AQUALISA

VISAGE™ SMART / VISAGE Q™ INSTALLATION GUIDE

Please note: For divert products, cable connection instructions vary depending on the model. Please refer to the section; "Wiring diagram - Divert models 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 significantly affect the flow. The Aqualisa SmartValve™ 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 Aqualisa SmartValve™ is supplied factory pre-set at maximum temperature of 45°C. The maximum tempature is fully adjustable to suit site conditions. If adjusted, we recommend the outlet temperature is set to a MAXIMUM of 46°C.

The Aqualisa SmartValve™ must be installed in an accessible location for servicing and maintenance. The Aqualisa SmartValve™ 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 Aqualisa SmartValve™ (for gravity stored systems)

The pumped Aqualisa SmartValve™ 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 Aqualisa SmartValve™ 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) Aqualisa SmartValve™ (for balanced high pressure and unvented systems, combination boiler systems and separately pumped gravity systems)

Pressures: The standard (unpumped) Aqualisa SmartValve™ 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.

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 AQUALISA SMARTVALVE™ 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, and a diverter is used, 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.

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).

After installation

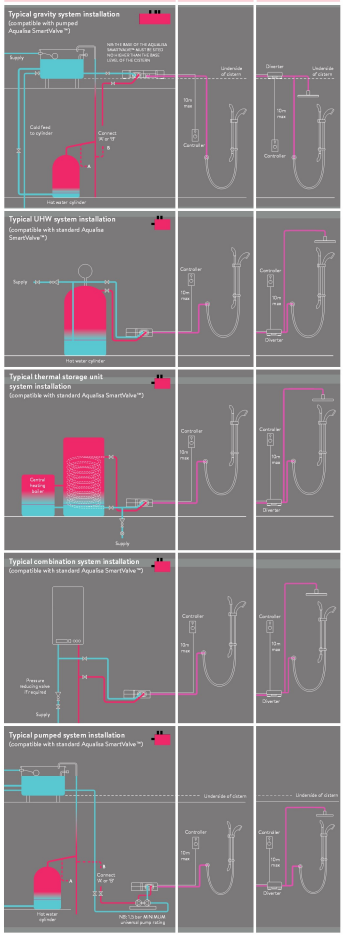
Familiarise the end user with the operation of this product and hand them all literature. Complete and post the guarantee card or register online at www.aqualisa.co.uk

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.

SYSTEM LAYOUT DIAGRAMS

System Installation (Refer to wiring diagrams in this guide)	Single Outlet	Dual Outlet (divert)

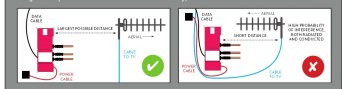


SMART INSTALLATION

This product must be installed by a competent person in accordance with the relevant Water Supply Regulations.
Prior to installation, ensure all literature supplied with this product is read and understood. We have taken great care to ensure that this product reaches you in perfect condition, however should any parts be damaged or missing please contact your point of purchase. If you require assistance please contact the Aqualisa helpline. The shower system is supplied with universal fixings intended to secure it to a suitable wall.
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. Refer to the separate Components List for reference.

Digital TV Interference

Although the Aqualisa SmartValve™ 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 Aqualisa SmartValve™ for illustration only, refer to instruction 1 for orientation.



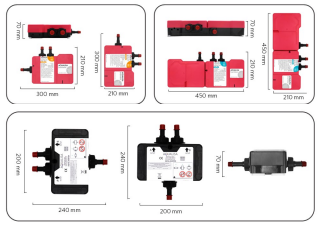
LOWEST PROBABILITY OF INTERFERENCE — LAYOUT WHICH COULD CAUSE PROBLEMS

- Route cables separately, and as far apart from each other as possible.
- Aerial to point away from the Aqualisa SmartValve™.
- Ensure the distance between the Aqualisa SmartValve™ and the aerial is as large as possible.

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.

AQUALISA SMARTVALVE™ & DIVERTER

1 To ensure safe operation and installation of this product, the Aqualisa SmartValve™ and diverter (where supplied) MUST be installed in one of the orientations shown.



2 Isolation valves are supplied with the Aqualisa SmartValve™ and diverter (where supplied) and must be fitted on all inlet and outlet connections. All connections require 15mm pipe, and all pipe work should be supported.

For gravity fed installations, 22mm pipework should be run as close to the Aqualisa SmartValve™ 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 Aqualisa SmartValve™ or the diverter (where supplied). 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 as this will invalidate the warranty if fitted.

3 Choose the position for your Aqualisa SmartValve™ and diverter (where supplied) as close to the controller as possible. These 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 Aqualisa SmartValve™ and diverter (where supplied) 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 Aqualisa SmartValve™ and diverter (where supplied), the location should be where freezing cannot occur. Please refer to the system layout diagrams.

Exposed installation example shown

The Aqualisa SmartValve™ and diverter (where supplied) 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 Aqualisa SmartValve™, and diverter (where fitted) must be boarded to ensure a safe working environment.
The optimum position for the Aqualisa SmartValve™ and diverter (where supplied) is in the roof space above the controller site to take full advantage of the ease and speed of installation.
The distance between the Aqualisa SmartValve™ and the controller must be within the range of the 10m data cable supplied. For dual-outlet models, the diverter must be within the range of the 2m low voltage data cable connecting it to the Aqualisa SmartValve™.

4 Place the Aqualisa SmartValve™ and diverter (where supplied) on a solid mounting surface, and place the fixing feet into suitable positions. Mark, then drill and prepare suitable fixings securing 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.

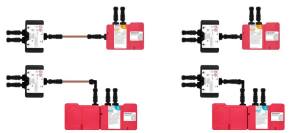
6 Attach the supply pipes to the Aqualisa SmartValve™, ensuring that the cold and hot feeds are fitted into the appropriately marked inlets.

Do not solder near to plastic components.

7 Run pipework from the mixed water outlet of the Aqualisa SmartValve™ to the proposed siting for the shower hose outlet, fixed head, bath filler or diverter depending on the system purchased.

For single outlet models, proceed to the relevant Controller section (Concealed or Exposed). If you are fitting a divert system continue below, then to the relevant Controller section.

Divert Installation Examples



See section 1 for orientations.
Images shown are aerial views and are for illustrative purposes only.

8 Ensure that the isolation valves are connected to the diverter spigots, with the arrows correctly aligned according to the direction of flow.

Run the pipes from the mixed water outlets of the diverter through to the proposed siting for the shower outlets, depending on the system chosen.

See Diverter Outlet and Diverter Primary Outlet Set Up sections on the reverse page for reference, and information regarding primary outlet selection.

For the majority of installations we suggest that outlet A is plumbed in as the primary outlet.

CONTROLLERS - CONCEALED SHOWER

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 Aqualisa SmartValve™ or diverter (where supplied)).
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 Aqualisa SmartValve™ 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 Aqualisa SmartValve™ or diverter).
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.

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.

Proceed overleaf to sections Aqualisa SmartValve™ Setup 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).

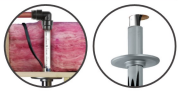
1 Locate a suitable entry point into the ceiling for the riser rail, avoiding joists and services.

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.

Proceed overleaf to sections Aqualisa SmartValve™ Setup followed by Controller Commissioning Instructions.

Scan for Installation Videos

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SMART INSTALLATION

AQUALISA SMARTVALVE™ SETUP

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 pipework must be cross-bonded and connected to a reliable earthing point.

1 Power supply to the Aqualisa SmartValve™ MUST be earthed and utilise a 3 amp fuse.
Connect the Aqualisa SmartValve™ 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 **For divert models refer to Wiring Diagram section below.**
Loosen the single fixing screw on the top of the Aqualisa SmartValve™ and diverter (where supplied) then carefully tilt the lid up and off the location lugs, and set the lid aside.
Plug the transparent connector of the low voltage, 10m data cable into the socket adjacent to the temperature adjuster as indicated on the label, or into the diverter where specified.
Feed the cable out of the Aqualisa SmartValve™ or diverter ensuring it is correctly routed within the data cable channel.

Divert models have product specific diverters, and the supplied diverter must be used. If diverter is lost, damaged or separated from the main product contact Customer Services for the correct replacement.

A further data cable socket has been provided for use with a wired remote. For single outlet models 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 or the below wiring diagram. N.B. Wired Remotes are product specific.

3 When making any adjustment to the Aqualisa SmartValve™ 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.

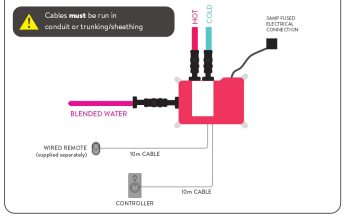
Setting Water System Mode

Water System	Valve Type	Setting
Combination Boiler - **ensure setting is changed from factory default**	Standard Aqualisa SmartValve™	Combi **Factory default will be Normal HP, this setting must be changed to Combi for temperature stability and optimum performance**
Balanced High Pressure	Standard Aqualisa SmartValve™	Normal HP (factory default) or Eco HP
Separately Pumped Gravity	Standard Aqualisa SmartValve™	Normal HP (factory default) or Eco HP
Gravity Pumped	Pumped Aqualisa SmartValve™	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 or bath filler applications.
Site conditions can affect temperature settings, installer to adjust as required.
See Controller Commissioning Instructions section.

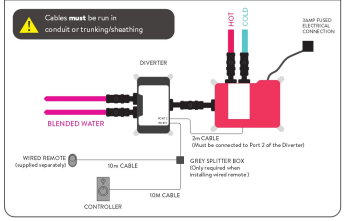
Wiring Diagram - Single Outlet

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

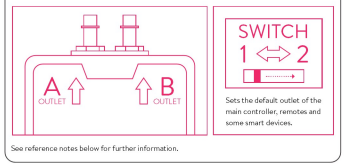


Wiring Diagram - Dual Outlet (Divert) Models

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



Diverter Outlet



See reference notes below for further information.

Diverter Primary Outlet Set Up

Switch position 1 will allocate Outlet A as the primary for the main controller, wired remote (where installed) and smart speaker (e.g. Alexa/ Google Home).

Switch position 2 will allocate Outlet B as the primary for the main controller, wired remote (where installed) and smart speaker (e.g. Alexa/ Google Home).

Note: when using the Aqualisa App. Outlet A is always the primary outlet (by default), regardless of the switch position.

CONTROLLER COMMISSIONING INSTRUCTIONS

When the power supply to the Aqualisa SmartValve™ 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 Aqualisa SmartValve™.

2 Run the shower at maximum temperature (factory pre set to 45°C). 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 Aqualisa SmartValve™.

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 Aqualisa SmartValve™ lid and secure the fixing screw, hand tight only.

4 Reinstate the electrical supply to the Aqualisa SmartValve™. Press the 'Start/Stop' button on the controller to turn the shower on.

ADJUSTABLE HEIGHT HEADS

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 Aqualisa SmartValve™ or diverter (where supplied) 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).

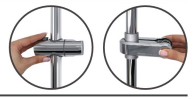
7 Secure the wall mounting plate to the wall using the screws provided (if suitable).

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 Dependant on the model purchased, depress the single release button or the side levers 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 Ensuring the hose washers are in the correct position, depress the anti-swivel locking button on the handset and secure the handset to the hose. Place the handset into the handset holder.

WALL MOUNTED HEAD

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 Run a 15mm outlet pipe from the Aqualisa SmartValve™ or diverter (where supplied) to the preferred position for the fixed head.

2 Cut the outlet pipe to the finished length (55mm-150mm measured from the finished wall surface) using a suitable cutter. If a hacksaw is used, the pipe end must be carefully de-burred and chamfered.

3 Offer the fixed head arm over the projecting pipework and ensuring it is visibly straight, mark the four fixing points.

4 Remove the fixed head arm and drill and prepare using the fixings provided (if suitable) taking care to avoid pipework hidden in the wall.

5 Ensuring the pipe is clean and free of dust, slide the wall spacer followed by the fixing bush onto the pipe flush with the finished wall surface.

6 Fit the 15mm 'O' ring against the end of the fixing bush.
Lubricate the 'O' ring using a suitable silicone based lubricant.

The 'O' ring must be positioned on the 15mm pipe flush to the fixing bush, not onto the fixing bush shaft.

7 Refit the shower arm and secure it to the wall using the screws provided (if suitable).

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

8 Slide the cover plate into position flush with the finished wall surface.

9 Ensuring the rubber washer is in the correct position, attach the shower head to the fixed arm and carefully secure using a suitable spanner, or a tool with smooth jaws, sufficiently to lock the head into position.

BATH OVERFLOW FILLER

The bath overflow filler is suitable for baths up to a maximum thickness of 24mm.

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 Carefully unscrew and remove the overflow filler outlet from the body assembly and set aside.

2 Carefully unscrew and remove the bath waste clicker assembly from the waste body and set aside.

3 Offer the bath waste into position ensuring the rubber washer is correctly aligned between the waste assembly and the bath base.

4 Ensuring the rubber washer is correctly aligned, pass the bath waste clicker through the bath and secure to the waste body assembly.

5 Connect the bath waste to a suitable trap (not supplied).

6 Offer the outlet body assembly into position at the rear of the bath ensuring the rubber washer is correctly aligned between the outlet body assembly and bath wall.

7 Ensuring the rubber washer is correctly aligned, pass the overflow filler outlet through the bath and secure to the body assembly.

8 Remove the relevant inlet blanking plug and attach the flexible hose to the blended inlet connection.

PTFE thread tape MUST be used to guarantee a watertight seal.

9 Connect the flexible hose to the blended supply pipe ensuring a suitable non restrictive double check valve (not supplied) is fitted in line with current Water Supply Regulations.

WASTE PIPE EXTENSION KIT

If required for larger baths, a 900mm waste pipe conversion kit is available from the Aqualisa Customer Service department, part number 910064. Please contact our Customer Service Department on 01959 560010.

1 Unscrew the clamping nut and remove the waste pipe from the waste assembly.

2 Remove the clamping nut and sealing washer from the waste pipe and set aside.

3 Carefully cut down the length of the waste pipe, and disconnect from the outlet assembly, ensuring not to damage the outlet.

4 To reassemble, push the longer waste pipe into position over the outlet, and secure it in place using a jubilee clip (not supplied).

NOTE: The waste pipe may need to be softened by running it under hot water, to ensure it slides over the outlet.

TROUBLESHOOTING

Symptom	Possible cause	Action
Controller LED's flashing when power turned on to the Aqualisa SmartValve™	Start up sequence and controller configuration in process (controller specific)	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 Aqualisa SmartValve™	Check power supply is turned on - Green power light should be illuminated on the Aqualisa SmartValve™.
	Data cable connection	Check that the connector is in the correct orientation and fully pushed home and that the wiring schematics are as per the wiring diagram.
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, 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 Aqualisa SmartValve™, 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 Aqualisa SmartValve™. 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. NOTE: If the product fitted uses the Aqualisa diverter, then ensure that this is taken out of the plumbing configuration but remains connected to the Aqualisa Smartvalve™ via the 2m data cable.
Low / no flow	Restriction in waterway	Check for debris in the inlet filters of the Aqualisa SmartValve™. IMPORTANT: Water must be isolated.
	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).
	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.
	Mixed water supplies	For standard Aqualisa SmartValve™ - ensure hot and cold supplies are from the mains water supply.
	Check filters	Check for debris in the inlet filters of the Aqualisa SmartValve™, diverter and Fixed Head connection washer. 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 Aqualisa SmartValve™ are restrictive	Refer to IMPORTANT INFORMATION sections: Connections and Pipe sizing.
	Separate, stand alone pump not activating (Standard Aqualisa SmartValve™ only)	Ensure sufficient flow to activate the flow switches of the pump. For Aqualisa divert products a twin ended universal (negative head) pump must be used. Refer to IMPORTANT INFORMATION section.
	Aqualisa SmartValve™ pump not activating	Refer to Setting Water System Mode section, ensure mode is set to normal or ECO gravity setting.
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.
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.
	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 65°C (minimum 55°C for stored water and 50°C 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 55°C for stored water and 50°C 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.
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).
Water flows from incorrect outlet (divert models only)	Pipework configured incorrectly	Refer to sections: Diverter Outlet and Diverter Primary Outlet Set Up.
	Primary outlet setting not configured	Refer to sections: Diverter Outlet and Diverter Primary Outlet Set Up.
Flow will not switch between outlets	Communications issue	Check that 2m patch lead is connected between Aqualisa SmartValve™ and diverter.

For further information and advice contact Aqualisa Customer Helpline.