Mira Platinum Wireless Controller

These instructions must be left with the user

User Guide

Showering perfection

mira SHOWERS

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INTRODUCTION

General

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take the time to read this guide thoroughly and keep it handy for future reference.

The Mira Platinum Wireless Controller is a remote user interface and controls the following functions:

- Showering Water Temperature
- Showering Water Flow
- Maximum Showering Water Temperature
- Eco Mode
- Warm-Up Mode
- Clock
- Flow Range

This guide covers the setting and use of these functions and includes a trouble shooting guide should the appliance not function as expected. For issues relating to the installation of the appliance or other associated products, please refer to the relevant Installation Guide(s) or contact our Customer Services Team. (Details in the back of this guide.)

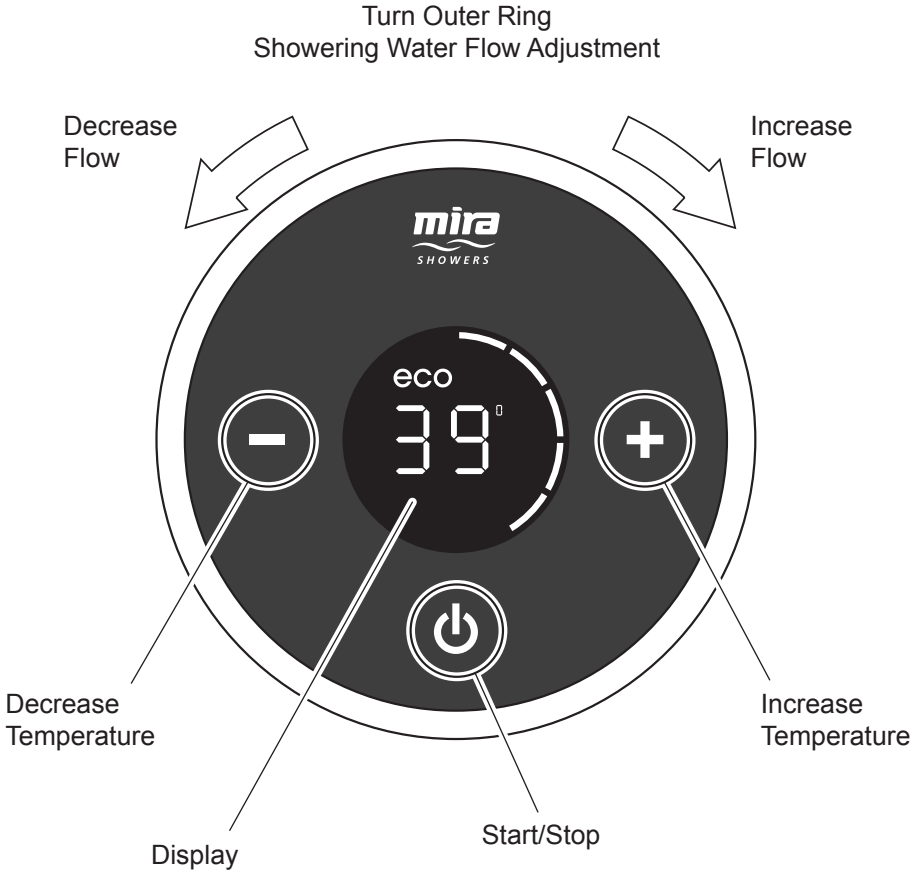
NOTE! ALL FUNCTIONS ARE ONLY AVAILABLE AFTER THE CONTROLLER HAS BEEN ASSIGNED TO A MIRA PLATINUM DIGITAL MIXER VALVE. (See Mira Platinum Installation Guide.)

SAFETY INFORMATION

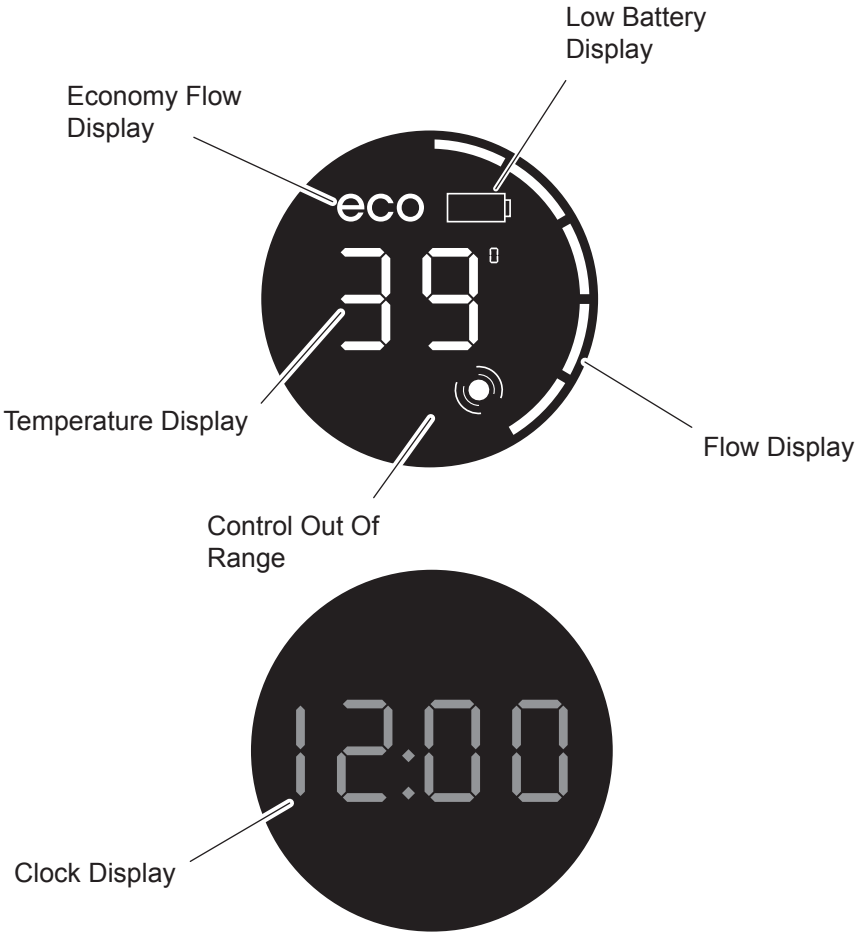
1. Make sure that you fully understand how to operate this shower and make sure that it is properly maintained in accordance with the instructions given in this manual.

2. Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.

CONTROL LAYOUT



DISPLAY SYMBOLS



USING THE SHOWER

Switch On/Off

▶ Press "⏻" to start or stop shower.

Temperature and flow settings will be same as when last used.

After a short period, display will dim to help extend battery life.

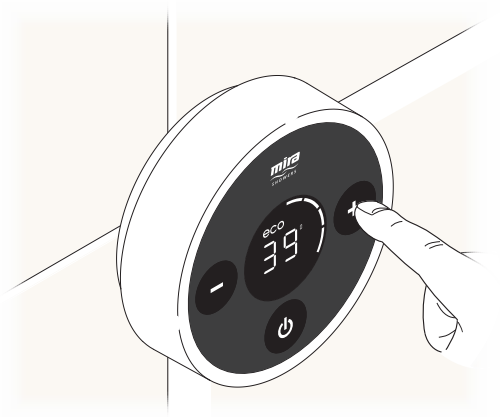
Approximately 10 minutes after shower has stopped, display will turn off automatically.

Shower will not run continuously for more than 30 minutes before stopping automatically (5 minutes when "**ECO**" function is set to "**on**").

When "**Warm-Up**" function is "**on**", there will be a short delay (5 seconds) before water flows from shower.

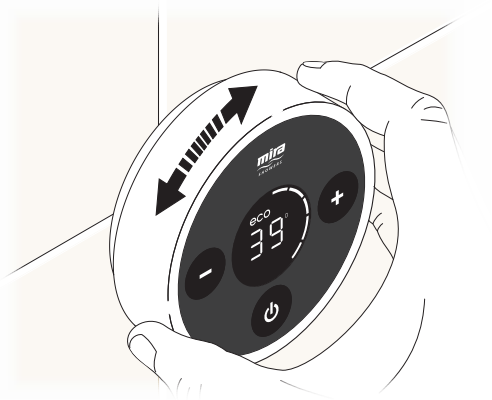
Adjust Temperature

▶ While shower is running, press " **+** " or " **-** " to adjust temperature. Showering temperature appears on display in degrees Celsius (°C).



Adjust Flow

▶ Turn outer ring clockwise or anticlockwise to adjust flow. Showering flow level appears on display in white bars.



FUNCTIONS

The following functions can be altered individually to adjust how the shower operates:

F1 - Maximum Showering Water Temperature. This is the temperature the shower cannot go beyond when in use.

F2 - Eco. The shower will stop automatically after 5 minutes. When this setting is "**on**", maximum available showering flow is limited to half the flow normally produced. "**ECO**" symbol is displayed. When setting is "**off**", maximum showering flow will be at full flow. "**ECO**" symbol goes out when more than half flow is selected.

F3 - Warm-Up. When this setting is "**on**" and the shower is started, there is a short delay (5 seconds) before water flows and temperature display will flash to indicate shower is waiting for selected display temperature to be achieved. When shower stops, temperature has been reached and shower is ready for use, press "⏻" as normal. If temperature cannot be found, shower will stop automatically after 5 minutes.

When **"Warm-Up"** setting is "**off**", temperature display will not flash and shower operates as normal.

Note! When used with some combination boilers, the warm-up function may be impaired. This is due to the functional nature of combination boilers.

F4 - Clock Setting. To set the time.

F5 - Clock Display. When Clock Display is "**on**", time is displayed when shower has stopped, or after 10 seconds of inactivity whilst the shower is running. When Clock Display is "**off**", the time is replaced by the showering temperature.

on

off

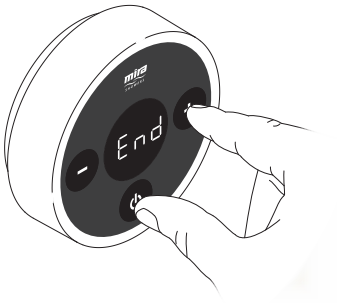
F6 - Flow Range. For use with High Pressure/Combi Valve version only. The water flow rate (showering force) can be adjusted to within a desired range by setting a low point and a high point. During adjustment the shower will need to be started.

F7 - Control Frequency. An unreliable functioning of the appliance (not always able to change settings of shower) may indicate radio interference by another device transmitting locally on same channel. Changing channel may resolve this problem.

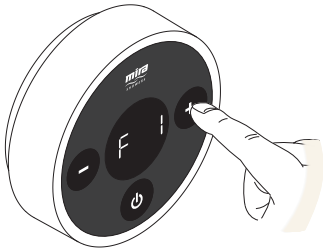
FUNCTION MENU

Enter the Function Menu

▶ Press "**+**" and "⏻" buttons simultaneously until "**End**" is displayed on the unit.



▶ Use "**+**" or "**-**" buttons to cycle through functions and press "⏻" to enter setting.
(See following sections in this guide for details on each function and how to alter their settings.) **Note!** If signal loss occurs during a function change, "**Err**" will appear on display.
Press "⏻" to clear and retry function change.



Exit the Function Menu

▶ When finished, use "**+**" or "**-**" buttons to cycle back through functions until "**End**" appears. Press "⏻" to exit.

▶ Control is ready to use.

▶ If necessary, test shower to see if functions are working as expected.

CHANGING FUNCTIONS/SETTINGS

Maximum Showering Water Temperature

Factory default "**45°C**".

▶ Cycle menu to "**F 1**" and press "⏻".

▶ Press "**+**" or "**-**" to adjust temperature.
Maximum = 48°C
Minimum = 35°C

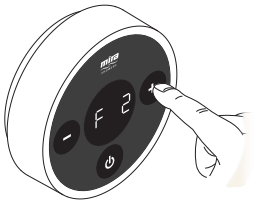
▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Eco

Factory default “**off**”.

▶ Cycle menu to “**F 2**” and press “⏻”.



▶ Press “**+**” or “**-**” to change setting “**on**” or “**off**”.

▶ Press “⏻” to set.

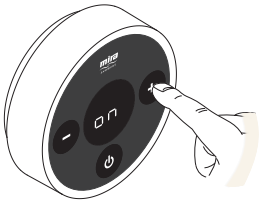
▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Warm-Up

Factory default "**off**".
Note! Function will not work with combination boilers.

▶ Cycle menu to "**F 3**" and press "⏻".

▶ Press "**+**" or "**-**" to change setting "**on**" or "**off**".



▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Clock Setting

Factory default "**10:00**".
Note! Can also be activated by disconnecting and reconnecting battery.

▶ Cycle menu to "**F 4**" and press "⏻".

▶ Press "**-**" to change hour setting.

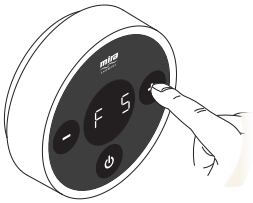
▶ Press "**+**" to change minute setting.

▶ Press "⏻" to set time and exit back to Function Menu. See section **"Exit the Function Menu"**.

Clock Display

Factory default “**on**”.

▶ Cycle menu to “**F 5**” and press “⏻”.



▶ Press “**+**” or “**-**” to change setting “**on**” or “**off**”.

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Flow Range

For use with High Pressure/Combi Valve version only.
Factory default "**1 - 99**"

▶ Cycle menu to "**F 6**" and press "⏻".

▶ "**on**" is displayed, press "⏻" to start shower.

▶ Lower limit is displayed, e.g. "**L 1**". Adjust flow to desired lower limit 1-99.

▶ Press "⏻" to set lower limit.

▶ Higher limit is displayed, e.g. "**H 23**". Adjust flow to desired higher limit 1-99. (Most plumbing systems may achieve maximum flow before 99.)

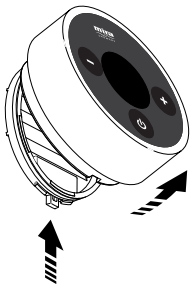
▶ Press "⏻" to set higher limit.

▶ Press "⏻" to set and exit back to Function Menu. See section **"Exit the Function Menu"**.

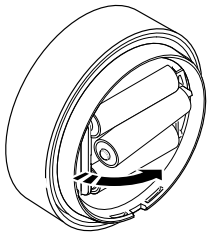
REPLACING THE BATTERIES

To access the batteries, the control unit must be removed from the wall. Make sure control unit is **dry** before removing.

- Press button to release and remove control from wall.

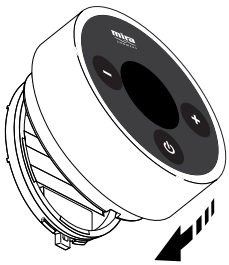


- Turn controller over to fit batteries. Only fit new batteries of same make and type. Do not use rechargeable batteries. Replace all three batteries at the same time.



- Hook controller on top of backplate and push firmly until controller "**clicks**" back into place.

- If necessary, test shower to see if functions are working as expected.

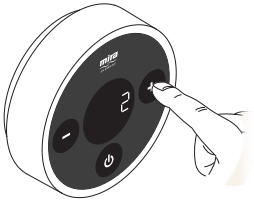


Control Frequency

Factory default "**1**".

▶ Cycle menu to "**F 7**" and press "⏻".

▶ Press "**+**" or "**-**" to change channel "**1-7**".



▶ Press "⏻" to set.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

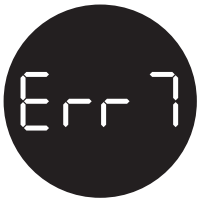
FAULT DIAGNOSIS

Error Codes

A specific problem relating to the electronic function of the shower will result in an error code being displayed on the control.

Over Temperature at Control Sensor

1. Turn Digital Mixer off for 10 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, make sure hot and cold inlets are not reversed.
3. If shower operation does not return to normal, make sure inlet filters and check valve cartridges are clean.



4. If shower operation does not return to normal, check the water supplies to the valve are within the correct temperature and pressure ranges. See "**Mira Platinum Installation Guide - Specifications**".
5. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Control Sensor

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, replace Thermistor. **(To be performed by competent tradesperson only!)**
3. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Control Sensor or PCB Relay

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, replace Thermistor. **(To be performed by competent tradesperson only!)**
3. If shower operation does not return to normal, replace PCB. **(To be performed by competent tradesperson only!)**
4. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Digital Mixer Temperature Motor

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, check and, if necessary, replace Mixer Valve. **(To be performed by competent tradesperson only!)**
3. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Error Code Number Not Previously Described

Digital Mixer PCB Error.

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Replace batteries.

Control out of range.

Error During Function Change

Displayed if there is a signal loss between the Wireless Control Unit and the Digital Mixer whilst a function setting is being altered. Press "⏻" to clear the display and retry the function change.

General Faults

Malfunction	Cause	Remedy
No display.	The batteries are flat or incorrectly fitted.	Check and rectify.
Shower will not operate.	Water supply isolated.	Check water supply.
	Flat batteries.	Replace batteries.
+	Electrical supply isolated or fuse blown.	Check electrical supply. If fuse blown, replace Digital Mixer Valve PCB.
+	No connection to Digital Mixer. Control out of range.	Reset and recommission. Refer to Installation Guide
	Digital Mixer malfunction.	Isolate electrical supply and reset after 30 seconds
		If problem persists, contact our Customer Services Team.
No flow or low flow from Shower Fittings.	Showerhead blocked.	Check and clean.
	Stuck Checkvalve in Showerhead.	Check and clear or replace Checkvalve.
	Hose blocked or twisted.	Check and clean or release twist.
	Digital Mixer malfunction.	Contact our Customer Services Team.
	"**L**" and or "**H**" values set too low in Flow Range (F6).	Change to higher setting.
Drip from showerhead.	A small amount of water may be retained in showerhead after showering. This may drain over a few minutes.	This is normal. Changing position of showerhead may vary draining time.
Shower not hot enough.	Maximum showering temperature set too low.	Increase maximum showering temperature (Function F1). Make sure hot and cold water supplies are connected correctly and delivering a constant flow and temperature within the required limits. See "**Specifications**" in the "**Mira Platinum Installation Guide**".
	Digital Mixer fitted incorrectly.	If problem persists, contact our Customer Services Team.
Incorrect or fluctuating temperature.	Controller out of range.	Refer to **"Fault Diagnosis"** in the "**Mira Platinum Installation Guide**".
	Radio interference.	Disable Warm-Up feature. Refer to **User Guide - "Warm-Up"**.
	Warm up feature is being used with combi-boiler.	

Fluctuating or reduced flow.	Filters blocked. Water pressure too low. Flow rate is too low. Fluctuating water temperature.	Refer to **"Fault Diagnosis"** in the "**Mira Platinum Installation Guide**".
Maximum blend temperature too hot or too cold.	Incorrect maximum temperature setting.	Refer to **"Maximum Shower Water Temperature"** in the "**Mira Platinum Installation Guide**".
Continuous flow. Shower will not shut off.	Wireless Controller or Digital Mixer Valve failure.	Isolate power and water supplies. Contact our Customer Services Team.
Shower runs for a short time (30 - 60 seconds) then flow reduces, splutters or stops. Worst when other hot taps are in use. Less evident when shower is on full cold.	Air is being sucked down the vent pipe. (Gravity fed system). Warm up setting inadvertantly selected.	The hot draw off pipe is positioned too high in relation to the lowest water level of the cold water cistern (100 mm min, refer to **"Gravity Fed Showers"** diagram in the "**Mira Platinum Installation Guide**". Consider increasing size of cold feed pipe to cylinder to 28 mm diameter. Disable Warm-Up feature. Refer to **'Function Menu' - "Warm-Up"**.
Shower runs for a short time (3 - 5 minutes)	Cistern capacity insufficient (230 litres minimum required). Eco setting selected.	Increase cistern size. Disable Eco feature. Refer to **'Function Menu' - "Eco"**.
Shower runs cool after a short time (1 - 2 minutes) then flow splutters.	Air ingress into hot pipework.	Refer to plumbing system diagrams under **"Installation"** in the "**Mira Platinum Installation Guide**" for correct connection.
Shower runs cold after 5 - 10 minutes.	Insufficient storage of hot water in cylinder.	Increase storage of hot water.

CLEANING

Many household cleaners contain abrasives and chemical substances, and should not be used for cleaning chrome plated or plastic fittings. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

DISPOSAL AND RECYCLING

End of Product Life

When the appliance has reached the end of its serviceable life, it should be disposed of in a safe manner and in accordance with current local authority recycling or waste disposal policy.

Batteries

Spent batteries should not be disposed of with your normal household waste. Contact your local authority for information on waste disposal and recycling.

This symbol on the product or its packaging indicates that this product should not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local council office, your household waste disposal service or the shop where you purchased the product.

CUSTOMER SERVICE

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase.
To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 0731248 within 30 days of purchase (UK only).

Within the guarantee period we will resolve defects in materials or workmanship, free of charge, by repairing or replacing parts or product as we may choose.
This guarantee is in addition to your statutory rights and is subject to the following conditions:

- The guarantee applies solely to the original installation under normal use and to the original purchaser only. The product must be installed and maintained in accordance with the instructions given in this user guide.
- Servicing must only be undertaken by us or our appointed representative. **Note!** if a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build up of limescale, frost damage, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to comply with the requirements of the TMV 2 or TMV 3 healthcare schemes.
- Accidental or wilful damage.
- Products purchased ex-showroom display.

What to do if something goes wrong

If your product does not work correctly refer to this manual for fault diagnosis and check that it is installed and commissioned in accordance with our instructions.
If this does not resolve the issue, contact us for help and advice.

Extended Guarantees

A selection of protection plans are available that enable you to cover repair bills (excludes Eire). Ring 01922 471763 for more details.

Helpdesk Service - Ring our Customer Services Team for product advice, to purchase spare parts or accessories or to set up service visit. You can contact us via phone or e-mail, details below. Please provide your model name, power rating (if applicable) and date of purchase.

Mira Showers Website (www.mirashowers.co.uk)
Visit our website to register your guarantee, download user guides, diagnose faults, purchase our full range of accessories and popular spares, or request a service visit.

Spares and Accessories - We hold the largest stocks of genuine Mira spares and accessories. Contact us for a price or visit our website to purchase items from our accessory range and popular spares.

Service/Repairs - No one knows our products better than our nationwide team of Service Technicians. We can carry out service or repair work to your product both during and after the guarantee period. Ask about our fixed price service repairs.

To Contact Us: UK

0844 571 5000

Fax: 01242 282595

E-mail: Visit **www.mirashowers.co.uk/contactus**

Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP

To Contact Us: Eire Only

01 531 9337

E-mail: CustomerServiceEire@mirashowers.com

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The company reserves the right to alter product specifications without notice.

FM 14648