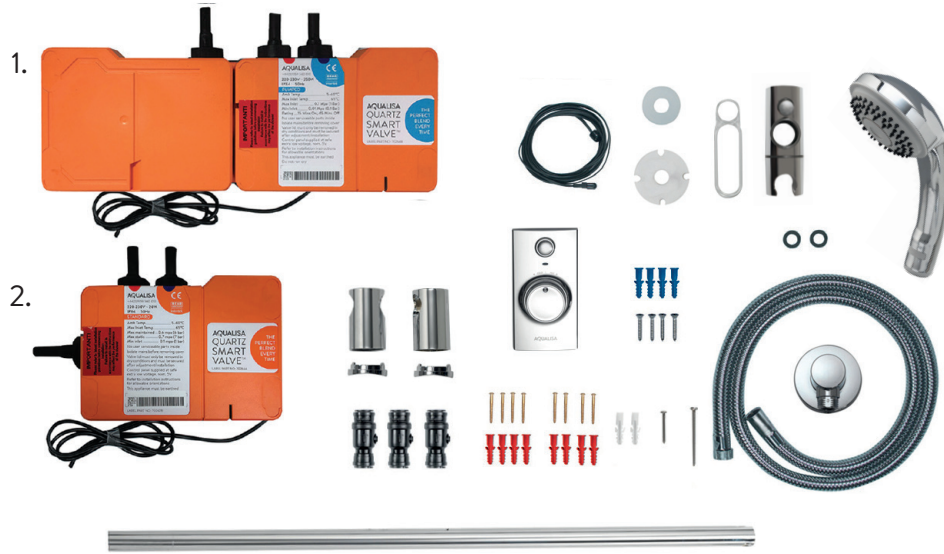# AQUALISA

VISAGE™ DIGITAL INSTALLATION GUIDE

SCREWFIX

CONCEALED COMPONENTS

1. Gravity stored water systems only
2. Mains fed and separately pumped water systems only

EXPOSED COMPONENTS

1. Gravity stored water systems only
2. Mains fed and separately pumped water systems only

IMPORTANT INFORMATION

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.

This product must be installed by a competent person in accordance with all relevant current local and national Water Supply Regulations.

ALL PRODUCTS REQUIRING AN ELECTRICAL CONNECTION MUST BE INSTALLED BY A QUALIFIED PERSON FOLLOWING THE LATEST REVISION OF THE ELECTRICAL WIRING REGULATIONS, BOTH NATIONAL AND LOCAL AND CERTIFIED TO CURRENT BUILDING REGULATIONS.

This system should be installed so that other taps or appliances operated elsewhere within the premises do not significantly affect the flow. The Quartz Smart Valve™ must not be used with a hot water supply temperature of over 65°C. If the maximum hot water temperature is likely to rise above 65°C then a Thermostatic Blending Valve must be used. The Quartz Smart Valve™ is supplied factory pre-set at maximum temperature of 45°C. The maximum temperature is fully adjustable to suit site conditions. If adjusted, we recommend the outlet temperature is set to a MAXIMUM of 46°C.

The Quartz Smart Valve™ must be installed in an accessible location for servicing and maintenance. The Quartz Smart Valve™ must not be installed in situations where either the ambient temperature is likely to exceed 40°C or where freezing may occur. The controller must not be installed in situations where the ambient temperature is likely to fall below 5°C or rise above 40°C.

We do not recommend the use of a controller in steam therapy facilities. This appliance must be earthed. Cables must be protected by a suitably sized conduit or trunking to avoid risk of damage and to allow removal for service and maintenance purposes. Failure to install this way may invalidate the warranty.

Ensure that the conduit is run to avoid the controller fixing holes.

Surface mounted cables must also be protected by a suitable approved conduit, even in a loft, where there may be a risk of damage from vermin.

The power lead must only be replaced by the manufacturer or their accredited agent. The controller is supplied from a safety low voltage source. This product is suitable for domestic use only.

Installation of the pumped Quartz Smart Valve™ (for gravity stored systems)

The pumped Quartz Smart Valve™ shower system is designed to operate up to a maximum static pressure of 100kPa ((1 bar)(10 metres head)(14.5psi)). Under no circumstances must the pumped Quartz Smart Valve™ be connected directly to the water main or in line with another booster pump. The minimum actual capacity of the cold water storage cistern should be not less than 225 litres (50 gallons). The capacity of the hot water cylinder must be capable of meeting anticipated demand.

Installation of the standard (unpumped) Quartz Smart Valve™ (for balanced high pressure and unvented systems, combination boiler systems and separately pumped gravity systems)

Pressures: The standard (unpumped) Quartz Smart Valve™ is designed to operate up to a maximum static pressure of 700kPa ((7 bar) (100psi)). Where pressures are likely to exceed 700kPa ((7 bar)(100psi)), a pressure reducing valve must be fitted to the incoming mains supply. A setting of 400kPa ((4 bar)(60psi)) is recommended. It should be noted that daytime pressures approaching 600kPa ((6 bar)(80psi)) can rise above the stated maximum overnight.

IMPORTANT INFORMATION

Special notes for combination boiler systems

The appliance must have a minimum domestic hot water rating of 24kW and be of the type fitted with a fully modulating gas valve. If in any doubt, please contact the appliance manufacturer before installation commences.

DUE TO PERFORMANCE CHARACTERISTICS OF COMBINATION BOILERS, SEASONAL INLET TEMPERATURE CHANGE WILL AFFECT THE QUARTZ SMART VALVE™ OUTLET FLOW RATE RESULTING IN VARYING SHOWER FLOW RATE AND FLOW CONTROL RANGE. INLET TEMPERATURE CHANGE MAY ALSO CAUSE THE TEMPERATURE DISPLAY TO FLASH; THIS IS NOT NECESSARILY CHANGING THE OUTLET TEMPERATURE. DUE TO THE PERFORMANCE CHARACTERISTICS OF COMBINATION BOILERS, OPERATION OF THE BOOST BUTTON OR INCREASING THE FLOW RATE SETTING ON THE SHOWER CONTROLLER MAY NOT OFFER SIGNIFICANT CHANGE IN OUTPUT FLOW RATE.

Special notes for separately pumped gravity systems and universal/negative head pumps (for divert systems)

We recommend a **MINIMUM** pump rating of 1.5 bar. For optimum performance a 2.5 bar pump should be used for all separately pumped installations. A twin ended pump is required for use with single outlet products.

A universal/negative head type twin ended pump (works on both positive and negative head conditions) MUST be used with divert products.

The minimum actual capacity of the cold water storage cistern should be not less than 225 litres (50 gallons). The capacity of the hot water cylinder must be capable of meeting the anticipated demand.

THIS PRODUCT IS NOT SUITABLE FOR USE WITH A SINGLE ENDED PUMP.

Shower Heads

The range of shower heads has been designed for use with Smart systems. Installation of any shower heads other than these may result in poor shower performance. If at any stage during installation you have any questions then please contact the Aqualisa Customer Service Department on 01959 560010 for advice.

Connections

This product incorporates 15mm 'push-fit' type connections. Tube should be cut using a rotary type cutter and lubricated using a silicone grease, petroleum jelly, or similar, prior to insertion into the fitting. 15mm pipework must be used to connect the product.

If plastic pipe is used, the tube insert must not increase the tube diameter or extend the cut-off length by more than 2mm. THESE FITTINGS ARE NOT SUITABLE FOR STAINLESS STEEL TUBE. COMPRESSION FITTINGS MUST NOT BE USED.

Pipe sizing

CHECK PIPE SIZE REQUIREMENTS FOR CONNECTIONS TO OUTLETS AND ACCESSORIES.

Long pipe runs, on both the inlet and outlet, will reduce the flow rate at the shower head, 22mm pipework should be used on inlets and reduced down to 15mm as close to the valve as possible to reduce pressure loss and help maintain flow rate. If using 15mm pipe, copper pipe is preferred. To optimise performance minimise the number of elbows used. If long pipe runs are unavoidable on the outlet, use copper pipe rather than plastic. If plastic pipe is used, minimise the number of elbows as the pipe inserts are very restrictive.

Flushing

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

IMPORTANT INFORMATION

Declaration of Conformity
Aqualisa Products Limited declares that the Quartz Smart Valve™ and supplied controller, in conjunction with pairing remotes, complies with the essential requirements and other relevant provisions of the Low Voltage Directive (2014/35/EU), and the EMC Directive (2014/30/EU).

After installation
Familiarise the end user with the operation of this product and hand them all literature. Complete and post the guarantee card or register online at www.aqualisa.co.uk

Guarantee
Aqualisa products are supplied complete with a 1 year parts and labour guarantee that can be upgraded by registering the product with Aqualisa. See www.aqualisa.co.uk/guarantee for details.

VISAGE™ DIGITAL INSTALLATION

⚠️ This product must be installed by a competent person in accordance with the relevant Water Supply Regulations.

Prior to installation, ensure all additional guides supplied with this product are read and understood.

In addition to the guide below, it is essential that the important information (above) is read and understood and that you have all the necessary components before commencing installation.

The Visage™ Digital shower system is supplied with universal fixings intended to secure it to a suitable wall.
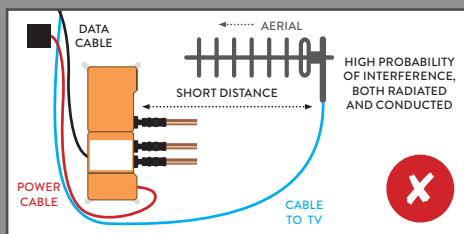
Digital TV Interference

Although the Quartz Smart Valve™ complies with all relevant EMC standards, if incorrectly sited, it may interfere with digital TV reception. Please follow the recommendations below to minimise this effect.

See recommended layouts below.

Images of Quartz Smart Valve™ for illustration only, refer to instruction 1 for orientation.
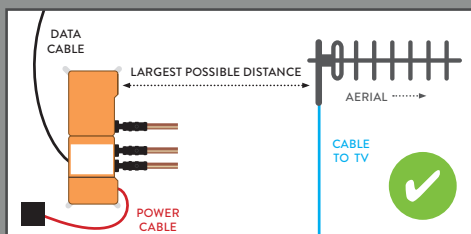
LOWEST PROBABILITY OF INTERFERENCE | LAYOUT WHICH COULD CAUSE PROBLEMS

• Route cables separately, and as far apart from each other as possible.

• Aerial to point away from the Quartz Smart Valve™.

• Ensure the distance between the Quartz Smart Valve™ and the aerial is as large as possible.

ℹ️ Installation videos are available on our website www.aqualisa.co.uk/installation-videos or alternatively, scan the QR code on the reverse of this guide.

1

To ensure safe operation and installation of this product, the Quartz Smart Valve™ MUST be installed in one of the orientations shown.
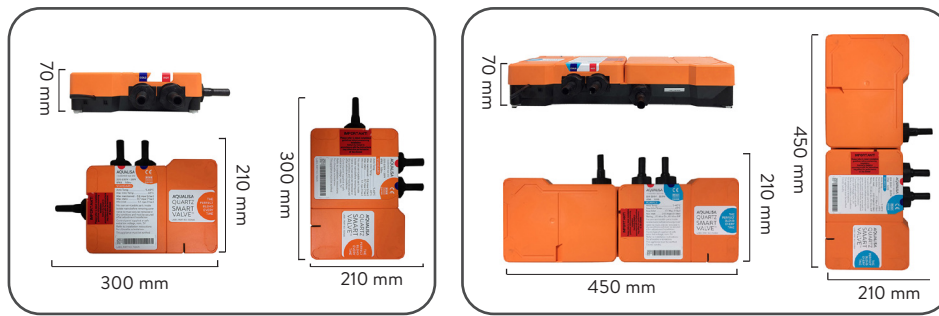
i The Quartz Smart Valve™ MUST be sited in a position that is safely accessible for servicing and commissioning purposes. When fitted in a loft space, the route to and the area around the Quartz Smart Valve™ must be boarded to ensure a safe working environment.

The optimum position for the Quartz Smart Valve™ is in the roof space above the controller site to take full advantage of the ease and speed of installation.

The distance between the Quartz Smart Valve™ and the controller must be within the range of the 10m data cable supplied.

2

Isolation valves are supplied with the Quartz Smart Valve™ and must be fitted on both inlets and the blended water outlet. All pipe work should be run in 15mm pipe. All pipe work should be supported. For gravity fed installations, 22mm pipe work should be run as close to the Quartz Smart Valve™ as possible before reducing down to 15mm.

⚠️ To ensure optimum performance we recommend using copper pipe with a minimum number of elbows. To minimise post shower dripping outlet pipework should have a gentle gradient rise away from the Quartz Smart Valve™. Special notes for plastic pipework, refer to the Important Information (Connections) section.

⚠️ The inlet supply centres are 48mm.

Please note arrow on isolation valve to indicate direction of flow.

DO NOT use compression fittings on the inlet and outlet spigots this will affect the warranty if fitted.

3

Choose the position for your Quartz Smart Valve™ as close to the controller as possible. The Quartz Smart Valve™ may be sited in the roof space above the proposed shower site, in the airing cupboard or behind a screwed bath panel if more convenient. For information regarding protecting the Quartz Smart Valve™ from cold/frost, contact Aqualisa Customer Services or refer to the Aqualisa website. Insulation material must not be placed under or on top of the Quartz Smart Valve™, the location should be where freezing cannot occur.

Please refer to the system layout diagrams.
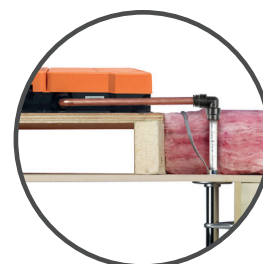
Exposed installation example shown

4

Place the Quartz Smart Valve™ on a solid mounting surface, and place the fixing feet into suitable positions. Mark, then drill and prepare suitable fixings before securing the Quartz Smart Valve™ to the mounting surface using the screws provided, (if suitable).

5

Flush through both hot and cold supply pipes.

⚠ Refer to safety information section

The maximum hot water inlet temperature must be no more than 65°C.

6

Attach the supply pipes to the Quartz Smart Valve™, ensuring that the cold and hot feeds are fitted into the appropriately marked inlets.

⚠ Do not solder near to plastic components.

7

Run a pipe from the mixed water outlet of the Quartz Smart Valve™ to the proposed siting for the shower hose outlet or exposed rail system, depending on the system purchased.

⚠ To ensure optimum performance we recommend using copper pipe with a minimum number of elbows.

ℹ Proceed to the relevant Controller section (Concealed or Exposed).

i **Positioning the controller**
Think about the location of the controller. Avoid grout lines where possible to ensure good surface contact with the silicone seal of the mounting plate. Choose a suitable height so all users can easily see and use the controller.

⚠️ Ensure the data cable is the correct way round as both ends differ in type of connection used (transparent connector to the Quartz Smart Valve™).

Data cables must be protected by suitable sheathing or conduit in the event of servicing and maintenance. Failure to install this way will invalidate the warranty.

Care should be taken to ensure that fixings do not pierce the data cable conduit.

⚠️ If the supplied screws are not suitable for the mounting surface, use a screw of the same size and head design, the screws used must be non corrosive.

Power supply to the Quartz Smart Valve™ must be switched off before connecting or removing the controller.

1

Unscrew the two front cover fixings at the base of the controller, ensuring the captive screws drop sufficiently to allow the front cover to be pulled clear. Carefully lift the controller from the bottom of the back plate and pull the cover clear.

2

Place the back plate on the wall in the desired location for the controller and mark all fixing points and the data cable entry point. Remove the back plate and drill a Ø16mm hole at the appropriate position for the data cable.
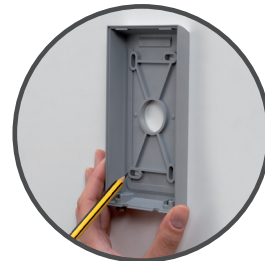
⚠️ Ensure the data cable is the correct way round as both ends differ in type of connection used (transparent connector to the Quartz Smart Valve™).
Data cables must be protected by suitable sheathing or conduit in the event of servicing and maintenance. Failure to install this way may invalidate the warranty.
Care should be taken to ensure the mounting holes do not pierce the data cable conduit.

3

Drill and prepare the four wall fixings for the controller using the fixings provided, (if suitable).

4

Run a thin bead of mastic within the mastic groove at the rear of the back plate. Feed the data cable through the back plate leaving a working end of at least 100mm. Secure the back plate to the wall using the screws provided, (if suitable).

5

Lining up the key way, push the data cable plug into the back of the controller, ensuring both rubber skirts are recessed into the connection (see diagram below), using a blunt flat bladed screwdriver or similar tool if required. To make a water tight fitting, ensure the rubber seal is no longer visible.

INSERT CABLE FULLY
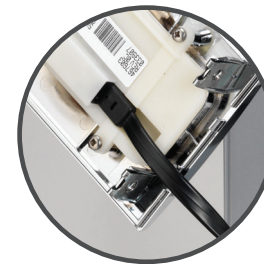
6

Locate the fixing lugs on the top of the controller into position at the top of the back plate and push the bottom of the controller into place. Hold the controller in position and secure to the back plate using the fixing screws at the base of the controller.

i

Proceed to section Quartz Smart Valve™ Set-up, followed by Controller Commissioning Instructions.

CONTROLLERS - EXPOSED SHOWER

Positioning the controller
Think about the location of the controller.

Choose a suitable height so all users can easily see and use the controller. If the ceiling height is over 2.4m (8ft), a 550mm riser rail extension kit will be required. Contact our Customer Service Department to purchase a riser rail extension kit (part no: 910920).

1

Locate a suitable entry point into the ceiling for the riser rail, avoiding joists and services.

⚠ The centre of the riser rail stands 45mm from the wall.

2

Drill a hole through the ceiling, a minimum of Ø30mm, maximum Ø40mm.

⚠ The ceiling plate cannot be sited against an uneven surface. If there is coving or an alternative obstruction, please ensure the entry hole is neat and unobtrusive; otherwise the inner tube could be visible within the showering area. Remove ceiling plate if required.

3

Feed the data cable through the hole in the ceiling followed by the riser rail assembly containing the supply pipe. Ensure the controller is at the desired height, the rail is vertical, and that there is adequate working clearance above the top of the rail in the roof space.
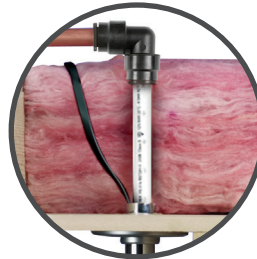
⚠ DO NOT use a compression fitting or soldered joint to connect the outlet pipe to the top of the exposed product. The black push fit elbow provided MUST be used.

This connection MUST be sited in a position that is safely accessible for commissioning, servicing and maintenance purposes.

Failure to meet these requirements will invalidate the warranty.

4

Drill and prepare the fixing points using the fixings supplied, and fix the unit to the wall using the screws provided, (if suitable).

5

Place the rail bracket support pillar into the desired location ensuring that both the hose restraint and the handset holder are below the rail wall bracket position.

6

Slide the fixing bracket over the rail and support pillar and mark the fixing points. Remove the fixing bracket and drill and prepare the fixing points, using the fixings provided (if suitable). Secure the bracket to the wall using the screws provided.

7

Carefully slide the cover onto the fixing bracket flush with the finished wall surface and click the sides firmly into position.
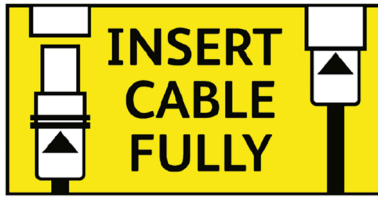
8

Slide the ceiling plate up to the ceiling to cover the entry hole.

9

Lining up the key way, push the data cable plug into the back of the controller, ensuring both rubber skirts are recessed into the connection (see diagram below), using a blunt flat bladed screwdriver or similar tool if required. To make a water tight fitting, ensure the rubber seal is no longer visible.

10

Locate the fixing lugs on the top of the controller into position at the top of the back plate and push the bottom of the controller into place.

11

Hold the controller in position and secure to the back plate using the fixing screws at the base of the controller.

12

Connect the outlet pipe to the mixed water outlet on the Quartz Smart Valve™. Using pipe clips as appropriate, ensure that all pipe work is perpendicular to the Quartz Smart Valve™, i.e. not putting any strain on the fittings.

i Proceed to section Quartz Smart Valve™ Set-up, followed by Controller Commissioning Instructions.

QUARTZ SMART VALVE™ SET-UP

⚠️ Before any electrical adjustment is attempted, the electricity supply must be turned off at the mains switch.

Electrical installation may only be carried out by a qualified person.

All copper pipe work must be cross-bonded and connected to a reliable earthing point.

1

Power supply to the Quartz Smart Valve™ MUST be earthed and utilise a 3 amp fuse.

Connect the Quartz Smart Valve™ power lead to a suitable electrical connection in accordance with current local and national wiring rules (refer to safety information section). Examples of suitable connections:

• A double pole 3 amp fused switched spur incorporated in the fixed wiring circuit.

• A plug and socket, whereby the 3amp fuse can be fitted into either the plug or the socket itself.

Ensure that these are located in an accessible, dry location and not in the bathroom.
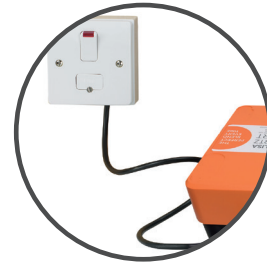
⚠️ THIS APPLIANCE MUST BE EARTHED

We recommend protecting surface mounted cables in suitable approved conduit to avoid the risk of damage from vermin.

The power lead should also be clipped in place with 'P' clips or similar to avoid accidents.

2

Loosen the single fixing screw on the top of the Quartz Smart Valve™ and then carefully tilt the lid up and off the location lugs, and set the lid aside.

Plug in the transparent connector of the low voltage, 10m data cable into the socket adjacent to the temperature adjuster as indicated on the label.

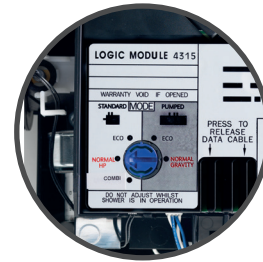Feed the cable out of the Quartz Smart Valve™ ensuring it is correctly routed within the data cable channel.
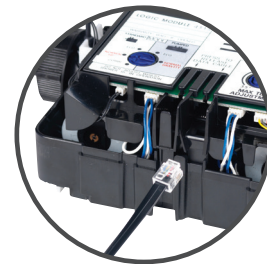
⚠️ A further data cable socket has been provided for use with a wired remote. This can be accessed by carefully snapping and removing the entry pillar and connecting the cable as described above. Please refer to the Wired Remote Installation Guide for the relevant wiring diagrams.

3

When making any adjustment to the Quartz Smart Valve™ settings the power MUST be isolated. For water economy utilise the Eco mode. **This is not to be used on Combination boiler installations, whereby only the Combi mode must be used.**

To change the mode, use a flat bladed screwdriver.

Use the table below for water system settings.

Setting Water System Mode		
Water System	**Valve Type**	**Setting**
Combination Boiler - **ensure setting is changed from factory default**	Standard Quartz Smart Valve™	Combi **Factory default will be Normal HP, this setting must be changed to Combi for temperature stability and optimum performance**
Balanced High Pressure	Standard Quartz Smart Valve™	Normal HP (factory default) or Eco HP
Separately Pumped Gravity	Standard Quartz Smart Valve™	Normal HP (factory default) or Eco HP
Gravity Pumped	Pumped Quartz Smart Valve™	Normal Gravity (factory default) or Eco Gravity

⚠️ The ECO setting reduces the flow rate, therefore is not recommended when used in conjunction with combination boiler.
Site conditions can affect temperature settings, installer to adjust as required.
See Controller Commissioning Instructions section.

Cables **must** be run in conduit or trunking/sheathing

HOT

COLD

3AMP FUSED ELECTRICAL CONNECTION

BLENDED WATER

WIRED REMOTE (supplied separately)

10m CABLE

10m CABLE

CONTROLLER

CONTROLLER COMMISSIONING INSTRUCTIONS

i
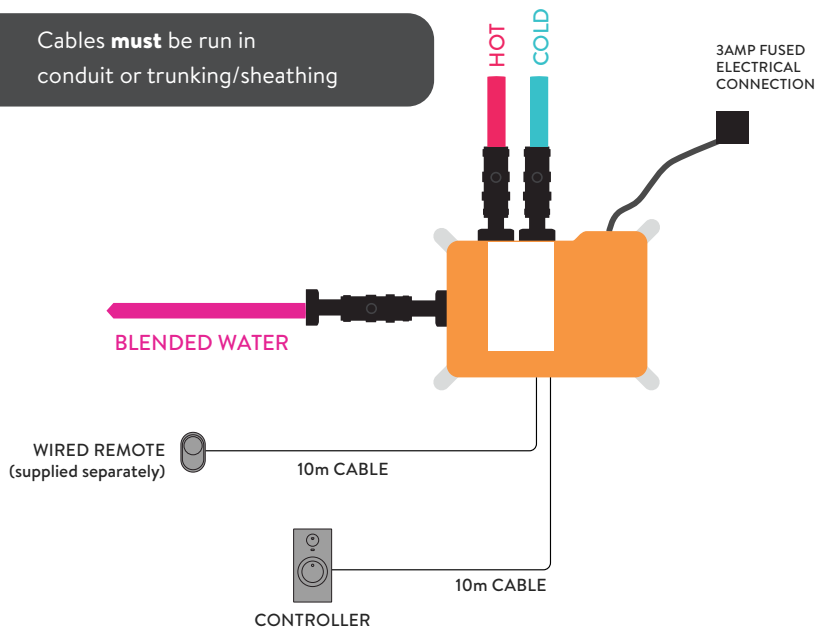
When the power supply to the Quartz Smart Valve™ is turned on the controller will automatically go into a set-up/configuration sequence.
Whilst in the set-up sequence the controller LED will flash, this process can take up to 2 minutes to complete.
The controller is ready to use once the configuration process has finished.

1

Turn on the power supply to the Quartz Smart Valve™.

2

Run the shower at maximum temperature (factory pre set to 45ºC). If required, the maximum temperature can be adjusted. (Refer to Safety Information for guidance).

3

To adjust the maximum temperature, isolate the power supply to the Quartz Smart Valve™.
Using a flat bladed screwdriver adjust the 'MAX TEMP ADJUSTMENT' control as indicated. When the temperature has been set to the desired position, carefully replace the Quartz Smart Valve™ lid and secure the fixing screw, hand tight only.

4

Reinstate the electrical supply to the Quartz Smart Valve™. Press the 'Start/Stop' button on the controller to turn the shower on.

i

For concealed products, fit the shower head system following the section: Adjustable Height Heads.
For exposed products proceed to point 18

ADJUSTABLE HEIGHT HEADS

> ℹ️ Installation videos are available on our website www.aqualisa.co.uk/installation-videos or alternatively, scan the QR code on the reverse of this guide.

1 Ensure the finished wall surface is even, prepare pipework from the Quartz Smart Valve™ to the required position for the hose outlet using a Ø15mm pipe. Slide the wall spacer down the projecting pipe until flush with the finished wall surface.

2 Slide the 15mm gripper ring down the projecting pipe until flush with the wall spacer fitting.

3 Trim the projecting pipe to a length of 15-22mm, measured from the face of the gripper ring, using a suitable cutter. If a hacksaw is used, the pipe end must be carefully de-burred and chamfered.

4 Clean and lubricate the pipe using a suitable (silicone based) lubricant.

5 Remove the locking screw, rotate the chrome outlet assembly and remove the outlet from the wall mounting plate by carefully levering with a flat bladed screwdriver.

6 Ensuring the locking screw hole is positioned at the bottom, place the wall outlet mounting plate onto the pipe assembly and mark and prepare the fixing points, using the fixings provided (if suitable).

7 Secure the wall mounting plate to the wall using the screws provided (if suitable).

8

Place the 'O' ring on the recess of the spigot section on the mounting plate, offer the wall outlet onto the mounting plate in the 5 o'clock position and rotate clockwise until a stop is reached.

9

Refit the locking screw taking care not to overtighten.

10

To fit the rail, prepare two fixing holes up to a maximum of 657mm apart.
N.B. The rail kit supplied utilises a floating bracket that can be positioned to suit existing screw holes on retrofit installations.

11

Depress the single release button of the handset holder and slide onto the rail assembly.
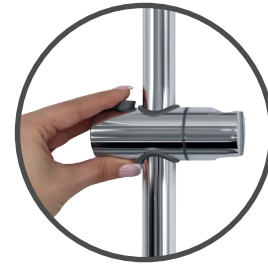
12

Carefully slide the gel hook onto the rail under the handset holder.

13

Secure the top rail bracket into position on the finished wall surface using the short wall screw.

14

Slide the bottom rail bracket onto the bottom of the rail.

15

Slide the rail assembly up through the top rail bracket.

16

Align the fixing hole of the bottom bracket with the corresponding holes on the rail assembly, ensuring the smaller sized hole on the rail is closest to the wall. Secure the bottom rail bracket to the wall using the long wall screw.

17

Place the rail end caps into both brackets and push firmly into position.

18

Ensuring the hose washer is in the correct position; attach the hose to the wall outlet or the bottom of the exposed rail.

⚠️ Run the shower for a few seconds to clear any debris and to check for any leaks.

19

Pass the hose through the gel hook.

⚠️ Current Water Supply Regulations state that the handset should not be allowed to pass a point 25mm above the spill over level of the bath or shower tray. If this cannot be achieved, the hose must be passed through the gel hook which has been designed to be utilised as a hose restraint.

20

Disengage the pivot clip and remove the pivot from the bottom of the handset. Ensure the hose washer is in the correct position and screw the pivot into the hose, using a suitable hexagonal key to tighten, taking care not to over-tighten. Reinsert the pivot into the handset and engaged the pivot clip prior to placing the handset into the Pinch Grip™ holder.

SYSTEM LAYOUT DIAGRAMS

System Installation	Single Outlet

⚠️ Refer to wiring diagrams in this guide

Typical gravity system installation (compatible with pumped Quartz Smart Valve™)

Supply

Cold feed to cylinder

Connect 'A' or 'B'

B

A

Hot water cylinder

N.B. THE BASE OF THE QUARTZ SMART VALVE MUST BE SITED NO HIGHER THAN THE BASE LEVEL OF THE CISTERN.

Underside of cistern

10m max

Controller

Typical UHW system installation (compatible with standard Quartz Smart Valve™)

Supply

Hot water cylinder

Controller

10m max

Typical thermal storage unit system installation (compatible with standard Quartz Smart Valve™)

Central heating boiler

Supply

Controller

10m max

SYSTEM LAYOUT DIAGRAMS

	System Installation	Single Outlet
⚠️	Refer to wiring diagrams in this guide	

Typical combination system installation
(compatible with standard Quartz Smart Valve™)

Pressure reducing valve if required

Supply

Controller

10m max

Typical pumped system installation
(compatible with standard Quartz Smart Valve™)

Underside of cistern

B

Connect 'A' or 'B'

A

Hot water cylinder

NB: 1.5 bar MINIMUM universal pump rating

Controller

10m max

USER GUIDE

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

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 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 'Start/Stop' button on the controller, to turn the shower off.

USER GUIDE - ADJUSTABLE HEAD

1

Removing the shower head: With the hose still attached, disengage the pivot clip by pushing in the outer grey button located on the front of the shower head (near to the hose connection). Remove the threaded spigot from the bottom of the handset by using the hose to pull clear. To reattach: Ensure the hose washer is in the correct position, tighten the threaded spigot into the hose using a suitable hexagonal key, taking care not to over-tighten. Reinsert the spigot into the handset and engage the pivot clip prior to placing the handset into the handset holder.

2

To select the preferred height for the shower head, press the button 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 knuckle ratchet in the holder.

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.

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.

ℹ️ 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 Quartz Smart Valve™. Contact a member of our Customer Service team for further information.

TROUBLESHOOTING

Symptom	Possible cause	Action
Controller LED's flashing when power turned on to the Quartz Smart Valve™	Start up sequence and controller configuration in process	No action required - sequence and configuration can last up to 2 minutes. Wait until LED's go out and then the controller is ready to use.
Controller unresponsive - No Lights / Blank	Power supply turned off to Quartz Smart Valve™	Check power supply is turned on - Green power light should be illuminated on the Quartz Smart Valve™.
	Data cable connection	Check that the connector is in the correct orientation and fully pushed home.
Pump noisy and low / no flow	Air lock (for Gravity fed systems only)	Disconnect the handset from the hose, 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 increase 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.

Isolate hot and cold feeds to the Quartz Smart Valve™, disconnect from the inlet spigots and then using the isolation valve bleed through the hot and cold supplies.

Release the outlet pipework from the outlet isolation valve of the Quartz Smart Valve™. Using an appropriate connection, flexi or length of pipe connect to the isolation valve so that water can be discharged into a bucket or suitable receptacle. Start the shower and bleed through until air is cleared. It may be required to have the controller set at a cooler temperature setting until the hot water starts to bleed through, then gradually increase the temperature. |
	Restriction in waterway	Check for debris in the inlet filters of the Quartz Smart Valve™. IMPORTANT: Water must be isolated.
Controller remains illuminated after switching shower off	Poor cable connection	Check data cable connections are making good contact and are fully inserted (this includes installations where a wired remote is fitted).
	Damaged data cable	Check the full length of the cable for visible damage.
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.

Symptom	Possible cause	Action
Low / no flow	Incorrect Quartz Smart Valve™ fitted	If water supplies are gravity fed, the PUMPED Quartz Smart Valve™ must be used (unless a separate stand alone pump is being utilised).
	Water supply issue	For Standard Quartz Smart Valve™ - Ensure water is turned fully on at the mains and at the servicing valve in the supply. Ensure isolation valves are fully open.
	Mixed water supplies	For standard Quartz Smart Valve™ - Ensure hot and cold supplies are from the mains water supply.
	Check filters	Check for debris in the inlet filters of the Quartz Smart Valve™. IMPORTANT: Water must be isolated.
	Incoming mains water pressure or flow too low	After confirming that the filters are clear, check with the local water authority.
	Connectors and water supply feeds to the Quartz Smart Valve™ are restrictive	Refer to IMPORTANT INFORMATION sections: Connections and Pipe sizing.
	Separate, stand alone pump not activating (Standard Quartz Smart Valve™ only)	Ensure sufficient flow to activate the flow switches of the pump.
	Quartz Smart Valve™ pump not activating	Refer to Setting Water System Mode section, ensure mode is set to normal or ECO gravity setting.
Fluctuating water temperature	Incorrect setting on Logic Module of Quartz Smart Valve™	If hot water supply is from a combination boiler - the Logic module mode MUST be set to COMBI.
	Airlock in water supplies (for gravity fed systems only)	See "Air lock" in Possible Cause section.
	Hot water temperature too high	Ensure hot water supply temperature is below 65ºC (minimum 55ºC for stored water and 50ºC for combination boilers).
	Communications issue	Check data cable connections.
	Combination boiler unable to meet demand	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.
Temperature too low	Low hot water temperature	Check that domestic hot water temperature is a minimum of 55ºC for stored water and 50ºC for combination boilers.
	Logic Module temperature setting too low	Refer to section: Controller Commissioning Instructions.
Temperature too low - Controller temperature ready display does not stabilise	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	Check 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.

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