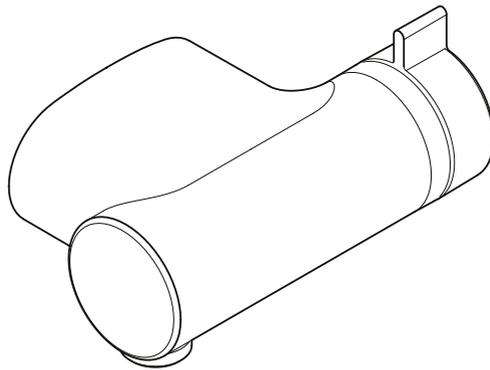


Mira Agile S Eco, Mira Agile S, Mira Agile ERD+
Mira Agile Sense ERD+, Mira Agile Store EV+, Mira Agile EV+



For SPARES,
ADVICE or REPAIRS
please call us free
on 0800 001 4040
(UK only)

Installation and User Guide

These instructions must be left with the user

Showering perfection

mira
SHOWERS

Introduction

Thank you for choosing a Mira shower. To enjoy the full potential of your new shower, please take time to read this guide thoroughly, and keep it handy for future reference. Products manufactured by Kohler Mira Ltd are designed to be safe, provided that they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.

Follow all warnings, cautions and instructions contained in this guide, and on, or inside the shower. This guide is also available in digital format from our website or by contacting our customer services department.

This product should not be disposed of with your general household waste. When this product has reached the end of its serviceable life please take it to a recognised facility such as your local civic amenity site for recycling. Your local authority or retailer will be able to advise you of your nearest recycling facility.

Type 2 Valves

This product has been certified as a Type 2 valve. It also complies with the Water Supply (water fittings) regulations 1999. For further information on Type 2 Valves, refer to the **TMV2 Requirements Manual (this is available to view or download from our website www.mirashowers.com)**.

The approved designation for this product is listed in the table below.

Mira Mixer Showers covered by this guide:

Product	Model Number	Colour	Type 2 Designation
Mira Agile S Mira Agile S Eco Mira Agile EV+	B97C	Chrome	HP-S, HP-SE, LP-S
Mira Agile ERD+ Mira Agile Sense ERD+ Mira Agile Store EV+	B97D	Chrome	HP-S, HP-SE, LP-S

Guarantee

This product has been designed for **domestic use only**, Mira Showers guarantee this product against any defect in materials or workmanship for a period of **five** years from the date of purchase (shower fittings for **one** year).

Failure to follow the instructions provided with the shower will invalidate the guarantee

For terms and conditions, refer to the back cover of this guide.

Recommended Usage

Recommended Usage			
Domestic	✓	Light Commercial	✗
Heavy Commercial	✗	Healthcare	✗

Design Registration & Patents

Design Registration:

001312649-0001 to 001312649-0022

Patents:

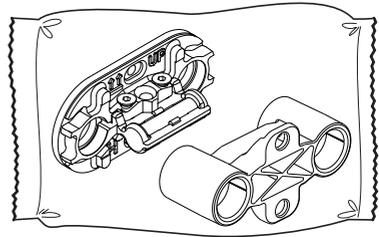
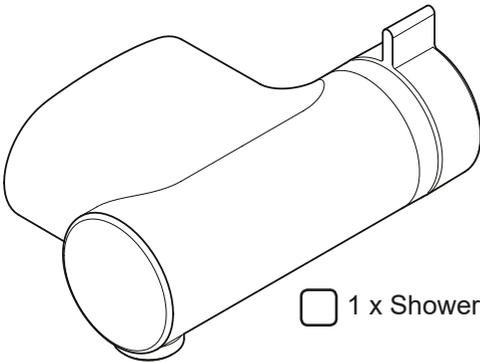
GB 2 422 886, 2 491 044, 2 500 948, 2 544 770
Euro: 1 672 257, 2 710 194, DE, FR, GB, IT, NL, SE
USA: 8 167 215, 8 517 282

Pack Contents

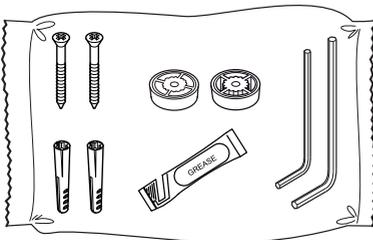
Agile S

Agile S Eco

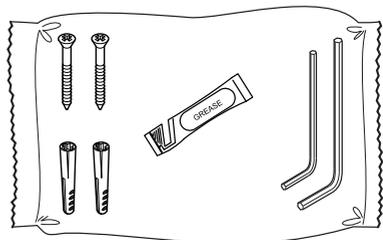
Agile EV+



Agile S & Agile EV+



Agile S Eco

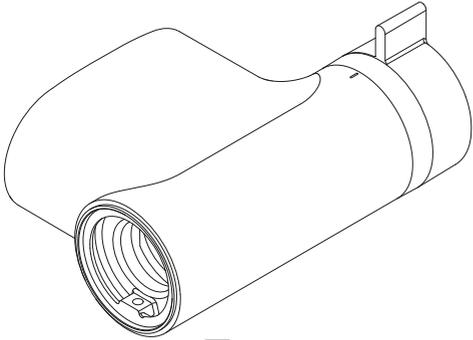


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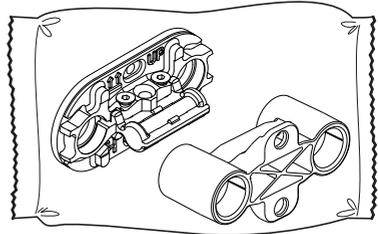
Agile ERD+

Agile Sense ERD+

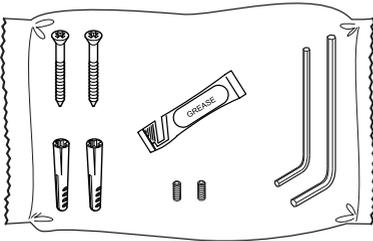
Agile Store EV+



1 x Shower Unit



1 x Wallplate Pack



1 x Component Pack

(2 x Screws, 2 x Wall Plugs, 2 x Hex Key,
1 x Grease Sachet, 2 x Grubscrew - 1 as
a spare)



1 x First Fix Pipe Guide

Documents

1 x Installation & User Guide

1 x Guarantee Card

Important Safety Information

WARNING! This shower can deliver scalding temperatures. For continued safe operation, follow all instructions, warnings and cautions contained in this guide and on or inside the shower. Periodic maintenance may be required to keep the product in good working order.

The function of a thermostatic mixing valve is to deliver water consistently at a safe temperature. In keeping with every other mechanism, it cannot be considered as functionally infallible and as such, cannot totally replace a supervisor's vigilance where that is necessary. Provided it is installed, commissioned, operated and maintained within manufacturers recommendations, the risk of failure, if not eliminated, is reduced to the minimum achievable.

PLEASE OBSERVE THE FOLLOWING TO REDUCE THE RISK OF INJURY:

INSTALLING THE SHOWER

1. Installation of the shower must be carried out in accordance with these instructions by qualified, competent personnel. Read all instructions before installing the shower.
2. **DO NOT** install the shower where it may be exposed to freezing conditions. Ensure that any pipework that could become frozen is properly insulated.
3. **DO NOT** perform any unspecified modifications to the shower or its accessories. When servicing only use genuine Kohler Mira replacement parts.
4. If the shower is dismantled during installation or servicing then, upon completion, an inspection must be made to ensure all connections are tight and that there are no leaks.

USING THE SHOWER

5. The shower must be operated and maintained in accordance with the requirements of this guide. Make sure you fully understand how to operate the shower before use, read all instructions and retain this guide for future reference.

6. **DO NOT** switch the shower on if there is a possibility that the water in the shower unit or fittings is frozen.
7. The shower can be used by children aged from 8 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 must not be allowed to play with the shower.
8. Anyone who may have difficulty understanding or operating the controls of any shower should be attended whilst showering. Particular consideration should be given to the young, the elderly, the infirm or anyone inexperienced in the correct operation of the controls.
9. **DO NOT** allow children to clean or perform any user maintenance to the shower unit without supervision.
10. Always check the water temperature is safe before entering the shower.
11. **DO NOT** adjust the temperature control rapidly while using the shower.
12. Use caution when altering the water temperature while in use, always check the temperature before continuing to shower.
13. **DO NOT** switch the shower off and back on while standing in the water flow.
14. **DO NOT** fit any form of outlet flow control. Only Mira recommended outlet fittings should be used.
15. The showerhead must be descaled regularly. Any blockage of the showerhead or hose may affect showering performance.
16. The water supplies to this product must be isolated if the product is not to be used for a long period of time. If the product or pipework is at risk of freezing during this period they should also be drained of water.
17. When this product has reached the end of its serviceable life, it should be disposed of in a safe manner, in accordance with current local authority recycling, or waste disposal policy.

Specifications

For Type 2 Valves, the supply conditions specified in the TMV2 Requirements Manual take precedence over the operating parameters which follow.

Pressures

- Max Static Pressure: **10 Bar**.
- Max Maintained Pressure: **5 Bar**.
- Min Maintained Pressure (Gravity System): **0.1 Bar (0.5 Bar** for models with Eco Showerhead). (0.1 bar = 1 Metre head from cold tank base to showerhead outlet).
Note: For gravity fed or other low pressure systems (0.5 bar or below) do not fit the outlet flow regulator (where applicable).
- For optimum performance supplies should be nominally equal.

Temperatures

- Factory Pre-set (Blend) Shower: **43° C**.
- Optimum Thermostatic Control Range: **35° C to 45° C** (achieved with supplies of 15° C cold, 65° C hot and nominally equal pressures).
- Recommended Hot Supply: **60° C to 65° C** **Note:** The mixing valve can operate at higher temperatures for short periods without damage, however this could detrimentally affect thermostatic performance. For safety and performance reasons it is recommended that the maximum hot water temperature is limited to 65° C.
- Cold Water Range: up to **25° C**.
- Minimum Recommended Differential between Hot Supply and Outlet Temperature: **12° C**.

Thermostatic Shut-down

- For safety and comfort the thermostat will shut off the mixing valve **within 2 Seconds** if either supply fails (achieved only if the blend temperature has a minimum differential of 12° C from either supply temperature).

Connections

- Inlets: Mixing valve ONLY accepts 15mm OD copper pipe.
IMPORTANT This product is not suitable for use with any other pipe sizes
- Outlet: ½" BSP Flat Face
- Standard connections are:
 - **Hot - Left, Cold - Right**
 - **Outlet - Bottom**

WARNING! This product does not allow for reversed inlets and will deliver dangerously unstable temperatures if fitted incorrectly.

Suitable Plumbing Installations

Gravity Fed:

The thermostatic mixer must be fed from a cold water cistern (usually fitted in the loft space) and a hot water cylinder (usually fitted in the airing cupboard) providing nominally equal pressures.

Mains Pressurised Instantaneous Hot Water System (Combination Boiler):

The thermostatic mixer can be installed with systems of this type with balanced pressures (Recommended Minimum Maintained Pressure: 1.0 Bar).

Unvented Mains Pressure System:

The thermostatic mixer can be installed with an unvented, stored hot water system.

Pumped System:

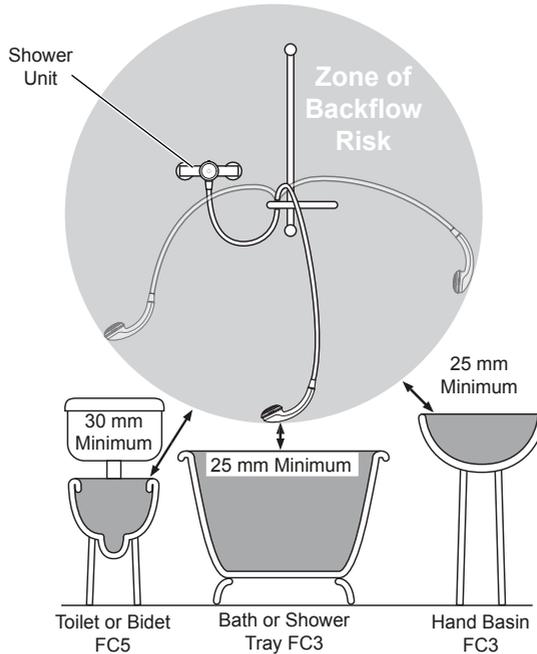
The thermostatic mixer can be installed with an inlet pump (twin impeller). The pump must be installed in a suitable location and in accordance with its instructions.

Installation

General

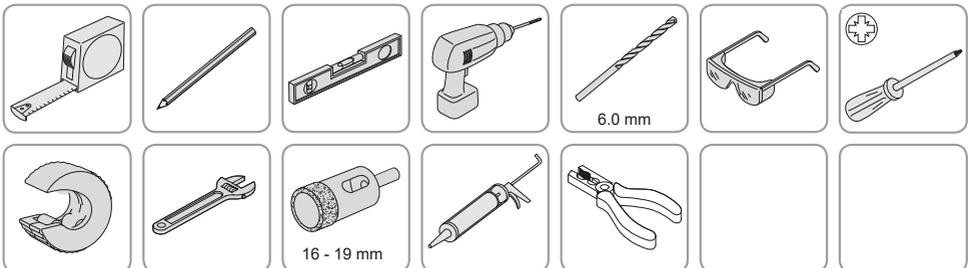
1. Installation of the shower must be carried out in accordance with these instructions by qualified, competent personnel.
2. The plumbing installation must comply with all national or local water regulations and all relevant building regulations, or any particular regulation or practice specified by the local water supply company.
3. Make sure all pressures and temperatures comply with the requirements of the shower. See '**Specifications**'. For Type 2 Valves, refer to supply conditions given in the **TMV2 Requirements Manual (this is available to view or download from our website www.mirashowers.com)**.
4. Full bore/non restrictive servicing valves must be fitted in a readily accessible position adjacent to the shower to facilitate maintenance of the shower.
DO NOT use a valve with a loose washer plate (jumper) as this can lead to a build up of static pressure.
5. **DO NOT** apply excessive force to plumbing connections; always provide mechanical support when making plumbing connections. Any soldered joints should be made before connecting the shower.
6. Pipework dead-legs should be kept to a minimum.
7. **DO NOT** install the shower unit in a position where access for maintenance is restricted.
8. The shower must be fitted to a waterproof, flat and even wall surface. The two screws and wall plugs supplied are suitable for most solid wall installations. Alternative fixing screws for panel structures are not supplied. Use both fixing points to secure the shower, be sure to use fixings appropriate for the chosen wall structure.
9. When pipework enters the product from the rear through a hole in the wall, provision must be made to prevent water ingress back into the wall structure.
10. Position the shower unit where the controls are at a convenient height for the user. Position the showerhead so that the water sprays in line with the bath or across the opening of a shower cubicle. The installation must not cause the shower hose to be kinked during normal use.
11. The water supplies to this product should be isolated if the product is not to be used for a long period of time. If the product or pipework is at risk of freezing during this period they should also be drained of water.

12. The position of the shower and shower fittings must provide a minimum air gap of 25mm between the showerhead and the spill over level of any bath, shower tray or basin. There must be a minimum distance of 30mm between the showerhead and the spill over level of any toilet, bidet or other appliance with a Fluid Category 5 backflow risk.



Note! There will be occasions when the hose retaining ring will not provide a suitable solution for Fluid Category 3 installations. In these instances an outlet double checkvalve must be fitted, this will increase the required supply pressure typically by 10kPa (0.1 bar). Double checkvalves fitted in the inlet supply to the appliance cause a pressure build up, which affects the maximum static inlet pressure for the appliance and must not be fitted. For Fluid Category 5, double checkvalves are not suitable.

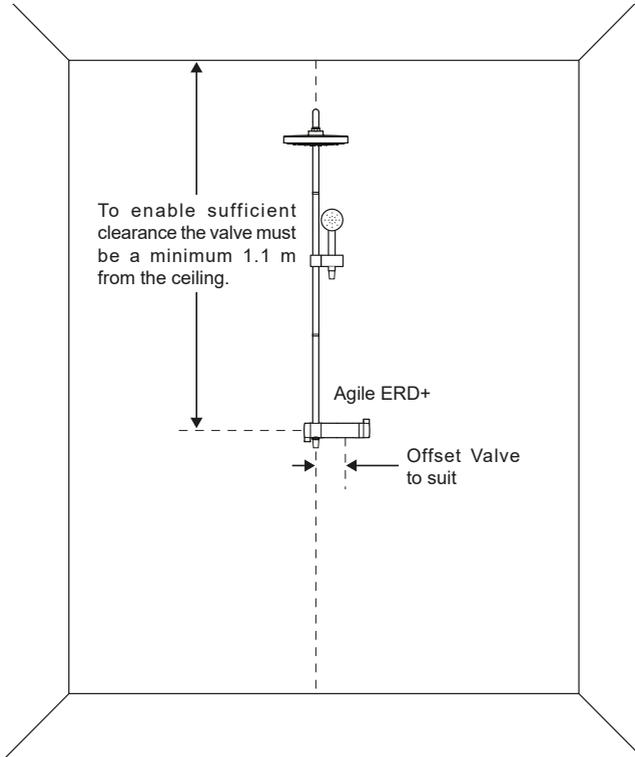
Tools Required



Installation

Shower Positioning

The shower fittings should be positioned at a convenient height for all the family. Position the fittings to spray across rather than towards the opening of the cubicle and also away from the shower control. Avoid layouts where the shower hose will be sharply kinked. This may reduce the life of the hose.



Critical! The installation area must be carefully prepared and all tiles cut or drilled accurately for a successful installation.

Note: This product **DOES NOT** allow for reversed inlets and will deliver dangerously unstable temperatures if fitted incorrectly. If the tile cutting area exceeds the boundaries listed (step 6) below, the wall plate may not conceal drilled holes.

1. Pipework must be at 50 mm centres, level and perpendicular to the finished wall surface (see **fig 1**).

2. It is recommended that the pipework is secure but not rigidly fixed at this stage, in case of further adjustment when the retaining wallplate is fitted.

3. Only use $\text{Ø}15$ mm copper pipe for connection to the valve.

DO NOT use any other pipe sizes.

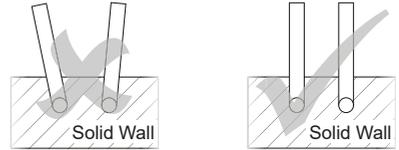
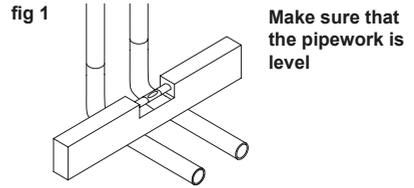
4. Ensure you have enough pipework through the wall to allow it to be cut to the specified length when wall is finished (refer to the instruction on page 10).

5. The drill holes for the central fitting of the wallplate screws must be into brick, wooden noggin or similar sound wall structure. We recommend the sound wall structure should extend to an area approximately 30 mm around the pipe centres (see **fig 2**).

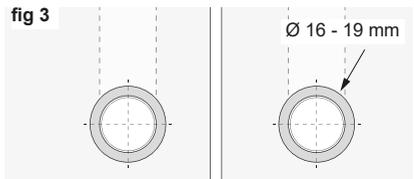
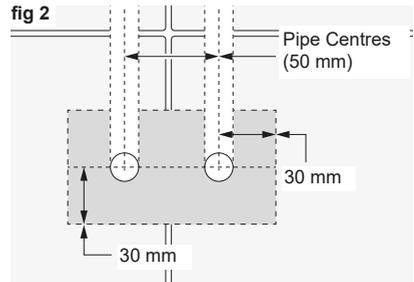
6. This product does not have a shroud, accurate drilling of the tiles is essential to allow the wallplate to prevent water ingress and seal correctly

Hole size for tile drilling (fig 3)

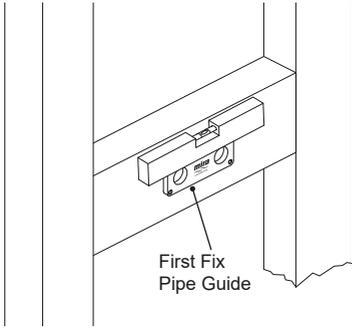
Min - 16 mm Max - 19 mm



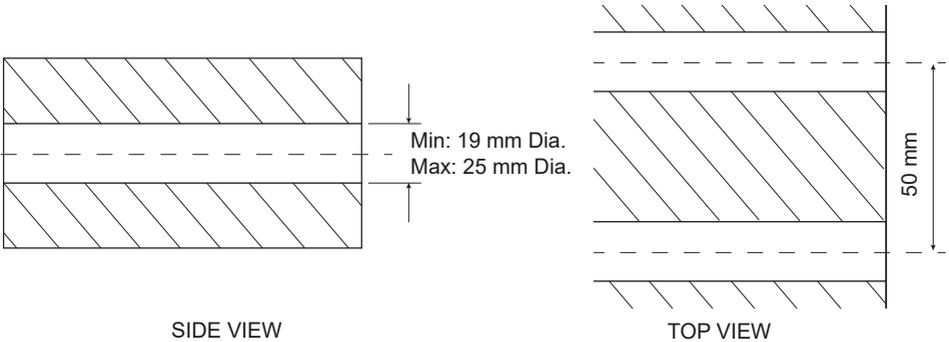
Pipe work installation viewed from above.



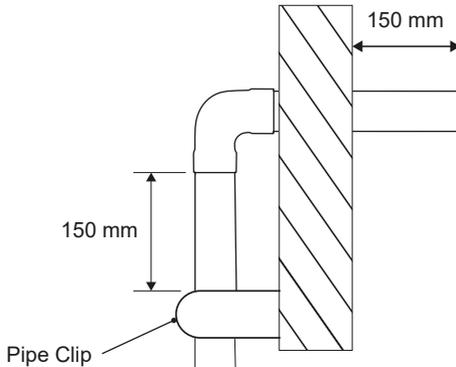
7. For Stud Partition Walls



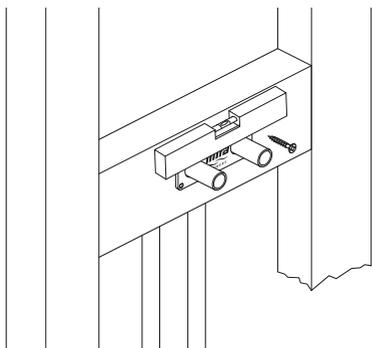
- a. For stud partition wall installations make sure that a wooden noggin is in place directly behind the final valve position. The supplied First Fix Pipe Guide **MUST** be used to mark the pipework centres, check that the pipe guide is level and mark the pipework centres. **DO NOT** drill through the pipe guide.



- b. Make sure the holes drilled through the noggin are square and level to the mounting surface.



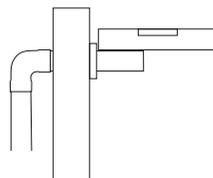
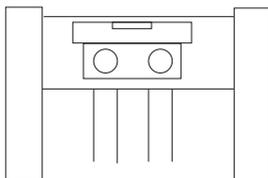
- c. Plumb supplies using 15 mm copper pipework, make sure a minimum 150 mm of pipe extends from the front surface of the noggin. We recommend the use of a pipe clip to secure the pipework within the wall, this **MUST** be placed a minimum of 150 mm from the elbow joint.



LEVEL



LEVEL

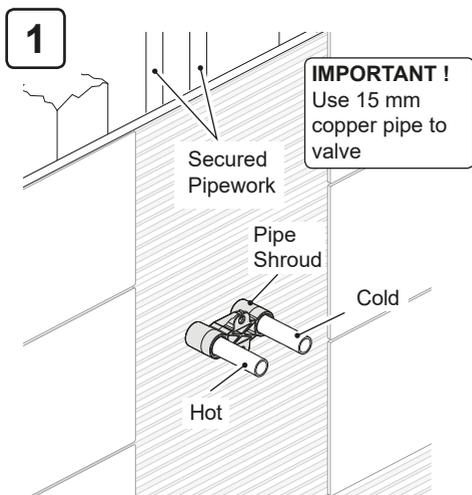


* Pipework that is not level will make final assembly of the valve very difficult

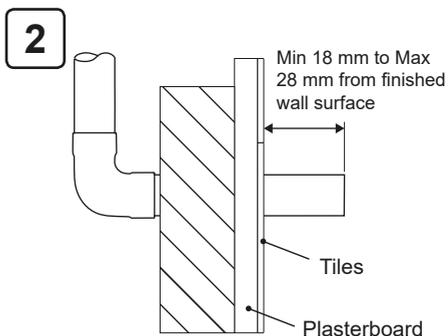
d. Once the pipework is in place, slide the First Fix Pipe Guide over the protruding pipework.

Important! At this stage re-check the pipework is square and level*.

Mark and drill the pipe guide fixing holes then attach directly to the noggin. This can remain within the wall.



Install the pipework for stud partition or solid wall, making sure they are level, square and secure. When tiling the wall fit the Pipe Shroud over the pipe stubs. This will prevent damage to the pipe surface from tiling and grout etc and assist with the correct pipe centres and alignment.

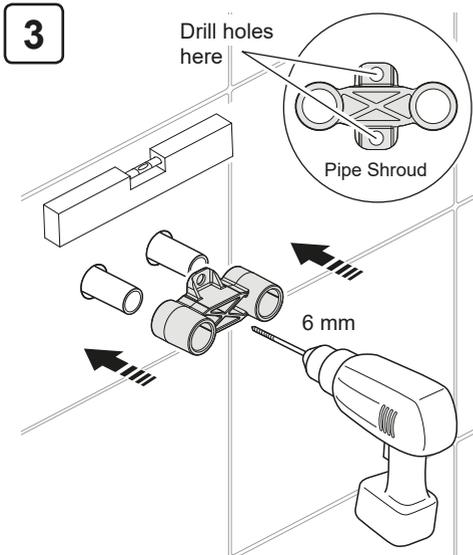


Hacksaw

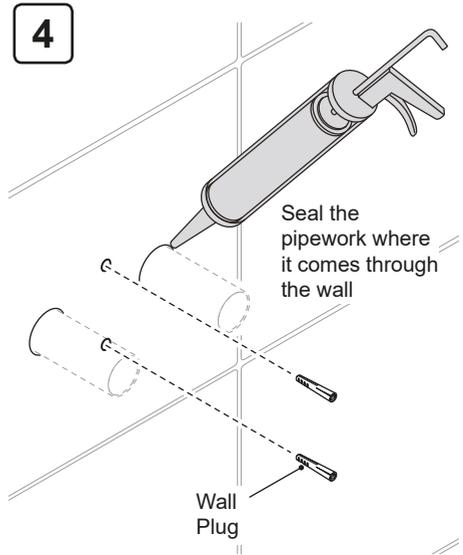


Pipe Slice

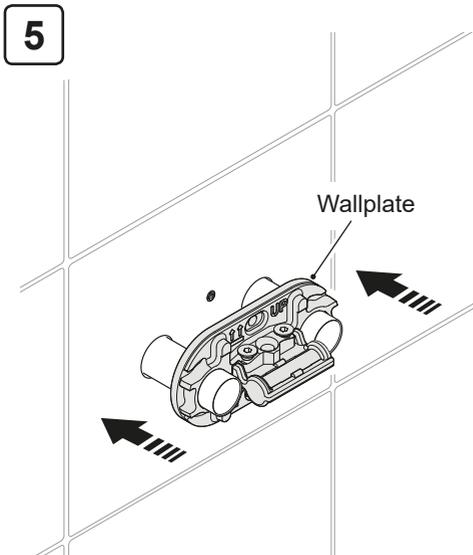
Remove the pipe shroud and trim the pipe stubs to 23 mm +/-5 mm from the wall surface **DO NOT** use a hacksaw as the sharp edges may damage the seals in the mixer valve. **Note:** De-burr the pipework if necessary.



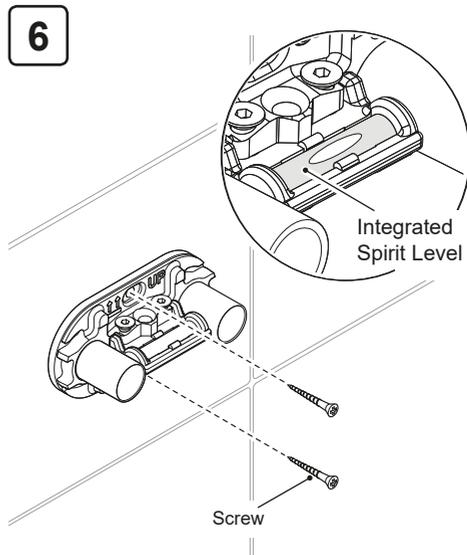
Fit the Pipe Shroud over the pipe stubs. Use the two holes in the pipe shroud as a template and drill through them into the finished wall surface. Drill through the 2x holes in the shroud.



For solid wall installations, fit the supplied wall plugs (alternative fixings can be used - countersunk head only) to allow fixing of the wallplate.

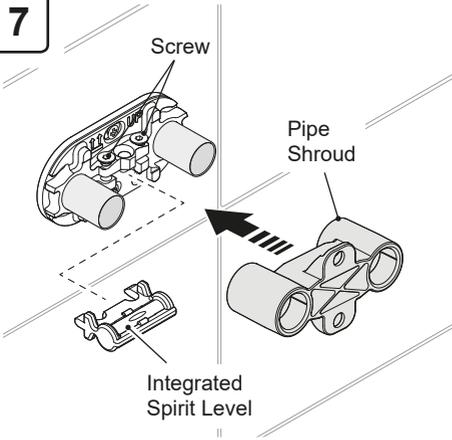


Fit the wallplate over the pipes ensuring they do not push back into the wall and are within the cut length tolerance (Min 18 mm to Max 28 mm).



Using the fixing screws provided, fix the wallplate to the wall. Make sure that the wallplate is level.

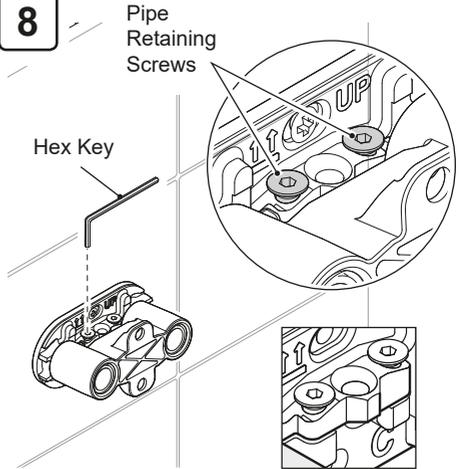
7



Ensure the pipes do not push back into the wall.

Loosen the screws and remove the spirit level and refit the pipe shroud to ensure the pipes are aligned. Make sure the pipes do not push back into the wall.

8

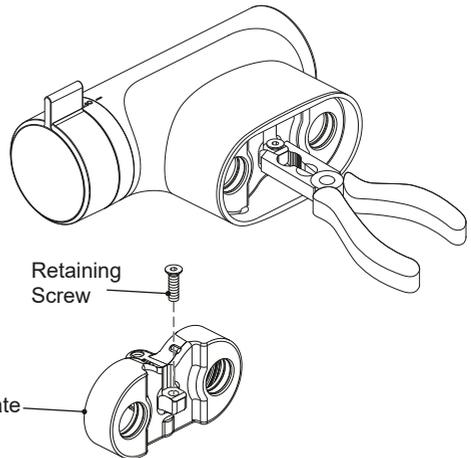
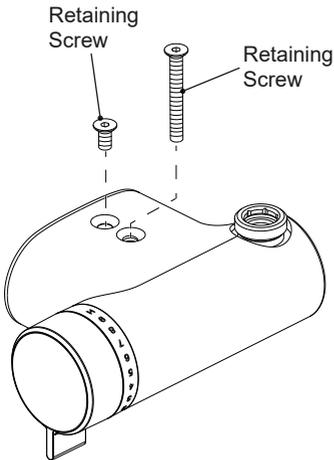


To prevent the possibility of property water damage the screws **MUST** be tightened

YOU MUST FULLY TIGHTEN the pipe retaining screws to clamp the pipes. Failure to do so may result in water damage to your property. Remove the pipe shroud.

Note: Only suitable for 15 mm pipe.

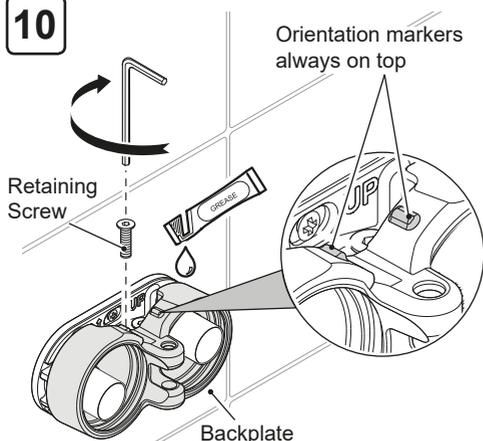
9



Remove the two external retaining screws.

Use a suitable pair of pliers to remove the backplate from the valve, holding where shown.

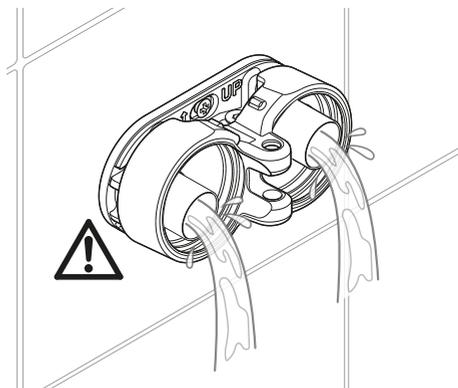
Remove the retaining screw from the backplate.

10

To prevent the possibility of property damage / personal injury the retaining screw **MUST** be tightened.

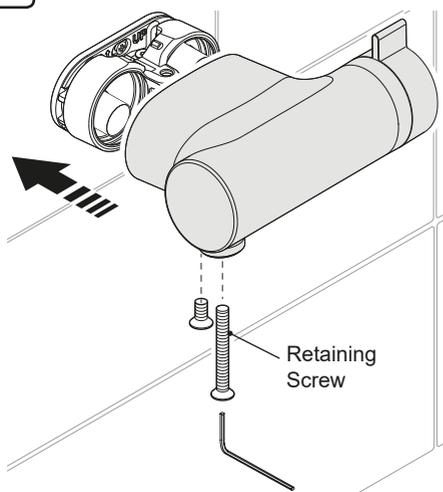
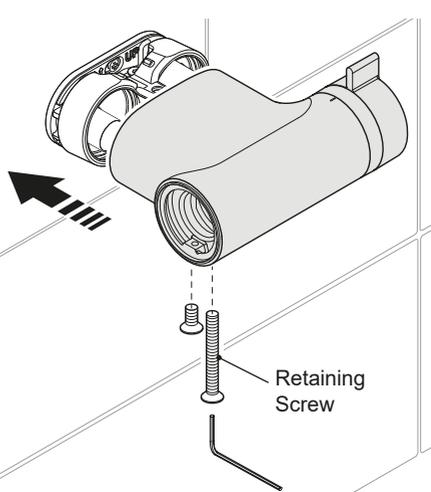
DO NOT USE POWER TOOLS TO TIGHTEN THE RETAINING SCREW

Grease the pipes and push the backplate fully home onto the wallplate and pipes, taking care not to damage the seals. Fit and tighten the retaining screw with the hex key. Tighten securely.

11

Flush the water supplies thoroughly before connecting the shower unit.

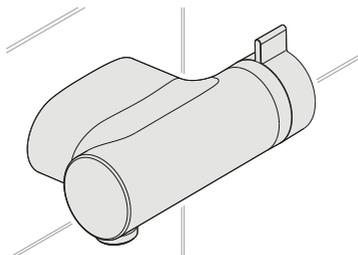
In retrofit installations (where you are replacing an old valve), remove and discard the old filters.

12
Agile S / S Eco / EV+

Agile ERD+ / Sense ERD+ / Store EV+


DO NOT USE POWER TOOLS TO TIGHTEN THE RETAINING SCREW

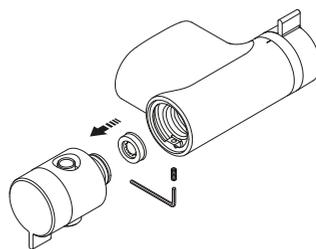
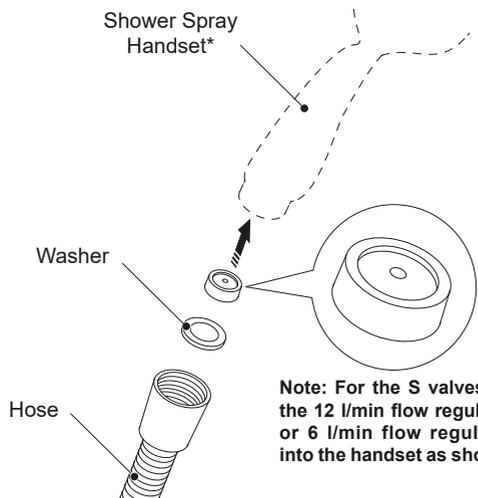
Push the valve over the backplate. Tighten the valve body retaining screws with the hexagonal wrench. Tighten securely.

13



Turn on the water supplies and check for leaks. Refer to separate guide for instructions on how to fit the shower fittings. **Note:** The shower must be commissioned before first use, see section '**Commissioning**' and '**Information on Flow Regulators**'.

14 Information on Flow Regulators



*Subject to the fitting's ability to accept the flow regulator.

Fit One Flow Regulator Per Outlet!

We highly recommend the fitting of a flow regulator for optimum temperature control and showering experience.

For maintained (running) water pressure greater than 0.5 bar, installing a flow regulator can help to reduce:

- Excessive shower force
- Noise due to high or unequal water pressure
- Unstable supply temperature
- Cooler outlet temperatures due to the colder seasons

12 L/min (red) to reduce excessive shower force and stabilise temperatures.

6 L/min (black) for eco water conservation while showering.

Note: In some circumstances such as when the incoming cold water temperature supply is very low to a combination boiler a 9 l/min flow regulator may be required to improve the hot water performance. Contact Mira Customer Service.

Note: The 6 l/min flow regulator may affect the performance of some combination boilers while the shower is running. Check with the boiler's manufacturer before fitting.

DO NOT fit a flow regulator if the maintained (running) water pressure is less than 0.5 bar or the shower force is too low.

Commissioning

Before using the shower, the maximum temperature must be checked to make sure that it is at a safe level. It has been preset to a safe showering temperature under ideal conditions at the factory, appropriate for most systems. However, site conditions and personal preference may make it necessary to reset this temperature.

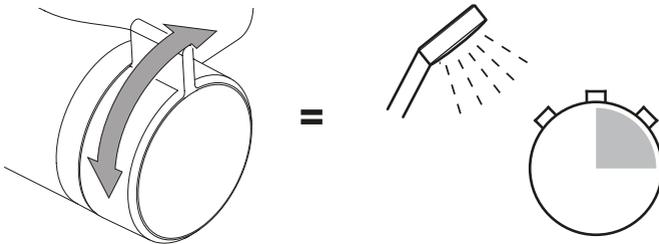
Note: Make sure that the hot water temperature is at least 55° C and that there is sufficient supply.

Make sure that all users are familiar with the operation of the shower. This guide is the property of the homeowner.

Note: For Type 2 installations the maximum temperature is determined by application, refer to the **TMV2 Requirements Manual**.

If you experience any difficulty with the operation of your new shower, then please refer to "**Fault Diagnosis**", before contacting our customer services department.

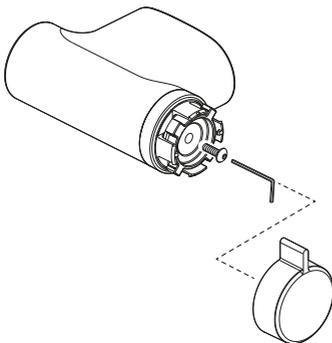
Flow and Temperature Check



1. Turn the shower on and check the temperature adjustment operates correctly. (Allow a few seconds for any temperature adjustment to take effect.)
2. Turn to maximum temperature (full hot) and allow the temperature and flow to stabilise.
3. Turn the shower off.

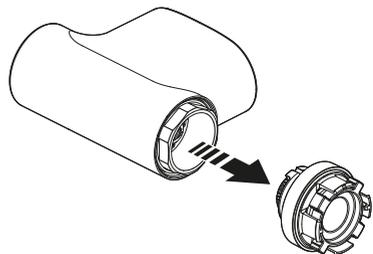
Maximum Temperature Adjustment

1



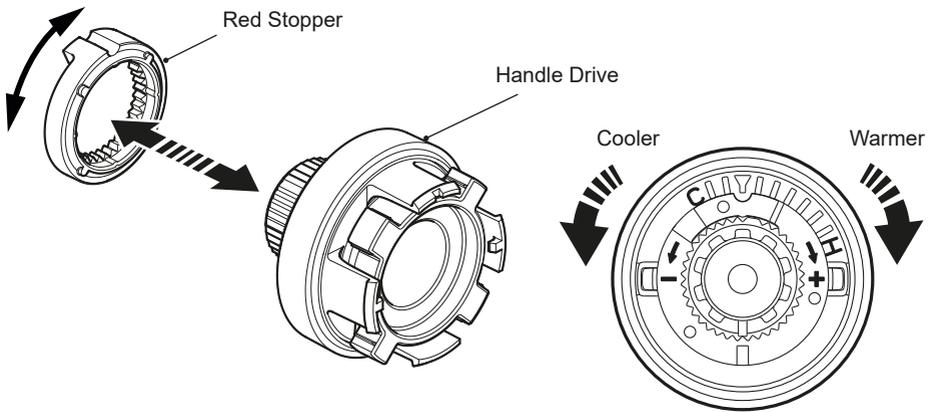
Pull the control lever from the body then remove the retaining screw with a 2.5 mm hexagonal key.

2



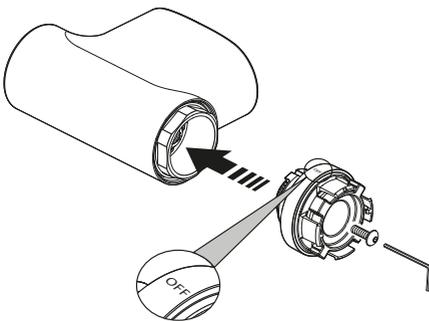
Pull the stop assembly from the body.

3



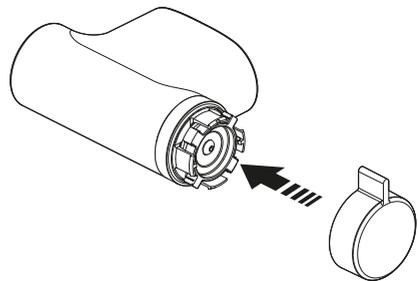
Lift and adjust the position of the red stopper on back of the handle drive.
Each serration will adjust the temperature approximately 1° C
+ = Warmer
- = Cooler

4



Ensuring correct orientation, "OFF" at the top, refit the stop assembly and the retaining screw to the body. Make sure the stop assembly operates correctly and the temperature is at the desired level.

5



Turn the shower off again. Refit the control lever.

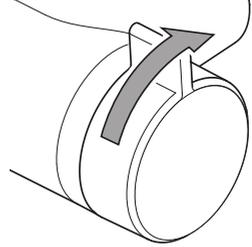
Operation

Please read **“Important Safety Information”** of this guide before using the shower for the first time.

1 **Single Control** mixers use a single sequential control for on / off and temperature control.

The control operates clockwise in the following sequence:

- Off
- Cold
- Hot (Maximum Preset Temperature)



2

Always check the water temperature before entering shower. The maximum preset temperature (full hot) position can be adjusted, see section **‘Commissioning’**.

3

Allow a few seconds for any temperature adjustment to take effect. Allow temperature to stabilise before making a new adjustment.

4

Turn the lever **anti-clockwise** to stop the Shower.

5

Residual water may drain for a few minutes.

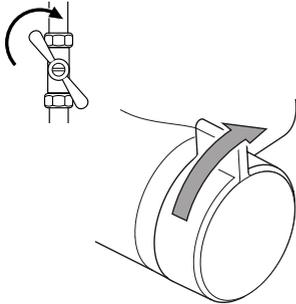
User Maintenance

WARNING! PLEASE OBSERVE THE FOLLOWING TO REDUCE THE RISK OF INJURY OR PRODUCT DAMAGE:

- **DO NOT** allow children to clean or perform any user maintenance to the shower unit without supervision.
- If the shower is not to be used for a long period, the water supply to the shower unit should be isolated. If the shower unit or pipework is at risk of freezing during this period, a qualified, competent person should drain them of water.

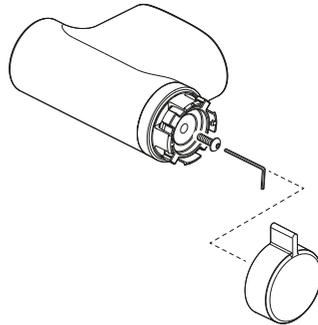
Filter Cleaning

1



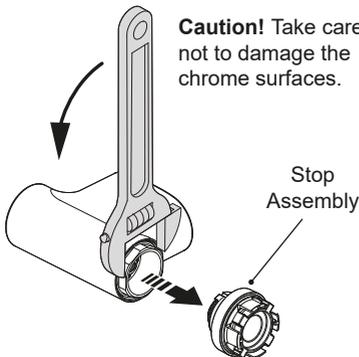
Isolate the water supplies and turn the shower on to relieve the water pressure. Turn the shower off.

2



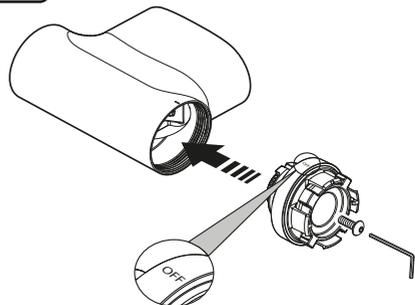
Pull the control lever from the body then remove the retaining screw with a 2.5 mm hex key.

3



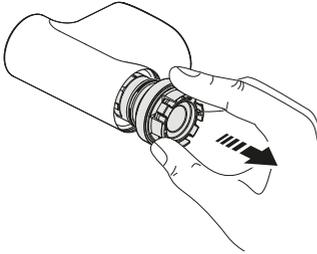
Pull the stop assembly from the body, then unscrew and remove the large brass nut from the body.

4



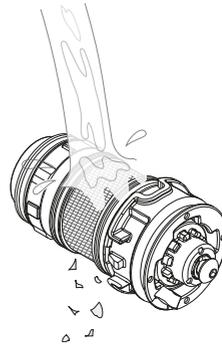
Ensuring correct orientation, "OFF" at the top, refit the stop assembly and the retaining screw to the body.

5



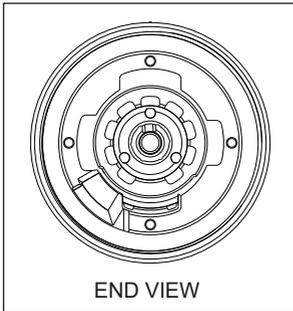
Grip the stop assembly and withdraw the cartridge from the body.

6

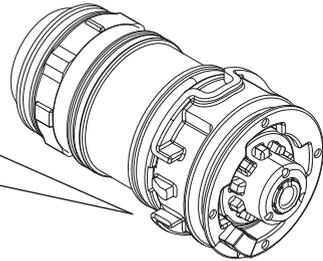


Rinse the cartridge in clean warm water, removing any dirt or debris.

7



END VIEW



Reassemble the valve in reverse order. Restore the water supplies and check for leaks.

Note: Make sure that the cartridge locates correctly.

Cleaning

Many household cleaners contain abrasives and chemical substances, and should not be used for cleaning plated or plastic fittings. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

Important! The showerhead must be descaled regularly. Keeping the shower spray clean and free from limescale will ensure that your shower continues to give the best performance.

In-service Tests

The principal means for determining the continuing satisfactory performance of the shower unit is the in-service test, refer to the **TMV2 Requirements Manual**.

Frequency of In-service Tests - Commercial (non-domestic installations)

Check for correct blend setting every 6 months.

Fault Diagnosis

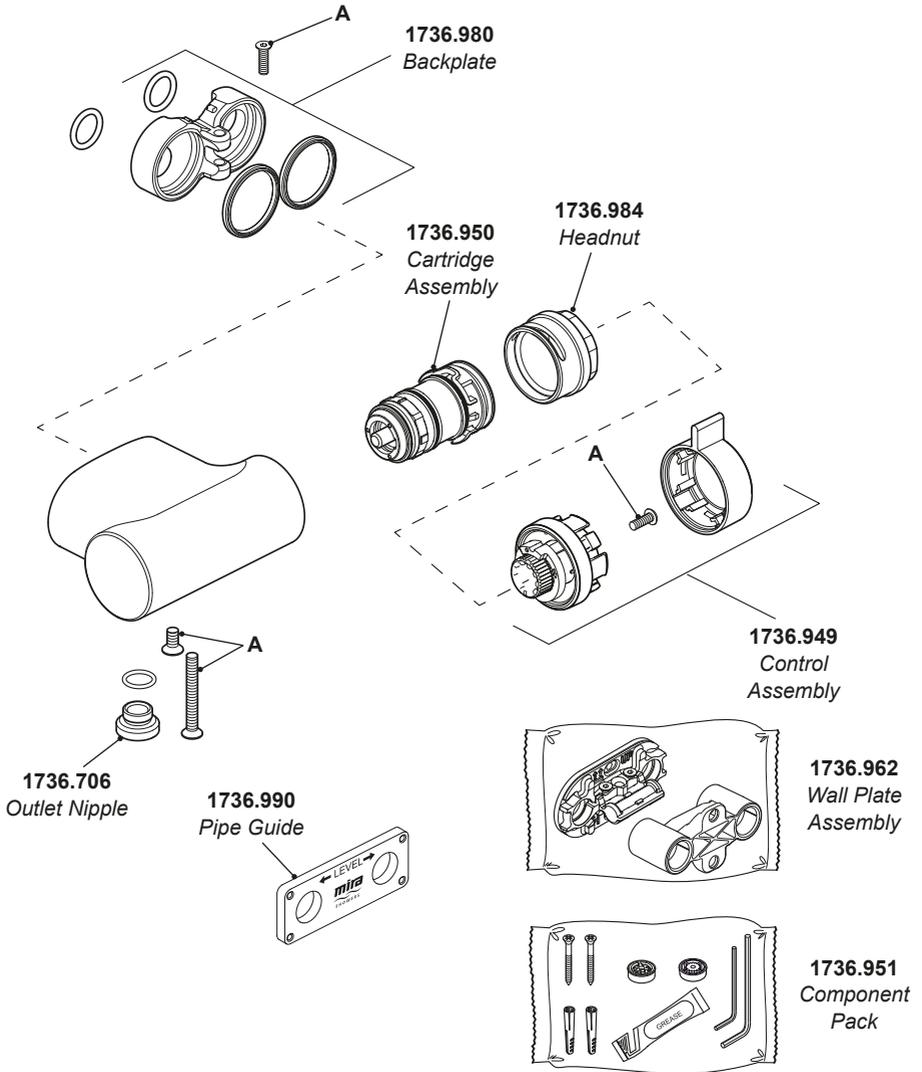
Only use genuine Kohler Mira replacement parts.

If you require a Mira trained service engineer or agent, please see “**Customer Service**” on the back cover of this guide.

Symptom	Cause	Recommended Action
Only hot or cold water from the shower.	Water inlets are reversed (hot supply to cold supply).	Installation error, supply pipework requires rework.
The shower temperature is either too hot or too cold.	No hot or cold water reaching the shower unit.	Check there is an adequate supply of hot water. See ‘ Specifications ’.
		Check the filters for any blockage refer to section ‘User Maintenance’.
		Installation conditions outside operating parameters, refer to sections: ‘ Specification ’ and ‘ Commissioning ’.
		If the temperature is too cold and you have a combination type boiler it may not be producing sufficiently hot water at desired flow rate (refer to ‘ Specification ’). Make sure flow regulator is fitted. For more information, See ‘ Information on Flow Regulators ’ or contact Customer Service .
Fluctuating or reduced flow rate.	Hose, shower head or filter blocked.	Remove and clean. Check hose and replace if necessary. Check the filters for any blockage. See ‘ User Maintenance ’.
	The inlet pressures are insufficient or unbalanced.	See ‘ Specifications ’.
	Air lock or partial blockage in the pipework.	Flush inlet pipes.
	Flow regulator fitted incorrectly.	See Fittings Installation and User Guide.
	Low flow causing combination boiler to cycle.	Incorrect flow reg fitted, blocked showerhead, hose or filters.
Water leaking from the shower head.	Normal for a short period after shut off.	See ‘ Specifications ’.
	The inlet pressures exceed the requirements for the shower unit.	See ‘ Specifications ’.
	Damage to the shower unit cartridge.	Renew the cartridge.
Movement of valve on the wall.	Pressure spike in water system.	Tighten the retaining screw.

Spare Parts

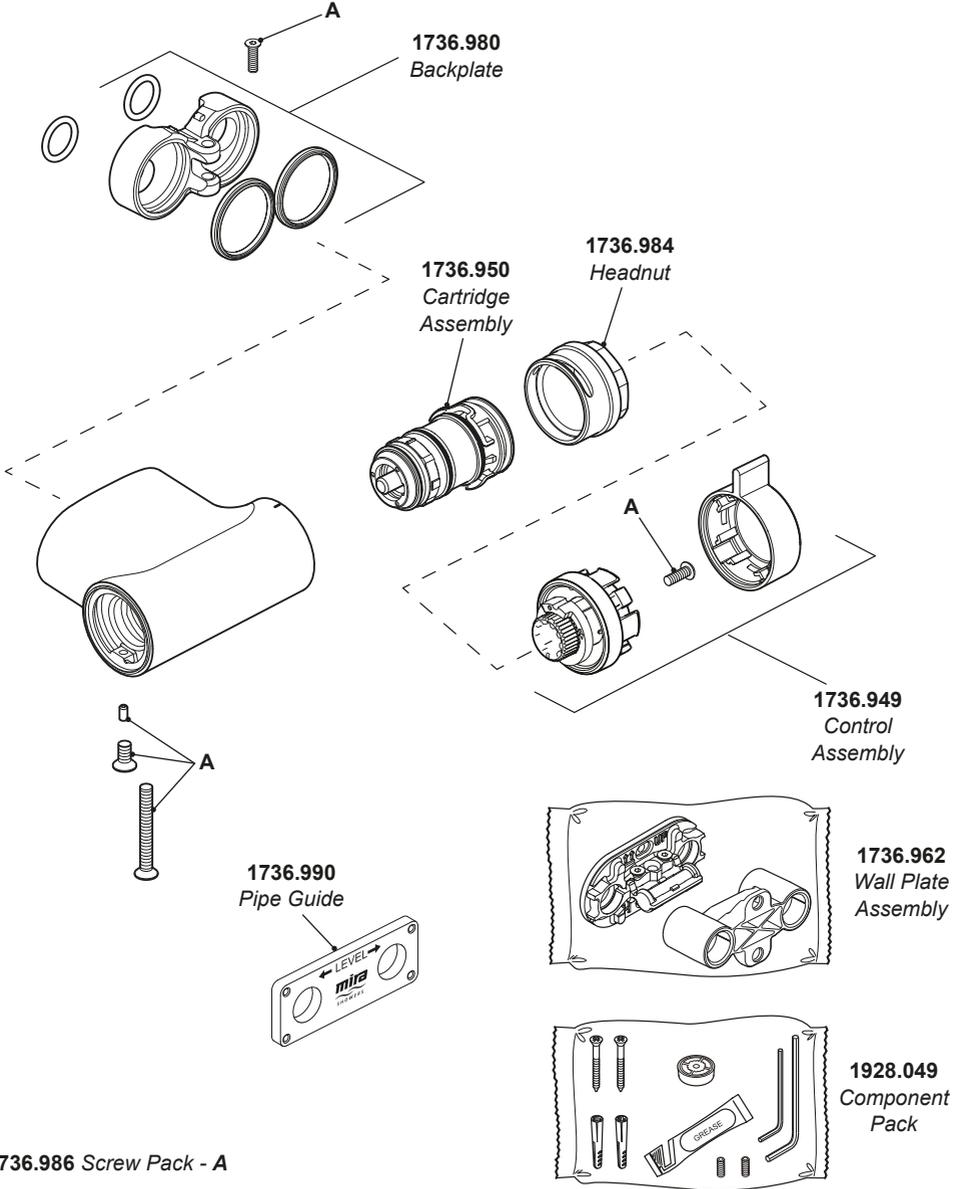
Agile S
Agile S Eco
Agile EV+



1736.986 Screw Pack - A

Spare Parts

Agile ERD+
Agile Sense ERD+
Agile Store EV+



1736.986 Screw Pack - A

Notes

Customer Service

Guarantee

Your product has the benefit of our manufacture's guarantee which starts from date of purchase. This guarantee only applies in the United Kingdom and Republic of Ireland. To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 5978551 within 30 days of purchase (UK only).

Within the guarantee period we will resolve defects in materials or workmanship, free of charge, by repairing or replacing parts or product as we may choose.

This guarantee is in addition to your statutory rights and is subject to the following conditions :

- The guarantee applies solely to the original installation under normal use and to the original purchaser only. The product must be installed and maintained in accordance with the instructions given in this guide.
- Servicing must only be undertaken by us or our appointed representative.
Note! If a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build up of limescale, frost damage, chemical attack, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential or indirect loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to repaired or modified by persons not authorised by comply with the requirements of the TMV2 or repaired or modified by persons not authorised by TMV3 healthcare schemes
- Accidental or wilful damage.
- Products purchased ex-showroom display.

What to do if something goes wrong

If your product does not work correctly refer to this manual for fault diagnosis and check that it is installed and commissioned in accordance with our instructions. If this does not resolve the issue, contact us for help and advice.

Helpdesk Service



Contact our Customer Services Team for product advice, to purchase spare parts or accessories or to set up service visit. You can contact us via phone or e-mail - contact details below. Please provide your model name, power rating (if applicable) and date of purchase.



Mira Showers Website (www.mirashowers.co.uk)

Visit our website to register your guarantee, download user guides, diagnose faults, purchase our full range of accessories and popular spares, or request a service visit.



Spares and Accessories

We hold the largest stocks of genuine Mira spares and accessories. Contact us for a price or visit our website to purchase items from our accessory range and popular spares. (Only available in the United Kingdom)



Service/Repairs

No one knows our products better than our nationwide team of Service Technicians. We can carry out service or repair work to your product both during and after the guarantee period. (Only available in the United Kingdom and Republic of Ireland) Ask about our fixed price service repairs.

To Contact Us: UK



0800 001 4040



Fax: 01242 282595



Email – Visit
www.mirashowers.co.uk/contactus



By Post: **Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire GL52 5EP**

To Contact Us: Eire Only



01 531 9337



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CustomerServiceEire@mirashowers.com

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SHOWERS