



**Model: TA 203, TA 206, TA 312, TA205.
& TM-632b**
Assembly & Fitting Instructions



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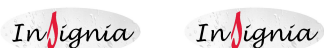
Thank you for your recent purchase of an Insignia Whirlpool bath. Please read this booklet with great care to ensure you get the best out of your build and have a shower that will last for many years to come!

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 2 Badges



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

REMEMBER:

These Baths 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, 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 products 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 common sense needs applying as changes should only be small in nature.

YOU WILL NEED

TOTAL ELECTRICAL REQUIREMENTS

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

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



Again do not be tempted to undertake this yourself. **NO!!**

1. Whilst the next steps show you how to install your bath we want to make sure you have a correct build to ensure you get trouble free bathing. Therefore our advice is to follow the instructions

Tools Required



1. 2 People
2. Scissors
3. Silicone Gun
4. Knife
5. Tape Measure
6. Spirit Level

Please check all parts to your bath are correct nothing missing

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What's In The Boxes?

All models:

White box contents:

1. 1 x head rest (TA312/205 model includes 2 head rests)
2. 1 x Head Rest Support Mountings (if 2 headrests you will have 2 boxes.
3. 1 x Hand held shower
4. 1 x water outlet.

If optional fitting kit purchased includes:

- I. 2 x flexi braided hoses
- II. under water light pre fitted.
- III. Whirlpool clean
- IV. 2 x water valves

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. No refunds are ever given during or after the bath has been installed

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

TO START.

On delivery: Open box from the top. Do not destroy box as if you need to return anything this will be required. Two or three persons required (never try lifting on your own! **(HEAVY)** lift bath out of box and check contents as already mentioned. Check cosmetics of bath make sure you are happy with condition. Remember to report anything **BEFORE** install starts.

Happy all good? Then please continue.

Due to most bathrooms being small and this product takes a lot of room. This stage is the ideal and **highly recommended** **BEFORE** installing in your bathroom. While the bath is still in an accessible place (outside, garage etc) tighten waste if needs be. Now remove the protective film covering the bath **BE CAREFUL!! NEVER TUG AT IT!!** Take a knife and carefully cut around jets, waste light if fitted etc. In some cases the chrome surround around the larger jets will twist off to assist this. Now fill with water to normal height now leave for 24 hours. After this time check for any leak. It is a very rare occurrence indeed to actually have any form of seepage or leak but it is mentioned to check this way first because you will in many cases, have far more room to complete a proper inspection and should anything be incorrect, it is far easier to cure at this stage than carrying the bath upstairs then down again!!! Another reason for this is you will know you had NO leaks prior to carrying the bath to it's location. If you have a problem after this it will be caused by handling and not a bath fault. The repair although in most cases, easy, **is not covered by warranty!!**

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After checking all is good and no problems have presented themselves. Carry the bath to the bathroom. This is at least a two man

job possibly three  2-3 people.

Make sure you do not carry the bath by: **ANY PIPE, ANY WIRING or ABOVE GLASS INSERT IN TUB.**



Never lift by black trim above glass

If not adhered to it will result in the seal being broken and the bath leaking around the glass seal which means it will need to be removed and re-sealed.

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 bath out should you need to replace anything!

Working from the rear of the bath, no need to remove side skirt, you will see a layout very similar to this:



Note 13 amp plug with RCD fitted. 1 x mixer tap. 1 x diverter tap. 1 x water outlet 1 x hand shower

First fit head rest if not already fitted make sure fixings are tight.

Now turning your attention to the tap assemblies. Make sure each tap body is tight on the bath as every connection is left loose from factory. Make certain the pipe configuration is correct and tighten ALL water flexi pipes.



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1. Hot house connection
2. Cold house connection
3. Front connection takes mixed value water to diverter valve
4. Connects to hand shower hose
5. Connection from mixer to bath filler

When all are connected correctly and confirmed as tight you will now just have the longest braided hoses left. These connect hot and cold from your house feed. Place water valves (if purchased in option kit at the end of these ready for coupling to supply. You will also notice there are feet attached to the frame of the bath, these are adjustable. Adjust the bath angle as you would a normal bath until you get the preferred run off towards the waste. Please note only a small angle is required.

Moving attention now to the waste. Please ensure the body of this is tight in the bath. If happy with this connect a low trap to the threaded piece underneath the bath (not supplied) and tighten flexi waste to the water out position this can now be connected directly to the house waste.

Caution: Have you checked operation of the pop up waste? Check this now by gently twisting the chrome knob inside the bath that houses not only this function but overflow spill off, check it pops up, goes firmly down and the cable has not come off the waste while you have been fitting the waste coupling.



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NOTE: Your waste should be supplied as picture, in some cases you may have a plastic type trap fitted underneath. Discard this as it is not for the UK market. Only UK employs the system we have so these are not suitable.

When waste connections have been made and you are happy with the integrity of all joints, **DOUBLE CHECK** the water will run off correctly. If the house waste is too high it will impede flow causing slow voiding of bath water and in some cases where excessively too high, water can back up to the fitting and leak out of the cable housing.

Electrical connections: With no house connection made (Bath not connected to 240V supply) Check at the rear of the bath for the radio antenna wire. (not always fitted) Carefully cut off any cable tie holding this and unwind.

You now need the electrical connections made from the house supply. This must be undertaken by a qualified professional company who will issue you with a certificate conforming to laws as governing at the time.

Now push your bath back in to position and carry out the product testing stage:



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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.

This is only a bath! Why is it necessary? Because the taps support the newer ceramic disc technology. Unlike the old washer type, ceramic discs regulate the water flow. This allows just ¼ turn each side from full flow to off. In return they need to be driven by higher bar pressure as the rest of Europe has.

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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 March 2011 we offered two following alternatives.

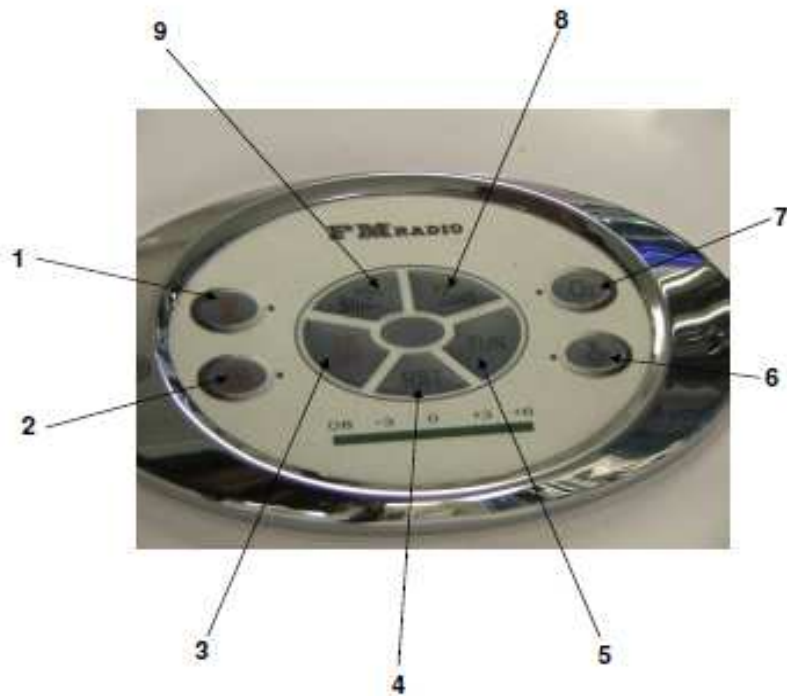
- 1) Connect within current IP directives using plug RCD provided
- 2) (Preferred) Wire into isolated fused feed connecting directly to the house consumer / service box. Remove the plug / RCD fitted and ensure the Consumer unit has capabilities to replace RCD feature.

Please note earth is required and found on chassis of bath tub. A further earth is required from the whirlpool motor. Each earth must ground through power supply line.

We reiterate

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TESTING PRODUCT.



1. Pump operation—Activates the water pump on/off (Never run when water is not present—This will cause the pump to run dry and over heat) This will invalidate your warranty!
2. Air operation—Activates the air operation to control the smaller jets, this only works when the pump (1) is activated first
3. On/Off Operation—Turn the power to the control panel on/off
4. Resets the radio station back to the beginning of the tune cycle
5. Tunes the radio via auto search—keep pressing each time it finds a station to search for the next.
6. Activates the light (if fitted)
7. Activates the ozone sterilisation (if fitted)
8. Volume up

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The whirlpool system is designed to drain nearly completely after use. However, there remains a minimal amount of water in the system after use and draining. Most of the residual water in the piping system evaporates in time.

In the unlikely event the whirlpool system does not start when turning the switch on, check the pipe which connects to the on/off button has not come off. If so reconnect and check. Also check the GFCI circuit breaker for being in the tripped off position. Leave the whirlpool pump in the on position and reset the circuit breaker. If it trips off again, DO NOT USE, and call an electrician for proper repair.

WARNING -- Never block off all jets. Backpressure will shoot water out of the air controls, and will overload Pump and cause pump failure.

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Simple cleaning tips!

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](#) 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.

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TESTING FOR WATER LEAKS

(Never run whirlpool feature void of water!)

Water covering ALL jets and water intake cover fully. With all connections tight, the waste and hoses checked, jets fully checked, your bath still around 18 inches from its designated final resting point. Switch on massage jets. Now on the OUTSIDE inspect each joint, from one side going round to the back and then other side finishing at the front. Never use the bath until all checks have been made and the installer is 100% happy in the knowledge no leaks are present. All good? Now push your bath FROM TOP EDGE EVENLY NEVER GLASS OR FRAME into its final resting position. Now you can bathe in the knowledge that you have no leaks a job done well and long product life.

NOTE: Remember these baths are “Free standing” and never to be tiled in situ. Should you ever need to change a tap, service the pump or motor etc, it will need to be pulled out from the wall. If you wish to seal along any rear surface, do this by using silicone sealer very lightly along rear bath edges. **ENSURE IT CAN BE CUT OFF EASILY** should you need.

Happy bathing!

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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:

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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

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 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 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 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



Whirlpool Cleaner available from www.bathdepot.co.uk recommended for maintaining a clean bath!

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