

# QUENCH SHOWER

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## USER'S GUIDE MODELS Q1 & Q2

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**Q1 CUBICLE TOWER**



**Q2 BASE & EQUIPMENT  
TOWER / RESERVOIR**

### **IMPORTANT**

*This guide must be read thoroughly before using this system. If there are any uncertainties or clarification is required on any issue, contact the manufacturer or supplier before operating this system.*

### **SAVE THESE INSTRUCTIONS**

**NOTE:** The manufacturer reserves the right to alter specifications without prior notice.

# PREFACE

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The Quench shower system should have been installed in accordance with the **Quench Shower Installation Guide**. This guide is supplied with the Quench shower and provides clear instruction on how to install and test the Quench shower system. **Please ensure that the installer / contractor provide you with this guide for your future reference.**

The Quench shower is an advanced recirculating shower system which has been designed to be easy to operate and maintain. It employs only premium grade commercially suitable components and equipment, providing reliable operation and performance.

The Quench shower is innovation at its very best! It has been designed enabling people to enjoy the relaxing, therapeutic experience only a shower can provide, without the guilt of consuming unnecessary water and energy. The Quench shower system may save up to 82% water usage and 86% energy consumption compared to the equivalent time spent in a conventional shower.

The Quench shower range is vast; we have many sizes, shapes, colours, design options and Quench / Bath shower combinations. Visit [www.quenchshowers.com](http://www.quenchshowers.com).



## ***User's Guide***

To ensure that the Quench shower provides users of the system with long-term, safe, reliable operation – please read this manual thoroughly before using the Quench shower system.



## **SAVE THESE INSTRUCTIONS**

## SUPPLIER & MODEL DESIGNATION

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<b>Supplier Name:</b>	Quench Solutions Pty Ltd
<b>Address:</b>	PO Box 41 Patterson Lakes Victoria, 3197, Australia
<b>Telephone:</b>	
<b>International:</b>	+61 3 9786 7887
<b>Australia:</b>	(03) 9786 7887
<b>Email:</b>	<a href="mailto:info@quenchshowers.com">info@quenchshowers.com</a>
<b>Model or Type Reference:</b>	Quench Shower – Q1, Q2
<b>Electrical Rating</b>	<b>*Standard Specification:</b> 230 Volt, 50Hz, 1 Phase, 18.9 Amps, 4.6kW  <b>*Boost Option:</b> 230 Volt, 50Hz, 1 Phase, 29.0 Amps, 7.1kW
<b>Plumbing Requirement</b>	½ inch (15mm) hot & cold water supply lines.  1 1/2 inch (40mm) trapped drain connection.
<b>User Marking:</b>	
	The exclamation point in a triangle signifies an important item. Read the manual concerning the item mark or feature identified.
	The lightning flash in a triangle is a warning that hazardous energy is present.
	Protective earth terminal is signified by this mark.

# QUENCH SHOWER OPERATION

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**IMPORTANT:** Ensure that water and electrical supply to the Quench shower have been connected and tested by qualified personnel in accordance with the installation guide.

## QUENCH SHOWERING FOR BEGINNERS

### 2 STEP SHOWERING

To understand the Quench shower operation, think of it as two step showering.

#### STEP 1:

##### NORMAL SHOWER MODE

This is when the shower operates like any other shower. Set the water temperature and shower flow, then proceed to soap-up and shampoo your body as efficiently as you are able to. You should focus on washing your body thoroughly clean within a one to two minute time period, as this will limit water usage to around 2.5 - 4.5 gallons (9 - 18 litres). It is during this time period the shower water is drawn from the buildings main water supply and therefore the quicker you wash your body, the more water and energy is saved – wash and rinse your body efficiently! The green lights (bar graph) will flash and cycle during normal shower mode operation.

##### HOT WATER PURGE

When normal shower mode is activated by lifting the shower mixer lever and adjusting water temperature, water will discharge from the suction which is located in the reservoir, in the shower base, for a period of up to fifteen seconds or until the water flowing from the suction reaches 33 Celsius – whichever comes first. This discharge is to minimize the delay of entry into the shower as a result of cold water being purged from the buildings hot water line.

#### STEP 2:

##### QUENCH AUTO MODE

When you have finished washing and rinsing your body, ensure that all soaps and hair etc. is rinsed off shower base and walls, watch as the water flowing down the waste (drain) changes from soapy to a clear water flow. You then close the pop-up waste (drain) with your foot and allow the reservoir to fill with clean, warm shower water which is falling off your clean body. This will take approximately twenty-five seconds. Once the reservoir is full (water level is to the top of reservoir and is just flowing onto the flat surface of the shower base) turn the normal shower mode off (stop the shower flow). The bar graph will stop cycling and the green light above the on / off switch will flash, signifying that auto-mode may be operated. Step aside (out of the water flow path) and immediately activate the Quench auto-mode by pressing the on / off button on the Quench control panel. The green light above the on / off switch will now stay lit signifying that auto-mode is operated. The water contained in the reservoir will now be recirculated through the Quench shower system. Water is no longer being drawn from the buildings main water supply. Once the water temperature which is flowing from the shower head has stabilized, proceed to enjoy your Quench shower.



**IMPORTANT:** During auto-mode avoid the use of soaps, shampoo, conditioner, oils, salts and other additives. The Quench shower auto-mode feature has been designed to provide recirculation of shower water which is falling over a clean body. If the water is contaminated by soaps, etc. simply ensure the sanitizing rinse cycle is activated after use, as this will flush the system with fresh water. If for any reason soap, oils, etc. have been used on a regular basis during auto-mode; use an appropriate spa bath (whirlpool) pipe cleaner / degreaser to flush the system. To do this, simply fill the reservoir with fresh water from the shower head, add the cleaner then operate the Quench auto-mode for several minutes. The water and cleaner will be recirculated through the entire system. Following this procedure, drain the reservoir and press the air-button to activate the sanitizing rinse cycle, this will flush the system with fresh water and sanitizer.

Spa bath (whirlpool) pipe cleaning solutions are available through leading spa bath / whirlpool retailers. Do not fill the sanitizer container with spa bath / whirlpool cleaner. Use Q-San available through your Quench shower supplier.

### HEATER OPERATION

The Quench operating system monitors the water temperature as it flows through the shower during normal shower mode. The average water temperature flowing through the shower during the last fifteen seconds of normal shower mode is recorded and is then pre-set during the commencement of the Quench auto-mode operation. eg: If during the last fifteen seconds the average water temperature flowing during normal shower mode was 40 Celsius, then the heater will be pre-set at 40 Celsius during Quench auto-mode. The green lights (bar graph) on the control panel will be illuminated displaying the heater set level. The heater level can be increased or decreased at the control panel anytime during auto-mode. The maximum temperature setting is approximately 45 Celsius. To decrease or turn heater off, simply reduce the green lights on the bar graph. When the lights are off, the heater is also off. The Quench shower may be used without heater operating to allow a cool shower.



**WARNING:** Quench's water heating system is an efficient device and has been designed to conserve maximum energy during operation. Once the water heater is activated during Quench auto-mode there will be a slight time delay in the raising and reducing of the water temperature as it flows through the system.

You **MUST** at all times step out of the water flow from the shower head when the Quench auto-mode is first activated as you would in a conventional shower. Step back under the shower flow once water temperature has stabilized and is comfortable to do so. The water temperature will fluctuate when you stop and re-start Quench auto-mode.

You may also experience slight water temperature fluctuation during auto-mode showering as the water heater cycles on / off in order to maintain the water temperature as selected at the control panel.

### TIMER

The Quench shower control system incorporates an automatic five minute timer. The Quench auto-mode will operate for a maximum of five minutes. The auto-mode may be re-started within a time period of three minutes from the time the auto-mode timer stopped operation. If the auto-mode is not re-started within the three minute time period, then normal shower mode **MUST** be operated for at least three seconds, turned off, then the auto-mode may be re-started.

The auto-mode may be stopped anytime during operation by pressing the on / off switch on the control panel. Auto-mode can be re-started within a three minute time period, this time delay allows for any voluntary shower interruption that may be required. The flashing green light above the on / off switch signifies that auto-mode can be activated, provided that the reservoir is adequately filled with water and normal shower mode is not operational.

The green flashing light above the on / off switch signifies that normal shower mode has been activated and auto-mode may be activated within a three minute time period. The reservoir must be full of water in order to allow the system to operate. If an attempt to activate the auto-mode without the green light flashing or if the reservoir has not been adequately filled with water, then auto-mode will not activate. The normal shower mode must be operated for at least three seconds before the green light will flash again and allow auto-mode to operate.



**SANITIZING RINSE:** The Quench shower incorporates a sanitizing rinse feature which is to be operated after each auto-mode showering session. The sanitizing rinse is activated by pushing the air-button that is located externally on the shower cubicle.

Before activating the sanitizing rinse ensure that the reservoir has been drained and nobody is in the shower cubicle. The sanitizing rinse has been designed not to operate if water is flowing through the shower head, preventing the rinse cycle being activated inadvertently during shower operation.

The sanitizing rinse ensures that the systems pipe work is flushed with fresh cold water and sanitizer. The sanitizer is allowed to sit in the pipe work for approximately sixty seconds before it is again flushed with cold water.

The sanitizer container is to be filled via the sanitizer fill cap which is located on the equipment access panel / tower cover panel. Simply rotate the cap counter-clockwise and remove. Use the funnel supplied to fill container with liquid sanitizer (sanitizer available from Quench shower supplier). The container holds approximately five litres. Each sanitizing flush consumes approximately 20ml of sanitizer and one to two litres of water.

A red light on the Quench control panel will flash when the sanitizer is low in solution. The container should be filled at this time – approximately five litres will fill the container and provide approximately 250 sanitizing flush cycles (250 showers). From when the red light flashes there is enough sanitizing solution in the container for ten sanitize rinse cycles. The red light will stay lit after the ten cycles signifying that the container is empty – **FILL CONTAINER.**

**NOTE:** For additional sanitizing maintenance it is advisable the Quench shower system be manually flushed with sanitizer on a regular basis – at least once a week or more frequently depending on use. To do this, simply fill the reservoir with fresh water from the shower head, add sanitizer, then operate the Quench auto-mode for several minutes. The water with sanitizer will be recirculated through the entire system. Following this procedure, drain the reservoir and press the air-button to activate the sanitizing rinse cycle, this will flush the system with fresh water and sanitizer.

During the manual sanitizing rinse the heater may be turned off in order to conserve energy.



**IMPORTANT:** No persons should be in the shower cubicle during the sanitizing rinse procedure. Read and follow safety and handling precautions which are provided with the sanitizing solution.



**GENERAL CLEANING AND MAINTENANCE:** In addition to the Quench shower systems sanitizing rinse cycle / manual sanitizing process as described above. The shower cubicle surfaces are to be regularly cleaned and rinsed to maintain a hygienic environment. Use a general purpose shower / bath liquid cleaner, soft sponge and plenty of water to rinse. Do not use abrasive cleaners or pads as they may scratch and dull gloss surfaces.

Do not use paste or powder cleaning solutions as these may block the suction and affect system operation.

### **WATER STRAINERS**

The Quench shower incorporates two user serviceable water strainers, one which is a cloth material strainer which is to be fitted over the suction (pump intake) which is located in the reservoir. This strainer is to be removed and rinsed on a regular basis. There are two cloth strainers supplied with every Quench shower, additional cloth strainers may be purchased from your Quench shower supplier.

The second strainer is a mesh strainer which is located on the inside of the suction fitting. The strainer is also to be removed and cleaned on a regular basis. To access the mesh strainer rotate the suction fitting counter-clockwise to remove the suction fitting from the reservoir. The mesh strainer is press fitted internally of the suction fitting and is to be removed, rinsed thoroughly and replaced in the same location.



**IMPORTANT:** The cloth strainer is a consumable part which is designed to strain the shower water of hair, lint, grit and other large particles and prevent them from entering the recirculation system. This strainer should be removed and rinsed clean as and when required. A daily visual inspection will determine the frequency of this requirement. A visual inspection can be carried out whilst the strainer is in place. In most cases this strainer may also be rinsed of hair, lint, etc. whilst it is in place.

The mesh strainer which is located in the suction fitting may require removal and cleaning if the Quench shower is used on a regular basis without the cloth strainer over the suction fitting. This mesh strainer is a secondary strainer and is relied upon if the cloth strainer is not utilized.

To avoid recirculating pump blockages **DO NOT** operate the Quench shower in auto-mode with the suction fitting removed from the reservoir or without the mesh strainer located in the suction fitting.

## FLOW TEST

It is recommended a water flow test be performed should water flow from the shower head appear to be less than usual. With auto-mode operating, use a ten litre water bucket and allow the water from the shower head to flow into the bucket for fifteen seconds, approximately 2.5 litres should be in the bucket – 2.5 litres x 4 = 10 litres per minute. The shower head should flow approximately 9 – 10 LPM with standard systems and with Boost upgrade system, approximately 15 – 16 LPM. If water flow is less, clean the water strainers to ensure good water flow through the pump. Do not remove strainers or flow control devices from the suction or shower head / hose as this will affect performance and reliability of the Quench shower system.

## MAINTENANCE / SERVICE



**IMPORTANT:** The entire system or any of its components must be serviced by qualified personnel. Contact the manufacturer or supplier for further servicing instructions. The supplier will make available upon request: circuit diagrams, component parts lists, descriptions, calibration instructions or other information which will assist the users appropriately qualified technical personnel to repair the parts of the equipment which are designated by the manufacturer as repairable.



**FUSES:** Circuit protection is provided by internal fuses that are intended to be serviced by authorized personnel only. Fuse locations are identified inside electrical termination box. Replace only with fuse of same type rated as marked.

## QUICK REFERENCE OPERATIONAL GUIDE

1. Ensure that the cloth water strainer is fitted over the suction fitting which is located in the reservoir and the pop-up waste (drain) is up in the open position.
2. Operate shower in normal shower mode – set water flow and temperature and run shower. Wash and rinse body thoroughly – allow soapy water to flow down the waste (drain) until clear water flows. **NOTE:** when normal shower mode is first activated, water will flow from the suction fitting located in the reservoir for up to fifteen seconds – the water flow will automatically stop.
3. First ensure that all hair and grit etc. which may have rinsed from your body has been washed down the waste (drain). Close the pop-up waste (drain) with your foot and allow the clean shower water falling over your clean body to fill the reservoir in the shower base – once full, turn the normal shower mode off.
4. Immediately activate the Quench auto-mode by pressing the on / off button on the control panel that is located in the shower cubicle.



**WARNING:** Ensure that you move aside, out of the shower water flow whenever you first activate the Quench auto-mode. Allow the water flow from the shower head to stabilize in temperature before entering the water flow. There will be a short time delay until the water temperature is stabilized or reaches the set temperature. The water flow may be too **cold** or too **hot** therefore you must allow the water temperature to stabilize first! Adjust the heater setting accordingly, increase or decrease temperature via the control panel, the more green lights on the bar graph the hotter the water temperature, no lights signifies the heater is switched off.

The auto-mode is on a five minute operational timer and will automatically switch off after five minutes of operation. Auto-mode can be re-started again by pressing on / off button on the control panel, provided that a three minute time period has not lapsed. If a three minute time period has lapsed you must first activate the normal shower mode for at least three seconds, turn normal shower mode off and then re-activate the auto-mode.

Auto-mode may be switched off and re-started anytime during the auto-mode operation.

Do not use soaps, shampoo, conditioner, oils etc. during the Quench auto-mode.

5. When finished in auto-mode, use your foot to push down on the pop-up waste (drain) to open it. Allow the water in the reservoir to drain.
6. Exit the shower and activate the sanitizing rinse cycle by pressing the air-button which is located externally on the shower cubicle. Fresh water and sanitizer will flush the system. Sanitizer will be allowed to sit in the systems pipe work for approximately sixty seconds before automatically flushing with fresh water. The light on the control panel will flash signifying that the sanitizing rinse process is activated.



**IMPORTANT:** No persons should be in the shower when the sanitizing rinse is activated. The sanitizing rinse cycle takes approximately seventy seconds from beginning to completion. Water will not continuously flow from the shower head during the sanitizing rinse cycle.

**NOTE:** The sanitizing container must be filled with sanitizing solution. Fill the container through the cap which is located on the equipment access panel / tower cover panel. The container holds approximately five litres. The **RED** light on the Quench control panel will flash when solution is low. To avoid damage to the sanitizing rinse components, ensure that the solution which is poured into the sanitizer container is clean and free from grit, flakes etc.



## **DO'S AND DONT'S**

1. All soaping up, shampooing, shaving and rinsing of the body must be carried out during normal shower mode. Do not use soaps, oils etc. during Quench auto-mode (recirculation mode).
2. Always soap up and wash your body clean before proceeding to auto-mode.
3. All soap, hair, grit etc. is to be rinsed down the waste (drain) during normal shower mode before activating the auto-mode.
4. The cloth water strainer is to be located over the suction fitting before activating auto-mode. Clean strainer regularly.
5. Normal shower mode must be operated then turned off before Quench auto-mode can be activated. Auto-mode can not be activated when normal shower mode is operating.

6. Always stand out of the water flow from the shower head when first activating the Quench auto-mode. This will allow the water temperature to stabilize before coming into contact with your body.
7. Always activate the sanitizing rinse cycle after each auto-mode showering session. The sanitizing rinse cycle does not need to be activated if auto-mode has not been operated.
8. Ensure that the sanitizing solution container is maintained – container holds approximately five litres. Red light flashes on control panel when solution is low.
9. Manually sanitize and flush the Quench system regularly by adding sanitizer to the water in the reservoir and activate auto-mode for several minutes, followed by an automatic sanitize rinse cycle – see sanitizing section of this manual.
10. Keep all surfaces of the Quench shower clean, sanitized and free of grit, hair etc.

# TROUBLE SHOOTING:

<b>Symptom</b>	<b>The Quench auto-mode will not operate when the stop / start button on control panel is pushed.</b>
<b>Possible Cause</b>	
<b>A</b>	None or not enough water in the reservoir.
<b>B</b>	The water in the reservoir is not being drawn into the recirculating pump because the suction fitting's cloth or the mesh strainers are blocked with hair, lint etc.
<b>C</b>	The normal shower mode has not been operated for at least three seconds prior to attempting to start the auto-mode.
<b>D</b>	Normal shower mode is operating.
<b>E</b>	Electricity to the Quench system has been disconnected.
<b>Remedy</b>	
<b>A</b>	Close the pop-up waste (drain) and fill reservoir to the top – so that water is just about to flow onto the shower base.
<b>B</b>	Remove (pull off) the cloth strainer from the suction fitting, clean thoroughly and ensure all deposits are rinsed down the drain. <b>DO NOT</b> operate the Quench auto-mode with the suction fitting removed or with the strainers removed.
<b>C</b>	Run the normal shower mode for at least three seconds before starting auto-mode. A flow switch is incorporated in the Quench system and signifies water flow to ensure safe, reliable operation of heater and controls. The flow switch must see water flow before auto-mode can be started.
<b>D</b>	Turn normal shower mode off. Auto-mode will not operate when normal shower mode is operating.
<b>E</b>	Re-connect the electrical supply to the Quench shower system.
<b>Symptom</b>	<b>Auto-mode was operating; I pressed the stop / start button to stop operation and then tried unsuccessfully to re-start the auto-mode.</b>
<b>Possible Cause</b>	
	A time lapse of more than three minutes was allowed from the time the auto-mode was stopped until the time you tried to re-start. See question above.
<b>Remedy</b>	
	Operate the normal shower mode for at least three seconds prior to starting the auto-mode.

<b>Symptom</b>	<b>The water flowing from the shower head during auto-mode is not getting hot enough or quick enough.</b>
<b>Possible Cause</b>	
<b>A</b>	The Quench heater is warming up.
<b>B</b>	The water in the reservoir is cool.
<b>C</b>	Heater is not operating.
<b>Remedy</b>	
<b>A</b>	The heater incorporated in the Quench shower is an electric heating element and therefore when the auto-mode is initially activated there will be a short time delay before the element reaches maximum heating performance.
<b>B</b>	When in normal shower mode the water temperature should be set at desirable showering temperature eg: 40 Celsius. This water is to be collected in the reservoir and then recirculated in auto-mode. This warm water will be efficiently heated to the desired temperature as it passes over the Quench system heater. The water in the reservoir will be around 35 - 36 Celsius by the time it has fallen from the shower head to the shower base. If for any reason the water in the reservoir is cool eg: 25 Celsius, then it will take longer for the heater to raise the water temperature being drawn from the reservoir and provide a hot shower of 40 – 44 Celsius. The cool water being drawn from the reservoir will be heated within minutes.
<b>C</b>	The heater thermostat has tripped as a result of over temperature heater operation. In the unlikely event that the thermostat has tripped (open circuit) and cut the electrical power to the heater, the heater thermostat will require re-setting. To do this, electrical supply to the Quench shower system will need to be isolated (disconnected) and access to the heater through the equipment access panel / tower cover panel will be required. The thermostat is located on the heater and is a manual re-set. Contact your supplier for further instruction.
<b>Symptom</b>	<b>Water flowing from the shower head during auto-mode appears to be restricted – less flow than usual.</b>
<b>Possible Cause</b>	
<b>A</b>	Water strainer/s in suction line is blocked and therefore restricting water flow to the recirculating pump.
<b>Remedy</b>	
<b>A</b>	Clean the cloth strainer that is stretched over the suction fitting. Remove the suction fitting by rotating it counter-clockwise, remove and clean the mesh strainer which is located inside the suction fitting and replace the strainer. Do not operate auto-mode without strainers in place.
<b>NOTE:</b>	To check the water flow from the shower head, operate auto-mode and using a ten litre bucket allow the water from the shower head to flow into the bucket for fifteen seconds. Multiply the fifteen seconds by four = sixty seconds. With standard specification Quench systems there should be approximately 2.5 litres of water in the bucket after fifteen seconds equating to 9 – 10 LPM. With Boost specification Quench systems there should be approximately two litres of water in the bucket after seven seconds equating to 16 LPM.

<b>Symptom</b>	Water flowing from the shower head during auto-mode fluctuates in temperature.
<b>Possible Cause</b>	
<b>A</b>	The water heater in the Quench shower system is an electric element and during normal operation cycles on / off in order to maintain the water temperature flowing through the shower head. As the heater cycles on / off water temperature fluctuation may be experienced.
<b>Remedy</b>	
<b>A</b>	N/A
<b>Symptom</b>	Red light flashes on control panel.
<b>Possible Cause</b>	Sanitizing container is low in solution.
<b>Remedy</b>	Fill container with five litres of Q-San.
<b>Symptom</b>	Red light on control panel stays lit.
<b>Possible Cause</b>	Sanitizer container is empty.
<b>Remedy</b>	Fill sanitizer container.
<b>NOTE:</b>	From when the red light flashes there is enough sanitizing solution in the container for <b>ONLY</b> ten sanitizing rinse cycles.

LED BAR GRAPH  
HEAT SETTING  
DISPLAY

SANITIZER CONTAINER  
LOW LEVEL INDICATOR

HEAT LEVEL  
DECREASE

HEAT LEVEL  
INCREASE

AUTO MODE  
ON/OFF

QUENCH - CONTROL PANEL

**NOTE:** SHOWER FIXTURES  
MAY VARY ACCORDING TO  
CUSTOMER REQUIREMENT

FIXING SCREWS x6

HAND SHOWER

CONTROL PANEL

SANITIZER CONTAINER  
FILL CAP

EQUIPMENT  
ACCESS PANEL

AIR-BUTTON CONTROL  
FOR SANITIZING  
RINSE CYCLE TO BE  
MOUNTED EXTERNAL  
OF SHOWER CUBICLE

PUMP SUCTION

ON / OFF  
SHOWER MIXER

SHOWER BASE  
& RESERVOIR

POP-UP WASTE

Q1 - SHOWER

LED BAR GRAPH  
HEAT SETTING  
DISPLAY

SANITIZER CONTAINER  
LOW LEVEL INDICATOR

HEAT LEVEL  
DECREASE

HEAT LEVEL  
INCREASE

AUTO MODE  
ON/OFF

QUENCH - CONTROL PANEL

**NOTE:** SHOWER FIXTURES  
MAY VARY ACCORDING TO  
CUSTOMER REQUIREMENT

Q2 - EQUIPMENT TOWER  
COVER PANEL

SHOWER

ON / OFF SHOWER MIXER

CONTROL PANEL

SANITIZER CONTAINER  
FILL CAP

AIR-BUTTON CONTROL  
FOR SANITIZING  
RINSE CYCLE  
TO BE MOUNTED  
EXTERNAL OF  
SHOWER CUBICLE

FIXING CAPS x 4

PUMP SUCTION

SHOWER BASE  
& RESERVOIR

POP-UP WASTE

Q2 - SHOWER

## Q1 - Q2 CONTROL PANEL - USERS GUIDE QUENCH SHOWER

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