



#POWERINGWATER

AFTER-SALES SUPPORT CONTACT DETAILS

FOR IRELAND



**MONSOON, VariQ,
SHOWERMATE,
iTANK & ACCESSORIES**

t: 1800 456701 e: roisupport@stuart-turner.co.uk

STUART-TURNER.CO.UK

AFTER-SALES SUPPORT

FOR IRELAND

BY STUART TURNER & THE SHOWER DOCTORS LTD

FAULT FINDING: MONSOON, VariQ & iTANK

1

The customer or Installer contacts the Tech Assist Team on 1800 456701.

5

Once the install is deemed correct, a service visit will be arranged.

2

The Tech Assist team check the warranty status using the serial number of the product.

6

Stuart Turner contact The Shower Doctors and they will contact the customer within 24 hours.

3

The Tech Assist agent will ask the customer basic questions surrounding the install to confirm the fault is not install related.

7

The job will be booked in with the customer within 3-5 days*. For iTANK The Shower Doctor will contact the customer within 24 hours.

4

The Tech Assist agent will ask the customer to perform some fault finding to confirm the product is faulty.

8

An engineer will attend site and assess the installation and fault. If product fail it will be repaired or replaced.

We understand that the use of traditional hemp/paste and other sealing compounds can be used effectively by many plumbing professionals, we are now strongly recommending the use of a synthetic cord sealing material instead.

FAULT FINDING: SHOWERMATE

1

The customer or Installer contacts the Tech Assist Team on 1800 456701.

4

The Tech Assist agent will ask the customer to perform some fault finding to confirm the product is faulty.

2

The Tech Assist team check the warranty status using the serial number of the product.

5

Stuart Turner contact The Shower Doctors with the customer and product details.

3

The Tech Assist agent will ask the customer basic questions surrounding the install to confirm the fault is not install related.

6

The Shower Doctors will send a replacement product direct to the customer.**



THE SHOWER DOCTORS LTD

t: (+353) 01 620 5657 e: info@theshowerdoctors.ie

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* Dependant on the customers availability. ** The customer to arrange installation via their plumber at their cost.