AQUALISA

UNITY Q™

USER GUIDE

Contents

Safety Information

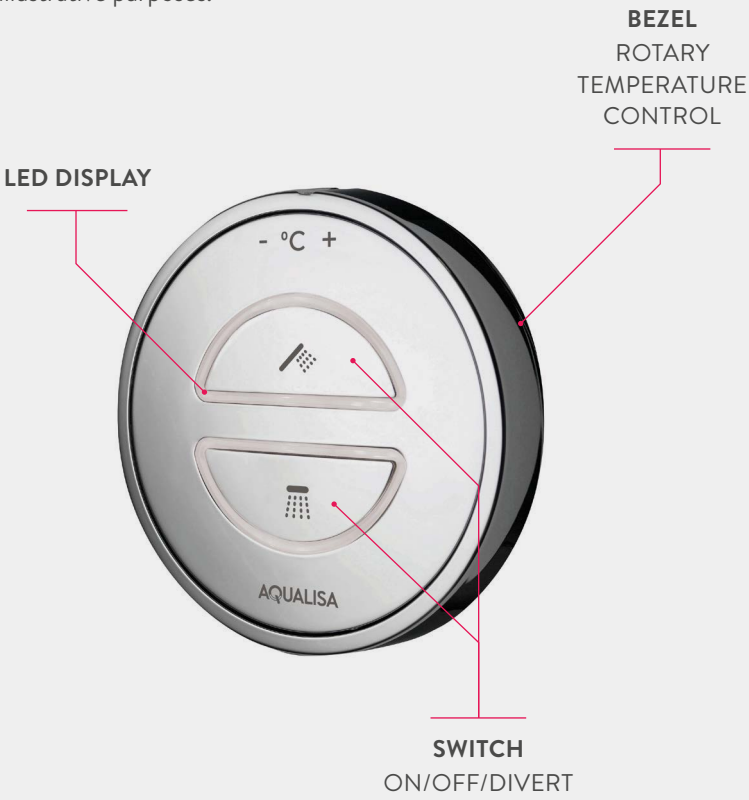
This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. 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).

Unity Q™ Controller*

*Dual Outlet (divert) 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 11 “Connecting to the App”. If you have any trouble downloading the Aqualisa app, check www.aqualisa.co.uk/smartapp for device compatibility.

Single Outlet Controller

START/STOP

TEMPERATURE

Adjust before
or during shower

BOOST

Increase flow rate
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 white LED display will flash until the selected temperature has been reached. When the LED display is constant, step into your shower and enjoy!
4. The temperature may be adjusted whilst in the shower.
5. Press the '+' (boost) on the controller to increase the flow of the shower when desired. To turn 'Boost' off, press the button again at any time.

   N.B. The strength of the boost will vary depending on the water system pressure and the configuration of the pipework. For further information, refer to the trouble shooting section and the Important Information section in the Smart Installation Guide.
6. 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 anytime by pressing the 'Start/Stop' button.

This can be enhanced by activating and using the free Aqualisa app. See pages 3 and 12 for details.

Dual Outlet (divert) Controller

START/STOP

Choose either outlet upon starting

TEMPERATURE

Adjust before or during shower

CHANGE OUTLET

Outlet can be switched whilst showering

1. Turn the temperature dial to the required setting. The temperature can be adjusted at anytime by turning the dial.
2. Press the desired outlet button on the controller to turn the shower on.
3. The white LED display will flash until the selected temperature has been reached.
4. When the LED display is constant, your shower is ready to use.

Whilst the shower is in use, if the 2nd outlet button is pressed, the 1st outlet will automatically stop and the 2nd outlet will start. Depending on system pipe runs, there may be a slight outlet temperature change when switching between outlets.

5. Press the active 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 11 for details.

Bath Controller

START/STOP

TEMPERATURE

Adjust before
or during bath fill

1. Turn the temperature dial to the required setting.
2. Press the ‘Start/Stop’ button on the controller to fill the bath.
3. The white LED display will flash until the selected temperature has been achieved.
4. The temperature may be adjusted whilst the bath is filling.
5. Press the ‘Start/Stop’ button on the controller to stop filling the bath.

The Aqualisa SmartValve™ for Unity Q™ bath has a maximum run time of 12 minutes as a precaution to prevent the bath from overflowing. The bathfill can be stopped at anytime by pressing the ‘Start/Stop’ button.

This time setting can be reduced by activating and using the free Aqualisa app. See pages 3 and 11 for details.

N.B. The app timer setting will allow you to select a duration of more than 12 minutes; however, this does not override the default maximum run time of the Aqualisa SmartValve™, meaning the water flow will stop after 12 minutes. Should a longer fill time be required, contact the Aqualisa Customer Helpline.

Setting Flow Rate

For Dual Outlet (divert) Controllers only

Your Unity Q™ dual outlet controller has a High flow or Low flow function available. Please note the factory default setting is Low flow on both outlets. To change the outlet flow rate settings, follow the instructions below.

1. Ensuring the Aqualisa SmartValve™ is powered, but without any outlets flowing, enable ‘Setup’ mode by first turning the temperature dial to full cold. Press and hold both buttons together for 5 seconds.

> *i* The LEDs will flash twice quickly and once slowly to indicate the controller is in 'Setup' mode.

2. When in ‘Setup’ mode, both outlet ‘Start/Stop’ button LEDs flash slowly to indicate flow is set to LOW FLOW mode. Quickly flashing LEDs indicate flow is set to HIGH FLOW mode.
3. Press the relevant ‘Start/Stop’ button to change the outlet flow as required.

   HIGH FLOW mode - quick flashing LEDs

   LOW FLOW mode - slow flashing LEDs
4. To save the desired settings and to exit ‘Setup’ mode, press and hold both ‘Start/Stop’ buttons together for 5 seconds until both LEDs remain on steady, without flashing. The LEDs will turn off as soon as the ‘Start/Stop’ buttons are released indicating all settings have been saved and ‘Setup’ mode has been exited.

Wired Remote

Single Outlet

1. Press the ‘Start/Stop’ button on the remote to turn the shower on.
2. The white LED display will flash until the selected temperature has been reached. When the LED display is constant, step into your shower and enjoy!
3. Press the ‘Start/Stop’ button on the remote or main controller to turn the shower off.

Dual Outlet (divert)

1. Press the wired remote button to turn the shower on.
2. Water will flow from the primary outlet as determined during the ‘Wired remote setup’ procedure. Refer to Wired Remote Installation and User Guide.
3. If required, push and hold the button for 2 seconds to stop the 1st outlet and start the 2nd outlet.
4. The white LED display will flash until the selected temperature has been reached.
5. When the LED display is constant, your shower is ready to use.
6. Press the remote or active button on the controller to turn the shower off.

Adjustable Head

Vita™ Head

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.

Rotate the spray plate lever clockwise or anticlockwise to select the desired spray pattern.

To select the preferred height for the shower head, squeeze the side levers together to allow the handset holder to move up or down the rail.

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: With the hose still attached, disengage the pivot clip by pushing in the outer grey button located on the front of the shower head (near to the hose connection). Remove the spigot from the bottom of the handset by using the hose to pull clear. To reattach: Ensure the hose washer is in the correct position, tighten the threaded spigot into the hose using a suitable spanner, taking care not to over-tighten. Reinsert the spigot into the handset and engage the pivot clip prior to placing the handset into the handset holder.

1. Inner

2. Middle

3. Outer

Bath Overflow Filler

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).

Fixed Head

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.

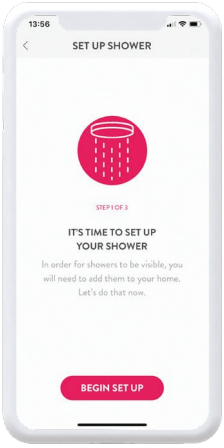
Connecting to the App

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 Wi-Fi set up, the Aqualisa SmartValve™ must be powered, but the shower must not be in use.

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.

For further advice, information on compatible devices, or if you have any trouble downloading the app scan the QR code or go to www.aqualisa.co.uk/smartapp.



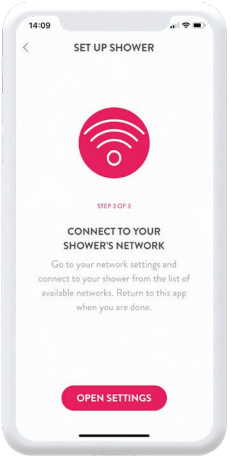
Set up Shower - Controller

Wi-Fi setup can only be activated via the main controller and not via a remote (where installed).

For shower controllers (2 buttons): Press and hold the Top button for 6-8 seconds.

For bath controllers (1 large button): Press and hold the button for 6-8 seconds.

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



Set up Shower - Wi-Fi

The Aqualisa app will direct you to the Wi-Fi 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 Wi-Fi 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 connected to the Aqualisa app and will switch to being solid to indicate a successful connection to your selected Home Wi-Fi.

A successful connection message will provide confirmation in the Aqualisa app journey and the LEDs on the controller will turn off to indicate 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 Aqualisa app troubleshooting at www.aqualisa.co.uk/smartapp.

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.
IMPORTANT: see page 6 “⚠” for special notes regarding Unity Q™ bathfill.

Caring for your Shower

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

Symptom	Possible cause	Action
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 Smart Installation Guide.
Pump noisy and low / no flow	Air lock (for Gravity fed systems only)	For models utilising a adjustable head kit; disconnect the handset from the hose, see Head section on page 9, lower the hose into the shower tray or bath. Set the temperature to fully cold and then start the shower. As the water starts to flow and increase in volume gradually 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 dial 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.
Boost button does not increase flow	Combination boiler output does not meet the flow demand	Check with boiler manufacturer for specification details.
	Aqualisa SmartValve™ is set to ECO mode	Refer to Setting Water System Mode section in the Smart Installation Guide.
	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.
Low / no flow	Seasonal conditions	See above point.
	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.

Low / no flow (continued)	Water supply issue	For Standard Aqualisa SmartValve™ - Ensure water is turned fully on at the mains and at the servicing valve in the supply.
		Ensure isolation valves are fully open.
	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 Smart Installation Guide.
	Aqualisa SmartValve™ pump not activating	Refer to Setting Water System Mode section in the Smart Installation Guide. Ensure mode is set to Normal or ECO Gravity setting.
	Aqualisa SmartValve™ is set to ECO mode	Refer to Setting Water System Mode section in the Smart 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 Smart Installation Guide.
	Airlock in water supplies (for gravity fed systems only)	See “Air lock” in Possible Cause section on page 14.
	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 Commission Instructions in the Smart 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 temperate 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 and are fully inserted and that there is no visible damage (this includes installations where a wired remote is fitted).
Water flows from incorrect outlet (divert models only)	Pipe work configured incorrectly	Refer to section: Diverter Controller Matrix in the Smart Installation Guide.
	Primary outlet setting not configured (for remote control use only)	Refer to section: Diverter Controller Matrix in the Smart Installation Guide.

Water dripping from outlets after use	Water retention in shower heads	Refer to page 9.
		Descale shower heads to clear spray jets.
	High pressure (unvented) water system requires servicing	Check the user guide for the 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, 6 and 12.

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

Have you Registered?

All 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

Register your guarantee
0800 408 4243

Need Help?

You can find Frequently Asked Questions at **aqualisa.co.uk**

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

Use Live Chat at
aqualisa.co.uk

Or email us at
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