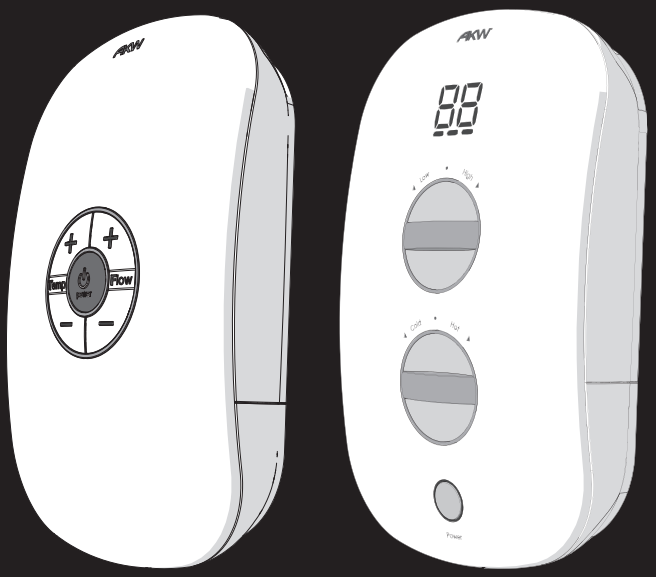
AKW®

Life Made Better

Fault finder



AKW SmartCarePlus

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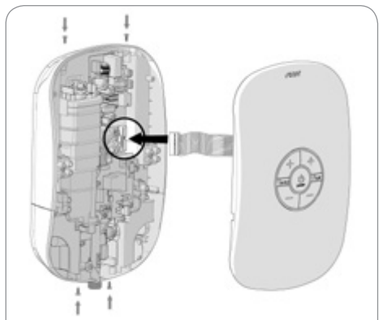
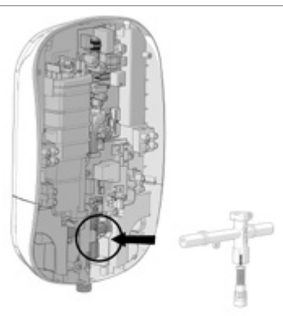
Make sure of the following:

+ AKW Operating Instructions are left on site
+ Tenant has been shown how to correctly use the shower unit
+ Has a cold water main feed supply, not tank fed
+ Unit has a minimum constant 1 Bar dynamic pressure to get a correctly working shower
+ Water pressure does not exceed 10 Bar
+ Water pressure does not fluctuate and go below 0.5 Bar
+ Hot pipe is not directly next to the cold water feed, so causing heat transfer and so warming up the cold water
+ No illuminating shower heads are used
+ Connector blocks are seated correctly
+ Check correct 207 V to 253 V AC voltage
+ Unit is not siliconed around the bottom half of the base as water needs to get out if PRV is activated
+ Be aware that shower will automatically switch off after 30 minutes of constant use

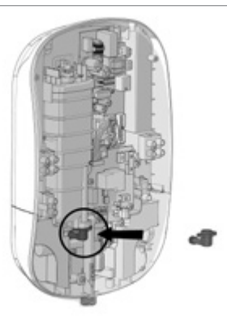
Reported Fault	Possible causes	Checks and Work to be undertaken
No lights on the unit	Isolation switch turned off	Turn on isolation switch
	No power to or from the isolation switch	Check power to and from the isolation switch
	Electrical cables to shower not connected correctly	Check electrical connection to the shower unit
Shower runs cold	Does tenant know how to adjust the temperature and flow on the units?	Show tenant how to use the shower
	Is the ribbon cable fully inserted into both the front cover and the shower base?	Check ribbon cable on both base and fascia (isolate power first)
Shower cuts out when in use	Ribbon cable not inserted correctly into both cover and base	Check ribbon cable on both base and fascia (isolate power first)
	Starvation of water when other services used	Check pressures to unit and when other services used
	Water pressure drops below the constant running pressure of 1 Bar	
	Hose kinked or damaged	Check hose for damage and kinks – change if damaged
	Shower head blocked	Check handset for obstructions
	Filter blocked	Check filter not blocked
	Inlet temperature too hot	Check the inlet temperature to the unit
	Auto 30 minute shutdown	
	Non AKW shower hose or handset used with reduced bore so restricting flow	
Water leaking internally	PRV activated due to excessive pressure	Replace PRV if split
	Inlet connector and blanking plug not fitted correctly	Check handset for obstructions
		Check hose for damage and kinks – change if damaged
		Check all inlet connectors and blanking plug are fully installed
Shower dripping externally	Shower hose connector loose	Check shower hose connected correctly



Carefully connect the ribbon cable



Check filter not blocked



Check PRV

Reported Fault	Possible causes	Checks and Work to be undertaken
Shower not hot enough	Customer is used to high tempertaure unit	Change DIP switch to higher maximum temperature setting if agreed (isolate power first)
	Shower is a BEAB Care shower with a factory settting of 41 deg.	Can go to setting of maximum temps of 43 or 47 deg. via DIP switch
Over temp. LED flashes (top left) (momentary overtemperature)	Flashing will stop when temperature stabilises	
Over temp. LEDs flash (all) (uncontrolled over temperature)	Water temp to unit too high	
	Filter blocked	Check filter not blocked
	Shower head blocked	Check Handset for obstructions
	Hose kinked or damaged	Check hose for damage and kinks – change if damaged
	Starvation of water when other services used	Check pressures to unit and when other services used
	Low pressure	Check flows and pressures
		Isolate power to shower, wait until LEDs are extinguished
		Reconnect power to the shower
		Perform a COLD FLUSH
Low flow LED flashes (bottom right)	Water supply dropped below 0.5 Bar or 2 lpm	Check pressure to unit
	Starvation of water when other services used	Check pressures to unit and when other services used
	Shower head blocked	Check shower head – change if damaged
	Kinked shower hose	Check hose – change if damaged
	Filter blocked	Check filter
Medium Flow LED flashes (middle right)	Faulty wiring and/or connector	Check wires to the inlet thermistor are not damaged (isolate power first)
	Faulty Inlet Thermistor	Check thermistor connector is mated correctly (isolate power first)
		Replace thermistor assembly (isolate power first)
High flow LED flashes (top right)	Faulty wiring and/or connector	Check wires to the outlet thermistor are not damaged (isolate power first)
	Faulty Outlet Thermistor	Check thermistor connector is mated correctly (isolate power first)
		Replace thermistor assembly (isolate power first)

Reported Fault	Possible causes	Checks and Work to be undertaken
LP illuminated on fascia of unit (low flow/low pressure)	Water supply dropped below 0.5 Bar or 2 lpm	Check pressure to unit and also when other services used
	Low pressure due to other services being used	Check filter
	Shower head blocked	Check shower head – change if damaged
	Kinked shower hose	Check hose – change if damaged
	Filter blocked	
E1 illuminated on fascia of unit	Faulty wiring and/or connector	Check wires to the inlet thermistor are not damaged (isolate power first)
	Faulty Inlet Thermistor	Check thermistor connector is mated correctly (isolate power first)
E2 illuminated on fascia of unit	Faulty wiring and/or connector	Check wires to the outlet thermistor are not damaged (isolate power first)
	Faulty Outlet Thermistor	Check thermistor connector is mated correctly (isolate power first)
E3 illuminated on fascia of unit (uncontrolled over temperature)	Water temp to unit too high	
	Filter blocked	Check filter not blocked
	Shower head blocked	Check Handset for obstructions
	Hose kinked or damaged	Check hose for damage and kinks – change if damaged
	Starvation of water when other services used	Check pressures to unit and when other services used
	Low pressure	Check flows and pressures
		Isolate power to shower, wait until LEDs are extinguished
		Reconnect power to the shower
		Perform a COLD FLUSH

If you have any further product or technical questions, please contact:
AKW Technical Helpline on 01905 560219
Monday to Friday 8am to 5pm

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