



Model: 8004a / 8002a

## Assembly & Fitting Instructions



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For the latest fitting instructions please visit [www.insigniarange.co.uk](http://www.insigniarange.co.uk)

Thank you for your recent purchase of an Insignia steam shower. Please read this booklet with great care to ensure you get the best out of your build and have a shower that will last for many years to come!

Like everything, in order to obtain a first class product that will serve you well for many years, the effort and correctness put into the assembly will reflect in the quality of your finish. First remember what you need from your new item then remember this as you build. The result will only be as good as the assembly!

#### **OUR BADGE RATING IN TERMS OF DIFFICULTY OF ASSEMBLY BASED ON CLIENT FEEDBACK**

- 1 Badge = Very easy
- 2 Badges = Easy
- 3 Badges = Moderate
- 4 Badges = Harder than average
- 5 Badges = Professional skills required

This shower is rated 3 Badges



For the latest fitting instructions please visit [www.insigniarange.co.uk](http://www.insigniarange.co.uk)

#### **ASSEMBLY AND SIMPLE PLUMBING**

THIS PRODUCT BUILD IS RATED SUITABLE FOR DIY PURPOSES PROVIDING THE CUSTOMER IS OF ABOVE AVERAGE SKILLS AND FEELS CONFIDENT IN THEIR ABILITY. ONLY YOU THE CUSTOMER WILL KNOW THIS SO BEFORE ANY ATTEMPT IS MADE TO ASSEMBLY READ THROUGH THE FOLLOWING PAGES IN DETAIL THEN DECIDE. IF YOU HAVE ANY DOUBT USE THE SERVICES OF A PROFESSIONAL. IN PICKING SUCH, ALLOW THEM TO DECIDE IF THEY ARE CAPABLE OF BUILD BY FIRST SHOWING THESE INSTRUCTIONS TO THEM. ALWAYS GET THREE QUOTES.

REMEMBER THE BEST IS NOT ALWAYS THE CHEAPEST!  
REMEMBER PLUMBERS PLUMB! 90% OF THIS JOB IS NOT PLUMBING!

#### **ELECTRICAL CONNECTION TO HOUSE MAINS**

WHEN YOUR ITEM IS ASSEMBLED ALWAYS USE THE SERVICES OF A FULLY QUALIFIED ELECTRICAL COMPANY TO COMPLETE CONNECTION FROM SHOWER TO HOUSE SUPPLY. LAWS DEMAND IN MANY CASES YOU DO THIS AND YOUR WARRANTY IS VOID REGARDS ELECTRICAL ITEMS IF THIS IS NOT UNDERTAKEN. YOURS AND OTHERS SAFETY IS PARAMOUNT. NEVER ATTEMPT THIS YOURSELF.

**DUE TO THE NATURE OF THIS PRODUCT WE HIGHLY ADVISE THE PURCHASE AND FITTING OF A WATER SOFTENER**

**PLEASE READ ON NOW AND CHECK AGAINST YOUR ABILITY**

For the latest fitting instructions please visit [www.insigniarange.co.uk](http://www.insigniarange.co.uk)

## REMEMBER:

These showers are designed to be free standing and movable from their location should you have need to replace anything. ALWAYS USE Flexible braided water inlet pipes at least a metre long (not central heating plastic type! ) from house supply to the shower and again flexible waste pipe to join to your house waste. NEVER fix with rigid pipes, never fix the unit to the wall.

**DURING BUILD, LIKE ALL SHOWERS CORRECT SEALING IS IMPERATIVE. ALWAYS FIT "EASY TO GET TO TAP VALVES" ON BOTH HOT AND COLD WATER. THE SAME AS A DISHWASHER OR WASHING MACHINE THIS PRODUCT SHOULD BE ISOLATED WHEN NOT IN USE**

**NOTE:** From time to time these showers may have small differences from that of these instructions. Due to continuous improvements and upgrades, this should not cause you any inconvenience just sometimes extra commonsense needs applying as changes

## YOU WILL NEED

### TOTAL ELECTRICAL REQUIREMENTS

Voltage Rating 220 -240AC  
Frequency Rating 50HZ  
Power Rating 3.0KW

Other than steam generator  
Internal Circuit Voltage is 12V  
Internal Current Rating 0.17A

Your electrical contractor should understand ALL legal requirements of connection before undertaking any work or installation.

*For the latest fitting instructions please visit [www.insigniarange.co.uk](http://www.insigniarange.co.uk)*

## UNDER NO CIRCUMSTANCES UNDERTAKE THIS YOURSELF!!!

Note for electrician. This product comes with 13 amp plug(s) fitted with RCD unit. We leave the way you prefer to connect this to yourself due to continued additions to current regulations. As at October 2010 we offered two following alternatives.

- 1) Connect within current laws and IP directives using plug and RCD provided with steam version or supply one for non steam version
- 2) (Preferred) Wire into isolated fused feed connecting directly to the house consumer / service box. Remove the plug / RCD fitted and ensure the Consumer unit has capabilities to replace RCD feature.

Always use protection against electrical surge. Your shower should be treated the same as a home computer. A surge protector should eradicate the possibility of either the transformer or computer control being burnt out because of this reason.

Please note earth is required and found on chassis of shower tray. A further earth is required from Steam Generator unit. Each earth must ground through power supply line.

### Tools required

1. 2 People
2. Scissors
3. Silicone Gun
4. Knife
5. Tape Measure
6. Spirit Level
7. Phillips Screwdriver
8. Drill



## What's In The Boxes?

Please check with pictures, some of the items have been assembled by ourselves in order for ease of recognition as to what they are and can be used as reference in later construction

1. Shower tray with electric box + steam Generator attached to the underside
2. Roof section
3. Shower waste (part of fitting kit if purchased)
4. Overhead shower head fitted (loosely)
5. Shower hand held
6. Ozone box
7. 2 x screw packs
8. Foot Spa
9. Glass shelf pack
10. Extractor fan (fitted)
11. Brass nut
12. Hand shower riser bar
13. Shower hose
14. Foot Spa flexi hose
15. Operations handbook (not required all contained in write up)
16. 90 degree elbow for hand shower feed

**Note: Protective film should be removed  
Before starting the installation!**



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Rear glasses x2 and 2 x top and bottom curve supports



Centre control column, grab handle and back seat rest.

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### Glass pack

- 2 x curved doors
- 1 x door handle pack
- Lengths of glass seal trim
- 2 x magnet trim
- 2 x front upright columns
- 2 x corner columns
- 2 x door seals



Please note your front columns could have light inserts in them



**Please note:** The order in which your items are packed may not necessarily be the same as pictures above Please check

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## VERY IMPORTANT

Have you got everything? If not please contact your supplying dealer **now**. Remember **NEVER** book your tradesman until everything has arrived, been checked and is present. No replacement / missing parts can be obtained free of charge during or after build only within the timescale permitted (48 hours after delivery) and always **BEFORE** build.

## GOT EVERYTHING AS YOU SHOULD? GREAT NOW FOR BUILD PLEASE READ ON!

### TO START.

Make sure you have a clear space, remember when finished and in place you need access to check your build and able to pull the shower out should you need to replace anything!

Take the shower tray remove all protective wrapping and fit waste. If you purchased the fitting kit it is possible this could have been already fitted in the tray hole but please note it will only have been for transport and will need sealing correctly and alignment for your house waste. In the side of the waste supplied in the optional fitting kit you will notice a spigot not seen on an ordinary waste. This item is for the steam generator waste and will be connected in instructions later.

Now on the surface the shower is to finally rest take the tray and place accordingly. Level tray with water run off slightly towards the drain. This is done by adjusting the feet fitted underside



Tray Feet

### Check Levels both

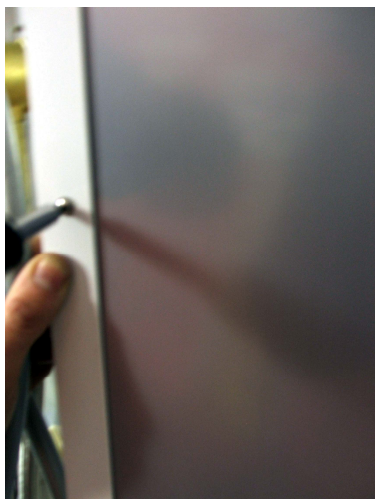


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When you are happy the tray is set up correctly you can now move this out to a better working position. Careful not to trap skirt light fitting if fitted

Taking now the left hand (as you look from the front) rear wall shiny side inwards, it will have the holes for the foot massage and rack please check against original picture at the start of instructions. Also take the centre column with appliances attached to it and place on the shower tray. Silicone seal where these butt to tray. Critical this is a complete seal!! Now using screws provided attach the centre column to the left hand wall 4x screws. Silicone seal this joint completely making sure silicone is IN FRONT OF SCREWS so as no water can reach these and work it's way out of the threads.



Screw through pre-cut

Having completed this, place a further 2 x screws through the rear of bottom left hand panel into the tray. Please note slots are cut into channel should you need slight adjustment. When complete repeat this operation taking the right hand panel again marked as the left was and repeat procedure you have just undertaken. You now have the tray, centre column and both back walls attached. You will now have the centre column and 2 x back walls firmly silicone sealed on each surface they butt to and screwed together.

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2 x screws placed through bottom of glass frame into shower tray  
Taking



Your shower will now look like this

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Moving on to the top and bottom curved rails and the two upright aluminium columns. Columns fit on each end of the exposed rear panel glasses and will form the front part of the shower support.

Take one column and the bottom curved rail, at the bottom of each upright you will see two slots, screw the upright to the curve with screws supplied through slots. Taking the second column screw this to the opposite end of the curve. NOTE PLEASE CHECK YOU HAVE THE CORRECT WAY ROUND curve will have the FLAT EDGE TO THE BOTTOM You will now have two upright columns attached to one curved rail



Screw column to curve rail **not** as picture but before it is placed on tray as the second hole will not be assessable otherwise.



Column showing "UP"

Now offer your assembly onto the front of the shower tray (as picture 2<sup>nd</sup> up) The columns will now fit snug to the end of the glass rear panels. Note screw holes pre-drilled. Taking appropriate screws screw the column to the glass panel frame. Repeat this at the other end.



With columns and bottom curved rail in place you now need to fit the side glasses. Taking one glass place seals on them as picture below:

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NOTE: 2 x seals press onto glass

When you have placed the seals correctly over glass edges offer one up to the upright column you have just fixed to the rear glass frame. Now firmly press into the channel found on the front.



Column seal and glass press into channel (shown in red)

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When this stage is complete repeat the same assembly with the second glass and again firmly press into the other channel.

Now take the 2 x front columns with grey plastic clips attached and lights. Press one into the opposite end of the glass panel you have just fixed and over the seal. NOTE. Make sure this is firmly home with seal in place, lights go towards top with wires coming from them. When you are sure the front column is correct and seal fully in place, repeat opposite side. You now need to fix the top curved rail. NOTE: Curved section fits to lower side. Top side has flat lip for roof to sit on. Place in position insert the top grey clips very carefully so as not to break them and screw both ends to the top of the end columns as you did with the bottom curved rail.



Upright front columns (yours will have lights) now fitted before fitting top rail

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Offering up the top rail to slot into clips



Screwing top curved rail into place



Shower top curve section will now look like this

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You now need to fix the two front columns into place. Align the pre drilled holes and screw into place as the picture below shows:



Picture shows top fixing repeat both sides and at the bottom as well

Now your assembly is almost complete. Just the doors and roof need fitting. Take one door, now fix wheels on this top and bottom but leave all four loose. Fit door handle also. On the leading edge fit 1 x magnet strip. On trailing edge fit "L" shaped steam retaining seal. When complete offer the door into the channel runners and note the wheels are on cams adjust each until the door runs smoothly. Repeat the same procedure on the second door. NOTE get magnet round the correct way the two doors need to attract not repel! NOTE. Any gap between the doors can now be adjusted to close perfectly by adjusting the second door wheel cams to align.

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2 x bottom wheels in runner



Top door wheels in place note cam adjustment

Now taking the complete roof section make sure the overhead rain shower is tight and offer over the structure to fit inside frame support. When in place screw through pre drilled holes.



Magnets fitted to doors to attract each other



Place over shower frame



Align in place for snug fit

Screw into place



You now need to fit all internal items supplied inside the shower cabin. Typically these are as follows:

- Hand shower riser bar, flexi hose and actual hand shower
- Press rear seat back rest on knobs supplied
- Foot spa and hose
- Assemble chrome rack

All of which are self explanatory but picture on the overleaf can be used again to check location.



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Congratulations nearly finished, you are now ready to couple water hoses!



Taking the back rest, unscrew the 4 x small jets in centre column. This is undertaken by twisting off the chrome fascia on the front of each. These have a cross head finish. Push the back rest onto the column firmly over the jets and screw fascias back tightly using the slot in each to finally but gently secure.

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**Seal where shown in red on assembly!  
- Not after**



**Also run a bead of silicone up the inside rear of the column**

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**Electric Connections.**

At this stage you will need to connect the following. These are all 12V and considered "safe" for DIY connection as each is labelled and low voltage.

**NEVER CONNECT TO MAINS AT THIS STAGE**



Overhead light \* Led rear panel lights\* Ozone (if fitted) \* Speaker \* fan \* Aerial (unfold if fitted) \* C.D Telephone (if required most do not bother!) external jacks if required NOTE! If you purchased the optional shower tray skirt lights these join to the rear internal led light connection.

Identify these connections and snap together with connector blocks on the end of each. Telephone will need hard wiring from another socket point in your house

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## Shower Water Connections

Going to the rear of the shower, you now have hoses coming from the water diverter valve, these are marked as to their location. Connect each to their respective positions. NOTE Check each connection has a seal in before tightening fully. Please note overhead shower shows arrow to left, in fact this goes vertical.



Now remove plastic protection cover and check all jets are tight. These are only placed in position for transport. NOTE: Do not over tighten! Now check **ALL** hose clips these will be loose as well, tighten until hose cannot move. Now remove the 3x flexi braided hoses (**Only two if non steam 9013 model!!!**) and check clear neoprene washers are in place if all good tighten in position. At the bottom of the column check the steam pod and tighten this in position. Leave plastic protection cover off.



Check hose clips and tighten all of them. Don't forget braided hoses as well!



Double assurance! Silicone behind each jet nut before tightening

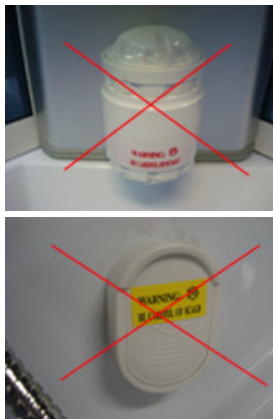
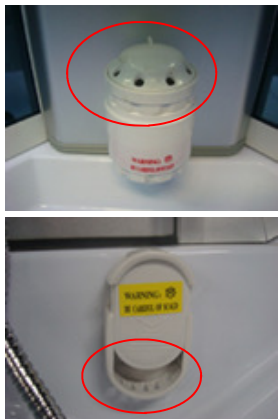
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## Connecting the steam generator

Fitted at the bottom of the shower rear you will find the steam generator which will look similar to the picture below. Connect white insulated hose to the shower steam pod. This is located below the seat in the cabin and connection is at the rear for ease. Check now by picture or words written on the generator box, "Water In" This will connect to the middle braided hose found coupled to the rear of the water valve you just tighten connections to. Finally if the fitting kit was purchased couple the last connection which is "Steam Generator water waste" This goes from the generator to the shower tray spigot mentioned at the earliest stage (Remember? You drilled this out!). If no waste purchased you will need to make your own arrangements to connect somewhere else into the house waste or call 0844 800 3069 to order the special waste. Remember to tighten all connections

See typical set up overleaf.....



**Important!**  
Never use the steam generator with the vent holes pointing towards the shower wall or a person.

Never use the steam outlet in the closed position. This excessive heat will damage your tub and this is NOT covered under your warranty terms.

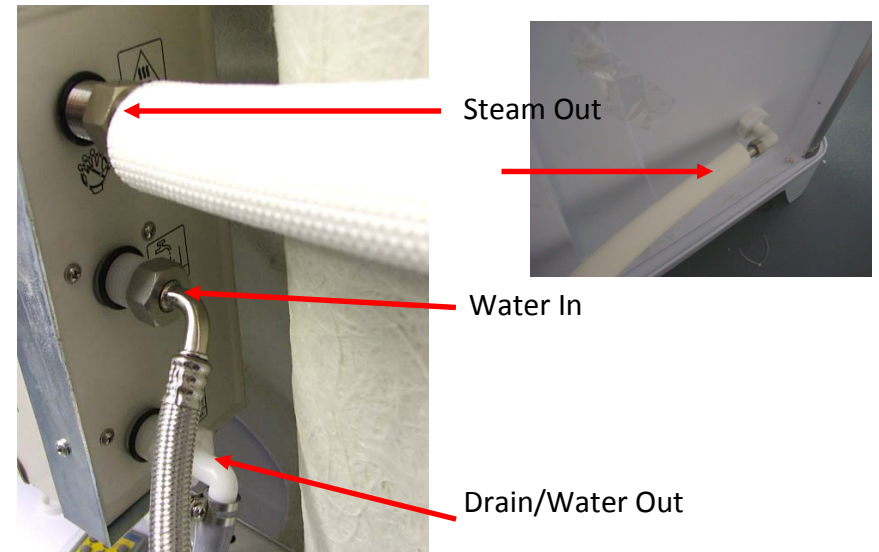
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## What Should I Know About Steam Room Safety?

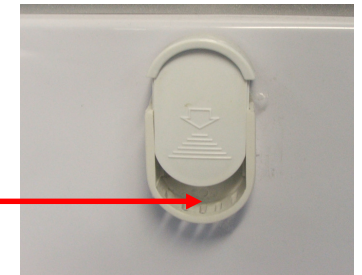
Please visit the following link:

[http://www.insigniarange.co.uk/instructions/Steam\\_Safety\\_Please\\_Read.pdf](http://www.insigniarange.co.uk/instructions/Steam_Safety_Please_Read.pdf)

Checked neoprene seals are in



Steam pod inside tub in open position . ALWAYS OPEN when in use as failure to do so will result in tub damage. It is advisable to keep it in this position all times to avoid this instance occurring



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### **Pressure Requirements from your house supply.**

We recommend a bar pressure between 2 and 3 bar. If you have a combi boiler system no problem should be experienced. If you have a gravity feed older type of installation (hot water tank type usually less than 1 bar) you will almost certainly need a pump. We cannot advise on which type of pump is used, location or design because all house plumbing layouts vary. This is a job for your installer /plumber. The end delivery however must fall within the scope above.

### **Debit Requirements.**

You will need the debit capabilities of at least 10 litres per minute. Again an average combi boiler will supply this but please check if you have a gravity feed system.

**Important Note** Do not exceed 3 bar pressure under any circumstances. Warranty void if so as damage will occur. If combi. type supply, use a pressure reducing valve if required.

Remembering this product is free standing and designed to be pulled away from the wall, the water supply pipes and waste pipe require flexible pipes. If you purchased the fitted kit with this shower you will have the required fittings. The water supply pipes need to be at least 1 metre long and flexi braided type not speed fit type heating piping. Your generator will have 3 x connections. Water in, waste water to house waste and the insulated white pipe which is steam out going to the tub. Make sure these are fitted in correct position as they are only attached for transit delivery reasons! Please note if a shower pump is used via gravity system we recommend a separate cold feed bypassing pump direct to generator to avoid damage to the generator. Further to this as you would

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with a washing machine or dishwasher, it is highly recommended accessible water valve taps are installed to turn off the shower when not In use. This will avoid any possible flooding due to a burst pipe or connection failure in the future.

### **Electrical House connections.**

WE REITERATE: NEVER ATTEMPT THIS YOURSELF. THIS MUST BE UNDERTAKEN BY A QUALIFIED ELECTRICAL COMPANY. A CERTIFICATE MUST BE OBTAINED AFTER INSTALLATION AS PROVE OF COMPLIANCE WITH CURRENT SAFETY REGULATIONS AND WILL BE REQUIRED TO CONFORM WITH ANY WARRANTY OFFERED WITH THIS PRODUCT.



**UNDER NO CIRCUMSTANCES UNDERTAKE THIS YOURSELF!!!**

Note for electrician. This product comes with 13 amp plug(s) fitted with RCD unit. We leave the way you prefer to connect this to yourself due to continued additions to current regulations. As at October 2010 we offered two following alternatives.

- 1) Connect within current IP directives using plug RCD provided
- 2) (Preferred) Wire into isolated fused feed connecting directly to the house consumer / service box. Remove the plug / RCD fitted and ensure the Consumer unit has capabilities to replace RCD feature.

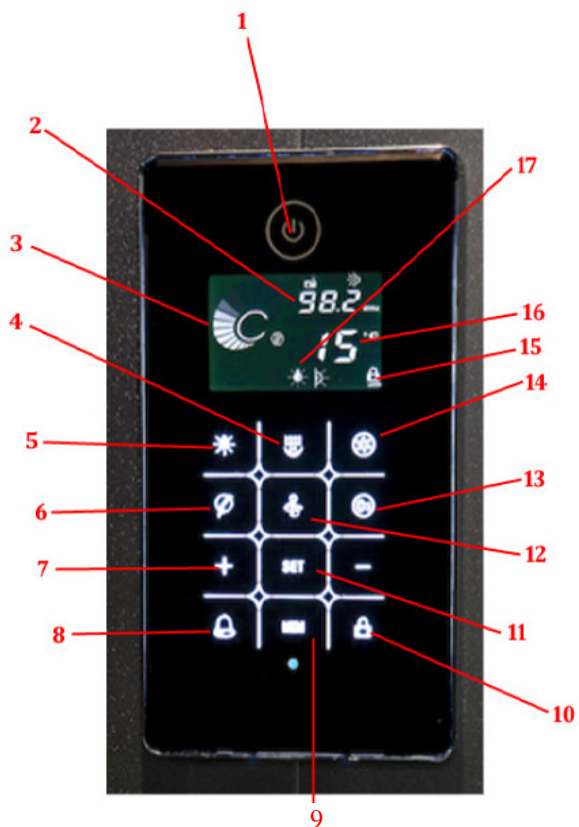
Please note earth is required and found on chassis of bath tub. A further earth is required from Steam Generator unit. Each earth must ground through power supply line.

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## TESTING PRODUCT.

With the shower still not fully positioned as you will require it. Complete the following tests:

Electrical. Switch unit on and test all features contained. Lights, Ozone if fitted, radio, TV, underwater light, fan. Below is a copy of the control panel and what each feature operates



1. On/Off Switch
2. Radio frequency
3. Volume setting
4. Steam Unit operation—Press this button to active the steam function. If no water is present the unit will not function for safety reasons.
5. Light Operation
6. Telephone answer—Press to answer the phone if connected.
7. Volume/tune up
8. Panic Alarm—press to active, then turn the unit off by button 1 to turn it off.
9. Station memory. Press this to select your preset stations between 1-10. If you are turning your radio, once you have the station selected press “Mem” to assign a preset station. Keep pressing the “Mem” button until you have selected the required present station number. Now leave it to stop flashing to preset the station.
10. Lock—The lock will turn on automatically. To disable hold button for 3/4 seconds. and the padlock display will change to an open icon.
11. Set—Switches between tune and volume
12. Switches between the radio and the CD player (if fitted) or turns both off.
13. Ozone activation (If Fitted) Run this feature for 10-15 minutes to clean the shower cabin.
14. Fan operation
15. Control panel lock icon on/off
16. Room Temperature sensor
17. Light display icon

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Your completed shower should now look like this:



## TESTING FOR WATER LEAKS

**LEAVING SHOWER 24 HOURS AFTER BUILD ALLOWING SEALANT TO CURE HAVE YOU BUILT THIS CORRECTLY? FIND OUT NOW.**

With all connections tight, the waste and hoses checked, jets fully sealed, your shower still around 18 inches from its designated final resting point and the silicone sealer fully cured (hence leaving for 24 hours at min) Switch on the overhead shower NOT massage jets remember these will fire water out at you and are not suitable for checking leaks as they would normally only operate when a person is fully in front of them. Just use COLD water setting as hot will make cabin misty and condensate thus the inspection becomes very difficult. Now on the OUTSIDE inspect each joint, factory seal, hose, clip, jet, from one side going round to the back and then other side finishing at the front. If you have a small leak (normally caused through insufficient sealer or air bubble on assemble. Dry area thoroughly and reseal on the OUTSIDE. Again remember where you see water may not be exactly where the leak is, it could have run round to a low point. Never seal anything inside unless you feel it necessary and make sure it is thin and neat, remember you will see this for the life of your shower! Leave to cure again and check. If all good now check shower functions, Jets for back massage, foot massage, (if you have one) and finally hand shower, check your joints to these functions at the rear again. Never use the shower until all checks have been made and the installer is 100% happy in the knowledge no leaks are present. All good? Now push your shower FROM THE BASE NEVER GLASS OR FRAME into its final resting position. Now you can shower in the knowledge that you have no leaks a job done well and long product life. Happy showering!

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**Message to tradesmen:** Should you require any help or advice please call 0844 800 3069 10.00am –4.00pm. We further point out that providing this product has been built correctly and the instructions followed with particular attention to the final paragraph, the client should have been left with a 100% trouble free product. We have on occasion heard of less scrupulous tradesmen making return visits at the customers request because of various faults and charging effectively for corrections to work that should never have been required. We would expect no further charges should be made for call backs unless alien to original work carried out.



### Safety precautions

Never leave children unattended in the shower or bath.  
Never bath children (under 12) using whirlpool function if fitted.  
Regulate the temperature of water before showering  
Never allow children to use steam function unattended. This function is also not recommended for children. **ADULTS ONLY.**  
If steam facility is used always be aware that with many types, the steam outlet in tub or fitted on column **MUST** be in “OPEN” position. Close after use. Failure to do so will result in crazing of acrylic due to excessive heat generated on it.  
Always be aware of the steam outlet pod position. Never use in close proximity to the person using it.  
Never use this shower if you have been drinking alcohol.  
Never use with more than one person unless the shower is designed for this.  
This product is not to be used for washing / bathing animals  
Always turn power supply off after use

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Do not use a remote control inside the shower or leave in heavy moisture areas.

Never clean your shower directly after use especially after steaming. Allow one hour or longer to cool to room temperature. Cold water on hot glass increases the risk of glass shattering and increases the risk of acrylic crazing. Never do this!

Never be tempted to investigate a fault by opening ANY electrical fitting on your appliance. No parts are reclaimable and no parts are supplied for these. All items are unit exchange only from both the manufacturers and ourselves.



### **Warranty information.**

This product is covered against any electrical or mechanical breakdown for a minimum period of 12 months. This warranty is limited to replacement parts only as it is deemed to be a DIY product and delivered to the customer ready for assembly. No service costs are paid. In addition to items mentioned the warranty also includes any further item deemed to have suffered a defect by manufacturers or makers fault. This to include tubs, walls, roof, columns, original makers hoses, valves, computer control, transformer boxes, whirlpool pumps, chassis. **PLEASE NOTE** a further additional period of 12 months is available as an upgrade provided it is taken within 28 days from the day this product was delivered to you. For cost and enabling kindly contact Insignia on 0844 800 3069.

Your warranty starts from the day the product was delivered not the day it was originally ordered. To initialise your warranty please fill in your warranty registration card within 90 days of delivery and return to address shown or simply go on line to:

For the latest fitting instructions please visit [www.insigniarange.co.uk](http://www.insigniarange.co.uk)

[www.insigniarange.co.uk/warrantyreg.asp](http://www.insigniarange.co.uk/warrantyreg.asp) and fill out details for instant registration.

**Please note:** The above warranty is only implied on goods supplied and described as new. Ex demo, returned items, overstocked products sold at lower than normal price are deemed to be covered as above but with a 90 day limit.

**Limitation of warranty.** All products must be tested as mentioned in the instructions for the item. Water leaks are not covered as all products are made from impervious materials. Any leak found will always be resultant of sealing problems, if a fault has been identified in the structure of the shower (base cracked, column split etc) causing a leak, this must be reported at the time of initial build and test as no negotiations are entered into after the shower has been in use. Chips, dents, scratches are not deemed to be makers faults and therefore must always be reported within the 48 hour period allowed from delivery date. No replacement items will be given freely after this period and this must be borne in mind during build as all parts, are at this point, considered to have been in good condition on delivery.

Incorrect build, negligence on installers behalf, changes to manufacturers specifications, modifications, incorrect maintenance, Lime scale / Calcium build up, incorrect cleaning procedures or inadequate / spasmodic water supply contributing to parts failure and incorrect consumer use will result in voiding the agreed cover.

Please note you are not covered for consequential or incidental damage however caused relating to any product part failure. This includes but not limited to carpets, floors, ceilings, walls and other appliances. Flooding, electrical failure, water ingress can all be

avoided by following the instructions supplied with your product. Isolate your shower or bath from main electrical supply as you would your TV when not in use and again isolate water supply at taps as recommended. Your product will also last longer and you go to bed happy and safe!

Please note all terms and conditions of warranty are in addition to current merchandising laws, distance selling and consumer rights, not in place of.

For further details of warranty please follow this link [www.insigniarange.co.uk/warranty.asp](http://www.insigniarange.co.uk/warranty.asp)

To proceed with a claim you feel you might have please use the services of our dedicated service team based in France to cover not only the UK but Europe and ready to assist you in any way they can. We pride ourselves on the speed of service and our system appears to have been adopted to a lesser extent by smaller companies. We think we are number one for this service. Please go to [www.insigniarange.co.uk/customerservice.asp](http://www.insigniarange.co.uk/customerservice.asp) fill out your details in the message box and just click send. You will be given a message number dedicated just to you and your product and replies are always in writing through e-mail, this way both the customer and ourselves both have records of details and nothing can be misconstrued. Reply response time is expected to be within 120 mins of initial contact. Our service team can also be reached on: [customerservice@insigniarange.co.uk](mailto:customerservice@insigniarange.co.uk) And for the smaller items just contact Insignia on 0844 800 3069 for on the spot advice and help.

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## Returned Goods

Your attention is drawn to the terms and conditions. Any returned Item must be accompanied by a return form. Using our customer service department, they will authorise this subject to conditions and offer you a returns number, NO PRODUCT can be returned without this and will be refused at the destination address. It is also very important to remember NO GOODS are accepted for return if built, used or no return number. In addition all boxes and packaging must at all times be in the same condition as it was delivered. The goods must be as new and in a position (sub. to reason of return) ready to be resold as so. Failure to adhere to this incurs costs at the senders liability.

## Spare Parts

We are happy to say due to our market position, we are probably the largest stockists of all steam shower, non steam shower and whirlpool bath spares in the UK. It is rare an item is out of stock and usually on the shelf. All items are courier delivered where possible and 24 hour service in place. So you need something and out of warranty just identify it from the instructions to build, call Insignia on 0844 800 3069, tell them, pay by card over the telephone and endeavour to despatch same day.

## FAQs

### **What water pressure is required to operate you showers correctly and what about your baths and basin taps?**

2.5 bar is what we consider optimum pressure for all. A combi boiler is ideal just make sure it is not giving too much pressure. If it is, use a pressure reduction valve. If your house cannot deliver the required pressure you will need the assistance of a pump.

### **I have a pump on my gravity fed system but it pulses so water comes out in spurts. Why?**

This could be a few things, if just installed you have the wrong pump or it could be correct but in wrong position. If it pulses with a shower the chances are, it will be on the hand shower application more than others. You need to consult shower pump makers regards this offering the requirements we have stated required for your product. If you have had this installed sometime and been fine, the chances are lime scale has blocked the valve filters fitted in the back of the shower valve block. Unscrew you hoses hot and cold and with a torch check inside you will see filters, remove these check and replace if required. Also check hoses, as we have seen these blocked before in a very short space of time. Our showers operate high pressure and calcium build up is faster than with older systems. Think hard about a water softener it will answer future problems and keep you covered by warranty because remember calcium damage is not covered.

### **I have a bath and shower where water only dribbles out, my old bath worked great before and our tank supplied it fine.**

You need a pump, increasingly more and more appliances operate on hi pressure systems and tank fed hot water is on the way out as it is very inefficient. Without changing your boiler this is a good investment. Tell your plumber you need a twin impeller hot/cold feed pump.

**My shower has leaked water from day one! It comes up through the glass and everywhere. My plumber has been back four times and now says he has had enough it is product fault. I now have silicone everywhere it looks terrible. I want my money back!**

Don't let him get away with it! This is not product fault it is build quality problems and is bad news. It means stripping down the shower and checking each joint for sealing integrity. We have seen this before! The shower is glass, ABS plastic, and aluminium. Just take a minute to think about it.

These materials are impervious to water, they simply cannot leak. Why is it coming out of the glass seal? It at first looks like the seal is leaking but it will not be this, the problem is your plumber perhaps for neatness has sealed all the columns correctly BUT at the rear of each section to stop sealer squeezing out the front. If he had sealed at the front in front of screw holes and at the back it would not happen! By sealing at the rear he has left it possible and highly likely the water will run down the front half of the joint and through screw fixings. Even worse, through the cut out in the frame where they screw together. Why worse? Because this then allows water to enter into what should be sealed panels, they fill with water and now the seal, glass against frame is the only way the water can find to get out. It creates the illusion it is this that is causing the leak when really it is not. It will also allow the other end of the frame to leak out running over silicone and making you think it is leaking there. Cure, sorry it's a biggie! You need to take down each panel, remove old silicone and rebuild with this in mind. Simple to have done this in first instance, difficult to cure now. It should also be borne in mind why is four trips required by your installer? Our instructions are precise. After build check 100% for leaks and cure at the time. When cured he should never have needed to come back. Sorry for bad news!

**Extractor fan, where's the kit to trunk it out of my bathroom?**

Doesn't have one, it only expels out of shower roof. You can fit standard trunking over this and then expel to a convenient location but in most cases not necessary. What is necessary is your bathroom should have already been fitted with an extractor fan to extract to outside. This is a building regulation requirement these days in most cases and will suffice in dealing with your shower.

**I have water leaking from my shower valve inside the cabin, my bath tap does the same, why?**

Because the water cartridge in both needs replacing. Remove this and replace, just call us we have them in stock and not expensive BUT check for calcium problem first!! Big problem in some areas and will happen again if you do not purchase a water softener.

**I have loads of marks on the bath I purchased from you, it's black in places and cannot be used.**

Seen this lots of times, you have not taken protective film off!! Remove this and underneath you will have a gleaming bath or shower tray.

**Bulbs gone in my overhead light. Is it dangerous?**

No it is not dangerous, all your lights operate on 12 volts even the fluorescent type.

**We purchased a shower from you 3 months ago now found one that looks the same for £100.00 cheaper. We have been ripped off!**

No you haven't we are importers we design build test all of our items, many you see in the shops have already been supplied by ourselves to them. Our dealer network extends over five counties not just a small area. You cannot purchase cheaper. The key to your statement is "looks the same". It may look the same but certainly is not! It is more than possible that dealers are indeed selling models such as this at maybe up to £150,00 cheaper than our price BUT this is old technology we rejected more than three years ago. Control panels were unstable, transformers offering partial performance, thermostatic valves with a very high failure rate, we could go on. With Insignia we guarantee only the latest technology is used, even if a customer has ordered from our advertising something we have deleted, we upgrade free of charge before delivery. Now think back up! You will not find a more refined customer service dept open 80 hours per week, to attend to any problem you have and all in writing. As far as we know we are the only company to offer the option of a second year warranty which more faith in our products than almost all others.

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### **I am a big guy, will the shower trays or baths you sell support my weight.**

No problem unless you are massive in which case you would probably not fit in it! We test these on our chairman, if it holds his weight it will hold anyone's ha ha! Seriously now, the shower trays are reinforced fibre resin, each has a steel cross section to compliment. The whirlpool baths come the same way. 20 stone we reckon is fine.

### **If I buy one of your showers how can I get it in the bathroom?**

Simple it comes in four boxes ready to assemble on the spot. This divides weight and size to bite size chunks!

### **How do I clean my shower?**

We sell shower cleaner spray but always use the Ozone feature as well. Turn this on for 20 mins with doors closed 2-3 times a month, it will assist in the resistance of mould growth along with disinfect the shower killing various bacteria. Here's a tip for glass. Try RainX products! If you Google it a full description will appear and where to purchase.

Yes made for car windscreens but that environment is far harsher than your shower. Splash marks do not like to stick to glass! **Never** clean with the shower still hot. Wait until it cools to room temperature naturally.

### **How do I clean my whirlpool bath?**

Easy enough just follow this! **Proper Care and Maintenance of Your Whirlpool Tub**

Keeping your whirlpool tub clean and free of bacteria is essential for the health of your family and the life of your whirlpool. Cleaning the surface as well as the jets and plumbing system twice a month will keep your whirlpool tub working properly.

### **Whirlpool Surface Care**

After every use, wipe down the entire surface and basin of the tub. This will prevent mildew from building up in the corners and edges of the jet openings. Make sure to use a soft cloth or squeegee to absorb any residual water left in corners and avoid scratching the surface of the whirlpool. When undertaking maintenance

cleaning, use a mild non abrasive cleaner and avoid detergents, disinfectants or cleaning products that come in an aerosol can. Keeping up on regular cleanings will save time and effort during monthly deep cleaning.

### **Whirlpool Jet and Plumbing Maintenance**

Before performing the whirlpool system cleaning process make sure that all of the jets are closed tightly so there is no air induction.

Fill the tub with hot water until the water level is just above the highest jet. Be careful not to start the whirlpool before the water has reached the appropriate level. Running a whirlpool without water can damage the pump seals which will lead to leaking or failure. Once the whirlpool tub is full, add [cleaning product \( We sell the products you need!\)](#) and let the whirlpool run for 10-15 minutes with the air controls fully open. After this, drain the tub completely and refill the tub with cold water. Run the whirlpool for 5-10 minutes to rinse the system. Dry completely afterwards and your whirlpool will be clean for another two weeks to a month depending on the amount of usage.

### **My chrome fitting have gone rusty in my shower and the chrome is coming off my bath taps and plug. Cheap chroming was used in manufacture must have been used! I want free replacements.**

Sorry to hear this but we cannot replace these items freely. Have a word with however cleans the items in your house, they have been over enthusiastic. Sounds like Mr Muscle, or Limelight or even one of the many other products of this kind on the market today. They will kill Chrome bright work in a very fast time. Always use delicate products!! You don't use sandpaper to shave!

### **My shower no longer generates steam, what is the problem?**

This could be most likely be one of two things, the generator has failed or the electrical box has failed. If you contact customer service at [www.insigniarange.co.uk/customerservice.asp](http://www.insigniarange.co.uk/customerservice.asp) they will advise. No matter if covered by warranty or you need to purchase a part, these are the people to go to! They will identify the most likely cause and ask you to remove this from your shower or bath then using their returns form with your priority message number given, send it directly back to ourselves. When with them they operate a 24 hour turnaround system, this means the item gets checked (free of charge if out of warranty) fault is diagnosed and a replacement is sent by courier 24 hour

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delivery. If out of warranty you will be contacted and advised of cost first. Payment can be made instantly over the telephone to avoid delay.

**My control panel on my bath / shower has failed only certain functions work. I contacted customer service but they insist I send back a part before sending out another. I need it now as my plumber wants to fit it while taking off the old one. Why do they do this?**

Many times although some functions have stopped operating, it is not the part your plumber / electrician thought it was. In 50% of cases the cause is thought to be the control display panel but it is rarely this! Our system is built to be as "fail safe" as possible, by having your part back for testing, we can not only test and diagnose but advise as to cause of failure to avoid having the same fault occur again if possible. This applies if warranty is in place or not. If we send you the item you think has failed and it is not this, it means you need to return it, pay postage both ways and now rebook your tradesman (if used) to attend to the correct replaceable part! It can get time consuming and expensive. From our perspective, we also experienced a large number of items never being returned under warranty despite the fact we pay for this! Some items are expensive and without them we cannot in turn, reclaim our losses. We are happy to bypass the system for you should you wish and send whatever part you require BUT, if under warranty, we do require a deposit of £100.00 taken by credit card which is then returned on arrival of your old part back. If you are no longer covered by warranty we are happy to do this without charge but again remember it is not the ideal way and could end up costing you more.

**I needed to replace my bath taps so as I know nothing about plumbing I arranged for one to do this for me. He charged two and a half hours to do this , well over £100.00. When I purchased this bath I was told everything was easy to replace. I feel you lied!**

All items are in fact easy to change on both bath and showers. Both are free standing both should be in a position to pull out and in your case 15 mins removal time and 15 mins to refit was all that was needed! We understand tradesmen charge call out but we recommend taking this up with them. Another issue is the need to replace the taps in the first place, why was this? If leaking the problem probably came from calcium build up and you just needed a new cartridge, to renew this is even easier, just take the top of the tap off with water turned off at mains then pull out cartridge and replace.

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Only a matter of minutes, no need to take taps off the bath or shower and cost is minimal. Always contact us first, it could save you a fortune!!

**I had a pipe on my shower burst during the night, although it looks to have failed due to calcium build up I would like you to pay for the repairs needed to my house, the ceiling in the kitchen has collapsed, the walls are ruined. Even kitchen cupboards have water in them. This pipe should not have failed after only 12 months!**

Sorry please see terms and conditions we do not contribute in any form for consequential damage whatsoever. We in all cases recommend the fitting of a good quality proven water softener at the time of install, all other appliances will benefit from this as well. Showers, baths, taps, in fact anything we sell is based on high pressure water supply to operate it. Most new items today are like this already or going this way. This means a softener is even more critical than ever. Please also check the instructions with your item on build, it states it is highly recommended to turn off water supply after use as you should a dishwasher or washing machine. It also states turn off your power supply after use. Very dangerous to leave both on and things could have been very much worse if you had been on holiday!! We are sorry to learn of your problem but suggest had this been done and both supplies isolated with easy to get to switch/valves, it could have been avoided. The worst thing that could have happened then was the pipe would have still failed but it would have been when the shower was in use and noticing the water stop, it is more than reasonable to suggest within just a few seconds the problem would have been recognised and isolation made keeping water spill to a minimum.

**The water inlet chrome cover of my whirlpool bath has broken, we continued using the bath (what else could we do with two children aged three and five?) but point out this is very dangerous as a child can get their fingers or flesh sucked into this causing bruising. To add to the problem the whirlpool pump has stopped working. Please help.**

Firstly NEVER allow children to use the whirlpool feature of these baths. We are explicit, these baths are not designed for children, the jets as you know are very powerful and not at all recommended for children let alone young ones! Now your problem, under normal circumstances the inlet cover will not break unless it has been hit with some force. If it breaks remove it and try to piece all broken sections together.

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Whatever is missing has been sucked into the system, if small it would get fired out of the jets but if a large section it will jam the pump. This is what has happened to you. You now need a tradesman to remove the cover of the pump and the remove the offending item from the impeller. If the pump no longer operates you will need a new pump. Never use a bath or shower bath whirlpool with this broken as other items could get sucked in as well (soap etc)

**What happens if I don't use the steam generator for long periods of time is this ok?**

We recommend that you switch on the steam unit at least every fortnight and run it at least for 5 minutes. This will stop the build up of lime scale forming in the unit and will keep the unit operation at all times. It is not recommended to leave it for a period of say 6 months between use as this could damage the unit. If this is the case the unit will not be covered under warranty.

**Disclaimer.**

Whilst all information given is checked and thought correct, we do appreciate human errors can from time to time creep in despite all efforts to avoid this. The instructions given are for reference only and from time to time updates or changes are made by the manufacturer without prior notice. Errors and omissions excepted (E&OE).

All build instructions are written with the consumer in mind, we do consult customers from time to time and would be interested in any feedback you may have. Can you help improve our service? Have you any tips which others may benefit from? Please call 0844 800 3069 and press for technical help when prompted. We would sincerely like to hear from you

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