

## Guarantee

All VADO products come with a 2 year guarantee as standard. Within this guarantee period, VADO will provide replacement parts and any labour **[SEE NOTE 1]** needed to complete the product repair.

This standard guarantee may be extended by registering your product on our website at: <https://www.vado.com/support/guarantee>.

Once registered, this product will have a 15 year (2 years parts and labour plus 13 years parts only) or a 10 year (2 years parts and labour plus 8 years parts only) guarantee dependant on the finish.

Chrome (CP) = 15 years

Pewter (PEW), Matt Black (MB), Satin Brass (SBR) = 10 years

### Guarantee Conditions

Our products are guaranteed against manufacturing defects from the date of purchase until the expiry of the relevant guarantee period shown above.

The guarantee is only valid if:

- The product has been installed, used and maintained in accordance with VADO's instructions and subjected to normal use only.
- The defect is not due to accident, misuse, neglect, or incorrect/inappropriate repair (other than by VADO or VADO authorised agents) or damage caused by foreign objects or substances.
- The extended guarantee is only available if you have completed the guarantee registration process.

This can be done via the VADO website or via telephone to our Aftersales team.

Registration must be completed within 6 months from the date of purchase. Under the extended guarantee period VADO will, at its option, offer to supply any replacement product (or component part) assessed to be defective **[SEE NOTE 2]**.

- The guarantee (whether standard or extended) is non-transferable to any subsequent owner.
- Mould, Mildew build up, the effects of limescale and corrosion are not covered under this guarantee.
- This guarantee does not cover damage and/or malfunction caused by inappropriate cleaning (please refer to our recommended care guidelines).

All claims under the guarantee should be notified in the first instance to our Aftersales department, contact details below, this must be done no later than the last day of the relevant guarantee period.

All claims must be accompanied by proof of purchase (sales receipt or delivery note) from an official VADO dealer.

The guarantee does not extend to any consequential loss or damage.

After repair or replacement, the relevant guarantee period will be calculated from the original date of purchase.

VADO operates a policy of continuous product development and therefore reserves the right to change the product, packaging and documentation specifications without notice.

In situations where like-for-like replacements are not possible, VADO will endeavour to provide the closest alternative. E&OE.

### NOTES:

**[1]** Labour via our engineer network is only available in the UK. Attendance by a VADO engineer or sub-contract engineer will be under our standard terms and conditions.

**[2]** VADO reserves the right to charge in advance for a product (or replacement part) pending collection and investigation (at VADO expense) to confirm a defect is due to a manufacturing issue. If a defect is found the charge will be refunded or cancelled.

This guarantee is in addition to and does not affect your statutory rights as a consumer. Tel: 01934 745163 Email: [aftersales@vado.com](mailto:aftersales@vado.com)

# SAFARI

Concealed 3 outlet thermostatic valve

User Guide

Keep for future reference

SAF-248D/3



# Welcome

## Thank you for choosing VADO

Our products can be found in some of the most prestigious hotel, commercial and residential developments across the world, therefore you can expect exceptional product quality and outstanding customer service.

This product has passed through stringent quality assurance processes coupled with demanding lifecycle mechanical testing to ensure it is recognised by the KIWA TMV2 Scheme and reaches the exacting standards that allow us to offer our premium 10 and 15 year guarantees.\*

To ensure this product operates at its optimum efficiency, it is essential this product is maintained and serviced in accordance with these instructions.

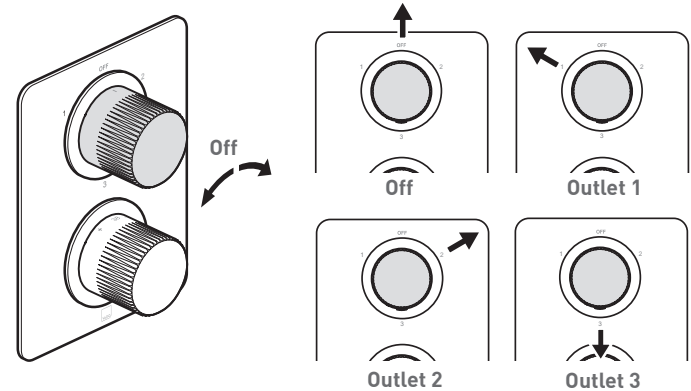
We work to ensure our product designs are harmonious with all sanitaryware, so when you choose VADO, your choice of coordinating items is unlimited.

## With VADO, you can really let your inspiration flow.

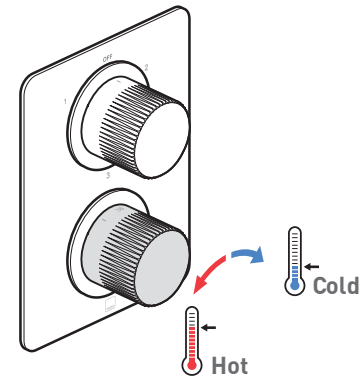
For any technical or operational queries please contact our experienced aftersales team on 01934 745163.

**Vado**, Wedmore Road, Cheddar, Somerset, England BS27 3EB  
tel 01934 744466. fax 01934 744345  
aftersales@vado.com  
www.vado.com

# Operation



Turning the flow control handle in the direction of the arrow increases the flow of water to that channel



Turning the temperature control handle in the direction of the arrows increases/decreases the temperature

## Servicing:

It is a requirement that all TMV2 approved valves shall be verified against the original set temperatures results once a year. When commissioning/testing is due the following performance checks shall be carried out.

Measure the mixed water temperature at the outlet.

Carry out the cold water supply isolation test by isolating the cold water supply to the TMV, wait for five seconds if water is still flowing check that the temperature is below 46° C.

If there is no significant change to the set temperature ( $\pm 2^{\circ}\text{C}$  or less from the original settings) and the fail-safe shut off is functioning, then the valve is working correctly and no further service work is required.

### Notes:

If there is a residual flow during the commissioning or the annual verification (cold water supply isolation test), then this is acceptable providing the temperature of the water seeping from the valve is no more than 2°C above the designated maximum mixed water outlet temperature setting of the valve.

Temperature readings should be taken at the normal flow rate after allowing for the system to stabilise.

The sensing part of the thermometer probe must be fully submerged in the water that is to be tested.

Any thermostatic mixing valve (TMV) that has been adjusted or serviced must be re-commissioned and re-tested in accordance with the manufacturers instructions.

See **vado.com** for more information.

## Maintenance:

**We advise that the below is carried out annually as failure to do so may result in invalidation of warranty.**

**Shut off the water supply to both hot and cold inlets, before commencing any maintenance work below.**

**See isolation procedure on page 7.**

### Thermostatic cartridge

This thermostatic valve is fitted with a single filtering facility. Filters are fitted on the thermostatic cartridge.

Depending on the water quality, filters may become dirty, causing reduced flow and inefficient working of the valve.

To clean the filters, you must first remove the cartridge from the housing.

### Removing the Cartridge

1. Shut off the water supply to both inlets at the isolating valves. Ensure the thermostatic valve has been successfully isolated. See page 7 for correct procedure.

2. Remove the temperature control handle. Remove the screw from the temperature stop arm and pull off. Pull off the stop ring. Pull off the plate securing ring and unscrew the shroud. Using a pair of long-nosed pliers unscrew the securing ring and remove.

**For more information see the installation manuals.**

3. Pull out the thermostatic cartridge.

4. Clean filters by rinsing them under running water to remove any debris.

5. If there is limescale deposits then it is recommended to immerse the cartridge for a few minutes in 50% white vinegar + 50% hot water, brush the filters gently and then rinse under running water to clean all particles. If this is not effective, a replacement cartridge should be fitted.

## Maintenance:

6. Before reassembling the cartridge, clean its housing with a wet cloth and grease the 'O' rings using a suitable silicone grease, insert the thermostatic cartridge.
  7. Screw the securing nut on and tighten using long-nose pliers, careful not to overtighten.
  8. Place the temperature stop ring on the cartridge so the step is located at 12 o'clock.
  9. Turn the water supply on via the isolating valves.
  10. Check the water temperature to ensure correct commissioning.
- See page 8 of the Trim Kit instructions or Vado.com for commissioning.**
11. Replace shrouds, plate, securing ring, stop arm and handle.
  12. Secure the handle (see page 10 of Trim kit installation).

## Isolation procedure:

### **IMPORTANT:**

Please see the below procedure for isolating concealed thermostatic valves.

1. Remove handles/faceplate and trim parts allowing access to the isolation points on the valve.
2. Screw down the isolation screws clockwise until you feel a resistance (taking care not to over tighten).
3. Turn shower on to check isolation, please ensure that your body/hands are not under the flow of water as there is a potential for delivery of hot water.
4. Remove temperature stop ring (essential).
5. With shower in the on position, replace temperature handle on thermostatic valve (ensure temperature stop ring has been removed).
6. Turn temp handle fully anti-clockwise until stop point is reached and can be turned no further, please ensure that your body/hands are not under the flow of water as there is potential for delivery of hot water if isolation has been unsuccessful.
7. Turn temperature handle fully clockwise until you feel a resistance.
8. If there is no flow of water coming from the outlet during both points 6 and 7 isolation has been successful, you may now remove and maintain the thermostatic cartridge.
9. If at any of the above points water continues to flow please isolate at an alternative point within the system for both hot and cold and repeat points 3-9.

## Cleaning instructions:

The electroplating on this product is finished to the highest standard. Due care needs to be taken to ensure the appearance is retained.

We recommend cleaning all products with a soft damp cloth ONLY and advise strongly against the use of all aggressive/corrosive cleaning products i.e. powders and liquids. If these instructions are not followed, this may invalidate your guarantee in the event of a problem occurring.

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