

Shower Problems Info Sheet

GLOW
maintenance
& installations
Heating & Plumbing



For more information, contact us on
0208 607 0449, or Info@GlowMaintenance.co.uk

In general, it is always worth investigating if the manufacturers of your shower have their own service engineers, as they should carry a full range of parts on their van and, as they get the parts for free, they can often offer a 'one price fix all' service that works out far cheaper than an independent plumber!

As long as it is a shower fault and not something else!

All good manufacturers should offer this service, and we would not recommend any shower whose manufacturers do not.

We are currently aware of Bristan, Mira and Aqualisa having their own engineers.

Unfortunately, the manufacturers who do not support their own products are normally those where the parts are horrendously expensive, difficult to work on and therefore VERY costly to repair.

Recessed/Concealed Shower Cartridges - (Those with their main body buried in the wall and only the control knobs sticking out)

With these concealed units, once the cartridge is taken out, 75% of the time they leak on refitting as the o-rings etc will be old and brittle, we then cannot turn off the water to just the shower (as it is buried in the wall) so have to turn it off to the whole house until the new parts can be obtained!

With all showers we are unable to supply parts and you would need to contact the manufacturers themselves to organise for the required parts to be supplied, which we could then fit.

You may need to email them a photo of the shower to help identify it.

Occasionally the sales person will suggest an option to buy a 'service kit' for the shower cartridge, this is a false economy, as the time it takes to strip the cartridge and clean, costs more than replacing the thing; plus on many occasions does not work.

Glow will NOT clean the cartridge, we will only replace it and the checkvalves for new.

When replacing the cartridge Glow Maintenance ALWAYS recommend replacing the check valves (one-way valves) in the shower as these sticking can create similar symptoms to the cartridge failing and it is impossible to tell them apart without replacing one/the other.

If required, a visit to identify whether it is a shower issue or not, and to advise on the parts that need replacing (normally the thermostatic cartridge and check valves), would be covered by our minimum fee (this would be separate to any further visit to replace parts).

We are happy to discuss the problem over email or the phone to see if we can save you the cost of a visit, a photo of the shower is often useful.

To replace a shower cartridge and check valves normally takes 1-2 hours; If the cartridge and valves are inaccessible, or if the water is not easy to turn off, or if the shower is mis-installed or other parts fail during the work then this would add significantly to the time and costs.

Please contact us for further advice; Info@GlowMaintenance.co.uk or 0208 607 0449.