

# Milano

## Digital Shower

### Installation Guide

**Contents**

Safety Information **Page - 2**

Specifications **Page - 4**

General Installation Schematic **Page - 5**

Installation **Page - 6**

Commissioning **Page - 10**

Troubleshooting **Page - 11**

Aftercare **Page - 16**

# Safety Information

---

## *Please read carefully...*

- ✓ This product must be installed by a qualified and competent person in accordance with all relevant current water supply regulations.
- ✓ All showers requiring an electrical connection must be installed by a qualified person following the latest version of BS7671 (Wiring Regulations) and certified to current building regulations.
- ✓ Before any electrical connections are made, the electricity supply must be turned off. Any electrical installation must be carried out only by a qualified person.
- ✓ This product is not intended for use by persons (including children) with reduced capabilities unless they are supervised or understand the instructions for the safe use of this product.
- ✓ The shower must be not used with a hot water supply temperature over 75°C.
- ✓ Hot and Cold water should be balanced and set at a pressure of at least 1 bar minimum.
- ✓ The processor is supplied factory pre-set at a maximum temperature of 38°C. The maximum temperature can be calibrated to be higher.
- ✓ This product is suitable for domestic use.

# Installation Information

---

## **Processor**

- ✓ The units need a constant supply of water at a stable temperature delivered at 1 bar of pressure or more. Other water using products on the system should not significantly affect either the temperature or flow. If a pump is used to boost pressure in a Gravity fed system it should be installed on the supply side of the Processor and Diverter. Ensure that all instructions are followed for a successful installation.
- ✓ **Important:** The processor must be installed in a location that is safely accessible for servicing and maintenance purpose.
- ✓ This processor must not be installed in situations where either the ambient temperature is likely to exceed 40°C or where freezing may occur.

## Control Panel

- ✓ The control panel must not be installed in situations where the ambient temperature is likely to fall below 5°C or rise above 40°C. It is water proof and is powered by a low voltage supply, so can safely be installed in a showering area.

## Cables

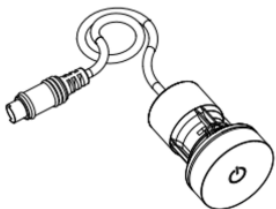
- ✓ Cables which are chased into the wall must be protected by a conduit or sheathing to allow removal for service or maintenance.
- ✓ Surface mounted cables should be protected by a conduit, even in a loft, where there may be a risk of damage from vermin.
- ✓ Please check for hidden pipes or cables before drilling any holes.

## Pipework

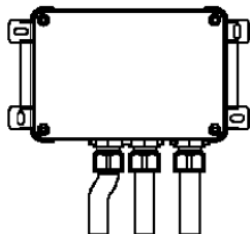
- ✓ Long pipe runs, on both inlet and outlet, will reduce the flow rate at the shower head, 22mm pipe should be used for supply and reduce down to 15mm as close to the processor as possible to reduce pressure losses and help maintain flow rate. To optimize performance minimize the number of elbows used.
- ✓ Install isolating valves on the supply pipes to enable easy maintenance.
- ✓ All copper pipework must be cross-bonded and connected to an earth point.
- ✓ Before connecting pipework to the valves, flush for at least 5 minutes to ensure that any debris is washed out.

## Box Contents

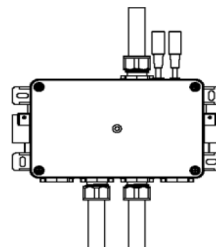
Control Panel x 1



Processor x 1



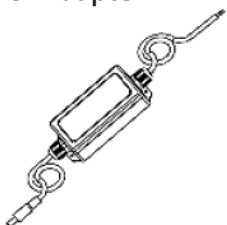
Double Outlet Diverter x 1



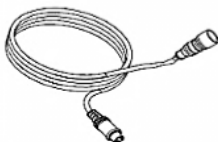
Display Panel x1



Power Adapter x 1



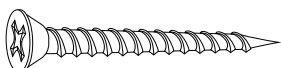
2m Extension cable x 1



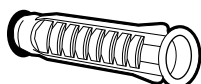
Communication cable x 1



Screw 3.5x25mm x 6



Wall plugs x 8



Red o-ring x 5



Please note : Red o-rings should be fitted on all female connectors during assembly to ensure they are watertight

# Specifications

---

## Electrical Parameters

Input Supply Voltage : **AC110V-230V 50Hz-60Hz**

Supply voltage of control panel, processor and diverter : **DC12V**

Maximum load : **18W**

## Water Pressures

Inlet cold water static pressure : **1bar-10bar**

Inlet cold water dynamic pressure : **1bar-5bar**

Inlet hot water static pressure : **1bar-10bar**

Inlet hot water dynamic pressure : **1bar-5bar**

Outlet water flow rate @ 3 bar : **25L/min**

## Temperatures

Maximum Temperature (FACTORY PRESET) : **38°C**

Maximum Temperature (SETTING RANGE) : **25°C-45°C**

Minimum Temperature : **25°C, Full cold water selectable**

High Temperature Protection : **49°C**

Temperature Stability : **+/- 1°C at recommended supply conditions**

Hot water range : **55-75°C**

Cold water range : **5-25°C**

Ambient temperature : **5-40°C**

Humidity : **95% non-condensing**

## Times

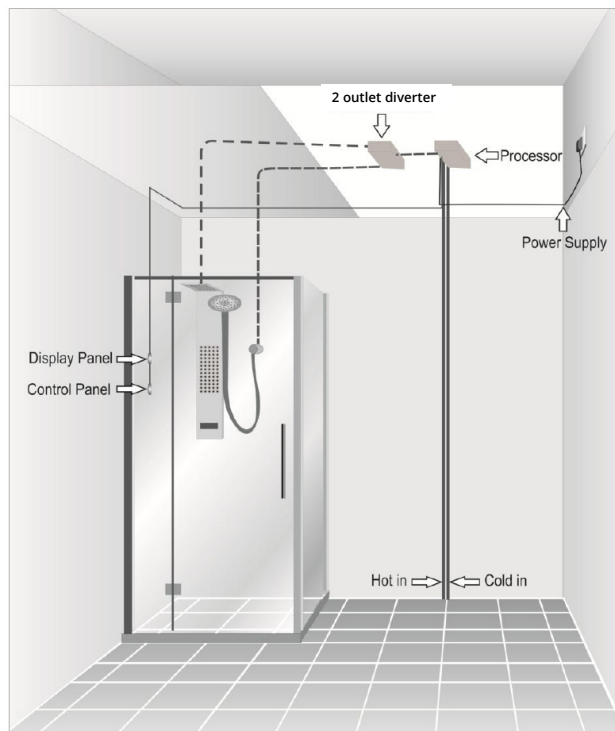
Power off water protection time : **≤3s**

Cold water supply failure protection : **≤2.5s**

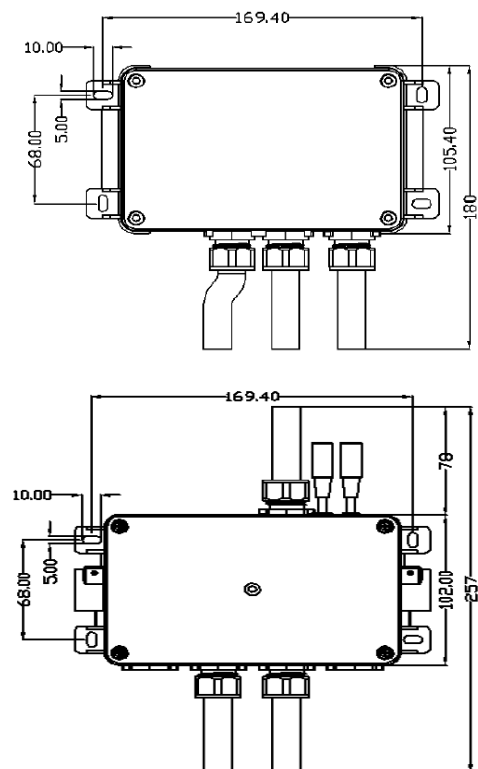
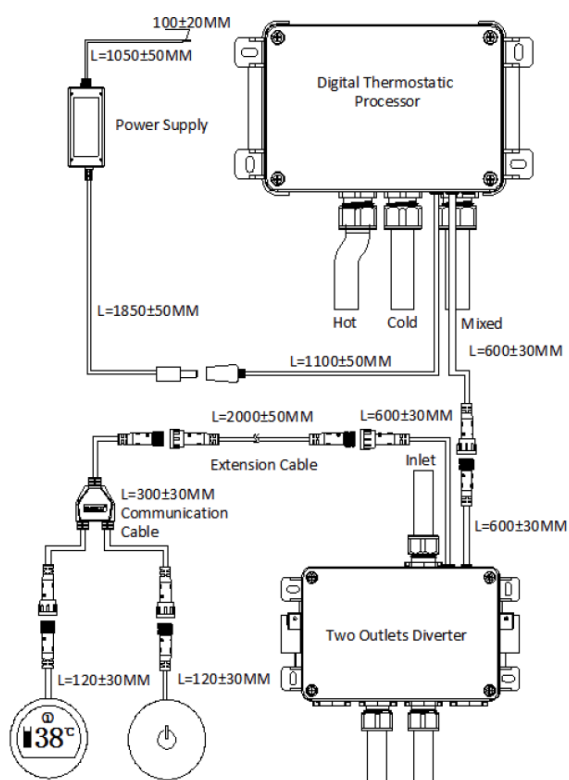
IP RATING : **IPX4**

# General Installation Schematic

**IMPORTANT :** Do not seal the processor in the wall, you must leave a method of easy access for maintenance purposes.



# System Connection Schematic

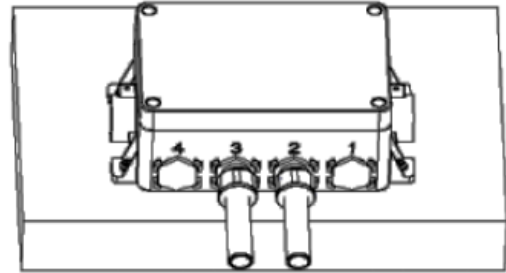
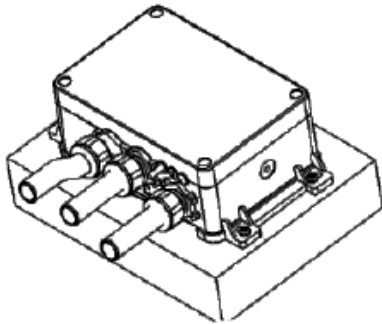


# Installation

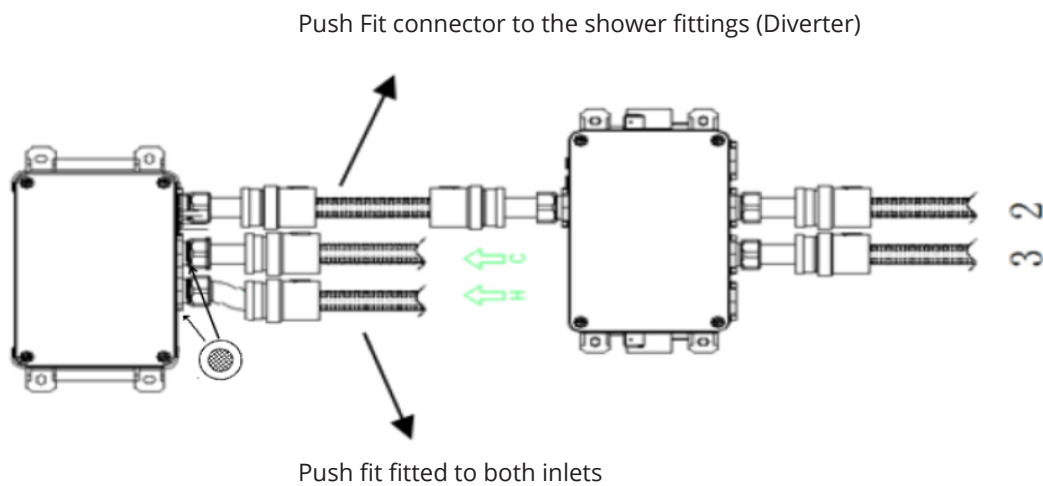
**Step 1 :** Mark the fixing holes for the processor and diverter in the required position (as per the drawing on page.5)

**Step 2 :** Drill out the holes and insert wall plugs.

**Step 3 :** Secure the Processor and Diverter in position with the fixing screws.



**Step 4 :** The processor and diverter are fitted with copper tails. We recommend using push fit connectors for installation.

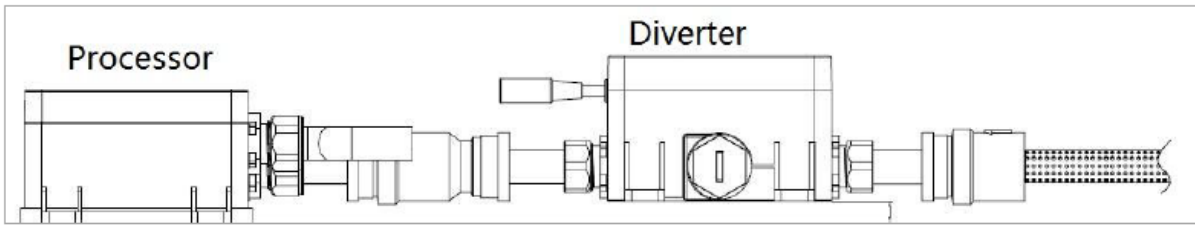


**NOTE:** Flush out the hot and cold supply pipes for 5 minutes minimum before connecting.

All inlets and outlet are pre-assembled to ensure water tightness. There is no need to further tighten the brass nuts, otherwise it might affect water sealing over time.

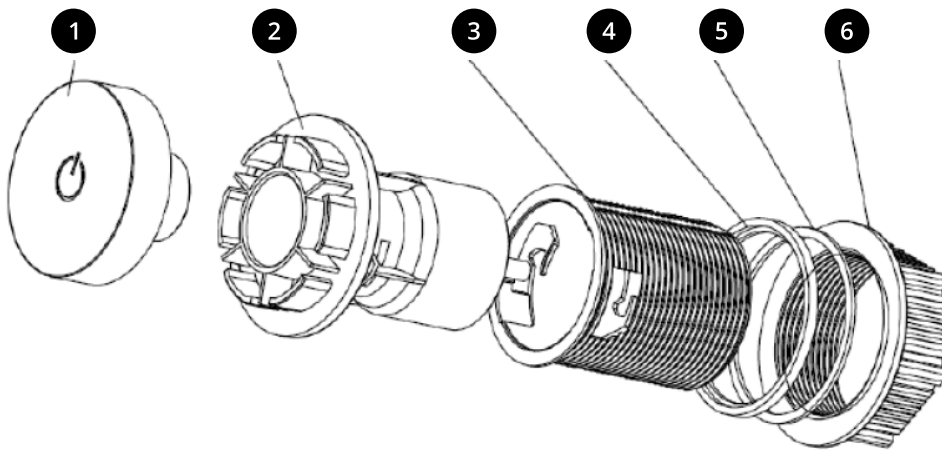
Ensure hot and cold water supply connect with the correct inlets. Hot and cold water inlets are labelled in red and blue, respectively.

Ensure that all the pipe work is perpendicular to the processor or diverter, not at an angle. Otherwise, external force applied on the inlet might cause leaking over time.



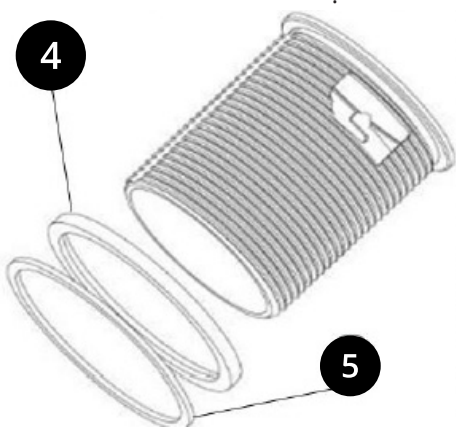
When connecting the water supplies do not apply lateral force to the inlets.

### Panel Installation

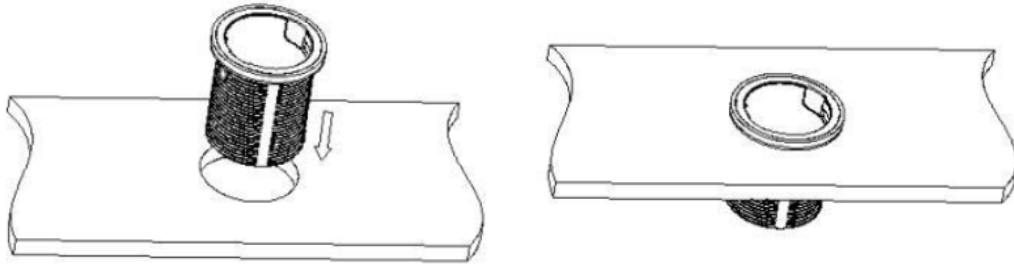


- 1 Control Knob
- 2 Control Body
- 3 Installation bracket
- 4 Chrome Plated ring
- 5 Foam Sealer
- 6 Clamp nut

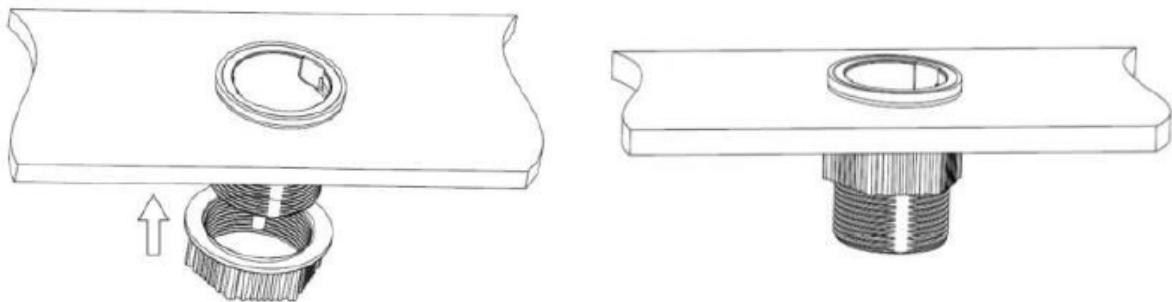
Step 1 : Put the Foam Sealer and Chrome Plated Ring on the installation bracket



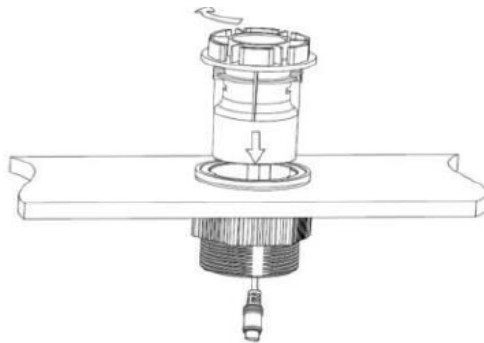
Step 2 : insert the installation bracket into the hole in the wall / installation surface .



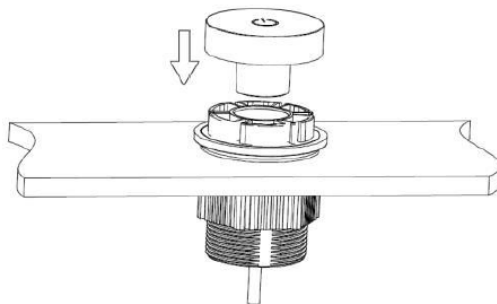
Step 3 : Screw the clamp nut onto the installation bracket to secure it to the wall.



Step 4 : Insert the control body and turn clockwise to lock the control panel on the wall.



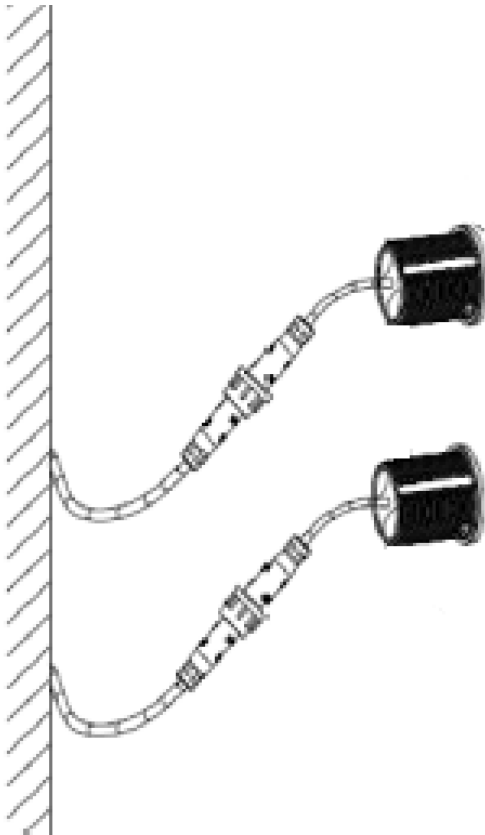
Step 5 : Push the control knob onto the control body to complete.





Step 6 : Repeat the same steps to install the display panel.

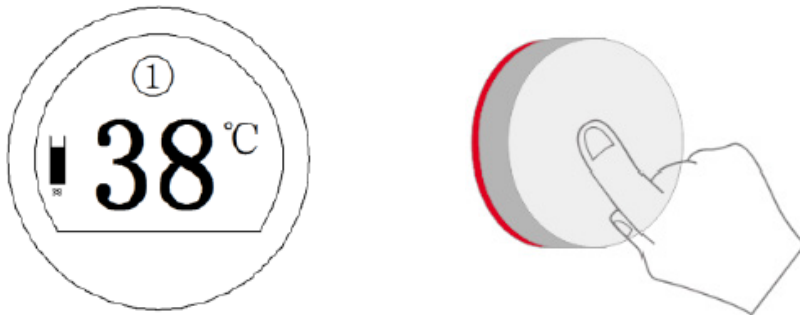
Step 7 : Attach the control and display panel to the communication cable coming from the wall or shower panel. *Remember to put the red o-rings on any female connectors before connecting.*



# Commissioning

**Power on Processor** - Turn on the mains supply to the processor and diverter so that the system is in standby.

**Power on control panel** - Press the knob once to turn on the system, and the knob will illuminate Purple. The display screen shows the setting temperature. Factory pre-set temperature is 38°C



**Outlet selection** - Users can reset the outlet function freely, but remember that the system should be off before resetting. Long press the knob of the control panel for 5s to enter the menu. Now start resetting the first outlet, you will see "1" on screen. Check below Menu Description Table, turn the knob clockwise or anti-clockwise to choose the right icon you need, and press the knob to validate it, and the system itself will enter the second outlet setting "1". Repeat above setting steps to finish the rest three outlets. Once you finish four outlets, the system will be off automatically. Press the knob again, it will run according to your customized setting. If you want to reset it again, just copy above steps.

## Menu Icon Description table

Icons						
Light Flashing	Orange	Red	Green	Blue	White	Cyan
Function	Outlet Block	Rain Shower	Back Shower	Handset Shower	Waterfall Shower	Bath Filling

## Temperature Adjustment

To increase the water temperature, turn the knob clockwise. The maximum temperature setting is 45°C- the

knob will illuminate red when the temperature is between 40 and 45°C, and you will see temperature on screen. To decrease the temperature, just turn the knob anti-clockwise. The minimum temperature will depend on your

cold water supply. The knob will illuminate blue when the temperature is less than 25°C, and the display screen shows "COLD". In normal use, the system will remember the last water temperature setting when it is powered on again.

**Power Off** - Press the knob again to turn off the water flow. The light under the knob will turn off.

# Troubleshooting

No.	Error Message or Functional Issue	Possible Causes	Solutions
1	No Display	No Power Supply	Check and connect the power supply
2	COLD INLET FAILURE	No cold water supply	Check and turn on cold water supply
		Inlet hot water pressure is too high	Reduce inlet hot water pressure $\leq 5\text{bar}$
		Hot and cold water inlets are reversed	Check and re-connect hot and cold water supply
		Processor failure	Replace processor
3	TEMPERATURE CONTROL FAILURE	Ambient Temperature is less than $0^{\circ}\text{C}$	Restart the system after ambient temperature is above $0^{\circ}\text{C}$
		Hot water temperature sensor failure.	Replace processor.
4	INLET TEMPERATURE SENSOR FAILURE	Ambient Temperature is less than $0^{\circ}\text{C}$	Restart the system after ambient temperature is above $0^{\circ}\text{C}$
		Hot water temperature sensor failure.	Replace processor.
5	OUTLET SWITCH FAILURE	Motor failure.	Replace processor.

No.	Error Message or Functional Issue	Possible Causes	Solutions
6	CONNECTION ERROR	Cables are not connected.	Check and connect cables.
		Cables are not well connected.	Restore damaged pin of connector, and connect properly.
		Connector of Processor Failed.	Replace Processor.
		Connector of Diverter Failed.	Replace Diverter.
		Connector of Control Panel Failed.	Replace Control Panel.
7	INLET HOT WATER TEMPERATURE OVER 85°C	Inlet hot water temperature is over 85°C.	Adjust inlet hot water temperature to be less than 85°C.
8	INLET HOT WATER TEMPERATURE IS TOO LOW	No hot water supply.	Check and turn on hot water supply.
		Inlet hot water temperature is too low.	Adjust inlet hot water temperature to be over 55°C.
		Check-valve in hot water inlet is blocked.	Check and clean.
		Hot water inlet filter is blocked.	Check and clean.
		Inlet cold water pressure is too high.	Reduce inlet cold water pressure $\leq 5\text{bar}$ .

# Troubleshooting

No.	Error Message or Functional Issue	Possible Causes	Solutions
8	INLET HOT WATER TEMPERATURE IS TOO LOW	Processor is too far from the hot water source so that mixed water cannot reach pre-set temperature within 2 minutes	Increase hot water temperature at source.
			Reduce the distance that hot water has to travel or insulate the hot water pipe.
		Hot and cold water inlets are reversed.	Check and re-connect hot and cold water supply.
9	INLET COLD WATER TEMPERATURE IS TOO HIGH	Inlet cold water temperature is too high.	Adjust inlet cold water temperature less than 25°C .
		Check-valve in cold water inlet is blocked.	Check and clean.
		Cold water inlet filter is blocked.	Check and clean.
		Inlet hot water pressure is too high.	Reduce inlet hot water pressure $\leq 5\text{bar}$ .
		Hot and cold water inlets are reversed.	Check and re-connect hot and cold water supply.
10	PROCESSOR SOUNDS AS THOUGH IT IS REPEATEDLY CLICKING	Water supplies can't reach the pre-set temperature, and system keeps on adjusting temperature.	Ensure the temperature and pressure of hot water and cold water is within the specified range.

# Troubleshooting

No.	Error Message or Functional Issue	Possible Causes	Solutions
8	INLET HOT WATER TEMPERATURE IS TOO LOW	Processor is too far from the hot water source so that mixed water cannot reach pre-set temperature within 2 minutes	Increase hot water temperature at source.
			Reduce the distance that hot water has to travel or insulate the hot water pipe.
		Hot and cold water inlets are reversed.	Check and re-connect hot and cold water supply.
9	INLET COLD WATER TEMPERATURE IS TOO HIGH	Inlet cold water temperature is too high.	Adjust inlet cold water temperature less than 25°C .
		Check-valve in cold water inlet is blocked.	Check and clean.
		Cold water inlet filter is blocked.	Check and clean.
		Inlet hot water pressure is too high.	Reduce inlet hot water pressure $\leq 5\text{bar}$ .
		Hot and cold water inlets are reversed.	Check and re-connect hot and cold water supply.
10	PROCESSOR SOUNDS AS THOUGH IT IS REPEATEDLY CLICKING	Water supplies can't reach the pre-set temperature, and system keeps on adjusting temperature.	Ensure the temperature and pressure of hot water and cold water is within the specified range.

# Troubleshooting

No.	Error Message or Functional Issue	Possible Causes	Solutions
11	WATER COMES OUT OF MORE THAN ONE OUTLET	Electronic valve inside diverter is blocked.	Replace the Diverter.
			Open the diverter and clean inside to remove debris.
12	OUTLET TEMPERATURE FLUCTUATES	Temperature of hot water supply is too low.	Check and ensure the temperature of hot water is between 55-75°C.
		Inlet hot and cold water pressure is not stable	Check and ensure the water pressure supply is stable.
		Inlet hot and cold water pressure difference is not stable.	Ensure the pressure difference between hot and cold supply are maintained.
		Water flow is too low.	Ensure the water pressure is under the specified range.
13	WATER OUTLET IS LETTING BY	Cartridge is blocked by debris.	Turn on/off the valve after times.
		Cartridge failed.	Replace processor.
14	THE PROCESSOR IS LEAKING	Inlet pressure is too high.	Ensure the water pressure is under the specified range.
		Over-rotate the brass inside seal.	Do not over-rotate.
		Seal damaged during installation	Replace the processor.

## Warranty Information

---

- *To find the specific guarantee for your product please refer to the website.*
- *The guarantee starts from the date of purchase.*
- *The guarantee covers you against issues caused as a result of manufacturing related issues, it does not apply to issues that are found to be a result of poor installation.*
- *Labour costs for installation of the product are not covered under this warranty.*

## Aftercare

---

Clean any marks with a soft dry cloth, for stubborn stains please clean with mild soapy water and buff out with a soft cloth.

DO NOT use abrasive or acidic cleaners, if you are unsure, please contact us first.

## Recycling & Disposal

---

The Waste Electrical and Electronic Equipment Directive (WEEE Directive) is the European Community directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE) which, together with the RoHS Directive 2002/95/EC, became European Law in February 2003. The WEEE directive aims to reduce the amount of electrical equipment being produced and to encourage everyone to reuse, recycle and recover it. In support of these guidelines and for environmental safety, do not dispose of any electrical equipment including those marked with the below symbols. When replacing old electrical devices with new ones the retailer is legally obligated to take back your old items for disposal free of charge. You can also recycle your old electrical devices free of charge at your local recycling centre. Please contact your local council for more information.

## Contact Us

---

MILANO

Unit 1&2

Burnley

BB11 5UB