

# AQUALISA

## VISAGE™ Q and VISAGE™ SMART



## USER GUIDE

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## Safety Information

This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. For further information regarding the installation of your product, refer to the Smart Installation Guide.

## Declaration of Conformity

Aqualisa Products Limited declares that the Aqualisa SmartValve™ and supplied controller, in conjunction with pairing remotes and diverter, complies with the essential requirements and other relevant provisions of the Low Voltage Directive (2014/35/EU), the EMC Directive (2014/30/EU) and the RED Directive (2014/53/EU).

# Visage™ Controller\*

\*Single Outlet controller shown for illustrative purposes.



## Get Smart Connected

Unlock the potential of your shower, from water consumption analysis to enhanced user functions. Keep up to date with latest features for the Aqualisa app and voice activation by visiting the Aqualisa website.

Download and open the free Aqualisa app. Find instructions on page 9 “Connecting to the App”. If you have any trouble downloading the Aqualisa app, check [www.aqualisa.co.uk/smartapp](http://www.aqualisa.co.uk/smartapp) for device compatibility.

## Smart Speaker Set up

Once the above has been completed, go to the app for your smart speaker and follow their instructions to add the Aqualisa home to your devices.

# Single Outlet Controller

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**START/STOP**



**TEMPERATURE**

Adjust before starting  
or during shower

- 
1. Turn the temperature dial to the required setting.
  2. Press the Start/Stop button on the controller to turn the shower on.
  3. The temperature can be adjusted during water flow by turning the bezel.
  4. The blue LED display will flash until the selected temperature has been reached.  
When the LED display is constant, your shower is ready to use.
  5. Press the Start/Stop button on the controller to turn the shower off.



As a safety feature, the Aqualisa SmartValve™ has a maximum run time of 20 minutes. The flow can be stopped and started at any time by pressing the 'Start/Stop' button.

This can be enhanced by activating and using the free Aqualisa app.  
See pages 3 and 9 for details.

# Dual Outlet (divert) Controller

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## START/STOP



## TEMPERATURE

Adjust before starting  
or during shower



## CHANGE OUTLET

Push and hold for over 3  
seconds and release when flow  
switches between outlets.

1. Turn the temperature dial to the required setting.

N.B. The temperature can also be adjusted during water flow by turning the bezel.

2. Press the Start/Stop button on the controller to turn the shower on.



Whilst the shower is in use, press and hold to divert (the 1<sup>st</sup> outlet will automatically stop and the 2<sup>nd</sup> outlet will start). Depending on system pipe runs, there may be a slight outlet temperature change when switching between outlets.

3. The blue LED display will flash until the selected temperature has been reached. When the LED display is constant, your shower is ready to use.
4. Press the Start/Stop button to turn the shower off.



As a safety feature, the Aqualisa SmartValve™ has a maximum run time of 20 minutes. The flow can be stopped and started at anytime by pressing the 'Start/Stop' button.

This can be enhanced by activating and using the free Aqualisa app. See pages 3 and 9 for details.

# Adjustable Head

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

The above recommendation applies to both adjustable and fixed shower heads.



1. Rotate the spray plate lever clockwise or anti-clockwise to select the desired spray pattern.  
When the lever is in position 4, the water saving 'Eco' mode is selected. This provides the same spray pattern as position 3, but, depending on which water system the product is fitted to, offers up to 25% water saving.
2. To select the preferred height for the shower head, press the side levers to allow the handset holder to move up or down the rail.
3. Angular adjustment is made by carefully but firmly pulling forwards or pushing back the shower head against the ratchet in the holder.



Removing the shower head: Depress the anti-swivel locking button on the handset and unscrew the hose.



## Fixed Head

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The angle of the fixed shower head can be adjusted. The shower head is mounted on a multi directional ball joint to allow for minor angular adjustment in any direction by carefully holding the shower head and moving the head to the desired angle.

N.B. Do not force the angle of the head beyond its natural stopping point.



# Bath Overflow Filler

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1. Push the waste cover to engage the plug fitting.
2. Push the waste cover again to disengage the plug.



Do not leave the bath filler running unattended. Although the overflow will remove excess water once the bath is overfilled, this may not be sufficient to prevent the bath from overflowing (depending on system conditions).





# Connecting to the App



## Home Wifi Network

**Before starting you will need your Network Name (SSID code)** and password as they are required during the Aqualisa app setup journey. These can normally be found on your internet router.

For Wifi set up, the Aqualisa SmartValve™ must be powered, but the shower must not be in use.

## Permissions Request

During the process you may be requested to **allow permissions (e.g. location data)**, these are requirements from your app provider and need your confirmation to ensure a successful set up and use of the app. We do not retain, store or pass this information on to any third parties or use this permission to access the GPS functionality of your phone.




Download and open the Aqualisa app on your personal smart device and follow the instructions to create Your Home profile before continuing with this section.

An instructional video and information on compatible devices are available by scanning the QR code or by visiting [aqualisa.co.uk/smartapp](https://aqualisa.co.uk/smartapp). Refer to the troubleshooting section of this guide for guidance and advice.



The Aqualisa app utilises the Instabug platform; this tool can be used to: Report an issue, suggest an improvement, or ask a question.

If you experience problems connecting your shower, or with the app functions, then an Instabug report can be raised. To trigger the Instabug service either shake your smartphone from side to side or tap on the message bubble  then simply follow the instructions.



## Set up Shower - Controller

Wifi setup can be activated via the main controller for both Single outlet and Dual outlet (divert) models.

Press and hold the Start/Stop button for 6-8 seconds or until the LEDs on the controller start flashing.



The LEDs on the controller will flash rapidly to indicate that the Aqualisa SmartValve™ is searching for an available Wifi network. N.B. There is a 2-minute time out if unable to connect.



## Set up Shower - Wifi

The Aqualisa app will direct you to the Wifi settings menu on your mobile device.

From the list of available Networks select: **QSVC XXXX**

The password is: **SmartShower** (case sensitive)

N.B. Depending on signal strength, the connection may take a few minutes. You do not need to wait for connection confirmation. Go back to the Aqualisa app and follow the steps, for these stages you will need your SSID code and password.

The LEDs will flash slowly to indicate the Aqualisa SmartValve™ is connecting to the Aqualisa app and will stop flashing, indicating a successful connection.

A successful connection message will also be provided in the Aqualisa app journey indicating that the shower is ready for use.

If connection is unsuccessful a message will appear in your Aqualisa app. Redo the steps above or refer to app troubleshooting on page 16 or at [www.aqualisa.co.uk/smartapp](http://www.aqualisa.co.uk/smartapp).



## Smart Speaker Set up

Once the Aqualisa app is set up and the shower connected, go to the app for your smart speaker and follow their instructions to add the Aqualisa home to your devices.



The Aqualisa app gives you the capability to operate your product remotely using your mobile device. It is the responsibility of the user to ensure that it is safe to remotely activate the water flow. Aqualisa recommend that baths and showers in operation are not left unattended.



If the timer setting is adjusted within the Aqualisa app, then the shower will run for the newly set duration, overriding the default maximum run time. N.B. The water flow will stop at the end of the timer.

# Caring for your Shower

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Over time, your shower may be affected by hard water scaling. To keep your shower working effectively, we recommend that you clean your shower regularly.

Your product should be cleaned using only a soft cloth and washing up liquid. The bath system 'click clack' waste plug mechanism (if applicable) should be kept clear of debris to ensure the plug maintains a watertight seal. The plug can be unscrewed and removed to check and clean the mechanism.

## Cleaning the shower head

To reduce the need for chemical descaling in hard water areas, your shower head incorporates a 'clear flow' system, whereby any scale build-up can be broken down by gently rubbing the flexible tips of the jets during use. This procedure should be completed regularly, as often as once a week in some hard water areas, as scale build-up can affect the spray pattern and cause the shower to perform poorly. Failure to descale the shower head can affect the internal seals and may affect the warranty. Should descaling of the head using a cleaning agent become necessary, remove the shower head fully and immerse in a mild proprietary descaler (e.g. vegetable based or plain white vinegar). Cleaning and maintenance should not be undertaken by children without supervision by a person responsible for their safety.



DO NOT USE ABRASIVE CLEANERS. It is imperative that descaling is carried out in accordance with the manufacturer's instructions, substances that are not suitable for plastics and electroplated surfaces must not be used.



Cleaning tip: To keep your shower effortlessly clean, we recommend drying all shower components with a soft cloth after use.

## Changing water system?

If switching from a gravity-fed water system to a mains pressure system (e.g. Combination boiler) you will need to change your Aqualisa SmartValve™. Contact a member of our Customer Service team for further information.

# Troubleshooting

Refer to page 16 for App Troubleshooting.

Symptom	Possible cause	Action
Controller LEDs flashing when power turned on to the Aqualisa SmartValve™	Start up sequence and controller configuration in process	No action required - sequence and configuration can last up to 2 minutes. Wait until LEDs go out and then the controller is ready to use.
Controller unresponsive - No Lights / Blank	Power supply turned off to Aqualisa SmartValve™	Check power supply is turned on - Green power light should be illuminated on the Aqualisa SmartValve™.
	Loss of communications	Check data cable connections are making good contact and are fully inserted and that there is no visible damage. Check that the wiring schematics are as per installation instructions in the Installation Guide.
Pump noisy and low / no flow	Air lock (for Gravity fed systems only)	For models utilising an adjustable head kit; disconnect the handset from the hose, see Adjustable Head section on page 7, lower the hose into the shower tray or bath and then start the shower. Set the temperature to fully cold and as the water starts to flow and increase in volume, gradually turn up the temperature. If the flow starts to splutter, stop moving the temperature control until the flow again stabilises, then continue to move the bezel towards the hottest setting.
	Restriction in the waterway	Check for debris in the inlet filters of the Aqualisa SmartValve™, diverter and Fixed Head connection washer. Must be conducted by a qualified person. NOTE: The water supplies MUST be isolated when checking the inlet filters.
	Blocked or kinked hose liner	Where a flexible hose is fitted, unscrew the shower hose from the outlet connection and turn the shower on.
Low / no flow	Seasonal conditions	During the cooler months the mains water temperature drops and this will reduce the performance of combination boilers. Check with your boiler manufacturer for details.
	Incorrect Aqualisa SmartValve™ fitted	If water supplies are gravity fed, the PUMPED Aqualisa SmartValve™ must be used (unless a separate stand alone pump is being utilised). Refer to the Smart Installation Guide.
	Water supply issue	For the Standard Aqualisa SmartValve™ - Ensure water is turned fully on at the mains and at the servicing valve in the supply. Ensure isolation valves are fully open.

Low / no flow (continued)	Restriction in the waterway	See same cause in 'Pump noisy and low / no flow' symptom.
	Blocked or kinked hose liner	Where a flexible hose is fitted, unscrew the shower hose from the outlet connection and turn the shower on.
	Incoming mains water pressure or flow too low (Standard Aqualisa SmartValve™ only)	After confirming that the filters are clear, check with the local water authority.
	Separate, stand alone pump not activating (Standard Aqualisa SmartValve™ only)	Ensure sufficient flow to activate the flow switches of the pump. Refer to IMPORTANT INFORMATION section in the Installation Guide.
	Aqualisa SmartValve™ pump not activating	Refer to Setting Water System Mode section in the Installation Guide, ensure mode is set to normal or ECO gravity setting.
	Shower head or Aqualisa SmartValve™ is set to ECO mode	Refer to page 6 of this guide and to Setting Water System Mode section in the Installation Guide.
Unable to adjust or control temperature	Reversed inlet water supplies (i.e. Hot supply feeding cold inlet and vice-versa)	Ensure correct water supply to specified inlet connection of the Aqualisa SmartValve™.
Fluctuating water temperature	Incorrect setting on Logic Module of Aqualisa SmartValve™	If hot water supply is from a combination boiler- the Logic module mode MUST be set to COMBI. Refer to Setting Water System Mode section in the Installation Guide.
	Airlock in water supplies (for gravity fed systems only)	See “Air lock” in Possible Cause section on page 13.
	Hot water temperature too high	Ensure hot water supply temperature is below 65°C (minimum 55°C for stored water and 50°C for combination boilers).
	Communications issue	Check data cable connections and that there is no visible damage.
	Combination boiler unable to meet demand	Check if another outlet in the property is being used at the same time.  Check that the hot water temperature is stable at another high flowing outlet (e.g. bath hot tap - run at maximum flow rate), additionally run a cold outlet at 1/3 of a maximum flow rate. If the same issue is evident on these outlets, contact your boiler manufacturer.
Temperature too low	Low hot water temperature	Check that domestic hot water temperature is a minimum of 55°C for stored water and 50°C for combination boilers.
	Logic Module temperature setting too low	Maximum temperature is set to a factory default of 45°C. To adjust refer to the important information section (Safety Information) and Controller Commissioning Instructions in the Installation Guide.

Temperature too low - Controller temperature ready display does not stabilise	Hot water supply issue	Check another hot water outlet to ensure that hot water is available.
	Mixed water supplies	Water supplies MUST be from the same source: MUST NOT be gravity hot and mains cold.
	Unbalanced water supplies	For mains fed systems the cold and hot feeds should be as evenly balanced as possible - especially for HP unvented systems.
	Combination boiler unable to meet demand	See same cause in 'Fluctuating Water Temperature' symptom.
Temperature too hot	Seasonal conditions	In the warmer months, the mains water temperature can rise to ambient level. The Aqualisa SmartValve™ always blends a mix of both hot and cold supplies therefore the output temperature at fully cold (controller setting) will always be higher than the incoming cold water supply.
	Seasonal conditions (gravity fed systems only)	For installations which utilise a cold water storage supply (gravity fed system), the ambient temperature in the loft can rise to above 40°C. In turn, this warms the stored water. Check by running a cold tap that is supplied from the water storage. N.B. Kitchen taps are normally fed from the mains water system.
Maximum temperature setting is not to your preference	Settings need adjusting	Refer to section 'Temperature too low', possible cause 'Logic module setting too low'.
Controller remains illuminated after switching shower off	Poor cable connection	Check data cable connections are making good contact, are fully inserted and that there is no visible damage.
Water flows from incorrect outlet (divert models only)	Primary outlet setting not configured	Refer to section: Diverter Outlet in the Installation Guide.
Flow will not switch between outlets	Communications issue	Check that 2m patch lead is connected between Aqualisa SmartValve™ and diverter. Refer to Wiring Diagram Section in the Installation Guide.
Water dripping from outlets after use	Water retention in shower heads	Refer to page 6. Descale shower heads to clear spray jets.
	High pressure (unvented) water system requires servicing	Check user guide of hot water system to verify symptoms and where required arrange for servicing.
Flow shuts off by itself	Maximum run time exceeded or end of duration reached in app timer setting	Refer to pages 4, 5 and 11.
Starts/Stops unassisted	Communications issue	Refer to page 13 loss of communications.

For further information and advice refer to Smart Installation Guide or contact the Aqualisa Customer Helpline.

# App Troubleshooting

Error/Message	Suggestions and Checks
"Could not connect to the shower"	If a serial number is displayed, tap on <b>Try Again</b> . If no serial number displayed tap on <b>Cancel</b> and then go through the process again, ensuring that the below suggestions are followed.
"Network unavailable" Or Wifi drops when connecting to the QSVC	<p>Note: The setup process requires good signal strength between your phone and the SmartValve™ (not the shower controller).</p> <p>Close any running apps on the phone before commencing.</p> <p>Turn off the mobile data connection in the phone's settings.</p> <p>Select "Keep WiFi Connection with No Internet" where and when prompted.</p> <p>Ensure that your phone / smart device is connected to the home Wifi network (try running a program or app that requires Wifi connection).</p> <p>Close and re-open the Aqualisa app.</p> <p>In the app journey ensure that QSVC is being selected and that the password SmartShower is entered correctly- you do not have to wait for connection confirmation, once QSVC has been selected wait a few seconds and then return to the Aqualisa app.</p> <p>Ensure that you are keying your SSID (home Wifi) and password correctly.</p>
"The operation could not be completed" (when trying to start shower)	<p>Ensure your Wifi is working.</p> <p>Check that the shower operates using the main controller.</p> <p>If the shower does not work via the main controller, check there is power to the Aqualisa SmartValve™ (possibly tripped fuse / circuit or accidentally switched off).</p> <p>Turn power off to the SmartValve™ for a few minutes and then reinstate.</p> <p>Close any other running apps.</p>
Primary Outlet Selection (Divert Models only)	<p>The primary outlet is set up during installation by utilising the outlet switch on the diverter (see Diverter Outlet section in the main Installation Guide).</p> <p>The switch position will determine the primary outlet for the main controller, wired remote and smart speaker (e.g. Alexa / Hey Google).</p> <p>When using the Aqualisa App: Outlet A is always the Primary outlet regardless of the switch position.</p>
Locating the shower serial number in the Aqualisa app	From the Home Tab, select the SHOWERS tab, then choose the shower to display the serial number.



# Have you Registered?

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Our products are manufactured to the highest standards. In the unlikely event that something goes wrong, we want all our customers to be protected, which is why we give you a totally free of charge 1 year parts and labour guarantee\*. You can easily **increase your FREE guarantee to 5 years** simply by registering your product. Please keep your receipt to validate your guarantee. Please see our website for full terms and conditions.

\*Subject to terms and conditions



Register your guarantee instantly at  
**[aqualisa.co.uk/guarantee](https://aqualisa.co.uk/guarantee)**



Register your guarantee  
**0800 408 4243**



# Need Help?

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You can find Frequently Asked Questions at **[aqualisa.co.uk](https://aqualisa.co.uk)**



Speak to our Customer Service team on **01959 560010**



Use Live Chat at **[aqualisa.co.uk](https://aqualisa.co.uk)**



Or email us at **[enquiries@aqualisa.co.uk](mailto:enquiries@aqualisa.co.uk)**



Instabug reporting platform for the Aqualisa app. Accessed in the app by: Shaking your phone or tapping on the message bubble.



**See page 9 for details.**

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REPUBLIC OF IRELAND

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Please note that calls may be recorded for training and quality purposes.

The company reserves the right to alter, change or modify the product specifications without prior warning.

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