

TROUBLESHOOTING

PROBLEM	DIAGNOSTIC
Water temperature is not hot enough.	<ol style="list-style-type: none"> 1. Press on the push button on the top of the thermostatic handle and turn counterclockwise. 2. The water heater temperature is set at 60°C (140°F). 3. Make sure that there is no air in the water pipes.
Noise is coming from the water line when the shower column is in function.	<ol style="list-style-type: none"> 1. Look for air pockets in your plumbing . 2. Look for upside-down "U" in all the pipes going to the shower, make sure that they are not kinked or twisted
Water temperature gets increasingly colder.	The problem is probably coming from your water heater, try this little test: Turn on the hot water faucet of the sink and see if the water is hot, if the water is cold the problem is coming from the water heater. the tank may be empty, wait 30 min and try the test again.
Cold water comes out when the faucet is set on hot water.	Check the two stainless steel hoses at the back of the shower column, the hot and cold are probably reversed.
The water pressure is going down gradually.	<ol style="list-style-type: none"> 1. Verify the filters in the gaskets at the water entry as well as on the thermostatic cartridge. 2. Look for upside-down "U" in all the pipes going to the shower, make sure that they are not kinked or twisted.
The temperature is hard to adjust when the thermostatic is turned.	The thermostatic cartridge probably needs to be soaked in a deliming solution. Please refer to the maintenance section on Page 5 of your owner's manual.



ATTENTION

Any warranty will be void and ineffective in the case of a modification of the internal mechanism or any other component of the product. If this troubleshooting guide does not help you to find or fix the problem. Please call : 450-417-3740.