



T R I F L O W

## TRIFLOW HYBRID SYSTEM

**CAUTION!**  
**SCALDING HOT WATER**



THE TRIFLOW HYBRID SYSTEM IS DESIGNED TO DISPENSE BOILED WATER THEREFORE EXTREME CAUTION MUST BE TAKEN WHEN USING THE SYSTEM.

WE STRONGLY RECOMMEND NEVER TO DRINK DIRECTLY FROM THE SPOUT.

AS WITH ANY TAP, BEFORE DISPENSING COLD WATER ALWAYS RUN THE TAP FOR A FEW SECONDS FIRST TO REMOVE ANY HOT WATER WHICH MAY BE PRESENT IN THE SYSTEM.

THE TRIFLOW HYBRID SYSTEM MUST BE INSTALLED AND COMMISSIONED BY A COMPETENT PERSON. PLEASE READ THE INSTRUCTION MANUAL INCLUDED WITH THE TRIFLOW HYBRID SYSTEM BEFORE INSTALLING THE PRODUCT.

PLEASE NOTE, THE TRIFLOW HYBRID SYSTEM IS NOT INTENDED FOR USE BY PERSONS (INCLUDING CHILDREN) WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES, OR LACK OF EXPERIENCE AND KNOWLEDGE OF THE SYSTEM.

## CONTENTS

WARNING PAGE	2
INTRODUCTION	4
PACKING LIST	6
INSTALLATION DIMENSION	7
HELPFUL TOOLS	8
TECHNICAL SPECIFICATIONS	9
INSTALLATION STEPS 1-7	10
BEFORE USE	13
HOW TO USE	14
INSTRUCTION STEPS FOR FIRST USE 1-3	15
PRODUCT OPERATION	19
LIMESCALE FILTER CARTRIDGE REPLACEMENT	23
CERAMIC CARTRIDGE REPLACEMENT	24
HOW TO REORDER YOUR TRIFLOW FILTER CARTRIDGE	26
MAINTENANCE SCHEDULE	27
CUSTOMER SUPPORT	28
PRODUCT REGISTRATION	29
WARRANTY	30

# INTRODUCTION

It is essential that all the relevant written information is read and understood. When installed and maintained in accordance with these installation instructions, your Triflow System will give many years of trouble free use.

Your Triflow Hybrid System is manufactured to precise standards. Triflow products allow hot and cold mains water to mix in the body but delivers filtered cold and boiling water through a separate dedicated waterway. Your new Triflow System should ideally be installed on an equal pressure system where hot and cold mains water supplies are balanced; otherwise, control of the mixing temperature may be affected. When used on an imbalanced system please check isolation valves are fitted to the mains water supplies.

All products manufactured and supplied by Triflow Concepts are safe to use provided they are installed, operated correctly and receive regular maintenance in accordance with these instructions.

This product has been designed to comply with the Water Supply (Water Fittings) Regulations 1999 and current bylaws.

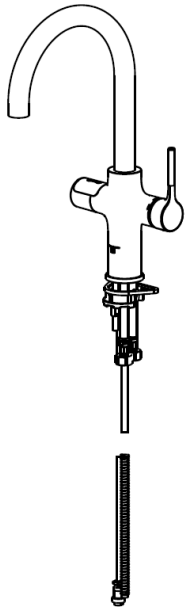








Remove all packaging and check the contents for damage before starting any installation.

## IMPORTANT NOTES ABOUT YOUR SYSTEM

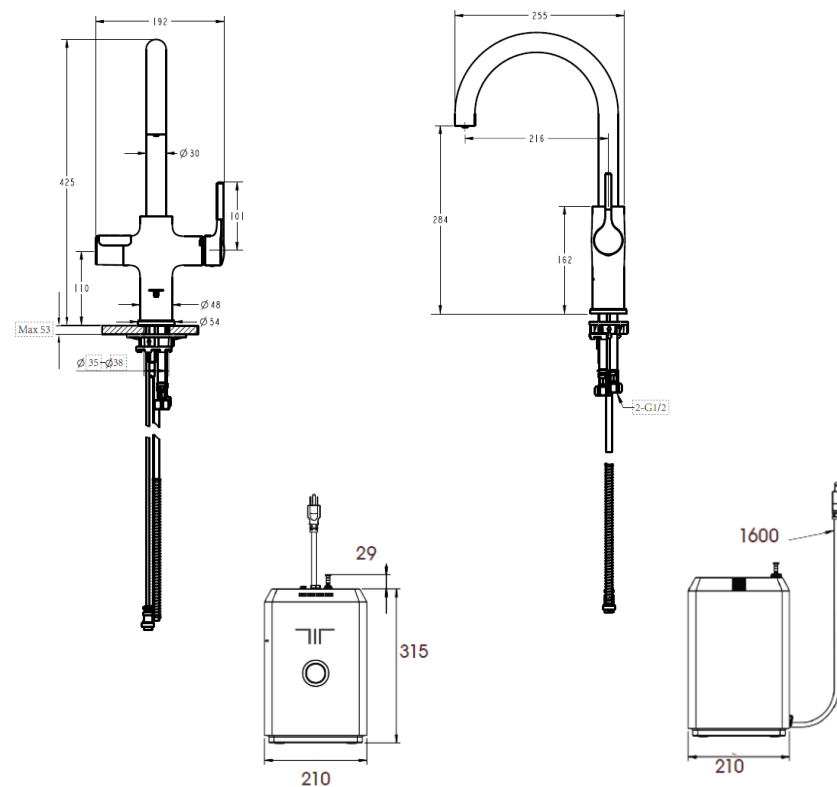
Failure to correctly install and maintain this product will invalidate the guarantee; we therefore recommend that this product is installed by a registered plumber and, where applicable, a registered electrician.

- Observe all local plumbing, electrical and building codes.
- Before installing this product the water supply must be thoroughly flushed in order to remove any swarf, solder etc.
- Shut off water supplies during installation.
- Ensure there is sufficient access to the filter housing, fittings, spout and handles for operation.
- Isolation valves (not supplied) should be fitted to the inlet feeds as close as is practical to the inlet connections for ease of maintenance and servicing.
- Carefully unpack the Triflow System to avoid accidental damage or loss of small parts.
- Check all parts required for installation are present.
- DO NOT lift the Triflow tap using the spout section.
- Check that flexible hoses are not twisted or kinked as this will restrict the flow. Ensure all connections are firmly tightened.
- Check the spout outlet protrudes sufficiently into the sink(s) and is clear of any obstructions. When activating the system, make sure the spout is positioned over the sink.
- Ideal performance is obtained with equal mains hot & cold pressures.
- Recommended working pressure: Min 1 bar - Max 3 bar  
**Please Note: any Hybrid systems installed outside of this pressure range will invalidate your warranty**
- Recommended flow rate for filter: 1/1.5 litres per minute. Please reduce water pressure through your stop cock.
- Temperature Range: Min 1°C, Max 98°C (inside tank)
- Ceramic disc valves fitted to certain tap varieties flow from FULLY OFF to FULLY ON, and is achieved by rotating the handles a quarter turn.
- Sheet metal sinks may require the use of a sink support (not supplied).
- Connections may vary depending on local by-laws and country specifications.

## PACKING LIST

	Item	QTY
<p data-bbox="148 281 276 308">Hybrid Tap</p> 	 Spanner 1  Accessory packs 1  Products Installation Instructions 1  Tool for filling water into the tank 1	
<p data-bbox="85 484 223 510">Heater tank</p> 	<p data-bbox="585 675 840 702"><b>Accessory Symbol List</b></p> <div data-bbox="563 728 680 819">  Fastening Pieces 1         </div> <div data-bbox="755 728 893 808">  Plastic Spanner 1         </div> <div data-bbox="563 888 702 958">  Bushing 1         </div>	

## INSTALLATION DIMENSIONS



## HELPFUL TOOLS



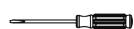
SPIRIT LEVEL

Pencil

Impact Drill

Tape Measure

Spanner



Screwdriver



Flashlight



Teflon tape



Scissors



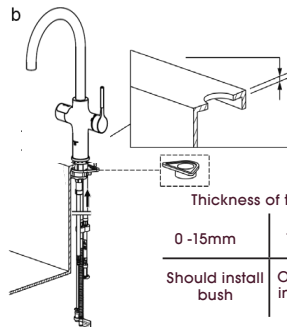
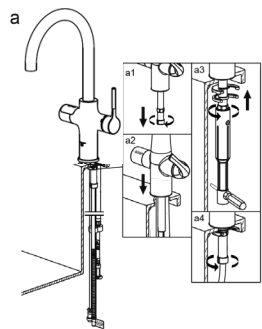
Water Inlet Tool

## Technical Specifications

- Recommended inlet water pressure : 25 - 72.5 psi
- Heating power: 1300W, Heating capacity: 18L/H
- Tank capacity : 3L
- LED power indicator
- 120V/60Hz, with Leakage Protective Plug
- Warranty Period : 2 years
- Dimensions : W210 X D210 X H315mm
- Unique recovery device: jet-flow structure which can reclaim all remaining water within the outlet hose, to ensure that only filtered hot or cold water will be dispensed.
- High-level performance: the boiling tank made of 304L stainless steel.
- High-level safety performance: non-pressurized design, boil dry protection.
- Easy installation: The inlet and outlet is located on the top of the tank.

# INSTALLATION STEPS

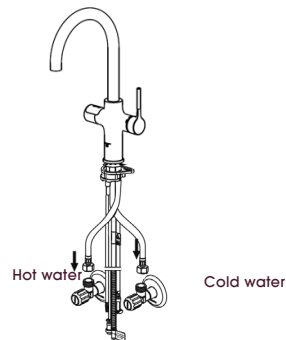
## 1 Kitchen tap installation



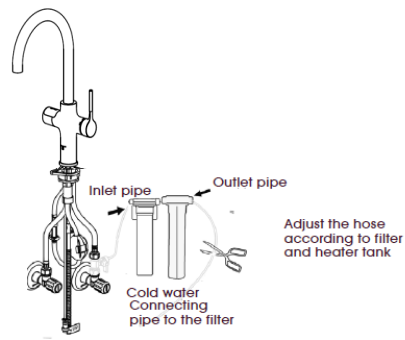
Thickness of the installation platform

0 -15mm	15-35mm	35-53mm
Should install bush	Optional to install bush	No need bush

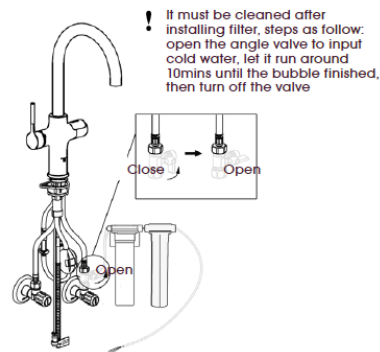
## 2 Connecting angle valve



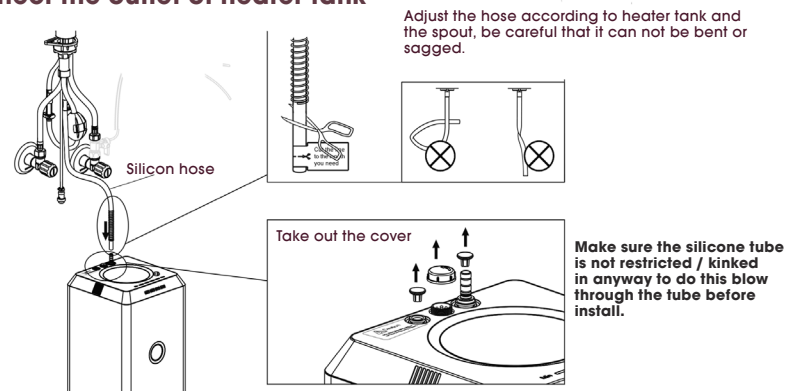
## 3 Connect to the Filter



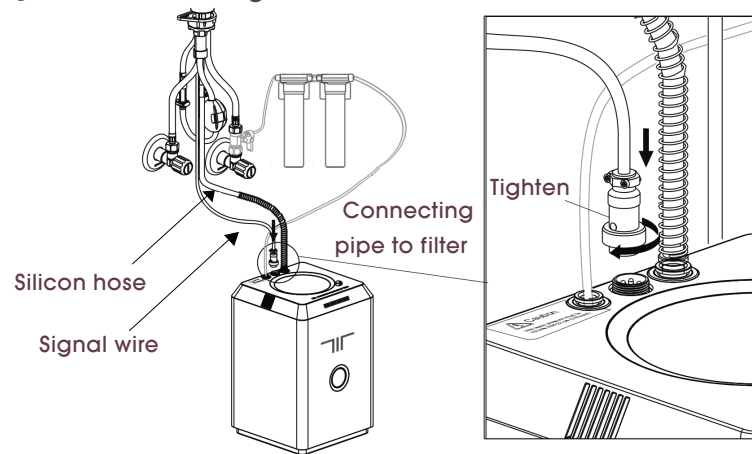
## 4 Clean the filter



## 5 Connect the outlet of heater tank

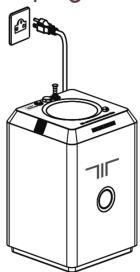


## 6 Connect the signal line of heater tank

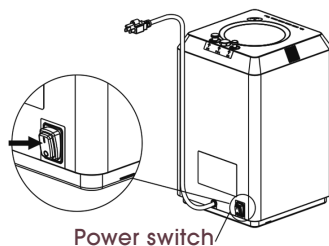


## 7 Energization test

(1) Plug in the leakage protection plug



(2) Turn on the power switch at the back of the heater tank



## BEFORE USE

Carefully check the installation for leaks.

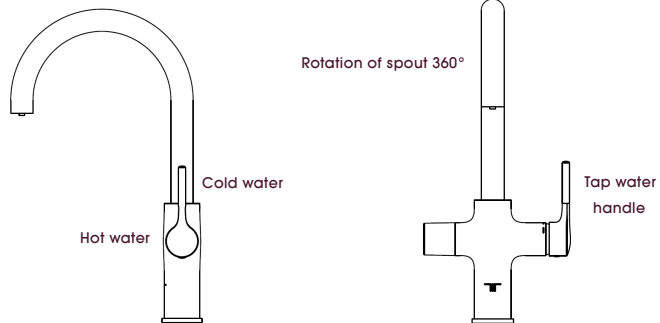
If further building work is to be carried out in the vicinity, ensure the tap is clean and dry then covered to avoid damaging the finish.

Please ensure that the installation complies with local plumbing, electrical (if applicable), and building codes.

**Please make sure the silicone tube is not restricted or kinked in anyway. This can cause a build up of pressure in the tank.**

## HOW TO USE

Tap water



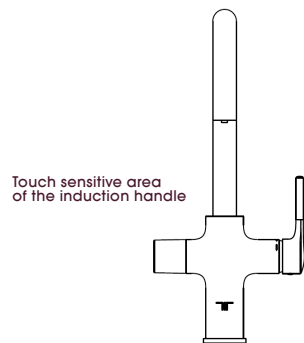
**Attention:** Please don't open the sensor handle and the tap water handle at the same time.

### Filtered cold water

Touch and release the induction handle once to dispense filtered cold water. The handle will illuminate with a blue light, touch and release again to stop the water flow. The water flow will automatically stop after 120 seconds.

### Boiling water:

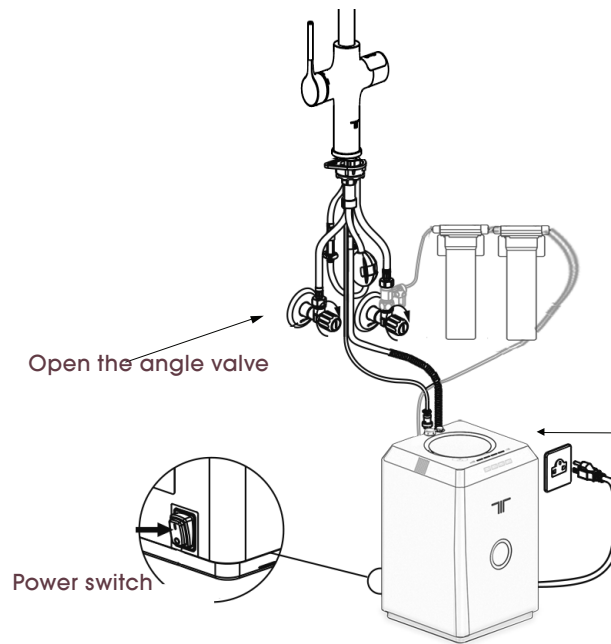
Press and hold the induction handle for three seconds to dispense boiling water. The handle will illuminate with a red light. The water flow will stop when the handle is released.



## INSTRUCTION STEPS FOR FIRST USE

1

After installation, please open the angle valve, then plug in the power and turn on the tank. Touch LED handle once to go blue, leave to run through system. This will turn off automatically after 120 seconds.

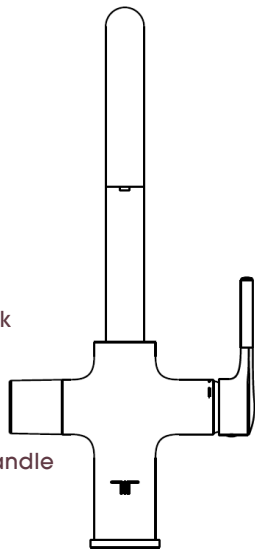




2

## Fill water into heating tank before first use

Tool for filling water  
into the heating tank



Sensor handle

\*Filling water until  
it comes out from faucet  
(tank is full with water)



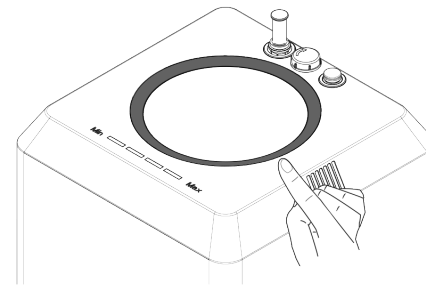
**Attention: First time using, please fully fill  
the heating tank before start heating**

3

## Heating function unlock

### Heating function unlock:

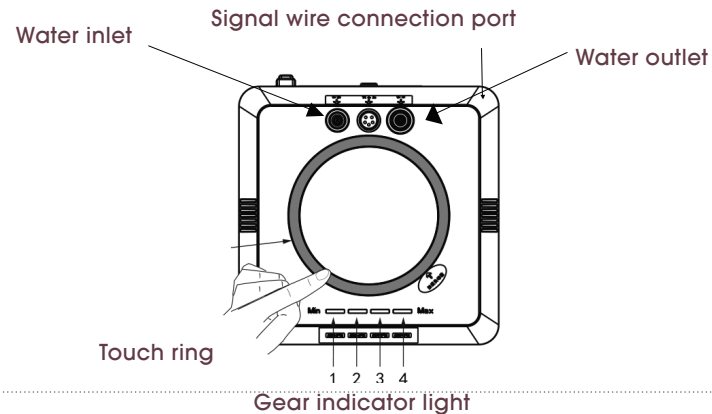
After filling water into heating tank,  
please press the touch ring for 8 sec-  
onds. The 4 heating temperature lights  
flash twice and then stop flashing, the  
heating tank is unlocked.



4

### Attention:

**When using for the first time, the heater tank needs to  
be filled completely before heating the water.**



## Operation of the touch handle:

1. Temperature setting indicator ( Total of 5 settings)
2. Operation of temperature indicator lights: after powering on, the four temperature indicator lights will illuminate in sequence (each light for one second and then off), then stop in fifth setting (four indicator lights are on)
3. Operation of heating function: after powering on, the default position will be the fifth setting (four indicator lights are on and the tank is not heating). It will need to be switched to any of the other settings to start heating. The indicator lights will flash when heating starts (one flash per second). When the water reaches the specified temperature, the indicator lights will stay solid.
4. Special note: the function of fifth setting is suitable for users in the initial use to fill the inner tank with water, or for those that only need filtered cold water

## ATTENTION

1. Avoid freezing of the water supply pipe or tank. If the water temperature drops to 39F, the freezing of the water pipeline may cause damage to the tank. Please shut off the water supply and power of the heater tank and stop use.
2. Avoid using seriously contaminated raw water, which may block up or disable the filtration system and heater tank.
3. Although the product has dry-condition power protection devices, in order to extend the life of the product, please try to avoid boiling dry. Please fill the inner tank with water in the initial use. Open the inlet angle valve, turn on power, the four temperature indicator lights will illuminate in order automatically and stop at the fifth position (four lights stay illuminated). Finally, continuously press the touch handle until the water dispenses from the tap to finalize the process. (Long Press about 3 mins).

## MAINTENANCE

1. To ensure the safety of the heater tank under normal use, here-on formally inform the user: the product must be installed or maintenance by the company's authorized installation and maintenance services providers. Otherwise, any malfunction caused by improper installation or maintenance, will not be the responsibility of the manufacturer.
2. Before any operation of the heater tank, please read and understand the instructions.
3. Before the initial use or after no use for a long period, fill the heater tank and boil the water, then turn on the tap to drain and replace the water at least two times. Don't drink the water during the washing process.
4. To ensure the water quality, the filtration system must be installed before the heater tank. The filters need to be replaced every 6 months.
5. Regularly check the heater tank and accessories for water leakage to avoid loss of their performance.
6. Do not install this heater tank in a place that may be exposed to freezing, vibration, direct sunlight or rain.
7. Do not submerge this product cleaning or spray cleaning.
8. Do not immerse in water.
9. This product is not meant for physical, sensory or intellectual disabilities, or lack of experience or knowledge to use (including children). Please monitor children closely. Don't let them play with this product.
10. To provide continued protection against risk of electric shock, connect to properly grounded outlets only.
11. If the power cord is damaged, in order to avoid danger, it must be replaced by a qualified professional.
12. Please use the new hoses that are integrated into this product. Do not re-use old parts with this product.

**CAUTION:** Before replacing or disassembling this product, the power should be shut off first, and then turn off water. Open tap handle to relieve water pressure and insure that complete water shut-off has been accomplished.

To keep the surface clean and bright, please clean the product regularly and abide by the following procedures:

1. Use clean water and a soft cloth to clean dirty or water spotted surfaces to the best of your ability.
2. Clean remaining residue with the following cleansers only.
  - Mild dish soap
  - Colorless glass cleaner, totally soluble powder cleaner without abrasives. (Mixed according to instructions.)
  - Non-abrasive cleaners or waxes
  - Never use a cleanser, emery cloth or handkerchief which can rub.
  - Never use cleaner containing, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome.
3. After cleaning, use fresh water to rinse away all cleanser immediately and dry with a soft cotton cloth.
4. Carefully dismantle the aerator regularly, rinse under clean running water until any loose debris is cleared to avoid disrupting the water flow.

## SPECIAL STATEMENT

This product's installation instructions are written in accordance with the latest product information, following the sustainable development strategy of the Company, to continually improve the product's specification, performance etc., subject to change without notice. (The Company reserves the right of final explanation)

Item	Malfunction	Elimination of malfunction	Encounter
1	Heater tank no electricity (Electricity indicator light is off)	Check the AC power supply is functioning	Initial installation
		Check the power plug is plugged in or not	Initial installation
		Check the Leakage Protective Plug is tripped or not	Initial installation
		Check the power switch of heater tank is on or off	Initial installation
2	Switch control of heater tank is not working	Check the controlling wire is plugged in or not	Initial installation
		Check if the controlling wire is touching the ring	Initial installation
		Check if silicon hose is touching the ring	Initial installation
		Check if any water is surrounding the ring	Water leakage or not wipe dry after cleaning the surface
3	Touch control handle is not working	Check if the control wire is plugged in or not	Initial installation
		Did not touch the touch area effectively	Initial installation
4	No hot water	Heater tank has no water and the heating tube is in anti-dry protection status.	Initial installation
		In the initial use, please continuously press the touch handle until the water dispenses from the tap.	Initial installation
		The tank is in fifth gear.	Initial installation
5	Tap dripping	The silicon hose is too long and needs to be shortened	Initial installation
		Inlet water pressure is too low	Initial installation
6	The dispensing water is not clean or is foamy	The filtration system hasn't been flushed before connecting with the heater tank	Initial installation
		Replace the filter element without flushing and connect with the heater tank	Use for a while
7	The dispensing water temperature is not hot enough.	Heater tank is not set in the highest temperature position.	Initial installation
8	The tank keeps heating the water and not stop automatically	In high altitude areas, the tank needs to be set in third temperature position	Initial installation
9	Touch defectiveness: no reaction, light off but water not turn off, or light on but no water out.	Switch off the power for at least 5 seconds and then switch on again.	When it happens

## LIMESCALE FILTER CARTRIDGE REPLACEMENT

**The limescale filter cartridge in your Triflow System needs to be changed at least every six months, to maintain the health of the boiler tank.**

The limescale filter works to remove limescale from the mains water supply before it can enter the boiler tank. Your Hybrid system will come with a limescale filter cartridge (TF1000) as standard.

**Failure to replace your Limescale filter within this period with a genuine Triflow TF1000 filter will result in your warranty becoming invalid.**

Changing the filter cartridge is a simple matter.

1. Shut-off the mains water supply. A stop valve was supplied with the system for this purpose and will be found located on the pipe work leading to the filter housing.

2. Activate the filter water on the tap. This will release the pressure in the system and confirm that the water supply is turned off.

3. Conveniently position a suitable receptacle to catch residual water from the housing. Lift the filter unit from its retaining bracket.

4. Carefully unscrew the lower part of the filter (anti-clockwise). Set aside the old filter to dispose of later.

5. Screw in the new filter to the filter housing (clockwise).

6. Ensure the filter lever is turned off, then turn on the water supply.

7. Run the filtered water to 2 mins to flush the system, checking carefully for any leaks.

## FILTER CARTRIDGE REPLACEMENT

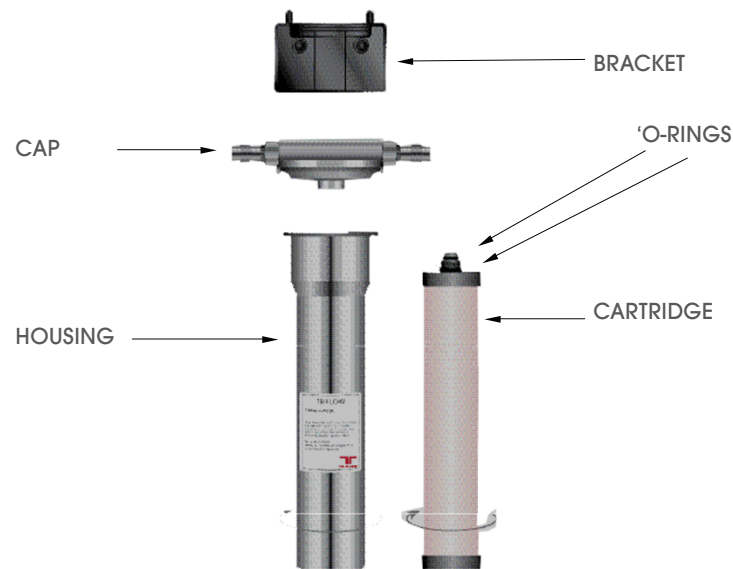
There is also an option to add the ceramic filter cartridge to your system. The filter cartridge in your Triflow System needs to be changed at least every six months depending on usage and water quality.

Changing the filter cartridge is a simple matter.

1. Shut-off the mains water supply. A stop valve was supplied with the system for this purpose, and will be found located on the pipe work leading to the filter housing.
2. Activate the filter water on the tap. This will release the pressure in the system and confirm that the water supply is turned off.
3. Conveniently position a suitable receptacle to catch residual water from the housing. Lift the filter unit from its retaining bracket. Twist the housing clockwise a quarter turn to open, then pull off.
4. Hold the Cap firmly with one hand and pull the Filter cartridge with the other.
5. Wash Housing in warm soapy water, then rinse well. Do not use a dishwasher to clean the unit.
6. Wet the two O-rings on the inlet end of the new cartridge, then fit it carefully into the female Cap.
7. Fit Cap and Housing back together and then twist a quarter turn anti-clockwise.

8. Replace the unit on to the bracket
9. Ensure the filter button on the tap is turned off, then turn on the water supply.
10. Run the filtered water for 2 minutes to flush the System, checking carefully for any leaks.. The System should now be ready to use.

**Please Note: The filter cartridge is fragile and can be easily damaged if not handled with care.**



# HOW TO REORDER YOUR TRIFLOW FILTER CARTRIDGE

If your product has been registered, (which can be done via our website at [triflowconcepts.com](http://triflowconcepts.com) in the service section or using the registration card which came with your new Triflow System), we will notify you when your filter cartridge is due for replacement. Alternatively replacement filter cartridges can be purchased through our online store and the filter cartridge will be delivered directly to you.

- Online: [www.triflowconcepts.com](http://www.triflowconcepts.com)
- Phone: 0800 999 3959

Monday - Thursday 8:30am - 5pm  
Friday 8:30am - 4pm-

# MAINTENANCE SCHEDULE

We have included this maintenance schedule in order to help you keep track of when to replace your filter.

For optimum performance, and to comply with your warranty, the Triflow ceramic filter cartridge should be changed at least every six months. Only genuine Triflow parts and filters purchased directly from Triflow Conepts should be used.

For replacement filters please call us on 0800 999 3959 or find us at [www.triflowconcepts.com](http://www.triflowconcepts.com)

Installation date	<hr/>	
Replacement due		Date replaced
<hr/>		<hr/>
<hr/>		<hr/>
<hr/>		<hr/>
<hr/>		<hr/>
<hr/>		<hr/>

## CUSTOMER SUPPORT

Should you need to contact us for support or advice on your Triflow product you can do so in a number of different ways. We will aim to respond promptly and professionally to your query.

### TELEPHONE

Our telephone support service runs from Monday - Thursday 8:30AM - 5PM. Friday 8:30AM - 4PM. UK time, where we can provide you with personal support regarding your Triflow system. Please call:

TEL: 0800 999 3959

### E-MAIL

You can send your query via e-mail where it will be directed to one of our Customer Service Advisors who will respond by e-mailing you back or calling you directly should you prefer.

E-mail: [info@triflowconcepts.com](mailto:info@triflowconcepts.com)

### WEB

In order to receive 24/7 support 365 days a year, please refer to the Support Section of our web site. Alternatively, you can also visit the FAQ page on our main website:

Website: [www.triflowconcepts.com](http://www.triflowconcepts.com)

## PRODUCT REGISTRATION

You can register your new Triflow System by either:

- Visiting our online store: [triflowconcepts.com/our-service/warranty](http://triflowconcepts.com/our-service/warranty)  
or,
- Filling out the registration card, which can be found in your Triflow System box and mailing it back to Triflow Concepts.

### WHY REGISTER?

When you register your Triflow System you are certifying that you are covered by our warranty. You will also be afforded the support of our UK based customer service team who will notify you when your filter cartridge is due for replacement and you will be covered under our product guarantee.

## WARRANTY

Should a fault occur within the warranty period; a free replacement part can be issued. In the event that this does not resolve the problem, a replacement product will be supplied. **Any replacement excludes delivery and any labour re-installation costs.**

**Your Triflow Limescale filter - T1000 - should be changed a minimum of every six months using genuine Triflow filters purchased directly from Triflow Concepts. Failure to do so or use of non-genuine parts will invalidate your warranty.**

This warranty applies only to the original owner, providing the product has been installed in accordance with our instructions, used as recommended and in normal residential application. In the event of a warranty claim, the owner will be required to provide proof of purchase. This warranty covers all components necessary to restore the product to good working condition. Triflow Concepts Ltd reserves the right to inspect the installation prior to the replacement of the product or component part.

This warranty does not cover misuse or abuse, accidental damage, scuffs or scratches, abnormal usage, negligence or damage caused by improper maintenance or cleaning. Normal wear of parts is excluded from the warranty. Damage caused by impurities or acts beyond our control are not covered. Any product or part thereof which has been repaired or altered in any manner outside of Triflow Concepts Ltd factory, unless previously authorised in writing by Triflow Concepts Ltd, will void the warranty. Any replacement excludes transportation and any labour re-installation costs. This warranty does not allow recovery of incidental or consequential damage, and Triflow Concepts Ltd accepts no liability for such damages.

Our products are manufactured utilising industry leading technology, quality and design. As a result we are proud to offer the following warranty:

- Your Triflow Hybrid System, apart from the filter housing, is guaranteed by us (Triflow Concepts Ltd) against any manufacturing defect for a period of 2 years from the date on which you purchased it from us.
- Your Triflow boiling water tank and stainless steel filter housing is guaranteed for a period of 2 years from the date it was purchased. .

An additional warranty on the boiling water tank can be purchased prior to the original warranty expiring. Please contact customer services on 0800 999 3959

The Triflow Concepts Ltd warranty is limited to the above condition and to the warranty period specified herein and is exclusive. Triflow Concepts Ltd DISCLAIMS all other warranties, expressed or implied, including IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE.

Where the Goods are sold under a consumer transaction as defined by the Consumer Transactions (Restrictions and Statements Order 1976) the statutory rights of the Buyer are not affected by these Conditions.

Subject as expressly provided in these conditions and except where the Goods are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977) all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

The address for returns is:

**Customer Services, Triflow Concepts Limited, Global House, 95 Vantage Point, The Pensnett Estate, Kingswinford, West Midlands DY6 7FT, UNITED KINGDOM**



