AQUALISA®

AQUALISA® SMART LINK™

USER GUIDE

Contents

Safety Information

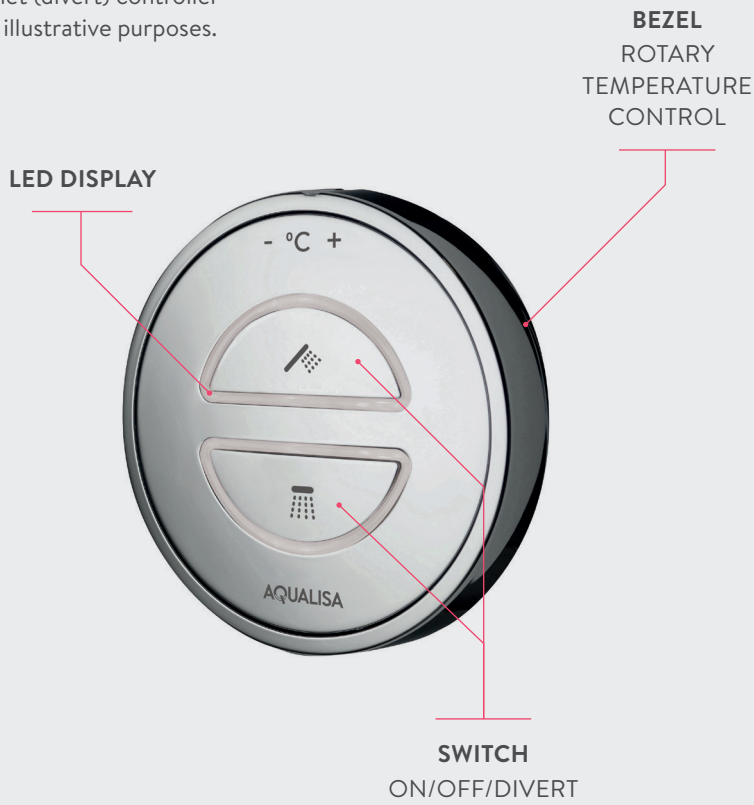
This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. For further information regarding the installation of your product, refer to the Smart Installation Guide.

Declaration of Conformity

Aqualisa® Products Limited declares that the Aqualisa® SmartValve™ and supplied controller, in conjunction with pairing remotes and diverter, complies with the essential requirements and other relevant provisions of the Low Voltage Directive (2014/35/EU), the EMC Directive (2014/30/EU) and the RED Directive (2014/53/EU).

Aqualisa® Smart Link™ Controller*

*Dual Outlet (divert) controller shown for illustrative purposes.



Get Smart Connected

Unlock the potential of your shower; from water consumption analysis to enhanced user functions. Keep up to date with latest features for the Aqualisa® App and voice activation by visiting the Aqualisa® website and downloading the free Aqualisa® App.

Smart Speaker Set up

Once the above has been completed, go to the app for your smart speaker and follow their instructions to add the Aqualisa® home to your devices.

Single Outlet Controller

START/STOP

TEMPERATURE

Adjust before
or during shower

BOOST

Increase flow rate
during shower

1. Turn the temperature dial to the required setting.
2. Press the 'Start/Stop' button on the controller to turn the shower on.
3. The white LED display will flash until the selected temperature has been reached. When the LED display is constant, step into your shower and enjoy!
4. The temperature may be adjusted whilst in the shower.
5. Press the '+' (boost) on the controller to increase the flow of the shower when desired. To turn 'Boost' off, press the 'Boost' button again at any time.

   N.B. The strength of the 'Boost' button will vary depending on the water system pressure and the configuration of the pipework. For further information, see the Important Information section in the Smart Installation Guide.
6. Press the 'Start/Stop' button on the controller to turn the shower off.

As a safety feature, the Aqualisa® SmartValve™ has a maximum run time of 20 minutes. The flow can be stopped and started at anytime by pressing the 'Start/Stop' button.

This can be enhanced by activating and using the free Aqualisa® App. See page 3 for details.

Dual Outlet (divert) Controller

START/STOP

Choose either outlet upon starting

TEMPERATURE

Adjust before or during shower

CHANGE OUTLET

Outlet can be switched whilst showering

1. Turn the temperature dial to the required setting. The temperature can be adjusted at anytime by turning the dial.
2. Press the desired outlet button on the controller to turn the shower on.
3. The white LED display will flash until the selected temperature has been reached.
4. When the LED display is constant, your shower is ready to use.

Whilst the shower is in use, if the 2nd outlet button is pressed, the 1st outlet will automatically stop and the 2nd outlet will start. Depending on system pipe runs, there may be a slight outlet temperature change when switching between outlets.

5. Press the active button to turn the shower off.

As a safety feature, the Aqualisa® SmartValve™ has a maximum run time of 20 minutes. The flow can be stopped and started at anytime by pressing the 'Start/Stop' button.

This can be enhanced by activating and using the free Aqualisa® App. See page 3 for details.

Setting Flow Rate

For Dual Outlet (divert) Controllers only

Your Aqualisa® Smart Link™ dual outlet controller has a High flow or Low flow function available. Please note the factory default setting is Low flow on both outlets. To change the outlet flow rate settings, follow the instructions below.

1. Ensuring the Aqualisa® SmartValve™ is powered, but without any outlets flowing, enable 'Setup' mode by first turning the temperature dial to full cold. Press and hold both buttons together for 5 seconds.

> *i* The LEDs will flash twice quickly and once slowly to indicate the controller is in 'Setup' mode.

2. When in 'Setup' mode, both outlet 'Start/Stop' button LEDs flash slowly to indicate flow is set to LOW FLOW mode. Quickly flashing LEDs indicate flow is set to HIGH FLOW mode.
3. Press the relevant 'Start/Stop' button to change the outlet flow as required.

   HIGH FLOW mode - quick flashing LEDs

   LOW FLOW mode - slow flashing LEDs
4. To save the desired settings and to exit 'Setup' mode, press and hold both 'Start/Stop' buttons together for 5 seconds until both LEDs remain on steady, without flashing. The LEDs will turn off as soon as the 'Start/Stop' buttons are released indicating all settings have been saved and 'Setup' mode has been exited.

Wired Remote

Single Outlet

1. Press the ‘Start/Stop’ button on the remote to turn the shower on.
2. The white LED display will flash until the selected temperature has been reached. When the LED display is constant, step into your shower and enjoy!
3. Press the ‘Start/Stop’ button on the remote or main controller to turn the shower off.

Dual Outlet (divert)

1. Press the wired remote button to turn the shower on.
2. Water will flow from the primary outlet as determined during the ‘Wired remote setup’ procedure. Refer to Wired Remote Installation and User Guide.
3. If required, push and hold the button for 2 seconds to stop the 1st outlet and start the 2nd outlet.
4. The white LED display will flash until the selected temperature has been reached.
5. When the LED display is constant, your shower is ready to use.
6. Press the remote or active button on the controller to turn the shower off.

Adjustable Head

To avoid water dripping from the shower head after use, we advise to tilt the head back to allow residual water to drain out.

The above recommendation applies to both adjustable and fixed shower heads.

1. Rotate the spray plate lever clockwise or anti-clockwise to select the desired spray pattern.

   When the lever is in position 4, the water saving ‘Eco’ mode is selected. This provides the same spray pattern as position 3, but, depending on which water system the product is fitted to, offers up to 25% water saving.

2. To select the preferred height for the shower head, press the side levers to allow the handset holder to move up or down the rail.

3. Angular adjustment is made by carefully but firmly pulling forwards or pushing back the shower head against the ratchet in the holder.

Removing the shower head: Depress the anti-swivel locking button on the handset and unscrew the hose.

Fixed Head

The angle of the fixed shower head can be adjusted. The shower head is mounted on a multi directional ball joint to allow for minor angular adjustment in any direction by carefully holding the shower head and moving the head to the desired angle.

N.B. Do not force the angle of the head beyond its natural stopping point.

Bath Overflow Filler

1. Push the waste cover to engage the plug fitting.
2. Push the waste cover again to disengage the plug.

Do not leave the bath filler running unattended. Although the overflow will remove excess water once the bath is overfilled, this may not be sufficient to prevent the bath from overflowing (depending on system conditions).

Caring for your Shower

Over time, your shower may be affected by hard water scaling. To keep your shower working effectively, we recommend that you clean your shower regularly.

Your product should be cleaned using only a soft cloth and washing up liquid. The bath system 'click clack' waste plug mechanism (if applicable) should be kept clear of debris to ensure the plug maintains a watertight seal. The plug can be unscrewed and removed to check and clean the mechanism.

Cleaning the shower head

To reduce the need for chemical descaling in hard water areas, your shower head incorporates a 'clear flow' system, whereby any scale build up can be broken down by gently rubbing the flexible tips of the jets during use. This procedure should be completed regularly, as often as once a week in some hard water areas, as scale build up can affect the spray pattern and cause the shower to perform poorly. Failure to descale the shower head can affect the internal seals and may affect the warranty. Should descaling of the head using a cleaning agent become necessary, remove the shower head fully and immerse in a mild proprietary descaler (e.g. vegetable based or plain white vinegar). Cleaning and maintenance should not be undertaken by children without supervision by a person responsible for their safety.

DO NOT USE ABRASIVE CLEANERS. It is imperative that descaling is carried out in accordance with the manufacturer's instructions, substances that are not suitable for plastics and electroplated surfaces must not be used.

Cleaning tip: To keep your shower effortlessly clean, we recommend drying all shower components with a soft cloth after use.

Changing water system?

If switching from a gravity-fed water system to a mains pressure system (e.g. Combination boiler) you will need to change your Aqualisa® SmartValve™. Contact a member of our Customer Service team for further information.

Troubleshooting

Symptom	Possible cause	Action
Controller unresponsive - No Lights / Blank	Power supply turned off to Aqualisa® SmartValve™	Check power supply is turned on - Green power light should be illuminated on the Aqualisa® SmartValve™.
	Loss of communications	Check data cable connections are making good contact and are fully inserted and that there is no visible damage.
		Check that the wiring schematics are as per installation instructions in the Smart Installation Guide.
Pump noisy and low / no flow	Air lock (for Gravity fed systems only)	For models utilising an adjustable head kit; disconnect the handset from the hose, see Head section on page 9, lower the hose into the shower tray or bath. Set the temperature to fully cold and then start the shower. As the water starts to flow and increase in volume gradually turn up the temperature. If the flow starts to splutter, stop moving the temperature control until the flow again stabilises, then continue to move the dial towards the hottest setting.
	Restriction in the waterway	Check for debris in the inlet filters of the Aqualisa® SmartValve™, diverter and Fixed Head connection washer. Must be conducted by a qualified person. NOTE: The water supplies MUST be isolated when checking the inlet filters.
	Blocked or kinked hose liner	Where a flexible hose is fitted, unscrew the shower hose from the outlet connection and turn the shower on.
Boost button does not increase flow	Combination boiler output does not meet the flow demand	Check with boiler manufacturer for specification details.
	Shower head or Aqualisa® SmartValve™ is set to ECO mode	Refer to Setting Water System Mode section in the Smart Installation Guide. Ensure mode is set to normal or ECO gravity setting and page 8 of this guide.
	Seasonal conditions	During the cooler months the mains water temperature drops and this will reduce the performance of combination boilers. Check with your boiler manufacturer for details.

Low / no flow	Seasonal conditions	See above point.
	Incorrect Aqualisa® SmartValve™ fitted	If water supplies are gravity fed, the PUMPED Aqualisa® SmartValve™ must be used (unless a separate stand alone pump is being utilised). Refer to the Smart Installation Guide.
	Water supply issue	For Standard Aqualisa® SmartValve™ - Ensure water is turned fully on at the mains and at the servicing valve in the supply.
		Ensure isolation valves are fully open.
	Restriction in the waterway	See same cause in 'Pump noisy and low / no flow' symptom.
	Blocked or kinked hose liner	Where a flexible hose is fitted, unscrew the shower hose from the outlet connection and turn the shower on.
	Incoming mains water pressure or flow too low (Standard Aqualisa® SmartValve™ only)	After confirming that the filters are clear, check with the local water authority.
	Separate, stand alone pump not activating (Standard Aqualisa® SmartValve™ only)	Ensure sufficient flow to activate the flow switches of the pump. Refer to IMPORTANT INFORMATION section in the Smart Installation Guide.
	Aqualisa® SmartValve™ pump not activating	Refer to Setting Water System Mode section in the Smart Installation Guide. Ensure mode is set to Normal or ECO Gravity setting.
	Shower head or Aqualisa® SmartValve™ is set to ECO mode	Refer to page 8 of this guide and Setting Water System Mode section in the Smart Installation Guide.
Unable to adjust or control temperature	Reversed inlet water supplies (i.e. Hot supply feeding cold inlet and vice-versa)	Ensure correct water supply to specified inlet connection of the Aqualisa® SmartValve™.
Fluctuating water temperature	Incorrect setting on Logic Module of Aqualisa® SmartValve™	If hot water supply is from a combination boiler- the Logic module mode MUST be set to COMBI. Refer to Setting Water System Mode section in the Smart Installation Guide.
	Airlock in water supplies (for gravity fed systems only)	See “Air lock” in Possible Cause section on page 12.
	Hot water temperature too high	Ensure hot water supply temperature is below 65°C (minimum 55°C for stored water and 50°C for combination boilers).
	Communications issue	Check data cable connections and that there is no visible damage.

Fluctuating water temperature (continued)	Combination boiler unable to meet demand	Check if another outlet in the property is being used at the same time.
		Check that the hot water temperature is stable at another high flowing outlet (e.g. bath hot tap - run at maximum flow rate), additionally run a cold outlet at 1/3 of a maximum flow rate. If the same issue is evident on these outlets, contact your boiler manufacturer.
Temperature too low	Low hot water temperature	Check that domestic hot water temperature is a minimum of 55°C for stored water and 50°C for combination boilers.
	Logic Module temperature setting too low	Maximum temperature is set to a factory default of 45°C. To adjust refer to the important information section (Safety Information) and Controller Commissioning Instructions in the Smart Installation Guide.
Temperature too low - Controller temperature ready display does not stabilise	Hot water supply issue	Check another hot water outlet to ensure that hot water is available.
	Mixed water supplies	Water supplies MUST be from the same source: MUST NOT be gravity hot and mains cold.
	Unbalanced water supplies	For mains fed systems the cold and hot feeds should be as evenly balanced as possible - especially for HP unvented systems.
	Combination boiler unable to meet demand	See same cause in 'Fluctuating Water Temperature' symptom.
Temperature too hot	Seasonal conditions	In the warmer months, the mains water temperature can rise to ambient level. The Aqualisa® SmartValve™ always blends a mix of both hot and cold supplies therefore the output temperature at fully cold (controller setting) will always be higher than the incoming cold water supply.
	Seasonal conditions (gravity fed systems only)	For installations which utilise a cold water storage supply (gravity fed system), the ambient temperature in the loft can rise to above 40°C. In turn, this warms the stored water. Check by running a cold tap that is supplied from the water storage. N.B. Kitchen taps are normally fed from the mains water system.
Maximum temperature setting is not to your preference	Settings need adjusting	Refer to section 'Temperature too low', possible cause 'Logic module setting too low'.

Controller remains illuminated after switching shower off	Poor cable connection	Check data cable connections are making good contact and are fully inserted and that there is no visible damage (this includes installations where a wired remote is fitted).
Water flows from incorrect outlet (divert models only)	Pipe work configured incorrectly	Refer to section: Diverter Controller Matrix in the Smart Installation Guide.
	Primary outlet setting not configured (for remote control use only)	Refer to section: Diverter Controller Matrix in the Smart Installation Guide.
Water dripping from outlets after use	Water retention in shower heads	Refer to page 8.
		Descale shower heads to clear spray jets.
	High pressure (unvented) water system requires servicing	Check the user guide for the hot water system to verify symptoms and where required arrange for servicing.
Flow shuts off by itself	Maximum run time exceeded or end of duration reached in app timer setting	Refer to pages 4 and 5.

For further information and advice refer to Smart Installation Guide or contact the Aqualisa® Customer Helpline.

Have you Registered?

Our products are manufactured to the highest standards. In the unlikely event that something goes wrong, we want all our customers to be protected, which is why we give you a totally free of charge 1 year parts and labour guarantee*. You can easily **increase your FREE guarantee to 5 years** simply by registering your product. Please keep your receipt to validate your guarantee. Please see our website for full terms and conditions.

*Subject to terms and conditions

Register your guarantee instantly at
aqualisa.co.uk/guarantee

Register your guarantee
0800 408 4243

Need Help?

You can find Frequently Asked Questions at **aqualisa.co.uk**

Speak to our Customer Service team on **01959 560010**

Use Live Chat at **aqualisa.co.uk**

Or email us at **enquiries@aqualisa.co.uk**

Notes

Notes

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