

# USER MANUAL FOR ELECTRIC SHOWER

THE SWITCH IS LOCATED OUTSIDE THE BATHROOM LABELLED “SHOWER”

START THE SHOWER ON LOW TEMPERATURE AND THAN INCREASE THE TEMPERATURE TO DESIRED TEMPERATURE.

THE SHOWER HAS DELAYED TURNING OFF PERIOD OF 6 – 10 SECONDS BEFORE THE WATER IS COMPLETELY STOPS.

**IMPORTANT:** 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.

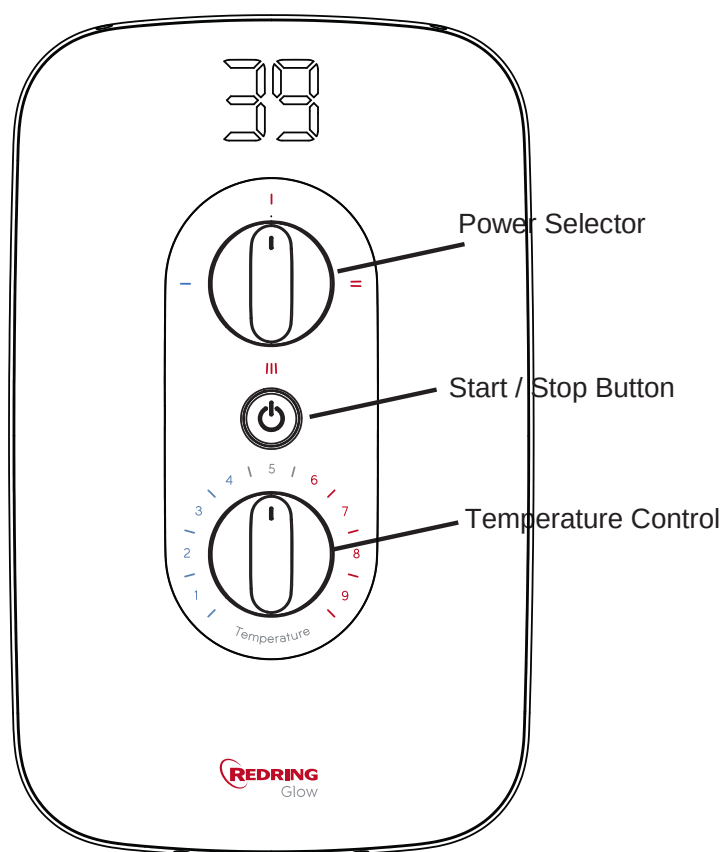
The shower spray head **MUST** be cleaned regularly to remove scale and debris. The frequency of the cleaning will vary according to the local water quality. If the water outlet temperature becomes hot and you are unable to obtain cooler water, immediately check the shower handset for blockage. See User Guide Section 4 for cleaning instructions.

Do not operate shower if frozen, or suspected of being frozen. It must thaw out before using.

## 12. Commissioning The Shower

**IMPORTANT:** Make sure that the electricity supply has been disconnected at the isolation switch.

1. Turn the top rotary power selector knob; identified by the solid blue line, to the Cold setting.
2. Turn the rotary temperature control fully anti-clockwise to the minimum temperature position (direction of blue graphic).
3. Ensure that the water supply is fully on at the mains stop cock and isolating service valve.
4. Check that water is not leaking from the bottom of the case.
5. Push the start / stop button and check that water flows freely from the shower within a few seconds. At this point the water from the shower handset will be at full force and at a cool temperature.
6. Slowly rotate the bottom temperature control knob to the maximum temperature position (fully clockwise). This will gradually reduce the flow of water through the shower. The water temperature will remain cool.
7. Return the temperature knob to the minimum temperature position (fully anti-clockwise).
8. Switch on the electrical supply isolation switch.
9. Now turn the top power selector knob to the Eco 1 power setting indicated by the single red line. Allow a few seconds for the warmer temperature to reach the shower head. This shows that the Eco 1 power setting is working correctly.
10. Now turn the top power selector to the high power setting indicated by three solid red lines. The temperature should rise further. This shows that the full power setting is working correctly.
11. Now adjust the bottom rotary temperature control knob clockwise for hotter water allowing a few seconds for the temperature to stabilize. Set the control to a comfortable showering temperature slowly.
12. Push the start / stop button to switch the unit off, ensure water continues to run for several seconds.
13. Switch off at the electrical isolation switch.
14. Finally we recommend that the shower head is removed to make sure no debris has worked into it. Clean and re-fit.



### ⚠ IMPORTANT ⚠

Turn the temperature control knob anti-clockwise for maximum flow before switching on the unit. This will ensure a fast fill up of the unit when the shower is first switched on.

### ⚠ CAUTION ⚠

The shower unit must be full of water before heat settings are used.

## 13. Troubleshooting Checklist For The Installer

**IMPORTANT:** The following check list is provided for the benefit of the qualified installer.

**WARNING:** SWITCH OFF THE ELECTRICAL ISOLATION SWITCH BEFORE REMOVING THE FRONT COVER TO MAKE CHECKS.

### Q. Water too cold.

- A.** Check the circuit through the thermal cut out.

Check circuit through the two sheathed heating elements.

**NOTE:** Test to be done using a low voltage resistance meter whilst the power is switched **OFF** at the isolating switch.

Check working voltage.

Ensure you have completed commissioning process and refer to installation checklist (section 2).

### Q. Poor or no control over water flow.

- A.** Replace the water flow valve head works.

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### Q. No water when start / stop button is pressed.

- A.** Check the water supply isolating valves are fully open.

Check the mechanical solenoid is latching.

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### Q. Pressure relief valve operated.

- A.** Check for cause of high pressure such as blocked shower hose or shower handset. Replace pressure relief valve disc. (Note: this is not covered under the product guarantee.)

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### Q. Display doesn't come on.

- A.** Check that the connecting lead is attached from cover to backplate PCB.

## Customer Service Department

**Tel:** 0844 372 7766\*

**Email:** [service.request@redringxpelair.com](mailto:service.request@redringxpelair.com)










8.30am - 5pm, Monday - Friday

\*Calls cost 7p per minute plus your telephone company's network access charge.

# 1. Important Safety Information

Products manufactured by Redring Xpelair Group are safe and without risk provided they are installed, used and maintained in good working order in accordance with our instructions and recommendations.

## FOR THE USER:

-  **DO NOT** operate the unit if the handset or shower hose becomes damaged.
-  **DO NOT** restrict flow out of shower by placing shower handset in direct contact with your body or other object.
-  **WARNING:** the outlet of the shower acts as a vent and must not be connected to anything other than the flexible shower hose and handset supplied or approved by the manufacturer.
-  **DO NOT** operate the shower if water ceases to flow during use or if water has entered inside the unit because of an incorrectly fitted cover.
-  **DO NOT** place items such as soap, shampoo or other such bottles on top of the unit as liquid could leak through the joint between the cover and back plate and damage the sealing rubber.
-  The shower spray head **MUST** be cleaned regularly to remove scale and debris. The frequency of the cleaning will vary according to the local water quality. If the water outlet temperature becomes hot and you are unable to obtain cooler water, immediately check the shower handset for blockage. See section 4 for cleaning instructions.
-  In order to avoid damage to your shower, the electrical isolation switch must be turned off between uses.
-  Under no circumstances must any shower head that is not approved by the manufacturer be used with this product. Fit only shower heads recommended by the manufacturer and never fit any additional device to restrict the water outlet flow.
-  The outlet must not be connected to any tap or fitting other than those specified.

## 2. Operating The Shower

1. Switch on the electrical supply at the isolation switch.

**NOTE:** We recommend that you do not stand under the spray from the shower handset when switching on – wait until the water has reached a stable warm temperature.

2. Push the start / stop button for immediate water flow.
3. Select your power setting for ideal temperature readout using the top rotary control. There are four power settings:



**HIGH** - Indicated by 3 solid red lines.



**ECO 1** - Indicated by 2 solid red lines.



**ECO 2** - Indicated by a solid red line



**COLD** - Indicated by a solid blue line.

**NOTE:** Eco 1 and Eco 2 settings

These are the low power settings for increased economy in the warmer months or when a cooler shower is preferred. Fine tune outlet temperature for adjustment is via the bottom rotary temperature control, according to temperature readout.

**NOTE:** High setting

This is the full power setting. Fine tune outlet temperature adjustment is via the bottom rotary temperature control.

**NOTE:** If cold setting is selected the heating elements are not energised so the water temperature will be at the incoming water mains ambient which will be warmer in summer and colder in the winter months. Adjustment of the rotary temperature control on this setting will only alter the flow of water not the water temperature.

**IMPORTANT:** When making a temperature adjustment the unit can take up to 20–30 seconds to stabilize at the new temperature. Please wait before making further adjustments.

4. The temperature control knob alters the outlet temperature by increasing or reducing the flow rate of water through the shower unit.
5. To increase the temperature turn the control knob clockwise (in the direction of the red graphic) and this will decrease the flow. To reduce the temperature turn the control knob anti-clockwise (in the direction of the blue graphic) and this will increase the flow. The display will show approximate showering temperature ( + - 2) degrees celsius

**NOTE:** Your final adjustment may be anywhere on this scale.

6. To stop the shower, press the stop/start button. The display dial will count down from 6 to 1, at which point the water flow will be stopped. This period is called a Phased Shutdown and is designed to cool the shower before the next user.
7. Finally switch off electricity supply at the isolation switch.

**IMPORTANT:** Once the power and temperature controls are set the shower can be switched on and off by the separate start / stop push button. Only occasional adjustment of the rotary flow / temperature control will be necessary for winter / summer changes in the incoming cold water ambient temperatures.

### Adjusting the shower handset

The supplied shower handset has five spray patterns. These modes are selected by rotating the spray plate clockwise or anti-clockwise until the desired mode is selected, when rotating the spray plate you will hear an audible click indicating when the required mode is properly engaged.

### 3. How Your Shower Works

1. The cold incoming water is heated instantaneously as it flows over the heating elements in the heat exchanger assembly.
2. At the start up the shower will reach temperature in 20–30 seconds.
3. The amount of hot water available at the set temperature is limited by the total power of the heater.
4. The water is turned on and off by the solenoid valve built into the shower.
5. A stabilizer built into the water flow valve automatically compensates for small fluctuations in water pressure that frequently occur in households.
6. A thermal cut-out is mounted on top of the heat exchanger.

**Stage 1** switches the power off to the elements if it senses an excessive temperature. The switch operates with an audible click and will re-set if cold water is run through the shower.

**Stage 2** only operates if an extreme temperature is sensed. The cut-out will permanently switch off and will then have to be replaced.

7. A pressure relief device is fitted to the bottom of the heat exchanger body to safeguard against a build up of pressure in the heater. It provides protection to the heater should there be an excessive build up of pressure occur. If this device operates then a replacement part will be required.
8. A phased shutdown timer allows water to continue to flow temporarily, in order to cool the shower for the next user.

### 4. Routine Maintenance

#### SHOWER HANDSET CLEANING INSTRUCTIONS

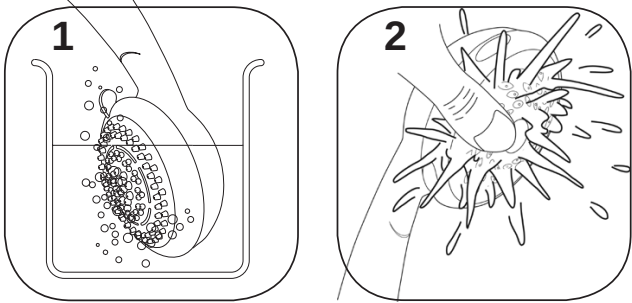
The shower handset should be cleaned periodically to remove lime scale or debris which will reduce the performance of the shower. The frequency of the cleaning will vary according to local water quality.

#### FILTER CLEANING INSTRUCTIONS

It is recommended that the filter is periodically cleaned in order to maintain the performance of the shower. It is essential that this operation is carried out by a competent person.

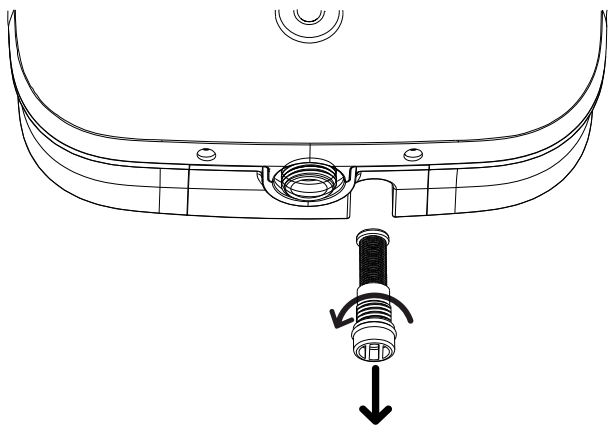
**IMPORTANT:** Before servicing, switch off the electricity supply at the isolation switch.

- Switch off the mains water supply at the isolation valve.
- The inlet filter is situated inside the water inlet housing.
- To gain access unscrew the filter cap from the bottom of the inlet housing.
- Inspect o-ring for damage when the filter cap is removed.
- To reassemble, follow procedure in reverse.
- **DO NOT** over tighten the filter cap on reassembly.



Place shower handset in de-scale solution.

Rinse shower handset with water.



#### ⚠ ATTENTION! ⚠

Do not operate the shower unit if the shower head or hose becomes damaged. The shower is designed and approved to EN-60335 with the shower head provided. Under no circumstances must any shower head that is not approved by the manufacturer be used with this product also never fit any additional device to restrict the water flow.



## 5. Troubleshooting and Frequently Asked Questions

**IMPORTANT:** If an answer requires removal of front cover, please seek help of qualified person.

- If the performance of your shower deteriorates in service please follow the self help items detailed below before seeking professional advice from the installer.
- If the actions below fail to restore the shower performance you should initially contact the person or company that installed the shower.

### Q. Water does not flow when start/stop button is pressed.

A. Three things to check:

1. Check the mains water supply is fully open at the stop cock.
2. Check that the mains water supply is turned on at the isolation valve.
3. Check that the front cover is correctly mounted on the back plate and all cover screws are fitted correctly.

### Q. Water too HOT.

A. Six possible reasons:

1. Reduce the temperature by adjusting the rotary temperature control.
2. Clean the shower handset of any dirt or debris.
3. Check that the mains water stop valve is fully open.
4. Check that the local isolating valve is fully open.
5. Select a lower power setting.
6. Clean inlet filter of any dirt or debris.

### Q. Water is dripping from the bottom of the shower.

- A. Safety pressure relief may have operated. This will need to be replaced. Please contact the RXG Customer Service.

Check the inlet mains water connection.

If the pressure relief valve has operated check the hose and handset are NOT partially or fully blocked. These would need to be replaced. Please contact RXG Customer Service.

### Q. The shower cycles from hot to cold.

- A. The shower temperature is set too hot causing the thermal cut-out (safety device) to operate.  
Turn temperature control knob anti-clockwise to increase water flow.  
Then slowly increase the water temperature by turning temperature control knob clockwise until a comfortable showering temperature has been reached.  
You **MUST WAIT** approximately 20-30 seconds for each adjustment to affect the water temperature.  
'ECO' setting may need to be selected.

### Q. Water too COLD.

A. Eight things to check:

1. Check the mains circuit breaker and/or fuse.
2. Check that the electrical isolation switch is turned on
3. Check the rotary power selector is set to high power (indicated by one solid red line).
4. Increase the water temperature by adjusting the rotary temperature control in the direction of the red graphic.
5. Confirm that there is sufficient mains water pressure.
6. Restart the shower on the high power setting.
7. Allow cold water to run through the shower to re-set the cyclic over temperature cut-out.
8. If there is still no hot water, contact RXG Customer Service.

### Q. Spray pattern from the handset is poor.

- A. Clean the spray plate. If the handset is adjustable select a different mode by rotating the spray plate.

### Q. The shower filter and/or the handset keeps blocking or filling up with solid material.

- A. Following the initial installation no solid materials should remain in your cold water supply or the electric shower unit. There is a problem with your water supply. Contact a plumber for advice.

### Q. The shower hose or shower hand set become damaged or is leaking.

- A. Contact RXG Customer Service and they will advise of a suitable replacement.

### Q. My electric shower is out of the warranty period and is no longer working.


- A. Please contact RXG Customer Service for advice.

### Q. Water continues to flow after pressing stop/start button

- A. This is normal for this shower, it has a phased shutdown that means water will continue to flow for around 6 seconds after pressing stop button

## 7. Energy Related Product Directive (ErP)

This information shows how our products pass the relevant European Union Energy Directives (ErP).

Supplier's / Manufacturer	REDRING			
Supplier's Model Identifier	GLOW			
Supplier's Model Number	RGS7	RGS8	RGS9	RGS10
Declared Load Profile	XS 			
Energy Efficiency Class	A	A	A	A
Energy Efficiency %	39	39	39	39
Annual Energy Consumption (KWh / annum)	478	479	478	480
Other Load Profiles	No			
Thermostat Temperature Setting (°C)	Not Applicable			
Sound Power Level, Indoors (dB)	15	15	15	15
Off Peak Function	No			
Specific precautions that shall be taken when the heater is assembled, installed or maintained	Follow all product installation, care and maintenance instructions as listed in the main 'Instruction/Installation Manual'			
Smart	No			