet temperature	28°C (20°C BEAB Care)
Minimum inlet temperature	2°C (5°C BEAB Care)
Inlet connection	15mm diameter
Outlet connection	½" BSP male thread

## MATERIALS

ABS	Backplate, cover, controls, shower head
Minerally insulated corrosion resistant metal sheathing	Elements

## STANDARDS and APPROVALS

**R N I B**  
Tried and Tested



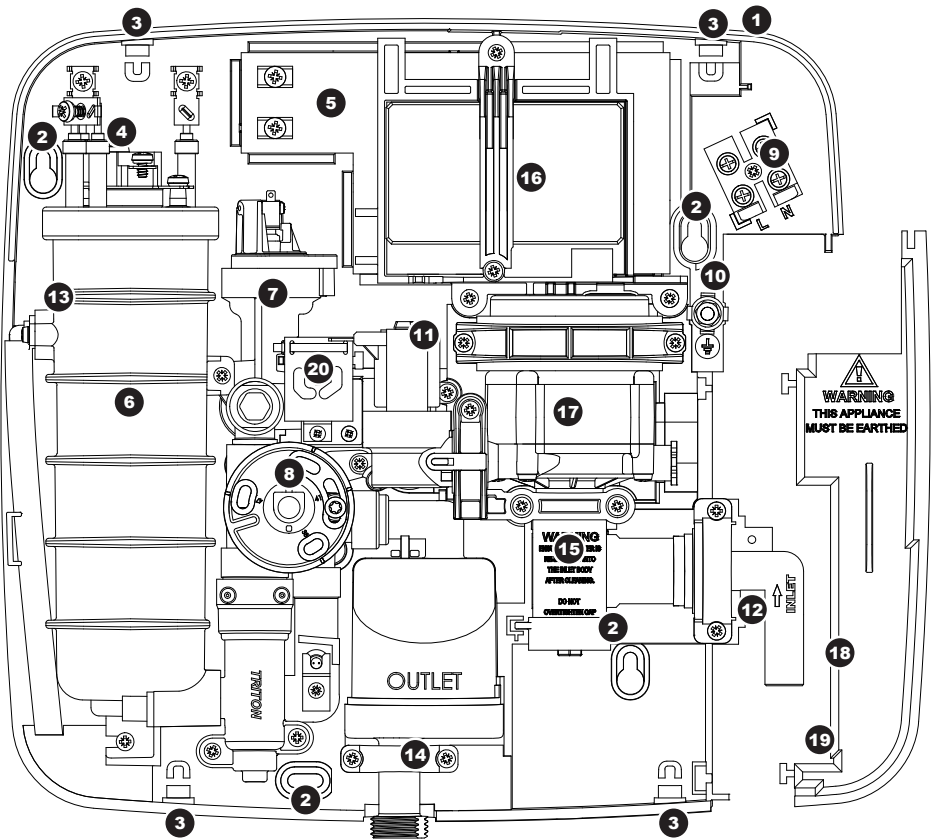
IP25

KM 52019  
BS EN 60335-2-35

# MAIN COMPONENTS

Inside the unit

**Note:** Wires have not been shown for reasons of clarity.

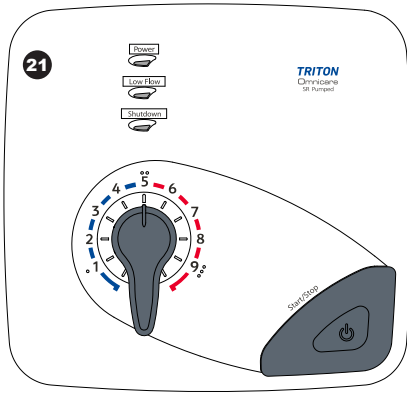


- |                                |                                  |                             |
|--------------------------------|----------------------------------|-----------------------------|
| 1. Top cable/pipe entry        | 8. Temperature control           | 15. Filter                  |
| 2. Wall screw fixings          | 9. Terminal block                | 16. Pump power supply       |
| 3. Cover screw fixings         | 10. Earth connection             | 17. Pump                    |
| 4. Thermal safety cut-out      | 11. Solenoid valve               | 18. Trimplate               |
| 5. Power printed circuit board | 12. Water inlet                  | 19. Bottom cable/pipe entry |
| 6. Can and element assembly    | 13. Pressure relief device (PRD) | 20. Triac PCB               |
| 7. Pressure switch assembly    | 14. Shower outlet                |                             |



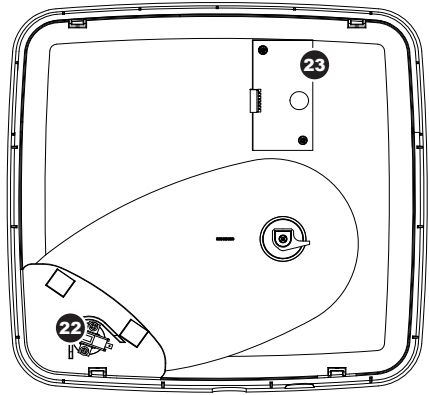
# MAIN COMPONENTS

Cover



21. Front cover

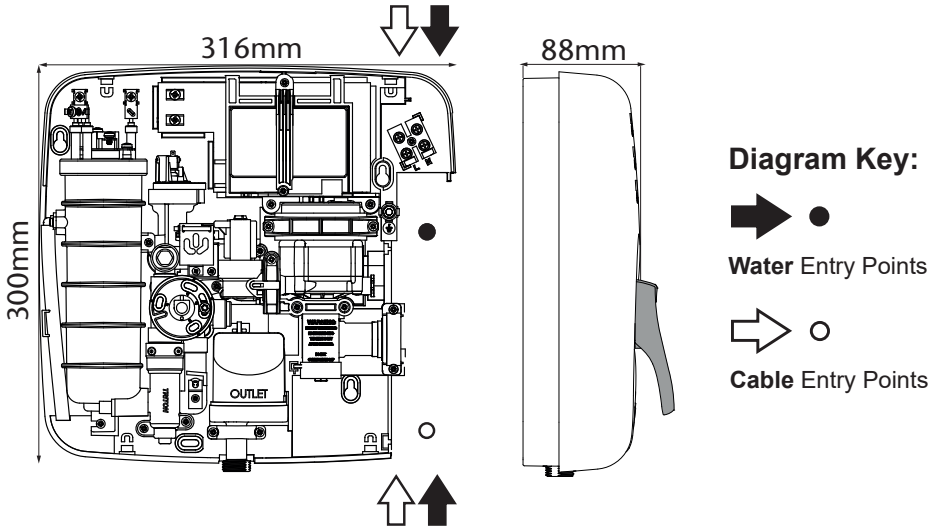
Inside the cover



22. Stop/start switch

23. Control printed circuit board

# DIMENSIONS & ENTRY POINTS



# INSTALLATION REQUIREMENTS

## PLUMBING REQUIREMENTS

Refer to **IMPORTANT SAFETY INFORMATION** and **SPECIFICATION** sections before undertaking installation.

**Note:** if the recommended dynamic pressure and flow is not available, there will be a noticeable reduction in flow from the shower head.

Please avoid installations subject to regular and rapid changes in water supply pressure.

If it is intended to operate the shower at pressures above the maximum or below the minimum stated, contact Customer Experience for advice.

1. The installation must be in accordance with Water Regulations/Bylaws.
2. **DO NOT** use jointing compounds on any pipe fittings for the installation.
3. **DO NOT** solder fittings near the shower unit as heat can travel along pipework and damage components.
4. A compression or demountable push-fit fitting can be used to connect to the shower inlet.
5. **Note:** Do not use a push-fit fitting that does not allow the inlet to be disconnected for servicing i.e. a non-demountable push-fit fitting.
6. **Important:** An additional stop valve (complying with Water Regulations) **Must** be fitted in the mains water supply to the shower as an independent means of isolating the water in order to carry out maintenance or servicing. If this isolator is fitted in a loft space, the loft must have a fixed access ladder and be boarded, with appropriate lighting from the access point to the isolator. **To comply with BEAB Care mark in service testing procedure, the isolating valve should be located close to the shower unit.**
7. **Important:** Before completing the connection of the water supply to the inlet of the shower, flush out the pipework to remove all swarf and system debris. This can be achieved by connecting a hose to the pipework and turning on the mains water supply long enough to clear the debris to waste.
8. **Important:** The unit must be mounted on a flat surface which covers the full width and length of the backplate. It is important that the wall surface is flat otherwise difficulty may be encountered when fitting the cover and subsequent operation of the unit may be impaired.
9. **Position of the shower:** Refer to **Fig.1** for correct positioning of shower. Position the unit where it will not be in direct contact with water from the shower head. Always mount the shower unit vertically and allow enough room between the ceiling and the shower to access the top cover screws.

**IMPORTANT Water Regulations:** It is required that the shower head be 'constrained 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'.

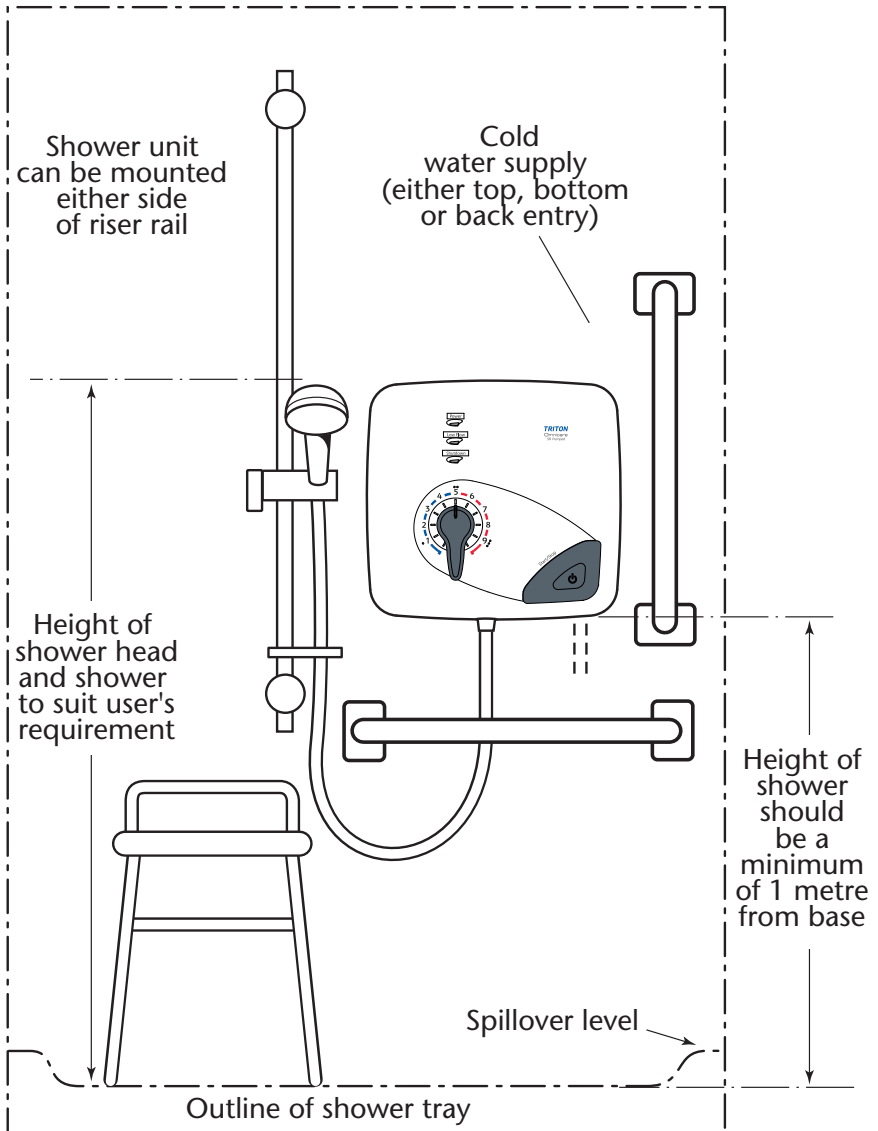
If the riser kit is supplied with a 'soap dish hose retainer' or bespoke 'hose retainer', it will in most cases meet this requirement. If the shower head can still be placed within a bath, basin or shower tray within the 25mm limit, then a double check valve, or similar, **MUST be fitted in the supply pipework to prevent back-flow.**

# INSTALLATION REQUIREMENTS

**Fig.1** Diagrammatic view (not to scale)  
For illustration purposes only. Kits may vary.

## WARNING

The shower **MUST NOT** be positioned where it will be subjected to freezing conditions.



# INSTALLATION REQUIREMENTS

## ELECTRICAL REQUIREMENTS

Refer to **IMPORTANT SAFETY INFORMATION** and **SPECIFICATION** sections before undertaking installation.

The installation, supply cable and circuit protection must conform with BS 7671 (IEE wiring regulations) and be sufficient for the amperage required.

**WARNING:** This Appliance must be earthed by connecting the supply cable earth conductor to the earth post within the appliance.

### The following notes are for guidance only:

1. The shower must only be connected to a 230-240V ac supply. Any drops in voltage due to localised heavy demand may reduce the shower's performance
2. The electrical rating of the shower is shown on the rating label (**Fig.3**) within the unit.
3. Before making any sort of electrical connection within the installation make sure that no terminal is live. If in any doubt, switch off the whole installation at the mains supply and remove the correct fuse.
4. The shower must be connected to its own independent electrical circuit. **IT MUST NOT** be connected to a ring main, spur socket outlet, lighting circuit or cooker circuit.
5. The electrical supply must be adequate for the loading of the unit and existing circuits.
6. Check your consumer unit (main fuse box) has a main switch rating of 80Amps or above and that it has a spare fuse way which will take the fuse or Miniature Circuit Breaker (MCB) necessary for the shower rating.
7. If your consumer unit has a rating below 80A or if there is no spare fuse way, then the installation will not be straightforward and may require a new consumer unit serving the house or just the shower. Contact a professional electrician/local electricity company for advisement.
8. For close circuit protection **DO NOT** use a rewirable fuse. Instead use a suitably rated Miniature Circuit Breaker (MCB) or cartridge fuse. Triton recommend the following circuit protection:  
**8.5kW - 40Amp**
9. A 30mA residual current device (RCD) **MUST** be installed in all Ireland electric and pumped shower circuits. This may be part of the consumer unit or a separate unit.

**Fig.2**

### Twin and earth PVC insulated cable Current carrying capacity

Installed in an insulated wall	In conduit trunking	Clipped direct or buried in a non-insulated wall
6mm <sup>2</sup> 32A	6mm <sup>2</sup> 38A	6mm <sup>2</sup> 46A
10mm <sup>2</sup> 43A	10mm <sup>2</sup> 52A	10mm <sup>2</sup> 63A
16mm <sup>2</sup> 57A	16mm <sup>2</sup> 69A	16mm <sup>2</sup> 85A

**Note:** Cable selection is dependent on derating factors

**Fig.3**

# TRITON

Triton Showers  
Triton Road, Nuneaton  
Warwickshire, CV11 4NR.

MODEL OMNICARES RP PUMPED

230 - 240V ~

X.X - X.XkW

**BEAB** Approved IP25

MAX SUPPLYHEAD 10METRES  
MIN SUPPLYHEAD 0.08METERS

MAX. HEAD 2 METERS



RATED PRESSURE 0kPa (0bar)

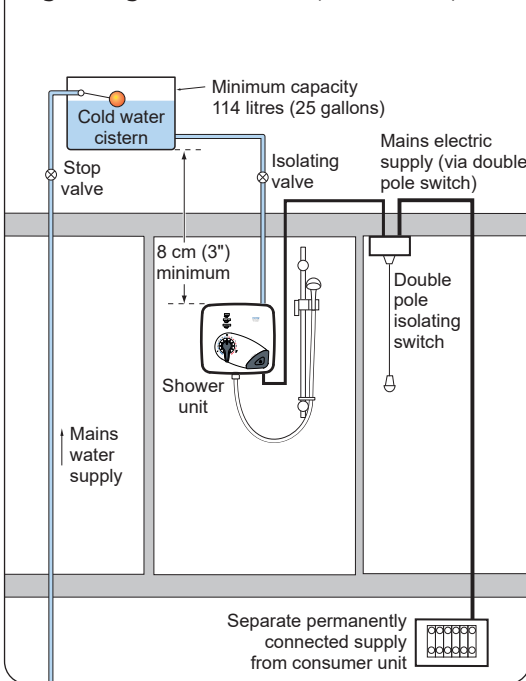
**XX/XX**

SERIAL NO. XXXXXXXX MODEL No. XXXXXXXX

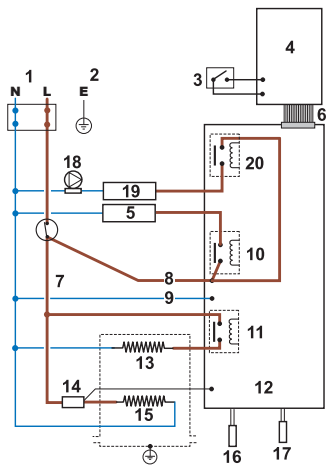
# INSTALLATION REQUIREMENTS

10. A 45 amp double pole isolating switch with a minimum contact gap of 3mm in both poles must be incorporated in the circuit. It must have a mechanical indicator showing when the switch is in the OFF position, and the wiring must be connected to the switch without the use of a plug or socket outlet.
11. The switch must be accessible and clearly identifiable, but out of reach of a person using a fixed bath or shower, except for the cord of a cord operated switch, and should be placed so that it is not possible to touch the switch body while standing in a bath or shower cubicle. It should be readily accessible to switch off after using the shower.
12. Where shower cubicles are located in any rooms other than bathrooms, all socket outlets in those rooms must be protected by a 30mA RCD.
13. The current carrying capacity of the cable must be at least that of the shower circuit protection (see Fig.2). To obtain full advantage of the power provided by the shower, use the shortest cable route possible from the consumer unit to the shower.
14. The shower circuit should be separated from other circuits by at least twice the diameter of the cable or conduit. The current rating will be reduced if the cabling is bunched with others, surrounded by thermal loft or wall insulation or placed in areas where the ambient temperature is above 30°C. Under these conditions, derating factors apply and it is necessary to select a larger cable size. In the majority of installations (see Fig.2), the cable will unavoidably be placed in one or more of the above conditions. This being so, it is strongly recommended to use a minimum of 10mm cabling throughout the shower installation. In any event, it is essential that individual site conditions are assessed by a competent electrician in order to determine the correct cable size and permissible circuit length.

**Fig.4 Diagrammatic View (Not to scale)**



**Fig.5 Shower Wiring Diagram**



- |                       |                         |
|-----------------------|-------------------------|
| 1. Terminal block     | 12. Power PCB           |
| 2. Earth post         | 13. 5.25kW              |
| 3. Start/stop switch  | 14. Triac 1             |
| 4. Cover PCB          | 15. 3.25kW              |
| 5. Solenoid           | 16. Outlet thermistor   |
| 6. 6-way ribbon cable | 17. Low pressure switch |
| 7. Thermal cut-out    | 18. Pump motor          |
| 8. PCB live           | 19. Pump power supply   |
| 9. PCB neutral        | 20. Relay               |
| 10. Relay             |                         |
| 11. Relay             |                         |

# INSTALLATION

## POSITIONING THE SHOWER

For ease of servicing, the unit must always be mounted on the surface of tiled walls. Never tile up to the unit.

Position the unit where it will not be in direct contact with water from the shower head.

Mount the shower unit vertically.

Allow enough room between the ceiling and the shower to access the top cover screws.

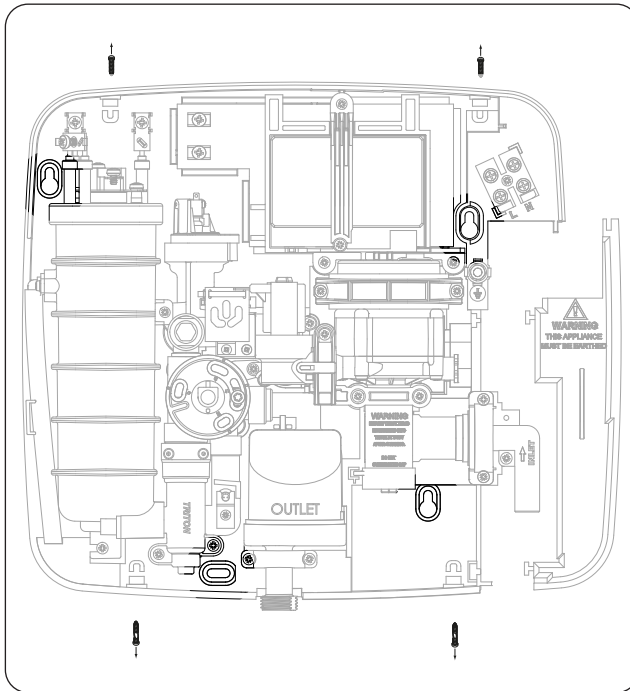
Using the backplate as a template, mark out the entry points and routing of the water and electric supplies into the shower.



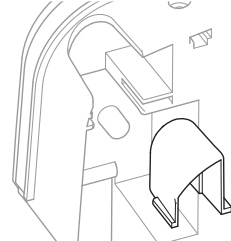
Find our step-by-step installation video for this product on our YouTube channel. Go to [youtube.com/TritonShowers](https://youtube.com/TritonShowers) and search for 'how to guides'.



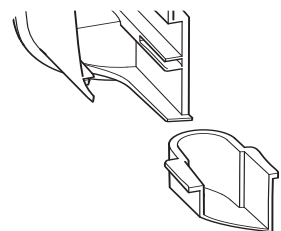
Remove the front cover assembly. Remove the pipe trims that aren't used from the backplate.



For top entry remove the trim shown



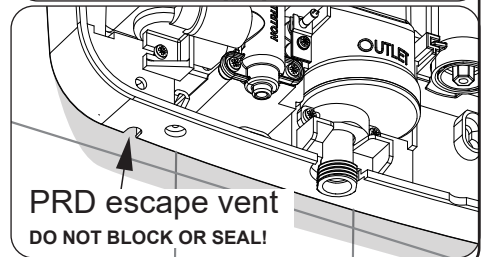
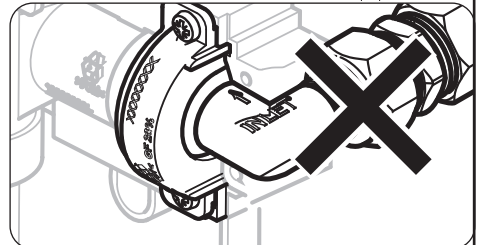
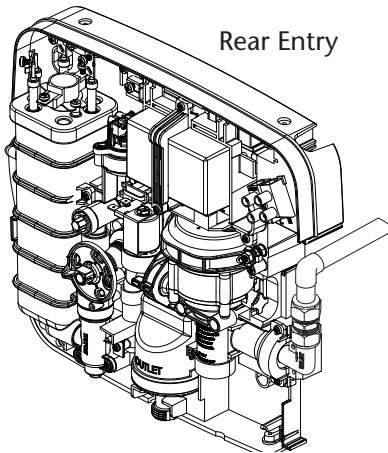
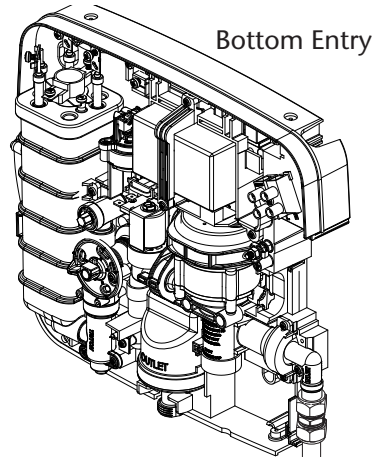
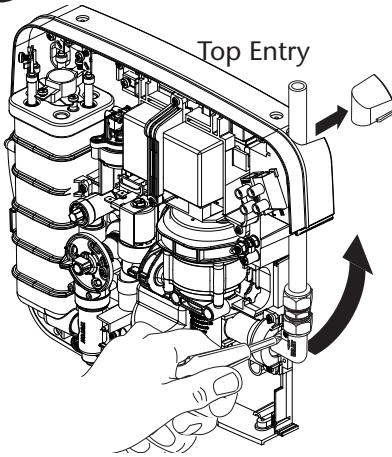
For bottom entry remove the trim shown



# INSTALLATION

Step  
2

Rotate inlet fitting to suit the required water supply pipe entry position\*  
\*Take care not to trap or tangle earth wire on the inlet fitting



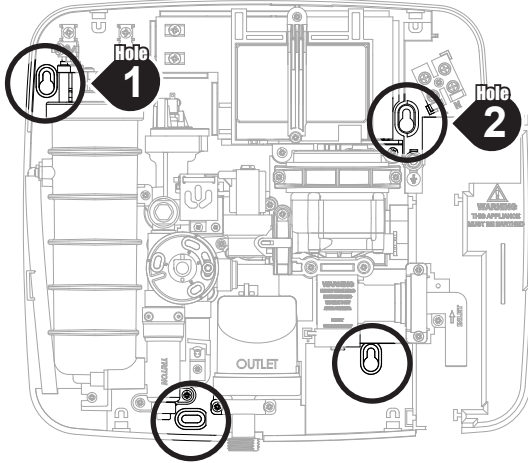
Step  
3

- Complete all the plumbing pipework.
- Ensure that any soldering of pipework is done away from the shower as heat can travel along pipework and damage components.

**IMPORTANT:** Before connecting the shower to the plumbing pipework flush out the pipework for approximately 60 seconds to remove any swarf or debris.

# INSTALLATION

Step  
4



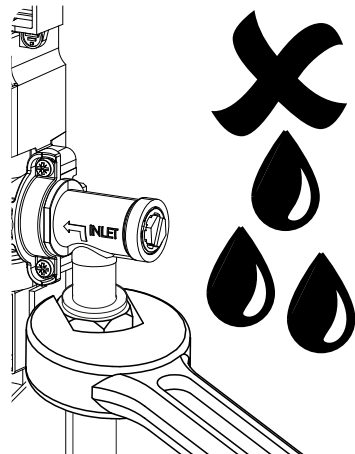
- Temporarily connect the shower to plumbing pipework.
- Using the backplate as a template, making sure it is level, mark the fixing holes. Use hole 1 & 2 at the top and the 2 holes at the bottom to secure the shower.
- Remove the shower from the wall.
- Drill the fixing holes.
- Use appropriate wall plugs.
- Reconnect the shower to plumbing pipework and secure the shower to the wall using appropriate screws.

**IMPORTANT:** Ensure the shower is securely fixed to the wall. DO NOT use adhesives as a method of securing the appliance to the wall.

Step  
5

- Ensure that all pipe connection fittings are tight. **DO NOT** overtighten.
- Turn on mains water supply and check the pipework for any water leakage.

**IMPORTANT:** Use a suitable sealant, to seal around the rear entry pipework to prevent water entering the wall.





## INSTALLATION

Step

6

- Route the electrical supply cable into the shower unit.

**Note:** The supply cable must be secured either by routing through conduit, trunking or by embedding in the wall, in accordance with IEE regulations.


- Insert the conductors into the appropriate position on the terminal block

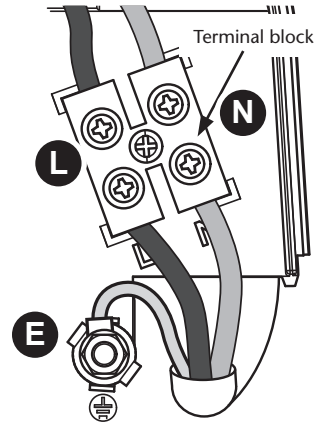
**Note:** The earth conductor must be sleeved. The outer sheath of any conductor must be stripped back to a minimum.

- Fully tighten the terminal block screws and make sure that no cable insulation is trapped under the screws.

**IMPORTANT:** Loose connections can result in cable overheating.

**DO NOT** switch on the electricity supply.

Earth cable (Green/Yellow) to   
Neutral cable (Blue or Black) to **N**  
Live cable (Brown or Red) to **L**



# INSTALLATION

Step  
7

## DRAIN PUMP CONNECTIVITY

(If no drain pump is being connected to the shower then this step can be ignored)

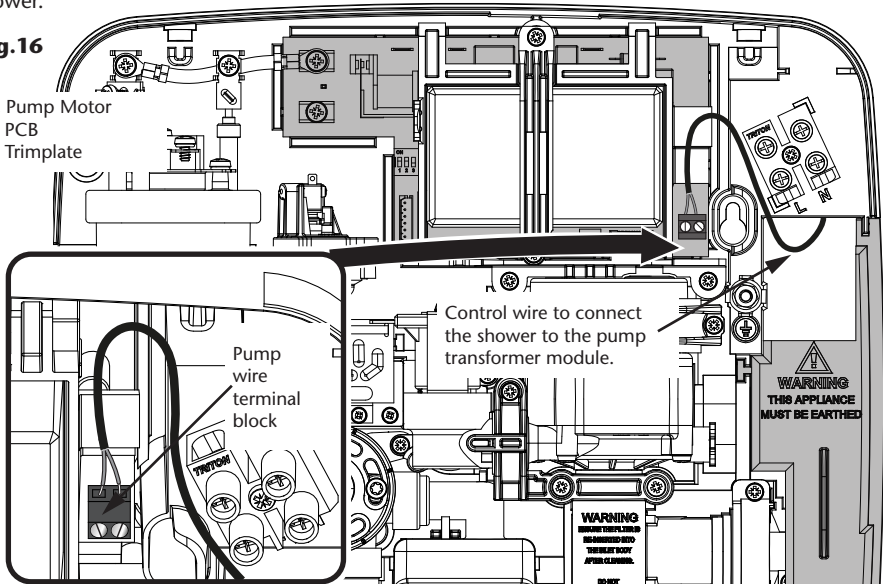
The Omnicare SR Pumped has been designed to operate with the most popular analogue drain pumps found on the market, please take time to fully understand the type of drain pump being fitted and the connection required to the shower.

## Connection for Analogue Drain Pumps

When the shower is turned on, a signal is sent to the drain pump electronics telling the pump to start. When the shower is turned off, a signal is sent again to the drain pump electronics telling the pump to stop; generally after a preset time delay. This type of pump makes no allowance for the flow rate of the water from the shower, the 'gulp' or speed of the pump is fixed.

Fig.16

- A. Pump Motor
- B. PCB
- C. Trimplate



The pump manufacturer provides a two core cables for connection to the shower unit.

Connect the drain pump Control Wire as below:

- 1 - Any
- 2 - Any

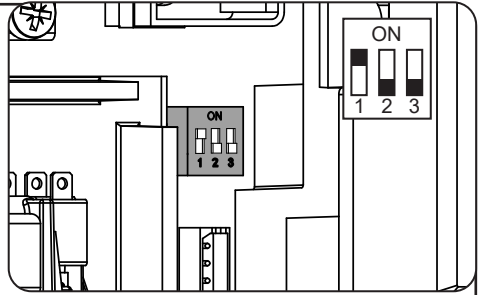
**Note: Please reference the relevant pump manufacturers installation instructions for pump connection and relevant IEE regulations.**

# INSTALLATION

**Step**  
**8**

## Dip Switch Settings

A four way DIP switch block is mounted on the control PCB that allows the user to configure the shower to perform different functions.



### Dip Switch No.

### Operation Enabled

### Switch Position

DIP switch 1 **On**

Audible Feedback **On**  
**(Factory setting)**



**On**

DIP switch 1 **Off**

Audible Feedback **Off**



**Off**

DIP switch 2 **Off**

Timed Shutdown - **5 Mins**

DIP switch 3 **Off**



**5 Mins**

DIP switch 2 **Off**

Timed Shutdown - **10 Mins**

DIP switch 3 **On**



**10 Mins**

DIP switch 2 **On**

Timed Shutdown - **20 Mins**

DIP switch 3 **Off**

**(Factory setting)**



**20 Mins**

DIP switch 2 **On**

Timed Shutdown - **30 Mins**

DIP switch 3 **On**



**30 Mins**

# INSTALLATION

Step  
9

## COMMISSIONING

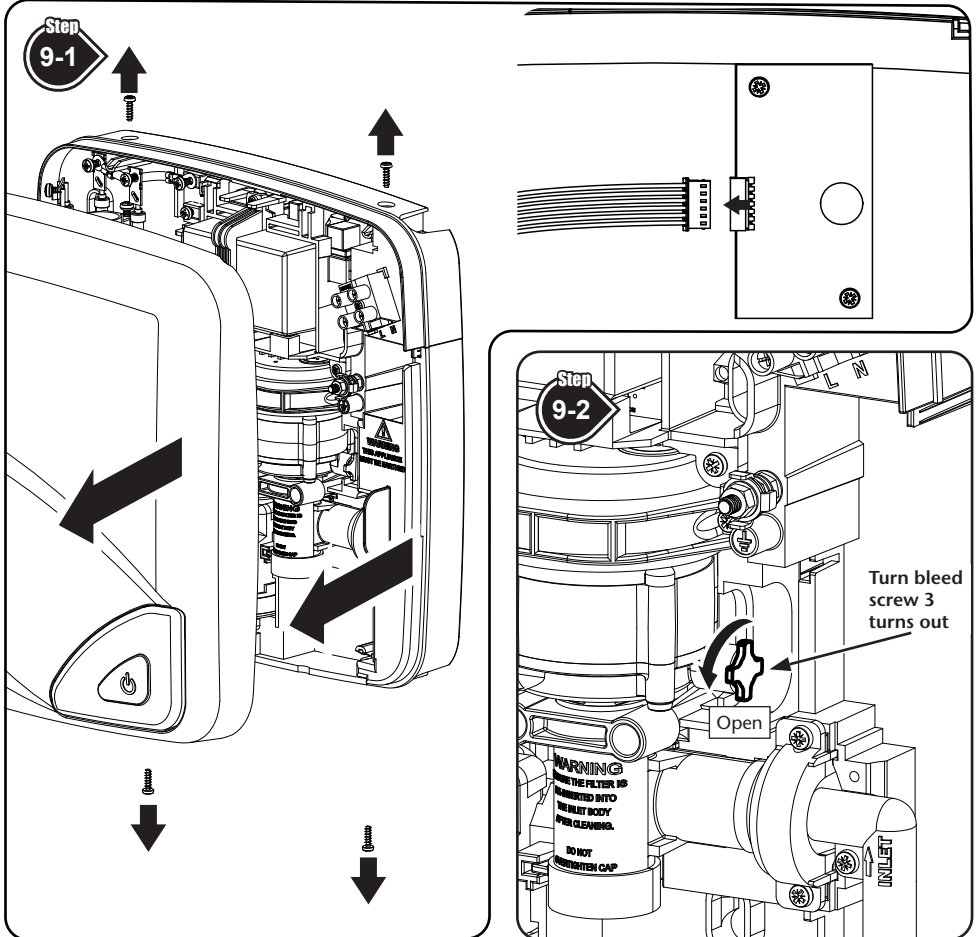
Make sure that the electricity supply to the unit and isolating switch has been turned off before proceeding.

Step  
9-1

Remove the front cover and disconnect the PCB cable from the rear cover PCB then remove the right hand trimplate.

Step  
9-2

Turn the water supply to the unit on and turn the bleed screw approximately 3 turns out - **make sure that an absorbent cloth is in place to catch any purged water.** Let the water flow approximately 30-60 seconds until a steady stream of water flow with no bubbles then re-tighten the bleed screw. Turn the water supply back off.



# INSTALLATION

Step  
9

## COMMISSIONING

Step  
9-3

Refit the trimplate and the cover with two of the four retaining screws. **DO NOT reconnect the ribbon cable to the cover PCB at this time.**

Step  
9-4

Attach the appropriate end of the shower hose to the shower outlet using the supplied hose and washer seal - **DO NOT overtighten**. Position the other end of the shower hose to the bath or the waste tray. Keep the other washer seal safe - **DO NOT fit the shower head**.

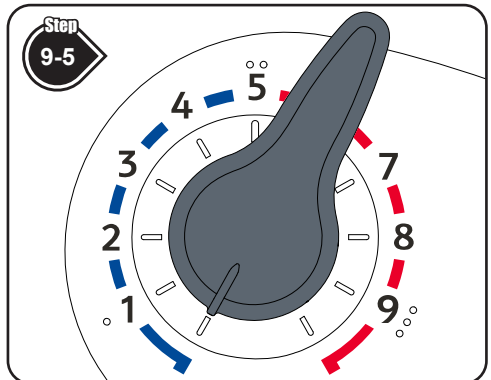
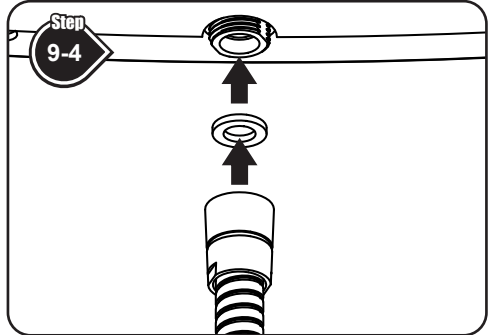
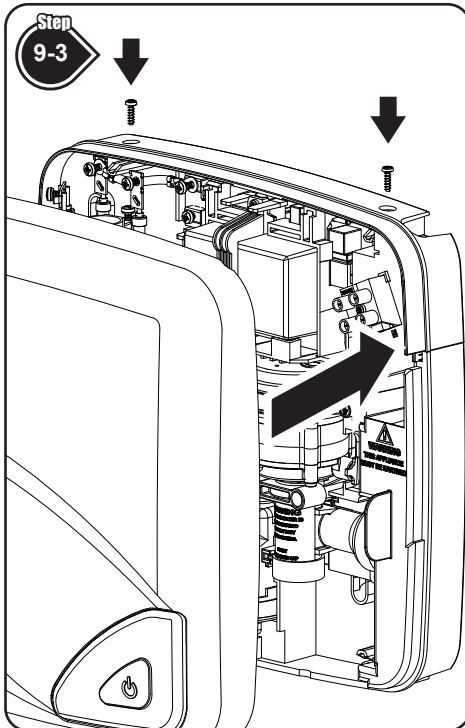
Step  
9-5

Turn the water supply back on to the unit. no water will exhaust from the shower.

Turn the temperature control to number 1, then enable the power to the isolation switch. Turn the isolation switch on. The pump will operate and water will begin to flow from the shower hose. The pump will pulse on for 15 seconds and off for 10 seconds. Allow the shower to complete its commissioning cycle until the water ceases flow.

Isolate the electricity to the shower at the isolating switch.

**Note: The commissioning cycle will last for approximately 5 minutes. If a longer period is required, isolate the electricity supply, wait a few seconds and reapply the electricity supply and water will flow for 90 seconds.**



# INSTALLATION

Step  
**10**

## ADJUSTING THE MAXIMUM TEMPERATURE STOP

(If you're not adjusting the maximum temperature then this step may be ignored)

Step  
**10-1**

The temperature control valve has an adjustable maximum temperature stop mechanism that is supplied factory set at MAX temp (43°C approx.).

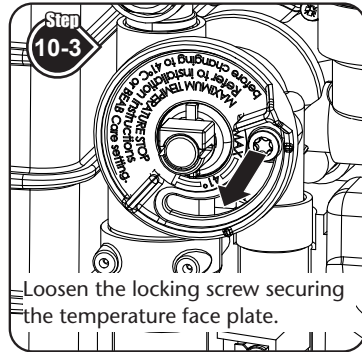
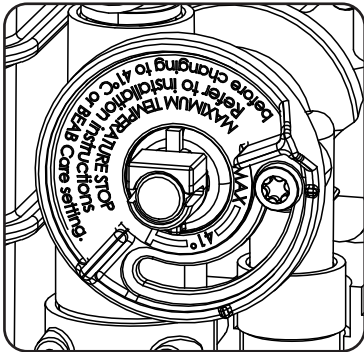
Step  
**10-2**

To select a lower maximum temperature stop setting, isolate the mains electricity supply to the shower. Remove the cover and disconnect the ribbon cable from the power PCB.

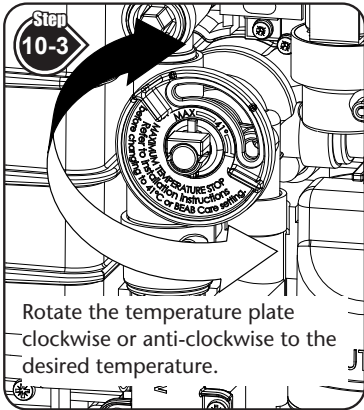
Step  
**10-3**

Loosen the locking screw from the mechanism and rotate the mechanism to the preferred setting point to align with the screw fixing point. **For BEAB Care use see step 11.** Re-tighten the locking screw through the temperature setting label and lock in place.

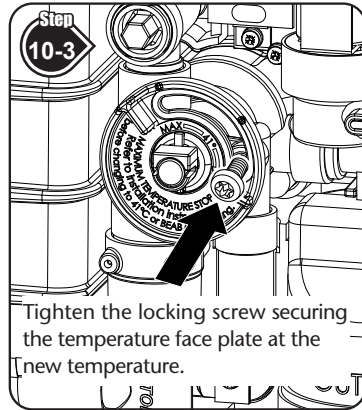
Reconnect the ribbon cable, replace the cover assembly (**please see page 24**), and restore mains electrical power to the unit.



Loosen the locking screw securing the temperature face plate.



Rotate the temperature plate clockwise or anti-clockwise to the desired temperature.



Tighten the locking screw securing the temperature face plate at the new temperature.

**IMPORTANT:** The temperature settings shown are at nominal supply conditions. For extreme supply conditions it may not always be possible to achieve the temperatures shown. Allow the shower 30 seconds to stabilise and measure the shower outlet water temperature.

# INSTALLATION

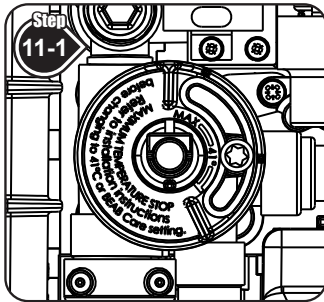
Step  
**11**

## BEAB Care

### IMPORTANT INFORMATION:

\*BEAB Care mark specification states a **MAXIMUM** of 41°C outlet temperature.

If the shower is adjusted above the maximum 41°C the product falls outside the official BEAB Care mark specification.



### Setting the Temperature Stop to \*41°C BEAB Care Use

Isolate the mains electricity supply to the shower.

With the cover on, rotate the temperature control fully anti-clockwise past number 1 until it stops. **See** 9-5

Remove the cover and disconnect the ribbon cable from the power PCB. **See** 9-1

Loosen the locking screw securing the temperature face plate **See** 10-3

Rotate the temperature face plate to align the 41°C slot with the screw hole. **See** 11-1

Reconnect the power PCB cable and replace the cover assembly **See** 11-2

Restore mains electrical power to the unit.

Start the shower by pressing the start/stop button.

**The shower should be run for a minimum of 30 seconds to allow the water temperature from the shower head to stabilise.**

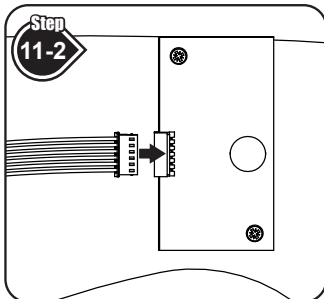
Following the instructions given on **page 36 Section 1: Measuring the Shower Outlet Water Temperature**, slowly rotate the temperature control until the water temperature is \*41°C or below.

Switch off the shower and isolate the unit from the mains electricity supply.

Remove the cover and disconnect the ribbon cable from the power PCB.

Fully tighten the temperature face plate locking screw, making sure the face plate position does not alter.

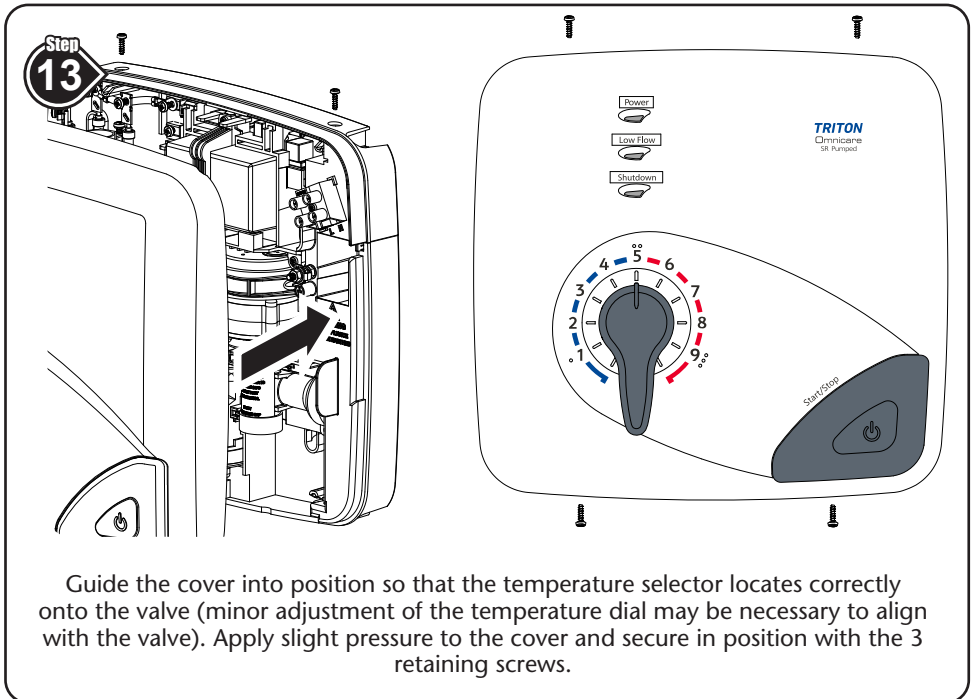
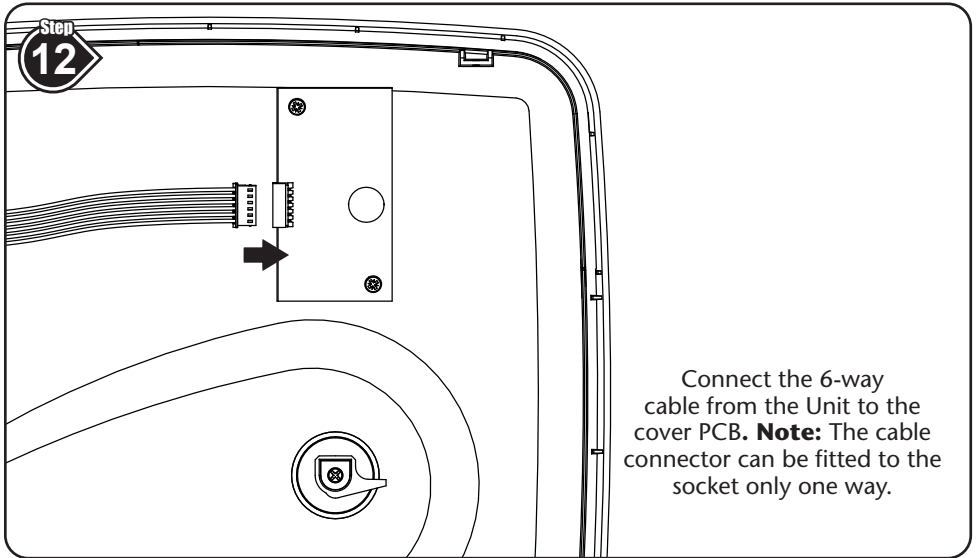
Reconnect the ribbon cable, replace the cover assembly and restore mains electrical power to the unit.



**IMPORTANT:** When set to 41°C (BEAB Care setting) the temperature lever will sit approximately at setting 5 as its **maximum** position. **DO NOT FORCE THE LEVER ANY FURTHER ONCE RESISTANCE IS FELT.**

It may not always be possible to achieve a 41°C shower temperature at all extreme supply conditions.

# INSTALLATION





## OPERATING INSTRUCTIONS

When the electricity supply to the shower is switched on at the isolating switch, the power indicator will light.

### To Start the Shower

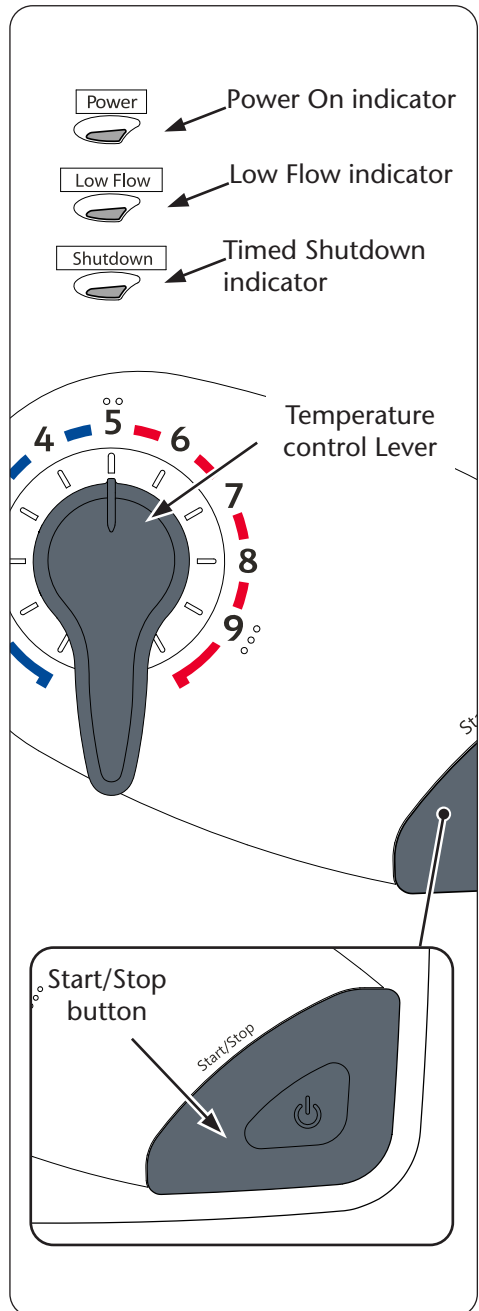
Press the **start/stop** button and water will flow. After a few seconds a flow of heated water will be available.

### To Stop the Shower Manually

The shower can be stopped by pressing the **start/stop** button. When pressed, the phased shutdown will begin and water will cease to flow after a few seconds.

### To Stop the Shower Timed Shutdown

Shutdown times can be set at **5, 10, 20** (factory setting) or **30** minutes. When the Timed Shutdown indicator illuminates it indicates there is **1** minute before the timed shutdown will turn the shower off.



## OPERATING INSTRUCTIONS

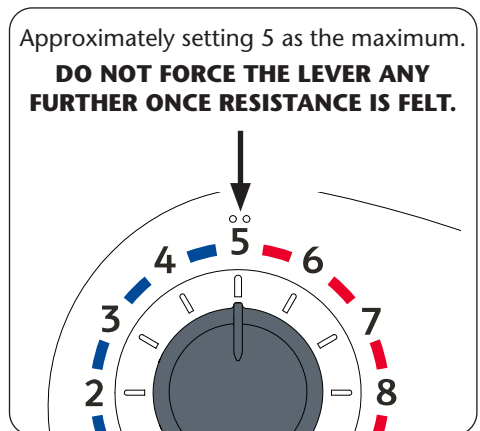
### To Adjust the Shower Temperature

The water temperature is altered by changing the amount of **Hot** water from the heater can that is mixed with **Cold** water from the inlet. This is done by moving the temperature control lever.

Adjusting the temperature control can alter the flow of water through the unit.

After obtaining your preferred showering temperature the number setting can be remembered and left as the preferred setting.

**Important: When set to 41°C (BEAB Care setting) the temperature lever will sit at approximately setting 5 as its maximum position.**



## OPERATING INSTRUCTIONS

### **To Decrease the Shower Temperature**

Turn the temperature control **anti-clockwise**; this will increase the flow of water through the shower and is indicated by lower numbers.

### **To Increase the Shower Temperature**

Turn the temperature control **clockwise**; this will decrease the flow of water through the shower and is indicated by higher numbers.

When the **start/stop** button is pressed water will continue to flow in order to remove heated water inside the unit - **see phased shutdown process on page 28**. Water will cease to flow after a few seconds.

After phased shutdown the unit must be isolated via the 45amp-isolating switch.

**Note:** It is advisable to be certain that the showering temperature is satisfactory by testing with your hand before stepping under the shower head. There will always be a time delay of a few seconds between selecting a temperature and the water reaching the stable temperature.

**Warning!**  
Before normal operation of the shower, it is essential the commissioning procedure is completed correctly.

## OPERATING INSTRUCTIONS

### **Low Flow Indicator (red)**

If a low flow condition occurs the unit will turn off the water flow immediately. It will be necessary to wait until water in the unit has reduced to a comfortable temperature, at which point the LED will extinguish. Pressing the start button will then restart the unit.

### **\*Timed Shutdown Indicator (yellow)**

The operation of this LED denotes that a 'Timed Shutdown' has been programmed into the unit. When the indicator illuminates it indicates there is 1 minute before the timed shutdown setting. The indicator will then flash for 5 seconds prior to the shower switching off, an audible beep will also commence if it has been set to do so - see **Installation Section for information**

on how to program the unit.

### **\*Note**

The timed shutdown indicator will only operate if the unit reaches one of the predetermined shut down times of 5, 10, 20 (factory setting) or 30 minutes. To set the unit to one of these times see page 19.

### **Phased Shutdown**

In use, every time the **Start/Stop** button is pressed, power is switched off to the elements. Water will continue to flow for a few seconds, flushing out any remaining hot water. This ensures the next immediate user will not receive a slug of hot water if standing under the shower head when starting the shower.

### **Temperature Protection**

During normal operation, if the flow of water through the unit is restricted, power to the elements will be reduced to maintain the shower temperature. When the flow of water through the unit returns to normal power to the elements will be automatically restored to the setting at the time of interruption.

### **Safety Cut-out**

The unit is fitted with an over-temperature safety device. In the event of abnormal operation which could cause unsafe temperatures within the unit, the device will disconnect the heating elements and remove power from the electronics making the shower unit inoperable.

**It will require a visit from a qualified engineer to identify the nature of the fault and replace the safety device.**

## Instructions for installers and service engineers only

### Cleaning the Filter

It is recommended that the filter is periodically cleaned in order to maintain the performance of the shower. It is essential that this operation is carried out by a competent person.

#### **Switch off the electricity and water supply to the shower.**

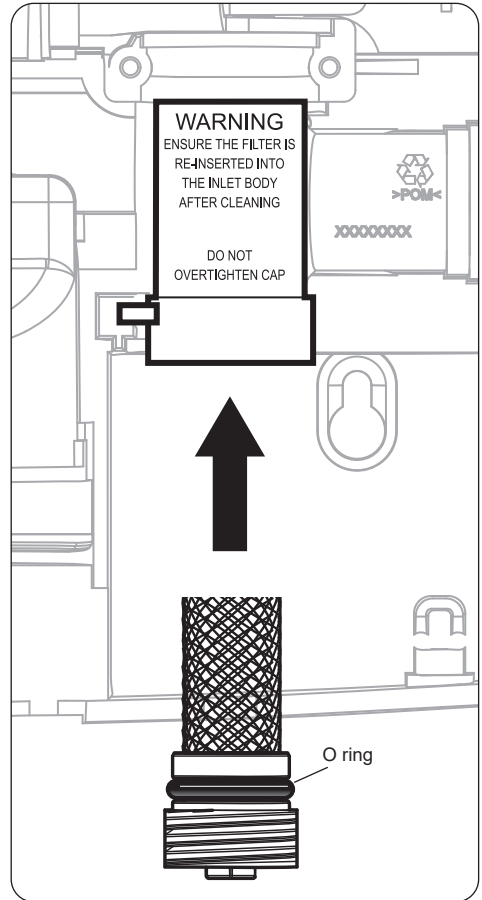
The inlet filter is situated inside the water inlet fitting.

To gain access to the filter remove the cover and right hand trim plate. Unscrew the cap on the water inlet fitting.

Inspect the o-ring for damage when the filter is removed. Do not over tighten the filter cap on reassembly.

When cleaning the filter, **DO NOT** use a sharp object as it will cause damage. It is preferable to use an old toothbrush or similar.

After cleaning the filter the Commissioning procedure should be performed (page 20).



# FAULT FINDING/TROUBLESHOOTING

**Important:** Switch off the electricity at the mains supply and remove the circuit fuse before attempting any fault finding inside the unit.

<b>Problem</b>	<b>Cause</b>	<b>Action</b>
<b>1</b> Shower inoperable, no water flow.	<b>1.1</b> Interrupted power supply.	<b>1.1.1</b> Blown fuse or circuit breaker. Check supply. Renew or reset fuse or circuit breaker. If it fails again, consult a qualified electrician.
	<b>1.2</b> Unit malfunction.	<b>1.2.1</b> Power cut? Check other appliances and if necessary, contact local Electricity Supply Co.
		<b>1.2.2</b> Have unit checked. Contact Customer Experience.
	<b>1.3</b> Thermal cut-out operated.	<b>1.3.1</b> The thermal cut-out safety device has operated. Have the unit checked by a suitably qualified service engineer or contact Customer Experience.
<b>2</b> Water too hot.	<b>2.1</b> Temperature control set incorrectly.	<b>2.1.1</b> Alter the temperature control.
	<b>2.2</b> Unit malfunction.	<b>2.2.1</b> Have the unit checked by a suitably qualified service engineer or contact Customer Experience.
<b>3</b> Water too cool or cold.	<b>3.1</b> Temperature control set incorrectly.	<b>3.1.1</b> Alter the temperature control.
	<b>3.2</b> Maximum temperature stop set incorrectly.	<b>3.2.1</b> Alter the maximum temperature stop.
	<b>3.3</b> Unit malfunction.	<b>3.3.1</b> Have the unit checked by a suitably qualified service engineer or contact Customer Experience.
<b>4</b> Water will not stop flowing from unit unless switched off at isolating switch.	<b>4.1</b> Control ribbon cable is not connected to PCB.	<b>4.1.1</b> Remove cover and connect ribbon cable.
<b>5</b> Pressure relief device has operated (water ejected from PRD tube).	<b>5.1</b> Blocked shower head.	<b>5.1.1</b> Clean sprayplate and then fit a new PRD.
	<b>5.2</b> Twisted/blocked flexible shower hose.	<b>5.2.1</b> Check for free passage through hose. Replace hose if necessary and then fit new PRD.
	<b>5.3</b> Shower head not removed while commissioning.	<b>5.3.1</b> Fit new PRD. Commission unit with shower head removed.
<b>6</b> Low flow LED permanently on when start/stop bar pressed. Shower will not start.	<b>6.1</b> Low flow condition.	<b>6.1.1</b> Insufficient water flow available. 1. Check shower head is not blocked. 2. Check shower hose is not restricted. 3. Check filter is not blocked. 4. Check water supply to shower is adequate.

# FAULT FINDING/TROUBLESHOOTING

Problem	Cause	Action
<b>7</b> Low flow LED comes on when shower is running. Shower switches off.	<b>7.1</b> Low flow condition has caused temperature sensor in the shower to operate.	<b>7.1.1</b> Shower will not start until water in the unit has cooled and LED goes off. If problem persists. 1. Check shower head is not blocked. 2. Check shower hose is not restricted. 3. Check filter is not blocked. 4. Check water supply to shower is adequate.
<b>8</b> Low flow LED flashes continuously when start/stop button pressed. Shower will not start.	<b>8.1</b> Pressure switch has failed.	<b>8.1.1</b> Pressure flow switch assembly.
<b>9</b> Low flow and shutdown LED's alternately flashing when power turned on to unit. Shower will not start.	<b>9.1</b> Start/Stop switch failed.	<b>9.1.1</b> Replace cover assembly.
<b>10</b> Low flow and shutdown LED'S flashing simultaneously when start/stop button pressed. Shower will not start.	<b>10.1</b> Outlet thermistor failed.	<b>10.1.1</b> Replace thermistor.
<b>11</b> Low flow and shutdown LED'S permanently on when power is turned on. Shower will not start.	<b>11.1</b> Power PCB faulty.	<b>11.1.1</b> Replace power PCB.
<b>12</b> Low flow, shutdown & Start Stop LED'S all flashing simultaneously an audible alarm (If in use) will also be present.	<b>12.1</b> NTC safety device operated. Note: After 3 failures on NTC, unit will continue to show same fault.	<b>12.1.1</b> The PCB has an NTC safety device which has operated. Have the unit checked by a suitably qualified service engineer or contact Customer Experience.

Note: Identify cause of operation before fitting new PRD unit. When fitting a new PRD, follow the commissioning procedure.

It is advised all electrical maintenance/repairs to the shower should be carried out by a suitably qualified person. In the unlikely event of unit failure other than detailed in the Fault Finding section, please contact Customer Experience for advice.



# MAINTENANCE - BEAB CARE

## **Important:**

These tests should only be performed by a qualified engineer.

## **Commissioning and In-Service Tests**

### **D.1 Commissioning**

#### **D.1.1 Purpose**

Since the installed supply conditions are likely to be different from those applied in production it is appropriate, at commissioning, to carry out some simple checks and tests on each instantaneous water heater to provide a performance reference point for future in-service tests.

#### **D.1.2 Procedure**

**D.1.3** With the appliance turned off check that:

- a) the water supply temperature is within the range 5 to 20°C;
- b) the terminal voltage at the appliance is within the range  $230 \pm 10\%$ .

**D.1.4** Turn on the appliance and if the maximum outlet water temperature is adjustable, adjust this in accordance with the manufacturer's instructions to the maximum permitted BEAB care temperature. Then carry out the following sequence:

- a) record the supply voltage at the terminals of the appliance;
- b) record the outlet water temperature and the flow rate resulting from the setting;
- c) reduce the water supply flow rate at the inlet of the appliance by at least 50% or to the lowest value at which the appliance continues to deliver an output of heated water, whichever is the greater pressure;
- d) record the outlet water temperature and the reduced flow rate.

The outlet water temperature should not exceed 43°C for a shower.

- e) record details of the equipment, thermometers etc, used for the measurements.

### **D.2 In-service tests**

#### **D.2.1 Principle**

The purpose of in-service tests is regularly to monitor and record the performance of the instantaneous water heater. Deterioration in performance can indicate the need for service work on the appliance and/or the water supplies.

# MAINTENANCE - BEAB CARE

## **D.2.2 Procedure**

**D.2.3** Using the measuring equipment recorded in D.1.4 or equipment to the same specification and with the appliance turned off check that:

- a. The water supply temperature is within the range 5 to 20°C;
- b. The terminal voltage at the appliance is within the range  $230 \pm 10\%$

**D.2.4** If the set maximum outlet water temperature has changed significantly from the previous test results (e.g.  $> 1^\circ\text{C}$ ), record the change and before re-setting the maximum outlet water temperature check that:

- a) any outlet fittings are not blocked and are free of scale;
- b) any in-line or integral strainers are clean;
- c) any in-line or integral check valves or other backflow prevention devices are in good working order;
- d) any isolating valves are fully open.

**D.2.5** With an acceptable outlet water temperature, complete the following procedure:

- a) Record the supply voltage at the terminals of the appliance.
- b) Record the outlet water temperature and the flow rate resulting from the setting.
- c) Reduce the water supply flow rate at the inlet of the appliance by at least 50% or to the lowest value at which the appliance continues to deliver an output of heated water, whichever is the greater pressure.
- d) Record the outlet water temperature and the reduced flow rate.

NOTE: The outlet water temperature should not exceed 43°C for a shower and washbasin.

- e) Record details of the equipment, thermometers etc, used for the measurements.

**D.2.6** If at step D.2.5 b) the outlet water temperature is greater than the values given in the note to D.2.5 d) then service work is indicated.

## **D.3 Frequency of in-service tests**

### **D.3.1 General**

In-service tests should be carried out with a frequency which identifies a need for service work before an unsafe water temperature can result. In the absence of any other instruction or guidance on the means of determining the appropriate frequency of in-service testing, the following procedure may be used:

## MAINTENANCE - BEAB CARE

- D.3.1.1** 6 to 8 weeks after commissioning, conduct the tests detailed in D.2.2 to D.2.6.
- D.3.1.2** 12 to 15 weeks after commissioning, conduct the tests given in D.2.2 to D.2.6.
- D.3.1.3** Depending on the results of D.3.1.1 and D.3.1.2 several possibilities exist:
- a) If no significant changes (e.g.  $\leq 1^{\circ}\text{C}$ ) in outlet water temperatures are recorded between commissioning and D.3.1.1, or between commissioning and D.3.1.2 the next in-service test can be deferred to 24 to 28 weeks after commissioning.
  - b) If small changes (e.g.  $1$  to  $2^{\circ}\text{C}$ ) in outlet water temperatures are recorded in only one of these periods, necessitating adjustment of the outlet water temperature, then the next in-service test can be deferred to 24 to 28 weeks after commissioning.
  - c) If small changes (e.g.  $1$  to  $2^{\circ}\text{C}$ ) in outlet water temperatures are recorded in both of these periods, necessitating adjustment of the outlet water temperature, then the next in-service test should be carried out at 18 to 21 weeks after commissioning.
  - d) If significant changes (e.g.  $> 2^{\circ}\text{C}$ ) in outlet water temperatures are recorded in either of these periods, necessitating service work, then the next in-service test should be carried out at 18 to 21 weeks after commissioning or earlier.
- D.3.1.4** The general principle to be observed after the first 2 or 3 in-service tests is that the intervals of future tests should be set to those which previous tests have shown can be achieved with no more than a small change in outlet water temperature.

# COMMISSIONING RECORD

## Commissioning

Where Installed (Establishment): \_\_\_\_\_ Location of Unit: \_\_\_\_\_ Date: \_\_\_\_\_  
 Installed/Commissioned by: \_\_\_\_\_ Signed: \_\_\_\_\_

Date of Commissioning	*Prior to Installation					With unit turned on, set the temperature control to maximum temperature stop.				
	1	2	3	4	5	6	7	8	9	10
	Check unit designation matches the intended use	Check that the maximum temperature stop is set to 41°C (see BEAB Care section)	Water supply static pressure (see Water Requirements section)	Water supply running pressure (see Water Requirements section)	Water supply temperature (Range: 5 - 20°C)	Terminal voltage (Range: 230V ± 10%)	Ambient temperature of water supply (see Note 2).	Supply voltage at appliance terminals (see Note 2)	Maximum water temperature at shower outlet (see Note 3)	Maximum water temperature when water supply is restricted (see Note 4)
dd/mm/yy	Yes/No	Yes/No	bar	bar	°C	V	°C	V	°C	°C

**\*Prior to installation check:**

- a) The inlet filter of the shower is free from debris.
- b) The in-line check valves or other back-flow prevention devices are in good working order.
- c) Any isolating valves on the water supplying the unit are fully opened.

Column 7: This test should be performed by measuring temperature from a gravity fed cold water tap.

Columns 8 -10: These tests should be performed after resetting the shower to the default running setting by pressing the **Start** button on the shower cover.

**List of Test Equipment Used**

Measurement	Test equipment used (model, make, etc)/method used	Identification	Date of last Calibration
Supply water pressure			
Voltage			
Water temperature			

**Note:** All installation, commissioning and in-service testing must be undertaken by a suitably qualified engineer.

# IN SERVICE TESTING RECORD

## In-service Testing Record

Using the same test equipment as previous page, record the following:

Date	Isolate unit from mains electricity and remove cover.		Replace the cover, switch on the unit and set the temperature control to maximum temperature stop.					Signed	
	11	12	13	14	15	16	17		18
dd/mm/yy	Check condition of internal components	Check that the maximum temperature stop is set to 41°C (see BEAB Care section)	Ambient temperature of water supply (see Note 2)	Supply voltage at unit terminals (see Note 5)	Outlet water temperature (see Note 6)	Checks made in accordance with (see Note 6)	Outlet water temperature when water supply is restricted (see Note 4)	Date of next in-service check or withdrawal from service (see Table 1)	
	Yes/No	Yes/No	°C	V	°C	Yes/No	°C	dd/mm/yy	

**Note:** All installation, commissioning and in-service testing must be undertaken by a suitably qualified engineer.  
(This page may be reproduced for continued recording of In-Service Testing)

## Notes for Commissioning and In-service Testing

### 1. Measuring the Shower Outlet Water Temperature

With the shower running, position the shower head horizontally and place a funnel under the water flow. Make sure that the funnel mouth collects all of the water emitted from the shower head. Take a reading using a temperature probe in the collected water flowing from the outlet of the funnel.

Typical dimensions of a suitable funnel are:

Opening diameter: 110mm,

Throat diameter: 15mm.

### 2. Measuring the Heated Water from Shower Outlet

After resetting the shower to the default setting (press the 'Start' button on the shower cover) measure using the method described in (1.) above.

### 3. Measurement of Heated Water from the - Shower Outlet when Restricting the Water Supply

Progressively restrict the inlet water flow to the unit using the service valve (see page 12) until the 'Low' LED lights up on the cover and the shower shuts down with no water flow from the shower head. Open the service valve slightly and restart the shower using the Stop/Start button. Record the resulting outlet water temperature using the method described in (1.) above. If this exceeds 43°C withdraw the shower from service and call Customer Service on **01 628 6711**.

**Note:** The service valve should be returned to the fully open position after this test.

### 4. Measurement of Supply Voltage at Appliance Terminals

Switch off the electricity at the mains supply and remove the circuit fuse. Remove the shower cover, taking care to position it so that it does not hang by the interconnecting ribbon cable.

Replace the circuit fuse and switch on the electrical mains supply. Take the AC voltage reading across the Live and Neutral screws of the mains terminal block.

Take care NOT to touch any other internal components of the shower. Switch off the electricity at the mains supply, remove the circuit fuse and replace the cover using the screws supplied.

**Note:** This test should only be performed by a suitably qualified engineer.

### 5. When the Set Maximum Outlet Water Temperature has Changed Significantly

If the set maximum outlet water temperature has changed significantly from the previous test results (greater than  $\pm 1^\circ\text{C}$ ), check:

- a. that the outlet fittings (shower head/shower hose) are free from restrictions and limescale.
- b. that the inlet filter of the shower is free from debris (see page 29).
- c. that in-line check valves or other back-flow prevention devices are in good working order.
- d. that any isolating valves on the water supplying the unit are fully opened.

If, after making the above checks, an acceptable outlet water temperature is not achieved withdraw the shower from service and contact Customer Service on

**01 628 6711**.

## Frequency of In-service Testing

Table 1

Conditions for In-service test	Next in-service test
First in-service test.	6 to 8 weeks after commissioning.
If no significant change in water outlet temperature (greater than $\pm 1^{\circ}\text{C}$ ) between commissioning and first test.	12 months after commissioning.
On going service testing.	Annually on the anniversary date when the unit was commissioned.

# In-service Testing

## Omnicare SR Pumped

### Designation Code:

### -IW-S Shower

## SPARES

To purchase a genuine Triton spare part for your product, please visit

**[www.tritonthowers.ie/spares](http://www.tritonthowers.ie/spares)**

for product codes and prices.

Alternatively please call our Customer Services team on

**01 628 6711** to order direct.

Please have your model name available.

## SERVICE POLICY

**In the event of a product fault or complaint occurring, the following procedure should be followed:**

### **DO NOT REMOVE THE PRODUCT**

1. Telephone Customer Service on **01 628 6711** or **01 628 6845** having available your details including post code, the model number and power rating of the product, together with the date of purchase and, where applicable, details of the particular fault.
2. If required, the Customer Service Advisor will arrange for a qualified engineer to call.
3. All products attended to by a Triton service engineer must be installed in full accordance with the Triton installation guide applicable to the product. Every product pack contains an installation guide, however, they can also be downloaded free at [www.tritonshowers.ie](http://www.tritonshowers.ie).
4. Our engineer will require local parking and if a permit is required, this must be available to the engineer on arrival at the call.
5. If loft access is required for isolation or to complete a repair, the loft must have a fixed access ladder and be boarded, with appropriate lighting from the access point to and around the repair area.
6. It is essential that you or an appointed representative, who must be over 18 years of age, is present for the duration of the service engineer's visit. If the product is in guarantee you must produce proof of purchase.
7. Where a call under the terms of guarantee has been booked and the failure is not product related (i.e. scaling and furring, incorrect water pressure, pressure relief device operation or electrical/plumbing installation fault) a charge will be made. A charge will also be issued if nobody is at the property when the service engineer calls or adequate parking/permit is not available.
8. If the product is no longer covered by the guarantee an up-front fixed fee will be charged before the site visit.
9. Your receipt must be retained as proof of purchase. Should proof of purchase not be available on an 'in-guarantee' call, or should the service engineer find that the product is no longer under guarantee, the engineer will charge the same fixed price and will request payment prior to departing. If payment is not made on the day an administration charge will be added to the fixed charge.
10. If a debt is outstanding from a previous visit, or from any other Triton purchase, Triton reserves the right to withhold service until the debt has been settled.
11. Triton takes the health, safety and wellbeing of its employees very seriously and expects customers to treat all staff members with respect. Should any employee feel threatened or receive abuse, either verbally or physically, Triton reserves the right to withhold service.

### **Replacement Parts Policy**

In line with AMDEA guidelines, Triton retains functional spares for as long as there is a market for them and in most cases, well beyond. Due to the vast array of product types, the life cycle of products can vary and therefore so can the length of time parts can be supplied. Spare parts can be ordered via our online spare parts store or by telephoning Triton Customer Service Spares Department on **01 628 6711**. Payment should be made by credit / debit card (excluding American Express or Diners Card). Payment can also be made by pre-payment of a pro-forma invoice, by cheque or postal order.

**Telephone orders are based on information given during the call. Before contacting Triton, please verify your requirements using the Information contained in the user guide. Triton cannot accept liability for incorrect part identification.**

Earthridge International Ltd  
Maynooth  
Co. Kildare.

## TRITON STANDARD GUARANTEE

With the exception of accessories, Triton guarantee the product against all manufacturing defects for a period of **2 years** (for domestic use only) from the date of purchase, provided that it has been installed by a competent person in full accordance with the fitting instructions.

All accessories such as shower heads, hoses and riser rails carry a **1 year** parts only guarantee against manufacturing defects.

Any part found to be defective during this guarantee period we undertake to repair or replace at our option without charge, so long as it has been properly maintained and operated in accordance with the operating instructions and has not been subject to misuse or damage. This product must not be taken apart, modified or repaired except by a person authorised by Triton. This guarantee applies only to products installed within the Republic of Ireland 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 the property occupants;
  - b) wilful act or neglect;
  - c) any malfunction resulting from the incorrect use or quality of electricity, gas or water or incorrect setting of controls;
  - d) failure to install in accordance with this installation guide.
2. Claims for missing parts once the product has been installed.
3. Repair costs for damage caused by foreign objects or substances.
4. Total loss of the product due to non-availability of parts.
5. Compensation for loss of use of the product or consequential loss of any kind.
6. Call out charges due to an abortive visit or where no fault has been found with the appliance.
7. The cost of repair or replacement of isolating switches, electrical cable, fuses and/or circuit breakers or any other accessories installed at the same time. Replacement of the Pressure Relief Device that only activates when the shower outlet is blocked is also excluded.
8. The cost of routine maintenance, adjustments, overhaul modifications or loss or damage arising therefrom, including the cost of repairing damage, breakdown, malfunction caused by corrosion, furring, frost or exposure to freezing conditions.
9. Call out charges where the water supply cannot be isolated, this includes consequential losses arising from unserviceable supply valves, or inaccessible product or valves located in a loft space without suitable access.

**For the latest Terms & Conditions please see:**

**[www.tritonshowers.ie/terms](http://www.tritonshowers.ie/terms)**

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