

# FELTON



## USER GUIDE

AXISS

Smartflow® Digital Thermostatic Shower Mixer

FD-SFCSMC

## IMPORTANT SAFETY INFORMATION

Please read these instructions carefully before using this product and keep in a safe place for future reference.

To reduce the risk of electric shock and injury, basic safety precautions, including the following, should always be followed when using electrical appliances. Children **MUST** be supervised at all times when using this shower control. Training should be given to children and vulnerable individuals before permitting them to operate the control. Do not pull on the power cable: this may damage it and cause electric shock. Never operate any appliance with damaged cable or plug. Do not use an appliance that has been dropped or damaged or after any malfunctions.



### WARNING

Continuously turning the control dial in the clockwise direction may override the preset maximum temperature, with consequent risk of scalding. Always take care when operating the control wheel, and do not leave children unattended whilst the product is in operation.

**IMPORTANT: Once powered up, the control must be programmed within one hour, this will set the maximum temperatures, maximum run time and hygiene intervals.**

### PRECAUTIONS

1. This appliance 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 use of the appliance by a person responsible for their safety.
2. Children should be supervised to ensure that they do not play with the appliance.
3. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
4. This appliance contains battery that are only replaceable by skilled persons.
5. An electronic copy of the installation and user guides are available on the Felton website – please visit [www.felton.co.nz](http://www.felton.co.nz)

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## Axis Digital Smartflow® Thermostatic Shower Mixer

### Key Features

### What it Does

Memory setting	Three programmable settings for temperature and flow rate
Safe cleaning mode	Disabling the unit for 45 sec
Eco stop	The control unit switches off after 30 minutes by default
Anti-scald	Slower temperature increase after 40°C
Thermal disinfection	Flushing the outlet with hot water for 2 min
Diagnostic	Checking wheel with error indicator
Factory setting	Resetting back to factory settings



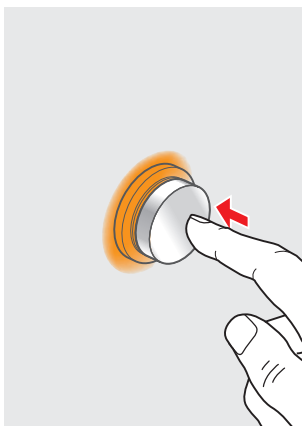
FELTON INDUSTRIES LTD

8 Farmhouse Lane, St Johns, Auckland 1072

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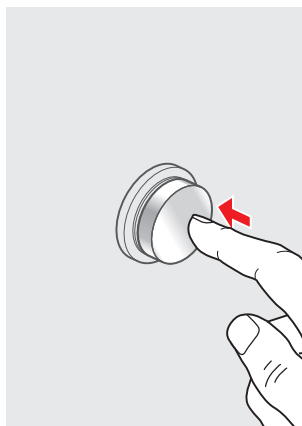
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## OPERATING THE CONTROL SYSTEM



### To turn ON

Press the control once, the control will illuminate and water will start to flow.

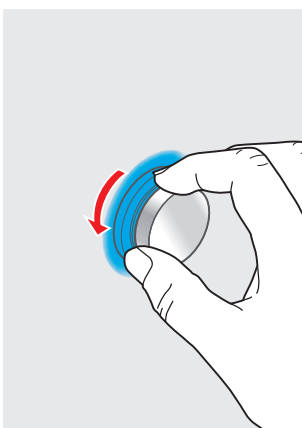


### To turn OFF

Press the control once, the water and light will turn off.

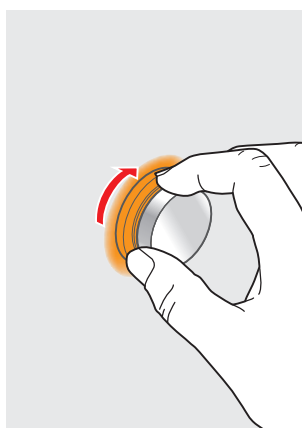
## SETTING THE TEMPERATURE

**Important:** Risk of scalding, please read the [Safety Information](#) before using.



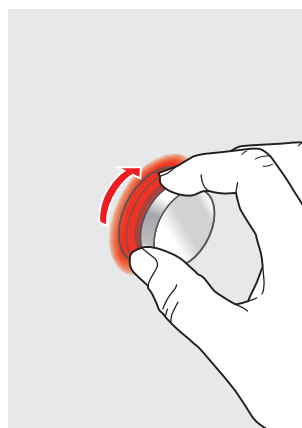
### COLD

Turn the control anti-clockwise, the control will illuminate blue and will flash until the set temperature is reached.



### WARM

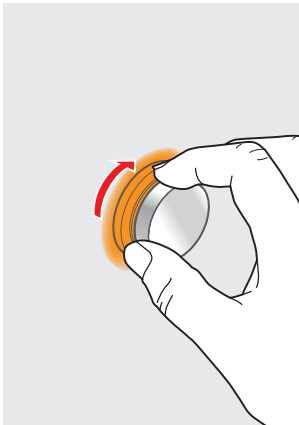
Turn the control clockwise, the control will illuminate Orange, the light will flash until the temperature is reached.



### HOT

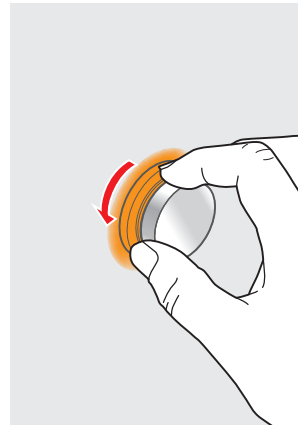
Continue turning the control clockwise, the control will illuminate Red, the light will flash until the set temperature is reached.

## OPERATING THE FLOW CONTROL



### To increase flow

At the same time, **PRESS & TURN** the control clockwise to increase flow.



### To decrease flow

At the same time, **PRESS & TURN** the control anti-clockwise to decrease flow.

## SETTING THE TEMPERATURE AND FLOW MEMORY

Configure up to three memory settings on the controller for your desired shower temperature and flow. You may request a Felton Recommended Installer upon installation to set temperature for you.

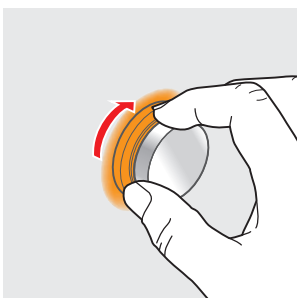
Default temperature settings	
Memory 1	36°C
Memory 2	37°C
Memory 3	38°C

**The maximum temperature for memory settings is 40°C.**

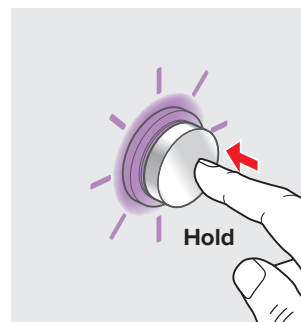
**1.**

SET MEMORY 1	SET MEMORY 2	SET MEMORY 3
<b>A.</b> IN OFF POSITION	<b>B.</b> IN OFF POSITION	<b>C.</b> IN OFF POSITION
 <b>PRESS 1x</b>	 <b>PRESS 2x</b>	 <b>PRESS 3x</b>

- 2.** Turn to set desired temperature. Colour should change. Adjust flow by holding and turning the knob.



- 3.** **PRESS & HOLD** the control to save. Once purple light flashes, release immediately.







## ADVANCED ACTIVATION SET UP

To access each setting, PRESS & HOLD until colour changes in **the order shown**, then release to access desired menu setting.



**IMPORTANT:** Once powered up, the control must be programmed within one hour. If the activation set up is not complete within one hour, power off the unit, leave it for 20 minutes, then restart again.

COLOUR INDICATION	MENU FEATURE	HOW TO ACCESS										
SAFE CLEANING MODE	This feature allows you to clean your control and mixer without turning on your mixer during cleaning.	<b>PRESS &amp; HOLD</b> the control for 5 seconds until the GREEN light appears, then release. This will disable the control for 45 seconds to allow the control to be cleaned without turning on. <b>To cancel, press the control again.</b>										
<b>PLEASE NOTE THERE IS A DELAY BETWEEN THE 'SAFE CLEANING MODE' AND 'DIAGNOSTIC TEST' — PLEASE DO NOT RELEASE PRESSURE</b>												
DIAGNOSTIC TEST	This feature will run a series of diagnostic checks with lights indicating if your control is OK or malfunctioning.  Please see troubleshooting page in the Installation Guide if error occurs or contact the Felton Technical Team on 0800 743 358.	<b>PRESS &amp; HOLD</b> the control for 18 seconds until ORANGE light appears, then release. A series of lights will flash to indicate which stage the diagnostic is checking. <b>To cancel, press control again.</b>  <div style="display: flex; align-items: center; justify-content: center;"> <table border="1" style="margin-right: 20px;"> <thead> <tr> <th>COLOUR INDICATOR</th> <th></th> </tr> </thead> <tbody> <tr> <td style="background-color: red; color: white;">RED LIGHT</td> <td>Valve is hot</td> </tr> <tr> <td style="background-color: green; color: white;">GREEN LIGHT</td> <td>Valve is off</td> </tr> <tr> <td style="background-color: blue; color: white;">BLUE LIGHT</td> <td>Valve is cold</td> </tr> <tr> <td style="background-color: black; color: white;">LIGHT OFF</td> <td>System check complete</td> </tr> </tbody> </table> <p> <b>2 x ORANGE</b> flashes  <b>The control unit is OK.</b>  <b>3 x ORANGE</b> flashes  <b>Malfunction of the temperature sensor.</b>                      Please contact Felton Technical Team on 0800 743 358.                 </p> </div>	COLOUR INDICATOR		RED LIGHT	Valve is hot	GREEN LIGHT	Valve is off	BLUE LIGHT	Valve is cold	LIGHT OFF	System check complete
COLOUR INDICATOR												
RED LIGHT	Valve is hot											
GREEN LIGHT	Valve is off											
BLUE LIGHT	Valve is cold											
LIGHT OFF	System check complete											

## THE FUNCTIONS BELOW ARE ONLY ADJUSTABLE FOR 1 HOUR AFTER INITIATION CONSULT FELTON RECOMMENDED INSTALLER UPON INSTALLATION

This feature allows you to adjust to your desired maximum temperature to avoid accidental scalding, especially for the elderly and children.  
Maximum temperature on default is 45°C.

### MAXIMUM TEMPERATURE

**PRESS & HOLD** until light starts flashing WHITE.  
Release immediately to access.  
**TURN** to adjust desired maximum temperature.  
**PRESS** again to save maximum temperature.  
Maximum default temperature is 45°C.



**THERMAL  
DISINFECTION**

This feature flushes out the pipes at the hottest temperature your system will allow. This will clean through any limescale and clear any potential bacteria.

**Note:** If your thermal disinfection indicates a red light at the end of the disinfection, your system has not provided hot water greater than 55°C. This can be ignored as it does not affect the function of the thermal disinfection process.

**RESTORE  
FACTORY SETTINGS**

This restores all settings back to the original default settings except for flow memory.

**MAXIMUM WATER  
FLOW TIME**

This water saving feature allows you to set the unit to switch off automatically after a maximum run time. You can set the maximum from 5 seconds to 30 minutes.

**HYGIENE  
FUNCTION**

This feature is used for setting up the shower to turn on and regularly flush the system through. The complete flush will automatically stop after 2 minutes.

**Note:** If your thermal disinfection indicates a red light at the end of the disinfection, your system has not provided hot water greater than 55°C. This can be ignored as it does not affect the function of the thermal disinfection process.

**AMBIENT LIGHT  
SETTINGS**

This feature is used for setting up the display light when the system is off.

**⚠ ATTENTION: RISK OF SCALDING**

**PRESS & HOLD** for approx 20 sec until light starts flashing RED. Release immediately to access.

**Flashing RED:** Thermal disinfection flushes out hot water. Automatic stop after 2 minutes. RED flashes. Press again to finish thermal disinfection.

**To stop disinfection during cycle: PRESS ONCE.**

**PRESS & HOLD** until light starts flashing BLUE.

Release immediately to access.

**Flashing BLUE twice:** Factory setting is restored.

**PRESS & HOLD** until light starts flashing PINK.

Release immediately to access.

**PRESS** to set desired water flow time

**Flashing PINK twice:** Setting is saved.

	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th
FLASHES	5 sec	8 sec	10sec	15 sec	20sec	30sec	45sec	1 min	5 min	15 min	30 min	Open
TIME												

DEFAULT

**PRESS & HOLD** until light starts flashing YELLOW.

Release immediately to access.

**PRESS ONCE** to adjust interval flushing at the number of flashes.

**Flashing YELLOW twice:** Setting is saved.

	1st	2nd	3rd	4th	5th
FLASHES	1day	2 days	3 days	7 days	Inactive
TIME					

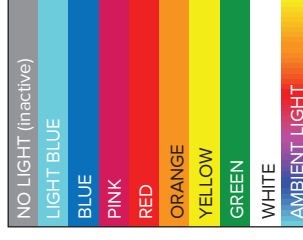
DEFAULT

**PRESS & HOLD** until light starts flashing LIGHT BLUE.

Release immediately to access.

**PRESS ONCE** to choose the desired colour.

**Flashing BLUE LIGHT twice:** Setting is saved



## TROUBLESHOOTING

ISSUE	PROBLEM	TROUBLESHOOT
<b>The device does not function (i.e. the LED light is not on)</b>	The AC adapter is not connected to the mains	Connect device to the mains power
	Mains power failure	Check household fuse box
	The AC adapter is not connected to the Control Unit	Follow <a href="#">Step 18</a> on Smartflow Installation Guide
	The digital mixer is not working	Follow <a href="#">Step 16</a> on Smartflow Installation Guide
<b>The water temperature does not match the indicated display</b>	Hot and cold water connections reversed	Check connections are correct
	Hot or cold water stop valve closed or only half opened	Fully open both stop valves
	Kink in supply hose	Check connection hoses
	Connecting pipe blocked	Flush pipes and clean filter
	No hot water	Check hot water tank and instantaneous connections
	Temperature sensor defect	Carry out function «Diagnostic Test» in User Guide
	Difference in supply pressure between hot and cold water is greater than 100kPa	Balance pressure to eliminate difference
<b>Constant flow of water</b>	Unit will not turn off	Carry out function «Diagnostic Test» in User Guide
<b>The water shuts off before maximum run time has been reached</b>	Flow sensor is defective	Carry out function «Diagnostic Test» in User Guide
<b>The device is working but has no water flow</b>	Motors are not calibrated	Carry out function «Diagnostic Test» in User Guide
	Stop valves closed	Open stop valves fully
	No water supply	Restore water supply
	Kink in supply hose	Check connection hoses
<b>Interface flashes green</b>	Cleaning mode active	Wait 45 seconds or press the digital mixer to cancel
<b>The Digital Control Unit is damp or wet</b>	Inlet and outlets of the digital mixer are not properly sealed	Inspect all connections, reseal if necessary
<b>The Control Unit does not respond to temperature and flow adjustment*</b>	The interface elements are connected incorrectly	Follow <a href="#">Steps 15 &amp; 16</a> on Installation Guide
	The interface is defective	Carry out function «Diagnostic Test» in User Guide
	The knob is not running smoothly	Remove and clean knob

**If issue persists or not covered by the above troubleshooting, please contact our Felton Technical Team on 0800 743 358 or [sales@felton.co.nz](mailto:sales@felton.co.nz)**

## WARRANTY

5 year warranty applies to all **Felton** branded products including the electronic hardware and its components. Where products are promoted as having a “5 year warranty”, Felton Industries Limited guarantees the electronic components of these products (excluding batteries) to be free from defects in materials and workmanship under normal installation, use and service for a period of five (5) years from the date of purchase. Fair wear and tear is expressly excluded.

This warranty is effective for five (5) years from the date of purchase and covers electronic replacement parts only (excluding batteries) and 2 years from the date of purchase for plumber’s labour relating solely to repairing or replacing the Hardware, provided the product is installed by a registered plumber. You must retain proof of purchase of the Hardware (such as an invoice or receipt) and proof of installation by a registered plumber and provide these to Felton on request.

This warranty is for manufacturing defects only and does not cover any damage to product due to abuse, negligence or improper installation. This warranty is given on the understanding that the product is installed by a registered plumber and operated according to Felton’s installation guide and the Australian/New Zealand standard AS/NZS3500. This warranty is provided to persons who are a “consumer” under the Consumer Guarantees Act 1993 only and for use in domestic/residential dwellings only (not for commercial use).

**This warranty is subject to any other rights or remedies that you may have under the Consumer Guarantees Act 1993 (or any other applicable legislation) and to Felton’s Terms of Trade.**

This **5 year warranty** does not cover:

- 1) any consumable items (e.g. batteries, filters, installation fittings) supplied with the products.
- 2) damage, problems or unsatisfactory performance caused to the electronic hardware by:
  - a. Faulty or incorrect electrical wiring, incorrect power supply, voltage fluctuations, over voltage transient spikes or electromagnetic interference not originating within the electronic hardware.
  - b. Incorrect or poor installation or application
  - c. Operation at conditions outside the operating conditions specified in the Felton technical or sales data applicable to that electronic hardware.
  - d. Reconfiguration of the digital interface by the user – this is considered a service not a warranty.

## MAINTENANCE & CARE

Please see User Guide or visit [www.felton.co.nz](http://www.felton.co.nz)

For technical assistance please ring: 0800 743 358 or (09) 528 0810



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