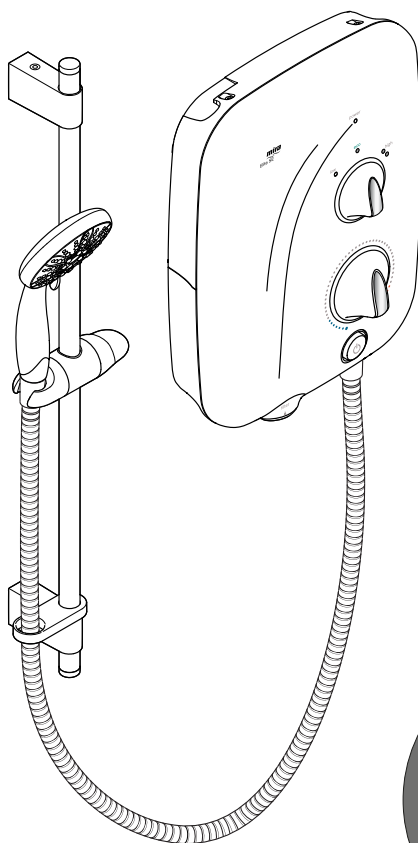


Mira Elite SE

9.8kW and 10.8kW Pumped Electric Shower



For SPARES, ADVICE
or REPAIRS Please
call us on 01 531 9337
for (Eire only) or
0800 001 4040
(UK only)

Installation and User Guide

These instructions must be left with the user

Showering perfection

mira
SHOWERS

Important Safety Information

WARNING - This shower can deliver scalding temperatures, cause fire, electric shock or other personal injury if not operated, or maintained in accordance with the instructions, warnings and cautions contained in this guide and on the appliance.

Please read the important safety information and the operation section of this guide before using the shower. Failure to follow the instructions provided with this shower will invalidate the guarantee.

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

1. This appliance can be used by all children 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.
2. Children shall not be allowed to play with the shower.
3. Cleaning and user maintenance shall not be made by children without supervision.
4. The outlet must not be connected to any tap or fitting other than those specified.
5. The showerhead must be descaled regularly. Any blockage of the showerhead or hose can cause damage to the shower.
6. **Warning!** Do not switch on if there is a possibility that the water in the heater is frozen.
7. The shower must be provided with means for local disconnection from the supply mains having a contact separation in all poles that provide full disconnection under overvoltage category III, the instructions state that means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
8. Installation of the shower must be carried out in accordance with these instructions by qualified, competent personnel. Read all instructions before installing the shower.
9. **DO NOT** switch the shower on if water starts leaking from the shower case. Isolate the electrical supply to the shower immediately.

10. **DO NOT** switch the shower on if the case appears to be damaged or incorrectly fitted. Isolate the electrical supply to the shower immediately.
11. **DO NOT** increase the power setting or adjust the temperature control rapidly while using the shower.
12. **DO NOT** switch the shower off and back on while standing in the water flow.
13. **Warning! DO NOT** change the handset model. Fit only shower heads recommended by Mira and do not fit any additional device to restrict the water outlet flow.
14. When adjusting the handset mode, point handset away from body and make sure that the water temperature has stabilised before continuing to shower.
15. Use caution when altering the water temperature, always check the temperature before continuing to shower.
16. Switch the shower off at the electrical isolating switch when not in use. This is recommended with all electrical appliances.
17. Installation of the shower must be carried out in accordance with these instructions by qualified, competent personnel. Read all instructions before installing the shower.
18. Isolate the electrical and water supplies before commencing installation. The electricity must be isolated at the consumer unit and the appropriate circuit fuse removed, if applicable. Mains connections are exposed when the cover is removed.
19. **DO NOT** install the shower in areas with high humidity and temperature (i.e. Steam rooms and saunas).
20. **DO NOT** install the shower where it may be exposed to freezing conditions. Ensure that any pipework that could become frozen is properly insulated.
21. **Warning! DO NOT** connect the outlet of the shower to any tap, control valve, trigger operated handset or showerhead other than those specified for use with this shower as the outlet acts as a vent for the tank body. Only Kohler Mira recommended accessories should be used.

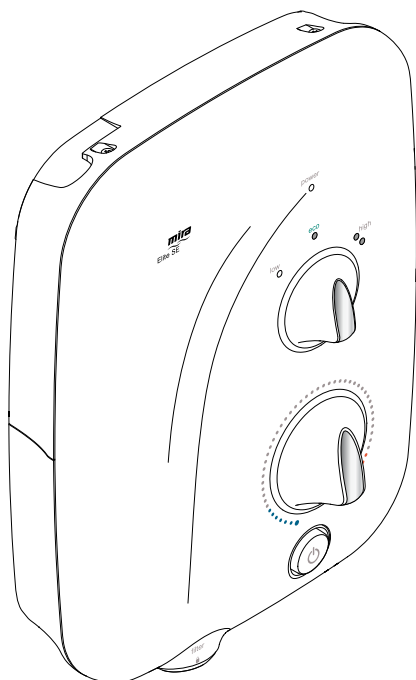
22. **DO NOT** perform any unspecified modifications, or drill or cut holes in the product other than instructed by this guide. When servicing only use genuine Kohler Mira replacement parts.
23. Always check the water temperature is safe before entering the shower.
24. The water supplies to this product 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.
25. If the shower is dismantled during installation or servicing then, upon completion, an inspection must be made to ensure all electrical connections are tight and that there are no leaks.
26. **DO NOT** fit the shower to a mains water supply or where the maximum specified pressure may exceed.
27. Maximum Static Pressure is 100 kPa (1 bar).

Decommissioning and Recycling

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. For more information about recycling, please contact your local council office.

Pack Contents

Pumped Electric Shower



☐ 1 x Pumped Electric Shower



☐ 1 x Olive



☐ 1 x Compression Nut

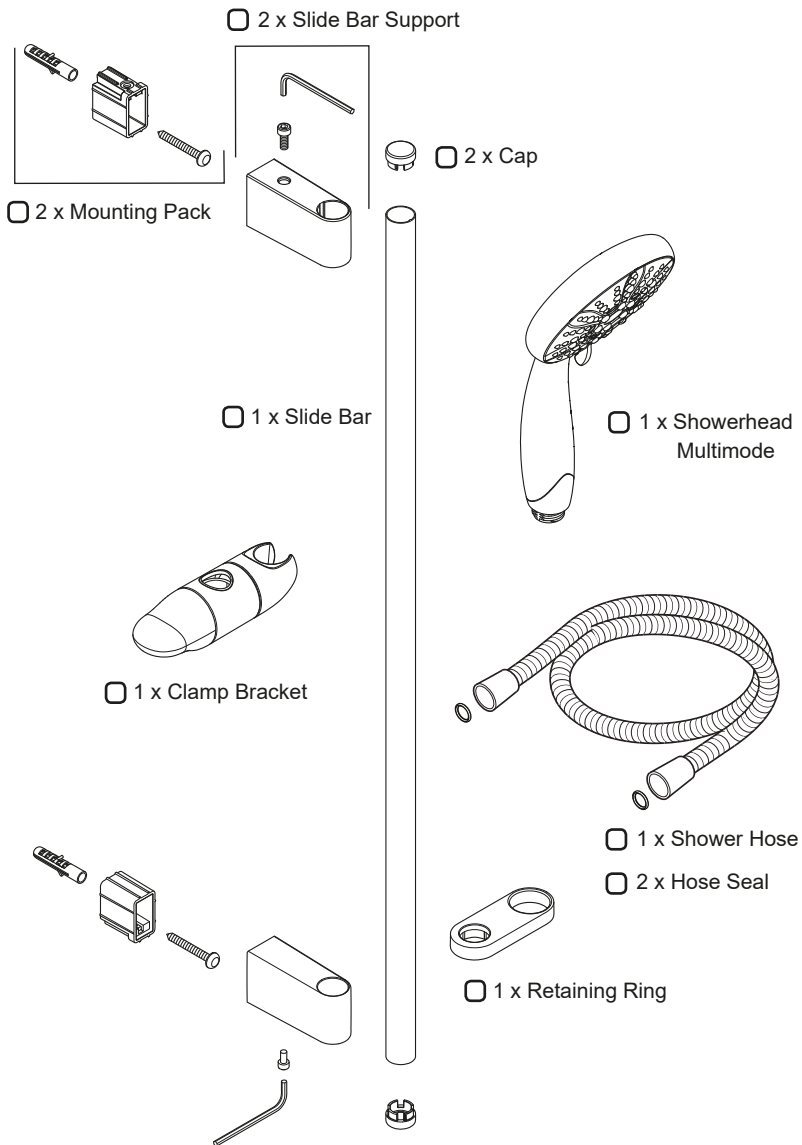


☐ 3 x Screws



☐ 3 x Wall Plugs

Shower Fitting



Introduction

Thank you for choosing a Mira shower. To enjoy the full potential of your new shower, please take time to read this guide thoroughly, and keep it handy for future reference. Products manufactured by Kohler Mira Ltd are designed to be safe, provided that they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.

Follow all warnings, cautions and instructions contained in this guide, and on, or inside the shower. This guide is also available in digital format from our website or by contacting customer services.

Products Covered

Product Variant		Model No.	Colour
Mira Elite SE	9.8 kW	J11A	White
			Chrome
Mira Elite SE Dual	9.8 kW	J11Ad	White
			Chrome
Mira Elite SE	10.8 kW	J11B	White
			Chrome

Recommended Usage

Domestic	✓	Light Commercial	✗
Heavy Commercial	✗	Healthcare	✗

Patents and Design Registration

Design Registration:	003617653-0006
Patents:	GB 2 289 323, 2 341 667, 2 359 339, 2 427 460, 2 432 201 Ireland: 80655, 82835, 83692

Specifications

Dimensions	
Height	363 mm
Width	270 mm
Depth	82 mm (110 mm including Dials)

Plumbing	Variant
	9.8 kW and 10.8 kW
Maximum Static Pressure	100 kPa (1.0 bar)
Minimum Static Pressure	0.8 kPa (0.008 bar)
Maximum Inlet Temperature	30°C
Minimum Inlet Temperature	2°C
Inlet Connection	15 mm Compression
Maximum Water Hardness	200 ppm CaCO ₃ *
Outlet Connection	1/2" BSP Male to flexible hose

Electrical	Variant	
	9.8 kW	10.8 kW
Nominal Power at 240 V ac	9.8 kW	10.8 kW
Nominal Power at 230 V ac	9 kW	9.9 kW
Recommended MCB Rating	40 A	45 A
Maximum Supply Cable Size	16 mm ²	
Recommended RCD Rating	30 mA tripping current	
Recommended Isolator Switch	45 A double-pole with 3 mm contact separation	
Appliance Sealing Rating	IP X4 - suitable for installation in Zone 1	
Maximum Ambient Temperature	30°C	
Minimum Ambient Temperature	2°C	

* Water supplies with a water hardness above 200ppm CaCO₃ should be fitted with a water softener or other scale reducing device.

Guarantee

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

For **non-domestic installations**, Mira Showers guarantee the Mira product 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.

European Conformity Information

This range of electric showers complies with the following European directives: 2014/35/EU Low Voltage Directive, 2014/30/EU EMC Directive, 2011/65/EU RoHS Directive

This range of electric showers are high power appliances and are subject to conditional connection. If the main electrical supply fuse is rated less than 80 Amps, the local electricity supply company must be contacted to confirm if the electrical supply is adequate.

This range of showers complies with the requirements of the UK's water regulations.

Eco-Design/Energy Labelling

Product Information

Indicative annual electricity consumption (kWh), based upon 2100 Wh daily water energy demand. Actual electricity consumption will depend on kW rating and the duration and frequency of use.

	Mira Elite SE	
	9.8 kW	10.8 kW
Load Profile	XS	XS
Efficiency Class	A	A
Efficiency (%)	39.0	38.9
Daily Electricity Consumption (kWh)	2.172	2.177
Annual Electricity Consumption (kWh)	473	474

Installation Requirements

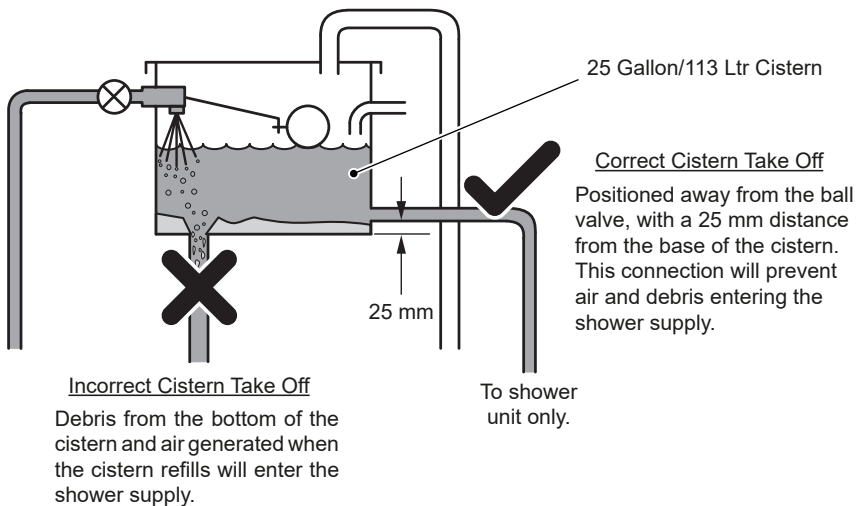
Plumbing

1. The plumbing installation must comply with all national or local water regulations and all relevant building regulations, or any particular regulation or practice specified by the local water supply company.
2. The shower is designed to operate with a gravity fed water supply providing a pressure from 0.8 kPa* (0.008 bar / 80 millimetres head) to 100 kPa (1 bar / 10 metres head, the vertical distance from the base of the cold water cistern to the top of the shower unit). The shower must have its own separate supply from the cistern.

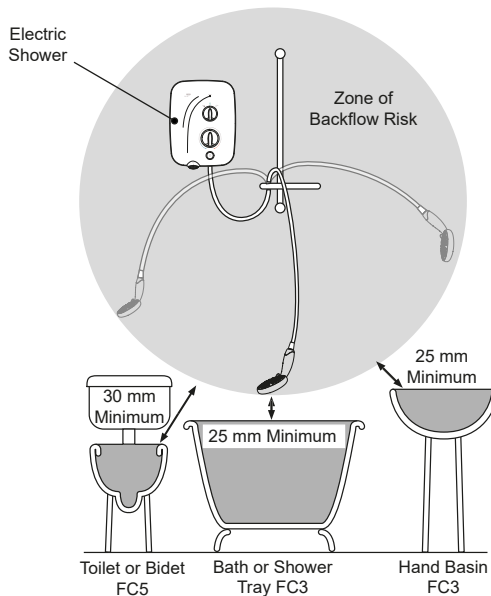
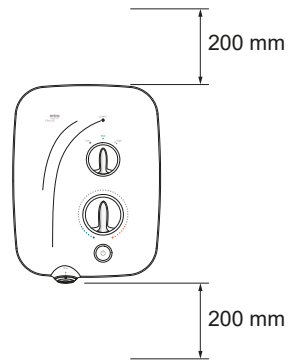
DO NOT FIT THE SHOWER TO A MAINS WATER SUPPLY OR WHERE THE MAXIMUM SPECIFIED PRESSURE MAY BE EXCEEDED!

Failure to comply with these restrictions may result in product damage not covered by the guarantee.

* **Note:** In practice the minimum head required will increase with pipe length. See **"Pipework"** for further guidance which includes a calculation table to make sure that adequate head is available for any given installation.



3. **DO NOT** install the product in a position or location that will limit access for servicing.
4. A suitable position for the shower will have a minimum clear distance of 200 mm above and below the shower unit to allow for cover removal and refitting.
5. The position of the shower and shower fittings must provide a minimum air gap of 25 mm between the showerhead and the spill over level of any bath, shower tray or basin. There must be a minimum distance of 30 mm between the showerhead and the spill over lever of any toilet, bidet or other appliance with a Fluid Category 5 backflow risk.



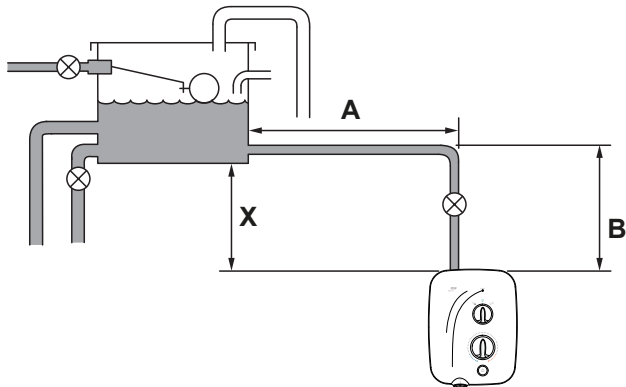
Hose retaining ring fitted and shower fittings fixed at a suitable height preventing dirty water backflow

Note: There will be occasions when the hose retaining ring will not provide a suitable solution for Fluid Category 3 installations, in these instances an outlet double check valve must be fitted, this will increase the required supply pressure typically by 10kPa (0.1 bar). Double check valves fitted in the inlet supply to the appliance cause a pressure build up, which affect the maximum static inlet pressure for the appliance and must not be fitted. For Fluid category 5 double check valves are not suitable.

6. The shower is suitable for installation within the shower area. The shower is fitted with an internal pressure relief valve and must be installed over a water catchment area.
7. Position the shower where the controls are at a convenient height for the user. Position the showerhead so that the water sprays in line with the bath or across the opening of a shower cubicle. The showerhead must not spray directly onto the shower unit during normal use. The installation must not cause the shower hose to be kinked during normal use.
8. The shower must be fitted to a waterproof, flat and even wall surface. The 3 screws (No. 8 x 1¼") and wall plugs supplied are suitable for most solid wall installations. Alternative fixing screws for panel structures are not supplied. Use all 3 fixing points to secure the shower unit, be sure to use fixings appropriate for the chosen wall structure and environment.
DO NOT fit the shower to the wall and tile up to the case or seal the gap between the shower and the wall surface with sealant.
9. The shower is intended to be permanently connected to a gravity fed water supply using the inlet connection supplied as part of the shower unit.
DO NOT use any other type of fitting.
10. Use a minimum of 15 mm diameter supply pipework. For long pipe runs, this should be increased to 22 mm (see **"Pipework"** for guidance and calculation table). When using flexible plastic pipe it is essential that the pipe is kept flat to minimise air build up in the system.
11. A full bore/non restrictive servicing valve must be fitted in a readily accessible position adjacent to the shower to facilitate maintenance of the shower.
DO NOT use a valve with a loose washer plate (jumper) as this can lead to a build up of static pressure.
12. The shower is not designed to be plumbed directly from the rear. For rear-entry supply, add an elbow to the supply pipe and connect as a rising or falling supply. We recommend a falling supply to prevent air lock in the pipework.
13. If pipework and/or electrical cables enter the shower from the rear through a hole in the wall, provision must be made to prevent water ingress back into the wall structure.
14. **DO NOT** apply excessive force to plumbing connections; always provide mechanical support when making plumbing connections. Any soldered joints should be made before connecting the shower.
15. A water treatment device should be installed where the water hardness may exceed 200 ppm. Malfunctions caused by excessive limescale formation are not covered by the guarantee.
16. **DO NOT** perform the electrical installation until the plumbing has been completed and checked for leaks.
17. The water supplies to this product should 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.

Pipework

Long pipe runs and excessive use of 90° elbow fittings will significantly reduce the available head to supply the shower unit. The pipework table provided should be used to ensure that an adequate pressure is available for any given application.



Pipework Schematic Diagram

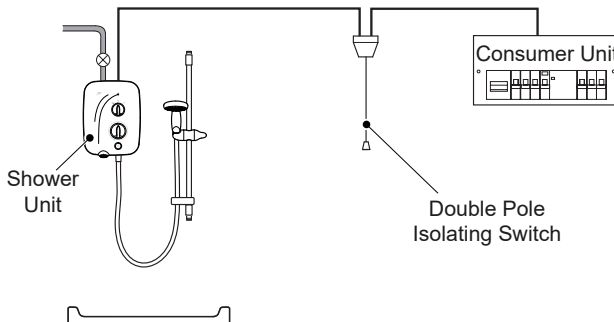
Use the following table to calculate the dimension (x) to give a minimum effective head of 80 mm required to produce a satisfactory shower in all conditions.

The example below is based on the *“Pipework Schematic Diagram”* with 15 mm pipework, A = 1.5 m, B = 0.75 m.

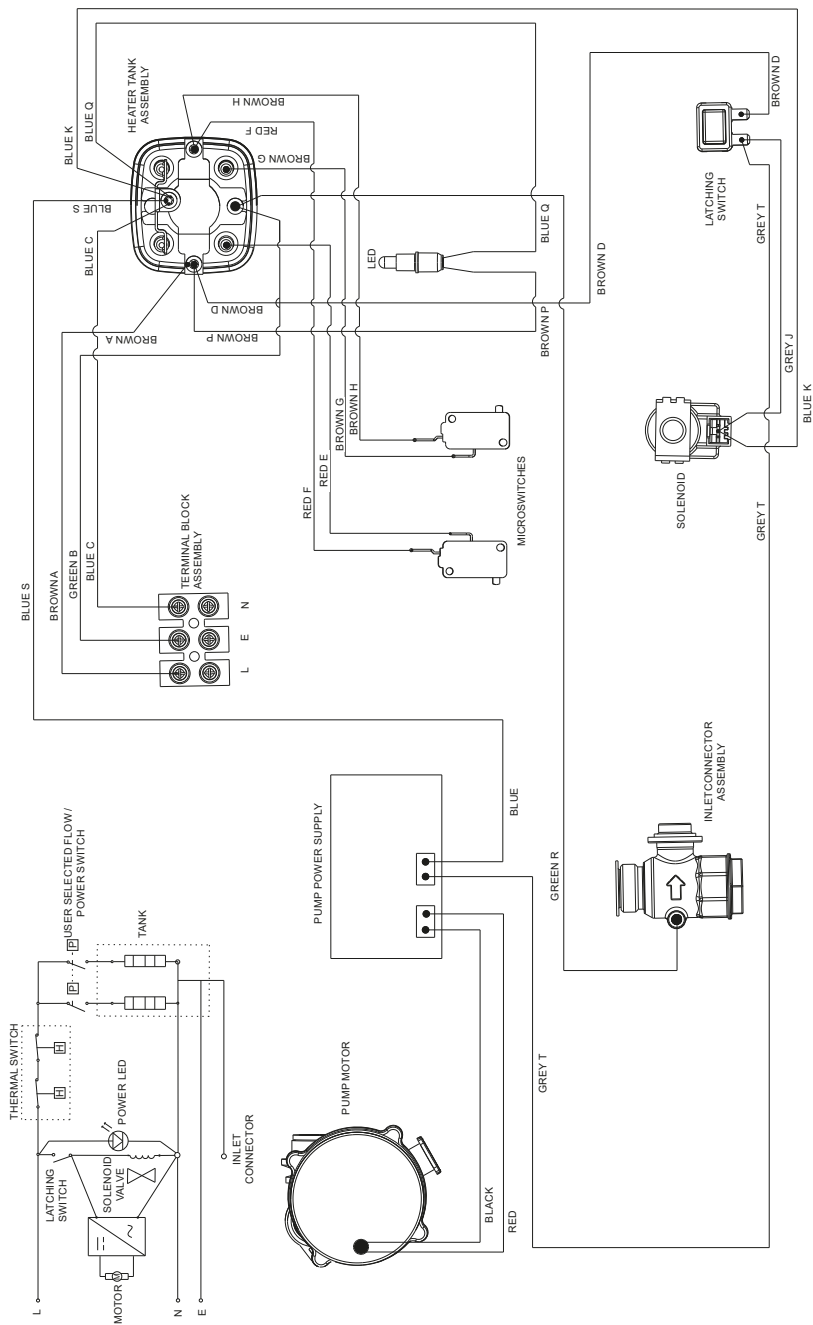
Size	Quantity	Head Loss (mm)
15 mm Pipe	(A) <u>1.5</u> + (B) <u>0.75</u> = <u>2.25</u> x 120	270
22 mm Pipe	(A) <u> </u> + (B) <u> </u> = <u> </u> x 20	
15 mm Elbow	Number of Elbows <u>1</u> x 55	55
22 mm Elbow	Number of Elbows <u> </u> x 15	
Minimum Effective Head		80
(X) mm		405

Electrical

1. The electrical installation must comply with BS 7671 (commonly referred to as the IEE Wiring Regulations) and all relevant building regulations, or any particular regulation or practice specified by the local electricity supply company.
 2. Ensure that all circuit protection devices, switches and cabling are adequate for the rated current of the shower and that the rating of the electricity supply company fuse and the consumer unit are adequate for the additional demand.
 3. The shower must be earthed. Ensure that any supplementary bonding complies with the relevant regulations.
 4. The shower is intended to be permanently connected to the fixed electrical wiring of the mains system. A separate supply must be provided from the consumer unit to the shower.
 5. The shower must be provided with means for local disconnection that is incorporated into the fixed wiring in accordance with the relevant local wiring regulations. This must be a double pole switch, which has at least 3 mm contact separation in each pole. The switch can be a pull-cord type mounted to the ceiling within the shower room or a rocker type switch mounted to the wall in the applicable zone area.
 6. For new installations a 30 mA Residual Current Device (RCD) **must** be incorporated into the electrical supply to the shower in accordance with the current wiring regulations. When replacing an existing electric shower we recommend that a 30 mA RCD is incorporated in accordance with current wiring regulations if not already provided.
 7. Check all electrical connections are tight, to prevent overheating, before switching on the electrical supply.
- DO NOT** apply excessive force to the terminal block.
8. **DO NOT** supply any other electrical equipment including extractor fans or pumps via the shower unit.
 9. **DO NOT** switch on the electrical supply until the plumbing has been completed and checked for leaks.



Electrical Schematic Diagram

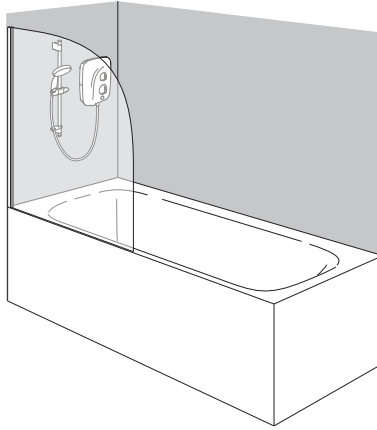
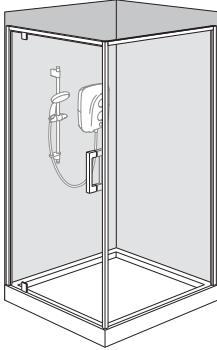


Shower Unit Wiring Diagram

Install the Shower

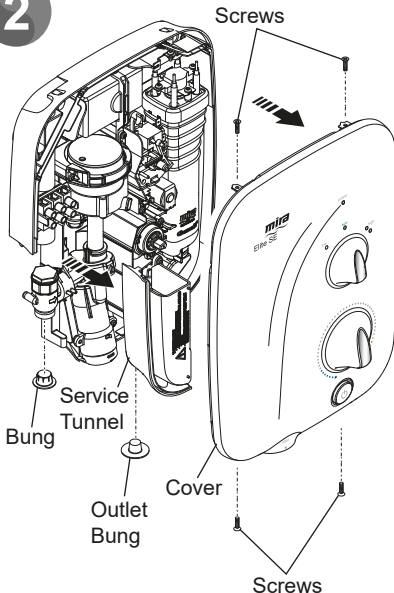
Warning! Isolate the electrical and water supplies before installing the shower.

1



Decide on a suitable position for the shower unit and fittings.
See ***“Installation - Plumbing”*** and separate fittings guide if fitting dual product.

2



Remove the four screws that holds the cover on and remove the cover.

Remove the bungs.

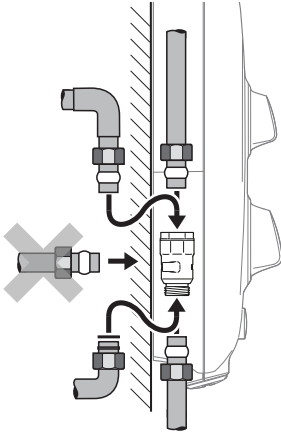
Use the installation template provided, level and mark the positions of the **three** fixing holes.

Drill three holes to suit the fixing screws and wall plugs.

Caution! DO NOT drill into cables or pipes in the wall.

Note: Ensure that there are sufficient lengths of supply pipe and electrical cable to reach the connection points.

3



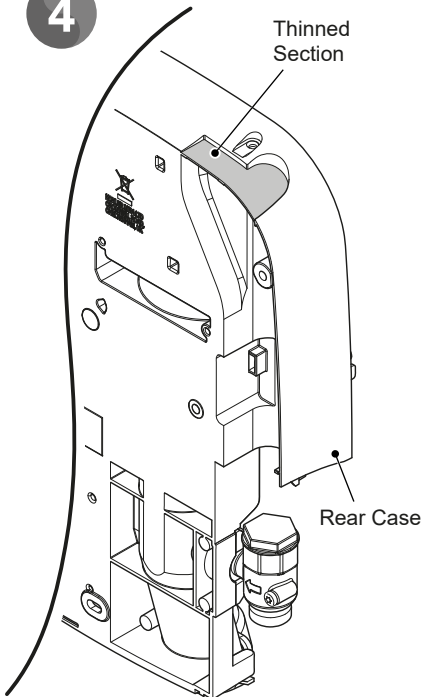
Determine the direction and route of the incoming water supply: falling (entering the shower from the top), or rising (entering the shower from the bottom).

Note: Top entry water inlets are preferable to reduce the risk of pipework airlocks.

Note: Thoroughly flush the supply pipe before connecting to the product.

Determine the direction and route of the electric supply cable.

4

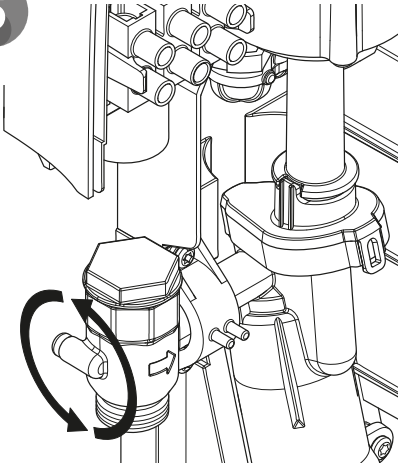


The rear case has thinned sections that can be removed to allow entry of the supply pipe and electrical cables.

Remove the top thinned section of the rear case for a falling supply, or remove the bottom thinned section at service tunnel for a rising supply.

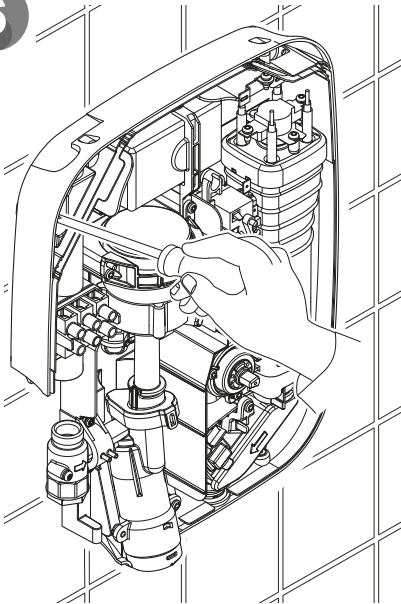
Note: DO NOT extend beyond thinned section.

5



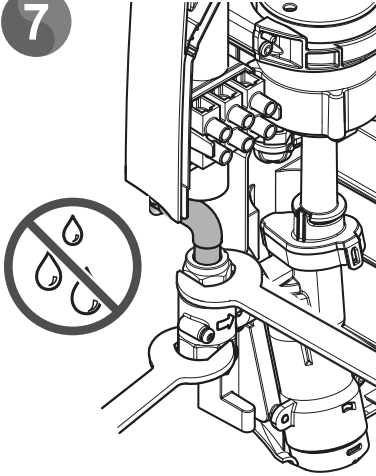
Rotate the inlet connector to suit the direction of the incoming water supply.

6



Fix the shower unit to the wall, 3 x No. 8 x 1¼" screws and wall plugs are supplied. See ***"Installation - Plumbing"*** for further details.

7



Check the inlet filter is in position before connecting inlet supply.

Connect the inlet supply pipe to the inlet connector using the compression nut and olive (supplied). **DO NOT** use jointing pastes to make water connection.

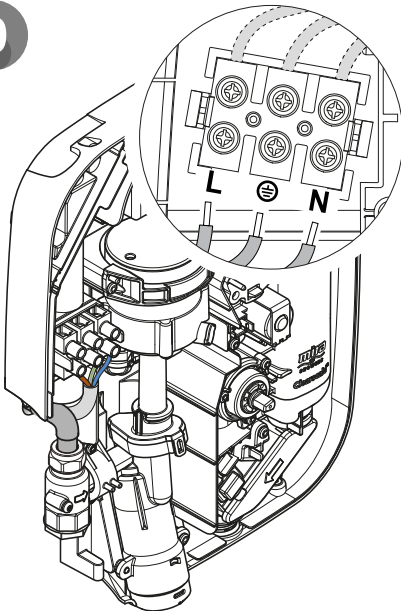
Support the inlet connector as shown when tightening compression fitting.

Upon completion of the installation ensure connections and back case are not under any stress due to misaligned pipework or electrical cables.

8

Turn on the water supply and check for leaks.

9



Strip back sufficient outer cable insulation to enable routing to terminal block.

Fit an earth sleeve to the earth wire (not supplied).

Loosen the screws in the terminal block and insert the wires.

L (Live) = Brown Wire

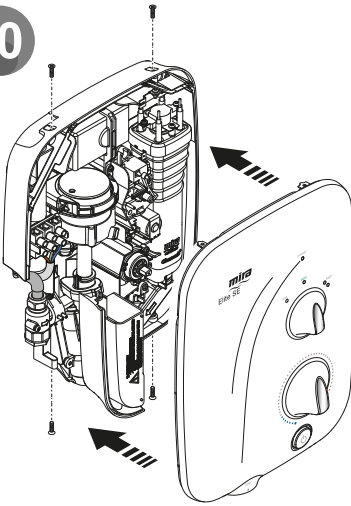
 (Protective Earth) =
Green Sleeved Wire

N (Neutral) = Blue Wire

Tighten the screws in the terminal block, ensure the wires are secure and tight.

Note: DO NOT exert strain on the terminal block. Make sure that the electrical connections are tightly screwed down.

10



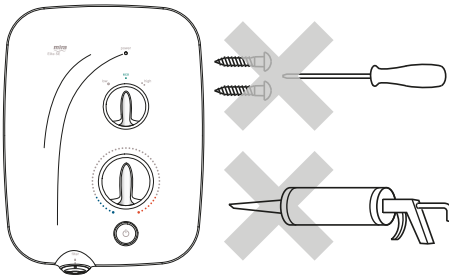
Ensure the earth bonding complies with relevant regulations.

Fit the service tunnel.

Ensure the control dials are aligned with the spindles and replace the cover.

Tighten the four cover screws (**DO NOT** use electric screwdrivers to tighten the screws).

11



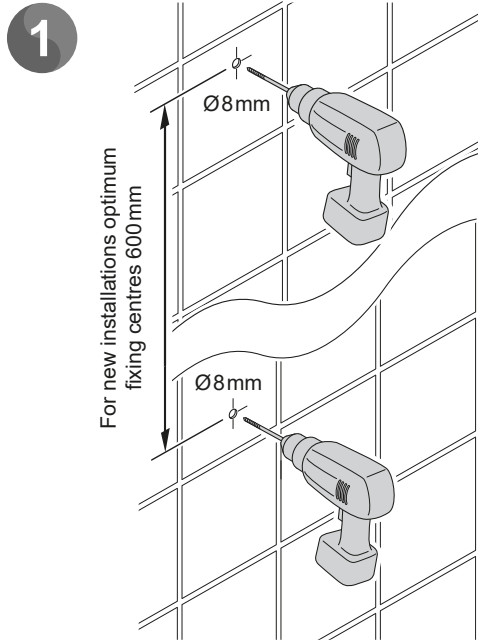
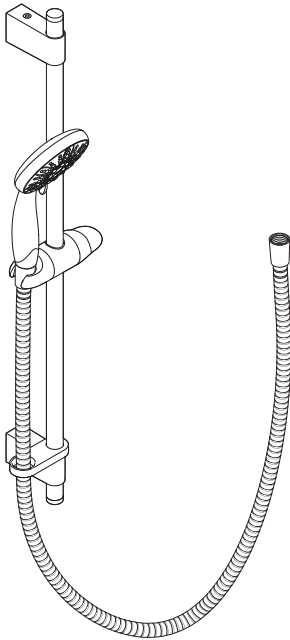
DO NOT use alternative screws to secure the cover. This can cause internal damage to the appliance.

DO NOT seal around any part of appliance.

This completes the installation, follow the guidelines in section '**COMMISSIONING**' to prepare the shower for use.

Install the Shower Fittings

Note: For Dual Fittings Installation please refer to the separate installation guide supplied.

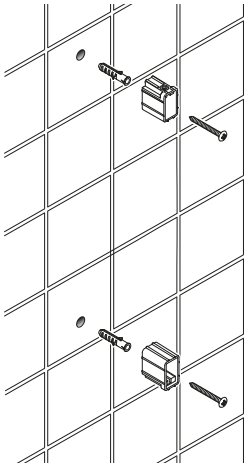


We recommend that the slide bar is installed with the ends flush. Mark the wall fixing positions and drill two holes to suit the wall fixings.

Caution! Do not drill into cables or pipes in the wall.

Note: For new installation optimum fixing centres 600 mm. Replacement installation fixing centres 635 mm maximum.

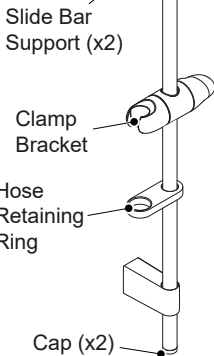
2



Insert the wall plugs and fix the mounting brackets and secure with the wall screws.

Note: Check for vertical alignment before tightening. The mounting brackets are slotted to aid this alignment. Then fully tighten.

3

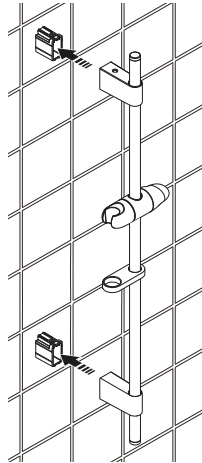


Slide Bar Support (x2)

Clamp Bracket

Hose Retaining Ring

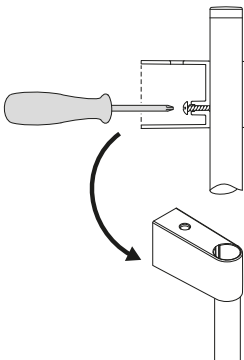
Cap (x2)



Assemble the clamp bracket, hose retaining ring, slide bar supports and caps to the slide bar.

Make sure that the wall screws are flush with the inside edge of the mounting brackets. Fit the slide bar supports over the mounting brackets, then adjust the slide bar vertically ensuring an equal length of slide bar protrudes from the top and bottom mounting bracket (or flush with the end of the slide bar for new installations).

4

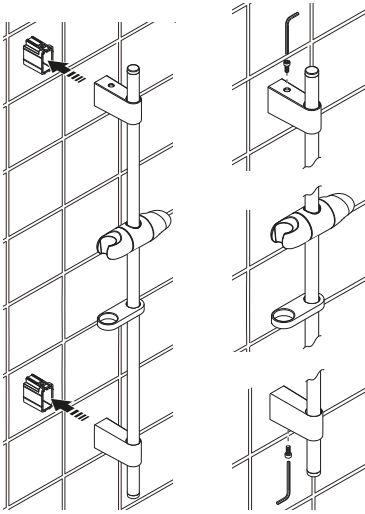


Remove the slide bar assembly carefully, preventing any further movement between the slide bar and the slide bar supports.

Tighten the two slide bar clamping screws no more than half a turn to secure the slide bar supports to the slide bar.

Caution! Overtightening these screws will cause damage.

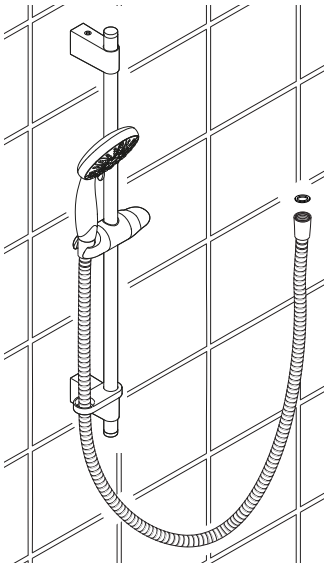
5



Install the slide bar assembly onto the mounting brackets. Tighten the 2 x M4 screws with the supplied 3 mm hexagonal key.

Caution! DO NOT force assembly on to the mounting brackets, re-align a slide bar support if required.

6



Fit a hose seal into the conical nut and screw onto the outlet of the shower.

Caution! DO NOT over tighten.

Feed the hose through the retaining ring.

Fit a hose seal into the conical nut and screw onto the showerhead.

Caution! DO NOT over tighten.

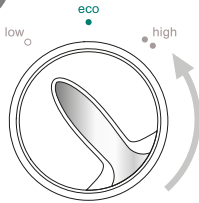
Place the showerhead assembly into the clamp bracket.

Commissioning

Installer: Make sure you follow the commissioning procedure to check the function and performance before using the shower for the first time.

Make sure that all users are familiar with the operation of the shower. Pass on this guide to the homeowner.

1



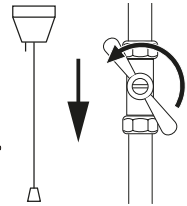
Turn power control to **Low**.

2



Turn temperature control to the **full cold** position.

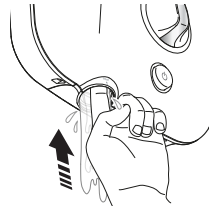
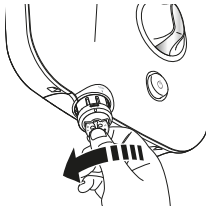
3



Ensure electrical supply is switched off and water supply is on.

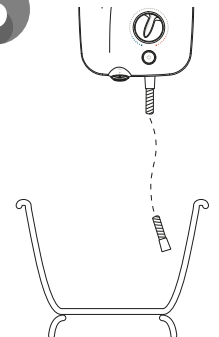
4

TO BLEED AIR



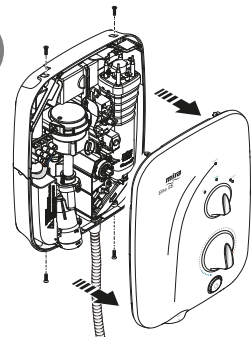
Turn shower off. Insert a suitable coin or an 8 mm hexagonal key into the cap and turn to the left. Remove the filter from the shower unit. Push the rod up until water flows freely. Refit the filter, turn until locked. Repeat the steps 1-3.

5



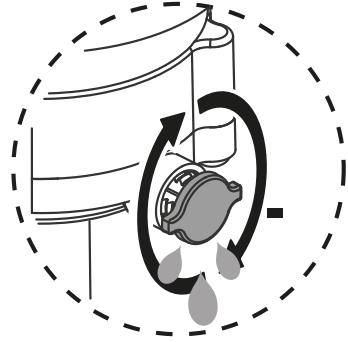
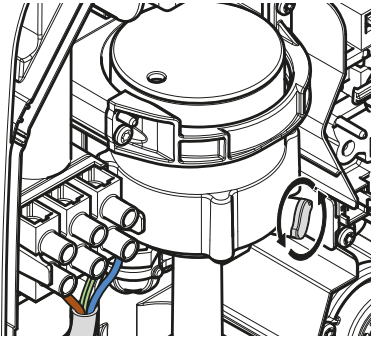
Place the shower hose into water catchment area. Fit the shower hose to the outlet of the shower (If installing the dual product use the short hose).

6



Loosen the four screws and remove the cover.

7

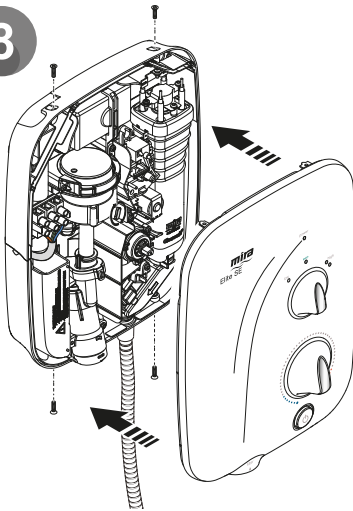


Slowly rotate the bleed valve anti-clockwise until air bleeds from the pump housing. When water flows from the bleed valve this indicates that air is removed, and the pump is primed.

Important! Do not completely remove the bleed valve.

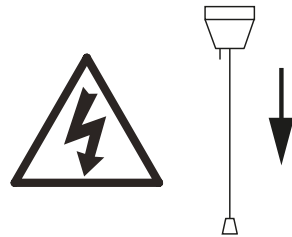
Close the bleed valve by rotating clockwise. Do not overtighten.

8



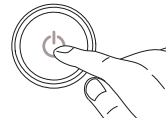
Fit the cover using the screws provided. **DO NOT** use electric screwdrivers to tighten the screws.

9



Switch **on** the electrical supply.

10



Push START/STOP button. Wait for full flow of water from the hose. This may take up to 30 seconds.

Note: If water does not flow ensure there are no air locks and repeat commissioning.

11

Depending on the fittings installed connect the hose to the handset or diverter. Operate the shower to ensure the product is working correctly. Advise the homeowner how to operate the shower.

User Operation

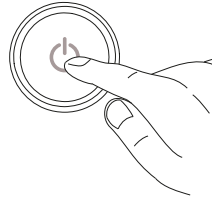
Read the section “**Important Safety Information**” first.

1



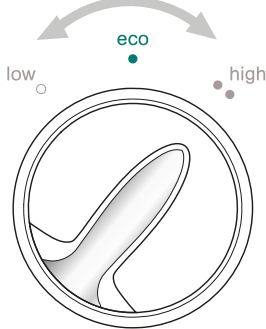
Switch **on** the electrical supply.

2



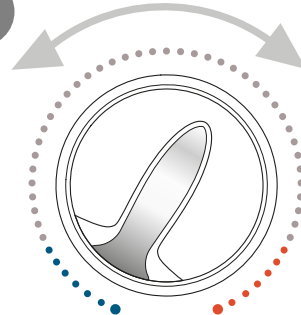
Push START/STOP button.

3



Set power control to **low / eco / high**.
 Low = No heating elements turned on
 Eco = 1 heating element on (Summer)
 High = 2 heating elements on (Winter)
 See information **Effect Of Seasonal Changes**.

4

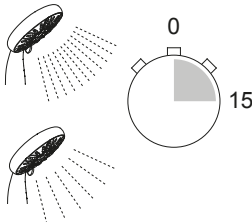


Anti-Clockwise =
Cooler

Clockwise =
Warmer

Adjust showering temperature as required.

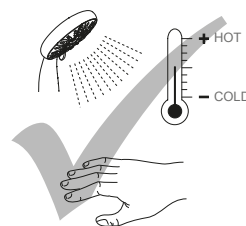
5



Allow 10 - 15 secs for any temperature adjustments to stabilise and reach the showerhead.

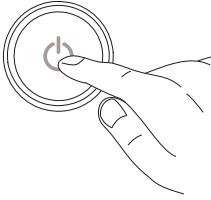
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6



Check water temperature before entering shower.

7



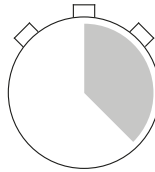
Push START/STOP button. Shower turns off and water flow stops.

8



Switch **off** the electrical supply.

9



A small amount of water may continue to drain/drip from the overhead shower or handset shower until the head is empty.

ALWAYS switch the shower off at the electrical isolating switch when not in use. This is recommended with all electrical appliances.

Warning! Turning the shower off and back on during showering may result in unstable temperatures at the showerhead. Always ensure the temperature has stabilised before re-using the shower.

Please note when altering the shower temperature...

CAUTION! Altering the temperature control rapidly can cause the water temperature to become briefly hotter or colder than required. For best results, adjust the temperature control a small amount and allow the temperature to stabilise. Continue to adjust until a comfortable showering temperature is reached.

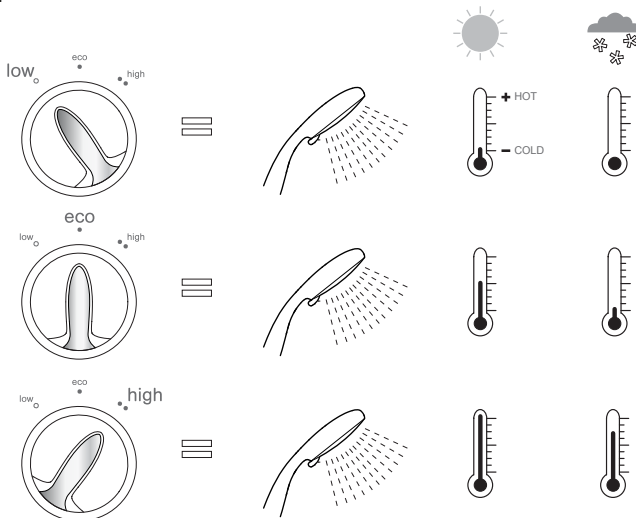
DO NOT increase the power setting while standing in the water flow. Avoid changing the power setting when the shower is in use, this can cause a large increase or decrease in water temperature.

DO NOT switch the shower off and back on while standing in the water flow. Cycling the shower off/on may result in unstable water temperatures. Always ensure the temperature has stabilised before re-using the shower.

The shower has a high performance pump installed, which has been acoustically designed for quieter performance, but may produce some noise during operation. Pump tone may change when altering temperature position.

Effect of Seasonal Changes

The temperature of the mains water feed to the cistern is not constant throughout the year, i.e. cooler during winter, warmer during summer. To maintain the desired showering temperature, adjust the power and temperature controls accordingly. The shower flow rate will adjust automatically.



For a cold shower select **low**.

For a summer warm shower select **eco / high**.

For a winter warm shower select **high**.

Adjust the power and temperature controls as required.

Flow rate will reduce when temperature control is increased.

User Trouble Shooting

If the malfunction has not been detailed in the fault finding table or it was not possible to correct the malfunction, professional assistance may be required.

Symptom	Possible Cause	Possible Remedy
Shower fails to operate	Isolator switch in the off position	Switch on the electrical supply via the pull cord or wall mounted switch
	Fuse blown or MCB/RCD tripped, indicating possible electrical fault	Renew the fuse or reset the MCB/RCD. If fault persists, contact your installer
Low water flow. No water flow.	Hose or shower head blocked. Filter blocked or removed.	Remove and clean. Check hose and replace if necessary. Refit all parts correctly.
	Water supply isolating valve set too low or turned off.	Fully open isolating valve.
	Air in system.	Refer to cleaning / replacing the filter and air purge section. If this does not clear the air contact your installer and refer to commissioning section.
	Insufficient water pressure or water flow for shower operation.	Gravity fed system, minimum pressure 0.8 kPa. (0.008 bar / 80mm head.)
	Flow Valve faulty.	Contact your installer to replace.
	Heater Tank excessively scaled.	Contact your installer to replace. Consult your installer about fitting a water softener for hard water areas.
	Pump overheated or faulty.	Wait 30 minutes for pump to cool and reset automatically. If fault persists, contact your installer to replace.
	Water pressure below minimum required for shower operation.	Make sure shower isolating valve is fully turned on. Check filter for blockage and clean.
Water flow stops and motor tone increases.	Stored water is blocked or has run out.	Turn shower off immediately! Make sure there is a constant water supply when shower is in use.
	Air in system.	Refer to cleaning / replacing the filter and air purge section. If this does not clear the air contact your installer and refer to commissioning section.
Water will not turn off.	Shower's Flow Valve, Solenoid or Start/Stop switch has failed.	Contact your installer to replace parts as required.
Unable to select a cool enough temperature.	Stored water temperature has increased.	Turn the power control to eco and readjust the temperature control.
	Filter, Hose or shower head blocked.	Remove and clean. Check hose and replace if necessary.
	Temperature dial in incorrect position.	Rotate temperature dial anti-clockwise until desired temperature is reached. Switch the power selector to Eco if required.

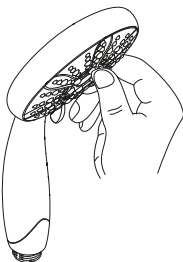
Symptom	Possible Cause	Possible Remedy
Shower cycles from hot to cold.	Controls are set too high.	Turn the power control to eco and readjust the temperature control.
	Filter, Hose or shower head blocked.	Remove and clean. Check hose and replace if necessary.
No change in temperature of low / eco / high settings.	Shower's Flow Valve, Microswitch or Heater Tank has failed.	Contact your installer to replace parts as required.
The temperature control has little or no effect on water temperature.	Filter, Hose or shower head blocked.	Remove and clean. Check hose and replace if necessary.
	Shower's Flow Valve (joined to the Heater Tank) has failed.	Contact your installer to replace parts as required.
No hot water when set to eco / high .	Shower's Flow Valve, Microswitch or Heater Tank has failed.	Remove and descale Showerhead.
	Hose kinked or blocked.	Check hose and replace if necessary.
No hot water from shower, with the knobs in any position.	Electrical supply or product problem.	Contact your installer to check installation or replace parts as required.

Note: What to do if something goes wrong. If your product does not work correctly 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. Refer to Customer Support page for more details.

Cleaning

Cleaning the Showerhead

Many household and commercial cleaners, including hand and surface cleaning wipes contain abrasives and chemical substances that can damage plastics, plating and printing and should not be used. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.



Important! Keeping the showerhead clean and free from limescale will ensure that your shower and showerhead continue to perform to their maximum. A blocked showerhead can restrict the flow rate and may cause damage to your shower. Use your thumb or a soft cloth to wipe any limescale from the nozzles.

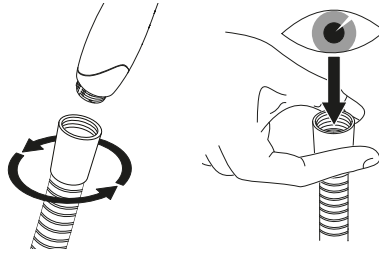
Inspecting the Hose

Important! The shower hose should be inspected periodically for damage or internal collapse, internal collapse can restrict the flow rate from the showerhead and may cause damage to the shower.

1 Unscrew the hose from the showerhead and the shower outlet.

2 Inspect the hose.

3 Replace if necessary.



Warning! If you have to replace the shower fittings only use Mira Showerheads and hoses. Non-Mira manufactured showerheads and hoses can be restrictive leading to scalding temperatures or other personal injury.

Servicing

Warning! There are no user serviceable parts inside the shower. Servicing of the shower must only be carried out by qualified, competent personnel following the instructions provided in this guide and those provided with any spare part.

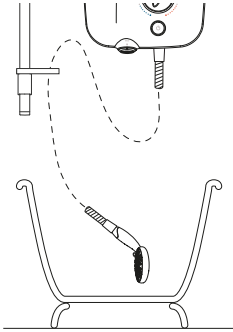
Cleaning / Replacing the Filter

The filter can be removed from the lower left of the shower unit. Isolate the electrical supply to the shower unit before removing the filter. The water supply will shut off automatically as the filter is removed, however we recommend isolating the water supply to the shower unit to aid with refitting the filter.

Note: Removing and replacing the filter allows a small amount of air into the product. The time it takes to clear the air will vary depending of the effective head of the installation.

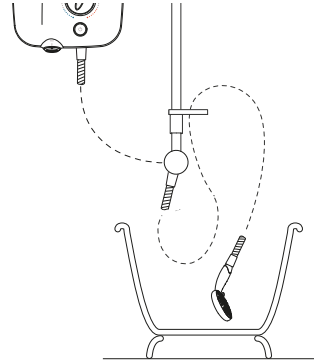
1

Single Outlet



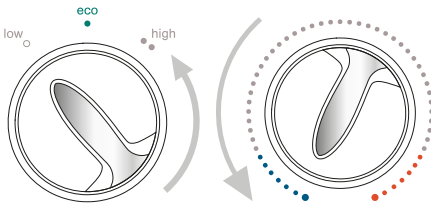
Lower the handset into the water catchment area.

Dual Outlet



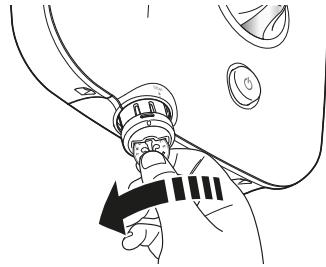
Put the diverter in handset mode and lower the handset into the water catchment area.

2



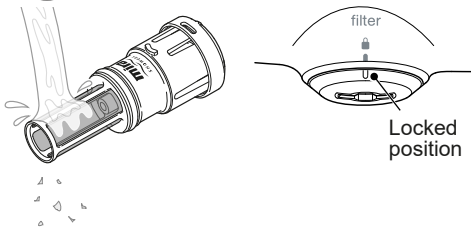
Turn power control to **Low**.
Turn temperature control to the **full cold**.

3



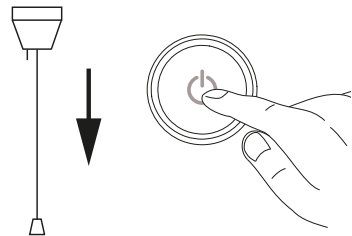
Insert a suitable coin or an 8 mm hexagonal key into the cap and turn to the left.

4



Rinse the filter in clean warm water removing any dirt or debris. Replace if the filter mesh is damaged. Make sure the filter is correctly refitted to the locked position.

5

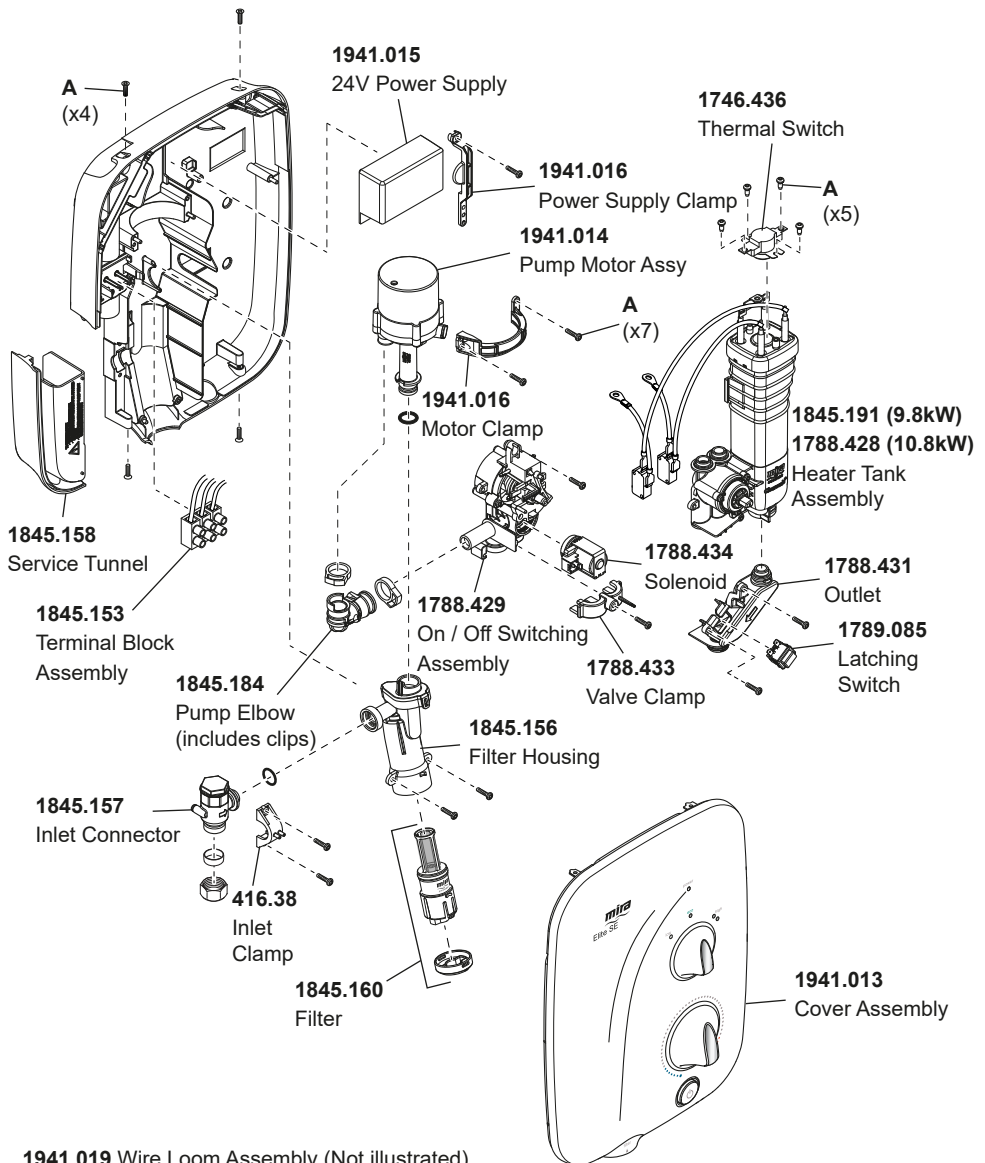


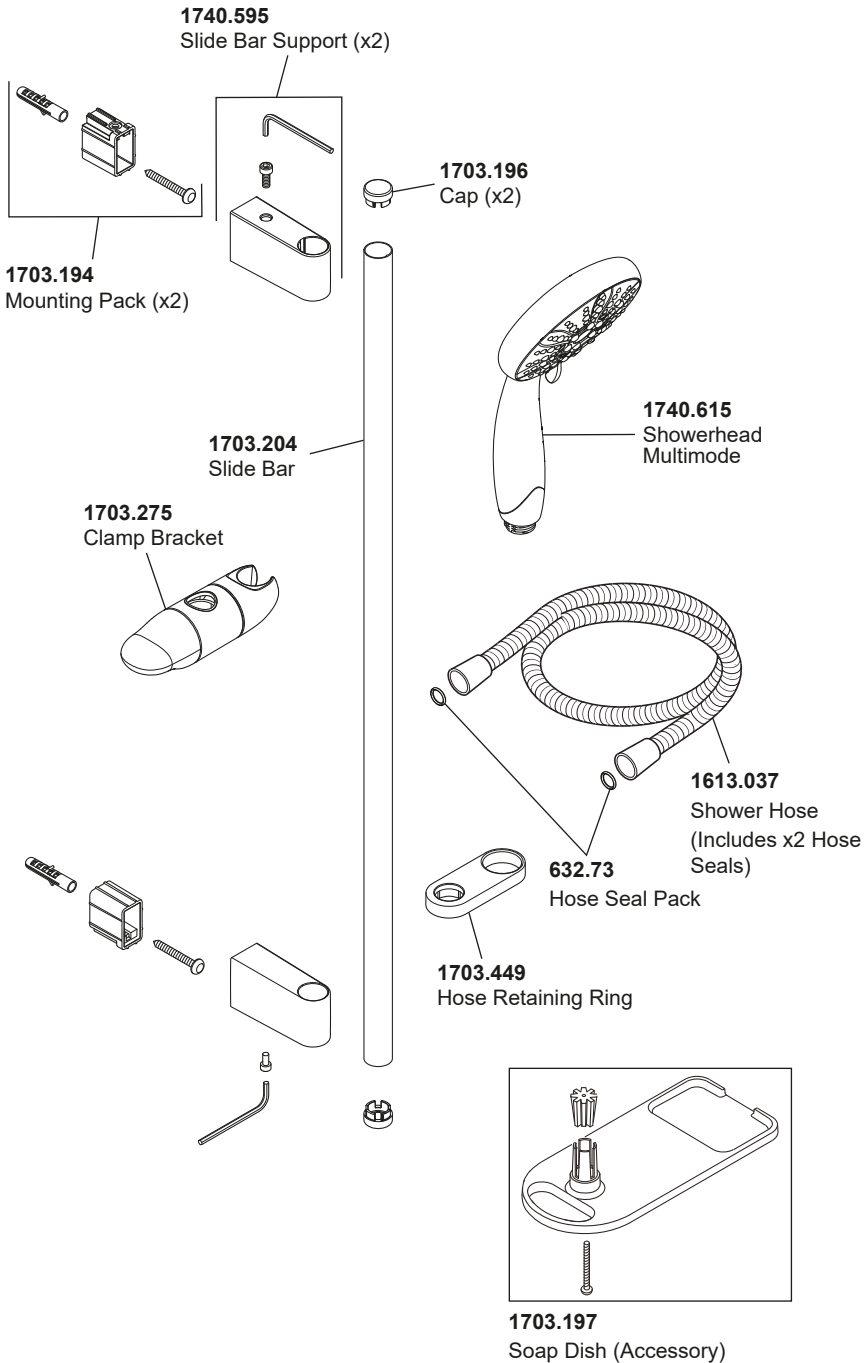
Switch the electrical supply **on** and start the shower.

Run the product for 5 minutes or until full flow is restored.

This will ensure all air is removed from the system.

Spare Parts





Notes

Customer Support

Guarantee

Your product has the benefit of our manufacture's guarantee which starts from date of purchase. This guarantee only applies in the United Kingdom and Republic of Ireland. To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 5978551 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 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, chemical attack, 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 or indirect 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 repaired or modified by persons not authorised by comply with the requirements of the TMV2 or repaired or modified by persons not authorised by TMV3 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.



Helpdesk Service

Contact 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 - contact 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. (Only available in the United Kingdom)



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. (Only available in the United Kingdom and Republic of Ireland) Ask about our fixed price service repairs.

To Contact Us: UK



0800 001 4040



Fax: 01242 282595



Email – Visit

www.mirashowers.co.uk/contactus



By Post: **Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire GL52 5EP**

To Contact Us: Eire Only



01 531 9337



E-mail:

CustomerServiceEire@mirashowers.com

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