

 *Intro 850*

 *Intro 950*

Instantaneous Electric Shower
Installation and User Instructions

IMPORTANT!

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

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MX Intro 850 and 950 – a guide for installers

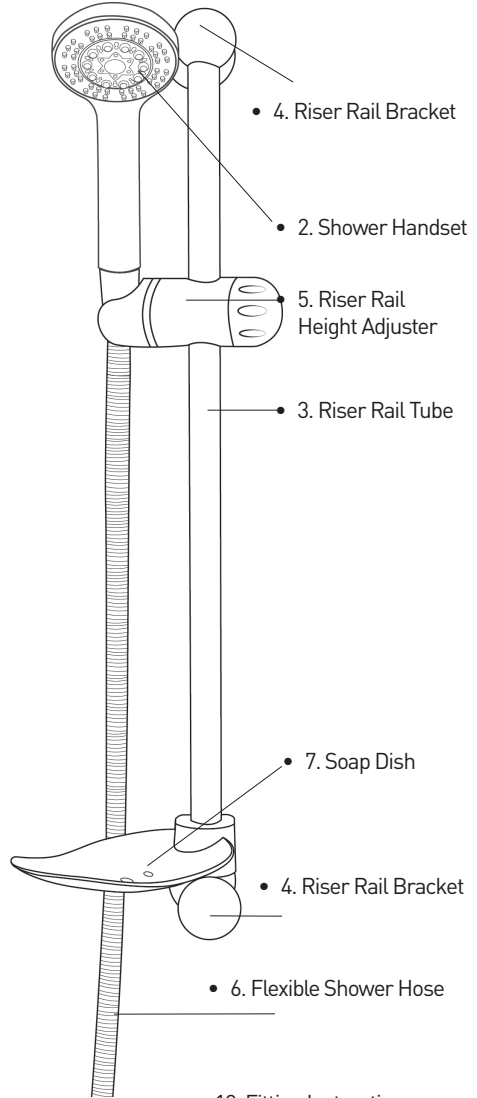
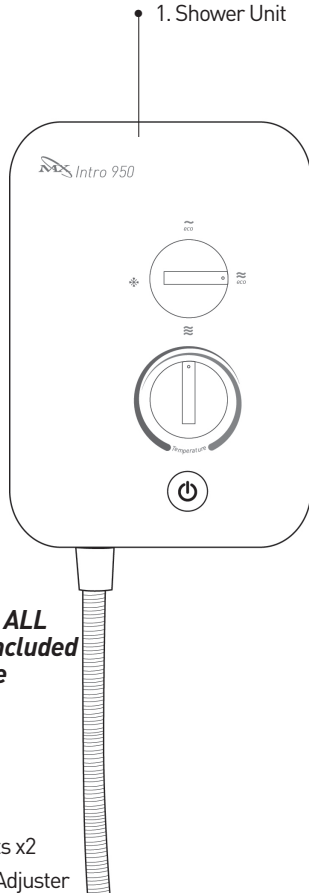
The compact MX Intro 850 (8.5 kW) and 950 (9.5 kW) shower models are designed for quick installation. Both water and electrics enter the shower unit from the right hand side of the back plate with top bottom and rear options.

A removable corner section allows easy access for the plumbing connection. The screw wall mounting hole positions are visible when the front cover is removed. The top two fixing holes are vertical key hole slots and the bottom fixing hole is a horizontal slot to allow for alignment.

The MX Intro 850 and 950 electric showers are designed for Domestic and light commercial applications.

These instructions contain 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.

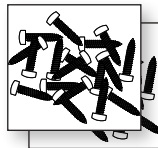
1. PACK CONTENTS



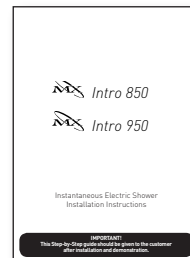
Please make sure ALL components are included before starting the installation.

1. Shower Unit
2. Shower Handset
3. Riser Rail Tube
4. Riser Rail Brackets x2
5. Riser Rail Height Adjuster
6. Flexible Shower Hose
7. Soap Dish
8. Hose Retaining Ring
9. Screw Packs
10. Installation and User Instructions plus Guarantee Card

• 9. Screw Packs



• 10. Fitting Instructions & Guarantee Card



2. INSTALLATION CHECK LIST

1. Check that the water supply will satisfy requirements
2. Check that water and cable entry points of the unit meet requirements
3. Check that the electric supply will satisfy requirements
4. Select a suitable position for the shower
5. Plumbing installation
6. Electrical installation
7. Fit to the wall and connect the shower supplies
8. **ONLY Commission the shower in the way described**
9. Fitting the front cover and aligning the controls
10. Familiarise yourself with the user operating instructions

Tick off as you complete

3. PLEASE READ THIS IMPORTANT SAFETY INFORMATION

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

FOR THE USER:



WARNING: DO NOT operate shower if frozen, or suspected of being frozen. It must thaw out before using.



DO NOT operate the unit if the showerhead or spray hose becomes damaged.



DO NOT restrict flow out of shower by placing showerhead in direct contact with your body or other solid object.



WARNING: the outlet of the shower acts as a vent and must not be connected to anything other than the flexible shower hose and handset supplied or approved by the manufacturer.



DO NOT operate the shower if water ceases to flow during use or if water has entered inside the unit because of an incorrectly fitted cover.



DO NOT place items such as soap, shampoo or other such bottles on top of the unit as liquid could leak through the joint between the cover and back plate and damage the sealing rubber.



The shower spray head **MUST** be cleaned regularly to remove scale and debris. The frequency of the cleaning will vary according to the local water quality. If the water outlet temperature becomes hot and you are unable to obtain cooler water, immediately check the shower handset for blockage. See section 15 for cleaning instructions.



IMPORTANT: This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.

PLEASE READ THIS IMPORTANT SAFETY INFORMATION (CONT.)

FOR THE INSTALLER:

MAINS SERVICE CONNECTIONS: The shower unit is supplied for right hand mains water and electrical connection.

IMPORTANT: To comply with water regulations, building regulations or any specific local water company regulations and in accordance with BS EN 806 a double check valve should be fitted where it is possible that the shower head may come into contact with used water, for example in the bath or a shower tray.

IMPORTANT: Check that there are no hidden cables or pipes before drilling holes for the wall plugs. Choose a flat piece of wall to avoid the possibility of distorting the back plate and making the front cover a poor fit. Exercise great care when using power tools near water. The use of a residual current device (RDC) is recommended.

IMPORTANT: Before connecting the water supply to the shower unit the water supply pipe should be flushed out to remove all debris. After flushing the pipe work make the connection to shower inlet and ensure the shower is positioned squarely on the wall and all fixing screws are tightened.

IT IS VERY IMPORTANT to ensure that the terminal block screws are **FULLY** tightened and that no cable insulation is trapped under the screws. The earth continuity conductor of the electrical installation must be effectively bonded to earth on the fuse board.

IMPORTANT: Ensure that the flow / temperature control knob is turned to **FULL** flow and the commissioning instructions are followed before switching the unit on. This will make sure that the unit is full of water when first activated.

IMPORTANT: The shower unit **MUST** be full of water before the heat settings are used.

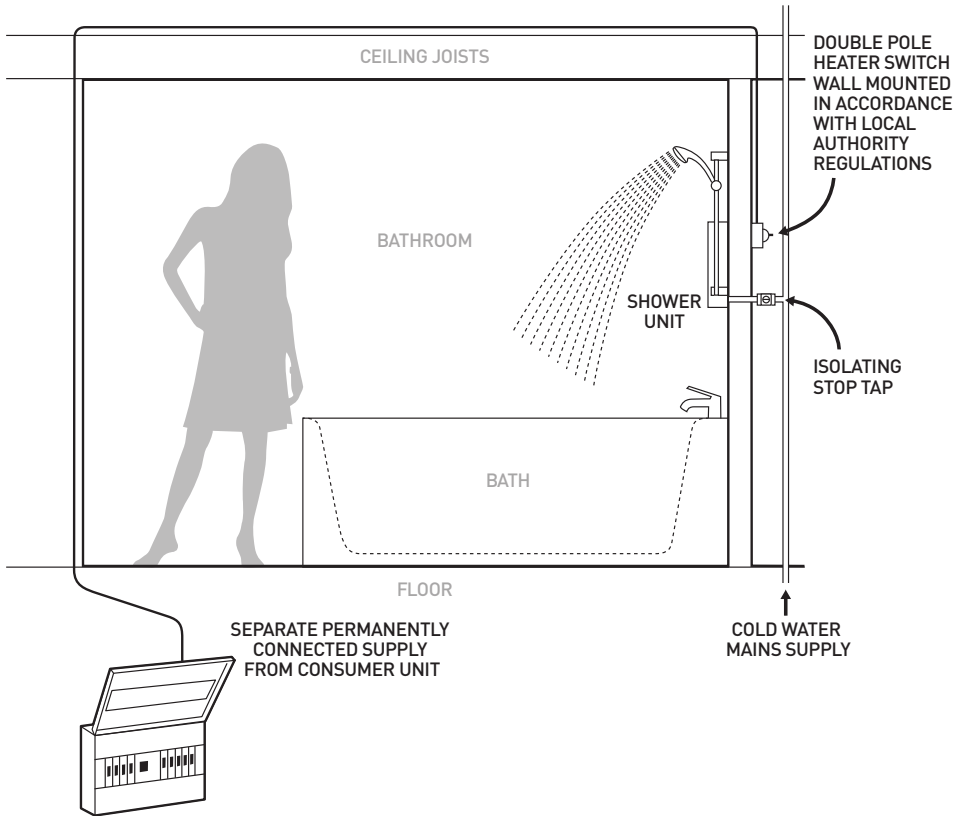
4. GENERAL INSTALLATION LAYOUT GUIDE

Plan your installation carefully. Check on the nearest and most accessible rising main water supply, this may be beneath the bath or in the loft, where it feeds the water storage tank. Use only the cold rising water main.

Avoid connecting the shower unit if possible where it will be affected by water drawn off by another appliance.

For example from the mains feed to the toilet as this may cause a drop in pressure to a level that is too low for the shower unit to work correctly.

A WRAS (Water Regulations Advice Scheme) listed isolating valve must be fitted between the rising main and the unit to comply with water regulations and to allow for routine maintenance and servicing.



⚠ IMPORTANT ⚠

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

5. IMPORTANT INSTALLATION INFORMATION

■ Shower installation must be carried out by a suitably qualified person and be in accordance with BS 7671 (IEE wiring regulations) building regulations, water regulations and or any specific local water company regulations in force and should be in accordance with BS EN 806.

■ This shower unit is designed to be connected to a 15mm cold water mains supply.

■ To make sure the heating elements are activated the shower must be connected to mains water supply with a minimum running pressure of 100kPa (15lb/sq in) – 1 Bar at a minimum flow rate of 8 litres per minute. The maximum static pressure is 1000kPa (150lb/sq in) 10 Bar.

NOTE: For the Intro 950 9.5kW model, the minimum running pressure must be obtained at 9 L/min.

■ The shower unit must not be fitted where it may be exposed to frost, for example in an outdoor area. **The shower must not be used if suspected of being frozen.** Frost damage is not covered by the guarantee.

■ **Plumbers jointing compound must not be used.** In instances of difficult joints use P.T.F.E. Tape. The use of jointing compound will invalidate the product guarantee.

■ **DO NOT** solder fittings near the shower unit as heat can travel along pipe work and damage components.

■ **DO** complete all plumbing connections before making the electrical connections.

6. FIXING THE SHOWER TO THE WALL

Position your shower on the wall so that it will NOT be in the direct water spray from the shower handset when fixed.

You may wish to consider mounting the unit so that the shower handset could be used over a sink for washing hair.

The shower unit should be positioned so that the shower head cannot be immersed in the bath or shower tray when hanging down. A shower hose retainer is supplied with the accessories (see pages 3 and 9).

Remove the four front cover fixing screws and lift the cover off complete with the control knobs and start/stop push button.

Having decided on the water and cable entry points and chosen a flat piece of wall, hold the shower vertically against the wall and mark the top two fixing holes.

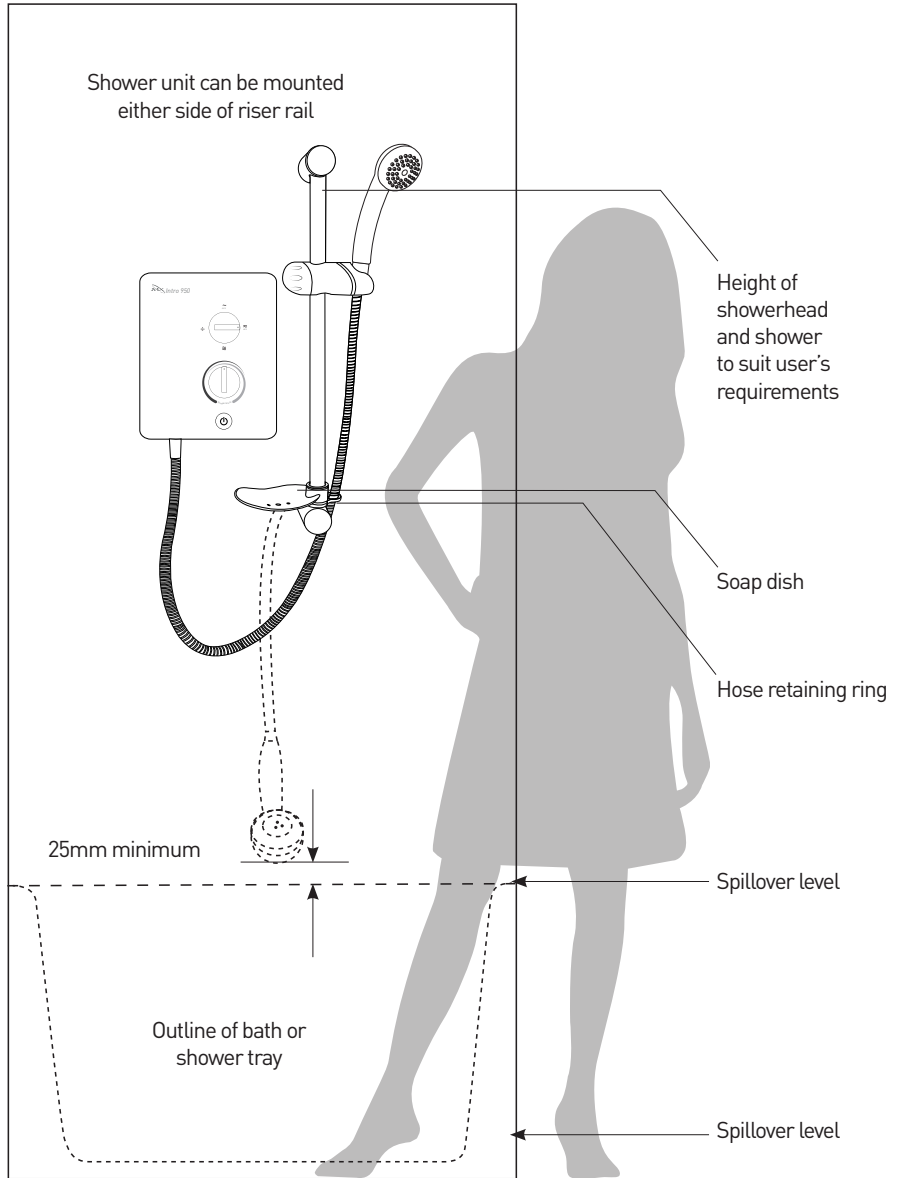
Carefully drill the two holes as marked using a sharp 5.5mm masonry drill after first making certain there are no pipes or wires behind the proposed holes.

Insert the wall plugs and screws provided leaving the screw head proud by approximately 5mm. The shower can now be hung on these screws.

Make sure that the shower is positioned vertically now mark and drill the lower slotted fixing hole. Then fix the shower to the wall. Do not fully tighten the screws at this stage.

The shower back plate and removable corner moulding have moulded knock out sections which are clearly indicated to allow the chosen service entry option to be removed prior to final fix.

7. PRODUCT POSITIONING GUIDE



8. PLUMBING CONNECTIONS

The shower back plate incorporates into the lower right side a removable corner section to allow easy access when deciding on and connecting to the water mains supply.

Remove the bottom right hand side corner section giving access to the water inlet spigot.

The shower unit is supplied for right hand installation.

IMPORTANT: Before connecting the mains water supply to the shower flush out the pipe work to remove all swarf and system debris. This is achieved by connecting a hose to the pipe work and turning on the mains water supply at the isolating stop tap long enough to clear the debris to waste.

Turn off the mains water supply at the isolating stop tap.

Check that the inline filter is fitted to the inlet pipe.

Having decided on the direction of the water inlet supply: Top (falling) Bottom (rising) or rear inlet it is necessary to remove the appropriate knock out (thinned out plastic) cross section from the back plate before commencing with the installation. The connection to the unit is made using a 15mm copper, stainless or plastic pipe with a 15mm compression elbow or 15mm push fit elbow.

IMPORTANT: Do not use excessive force when making the connection to the unit.

Now tighten the back plate fixing screws so the unit is firmly fixed to the wall.

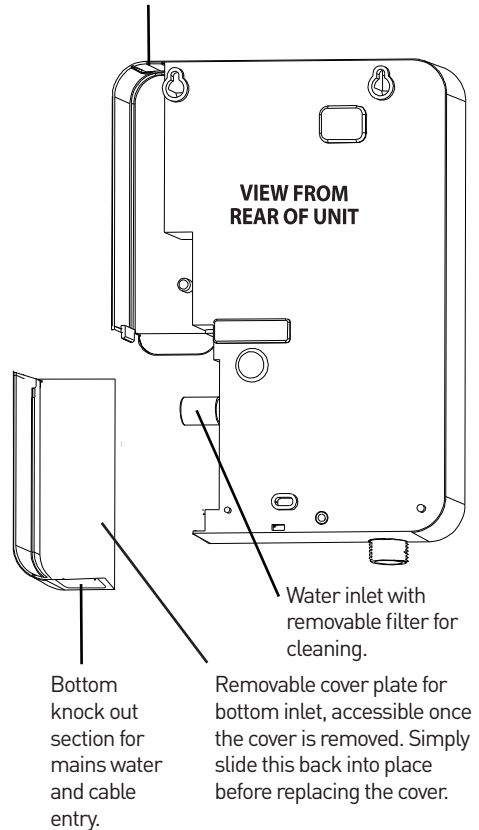
If rear entry pipe work is used we recommend the use of a suitable sealant to seal around the incoming pipe

work to prevent water entering the wall.

Turn on the mains water supply and check for leaks. At this stage no water can flow through the unit.

IMPORTANT: Remember to replace the lower corner section before refitting the front cover.

Top knock out section for mains water and cable entry



NOTE! PLUMBING THE SHOWER UNIT MUST PRECEDE WIRING!

⚠ IMPORTANT ⚠

To comply with water regulations, building regulations or any specific local water company regulations and should be in accordance with BS EN 806. A double check valve must be fitted with all flexible shower accessories where it is possible that the showerhead may come into contact with used water i.e. In the bath or shower tray.

⚠ IMPORTANT ⚠

Before turning on the water supply to the shower unit the water supply pipe should be flushed out to remove debris. After flushing the pipework ensure that the shower unit is positioned squarely on the wall and tighten the screws. Tighten all plumbing connections and check the pipework for leaks.

9. ELECTRICAL CONNECTIONS

The electrical installation must be in accordance with the current BS 7671 (I.E.E. wiring regulations) and part P of the building and / or local regulations.

The shower unit is designed for a single phase 50 Hz a.c. electrical supply.

ELECTRICAL SPECIFICATIONS

Nominal Power rating at 240V	Nominal Power rating at 230V
8.5kW - (40A MCB rating)	7.8kW - (40A MCB rating)
9.5kW - (40A MCB rating)	8.7kW - (40A MCB rating)

IMPORTANT: The heating elements on the UK models are manufactured to 240V specification and will give a lower kW rating if the voltage supply is below 240V.

The shower unit **must be permanently connected** to the electrical supply, direct from the consumer unit via a double pole linked switch with a minimum contact gap of 3 mm. The switch must be readily accessible and clearly identifiable and sited out of reach of a person using the shower over a fixed bath or shower tray, unless the switch is pull cord operated. The wiring must be connected to the switch without the use of a plug or socket outlet.

The supply cable size is determined by the kW rating of the product (as detailed on the rating plate fixed to the back plate) and the distance between the shower and the consumer unit. The table below is for guidance only but will help you choose the correct cable for your installation. If you are in any doubt consult an electrician.

KW RATING	NOMINAL AT 240V	MINIMUM RATING OF ISOLATING SWITCH	FUSE RATING	MAX CABLE RUN	
				6mm	10mm
7.5	31.25amps	40amps	40amps	29m	48m
8.0	33.33amps	40amps	40amps	27m	44m
8.5	35.41amps	40amps	40amps	23m	38m
9.5	39.58amps	40amps	40amps	21m	32m
10.5	43.75amps	45amps	45amps	18m	30m

The incoming cable should be hidden. Connect as follows:

Earth cable to terminal marked ⊕

Neutral cable to terminal marked **N**

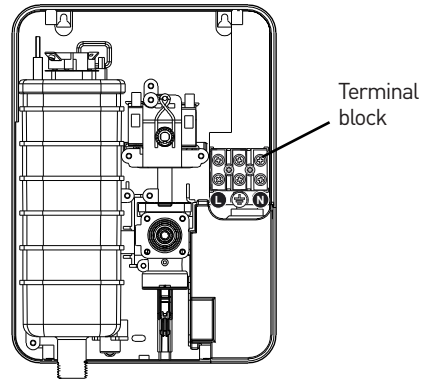
Live cable to terminal marked **L**

The outer sheath of the supply cable must be striped back to a suitable length and the earth conductor must have an earthing sleeve fitted.

Connect the cable to the terminal block. Ensure that **ALL** the retaining screws are **VERY** tight and that **NO** cable insulation is trapped under the screws. Loose connections can result in cable overheating.

IMPORTANT: Failure to ensure that the retaining screws are **VERY** tight could result in a failure of the terminal block.

IMPORTANT: DO NOT switch on the electricity supply until the shower cover has been fitted.



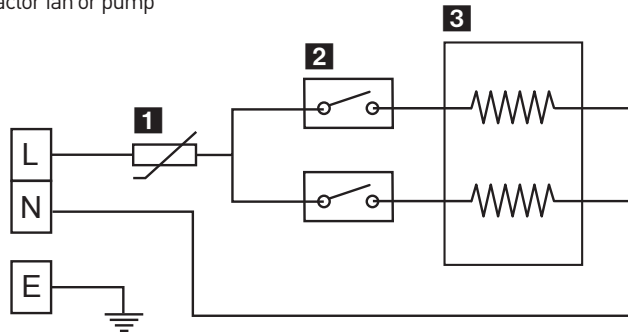
⚠ IMPORTANT ⚠

Ensure that the terminal block screws are fully tightened and that no cable insulation is trapped under screws. Ensure the cable clamp is used to secure the cable. The earth continuity conductor of the electrical installation must be effectively connected to all exposed metal parts of other appliances and services in the room in which the shower unit is installed to confirm

ELECTRICAL CONNECTIONS (CONT.)

The diagram below shows a schematic wiring diagram.

IMPORTANT: The use of connections within the unit or other points in the shower circuit to supply power to other equipment such as an extractor fan or pump etc will invalidate the guarantee.



1. Thermal cut-out
2. Pressure switch
3. Heater body

10. FITTING THE FRONT COVER

IMPORTANT: it is necessary to align the control knobs on the cover with the opposite control spindles mounted on the back plate before the front cover is fitted.

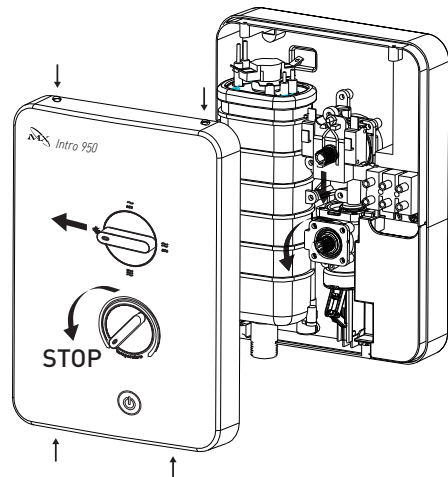
First turn the power selector knob to the **cold** position.

Then turn the flow / temperature control knob **anti-clockwise** to the mechanical stop position (maximum flow).

On the shower back plate make sure that the power selector spindle key way is pointing **down** and the temperature spline spindle is rotated **fully anti-clockwise** until it reaches the mechanical stop.

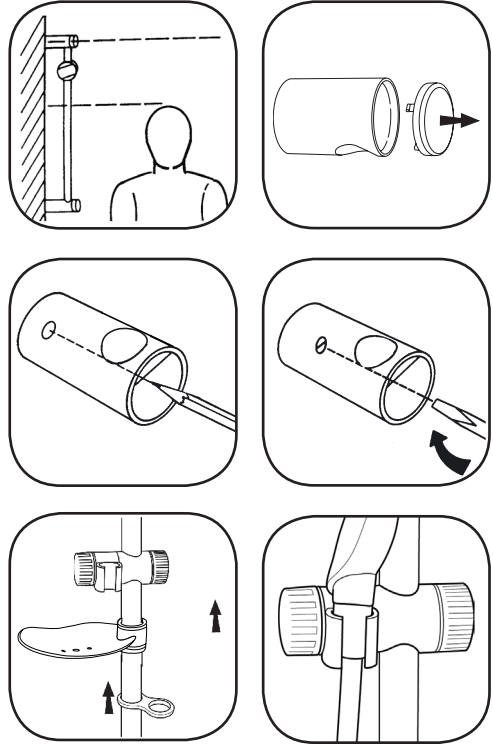
The front cover can now be fitted carefully ensuring the controls are aligned and secured with the four fixing screws provided.

Following the installation of the riser rail (see section 11) attach the flexible hose to the shower outlet positioned centrally on the back plate making sure that you use the seal washer provided. The shower is now ready for commissioning.



11. RISER RAIL FITTING INSTRUCTIONS

1. Establish position for the riser rail, and mark the wall for the lower mounting bracket. Make allowances for the tallest person likely to use the shower regularly.
 2. Remove covers from the wall brackets.
 3. Position the lower bracket and mark the wall for the screw fixing. Then drill and plug the wall and fix the lower bracket without the rail location notch.
 4. Fit the rail into the lower bracket. Place the remaining bracket with the rail location notch on top of the rail, making sure that the rail slot is located into the notch. Ensure the hole position is vertically aligned and mark the wall. Remove the rail and bracket, then drill and plug the wall.
 5. Slide the height adjuster onto the rail. Tighten to the rail by turning the locking cap. Then fit the soap dish, dampening the rail will make it easier to slide on. Finally fit the hose retaining ring onto the bottom of the rail below the soap dish.
 6. Replace the rail assembly into the lower bracket. Refit the top bracket, ensuring the slot in the rail is located into the bracket notch and fix to the wall.
 7. Slide covers onto both brackets.
 8. Firmly attach flexible hose to showerhead making sure sealing washer is in place after first passing through the hose retaining ring.
- NOTE:** The adjustable height adjuster grips the conical ends of the hose, not the handle of the showerhead.



✓ TIPS

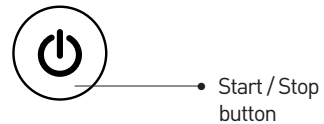
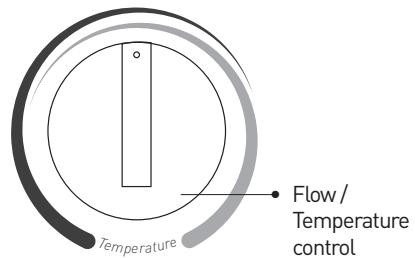
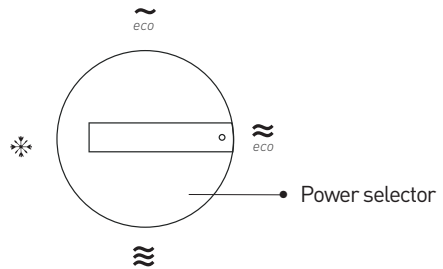
- A piece of insulating or masking tape applied to the wall before marking out the fixing holes will help stop the drill from wandering, particularly on tiled surfaces.
- When working near a basin or bath, insert the plug in the waste fitting so that small parts cannot be lost.
- Take care not to drop accessories or tools into basin or bath.

⚠ CAUTION ⚠

Check there are no hidden cables or pipes before drilling holes for wall plugs.
Exercise great care when using power tools near water.
The use of a residual current device (RCD) is recommended.

12. COMMISSIONING THE SHOWER

1. Make sure that the electricity supply has been isolated at the double pole isolating switch.
2. Turn the top rotary power selector knob to the Cold setting.
3. Turn the rotary flow / temperature control fully anti-clockwise to the maximum flow position (direction of blue graphic).
4. Ensure that the water supply is fully on at the mains stop cock and isolating service valve (if fitted).
5. Check that water is not leaking from the bottom of the case.
6. Push the start / stop button and check that water flows freely from the shower within a few seconds. At this point the water from the showerhead will be at full force and at a cool temperature.
7. Rotate the bottom flow / temperature control knob slowly clockwise. This will gradually reduce the flow of water through the shower. The water temperature will remain cool.
8. Return the flow / temperature knob to the maximum flow position (fully anti-clockwise).
9. Switch on the electrical supply at the double pole switch or pull cord. The power on neon indicator will light at the switch.
10. Now turn the top power selector knob to the Eco 1 power setting indicated by one red line. Allow a few seconds for the warmer temperature to reach the shower head. This shows that the Eco 1 power setting is working correctly.
11. Now turn the top power selector to the high power setting indicated by three red lines. The temperature should rise further. This shows that the full power setting is working correctly.
12. Now adjust the bottom rotary flow / temperature control knob clockwise for hotter water allowing a few seconds for the temperature to stabilise. Set the control to a comfortable showering temperature.
13. Push the start / stop button to switch the unit off.
14. Switch off at the pull cord or wall mounted switch.
15. Finally we recommend that the shower head is removed to make sure no debris has worked into it. Clean and re-fit.



⚠ IMPORTANT ⚠

Turn the flow / temperature control knob anti-clockwise until the valve is fully open before switching on the unit. This will ensure a fast fill up of the unit when the shower is first switched on.

⚠ IMPORTANT ⚠

The shower unit must be full of water before heat settings are used.

13. OPERATING THE SHOWER

1. Switch on the electrical supply at the pull cord or wall mounted switch. The **power on** neon will illuminate indicating the switch is on.

NOTE: We recommend that you do not stand under the spray from the shower handset when switching on – wait until the water has reached a stable warm temperature.

2. Push the start /stop button for immediate water flow.

3. Select your power setting using the top rotary control. There are four power settings:



High – Indicated by three red lines



Eco 2 – Indicated by two red lines



Eco1 – Indicated by one red line



Cold – Indicated by blue graphic symbol

NOTE: Eco 1 and Eco 2 settings

These are the low power settings for increased economy in the warmer months or when a cooler shower is preferred. Fine tune outlet temperature adjustment is via the bottom rotary flow / temperature control.

NOTE: High Power setting

This is the full power setting. Fine tune outlet temperature adjustment is via the bottom rotary flow / temperature control.

NOTE: If cold setting is selected the heating elements are not energised so the water temperature will be at the incoming water mains ambient which will be warmer in summer and colder in the winter months. Adjustment of the rotary flow / temperature control on this setting will only alter the flow of water not the water temperature.

IMPORTANT: When making a temperature adjustment the unit can take up to 20–30 seconds to stabilize at the new temperature. Please wait before making further adjustments.

4. The flow / temperature control knob alters the outlet temperature by increasing or reducing the flow rate of water through the shower unit.

5. To increase the temperature turn the control knob clockwise (in the direction of the red graphic) and this will decrease the flow. To reduce the temperature turn the control knob anti clockwise (in the direction of the blue graphic) and this will increase the flow.

6. To turn off the shower unit push the start / stop button.

NOTE: A small amount of water will be retained in the shower head after the shower has been turned off. This may drain over a few minutes.

7. Finally switch off at the pull cord or wall mounted switch.

IMPORTANT: Once the power and temperature controls are set the shower can be switched on and off by the separate start / stop push button. Only occasional adjustment of the rotary flow / temperature control will be necessary for winter / summer changes in the incoming cold water ambient temperatures.

14. HOW YOUR SHOWER WORKS

1. The cold incoming water is heated instantaneously as it flows over the heaters in the heat exchanger assembly.
2. At the start up the shower will reach temperature in 20–30 seconds.
3. The amount of hot water available at the set temperature is limited by the total power of the heater.
4. The water is turned on and off by the solenoid valve built into the shower.
5. A stabiliser built into the water flow valve automatically compensates for small fluctuations in water pressure that frequently occur in households. There are two further controls that cater for exceptional restrictions in water pressure to prevent the shower from getting too hot.
6. A two stage mechanical cut-out is mounted on top of the heat exchanger.
Stage 1 switches the power off to the elements if it senses an excessive temperature. The switch operates with an audible click and will re-set if cold water is run through the shower.
Stage 2 only operates if an extreme temperature is sensed. The cut-out will permanently switch off and will then have to be replaced.
7. A pressure relief device is fitted to the bottom of the heat exchanger body to safeguard against a build up of pressure in the heater. It provides protection to the heater should there be an excessive build up of pressure occur. If this device operates then a replacement part will be required.

15. ROUTINE MAINTENANCE

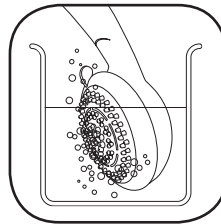
SHOWER HANDSET CLEANING INSTRUCTIONS

The shower handset should be cleaned periodically to remove lime scale or debris which will reduce the performance of the shower. The frequency of the cleaning will vary according to local water quality.

PERIODICAL MAINTENANCE



1. To break away scale deposits on a daily basis simply rub your thumb over the surface whilst the shower is running.



2. If scale deposits are stubborn, soak the showerhead in a proprietary limescale remover and rinse thoroughly before use.

ATTENTION!

DO NOT OPERATE THE SHOWER UNIT IF THE SHOWERHEAD OR HOSE BECOMES DAMAGED.

THE SHOWER IS DESIGNED AND APPROVED TO EN-60335 WITH THE SHOWERHEAD PROVIDED. UNDER NO CIRCUMSTANCES MUST ANY SHOWERHEAD THAT IS NOT APPROVED BY THE MANUFACTURER BE USED WITH THIS PRODUCT.

16. TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS

If the performance of your shower deteriorates in service please follow the self help items detailed below before seeking professional advice from the installer.

If the actions below fail to restore the shower performance you should initially contact the person or company that installed the shower.

Q. Water does not flow when start /stop button is pressed.

A. Three things to check:

1. Check the mains water supply is fully open at the stop cock.
 2. Check that the local isolating valve is fully open.
 3. Check that the front cover is correctly mounted on the back plate and all cover screws are fitted correctly.
-

Q. Water too HOT.

A. Five possible reasons:

1. Reduce the temperature by adjusting the rotary flow / temperature control.
 2. Clean the shower handset of any dirt or debris.
 3. Check that the mains water stop valve is fully open.
 4. Check that the local isolating valve is fully open.
 5. Select a lower power setting.
 6. Clean inline filter of any dirt or debris.
-

Q. Water is dripping from the bottom of the shower.

A. Safety pressure relief may have operated. This will need to be replaced. Please contact the MX service line.

Check the inlet mains water connection.

If the pressure relief valve has operated check the hose and handset are NOT partially or fully blocked. These would need to be replaced. Please contact MX Customer Care.

Q. Water too COLD.

A. Eight things to check:

1. Check the mains circuit breaker and/or fuse.
 2. Check the isolation pull cord or surface mounted switch is on.
 3. Check the rotary power selector is set to full power (indicated by three red lines).
 4. Increase the water temperature by adjusting the rotary flow / temperature control in the direction of the red graphic.
 5. Confirm that there is sufficient mains water pressure.
 6. Restart the shower on the full power setting.
 7. Allow cold water to run through the shower to re-set the cyclic over temperature cut-out.
 8. If there is still no hot water contact MX Customer Care.
-

Q. Spray pattern from the handset is poor.

A. Clean the spray plate. If the handset is adjustable select a different mode by rotating the spray plate.

Q. The shower filter and/or the handset keeps blocking or filling up with solid material.

A. Following the initial installation no solid materials should remain in your cold water supply or the electric shower unit. There is a problem with your water supply. Contact a plumber for advice.

Q. The shower hose or shower hand set become damaged or is leaking.

A. Contact MX Customer Care and they will advise of a suitable replacement.

TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS (CONT.)

Q. My electric shower is out of the warranty period and is no longer working.

A. Please contact MX Customer Care for advice.

Q. The shower cycles from hot to cold.

A. If the temperature in the electric shower has exceeded the safe maximum, then the unit automatically shuts off the power to the heating elements. When a safe temperature returns the elements will turn back on. An audible click can be heard. See also 'Water too hot' above.

17. TROUBLESHOOTING CHECKLIST FOR THE INSTALLER

IMPORTANT: The following check list is provided for the benefit of the qualified installer.

WARNING: SWITCH OFF THE ELECTRICITY AT THE ISOLATOR BEFORE REMOVING THE FRONT COVER TO MAKE CHECKS.

Q. Water too cold.

A. Check the circuit through the thermal cut out.

Check circuit through the two sheathed heating elements.

NOTE: Test to be done using a low voltage resistance meter whilst the power is switched OFF at the isolating switch.

Check working voltage.

Q. Poor or no control over water flow.

A. Replace the water flow valve head works.

Q. No water when start / stop button is pressed.

A. Check the water supply isolating valves are fully open.

Check the mechanical solenoid is latching.

Q. Pressure relief valve operated.

A. Check for cause of high pressure such as blocked shower hose or shower handset. Replace pressure relief valve disc. (Note: this is not covered under the product guarantee.)

Customer Care Department

Telephone: 0845 505 2211 Fax: 0845 850 0757

9.00 am - 5.00 pm Monday to Friday

18. THE MARLETON CROSS LTD (MX GROUP) - 1 YEAR GUARANTEE

Marleton Cross Limited (MX Group) hopes you are satisfied with your purchase and in the unlikely event that you encounter a problem which is caused exclusively by the MX Group manufactured product (the "product") we will take responsibility on the terms set out here.

We aim to supply components which have been manufactured to the highest standards. In respect of the product you have a one year guarantee which covers any defect in manufacture.

Any part found to be defective during the guarantee period will be replaced without charge providing that the product has been installed in accordance with our instructions, used as intended and maintained/ serviced as recommended.

In the unlikely event that any problems are encountered with this component's performance on installation, please contact our Customer Care Department for help, as below.

Please supply proof and date of purchase when contacting MX Group.

The company reserves the right, in the event of a claim not covered by the guarantee, to charge the claimant for parts and labour at current rates. This guarantee is given in addition to and does not affect your statutory rights.

Exclusions:

- Any product found to be defective during this period, as the result of misuse, neglect or damage, will not be covered by this guarantee such as:
 - Damage caused by accident
 - Those components subject to wear and tear such as 'O' rings and washers etc.
 - Effects of scaling
 - Damage caused by faulty installation.
 - Damage caused by waterborne debris.
 - Damage caused by improper cleaning components.
 - The components being used for a purpose other than intended.
- Breakdown due to:
 - Use other than domestic use by you or your resident family
 - Wilful act or neglect
 - Any malfunction resulting from the incorrect use or quality of water or incorrect setting of controls; and
 - Faulty installation.
- Repair costs for damage caused by foreign objects of substances or the inappropriate use of jointing compounds or blow torches.
- Total loss of the product due to non-availability of parts or other reason, (MX Group will maintain stocks of spare parts for repair for at least 5 years from end of product line to cover this guarantee).
- Compensations for loss of use of the product or consequential loss of any kind.
- Call out charges
- The cost of routine maintenance, adjustments, overhaul modifications or loss or damage arising there from, including the cost of repairing damage, breakdown, malfunction caused by corrosion, furring, pipe scaling, limescale, system debris or frost.
- Components and/or units including components purchased and installed other than in the United Kingdom.

Limitations

- This guarantee lasts for a single continuous period of 1 year from the date of delivery to you the customer.
- This guarantee is personal to the original purchaser of the product and is not transferable.
- Original proof of purchase(s) must be shown for any claim under this guarantee.
- This guarantee does not cover any components that have been modified, altered or transformed in any way.
- This guarantee applies to an original installation in accordance to our fitting instructions and does not cover previously installed components (showroom displays etc) or components that have been moved from their original installation position for any reason.
- This guarantee applies only to manufacturing or material defects. It does not apply to normal wear and tear, accidental damage, inappropriate use (including inappropriate cleaning) or other events outside the manufacturer's control.
- This guarantee applies only to the product itself and as a result any liability attributed to MX Group is limited to the cost of the component.
- If a product is deemed to be of faulty manufacture MX Group will at their discretion replace the component. Any related consequential loss or damage is excluded.
- No claim will be accepted if a product is installed with a fault (ours or otherwise) that would have been clearly evident before installation.
- We make no representations, and exclude any and all liability, in respect of any third party products or services supplied by way of extensions to this guarantee.

Liability

- Except as required or agreed by us, you will not in any circumstances return any of the product to us, and where the property in any of the goods returned to us has passed to you, they will nevertheless remain your property and at your risk unless we have agreed otherwise in writing before their return.
- Except as stated above, we will not be liable for any direct, consequential or other loss, damage or injury suffered or incurred by you, and you will indemnify us fully against any claims made by third parties, in respect of the goods or otherwise arising from the contract.
- Nothing contained in the contract will be treated as excluding or restricting any liability on our part for death or personal injury resulting from our negligence.
- Except as stated above, and to the fullest extent permitted by law, all conditions, warranties and representations, whether express or implied, statutory or otherwise in relation to the product (other than such as relate to title to the component) are excluded.
- You acknowledge that our prices for the goods reflect these Terms and Conditions, and accordingly that you accept the above limitations on and exclusions of liability in exchange for those prices.
- When providing information to MX-Group you understand that you are doing this subject to our terms and other policies (including data protection) we have in place from time to time, copies of which are available on our website www.mx-group.com or on request as per the MX Group contact details given herein.
- This guarantee does not affect your statutory rights.

In the interest of continuous product development we reserve the right to alter the specification as necessary.

In the unlikely event that you need to make a claim on our guarantee please contact MX Customer Care on 0845 505 2211 or sales@mx-group.com

19. SERVICE POLICY

In the event of you needing to contact the MX Group Customer Care Department, the following procedure should be followed:-

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

Customer Care Department

Telephone: 0845 505 2211 Fax: 0845 850 0757

9.00 am - 5.00 pm Monday to Friday

MXINTRO KL/MAY2016



Marleton Cross Limited Trading as The MX Group

Alpha Close, Delta Drive, Tewkesbury Industrial Estate, Tewkesbury, Gloucestershire GL20 8JF
Tel: 01684 293311 Fax: 01684 293900 Email: sales@mx-group.com www.mx-group.com

CUSTOMER CARE: 0845 5052211

TRADE DESCRIPTIONS ACT

Variations in terms of colour finish, materials and all other aspects of appearance may occur on occasions, either through non-availability of materials or due to our policy of continuing technical improvement. Therefore the Company reserves the right to change specification or withdraw products from this list without prior notice being given.