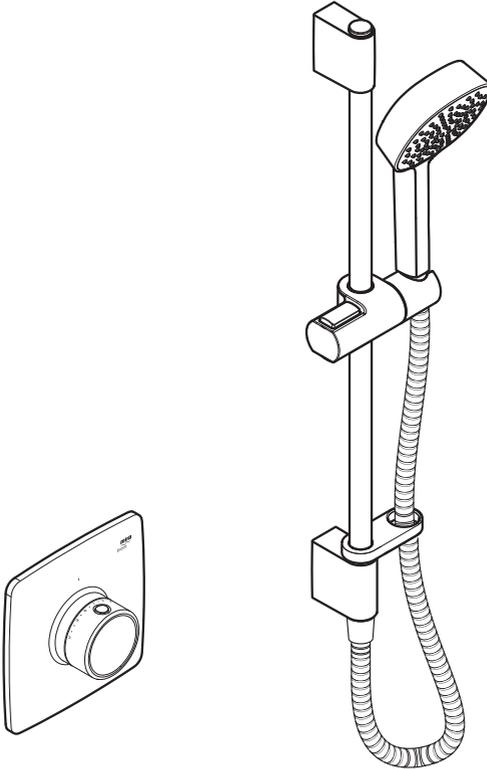


Mira Evoco Single Outlet Installation and User Guide



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

These instructions must be left with the user

Model Name:
Product Code:
Date of Manufacture:



Affix Sticker Here

(Please keep these details safe as you will need them when registering your product guarantee. Your guarantee information is included in this guide.)



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. Children younger than 3 years should not use this shower. Children 3 years to under 8 years should only use this shower under continuous supervision. Children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience or knowledge can use the shower if they are given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
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.
18. This appliance is intended to be permanently connected to the water supply and not connected using a flexible hose set.

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 customer services.

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, visit www.mirashowers.com. The approved designation for this product is listed in the table below.

Mira Mixer Showers covered by this guide:

Product Code	Model Name	Colour	Type 2 Designation
B12D	Mira Evoco BIV	Chrome	HP-S

Guarantee

For **domestic installations**, Mira Showers guarantee the product against any defect in materials or workmanship for a period of **five** years from the date of purchase (shower fittings for one year).

For **non-domestic installations**, Mira Showers guarantee the product against any defect in materials or workmanship for a period of **one** year from the date of purchase.

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

For Terms and Conditions refer to the '**Activating Your Free Guarantee and Customer Service**' pages.

Design Registration and Patents

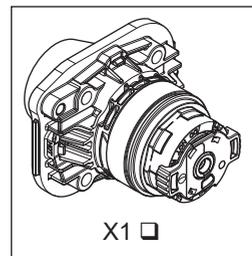
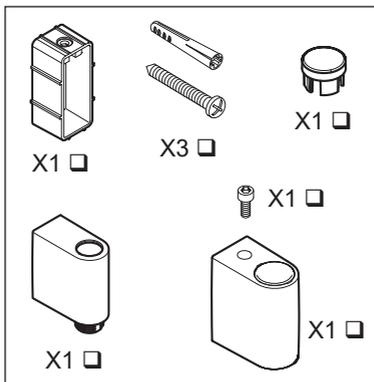
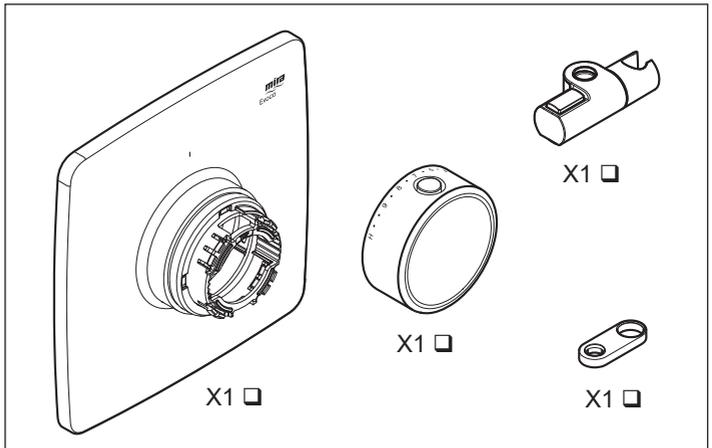
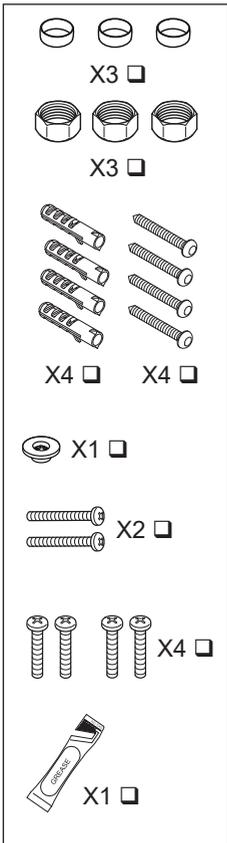
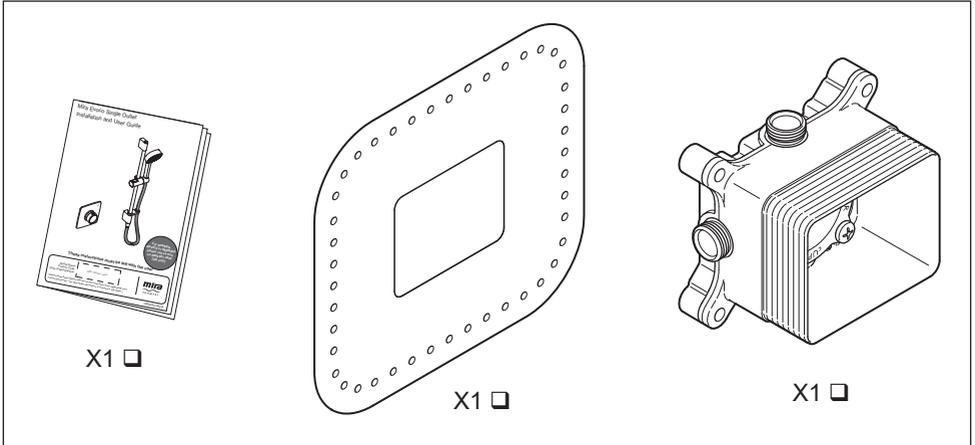
Design Registration: 007749684-0005, 007749684-0006, 007749684-0007, 007749684-0008, 007749684-0009

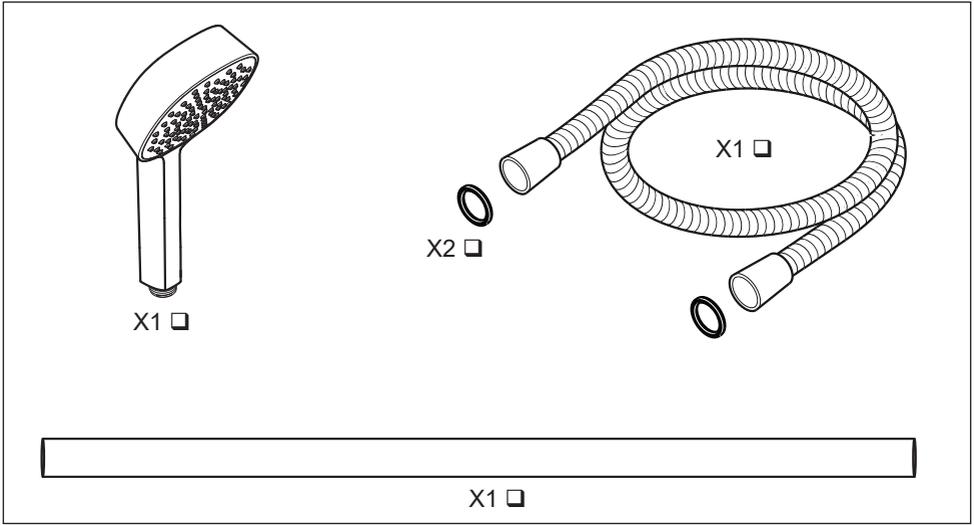
Recommended Usage

Domestic	✓	Light Commercial	✗
Heavy Commercial	✗	Healthcare	✗

Pack Contents

Important! Some parts may differ from the below depending on product purchased.





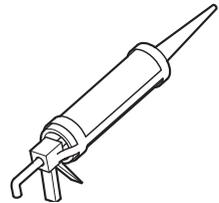
Additional Items Required (Not Supplied)



Waterproof Tanking Adhesive
(see 'Installation - General'
for details) □



Push Fit Stop End
(suitable for 15 mm
copper pipe) □



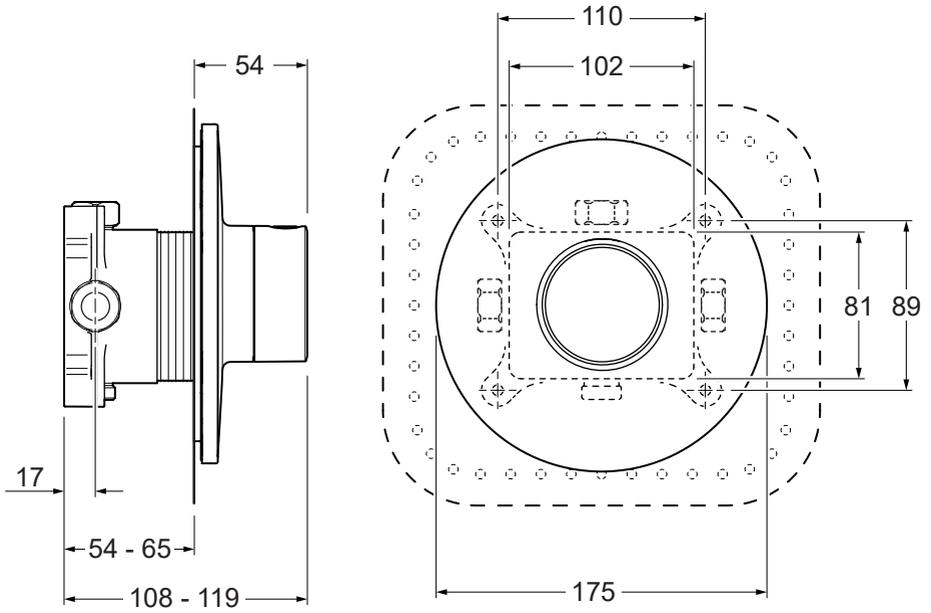
Silicone Sealant □

Specifications

Pressures	
Maximum Static Pressure	1000 kPa (10 bar)
Maximum Maintained Pressure	500 kPa (5 bar)
Minimum Maintained Pressure (Combi Boiler systems)	100 kPa (1 bar) (for optimum performance supplies should be nominally equal)
Minimum Maintained Pressure (Gravity System)	10 kPa (0.1 bar) (0.1 bar = 1 Metre head from cold tank base to shower handset outlet)
Temperatures	
Close Temperature Control	20°C - 50°C
Optimum Thermostatic Control Range	35°C - 45°C (achieved with supplies of 15°C cold, 65°C hot and nominally equal pressures)
Recommended Hot Supply	60°C - 65°C
Minimum Hot Water Supply Temperature	55°C (Note: The mixing valve can operate at temperature up to 85°C for short periods without damage. However for safety reasons it is recommended that the maximum hot water temperature is limited to 65°C)
Minimum Recommended Differential between Hot Supply and Outlet Temperature	12°C at desired flow rates
Cold Water Range	1°C - 25°C
Plumbing Connections	
Hot: Left	15 mm Male Compression
Cold: Right	15 mm Male Compression
Outlet:	Building in Box: 15 mm Male Compression Right Angle Connector: ½" BSP Flat Face to flexible hose

For Type 2 Valves, the supply conditions specified in the TMV2 Requirements Manual take precedence over the above values.

Dimensions



All dimensions in millimetres

Suitable Plumbing Installations

The Thermostatic Mixer can be installed with all systems with balanced pressures. Mixed gravity and mains supplies are not recommended.

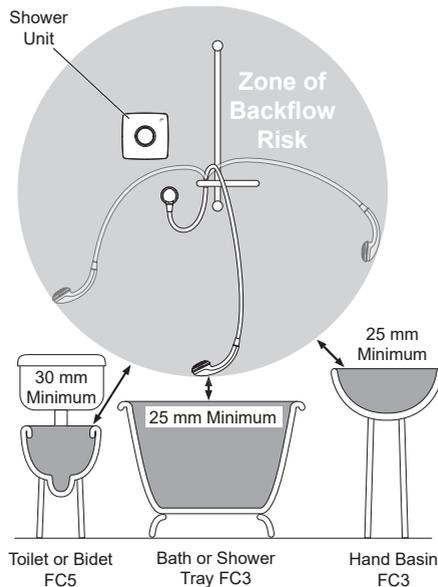
Installation

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

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. The product contains built in check valves. **DO NOT** install inlet check valves as this can lead to a build up of static pressure and potential product damage and leaking.
6. Use 15mm copper pipe for all plumbing.
7. **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.
8. Pipework dead-legs should be kept to a minimum.
9. **DO NOT** install the shower unit in a position where access for maintenance is restricted.
10. **The shower must be fitted to a waterproof, flat and even wall surface.** Decorative and mosaic tiles are not recommended in the area where the shower is to be installed, as they may cause problems with sealing around the valve and also effect product operation.
11. The wall cavity must provide sufficient support for the shower unit. The 4 cavity fixing screws (No. 10 x 2") and wall plugs supplied are suitable for most solid wall and stud partition installations. Use all 4 fixing points to secure the shower unit, be sure to use fixings appropriate for the chosen wall structure. Alternative fixing brackets for panel structures are available as a separate accessory. The front concealing plate must be fitted to a waterproof, flat and even wall surface.

12. 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 or obstruct the use of the control handle.
13. A suitable waterproof shower tanking adhesive is required for the fabric wall seal supplied. We recommend a liquid based plumbing type to be applied with a paint brush, available from tile / builder merchants. A sufficient amount is required for coating the fabric seal twice during the installation.
14. 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.
15. The position of the shower and shower fittings must provide a minimum air gap of 25 mm between the showerhead and the spill over level of any bath, shower tray or basin. There must be a minimum distance of 30 mm between the showerhead and the spill over level of any toilet, bidet or other appliance with a Fluid Category 5 backflow risk.

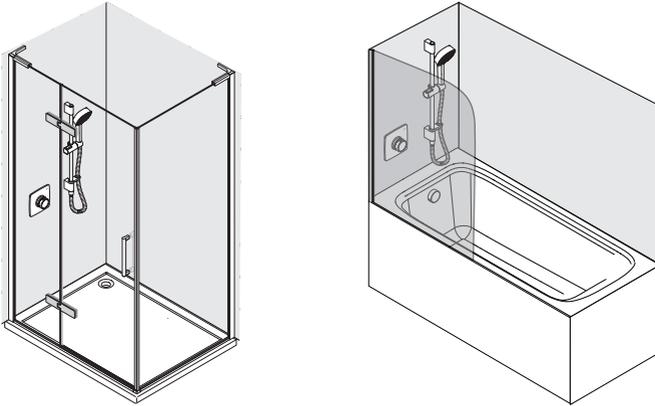


Note: There will be occasions when the hose retaining ring will not provide a suitable solution for Fluid Category 3 installations. In these instances an outlet double checkvalve must be fitted, this will increase the required supply pressure typically by 10kPa (0.1 bar). Double checkvalves fitted in 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.

Installation

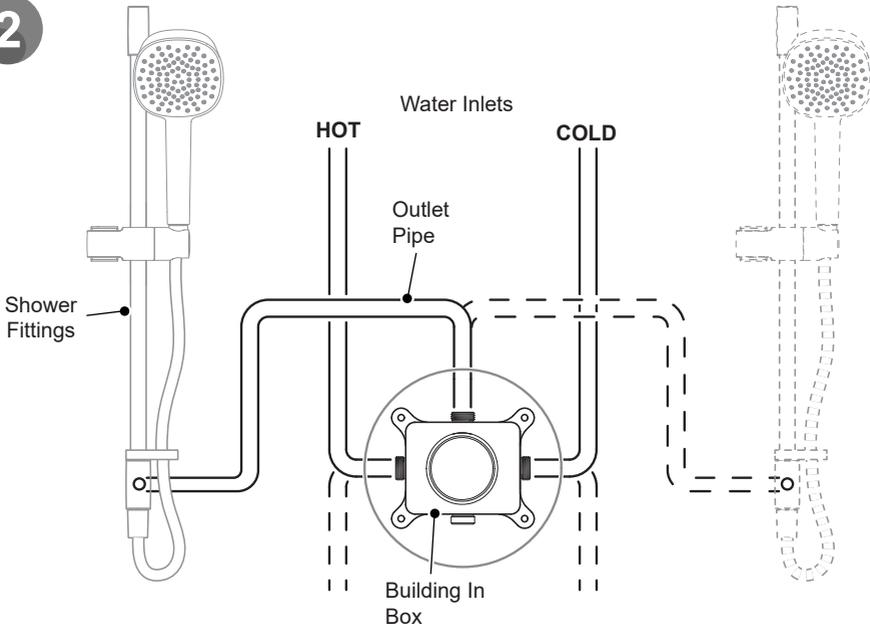
1

Warning! Isolate the water supplies before installing the shower.



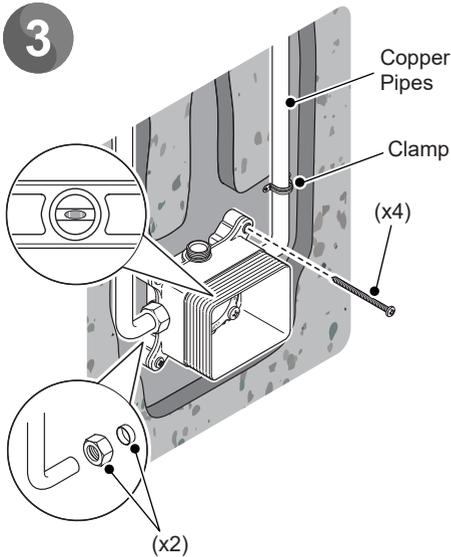
Decide on a suitable position for the shower unit and fittings.

2



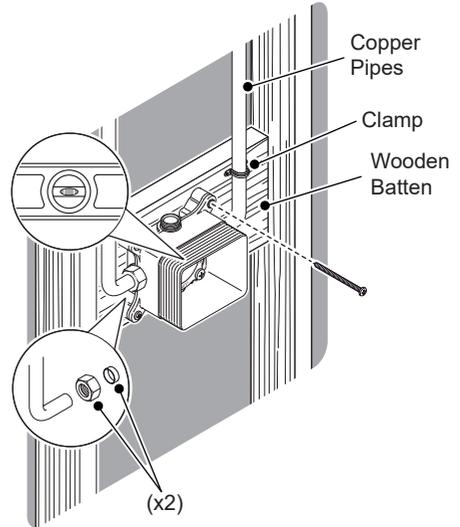
Determine the pipework route. All pipework to the product must be clipped and supported to prevent movement and pipe noise due to any pulse pressures.

Position the outlet so that the shower hose will not obstruct the control handle and the fixing screws will avoid the outlet pipe.

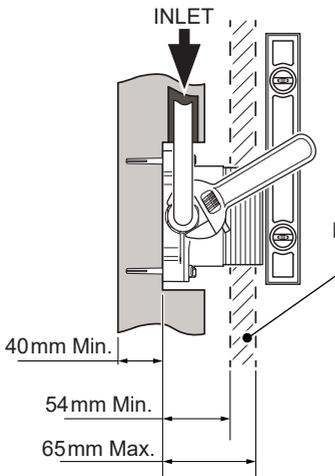


SOLID WALL REAR FIXING

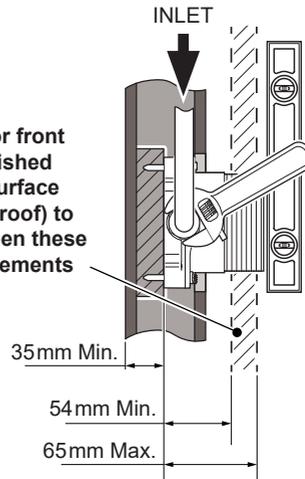
OR



STUD PARTITION REAR FIXING



plan for front
of finished
wall surface
(waterproof) to
be between these
measurements



Plan fixing method for product in wall cavity

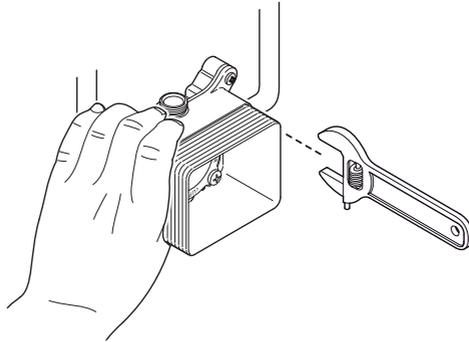
Create a suitable cavity for the building in box and the pipework.

Cut away the plasterboard and/or brick work to the required depth.

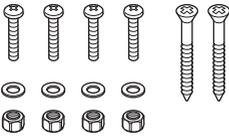
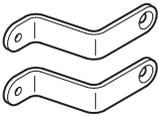
Important! This depth will depend on the finished wall thickness e.g. tiles or facia board.

Secure the building in box into the cavity. Use a 7 mm diameter drill to suit the wall plugs supplied for solid walls. **DO NOT** use wall plugs when securing to wooden panel.

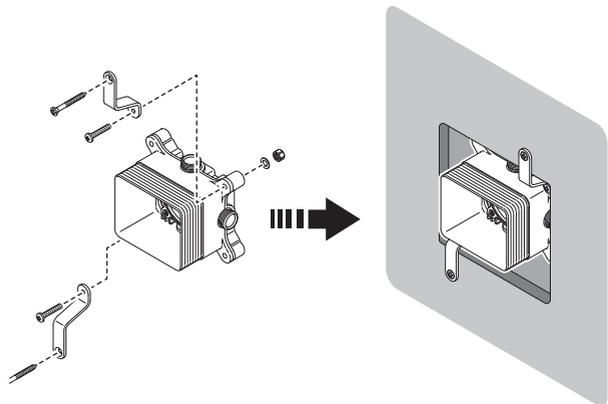
4



Fit the inlet pipework and connect to the building in box using the compression nuts and olives supplied. Hold the building in box securely while tightening the joints.



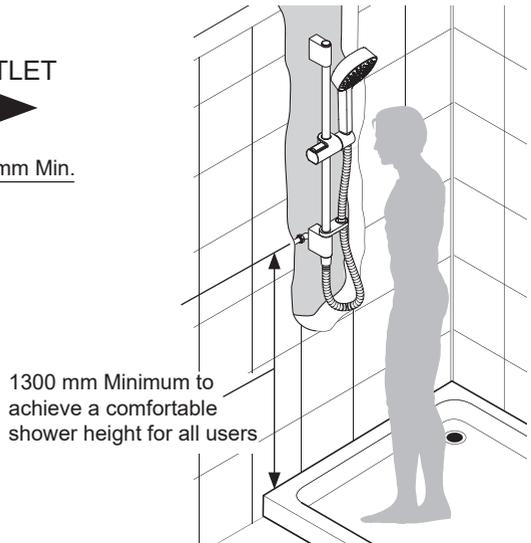
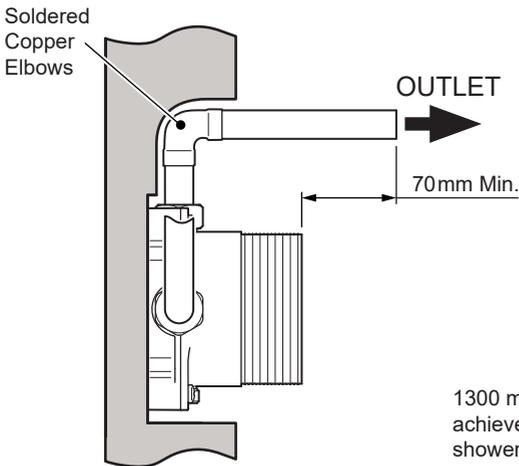
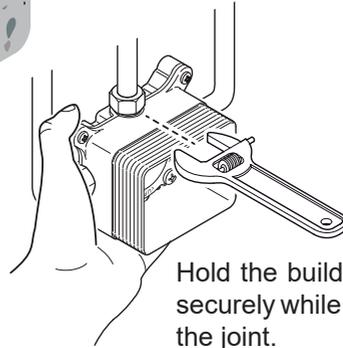
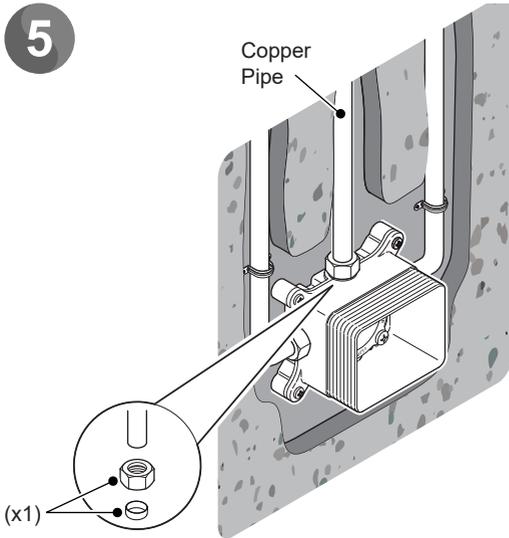
1869.057
Panel Brackets
Accessory



PANEL FIXING
FRONT OR REAR

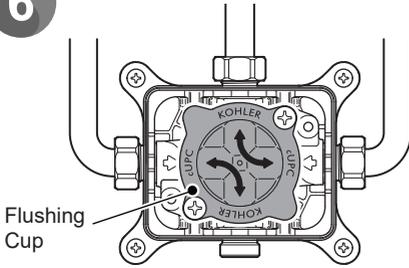
This option is available using the *Panel Brackets Accessory*, contact our customer services department for further information.

5



Fit the outlet pipework ready for connection to right angle connector for a handset, slide bar and hose.

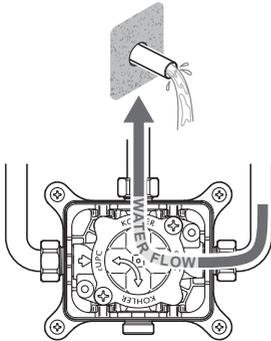
6 Flushing the pipework



A flushing cup is pre-fitted into the building in box to aid in flushing any dirt or debris from the pipework.

Push fit stop end caps are required to test the building in box's inlet and outlet joints for leaks.

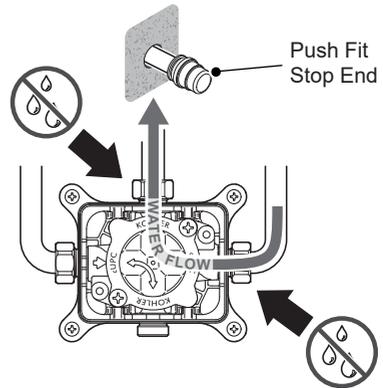
a



Open the water supply, flush right hand side.

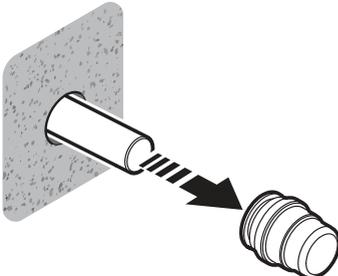
Note: You may want to fit stop ends before you turn on water supplies. These can then be removed individually to flush and contain any water in a bucket if the shower tray area is not yet installed.

b



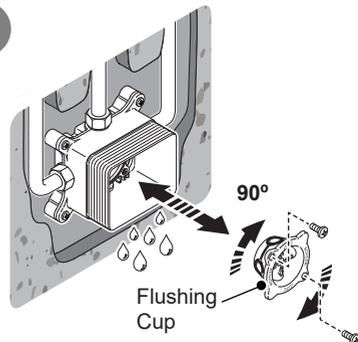
Isolate the water, fit the stop end to the outlet. Re-open the water supply, check right hand inlet and outlet joints for leaks.

c



Isolate the water and remove the stop end.

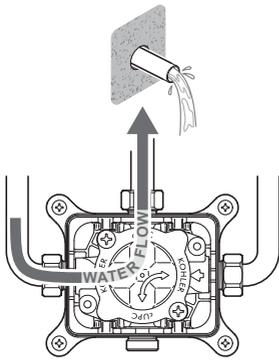
d



Remove the flushing cup, rotate by 90° and re-secure.

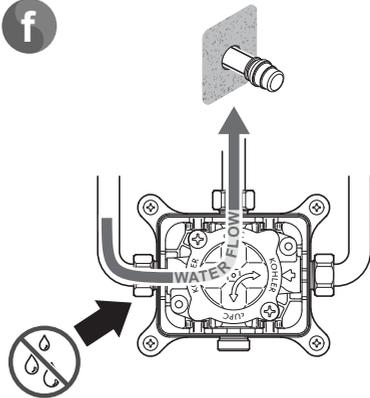
Caution! Water will drain from the pipe and hub.

e



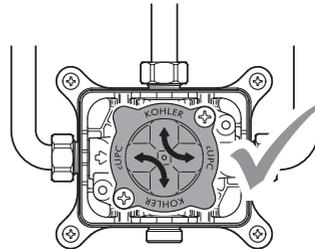
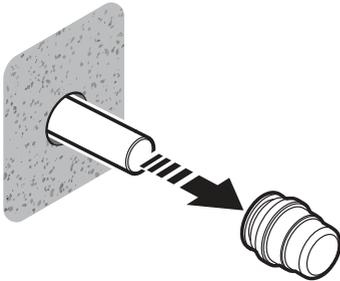
Open the water supply and flush left hand side.

f



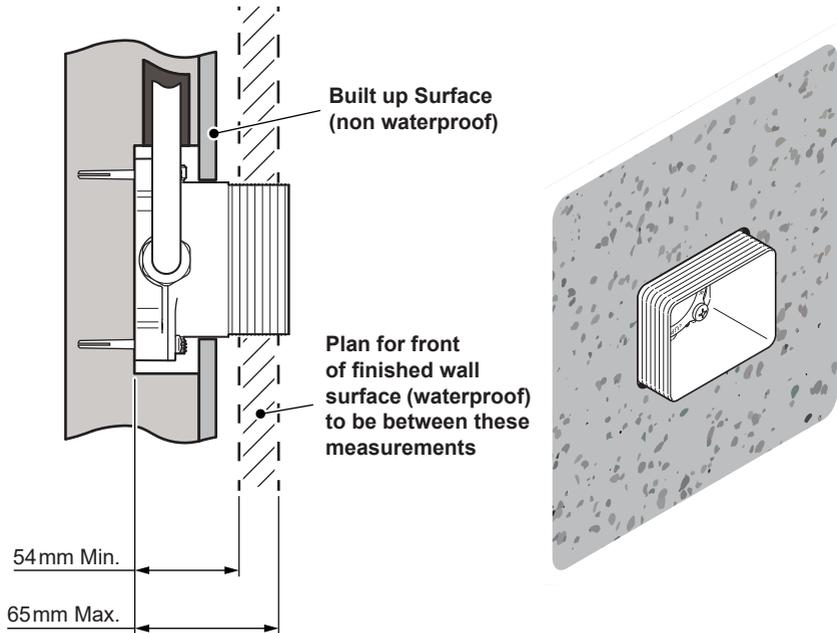
Isolate the water, refit the stop end to the outlet. Re-open the water supply, check left hand joint for leaks.

g



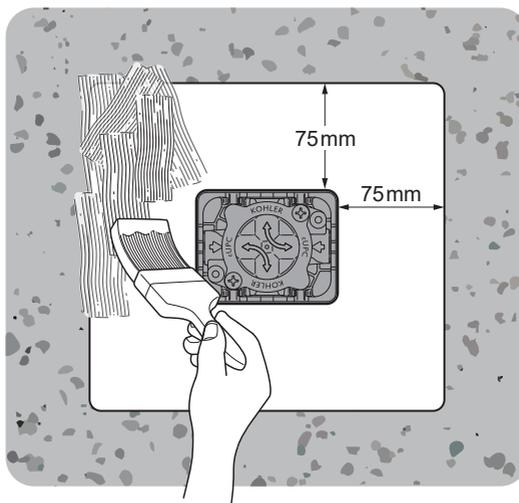
Isolate the water. Remove the stop end, keep the flushing cup fitted.

7



Build a surface up to the sides of the building in box ready for waterproof finishing.

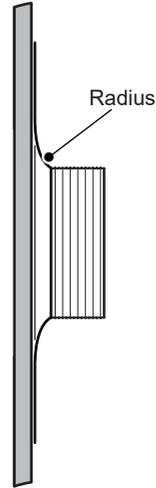
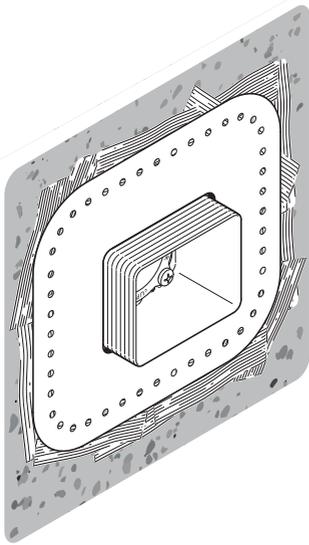
8



Apply a liberal coat of waterproof adhesive (not supplied) around the building in box.

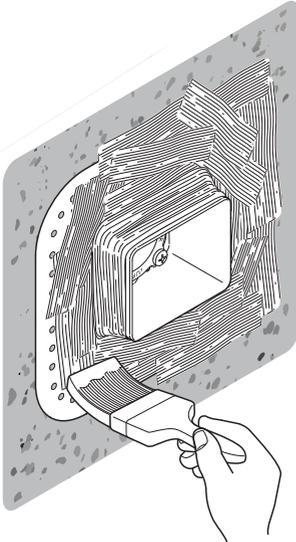
Use a suitable waterproof shower tanking adhesive. We recommend a liquid based plumbing type to be applied with a paint brush, available from tile/builder merchants. A sufficient amount is required for coating this area twice during the installation.

9



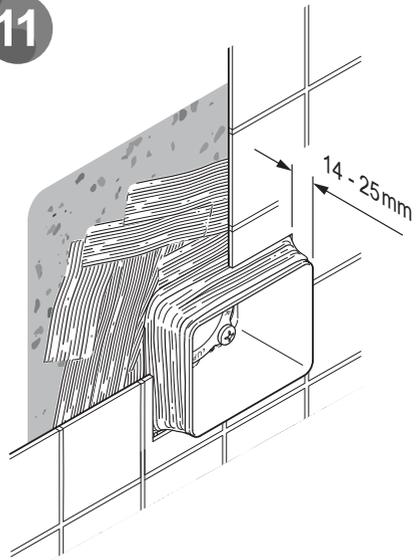
Fit the fabric wall seal and press flat around the edges, creating a radius around the sides of the building in box.

10



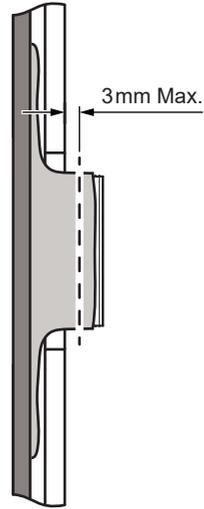
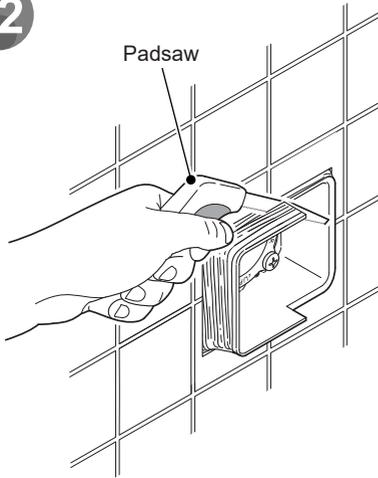
Apply further adhesive over the fabric wall seal and around the sides of the building in box. Allow to the adhesive to set. Follow the manufacturer's instructions for curing time.

11



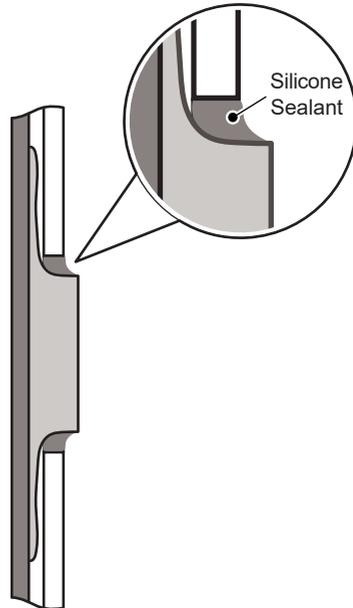
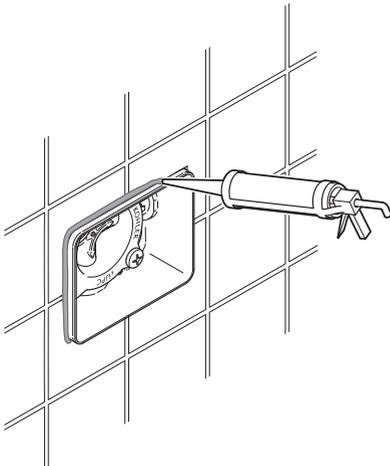
Finish the wall surface. A distance of 14 - 25mm should protrude from the finish.

12



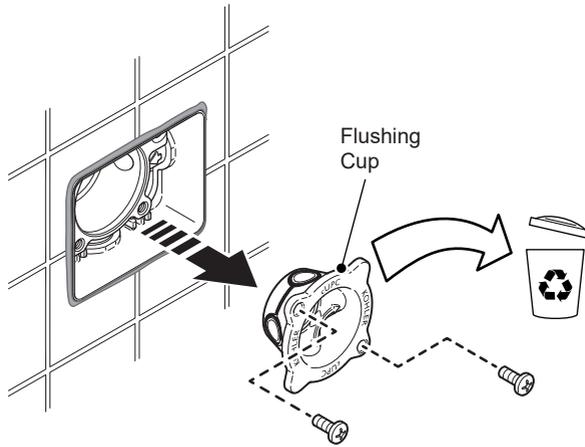
Taking care to prevent damage to the wall finish, trim the building in box back to within 3mm from the finished wall surface.

13



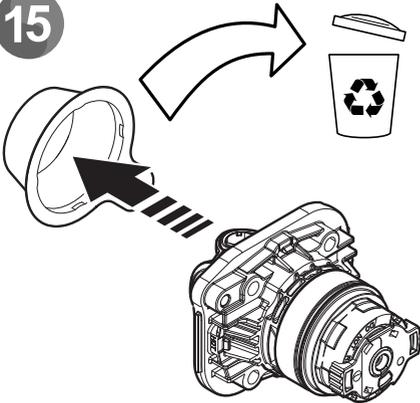
Apply silicone sealant to fill the gap around the building in box.

14



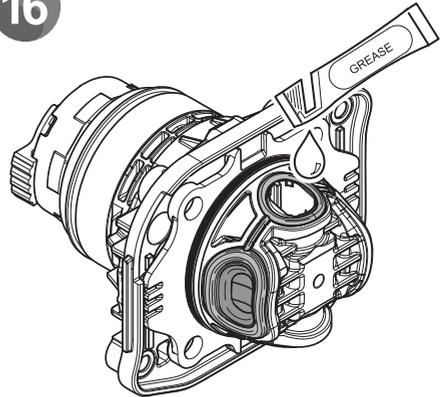
Make sure both water supplies are isolated and remove the flushing cup.

15



Remove the seal cover from the mixing valve.

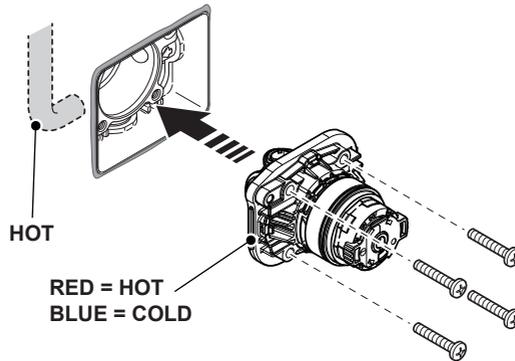
16



Apply a small amount of grease to the two inlet seals.

Make sure the seals are in position before installing the mixing valve.

17

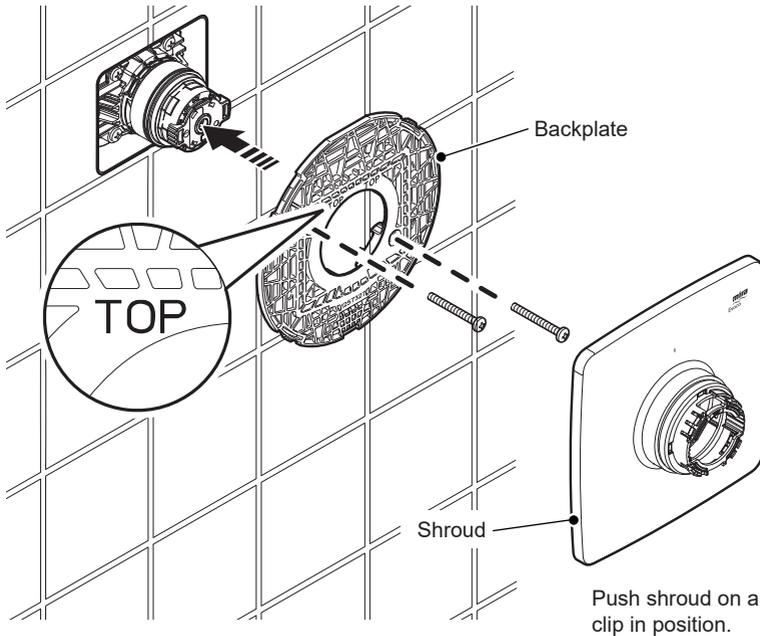


Fit the mixing valve into the building in box and secure with the screws. **DO NOT** use a power driver.

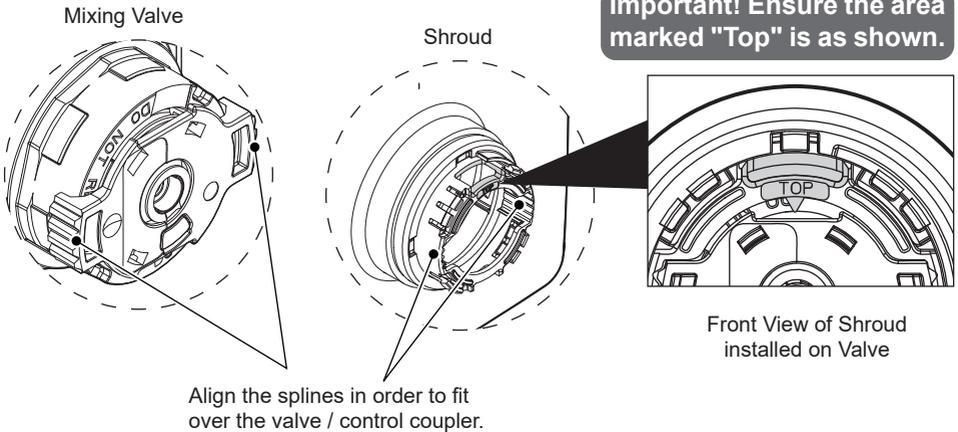
Note: Ensure mixing valve is fully inserted before screwing into box.

Note: If your HOT and COLD inlet supplies are fitted in reverse, please follow REVERSED INLET SUPPLIES instructions.

18



Important! Ensure the area marked "Top" is as shown.



Note: Make sure that the spline is oriented in line as shown above.

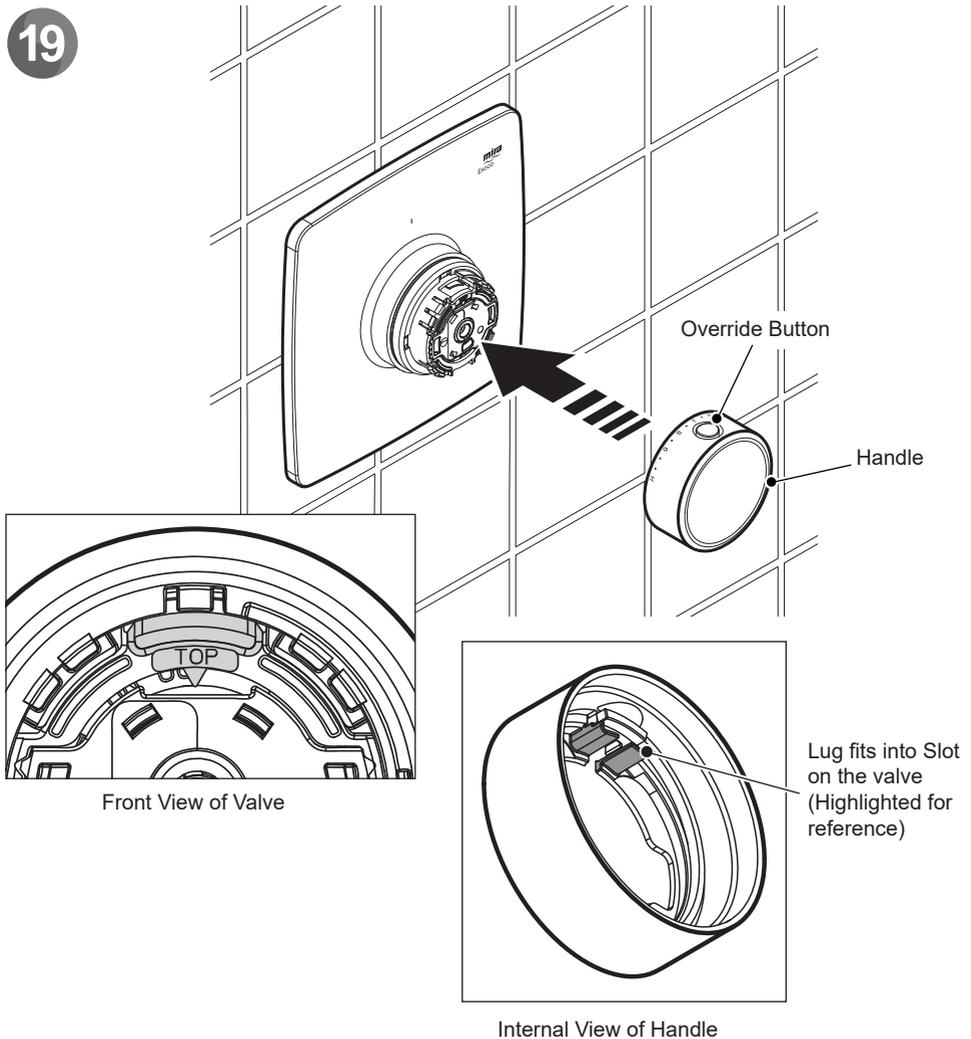
Fit and secure the backplate flat against the wall with the two screws supplied. **DO NOT** overtighten the screws.

Place the shroud over the valve ensuring the Mira Showers graphics is in the correct orientation as shown.

Push the shroud onto the fixing plate, and clip into place.

Pull the shroud gently and wobble to ensure its clipped into place.

19



Push fit the handle ensuring that the override button is set at 12 O'clock position and the lug on the inside of the handle matches up with the slot available on the valve.

Note: Position of "TOP" area on the valve may not be facing upwards and **MUST** to be manually rotated into the position shown.

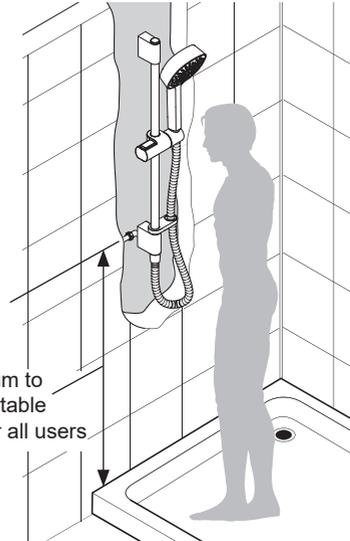
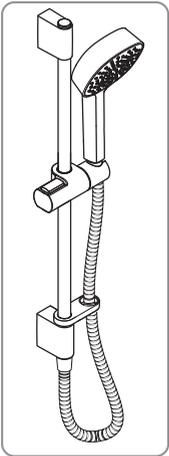
Note: This completes the initial installation of the mixing valve. Complete the shower fittings installation then go to "Commissioning Section".

20 Installation of Shower Fitting

a

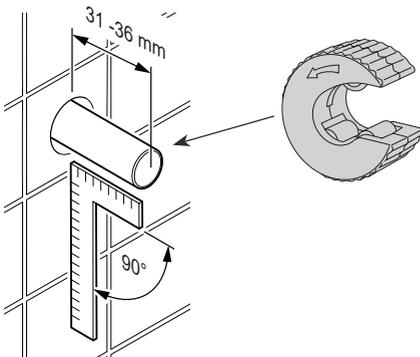
Suitable for solid, dry-lined, stud partition, shower cubicle or laminated panel walls.

Fix with appropriate fixings at convenient height for all users. Position so that water sprays down the centre of the bath, or away from the opening of a shower cubicle. Water should spray away from the mixing valve when the showerhead is held on the slide bar.



1300 mm Minimum to achieve a comfortable shower height for all users

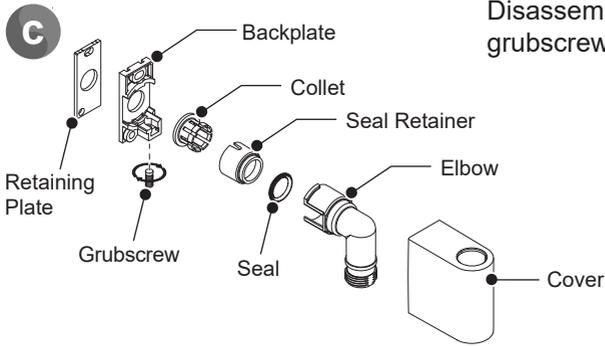
b



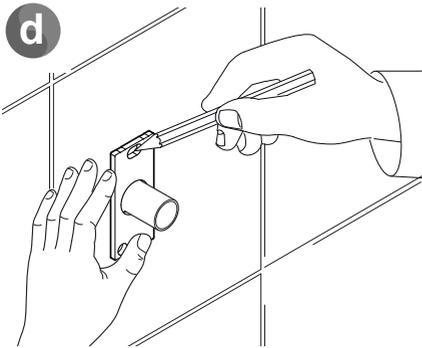
The right angle connector must be fitted to a waterproof, flat and even wall surface.

Using a suitable pipe cutter, trim the pipework back to the required depth from the finished wall surface.

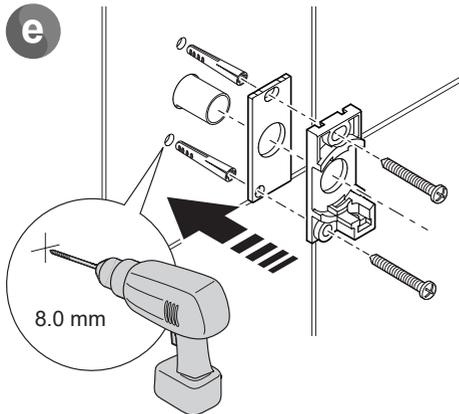
Remove all burrs and sharp edges.



Disassemble the components by turning grubscrew clockwise.



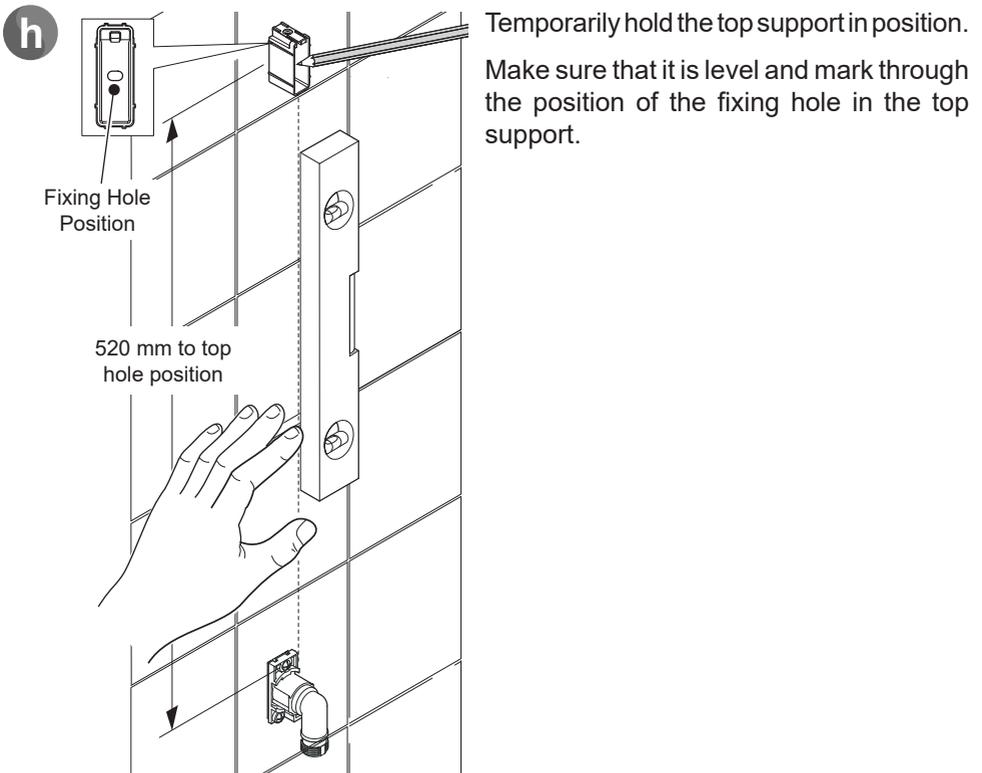
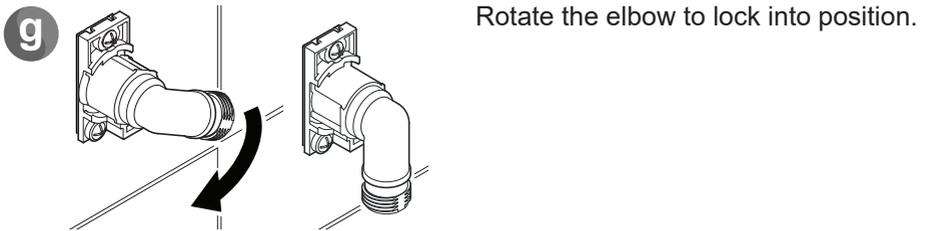
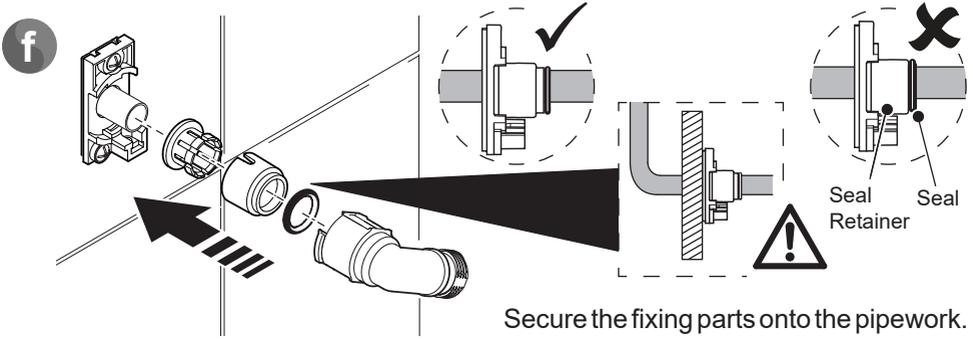
Mark the positions for the fixing holes for the RAC back plate.

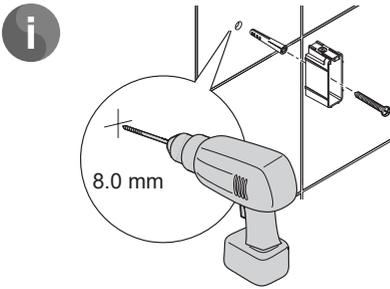


The screws and wall plugs supplied are suitable for most solid wall installations. Alternative fixing screws for panel structures are not supplied.

Use both fixing points to secure the right angle connector, be sure to use fixings appropriate for the chosen wall structure.

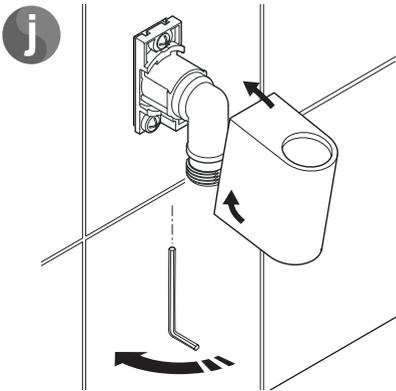
Drill the fixing holes, fit the wall plugs and secure the backplate to the wall with two fixing screws.



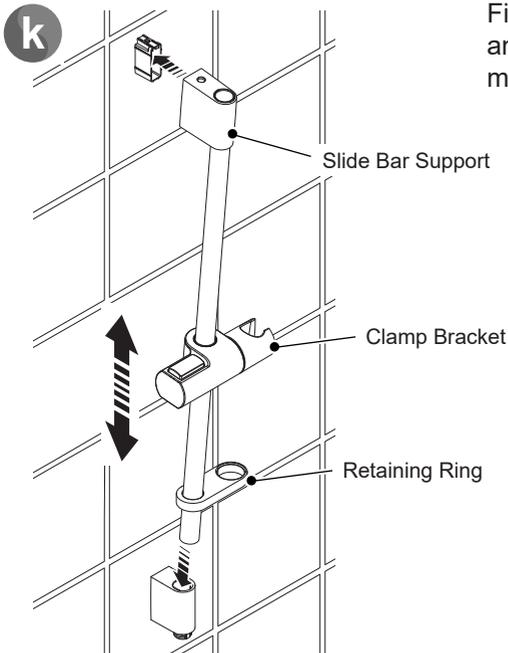


Drill the fixing hole for the top support and fit the wall plug and screw top support into position.

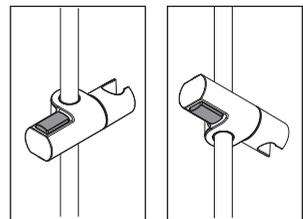
Note: DO NOT tighten screw fully as some slight adjustment may be required when fitting slide bar.



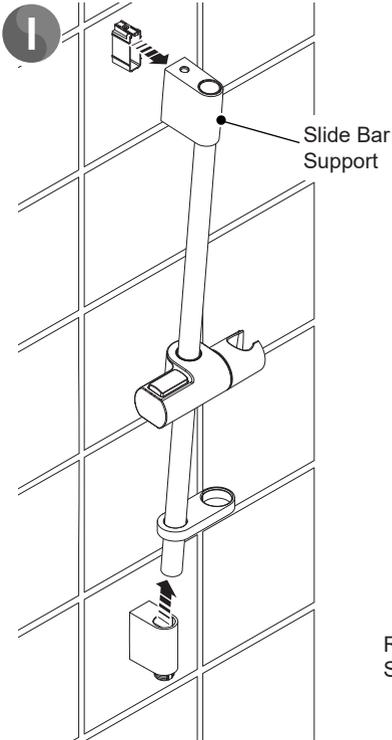
Fit the cover over the elbow and lock into place by turning the grub screw anticlockwise.



Fit all the components onto the slide bar and fit the slide bar assembly in position, making sure that it locates correctly.

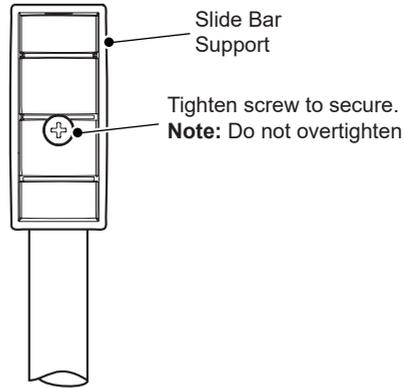


Important! Press the buttons on the clamp bracket to slide it through the slide bar.

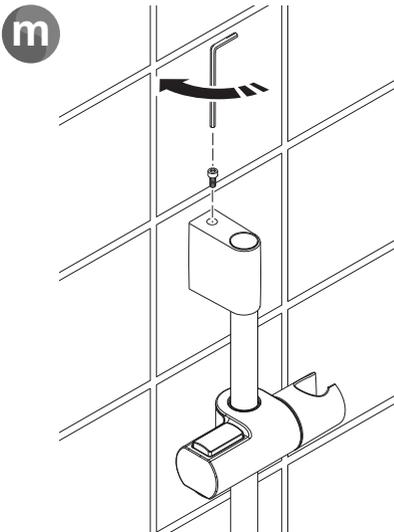


Carefully remove the slide bar assembly and tighten the screw on the back of the slide bar support to secure in position.

Refit the fit the slide bar assembly in position.

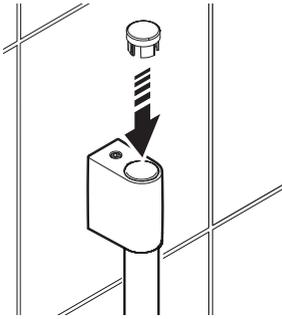


Rear View of Top Slide Bar Support



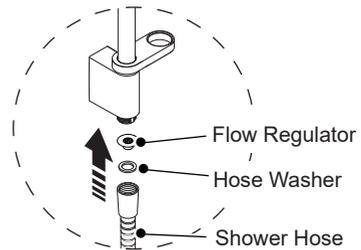
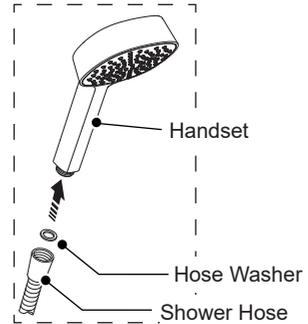
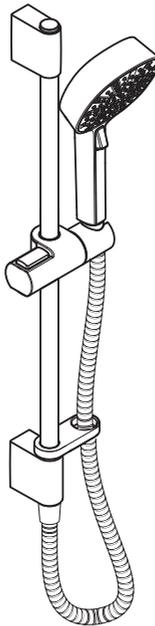
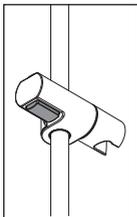
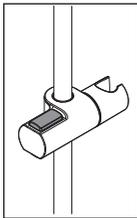
Secure the assembly in position with the screws. The top securing screw tightens **Clockwise**, the bottom one **Anti-clockwise**. **Do not overtighten!**

n



Fit the cap to the top of the slide bar.

o



Warning! Slide bar must not be used as a grab rail.

Fit one flow regulator per outlet!

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

For maintained (running) water pressure greater than 1 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 (particularly with combination boilers)

DO NOT fit a flow regulator if the maintained (running) water pressure is less than 1 bar or the shower force is too low.

Commissioning



Before turning water back ON, ensure the product is in the OFF position. Turn product fully anticlockwise, then turn the water back ON.

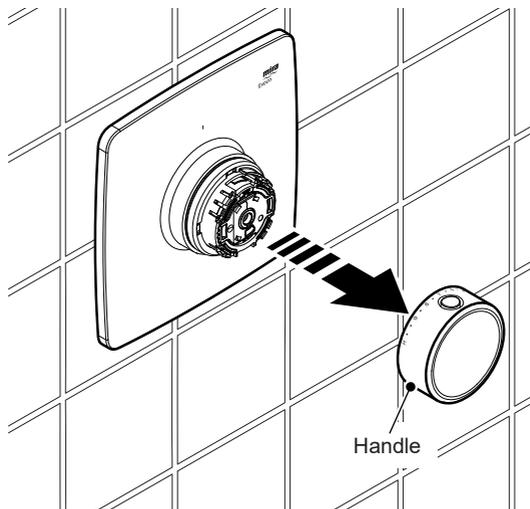
Maximum Temperature Setting

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.

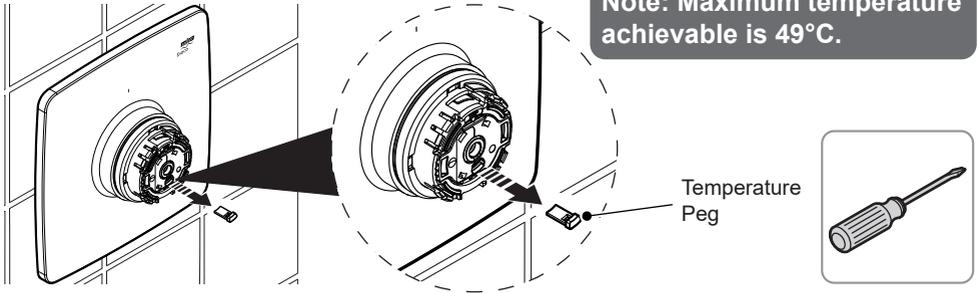
Note: Make sure that the hot water temperature is at least 55°C and that there is sufficient supply.

Caution! Before making any adjustments to the shower, operate the temperature control from maximum hot to cold and make sure hot and cold water flows correctly from the shower outlet. After making any adjustments repeat this process.

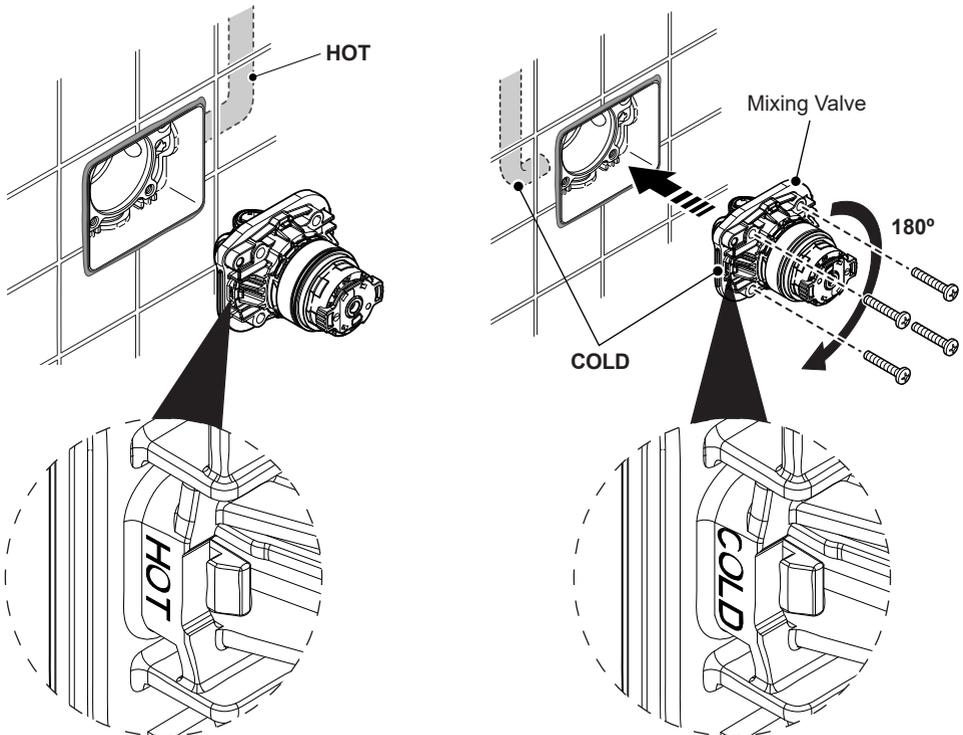
1. Turn the temperature handle **clockwise** until it stops and test that the temperature of the water from the shower outlet is hot enough.
2. If not, depress the override button and **carefully** rotate the handle further. If the water temperature is still not hot enough complete the following procedure.
3. Rotate the temperature handle back to the override position.
4. Pull off the handle.



5. Remove the maximum temperature peg from the top of the valve by using a screwdriver. Refit the handle.



Reversed Inlet Supplies



If the **HOT** inlet supply is on the **RIGHT HAND** side, the shower cartridge must be fitted as shown.

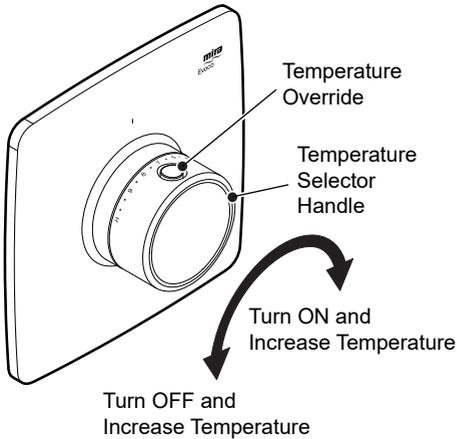
Rotate the mixing valve by 180° and fit into the building in box.

Operation

Important! Read the 'Safety Information' before using your shower.

Important! DO NOT allow the handset spray water directly on to the mixing valve. The handset must be positioned so this does not occur.

On/Off and Temperature Control

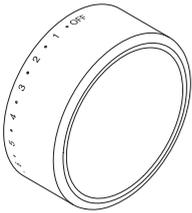


The product turns on as well as adjust the temperature by rotating the temperature handle in clockwise direction.

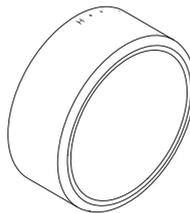
Operate the shower and make sure it delivers cold water initially and then further rotate to increase temperature, for safety reasons, the temperature is limited by an override stop button.

To obtain a higher temperature, press the override button on the temperature handle and continue to rotate the handle.

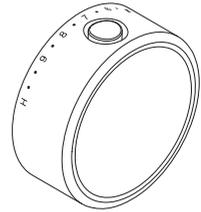
Rotate the handle anti-clockwise to turn the product off.



Handle in the **OFF** Position



Handle in the **ON** Position at
MAX TEMPERATURE



Handle in the **ON** Position in
TEMPERATURE OVERRIDE

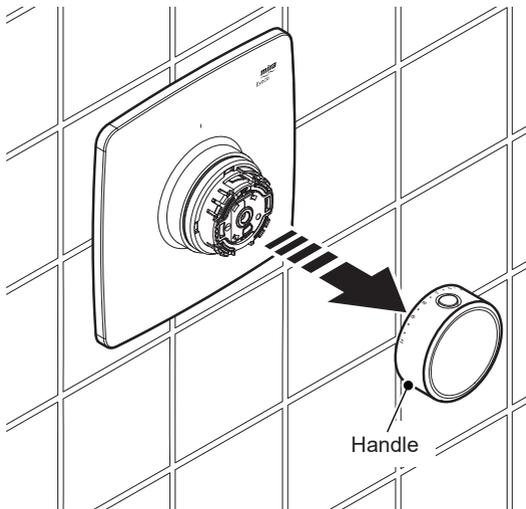
User Maintenance

Warning! Please observe the following to reduce the risk of injury or product damage:

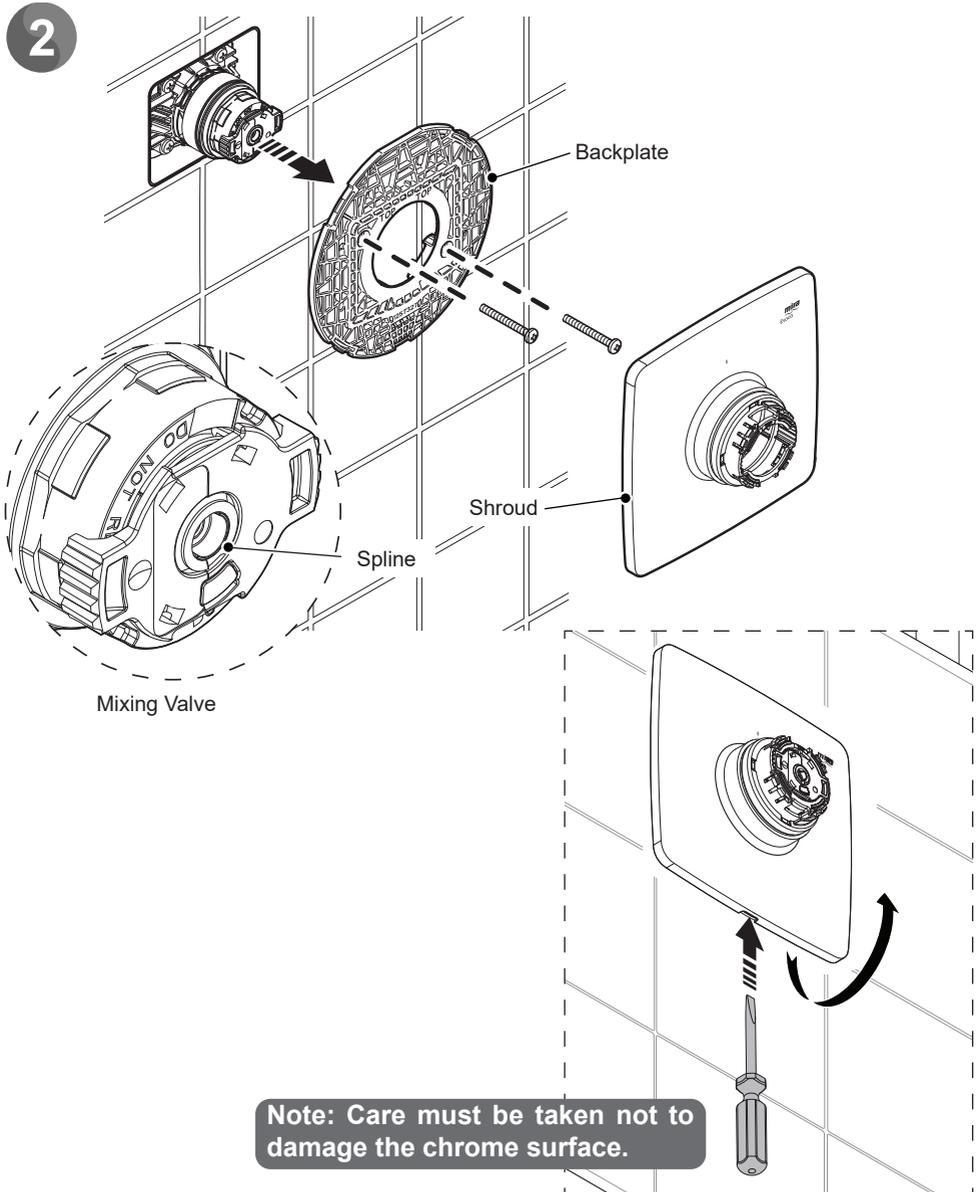
- **DO NOT** allow children to clean or perform any user maintenance to the shower unit without supervision.
- If the shower is not to be used for a long period, the water supply to the shower unit should be isolated. If the shower unit or pipework is at risk of freezing during this period, a qualified,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

Filter Cleaning

1



Carefully pull off the handle.

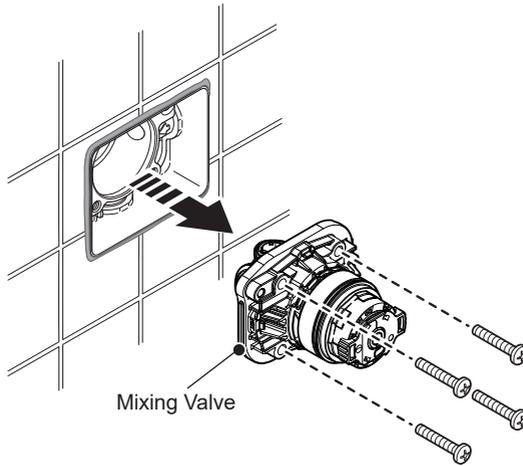


Note: Make sure that the spline is oriented in line as shown above.

Insert a flat screwdriver into slot available at bottom of the shower unit and twist the screwdriver. Carefully lift the shroud and remove from the shower unit.

Loosen the screws and remove the backplate from the box.

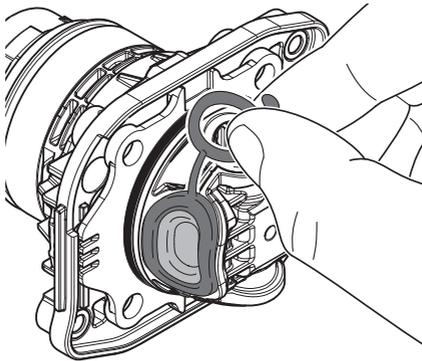
3



Remove the screws and mixing valve.

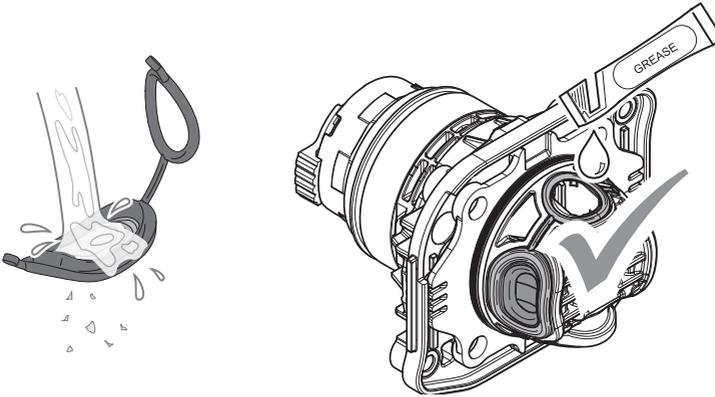
Caution! Water will drain from the building in box.

4



Remove the seals/filters and inspect for damage or debris blockage.

5



Rinse each filter in clean warm water, removing any dirt or debris.

Renew if the filter mesh is damaged.

Refit the seals/filters making sure the parts are fitted into the grooves fully. Apply a small amount of grease to the two inlet seals.

6

Note: Please refer to Page 21 - 23 for instructions on refitting the Valve, Shroud and Handle.

Cleaning

Always read the IMPORTANT SAFETY INFORMATION for your shower.

Cleaning the showerhead

Many household and commercial cleaners, including hand and surface cleaning wipes contain abrasive and chemical substances that can damage plastics, plating and printing and should not be used. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

De-scaling the Showerhead and inspecting the hose

It is **IMPORTANT** to keep the Showerhead and Hose clean and free from blockage to make sure your shower performs to its optimum. The showerhead **MUST** be regularly cleaned and the hose **MUST** be regularly inspected to ensure there is no internal collapse or blockage that could reduce the flow.



Use your thumb or a soft cloth to wipe any limescale from the soft nozzles.



Unscrew the hose from the showerhead and the shower outlet.



Inspect the hose.

Warning! Failure to keep the showerhead nozzles clear or inspect the hose for blockage or internal/external collapse can restrict the flow rate from the shower. This may cause damage to the shower or result in the temperature delivered to the user rising to unsafe levels with a risk of scalding. You **MUST ALWAYS** check the temperature before using the shower.

Fault Diagnosis

If you require a Mira trained service engineer or agent, refer to **'Customer Service'**.

Symptom	Cause	Recommended Action
Only hot or cold water from the shower.	Water inlets are reversed (hot supply to cold supply).	Adjust the shower unit cartridge. See 'Reversed Inlet Supplies' .
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. See 'User Maintenance' .
		A combination type boiler may not produce sufficient hot water for the desired flow rate, see 'Specifications' . Fit the flow regulator supplied to the outlet of the shower unit. For more information, contact Mira Showers or visit www.mirashowers.co/uk
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' .
	The inlet temperature differentials are insufficient.	See 'Specifications' .
	Air lock or partial blockage in the pipework.	Flush inlet pipes.
	Flow regulator fitted incorrectly.	Check flow regulator.
	Flow regulator causing combination boiler to cycle.	Remove, or replace flow regulator with higher rating.
Water leaking from the handset.	Normal for a short period after shut off.	
	The inlet pressures exceed the requirements for the shower unit.	See 'Specifications' .
	Damage to the shower unit cartridge.	Replace.

What to do if something goes wrong

If your product does not work correctly 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. Refer to Customer Service page for more details.

Spare Parts

A list of spares for these products are available from the Mira Website, visit website www.mirashowers.com.

Activate your Free* Guarantee

Thank you for choosing Mira. By registering your product, this will act as your proof of purchase and enable us to provide the best possible after sales service.

REGISTER NOW

Registering your guarantee is quick and simple. To ensure your product is covered, please register online.



Scan the QR code to activate your guarantee now or call 0800 5978551 within 30 days of purchase (UK only).

(You will need the Model Name, Product Code and Date of Manufacture. This information can be found on the front page of this guide)

* If you do not activate your guarantee proof of purchase will be required.

Mira has appointed Domestic & General Insurance PLC to provide product registration services and protection plans to accompany its products.

What we do with your information

At Domestic & General we want to reassure you that we use your information both responsibly and securely to provide you with the best possible service. Below we explain what we do with your information and your rights to your information. If you would like any further details you can get in touch with us using the contact details below or visit our website (www.domesticandgeneral.com).

Using your information

Domestic & General Insurance PLC ("we") is the "data controller" of your information. We process two sets of information about you, "Personal Information" (your name, address, contact and payment details) and the "Goods Information" you provide to register your appliance or device (your name, address, contact and goods details). We'll use your information:

(i) As necessary to fulfil our contract with you (including to recover any amounts owing); (ii) for our legitimate interests in: undertaking marketing (about our products and services and those of our third party partners) by post, telephone, email and/or other electronic messaging services; market research; customer surveys; printing services; checking and verifying your identity and contact details; recording your conversations for training, quality and compliance purposes; and for analytics and profiling for marketing purposes; and (iii) where required to do so by law. We may also ask for your consent to some uses of your information.

Sharing your information

From time to time your Personal Information and Goods Information may also be shared with other members of the Domestic & General Group of Companies (Domestic & General Insurance or Services and other future members of the Group whose details we will notify to you ("Group")), where applicable with Kohler Mira Limited which is the subject of your protection policy and with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs, IT & mailing services, storage of paper records and telecommunications). Kohler Mira Limited will process your Personal Information for their legitimate business interests (including marketing and analytics) in accordance with their privacy policy.

Transferring your information

In exceptional cases, we may transfer your information to countries outside the European Economic Area (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK. We have put in place Model Clauses as an appropriate safeguard to ensure that such information is adequately secured and protected and that such transfers meet the requirements of applicable data protection law.

Keeping your information

We keep your Personal Information for six years after you terminate your policy so that we can deal with any claims. Your goods information we keep for a bit longer, normally 10 years (the average life of an appliance) for health and safety. We also keep your information to send you marketing that you might be interested in, unless we receive a request from you to opt-out of marketing.

Rights to your information

By writing to the Data Protection Officer using the contact details provided below, you have the right to ask us:

- For a copy of the Personal Information we hold about you
- For a copy of the Personal Information you provided to us to be sent to you or a third party in a commonly used, machine readable format
- To update or correct your Personal Information to keep it accurate
- To delete your Personal Information from our records if it is no longer needed for the original purpose; and
- To restrict the processing of your Personal Information in certain circumstances

And you may also:

- Object to us processing your Personal Information, in which case we will either agree to stop processing or explain why we're unable to, and
- Where we rely on your consent, withdraw that consent at any time

Please note that the above rights are not absolute and certain exemptions apply to them. You can also make a complaint to the Information Commissioner (www.ico.org.uk) if you feel your Personal Information has been mishandled.

Marketing

We, along with other members of our Group and Kohler Mira Limited may use your information to tell you about any offers, products or services which may be of interest to you. We may contact you by post, telephone, email and/or other electronic messaging services.

To change your marketing preference, let us know by emailing marketingpreferences@domesticandgeneral.com or by writing to us using the contact details provided below. For Kohler Mira Limited marketing you'll need to contact them directly using their contact details that you'll normally find in their privacy notice.

Contact Details

If you need to contact us about your information or your information rights, or to see a copy of our Model Clauses, please write to Freeport Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP or dataprotection@domesticandgeneral.com and we'll be happy to help you.

Customer Service

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase. This guarantee only applies in the United Kingdom and Republic of Ireland.

Activating Your Guarantee

Registering your guarantee is quick and simple. To ensure your product is covered, please register online.



Scan the QR code to activate your guarantee now or call 0800 5978551 within 30 days of purchase (UK only).

What is Covered:

- The guarantee applies solely to the original installation under normal use.
- 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.
- 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.
- Routine maintenance or replacement parts to comply with the requirements of Building / Plumbing / Electrical Standards or Schemes.
- 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.
- Accidental or wilful damage.
- Products purchased ex-showroom display.
- Disinfection or descaling to reduce bacterial growth or contamination.

What to do if something goes wrong

If your product is not working correctly please refer to this manual for fault diagnosis and to check that it is installed and commissioned in accordance with our instructions. If this does not resolve the issue, our Customer Services team are here to help get you back up and running. To help us solve your problem quickly, please have your product name, power rating (if applicable) and date of purchase to hand.

Visit www.mirashowers.co.uk

Visit our website to register your guarantee, book a service visit, diagnose faults and purchase products.

Spares and Accessories

We stock a full range of spare parts and fittings and are all available to purchase either online or over the phone. Our online spare parts selector tool will help you quickly and easily identify the spare part for your product.

Visit www.mirashowers.co.uk/parts-accessories

Replacements and Repairs

In the unlikely event that your product needs a repair, our nationwide repairs and installation team are here to help. You can book a convenient date and time online.



Scan the QR code to book a service visit now or visit www.mirashowers.co.uk/support/repair-services/repair-service

We also offer a comprehensive replacement service for when your product needs a little refresh, visit our website or contact our team for more information on our replacement services.

Help us improve

Your experience is important to us and your review (whether good, bad or otherwise) will be posted on Trustpilot.com immediately to help other people make more informed decisions.

Visit uk.trustpilot.com/review/www.mirashowers.co.uk

Need to get in touch?

UK

T: 0800 001 4040
E: askus@mirashowers.com
www.mirashowers.co.uk

Eire

T: 01 531 9337
E: customerserviceire@mirashowers.com
www.mirashowers.ie

Mira is a registered trade mark of Kohler Mira Limited.

The company reserves the right to alter product specifications without notice.

Registered Office:
Cromwell Road,
Cheltenham,
Gloucestershire
GL52 5EP

EU Importer address
K/E S.A.S.
3 rue de Brennus,
93631, La Plaine Saint-Denis,
France



mira
SHOWERS