

# Important information

## Safety information

This product must be installed by a competent person in accordance with all relevant current Water Supply Regulations.

**ALL SHOWERS REQUIRING AN ELECTRICAL CONNECTION MUST BE INSTALLED BY A QUALIFIED PERSON FOLLOWING THE LATEST REVISION OF BS 7671 (WIRING REGULATIONS) AND CERTIFIED TO CURRENT BUILDING REGULATIONS.**

This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning safe use of the product, understanding the hazards involved, by a person responsible for their safety.

Children should be supervised to ensure they do not play with the product.

Cleaning and user maintenance shall not be made by children without supervision.

This system should be installed so that other taps or appliances operated elsewhere within the premises do not significantly affect the flow.

The shower must not be used with a hot water supply temperature over 65°C.

The processor is supplied factory pre-set at a maximum temperature of 45°C. The maximum temperature is fully adjustable to suit site conditions. If adjusted, we recommend the outlet temperature is set to a MAXIMUM of 46°C.

The Digital processor must be installed in an accessible location for servicing and maintenance.

The Digital processor must not be installed in situations where either the ambient temperature is likely to exceed 40°C or where freezing may occur.

The control must not be installed in situations where the ambient temperature is likely to fall below 5°C or rise above 40°C.

We do not recommend the use of Visage Digital in steam therapy facilities.

This appliance must be earthed.

Cables which are chased into the wall must be protected by a suitably sized conduit or sheathing to allow for removal in the event of service and maintenance purposes.

Surface mounted cables must also be protected by a suitable approved conduit, even in a loft, where there may be a risk of damage from vermin.

The power lead must only be replaced by the manufacturer or his accredited agent.

The user control is supplied from a safety low voltage source.

This product is suitable for domestic use only.

Visage Digital is supplied with a 5 year guarantee.

**Installation of Digital Gravity Pumped processor (for gravity stored systems)**

The Visage Digital Gravity Pumped shower system is designed to operate up to a maximum static pressure of 100kPa ((1 bar)(10 metres head)(14.5psi)).

Under no circumstances must the pumped processor be connected directly to the water main or in line with another booster pump.

The minimum actual capacity of the cold water storage cistern should be not less than 225 litres (50 gallons). The capacity of the hot water cylinder must be capable of meeting anticipated demand.

**Installation of Digital HP/Combi processor (for balanced high pressure and unvented systems, combination boiler systems and separately pumped gravity systems)**

Pressures: The Visage Digital HP/Combi shower system is designed to operate up to a maximum static pressure of 700kPa ((7 bar)(100psi)). Where pressures are likely to exceed 700kPa ((7 bar)(100psi)), a pressure reducing valve must be fitted to the incoming mains supply. A setting of 400kPa ((4 bar)(60psi)) is recommended. It should be noted that daytime pressures approaching 600kPa((6 bar)(80psi)) can rise above the stated maximum overnight.

**Special notes for combination boiler systems**

The appliance must have a minimum domestic hot water rating of 24kW (80,000BTU) and be of the type fitted with a fully modulating gas valve.

If in any doubt, please contact the appliance manufacturer before installation commences.

**PLEASE NOTE: DUE TO PERFORMANCE CHARACTERISTICS OF COMBINATION BOILERS, SEASONAL INLET TEMPERATURE CHANGE WILL AFFECT THE PROCESSOR OUTLET FLOW RATE RESULTING IN VARYING SHOWER FLOW RATE AND FLOW CONTROL RANGE. INLET TEMPERATURE CHANGE MAY ALSO CAUSE THE TEMPERATURE LED'S TO FLASH; THIS IS NOT NECESSARILY CHANGING THE OUTLET TEMPERATURE.**

**Special notes for separately pumped gravity systems**

We recommend a MINIMUM pump rating of 1.5 bar. For optimum performance a 2.5 bar pump should be used for all separately pumped installations.

A twin ended pump is required for use with single outlet Digital products.

A universal type twin ended pump (works on both positive and negative head conditions) is required for use with Digital Divert products.

The minimum actual capacity of the cold water storage cistern should be not less than 225 litres (80 gallons). The capacity of the hot water cylinder must be capable of meeting the anticipated demand.

**THIS PRODUCT IS NOT SUITABLE FOR USE WITH A SINGLE ENDED PUMP.**

**Connections**

This product incorporates 'push-fit' type connections. Tube should be cut using a rotary type cutter and lubricated using a silicone-based lubricant or petroleum jelly (Vaseline or similar) prior to insertion into the fitting.

If plastic pipe is used, the tube insert must not increase the tube diameter or extend the cut-off length by more than 2mm.

**THESE FITTINGS ARE NOT SUITABLE FOR STAINLESS STEEL TUBE. COMPRESSION FITTINGS MUST NOT BE USED.**

**Pipe sizing**

Long pipe runs, on both inlet and outlet, will reduce the flow rate at the shower head, 22mm pipe work should be used on inlets and reduce down to 15mm as close to the valve as possible to reduce pressure losses and help maintain flow rate. If using 15mm pipe, copper pipe is preferred, to optimise performance minimise the number of elbows used. If long pipe runs are unavoidable on the outlet, use copper pipe rather than plastic, particularly if a diverter is used, and minimise the number of elbows as the pipe inserts are very restrictive.

**Flushing**

Some modern fluxes can be very corrosive and, if left in contact, will attack the working parts of this unit. All soldering must be completed and the pipe work thoroughly flushed out in accordance with current Water Supply Regulations prior to connection of the product.

**After installation**

Familiarise the end user with the Visage Digital operation and hand them this guide. Complete and post the guarantee card or register online at [www.aqualisa.co.uk](http://www.aqualisa.co.uk)



Installation guide

Concealed with adjustable height or fixed head



**AQUALISA**

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**Customer helpline**  
**01959 560010**

Got a query? Need a stockist? Our helpline is open from 8.30am to 5.00pm Monday to Friday to answer any questions, guide you through any aspect of your shower installation or advise you of your local stockist.

**Product literature**  
**0800 652 3669**

Call our literature hotline to receive the latest Aqualisa product brochure containing details of our full range of domestic products.

**Website**  
**[www.aqualisa.co.uk](http://www.aqualisa.co.uk)**

Visit our website for comprehensive product information, details of your nearest stockist and installers, technical advice and more.

**Republic of Ireland**

Our products are also available in the Republic of Ireland. If you need any technical advice, details of local stockists or have any other queries, please phone:

**Sales enquiries: 01-864-3363**  
**Service enquiries: 01-844-3212**

## Shower Control User Guide

1. Turn the temperature dial to the required setting.
2. Press the 'Start/stop' button on the control, to turn the shower on.
3. The blue LED display will flash until the selected temperature has been reached.
4. When the LED display is constant, step into your shower and enjoy!
5. The temperature may be adjusted once in the shower.
6. Press the 'Start/stop' button on the control, to turn the shower off.

## Adjustable Head User Guide

1. Rotate the spray plate lever clockwise or anti-clockwise to select the desired spray pattern.
2. To select the preferred height for the shower head, depress the levers fully to enable the holder to be moved up or down the rail.
3. Angular adjustment is made by carefully but firmly pulling forwards or pushing back the shower head against the knuckle ratchet in the holder.

## Fixed head user guide

1. The angle of the fixed shower head can be adjusted. The shower head is mounted on a multi directional ball joint to allow for angular adjustment in any direction by carefully holding the shower head and moving the head to the desired angle.

## Cleaning and maintenance

Your Visage Digital shower system should be cleaned using only a soft cloth and washing up liquid.

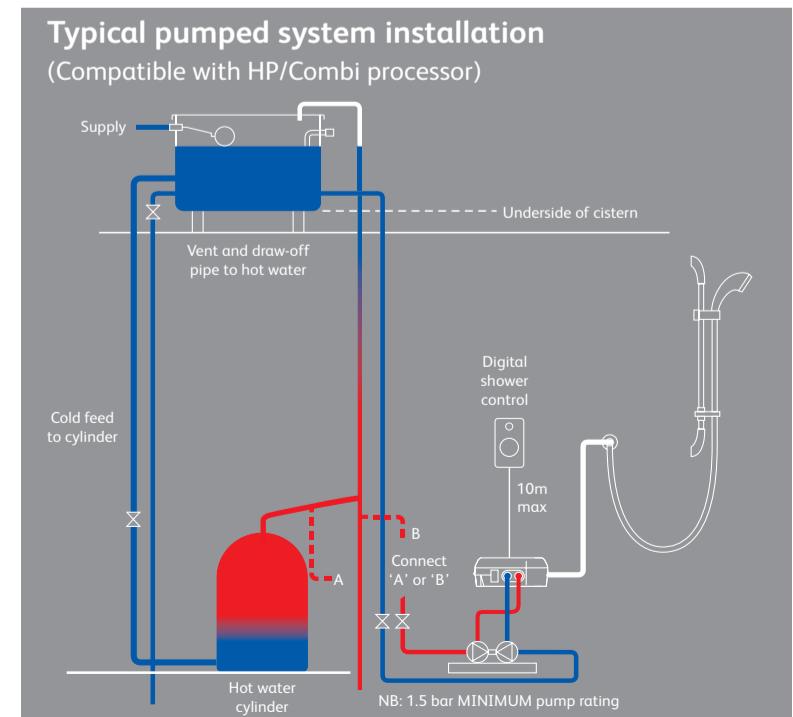
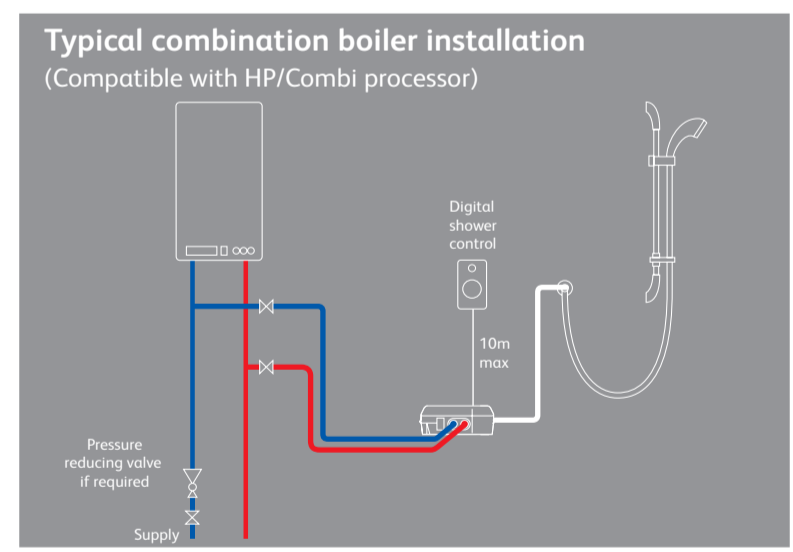
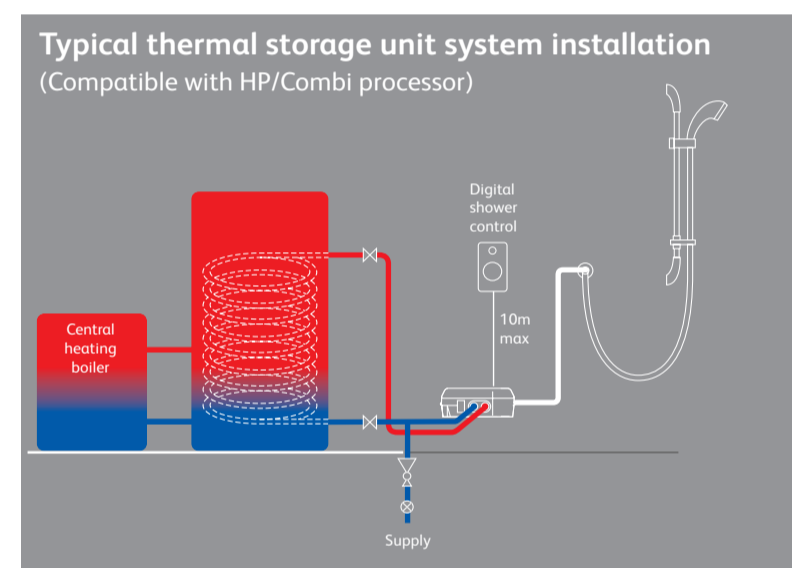
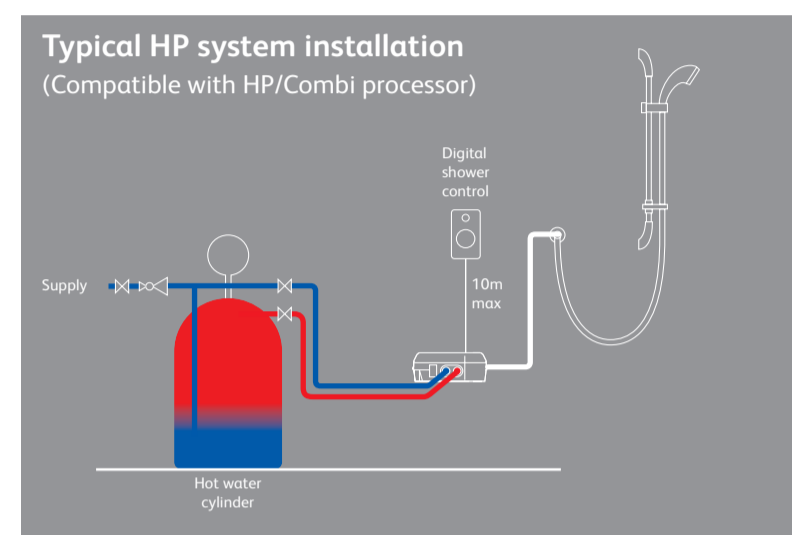
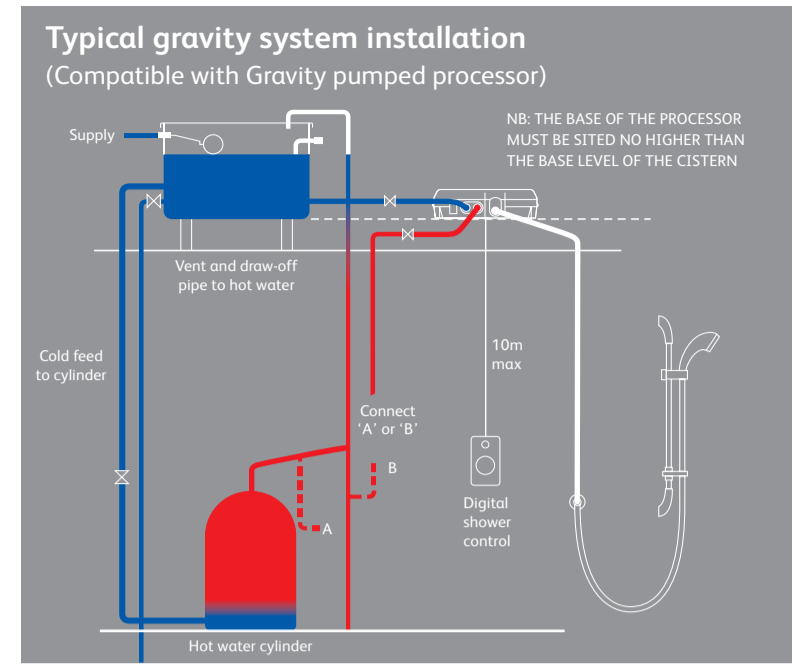
**DO NOT USE ABRASIVE CLEANERS**

To reduce the need for chemical descaling in hard water areas, your shower head incorporates a 'clear flow' system, whereby any scale build up can be broken down by gently rubbing the flexible tips of the jets during use. This procedure should be completed regularly, as often as once a week in some hard water areas, as scale build up can affect the spray pattern and cause the shower to perform poorly. Failure to descale the shower head can affect the internal seals and may affect the warranty.

Cleaning and maintenance should not be undertaken by children without supervision by a person responsible for their safety.

Should chemical descaling of the head become necessary, remove the shower head fully and immerse in a mild proprietary descaler.

**IT IS IMPERATIVE THAT DESCALING IS CARRIED OUT STRICTLY IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS. SUBSTANCES THAT ARE NOT SUITABLE FOR PLASTICS AND ELECTROPLATED SURFACES MUST NOT BE USED.**



Visage Digital concealed with fixed head

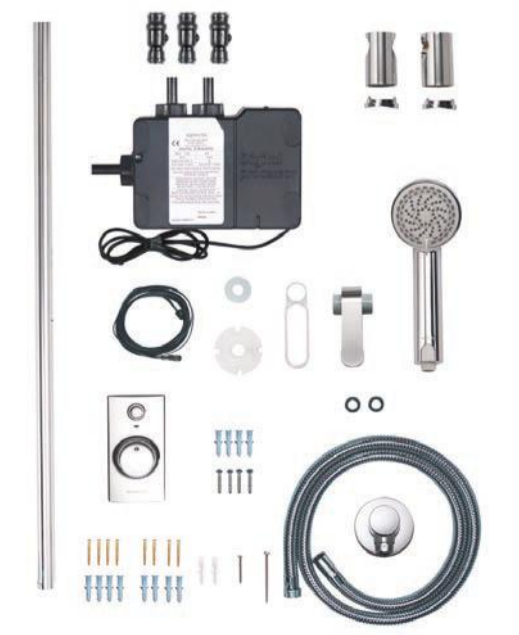
Visage Digital concealed with adjustable head

Components Fixed head (HP/Combi)



Literature not shown.

Components Adjustable (HP/Combi)



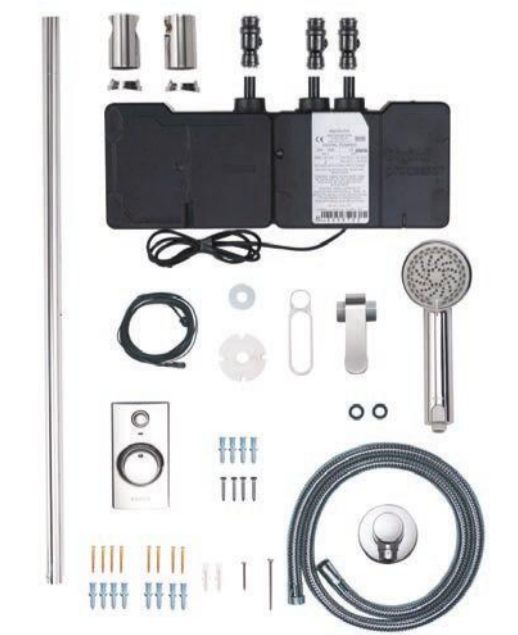
Literature not shown.

Components Fixed head (Gravity pumped)



Literature not shown.

Components Adjustable (Gravity pumped)



Literature not shown.

**!** This product must be installed by a competent person in accordance with the relevant Water Supply Regulations.

In addition to the guide below, it is essential that the written instructions overleaf are read and understood and that you have all the necessary components (shown overleaf) before commencing installation.

The Visage Digital shower system is supplied with universal fixings intended to secure it to a suitable wall.

**1** To ensure safe operation and installation of this product, the processor MUST be installed in one of the orientations shown.



**2** Isolation valves are supplied with the Digital processor and must be fitted on both inlets and the blended water outlet. All pipe work should be run in 15mm pipe. All pipe work should be supported. For externally pumped gravity fed installations, 22mm pipe work should be run as close to the processor as possible before reducing down to 15mm.



**!** The inlet supply centres are 48mm. The inlet supply centres deviate from EN1111 and EN1287, but are deemed to be a special case. Please note arrow on isolation valve to indicate direction of flow.

Compression fittings should not be used on the inlet and outlet spigots and may affect the warranty if fitted.

**3** Choose the position for your Digital processor as close to the shower control as possible. The processor may be sited in the roof space above the proposed shower site, in the airing cupboard or behind a screwed bath panel if more convenient. If siting in the roof space, ensure that freezing cannot occur and that no insulation material is placed under or over the processor. Please refer to the system layout diagrams.

**!** THE PROCESSOR MUST BE SITED IN A POSITION THAT IS SAFELY ACCESSIBLE FOR SERVICING AND COMMISSIONING PURPOSES. WHEN FITTED IN THE LOFT SPACE, THE ROUTE TO AND THE AREA AROUND THE PROCESSOR MUST BE BOARDED TO ENSURE A SAFE WORKING ENVIRONMENT.

The optimum position for the Digital processor is in the roof space above the shower site to take full advantage of the ease and speed of installation – please refer to the note above.

The distance between the Digital processor and shower control must be within range of the 10m data cable supplied.

**4** Place the Digital processor on a solid mounting surface, adjusting the fixing feet into suitable positions. Mark then drill and prepare suitable fixings before securing the processor to the mounting surface using the screws provided.



**5** Flush out the hot and cold supply pipes.

**!** The maximum hot water inlet temperature must be no more than 65°C.

**6** Attach the supply pipes to the Digital processor, ensuring that the cold and hot feeds are fitted into the appropriately marked inlets.



**!** DO NOT SOLDER NEAR TO PLASTIC COMPONENTS.

**7** Run a pipe from the mixed water outlet on the Digital processor through the wall to the proposed siting for the shower outlet.



**8** Unscrew the two front cover fixings at the base of the controller, ensuring the captive screws drop sufficiently to allow the front cover to be pulled clear. Carefully lift the controller from the bottom of the back plate and pull the cover clear.



**9** Place the back plate on the wall in the desired location for the shower control and mark the fixing points and the data cable entry point. Remove the back plate and drill a Ø16mm hole at the appropriate position for the data cable.

**!** The data cable should be run in conduit to allow for replacement if required. Care should be taken to ensure the mounting holes do not pierce the data cable conduit.

**10** Drill and prepare the wall fixings for the controller using the fixings provided, if suitable.



**11** Run a thin bead of mastic within the mastic groove at the rear of the back plate. Feed the data cable through the back plate leaving a working end of at least 100mm. Secure the back plate to the wall using the screws provided, if suitable.

**!** Ensure the data cable is the correct way round as both ends differ in type of connection used.



**12** Offer the data cable into the rear of the controller in the correct orientation. Push the data cable into position ensuring the cable connector watertight seals, are fully pushed home.



**13** Locate the fixing lugs on the top of the controller into position at the top of the back plate and push the bottom of the controller into place. Hold the controller in position and secure to the back plate using the fixing screws at the base of the controller.



**14** Connect the 15mm copper pipe to the mixed water outlet on the Digital processor. Using pipe clips as appropriate, ensure that all pipe work is perpendicular to the processor, i.e. not putting any strain on the fittings.

**!** TO ENSURE OPTIMUM PERFORMANCE USE THE MINIMUM AMOUNT OF ELBOWS.  
TO MAXIMISE FLOW RATES WE RECOMMEND USING COPPER PIPE WITH THE MINIMUM AMOUNT OF ELBOWS.

**!** BEFORE ANY ELECTRICAL ADJUSTMENT IS ATTEMPTED, THE ELECTRICITY SUPPLY MUST BE TURNED OFF AT THE MAINS SWITCH.  
ELECTRICAL INSTALLATION MAY ONLY BE CARRIED OUT BY A QUALIFIED PERSON.

**15** Connect the processor power lead to a double pole 3amp switched fused spur, incorporated in the wiring circuit, in accordance with current wiring rules. Ensure that this is located in an accessible, dry location and not in the bathroom.



**!** THIS APPLIANCE MUST BE EARTHED.

We recommend protecting surface mounted cables in suitable approved conduit to avoid the risk of damage from vermin.

The data cable and power lead should also be clipped in place with 'P' clips or similar to avoid accidents.

**16** Unscrew the single fixing on top of the processor box and then carefully tilt the lid up and off the location lugs and pull the lid clear.



**17** Connect the low voltage data cable into the socket adjacent to the temperature adjuster as indicated on the label. Feed the cable out of the processor box ensuring it is correctly routed within the data cable channel.



**!** For single outlet systems, a further data cable socket has been provided for use with the secondary Digital remote control. This can be accessed by carefully snapping and removing the entry pillar and connecting the cable as described above.

**18** The Digital processors are supplied factory set with the flow rate at either 'NORMAL HP' or 'NORMAL GRAVITY' mode depending on which shower system has been ordered.



HP/COMBI PROCESSORS ON BALANCED HP SYSTEMS:

HP/Combi Digital processors fitted to balanced high pressure systems may be set to 'NORMAL HP', or for water economy, 'ECO' modes.

HP/COMBI PROCESSORS ON COMBINATION BOILER SYSTEMS:

For HP/Combi Digital processors installed on combi boiler systems, for optimum performance we recommend setting the flow rate to the 'COMBI' mode.

**N.B.** The 'ECO' flow rate mode should not be selected for shower systems fitted to combination boilers.

GRAVITY PUMPED PROCESSORS:

Gravity Pumped Digital processors fitted to gravity systems may be set to 'NORMAL GRAVITY', or for water economy, 'ECO' flow rate modes.

**!** WHEN MAKING ANY ADJUSTMENT TO THE PROCESSOR SETTINGS THE POWER MUST BE ISOLATED.

**19** For single outlet systems, re-instate the electricity supply to the Digital processor. Press the 'Start/stop' button on the controller to turn the shower on.

**20** Run the shower at maximum temperature (factory pre set to 45°C). If required, maximum temperature adjustment can be made with a flat bladed screwdriver using the 'MAX TEMP ADJUSTMENT' control as indicated. When the temperature has been set to the desired position, carefully replace the Digital processor lid and secure the fixing hand tight only.



**!** Site conditions can affect temperature settings, installer to adjust as required.  
ALL COPPER PIPE WORK MUST BE CROSS-BONDED AND CONNECTED TO A RELIABLE EARTHING POINT.

#### Adjustable height head

**1** Ensure the finished wall surface is even. Prepare the pipe work from the Digital processor to the required position for the hose outlet using a Ø15mm copper pipe. Slide the wall spacer down the projecting pipe, flush with the finished wall surface.

**2** Slide the 15mm gripper ring down the projecting pipe flush with the wall spacer fitting.



**3** Trim the projecting pipe to a length of 15-22mm, measured from the face of the gripper ring, using a rotary type cutter. If a hacksaw is used, the pipe end must be carefully de-burred and chamfered.

**4** Clean and lubricate the pipe using a suitable (silicone based) lubricant.

**5** Remove the locking screw, rotate the chrome outlet assembly and remove the outlet from the wall mounting plate.



**6** Ensuring the locking screw hole is positioned at the bottom, place the wall outlet mounting plate onto the pipe assembly and mark and prepare the fixing points, using the fixings provided, if suitable.



**7** Ensuring the locking screw hole is positioned at the bottom, secure the wall mounting plate to the wall using the screws provided, if suitable.

**8** Ensuring the O-ring is in the correct position on the mounting plate spigot, place the wall outlet onto the mounting plate in the 5 o'clock position and rotate clockwise until a stop is reached.

**9** Refit the locking screw, taking care to not over tighten.



**10** Prepare two fixing points between 520mm (minimum) and 750mm (maximum) apart using the fixings provided, if suitable.

**!** The top rail end bracket can be adjusted to suit existing screw holes in the finished wall by sliding the bracket up or down the rail to suit the required position.

**11** Pass the rail through the handset holder while keeping the slider levers depressed.

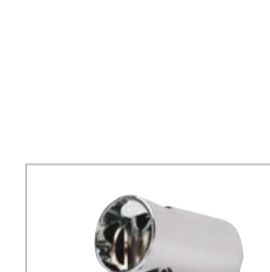


**12** Carefully slide the gel hook onto the rail under the handset holder.  
**!** Current Water Supply Regulations state that the handset should not be allowed to pass a point 25mm above the spill over level of the bath or shower tray. If this cannot be achieved, the hose must be passed through the gel hook which has been designed to be utilised as a hose restraint.

**13** Secure the top rail bracket into position using the screws provided, if suitable.



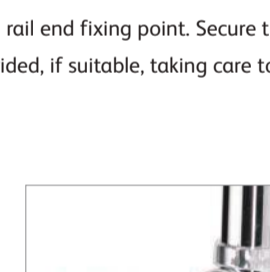
**14** Attach the bottom rail end body onto the rail.



**15** Slide the rail assembly up through the top rail end body.



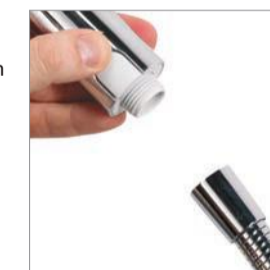
**16** Align the small hole in the rail with the bottom rail end fixing point. Secure the rail assembly to the wall, using the fixings provided, if suitable, taking care to not over tighten.



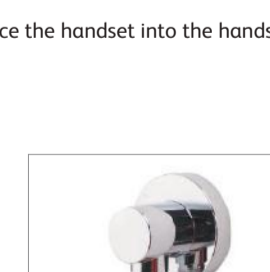
**17** Place the rail end caps into the rail ends and push firmly into position.



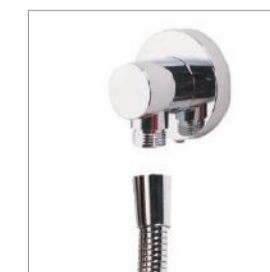
**18** Ensuring the hose washer is in the correct position, depress the anti-swivel locking button on the handset and secure the handset to the hose.



**19** Pass the hose through the gel hanger then place the handset into the handset holder.



**20** Ensuring the hose washer is in the correct position; attach the hose to the wall outlet.



#### Fixed head

**1** Cut the outlet pipe to the finished length (55mm – 150mm measured from the finished wall surface) using a rotary type cutter. If a hacksaw is used, the pipe end must be carefully de-burred and chamfered.

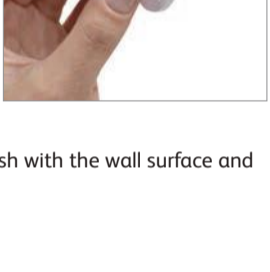
**2** Slide the wall spacer down the projecting pipe, flush with the finished wall surface.



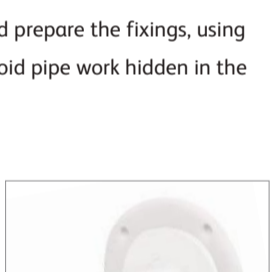
**3** Ensure the pipe is clean and free of dust. Slide the fixing bush onto the pipe, flush with the finished wall surface.



**4** Slide the fixed head arm over the fixing bush, flush with the wall surface and mark the four fixing points.



**5** Carefully remove the fixed head arm and drill and prepare the fixings, using the fixings provided, if suitable, taking care to avoid pipe work hidden in the wall.



**6** Ensuring the fixing bush is clean and free of dust, fit the 15mm O-ring against the end of the fixing bush. Lubricate the O-ring using a suitable silicone based lubricant.

**!** The O-ring must be positioned on the 15mm pipe flush to the fixing bush, not onto the fixing bush shaft.



**7** Refit the shower arm and secure it to the wall using the screws provided.



**8** Run the shower for a few seconds to clear any debris that may be present.

**9** Slide the cover plate into position flush with the finished wall surface.



**10** Ensuring the rubber washer is in the correct position, attach the shower head to the fixed arm and carefully secure using a suitable spanner, or a tool with smooth jaws, sufficiently to lock the head into position.

