

# AKW Electric Showers

## FAULT FINDING GUIDE



### Make sure of the following:

- + AKW User and Installation 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 block is 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 PRD is activated
- + Be aware the shower automatically reverts to standby - preset time can be set at 5, 10, 20 or 30 minutes

# Fault Finding - SmartCare Plus

Read and understand the user guide before commencing troubleshooting.

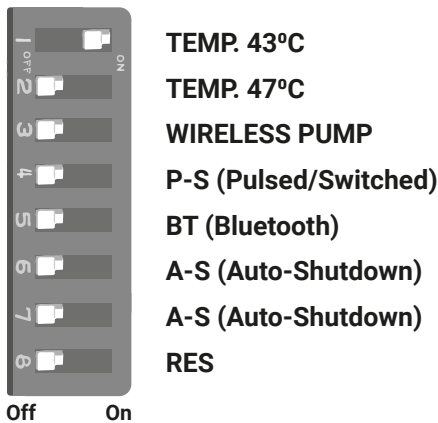
Fault	Indication	Symptoms
<b>Low pressure</b>	POWER BUTTON led : dim TEMP leds : #1 only FLOW leds : none	Flow rate less than ~1.0 lpm Possible causes include low water pressure, starvation of supply or blockage in the inlet filter or outlet hose/handset.
<b>Inlet thermistor</b>	POWER BUTTON led : dim TEMP leds : #1+2 FLOW leds : none	Faulty inlet thermistor. Shower continues to run, but heating elements are disabled.
<b>Outlet thermistor</b>	POWER BUTTON led : dim TEMP leds : #1+2+3 FLOW leds : none	Faulty outlet thermistor. Shower continues to run, but heating elements are disabled.
<b>Wireless pump</b>	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).
<b>Instantaneous Overtemperature</b>	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.
<b>Uncontrolled Overtemperature</b>	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](mailto:tech@akw-ltd.co.uk)).

## Factory Settings

The shower is set in its factory setting when packaged.



Temperature	Switch 1	Switch 2	Range
	OFF	OFF	30-41°C
	ON	OFF	30-43°C
	OFF	ON	30-47°C
	ON	ON	30-41°C
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

CARE beep: If DIP switch maximum temperature = 41°C then shower 'beeps' once when isolator switched on.

Read and understand the user guide before commencing troubleshooting.

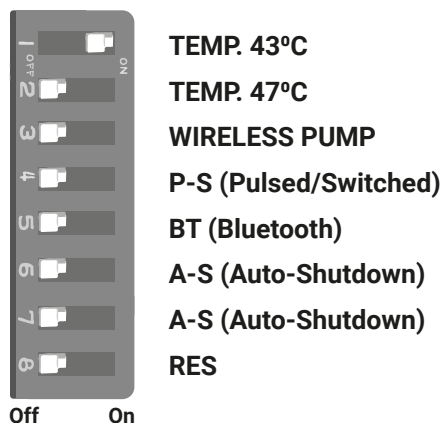
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Outlet thermistor	POWER BUTTON led : dim TEMP leds : #1+2+3	Faulty outlet thermistor. Shower continues to run, but heating elements are disabled.
Wireless pump	POWER BUTTON led : dim TEMP leds : #1+2+3+4	Wireless signal lost for >10 seconds while shower running. (Wireless link not active while shower in standby).
Instantaneous Overtemperature	POWER BUTTON led : Dim TEMP leds : #1+2+3+4+5	Shower continues to run, but heating elements are displayed. Re-enabled when overtempertature is resolved when the shower is running.
Uncontrolled Overtemperature	POWER BUTTON led : dim TEMP leds : #all	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.

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Fault	Indication	Symptoms
Low pressure	POWER BUTTON led : dim TEMP leds : #1 only FLOW leds : none Digital Display: LP	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.
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Note: all errors flash rate 1 sec on / 1 sec off

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Factory Settings

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1

2

3

4

5

6

7

8

Off

On

TEMP. 43°C

TEMP. 47°C

RES

P-S (Pulsed/Switched)

RES

A-S (Auto-Shutdown)

A-S (Auto-Shutdown)

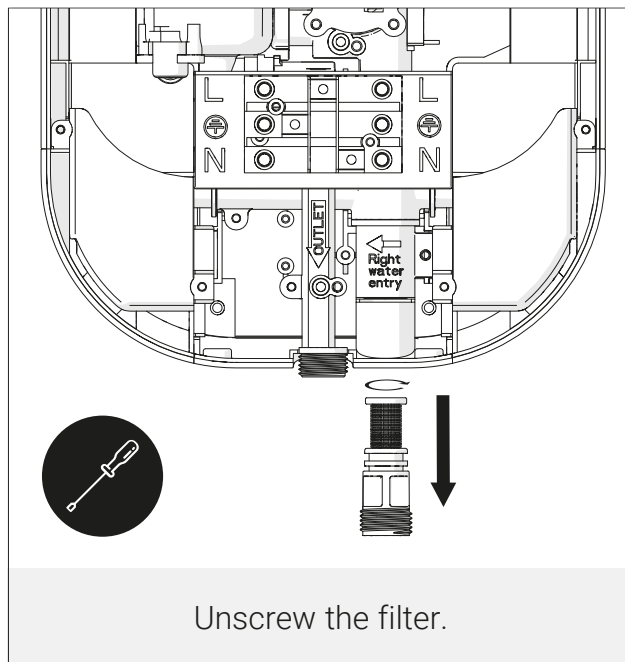
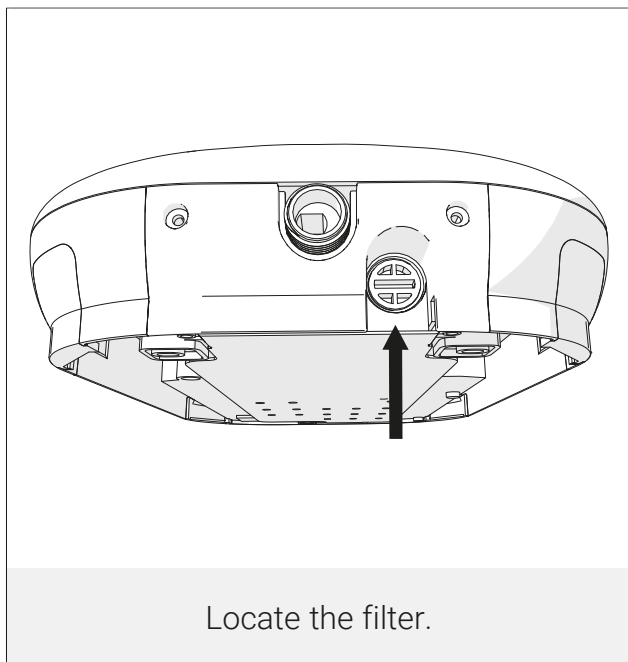
RES

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Beep: If DIP switch maximum temperature = 41°C then shower ‘beeps’ once when isolator switched on.

## Cleaning the Filter

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.

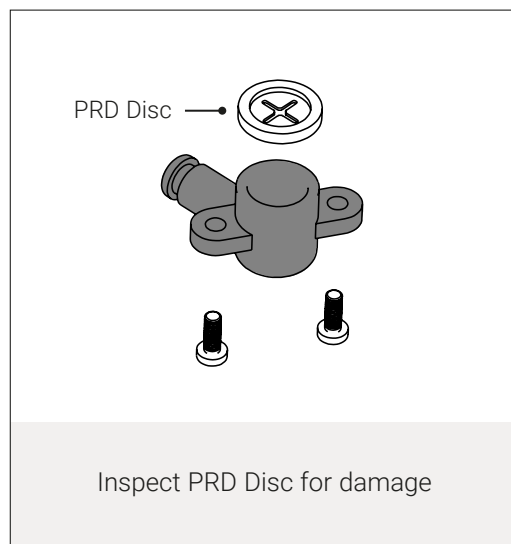
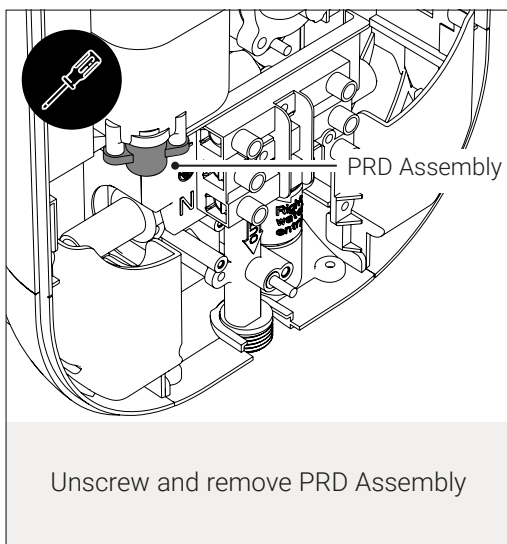
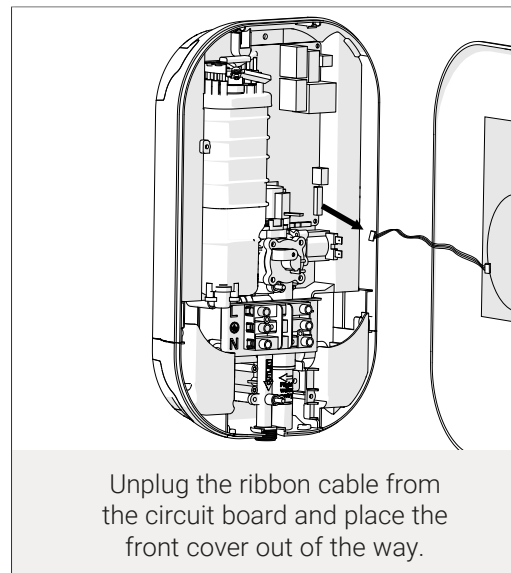
Rinse the filter in water and once this is clean then return to the inlet housing.

If need to order a replacement part, contact Technical Enquiries  
(01905 560 219 | [tech@akw-ltd.co.uk](mailto:tech@akw-ltd.co.uk)) - stock code: 21-005-400.



## 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.

Using a cross head screwdriver, unscrew the PRD Assembly.

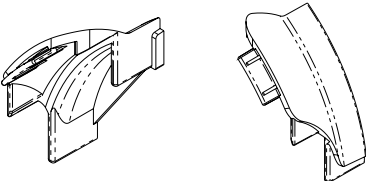

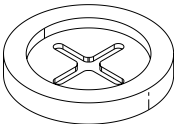
If the PRD has been activated and the disc has split, contact Technical Enquiries (01905 560 219 | [tech@akw-ltd.co.uk](mailto:tech@akw-ltd.co.uk)) to order a replacement part - stock code: 21-005-401.

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).

# Fault Finding - Remote Control

Fault	Cause	Remedy
<b>LED's not emitting</b>	Batteries installed in the wrong orientation	Ensure + & - symbols are matched with the case. Follow pairing steps to re-connect.
<b>LED flashes twice every 10 seconds</b>	Batteries need replacing	Replace with AAA batteries. Ensure + & - symbols are matched with the case. Follow pairing steps to re-connect.
<b>LED flashes 3 times on remote, but won't connect</b>	Too far away from shower unit	Move closer to the shower unit
	Isolation switch turned off	Turn on Isolation switch
	Other iShower Remote Control or iShower App is being used with the shower on	Other user finishes showering and shower is in standby mode. You can now connect.

If the shower does not work as expected, switch off at the pull-cord or isolating switch and wait 30 minutes for the shower to reset, then switch back on again. If this does not resolve the problem contact your local installer, if they cannot resolve the problem, they should contact AKW Technical Enquiries for assistance.

Stock Code	Description	Item
21-005-399	Inlet Covers	
21-005-400	Filter	
21-005-401	PRD	







# Contact



## Orders & Quotes

01905 823 299  
orders@akw-ltd.co.uk

## General Enquiries

01905 823 298  
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## Technical Enquiries

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tech@akw-ltd.co.uk

## Kitchen Enquiries

01905 823 262  
kitchens@akw-ltd.co.uk

## Fax

01905 823 297

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**orders.akw-ltd.co.uk**

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