

How to use

The Ceiling Mounted Shower Arm & Rain Shower Head is to be used with the Thermostatic Shower Valve. Please check the Penelope Thermostatic Shower Valve manual 'How to Use' section for this product.

Maintenance & Care

To avoid damage it is necessary to consider the below guidelines.

1. To clean the products surface use clean hot soapy water. ONLY use soft fabric cloths.
2. DO NOT use cleaning solutions that contain hydrochloric acid, formic acid, concentrated caustic soda, chlorine or acetic acid as they can cause considerable damage.
3. DO NOT use any coarse cleaning powders or brushed to clean the product.
4. If there is irregular water pressure & water flow is reduced, please check if the arm spout is clean, if not brush the spout after vinegar soaking.

Warranty Requirements

For full warranty terms and conditions please visit the warranty section of our website. Please pay attention to the below. Failure to do so will void your warranty:

1. Do not use acid cleansers
2. Do not use abrasive cleansers
3. Do not use abrasive cloths

Troubleshooting

Fault: Hot is coming out when I select cold or vise versa:

Cause: Hot and cold pipes are connected the wrong way around.

Fault: Fluctuating flow rate:

Cause: Possible blockage in the system or operating conditions is incorrect.

Fault: Low or no flow from the valve:

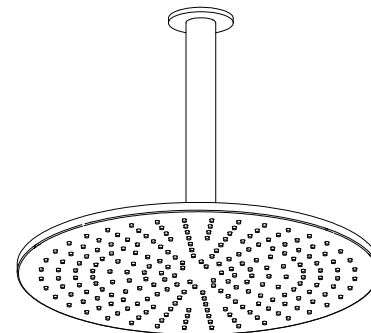
Cause: Possible blockage in the system, operating conditions is incorrect or there is a blockage in the system.

Fault: Leak from the valve:

Cause: The holder isn't inserted to the bottom.



Installation Guide Penelope Ceiling Mounted Rain Shower Head HOP-PEN-212 & 214



Important Information

It is recommended that this product is installed by a qualified professional.

Please remove all packaging and check this product to ensure it has not been damaged or any parts are missing.

Before installing please make sure this is the correct model and you have all the parts required for installation and usage.

The printed picture is for reference only, this product is according to the actual goods.

Please check all the accessories are present.

Always read these instructions carefully and keep for future reference.

Important Information

Operating Pressure

Minimum operating pressure 0.5 bar

Maximum operating pressure 8 bar

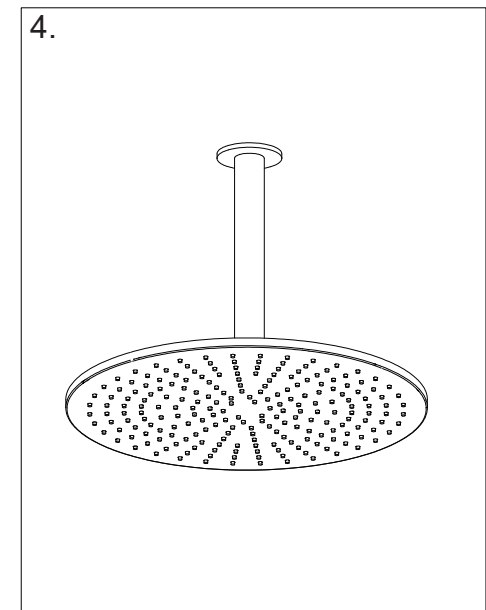
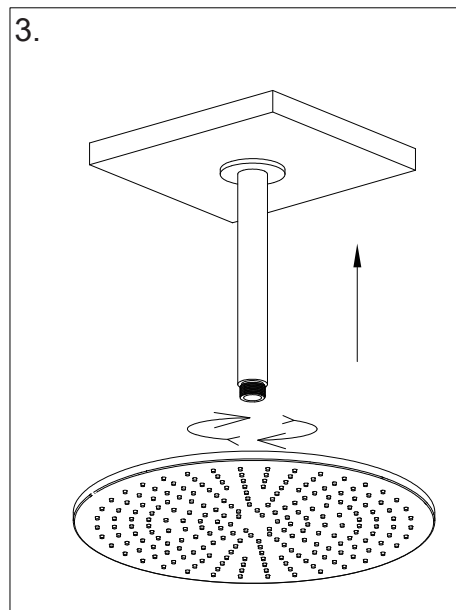
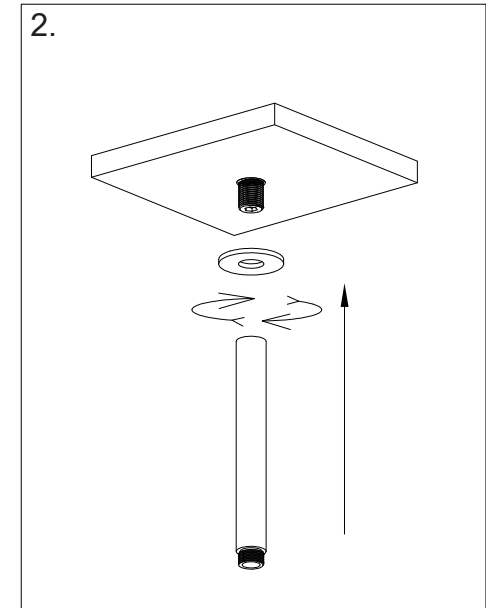
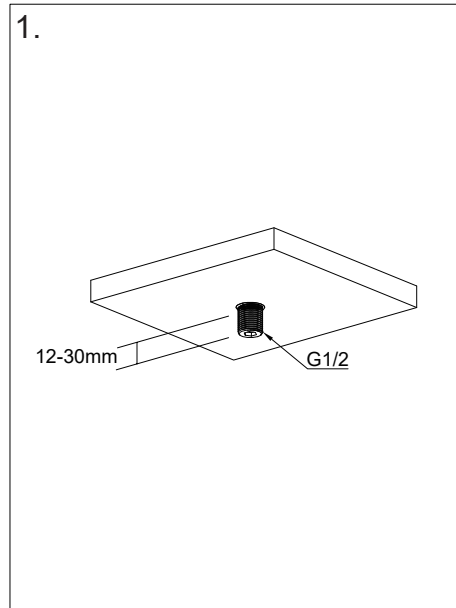
Pre-Installation

1. Before installing the product, flush through the pipe work to remove any debris & other impurities that can enter the product.
2. Turn off water supply at the isolation valves before commencing with work.

Installation

Get all accessories ready according to picture.

1. Ensure the water outlet is the correct connection size.
2. Connect the Ceiling Shower Arm to the water outlet, ensure you put the plate on first.
3. Connect the Rain Shower Head to the Shower Arm.
4. Test the product & check for any leakage.



PLEASE MAKE SURE YOU FULLY TEST YOUR PRODUCT BEFORE TILING ETC.
WE WILL NOT BE RESPONSIBLE FOR ANY COSTS INVOLVED IN REMOVAL OF
THE TAP IF YOU FIND THERE IS A FAULT.