Mira Platinum Dual

These instructions must be left with the user

CONTENTS

If you experience any difficulty with the installation or operation
of your new shower, then please refer to the **Fault Diagnosis** section,
before contacting **Kohler Mira Ltd**.
Our telephone and fax numbers can be found in the back of this guide.

INTRODUCTION

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take time to read this guide thoroughly. Having done so, keep it handy for future reference.

The Mira Platinum Dual Outlet Mixer Valve is designed to be used with the Mira Platinum showerhead and fittings.

Products Covered by this Guide

Mira Platinum Dual Digital Mixer - High Pressure / Combi Valve

Mira Platinum Dual Digital Mixer - Pumped Valve.

Mira Platinum Dual Wireless Controller.

Mira 360 Fittings (Ceiling Fed or Rear Fed).

Guarantee

For domestic installations, Mira Showers guarantee the Mira Platinum Dual against any defect in materials or workmanship for a period of five years from the date of purchase (shower fittings for one year).

For non-domestic installations. Mira Showers guarantee the Mira Platinum Dual against any defect in materials or workmanship for a period of one year from the date of purchase.

For terms and conditions refer to the back cover of this guide.

Recommended Usage	
Domestic	✓
Light Commercial	✓
Heavy Commercial	✗
Healthcare	✗

Patents and Design Registration

Design Registration	001065023-0003
Patents	GB: 2 392 225, 2 421 297
	USA: 7 240 850
Patent Applications	UK: 0723827.2
	0715612.8
	0804172.5
	Euro: 03254070.0
	USA: US-2007-0221740-A1
	PCT/GB2008/004020
	WO 2009/022112

IMPORTANT SAFETY INFORMATION

Warning!

Follow all warnings, cautions and instructions contained in this guide, and on or inside the appliance.

1. THIS APPLIANCE MUST BE EARTHED. ENSURE SUPPLEMENTARY BONDING COMPLIES WITH THE "REQUIREMENTS FOR ELECTRICAL INSTALLATIONS". The Mira Digital Mixer Valve is intended to be permanently connected to the fixed electrical wiring of the mains system. A means for electrical isolation of the appliance shall be provided in the fixed wiring in accordance with local wiring regulations.

2. Products manufactured by us are safe and risk-free, provided that they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.

3. Isolate the electrical and water supplies before connecting to the appliance.

4. This appliance must be provided with means for disconnection that is incorporated into the fixed wiring in accordance with the relevant local wiring regulations.

5. Refer to the wiring diagram before making any electrical connections.

6. Mains connections are exposed when the cover of the Digital Mixer Valve is removed.

7. The Digital Mixer Valve must not be installed where it can become frozen.

8. Make sure that any pipework that could become frozen is properly insulated.

9. In accordance with BS7671 a 30mA Residual Current Device (RCD) should be included in the electrical circuit. This may be part of the consumer unit or a separate unit.

10. All pipework must be checked for leaks before the product installation is completed. The product should be pressurised and both inlet & outlet connections inspected.

11. If the shower is dismantled during installation or servicing then upon completion the product must be inspected to ensure all electrical connections are tight and that there are no leaks.

12. Having completed the installation, make sure that the user is familiar with the operation of the appliance.

13. **DO NOT** commission this appliance if water leaks from the unit.

14. Only Mira recommended outlet fittings should be used.

15. Ensure all electrical connections are tight, to prevent overheating.

16. This product is not suitable for areas with high humidity (i.e steam rooms). Please consult your installer.

17. The water supplies to this product must be isolated if the product is not to be used for a long period of time. If the product or pipework is at risk of freezing during this period they should also be drained of water.

Caution!

1. Read all of these instructions and retain this guide for later use.
2. The electrical installation must comply to "BS 7671 - Requirements for Electrical Installations" commonly referred to as the IEE Wiring Regulations, or any particular regulations and practices, specified by the local electricity supply company.
3. The plumbing installation must comply with the requirements of UK Water Regulations / By-laws (Scotland), Building Regulations or any particular regulations and practices, specified by the local water company or water undertakers.
4. Make sure that you fully understand how to operate this shower and make sure that it is properly maintained in accordance with the instructions given in this manual.
5. Children should be supervised to make sure that they do not play with the appliance.
6. Anyone who may have difficulty understanding or operating the controls of the shower should be supervised whilst showering.
    Particular consideration should be given to:
    *   The young
    *   The elderly
    *   The infirm
    *   The disabled
    *   Anyone who suffers from a medical condition that can result in temporary incapacity (e.g. Epilepsy or blackouts).
    *   Anyone inexperienced in the correct operation of the controls.
7. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, unless they are supervised or have been given instruction concerning the use of the appliance by a person responsible for their safety. Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.
8. If any of the following conditions occur, isolate the electricity and water supplies and refer to section **"To contact us"**, in the back cover of this guide.
    *   If the cover is not correctly fitted and water has entered the appliance case.
    *   If the case is damaged.
    *   If the appliance begins to make an odd noise, smell or smoke.
    *   If the appliance shows signs of a distinct change in performance, indicating a need for maintenance.
9. **DO NOT** operate if water leaks from the appliance.
10. **DO NOT** operate this appliance if it is frozen. If suspected of being frozen, isolate and contact us for advice.
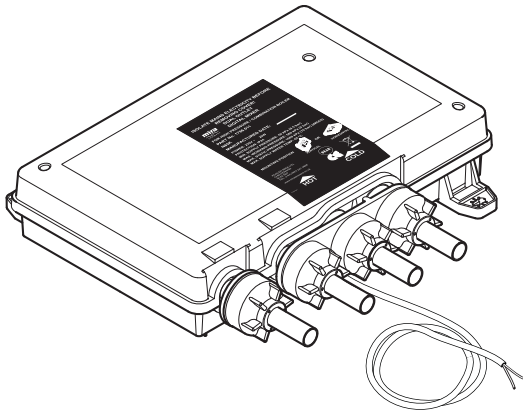
PACK CONTENTS

Tick the appropriate boxes to familiarise yourself with the part names and to confirm that the parts are included.
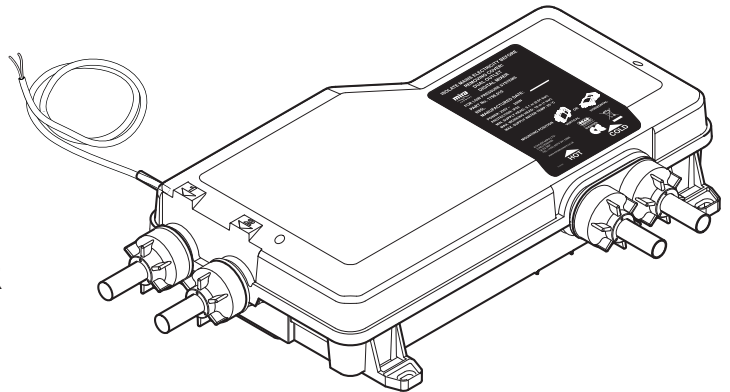
Documentation

1 x Wireless Controller User Guide ☐
1 x Showerhead User Guide ☐
1 x Customer Support Brochure ☐

Digital Mixer Valve

OR

☐ Digital Mixer -
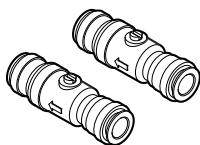High Pressure / Combi Valve

☐ Digital Mixer - Pumped Valve

☐ 1 x Orange Flow Regulator
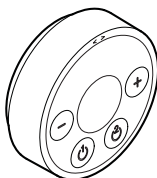(HP / Combi valve only)

☐ 3 x Fixing Screws

☐ 1 x Green Flow Regulator
(HP / Combi valve only)

☐ 3 x Wall Plugs

☐ 2 x Push-Fit Isolators

☐ 2 x Outlet
Connector
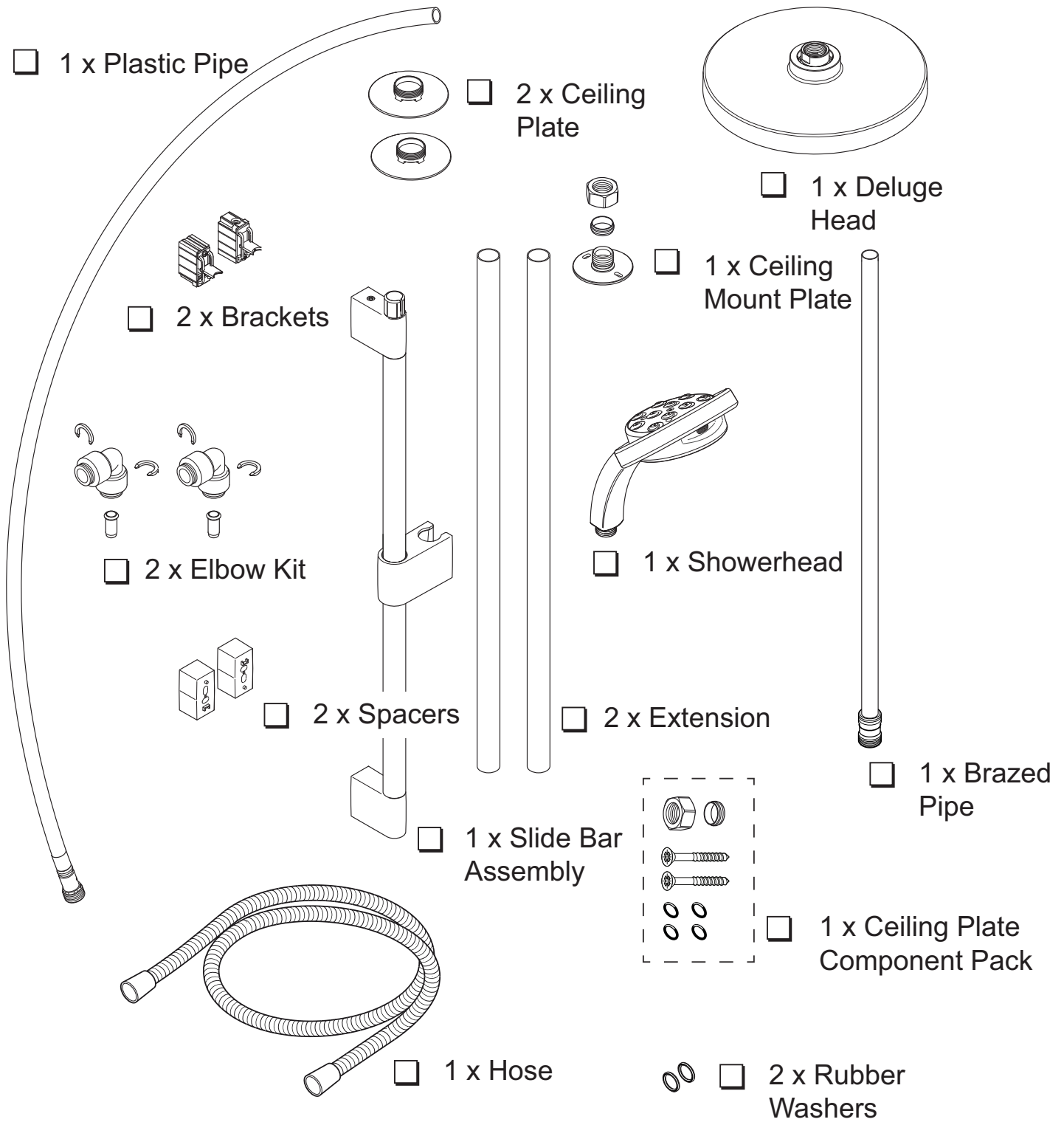
Wireless Controller

☐ 1 x Wireless
Controller

☐ 2 x Fixing Screws

☐ 1 x Backplate

☐ 2 x Wall Plugs

☐ 3 x AA Batteries

Ceiling Fed Fittings

☐ 1 x Plastic Pipe

☐ 2 x Ceiling Plate

☐ 1 x Deluge Head

☐ 2 x Brackets

☐ 1 x Ceiling Mount Plate

☐ 2 x Elbow Kit

☐ 1 x Showerhead

☐ 2 x Spacers

☐ 2 x Extension

☐ 1 x Brazed Pipe

☐ 1 x Slide Bar Assembly

☐ 1 x Ceiling Plate Component Pack

☐ 1 x Hose
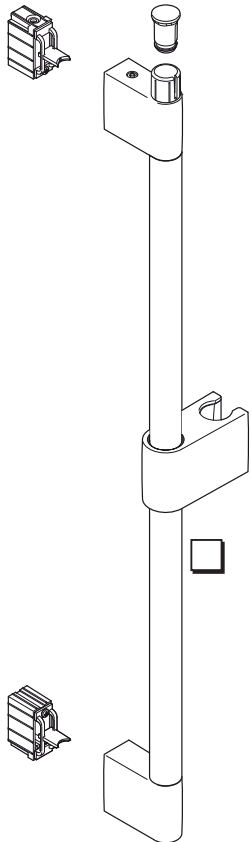
☐ 2 x Rubber Washers

☐ 1 x Hex Key

☐ 2 x 70 mm Screws

☐ 2 x 45 mm Screws

☐ 2 x Wall Plugs

☐ 2 x Hex Screws

☐ 1 x Installation Template (not shown)
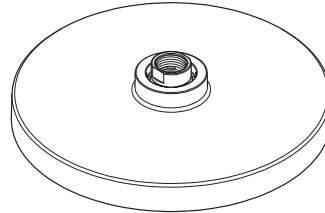
Rear Fed Fittings

☐ 2 x Brackets

☐ 1 x Showerhead

☐ 1 x Slide Bar Assembly

☐ 2 x End Plugs

☐ 1 x Hose

☐ 1 x Concealing Shroud

☐ 1 x Shower Arm

☐ 1 x Deluge Head
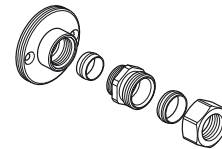
☐ 1 x Backplate Assembly
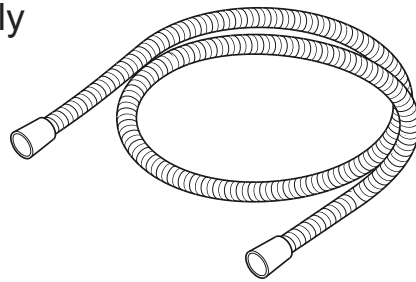
☐ 1 x Fittings Pack
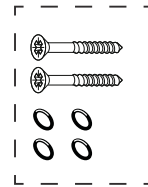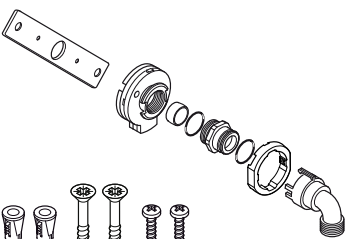
☐ 2 x Rubber Washers
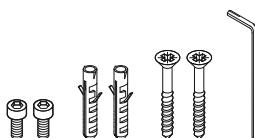
☐ 1 x Right Angle Connector (RAC) Kit

☐ 1 x Right Angle Connector Shroud

☐ 2 x Hex Screws
☐ 2 x Wall Plugs
☐ 2 x 45 mm Screws
☐ 1 x Hex Key

☐ 1 x Installation Template (not shown)

SPECIFICATIONS

Standards and Approvals

The Mira Platinum Dual Outlet is in compliance with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC. A copy of the Declaration of Conformity may be obtained by contacting Kohler Mira Ltd UK customer services department. See back cover for details.

The Mira Platinum Dual is a type 1 electronic, independently mounted control for surface mounting.

General

Suitable for Drinking	Not Suitable
Connections	15 mm Compression / Pushfit

Mira Digital Mixer Valve High Pressure

Pressures	
Maximum Static Pressure	1000 kPa (10 bar) = 100 m max. total head
Maximum Maintained Pressure	500 kPa (5 bar) = 50 m max. total head
Minimum Maintained Pressure	50 kPa (0.5 bar) = 5 m max. total head
Supply Pressure Differential	Nominally Equal
Temperatures	
Maximum Temperature (factory preset)	45 °C
Maximum Temperature (setting range)	38 °C - 48 °C
Minimum Temperature	Thermostatic control down to 30 °C
Hot Water Range	55 °C - 65 °C
Cold Water Range	1 °C - 20 °C
Temperature Stability	± 1 °C at recommended supply conditions
Ambient Temperature	1 °C - 40 °C
Maximum Relative Humidity	95% non-condensing
Flow Rates and Times	
Nominal Flow Rates (will vary depending on inlet maintained pressure and spray mode)	Max @ 1.0 bar = 16l/min Min @ 1.0 bar = 5l/min
Electrical	
Supply Voltage	230V RMS 50 Hz ± 10%
Maximum Load	20 W

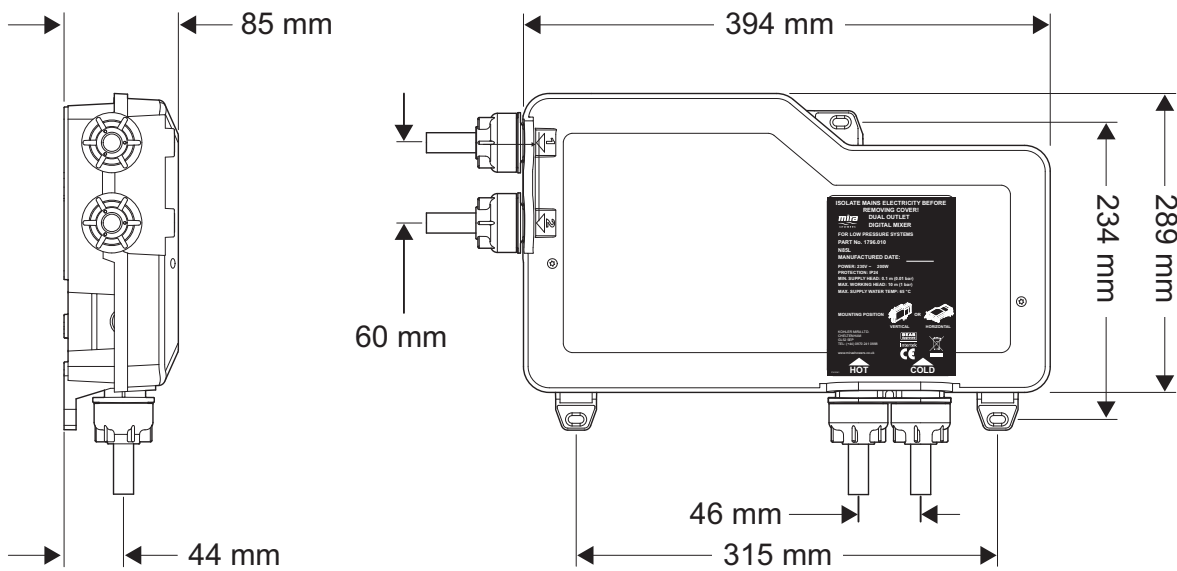## Mira Digital Mixer Valve Pumped
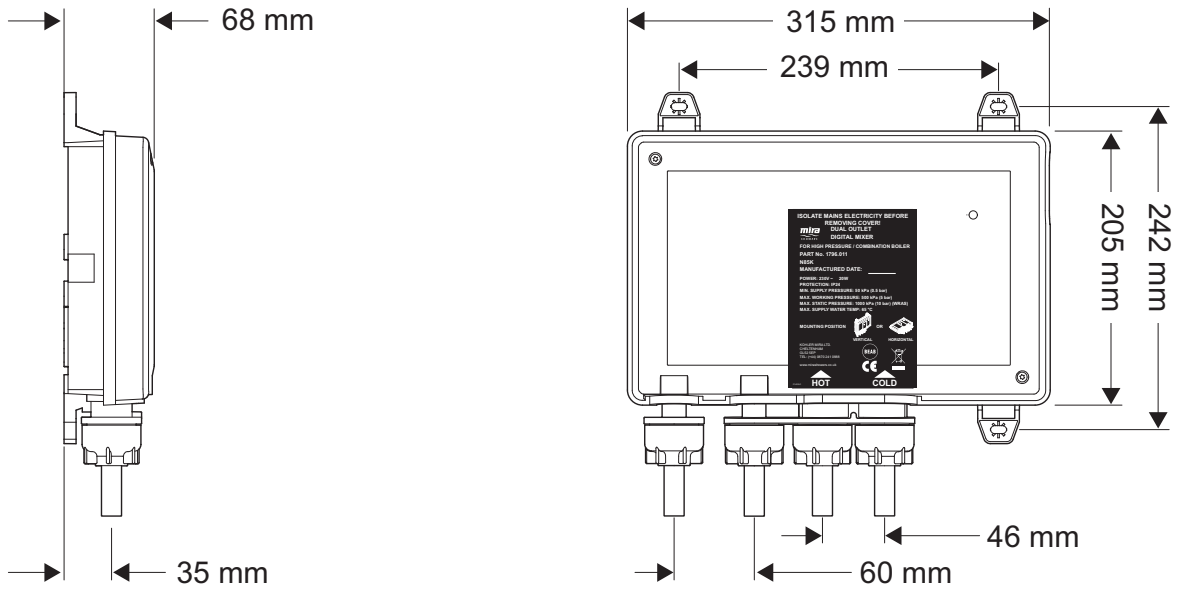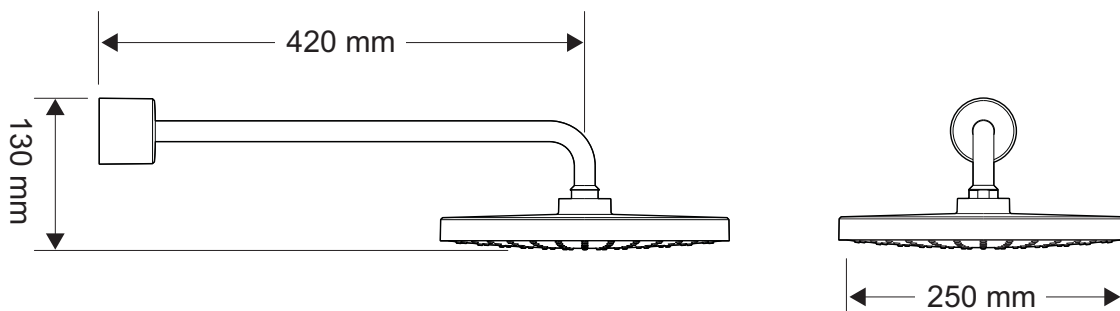
Pressures	
Maximum Static Pressure	100 kPa (1 bar) = 10 m max. total head
Maximum Maintained Pressure	100 kPa (1 bar) = 10 m max. total head
Minimum Maintained Pressure	1 kPa (0.01 bar) = 0.1 m min. total head
Supply Pressure Differential	Nominally Equal
Temperatures	
Maximum Temperature (factory preset)	45 °C
Maximum Temperature (settable range)	38 °C - 48 °C
Minimum Temperature	Thermostatic control down to 30 °C Full Cold also selectable
Hot Water Range	55°C - 65°C
Cold Water Range	1°C - 20°C
Temperature Stability	± 1°C at recommended supply conditions
Ambient Temperature	1°C - 40°C
Maximum Relative Humidity	95% non-condensing at 30 °C
Flow Rates and Times	
Flow Rates (will vary depending on inlet maintained pressure and spray mode)	Max @ 0.01 bar = 16 l/min Min @ 0.01 bar = 6 l/min
Electrical	
Supply Voltage	230V ± 10%, RMS 50 Hz
Maximum Load	200 W at 230V AC

DIMENSIONS

Digital Mixer Valve

68 mm

35 mm

315 mm

239 mm

242 mm

205 mm

46 mm

60 mm

85 mm

44 mm

60 mm

394 mm

289 mm

234 mm

46 mm

315 mm

Shower Fittings - Fixed Head Arm

420 mm

130 mm

250 mm

Shower Fittings -   Slide Bar and Showerhead

150 mm

62 mm

645 mm
Maximum
to ceiling

650 mm

600 mm

82 mm

Shower Fittings -   Ceiling Fed Arm

51 mm

60 mm Minimum
600 mm Maximum
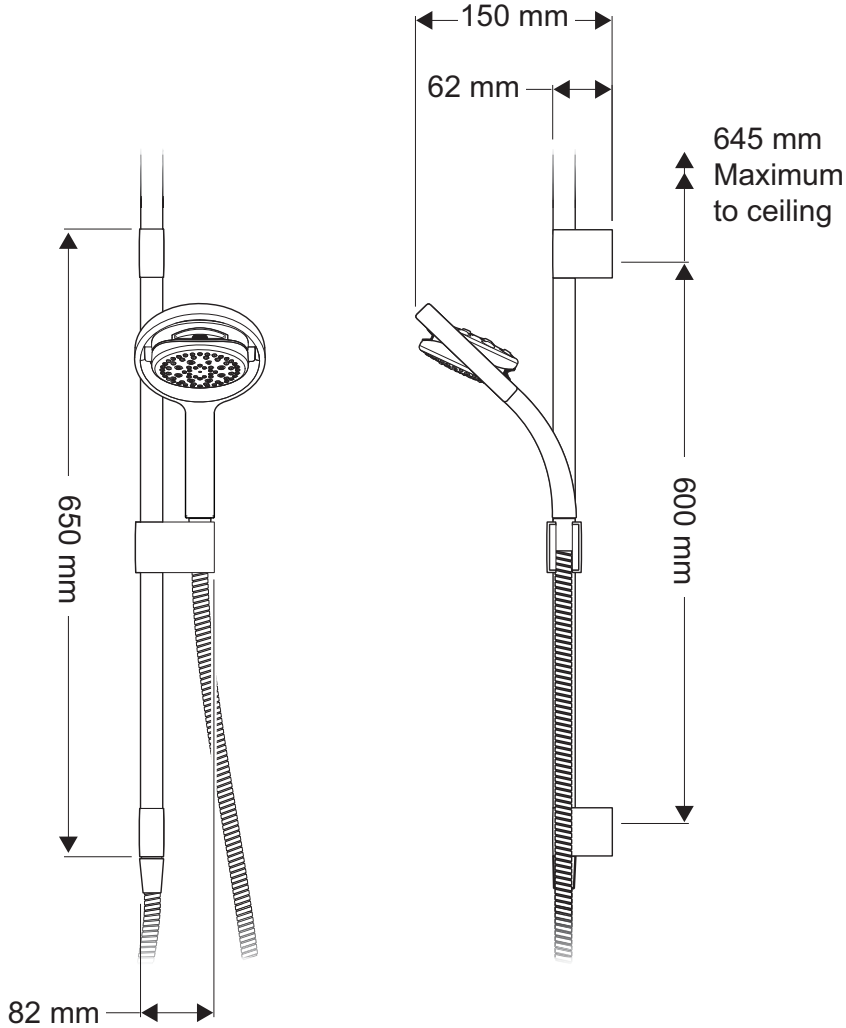
250 mm
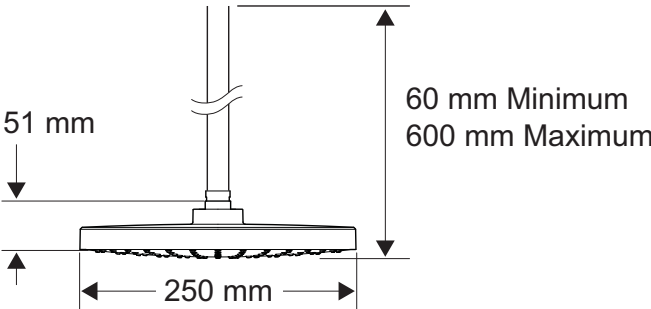
INSTALLATION

General

The installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel.

The Digital Mixer Valve may be installed in a loft space, under the bath or in a convenient cupboard space provided there is enough room for maintenance (e.g. Removal of Digital Mixer Valve lid). Failure to do so may result in an inability to carry out any maintenance. Safe and easy access to the product should be available at all times.

When installing a mixer valve in an area not regularly accessed, consideration for potential leaks must be taken into account. While such events are unlikely, it is advisable to periodically check the installation for traces of water on or around the product. If possible, site the valve in a location where any leak would be contained or routed to avoid areas sensitive to water damage.

Isolating valves **must** be installed to both inlets (supplied) and outlet, close to the Digital Mixer Valve for ease of maintenance.

Caution! Risk of product damage. The Digital Mixer Valve must be installed in a dry, ventilated area where it will not freeze.
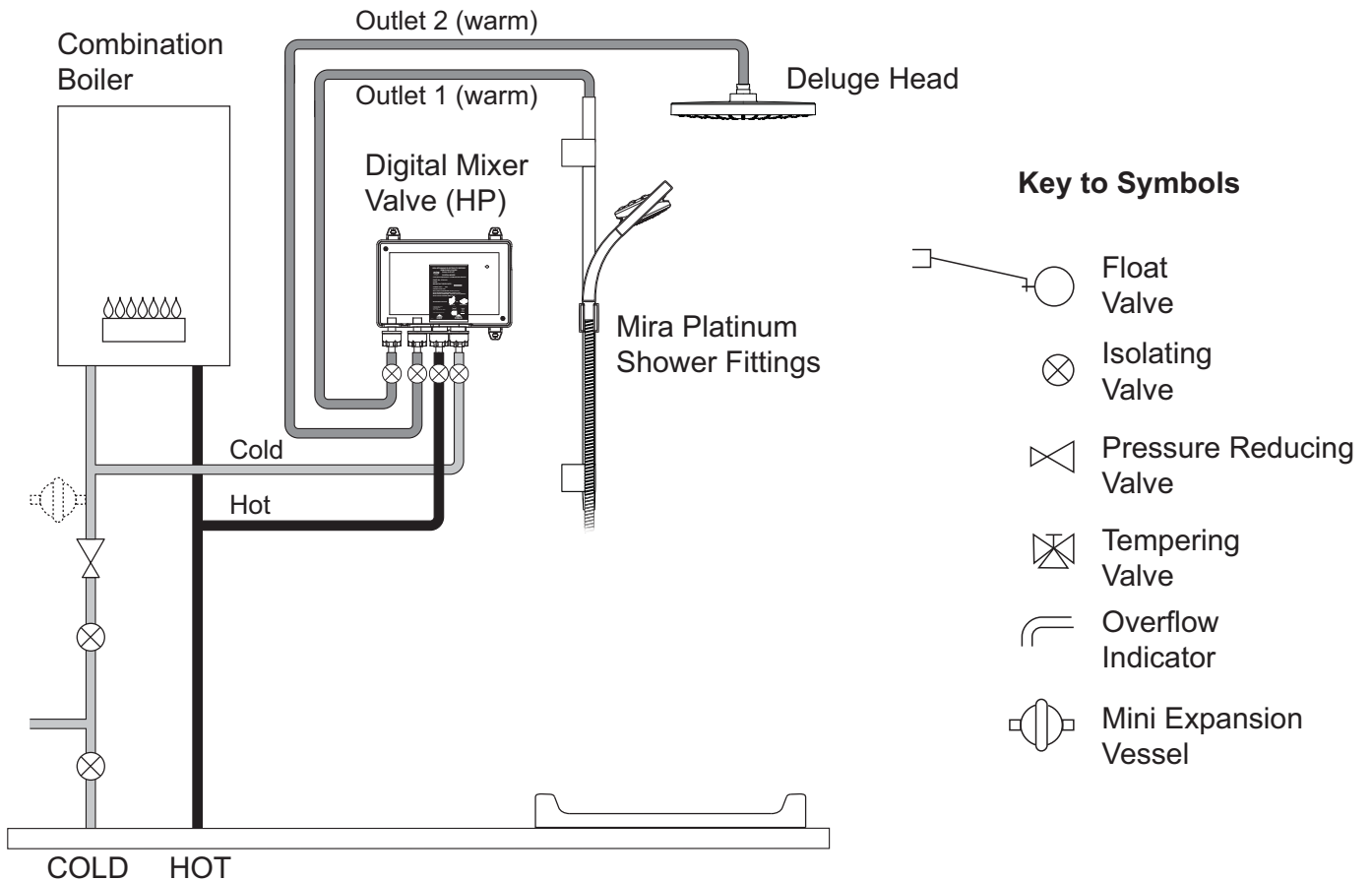
Important Information Regarding Radio Controlled Devices

- Metal objects such as steel baths or sinks, cold water storage tanks, hot water cylinders, foil lined plaster board walls, radiators and even thick brick walls, can all dramatically reduce the radio operational range of any radio controlled product.
- Interference from other radio signals can dramatically reduce the ability of the Platinum Wireless Controller / digital mixer to register or communicate. This may include; mobile phones, radio control boiler thermostats, wireless broadband routers, radio control toys, cordless phones, remote outdoor weather stations wireless doorbells etc.
- If you encounter difficulty registering the wireless controller and digital mixer ensure all other radio interference is temporarily switched off.
- **Note!** Failure to follow these guidelines can result in poor, intermittent or complete failure to communicate with the digital mixer.

Typical Suitable Installations:

1. Instantaneous Multipoint Water Heaters and Combination Boilers

Caution! Risk of product damage. Do not fit the Mira Digital Mixer - PUMPED VALVE with Instantaneous Multipoint Water Heaters or Combination Boilers.

Combination Boiler

Outlet 2 (warm)

Outlet 1 (warm)

Deluge Head

Digital Mixer Valve (HP)

Mira Platinum Shower Fittings

Cold

Hot

COLD   HOT

Key to Symbols

Float Valve

Isolating Valve

Pressure Reducing Valve

Tempering Valve

Overflow Indicator

Mini Expansion Vessel

Only install the High Pressure Digital Mixer Valve with a multipoint gas water heater or combination boiler of a **fully modulating design** (i.e. where the water draw-off rate indirectly controls the gas flow rate to the burner).

An expansion vessel **must** be fitted (and regularly maintained) if any form of backflow prevention device is fitted, e.g. non-return valve or PRV. This will ensure that excess expansion or pulse pressures do not damage the product or plumbing system. The expansion vessel may already be fitted within the boiler (check with the manufacturer) and is in addition to the normally larger central heating expansion vessel.

Use of Flow Regulators with Combination Boilers

The Mira Digital Mixer Valve can demand hot water quicker than some instantaneous water heaters/combination boilers can provide, especially in winter when the mains water is colder. A flow regulator may need to be used to ensure that the Digital Mixer Valve can deliver a full range of water temperatures. The table indicates the flow regulator to be fitted in the hot water inlet of the Mira Digital Mixer Valve.

| Boiler Rating	24 kW (80,000 Btu/h)	30 kW (100,000 Btu/h)	36 kW (120,000 Btu/h)
Flow Regulator	7 litres/min	9 litres/min	Not required
Colour	White Green	White/Orange	-
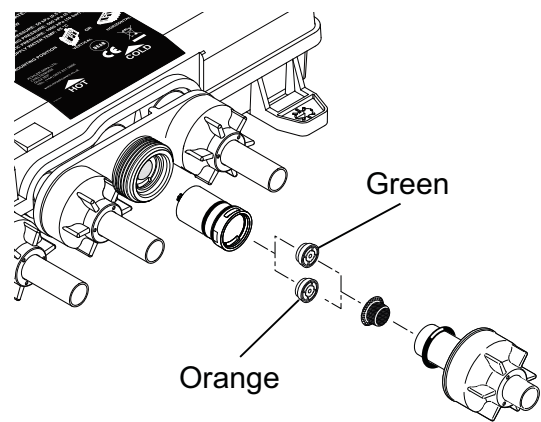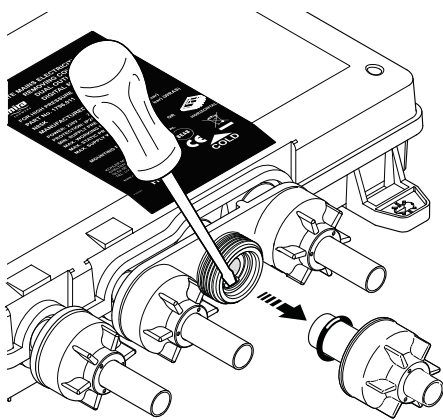
▶ Unscrew hot inlet plastic nuts and remove pipe and seal to gain access to the checkvalve cartridge and filter.

▶ Use flat blade screwdriver to carefully lever cartridge out.

▶ Fit flow regulator in checkvalve cartridge behind filter as shown.

▶ Refit seal, pipe and plastic nut. Plastic nuts require hand tightening only.

Use of Warm-up Feature with Combination Boilers

When using the warm-up feature (see User Guide) with the Digital Mixer Valve supplied via an instantaneous water heater/combination boiler, the user may experience a brief temperature fluctuation. This is caused by the normal operation of a standard instantaneous water heater/combination boiler whereby the boiler will turn off when the flow is stopped (as happens after the warm-up sequence has been completed). Upon restart of the shower, a cold shot will be flushed through followed by a brief hot shot until the hot water supply has stabilised.

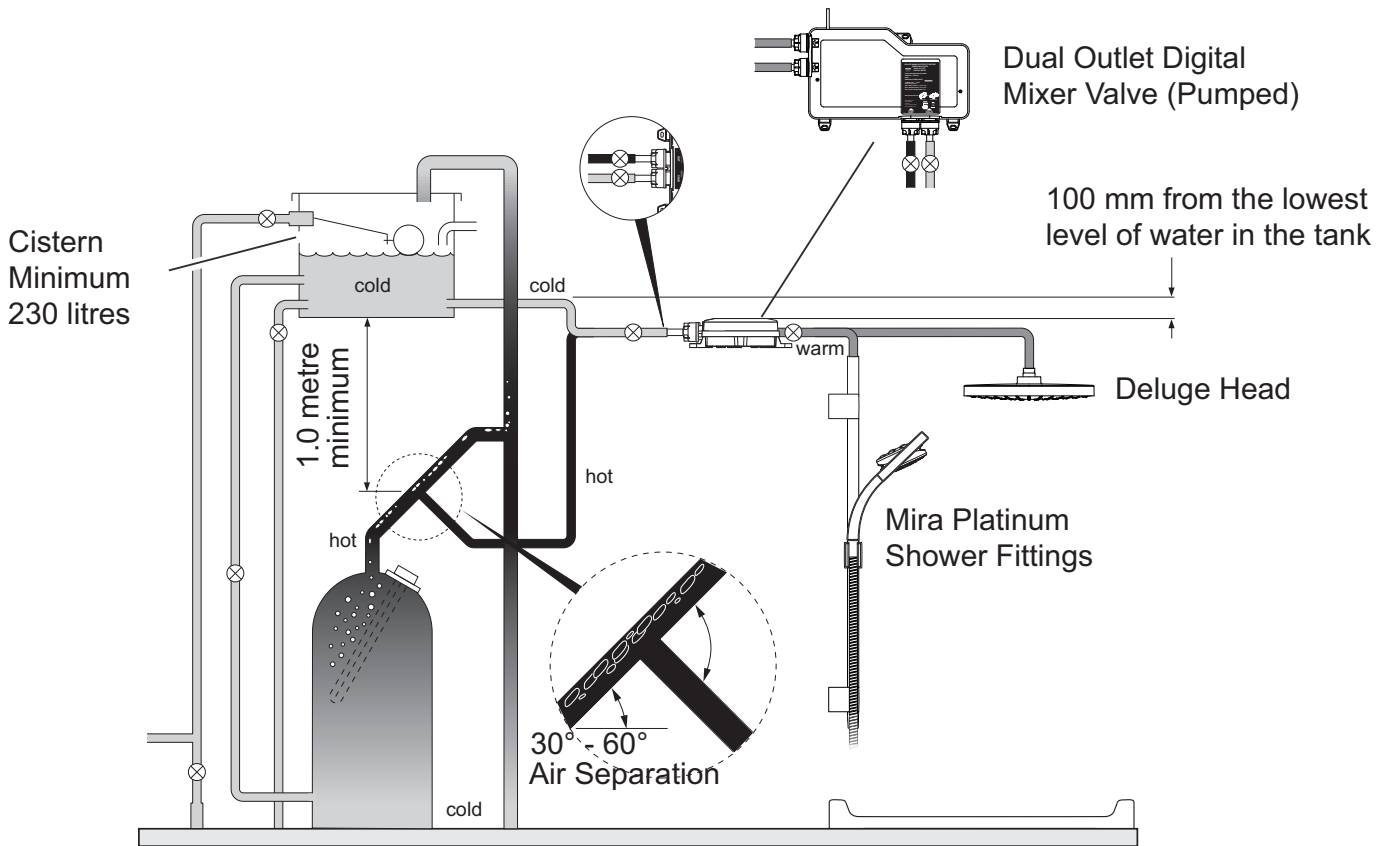## 2. Mains Pressurised Instantaneous Hot Water Shower, Heated from a Thermal Store

Caution! Risk of product damage. Do not fit the Mira Digital Mixer - PUMPED VALVE with Mains Pressurised Systems.

Dual Outlet Digital Mixer Valve (HP)

Deluge Head

Mira Platinum Shower Fittings

HOT

COLD
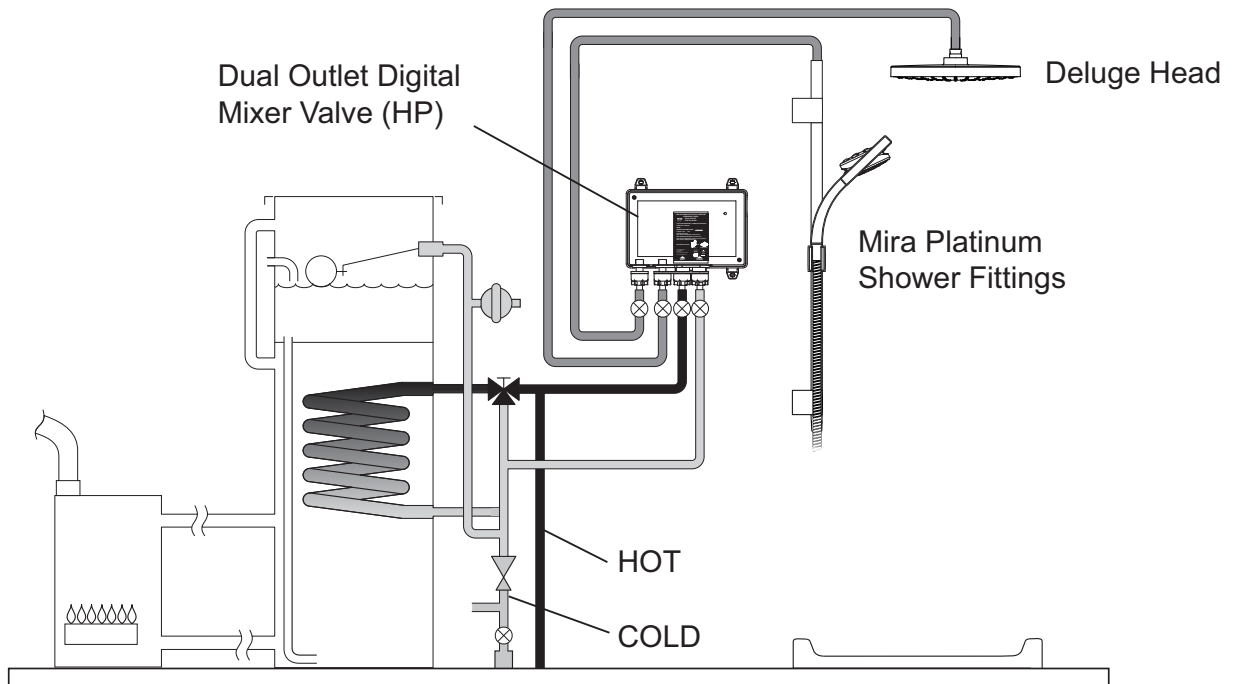
Packages of this type, fitted with a tempering valve can be used. A drop type pressure reducing valve **must** be fitted (and regularly maintained) if any form of backflow prevention device is fitted, e.g. non-return valve, PRV, then an expansion vessel should also be fitted. This will ensure that excess expansion or pulse pressures do not damage the product or the plumbing system. The expansion vessel may already be fitted externally or internally within the thermal store (check with thermal store manufacturer).

3. Gravity Fed Showers

Caution! Risk of product damage. Do not fit the Mira Digital Mixer - HIGH PRESSURE / COMBI VALVE with Gravity Fed Systems.

Dual Outlet Digital Mixer Valve (Pumped)

100 mm from the lowest level of water in the tank

Cistern Minimum 230 litres

1.0 metre minimum

cold

cold

warm

hot

hot

Deluge Head

Mira Platinum Shower Fittings

30° - 60° Air Separation

cold

The shower control **must** be fed from a **cold water storage cistern and a hot water cylinder** providing nominally equal pressures. Pipework layouts and connections **must** be such that other draw-offs will not effect water supplies to the shower, shared supplies may lead to airlocking or water starvation. It is therefore best practice to have independent hot and cold supplies to the Low Pressure (pumped) Digital Mixer Valve.

Typical Examples of Poor Plumbing and Installation Practices
DO NOT:

- Install the Digital Mixer Valve where it can become frozen
- Position the Digital Mixer Valve where maintenance access is poor or unsafe
- Install into a system where the cold water cistern holds less than 230 litres
- Install into a system where air locking could occur
- Install the wireless controller in a position where communication with the Digital Mixer Valve is poor e.g. mixer valve installed under metal bath, in front of metal cistern, on foil backed plasterboard, more than the recommended distance away etc.
- Install the Digital Mixer Valve onto shared water supplies
- Install the Digital Mixer Valve less than 100 mm from the lowest level of water in the cistern (low pressure version only)
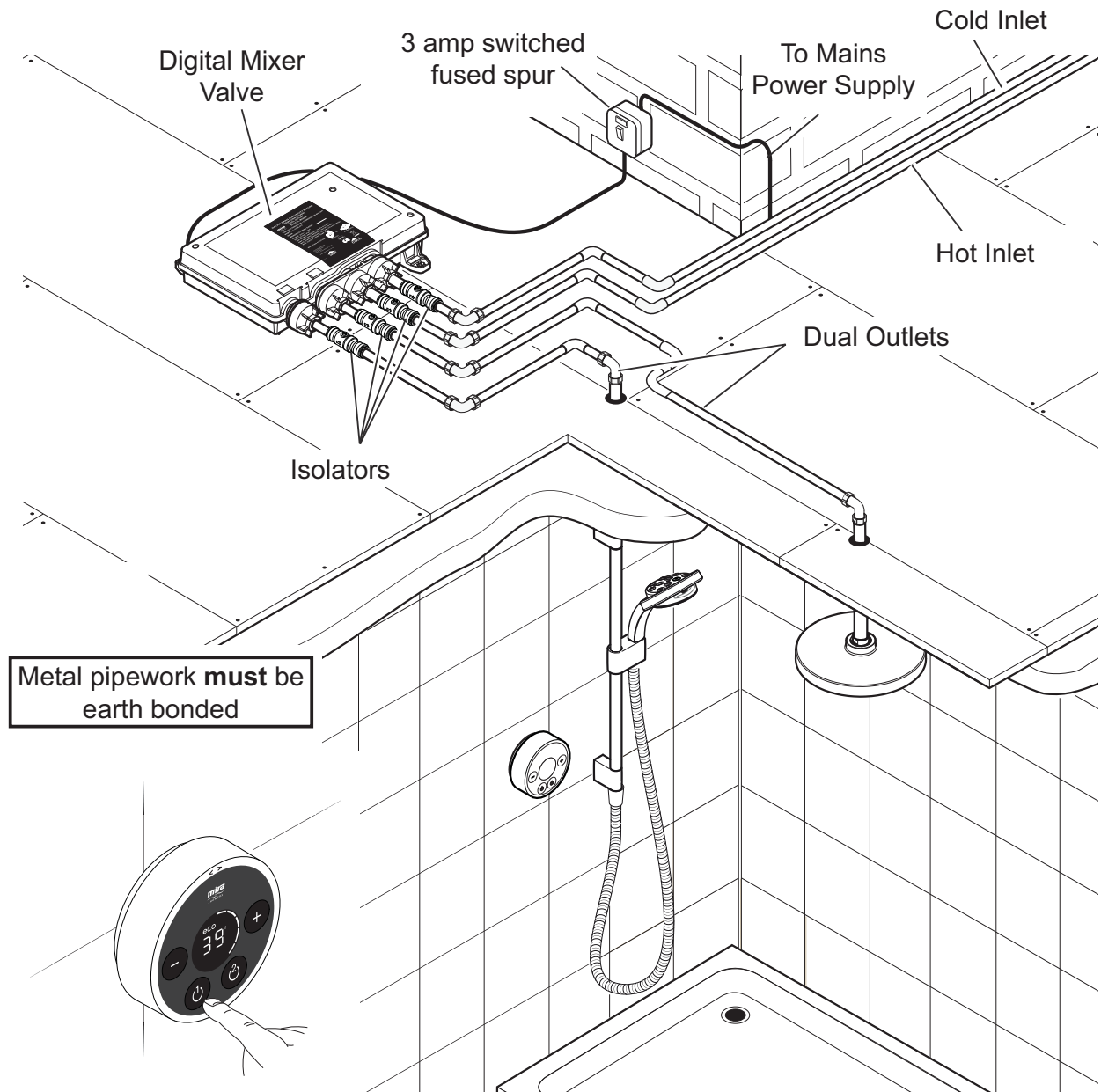- Fit plastic pipework unless rigidly supported
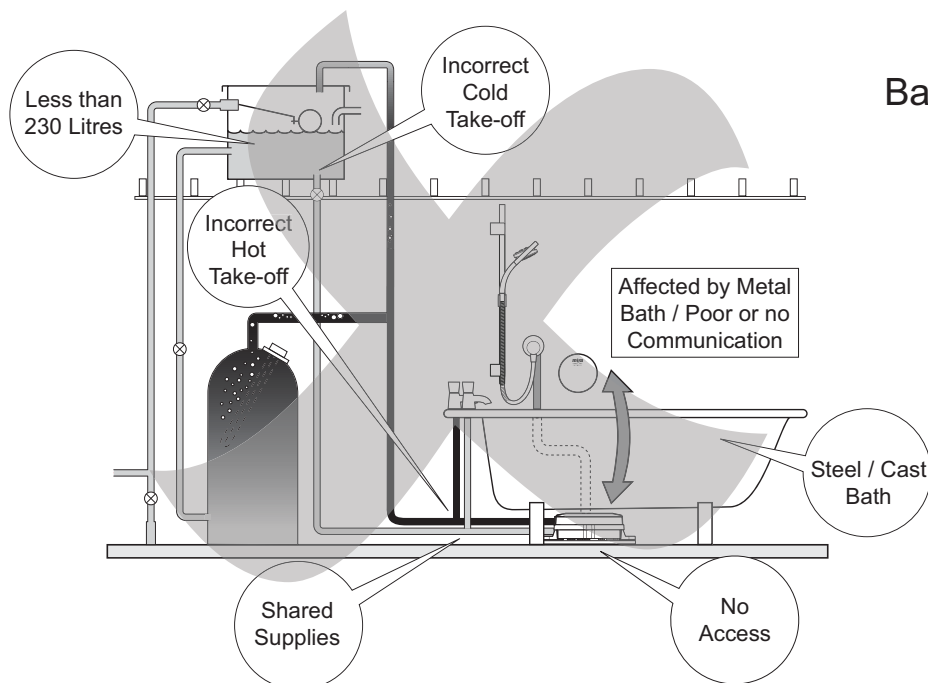
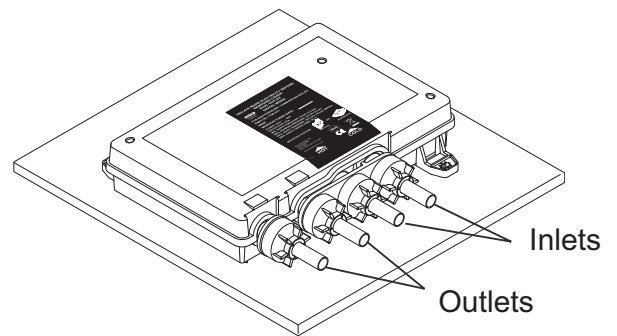Bath Installation
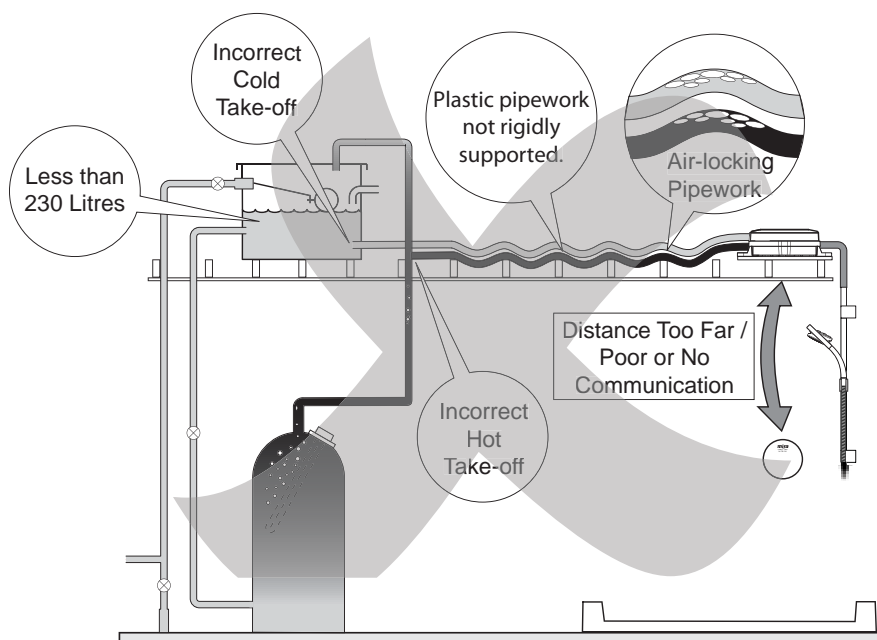
Shower Installation

Installation Schematic

A separate, permanently connected supply **must** be taken from the ring main to the appliance through a **3 amp** double pole switched fuse spur providing a minimum 3 mm contact separation gap in each pole.

The use of supply-line or zone strainers will reduce the need to remove debris at the Digital Mixer Valve. The recommended maximum mesh aperture dimension for such strainers is 0.5 mm.

Pipework **must** be rigidly supported to avoid any strain on the connections.

A 30 mA Residual Current Device (RCD) should be included in the electrical circuit. This may be part of the consumer unit or a separate unit.

▶ Long inlet pipework (dead-legs) should be kept to a minimum to avoid temperature fluctuations.

▶ Supply pipework layout must be arranged to minimize the effect of other outlet usage upon the dynamic pressures at the Digital Mixer Valve inlets.

▶ To eliminate pipe debris it is essential that supply pipes are thoroughly flushed through before connection to the Digital Mixer Valve.
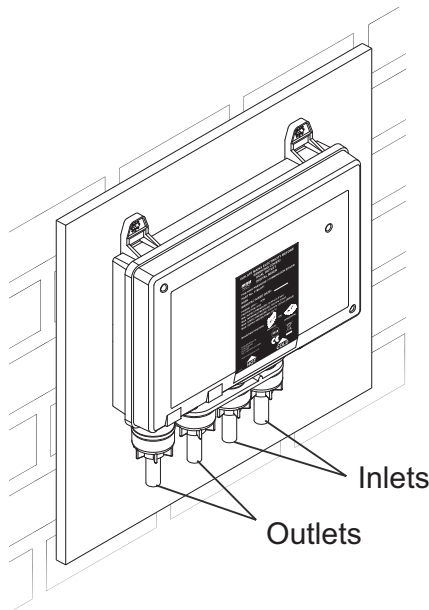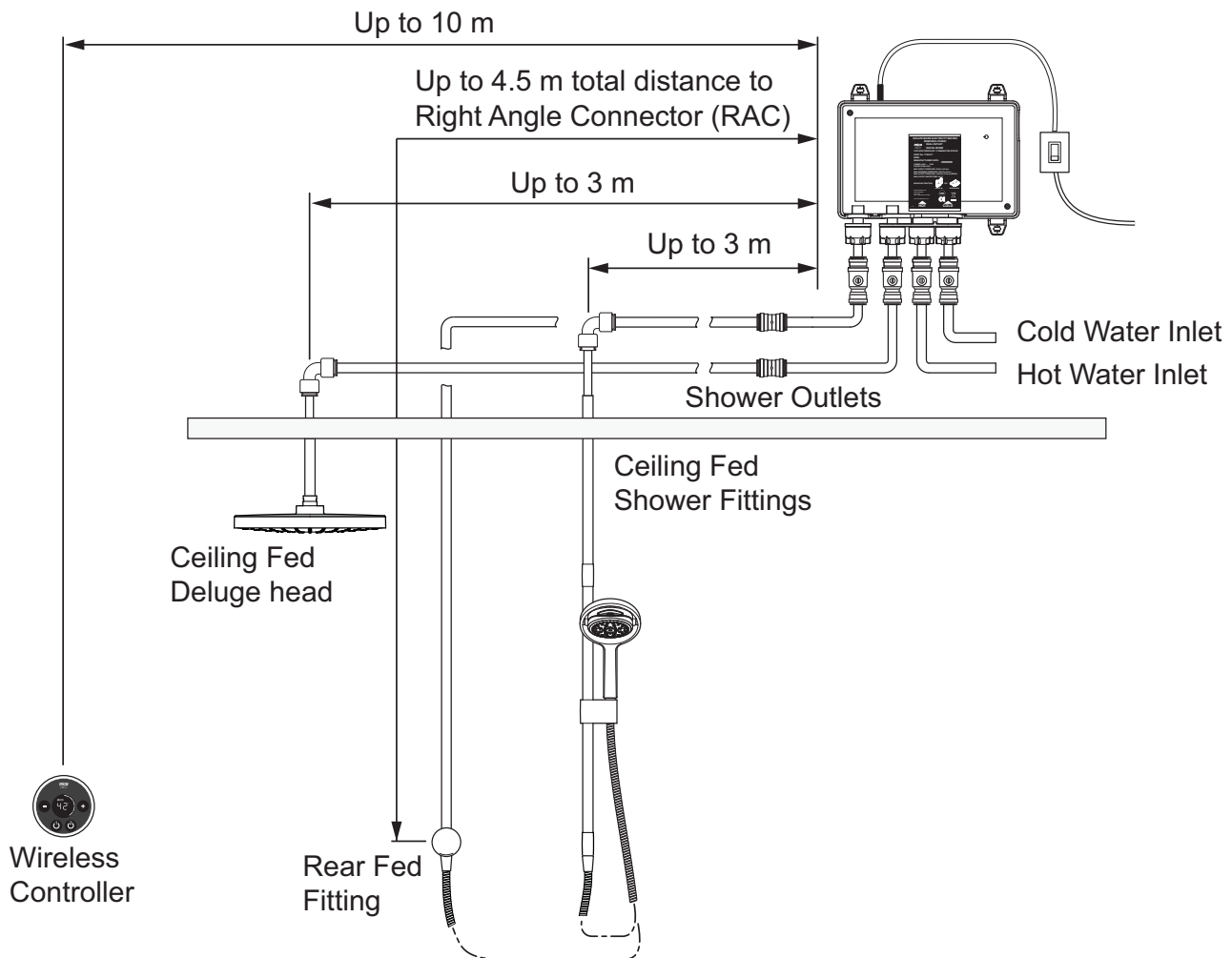

Mounting on a Vertical Surface   Mounting on a Horizontal Surface

▶ The Digital Mixer Valve (which contains the thermostatic mixing valve) may **only** be orientated in the positions shown above when mounted on a vertical or horizontal surface. Failure to do so will compromise the ability of the unit to fail-safe and deliver constant blend.

▶ If the supply cords are damaged, they **must** be replaced by the manufacturer or a service engineer.

▶ **Warning! Turn off the electrical and water supplies before proceeding with the installation of the appliance. The electricity must be turned off at the mains and the appropriate circuit fuse electrically isolated, if applicable.**

Digital Mixer Valve: Position and Signal Test

Up to 10 m

Up to 4.5 m total distance to
Right Angle Connector (RAC)

Up to 3 m

Up to 3 m

Cold Water Inlet
Hot Water Inlet

Shower Outlets

Ceiling Fed
Shower Fittings

Ceiling Fed
Deluge head

Wireless
Controller

Rear Fed
Fitting

Important! When choosing a position for the Digital Mixer Valve in relation to the Wireless Controller and the Shower Fittings, consider the following points:

▶ The Wireless Controller can be sited up to 10 m from the Digital Mixer Valve. However, wall thicknesses and construction types may affect the remote signal strength and thereby reduce the range. The Controller range must be tested on site prior to installation to ensure shower's reliability.
Refer to section **- INSTALLATION** "**Important Information Regarding Radio Controlled Devices**".

▶ The length of pipework running from the Digital Mixer Valve to the Shower Fitting will have an effect on the showering temperature and the response time when changing the temperature using the Wireless Controller. The shorter the length of pipework from the Digital Mixer Valve the better the shower will respond. It is recommended that this length does not exceed 3 m (Ceiling Fed Fittings) or 4.5 m (Rear Fed Fitting).

▶ **Important! Insulate all pipework. Do not attempt to insulate or cover the Digital Mixer Valve.**

The following procedure details how to assign the Wireless Controller to the Digital Mixer Valve and test the remote signal strength.

Note! No plumbing connections are required for this test.

Note! Other radio signals from sources such as mobile phones, radios controlled boiler thermostats, wireless broadband, wireless doorbells etc. can dramatically reduce the ability of the Digital Mixer Valve to register.

It is recommended that such items are switched off during this process.

▶ Place the Digital Mixer Valve in the desired location, no more than 10 m from the desired location of the Wireless Controller.

▶ Connect the Digital Mixer Valve to the electrical supply via a 3 amp fused spur switch. **Do not switch Digital Mixer on!**

▶ Bring Wireless Controller to within approximately 1 m of the Digital Mixer Valve. Turn controller over and remove the battery cover by loosening the 4 screws with a pozi drive screwdriver. Fit 3 x AA batteries supplied.

Note! The screws remain attached to the battery lid.
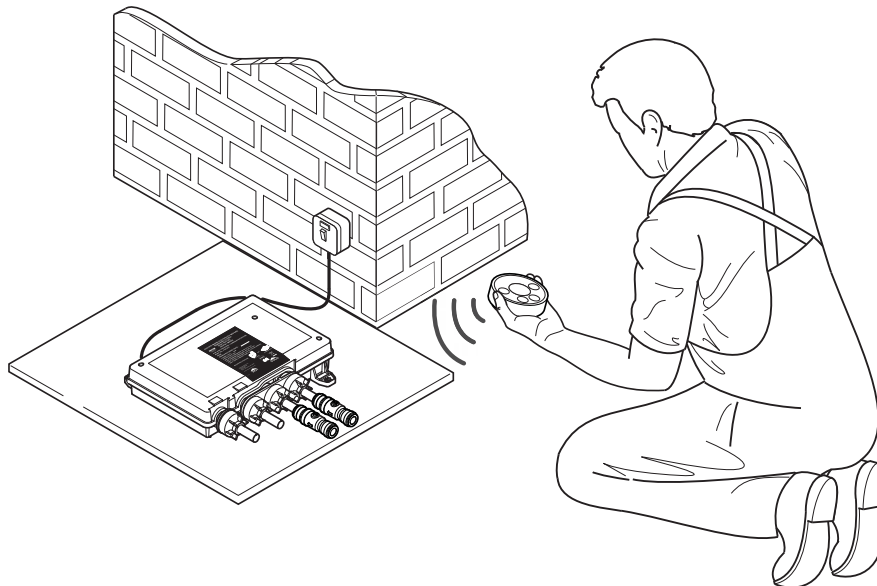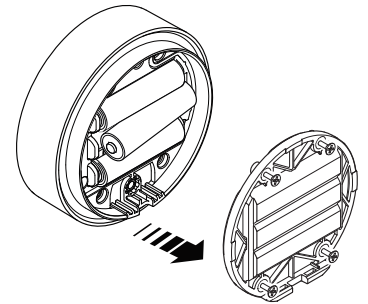
▶ Switch on electrical supply to Digital Mixer Valve.

▶ The Wireless controller will make 6 short beeps and the clock will change to '10:00 as it registers itself to the Digital Mixer Valve. This process will take approximately 30 seconds.

**Note! DO NOT** remove the batteries or switch off the Digital Mixer Valve until registration is complete.

▶ Place Wireless Controller in the final desired position (no more than 10 m from Digital Mixer Valve) and test wireless signal by pressing either "⏻" or "⏾", and adjusting the temperature. If the temperature display remains unchanged or "**out of range**" symbol is displayed, the wireless controller and / or digital mixer valve are unable to communicate with each other.
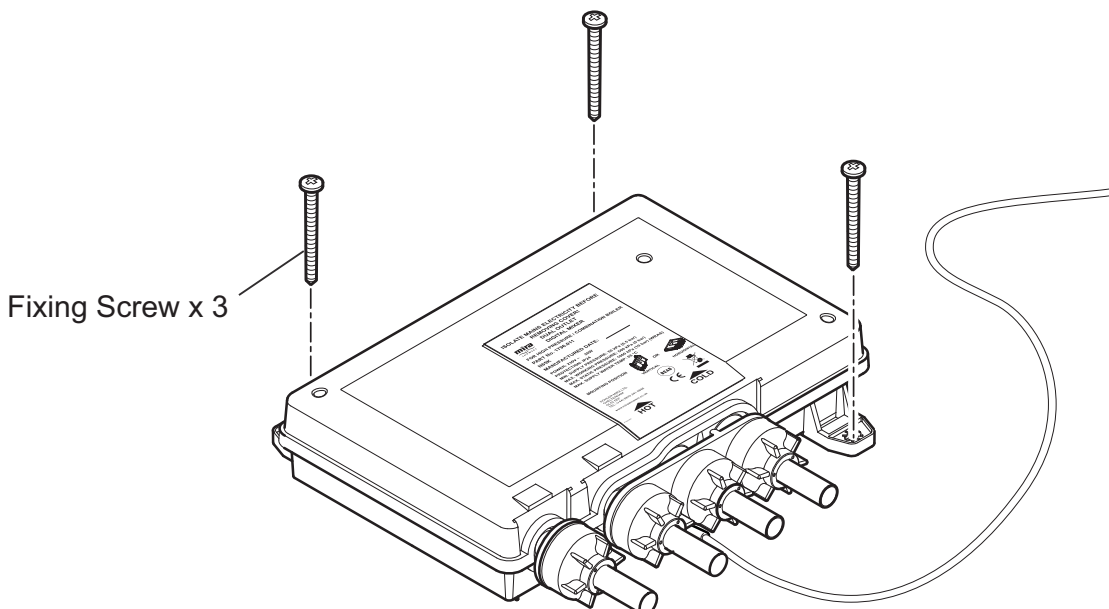
▶ If test fails, reposition and repeat test until satisfied the shower will work reliably.

▶ **Caution! Risk of product damage. Do not run Pumped Valve (low pressure version) without a water supply for longer than 15 minutes during test.**
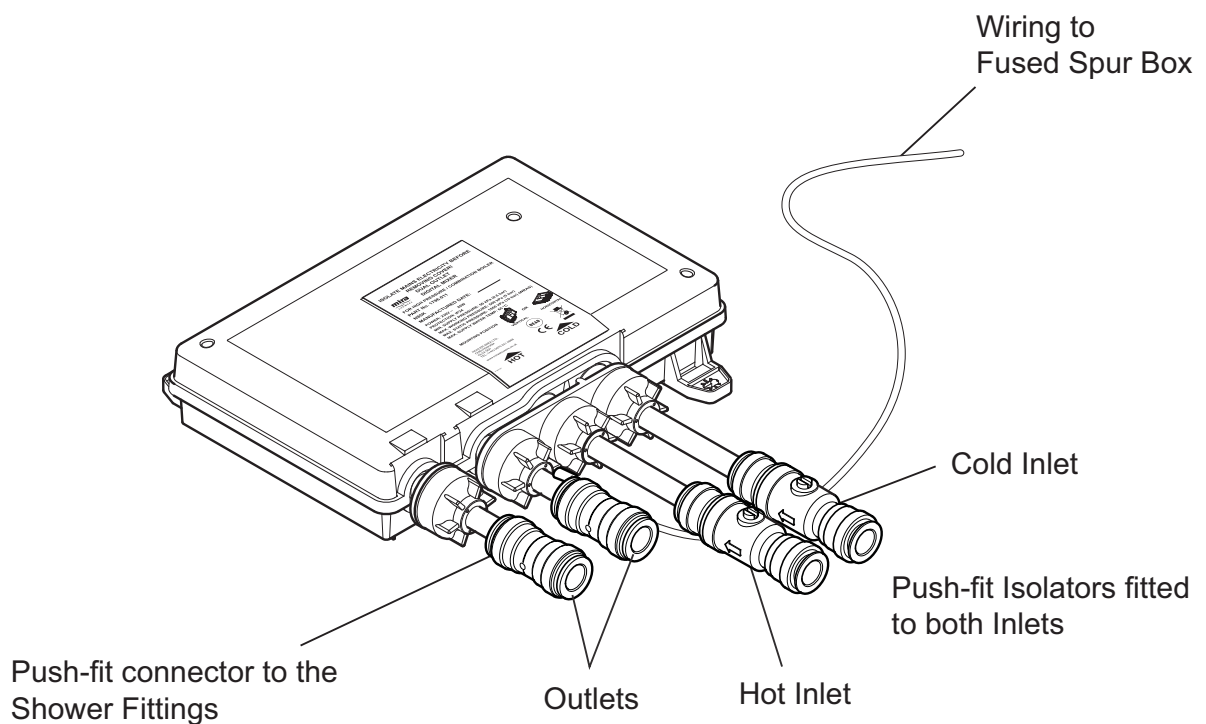
▶ Isolate electrical supply to Digital Mixer Valve.
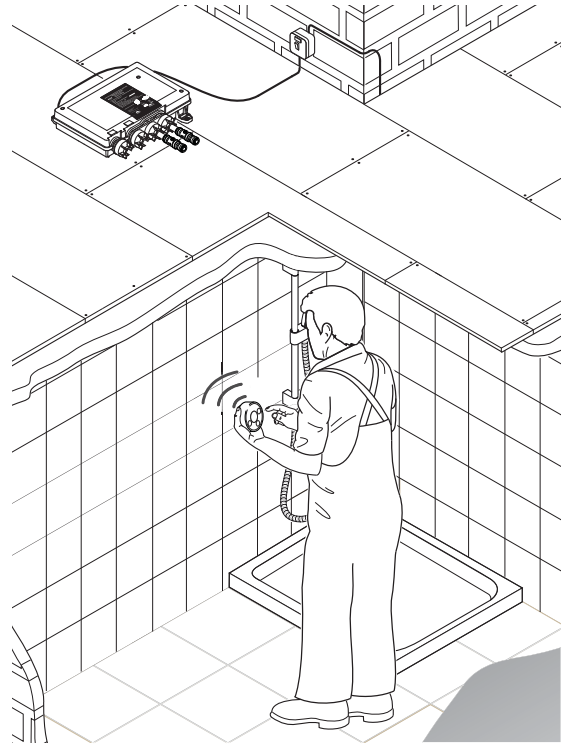
▶ Mark the fixing holes in the required positions.

Fixing Screw x 3

▶ Drill and plug the fixing holes.

▶ **Note!** Installers may wish to use alternative cavity fixings, when installing onto a dry lined, stud partition, shower cubicle or laminated panel wall structures. However, these methods of fixing are beyond the scope of this guide.

▶ Secure the Digital Mixer Valve in position with the fixing screws (supplied).

▶ **Caution! Risk of product damage. Make sure both hot and cold supply pipes are flushed thoroughly prior to connection to the Digital Mixer Valve. Any product malfunction caused by pipework debris is not covered under the guarantee.**

▶ Connect the hot and cold water supply pipes to the Digital Mixer Valve.

Wiring to
Fused Spur Box

Cold Inlet

Push-fit Isolators fitted
to both Inlets

Push-fit connector to the
Shower Fittings

Outlets   Hot Inlet

▶ Install the Shower Fittings and Wireless Controller (see further instructions).

Shower Fittings - Ceiling Fed Slide Bar / Showerhead

Suitable for solid, dry-lined, stud partition, shower cubicle or laminated panel walls.

The Slide Bar should be fixed to the wall at a convenient height for all the family. It should be positioned so that water sprays down the centre of the bath, or away from the opening of a shower cubicle. Water should spray away from the Wireless Controller when the Showerhead is held on the Slide Bar.

▶ Decide on suitable position for Slide Bar avoiding buried cables and pipes in both wall and ceiling. Make sure slide bar extension will fit through ceiling. Ceiling hole centre can be altered to avoid roof joists by using supplied spacers

Optional spacers (supplied)

▶ Using template as guide, mark positions of the fixing holes for Wall Brackets (600 mm). Upper hole to be no more than 645 mm from ceiling.

▶ **Note**! Use spirit level to make sure fixing holes are vertical.

▶ Fold long end of template and move up to ceiling. Using upper marked fixing hole as guide, mark centre for hole in ceiling.

▶ **Important! If supplied Slide Bar spacers are required, centre distance for hole will increase to 75 mm from wall.**

▶ Cut hole in ceiling 29 mm diameter.
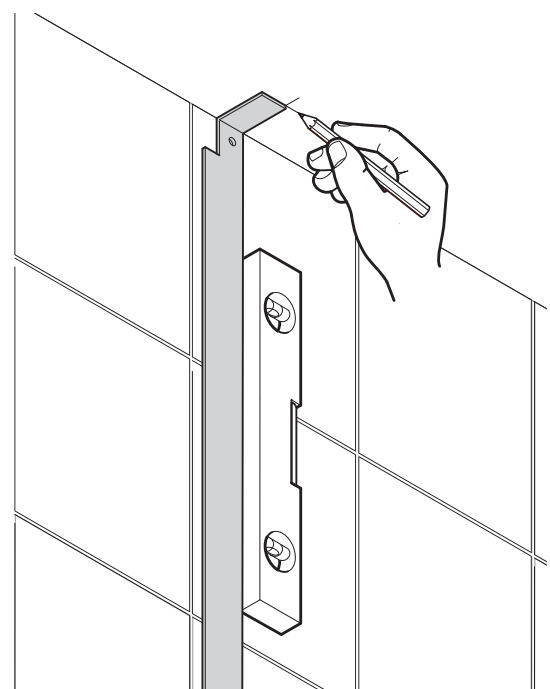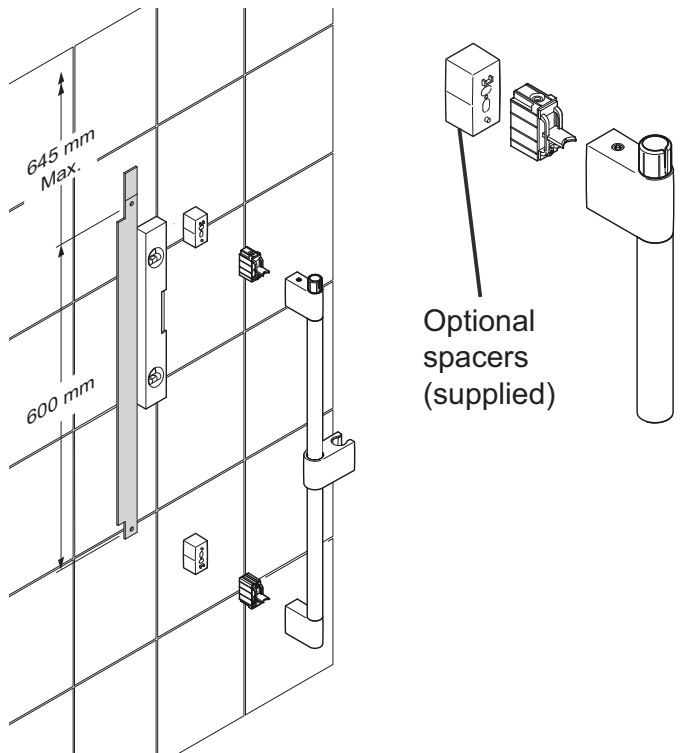
▶ Drill and plug Slide Bar Assembly fixing holes.
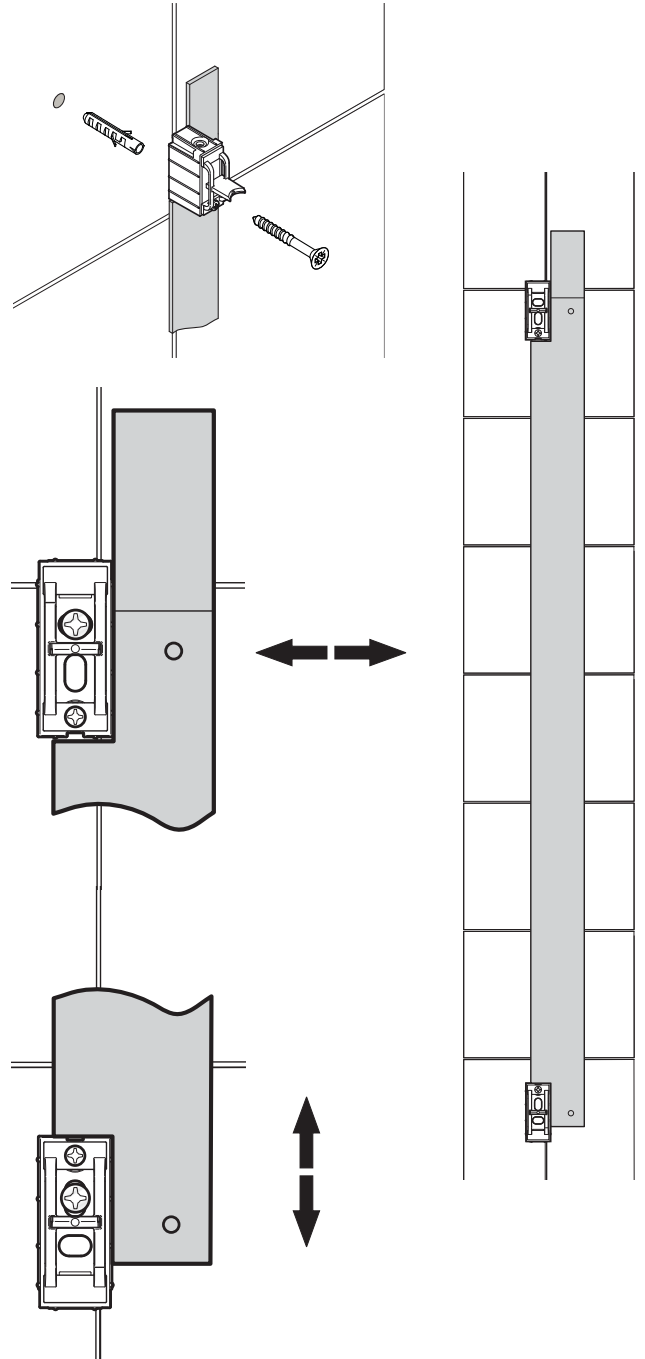
▶ Insert fixing screws through holes in Wall Brackets and fix to wall. Do not fully tighten. Use template to set correct distances between Wall Brackets. Fully tighten screws. Use longer fixing screws if using spacers supplied.

▶ **Note!** Slots in Wall Brackets allow for adjustment. Use one horizontal slot and one vertical slot.
Make sure that holes for Slide Bar Securing Screws are positioned correctly, as shown.

▶ Fit ceiling plate and extension tube.

Note! Extension tube may need to be shortened, use a pipecutter to shorten tube, remove all burrs. Make sure rough end is concealed in ceiling.
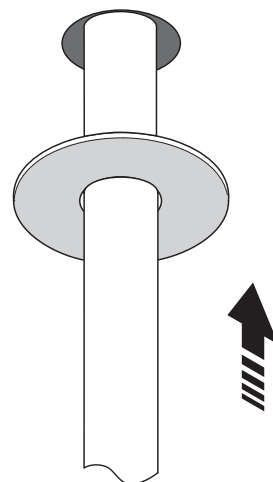
► Fit Slide Bar Assembly over Wall Brackets and secure with screws supplied. (Do not overtighten.)
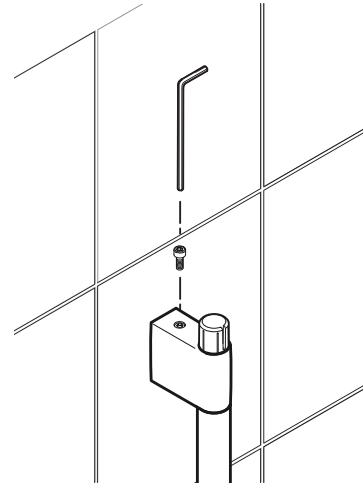
► Connect ceiling extension tube.

► Feed plastic pipe up through the slide bar and extension into ceiling. Do not allow any debris to block the plastic pipe.
**Note.** If plastic pipe requires shortening make sure there is enough length to fit elbow (supplied) or alternative push-fit/compression fitting (not supplied).

► When shortening for use with any push-fit (e.g. John Guest) fitting, follow manufacturer's guidelines for finishing and cleaning the pipe.

► Push and twist plastic pipe end until it "**clicks**" and locks in place.

► Connect plastic pipe in ceiling to outlet pipe from valve using elbow supplied. Push all parts together fully and lock elbow onto pipes using clips supplied.

► Connect elbow to Digital Mixer Valve. Fit an isolating valve between to enable easy maintenance. (Pipe and isolating valve not supplied). Lock pipe to elbow using clip supplied. Follow manufacturers guidelines for fitting alternative push-fit connections and flexible pipework.
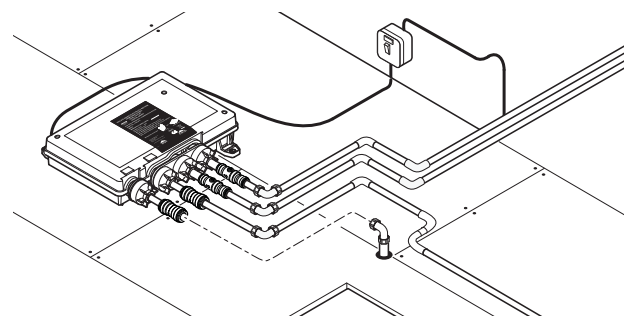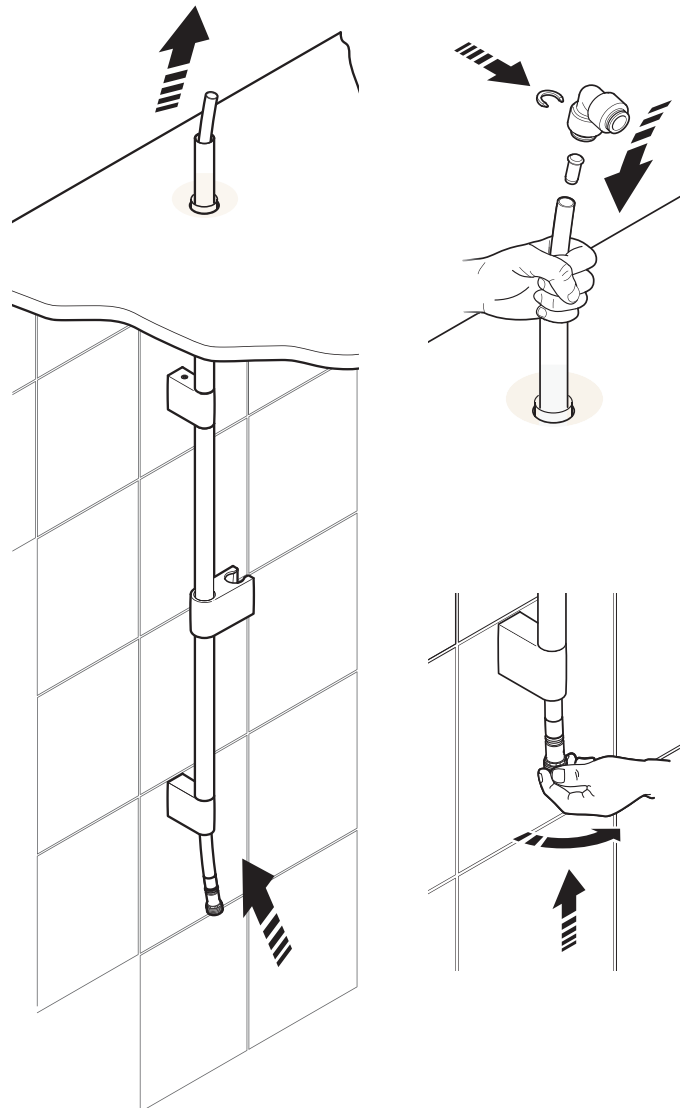
▶ Place first washer in end of hose, then attach to pipe end. Do not fit showerhead until after pipework has been fully flushed through. Refer to section **"Commissioning"**.
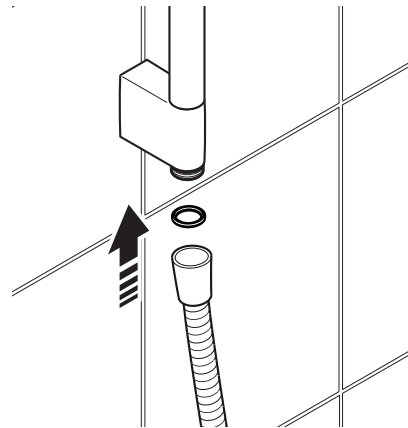
Ceiling Fed Deluge Head

The Deluge Head should be fixed to the ceiling at a convenient height for all the family. It should be positioned so that water sprays down over the centre of the bath, or away from the opening of a shower cubicle.

The fitting of the Deluge Head into the ceiling will be easier with the aid of a helper.

When you are working within the bath or shower tray area use a towel or blanket to protect the surface from damage.

▶ Decide on a suitable position for the Deluge Head avoiding cables and pipes hidden between joists or rafters. **Note!** A timber noggin or plywood plinth securely fixed to the joist should be used to mount the Deluge Head.

Timber noggin or plywood plinth

Drill 29 mm Hole

Drill holes in line!
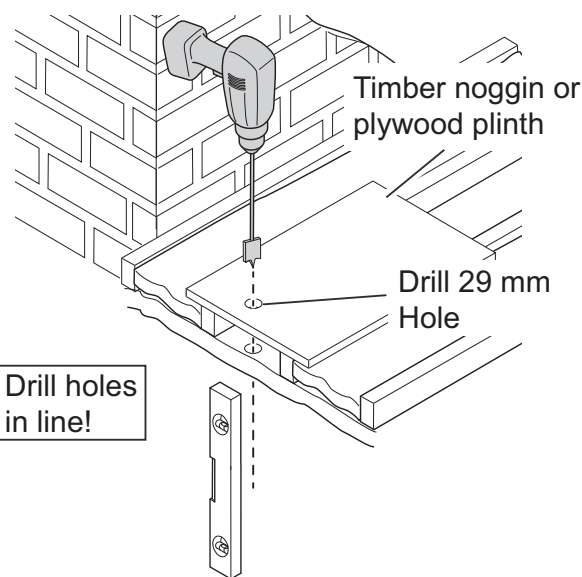
▶ Drill a 29 mm hole through the ceiling and the wooden support. Ensure the two holes drilled are directly in line or the ceiling pipework will be at an angle.

▶ Push the Brazed Pipe through the Ceiling Mount Plate then push the threaded end of the brazed pipe down through the holes made in the ceiling.

Ceiling Mount Plate

Brazed Pipe

Threaded end
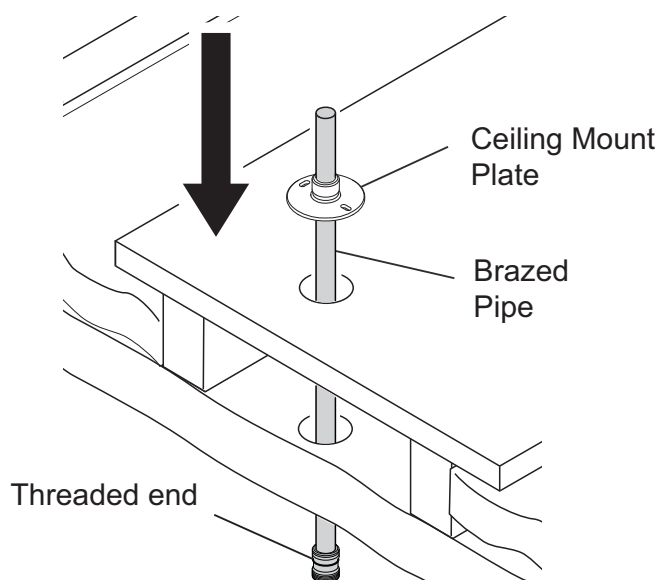
▶ Centralise the brazed pipe in the hole then screw the ceiling mount plate to the wooden support.
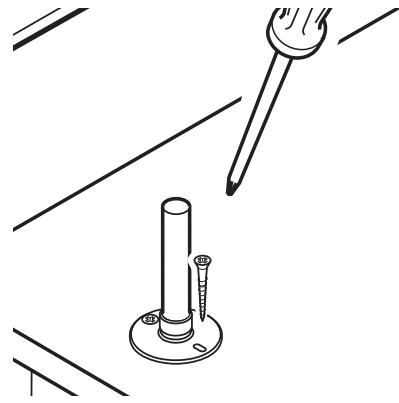
▶ Offer the deluge head to the brazed pipe and determine the showering height required. Push / pull the brazed pipe using a twisting motion to adjust the height. Check the height is correct and use a 15 mm pipe cutter to cut the pipe to the desired length. **Note!** Cut the brazed pipe at least 30 mm above the ceiling mount plate to allow room to fit the olive, nut and elbow.

30 mm

Determine the showering height
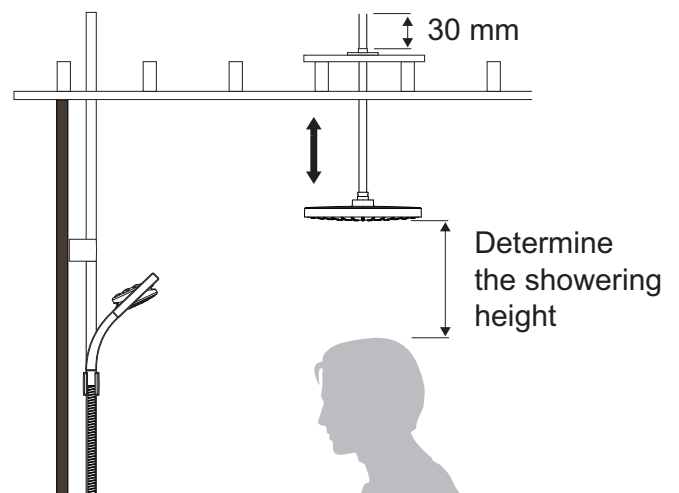
▶ Secure the brazed pipe to the ceiling mount plate with the olive and 1/2" BSP nut. **Note!** This is not a water tight connection, tighten sufficiently to clamp the pipe in place.


1/2" BSP Nut

Olive
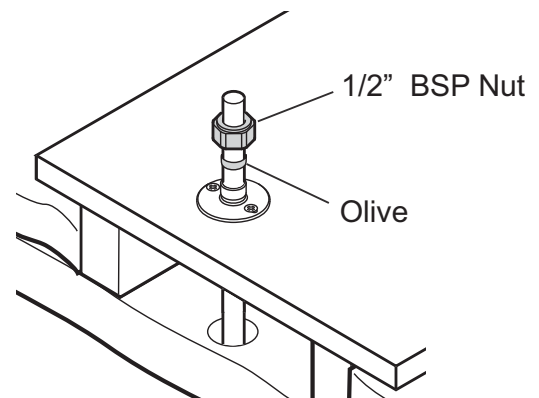
▶ Offer the Chrome Extension Tube to the brazed pipe and determine the length required to allow the tube to conceal the brazed pipe and protrude into the ceiling space a minimum of 15 mm. Use a pipe cutter to cut the tube to the desired length. Remove all burrs. **Note!** Take care not to crush the pipe when cutting.


Brazed Pipe

Minimum 15 mm

Chrome Extension Tube
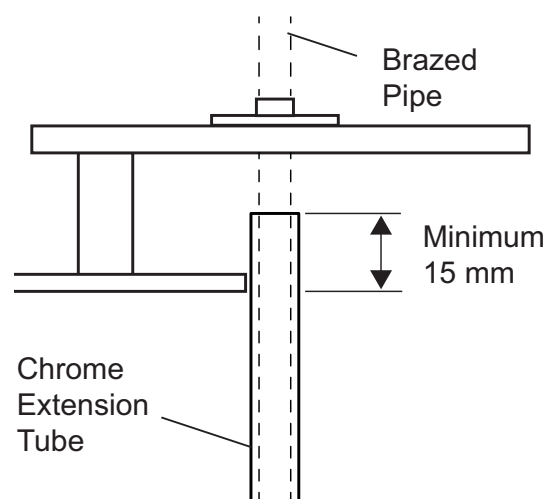
▶ Push the cut end of the chrome extension tube into the Ceiling Plate then slide the extension tube over the threaded end of the brazed pipe and up through the hole until the ceiling plate is secured in the hole and the ceiling plate is flat against the ceiling.
Note! If the hole in the ceiling is oversize use silicone sealant on the underside of the ceiling plate to retain it.

Ceiling Plate

Threaded end of pipe
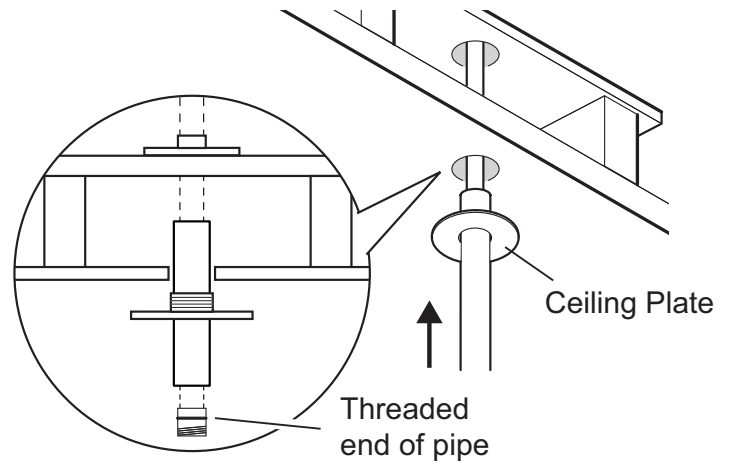
▶ Connect brazed pipe in ceiling to outlet pipe from digital mixing valve using elbow supplied. Push all parts together fully and lock elbow onto pipe using clip supplied.
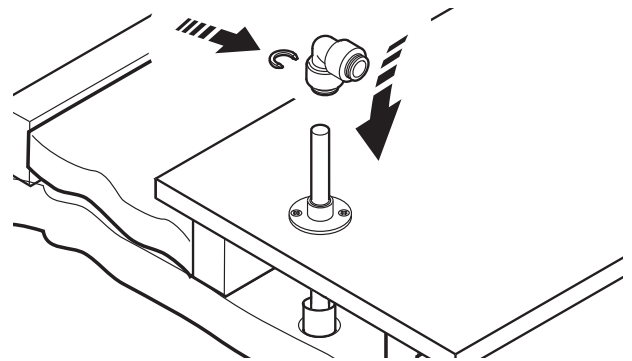
▶ Connect elbow to digital mixer valve. Fit an isolating valve between to enable easy maintenance. (Pipe and isolating valve not supplied). Lock pipe to elbow using clip supplied. Follow manufacturers guidelines for fitting alternative push-fit connections and flexible pipework.
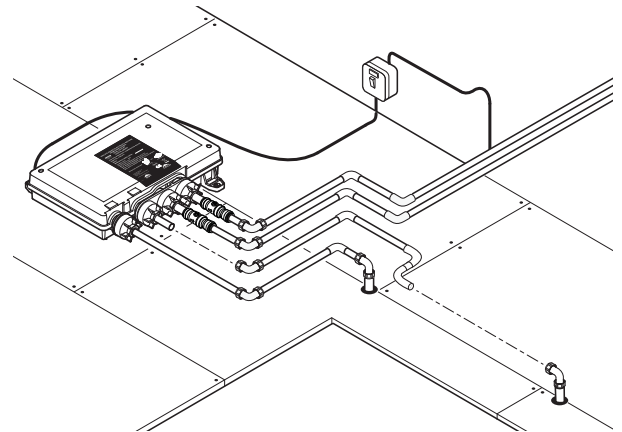
▶ Do not fit deluge head until after pipework has been fully flushed through. Refer to section **"Commissioning"** in Digital Mixer Valve Installation guide.

▶ Screw the deluge head onto the brazed pipe outlet by hand. **Note!** Use two suitably sized wrenches to fully tighten (approximately 1/4 turn).

▶ Slide the extension tube down to conceal the brazed pipe.

Deluge Head
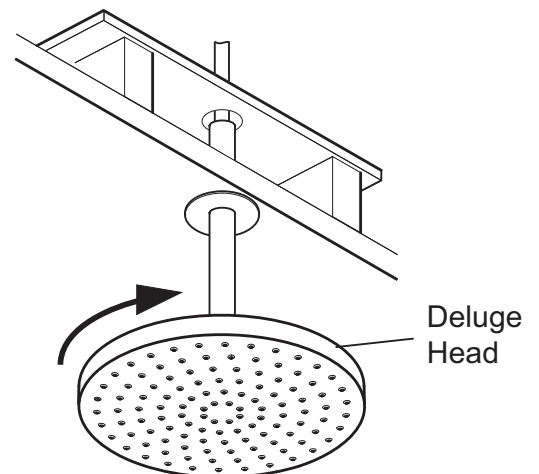
Rear Fed Slide Bar / Showerhead

Suitable for solid, dry-lined, stud partition, shower cubicle or laminated panel walls.

The Slide Bar should be fixed to the wall at a convenient height for all the family. It should be positioned so that water sprays down the centre of the bath, or away from the opening of a shower cubicle. Water should spray away from the Wireless Controller when the Showerhead is held on the Slide Bar.

▶ Decide on suitable position for Slide Bar avoiding buried cables and pipes in wall.

▶ Using template as guide, mark positions of the fixing holes for Wall Brackets (600 mm).

Note! Use spirit level to make sure fixing holes are vertical.

▶ Drill and plug fixing holes.

600 mm
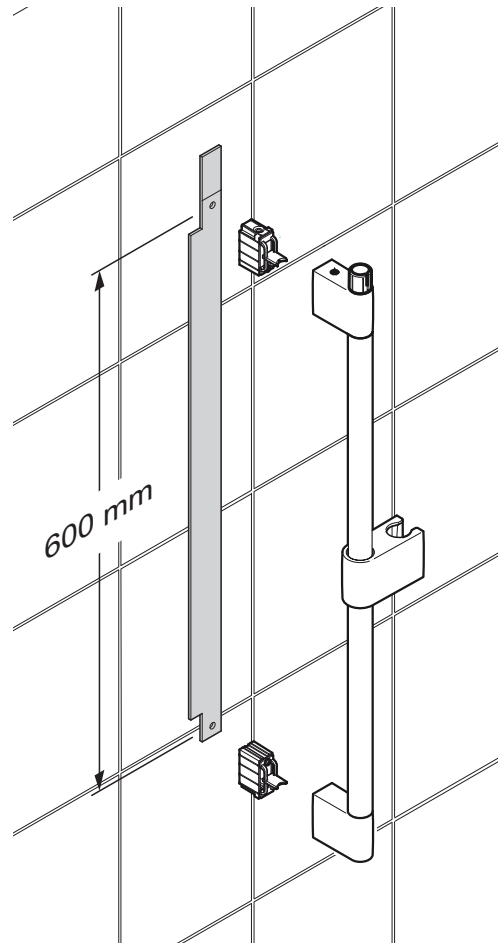
▶ Insert fixing screws through holes in Wall Brackets and fix to wall. Do not fully tighten at this stage. Use template to set correct distances between Wall Brackets. Fully tighten screws.

Note! Slots in Wall Brackets allow for adjustment. Use one horizontal slot and one vertical slot.
Make sure that holes for Slide Bar Securing Screws are positioned correctly, as shown.
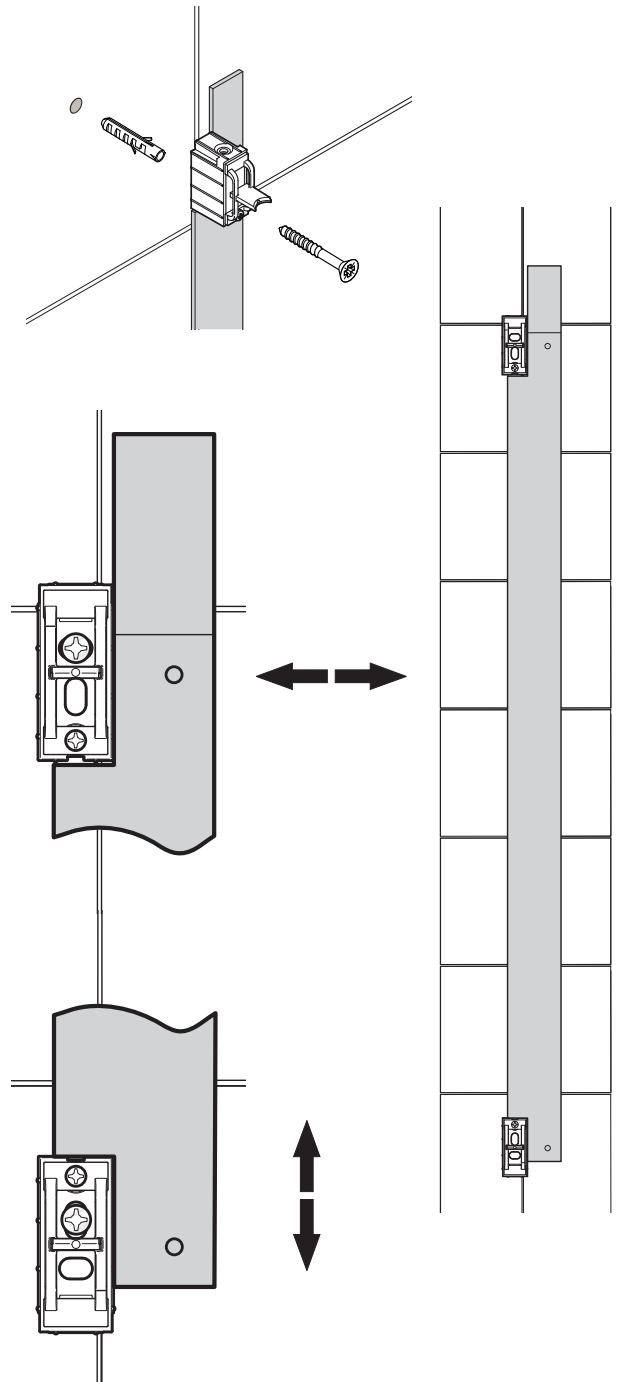
▶ Position Slide Bar over Wall Brackets and secure with screws. (Do not overtighten.)

▶ Fit Slide Bar End Caps into top and bottom of Slide Bar Assembly. Push and twist caps until they "**click**" and lock in place.
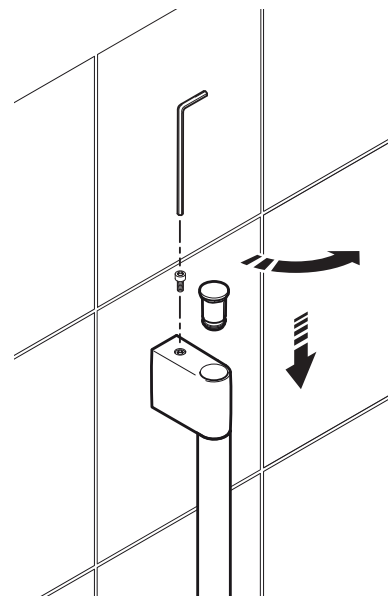
▶ The end of the 15 mm pipework from the outlet of the shower **must** protrude through the finished wall surface by 20 - 23 mm.

Note! If the pipe protrudes further than 23 mm, it will prevent the backplate nut from engaging with the backplate. If necessary cut the pipe to the correct length and remove any burrs.

Fit an isolating valve (not supplied) close to the Digital Mixer Valve for ease of maintenance.

▶ Loosely screw the backplate to the RAC wallplate with the two screws provided.

▶ Place the RAC wallplate and backplate assembly over the pipe then mark the position of the RAC wallplate and its fixing holes on the wall.

▶ Remove the screws and RAC wallplate from the backplate.

▶ Drill the two RAC wallplate fixing holes. If necessary, make a recess approximately 6 mm deep to accept the RAC wallplate. Plug the two fixing holes.

▶ Fix the wallplate to the wall with the two fixing screws.

▶ Temporarily fit the two screws to the wallplate. This will prevent the holes from being blocked with plaster and grout.

▶ Finish the surface of the wall as required, making sure the pipe is protruding by at least 20 mm.

▶

20 - 23 mm

Wall Plate

Arrow

40°

RAC Backplate
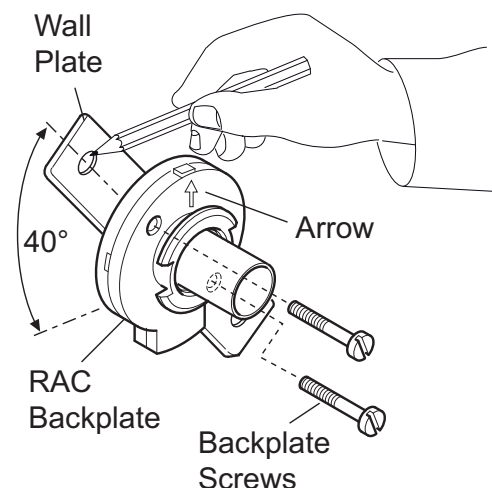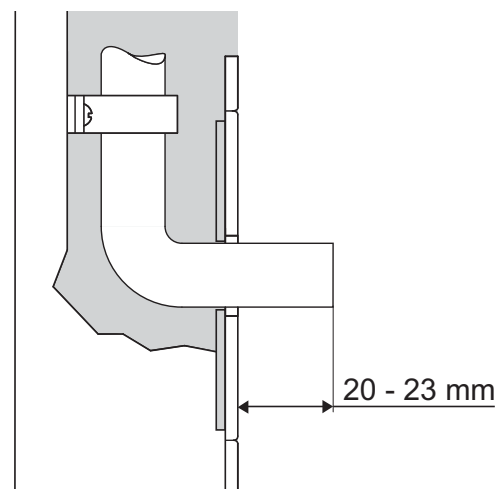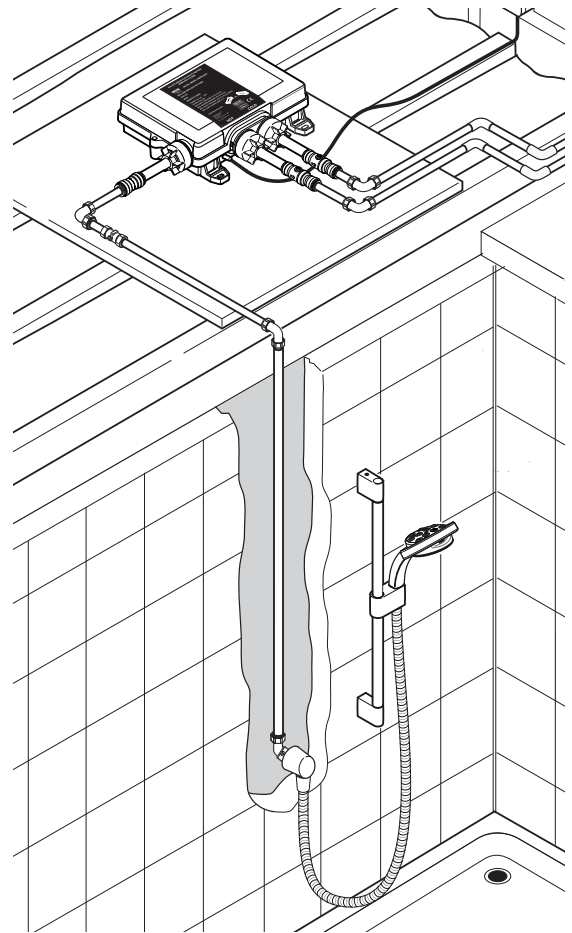
Backplate Screws

► Place the backplate over the outlet pipe with the arrow pointing vertically up and tighten the two backplate screws. Make sure that the foam seal abuts the finished wall surface.
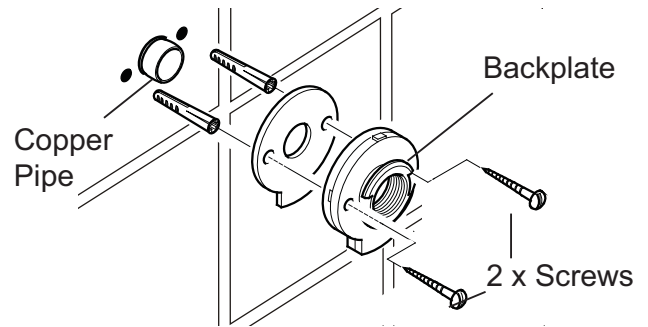
► Check that the blue 'O' seal is fitted inside the backplate nut. Fit the olive and the backplate nut over the outlet pipe, do not tighten the nut fully at this point.
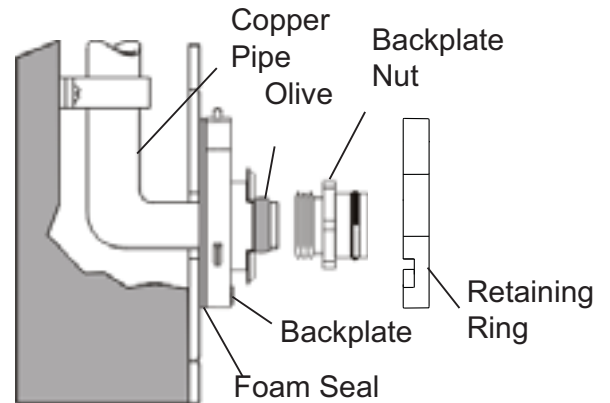
► Check that the second 'O' seal (black) is fitted to the outside of the backplate nut. Press the elbow onto the backplate, make sure that the clips on the elbow engage with the backplate.

► To prevent the backplate from turning while tightening the nut, fit the retaining ring over the backplate nut making sure the slots engage with the screws on the backplate, hold the retaining ring with a wrench while tightening the backplate nut. Remove the retaining ring after use.
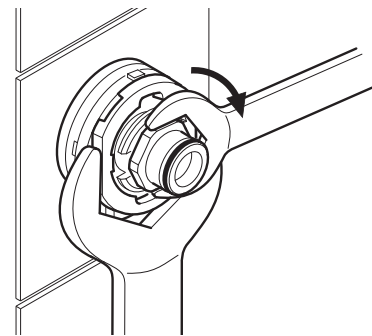
► Slide the retaining ring over the elbow and engage with the elbow clips. **Note!** The retaining ring must be engaged correctly to lock the elbow to the backplate, rotate the retaining ring to the position illustrated.
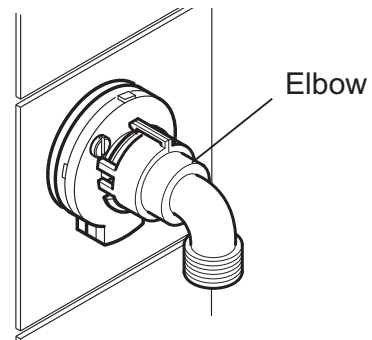
► Press the shroud over the elbow, make sure that it engages with the lugs on the backplate.

► Place first washer in end of hose, then attach to elbow. Do not fit showerhead until after pipework has been fully flushed through. Refer to section **"Commissioning"**.

Copper Pipe

Backplate

2 x Screws

Copper Pipe Olive

Backplate Nut

Backplate

Foam Seal

Retaining Ring

Elbow

Retaining Ring shown correctly engaged with Elbow

①

②
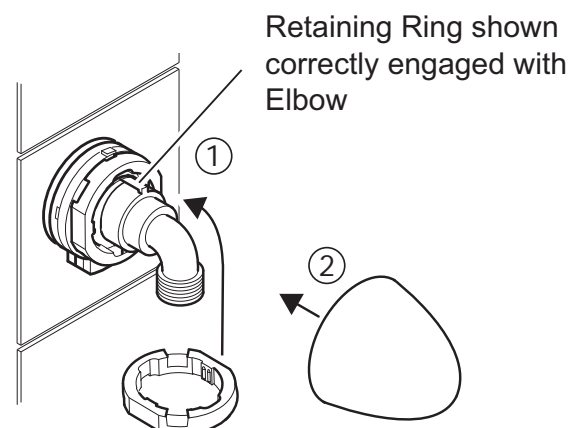
Rear Fed Shower Arm and Deluge Head

The Shower Arm and Deluge Head should be fitted at a convenient height for all the family. It should be positioned so that water sprays down over the centre of the bath, or away from the opening of a shower cubicle.

▶ The outlet pipe **must** protrude 18 mm (± 2 mm) from the finished wall surface and a minimum 35 mm from the ceiling.
Note! Cut the pipe to the correct length and remove any burrs.

▶ Fit an isolating valve (not supplied) close to the Digital Mixer Valve for ease of maintenance.

▶ Mark the positions of the backplate fixing holes.
Caution! Be aware of hidden pipes or cables

▶ For solid walls drill the fixing holes for the backplate with a 6 mm drill and insert the wall plugs (supplied). For other types of wall structure alternative fixings may be required (not supplied).
Caution! Take care not to drill into hidden pipes or cables.

Minimum Distance to Ceiling 35 mm

18 ± 2 mm

▶ Carefully fit the backplate over the outlet pipe and secure with the fixing screws (supplied).
Caution! Take care not to damage the 'O' Seal in the back of the backplate.
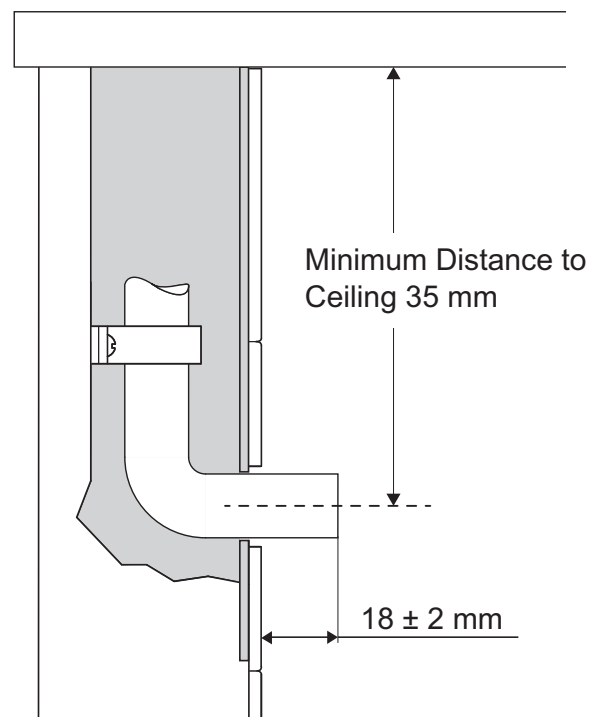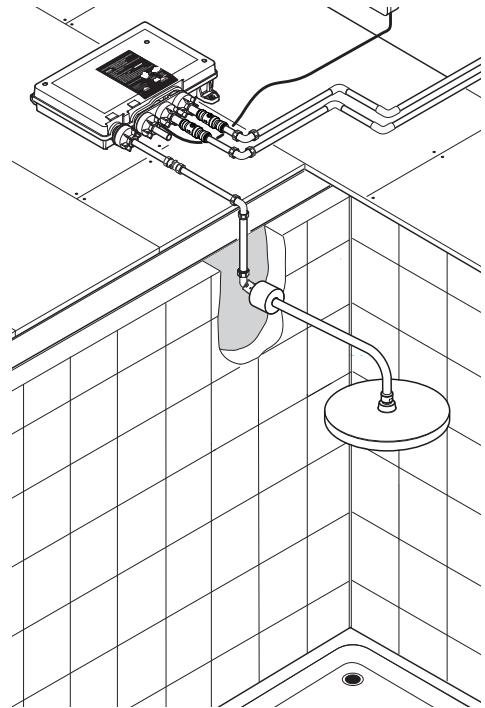
▶ Fit the olive and compression nipple over the outlet pipe and tighten the compression nipple.

Backplate

Compression Nipple
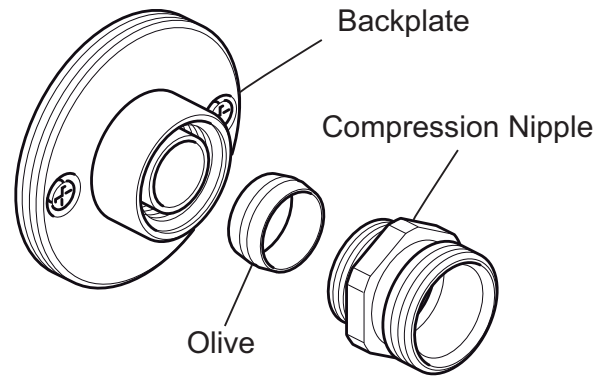
Olive

▶ Fit the concealing shroud onto the shower arm.

▶ Fit the compression nut and olive onto the shower arm.

▶ Fit the shower arm into the compression nipple and tighten the compression nut.

Compression Nut

Olive

Shower Arm
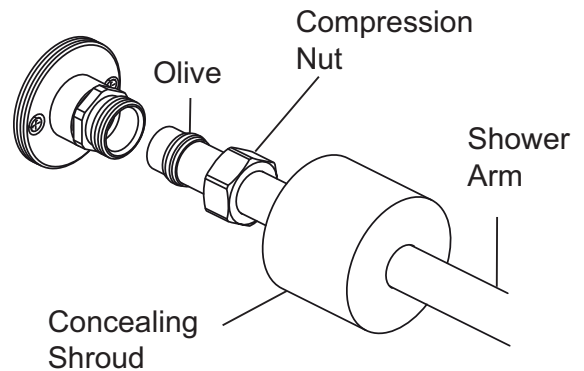
Concealing Shroud

▶ Hand tighten the concealing shroud onto the backplate.

▶ Do not fit deluge head until after pipework has been fully flushed through. Refer to section **"Commissioning"** in the Dual Outlet Installation Guide.

Shower Arm

Flow Regulator (some models)

Deluge Head

▶ Screw the deluge head onto the shower arm by hand.
Note! Use a suitably sized wrench to fully tighten (approximately 1/4 turn).
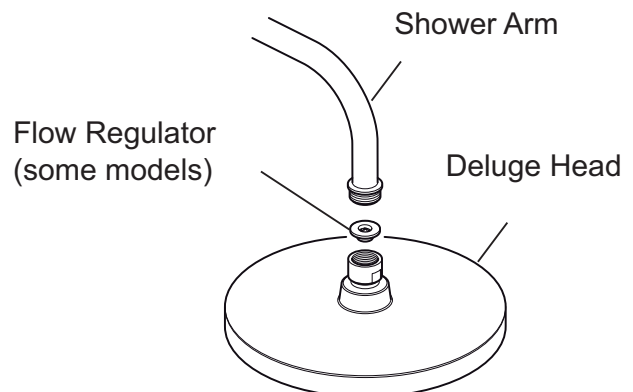
Caution! The shower arm is not designed to take weight, therefore care needs to be taken when installing the deluge head.

36

Wireless Controller

Suitable for solid, dry-lined, stud partition, shower cubicle or laminated panel walls.

The Wireless Controller should be fixed to the wall at a convenient height for all the family. It should be positioned so that water does not spray over it when the Showerhead is held on the Slide Bar.

Important! Make sure wireless signal has been tested between Wireless Controller and Digital Mixer Valve before permanently fixing to wall. See section 'INSTALLATION - Digital Mixer Valve: Position and Signal Test'.

▶ Mark position for backplate holes. Mount backplate on flat surface (e.g. Centre of tile). Drill and plug holes.

Caution! Avoid drilling through buried cables or pipes.
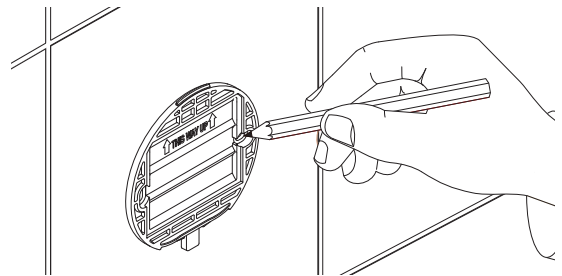
▶ Make sure surface is clean and dry. Fix backplate to finished wall surface.
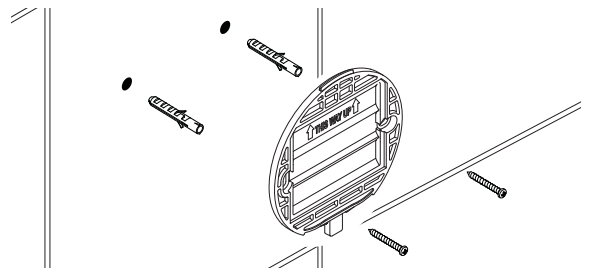
▶ Turn controller over and remove the battery cover by loosening the 4 screws with a pozi drive screwdriver. **Note!** The screws remain attached to the battery lid.
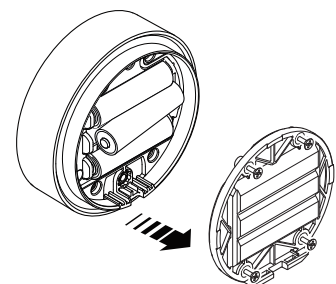
▶ Only fit new batteries of same make and type. Do not use rechargeable batteries. Replace all three batteries at the same time.

▶ Hook Controller on top of backplate and push firmly until Controller "**clicks**" back into place.

COMMISSIONING

Important! Ensure the Digital Mixer Valve is registered refer to section **'INSTALLATION - Digital Mixer Valve: Position and Signal Test'.**

▶ **Connect battery to Wireless Controller, display appears.**

▶ **Turn on electrical supply to Digital Mixer Valve.**

▶ **Make sure the end of the hose is in either the bath, shower tray or other water catchment area. Note! The overhead mounting will flow water when switched on ("⏻" or "⏼") depending on the outlet plumbing configuration.**
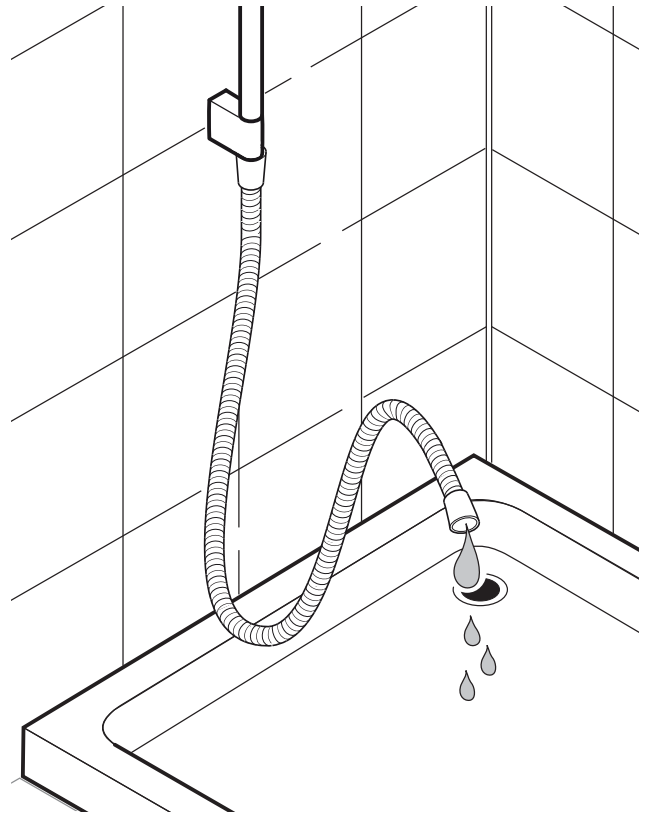
▶ **Press "⏻" button and reduce temperature to full cold "CLd". Turn flow clockwise to full. For Low Pressure (pumped) version, let shower run in order to prime the pump. For long pipe runs, let the shower run to allow the pump to prime until a steady stream of water flows.**
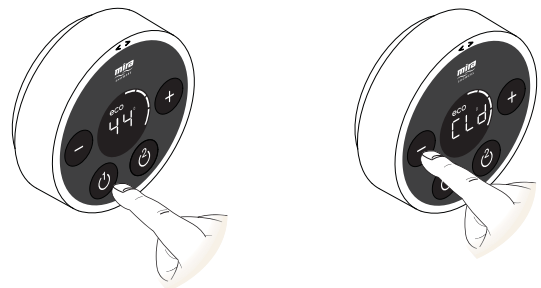
▶ **Caution! Risk of product damage. Do not run Pumped Valve (low pressure version) without a water supply for longer than 15 minutes during priming.**
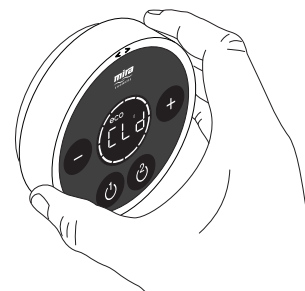
► **Run cold water through (approximately 2 minutes) and check entire installation for water leaks. Press "⏻" to turn shower off. Fit the second hose washer and showerhead.**

► **Press "⏻" to turn shower on. Test operation of shower by increasing/decreasing both temperature and flow controls. (See User Guide for full details.)**

► **Test operation of showerhead spray modes. (See Showerhead User Guide for full details.)**

► **Repeat process for outlet 2 by pressing "②" button.**

► **Refer to User Guide for further instructions on how to use the shower.**

► **The Wireless Controller factory default settings are as follows:**
Maximum Showering Temperature = 45°C
Eco Mode   = Off
Warm-Up Mode   = Off
Clock   = 10:00 (when batteries connected)
Clock Display   = On
Shower Duration   = Off
Bath Fill Mode   = Off
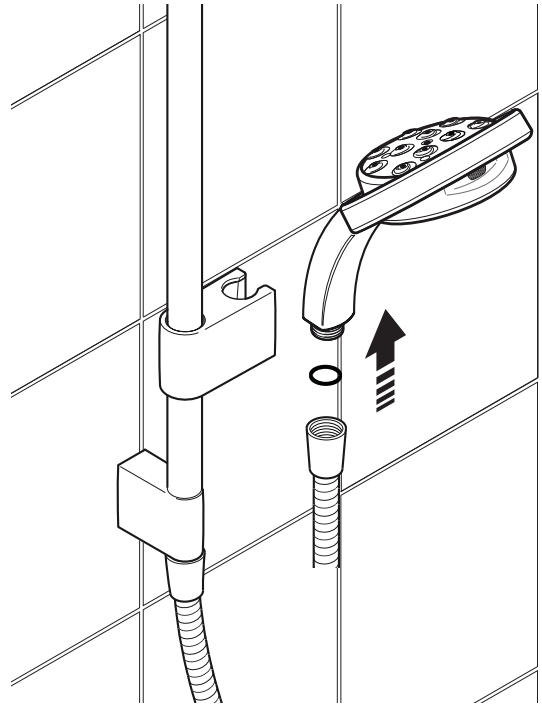
Note! If the display reads 4:00 when the batteries are connected the wireless controller will require registering, refer to the initial registration process in section " Digital Mixer Valve: Position and Signal Test".

RE-REGISTERING

If the wireless controller has previously been assigned to a digital mixer (indicated by 10:00 display on wireless controller) and communication problems are encountered, a re-registering of the wireless controller may be required.

A re-registering of the wireless controller must also be performed should the control PCB in the Digital Mixer Valve be replaced.

To re-register the wireless controller to the Digital Mixer carry out the following sequence.

▶ Isolate power to the digital mixer valve.

▶ Press " **+** " and " ⏻ " buttons simultaneously until "**End**" is displayed on the screen.

▶ Restore power to the digital mixer valve.

▶ Briefly press the " **+** " and " ⏻ " buttons, "**SET**" will be displayed on the screen. **Note!** if display reads "**Err**" press " ⏻ " and repeat the process.

Note! Re-registering can only be performed if the wireless controller has previously been assigned to a digital mixer. This is indicated by the clock time default 10:00 (when batteries are connected).

FAULT DIAGNOSIS

Read the section **"Important Safety Information"** first.

Providing the Digital Mixer Valve has been correctly installed and is operated in accordance with the instructions contained in this guide, difficulties should not arise.

If any maintenance is required then it **must** be carried out by a competent tradesperson. Before replacing any parts make sure that the underlying cause of the malfunction has been identified.

Warning! There are no user serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

Symptoms	Probable Cause	Possible Remedy
No display.	The batteries are flat or incorrectly fitted.	Check and rectify.
Cannot assign Wireless Controller to Digital Mixer Valve. Out of range symbol is displayed	No power to Digital Mixer Valve.	Check electrical connection and supply.
	Position and signal test incomplete.	Repeat registration sequence.
	Reassignment required.	Refer to **"Re-Registering"**.
	Digital Mixer Valve failure.	Contact Kohler Mira Ltd.
	Wireless Controller failure.	Contact Kohler Mira Ltd.
	Radio frequency interference	Ensure all other radio transmitting devices, including mobile phones, are switched off. Repeat commissioning sequence.

Symptoms	Probable Cause	Possible Remedy
Low or no water flow, Digital Mixer Valve not turning on. Rotary control not functioning correctly, temperature display not changing when rotating bezel.	**Wireless Controller.**	
	Controller not assigned to Digital Mixer Valve.	Repeat commissioning sequence.
	Faulty Wireless Controller	Contact Kohler Mira Ltd.
	Digital Mixer Valve.	
	No power to Digital Mixer Valve.	Check electrical connection and supply.
	Isolators closed.	Open isolators.
	Filters blocked.	Clean filters.
	Digital Mixer Valve installed above cold water storage cistern. (LP Pumped valve only).	Appliance is not suitable for negative head installation. Refer to section **"INSTALLATION Typical Suitable Installations."**
	Air trapped in plumbing.	Rearrange pipework to avoid airlock forming. Refer to section **"INSTALLATION Typical Suitable Installations."**
	Shower Fitting / Other.	
	Blocked Showerhead.	Clean/descale Showerhead.
	Water pressure is low.	Check flow rate is above stated minimum. Refer to **"Specification"**.
	Fluctuating water temperature.	Make sure inlet temperature differentials are sufficient. Refer to section **"SPECIFICATIONS"**

Symptoms	Probable Cause	Possible Remedy
Incorrect or fluctuating temperature.	**Wireless Controller.**	
	Radio interference.	Change controller frequency channel. Refer to **User Guide - "Control Frequency"**.
	Warm-Up feature is being used with combi-boiler.	Disable Warm-Up feature. Refer to **User Guide - "Warm-Up"**.
	Digital Mixer Valve	
	Flow regulators not fitted to system using combi-boiler.	Fit appropriate flow regulators. Refer to **"Use of Flow Regulators with Combination Boilers"**.
	Shower Fitting/Other	
	Shower temperature affected by use of adjacent hot/cold tap. Insufficiently sized pipework to feed both Digital Mixer Valve and taps at same time.	Increase pipe sizes or separately feed shower. Refer to plumbing system diagrams under **"Installation"** for correct connection method.
Fluctuating or reduced flow. Refer to **User Guide - "Fault Diagnosis"**.	Filters blocked.	Clean filters.
	Water pressure too low.	Check maintained pressure is within recommended range. Refer to **"Specifications"**.
	Flow rate is too low.	Check flow rates are within recommended range. Refer to **"Specifications"**.
	Fluctuating water temperature.	Check inlet temperatures are within recommended range. Refer to **"Specifications"**.
Maximum blend temperature too hot or too cold.	Incorrect maximum temperature setting.	Refer to **Function F1 - "Maximum Shower Water Temperature"** in User Guide
Continuous flow. Shower will not shut off.	Wireless Controller or Digital Mixer Valve failure.	Isolate power and water supplies. Contact Kohler Mira Ltd.

Symptoms	Probable Cause	Possible Remedy
Shower runs for a short time (30 - 60 seconds) then flow reduces, splutters or stops. Worst when other hot taps are in use. Less evident when shower is on full cold.	Air is being sucked down the vent pipe. (Gravity fed system).	The hot draw off pipe is positioned too high in relation to the lowest water level of the cold water cistern (100 mm min, refer to **"Gravity Fed Showers"** diagram. Consider increasing size of cold feed pipe to cylinder to 28 mm diameter.
	Warm up setting inadvertently selected.	Disable Warm-Up feature. Refer to **User Guide - "Warm-Up"**.
Shower runs for a short time (3 - 5 minutes)	Cistern capacity insufficient (230 litres minimum required).	Increase cistern size.
	Eco setting selected.	Disable Eco feature. Refer to **'Function Menu' - "Eco"**.
	"Shower Run Time" enabled.	Increase shower run time or disable feature. Refer to **'Function Menu' - "Shower Run Time"**.
	"Bath Fill Mode" enabled.	Disable Bath Fill feature. Refer to **'Function Menu' - "Bath Fill Mode "**.
Shower runs cool after a short time (1 - 2 minutes) then flow splutters.	Air ingress into hot pipework.	Refer to plumbing system diagrams under **"Installation"** for correct connection.
Shower runs cold after 5 - 10 minutes. (LP Pumped valve only).	Insufficient storage of hot water in cylinder.	Increase storage of hot water.

MAINTENANCE

General

Read the section "Important Safety Information" first.

Before replacing any parts ensure that the underlying cause of the malfunction has been resolved.

If the shower is dismantled during installation or servicing then upon completion the product must be inspected to ensure there are no leaks.

Warning! There are no user serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

Cleaning

Many household cleaners contain abrasives and chemical substances, and should not be used for cleaning plated or plastic fittings. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

Checkvalve Cartridges and Filters - Removal and Installation

Hot water entering the cold supply, or vice versa, indicates that immediate attention is necessary. This is carried out by removing and cleaning, or renewing as necessary, the checkvalve cartridges.

▶ Isolate the electrical and water supplies to the Digital Mixer Valve, and open an outlet fitting to release pressure and to assist the draining of residual water.

▶ Unscrew plastic nuts and either withdraw pipework or remove Digital Mixer to gain access to the checkvalve cartridges and filters.

▶ Use flat blade screwdriver to carefully lever cartridges out.

▶ Remove filters and clean or renew. Clean or renew checkvalve cartridges if required.

▶ Refit seals, pipes and plastic nuts. Plastic nuts require hand tightening only.

▶ Restore water supply and electrical supply. Test shower and check for leaks.
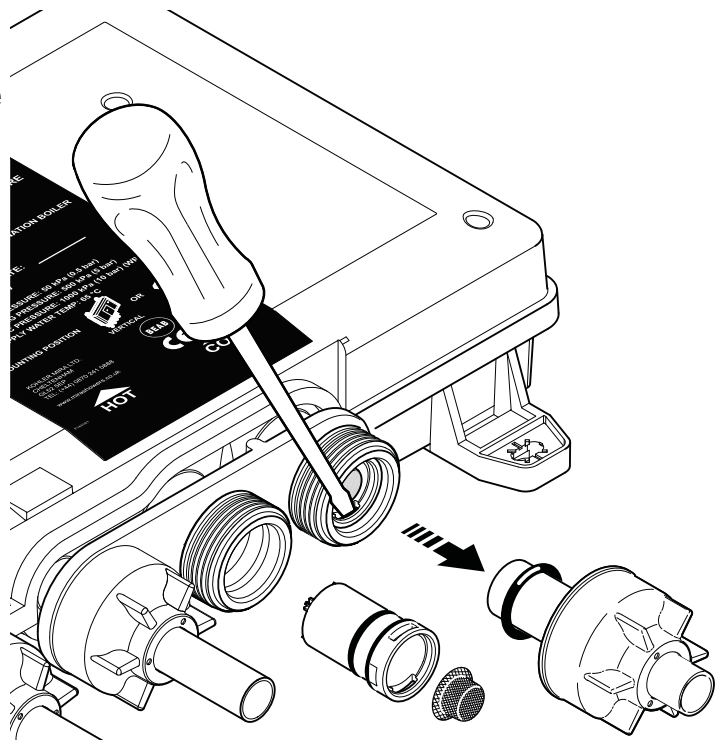
SPARE PARTS

Digital Mixer - High Pressure / Combi Valve

B
(x 7)

1666.223
Aerial

1796.140
Control PCB

1664.123
Stepper Motor
Extension Lead

1664.123
Solenoid
Extension Lead

1796.139
Mains Cable

1796.143
Mixing Valve &
Outlet 2 Assembly

1666.210
Thermistor

A

1666.209
Inlet Cartridge
+ Filter (x1)

1666.199
Inlet/Outlet
Connector (x1)

B

A

A

A

1666.215
Flow Regulator

1666.225
Push Fit Isolator
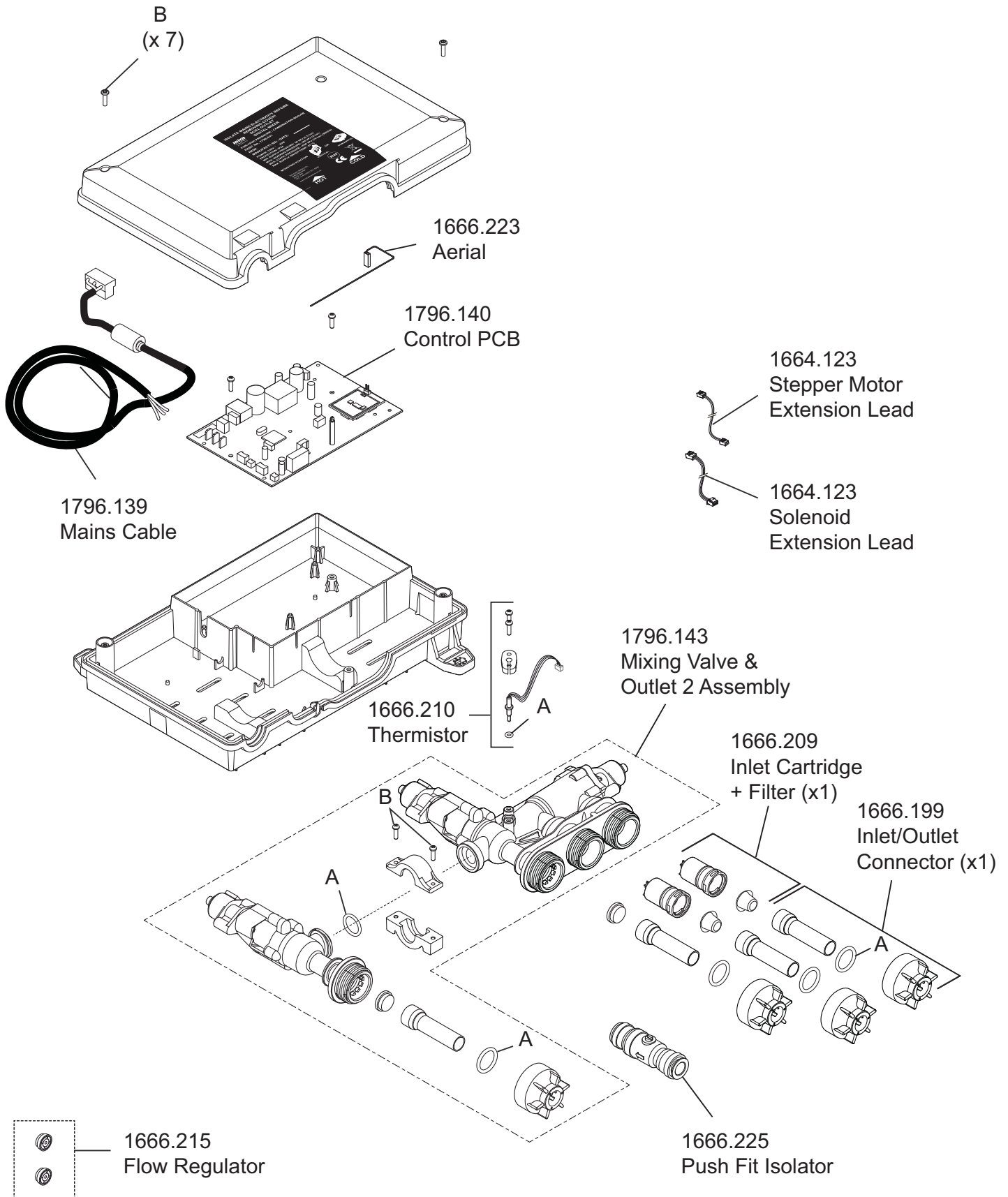
1666.212 Seal Pack - Components Identified 'A'
1666.213 Screw Pack - Components Identified 'B'

Digital Mixer - Pumped Valve

B
(x7)

1796.135
Mains Cable

1796.136
Solenoid Cable

1666.224
Aerial

1796.137
Control PCB

1666.210
Thermistor

1666.192
Mixing Valve Assembly
Includes:
166.199 (x3)
1666.209 (x2)
1666.210 (x1)

1666.198
Outlet Tube (x1)
Includes:
1666.194

C

1666.196
Outlet Clamp

A, C

1666.194
Transfer
Tube

1666.209
Inlet Cartridge
+ Filter (x1)

1666.199
Inlet/Outlet
Connector (x1)

A, D

D

A

A

1666.195
Pump Assembly

1666.225
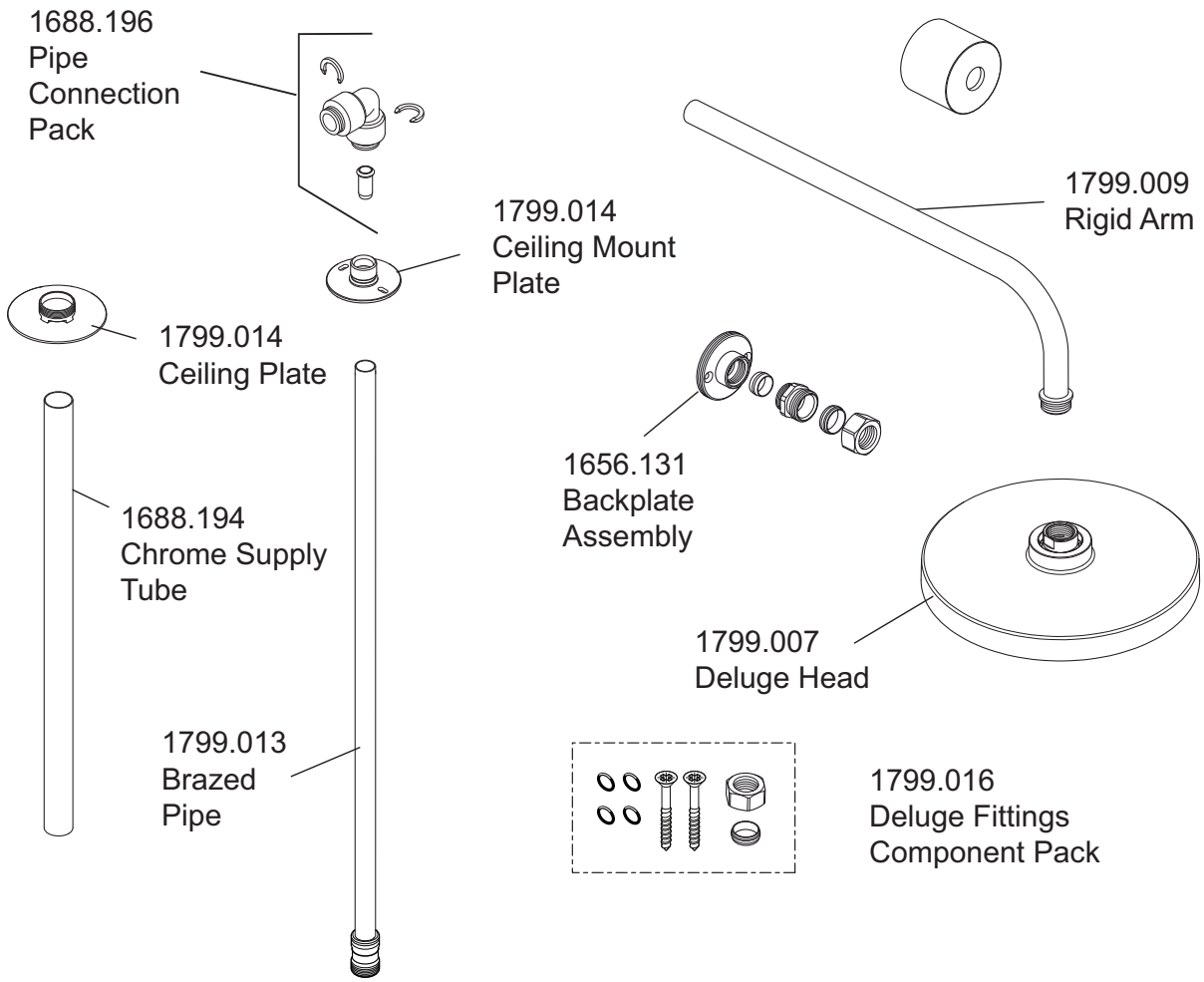Push Fit Isolator
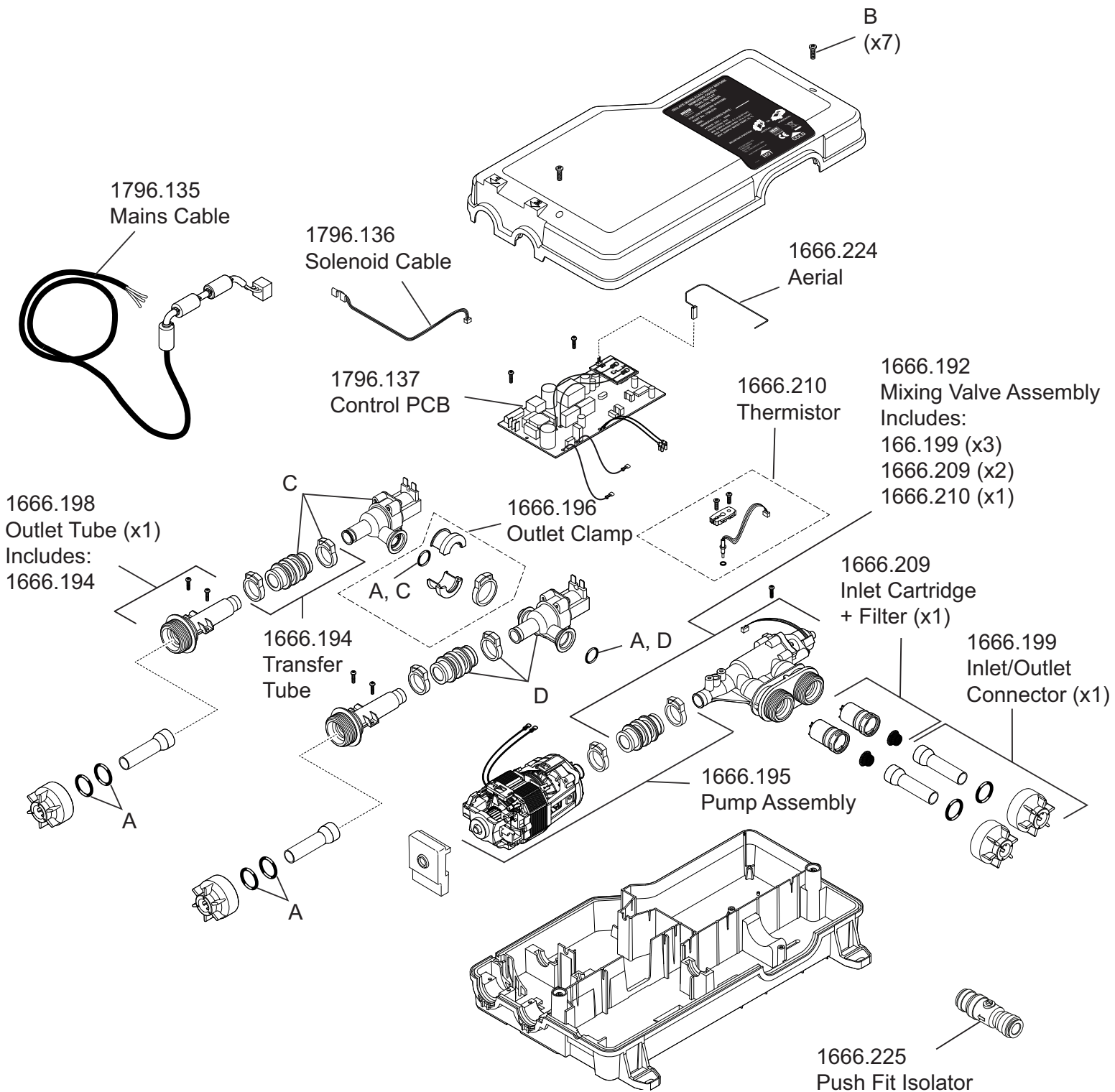
1666.212 Seal Pack - Components Identified 'A'
1666.213 Screw Pack - Components Identified 'B'
1666.197 Solenoid - Components Identified 'C'
1796.138 2nd Outlet Solenoid - Components Identified 'D'

Shower Fittings - Showerhead

1688.195
Supply Tube

1688.194
Chrome
Supply Tube

1799.015
Concealing Plate

1688.201
360M Showerhead

1688.163
Storm Assembly

A

1688.191
Upper Support

A

B

1688.167
Burst
Assembly

1688.187
Slide Bar
Support

B

B

1688.196
Pipe
Connection
Pack

1688.193
Slide Bar

1688.185
Clamp
Bracket

1688.165
Cloud
Assembly

1688.161
Rain Assembly

450.20
RAC Pack

1688.282
Checkvalue

1595.035
RAC Shroud

1603.104
Shower Hose

1688.198
Wall Spacer (x2)

A

1688.187
Slide Bar
Support

A

632.73
Hose Washer (x2)

A

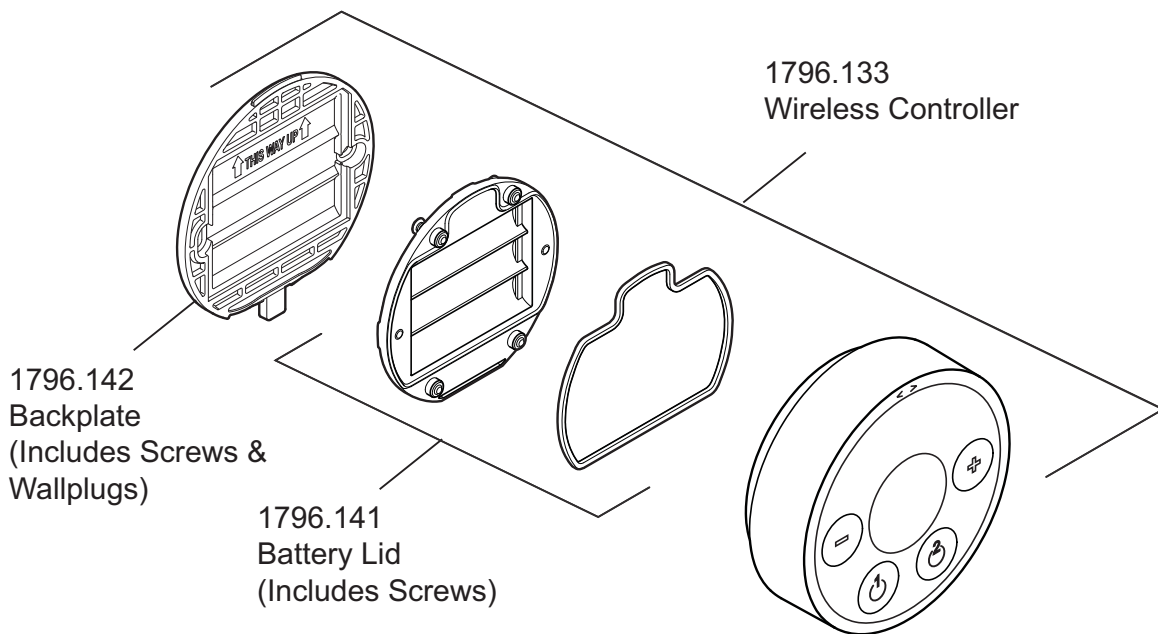1688.312
Installation Template

1688.184 Seal and Screw Pack - Components Identified 'B'.
1688.190 Classic Fittings Component Pack - Components identified 'A'.

Shower Fittings - Deluge Head

1688.196
Pipe
Connection
Pack

1799.014
Ceiling Mount
Plate

1799.009
Rigid Arm

1799.014
Ceiling Plate

1656.131
Backplate
Assembly

1688.194
Chrome Supply
Tube

1799.007
Deluge Head

1799.013
Brazed
Pipe

1799.016
Deluge Fittings
Component Pack

Digital Mixer - User Interface

1796.133
Wireless Controller

1796.142
Backplate
(Includes Screws &
Wallplugs)

1796.141
Battery Lid
(Includes Screws)

ACCESSORIES

Genuine Mira accessories can be purchased direct from Customers Services (our contact details can be found on the back cover of this guide) or from approved stockists or merchants.
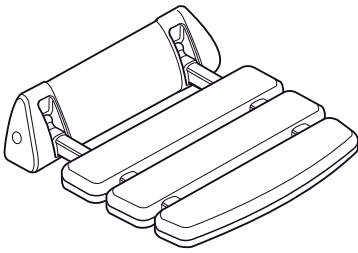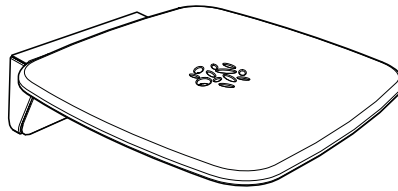
Shower Seat
White - 2.1536.128
White/Chrome - 2.1536.129
For use in or out of the showering area. Folds up when not in use. Maximum User Weight - 127 kg (20 stone) **Note!** Must be installed onto a solid wall.
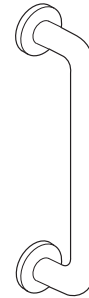
Premium Shower Seat
White/Chrome - 2.1731.001
Grey/Chrome - 2.1731.002
Stylish, slim-line and robust shower seat for use in or outside of the shower area. Folds up when not in use. Maximum User Weight - 150 kg (23.5 stone) **Note!** Must be installed onto a solid wall.

Mira Standard Grab Bars
300 mm - 2.1605.070
450 mm - 2.1605.071
600 mm - 2.1605.072
Premium grade, highly polished, stainless steel grab bars.
Note! Must be installed onto a solid wall.

Wireless Controller
Black/Chrome - 1.1796.007
Wireless Controller available as a complete accessory if more than one controller is required. Comes complete with batteries and wall fixings. Test before fixing to wall. Install and test in accordance with the instructions contained within this guide.

DISPOSAL AND RECYCLING

End of Product Life

When this appliance has reached the end of its serviceable life, it should be disposed of in a safe manner, in accordance with current local authority recycling, or waste disposal policy.

Batteries

Spent batteries should not be disposed of with normal household waste. Contact your local authority for information on waste disposal and recycling.

This symbol on the product or its packaging indicates that this product should not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local council office, your household waste disposal service or the shop where you purchased the product.

CUSTOMER SERVICE

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase.

To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 0731248 within 30 days of purchase (UK only).

Within the guarantee period we will resolve defects in materials or workmanship, free of charge, by repairing or replacing parts or product as we may choose.

This guarantee is in addition to your statutory rights and is subject to the following conditions:

- The guarantee applies solely to the original installation under normal use and to the original purchaser only. The product must be installed and maintained in accordance with the instructions given in this user guide.
- Servicing must only be undertaken by us or our appointed representative. **Note!** if a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build up of limescale, frost damage, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to comply with the requirements of the TMV 2 or TMV 3 healthcare schemes.
- Accidental or wilful damage.
- Products purchased ex-showroom display.

What to do if something goes wrong

If your product does not work correctly refer to this manual for fault diagnosis and check that it is installed and commissioned in accordance with our instructions. If this does not resolve the issue, contact us for help and advice.

Extended Guarantees

A selection of protection plans are available that enable you to cover repair bills (excludes Eire). Ring 01922 471763 for more details.

Helpdesk Service - Ring our Customer Services Team for product advice, to purchase spare parts or accessories or to set up service visit. You can contact us via phone or e-mail, details below. Please provide your model name, power rating (if applicable) and date of purchase.

Mira Showers Website (www.mirashowers. co.uk)

Visit our website to register your guarantee, download user guides, diagnose faults, purchase our full range of accessories and popular spares, or request a service visit.

Spares and Accessories - We hold the largest stocks of genuine Mira spares and accessories. Contact us for a price or visit our website to purchase items from our accessory range and popular spares.

Service/Repairs - No one knows our products better than our nationwide team of Service Technicians. We can carry out service or repair work to your product both during and after the guarantee period. Ask about our fixed price service repairs.

To Contact Us: UK

0844 571 5000

Fax: 01 242 282595

E-mail: Visit **www.mirashowers.co.uk/ contactus**

Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP

To Contact Us: Eire Only

01 459 1344

Fax: Dublin 01 459 2329

E-mail: sales@modernplant.ie

Modern Plant Ltd (Dublin), Otter House, Naas Road, Clondalkin, Dublin 22

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The company reserves the right to alter product specifications without notice.

mira
SHOWERS

FM 14648

Mira Platinum Dual

These instructions must be left with the user

User Guide

Showering perfection

INTRODUCTION

General

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take the time to read this guide thoroughly and keep it handy for future reference.

The Mira Platinum Dual Wireless Controller is a remote user interface and controls the following functions:

- Maximum Showering Water Temperature
- Eco Mode
- Warm-Up Mode
- Clock
- Flow Range
- Shower Run Duration
- Bath Fill Mode

This guide covers the setting and use of these functions and includes a trouble shooting guide should the appliance not function as expected. For issues relating to the installation of the appliance or other associated products, please refer to the relevant Installation Guide (s) or contact our Customer Services Team. (Details in the back of this guide.)

NOTE! ALL FUNCTIONS ARE ONLY AVAILABLE AFTER THE CONTROLLER HAS BEEN ASSIGNED TO A MIRA PLATINUM DUAL DIGITAL MIXER VALVE. (See Mira Platinum Dual Outlet Installation Guide.)
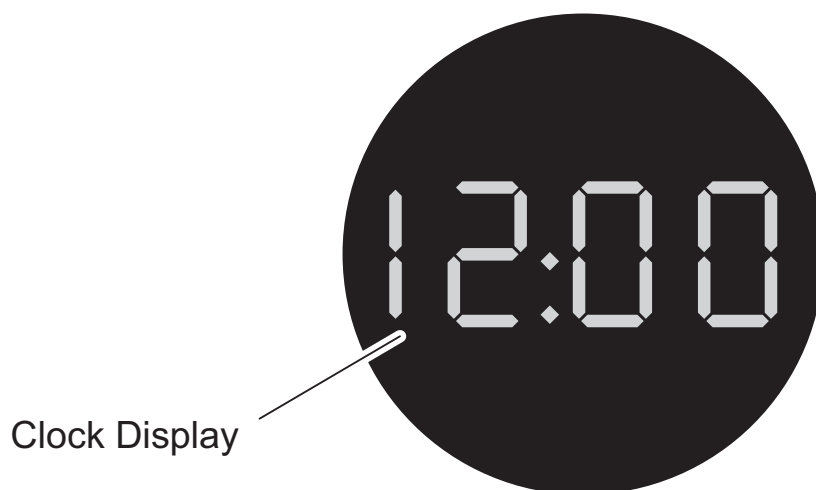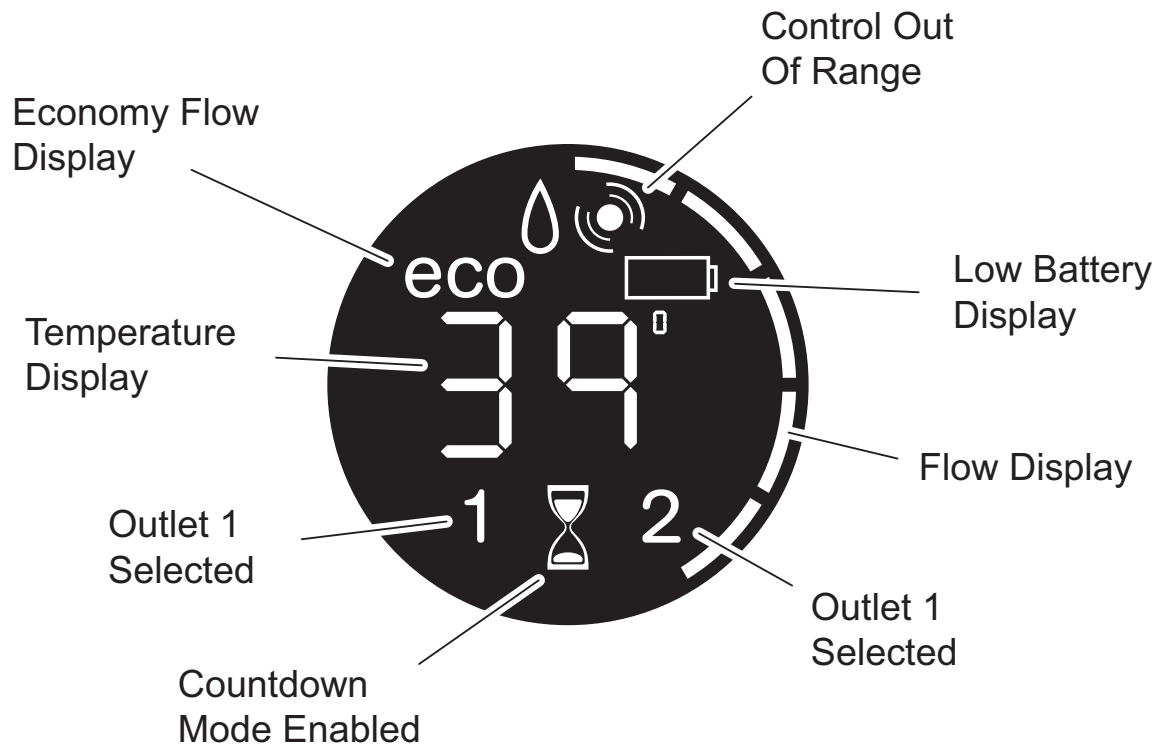
SAFETY INFORMATION

1. Make sure that you fully understand how to operate this shower and make sure that it is properly maintained in accordance with the instructions given in this manual.

2. Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.

Turn Outer Ring
Showering Water Flow Adjustment

Decrease
Flow

Increase
Flow

< >

mira
SHOWERS

eco
39°

−

+

①

②

Decrease
Temperature

Increase
Temperature

Display

Outlet 1
Start/Stop

Outlet 2
Start/Stop

DISPLAY SYMBOLS

Control Out Of Range

Economy Flow Display

Low Battery Display

Temperature Display

Flow Display

Outlet 1 Selected

Outlet 1 Selected

Countdown Mode Enabled

eco

39°

1 2

Clock Display

12:00
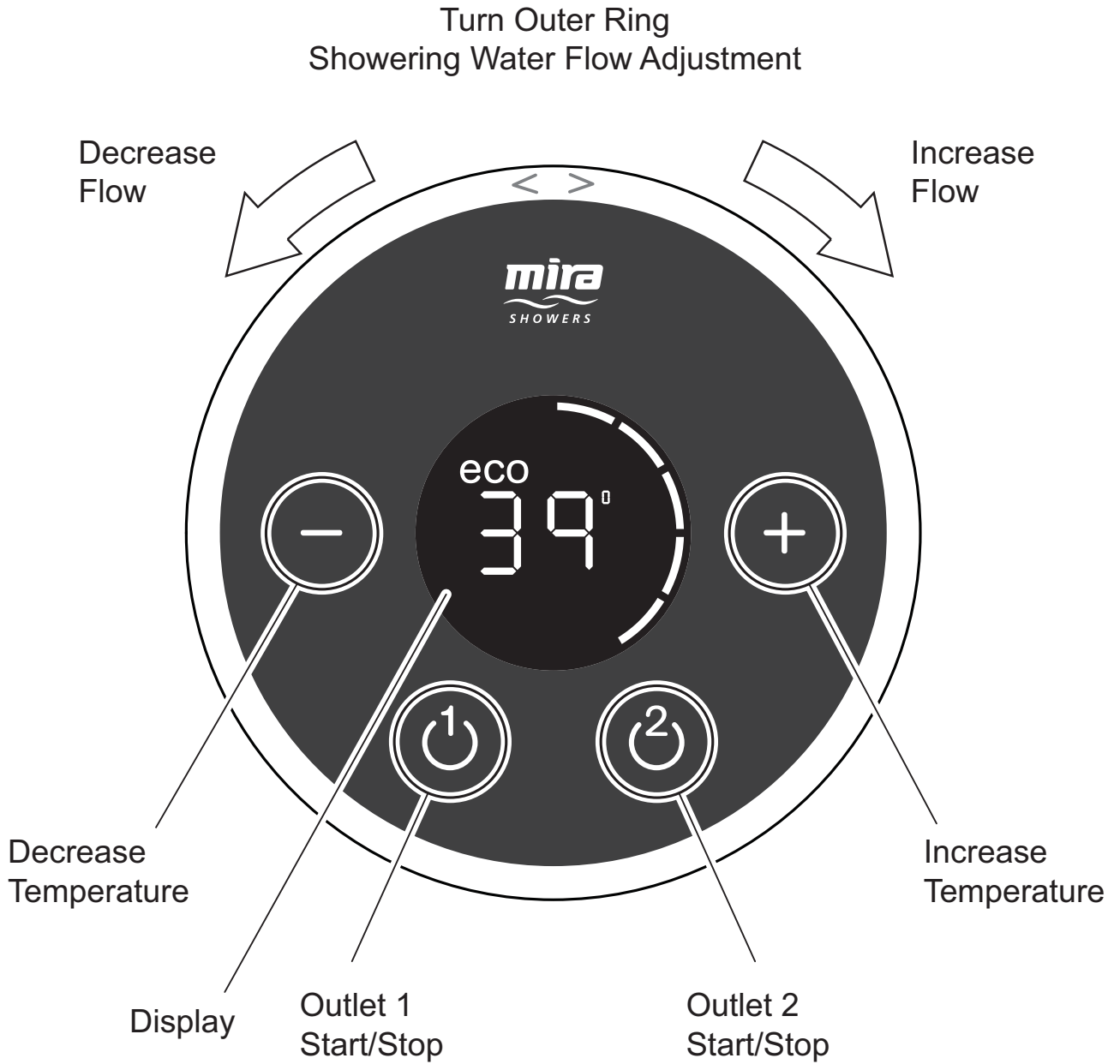
USING THE SHOWER

Switch On/Off

▶ Press "⏻" or "⏱" to start or stop shower.

Temperature and flow settings will be same as when last used.

After a short period, display will dim to help extend battery life.

Approximately 5 seconds after shower has stopped, display will turn off automatically.

Shower will not run continuously for more than 30 minutes before stopping automatically (5 minutes when "**ECO**" function is set to "**on**") **Note!** The shower duration can be further defined by the user within the function menu.

When "**Warm-Up**" function is "**on**", there will be a short delay (5 seconds) before water flows from shower.

Adjust Temperature

▶ While shower is running, press " **+** " or " **-** " to adjust temperature. Showering temperature appears on display in degrees Celsius (°C).

Adjust Flow

▶ Turn outer ring clockwise or anticlockwise to adjust flow. Showering flow level appears on display in white segments.

FUNCTIONS

The following functions can be altered individually to adjust how the shower operates:

F1 - Maximum Showering Water Temperature. Adjustable per outlet, this is the temperature the shower cannot go beyond when in use.

F2 - Eco. The shower will stop automatically after 5 minutes. When this setting is enabled, maximum available showering flow is limited to half the flow normally produced. "**ECO**" symbol is displayed. When setting is "**off**", maximum showering flow will be at full flow. "**ECO**" symbol goes out when more than half flow is selected.

F3 - Warm-Up. When this setting is enabled and the shower is started, there is a short delay (5 seconds) before water flows and temperature display will flash to indicate shower is waiting for selected display temperature to be achieved. The shower stops when temperature has been reached and shower is ready for use, press "⏻" as normal. If temperature cannot be found, shower will stop automatically after 5 minutes.

Temperature display does not flash if "**Warm up**" has not been enabled, shower operates as normal.

Note! When used with some combination boilers, the warm-up function may be impaired. This is due to the functional nature of combination boilers.

F4 - Clock Setting. To set the time.

F5 - Clock Display. When Clock Display is "**on**", time is displayed when shower has stopped, or after 10 seconds of inactivity whilst the shower is running. When Clock Display is "**off**", the time is replaced by the showering temperature.

on   **off**

F6 - Flow Range. For use with High Pressure/Combi Valve version only. The water flow rate (showering force) can be adjusted to within a desired range by setting a low point and a high point. During adjustment the shower will need to be started.

7
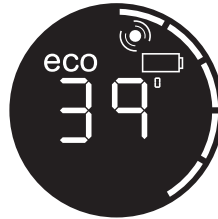
F7 - Control Frequency. An unreliable functioning of the appliance (not always able to change settings of shower) may indicate radio interference by another device transmitting locally on same channel. Changing channel may resolve this problem.

F8 - Count Down Display Enable. If enabled, the remaining shower time is shown instead of the clock. During the countdown the outer display segments will fade while passing through the full 360° but re-illuminate as each minute elapses, the Wireless User Interface will emit a single beep when 2 minutes are left on the countdown and 2 beeps as the final minute passes. For the final 10 seconds of showering the display is fully illuminated.

F9 - Shower Run time. If previous function (**F8 - Count Down Enable)** has been activated the operating duration of the shower can be adjusted in 1 minute increments of between 1 - 30 minutes.

F10 - Bath Fill Mode. Enables or disables bath fill mode, when bath fill mode is enabled the following features are available:

Bath Fill Duration and Temperature Allows the bath fill run time and temperature to be adusted.

- Bath Fill Duration - 1 - 20 minutes

- Bath Fill Temperature - 30° - 48°C

Bath Fill Learn Mode. Allows the Wireless User Interface to memorise both the temperature of water and the time duration required for the digital mixer valve to supply water to the bath.
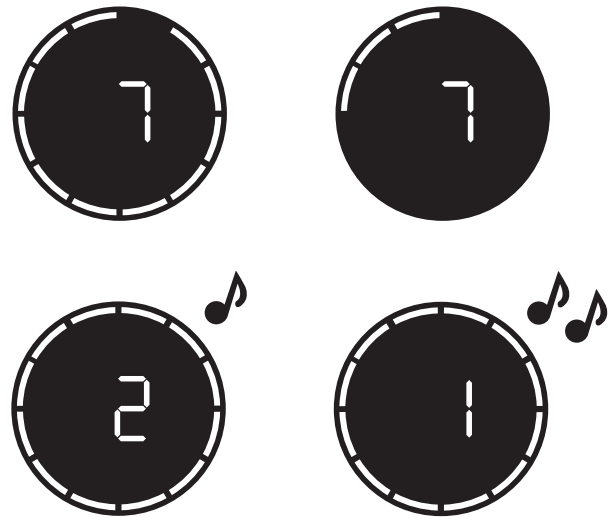
FUNCTION MENU

Enter the Function Menu

Note! If the display of the Wireless User Interface is asleep press buttons "**+**" and "⏻" simultaneously to 'wake' it before attempting to enter Function Menu.

▶ Press and hold "**+**" and "⏻" buttons simultaneously for approximately 5 - 10 seconds until "**End**" is displayed on the unit. The function menu can now be entered.

▶ Use "**+**" or "**-**" to cycle through functions, press "⏻" to enter a function.

(See following sections in this guide for details on each function and how to alter their settings.) **Note!** If signal loss occurs during a function change, "**Err**" will appear on display.
Press "⏻" to clear and retry function change.
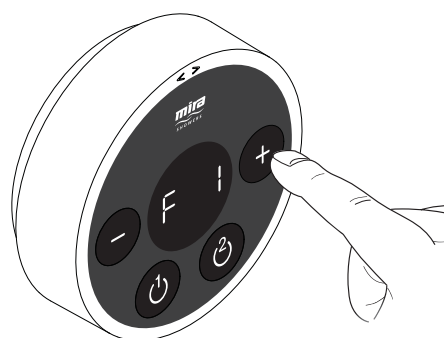
Exit the Function Menu

▶ When finished, use "**+**" or "**-**" buttons to cycle back through functions until "**End**" appears. Press "⏻" to exit.

▶ Control is ready to use within 10 seconds of exiting the menu.

▶ If necessary, test shower to see if functions are working as expected.

CHANGING FUNCTIONS/SETTINGS

Maximum Showering Water Temperature

Factory default "**45°C**".

▶ Cycle menu to "**F 1**" and press "⏻" to enter, then press "**+**" or "**-**" to toggle between which outlet you wish to set the maximum showering temperature to. The outlet selected will be indicated on the display.

01 = Outlet 1

02 = Outlet 2

▶ Press "⏻" to confirm the outlet you wish to set the maximum showering temperature to.

▶ Press "**+**" or "**-**" to adjust temperature.
Maximum = 48°C
Minimum = 38°C

▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.
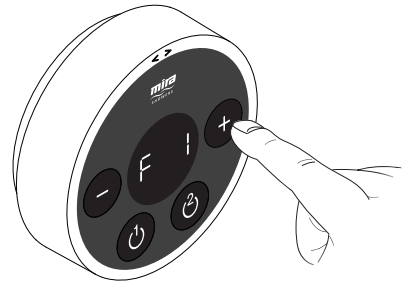
Eco

Factory default "**off**".

▶ Cycle menu to "**F 2**" and press "⏻".

▶ Press "**+**" or "**-**" to change setting "**on**" or "**off**".

▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Warm-Up

Factory default "**off**".
Note! Function will not work with combination boilers.

▶ Cycle menu to "**F 3**" and press "⏻".

▶ Press "**+**" or "**-**" to change setting:

SEL   Selected outlet will warm up.

ALL   Both outlets will warm up, regardless of whether outlet "⏻" or "∪" has been selected.

OFF   Warm up function disabled.
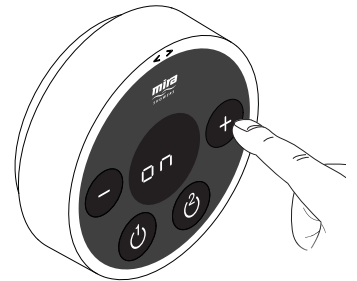
▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Clock Setting

Factory default **"04:00"** (**"10:00"** once successfully paired to a digital mixer valve and batteries removed / re-inserted)

▶ Cycle menu to "**F 4**" and press "⏻".

▶ Press "**-**" to change hour setting. Hours will count downwards.

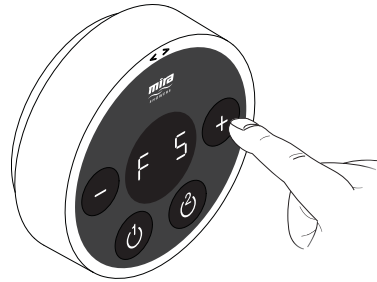▶ Press "**+**" to change minute setting. Minutes will count upwards.

▶ Press "⏻" to set time and exit back to Function Menu. See section **"Exit the Function Menu"**.

Clock Display

Factory default "**on**".

▶ Cycle menu to "**F 5**" and press "⏻".

▶ Press "**+**" or "**-**" to change setting "**on**" or "**off**".

▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Flow Range

For use with High Pressure / Combi Valve version only.
Factory default "**1 - 99**"

▶ Cycle menu to "**F 6**" and press "⏻" to enter, then press "**+**" or "**-**" to toggle between which outlet you wish to adjust the flow range of. The outlet selected will be indicated on the display.

0 1 = Outlet 1

0 2 = Outlet 2

▶ Press "⏻" to confirm the outlet you wish to set the flow range to.

▶ "**on**" is displayed, press "⏻" to start shower.

Note! To exit before commencing "**Flow Range**" adjustment press "↺" and "**ESC**" will be displayed, press "⏻" to confirm exit.

▶ Lower limit is displayed, e.g. "**L 1**". Turn the chrome outer ring to adjust flow to desired lower limit 1-99.

▶ Press "⏻" to set lower limit.

▶ Higher limit is displayed, e.g. "**H 99**". Turn the chrome outer ring adjust flow to desired higher limit 1-99. (Most plumbing systems may achieve maximum flow before 99.)

▶ Press "⏻" to set higher limit.

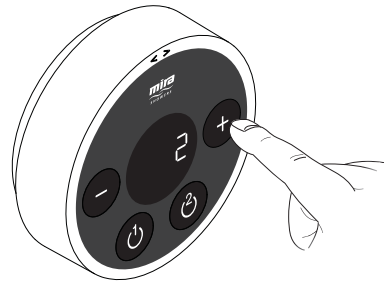▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Control Frequency

Factory default "**1**".
Note! This should only be changed if you are experiencing wireless intererence.

▶ Cycle menu to "**F 7**" and press "⏻".

▶ Press "**+**" or "**-**" to change channel "**1-7**".

▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**. **Note!** If you wish to use more than one controller the additional controller will need to be **re-registered,** Refer to section **"Re-Registering"** in the Platinum Dual Installation Guide.

Countdown Enable

Factory default "**off** ".

▶ Cycle menu to "**F 8**" and press "⏻".

▶ Press "**+**" or "**-**" to change setting "**on**" or "**off** ".

▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Shower Run Time

Factory default "**30 minutes**".

▶ Cycle menu to "**F 9**" and press "⏻".

▶ Press "**+**" or "**-**" to change the amount of time the shower will run before switching itself off.
Adjustable between 1 - 30 minutes.
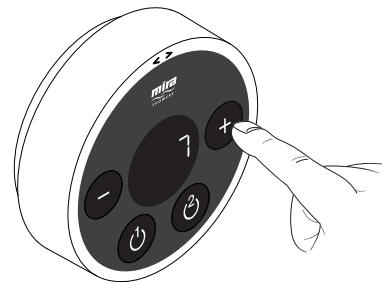
▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu.
See section **"Exit the Function Menu"**.

Bath Fill Mode

Factory default "**off** ".

▶ Cycle menu to "**F 10**" and press
"⏻".

▶ Press "**+**" or "**-**" to toggle between options "**on**" ,"**Lrn**"
and "**off**". **Note!** selecting either **'on'** and **'Lrn'** will
enable further options in the function menu:

    On   **=** see "**Bath Fill Duration and Temperature**"

    Lrn **=** see "**Bath Fill Learn Mode**"

    OFF **=** continue below

▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu.
See section **"Exit the Function Menu"**.

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Bath Fill Duration and Temperature - (ON)

▶ Cycle through menu and set **"Bath Fill Mode"** to **"on"**.

▶ Press "**+**" or "**-**" to toggle between which outlet you have selected to use as a bath fill. The outlet selected will be indicated on the display.

01 **=** Outlet 1

02 **=** Outlet 2

▶ Press "⏻" to select.

▶ Press "**+**" or "**-**" to change the amount of time the digital mixer will supply water to the outlet selected as a bath fill then press "⏻" to confirm.
Adjustable between 1 - 20 minutes.
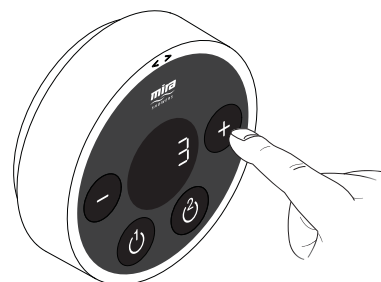
► Press "**+**" or "**-**" to adjust the temperature of the water supplied to the outlet selected as a bath fill. Adjustable between 30° - 48°C. **Note!** The maximum temperature set in function F 1 will reflect the maximum selectable outlet temperature in Bath Fill Mode.
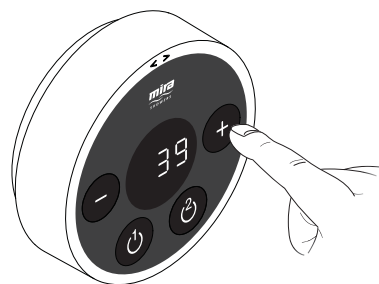
► Press "⏻" to set.

► Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Bath Fill Learn Mode - (Lrn)

Note! This function allows you to set Bath Fill parameters by actually filing the bath.

▶ Cycle through menu and set **"Bath Fill Mode"** to **"Lrn",** press "⏻" to select.

▶ Press "**+**" or "**-**" to toggle between which outlet has been selected as a bath fill. The outlet selected will be indicated on the display.

  01 = Outlet 1

  02 = Outlet 2

▶ Press "⏻" to select the outlet, "**on**" is displayed.

▶ Press "⏻" and the selected digital mixer valve outlet will open and water will flow, "**Lrn**" and the outlet selected are displayed.

▶ Press "**+**" or "**-**" to adjust temperature.
Maximum = 48°C
Minimum = 30°C

▶ When the water has reached the desired level and temperature press "⏻" to store the information.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

▶ **Note!** To exit at any stage of "**Bath Fill Learn Mode**" press "⏻" and "**Esc**" will be displayed, press "⏻" to confirm you wish to exit and the wireless controller will return to the **"F 10"** screen.

REPLACING THE BATTERIES

Change the batteries when the low battery symbol is displayed.

To access the batteries, the controller must be removed from the wall.

▶ Press button to release and remove the controller from the wall.
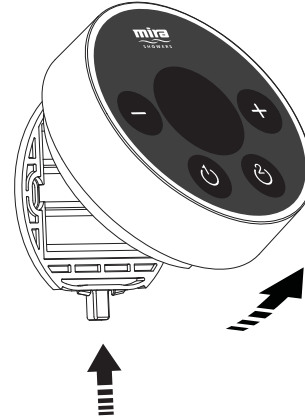
▶ Make sure the controller is dry before removing the battery cover. Turn unit over to remove the battery cover by loosening the 4 screws with a pozi drive screwdriver.

Note! The screws remain attached to the battery lid.

▶ Remove and replace all batteries. Make sure all 3 replacement batteries are of the same brand and type. Do not use rechargeable batteries.
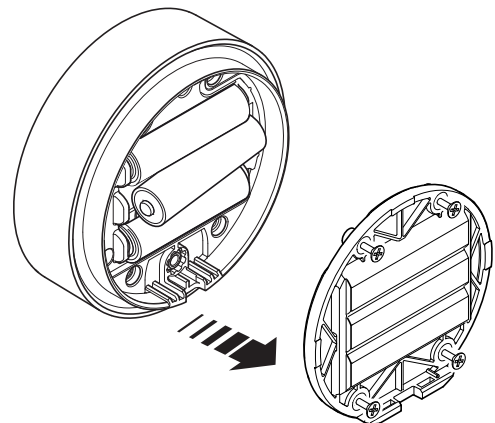
▶ When refitting the battery cover, make sure the blue seal is clean of dirt and debris. Make sure the cover is secured firmly, but do not overtighten the screws.

▶ Hook controller on top of bracket and push firmly until controller "clicks" back into place.

▶ If necesary, test shower to see if functions are working as expected.

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FAULT DIAGNOSIS

Error Codes

A specific problem relating to the electronic function of the shower will result in an error code being displayed on the control. The display will briefly flash **"Err"** followed by the error code number.

Over Temperature at Control Sensor (E3 - E7)

1. Turn Digital Mixer off for 10 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, make sure hot and cold inlets are not reversed.
3. If shower operation does not return to normal, make sure inlet filters and check valve cartridges are clean.
4. If shower operation does not return to normal, check the water supplies to the valve are within the correct temperature and pressure ranges. See "**Mira Platinum Installation Guide - Specifications**".
5. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Control Sensor (E4)

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, replace Thermistor. **(To be performed by competent tradesperson only!)**
3. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Control Sensor or PCB Relay (E36)

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, replace Thermistor. **(To be performed by competent tradesperson only!)**
3. If shower operation does not return to normal, replace PCB. **(To be performed by competent tradesperson only!)**
4. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Digital Mixer Temperature Motor (E61)

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.

2. If shower operation does not return to normal, check and, if necessary, replace Mixer Valve. **(To be performed by competent tradesperson only!)**

3. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Digital Mixer PCB Error.

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.

2. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Replace batteries.

Control out of range.

Error During Function Change

Displayed if there is a signal loss between the Wireless Control Unit and the Digital Mixer whilst a function setting is being altered. Or, If the valve is not ready wait for 10 seconds after entering programming menu.

Press **"⏻"** to clear the display and retry the function change.

General Faults

Malfunction	Cause	Remedy
No display.	The batteries are flat or incorrectly fitted.	Check and rectify.
Shower will not operate. + 🔊 + 🔊	Water supply isolated. Flat batteries. Electrical supply isolated or fuse blown. No connection to Digital Mixer. Control out of range. Digital Mixer malfunction.	Check water supply. Replace batteries. Check electrical supply. If fuse blown, replace Digital Mixer Valve PCB. Reset and recommission. Refer to Installation Guide Isolate electrical supply and reset after 30 seconds If problem persists, contact our Customer Services Team.
No flow or low flow from Shower Fittings.	Showerhead blocked. Faulty Checkvalve in Showerhead. Hose blocked or twisted. Digital Mixer malfunction. "**L**" and or "**H**" values set too low in Flow Range (F6).	Check and clean. Check and clear or replace Checkvalve. Check and clean or release twist. Contact our Customer Services Team. Change to higher setting.
Drip from Showerhead.	A small amount of water may be retained in showerhead after showering. This may drain over a few minutes.	This is normal. Changing position of Showerhead may vary draining time.
Shower not hot enough.	Maximum showering temperature set too low. Digital Mixer fitted incorrectly.	Increase maximum showering temperature (Function F1). Make sure hot and cold water supplies are connected correctly and delivering a constant flow and temperature within the required limits. See "**Specifications**" in the "**Mira Platinum Dual Outlet Installation Guide**". If problem persists, contact our Customer Services Team.
Incorrect or fluctuating temperature.	Controller out of range. Radio interference. Warm up feature is being used with combi-boiler.	Refer to "**Fault Diagnosis**" in the "**Digital Mixer Installation Guide**".

Fluctuating or reduced flow.	Filters blocked. Water pressure too low. Flow rate is too low. Fluctuating water temperature.	Refer to "**Fault Diagnosis**" in the "**Digital Mixer Installation Guide**".
Maximum blend temperature too hot or too cold.	Incorrect maximum temperature setting.	Refer to **"Maximum Shower Water Temperature"** in the "**Digital Mixer Installation Guide**".
Continuous flow. Shower will not shut off.	Wireless Controller or Digital Mixer Valve failure.	Isolate power and water supplies. Contact our Customer Services Team.
Shower runs for a short time (30 - 60 seconds) then flow reduces, splutters or stops. Worst when other hot taps are in use. Less evident when shower is on full cold.	Air is being sucked down the vent pipe. (Pumped product / gravity fed system). Warm up setting inadvertently selected.	The hot draw off pipe is positioned too high in relation to the lowest water level of the cold water cistern (100 mm min, refer to **"Gravity Fed Showers"** diagram in the "**Digital Mixer Installation Guide**". Consider increasing size of cold feed pipe to cylinder to 28 mm diameter. Disable Warm-Up feature. Refer to **'Function Menu' - "Warm-Up"**.
Shower runs for a short time (3 - 5 minutes)	Cistern capacity insufficient (230 litres minimum required). Eco setting selected. **"Shower Run Time"** enabled. **"Bath Fill Mode"** enabled.	Increase cistern size. Disable Eco feature. Refer to **'Function Menu' - "Eco"**. Increase shower run time or disable feature. Refer to **'Function Menu' - "Shower Run Time"**. Disable Bath Fill feature. Refer to **'Function Menu' - "Bath Fill Mode "**.
Shower runs cool after a short time (1 - 2 minutes) then flow splutters.	Air ingress into hot pipework.	Refer to plumbing system diagrams under **"Installation"** in the "**Digital Mixer Installation Guide**".for correct connection.
Shower runs cold after 5 - 10 minutes.	Insufficient storage of hot water in cylinder.	Increase storage of hot water.

CLEANING

Many household cleaners contain abrasives and chemical substances, and should not be used for cleaning chrome plated or plastic fittings. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

DISPOSAL AND RECYCLING

End of Product Life

When the appliance has reached the end of its serviceable life, it should be disposed of in a safe manner and in accordance with current local authority recycling or waste disposal policy.

Batteries

Spent batteries should not be disposed of with your normal household waste. Contact your local authority for information on waste disposal and recycling.

This symbol on the product or its packaging indicates that this product should not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local council office, your household waste disposal service or the shop where you purchased the product.

CUSTOMER SERVICE

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase.

To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 0731248 within 30 days of purchase (UK only).

Within the guarantee period we will resolve defects in materials or workmanship, free of charge, by repairing or replacing parts or product as we may choose.

This guarantee is in addition to your statutory rights and is subject to the following conditions:

- The guarantee applies solely to the original installation under normal use and to the original purchaser only. The product must be installed and maintained in accordance with the instructions given in this user guide.
- Servicing must only be undertaken by us or our appointed representative. **Note!** if a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build up of limescale, frost damage, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to comply with the requirements of the TMV 2 or TMV 3 healthcare schemes.
- Accidental or wilful damage.
- Products purchased ex-showroom display.

What to do if something goes wrong

If your product does not work correctly refer to this manual for fault diagnosis and check that it is installed and commissioned in accordance with our instructions. If this does not resolve the issue, contact us for help and advice.

Extended Guarantees

A selection of protection plans are available that enable you to cover repair bills (excludes Eire). Ring 01922 471763 for more details.

Helpdesk Service - Ring our Customer Services Team for product advice, to purchase spare parts or accessories or to set up service visit. You can contact us via phone or e-mail, details below. Please provide your model name, power rating (if applicable) and date of purchase.

Mira Showers Website (www.mirashowers.co.uk)

Visit our website to register your guarantee, download user guides, diagnose faults, purchase our full range of accessories and popular spares, or request a service visit.

Spares and Accessories - We hold the largest stocks of genuine Mira spares and accessories. Contact us for a price or visit our website to purchase items from our accessory range and popular spares.

Service/Repairs - No one knows our products better than our nationwide team of Service Technicians. We can carry out service or repair work to your product both during and after the guarantee period. Ask about our fixed price service repairs.

To Contact Us: UK

☎ **0844 571 5000**

Fax: 01 242 282595

E-mail: Visit **www.mirashowers.co.uk/contactus**

Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP

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