

WETWALL CADDY™ QUESTIONS AND ANSWERS

For all other queries talk to us at: sales@wetwallcaddy.nz

How does it work?

The water control valve (or outlet) sits inside the Wet Wall Caddy and any potential leaks are trapped and discharged through the front of the flange and down the wall lining, preventing any water from leaking down into the wall cavity and causing substantial damage.

Is it easy to install and maintain?

The Wet Wall Caddy has been designed not to interfere with the normal procedure that occurs when fitting water control devices to showers and baths; in fact it will regulate the methods used. By using the Wetwall Caddy, you are able to get to the water control device if there is a problem as the wall substrate has been cut to fit the cup portion of the Caddy, so servicing the unit is as simple as removing the cover plate from the mixer. Access to the mixer is granted via the aperture that has been cut out of the flange. This is a requirement from all tapware manufacturers for warranty purposes

Why protect the wall cavity?

Water that has leaked from shower mixers and taps can cause considerable damage to the timber framing and wall linings, not only can it weaken the structure, but it can cause a mould to grow that has been linked to skin and respiratory diseases. With unsealed penetrations in wet area linings, the home owner or occupier is not aware of any leaks until the damage has already been done. With the installation of a Wet Wall Caddy, any potential leaks are identified by the evidence of water running down the front of the wall lining, alerting the home owner to the situation and saving significant expense. Our research indicates that the average cost to repair a water damaged shower is between \$3500 and \$5000. The Wet Wall Caddy is a permanent, low-cost form of insurance, providing security and peace of mind to the home owner, builder, plumber and tiler.

Why do the cup and flange not sit flush with the wall lining?

The correct set up procedure has not been followed. The cup needs to be fitted so that it finishes either flush with or set back slightly from the wall lining. It must not sit proud of the wall lining.

Why does the acrylic lining of the shower have a bulge showing around the flange of the Wetwall Caddy?

When installing an acrylic lining, there is a different installation procedure used. Please see correct fitting procedure in the instructions or on our website.

How does the water get out of the Wetwall Caddy?

All tap manufacturers require a service hole to be removed from a wall lining to allow for easy access to the fittings of a shower mixer. Typically, this can be between 50 mm and 100 mm, depending on the size of the face plate. This required access hole is cut out of the flange of the Wet Wall Caddy, the wall lining, and the tile or acrylic lining. Water will then fill up to the lowest point on the flange, and via the egress hole in the faceplate be disbursed down the front of the wall.

Why does the water not come out of the east/west holes in the cup of the Wetwall Caddy?

When installed correctly the flange of the Wetwall Caddy will have a service hole removed from the face to allow for easy access for servicing. Water can only fill to this level before it overflows out the front of the device and down the wall lining. Even with the smallest required access hole in the flange, the exit point is still lower than the east west holes in the cup.

What is an egress hole?

In most cases shower mixers will have a small hole situated in the bottom of the face plate (egress hole), to allow for the passage of water that builds up behind the faceplate. Alternatively the correct procedure for fitting a faceplate requires a horseshoe shaped bead of sealant to be placed around the area where the face plate is seated. This creates an egress opening at the bottom of the faceplate.

What is the thickness of the flange of the Wetwall Caddy?

The outside rim of the flange is 1.5 mm thick to reflect the thickness of a typical waterproof membrane. The inside portion of the flange is 3.0 mm thick to provide strength and rigidity once the access/service hole has been removed.

Why is the flange clear but the cup coloured?

The flange is made from Polycarbonate which is clear so that you can quickly and easily ascertain whether you have achieved a positive seal between the cup and flange once they have been fitted together with the supplied sealant. The cup is manufactured using ABS (Acrylonitrile-Butadiene-Styrene) plastic as it is more durable than Polycarbonate and has all the fixing points secured through it.

Do I need to pre-drill my screw holes prior to fixing the cup in place?

Good practice determines that all holes be pre-drilled and sealed once the screw is in place. However, because the cup is manufactured from ABS plastic and is 3mm thick, a successful seal can still be achieved with a standard surefix screw without the need to pre-drill or seal once fixed in place.

How much tolerance is there in the set back between the cup and the flange during set up?

There is up to 8mm tolerance. Anything greater than this, runs the risk of not being able to create a positive seal between the cup and flange.

Does the Wetwall Caddy have a warranty?

The Wetwall Caddy is warranted for a period of 15 x years from the date of purchase

**PROTECT YOURSELF
AND YOUR CLIENTS
WETWALL CADDY™**