

### **Triton Safeguard+ Electric Shower Product Recall**

There is an ongoing safety recall by Triton that affect a small number of shower unit manufactured between May 2014 and December 2016. An image of the shower is shown below:



We are currently reviewing all showers fitted by NB Housing, however please contact us to arrange an inspection if you have any concerns. We acknowledge that some tenants fit their own showers and therefore please follow the guidance below:

#### **Risk**

It was recently uncovered that some Triton Safeguard+ electric showers may develop a fault which could lead to overheating and to a potential risk of electric shock or fire.

#### **Model numbers affected**

Affected units start with the product code CSGP0 and have a date code stamp between 05/14 (May 2014) and 12/16 (December 2016). This date code is on the product rating label located on the underside of the product.

No other Triton shower is affected.

If your shower is showing any signs of discolouration you **MUST** stop using it immediately and contact the manufacturer

#### **What to Do**

If you believe you may have a Triton Safeguard+ electric shower please contact our maintenance team on 028 90351131, who will then contact Triton Service Centre. If the shower is one listed, Triton will then (if required) arrange a mutually agreeable time for an engineer to call and carry out a safety inspection to check and correct any issues. This visit would be free of charge, will be undertaken by one of their qualified engineers and it should take no longer than 15 minutes to complete.

It is important to have a valid daytime telephone number for the team to make contact on.

Full details can be found at: <https://www.tritonshowers.co.uk/help-and-support/support/safety-information>