

# FELTON



## USER GUIDE

### AXISS

Smartview® Digital Thermostatic Shower Mixer

FD-SVCSMC

## IMPORTANT SAFETY INFORMATION

Please read these instructions carefully before using this system 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 wheel 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.

### 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 installation and user guides are available on Felton Digital website – please visit [www.feltondigital.co.nz](http://www.feltondigital.co.nz) to view file.

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## Axis Digital Smartview® Thermostatic Shower Mixer

Key Features	What it Does
Diverter	Selection between two water outlets
User lock	Disabling the unit for 45 sec
Eco stop	The control unit can be switched off after 30 minutes on default
Anti-scald	Slower temperature increase after 40°C
Thermal disinfection	Flushing the outlet with hot water for 5 min
Diagnostic	Checking the vision wheel with error indicator
Factory setting	Resetting to factory settings
Temperature	Choose between Celsius (°C) and Farenheit (°F)
Water indicator	Shows the actual water consumption



FELTON INDUSTRIES LTD

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## DISPLAY ICONS



Shower Processor



Flow and temperature



Save/delete current pre-sets. Quick access to extended menu.



Backwards/return



Cleaning mode: disables the control for 45 seconds



Shows the total amount and last usage of water consumption



Access and lock to extended menu/features with a 3 digit code



Set a new code



Setting maximum run-time (until automatic switch-off)



Setting the maximum outlet temperature



Self check diagnosis: Inspection of control unit and water supply



Statistics



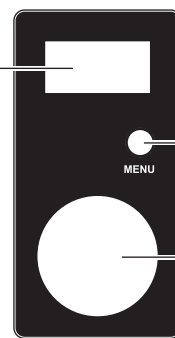
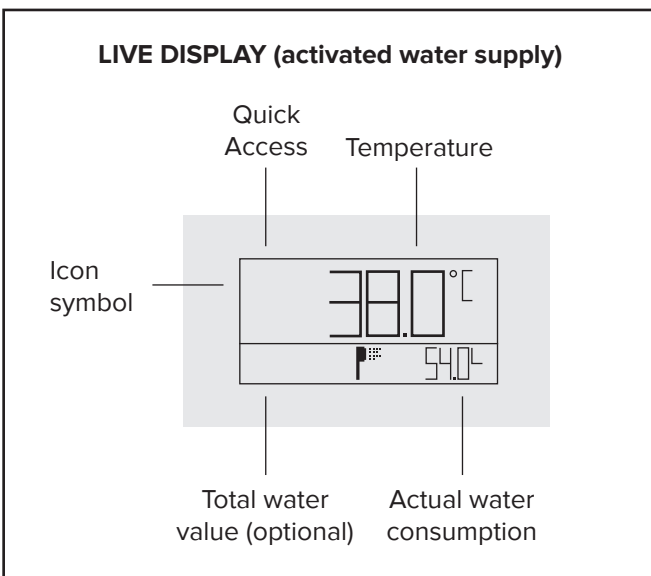
Change from Celsius to Fahrenheit



Thermal disinfection (emergency stop by pressing control) Water will flow at maximum temperature for 5 minutes



Reset to factory settings



MENU BUTTON

CONTROL WHEEL

### To select/enter = Menu button/wheel

When menu is idle for more than 10 seconds, unit becomes inactive.

### To scroll through icons = Rotate the wheel left or right

When the required icon is highlighted, press menu/wheel button to select.

### MAIN MENU BASIC FUNCTIONS



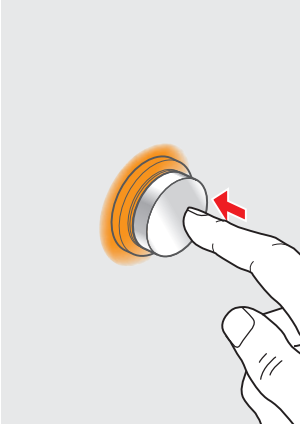
**To enter:** Turn on unit then press the menu button

### MAIN MENU EXTRA FUNCTIONS



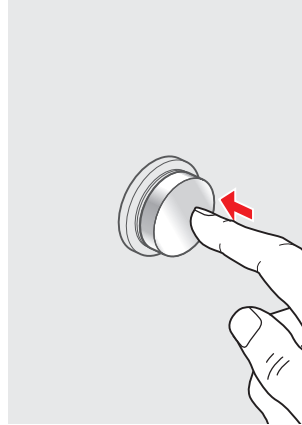
**To enter:** Press the menu button

## OPERATING THE CONTROL SYSTEM



### To turn ON

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

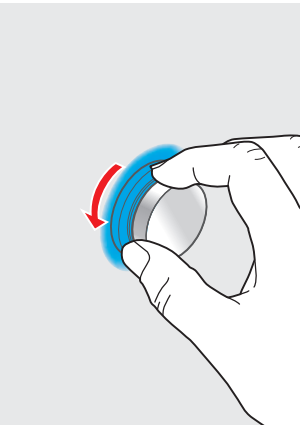


### To turn OFF

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

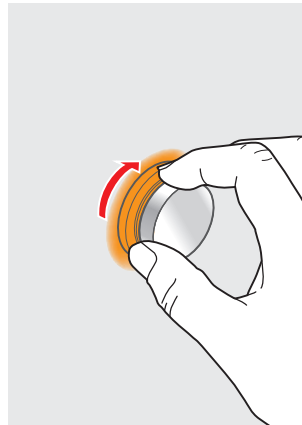
## SETTING TEMPERATURE

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



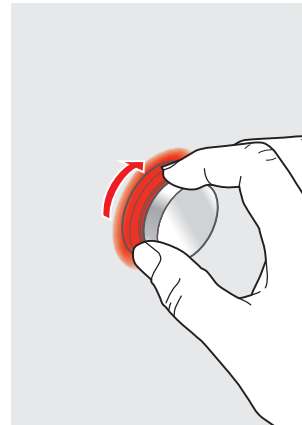
### COLD

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



### WARM

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



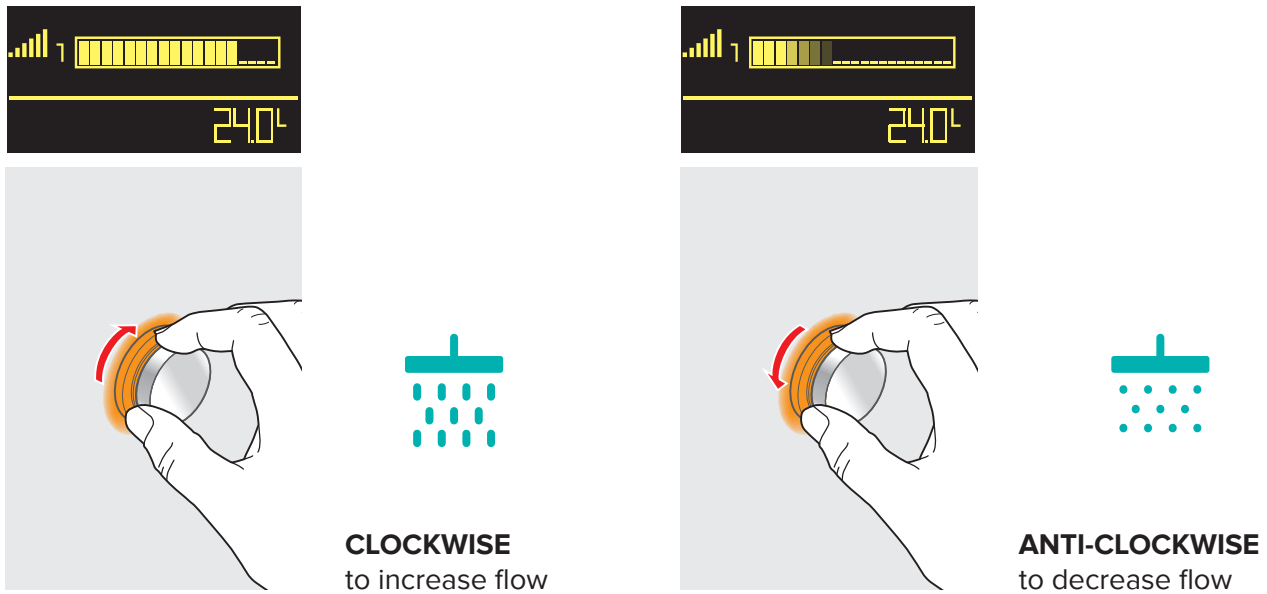
### HOT

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

**Note:** When turned on, the default temperature setting is 36°C.  
After 40°C, increasing temperature slows down to avoid risk of scalding.

## OPERATING THE FLOW CONTROL

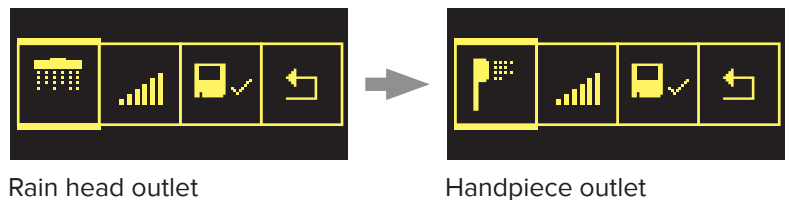
At the same time, **hold and turn** the wheel to adjust the flow



## DIVERTING THE WATER FLOW

**To adjust and divert water flow:**

1. Turn on unit then press the **menu** button.
2. The icon will show the inactive outlet icon highlighted.
3. Press menu/wheel to switch to selected outlet.



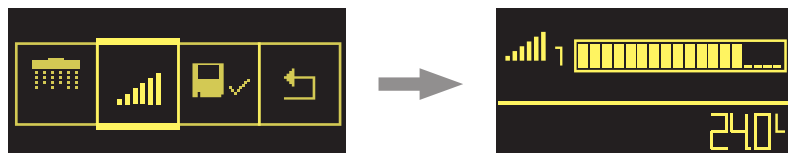
**To divert water flow again**

1. Press the **menu** button again.
2. Select outlet icon to divert water flow.

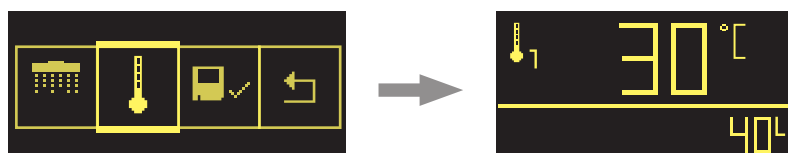
## SWITCHING BETWEEN TEMPERATURE AND FLOW

1. Turn on unit then press the **menu** button
2. Scroll to the '**flow/temperature**' icon
3. Press the **menu** button to divert between temperature/flow

**Flow icon**

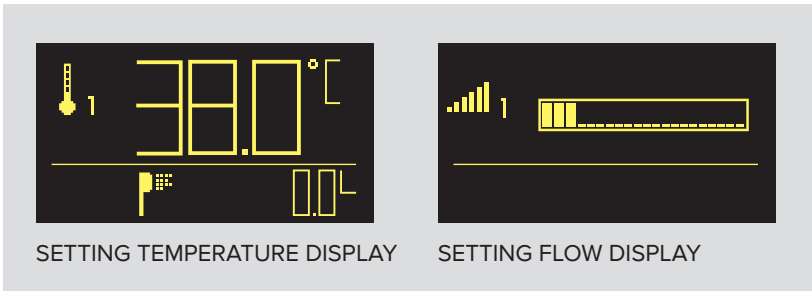


**Temperature icon**



## SETTING UP THE TEMPERATURE/FLOW MEMORY

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



The maximum temperature for memory settings is 40°C.

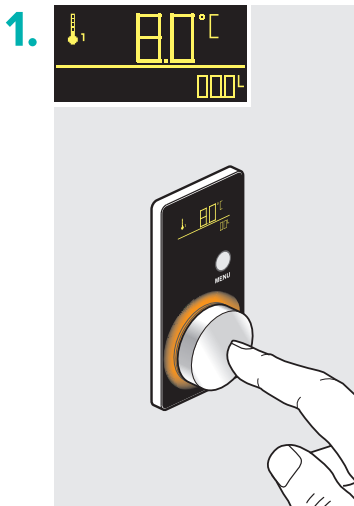
### TO ACCESS MEMORY:

IN OFF POSITION

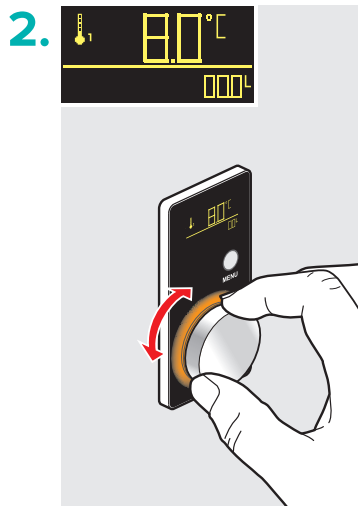
Note: You cannot move from one preset to another while shower is flowing. This must be from the 'off' position.

To Access Memory	
Press 1x	Memory 1
Press 2x	Memory 2
Press 3x	Memory 3

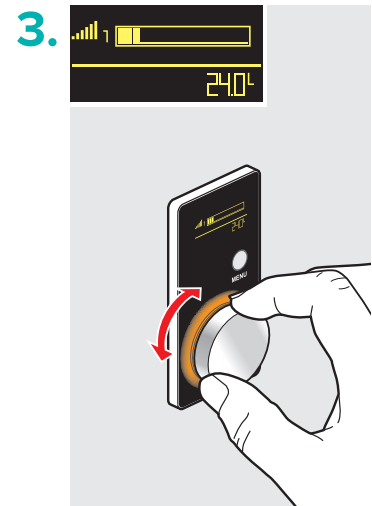
Default temperature settings	
Memory 1	36°C
Memory 2	37°C
Memory 3	38°C



**1.** In the off position, press once on the control wheel to access memory 1

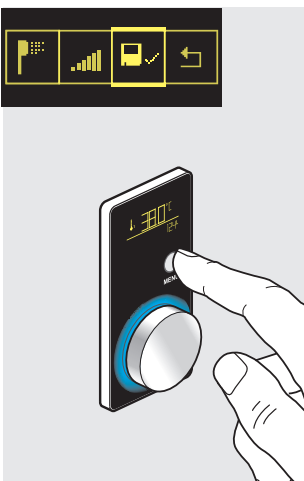


**2.** To set temperature: Turn wheel to set desired temperature. Colour should change.



**3.** To set flow: Hold and turn wheel to set desired water flow.

### TO SAVE MEMORY



Press the **menu** button, scroll to the 'save' icon.



Press the control wheel once and the memory is now stored.

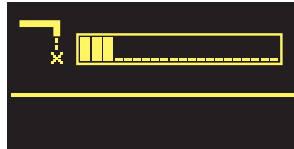
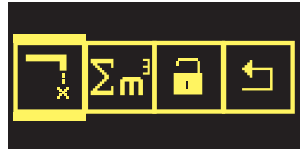
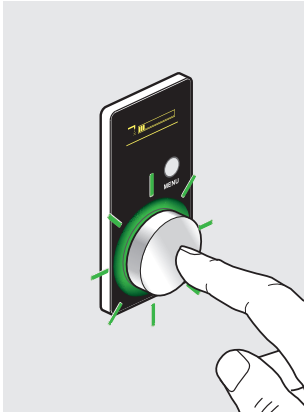


## MENU FUNCTIONS



### CLEANING SAFE MODE

This will disable the controls for 45 seconds to allow the unit to be cleaned without accidentally turning on the control.



1. Press the menu button to view main menu
2. Select the CLEANING MODE icon
3. The control will flash green for the next 45 seconds

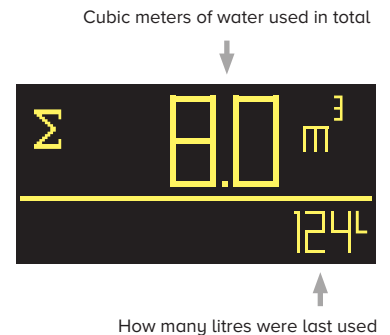
To stop, press the menu button, scroll and select to the power icon to cancel.



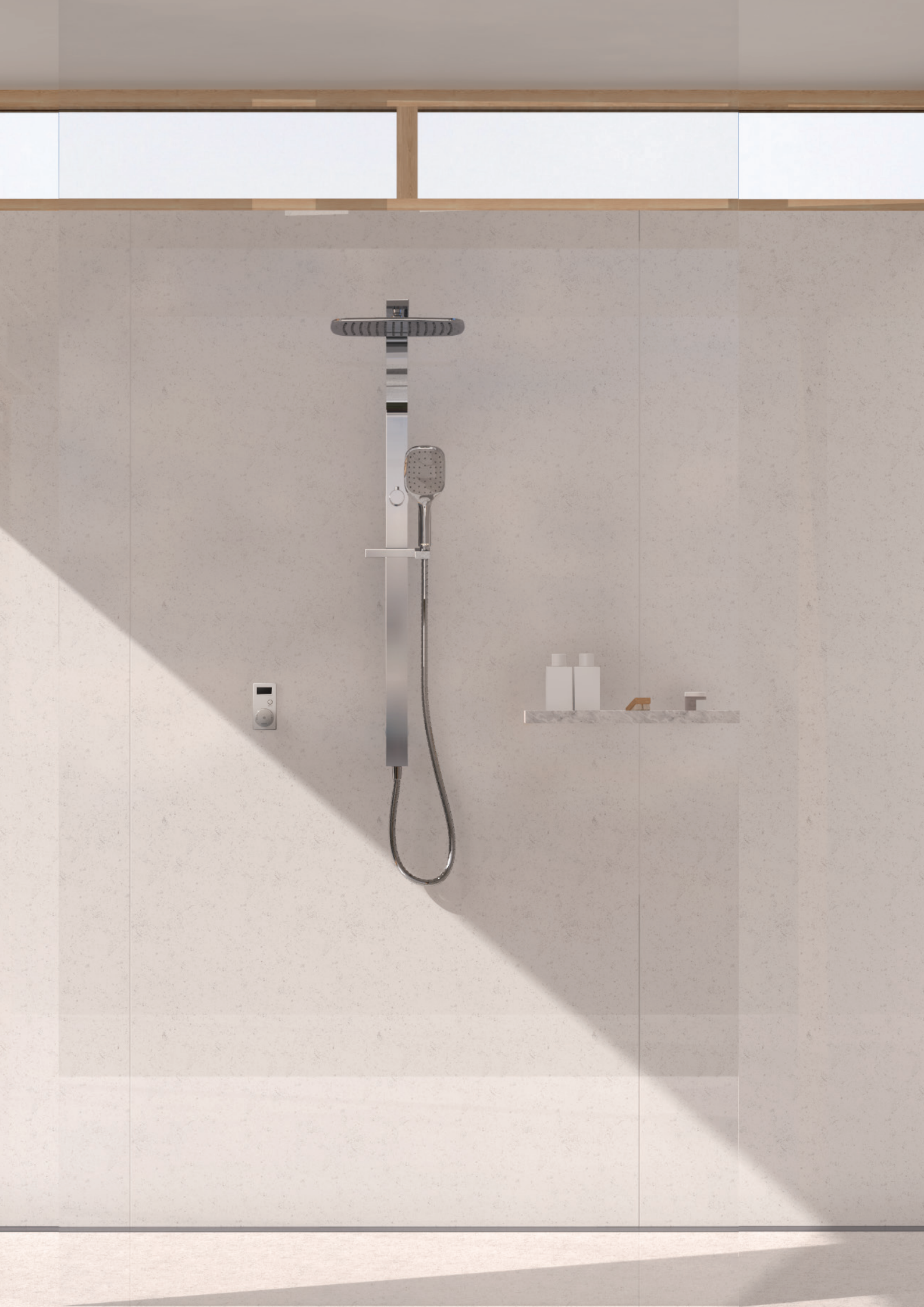
### MY WATER CONSUMPTION

My water consumption feature will show how many cubic meters of water has been used in total and how many were last used.

1. Press menu button to view the main menu
2. Scroll to WATER CONSUMPTION icon
3. Press menu to access data display



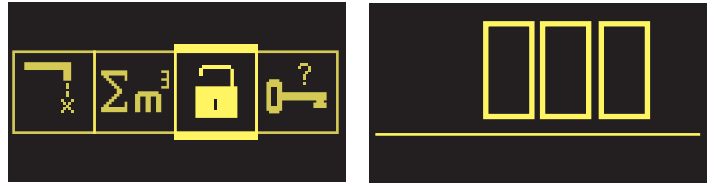




## ACCESSING THE EXTENDED MENU DISPLAY

The extended menu has 7 extra functions that allows you to personally adjust and configure your desired shower. You may set a pin on the extended menu to lock/unlock function.

**To set a new pin, follow page 16.**



1. Press menu button to enter main menu
2. Scroll to select the unlock icon
3. Scroll to key in code (default code is 000)
4. Press menu to enter code

The next time the menu is entered the extended menu can be viewed until locked again.

### EXTENDED MENU UNLOCKED



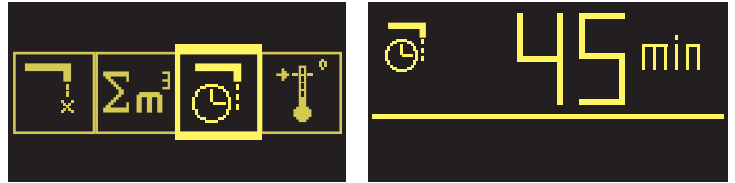
**Note:** The icon to set a new pin code will be active for 30 minutes each time the unit is turned on, after that the icon will be disabled.

## EXTENDED MENU FEATURES



### SETTING MAXIMUM RUN TIME (until automatic switch-off)

The maximum run time function is ideal for water saving. It allows you to set a desired run time of water flow until automatic switch off of the shower.

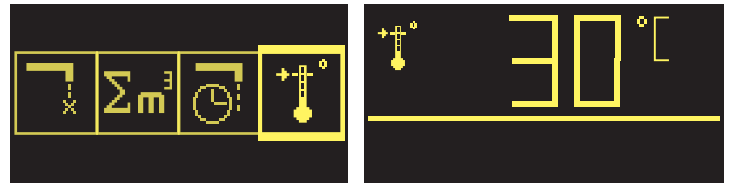


1. Press menu button to enter extended menu
2. Scroll to MAXIMUM RUN TIME icon
3. Press menu to access icon
4. Turn wheel to adjust your desired maximum run time
5. Press menu button again to confirm



### SETTING MAXIMUM TEMPERATURE

The maximum temperature function allows you to set the required maximum temperature to avoid risk of scalding for the elderly and children.

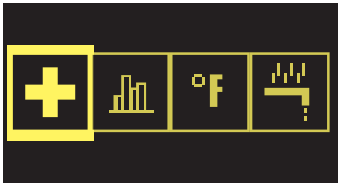


1. Press menu button to enter extended menu
2. Scroll to MAXIMUM TEMPERATURE icon
3. Press menu to access icon
4. Turn wheel to adjust desired maximum temperature
5. Press menu button again to confirm

## EXTENDED MENU FEATURES



### SELF CHECK DIAGNOSIS

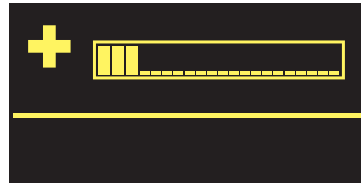


Press the menu button and enter the extended menu.

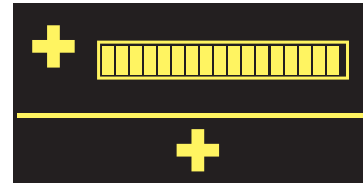
Scroll to the 'self check' icon and press the menu button.

The system runs through a series of steps and the lights will indicate the following:

COLOUR INDICATOR	
RED LIGHT	Valve goes hot
GREEN LIGHT	Valve goes off
BLUE LIGHT	Valve goes cold
LIGHT OFF	System check complete



The system will then run through a series of diagnostic checks.



When the display bar is full, diagnostic checks are complete.

Once the check is complete you will see on the display:



The units detects no fault



Malfunction with temperature sensor, please call Felton Technical Team 0800 743 358



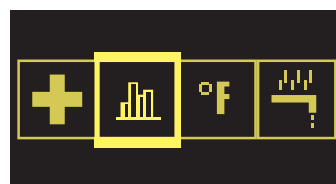
Malfunction of flow sensor or water source is closed



### STATISTICS

The statistics function allows you to look into a series of data: The total operation time of the unit, the total number of uses of each memory saved, number of times thermal disinfection was used and the total operation time that has been accumulated.

1. Press menu button to enter extended menu
2. Scroll to STATISTICS icon
3. Press menu to access icon
4. The display will show a series of data in the order:



Total operation time in std.



No. of times Memory 1 was used.



No. of times Memory 2 was used.



No. of times Memory 3 was used.



Number of times Thermal disinfection was used.



Total operation time accumulated in minutes.

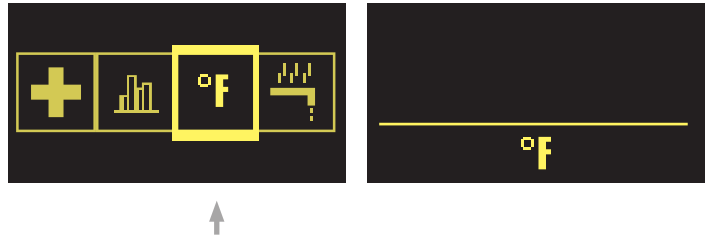
## EXTENDED MENU FEATURES



### SWITCHING BETWEEN TEMPERATURE UNITS

The temperature unit function allows you to switch between Celsius (°C) or Fahrenheit (°F).

1. Press menu button to enter extended menu
2. Scroll to TEMPERATURE UNIT icon
3. Press menu to change unit
4. Temperature unit will display to confirm settings

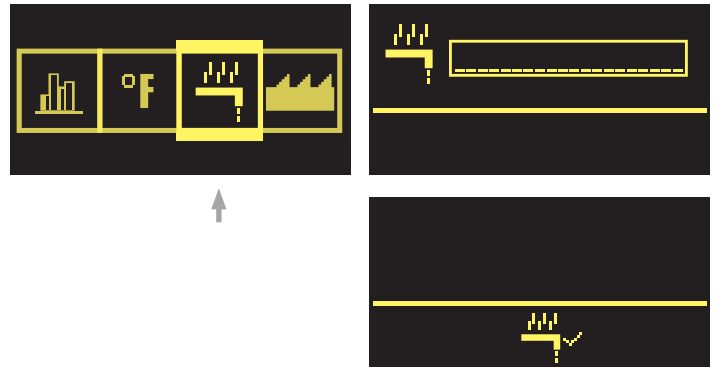


### THERMAL DISINFECTION

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. The complete flush will automatically stop after 5 minutes.

**Thermal disinfection can be stopped at any time by pressing the control wheel.**

1. Press menu button to enter extended menu
2. Scroll to THERMAL DISINFECTION icon
3. Press menu to initiate disinfection
4. Red light will flash for 5 minutes with hot water flushing with a status bar on the display. Afterwards cold water will flush through the system.
5. The icon will display a tick to confirm the disinfection is complete



**Note:** If your thermal disinfection indicates a cross symbol 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.



### FACTORY SETTING

This resets all of the parameters back to the factory settings.

1. Press menu button to enter extended menu
2. Scroll to FACTORY SETTING icon
3. Press menu to initiate factory restore setting
4. Factory setting icon will display to confirm restore setting



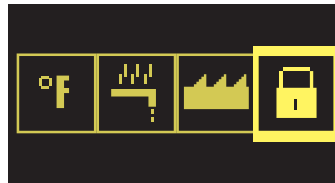
## EXTENDED MENU FEATURES



### TO LOCK EXTENDED MENU LIST WITH A 3-DIGIT PIN CODE

The lock function allows you to lock the extended menu function and revert back to basic main menu function.

1. Press menu button to enter extended menu
2. Scroll to LOCK icon
3. Press menu to access icon
4. The display will let you key in the 3-digit pin code
5. Press menu to enter and lock

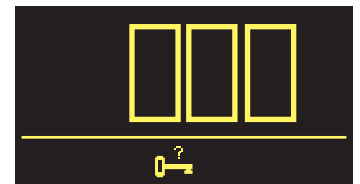


### SETTING A NEW PIN CODE FOR THE EXTENDED MENU

This setting is only available within the first 30 minutes after power up.

#### The default pin is 000

1. Press menu button to enter extended menu
2. Scroll to NEW PIN icon
3. Press menu to access icon
4. The display will let you key in the 3-digit pin code
5. Press menu to set new pin code



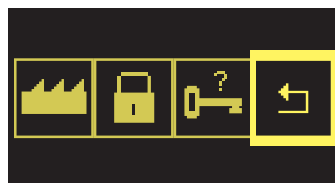
**Note:** The key icon will have a question mark above it until it has been selected or changed.



### RETURN

Return is available on both the basic main menu function and extended menu function.

1. Scroll to the end of the menu
2. Press the RETURN icon
3. Display will return to main display.





## 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
	Back up battery not connected	Follow <a href="#">Step 18</a> on Smartview Installation Guide
	Vision wheel interface is not working	Follow <a href="#">Step 19-20</a> on Smartview Installation Guide
<b>Device does not operate during a power failure</b>	Battery not connected	Connect battery with controller (ACCU)
	Battery flat	Charge for at least 24hours. Follow <a href="#">Step 18</a> on Smartview Installation Guide
	Battery defective	Replace (replace every 3 to 5 years)
<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 «Self Check Diagnosis» on Smartview User Guide
	Difference in supply pressure between hot and cold water greater than 100kPa	Balance pressure to eliminate difference
<b>Constant flow of water</b>	Unit will not turn off	Carry out function «Self Check Diagnosis» on Smartview User Guide
<b>The water shuts off before maximum run time has been reached</b>	Flow sensor is defective	Carry out function «Self Check Diagnosis» on Smartview User Guide
<b>The device is working but has no water flow</b>	Motors are not calibrated	Carry out function «Self Check Diagnosis» On Smartview 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 deactivate via menu
<b>The TLC 30 FTD is damp or wet</b>	Inlet and outlets of TLC 30 FTD are not properly sealed	Inspect all connections, reseal if necessary
<b>The vision wheel interface does not respond to temperature and flow adjustment</b>	The interface elements are connected incorrectly	Follow <a href="#">Step 19-20</a> on Smartview Installation Guide
	The interface is defective	Carry out function «Self Check Diagnosis» On Smartview 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



## SERVICING AND CONTACT INFORMATION

In the likely event that you are experiencing difficulties with your Felton product, please contact our Felton Technical Team on 0800 743 358 or [sales@felton.co.nz](mailto:sales@felton.co.nz)



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