

TROUBLESHOOTING DOCUMENT

DISPOSITION OF PROBLEM

Grohe Smart Control Thermostatic Mixer in combination with Rapido Rough in SmartBox
When installed in conjunction with an Instantaneous hot water system the control for adjustment of the hot water does not allow for correct mix of water to required temperature or flow.

CAUSES OF PROBLEM

- The pressure limiting valve is only allowing 500kPa max dynamic flow, meaning they have limited flow when the full shower is in operation
- The TMV cartridge inside the Grohtherm 3000 is faulty
- The TMV cartridge inside the Grohtherm 3000 has not been calibrated correctly
- The Instantaneous hot water service is not providing enough water flow
- The Instantaneous hot water service is faulty and only engaging sporadically
- The hot and cold water is not balanced NB: The hot water flow can lose between 100 – 200Kpa going through the instantaneous hot water service
- The pipework was not manifolded correctly, causing flow turbulence in the line

REMEDIES

All the above needs to be checked

A storage Hot ware service is a much better option than that of an instantaneous flow hot water service, this will always give you better flow and better hot water consistency.

If it is found that flow is a major contributing factor to the problem, it is suggested to install flow controllers inside the wall showers to reduce the flow rate from 12-14 ltr/min, down to 5-7 ltr/min. This will then allow a much better experience with the product, albeit with less flow.

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