

Troubleshooting

NOTE: To maintain the performance of the shower panel. The thermostatic valve needs to be cleaned at least once a year. More frequent cleaning is needed if water has high mineral content.

NOTE: Proper pressure must be maintained for the thermostatic valve to work properly. Make sure water pressure is about the same on both hot and cold water side.

1. Water is Either Only Hot or Only Cold

Solution: If the newly installed shower panel fails to regulate temperature, the first step is to check the water supply hoses. The thermostatic valve will not work if the hoses are installed backward. Contrary to common plumbing belief, it does matter which side they are installed, as the valve has a hot side and a cold side. If the hoses were installed in reverse, you should simply switch the hoses back. Also check for dirt or sediments in the check valves. Sometimes dirt can inadvertently lodge in the check valve making it not to open therefore cutting off water flow to the unit. The check valves can be cleaned by cotton swabs. Make sure the check valves are free of dirt and operate as normal.

2. Failure to Mix Hot and Cold water

Solution: The first thing to check is the water pressure at both inlets. The water pressure should be equal for both hot and cold water side. The thermostatic valve will not work properly if there is a lack of water pressure due clog, damaged shutoff valve, or damaged check valve. The pressure issue will need to be resolved before the valve can operate properly. Unbalanced water pressure will make it harder to achieve desired water temperature. The water will be either too hot or too cold.

3. Water Temperature is Either Too Hot or Too Cold

Solution: If proper water pressure is maintained but the panel is not able to maintain desired water temperature. The thermostatic valve may also need to be recalibrated. Please follow the calibration instruction in this installation guide.

4. Low Water Pressure / Flow

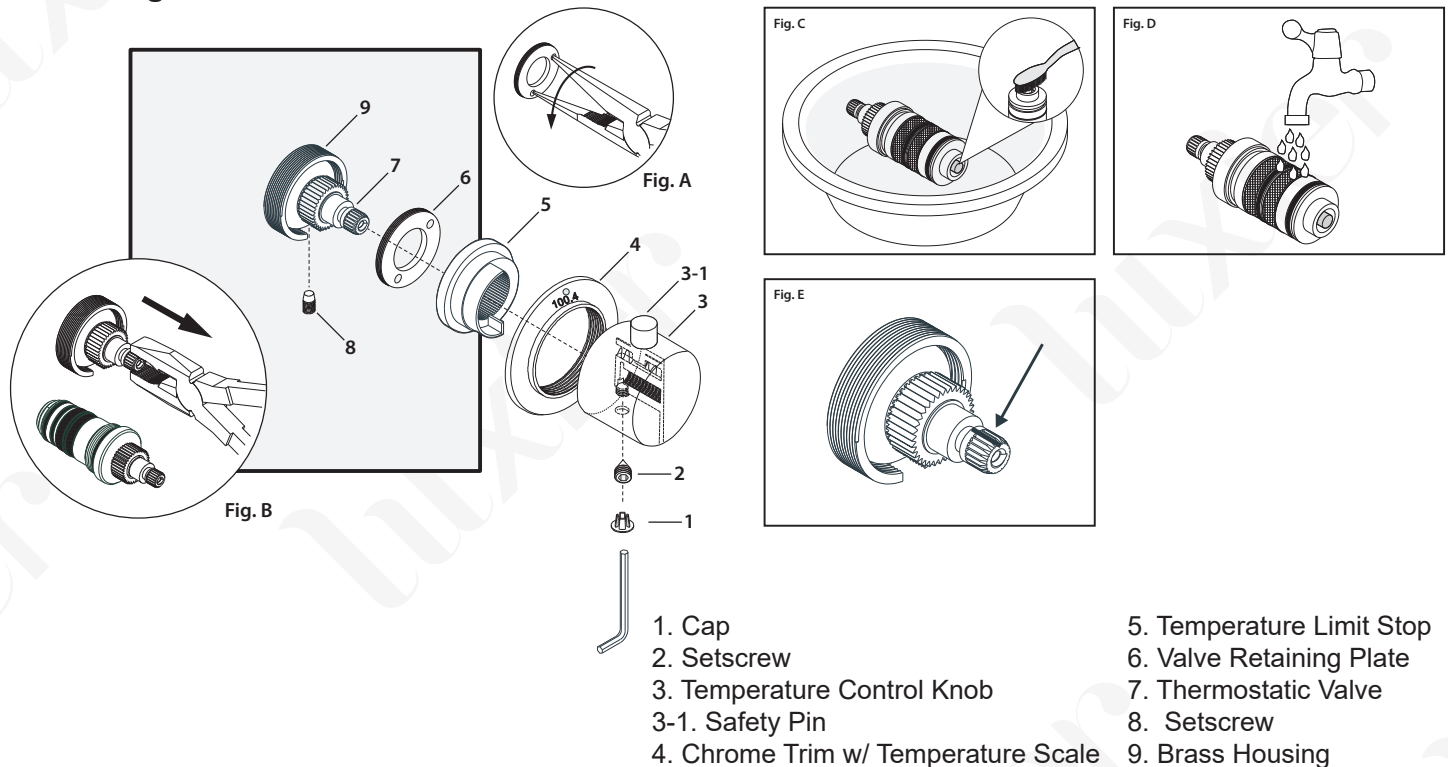
Solution: Any restrictions in the water supply hoses will greatly reduce the performance of the shower panel. The first step is to make sure both shut-off valves are fully open. Secondly, check the water supply hoses for kinks. Due to limited space behind the shower panel, the hoses can get kinked very easily. Make sure the hoses are free of kinks when hanging the shower panel on the wall. Lastly, make sure both check valves are working properly. A malfunctioned check valve can also cause low water flow to the thermostatic valve. The check valve should open when the center is pushed with tip of a pen or a cotton swab. The check valve should close automatically when no external pressure is applied to the center part of the valve.

Cleaning The Thermostatic Valve

Before You Begin

- Read and understand this instruction completely before service the shower panel.
- Make sure the water supply is shut off to the unit. If necessary, shut off the water to the entire house.
- Turn on one of the faucets in the house to relieve the water pressure in the plumbing system.
- Make sure the service site is clean and free of dust and debris.

Parts Diagram



Thermostatic Valve Cleaning / Replacement Instructions

1. Remove Cap #1 from the Temperature Control Knob #3.
2. Use a small hex wrench, loosen the Setscrew #2 by 2-3 turns. (NOTE: Do not remove the setscrew completely.)
3. Remove Temperature Control Knob #3.
4. Remove Temperature Limiter #5 by pulling it off the Thermostatic Valve #7.
5. Use a small needle nose pliers remove the brass Valve Retaining Plate #6. See Figure A for reference.
6. Use a pair of pliers to pull out the Thermostatic Valve #7 for cleaning. (Figure B)
7. Use commercially available hard water scale remover to clean the valve. Dilute the solution as instructed on the cleaner. Soak the valve for about 5 minutes in the solution and clean it with a soft brush. (Figure C)
8. Thoroughly rinse the Thermostatic Valve under running warm water. Wash off any cleaning solution and debris off the Thermostatic Valve. (Figure D)
9. After the cleaning process, follow the above steps in reverse order to assemble the shower panel. (NOTE: When inserting the thermostatic valve, make sure the marking on the tip of the valve is pointing up at 12 o'clock position as seen in Figure E)
10. Turn on water supply to the unit and test the system for leak.

Calibrating The Thermostatic Valve

Before You Begin

- Read and understand this instruction completely before service the shower panel.
- Make sure the service site is clean and free of dust and debris.

The valve may need to be recalibrated after the valve was replaced or cleaned. The thermostatic valve is preset at 100.4 degree Fahrenheit when the safety pin is pointing at 12 o'clock position (Figure F) This is the starting point of the calibration.

The valve can also be adjusted to have a different starting temperature based on personal preference. **(IMPORTANT: Scalding may occur if base temperature is set too high. Use with caution.)** **(NOTE: Temperature scale on the chrome trim will no longer apply if base starting temperature is changed.)**

NOTE

For calibrating to factory preset temperature of 100.4 degree Fahrenheit. The Temperature Limit Stop (5) and the marking on the Thermostatic Valve (7) MUST all line up with the 100.4 marking on the Temperature Scale (4) at 12 o'clock position. (Figure H)

1. Remove Cap #1 from the Temperature Control Knob #3.
2. Use a small hex wrench, loosen the Setscrew #2 by 2-3 turns. (NOTE: Do not remove the setscrew completely.)
3. Remove Temperature Control Knob #3.
4. Select hand shower function and turn on the water.
5. Use a pair of pliers turn the tip of the thermostatic valve to set the temperature to about 100.4 degree Fahrenheit or to a desired starting temperature. (Figure G) Use a digital thermometer to confirm the water temperature.
6. Once the temperature is set, install the Temperature Control Knob #3. **(NOTE: The Safety Pin should be pointing at 12 o'clock)** and tighten setscrew #2

