

Frequently Asked Questions

If the information listed below does not answer your question please email us at support@aquallabrassware.com or call us on +44 (0)28 9182 8000.

GENERAL



Aqualla Brassware product guarantee

The relevant guarantee periods are:

- 10 year on all products, with the following exceptions:
- 2 years on all cartridges and radiator valves
- 5 years on all towel warmers



Using products at a lower pressure than recommended

We strongly advise against using a product at a lower pressure than stated as the product will not achieve a sufficient flow rate to operate effectively.



Using low pressure products on a high pressure system

You can use low pressure products on a high pressure system provided the pressure is above the minimum operating pressure required.



Technical information and downloads

Please visit www.aquallabrassware.com/technical and you will be able to find downloadable PDF technical specification sheets under the "Product" or "Technical" sections.



Product suitability

The Aqualla Brassware brochure and website provide the minimum operating pressure for each product in our range. They will be classified into 3 sections;

- Low pressure 0.2 bar
- Medium pressure 0.3 – 1.0 bar
- High pressure 1.0 bar and above



Cleaning Aqualla Brassware products

We recommend using a damp cloth with water only to clean all products. Some cleaning products may contain substances which can react with the chrome plating. Cleaning with certain products can result in tarnishing or pitting to the chrome finish.

PRODUCT SPECIFIC



Shower valve maintenance

We recommend you maintain your shower every 12 months, especially if your area has hard water. Maintenance should include filter cleaning and de-scaling. Please see the "Product maintenance procedures" for instructions.

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No hot water from the shower valve

Please check the following:

- Filters - they may need cleaning
- Thermostatic cartridge - it may need maintaining or re-calibrating
- Hot water supply and pressure - it may be isolated or blocked further down the pipework
- Cold water pressure - it may not be balanced*

Please see the "Product maintenance procedures" for instructions.

*Hot and cold water feed should be within 0.5 bar pressure of each other. If this is not the case you can either fit a pump to the hot water supply or a pressure reducing valve to the cold water supply.



Re-calibrating a thermostatic shower valve

You will need to isolate both the hot and cold water supply to the shower before commencing re-calibration. Please see the "Product maintenance procedures" for instructions. You may need to do this if your temperature control handle becomes stiff.



Cleaning shower filters

You will need to isolate both the hot and cold water supply to the shower before commencing cleaning. Please see the "Product maintenance procedures" for instructions.



Cartridge life

If your product is regularly maintained the cartridge should last for 10 years. If you require a new cartridge please email us at support@aquallabrassware.com



Hot and cold water supply connections

The hot water should always feed from the left and the cold from the right. Not all houses use this system so please check before beginning installation. If the water feeds are not connected in this way you will experience either very hot or very cold water exiting the valve as the water is not able to mix correctly.



Luke warm water only from the shower valve

This is most likely caused by grit or debris in the water system which has entered the thermostatic cartridge through the filters at the valve inlet. Remove the thermostatic cartridge and rinse under a good flow of water to dislodge any debris. In certain cases it may require the exposed valve to be disconnected from the wall to inspect for build-up of debris at the valve inlet filters. Please see the "Product maintenance procedures" for instructions. If this does not solve the problem please contact support@aquallabrassware.com to request a new cartridge.

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Dripping

It is normal to find a small residual flow of water for a few seconds after the tap is turned off. If this occurs for a prolonged period of time remove the cartridge and rinse under a good flow of water to dislodge any debris. Please see the "Product maintenance procedures" for instructions. If this does not solve the problem please contact support@aquallabrassware.com to request a new cartridge. Alternatively, specialised aerators* are also available from Aqualla Brassware.

*Not applicable to the Luca basin mono (LU-BM)



Poor water flow

First check that your water pressure matches the minimum required for your product. If it does, check that all filters or aerators are free of debris. To do this remove any cartridges or aerators and rinse under a good flow of water to dislodge any debris. You will have to isolate the water supply to the tap before you remove the cartridge. It is also recommended to remove the product and measure the flow of water coming from the outlet. Please see the "Product maintenance procedures" for instructions. If this does not solve the problem please contact support@aquallabrassware.com to request a new cartridge.



Pulsing water flow from shower head

There are 3 possible causes;

1. The non-return valves may be sticking
2. The hot and cold water may not be balanced*
3. Air may be entering the system

*Hot and cold water feed should be within 0.5 bar pressure of each other. If this is not the case you can either fit a pump to the hot water supply or a pressure reducing valve to the cold water supply.