

gainsborough
S H O W E R S

e50

Electric shower range

Installation guide



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THIS INSTALLATION AND USER GUIDE IS DESIGNED TO ENSURE THE SAFETY OF THE INSTALLER AND USER AND THE OPERATION/RELIABILITY OF THE PRODUCT. FAILURE TO OBSERVE THESE MAY CAUSE A HAZARD, DAMAGE THE PRODUCT AND INVALIDATE YOUR GUARANTEE.

Safety information

This product must be installed by a competent person in accordance with all relevant current water supply regulations.

The electrical installation should be carried out by a qualified person in accordance with IEE (Institute of Electrical Engineers) wiring regulations (BS 7671) and certified to current building regulations. With reference to building regulation Part P, any new installation or replacement product installation which is not identical to the product being replaced, the cable sizes, circuit protection devices, earth bonding and all other requirements of the building regulation must be assessed by a (registered) qualified electrician and installed to the site conditions (see table in electrical rating).

THIS APPLIANCE IS NOT INTENDED FOR USE BY PERSONS (INCLUDING CHILDREN) WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES OR LACK OF EXPERIENCE AND KNOWLEDGE UNLESS THEY HAVE BEEN GIVEN INITIAL SUPERVISION OR INSTRUCTION CONCERNING THE USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY. CHILDREN SHOULD BE SUPERVISED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.

CLEANING AND USER MAINTENANCE SHALL NOT BE MADE BY CHILDREN WITHOUT SUPERVISION.

THIS PRODUCT IS SUITABLE FOR DOMESTIC USE ONLY.

Pipework connections

This product is provided with a 1/2" BSP male thread intended for use with a 1/2" tap connector or 1/2" to 15mm push fit type fitting (not provided).

Plastic pipe may be used (with appropriate inserts) if certified as suitable for the intended pipe fitting by the plastic pipe manufacturer.

WARNING: PLASTIC PIPE INSERTS CAN BE VERY RESTRICTIVE. WHERE USED THE PRESSURE / FLOW REQUIREMENTS DETAILED IN THE PRESSURES SECTION OVERLEAF MUST BE MET.

Pipe runs in the loft or behind radiators should be avoided.

Isolating valves

A suitable full bore isolation valve must be fitted to the incoming supply in accordance with the current water supply regulations and our terms of warranty. The isolation valve must be sited in an accessible location for service and maintenance purposes.

Siting

The unit must be mounted on a flat, vertical finished wall with the hose pointing downwards. Any distortion of the back plate may result in the unit not working.

DO NOT tile up to or use sealants around the unit. The shower is spaced off the wall by integral pillars to allow air circulation around the unit.

The casing must not be sited where it is subject to continuous spray from the shower head.

The unit must not be sited where it is likely to freeze.

The rail system must be sited in a position where the hose when connected to the shower unit is not stretched or kinked.

WARNING: DO NOT SWITCH THE SHOWER ON IF THERE IS A POSSIBILITY THAT THE SHOWER COULD BE FROZEN. IF YOU HAVE SWITCHED THE SHOWER ON, SWITCH OFF IMMEDIATELY (Please refer to the troubleshooting guide page 17).

Pressures

Check that the supplied dynamic (running) water pressure to the electric shower is adequate.

The required supplied dynamic (running) pressure is:-

Maximum 1.0MPa (10 Bar)

Minimum 0.07MPa (0.7 Bar) at a flow rate of 8 litres per minute.

Where pressures are likely to exceed 1.0MPa (10 bar), a pressure reducing valve must be fitted to the incoming mains supply.

A setting of 0.3MPa (3 bar) is recommended. It should be noted that daytime pressures approaching 8 bar can rise above the stated maximum.

The use of other services connected to the same water supply as the shower unit may cause the water pressure to drop below the minimum required. This should therefore be taken into consideration. The minimum pressure/flow rate provided by your water supplier may be below the requirements of this product. Contact your water provider for more details. Note: The running pressure at your shower can be lower than this due to pressure losses in the internal pipe work in your home.

Note: Models of electric showers can differ in performance; if your previous electric shower had a lower output flow rate, then this may have produced a higher dynamic pressure at the shower head.

Flushing

Some modern fluxes can be extremely corrosive and, if left in contact, will attack the working parts of this unit. All soldering must be completed and the pipe work thoroughly flushed out in accordance with current Water Supply Regulations prior to connection of the product.

Pressure relief device (PRD)

To meet European standards, the shower unit features an integral pressure relief device (PRD). The PRD provides a degree of shower unit protection should an excessive build up of pressure occur within the shower.

DO NOT operate the shower with a damaged or kinked hose or blocked shower head, as this can cause excessive water temperature and/or the PRD to operate. Failure to follow this instruction will invalidate the product guarantee.

The outlet must not be connected to any tap or fitting, including water saving handsets and flow restrictors, other than those specified as the shower will only function correctly with the hose and handset provided (see showerhead installation instructions from page 12). The use of alternative shower heads and/or hoses can cause excessive, potentially scalding, water temperature and/or the PRD to operate and will invalidate the product guarantee.

Please fully commission the shower prior to use following the instructions on page 14. Failure to do this could cause the PRD to operate and will invalidate the guarantee.

The shower must be sited over a bath or shower tray as in the event of the PRD operating water will drain from the bottom of the shower unit.

Components



Pipework Installation instructions

! In addition to the guide that follows it is essential that the written instructions on pages 4 and 5 are read and understood, and that you have all the necessary components before commencing installation. Failure to install the product in accordance with these instructions may adversely affect the warranty terms and conditions. Do not undertake any part of this installation unless you are qualified to do so. Prior to starting, ensure you are familiar with the necessary plumbing and electrical regulations and legislation required to install the product correctly and safely.

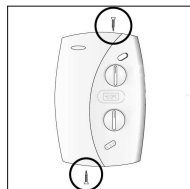
Aqualisa Products Ltd reserves the right to revoke the terms of the warranty should access to the service connections be denied by the use of solid setting infill material.

1 Remove the warning label and outlet bung from the unit, if fitted.

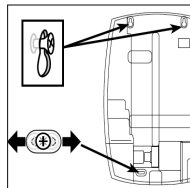
2 Set the temperature dial to the full cold position to ensure correct alignment during reassembly.

! Ensure the internal flow/temperature control mechanism is not moved during assembly once the cover has been removed.

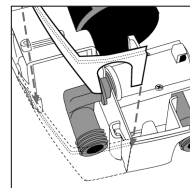
3 Remove the fixing screws and lift the casing up and away from the engine assembly.



4 Offer the unit onto the finished wall surface in the desired position and mark the three fixing points. Drill and prepare the fixing holes using the fixings provided if suitable.



5 Remove the service tunnel and set aside.



6 If using bottom entry pipe work connection, rotate the inlet elbow into the correct position and fix the unit to the wall using the screws provided, if suitable.

! THIS PRODUCT IS NOT SUITABLE FOR TOP ENTRY PIPEWORK.

7 Flush through the water supply pipe allowing it to discharge safely to waste.

! Some modern fluxes can be extremely corrosive and, if left in contact will attack the working parts of this unit. All soldering must be completed and pipe work thoroughly flushed out in accordance with current Water Supply Regulations prior to connection of the product

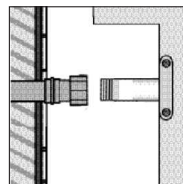
8 Remove the relevant pipe work and cable entry points from the relevant section of the shower unit using a suitable tool. We recommend making good the cut out section using a round file. Ensure the shower unit fits over the cable and pipe work correctly.

9 Pipe work connection must be made using a suitable 1/2" female fitting. Either a 1/2" tap connector or 1/2" to 15mm push fit type connector (not provided) is recommended.

! This product is suitable for use with plastic pipe provided the manufacturer has certified suitability for use with the intended fitting. The plastic pipe inserts **MUST** be fitted, however, as these can be very restrictive, they **MUST** meet the pressure/flow requirements of the product.

! This product is not suitable for stainless steel pipe.

! If using rear entry pipework, for ease of installation and maintenance, pipework connection terminating in a 1/2" tap connector type fitting is recommended. Rotate the shower unit inlet connector 90° to accept rear entry pipe connection.



10 For rear fed installations, fit the unit to the wall using the fixings provided, if suitable.

11 Turn on the water supply to the shower unit and check for leaks up stream of the shower unit. If all is sound turn off the water supply to the shower unit.

! If required, ensure the water pressure to the shower unit is within the minimum and maximum requirements by following the pressure testing procedure on page 17.

Electrical installation

! BEFORE ANY ELECTRICAL CONNECTION IS ATTEMPTED, THE ELECTRICITY SUPPLY MUST BE TURNED OFF AT THE MAINS SWITCH. FAILURE TO DO SO COULD RESULT IN ELECTROCUTION.

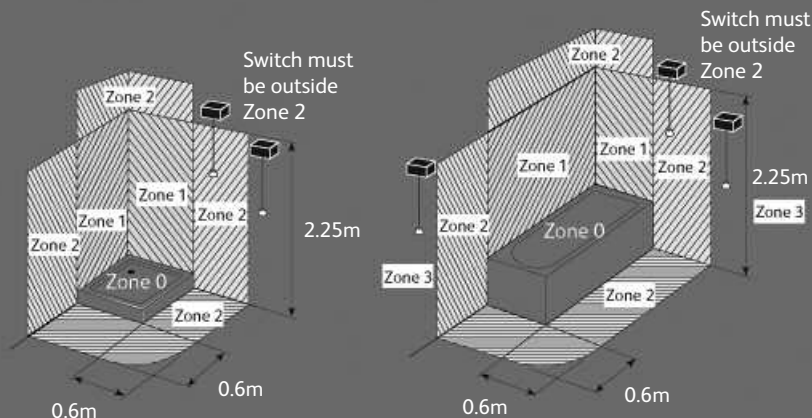
The electrical installation should be carried out by a qualified person in accordance with IEE (Institute of Electrical Engineers) wiring regulations (BS7671).

THIS APPLIANCE MUST BE EARTHED.

IN THE INTERESTS OF ELECTRICAL SAFETY, A 30mA RESIDUAL CURRENT DEVICE (RCD) MUST BE INSTALLED IN ALL UK 230-240V ELECTRIC SHOWERS. THIS MAY BE PART OF A CONSUMER UNIT OR A SEPARATE UNIT.

A suitable double-pole isolating switch for supply disconnections must be incorporated in the fixed wiring circuit in accordance with current wiring rules. This must have a mechanical indicator showing when the switch is in the OFF position. A neon lamp alone is not sufficient. (see the typical system diagram in the MAINS VOLTAGE CONNECTION section overleaf). If it is fitted in the bathroom it must be a cord operated type. The switch must be readily accessible and clearly identifiable in zone 3 i.e. at 0.6m horizontally from the shower cubicle or edge of bath, or located above zone 2 (i.e. adjacent to the shower cubicle or edge of bath, but at least 2.25m from the floor) as detailed below. This requirement does not apply to the pull cord from the switch. See illustration overleaf.

Where shower cubicles are located in rooms other than bathrooms, any socket outlet in the room must be situated at least 3m from the shower cubicle and protected by a 30mA RCD.



YOUR ATTENTION IS ALSO DRAWN TO THE SAFETY INFORMATION DETAILED WITHIN THE IMPORTANT INFORMATION SECTION AND THE ELECTRICAL RATING SECTION. Page 10.

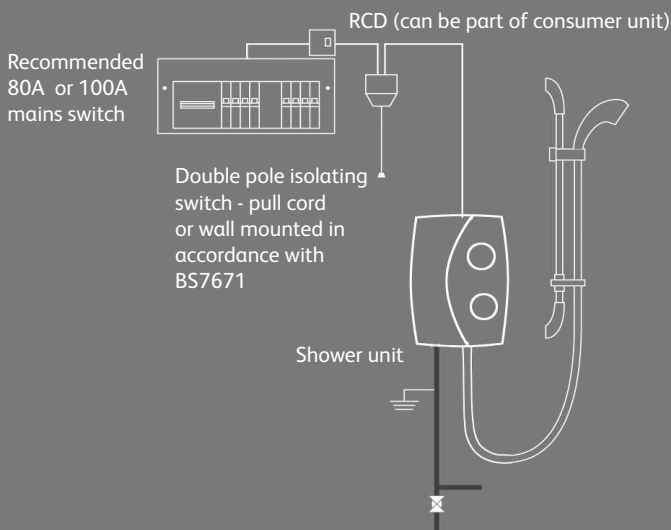
Mains voltage connection



Please refer to the typical system diagram shown below.

The following notes are for guidance only – the installation must comply with current regulations

Please ensure you have read and understood the Electrical installation section on page 8 prior to completing any electrical connections.



! BEFORE ANY ELECTRICAL CONNECTION IS ATTEMPTED, THE ELECTRICITY SUPPLY MUST BE TURNED OFF AT THE MAINS SWITCH. FAILURE TO DO SO COULD RESULT IN ELECTROCUTION.

1 The shower unit must only be fitted to a 230-240V ac supply.

2 The shower unit must be connected to its own independent electrical circuit. It **MUST NOT** be connected to a ring main, spur, socket outlet or lighting circuit, otherwise the circuit will overheat.

3 Check that the consumer unit (main fuse box):

- a) Has a main switch rating of 80A or above and
- b) Has a spare fuse way which will take the fuse/mcb (miniature circuit breaker) that you need to fit.

If so you can wire the shower direct to the consumer unit (please refer to the typical system diagram overleaf).
(Not all consumer units accept a 40/45A sized fuse).

! If the consumer unit has a rating below 80A or if there is no spare fuse way, then the installation will not be straightforward. It may be necessary to install a new consumer unit to service the whole house or just the shower. A qualified person should install this. It may be necessary to contact the electricity supplier to upgrade the incoming supply.

Electrical rating

! Refer to the electrical rating diagram (shown below) to determine the nominal current of the shower. The current rating of the supply cable must be at least that of the shower itself. Use the chart to choose a fuse or mcb with a rating of less than that of your chosen cable.

Shower rating @ 240V		8.5kW		9.5kW		10.5kW	
Nominal current @ 240V		35.4A		39.6A		43.8A	
MCB rating		40A		40A		45/50A	
Cartridge fuse		40/45A		40/45A		45A	
		Min cable size mm ²	Max cable run in m	Min cable size mm ²	Max cable run in m	Min cable size mm ²	Max cable run in m
Type of cable run	Installed in insulated wall	10	61	10	55	10	50
	Conduit or trunking	6	37	10	55	10	50
	Clipped direct or buried in uninsulated wall	6	37	6	33	10	50

If upgrading to a higher kW shower it is essential to ensure that the electrical circuit, including the wiring and isolating switches are adequate for the increased load.

Notes:-

1. Cable selection is dependant on de-rating factors detailed in the notes below.
2. In certain installations the combination of low voltage and extended cable lengths may result in loss of power and a consequential reduction in flow rates.
3. Above cable sizes are the minimum acceptable sizes. Sizes greater than these shown above may be used and should be used if cable runs are greater than indicated (above cable runs are based on a maximum 9.6v drop).
4. Rewirable fuses are not recommended and are not covered by this table.
5. Installation should be carried out by a qualified person. Please refer to BS7671 (Wiring regulations) if in doubt.
6. A 16mm² cable may be required for long cable runs.

Cables which are chased into the wall must be protected by the use of a conduit or sheathing. Surface mounted cables must also be protected by a suitable approved conduit.

The current rating will be reduced if the cable is:

- a. Bunched with others.
- b. In an ambient temperature above 40°C.
- c. In an insulated wall or within thermal insulation, e.g. loft insulation.
- d. In any other unusual position.

If in doubt about any aspect of electrical insulation, consult a qualified electrical engineer or the electricity supplier.



WE STRONGLY RECOMMEND NOT USING REWIRABLE FUSES.

Wiring installation



This product is provided with a cable clamp suitable for 6mm and 10mm cable.

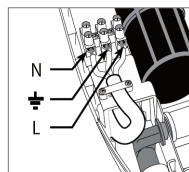
- a) If fitted to the unit, ensure the clamp correctly secures the cable (removing, rotating 180° and refitting if necessary).
- b) If not already fitted, remove the clamp from the shower unit screwpack and fit to the shower unit ensuring the relevant sized cable is correctly secured, using the fixings provided.

1

Loosen the terminal screws and insert the wires as indicated on the back plate moulding.

2

Resecure the terminal block screws. Ensure connections are tight and secure to prevent overheating.



Any cable **MUST NOT** have the outer insulation stripped back beyond the bottom of the backplate and must be protected from water as shown.

This product is not suitable for use with 16mm cable.

3

Place the service tunnel onto the shower unit ensuring it fits flush with the shower unit back plate.

Earth bonding

!

The installation must be earth bonded in accordance with current regulations.

Where earth bonding of the premises is not evident, it may be necessary to run a bonding cable back to the earth terminal at the consumer unit.

Shower head installation

The shower head should be sited close to the shower unit, not necessarily on the same wall, but so that the unit is not subjected to continuous spray. Ensuring the shower hose is not kinked or under strain, the shower head should be sited so that it is no more than 610mm (2ft) above the bottom of the unit or no lower than 305mm (1ft) below the unit, when in its normal position in the shower head holder.

!

THE SHOWER OUTLET, HOSE AND HANDSET ACT AS A VENT. THEY MUST NOT BE BLOCKED, OBSTRUCTED OR HAVE CONNECTED TO THEM ANY FITTING NOT APPROVED BY AQUALISA PRODUCTS LIMITED. THE USE OF UNAPPROVED ACCESSORIES MAY INVALIDATE THE GUARANTEE AND MAY AFFECT THE PERFORMANCE AND SAFETY OF THE UNIT.

1

Prepare two fixing points 598 – 607mm vertically apart using the fixings provided, if suitable.

2

Pass the rail through the handset holder whilst keeping the slider button depressed.



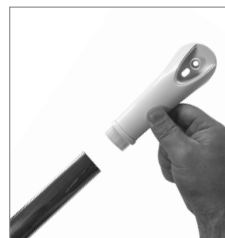
3

If required, slide the soap dish onto the rail under the handset holder.



4

Fit the rail into the rail end bodies.



5

Secure the rail assembly to wall using the fixings provided, if suitable, ensuring the rail and rail end bodies remain firmly engaged.

6

Place the rail end caps into the rail ends and push firmly into position.



Please complete the commissioning procedure detailed overleaf prior to connecting the handset and hose.

Front cover installation and shower commissioning



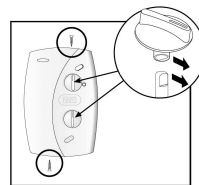
This shower must be fully commissioned following the procedure detailed below before use. Failure to do so could damage the shower and invalidate the guarantee.

1

Carefully offer the front casing onto the back plate assembly ensuring the wires are not trapped. Refit the fixing screws and secure the front cover to the backplate.



Ensure the control knobs correctly align with the keyways prior to fitting the cover into the backplate.



2

Without fitting the shower head, fit the hose washer into the hose and attach to the shower outlet to allow the water to discharge safely to waste.

3

Turn the flow control knob to ensure it moves smoothly. If not, the knob may be fitted incorrectly. The shower should be commissioned with the knob in the mid position (12 o'clock).

4

Set the power/heat setting to no.1.

5

Turn on the electrical isolation switch. The 'Power' and 'Low flow' LED's will be illuminated.

6

Press the Start/Stop button and slowly turn the flow control knob towards the hot direction. The heater elements should now be hotter and the temperature of the spray should increase.

7

Adjust the flow control knob to provide the desired temperature. Allow a few seconds after each adjustment for the temperature to stabilise. A cold shower can be achieved with the flow control knob set towards the no.1 direction. The temperature achieved will depend on the incoming water temperature, pressure and power setting.

8

Repeat the above procedure with the other power/heat settings.

9

Remove any labels from the front cover of the fitted unit ensuring the model and bar code label located under the unit remain in place.

Handset to hose assembly

1

Ensuring the hose washer is in the correct position, connect the hose to the handset, taking care not to overtighten and place into position within the handset holder.



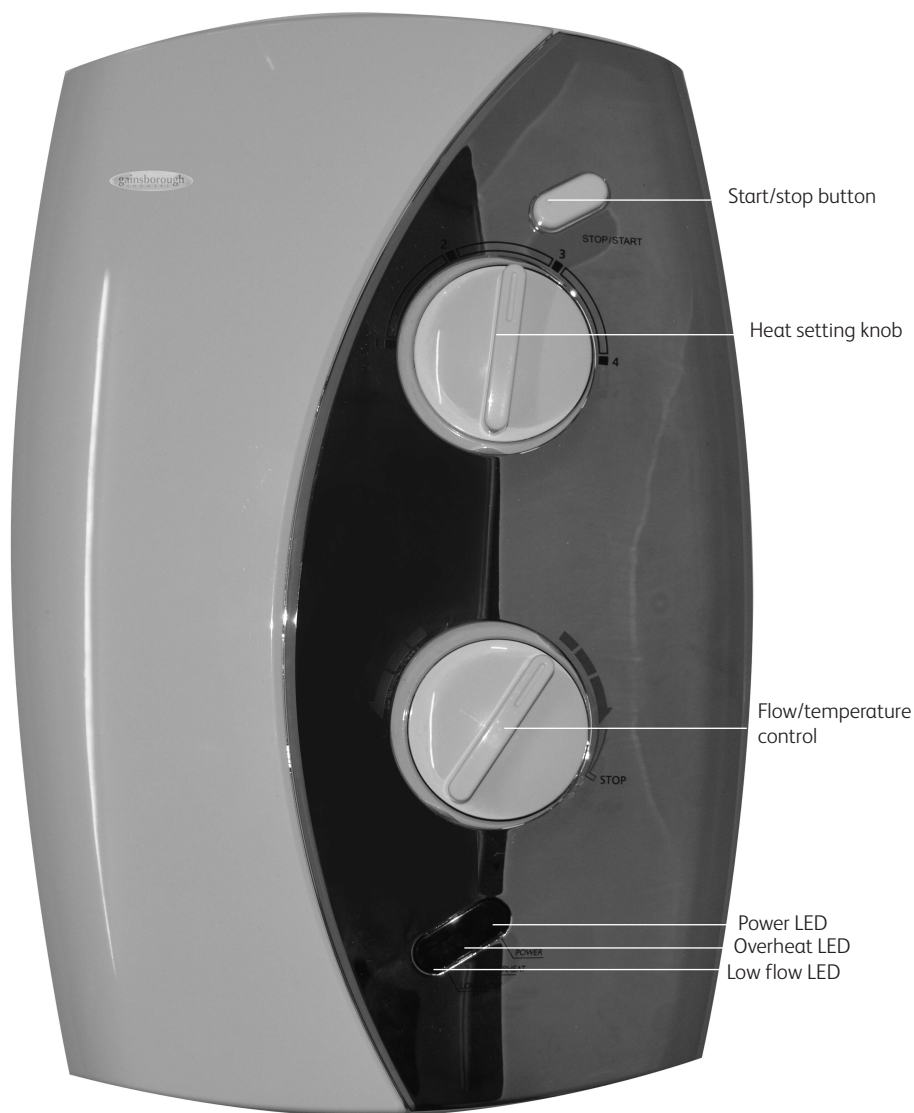
Thermal trip

The Thermal trip cut out will operate with extreme water temperatures. The 'Overheat' LED will illuminate. Power to the heater element(s) is cut when the trip operates. Power restores when the water is cold enough to reset the trip. Unless the temperature dial is adjusted, or other cause of high temperature is eliminated, the element(s) will continue to cycle on/off and the temperature will cycle hot and cold. Temperature reduces, but the heat setting knob remains at its set position.

Low flow

If the 'Low flow' LED is illuminated, the supply water pressure is too low. The heating elements will automatically switch off and the unit will run cold. Power will automatically be restored to the heating elements, once the sufficient water supply pressure is available.

E50 - functions key



E50 - user guide

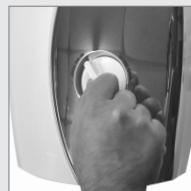
E50 user instructions

- 1 Turn on power to the shower unit.

! Usually a pull cord type isolator switch.

! The power light and low flow LED will illuminate.

- 2 Set the temperature/flow control knob to the full cold position.



- 3 Set the heat setting control knob to the desired position.

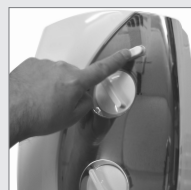
! The lower the setting, the cooler the temperature will be.

No.1 position denotes the cold setting.



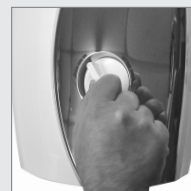
- 4 Press the start button.

Note: the low flow LED will turn off, provided there is sufficient water flow.



- 5 Adjust the temperature/flow control knob slowly to select a comfortable showering temperature, allowing a few seconds after each adjustment for the temperature to stabilise.

! The flow rate will adjust automatically.



- 6 If the desired temperature cannot be reached, turn the temperature/flow control knob back to full cold position and adjust the heat setting control knob. Repeat step 5.

! The higher the setting the warmer the temperature will be.

- 7 Once showering is completed, press the stop button.

! Residual water will continue to drip from the shower head for a few seconds.

- 8 Turn off the power to the shower unit.

E50 - shower head operation

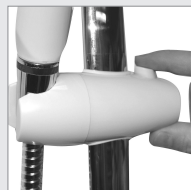
Shower head operation

! NEVER ATTEMPT TO MAKE ANY ADJUSTMENT TO THE SHOWER HEAD BY PULLING ON THE SHOWER HOSE.

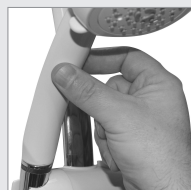
- 1 To select the desired spray pattern, rotate the shower spray cassette clockwise or anti-clockwise.



- 2 To select the preferred height for the shower head, depress the handset holder button to enable the slider to be moved up or down the rail.



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





Please refer to the user guide on page 17.

After installation

Inspection & maintenance

In the interest of safety, we recommend this product and its electrical installation are checked by a qualified electrician at least every 2 years.

After installation

Familiarise the end user with the product operation and hand them this guide.

Complete and post the guarantee card and optional guarantee extension agreement document.

Cleaning and maintenance

Your product should be cleaned using only a soft cloth and washing up liquid.

DO NOT USE ABRASIVE CLEANERS.

To reduce the requirement for chemical descaling in hard water areas, the shower head incorporates rub clean teats. Any scale build up that may occur in any of the holes 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 chemical descaling of the head become necessary, remove the shower head and fully immerse in a mild proprietary descalant.

! IT IS IMPERATIVE THAT DESCALING IS CARRIED OUT STRICTLY IN ACCORDANCE WITH THE MANUFACTURERS INSTRUCTIONS. SUBSTANCES THAT ARE NOT SUITABLE FOR PLASTICS AND ELECTROPLATED SURFACES MUST NOT BE USED.

Trouble shooting guide

! These checks must only be performed by a competent person.

Warning! There are no user serviceable components beneath the cover of the appliance.

IF YOU ARE UNABLE TO REMEDY THE PROBLEM WITHOUT REMOVING THE COVER, YOU SHOULD CONTACT YOUR INSTALLER OR A QUALIFIED ELECTRICIAN.

Only a competent tradesperson should remove the front cover.

!! The electrical supply to the shower MUST BE isolated at the consumer unit (fuse board) prior to the front cover being removed!!

Where the fault cannot be corrected by yourself or your installer, **DO NOT REMOVE THE UNIT FROM THE WALL**, but contact the Customer Services Department, who will provide assistance over the telephone. If necessary, they can arrange a visit by a service engineer. We find the vast majority of problems can be resolved by reference to these fitting instructions or by discussion over the telephone. In the event an engineer is called and the fault is caused by faulty installation, usage or lack of reasonable maintenance, a call out charge will be made.

Pressures

To ensure optimal performance and that the shower is working to specification:-

- Try reducing the flow rate (increasing demand temperature) to increase dynamic pressure and selecting the appropriate heat setting to give required showering temperature.
- Check inlet requirements (see Important Information - Pressures section).
- Ensure no other main water devices are being used whilst showering (e.g. toilet, garden hose, washing machine, etc).
- Check pipework for potential blockages/pressure losses.
- Ensure the stop cock and servicing valves are fully open. Ensure full bore isolation valve has been fitted.
- Check with the local water authority to check the running pressure is above the minimum required (see Important Information – Pressures section). This may be apparent during periods of high demand or when other outlets are used.

IF YOU ARE UNABLE TO REMEDY THE PROBLEM WITHOUT REMOVING THE COVER, YOU SHOULD CONTACT YOUR INSTALLER OR A QUALIFIED ELECTRICIAN.

ACTIONS HIGHLIGHTED IN BOLD TEXT MUST BE COMPLETED BY A QUALIFIED INSTALLER/ELECTRICIAN/SERVICE ENGINEER AS STATED.

Trouble shooting guide

Symptom	Possible cause	Action
Will not switch on – power light not lit	<ul style="list-style-type: none"> - No power (power light indicator on unit not lit) - Electrical supply isolated at double pole switch - Fuse blown or MCB/RCD tripped, indicating possible electrical fault - Power cut - Incorrectly wired product 	<p>Check isolator switched on, and remains on (pull cord or wall mounted switch)</p> <p>Check MCB or fuse at consumer unit</p> <p>Check RCD (if fitted)</p> <p>Renew the fuse or reset MCB/RCD if required</p> <p>If fault persists contact your installer</p> <p>Check 230/240V at shower terminal block (Installer/electrician only task) Possible wiring fault or poor connections</p>
Will not switch on – power light lit	<p>Low pressure/water supply turned off (low pressure indicator on unit lit when unit is operated)</p> <p>Permanent thermal trip activated</p> <p>Faulty on/off button/switch</p>	<p>See trouble shooting pressures section</p> <p>Shower has overheated. This is a non-user serviceable part, shower component must be replaced Contact Customer Services Department</p> <p>This is a non-user serviceable part, shower component must be replaced Contact Customer Services Department</p>

Symptom	Possible cause	Action
No flow or Not enough flow (See also poor spray pattern below)	<p>Low pressure/water supply turned off (low pressure indicator on unit lit when unit is operated)</p> <p>Incorrect hose/handset fitted</p> <p>Damaged/kinked hose</p> <p>Water temperature control knob is turned fully clockwise (full hot)</p> <p>SHOWER UNIT IS SUSPECTED OF BEING FROZEN</p> <p>There may be an outlet blockage</p>	<p>See trouble shooting pressures section</p> <p>Fit correct hose/handset</p> <p>Replace damaged/kinked hose</p> <p>Turn temperature control knob anti-clockwise (towards cold)</p> <p>If so, DO NOT USE</p> <p>a) Switch off immediately at the electrical isolation switch</p> <p>b) Turn off at isolation valve</p> <p>c) Contact our Customer Service Department</p> <p>Disconnect handset from hose and run the shower</p> <p>a) If water flows then handset is blocked with scale or debris. Clean the handset and spray plate thoroughly</p> <p>b) If the water does not flow, remove the hose from the shower unit</p> <p>i) If the water flows the hose is blocked. This could be due to damage, severe kinking or even an obstruction. The hose must be replaced with an approved hose. Contact our Customer Service Department</p> <p>ii) If the water does not flow, there is a blockage in the plumbing to the shower, or the shower itself or the filter</p> <p>iii) Contact the Customer Service Department if you suspect the shower to be at fault</p>

Trouble shooting guide

Symptom	Possible cause	Action
No flow or Not enough flow (See also poor spray pattern below)	<p>Inlet flow rate insufficient</p> <p>Flow valve faulty</p> <p>Heater tank excessively scaled</p>	<p>Check flow rate/pressure – see trouble shooting pressures section</p> <p>NB It is unlikely to achieve the requirements with a header tank</p> <p>Replace – contact Customer Services Department</p> <p>Replace. In hard water areas consider the use of a water softener – contact Customer Services Department</p>
Flow adequate but water too cold, or not hot enough	<p>Incorrect heater setting</p> <p>Water flow too high</p>	<p>Increase heater setting</p> <p>Reduce the flow by slowly turning the temperature control knob in a clockwise direction (towards hot).</p>

Symptom	Possible cause	Action
Flow adequate but water too cold, or not hot enough	Insufficient water supply	See trouble shooting pressures section
	Pressure switches not activating/ Low water pressure (low pressure indicator on unit should be lit	See trouble shooting pressures section
	Permanent thermal trip has operated	Shower has overheated. This is a non-user serviceable part, shower unit must be replaced. Contact Customer Services Department
	Sensitive adjustment	Slowly adjust dial waiting for temperature to settle in between changes.
	Possible failure of microswitch or heater element	Use a suitable continuity device to check the continuity of the microswitch or heater tank and replace parts as necessary (Installer/electrician only task). Contact Customer Services Department.
	Low inlet temperature (seasonal conditions)	Increase heat setting & temperature knob as required. Note: At times of extreme cold water inlet temperatures you may only be able to achieve a warm shower.

Trouble shooting guide

Symptom	Possible cause	Action
Flow adequate but water too cold, or not hot enough	Heater tank excessively scaled	Replace. In hard water areas consider the use of a water softener. Contact Customer Services Department
	Low voltage	Consult a qualified electrician
	Faulty flow valve	Contact Customer Services Department
Water too hot	Water flow too low	Increase the flow by slowly turning the temperature control knob in an anti-clockwise direction (towards cold)

Symptom	Possible cause	Action
Flow adequate but water too hot	<p>Incorrect hose/handset fitted</p> <p>Damaged/kinked hose</p> <p>Incorrect heater setting</p> <p>Spray plate blocked with scale or debris</p> <p>Water pressure too low (low pressure indicator on unit should be lit)</p>	<p>Fit correct hose/handset</p> <p>Replace damaged/kinked hose.</p> <p>Reduce heater setting</p> <p>Clean handset spray plate - see cleaning and maintenance section</p> <p>See trouble shooting pressures section</p>
Temperature varies dramatically while showering	<p>Incorrect hose/handset fitted</p> <p>Water pressure too low or unstable</p>	<p>Fit correct hose/handset</p> <p>See trouble shooting pressures section</p>

Trouble shooting guide

Symptom	Possible cause	Action
Temperature varies dramatically while showering	<p>Spray plate blocked with scale or debris</p> <p>Temperature setting too high/Thermal cut out operating (normally making a "click sound" as it does so)</p>	<p>Clean handset spray plate - see cleaning and maintenance section</p> <p>Increase the flow by turning the temperature control knob in an anti-clockwise direction (towards cold) and/or reduce the heater selection to reduce the outlet temperature</p>
Poor spray pattern. (refer also to handset instructions)	<p>Partially blocked handset</p> <p>Damaged/kinked hose</p> <p>Low water inlet temperature</p> <p>Low voltage</p>	<p>Clean handset - see cleaning & maintenance section</p> <p>Replace damaged/kinked hose</p> <p>Flow rate will naturally be lower when the inlet temperature is low, this applies to all electric showers.</p> <p>Consult a qualified electrician</p>

Symptom	Possible cause	Action
Water runs from bottom of unit when shower is in use	Pressure Relief Device (PRD) has operated due to excess pressure build-up in the head or hose. This has activated because of the shower outlet being reduced or blocked	Ensure the correct supplied handset is used and clean from limescale. Ensure the hose is not damaged or kinked. Once the restriction has been identified and cleared the PRD will self re-set
Water runs from around the hose when shower is in use	Hose incorrectly fitted, or hose washer incorrectly fitted/missing	Ensure hose is correctly fitted and tight Ensure hose washer is fitted correctly
Leaking	Inlet connection leaking Internal seals/unit leaking	Ensure pipe is correctly fitted Consult Customer Services Department
Drip from shower head	Shower head draining Flow valve faulty Partially blocked/scaled handset	Tighten hose connections Remove hose & handset, empty the hose & handset of water, then reattach, and see if drips from handset continue. If so unit needs replacing, please contact Customer Services Department Clean the handset – see cleaning and maintenance section

Trouble shooting guide

Symptom	Possible cause	Action
Operation of temperature control has little or no effect on water temperature	Incorrect hose/handset fitted	Fit correct hose/handset
	Spray plate blocked with scale or debris	Clean handset spray plate - see cleaning and maintenance section
	Flow valve faulty	Replace – contact Customer Services Department
	Heater tank failure/ Heater tank excessively scaled	Replace. In hard water areas consider the use of a water softener. Contact Customer Services Department
	Microswitch failure	Replace – contact Customer Services Department
	Cover/knob fitted incorrectly, knob not correctly engaged	Switch off at consumer unit or mains fuse board. Remove front cover ensuring the service tunnel is correctly fitted flush with the unit back plate. Refit as per pages 7 and 14, taking care to position knob correctly and ensure cover is correctly fitted

Symptom	Possible cause	Action
No change in temperature between low/medium/high setting	<p>Insufficient inlet pressure</p> <p>Possible failure of flow valve, heater tank or microswitch</p>	<p>See trouble shooting pressures section</p> <p>Use a suitable device to check the continuity of the microswitch or heater tank & replace parts as necessary – contact Customer Services Department</p>

Approvals

The Gainsborough E50 shower is manufactured in an ISO 9001:2000 registered factory and has been designed and tested to the very highest standards. It complies with all relevant international standards for safety and reliability.



Intertek





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