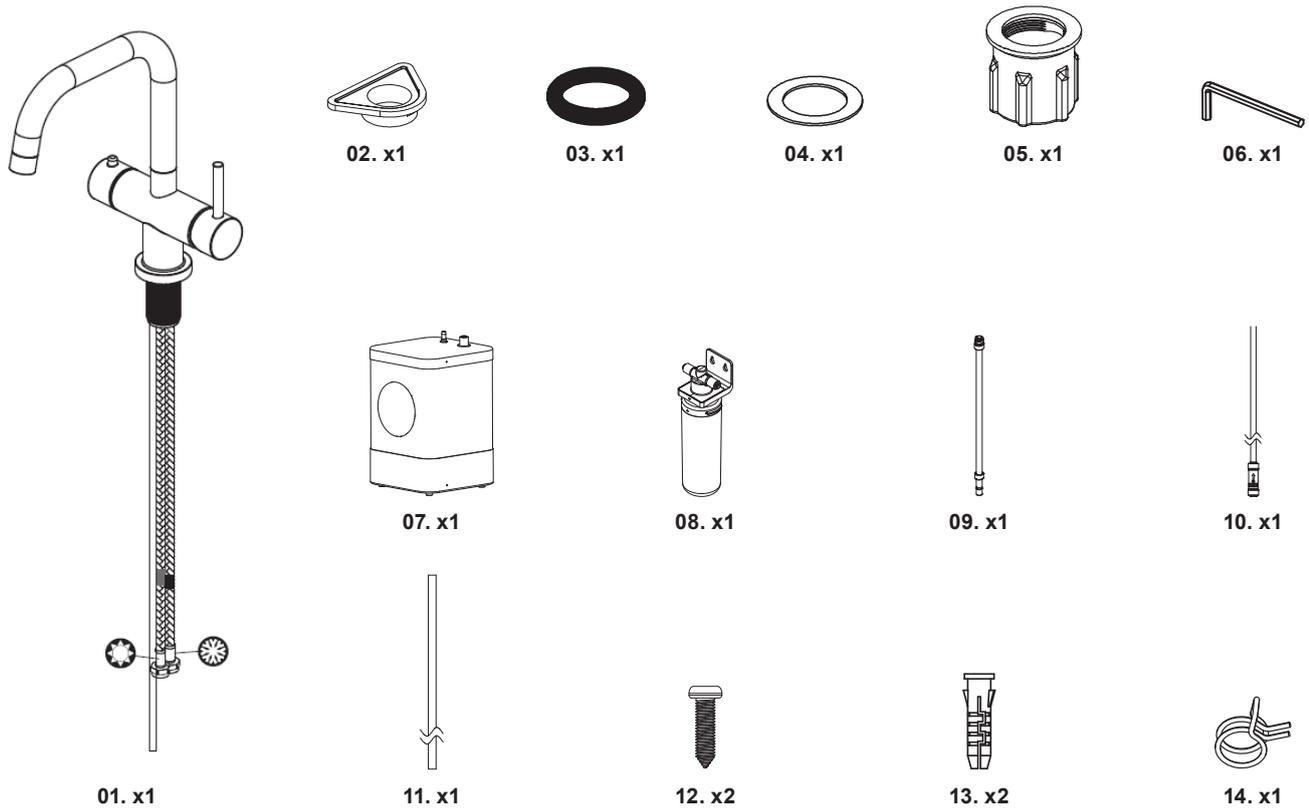


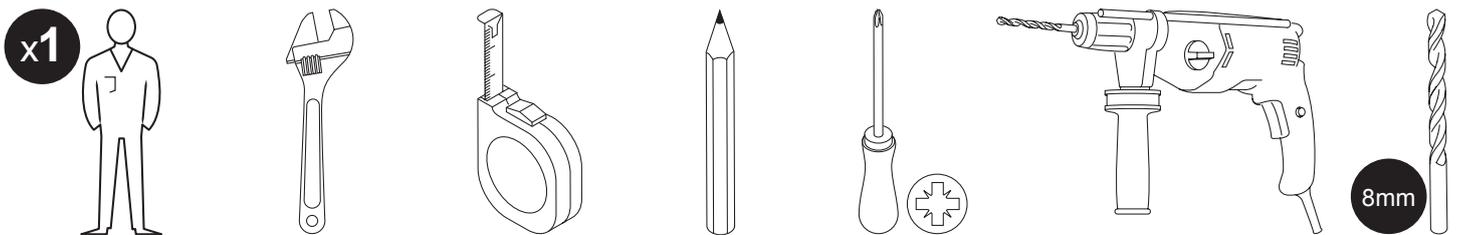


T R I F L O W

## EN Parts



## EN You will need



## EN Contents

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## Before you start

These instructions are for your safety. Please read the following instructions carefully for the sections of “Assembly, Use, Care and maintenance” before proceeding with the installation and use of this appliance.



### **WARNING: READ THE INSTRUCTIONS BEFORE USING THE APPLIANCE.**

- Retain these instructions for future reference.
  - Don't rush, read the instructions first and familiarise yourself with the sequence before you begin. It is important that the product is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards.
  - Make sure you have all of the parts listed. Check all of the packaging as components may be concealed; do not dispose of packaging until you have located all of the parts.
  - If any parts are missing or damaged do not operate or install the product, contact Customer Services. Details for your retailer can be found in the 'Addresses' section of this manual.
  - This product should only be installed by a competent person. If you are in any doubt or feel unsure about the installation please contact a qualified plumber or electrician to install the appliance.
  - Make sure all electrical and water connections and electrical wiring conform to standards. Using an improper electrical connection can cause serious injury or even be fatal from an electrical shock.
  - Please check, before installation that a standard 220/240v, 13 amp switched electrical outlet is located under the sink. It is recommended that a separate circuit dedicated to your Tank is installed.
  - This appliance is an open vented system and the operating pressure is 1.0 bar minimum, 5.0 bar maximum. Please check your water pressure before installation.
  - Never remove the earthing terminal.
-  **IMPORTANT! DO NOT OVERTIGHTEN HOSES, PIPES AND WASHERS AS THIS MAY CAUSE DAMAGE.**
- Failure to follow these instructions may result in personal injury, damage to the product and your property.
  - For domestic use only.
  - Do not dis-assemble the pre-fitted water inlet hoses from the tap, install as a complete assembly. Never twist or fold the flexible pipe during fitting as this may damage or weaken the pipes causing leaks. Use tools to connect the water inlet hoses to water mains.
  - Check that the tap is suitable for your water system.
  - **TURN OFF WATER MAINS SUPPLY.** The mains stopcock is usually situated where the supply enters the building.
  - Isolate the hot and cold water supply as close to the tap connections as possible.
  - Before you begin, take a photograph of your plumbing configuration. This serves as a handy reference if you're having trouble reassembling the plumbing later.
  - The minimum supply pressure for this tap is shown on the packaging, maximum operating pressure is 5 bar.
  - The product is an open vented system appliance, when not being operated the pressure is 1.0 bar. The operating pressure is 1.5 bar to 5 bar.
  - This product is suitable for high water pressure systems.
  - This product must be connected to a water supply in accordance with all local regulations. If you are in any doubt about these requirements contact a qualified plumber or your local Water Company.
  - It is important that supply pipes are flushed before connecting the tap to ensure no pipe or plumbing debris enters the tap.
  - Ensure the control panel of the boiling tank is visible and can be easily reached.
  - When the installation is complete, turn the water supply on and check for leaks at all connection points.



**IMPORTANT! ON COMPLETION OF INSTALLATION BEFORE POWERING UP, OPEN THE BOIL TAP CONTROL UNTIL WATER FLOWS FROM THE SPOUT BEFORE SWITCHING ON THE BOILER HEATING.**

## **Safety**

- If you are in any doubt as to how to install this product, consult a technically competent person.



**WARNING: BEFORE CONNECTING THE BOILING TANK, CHECK THAT THE SUPPLIED VOLTAGE AND FREQUENCY MATCH WITH THAT INDICATED ON THE APPLIANCE RATING PLATE.**

- Some parts could be hazardous to small children.
- This product must be installed by a suitably competent person.

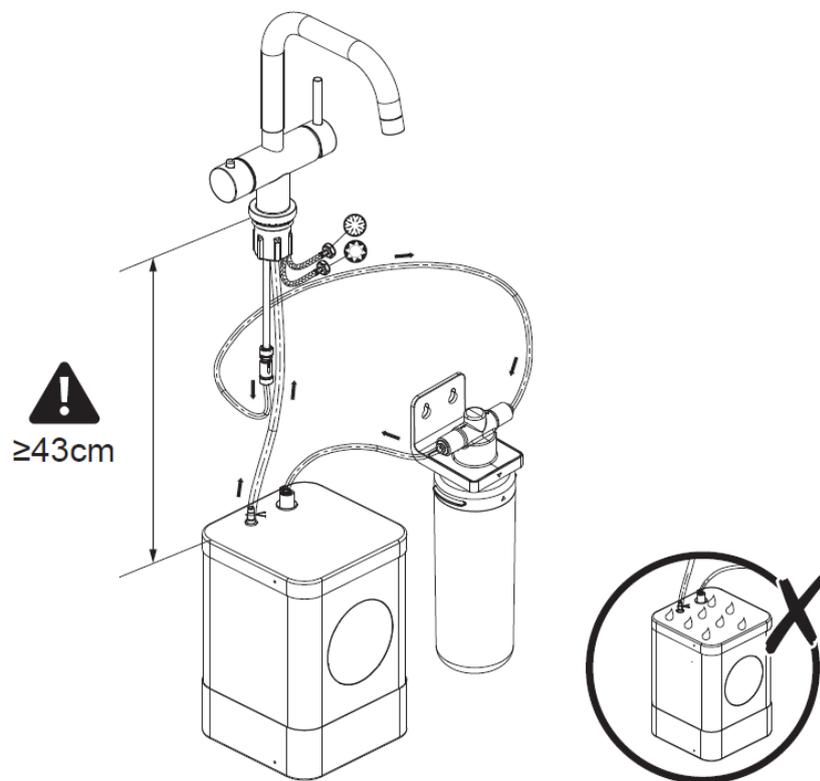


### **IMPORTANT!**

**The Limescale filter cartridge in your Triflow Systems needs to be changed at least every 6 months, to maintain the health of the boiler tank.**

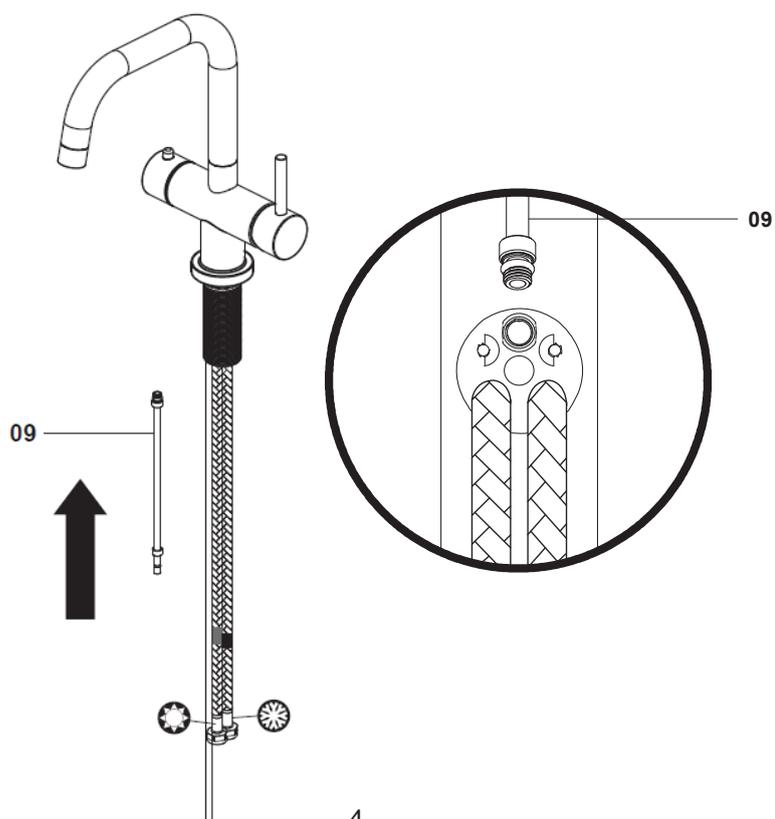
**Failure to replace your Limescale filter within this period with a genuine Triflow TF8016A filter will result in your warranty becoming invalid.**

# 01



# 02

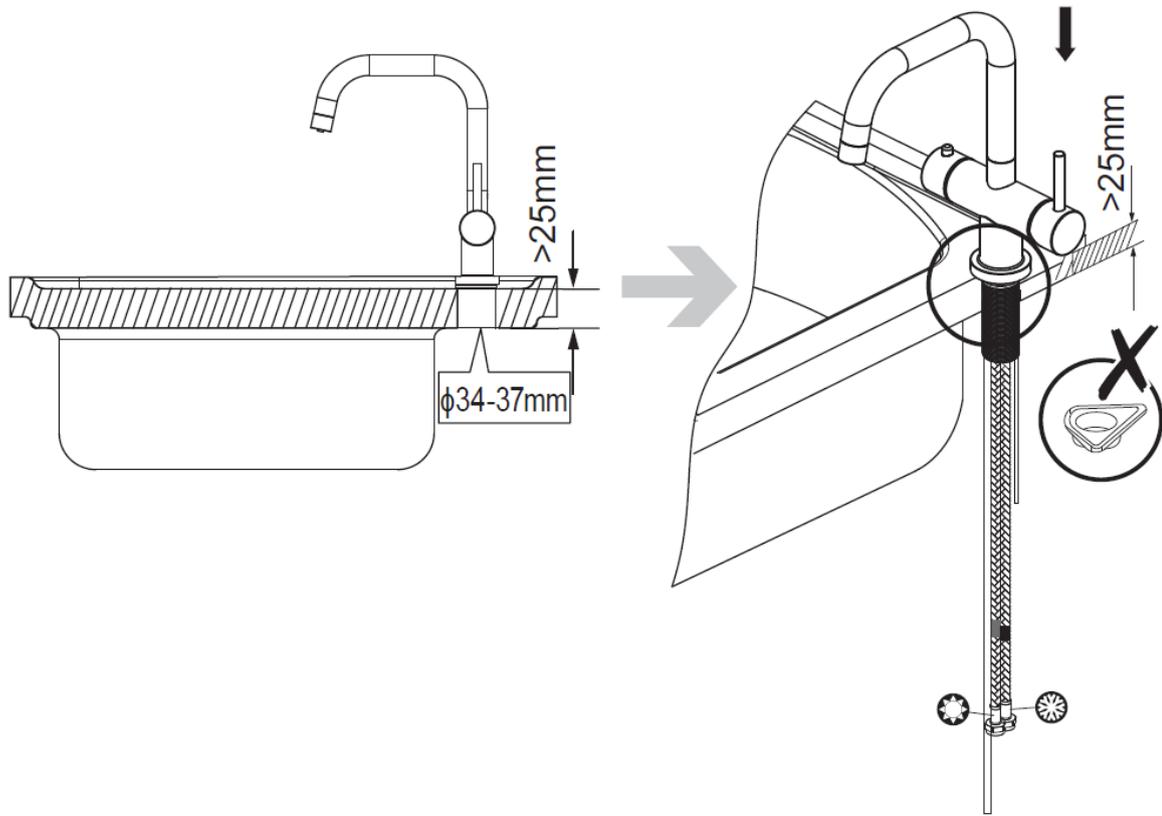
09. x1



# 3A



01. x1



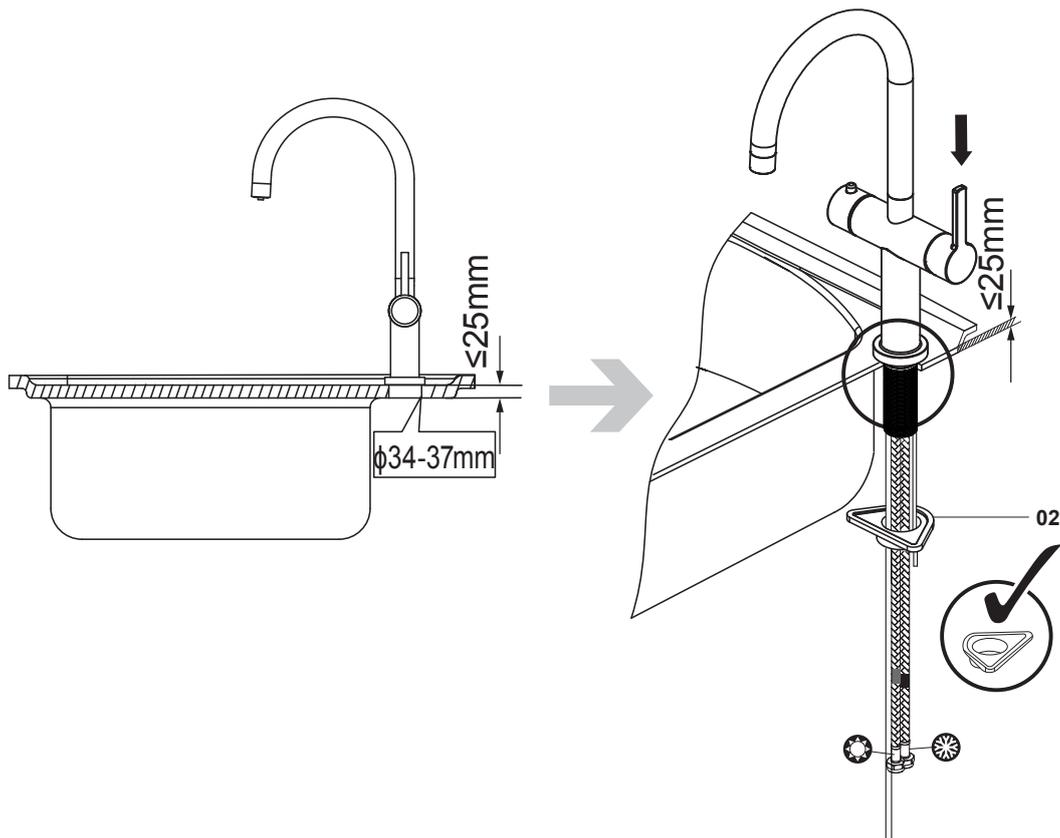
# 3B



01. x1



02. x1



# 4A



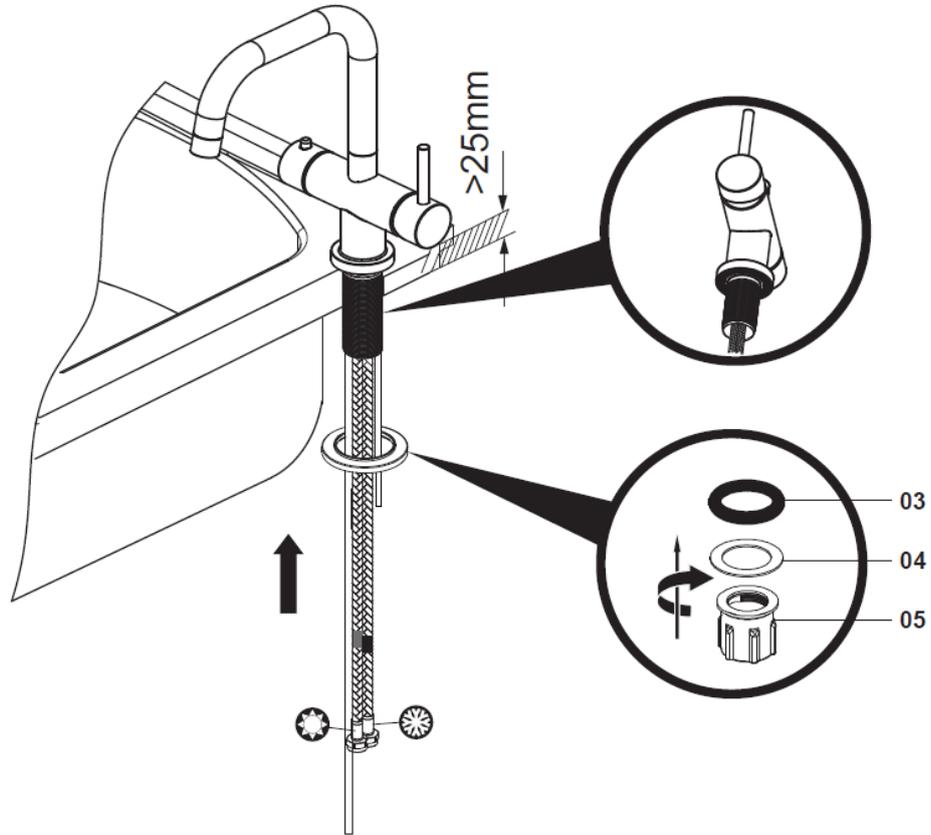
03. x1



04. x1



05. x1



# 4B



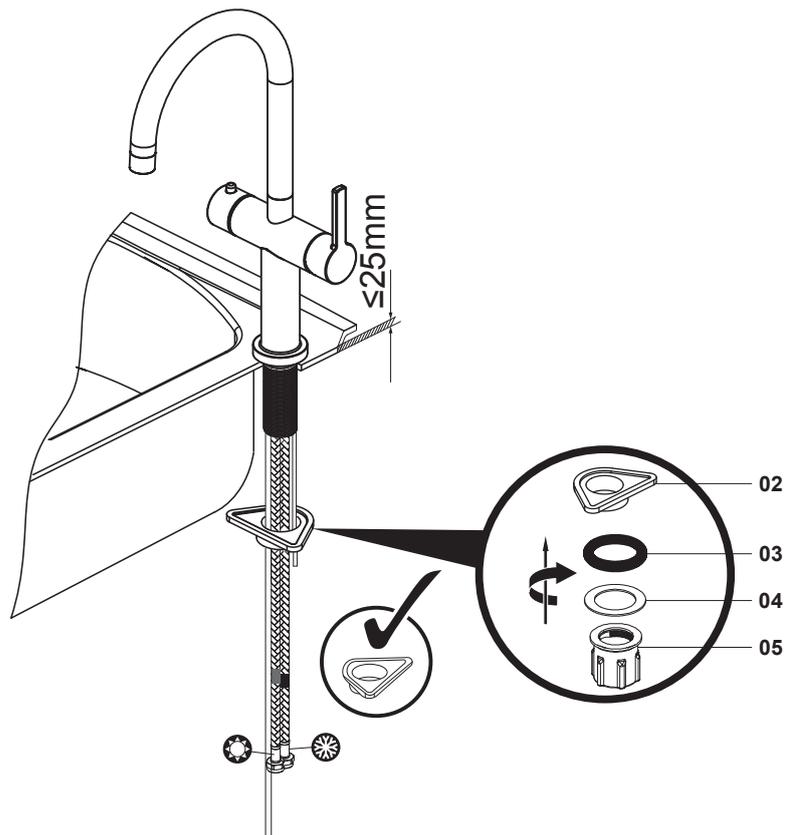
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04. x1



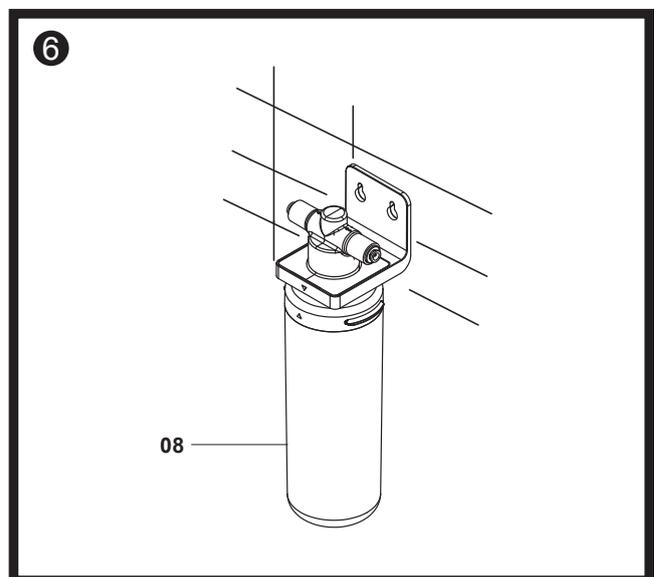
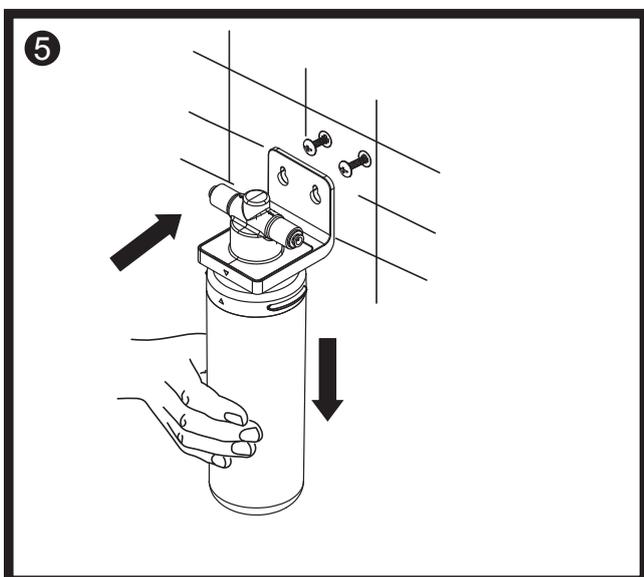
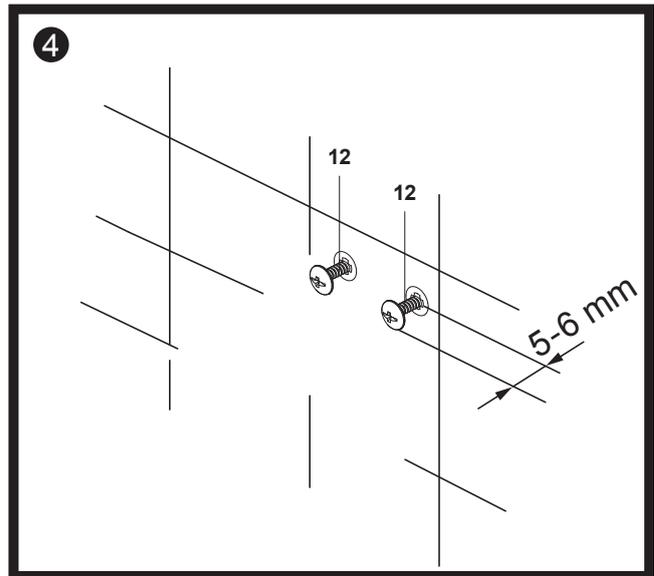
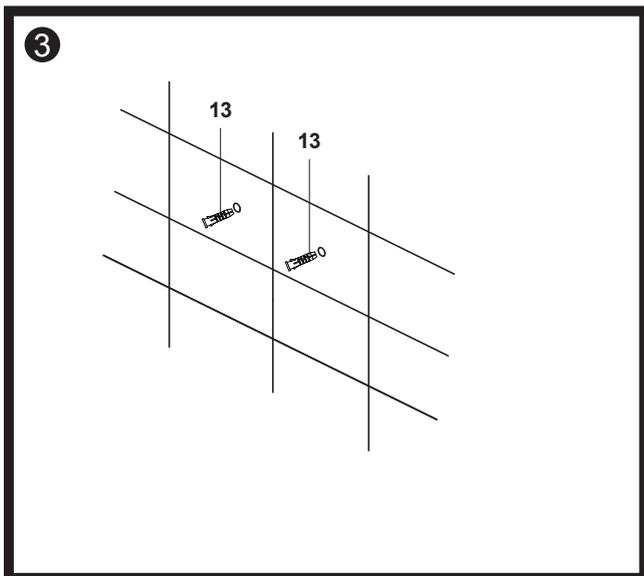
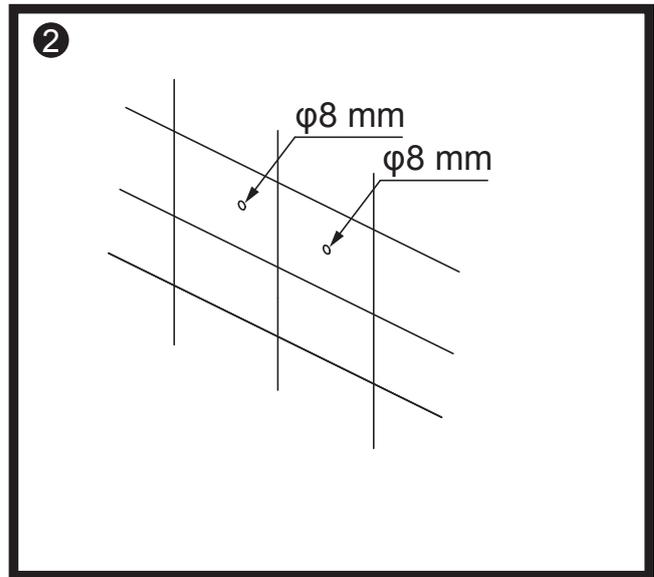
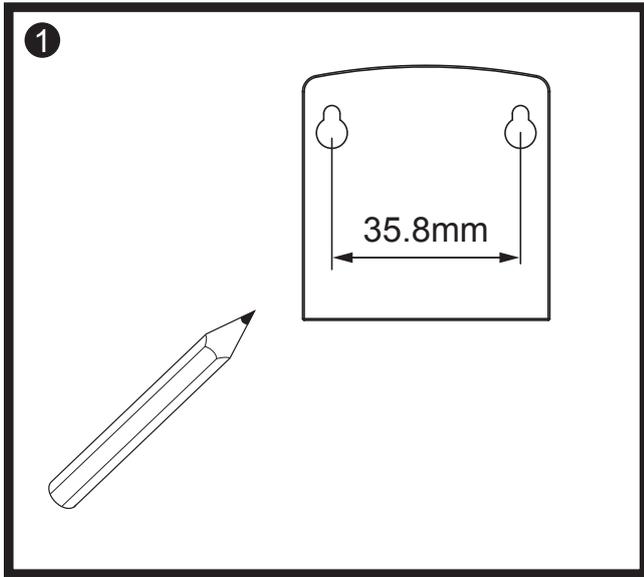
05. x1



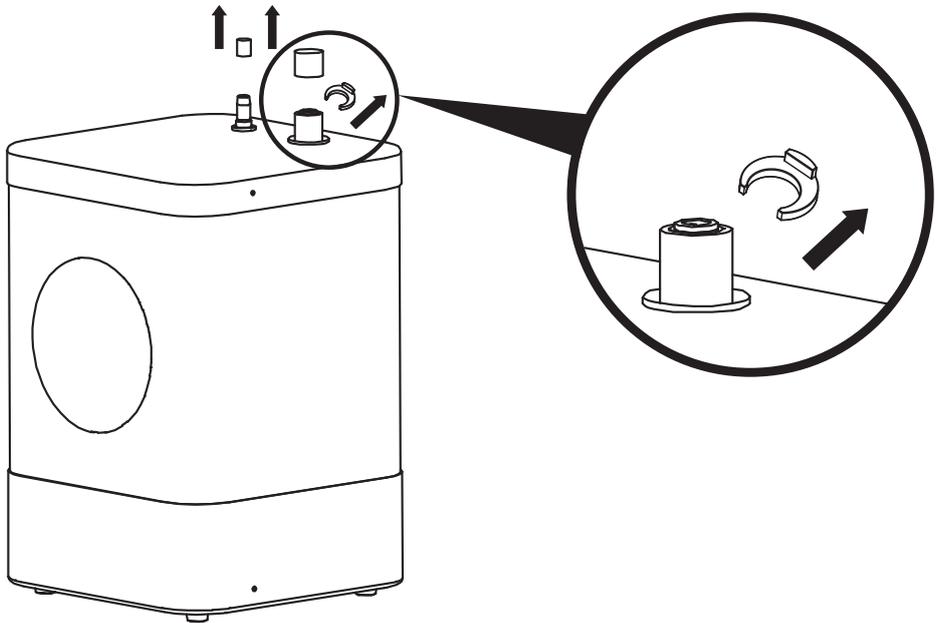
# 05



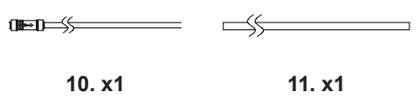
\*Note to installer – wall thicknesses & types vary so please ensure that the screws & Raw Plugs provided are correct for purpose before drilling as it may be the case that a differently sized Screw & Raw Plug need to be used.



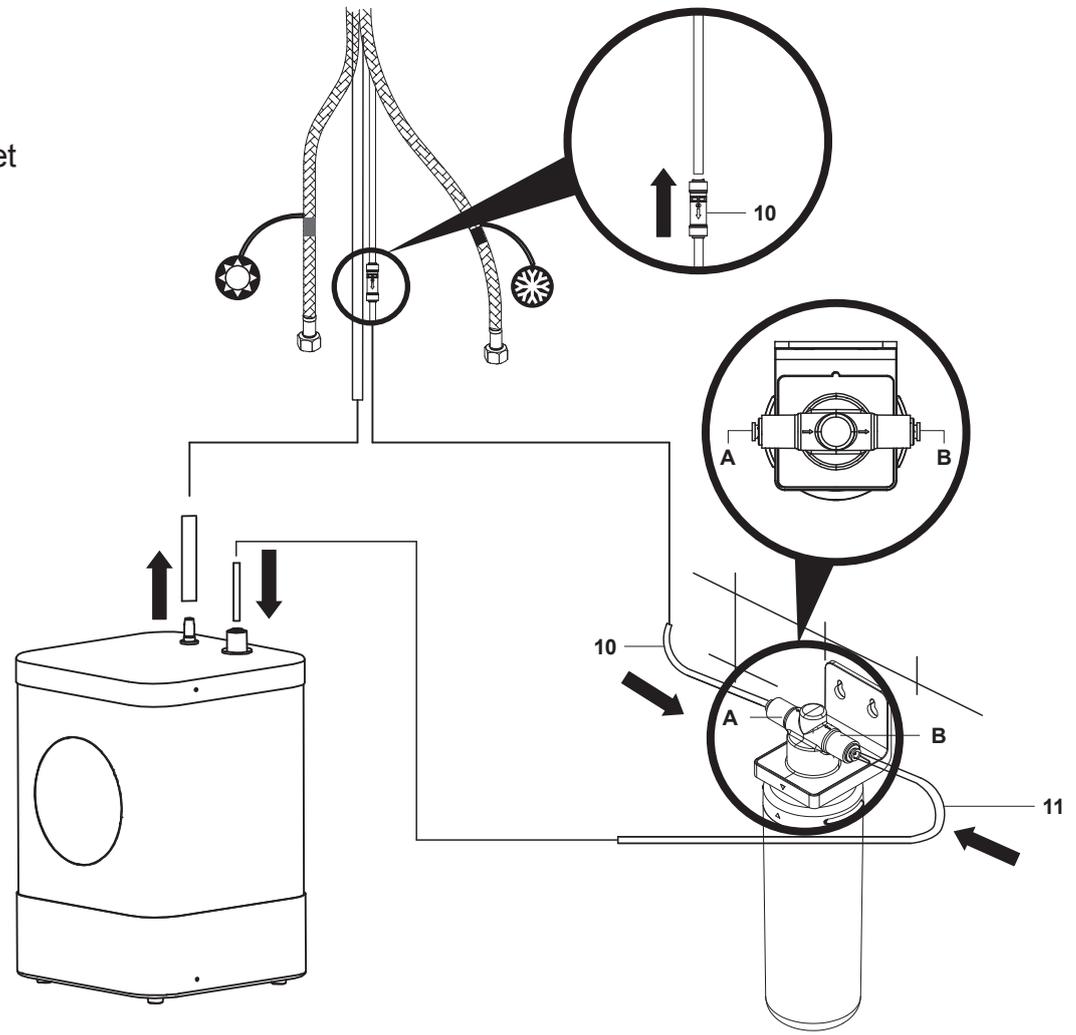
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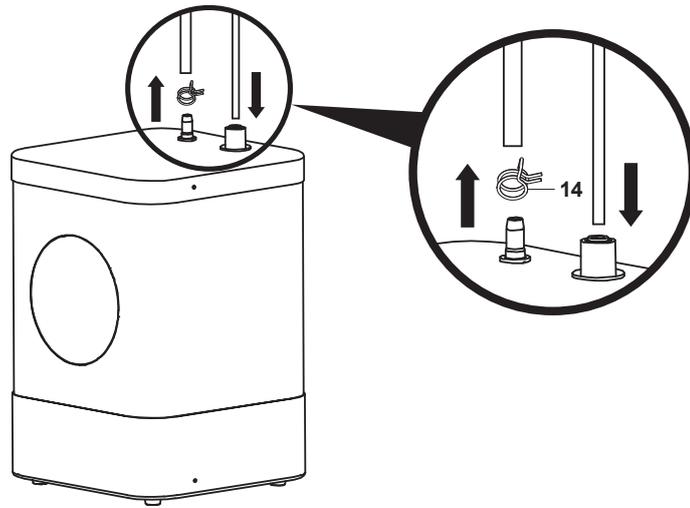
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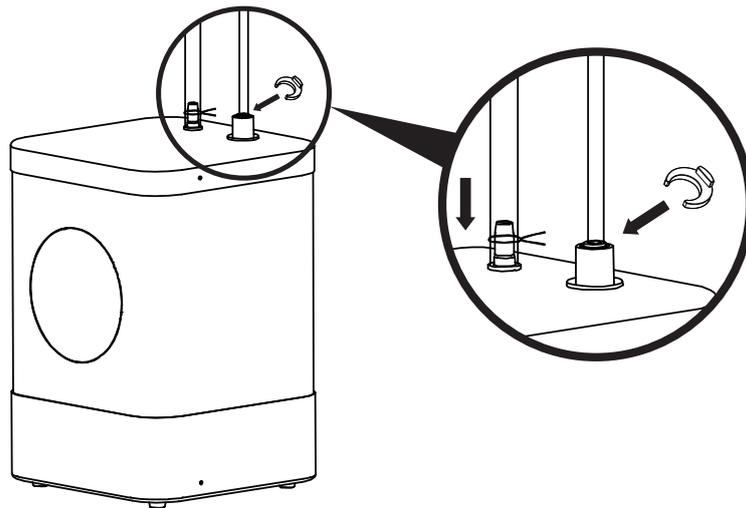
EN A. Inlet B. Outlet



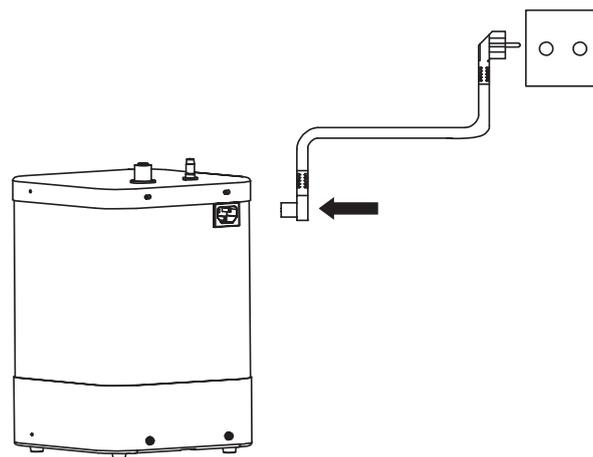
# 08



# 09

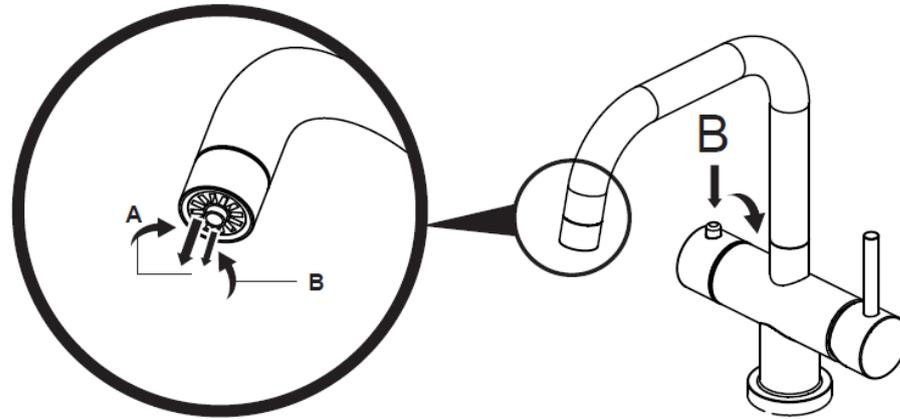


# 10

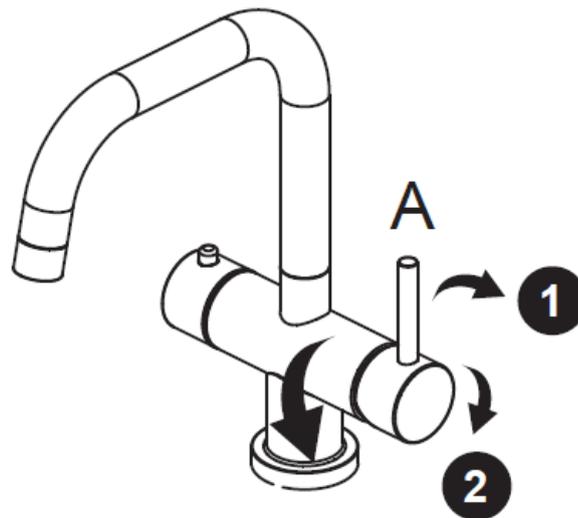


# 01

Boil water control

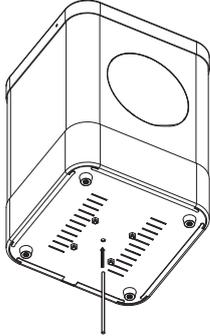


EN A. Regular Hot / Cold water  
B. Boil Water



- EN
- Pull the lever of control knob "A" to the right for turning on the water, then rotate the control knob "A" in anticlockwise or clockwise direction for hot or cold water supply.
  - Press and turn control knob "B" for boiled water.
  - Open the valves of water supply to allow water to flow to the instant hot water tap. To fill the tank, press and turn the control knob "B" at the left hand side of the tap, it will take about 90 seconds before water starts to dispense from the tap spout after the tank is fully filled. It is recommended before using the tank, to flush through several liters of water to remove air from system.
  - CAUTION: Do not plug in the boiling tank until all water connections have been made and checked for being water tight and the water tank must be filled with water.
  - The water filter must be connected to the boiling tank and re-placed every 6 months or the guarantee will be void.

## Troubleshooting

Problem	Possible Cause	Solution
Water and Steam is spitting from the instant hot water tap spout.	Unit is boiling.	Turn the instant hot water tap handle on and release the water. Adjust the water temperature on the display to a lower setting. Check aerator is not blocked. Bleed system to remove any air. Re-Prime bladder to allow correct operation.
Water is not hot.	The electronic instant hot water appliance is unplugged.	Make sure the electronic instant hot water appliance is plugged in and connected to a grounded electric outlet. Make sure that the circuit breaker and fuse are working correctly.
Water is too hot.	Water temperature setting on display panel is set to high.	Re-set the temperature to the required temperature and confirm the heating up.
Water is dripping from the instant hot water tap spout.	The expansion chamber isn't draining the system correctly due to very small draw off of water. The spout is blocked. Water tank is not installed below the tap.	Draw off 0.5L of water to clear and prime the system. Avoid less than 150ml draw offs of water. Remove and clean the aerator. Install the boiling unit well below the tap, as indicated in step 1 of the installation section.
Slow flow from the spout	Water filter may be clogged from impurities in the inlet mains water.	The water filter must be changed every 6 months or this will void the guarantee.
Water does not flow straight away	The electronic instant hot water appliance is design for non-pressurised operation and there will be slight delay till the near boiling water appears.	After a large volume of water has been drawn off there may a slightly longer delay in the water appearing from the instant hot water tap spout.
No Water Flowing	Water Valves have been turned off. Inlet Pipes have been twisted or blocked.	Turn on all the water valves. Ensure the pipes are not twisted or kinked to restrict flow. Remove spout cap and apply de-scaler to the aerator and spout end by submerging into a cup of solution. Re-assemble and run water for 20s before human consumption. Remove the electronic instant hot water appliance as per the de-scaling instructions and flush through all pipes to ensure water flow.
Boiling tank cannot be turned on	No water in tank, circuit is disconnected to protect from over temperature.	Unplug the tank from the Mains, use a thin plastic rod to push open the micro switch inside the small hole at the bottom of tank, after resetting the switch, can plug on the product to resume working. 

	error code	error condition	Restore conditions
Water level detection	E3	There is no water in the tank during power-on	Fill the water tank with water, the appliance will resume to normal working status.
Heating function test	E7	Temperature rise is not detected for 5 minutes while the machine is heated	Power on the device again to restore normal operating status
Overtemperature detection	E8	Water temperature over 105 degrees Celsius was detected	Cool the temperature below 99 degrees Celsius to resume normal operation
Temperature sensor detection	E9	Temperature sensor disconnected	Connect the temperature sensor to restore normal working status. Contact the Customer Service helpline shown in this manual.

## Customer Support

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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)

## Warranty

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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 - TF8016A - 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 3-in-1 System, 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 is guaranteed for a period of 2 years from the date it was purchased.

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**



T R I F L O W