

# electric showers

january 2015



2 year guarantee

VADO

VADO is a leading British bathroom brassware manufacturer providing high quality taps, showers, accessories and fittings to customers across the globe.

## contents



every product that we offer is created and produced around our four core values

## quality

All of our products are passed through stringent quality assurance processes to ensure that they reach the exacting standards that allow us to offer our guarantee.

## design

Our products range from traditional mixers, shower valves and accessories to contemporary designs including waterfall style spouts, handle options in different colours and materials and products that use the latest digital control technology. Our global presence ensures we remain at the cutting edge of international design trends.

## service

We pride ourselves on delivering outstanding customer service throughout the entire buying process, from initial query through to delivery and aftersales care.

## innovation

We have a team of people dedicated to developing product ranges that innovate in their form and function. We design products that not only look great but are easy to install, maintain and minimise environmental impact.



## Queen's Award

In recognition of our success in global markets, VADO has been awarded The Queen's Award for Enterprise in International Trade.



## contact us

sales 01934 744466

fax 01934 744345

service 0844 9800 748

email [sales@vado-uk.com](mailto:sales@vado-uk.com)

web [www.vado-uk.com](http://www.vado-uk.com)



# norcross

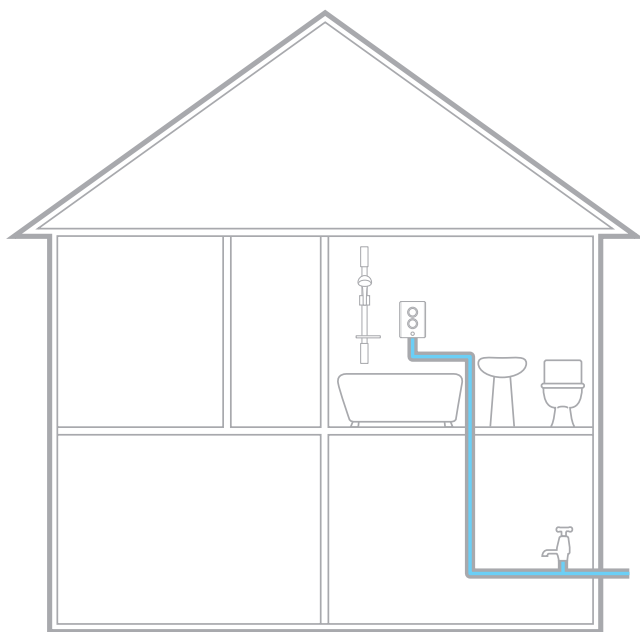
VADO is part of the Norcross Group

# electric showers

The exclusive range of electric showers from **VADO** featuring advanced shower technology and outstanding design. Choose from our niche range of styles and finishes from the organic natural beauty of Elegance to contemporary Vogue, you can be sure you're giving your bathroom a truly original look and feel.

## plumbing requirements

Electric showers connect to a cold mains water supply and heat the water by an element inside the shower providing instant hot water. This makes them 99.7% energy efficient as there is no hot water wastage.



A typical cold mains water system

## kilowatt rating explained

The higher the kilowatt power rating (kW) the better the performance and greater the flow of heated water. As a general rule, for every kW rating increase (for example going from 8.5kW to 9.5kW) you should experience a 12.5% increase in flow. Products featured are available as 8.5kW and 9.5kW variants: see chart below detailing the electrical requirements.

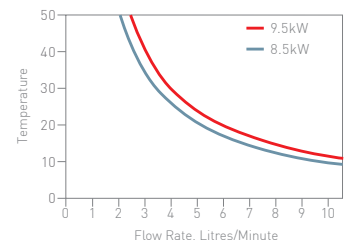
## electric requirements

Power rating @240V	Power rating @230V	MCB protection rating	Cartridge fuse
8.5 kW	7.9 kW	40A	45A
9.5 kW	8.8 kW	40/45A	45A

Note: Please note all kW stated throughout the guide are at 240V

## instantaneous performance

The approximate temperatures indicated are based on 0°C ambient incoming water temperature. This can vary between 3°C and 23°C depending on weather conditions.



## the shower symbols explained



Showers that are suitable for cold mains systems.



When the shower is turned off, the water continues to run for a few seconds to flush out preheated water before stopping completely to help prevent limescale build up.

All electric showers comply with BEAB, CE and BSI Kitemark approvals.



All our electric showers are covered by a two year full parts and labour guarantee for domestic use.



Water inlet to accommodate both left and right hand cable entry points.

it's a personal experience



VADO products can be found in some of the most prestigious hotel and residential developments throughout the world.



Berkeley Homes, UK



The Shard, UK



London Hilton on Park Lane, UK



Peckforton Castle, UK



Savoy Hotel, UK



Cornwall Hotel & Spa, UK



Angaga Island Resort, Maldives



The Chedi Hotel, Oman



Four Seasons Hotel, Hong Kong



Eastern & Oriental Hotel, Penang, Malaysia



JW Marriott Marquis Hotel, Dubai



Media One Hotel, Dubai

it's a personal experience



vogue



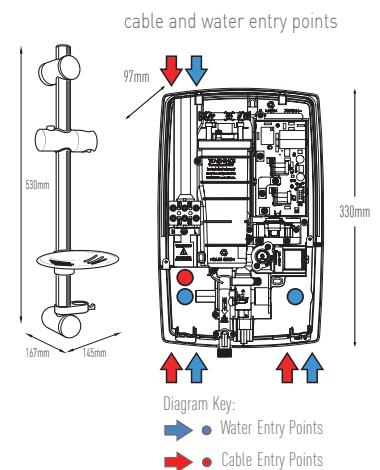
Contemporary electric shower featuring easy to use touch controls with a clear illuminated display and a phased shutdown function which helps to reduce limescale build-up. Comes complete with slide rail kit, anti-kink chrome hose and easy clean shower head with 5 spray patterns.



vogue black

ELS-VOG-85-BLK - 8.5kW - £299

ELS-VOG-95-BLK - 9.5kW - £315



all prices include VAT

# elegance

elegance bronze

ELS-ELE-85-BRZ - 8.5kW - £249

ELS-ELE-95-BRZ - 9.5kW - £265



A fashion-led, modern design electric shower with soft press illuminated buttons, start/stop switch, power on indicator, low pressure indicator and phased shutdown feature which helps to reduce limescale build-up. Comes complete with slide rail kit, anti-kink chrome hose and easy clean shower head with 5 spray patterns.



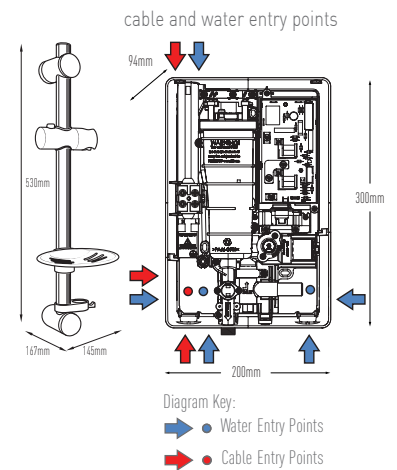
elegance black speckled  
ELS-ELE-85-BLS - 8.5kW - £249  
ELS-ELE-95-BLS - 9.5kW - £265



elegance grey  
ELS-ELE-85-GRE - 8.5kW - £249  
ELS-ELE-95-GRE - 9.5kW - £265



elegance metallic  
ELS-ELE-85-MET - 8.5kW - £249  
ELS-ELE-95-MET - 9.5kW - £265



<b>TWO YEAR GUARANTEE</b> 2	<b>COLD MAINS SUITABLE</b> C	<b>PHASED SHUTDOWN</b>	<b>EASY PLUMB</b>
<b>BEAB Approved</b>	<b>CE</b>		

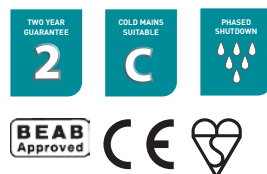
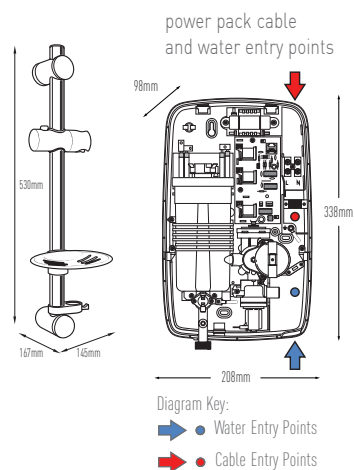
all prices include VAT

# digital remote

Digital electric shower featuring a separate control panel which operates up to 3.5m away from the power pack. The power pack can be hidden in your loft, airing cupboard or under a bath. Featuring a start/stop button with phased shutdown to help prevent limescale build-up, push button power selectors, temperature control with numbered dial and low pressure indicator. Comes with wall outlet, slide rail kit, anti-kink chrome hose and easy clean shower head with 5 spray patterns.



digital remote  
 ELS-DIG-85-CP - 8.5kW - £469  
 ELS-DIG-95-CP - 9.5kW - £485

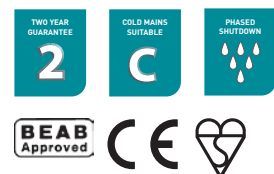
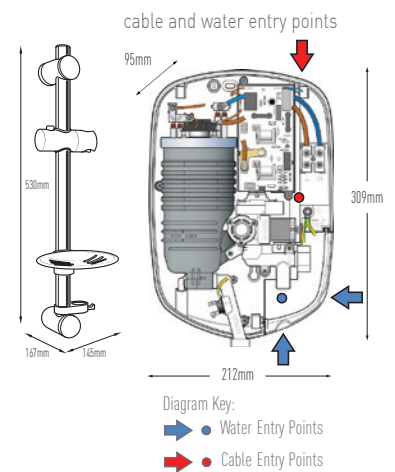


# all chrome

A stylish, all-chrome, slimline electric shower. Featuring a start/stop button with phased shutdown to help prevent limescale build-up, push button power selectors, temperature control with numbered dial and low pressure indicator. Comes complete with slide rail kit, anti-kink chrome hose and easy clean shower head with 5 spray patterns.



all chrome  
 ELS-CHR-85-CP - 8.5kW - £259  
 ELS-CHR-95-CP - 9.5kW - £275



all prices include VAT

black chic



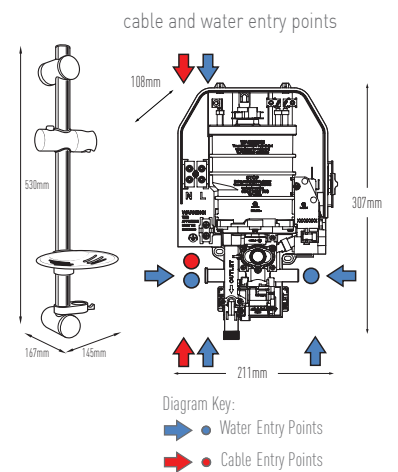
All black electric shower featuring single control for both temperature and flow, illuminated start/stop button and a power on indicator. Comes complete with slide rail kit, anti-kink chrome hose and easy clean single function shower head.



black chic

ELS-CHI-85-BLK - 8.5kW - £165

ELS-CHI-95-BLK - 9.5kW - £180



all prices include VAT

# terms and conditions

## VADO Standard Guarantee – Electric Showering Products

With the exception of accessories, VADO guarantee the product against all manufacturing defects for a period identified in the user instructions for domestic use only, from the date of purchase, provided that it has been installed by a competent person in full accordance with the fitting instructions.

All accessories such as shower heads, hoses and riser rails carry a one year parts only guarantee against manufacturing defects.

Any part found to be defective during this guarantee period we undertake to repair or replace at our option without charge so long as it has been properly maintained and operated in accordance with the operating instructions, and has not been subject to misuse or damage. This product must not be taken apart, modified or repaired except by a person authorised by VADO. This guarantee applies only to products installed within the United Kingdom and does not apply to products used commercially. This guarantee does not affect your statutory rights.

What is not covered:

- Breakdown due to:
  - use other than domestic use by you or your resident family
  - wilful act or neglect
  - any malfunction resulting from the incorrect use or quality of electricity, gas or water or incorrect setting of controls
- failure to install in accordance with the installation guide
- Claims for missing parts once the product has been installed.
- Repair costs for damage caused by foreign objects or substances.
- Total loss of the product due to non-availability of parts.
- Compensation for loss of use of the product or consequential loss of any kind.
- Call out charges where no fault has been found with the appliance.
- The cost of repair or replacement of pressure relief devices, showerheads, hoses, riser rails and/or wall brackets, isolating switches, electrical cable, fuses and/or circuit breakers or any other accessories installed at the same time.
- The cost of routine maintenance, adjustments, overhaul modifications or loss or damage arising therefrom, including the cost of repairing damage, breakdown, malfunction caused by corrosion, furring.
- Call out charges where the water supply cannot be isolated, this includes consequential losses arising from unserviceable supply valves.

## UK Service Policy

In the event of a product fault or complaint occurring, the following procedure should be followed:

Telephone Customer Service on 0844 980 0748 having available your details, including post code, the model number and power rating of the product, together with the date of purchase and, where applicable, details of the particular fault.

If required, the VADO Customer Service Advisor will arrange for a qualified engineer to call.

All products attended to by an engineer must be installed in full accordance with the installation guide applicable to the product. (Every product pack contains an installation guide; however, they can also be downloaded for free at [www.vado-uk.com](http://www.vado-uk.com)).

Our appointed engineer will require local parking and if a permit is required this must be available to the engineer on arrival at the call.

It is essential that you or an appointed representative (who must be over 18 years of age) is present for the duration of the engineer's visit. If the product is in guarantee you must produce proof of purchase.

Where a call under the terms of guarantee has been booked and the failure is not product related (i.e. scaling and furring, incorrect water pressure, pressure relief device operation or electrical/plumbing installation fault) a charge will be made. A charge may also be issued if nobody is at home when the service engineer calls or adequate parking/permit is not available.

If this charge is not settled within 14 days, VADO reserves the right to pass the debt to a debt collection company, at which point an administration charge will be added.

If the product is no longer covered by the guarantee an up-front fixed fee will be charged before the site visit. Should proof of purchase not be available on an "in-guarantee" call, or should the engineer find that the product is no longer under guarantee, the engineer will charge the same fixed price and the customer will be expected to pay the engineer before they leave. If payment is not made on the day, an administration charge may be added to the fixed charge. If a debt is outstanding from a previous visit, or from any other VADO purchase, VADO reserves the right to withhold service until the debt has been settled.

VADO takes the health, safety and wellbeing of its employees and subcontractors very seriously, and expects customers to treat all staff members with respect. Should any employee feel threatened or receive abuse, either verbally or physically, VADO reserves the right to withhold service and will support the employee with a legal prosecution.

## Replacement Parts Policy

It is the policy of VADO to maintain parts availability for the duration of production and a period of 5 years thereafter in accordance with industry standards.

Spare parts can be ordered by telephoning VADO Customer Service Spares Department on 0844 980 0748. Payment should be made by credit / debit card (excluding American Express or Diners Card). Payment can also be made by pre-payment of a pro-forma invoice, by cheque or postal order.

Telephone orders are based on information given during the call. Before contacting VADO, please verify your requirements using the information contained in the user guide. VADO cannot accept liability for incorrect part identification.

## Extended Warranty - Showercare Service

VADO will continue to guarantee your product against mechanical and electrical defects arising from faulty workmanship or materials for the period shown on the agreement document. This is a commercial agreement.

An extended warranty is initiated through product registration and via a series of offers (these can be delivered by post or electronic media). Each offer has a specific expiry date and is an invitation to take up an extended warranty. An offer can be withdrawn by VADO at any time. Once the expiry date has passed, the offer is void and a policy can no longer be purchased. Claims for a deadline extension due to undelivered mail will not be considered.

Providing the product is within cover (see exclusions below) VADO will repair, or replace at our option, your product should it break down. The repair costs under this agreement will be limited to the original purchase cost or the cost of an equivalent current production unit. At our discretion, unit replacement may take into consideration service life or wear and tear factors. In the rare event of spare parts becoming unavailable (for a suitable alternative product) the remainder of your policy will be refunded in line with the cancellation policy below.

All repairs must be carried out by a VADO appointed representative and booked directly through VADO.

The unit must not have been taken apart, modified or repaired except by a person authorised by VADO. The unit must have been installed, maintained and operated in accordance to the operating instructions for the duration of the agreement.

What is not covered?

Breakdown due to:

- use other than domestic use by you or your resident family
- wilful act or neglect
- any malfunction resulting from the incorrect use of electricity, gas or water or incorrect setting of controls
- failure to install in accordance with the installation guide
- Repair costs for damage caused by foreign objects or substances
- Total loss of the product due to non-availability of parts
- Compensation for loss of use of the product or consequential losses of any kind
- Call out charges where no fault has been found with the appliance
- Call out charges where the water supply cannot be isolated, this includes consequential losses arising from unserviceable supply valves.
- The cost of the repair or replacement of pressure relief devices, showerheads, hoses, riser rails and/or wall brackets, isolating switches, electrical cable, fuses and/or circuit breakers or any other accessories installed at the same time.
- The cost of routine maintenance, adjustments, overhaul, modifications or loss or damage arising there from, including the cost of repairing damage, breakdown, malfunction caused by corrosion, furring.

Are there any other limitations?

The agreement is limited to the UK, Northern Ireland and the Isle of Man only. It does not apply in the Channel Islands. You cannot transfer the agreement to someone else without the prior permission of VADO. An administration charge for the transfer of ownership may be levied.

If a settlement is made against the product, including replacement, under this agreement because it is considered uneconomical or not possible to repair then:

- VADO may take possession of the product and dispose of it;
- The agreement will be cancelled.

Should the value of claims against the product exceed the agreement value, VADO reserves the right to render the agreement null and void giving prior notification.

This agreement is restricted to units used for domestic use only and does not apply to commercial installations or property used for financial gain.

Providing inaccurate, false or misleading information will immediately render this policy void.

## How to obtain a repair

If your product breaks down, please contact our repair network on 0844 9800 748. Providing the repair falls within the scope of the cover you will not be charged.

Please remember to advise the agents that you are covered by the VADO SHOWERCARE Service and quote your agreement number at all times.

## Cancellation

You can cancel this agreement within 45 days of issue, providing no claims have been made.

Should you decide to terminate the policy after the initial 45-day period has expired, you will be entitled to a pro-rata refund for every complete month.

## VADO electric showers have a 2 year guarantee

it's a personal experience

# electric showers

january 2015

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other available VADO catalogues



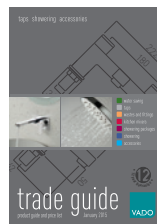
consumer catalogue



showering packages



accessories



trade guide



specifications manual



VADO range for iPad

search "VADO range" on the apple app store

VADO  
wedmore road cheddar somerset england bs27 3eb  
tel 01934 744466  
fax 01934 744345  
service 0844 980 0748  
www.vado-uk.com  
sales@vado-uk.com

due to our policy of continual improvement, VADO reserve the right to change product specification.  
the colours indicated are an approximation of the actual finishes on VADO products. e&oe.  
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