

AKW Electric Showers

FAULT FINDING GUIDE



Make sure of the following:

- Instructions are left on site.
- End-user has been shown correct operation of the shower.
- Cold water mains fed supply, not tank fed.
- Dynamic water pressure - Minimum 1 Bar for optimum performance (and BEAB CARE compliance).
- Dynamic water pressure - Minimum 0.5 Bar and non-fluctuating.
- Static water pressure - Maximum 10 Bar.
- Do not use fittings which cannot be removed.
- Cold water feed is not directly next to a hot pipe, so causing heat transfer and warming the cold water.
- No non-AKW approved handsets/hoses e.g. illuminated or integrated on/off button.
- Mains voltage within 207 V to 253 V AC.
- Unit is not siliconed around bottom half of base as water needs to escape if PRD is activated.
- Note: a running shower automatically reverts to standby after preset time - can be set at 5, 10, 20 or 30 minutes via DIP switches (excluding iSure).

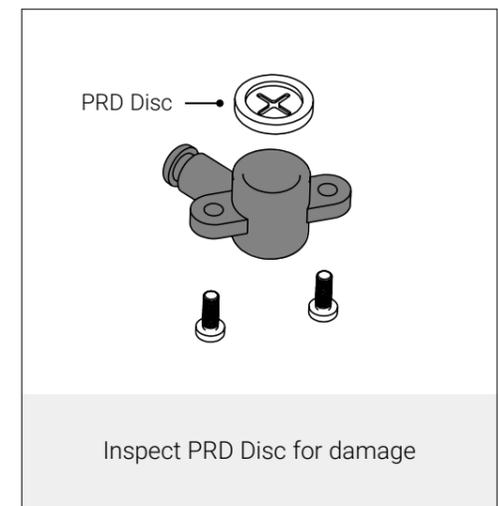
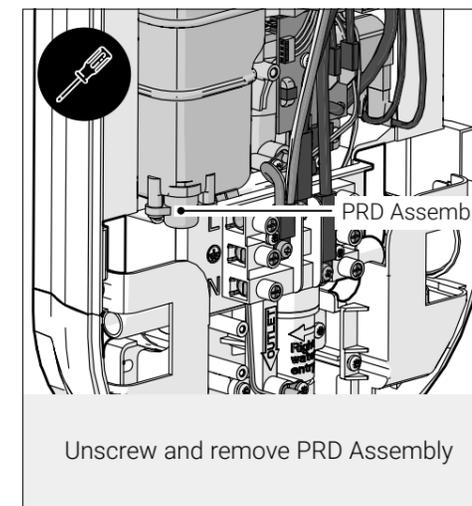
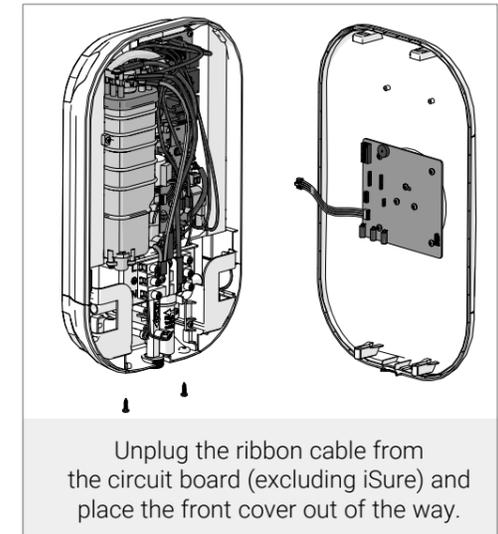
Read and understand the user guide before commencing troubleshooting.

Fault	Indication	Symptoms
Water from rear of the unit	Obstruction in hose or handset or sudden flow of high pressure.	PRD activated. Non-product issue - see page 3.

Note: iSure is a non-thermostatic shower and outlet temperature can fluctuate dependent on flow rate and inlet temperature.

Checking the Pressure Relief Device

This should be done only if you suspect incoming water pressure was too high or a possible blocked shower handset has activated the device.



Ensure that the electrical supply is switched off at the mains.

Ensure that the water supply is turned off.

Remove the front cover and unplug ribbon cable (excluding iSure).

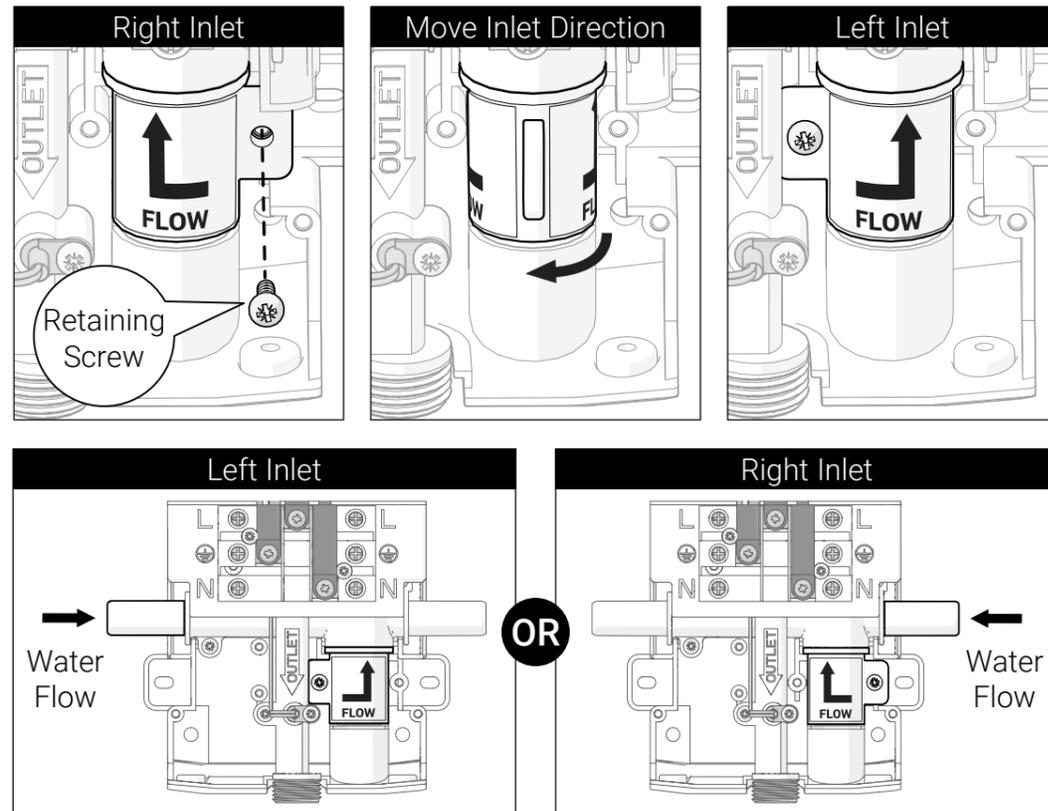
Using a cross head screwdriver, unscrew the PRD Assembly.

If the PRD has been activated and the disc has split, order a replacement part online: orders.akw-ltd.co.uk or see back page - stock code: 21-005-401.

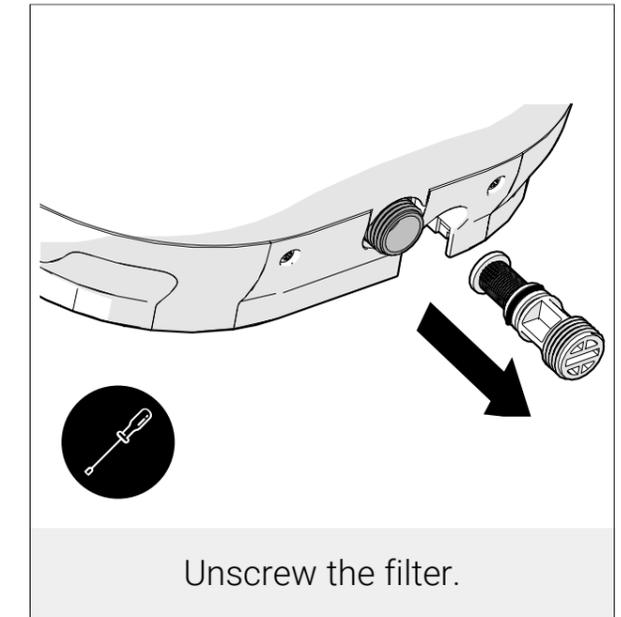
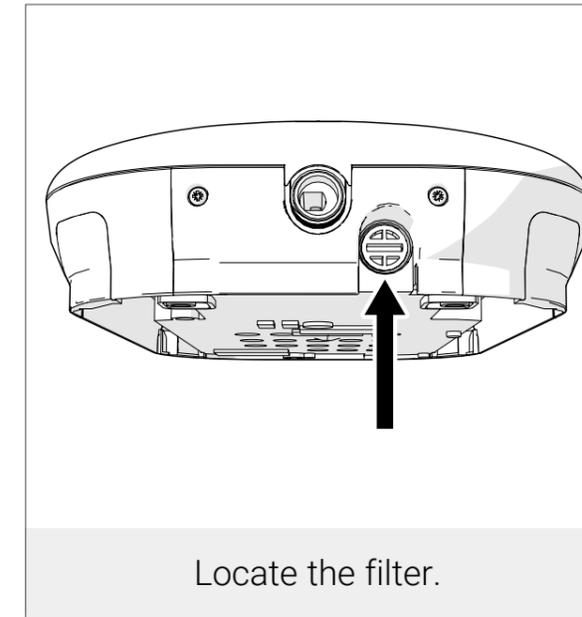
Determining Water Inlet Direction

Remove retaining screw and rotate diverter valve to left or right as desired. Reinsert screw to secure before connecting water supply.

 **Note:** If valve is tight when rotating, use a flat head screwdriver under tab to free it.



This should be done only if you suspect reduced flow rate or water hardness build up.



Ensure that the electrical supply is switched off at the mains.

Ensure that the water supply is turned off.

Using a flat head screwdriver, unscrew the filter.

Rinse the filter in water and once this is clean then return to the inlet housing.

If need to order a replacement part, order online: orders.akw-ltd.co.uk or see back page - stock code: 21-005-400.

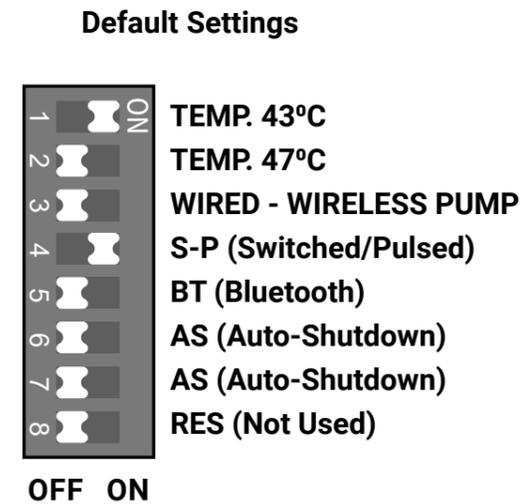
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Fault	Indication	Symptoms
Low pressure	POWER BUTTON LED : dim TEMP LEDs : #1 only FLOW LEDs : none	Flow rate less than ~1.0 lpm Possible causes include low water pressure, starvation of supply or blockage in the inlet filter or outlet hose/handset.
Inlet thermistor	POWER BUTTON LED : dim TEMP LEDs : #1+2 FLOW LEDs : none	Faulty inlet thermistor. Shower continues to run, but heating elements are disabled.
Outlet thermistor	POWER BUTTON LED : dim TEMP LEDs : #1+2+3 FLOW LEDs : none	Faulty outlet thermistor. Shower continues to run, but heating elements are disabled.
Wireless pump	POWER BUTTON LED : dim TEMP LEDs : #1+2+3+4 FLOW LEDs : none	Wireless signal lost for >10 seconds while shower running. (Wireless link not active while shower in standby).
Instantaneous Overtemperature	POWER BUTTON LED : Dim TEMP LEDs : #1+2+3+4+5 FLOW LEDs : None	Shower continues to run, but heating elements are displayed. Re-enabled when overtemperature is resolved when the shower is running.
Uncontrolled Overtemperature	POWER BUTTON LED : dim TEMP LEDs : #all FLOW LEDs : none	Shower shutdown immediately. I.e. no phased shutdown. Display error will persist until electricity supply has been isolated and reinstated. No operation until heater tank either cools naturally or is 'cold flushed'. Possible causes include component failure or sudden starvation of water supply.

Note: all errors flash rate 1 sec on / 1 sec off

In the event that the shower fails to respond to any push-button or exhibits unusual performance characteristics during operation, turn off the electrical supply by operating the pull-cord switch or isolating switch. Wait for a few seconds for the shower to reset, then turn the power back on and press the on/off button. If the problem persists, note which fault LED is lit or flashing and contact AKW Technical Enquiries (01905 560 219 | tech@akw-ltd.co.uk).

The DIP switch is located on the front cover PCB.



Temperature	Switch 1	Switch 2	Range
	OFF	OFF	30 - 41°C (BEAB Care)
	ON	OFF	30 - 43°C (Default Setting)
	OFF	ON	30 - 47°C
	ON	ON	30 - 41°C (BEAB Care)
Pump Connection	Switch 3	Switch 4	Instruction
	OFF	OFF	Wired pump on: switched / wireless pump off
	OFF	ON	Wired pump on: pulsed / wireless pump off
	ON	OFF	Wireless pump on / wired pump off
	ON	ON	Wireless pump on / wired pump off
Bluetooth	Switch 5	Instruction	
	OFF	Bluetooth disabled	
	ON	Bluetooth enabled	
Auto-Shutdown	Switch 6	Switch 7	Duration
	OFF	OFF	30 Minutes
	ON	OFF	20 Minutes
	OFF	ON	10 Minutes
	ON	ON	5 Minutes

If BEAB Care (30 - 41°C Range) is selected, the shower will 'beep' once when the isolator is switched on.

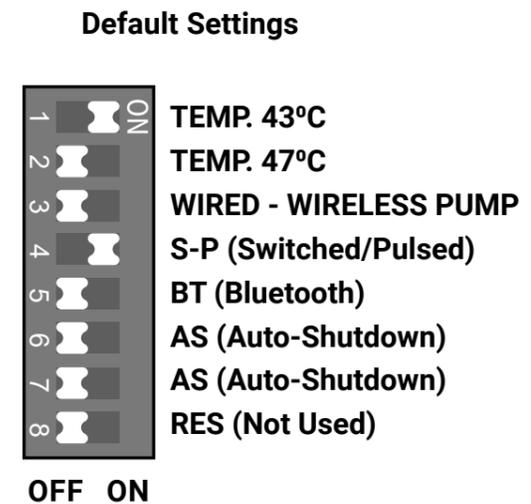
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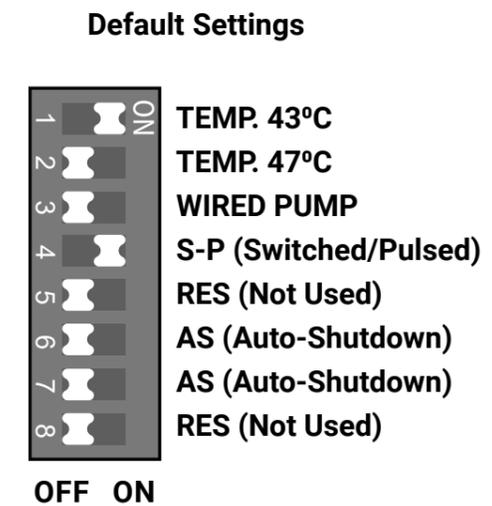
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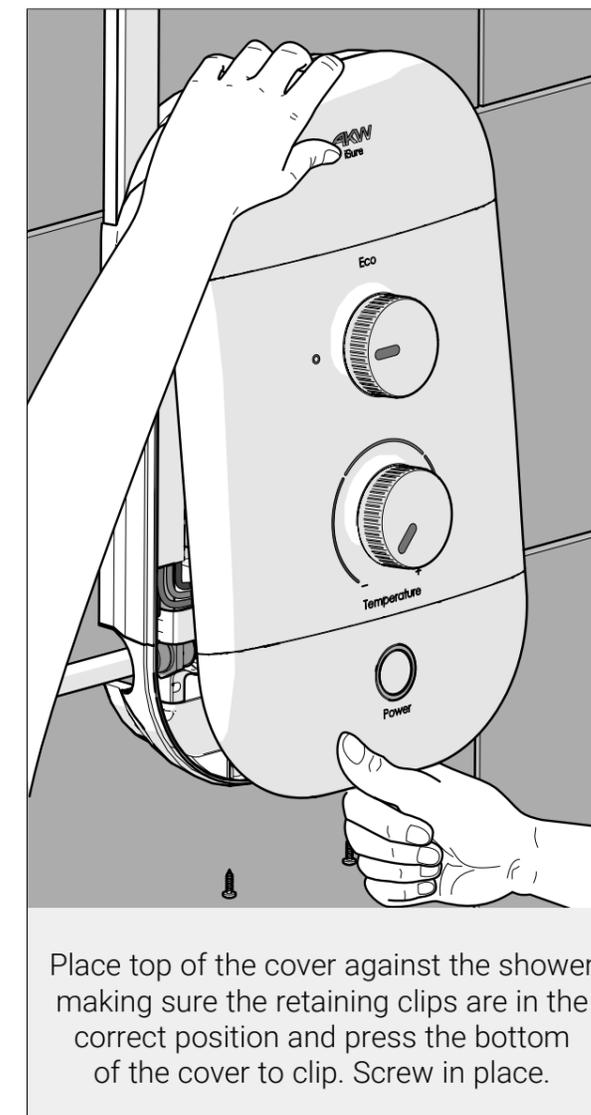
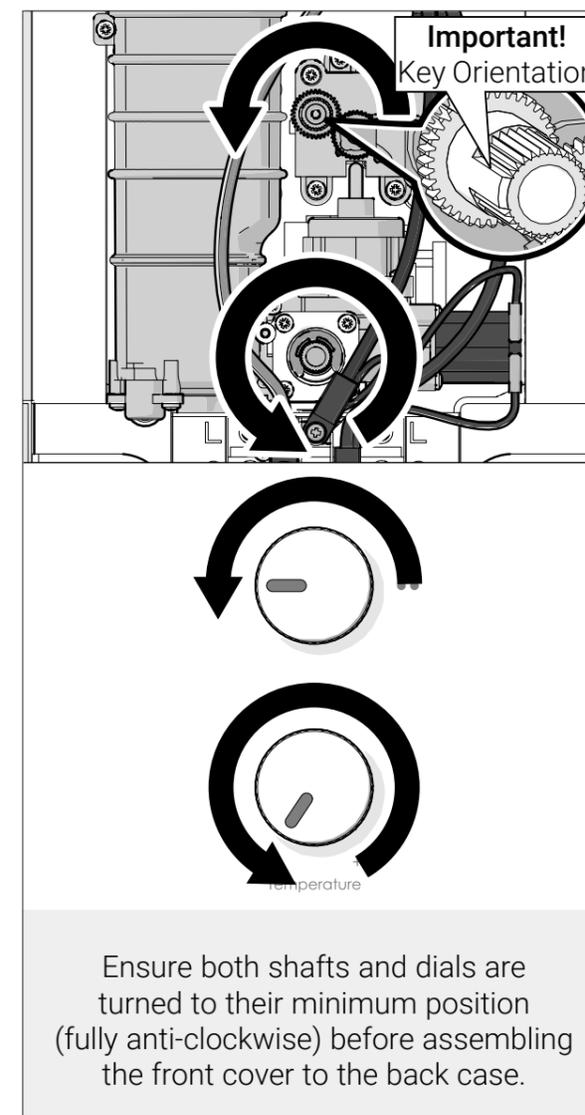
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Fault	Possible Cause	Remedy
No Water Flow	Water isolating valve in off position	Turn on isolating valve
	Filter blocked	Isolate water supply, remove filter and clean
	Isolating switch not on	Turn on isolating switch
Water temperature too hot	Insufficient water flowing through the shower	Clean the handset. Increase the flow by adjusting the temperature control knob to cooler setting
Shower runs too hot and cold during use	Water pressure is below minimum requirement. This may be caused by other appliances on the same pipework drawing water	Check running pressure (minimum of 0.7 bar) Wait until pressure increases
Shower temperature cycles between hot and cold	Shower temperature is set too high causing the thermal cut out to turn off heating elements to reduce the water temperature	Turn shower temperature control anticlockwise to reduce the water temperature

Refit the front cover taking care not to trap wires.

Use only the supplied screws to secure the front cover. Failure to do so may cause internal damage to the appliance.



Fault	Cause	Remedy
LED not emitting	Coin cell is installed in the wrong orientation	Flip the coin cell so that positive side is exposed. To re-connect, see pairing (page 3).
LED flashes twice every 10 seconds	Coin cell needs replacing	Replace with CR 2032 3V coin cell battery. To re-connect see pairing (page 3).
LED flashes 3 times on remote, but won't connect	Too far away from shower unit (max 20 m)	Move closer to the shower unit.
	Shower isolation switch turned off	Turn on shower isolation switch.
	Not paired	See pairing (page 3).

Pairing

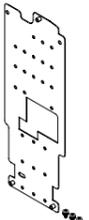
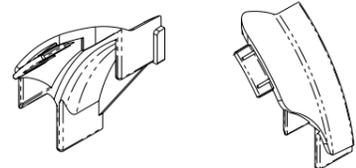
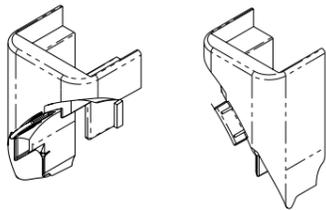
- 1 Set shower into pairing mode (see shower instructions).
- 2 Press and hold the remote control's button for approximately 5 seconds. The remote control's LED will flash once and this will now be paired with the shower. Shower LED will stop flashing when pairing is complete.

(Extracted from page 3 in Remote On Off Instructions.)

Fault	Cause	Remedy
LED not emitting	Batteries installed in the wrong orientation	Ensure + & - symbols are matched with the case. Follow pairing steps to reconnect.
LED flashes twice every 10 seconds	Batteries need replacing	Replace with AAA batteries. Ensure + & - symbols are matched with the case. Follow pairing steps to reconnect
LED flashes 3 times on remote, but won't connect	Too far away from shower unit	Move closer to the shower unit
	Isolation switch turned off	Turn on isolation switch
	Remote control and shower are not paired	Follow pairing steps to reconnect

Pairing

1. Set Shower into Bluetooth Pairing mode (see 21-005-103 SmartCare Plus Electric Shower Instructions).
2. On the Remote Control, press and hold the + Temp & + Flow buttons simultaneously for 5 seconds then release.
3. Remote Control LED will flash once.
4. On the Remote Control, press and hold the power button until the LED turns on and then off.
5. Remote Control LED will flash once.
6. Remote Control is now ready for use.

Stock Code	Description	Item
21-005-326	Electric Showers Fitting Plate Assembly	
21-005-399	Inlet Covers	
21-005-400	Filter	
21-005-401	PRD	
21-005-412	MT4 40 x 25 Trunking Adapter	
21-005-427	Pressure Measurement Adapter	

For more accessories or spares relating to shower kits, go to: orders.akw-ltd.co.uk.

Contact

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Orders & Quotes

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