

ELISATM

IntuitionTM



User Guide

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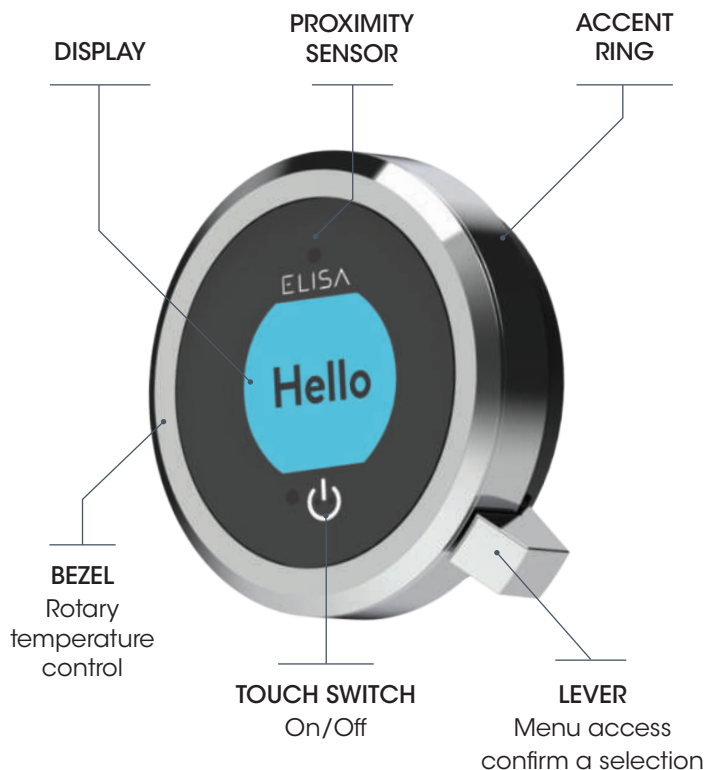
Safety Information

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. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. For further information regarding the installation of your product, refer to the Smart Shower Installation Guide.

Declaration of Conformity

Aqualisa Products Limited declares that the SmartValve and supplied controller, in conjunction with pairing remotes and diverter, complies with the essential requirements and other relevant provisions of the Low Voltage Directive (2014/35/EU), the EMC Directive (2014/30/EU) and the RED Directive (2014/53/EU).

Intuition™ Controller



GET SMART CONNECTED

Unlock the potential of your shower; from water consumption analysis to enhanced user functions. Keep up to date with latest features for the ShowerMe app and voice activation by visiting the Elisa website.

Download and open the free ShowerMe app. Find instructions on page 16 "Connecting to the App". If you have any trouble downloading the ShowerMe app, check elisabathrooms.com/smartapp for device compatibility.

SMART SPEAKER SET-UP

Once the above has been completed go to the app for your smart speaker and follow their instructions to add the shower to your devices. See page 16

Quick Start

You can prepare your temperature and outlet before you switch on the shower, or adjust with ease while showering.



WAKE UP, (POWER ON)
AND POWER OFF

SHOWER ON



TEMPERATURE

Adjust before or during showering.

FLOW

Adjust during showering only.

SELECT OUTLET*

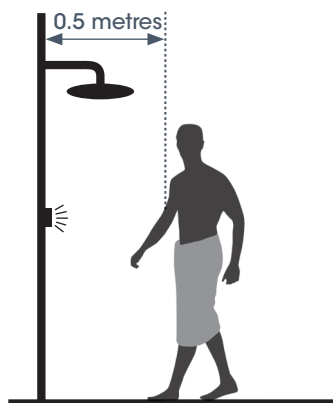
Push and hold lever for over 3 seconds then release when desired outlet icon appears.



* Divert models only

Wake-up

The controller has a proximity sensor, so as you approach or move your hand towards the controller, the display wakes up and is ready to go. (You can disable this feature in the Settings menu - see page 13).



The proximity sensor detects any object directly in front, at approximately 0.5m away from the controller.

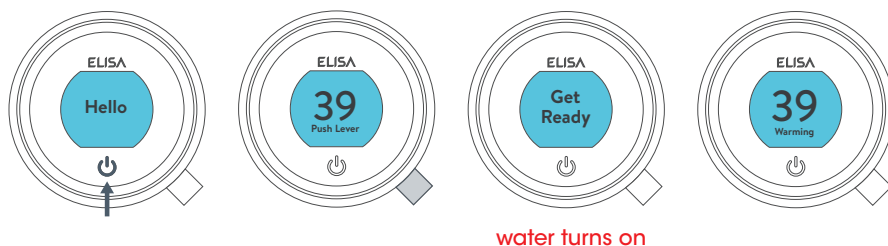
Language Display

For information on languages available and how to reset the language display on the controller, refer to separate literature supplied or visit elisabathrooms.com

Switching On and Off

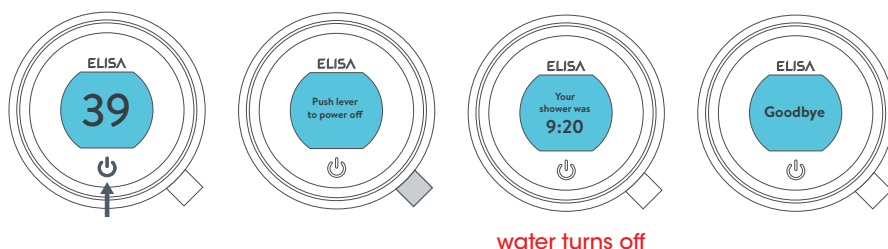
STARTING YOUR SHOWER

To activate the controller, use the proximity sensor, or touch the power symbol until the screen wakes up, then push and release the lever to start the shower. The Get Ready screen will appear on the display. After a moment the target temperature will flash until it is reached. It will then display the thermostatically controlled temperature.



ENDING YOUR SHOWER

Touch the power symbol for approximately 1 second, then push the lever when prompted, to confirm and end the shower.



The controller features a secondary method to turn the shower off. This is done using the lever: joggle the lever down until the flow is set to ECO, then joggle the lever down three more times in succession.



As a safety feature, the SmartValve has a maximum run time of 20 minutes. The flow can be stopped and started at any time by following the instruction on this page.

This can be enhanced by activating and using the free ShowerMe app. See pages 3 and 16 for details.

Adjusting the Temperature

From the **Home** screen you can adjust the temperature at any time, before or during showering, by turning the bezel.



TIP: This is your **Home** screen. When in any of the Menu or Settings screens, you can easily return to the home screen by turning the temperature bezel.

TEMPERATURE FEEDBACK DISPLAY*



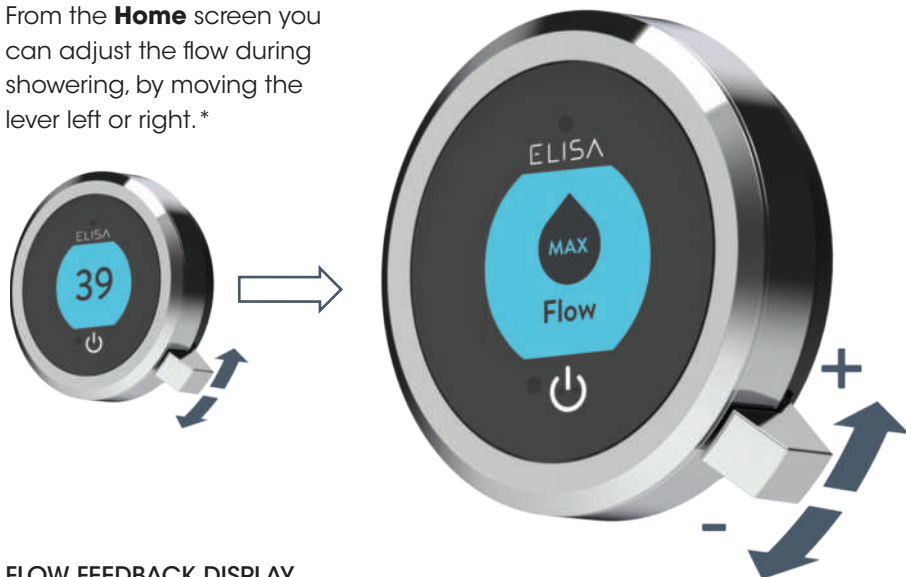
Turn clockwise to increase the temperature. While the temperature is adjusting the screen will flash and the display will show **Warming**. When the desired temperature is reached, the display will stop flashing.

Turn anti-clockwise to decrease the temperature. While the temperature is adjusting the screen will flash and the display will show **Cooling**. When the desired temperature is reached, the display will stop flashing.

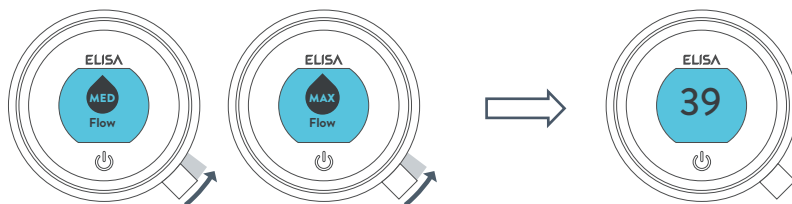
* Very small changes in temperature may not result in **Warming** or **Cooling** messages showing, only the temperature value will change.

Adjusting the Flow

From the **Home** screen you can adjust the flow during showering, by moving the lever left or right.*



FLOW FEEDBACK DISPLAY



After adjusting the flow, the display will return to the temperature **Home** screen after a few seconds.

Note: the change in flow will vary depending on the water system pressure and the configuration of the pipework. For further information, refer to the trouble shooting section and the Important Information section in the Smart Shower Installation Guide.



Emergency Stop: When the flow setting is at ECO, joggle the lever down 3 times in succession to turn the shower off.

*Flow cannot be adjusted when in **Settings** mode, or when the shower is awake and not flowing.

Selecting your Outlet Divert models only

From the **Home** screen, you can alternate between outlets by pushing and holding the lever for over 3 seconds and releasing when the desired outlet icon appears. This can be done upon starting the shower, or during showering.



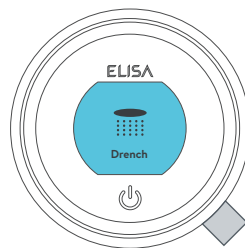
Push and hold for
over 3 seconds



Release lever when
desired outlet icon appears

OUTLET ICONS

By default your controller will show the **Shower** icon as the primary outlet and the **Drench** icon as secondary. To change, go to **Settings** menu, **Configure Outlets** (page 14).



Adjustable Head

Vita™ Head

To avoid water dripping from the shower head after use, we advise to tilt the head back to allow residual water to drain out.

The above recommendation applies to both adjustable and fixed shower heads.

Rotate the spray plate lever clockwise or anticlockwise to select the desired spray pattern.

To select the preferred height for the shower head, squeeze the side levers together to allow the handset holder to move up or down the rail.

Angular adjustment is made by carefully but firmly pulling forwards or pushing back the shower head against the ratchet in the holder.

Removing the shower head: with the hose still attached, disengage the pivot clip by pushing in the outer grey button located on the front of the shower head (near to the hose connection).

Remove the spigot from the bottom of the handset by using the hose to pull clear. To reattach: ensure the hose washer is in the correct position, tighten the threaded spigot into the hose using a suitable spanner, taking care not to over-tighten. Reinsert the spigot into the handset and engage the pivot clip prior to placing the handset into the handset holder.

1. Inner



2. Middle



3. Outer



Fixed Head

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

To avoid water dripping from the shower head after use, we advise to tilt the head to allow residual water to drain out.

Note: do not force the angle of the head beyond its natural stopping point.



Bath Overflow Filler

1. Push the waste cover to engage the plug fitting.
2. Push the waste cover again to disengage the plug.

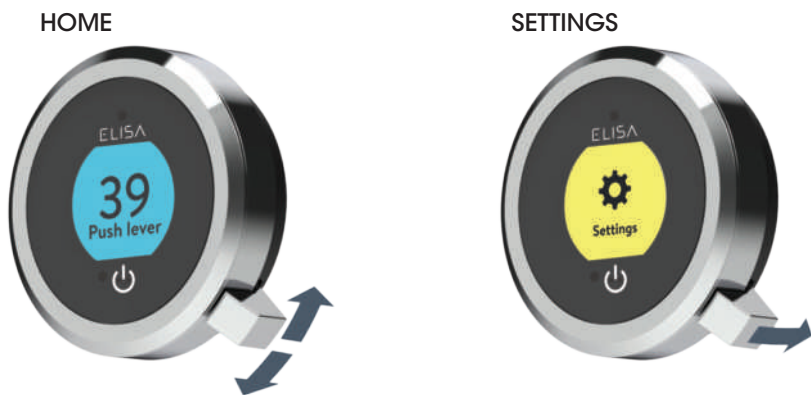


Do not leave the bath filler running unattended. Although the overflow will remove excess water once the bath is overfilled, this may not be sufficient to prevent the bath from overflowing (depending on system conditions).

Settings

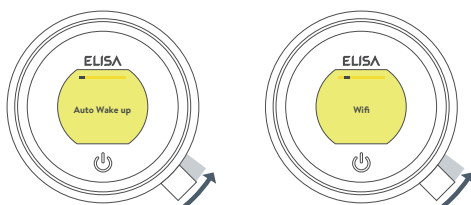
Intuition™ features optional settings to enhance your shower.

To enter **Settings**, from the Home Screen, move the lever left or right until the **Settings** screen appears. Push the lever to enter. Access to the settings menu is only available when water is not flowing.



BROWSING THE SETTINGS MENU

When in the **Settings** menu, move the lever left or right to browse.

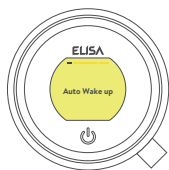


EDITING A SETTING

To change a setting, push the lever. Move the lever left or right to choose your preference, (the active setting is in darker type) and push the lever to confirm. A tick will briefly appear to confirm your choice.

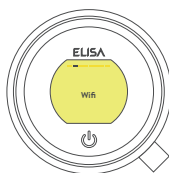


Settings



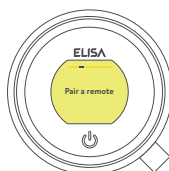
AUTO WAKE UP

This setting allows the **Wake Up** feature to be turned off. This may be required if you have a small shower enclosure, and the controller is permanently active. Factory default: ON.



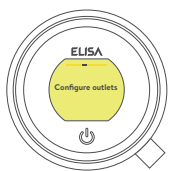
WIFI

To connect to the ShowerMe app and enable shower functionality using your personal smart devices.



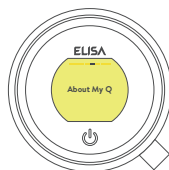
PAIR A REMOTE

If you have purchased a remote control, please refer to the separate instructions supplied.



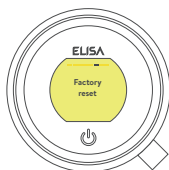
CONFIGURE OUTLETS

This setting enables you to choose the icons that represent your outlets, and change the primary outlet. (See page 14 for details).



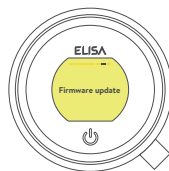
ABOUT MY Q

For Elisa Service Technician use.



FACTORY RESET

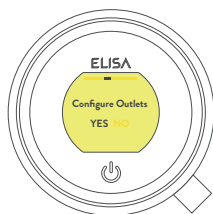
Reset all settings to factory default, including resetting the controller language display. Refer to separate literature supplied or visit elisabathrooms.com for more information.



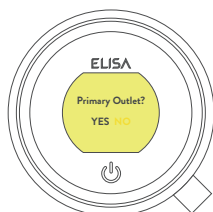
FIRMWARE UPDATE

This setting should only be used under advice from Elisa Customer Service or by a trained service technician.

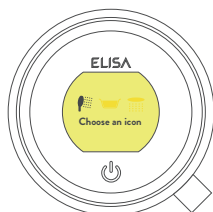
Configuring your Outlets



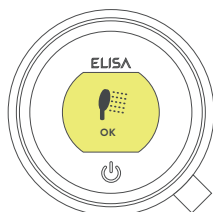
This setting enables you to choose the icons that represent your outlets. If you have multiple outlets, you can also select the most commonly used, this is known as the primary outlet. Water will divert to this outlet unless you select otherwise.



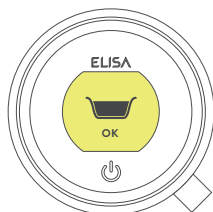
When you enter this setting you will first be asked to switch on the shower. You will then be prompted to confirm if the outlet running is the desired Primary Outlet.



Next, move the lever left or right to browse icons. Push the lever to select the icon that matches your installation.



When you have selected the icons, your choice will be confirmed with OK.



NB: Only available with divert models. You can not configure outlets whilst the shower is in use.

Caring for your Shower

Over time, your shower may be affected by hard water scaling. To keep your shower working effectively, we recommend that you clean your shower regularly.

Your product should be cleaned using only a soft cloth and washing up liquid. The bath system 'click clack' waste plug mechanism (if applicable) should be kept clear of debris to ensure the plug maintains a watertight seal. The plug can be unscrewed and removed to check and clean the mechanism.

Cleaning the shower head

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. Should descaling of the head using a cleaning agent become necessary, remove the shower head fully and immerse in a mild proprietary descaler (e.g. vegetable based or plain white vinegar). Cleaning and maintenance should not be undertaken by children without supervision by a person responsible for their safety.



DO NOT USE ABRASIVE CLEANERS. It is imperative that descaling is carried out in accordance with the manufacturer's instructions, substances that are not suitable for plastics and electroplated surfaces must not be used.



Cleaning tip: to keep your shower effortlessly clean, we recommend drying all shower components with a soft cloth after use.

Changing water system?

If switching from a gravity-fed water system to a mains pressure system (e.g. Combination boiler) you will need to change your SmartValve. Contact a member of our Customer Service team for further information.

The ShowerMe App




HELPFUL INFORMATION - BEFORE YOU START

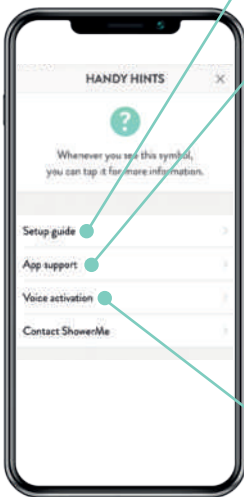
Download and open the ShowerMe app on your personal smart device and follow the instructions to create Your Home profile before continuing with this section. An instructional video and information on compatible devices are available by visiting elisabathrooms.com

Refer to the troubleshooting section of this guide for guidance and advice.

For Wifi set up, the SmartValve must be powered, but the shower must not be in use.



Tapping on the settings symbol whilst in the shower tab  will navigate you to a menu where you will find the Handy Hints section.




Setup guide

A walkthrough guide on setting up the App and connecting the shower.

App support

INSTABUG & ERROR MESSAGES

The ShowerMe app utilises the Instabug platform; this tool can be used to:

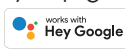
Report an issue, suggest an improvement, or ask a question. If you experience problems connecting your shower, or with the app functions, then an Instabug report can be raised. To trigger the Instabug service either shake your smartphone from side to side or tap on the message bubble  then simply follow the instructions.

Support on error messages and troubleshooting.

Voice activation

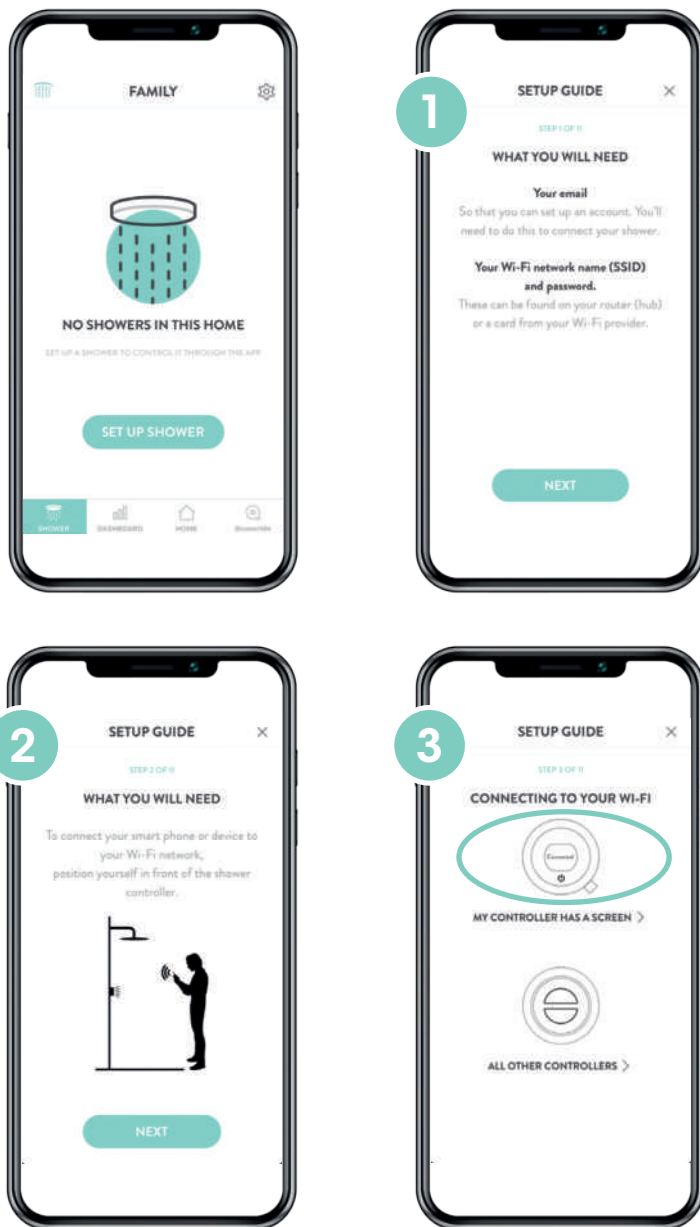
Once the ShowerMe app is set up and the shower connected you can link your smart speaker.

View the step-by-step guide on how this is done.



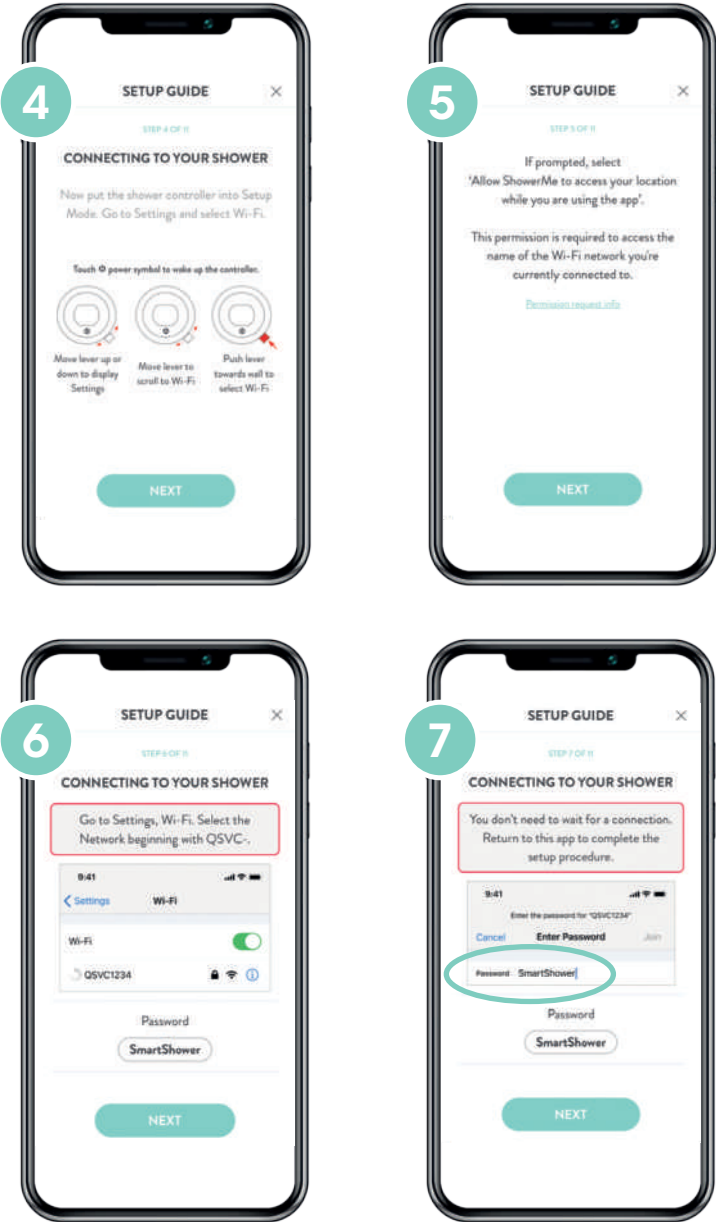
Connecting to the App

THE STEP-BY-STEP INSTRUCTION ON CONNECTING THE SHOWER



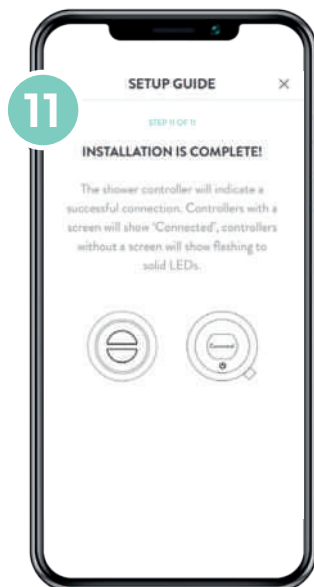
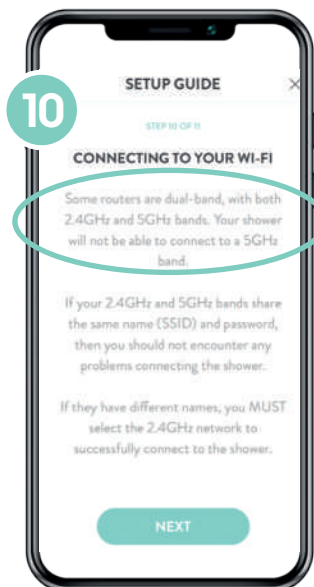
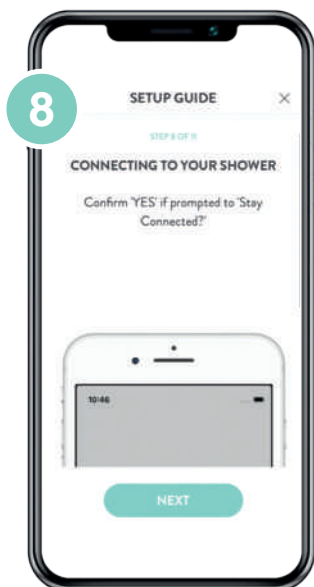
Connecting to the App

THE STEP-BY-STEP INSTRUCTION ON CONNECTING THE SHOWER



Connecting to the App

THE STEP-BY-STEP INSTRUCTION ON CONNECTING THE SHOWER

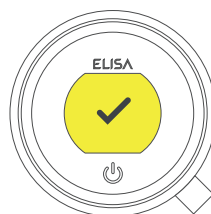


Connecting to the App

THE STEP-BY-STEP INSTRUCTION ON CONNECTING THE SHOWER

The message "Connected" will briefly flash up on the controller screen followed by a ✓

To exit the controller menu, either rotate the temperature bezel or allow the Settings menu to time out.



If connection is unsuccessful a message will appear in your ShowerMe app. Redo the steps or refer to app trouble shooting on page 21 or at elisabathrooms.com/smartapp



The ShowerMe app gives you the capability to operate your product remotely using your mobile device. It is the responsibility of the user to ensure that it is safe to remotely activate the water flow. Elisa recommend that baths and showers in operation are not left unattended.



If the timer setting is adjusted within the ShowerMe app, then the shower will run for the newly set duration, overriding the default maximum run time. Note: the water flow will stop at the end of the timer.

App Troubleshooting

Error/Message	Suggestions and Checks
"Could not connect to the shower"	If a serial number is displayed, tap on Try Again . If no serial number displayed tap on Cancel and then go through the process again, ensuring that the below suggestions are followed.
"Network unavailable" Or Wifi drops when connecting to the QSVC	<p>Note: The setup process requires good signal strength between your phone and the SmartValve (not the shower controller).</p> <p>Close any running apps on the phone before commencing.</p> <p>Turn off the mobile data connection in the phone's settings.</p> <p>Select "Keep WiFi Connection with No Internet" where and when prompted.</p> <p>Ensure that your phone / smart device is connected to the home Wifi network (try running a program or app that requires Wifi connection).</p> <p>Close and re-open the ShowerMe app.</p> <p>In the app journey ensure that QSVC is being selected and that the password SmartShower is entered correctly- you do not have to wait for connection confirmation, once QSVC has been selected wait a few seconds and then return to the ShowerMe app.</p> <p>Ensure that you are keying your SSID (home Wifi) and password correctly.</p>
"The operation could not be completed" (when trying to start shower)	<p>Ensure your Wifi is working.</p> <p>Check that the shower operates using the main controller.</p> <p>If the shower does not work via the main controller, check there is power to the SmartValve (possibly tripped fuse / circuit or accidentally switched off).</p> <p>Turn power off to the SmartValve for a few minutes and then reinstate.</p> <p>Close any other running apps.</p>
The app is missing the profile feature	<p>Follow the below instructions:</p> <p>Select HOME.</p> <p>Select the SHOWERS tab, if it states "Reduced" follow the below instruction:</p> <p>Swipe the shower model left or select the arrow and then tap on "Disconnect from shower".</p> <p>Select Add new shower and follow the set up (Connecting shower) steps as per instructions.</p>
Locating the shower serial number in the ShowerMe app	From the Home Tab, select the SHOWERS tab, then choose the shower to display the serial number.

Shower Troubleshooting

Refer to page 21 for App Troubleshooting.

Symptom	Possible cause	Action
Controller unresponsive - No Lights / Blank	Power supply turned off to SmartValve	Check power supply is turned on - Green power light should be illuminated on the SmartValve. Additionally check the following 2 action points.
Controller displaying "Preparing, please wait..." for longer than 2 minutes	Loss of communications	Check data cable connections are making good contact and are fully inserted and that there is no visible damage. Power reset the SmartValve.
		Check that the wiring schematics are as per installation instructions in the Smart Shower Installation Guide. Power reset the SmartValve.
Pump noisy and low / no flow	Air lock (for Gravity fed systems only)	For models utilising an adjustable head kit; disconnect the handset from the hose, see Head section on page 10, lower the hose into the shower tray or bath, set the temperature to fully cold and then start the shower. As the water starts to flow and increase in volume gradually increase the temperature. If the flow starts to splutter, stop moving the temperature control until the flow again stabilises, then continue to move the dial towards the hottest setting.
	Restriction in the waterway	Check for debris in the inlet filters of the SmartValve, diverter and Fixed Head connection washer. Must be conducted by a qualified person. NOTE: The water supplies MUST be isolated when checking the inlet filters.
	Blocked or kinked hose liner	Where a flexible hose is fitted, unscrew the shower hose from the outlet connection and turn the shower on.
Auto wake up (proximity) not activating	Auto wake up turned off	Go to Settings menu and ensure Auto wake up is ON. See page 14 for instructions.
Flow does not change when adjusted with lever	Combination boiler output does not meet the flow demand	Check with boiler manufacturer for specification details.
	SmartValve is set to ECO mode	Refer to Setting Water System Mode section in the Smart Shower Installation Guide. Ensure mode is set to normal or ECO gravity setting.
	Seasonal conditions	During the cooler months the mains water temperature drops and this will reduce the performance of combination boilers. Check with your boiler manufacturer for details.

Symptom	Possible cause	Action
Low / no flow	Seasonal conditions	See previous point.
	Incorrect SmartValve fitted	If water supplies are gravity fed, the PUMPED SmartValve must be used (unless a separate stand alone pump is being utilised). Refer to the Smart Shower Installation Guide.
	Water supply issue	For the Standard SmartValve - Ensure water is turned fully on at the mains and at the servicing valve in the supply.
		Ensure isolation valves are fully open.
	Mixed water supplies	For standard SmartValve- ensure hot and cold supplies are from the mains water supply.
	Restriction in the waterway	See same cause in 'Pump noisy and low / no flow' symptom.
	Blocked or kinked hose liner	Where a flexible hose is fitted, unscrew the shower hose from the outlet connection and turn the shower on.
	Incoming mains water pressure or flow too low (Standard SmartValve only)	After confirming that the filters are clear, check with the local water authority.
	Separate, stand alone pump not activating (Standard SmartValve only)	Ensure sufficient flow to activate the flow switches of the pump. Refer to IMPORTANT INFORMATION section in the Smart Shower Installation Guide.
Unable to adjust or control temperature	SmartValve pump not activating	Refer to Setting Water System Mode section in the Smart Shower Installation Guide, ensure mode is set to Normal or ECO Gravity setting.
	SmartValve is set to ECO mode	Refer to the above point.
	Reversed inlet water supplies (i.e. Hot supply feeding cold inlet and vice-versa)	Ensure correct water supply to specified inlet connection of the SmartValve.
Fluctuating water temperature	Incorrect setting on Logic Module of SmartValve	If hot water supply is from a combination boiler- the Logic module mode MUST be set to COMBI. Refer to Setting Water System Mode section in the Smart Shower Installation Guide.
	Airlock in water supplies (for gravity fed systems only)	See "Air lock" in Possible Cause section on page 22.

Symptom	Possible cause	Action
Fluctuating water temperature (continued)	Hot water temperature too high	Ensure hot water supply temperature is below 65°C (minimum 55°C for stored water and 50°C for combination boilers).
	Communications issue	Check data cable connections and that there is no visible damage.
	Combination boiler unable to meet demand	Check if another outlet in the property is being used at the same time. Check that the hot water temperature is stable at another high flowing outlet (e.g. bath hot tap - run at maximum flow rate), additionally run a cold outlet at 1/3 of a maximum flow rate. If the same issue is evident on these outlets, contact your boiler manufacturer.
Temperature too low	Low hot water temperature	Check that domestic hot water temperature is a minimum of 55°C for stored water and 50°C for combination boilers.
	Logic Module temperature setting too low	Maximum temperature is set to a factory default of 45°C. To adjust refer to the important information section (Safety Information) and Controller Commissioning Instructions in the Smart Shower Installation Guide.
Temperature too low - Controller temperature ready display does not stabilise	Hot water supply issue	Check another hot water outlet to ensure that hot water is available.
	Mixed water supplies	Water supplies MUST be from the same source: MUST NOT be gravity hot and mains cold.
	Unbalanced water supplies	For mains fed systems the cold and hot feeds should be as evenly balanced as possible - especially for HP unvented systems.
	Combination boiler unable to meet demand	See same cause in 'Fluctuating Water Temperature' symptom.
Temperature too hot	Seasonal conditions	In the warmer months, the mains water temperature can rise to ambient level. The SmartValve always blends a mix of both hot and cold supplies therefore the output temperature at fully cold (controller setting) will always be higher than the incoming cold water supply.
Temperature too hot	Seasonal conditions (gravity fed systems only)	For installations which utilise a cold water storage supply (gravity fed system), the ambient temperature in the loft can rise to above 40°C. In turn, this warms the stored water. Check by running a cold tap that is supplied from the water storage. N.B. Kitchen taps are normally fed from the mains water system.

Symptom	Possible cause	Action
Maximum temperature setting is not to your preference	Settings need adjusting	Refer to section 'Temperature too low', possible cause 'Logic module setting too low'.
Controller remains illuminated after switching shower off	Poor cable connection	Check data cable connections are making good contact, are fully inserted and that there is no visible damage.
	Object within range of proximity sensor and activating Auto Wake-up	Refer to Settings section for guidance on disabling this function.
Water flows from incorrect outlet (divert models only)	Outlets not configured	Refer to User Guide: Settings Section - Configuring your Outlets on page 14.
Unable to configure outlets in Settings menu	Communications issue	Check that 2m patch lead is connected between SmartValve and diverter. Refer to Wiring Diagram Section in the Smart Shower Installation Guide.
	Outlets not configured	Turn off the power supply to the SmartValve, leave isolated for at least 2 minutes. Reinstate power supply and then following instructions in the Settings Menu complete a Factory Reset, then proceed to Configure Outlets.
Water dripping from outlets after use	Water retention in shower heads	Refer to pages 10 and 11. Descalcify shower heads to clear spray jets.
	High pressure (unvented) water system requires servicing	Check the user guide for the hot water system to verify symptoms and where required arrange for servicing.
Flow shuts off by itself	Maximum run time exceeded or end of duration reached in app timer setting	Refer to pages 6 and 20.
Language incorrect on controller display	Controller incorrectly commissioned	Refer to separately supplied literature or visit elisabathrooms.com

For further information and advice refer to Smart Shower Installation Guide or contact the Customer Helpline.

Have you Registered?

Our products are manufactured to the highest standards. In the unlikely event that something goes wrong, we want all our customers to be protected, which is why we give you a totally free of charge 1 year parts and labour guarantee*. You can easily **increase your FREE guarantee to 5 years** simply by registering your product. Please keep your receipt to validate your guarantee. Please see our website for full terms and conditions.

*Subject to terms and conditions



Register your guarantee instantly at
www.elisabathrooms.com/guarantee

Need Help?



You can find Frequently Asked Questions at **[elisabathrooms.com](https://www.elisabathrooms.com)**



Speak to our Customer Service team on **01959 560003**



Or email us at **enquiries@elisabathrooms.com**



Instabug reporting platform for the ShowerMe app.
Accessed in the app by: Shaking your phone or tapping on the message bubble.



See page 16 for details.

www.elisabathrooms.com

The Flyers Way, Westerham, Kent TN16 1DE, UK

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The company reserves the right to alter, change or modify the product specifications without prior warning.

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