# ELISA™


## SMART SHOWER

# Installation Guide

Please note: For divert products, cable connection instructions vary depending on the model. Please refer to the section; "Cable diagram - Divert models only".

# CONTENTS

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

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

Pressures: The standard (unpumped) 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 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 Elisa 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 Customer Helpline 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. Pipework must be fully pushed home into the supplied connections and pressure tested.
15mm pipework must be used to connect the product.

Pipework and connections should be protected using suitable lagging.

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 pipe work 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 pipe work 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 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).

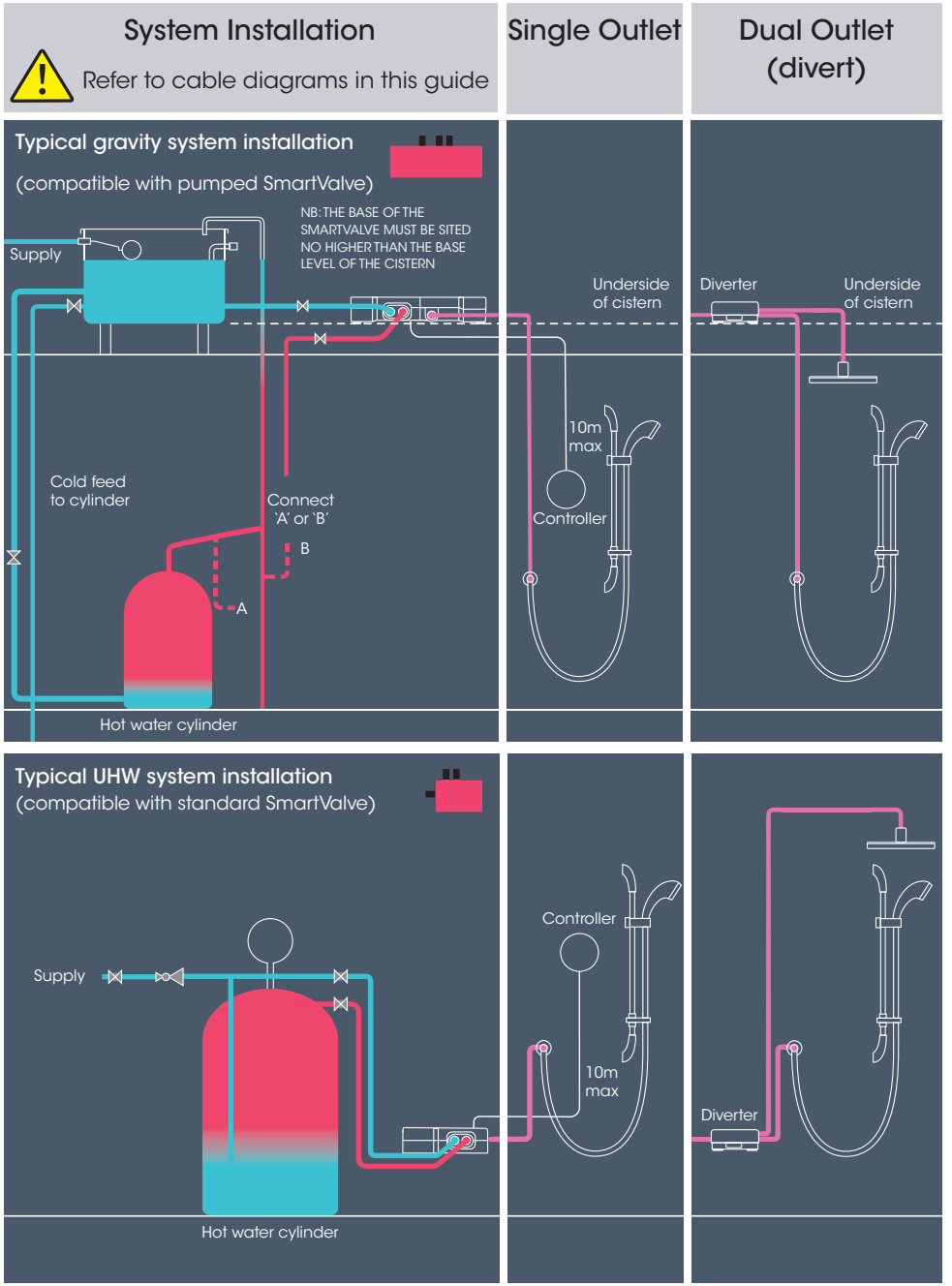

Applicable for some models

## 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 elisabathrooms.com/service-and-support/register-your-guarantee

## Guarantee
Elisa products are supplied complete with a 1 year parts and labour guarantee that can be upgraded by registering the product with Elisa.
See elisabathrooms.com/service-and-support/register-your-guarantee for details.



## SYSTEM LAYOUT DIAGRAMS



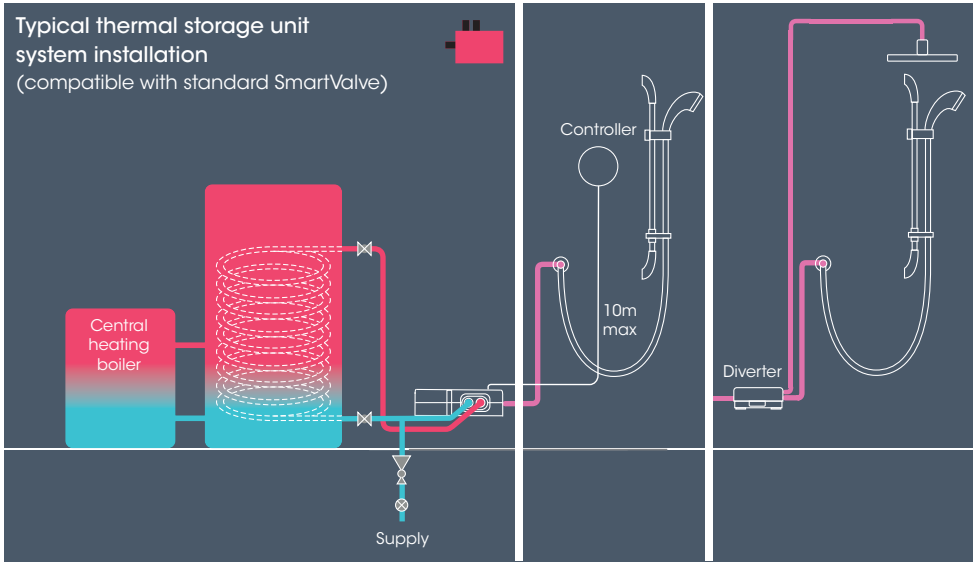
## System Installation

Refer to cable diagrams in this guide

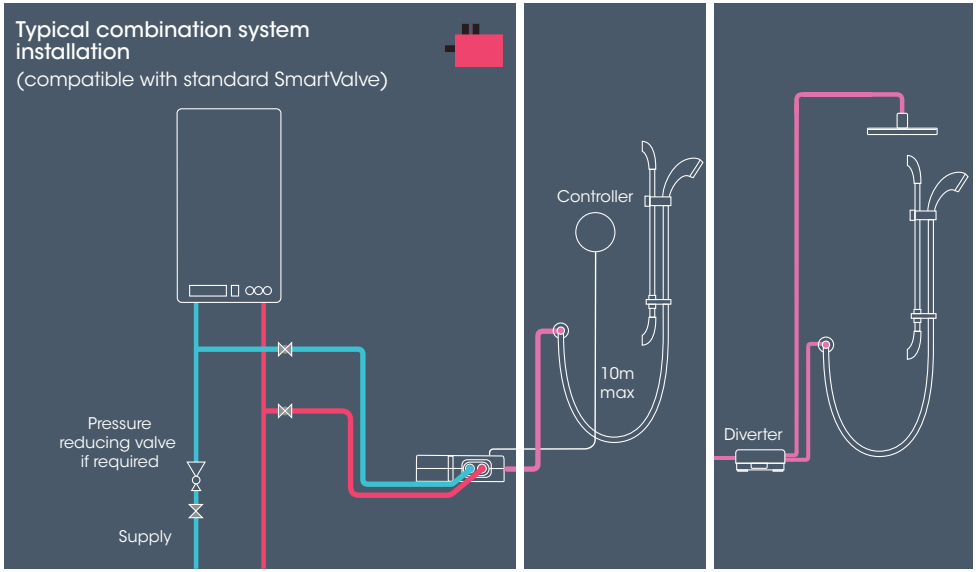
Single Outlet

Dual Outlet (divert)

### Typical thermal storage unit system installation
(compatible with standard SmartValve)




### Typical combination system installation
(compatible with standard SmartValve)





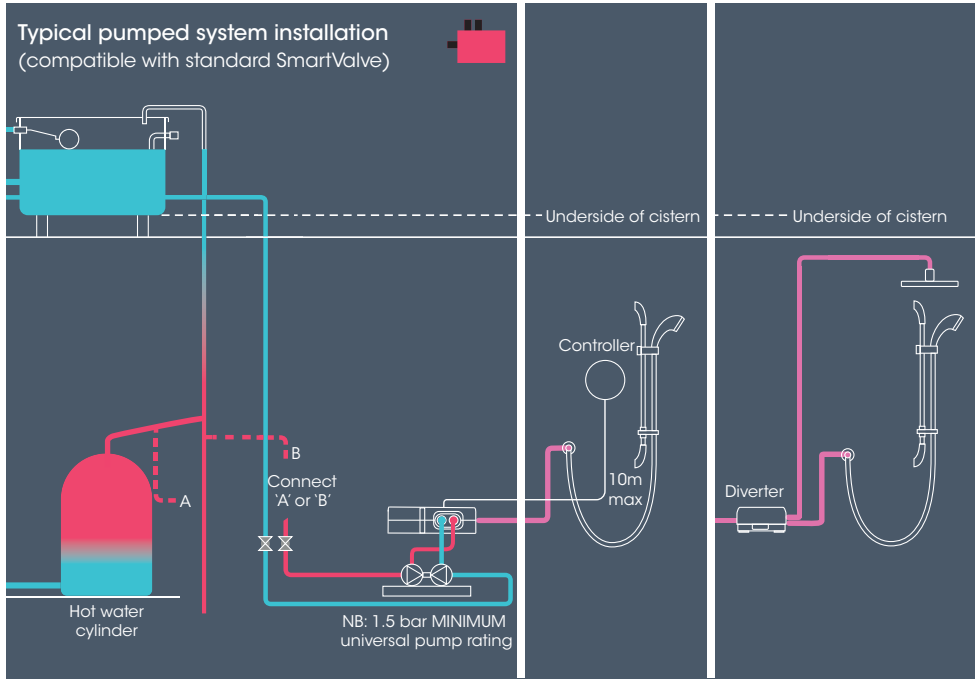

## System Installation

Refer to cable diagrams in this guide

Single Outlet

Dual Outlet (divert)

### Typical pumped system installation
(compatible with standard SmartValve)

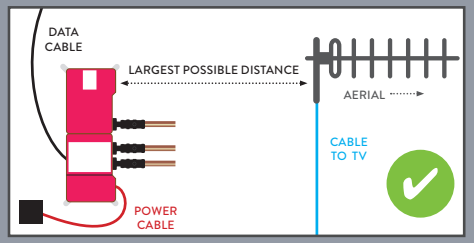


# FITTING THE SMARTVALVE & DIVERTER

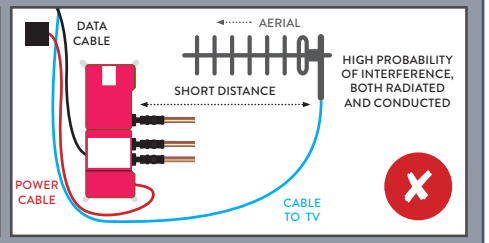
This product must be installed by a competent person in accordance with the relevant Water Supply Regulations.
Prior to installation, ensure all literature supplied with this product is read and understood. We have taken great care to ensure that this product reaches you in perfect condition, however should any parts be damaged or missing please contact your point of purchase. If you require assistance please contact the Customer Helpline. The shower system is supplied with universal fixings intended to secure it to a suitable wall.
In addition to the following instructions, it is essential that the **important information** section 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 SmartValve complies with all relevant EMC standards, if incorrectly sited, it may interfere with digital TV reception. Please follow the recommendations to minimise this effect.
See recommended layouts below.
Images of SmartValve for illustration only, refer to instruction 1 (SmartValve & Diverter) for orientation.




LOWEST PROBABILITY OF INTERFERENCE




LAYOUT WHICH COULD CAUSE PROBLEMS

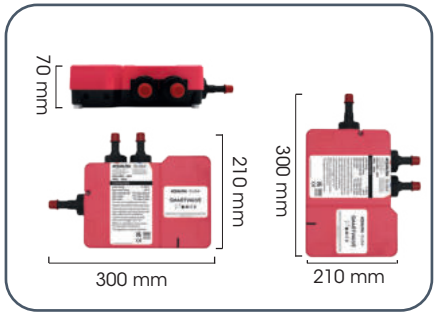
- Route cables separately, and as far apart from each other as possible
- Aerial to point away from the SmartValve.
- Ensure the distance between the SmartValve and the aerial is as large as possible.

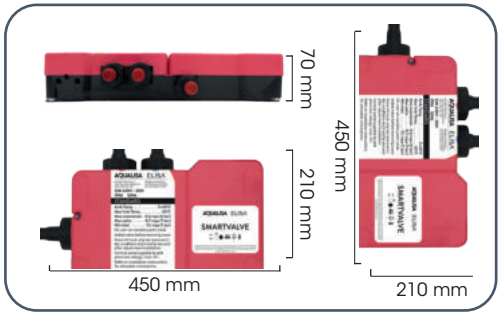


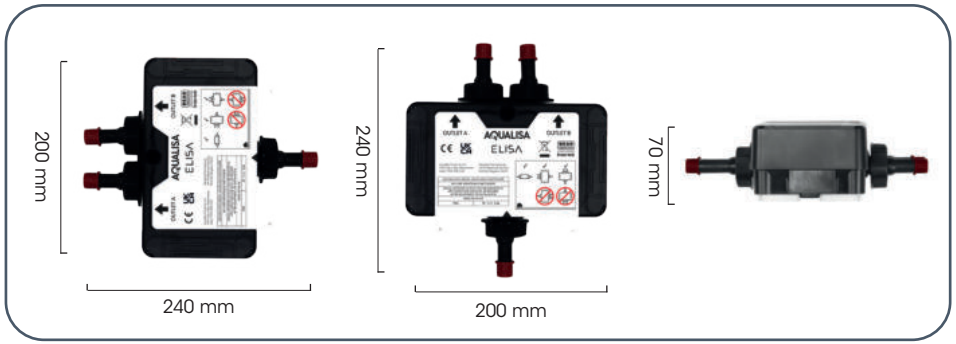
# SMARTVALVE AND DIVERTER

1

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



## 2

Isolation valves are supplied with the SmartValve and diverter (where supplied) and must be fitted on all inlet and outlet connections. All connections require 15mm pipe, and all pipe work and connections should be supported and lagged.
For gravity fed installations, 22mm pipe work should be run as close to the SmartValve as possible before reducing down to 15mm.
**Pipe work MUST be pushed fully home into the supplied isolation valves and pressure tested.**

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 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 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 SmartValve and diverter (where supplied) from cold/frost, contact the Customer Helpline or refer to the Elisa website. Insulation material must not be placed under or on top of the SmartValve and diverter (where supplied), the location should be where freezing cannot occur. Pipework and isolation valves should be protected using lagging. Please refer to the system layout diagrams.

The 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 SmartValve, and diverter (where fitted) must be boarded to ensure a safe working environment.
The optimum position for the 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 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 SmartValve.

## 4

Place the 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 SmartValve, ensuring that the cold and hot feeds are fitted into the appropriately marked inlets and **fully pushed home**.

Do not solder near to plastic components.
Pipework and isolation valves should be protected against frost and freezing by using suitable lagging.

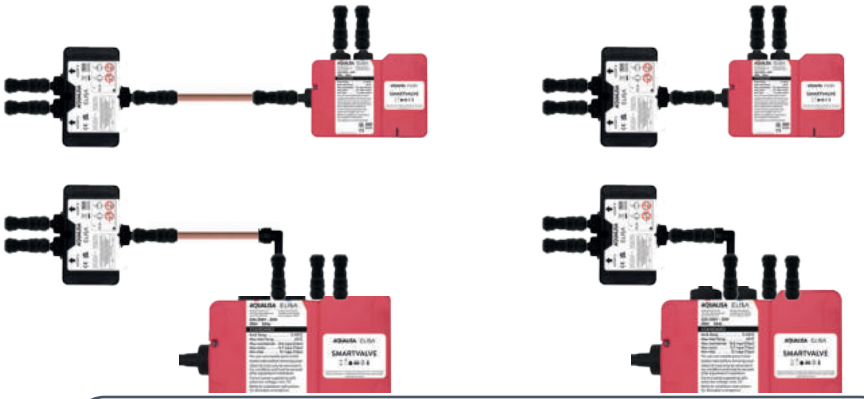
## 7

Run pipework from the mixed water outlet of the 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 section: Fitting the Controller. If you are fitting a divert system continue to page 17, then to the Controller section.



### Divert Installation Examples



See section 1 for orientations and page 26 (Cable Diagram - Divert Models Only) for wiring schematics, as this differs depending on the model purchased.

**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. For 2 buttoned shower divert controllers the outlets are assigned to the controller buttons as follows:

- Top button to outlet A of the diverter
- Bottom button to outlet B of the diverter

**See Diverter Outlet Setting (page 26) and Diverter Controller Matrix (page 27) for reference and information regarding setting up the primary outlet.**

This may influence your primary outlet choice and plumbing configuration when using the ShowerMe app and/or smart speaker. For the majority of installations we suggest that outlet A is plumbed in as the primary outlet.

# FITTING THE CONTROLLER

**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.

Some controllers are activated by a proximity sensor. Refer to the user guide for details and further information.

Ensure the data cable is the correct way round as both ends differ in type of connection used (transparent connector to the SmartValve) or diverter (where supplied) N.B. Model specific.

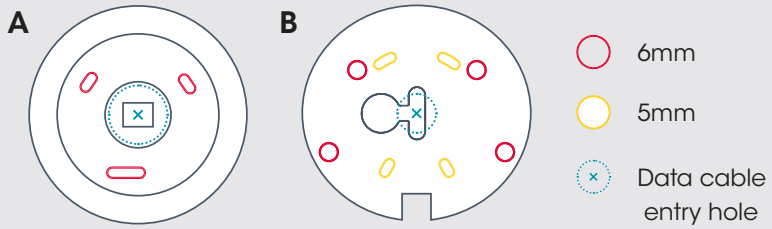
Data cables must be protected by suitable sheathing or conduit in the event of servicing and maintenance. Failure to install this way will invalidate the warranty.

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

Supplied screws must be used as failure to do so will result in poor fitting of the controller, affecting its functions and may invalidate the warranty. 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 SmartValve must be switched off before connecting or removing the controller.

Make note of your mounting plate type (A or B) when proceeding with following instructions.




| Fixing Specifications (refer to page 18) | Mounting Plate Type | |
|---|---|---|
| | A | B |
| Data cable entry hole size ⊗ | Ø22mm diamond dust hole saw must be used | Ø16mm |
| Mounting plate screws & fixings ○ ○ | 6mm drill bit for red fixings | 6mm drill bit, for red fixings **or** 5mm drill bit for yellow fixings |

1

Place the mounting plate on the wall in the desired location for the controller and mark the central position for the data cable entry point as represented by ⊗ in the above diagram. Remove the mounting plate and drill the data cable hole at the required size (see above table) at the appropriate position.

**Diamond dust hole saws**

When using the diamond dust hole saw to cut a hole for the mounting plate, follow the manufacturers guidelines. This type of hole saw is suitable for ceramic tiles, glass, marble, slate and porcelain tiles. If cutting into showering panels or marine board a suitable Ø22mm hole saw should be used. For some brands of diamond dust hole saw it is recommended to wet the saw before cutting. Make an initial cut into the tile at an angle to avoid slippage of the drill bit.

## 2

Referring to the table on page 19, mark, drill and prepare the wall fixings for the mounting plate using the screw pack provided.
**The supplied screws MUST be used.** 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.
**For mounting plate A: utilise the slotted fixing holes to align and to avoid hidden cables.**

*i* If fitting mounting plate B, for ease of installation, after positioning the cable (as per point 3), screw to the finished wall surface then utilise the silicone injection points to gently feed silicone into the channels.

## 3

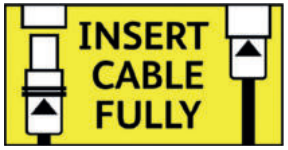
Feed the controller connection end of the data cable through the hole in the mounting plate, ensuring enough length to correctly connect into the back of the controller.
Run a bead of silicone sealant in the mastic groove on the back of the mounting plate. Ensuring the surface area is clear of debris press into position on the finished wall surface. Note: for mounting plate A remove the paper liner on the foam gasket.
To prevent the data cable from receding into the hole, secure the cable into the narrow middle slot of the mounting plate. Fix the mounting plate to the wall. **The supplied screws MUST be used.** 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.
**For mounting plate A:** use the spirit level to align.

⚠ The key way of the cable must be facing to the right.



## 4

Lining up the keyways of the data cable and the controller, push the data cable plug into the back of the controller. Ensure both rubber skirts are recessed into the connection (see diagram). To make a watertight fitting, ensure the rubber seal is no longer visible.
If required, utilise a blunt flat bladed screwdriver or similar tool to push the connection fully home.




## 5

**For mounting plate B:** after correctly inserting the data cable, offer the controller onto the mounting plate whilst feeding the cable back through the slot. Gently but firmly, push the controller down to secure and locate onto the mounting plate.

**For mounting plate A:** after correctly inserting the data cable, offer the controller up to the mounting plate whilst feeding the cable back through the slot. Position the controller into the mounting plate with the power symbol at the 7 o'clock position. Using the palm of your hand, gently apply pressure to the screen to locate the controller evenly into the mounting plate. With the other hand use the lever to rotate the controller counter clockwise until it stops and is seated in the mounting plate, and the power symbol is at the 6 o'clock position.
Visually check all the way around the two mating components to ensure there are no gaps and the controller is correctly fitted.

6

Lock the controller onto the mounting plate with the fixing screw located at the base of the controller using a small Pozidrive screwdriver.

**For mounting plate B:** to ensure a watertight seal, we recommend running a thin bead of silicone around the top half of the controller once it has been secured to the mounting plate.

The temperature bezel of the Intuition controller will not rotate unless the protective label is removed.

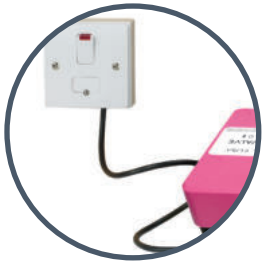


# SMARTVALVE SETUP

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

1

Power supply to the SmartValve **MUST** be earthed and utilise a 3 amp fuse. Connect the SmartValve power lead to a suitable electrical connection in accordance with current local and national wiring rules (refer to safety information section).



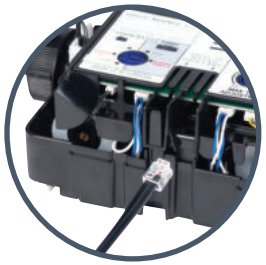
Examples of suitable connections:

- 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 Cable Diagram section on page 26. Loosen the single fixing screw on the top of the SmartValve and diverter (where supplied) 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, or into the diverter where specified. Feed the cable out of the SmartValve or diverter ensuring it is correctly routed within the data cable channel.

*i* A further data cable socket has been provided for use with a wired remote or diverter. 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 Cable Diagram (page 26).
Note: wired remotes are product specific.

## 3


When making any adjustment to the 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 on page 25 for water system settings.

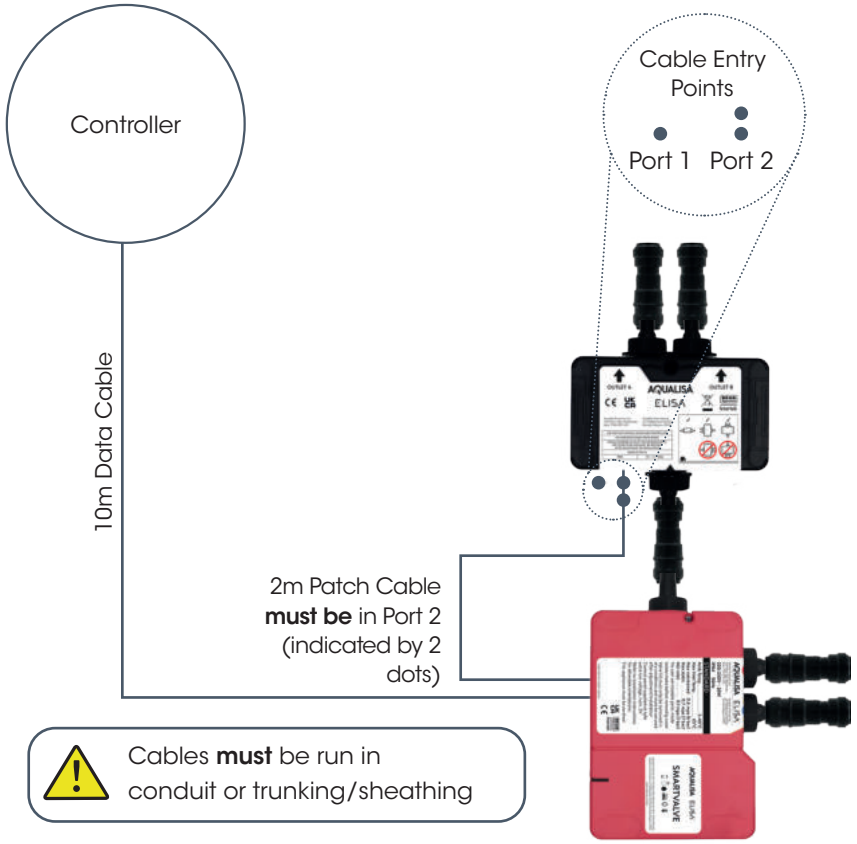
## Setting Water System Mode

| Water System | Valve Type | Setting |
|---|---|---|
| Combination Boiler - **ensure setting is changed from factory default** | Standard 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 SmartValve | Normal HP (factory default) or Eco HP |
| Separately Pumped Gravity | Standard SmartValve | Normal HP (factory default) or Eco HP |
| Gravity Pumped | Pumped SmartValve | Normal Gravity (factory default) or Eco Cable |

⚠ The ECO setting reduces the flow rate, therefore is not recommended when used in conjunction with combination boiler or bath filler applications.

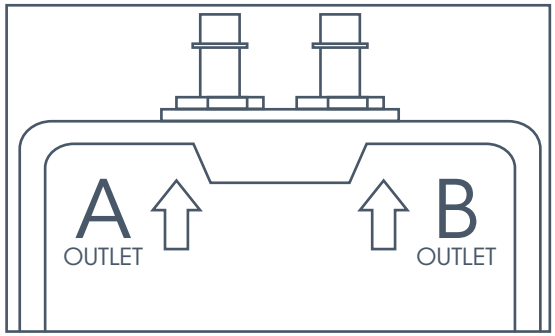
Site conditions can affect temperature settings, installer to adjust as required.
See Controller Commissioning Instructions section.

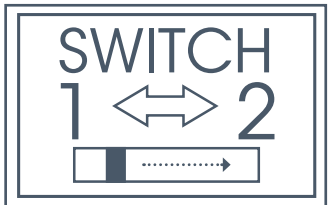
## Cable Diagram - Divert Models Only




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

## Diverter Outlet Setting




Sets the default outlet when using a wired remote (Incite models only).

See reference notes in Diverter Controller Matrix for further information.



## Diverter Controller Matrix - Primary Outlet Setup

### INCITE

The controller will automatically assign the outlets as follows:

- Top button to outlet A of the diverter
- Bottom button to outlet B of the diverter

**Diverter Primary Outlet Set Up**

**Wired remote:**
Diverter switch position 1 will allocate Outlet A as the primary.

Diverter switch position 2 will allocate Outlet B as the primary.

Changing the diverter switch position will not override the main controller settings.

**ShowerMe App:**
Outlet A is always the primary (default) outlet, regardless of the diverter switch position.

**Smart Speaker:**
Will always default to the outlet that was last used.

### INTUITION

Remove the protective label to allow the temperature bezel to rotate.

Refer to User Instructions, Configure Outlets section.
Note: the diverter switch position does not affect the primary outlet settings, configuring the outlets via the controller settings will establish the preferred primary outlet.


**ShowerMe App:**
Will start the outlet as per the user profile settings.

**Smart Speaker:**
Outlet A is always the primary (default) outlet, regardless of the diverter switch position or the primary outlet settings of the controller (configured outlets).

# CONTROLLER COMMISSIONING INSTRUCTIONS

When the power supply to the SmartValve is turned on the controller will automatically go into a set-up / configuration sequence. Whilst in the set-up sequence the controller will display flashing LED's or a message on the display screen, this process can take up to 2 minutes to complete. The controller is ready to use once the configuration process has finished.

**Intuition Controller - Special notes: the protective label must be removed to allow the temperature bezel to rotate freely.**
**LANGUAGE SELECTION: refer to separately supplied literature.**

1

Turn on the power supply to the 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 temperate, isolate the power supply to the 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 SmartValve lid and secure the fixing screw, hand tight only.


4

Reinstate the electrical supply to the SmartValve. Press the 'Start/Stop' button on the controller to turn the shower on and test.



# FITTING SHOWER HEAD KITS

## ADJUSTABLE HEIGHT HEAD & PUSH FIT WALL OUTLET

1

**These instructions (points 1-9) are for a push fit wall outlet, refer to separate guide supplied where applicable for other variants.** Ensure the finished wall surface is even, prepare pipework from the 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. Should the gripper ring become damaged or compromised, please contact the Customer Helpline for a replacement.

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.

**IMPORTANT:** the sealing o-ring may unseat itself from the mounting plate spigot and lodge inside the chrome assembly. This must be removed and refitted as per point 8.

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 chrome assembly 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 over tighten.

10

**These instructions (points 10-17) are for the CHROME kit only, refer to separate guide supplied where applicable for other variants.**
To fit the rail, prepare two fixing holes up to a maximum of 657mm apart. Note: the rail kit supplied utilises a floating bracket that can be positioned to suit existing screw holes on retrofit installations.



11

Depress the release levers on the sides 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 rail end containing a hole.

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.

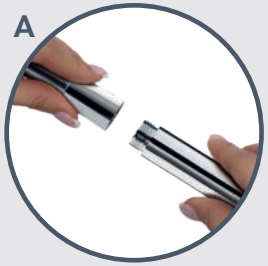
Run the shower for a few seconds to clear any debris and to check for any leaks.

19

Pass the hose through the gel hook.

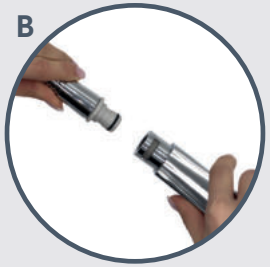
Current Water Supply Regulations state that the handset should not be allowed to pass a point 25mm above the spill over level of the bath or shower tray. If this cannot be achieved, the hose must be passed through the gel hook which has been designed to be utilised as a hose restraint.

A



Make note of the type of your shower head (A or B) when proceeding with below instructions.

B





20

**For shower head A:** ensuring the hose washers are in the correct position, secure the handset to the hose. Place the handset into the holder.

**For shower head B:** disengage the pivot clip by pushing in the outer grey button on the front of the shower head, as shown. Remove the threaded spigot from the bottom of the handset by loosely attaching the hose to the thread and pulling clear. Ensure the hose washer is in the correct position, tighten the threaded spigot into the hose using a suitable spanner, 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.

## WALL MOUNTED HEAD

1

Run a 15mm outlet pipe from the 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.

**Note:** the fixing bush contains a gripper ring and once fitted cannot be removed by pulling. If damaged or compromised, please contact the Customer Helpline for a replacement.

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 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.

## CEILING MOUNTED HEAD

⚠ The ceiling mounted fixed head is supplied with screws for fixing the product to a noggin. A NOGGIN MUST BE USED AS PART OF THIS INSTALLATION.

1

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

2

Locate the position for the fixed head in the bathroom and firstly drill a pilot hole to mark the position before checking that there is suitable space behind the ceiling for the fixing assembly.

⚠ The minimum height required behind the ceiling is 50mm and the space must allow for an 80mm wide, 50mm deep noggin to be used to support the assembly.

3

Drill a hole (minimum Ø28mm, maximum Ø40mm) through the ceiling and the noggin.

4

Remove the fixing bracket carefully from the fixed head arm.

5

Set the fixing bracket into position and mark the fixing points. Remove the bracket and drill and prepare suitable fixings. Refit the fixing bracket and secure it through the ceiling and into the noggin using the screws provided (if suitable).

6

Feed the arm through the fixing bracket to the correct depth. Tighten the nut using a 32mm spanner if necessary to facilitate.

7

Cut off the excess pipe allowing for a suitable working length to allow for the required 22mm connection. If a push fit connector is to be used then the pipe must be abraded to remove all chrome plating.



8

Connect the pipe work from the SmartValve or diverter (where supplied) to the end of the fixed head pipe using a suitable coupling. Fully tighten the nut on the ceiling mounting bracket using a 32mm spanner if necessary to facilitate.

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

9

Lubricate the 'O' ring if necessary and carefully slide the cover plate back over the fixed head arm and into position against the ceiling.

10

Secure the cover plate to the arm using the grub screw and 2.5mm hexagonal key provided.

11

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.

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.
Note: PTFE thread tape or similar 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 Customer Service department, part number 910064. Please contact our Customer Helpline 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), then re-fit the waste assembly.

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 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 SmartValve | Check power supply is turned on - Green power light should be illuminated on the SmartValve. |
| Controller displaying "Preparing, please wait…." for longer than 2 minutes | Loss of communications | Check data cable connections are making good contact and are fully inserted.<br><br>Check that the wiring schematics are as per installation instructions. |
| Pump noisy and low / no flow | Air lock (for Gravity fed systems only) | For models utilising a hose and handset 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.<br>Isolate hot and cold feeds to the SmartValve, disconnect from the inlet spigots and then using the isolation valve bleed through the hot and cold supplies.<br>Release the outlet pipe work from the outlet isolation valve of the 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 Elisa diverter, then ensure that this is taken out of the plumbing configuration but remains connected to the SmartValve via the 2m data cable. |

| Symptom | Possible cause | Action |
|---|---|---|
| Pump noisy and low / no flow (continued) | Restriction in waterway | Check for debris in the inlet filters of the SmartValve. |
| Low / no flow | Incorrect SmartValve fitted | If water supplies are gravity fed, the PUMPED SmartValve must be used (unless a separate stand alone pump is being utilised). |
| | Water supply issue | For Standard SmartValve - Ensure water is turned fully on at the mains and at the servicing valve in the supply.<br>Ensure isolation valves are fully open. |
| | Mixed water supplies | For standard SmartValve - ensure hot and cold supplies are from the mains water supply. |
| | Check filters | Check for debris in the inlet filters of the SmartValve, diverter and Fixed Head connection washer. |
| | 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 SmartValve are restrictive | Refer to IMPORTANT INFORMATION sections: Connections and Pipe sizing. |
| | Separate, stand alone pump not activating (Standard SmartValve only) | Ensure sufficient flow to activate the flow switches of the pump.<br>For Elisa divert products a twin ended universal (negative head) pump must be used. Refer to IMPORTANT INFORMATION section. |
| | 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. |



| Symptom | Possible cause | Action |
|---|---|---|
| Fluctuating water temperature | Incorrect setting on Logic Module of 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. |
| Language incorrect on controller display | Controller incorrectly commissioned | Refer to separately supplied literature or see Elisa website for further information. |

| Symptom | Possible cause | Action |
|---|---|---|
| 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). |
| | Object within range of proximity sensor and activating Auto Wake-up | Check user guide to see if the model in question has this feature - and if so go to settings menu for guidance on disabling this function. |
| Water flows from incorrect outlet (divert models only) | Pipe work configured incorrectly | Refer to page 17 point 8 and the Diverter Controller Matrix on page 27. |
| | Primary outlet setting not configured | Refer to section: Diverter Controller Matrix. |
| | Outlets not configured (For models with display screen only) | Refer to User Guide: Settings Section - Configuring your Outlets. |
| Flow will not switch between outlets | Communications issue | Check that 2m patch lead is connected between SmartValve and diverter and that the cables are connected to the correct ports. See section: Cable Diagram - Divert Models Only. |
| | Outlets not configured (For models with display screen only) | Turn off the power supply to the SmartValve, leave isolated for at least 2 minutes. Reinstate power supply and then following instruction in the User Guide (Settings Menu) complete a factory reset, then proceed to Configure Outlets. |

For further information and advice contact the Customer Helpline or refer to the Troubleshooting sections in the User Guide.

# NOTES

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Customer Helpline: 01959 560010
Brochure Hotline: 0800 652 3669
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Please note that calls may be recorded for training and quality purposes.
The company reserves the right to alter, change or modify the product specifications without prior warning.


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