

Service Policy

IMPORTANT: In the event of product or component malfunction, DO NOT tamper with or remove the product from site. Telephone NewTeam Customer Service Department on 01536 264012 and be prepared with the date of purchase, model number and a description of the complaint.

Our service staff are fully qualified to advise on correct installation procedures and will be able to diagnose whether the fault will require a replacement part or a visit from a Newteam engineer.

If required, a service call will be booked, and either yourself or an appointed representative (who should be a person of 18 years or over) must be present during the visit.

All site visits to product within the guarantee period will be carried out free of any parts or labour charges provided the conditions of the guarantee have been adhered to. (Second year guarantee is parts only)

All site visits to product out of guarantee will be subject to charges for parts and labour which is payable by you or your appointed representative at the time of the visit. Charges will also be levied on cancelled appointments, unless advised to NewTeam at least 24 hours in advance of the agreed date and time.

We reserve the right not to undertake work where payment cannot be made to our engineer at the time of the visit.

Spares / Service Technical Information

Telephone: 01536 264012

Facsimile: 01536 409201

e-mail: service@newteam.co.uk

e-mail: spares@newteam.co.uk

Replacement Parts Policy

NewTeam hold stocks of components for all their range of products and these will be maintained for the duration of their life.

Should a product be discontinued, spare parts stocks will be maintained, but in the event of a part becoming unavailable NewTeam reserve the right to supply a substitute of equal quality.

Payment

The following payment methods can be used to obtain spare parts:

By post, pre-payment of proforma invoice by cheque or postal order.

By telephone quoting credit card (Mastercard, Visa or Visa Delta) details.



Guarantee Card

NewTeam Ltd.
Customer Service Dept.
Brunel Road
Earlstrees Industrial Estate
Corby
Northants
NN17 2LS

PLEASE KEEP THIS BOOKLET FOR FUTURE REFERENCE



Installation Instructions and User Guide

NEWTEAM 1000 PLUS
MANUAL • THERMOSTATIC



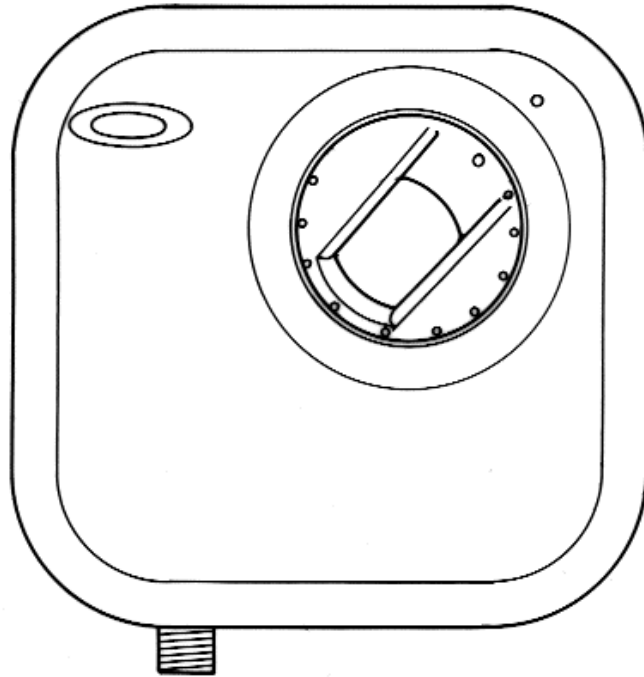
PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND ENSURE THAT THEY ARE LEFT WITH THE SHOWER USER.

Product Features:

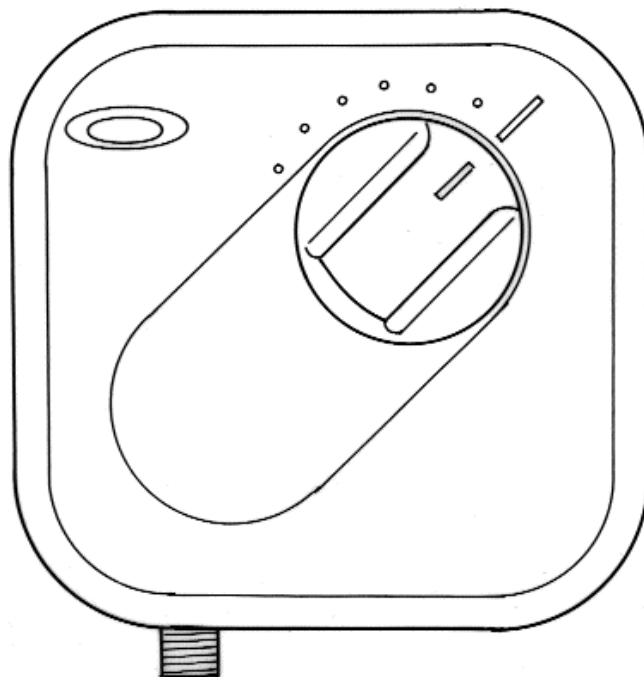
NewTeam 1000 Plus

- Integral pump
- Push-fit fittings
- 3 spray handset
- Thermostatic control option
- BEAB approval of safety

Thermostatic



Manual



Installation and Operating Instructions for NewTeam 1000 Plus

THERMOSTATIC • MANUAL

Please read this booklet carefully and ensure the installation is undertaken by a competent person.

Note: Following the headings in sequence will guide you through the installation and operation of your NewTeam 1000 Plus.

	Pages
Planning your Installation	2
• Plumbing • Electrics	
Fitting your Shower	3 - 6
• General • Plumbing Connections • The Cabinet	
• Water/Electrical Connections • Riser Rail	
Commissioning	6
Setting the Temperature Limit Stop	7 - 8
User Instructions	9
Trouble Shooting	9
Spare Parts Listing	10 -
• Thermostatic • Manual • Mixer Valve Body	
Guarantee	13

Refer to back cover for Guarantee, Customer Service and Replacement Parts Policy. In the event of any query regarding installation please contact the NewTeam Customer Service Department Tel:01536 264012 • Fax:01536 409201
e-mail: service@newteam.co.uk
e-mail: spares@newteam.co.uk

In line with our policy of continual product development the specifications may be varied and product design altered. We reserve the right to depart from the details given in this manual without prior notice.

Plumbing

- For correct operation of the NewTeam 1000 Plus Power Shower both hot and cold water supplies to the unit must be gravity fed, at nominally equal pressures, from a cold water storage tank and hot water storage cylinder, Fig.1.
- We recommend a minimum 115 litre (25 gallon actual) cold water storage tank. Please ensure compliance with all Water Regulations. Under no circumstances must the Power Shower be connected to the mains cold water supply.
- Do not use jointing compounds.
- Before proceeding with the installation of this unit, check that your site requirements allow the top of the unit to be a minimum of 75mm below the bottom of the cold water storage tank.

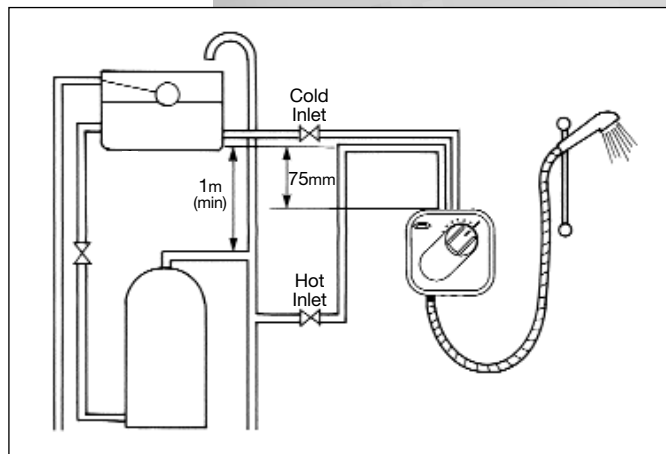


Fig.1. Typical Gravity Shower Installation

Electrics:

WARNING: THIS APPLIANCE MUST IS EARTHED.

IMPORTANT:

All plumbing connections should be completed before any electrical connections are undertaken.

The shower must be connected to a 230/240 volt. A.C electrical supply from a 13-amp ring main, via a fused double pole switch with at least 3mm contact separation. The switch is to be clearly identifiable, but out of reach off a person using a fixed tap or shower, eg. mounted in an adjacent room. It should be fused at 3 amps.

As the colours of the wires in the cable (not supplied) used to connect to this appliance may not correspond with the coloured markings identifying the terminals in your switch, please follow the procedure below:

Procedure:

- The wire, which is coloured Blue or Black, must be connected to the terminal that is marked with the letter N.
- The wire, which is coloured Brown or Red, must be connected to the terminal that is marked with the letter L.
- The wire which is coloured Yellow/Green must be connected to the terminal which is marked with the earth symbol \oplus .
- The installation and wiring must comply with I.E.E regulations.

General

In addition to the recommendation on 'Planning your Installation' please take note of the following:

- All plumbing should be completed before any electrical connections are undertaken.
- The cabinet can be connected to a combination cylinder system providing it has a cold water storage capacity of 115 litres (25 gallons actual).
- When connecting pipework avoid using elbows: sweep or formed bends will ensure optimum performance.
- Do not solder within 300mm (12") of the unit.
- Do not run pump dry.
- All pipework to and from the unit should be a minimum of 15mm. Non-restrictive isolating valves must be fitted on hot and cold supply pipes.
- Do not position unit in areas subjected to freezing conditions.

WARNING – ALL CONNECTING PIPEWORK SHOULD BE EARTHED

Procedure - Plumbing Connections: Fig.1.

1. Isolate mains water and electrical supplies.
2. To empty the pipework open the hot and cold water taps.
3. Make your connection into the hot water supply pipe from the cylinder, ensuring that it is the first draw-off (below the expansion pipe tee) to minimise the effects of water draw offs elsewhere in the house, and a minimum of 1 metre from the base of the cold storage tank and the top of the hot water cylinder.
4. If this is not possible, a direct connection must be made from the hot water cylinder with a cylinder flange, Fig.2.
5. The cold water supply should be taken directly from the cold storage tank, and must be positioned 60mm below the cold feed connection to the hot water cylinder.
6. Run hot and cold pipework to the cabinet position.

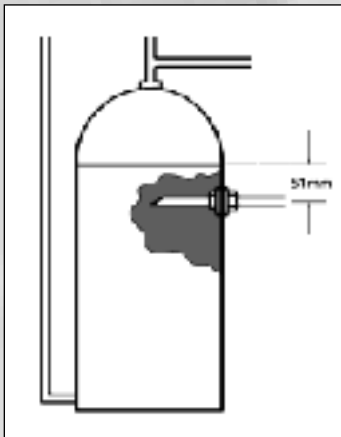


Fig.2. Cylinder Flange

The Cabinet

We recommend that the cabinet is fitted at chest height, and set to one side of the intended riser rail position, ensuring that the top of the cabinet is at least 75mm below the base of the cold water tank.

IMPORTANT:

- The unit must be fitted on the finished tiled surface.
- Do not seal the edge of the cabinet to the tiled surface with any sealant, as the gap below the back of the cabinet and the tiles is needed for ventilation.
- The outlet connection must be positioned at the bottom of the unit.

Water/Electrical Connections

WARNING: Do not fit fuse or switch on mains electrical supply until all plumbing work is completed. Connecting pipework can feed from above or below the unit, or straight through the wall at nominal centres of 40mm.

- Top Feed** = Hot on the right /cold on the left
Bottom Feed = Hot on the left/cold on the right
Back Feed = Hot on the bottom/cold on the top

Procedure:

- Note:
- The integral fittings on the valve are of the self-seal push-fit type. All burrs and rough edges must be removed from the end of the tube. Where chrome plated tube is used, roughen or remove the first 25mm of plating.
 - The inlet elbows supplied are of a standard length, in some cases these will need to be shortened for correct installation, please refer to the tables for correct measurements.

Thermostatic - Fig.5.

1. Flush out pipework before installing cabinet.
2. Cut the inlet elbows to the required length, please refer to table below.
3. Locate the inlet elbows into the mixer valve inlets by pushing firmly through rubber grommets until pipe stop is felt.
4. Hold the unit on the wall and mark the pipe work to the appropriate length.
5. Cut the pipes and remove all burrs. Push the unit and elbows firmly onto the pipes until the stop is felt.
6. Mark the fixing points for the cabinet. Fig.3a.
7. Release unit from pipes by pressing the grey collects on the elbow fittings, and pulling the unit off the pipework. Fig.4.
8. Drill the wall and insert the appropriate wall fixings.
9. Bring a supply cable (to conform to I.E.E regulations) from the switch to the unit position. The cable can enter the unit from the rear, or via channels in the base of the unit, and the bottom or the right hand side.
10. Feed the supply cable in to the unit but do not connect.
11. Refit unit to pipes and secure to wall using 32mm x No. 8 screws provided.
12. Connect the supply cables into the appropriate terminals (marked N, L and ⊕ symbol) on the printed circuit board, and secure in position with the cable clamp.
13. Fix the cover (1) and secure with the four fixing screws (2). Fig.5. Ensure that the Micro Switch metal arm is above the pivot lever on the cover. Fig.7a.
14. Rotate the brass temperature control spindle fully clockwise.
15. Turn the spindle anti-clockwise by 45° so that the black markings on the valve are aligned.
16. Fit the control knob (3) onto the spindle with the no. 1 aligned with the raised dot on the cover. Fit and tighten the control knob fixing screw and turn to the off position with the two 'O' marks aligned. Clip in the control knob cover cap 4).
17. Attach the shower hose to the outlet connection using the rubber washer provided.
18. Commission the shower, see page 6.
19. Set the Temperature Limit Stop, see page 7.

Note: If the electrical supply cable is concealed in the wall ensure that it avoids the unit's fixing points so that fixing screws do not pierce the cable.

Short Inlet Elbow Top/Bottom Feed	Long Inlet Elbow Top/Bottom Feed	Both Inlet Elbow Back Feed
49mm	72mm	49mm

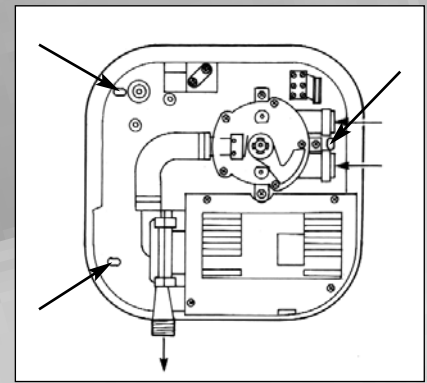


Fig.3. Fixing points - Manual

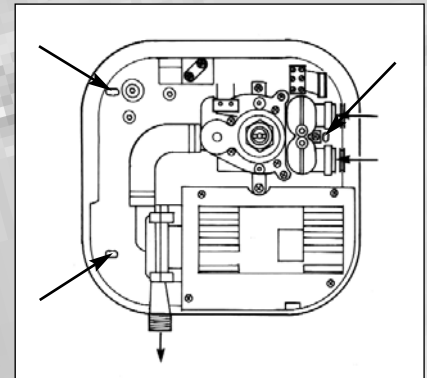


Fig.3a. Fixing points - Thermostatic

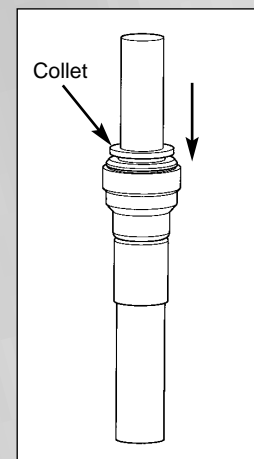


Fig.4. Push fit fittings.

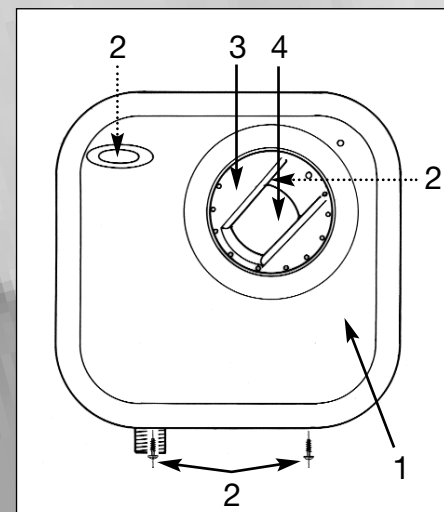


Fig.5. 1000 Plus Thermostatic

Manual - Fig.5a.

1. Flush out pipework before installing cabinets.
2. Cut the inlet elbows to the required length, please refer to table below.
3. Locate the inlet elbows into the mixer valve inlets by pushing firmly through rubber grommets until pipe stop is felt.
4. Hold the unit on the wall and mark the pipe work to the appropriate length.
5. Cut the pipes and remove all burrs. Push the unit and elbows firmly onto the pipes until the stop is felt.
6. Mark the fixing points for the cabinet. Fig.3.
7. Release unit from pipes by pressing the grey collects on the elbow fittings, and pulling the unit off the pipework. Fig.4.
8. Drill the wall and insert the appropriate wall fixings.
9. Bring a supply cable (to conform to I.E.E regulations) from the switch to the unit position. The cable can enter the unit from the rear, or via channels in the base of the unit, and the bottom or the right hand side.

Note: If the electrical supply cable is concealed in the wall ensure that it avoids the unit's fixing points so that fixing screws do not pierce the cable.

10. Feed the supply cable in to the unit but do not connect.
11. Refit unit to pipes and secure to wall using 32mm x No.8 screws provided.
12. Connect the supply cables into the appropriate terminals (marked N, L and ⊕ symbol) on the printed circuit board, and secure in position with the cable clamp.
13. Fix the cover (1) and secure with the fixing screws provided (2). Fig.5a.
14. Push the control knob (3) onto the spindle ensuring that the splines on the knob align with the same splines on the control knob (3).
15. Attach the shower hose to the outlet connection, using the rubber washer provided.
16. Commission the shower, see page 6.
17. Set the Temperature Limit Stop, see page 8.

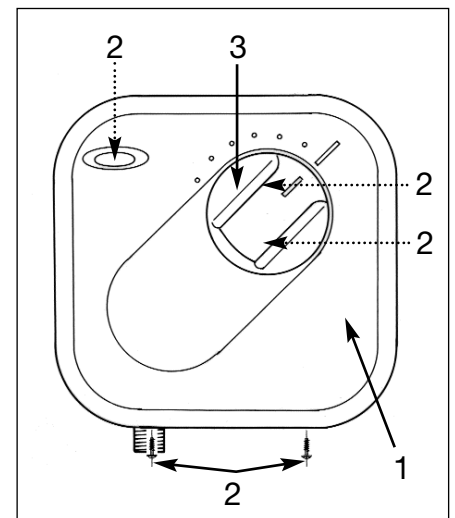


Fig.5a. 1000 Plus Manual

Short Inlet Elbow Top/Bottom Feed	Long Inlet Elbow Top/Bottom Feed	Both Inlet Elbow Back Feed
63mm	86mm	63mm

Riser Rail - Fig.6.

When deciding the position of the riser rail, allowances should be made to accommodate the tallest person using the shower on a regular basis.

IMPORTANT: The handset must be connected at the relevant point during the commissioning procedure.

Procedure:

1. Carefully remove the two rail end caps.
2. Offer the rail assembly up to the wall in the desired position and mark the fixing hole centres.
3. Drill the wall using a 6mm masonry drill and insert the wall plugs provided.
4. Attach the soap dish to the riser rail.
5. Fix the rail to the wall using the screws provided and re-fit the rail end caps.
6. When commissioning has been completed the handset can be connected to the hose and can be placed in its holder ready for use.

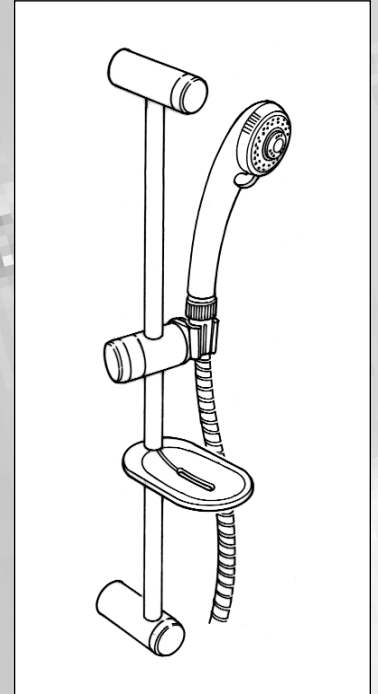


Fig.6. Riser Rail

Commissioning

1. Turn on the water supplies and allow the system to fill. Do not attach handset to hose.
2. Turn on the shower using the Control Knob, and run shower for 2-3 minutes through the hose to ensure that no foreign matter is left in the pipes. Turn off mixer valve.
3. Switch on electricity supply.
4. Switch on shower using the Control Knob and allow to run for a further 2-3 minutes.
5. Attach handset to hose using the rubber washer provided.
6. Set Temperature Limit Stop, refer to pages 7-8.
7. Demonstrate to shower user.

The NewTeam 1000 Plus shower is now ready for use.

Temperature Limit Stop - Fig.7a.

The valve allows the maximum showering temperature to be set at a safe level, preventing accidental scalding. This setting should be made during commissioning and will require that the hot water cylinder is at its normal operating temperature.

IMPORTANT:

- The handset must be in the spray mode.
- We recommend the reading of User Guide before proceeding further. This will familiarise you with the operation of the shower.

Thermostatic - Fig.7. & Fig.7a.

Procedure:

1. Remove the temperature control knob cover (1). Unscrew the retaining screw and pull off the control knob (2). Fig.7.
2. The temperature limit stop adjuster (3) has four positions A, B, C & D, giving a range of temperature adjustment settings from cool to hot A being the coolest. Fig.7a.
3. If adjustment is necessary, remove the locking screw (4) and relocate adjuster (3) in fixing position A, B, C or D, depending on the user's requirement for maximum temperature.
4. For position D use the same screw which secures the cabinet front cover.
5. Retighten locking screw (4). Re-fit the control knob onto the spindle with the No.1 aligned with the raised dot on the cover. Switch on shower, rotating

knob fully anti clockwise to the maximum temperature setting.

6. Check if this meets the user's required maximum temperature. If not, fine adjustment can be made by slackening the locking screw (4) and moving the adjuster (3) anti-clockwise to increase or clockwise to decrease the temperature.
7. If the desired temperature cannot be obtained on the first selected fixing position, move the adjuster to the next hole and repeat the steps above.

IMPORTANT: When cover is placed on the base unit care should be taken to ensure the micro-switch lever (5) is above the cam leg (6). If it does not fall into place, it can be guided into position with an electrician's screwdriver.

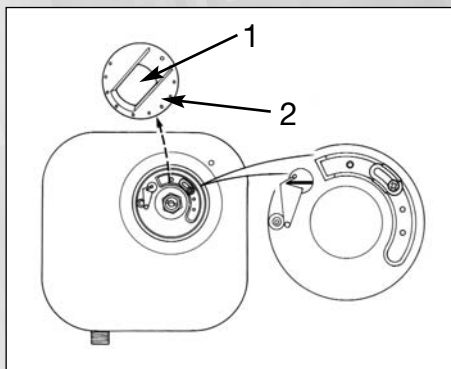


Fig.7. Front Cover

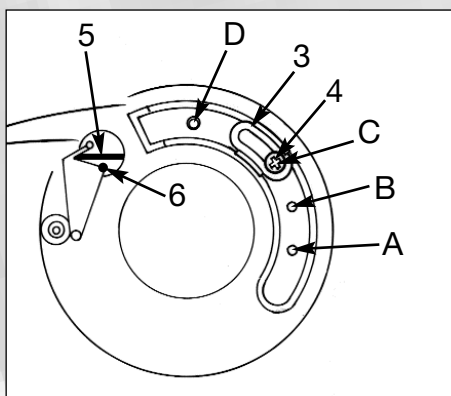


Fig.7a. Temperature Limit Stop

Temperature Limit Stop

Manual - Fig.8. & Fig.8a.

Procedure:

1. Remove the control knob (1) by pulling firmly.
2. The temperature limit stop adjuster (2) has three positions A, B & C, giving a range of temperature adjustment settings from cool to hot A being the coolest. Fig.8.
3. If adjustment is necessary, remove the locking screw (3) and relocate adjuster (2) in fixing position A, B or C, depending on the user's requirement for maximum temperature. Fig.8a.

Note:

This position may be affected by the stored water temperature in the cylinder.

4. Retighten locking screw (3). Re-fit control knob ensuring that the splines on the knob align with the same splines on the control knob (1) and switch on shower, rotating knob fully anti clockwise to the maximum temperature setting.
5. Check if this meets the user's required maximum temperature. If not, fine adjustment can be made by slackening the locking screw (3) and moving the adjuster (2) anti-clockwise to increase or clockwise to decrease the temperature.
6. If the desired temperature cannot be obtained on the first selected fixing position, move the adjuster to the next hole and repeat the steps above.

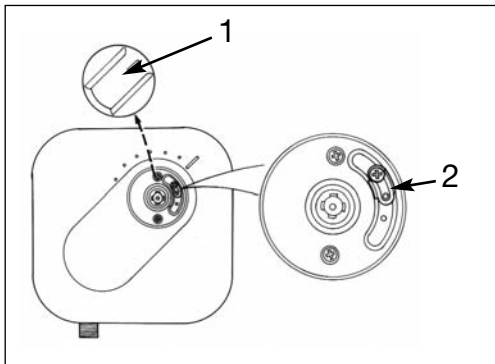


Fig.8. Front Cover

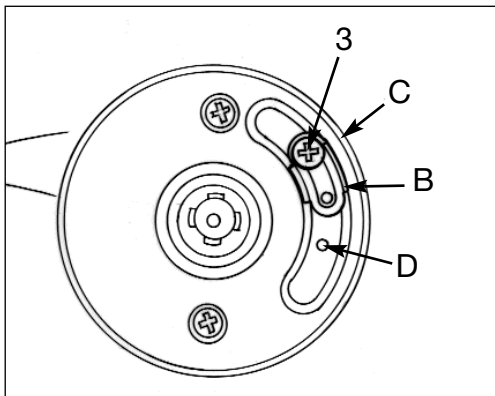


Fig.8a. Temperature Limit Stop

NewTeam 1000 Plus

• Thermostatic • Manual

- To switch the shower on, turn the control knob (1) anti-clockwise. Water will flow from the handset. Fig.9.
- Rotating the control knob (1) anti-clockwise from the off position will gradually increase the showering temperature.

Showerset: Fig.10.

Riser Rail

The handset holder can be positioned on the riser rail to your required height by twisting the grip ring clockwise.

Select handset height and re-tighten.

Handset

The handset supplied has three spray modes:

Spray • Massage • Combination

To select your desired showering mode, grip the bezel of the handset and twist in either direction.

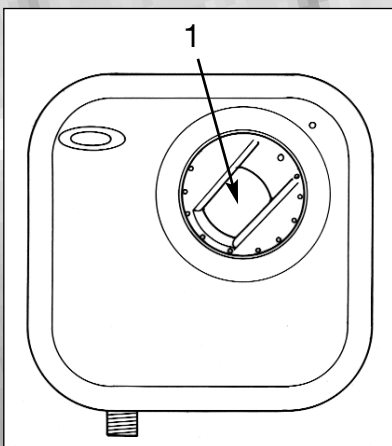


Fig.9. 1000 Plus Thermostatic

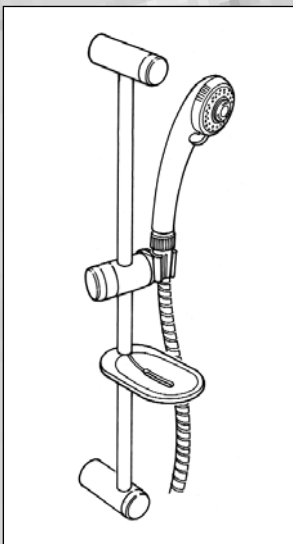


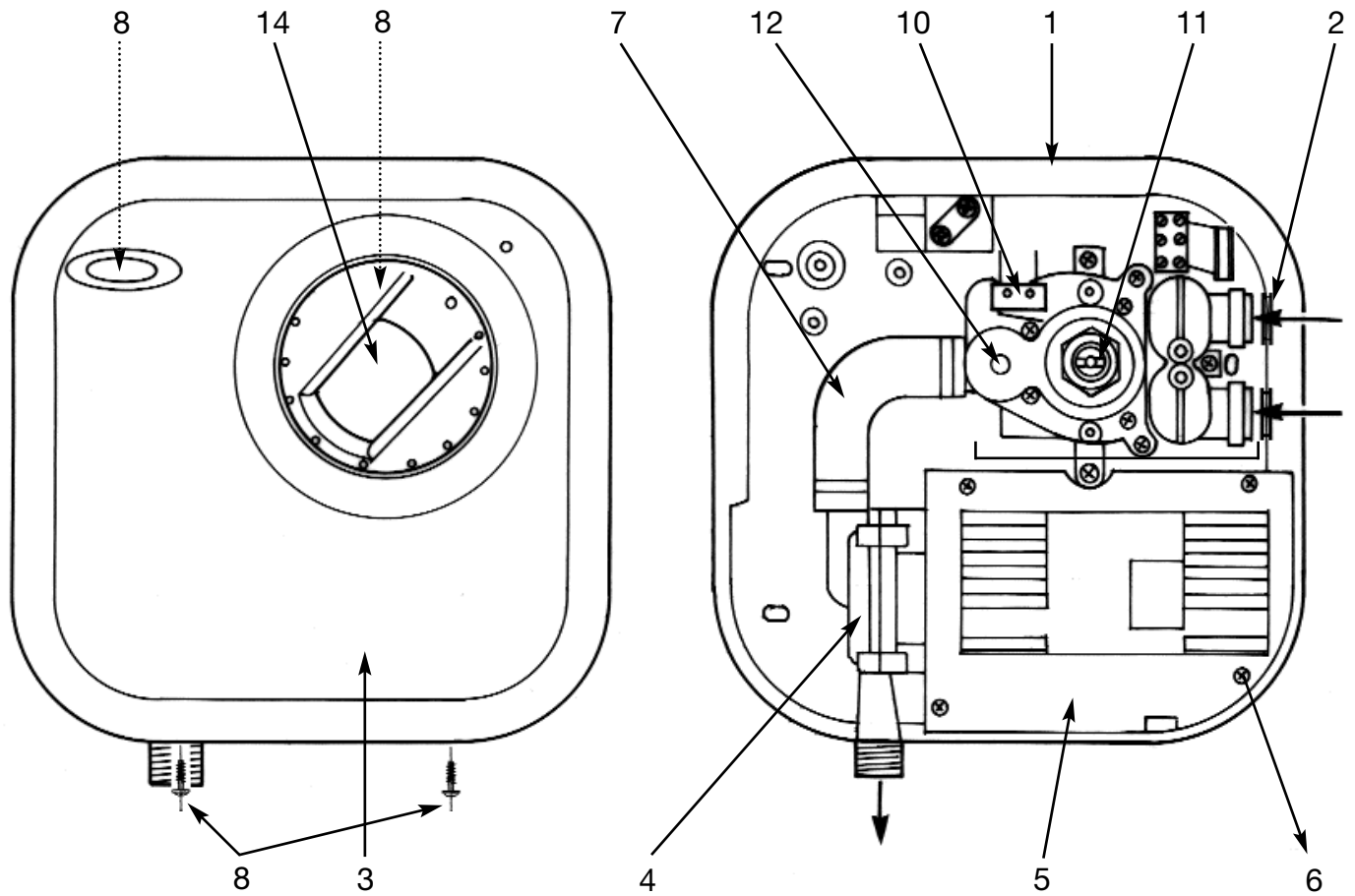
Fig.10. Showerset

Troubleshooting:

Symptom	Likely Cause	Action / Remedy
Pump not operating	Electric is not switched on	Check all fuses and electricity supply
Pump operates when mixer is switched off	Micro switch is not operating correctly	Check micro switch lever is securely located
No water flow (Hot or Cold)	Isolating valves turned off	Turn on isolating valves Check cold water storage tank has not run dry
Poor performance	Poor hot or cold flow Pump motor may have overheated	Check hot and cold supplies Allow unit to cool and it will automatically re-set Check for adequate ventilation
	Unit may be in the wrong position	Check that the top of the unit is at least 75mm below the base of the cold water storage tank

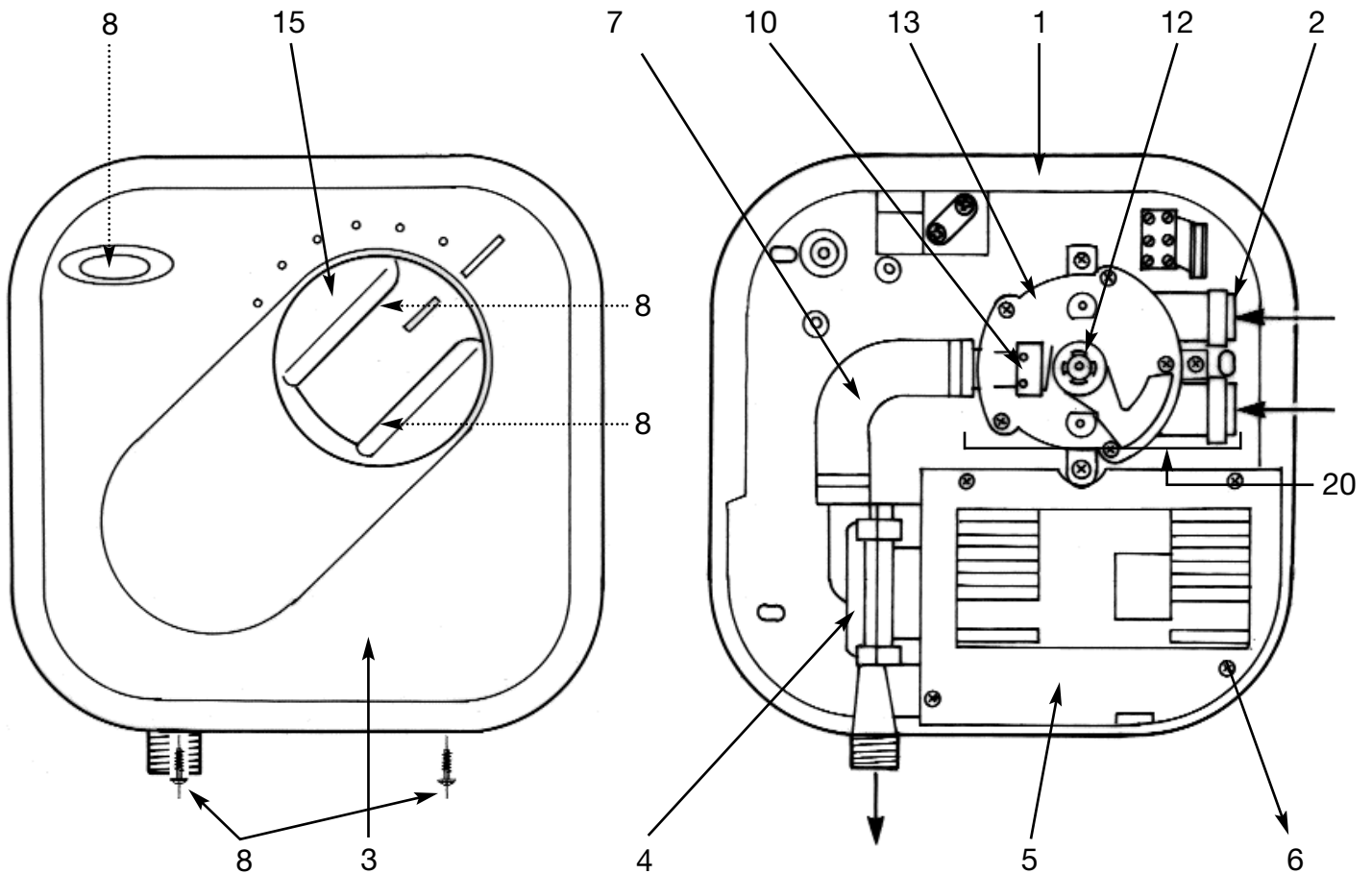
Spare Parts Listing

NewTeam 1000T Plus - Thermostatic



Item No.	Part No.	Description
1.	SP-087-0200	Wall Box Complete
2.	SP-086-0008	Pipe Grommet
3.	SP-087-0063	Front Cover
4.	SP-087-0109	Pump Unit
5.	SP-087-0035	Motor Cover
6.	SP-490-0017	Motor Cover Screws
7.	SP-087-0037	Rubber Elbow
8.	SP-490-0014	Front Cover Screws
9.	SP-087-0032	Temperature Limit Stop (Not Shown)
10.	SP-092-0150	Micro Switch
11.	SP-087-0061	Thermostatic Cartridge
12.	SP-087-0059	Outlet Piston Assembly (Not Shown)
13.	SP-087-0203	Cabinet Complete with covers etc
14.	SP-087-0051	Control Knob and Cover
15.	SP-490-0074	Temp Knob Retaining Screw & Washer (Not Shown)
16.	SP-086-0061	Long Inlet Elbow x 2
17.	SP-087-0068	Pipe Cover
18.	SP-196-0007-WT	Reflex Slider (Not Shown)
19.	SP-275-0015-WT	Reflex Riser Rail (Not Shown)
20.	SP-226-0001-WT	Reflex Rail Ends (Not Shown)
21.	SP-285-0018-WT	1.25m x 11mm Hose (Not Shown)
22.	SP-176-0004-WT	Handset (Not Shown)
23.	SP-255-0011-WT	Soap Dish - 18mm (Not Shown)

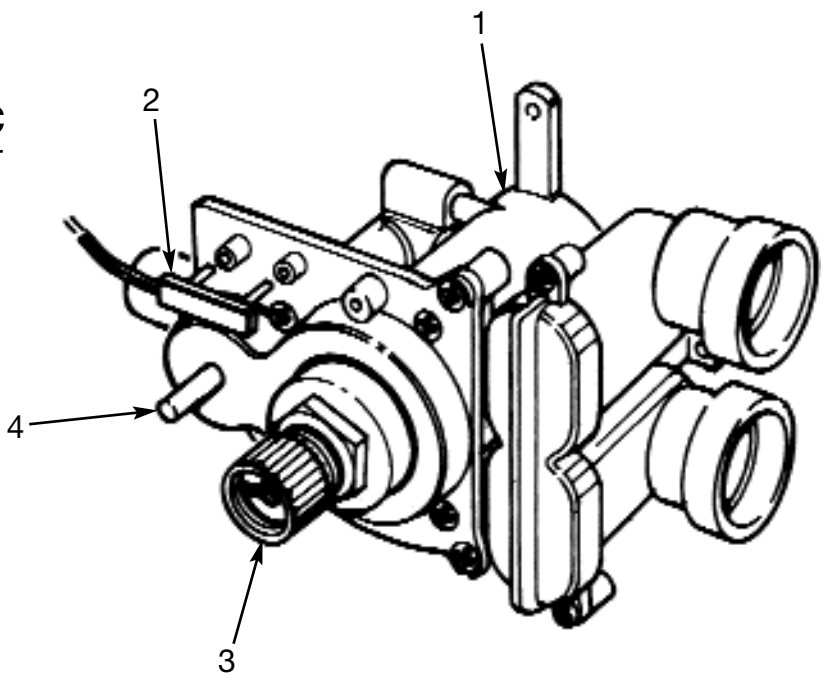
NewTeam 1000 Plus - Manual



Item No.	Part No.	Description
1.	SP-087-0104	Wall Box Complete
2.	SP-086-0008	Pipe Grommet
3.	SP-087-0106	Front Cover
4.	SP-087-0109	Pump Unit
5.	SP-087-0035	Motor Cover
6.	SP-490-0017	Motor Cover Screws
7.	SP-087-0037	Rubber Elbow
8.	SP-490-0014	Front Cover Screws
9.	SP-087-0032	Temperature Limit Stop (Not Shown)
10.	SP-092-0150	Micro Switch
11.	SP-086-0061	Long Inlet Elbow x 2
12.	SP-087-0068	Pipe Cover (Not Shown)
13.	SP-087-0152	Mixer Valve complete (Manual)
14.	SP-087-0079	Control Knob (Manual)
15.	SP-196-0007-WT	Reflex Slider (Not Shown)
16.	SP-275-0015-WT	Reflex Riser Rail (Not Shown)
17.	SP-226-0001-WT	Reflex Rail Ends (Not Shown)
18.	SP-285-0018-WT	1.25m x 11mm Hose (Not Shown)
19.	SP-176-0004-WT	Handset (Not Shown)
20.	SP-255-0011-WT	Soap Dish - 18mm (Not Shown)

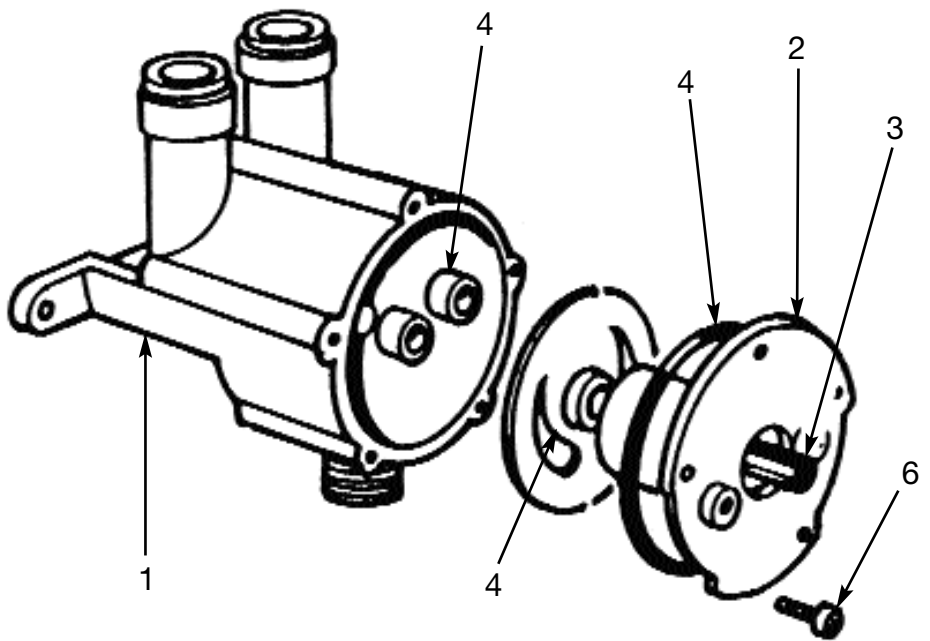
NewTeam Mixer Valve Body

Thermostatic



Item No.	Part No.	Description
1.	SP-087-0201	Mixer Valve Complete
2.	SP-092-0150	Micro Switch
3.	SP-087-0061	Thermostatic Cartridge
4.	SP-087-0059	Outlet Piston Assembly

Manual



Item No.	Part No.	Description
1.	SP-087-0101	Mixer Body
2.	SP-087-0002	Mixer Body Cover
3.	SP-085-0003	Mixer Control Spindle
4.	SP-320-0100	Mixer Seal Kit
6.	SP-490-0017	Mixer Body Screw
7.	SP-085-0031	Service Kit

Guarantee

Thank you for purchasing a NewTeam Shower, which has been designed, manufactured and tested to the highest standards, in the U.K., by NewTeam Limited, and will give you a long and reliable service.

This product has a two year guarantee - first year parts and labour, second year parts only. This is provided that:

1. The guarantee registration card is completed and returned within ten days complete with a copy of proof of purchase.
2. The product is installed and operated in accordance with our instructions and has not been misused or damaged.

This in no way affects your statutory rights as a consumer.

The information on the Guarantee card helps NewTeam to process any claims and contact you about your product and its maintenance if required. The registration of your personal details is purely for NewTeam use, and the other information helps us to make products for the future.

NewTeam Shower products are designed, manufactured and tested to the highest standards.

Should a complaint arise, products are guaranteed against faulty workmanship and materials for a period of 12 months from the date of purchase, when in domestic use (second year guarantee is parts only). For your guarantee to be valid, your NewTeam shower must be installed by a competent person, in accordance with the instruction manual.

NewTeam Ltd. will repair or replace (at our option), free of charge, any faulty component during the guarantee period, provided it has been maintained and operated in accordance with our instructions, and has not been misused or damaged.

Modification or repair of this product by person(s) not authorised by NewTeam Ltd. will invalidate this guarantee.

This guarantee applies to products purchased within the United Kingdom or Republic of Ireland, but does not apply to products used commercially.

This guarantee does not affect your statutory rights.

Replacement Parts:

Telephone: 01536 264012
Facsimile: 01536 409201
e-mail: spares@newteam.co.uk

Customer Service Hotline:

Telephone: 01536 264012
Facsimile: 01536 409201
e-mail: service@newteam.co.uk

Guarantee Card

Please tick appropriate box

NewTeam 1000 Plus

- Manual
- Thermostatic

PLEASE POST IMMEDIATELY ATTACHING
A COPY OF PROOF OF PURCHASE

FOR NEWTEAM USE

AFFIX PRODUCT LABEL HERE

This Label Identifies your Product and
Provides all the Information Needed

NAME _____

ADDRESS _____

POSTCODE _____

DATE OF PURCHASE _____

PRODUCT PURCHASED FROM _____

TOWN _____

PROOF ENCLOSED	YES	NO
-------------------	-----	----

MARKETING INFORMATION

1. What type of shower is this replacing, if any? (e.g. Electric, Mixer)

2. What make of shower is this replacing?

3. What influenced you most to buy this shower? (Recommendation, performance, etc)

Please tick here if you do not require any further information or product updates from NewTeam.