



## **Information and cleaning instructions for your Easa shower enclosures**

**Please read the following information carefully**

### **Product description of Easa enclosures**

Your Easa shower enclosures have been manufactured to provide an environment for you to enjoy a private, partially enclosed showering experience whilst attending to your personal hygiene. A weighted curtain will ensure you can have total privacy if you are able to shower independently. The height of the enclosures are 760mm (Essence) and 800mm (Evo) and their purpose is to provide privacy and dignity for the user as well as protection for an assistant so they remain dry, and greatly reduces the risk of water leaking onto the bathroom floor. The dimensions and features of the enclosures vary depending on the showering area & model fitted. Fitting instructions are supplied and contain an illustration of the enclosures. You should keep these illustrations for your reference.

### **Cleaning instructions / maintenance**

Essence Range (White Shower Enclosures) & Evo Range (Chrome Shower Enclosures); The powder coated surfaces on the Essence shower enclosure have been treated with an antibacterial agent to reduce the risk of cross infection. The Evo & Essence shower enclosures feature an anti-bacterial agent in all of the plastic and the textured parts such as the locking handles and hinges. The enclosure panels are manufactured from virtually indestructible polycarbonate (Essence & Evo Range) or toughened glass (Evo Range only). It is important to ensure that a simple cleaning regime is followed to maximise the anti-bacterial agent's effect. After showering, ensure the enclosures are washed using a damp non-abrasive cloth immersed in warm water containing a mild household detergent. Wipe any excess water, but leave the enclosures to dry naturally. The anti-bacterial agent works well in a humid environment by migrating to the surface to destroy the bacteria.

### **DO NOT USE:**

Abrasive cleaners

Bleach

Hair colorants

These products may reduce the life span and the effectiveness of the antibacterial agent and can discolour your shower enclosures.

### **IMPORTANT**

The anti-bacterial agent does not replace good cleaning practices

## **WARNING**

Never use the shower enclosures to support your weight when transferring in/out of the shower or to steady or guide you in/out of the shower area. Care should be taken when in and around the shower area as wet surfaces increase the risk of slipping. It is advisable that grab rails are installed in the showering area to facilitate safer transfers.

***If a family member, care worker, home help or privately employed cleaner is responsible for the cleaning of your shower please encourage them to read these instructions. If the enclosures are used in an environment such as a hospital or nursing home where some clients may have MRSA, it may be necessary to seek additional advice from the Infection Control Nurse regarding showering management of clients.***

### Other maintenance information

In some cases the bottom enclosure seals may have to be replaced after a period of years. There may be a charge for replacement seals.

### Warranty

All our enclosures are manufactured to the highest standard and have a warranty for a period of 4 years. If the unit fails, contact us and quote the serial number that appears on the warranty card and follow the advice detailed in 'Customer Complaints Procedure'. We will either repair or replace the unit within 14 working days if found to be defective.

### Please note

Claims will not be met under guarantee if the product has been abused in any way by neglect, improper use or failure to maintain in accordance with Easa's recommendations, or if the system has been damaged in any accident. The company, when assessing a warranty claim, will also consider abnormal wear and tear.

## **Information and cleaning instructions for Easa shower trays**

**Please read the following information carefully**

### Product description of Easa shower trays.

The Easa shower tray is manufactured from Glass Reinforced Plastic (GRP) and can withstand up to 60 stones weight (380 kilos). The tray features an anti-slip surface to reduce the risk of slipping. The waste supplied can have the internal section removed for easy cleaning, and allows water to drain effectively from a showerhead that delivers a maximum of 24 litres per minute (low profile wet-room wastes 46 litres per minute). All Easa tray types can be fitted on both solid and wooden floors and full fitting instructions are supplied containing illustrations of the tray. You are advised to keep these illustrations for your information. The dimensions of the shower system will be detailed on the warranty card.

### Safety first

- For your safety, it is advisable to be seated in the showering area before turning the water on.
- Ensure shower enclosures and curtains are closed.
- For clients who are mobile, it is advisable to use grab rails to assist with transfers in and out of the showering area.
- Clients using wheeled shower access may require assistance for positioning and transferring in and out of the showering area.
- Always apply any shower chair brakes during showering.
- After showering, allow the excess water to drain away before standing or transferring out of the shower area.

Care should be taken when transferring in and around the shower area as wet surfaces greatly increase the risk of slipping.

### Cleaning instructions / maintenance

#### Level Access / Easy Access / Step-In / Combi shower trays

To maintain the deep lustre on the surface of the shower tray it is essential that it be washed with a damp non-abrasive cloth immersed in warm water and household detergent. The tray should be left to dry naturally or dried with a soft cloth.

#### Easadek Wet Room shower trays

Your Easadek tray will be covered with anti-slip floor covering and it is important to follow the manufacturers cleaning instruction for that specific floor covering. This may be available from the installer.

#### Waste maintenance

Remove the top grid by lifting it straight up and then the internal tube by turning it anti-clockwise. Remove any hair and debris, flush through with clean water and replace back in position.

## **DO NOT USE:**

Abrasive Cleaners

Hair Colorants

Bleach

Do not pour any chemical drain cleaner down the waste

## **WARNING**

Concentrated cleaning liquids, shampoos, conditioners, soaps etc that are left on the tray greatly increases the risk of slipping

If the above products are left on the tray surface for prolonged periods, they may cause discolouration.

***If a family member, care worker, home help or privately employed cleaner is responsible for the cleaning of the shower tray please encourage them to read these instructions***

## **Warranty**

All our trays are manufactured to the highest standard and have a warranty for a period of 25 years. If the unit fails, contact us, quote the serial number that appears on the warranty card and follow the advice detailed in 'Customer Complaints Procedure'. We will either repair or replace the unit within 14 working days if found to be defective.

## **Please note**

Claims will not be met under guarantee if the product has been abused in any way by neglect, improper use or failure to maintain in accordance with Easa's recommendations, or if the system has been damaged in any accident. The company, when assessing a warranty claim, will also consider abnormal wear and tear.

## **Customer complaints procedure**

At Easa we endeavour to ensure that products manufactured and supplied are of the highest possible standard. Our intentions are to ensure the client has an enjoyable showering experience whilst attending to their personal hygiene. It is important that a competent and qualified installer has fitted your system. When they have fitted the product according to our detailed instructions supplied in every pack, it is deemed to be of an acceptable standard. However we encourage clients who are not satisfied with the shower systems to contact us as soon as possible following installation.

**Contact our office on +44(0)28 9261 2500. Monday-Friday 9am-5pm (except public holidays)**

All Easa personnel will treat you courteously, promptly and fairly. Office personnel will take details of your complaint immediately. You may want to ask a family member or a friend to help you with the complaint. To assist the investigation of your complaint it is useful if you can provide the following information:

- The product name and size & whether the tray is right or left handed.
- The date of installation
- The installers and/or merchants name and contact details
- The main users of the product e.g. used by the whole family or by one client
- Details of the complaint.
- In exceptional circumstances home visits may be arranged to obtain details of your complaint

A member of our technical services team will speak with you within 3 working days to obtain further details of your complaint if necessary. A home visit may be carried out to assess the shower system and its installation (the necessity of this will be determined by the company). The company will endeavour to resolve the complaint within 14 working days. Easa is a member of the British Healthcare Trade Association (BHTA). If a client makes a complaint to Easa and they feel the company's complaints procedure has failed, they have the right to contact the BHTA Code Administrator with their complaint.

Names & addresses:

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