

Mr.McMorrow
Flat A 110 Sylvan Avenue
HARINGEY, LONDON
N22 5HY
GREAT BRITAIN

Dear Mr McMorrow

We are writing to you with regards to our site visit REF 1310011105

Unfortunately, the cause of the fault was found to be the positioning of the Aqauclean with in the bathroom, this has been caused by unsuitable installation. We are unable to repair or offer a warranty for this unit until the installation is rectified. A copy of the engineer's report is enclosed.

Following the site visit Geberit contacted LQG group and HMS environmental ltd and reported our engineer's findings. Please find enclosed a copy of our communication and copy of electrical recommendations and bathroom zoning supplied.

Should you need any further support please get in touch

Sincerely



Timothy Armstrong
Technical Engineer
01926 516800

Geberit Sales Ltd.
technical@geberit.co.uk

Timothy Armstrong

From: technical@geberit.com
Sent: 25 April 2017 15:38
To: 'Trevor Hennessey'; 'Lee Hunt'; Jenny Blake
Cc: Danielle Croucher; Chris Recardo
Subject: RE: AQUACLEAN Call Out
Attachments: 1310011105 Mcmorrow.pdf; Geberit Technical electrical connection.pdf

Good Afternoon

Our engineer has visited and deemed the cause of the issue to be down to the installation, or positioning of the Aqualcean

We feel this installation is not compliant with IPX4

I have attached some recommendations and to assist with any adaption

Timothy Armstrong
Technical Engineer

Geberit Sales Ltd.
Geberit House, Edgehill Drive, GB-CV34 6NH Warwick
technical@geberit.co.uk
<http://www.geberit.co.uk>



New office address: Geberit Sales Ltd, Geberit House, Edgehill Drive, Warwick, CV34 6NH

From: Trevor Hennessey [mailto:THennessey@lqgroup.org.uk]
Sent: 20 April 2017 14:41
To: 'Lee Hunt' <servicing@hsm-enviro.co.uk>; Jenny Blake <jenny@hsm-enviro.co.uk>
Cc: Danielle Croucher <danielle@hsm-enviro.co.uk>; Chris Recardo <CRecardo@lqgroup.org.uk>; Timothy Armstrong <tim.armstrong@geberit.com>
Subject: RE: AQUACLEAN Call Out

Tim, if there are any further problems with this work please let me know. As I know you would appreciate this matter is now urgent.

Many thanks for your help in this matter

Regards

Trevor Hennessey
Mechanical Engineer

thennessey@lqgroup.org.uk
L&Q - Onyx House | 3 Maidstone Road | Sittingbourne | Kent | DA13 5RJ
Tel: 0300 455 9999 | Fax: 5628
www.lqgroup.org.uk

Save Paper

To help us improve our Customer Service, please send all General Enquiries to
M&ETeam@lqgroup.org.uk

From: Lee Hunt [<mailto:servicing@hsm-enviro.co.uk>]
Sent: 20 April 2017 14:40
To: Trevor Hennessey; Jenny Blake
Cc: Danielle Croucher; Chris Recardo; 'tim.armstrong@geberit.com'
Subject: RE: AQUACLEAN Call Out

Hi Tim,

Sorry I missed out some information.

Kind regards,

Lee Hunt

0800 037 3734
0175 354 4800
HSM Environmental Ltd

From: Lee Hunt
Sent: 20 April 2017 14:19
To: 'Trevor Hennessey' <THennessey@lqgroup.org.uk>; Jenny Blake <jenny@hsm-enviro.co.uk>
Cc: Danielle Croucher <danielle@hsm-enviro.co.uk>; Chris Recardo <CRecardo@lqgroup.org.uk>; 'tim.armstrong@geberit.com' <tim.armstrong@geberit.com>
Subject: RE: AQUACLEAN Call Out

Hi Tim,

All additional information needed has been filled out. Please can you make a note that if an engineer is needed to attend then please can he inform the following people as well as we would like a representative from HSM and L&Q to attend on the same day.

Lee Hunt: 01753 544 800
Trevor Hennessey: 0300 456 9996 | Ext: 5628

Kind regards,

Lee Hunt

0800 037 3734
0175 354 4800
HSM Environmental Ltd

From: Trevor Hennessey [<mailto:THennessey@lqgroup.org.uk>]
Sent: 19 April 2017 16:29
To: Jenny Blake <jenny@hsm-enviro.co.uk>; Lee Hunt <servicing@hsm-enviro.co.uk>
Cc: Danielle Croucher <danielle@hsm-enviro.co.uk>; Chris Recardo <CRecardo@lqgroup.org.uk>; 'tim.armstrong@geberit.com' <tim.armstrong@geberit.com>
Subject: FW: AQUACLEAN Call Out

Jenny/Lee, I have spoken to Tim at Gerberit who was very helpful, please read below and fill out the necessary information and lets get this work completed ASAP. Please make sure I am copied into all the necessary information. I have inserted all the information concerning the resident, address and contact details.

The address concerned is as follows:

Flat A 110 Sylvan Avenue, Haringey, London, N22 5HY

Regards

Trevor Hennessey
Mechanical Engineer

thennessey@lqgroup.org.uk

180 / Gray House / 3 Maidstone Road / Sidcup / Kent / DA14 5HD

Tel: 0300 455 9996 / Ext: 5628

www.lqgroup.org.uk

[Save Paper](#)

To help us improve our Customer Service, please send all General Enquiries to
M&ETeam@lqgroup.org.uk

From: Timothy Armstrong [<mailto:tim.armstrong@geberit.com>]

Sent: 19 April 2017 16:18

To: Trevor Hennessey

Subject: AQUACLEAN Call Out

Good Afternoon, please can you complete the below information for the AQUACLEAN Call Out

Customer/client name	Mr D McMorrow
Customer Contact telephone number	Mobile - 07725586509
Customer full address	Flat A 110 Sylvan Avenue, Haringey, London, N22 5HY
Product installed	AquaClean8000+care
Date of product installation	11/01/2017
Product serial number (if known)	23230
Problem reported	Shower is affecting the sensor on the toilet and not cleaning resident properly
Name of responsible for invoice	HSM Environmental Ltd
Address of person responsible for invoice	Unit 8, Elder Way, Waterside Drive, Langley, SL3 6EP
Phone number of person responsible for invoice	01753 544800

If you do wish arrange a callout with a Geberit engineer to assess and repair you AquaClean I must make you aware of the terms of that callout.

The Geberit engineer callout fee is the cost of the parts needed to carry out the repair, and the cost of the engineers time at £95 for the first hour and then £35 per hour thereafter. All these cost are excluding VAT, which will also be applied to your invoice at the current rate unless you can claim exemption.

If you decide to take up this engineer visit I will need your written consent that you are willing to proceed on the basis you are agreeable to paying the charge above.

When I receive this confirmation from you it will allow me to then arrange the engineer callout.

Service notification

Notification no.: 1310011105
Data: 21.04.2017
Time: 10:35:00
Created on: 21.04.2017
Notification CRM: TARG-ALLJN4

Customer

Customer no.: 800098939

Mr. Mr McMorrow
Flat A 110 Sylvan Avenue
HARINGEY, LONDON
N22 5HY
GREAT BRITAIN

Tel.: 0077255 86509

Object address:

Mr. Mr McMorrow
Flat A 110 Sylvan Avenue
HARINGEY, LONDON
N22 5HY
GREAT BRITAIN

Assembly: 185.200.11.1
Equipment: 1340752
Complaint qty: 1 ST

AqC 8000plus AP Care fl-st w-a GB

Service order: 1311002845

Date of manufacture:

In use since:

Service technician: Mark Piddlesden

Defect type: SM1500 Shower Toilet / Geberit AquaClean
1503 User detection faulty

Description: GAC8000+CARE - I/W - UD not working - MP

Complaint of User Detection Faulty, unit is I/W - Toc stated via email and invoice from office to HSM Environmental MP Report - Complaint of possible faulty user hinge however at time of visit unit was working correctly, apart from needing nozzle cleaner and carbon filter. As per pictures included with report the unit is directly in the shower area and disabled end user states that toilet gets absolutely soaking wet after every shower. End user states that loss of functions is intermittent and obviously occurs after the shower has been used. In my opinion the unit has been installed in the wrong place and this in turn is creating loss of functionality. Also the front cover has been completely sealed with mastic and an extra raised plinth has been put around the lower skirt and sealed in. We would not be able to carry out any repairs to the unit unless this is all removed. No repair carried out. Job complete Invoice to be raised from office: Callout:£95.00+vat Invoice total:£114.00

Service notification

Notification no.: 1310011105
Data: 21.04.2017
Time: 10:35:00

Item: 0001

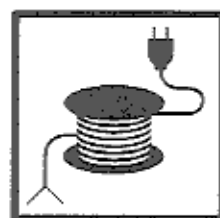
Assembly: 003.999.00.1 Services, activities without material
No. of defects 1

Defect loc.: SM1061 Geberit Apparate AG - CH
1061 Geberit Apparate AG general

Cause code: SM1500 Shower Toilet / Geberit AquaClean
1522 Installation error
Water Causing Fault

Task: SM1600 1603 Schedule on-site visit

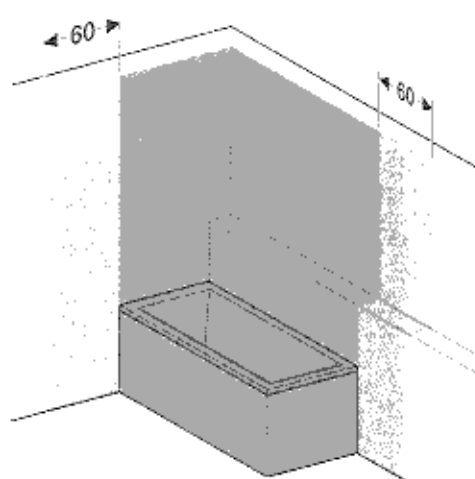
Geberit AquaClean



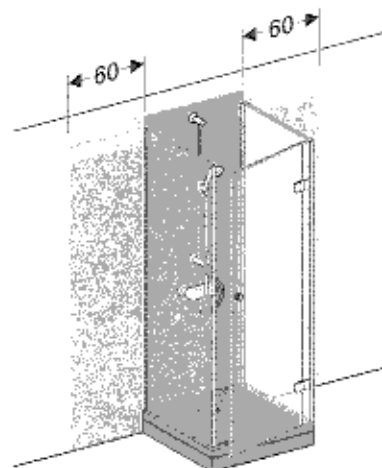
- i** The electrical connection of Geberit AquaClean may only be installed by skilled persons in accordance with the local regulations. The following recommendations apply according to DIN VDE 0100-701:2008-10. The country-specific conditions for Austria and Switzerland are taken into account therein.

Installation in rooms with bath tub or shower tray

- The Geberit AquaClean models correspond to protection degree IPX4 and may only be installed outside of the edge of the tub or tray.

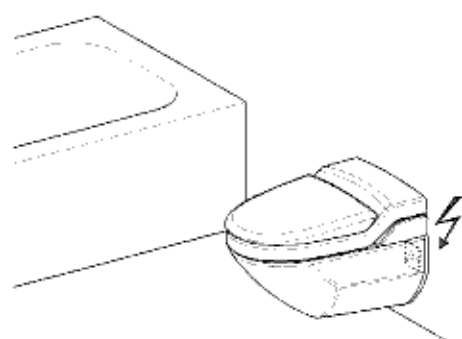


Protection area around the bath tub

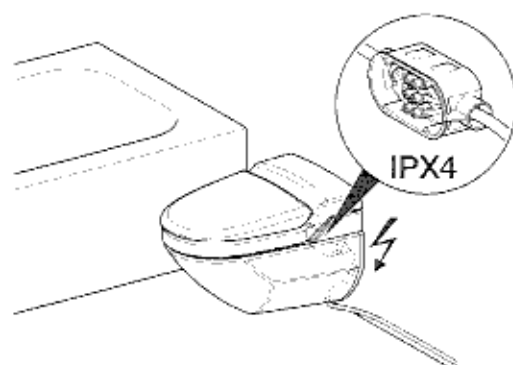


Protection area around the shower tray

1. Hidden connection

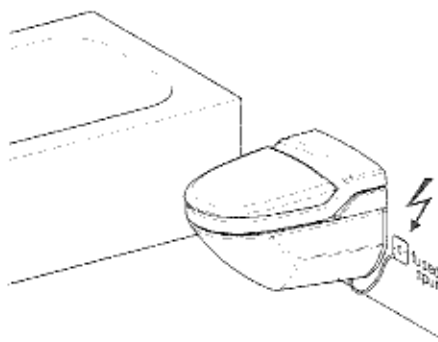


a) with unswitched fused spur

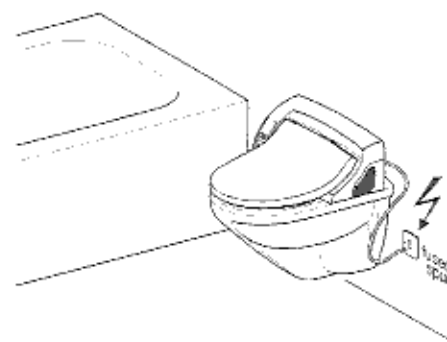


b) with fixed connection via junction box
(at least IPX4, Geberit AquaClean may be closer than 60 cm to the edge of the tub or tray)

2. Visible connection



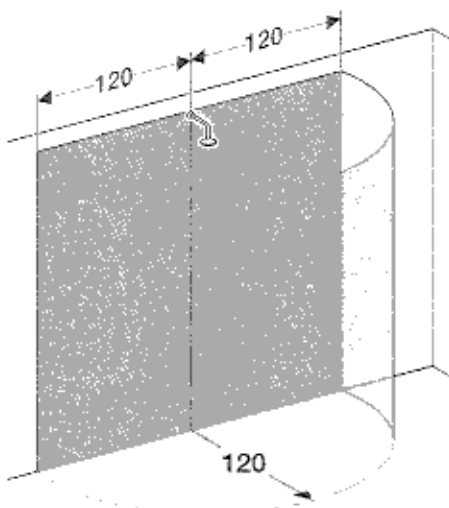
Geberit AquaClean complete solution



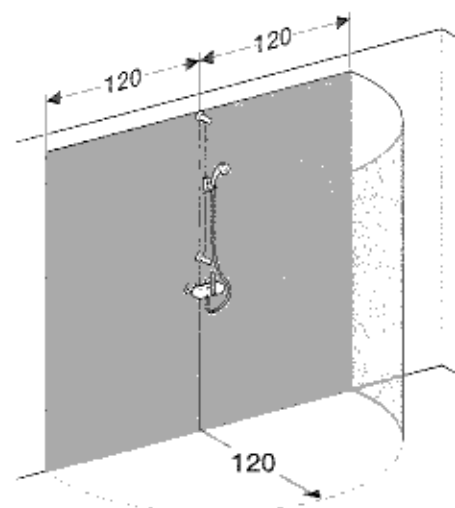
Geberit AquaClean enhancement solution

Installation in rooms with showers without tray

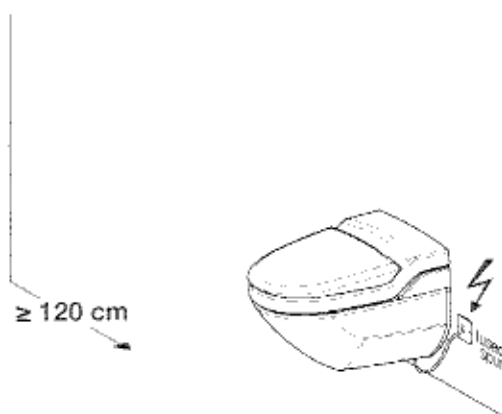
- The power outlet has to be installed outside the protection area.



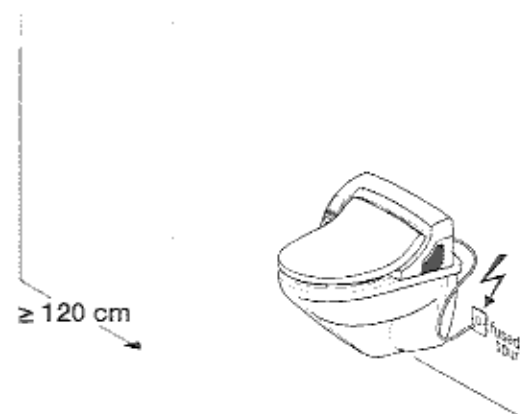
*Protection area around the shower without tray
(with fixed shower head)*



*Protection area around the shower without tray
(with flexible hose)*



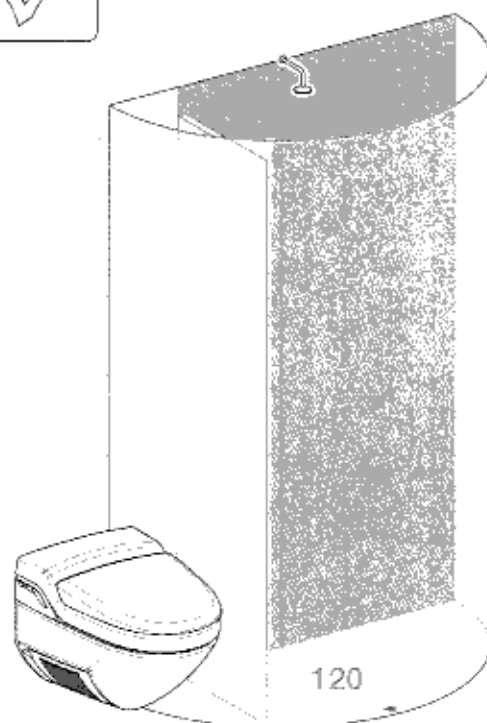
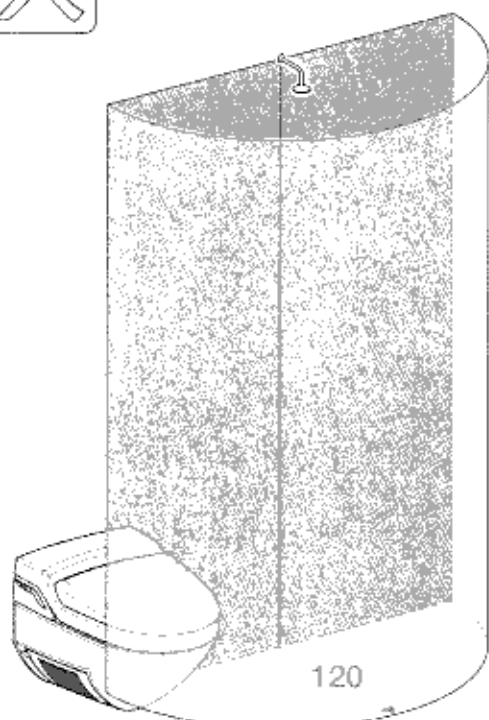
Geberit AquaClean complete solution



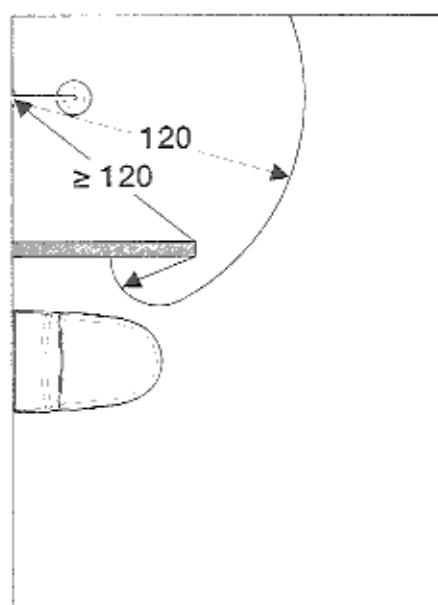
Geberit AquaClean enhancement solution

Geberit AquaClean in the protective area

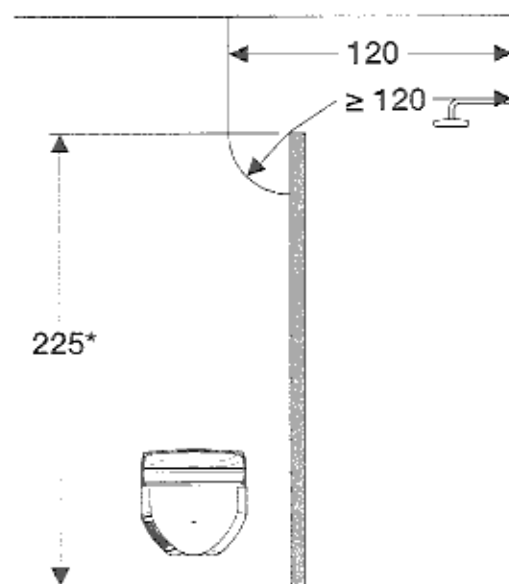
Approach: Construct a fixed shower partition with a height of 225 cm between shower and WC system. This will mean that the WC system is outside the protective area. Non-conforming installation of the Geberit AquaClean models will then be possible.



* In the case of shower partitions with heights less than 225 cm, the minimum distance in horizontal (encompassing radius) and vertical (thread measure) direction must be maintained.



a) Minimum distance, horizontal



b) Minimum distance, vertical

The Aquaclean cannot be installed directly under a shower

The Aquaclean 8000+CARE is IPX4 rated (splash protected) and safe to be installed in zone 2.

The power connection must be made outside of zone 2 and fixed to an un-switched fused spur 5amps

