# Mira Calibre Thermostatic Shower



These instructions must be left with the user

Installation Guide

Showering perfection

SHOWERS

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Mira Calibre ER

If you experience any difficulty with the installation or operation of your new thermostatic mixer, please refer to 'Fault Diagnosis' before contacting Mira Showers. Our contact details can be found on the back cover of this guide.

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# INTRODUCTION

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take time to read this guide thoroughly, having done so, keep it handy for future reference.

The Mira Cal bre EV is a thermostatic mixing shower with integral slidebar, hose and Mira 360 shower handset.

The Mira Calibre ER is a thermostatic mixing shower with integral riser rail and fixed height 250mm showerhead attached with a ball joint.

The thermostatic mixing valve incorporates a temperature sensing unit, which provides an almost immediate response to changes in water temperature or pressure to maintain a comfortable shower. An adjustable maximum temperature stop is provided to limit the showering temperature to a preset level. This is a safety feature that can be adjusted after installation (see "Commissioning" for further details) Inlet water filters are fitted to protect the internal mechanism.

Products manufactured by us are safe and risk-free, provided they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.

### Guarantee

For **domestic installations**, Mira Showers guarantee the Mira Calibre Thermostatic Mixer against any defect in materials or workmanship for a period of **five** years from the date of purchase.

The shower handset, hose and clamp bracket supplied with the Mira Cal bre EV model are guaranteed for **one** year from date of purchase.

The showerhead supplied with the Mira Cal bre ER model is guaranteed for **one** year from date of purchase.

For terms and conditions refer to 'Customer Services' on the back cover of this guide.

## **Recommended Usage**

Application	Valve with Fittings
Domestic	✓
Light Commercial	✓
Heavy Commercial	*
Healthcare	*

## **Patents and Design Registration**

Patents:	
GB 2 422 886	

Patent Applications:	
Europe 07015846.4	
USA 2010-0219255-A1	

# **Design Registration:**

001240527 - 0002 001240527 - 0004 001312649 - 0014 001004022

# SAFETY WARNINGS

WARNING - This product can deliver scalding temperatures if not installed, operated or maintained in accordance with the instructions, warnings and cautions contained in this quide.

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 infall ble 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.

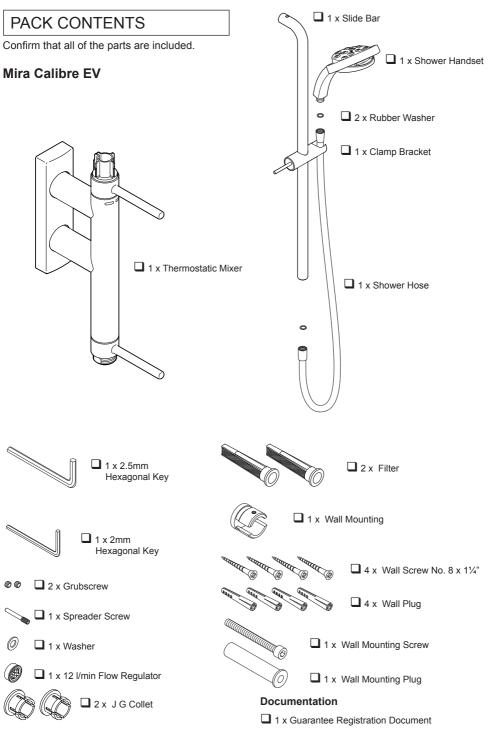
Mira thermostatic mixers are precision engineered and should give continued safe and controlled performance, provided:

- They are installed, commissioned, operated and maintained in accordance with the manufacturer's recommendations.
- 2. Periodic attention is given, when necessary, to maintain the product in good functional order.

#### Caution!

- 1. Read all of these instructions.
- 2. Retain this guide for later use.
- Installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel.
- Provision must be made to prevent water ingress back into the wall structure.
- 5. DO NOT fit the product where it may be exposed to freezing conditions. DO NOT operate this appliance if it is frozen. Allow the appliance to thaw and check for leaks before using.
- **6.** Make sure that any pipework that could become frozen is properly insulated.
- DO NOT overtighten grubscrews as product damage may occur. Use hexagonal key provided and hand tighten only, DO NOT use power tools.
- All pipework must be checked for leaks before the product installation is completed. The product should be pressurised and the inlet and outlet connections inspected.
- Pass on this guide in the event of change of ownership of the product.
- 10. Follow all warnings, cautions and instructions contained in this guide.

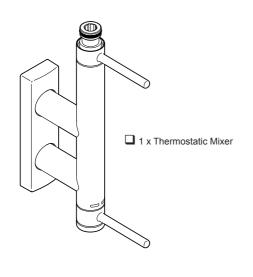
- 11. Make sure that you fully understand how to operate this shower before use, read all operating instructions and retain this guide for future reference.
- 12.Care is required when adjusting flow or temperature. Make sure that the temperature has stabilised before use.
- 13. This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety.
- **14.**Children should be supervised to ensure that they do not play with the product.
- 15.DO NOT perform any unspecified modifications to the shower or its accessories. When servicing only use genuine Kohler Mira replacement parts.
- 16.If the shower is dismantled during installation or servicing then upon completion the product must be inspected to ensure all connections are tight and that there are no leaks.
- 17.Only Mira recommended outlet fittings should be used.
- **18.** Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.
- 19. 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.
- 20. 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.

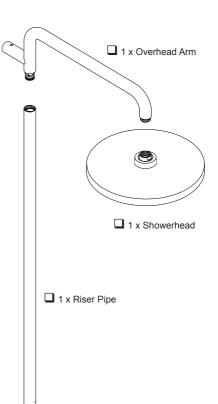


# PACK CONTENTS

Confirm that all of the parts are included.

# Mira Calibre ER







1 x 2.5mm Hexagonal Key



1 x 2mm Hexagonal Key













2 x J G Collet



☐ 2 x Filter



☐ 1 x Wall Mounting



4 x Wall Screw No. 8 x 11/4"



4 x Wall Plug



☐ 1 x Wall Mounting Screw

☐ 1 x Wall Mounting Plug

### **Documentation**

☐ 1 x Guarantee Registration Document

# **SPECIFICATIONS**

### **Pressures**

- Max Static Pressure: 10 Bar.
- Max Maintained Pressure: 5 Bar.
- Min Maintained Pressure (Gravity System):
   0.5 Bar (0.5 bar = 5 Metre head from cold tank outlet to showerhead).
- For optimum performance supplies should be at nominally equal pressure.

### **Temperatures**

- Factory Pre-set (Max Blend) Shower: 45°C (can be altered after installation if required).
- 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! For safety and performance reasons it is recommended that the maximum hot water temperature should not exceed 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, 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 inlet supply).

### Connections

The thermostatic mixer can only be installed with rear supply inlets and the supply pipework must be connected as shown.

 Inlets: Pushfit 15mm Copper pipe to BS EN 1057.

Not suitable for 14.7mm copper pipe manufactured in Éire!

Outlets: ½" BSP flat face to hose and handset.
 ½" BSP flat face to showerhead.

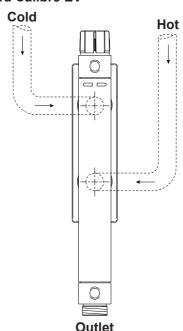
### Caution!

This product does not allow for reversed inlets and will not function if fitted incorrectly.

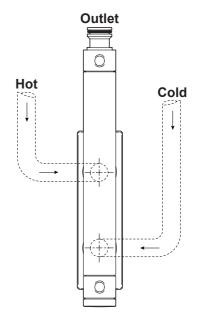
Do not use plastic pipe with this product. The filters must be fitted and are only suitable for 15mm copper

# pipework.

### Mira Calibre EV



# Mira Calibre ER



# **Dimensions**

# Mira Calibre EV Mira Calibre ER 362 71 250 925 max. 200 145 145

### IMPORTANT!

The Slide Bar and Riser Pipe MUST NOT be cut or extended to adjust the height. The above dimensions are to be adhered to.

All dimensions in mm

# INSTALLATION

# **Suitable Plumbing Systems**

# Mains Pressurised Instantaneous Hot Water System (Combination Boiler):

The product can be installed with systems of this type with balanced pressures. (Recommended Minimum Maintained Pressure: **0.5 Bar**).

### **Unvented Mains Pressure System:**

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

### **Pumped System:**

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

### **Gravity System:**

The product can be installed on a gravity head system with a minimum head of 5m (0.5 bar), measured from the cold water tank outlet to the showerhead when installed (ER) or from the cold water tank outlet to the shower handset at the highest position when installed (EV).

### General

The installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel. The installation must comply with the 'Water Supply Regulations 1999 (Water Fittings)' or any particular regulations and practices, specified by the local water company or water undertakers.

### Note!

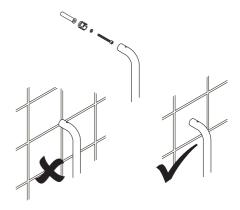
The product includes checkvalves fitted to the mixer inlets and shower handset (EV).

Make sure that all site requirements correspond to the information given in 'Specifications'.

- 1. The thermostatic mixer must not be installed in an area where it may freeze.
- For stud partitions alternative fixings may be required (not supplied).
- Isolating valves must be installed as close to the thermostatic mixer as reasonably practicable for ease of maintenance.
- 4. Hidden pipework must be rigidly supported

- and avoid any strain on the connections.
- Hidden pipework dead-legs should be kept to a minimum.
- Decide on a suitable position for the Mixer, make sure that there is sufficient headroom and ceiling clearance to install the integral slidebar and showerhead.

Avoid positioning the wall mounting between tiles. The fixing is strongest in the centre of a tile.

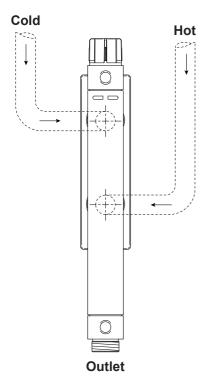


- 7. The inlet pipework must be flushed thoroughly before fitting the mixer.
- Upon completion of the installation, the product must be checked to make sure there are no leaks.

# Mira Calibre EV Installing the Shower Mixer

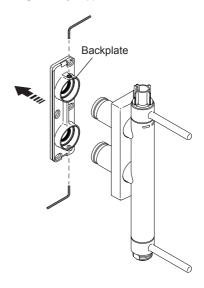
- The mixer must be fitted vertically as illustrated and can only be installed with rear supply inlets.
- 2. Determine the route for the hot and cold supply pipework.

**Note!** Make sure that there is sufficient ceiling clearance to install the integral slidebar. (Minimum of 110cm from ceiling to the centre of upper inlet.)

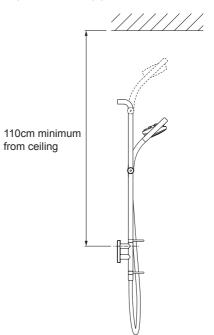


- · Cold to the Upper Inlet
- Hot to the Lower Inlet
- Bottom Outlet

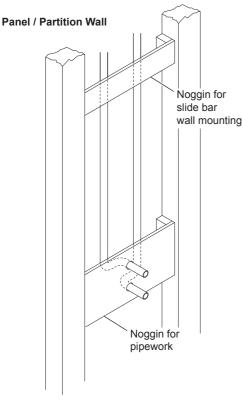
3. Remove the backplate from the mixer by loosening the two grubscrews with the 2.5mm hexagonal key supplied.



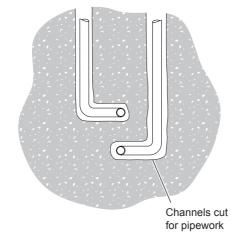
**4.** Using the backplate as a guide, mark the positions of the pipe centres.



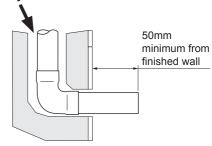
Install the supply pipework. Make allowance for the pipework to extend a minimum of 50mm from the finished wall surface (the pipework will be trimmed back later).



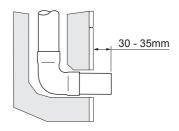
### Solid Wall



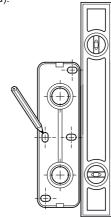
### IMPORTANT! support pipework from rear to aid valve assembly



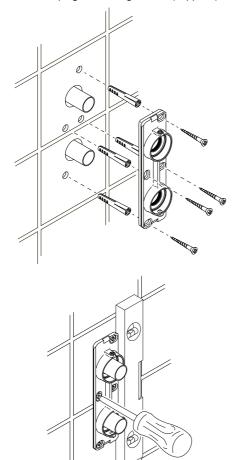
- **6.** Finish the wall surface to cover the pipework.
- 7. Using an appropriate pipe cutter, trim the protruding pipework back to 30 35mm.
- 8. Remove all burrs and sharp edges from the pipework.



- **9.** Fit the backplate over the pipes and mark the fixing holes.
- 10.Remove the backplate and drill the holes. For solid walls use a 6mm drill for the wall plugs supplied. For other types of wall structure alternative fixings may be required (not supplied).

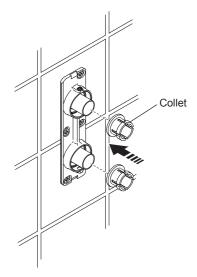


**11.** Refit the backplate and secure to the wall using the wallplugs and fixing screws (supplied).

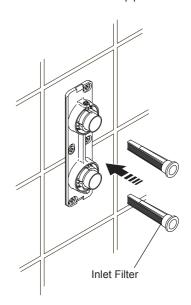


Important! Make sure the backplate is vertical.

**12.**Fit the collets onto the inlet pipework. Make sure the surfaces of the inlet pipes are clean and free from debris e.g dried plaster or grout.



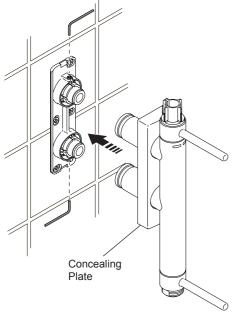
- **13.**Flush both the hot and cold pipework thoroughly to remove any debris.
- 14. Fit the inlet filters into the pipes.



15. Align the mixer with the inlet pipes and push on fully. Secure the mixer to the backplate, but do not overtighten the grubscrews.

**Note!** Make sure that the grubscrews are engaged fully in the valve body grooves.

Make sure that the slot for removing the concealing plate is at the bottom.

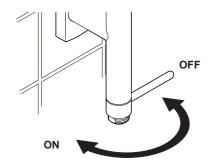


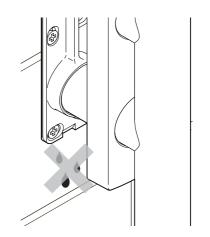
### 16.Perform an inlet leak test.

Turn the flow lever to the *OFF* position and restore the water flow to each of the inlets. Slowly turn the mixer *ON* so that a small amount of water flows from the outlet (make sure the water is able to drain to a waste outlet or is caught in a receptacle e.g. bucket or jug). Turn the mixer off and look for water leaks around each of the inlets.

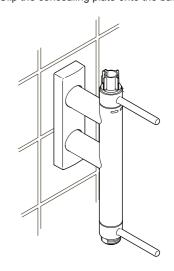
If a leak is detected check the following:

- The supply pipework is 15mm copper BS EN 1057
- The supply pipework must extend between 30 and 35mm from the finished wall surface.
- iii. The supply pipework must be supported to aid valve assembly.
- iv. The internal mixer seals are damaged/ missing. Contact Mira Customer Services. (See 'Customer Services' on the back cover for details.)



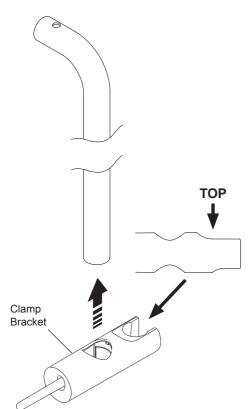


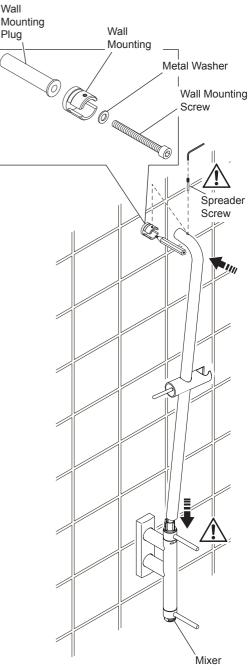
**17.**Clip the concealing plate onto the backplate.



# Installing the Slide Bar and Shower Handset

- Isolate the water supplies to prevent accidental operation of the shower.
- 2. Assemble the clamp bracket onto the slide bar.
- 3. Use the slide bar as a guide to mark the position of the wall mounting screw in line with the mixer.
- Drill a 13mm diameter hole for the wall mounting plug.
  - Caution! Avoid drilling into concealed water pipes or electrical cables.
- Fix the wall mounting using the plug and screw supplied. Tighten the screw using a 5mm hexagonal driver (not supplied).
- Fit the slidebar to the mixer and the wall mounting.
- Fit the spreader screw through the top of the slide bar using the 2mm hexagonal key (supplied).



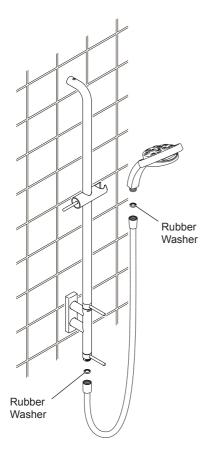


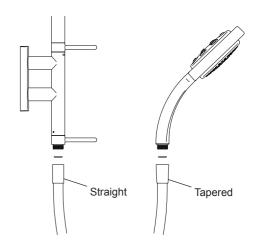
Care required when assembling to avoid product damage.

continued

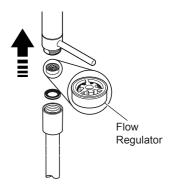
8. Fit the hose and shower handset.

**Note!** The hose is supplied with a straight end and a tapered end. Fit the tapered end to the shower handset. Be sure to fit the rubber washers to both ends of the hose.





- Restore the water supplies and test the shower functions correctly (see 'Operation'). Check for leaks from all connections.
- **10.Important!** If required, fit the flow regulator supplied.

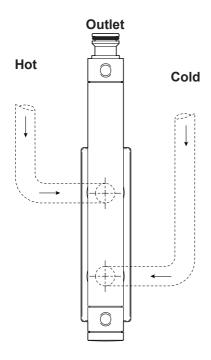


- **11.** If the maximum showering temperature requires adjustment, refer to 'Commissioning'.
- **12.** Having completed the installation, make sure that the user is familiar with the operation of the shower.

# Mira Calibre ER Installing the Shower Mixer

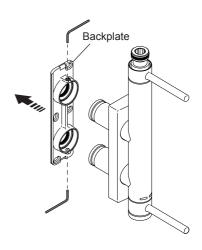
- The thermostatic mixer must be fitted vertically as illustrated and can only be installed with rear supply inlets.
- 2. Determine the route for the hot and cold supply pipework.

**Note!** Make sure that there is sufficient ceiling clearance to install the riser pipe and showerhead. (Minimum of 110 centimetres from ceiling to the centre of upper inlet.)

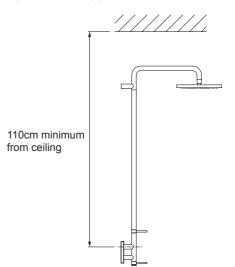


- Hot to the Upper Inlet
- · Cold to the Lower Inlet
- Top Outlet

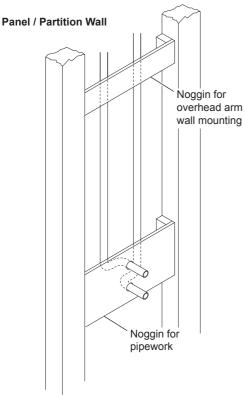
3. Remove the backplate away from the mixer.



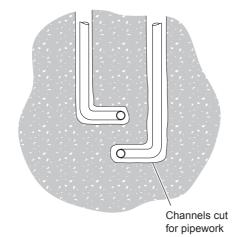
**4.** Using the backplate as a guide, mark the positions of the pipe centres.



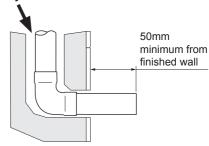
Install the supply pipework. Make allowance for the pipework to extend a minimum of 50mm from the finished wall surface (the pipework will be trimmed back later).



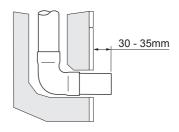
### Solid Wall



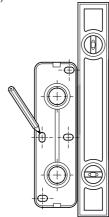
### IMPORTANT! support pipework from rear to aid valve assembly



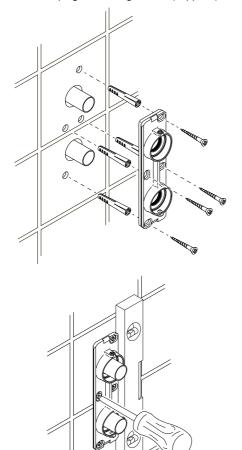
- **6.** Finish the wall surface to cover the pipework.
- 7. Using an appropriate pipe cutter, trim the protruding pipework back to 30 35mm.
- **8.** Remove all burrs and sharp edges from the pipework.



- **9.** Fit the backplate over the pipes and mark the fixing holes.
- 10.Remove the backplate and drill the holes. For solid walls use a 6mm drill for the wall plugs supplied. For other types of wall structure alternative fixings may be required (not supplied).

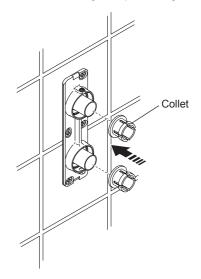


**11.** Refit the backplate and secure to the wall using the wallplugs and fixing screws (supplied).

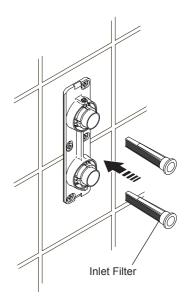


Important! Make sure the backplate is vertical.

**12.**Fit the collets onto the inlet pipework. Make sure the surfaces of the inlet pipes are clean and free from debris e.g dried plaster or grout.



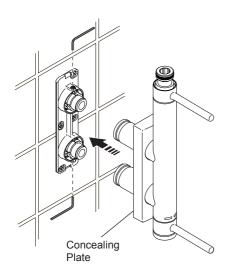
- **13.**Flush both the hot and cold pipework thoroughly to remove any debris.
- **14.**Fit the inlet filters into the pipes.



15. Align the mixer with the inlet pipes and push on fully. Secure the mixer to the backplate, but do not overtighten the screws.

**Note!** Make sure that the grubscrews are engaged fully in the valve body grooves.

Make sure that the slot for removing the concealing plate is at the bottom.

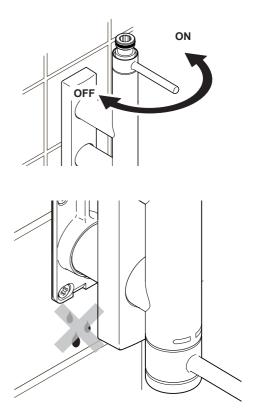




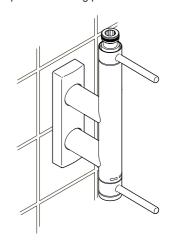
Turn the flow lever to the *OFF* position and restore the water flow to each of the inlets. Slowly turn the mixer *ON* so that a small amount of water flows from the outlet (make sure the water is able to drain to a waste outlet or is caught in a receptacle e.g. bucket or jug). Turn the mixer off and look for water leaks around each of the inlets.

If a leak is detected check the following:

- The supply pipework is 15mm copper BS EN 1057
- The supply pipework must extend between 30 and 35mm from the finished wall surface.
- iii. The supply pipework must be supported to aid valve assembly.
- iv. The internal mixer seals are damaged/ missing. Contact Mira Customer Services. (See 'Customer Services' on the back cover for details.)



17. Clip the concealing plate onto the backplate.

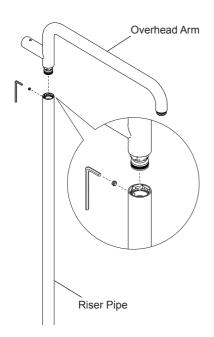


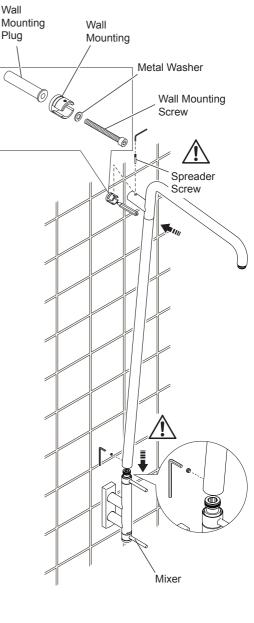
# Installing the Riser Pipe and Showerhead

- 1. Isolate the water supplies to prevent accidental operation of the shower.
- Assemble the riser pipe to the overhead arm using the screw and 2.5mm hexagonal key (supplied).
- Use the riser pipe and overhead arm as a guide to mark the position of the wall mounting screw in line with the mixer.
- **4.** Drill a 13mm diameter hole for the wall mounting plug.

# Caution! Avoid drilling into concealed water pipes or electrical cables.

- **5.** Fix the wall mounting using the plug and screw supplied. Tighten the screw using a 5mm hexagonal driver (not supplied).
- **6.** Fit the riser pipe and overhead arm to the mixer and the wall mounting.
- Fit the spreader screw through the top of the overhead arm using the 2mm hexagonal key (supplied). Tighten the screw to secure the overhead arm.
- 8. Fix the riser pipe to the mixer using the grubscrew and 2.5mm hexagonal key (supplied).



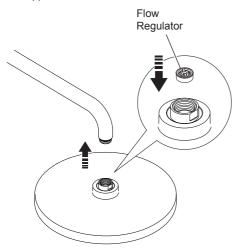


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Care required when assembling to avoid product damage.

- 9. Fit the showerhead to the overhead arm.
- 10.Restore the water supplies and test the shower functions correctly (see 'Operation'). Check for leaks from all connections.

**Important!** If required, fit the flow regulator supplied.



- **11.** If the maximum showering temperature requires adjustment, refer to 'Commissioning'.
- 12. Having completed the installation, make sure that the user is familiar with the operation of the shower.

# COMMISSIONING

### **Maximum Temperature Setting**

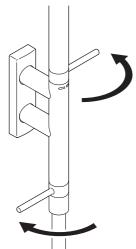
Before using the shower, it is important to check the maximum showering temperature is at a safe level. The temperature has been preset to approximately 45°C at the factory, but due to variations in site conditions this may need adjustment.

**Note!** Make sure that the hot water temperature is at least 60°C and that there is sufficient supply.

### Mira Calibre EV

1. Turn the shower on to full flow (lower lever turn fully to the left).

Turn the temperature to full hot (upper lever turn fully to the right) and allow the water temperature to stabilise.

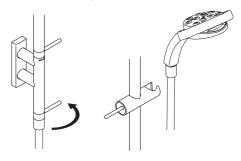


2. Check the showering temperature.

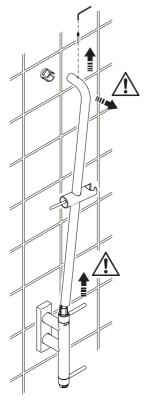


If the temperature is too hot or too cold adjust as follows:

**3.** Turn the shower off and remove the handset from the clamp bracket.



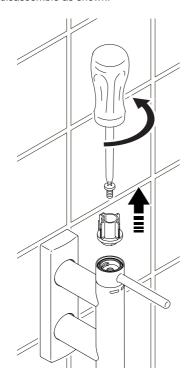
Remove the spreader screw from the top of the slide bar and remove the slide bar from the wall.



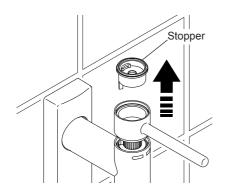


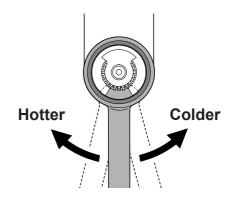
Care required when disassembling to avoid product damage.

5. Turn the temperature lever to mid blend and disassemble as shown.

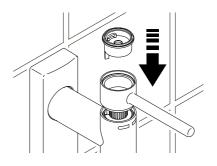


**6.** Lift the lever and stopper. Reposition the lever by one notch.





1 notch = approx 1 - 1.5°C change



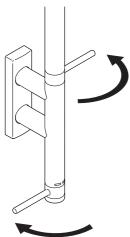
- 7. Turn the shower on and check the temperature at full hot.
- **8.** Repeat the adjustment as required until the desired temperature is reached.
- 9. Reassemble the slide bar and refit the handset.



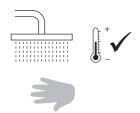
Do not force any parts when reassembling. Make sure all parts are aligned correctly.

# Mira Calibre ER

- **1.** Turn the shower on to full flow (upper lever turn fully to the right).
- Turn the temperature to full hot (lower lever turn fully to the left) and allow the water temperature to stabilise.

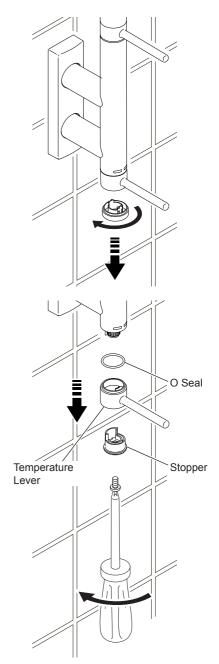


3. Check the showering temperature.

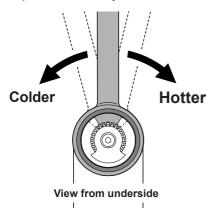


If the temperature is too hot or too cold adjust as follows:

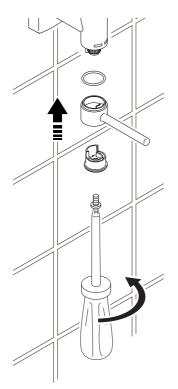
Turn the shower off and turn the temperature lever to mid blend, then disassemble as shown.



5. Reposition the lever by one notch



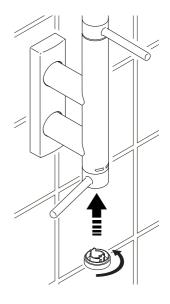
1 notch = approx 1 - 1.5°C change



- **6.** Turn the shower on and check the temperature at full hot.
- **7.** Repeat the adjustment as required until the desired temperature is reached.

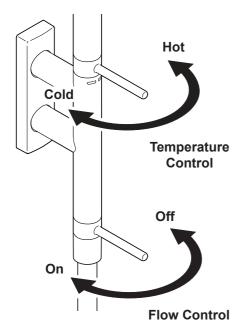


Do not force any parts when reassembling. Make sure all parts are aligned correctly.



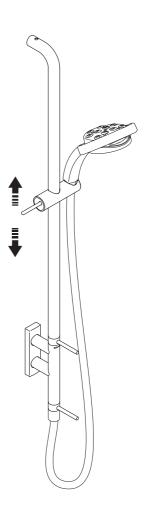
# **OPERATION**

# Mira Calibre EV



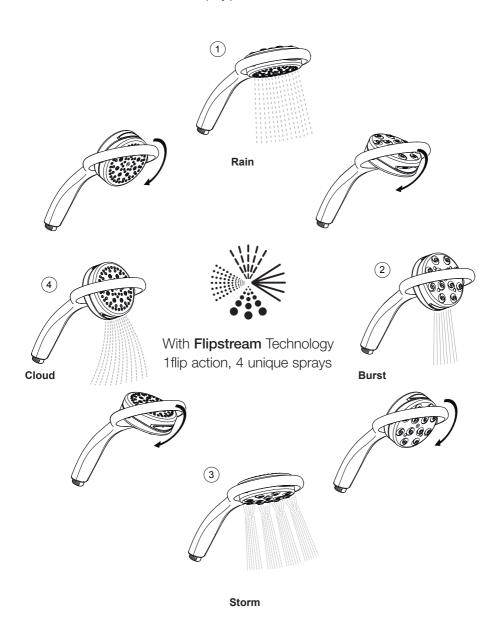
# **Height Adjustment**

The height of the showerhead is easily adjusted by moving the clamp bracket either up or down the slide bar.

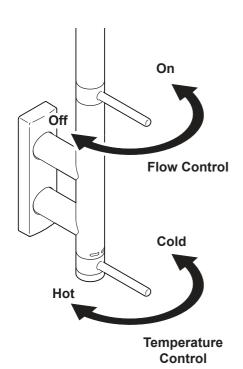


# **Changing the Spray Setting**

The Mira 360 Showerhead has four different spray actions:- Rain, Burst, Storm and Cloud. The showerhead features a rotating head to enable differing spray patterns to be achieved, turn the showerhead in the direction shown to activate the different spray patterns.

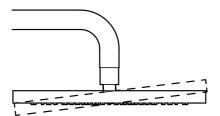


# Mira Calibre ER



# **Showerhead Adjustment**

The tilt angle of the showerhead can be adjusted to suit the user.



# **USER MAINTENANCE**

If you require a Mira trained service engineer or agent (see 'Customer Services' on the back cover of this guide).

# **Fault Diagnosis**

### Symptom:

- Only hot or cold water from the shower.
- Shower temperature too hot or too cold.

#### Cause / Rectification:

- Inlets reversed (hot supply to cold inlet).
   Supply pipework requires rework.
- Check the filters for any blockage.
- Caution! After installation, the inlet filters can only be accessed by disassembling the product. This should only be attempted by a competent tradesperson.
- Water Supply conditions outside operating parameters, (see 'Specifications').
- No hot water reaching the mixer.

If the temperature is too cold and you have a combination type boiler it may not be producing sufficiently hot water at required flow rate (see 'Specifications'). Fit flow regulator supplied (see 'Installation').

### Symptom:

Fluctuating or reduced flow rate.

### Cause / Rectification:

- Check the showerhead, hose and filters for any blockage.
- Make sure that the maintained inlet pressures are nominally balanced and sufficient, (see 'Specifications').
- Make sure that the inlet temperature differentials are sufficient, (see 'Specifications').
- Flow regulator fitted incorrectly.
- Air lock or partial blockage in the pipework.

### Symptom:

Water leaking from showerhead after shower is shut off.

### Cause / Rectification:

 Water dripping is normal for a short period after shut off.

- Check that the pressures are not in excess of the specifications for the product.
- Renew the flow control assembly (see 'Spare Parts')

### Lubricants

Only use silicone based lubricants to reassemble any rubber seals. Oil based or other lubricant types may cause rapid deterioration of seals and lead to product failure.

## Cleaning

The chrome plated parts should be cleaned using a mild washing up detergent or soap solution, rinsed and then wiped dry with a soft cloth.

**Warning!** Many household cleaners contain abrasive and chemical substances, and should not be used for cleaning plated or plastic fittings.

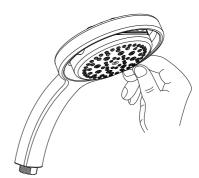
These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

Use your thumb or a soft cloth to wipe any limescale from the soft nozzles and the front surface of the showerhead spray plate.

Do not use descalents on this product.

### **Spray Plate**

Use your thumb or a soft cloth to wipe any limescale from the soft rubber nozzles and the front face of the spray plate assembly **Important!** The sprayplate must be regularly cleaned to make sure that the showerhead does not become blocked.



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

# SPARE PARTS

### Mira Calibre EV

1678.338

1678.339

1678.340

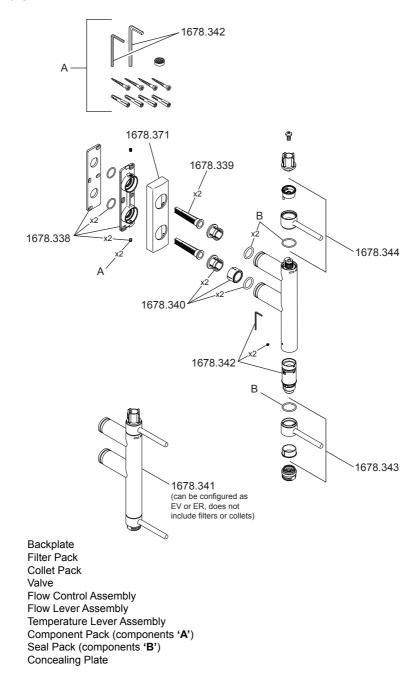
1678.341

1678.342

1678.343

1678.344 1678.350

1678.354 1678.371



# Mira Calibre EV

1678.345

1678.347

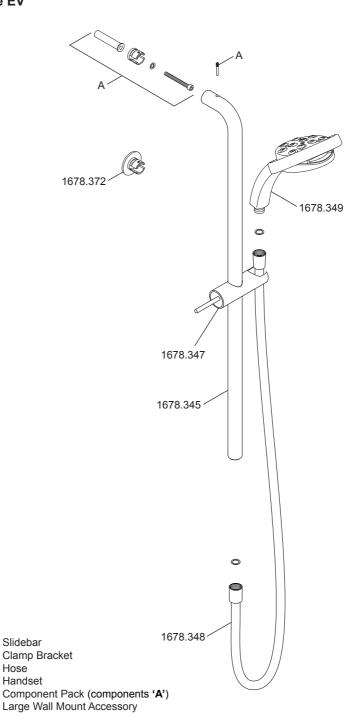
1678.348

1678.349

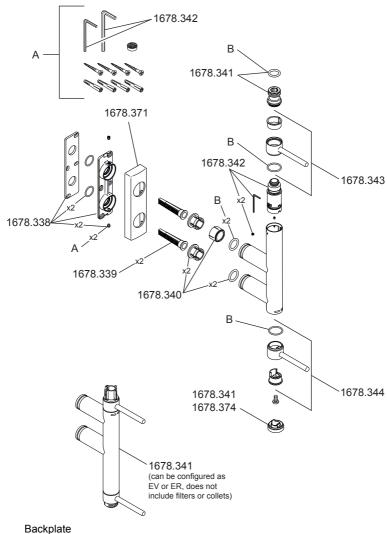
1678.350

1678.372

Hose



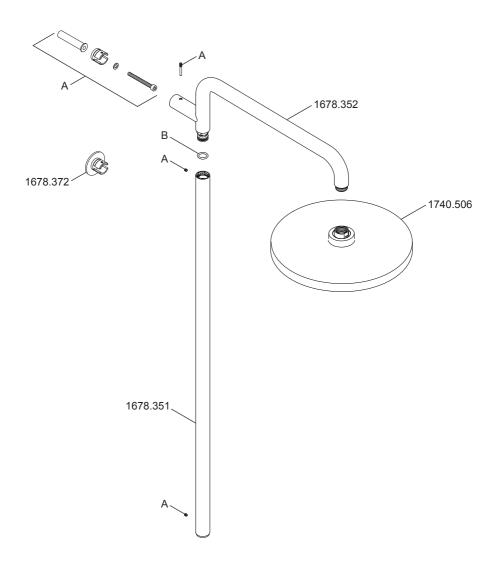
# Mira Calibre ER



1070.550	Dackplate
1678.339	Filter Pack
1678.340	Collet Pack
1678.341	Valve
1678.342	Flow Control Assembly
1678.343	Flow Lever Assembly
1678.344	Temperature Lever Assembly
1678.350	Component Pack (components 'A')
1678.354	Seal Pack (components 'B')
1678.371	Concealing Plate
1678.374	Temperature Lever Cap

1678 338

# Mira Calibre ER



1678.350	Component Pack
1678.351	Riser Pipe
1678.352	Overhead Arm
1678.350	Component Pack (components 'A')
1678.354	Seal Pack (components 'B')
1678.372	Large Wall Mount Accessory
1740.506	Showerhead

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# **CUSTOMER SERVICE**

#### Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase.

To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 0731248 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 he 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 user quide.
- 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, 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 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 comply with the requirements of the TMV 2 or TMV 3 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.

#### **Extended Guarantees**

A selection of protection plans are available that enable you to cover repair bills (excludes Eire). Ring 01922 471763 for more details.

Mira is a registered trade mark of Kohler Mira Limited.

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



Helpdesk Service - Ring 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, details below. Please provide your model name, power rating (if applicable) and date of purchase.



# Mira Showers Website (www.mirashowers.

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.



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. Ask about our fixed price service repairs.

To Contact Us: UK



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Fax: 01 242 282595



E-mail: Visit www.mirashowers.co.uk/contactus



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