



Hot Tap Installation, Care & Maintenance

CARYSIL

Installation Guide

Before you start

Please read this installation, care, and maintenance guide thoroughly before installing your tap, boiling tank, and filter.

This appliance is designed for domestic household use only. It is not intended for commercial or industrial environments such as offices, staff kitchens, hotels or similar.

Hot tap, tank and filter are suitable for indoor use only.

Check that you have all required parts; inspect the packaging carefully, as components may be concealed. If any parts are missing or damaged, do not install or operate the product please contact our customer support team.

Ensure that the water pressure meets the requirements of the tap prior to installation, and that the required 13A power socket(s) have been pre-installed. A second socket is required for an LED tap.

Turn off the mains water supply. The stopcock is usually located where the water supply enters the building.

Ensure sure both the hot and cold water supplies have been fully isolated and drained before installing your new tap.

It is important to ensure that the water supply to your taps or mixers is connected in accordance with applicable water regulations. Ensure that both the hot and cold water supplies to the kitchen mixer tap are of equal pressure to provide a consistent flow rate. Supplies should come from a common source, either mains-fed or tank-fed. If the supplies are not of equal pressure, a PRV (pressure reducing valve) should be fitted to the cold water inlet flexi-tail.

The required water supply pressure is between 1 bar and 5 bar.

Service valves or isolators (not supplied) should be fitted in the water supply before it reaches the flexi-tails. This enables complete water isolation to the tap when necessary.

Please note that the pipework for both hot and cold supplies must be thoroughly cleaned and flushed before connecting to the flexi-tails. This prevents debris or contaminants from entering the water system and damaging the tap. Failing to do so may affect the functioning components of your tap.

Install the filter in the cold water supply line before it reaches the tap, ensuring it is upright and accessible for maintenance.

Ensure there is adequate ventilation around the boiling tank to prevent overheating. The control panel of the boiling tank should be visible and easily accessible.

Loosely position the tap with the flexi-tails hanging downwards to assess whether any changes to existing pipework are needed. If alterations are necessary, complete these steps before installing the tap.

Rotate the spout and tap body so that the tap is facing forwards. The spout screw identifies the rear of the tap. The boiling water should be on the left-hand side.

Do not overtighten hoses, pipes, or washers, as this may cause damage.

The filter cartridge must be replaced every 6 months to maintain the performance and health of the boiling tank. Failure to replace the filter within this period will void the tank's warranty.

If you have any questions regarding the installation process, please contact our customer service team. This guide is also available at carysil.co.uk.

Safety information

Be aware that operating the hot water tap may cause scalding. It should not be used by children or vulnerable persons, unless they are under continuous supervision and have been given clear instructions on how to use the appliance safely.

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Caution: Steam and splashback from dispensing hot water may cause burns. Always keep hands and face clear of the spout when activating the boiling function.

This appliance is designed to dispense near-boiling hot water, in addition to normal domestic hot and cold water.

Do not connect external attachments such as hoses or third-party fittings to the appliance.

Do not cover the boiling tank; it requires airflow around the tank unit to operate safely.

Do not immerse the tap or tank in water, as this is an electrical system.

Avoid contact between water and the electrical plug. If the cable or plug is damaged, it must be replaced by a qualified electrician.

Do not touch the plug with damp hands or cloths.

If the appliance becomes faulty, do not attempt to remove any components or the casing: repairs must only be carried out by a qualified technician.

IMPORTANT: Carysil accepts no liability for damage, injury, or loss caused by incorrect installation, improper use, or failure to follow the instructions in this guide.

Filter Installation

Please note, we advise that washing machines and dishwashers are installed pre-filter to extend the filter life. The filter does not have the capacity to filter appliance volumes beyond the consumed water.

Filter cartridges must be replaced every 6 months; these can be purchased from the QR code on the filter or from carysil.co.uk.

To ensure the filter operates as intended, it must be installed and positioned upright.

Installing the filter

To install your filter, firstly turn off the incoming cold water supply and disconnect the tap tail from the supply line.

Install the filter diverter valve between the incoming cold water supply and the cold water tap tail. You may need to provide an olive or compression fitting to connect to your existing copper or PE pipe supply, or connect directly to the tap tail using a suitable fitting.

Install the filter on the cold water filter diverter valve, making sure that the direction of flow matches the arrows on the filter head.

The diverter switch must be set to the horizontal position (3 o'clock to 9 o'clock) for water to pass through the filter.

When positioned vertically (12 o'clock to 6 o'clock), the water will bypass the filter which will then not protect the tank from buildup.

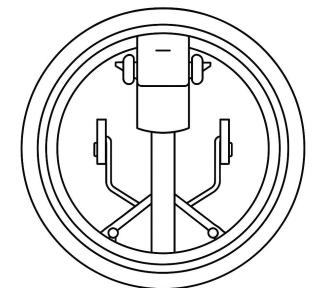
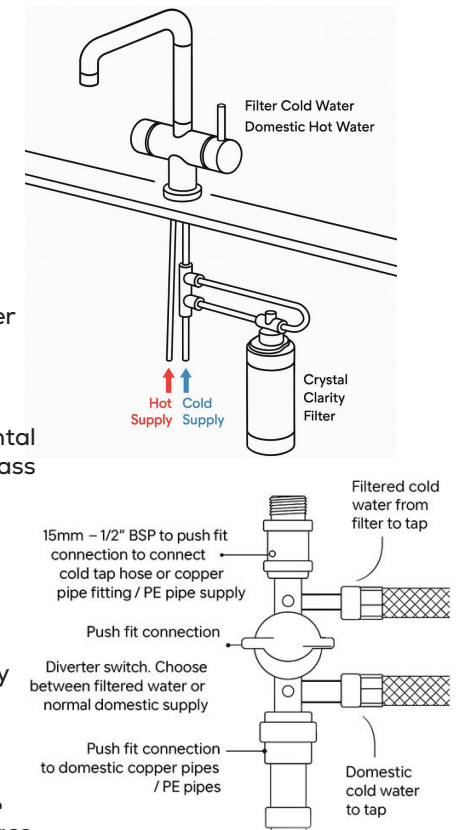
Check for leaks and turn the cold water supply back on and flush/run for 30 seconds.

The filter cartridge must be replaced every 6 months in order to maintain the performance and health of the boiling tank. Failure to replace the filter within this period will void the tank's warranty.

Replacing the Cartridge

Isolate the water at the stopcock or isolation valve that sits prior to the filter

Remove the grey locking mechanism at the bottom by pinching the raised handles and removing the mechanism.



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With the white filter removal tool, supplied with the filter, lift the metal hook, and with force push the removal tool through the hook until the lid releases.

Place the new filter into the housing and secure by rotating the cartridge clockwise.

Push firmly on the seat of the filter, ensuring both 'O'-rings on the filter are engaged.

Position the Grey clip against the end cap. Placing the unit on a hard flat surface, press down until the clip is in position. Slide the locking clip into place.

Turn the water back on at the stopcock or isolation valve.

Ion water filter

If you live within an area with extremely hard water, you may need to install an Ion exchange filter in addition to the crystal clarity filter. This will help to soften the water and neutralise the limescale.

Without additional filtration, the lifespan of the tank may be reduced.

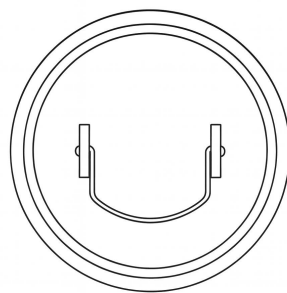
For further information on the Ion filter, please go to carysil.co.uk, or contact our customer support team.

Installing your tap

To install your tap, ensure that a 35mm hole is available in either the sink or worksurface into which the tap is being installed, and is suitable for the tap collar and all flexi-tail connections to pass through freely, without strain.

Connect the hoses as labelled and feed the hoses through the 35mm hole, ensuring the base seal is set between the tap and the sink/worksurface.

Position the O-ring into the main body of the tap (if not already fitted). You may also need to fit the tap support brace.



Check that the pipes are not trapped or twisted; you can test this by blowing through the neoprene tube. Air should pass freely from the spout outlet.

Ensure that the spout fixing screw is at the back, the boiling water control is on the left and the domestic hot & cold is placed on the right.

If installing onto a metal sink or using copper pipework, ensure compliance with local earth bonding regulations.

Do not use pipe sealing compounds on any connections. These can cause obstructions if washed into the system and may affect the water's taste.

Twist tap installation

Connect the mains water filter to the incoming cold supply line.

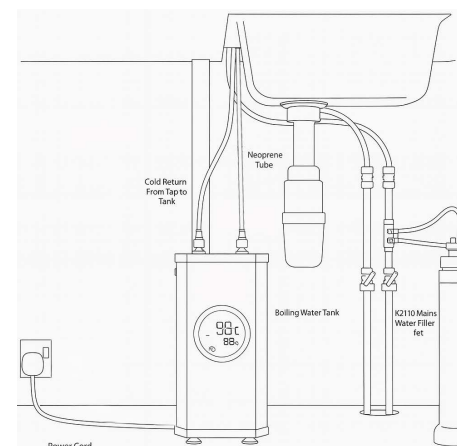
Connect the cold hose from the filter to the tap using the adapters provided. Connect the domestic hot supply hose to the tap.

Connect the return cold push fit hose supply onto the blue connection on the tank.

Ensure that the flexi-tails are correctly fitted (do not over-tighten) and are in position. Correctly sit the tap onto the sink or work surface, using the fixings, and secure your tap to the sink or work surface, being careful to keep the tap in the correct position.

Please ensure that only the body of the tap is held (and not the levers or spout) during the installation and securing of the tap fixings

Purge the air from the tank by opening the boiling water control handle until water runs freely and no air is present in the flow. (Press the locking mechanism on the tap handle and twist away from your body)



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Once there is no air present, the tank can now be powered up.

The tank will automatically heat to 98°C. When the temperature is achieved you will be ready to dispense hot water.

To reduce or adjust the tank's temperature please refer to the tank operating section.

Do not power the tank until the unit is completely filled with water. Powering the tank without water will cause the element to dry burn out, voiding the warranty.

LED tap installation

Connect the domestic hot supply to the tap.

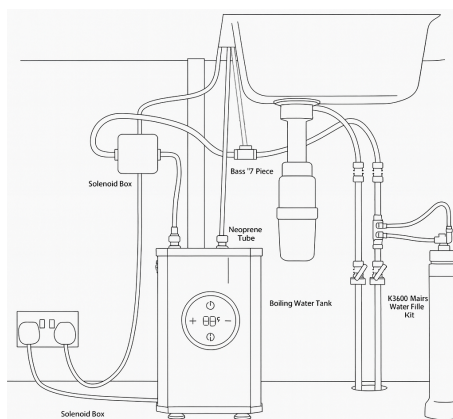
Connect the mains water filter to the incoming cold supply line.

Connect the brass T-piece to the filter T-piece cold hose from the "T" fitting. Connect the cold supply hose from the tap to the outlet on the brass "T" fitting.

Connect the brass "T" Piece to the solenoid box using the adapters supplied. Connect the outlet of the solenoid valve to the cold blue inlet on the boiling tank.

Before making final connections ensure the solenoid inlet and outlet connections are fitted in the correct direction indicated by the arrows on the solenoid box.

Ensure that the flexi-tails are correctly fitted (do not over-tighten) and are in position. Correctly sit the tap onto the sink or work surface, using the fixings, and secure your tap to the sink or work surface, being careful to keep the tap in the correct position.



Please ensure that only the body of the tap is held (and not the levers or spout) during the installation and securing of the tap fixings

Power the tap solenoid and purge the air from the tank by opening the boiling water control handle until water runs freely and no air is present in the flow. (Press & hold the blue LED handle for 3 seconds, release and press again once the LED pulses red)

Once there is no air present, the tank can be powered up.

The tank will automatically heat to 98°C. When the temperature is achieved you will be ready to dispense hot water.

To reduce or adjust the tank's temperature, please refer to the tank operating section.

Do not power the tank until the unit is completely filled with water. Powering the tank without water will cause the element to dry burn out, voiding the warranty.

Boiling tank

The instant hot water tank, is an open vented system appliance. The water supply pressure should not exceed 5 bar, if it does a pressure reducing valve must be installed.

The required water supply pressure is between 1 bar and 5 bar.

The filter cartridge must be replaced every 6 months to maintain the performance and health of the boiling tank. Failure to replace the filter within this period will void the tank's warranty.

The boiling tank should be connected to a switched, earthed 13A socket. Do not use extension cables or adaptors.

Do not power the tank until the unit is completely filled with water. Powering the tank without water will cause the element to dry burn out, voiding the warranty.

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The boiling tank must be installed on a flat, level surface. This can be on the cabinet flooring or a fabricated elevated platform.

If you live in a hard water area, installing an ion exchange filter in addition to the supplied filter is recommended to minimise limescale build-up and maintain the lifespan of the tank.

Safety Information

Check the power rating of the boiling tank is suitable for the power rating of the electrical circuit it is being installed on.

If any parts are missing or damaged, do not install or operate the product—please contact our customer support team.

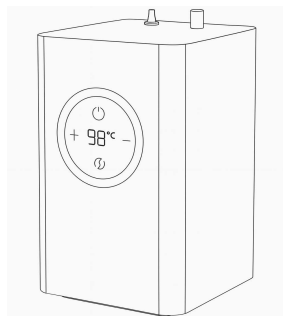
This appliance is designed for domestic household use only. It is not intended for commercial or industrial environments such as offices, staff kitchens, hotels, or similar.

The boiling tank must be installed vertically and level, with the inlet and outlet connections at the top on the appliance.

Allow for at least 50mm of clearance around the boiling tank for ventilation and prevent overheating. The control panel of the boiling tank should be visible and easily accessible.

Do not attempt to open, modify or service this electronic boiling tank. Repairs should be carried out by authorised service personnel. Opening the unit will void the tank's warranty.

Turn off all controls before unplugging. Do not unplug by pulling the cable. To unplug, grasp the plug, not the cable.



Boiling Tank Installation

Before you begin, select a proper location, ideally under the hot water tap, or close by, to ensure the connection pipes will connect.

The boiling tank is not under pressure; consequently, there is a slight delay in water flow after the hot water release handle has been turned on.

Ensure the boiling tank is not connected to an electric power source during the installation.

Place the boiling tank in position and ensure the connection pieces and power cord will reach without being stretched or twisted.

Check the connections type and size on the hot tap for the inlet and outlet connections.

Screw the inlet and outlet pipes onto the correct connections, tighten by hand first and then nipping up slightly with a spanner. Take care not to overtighten.

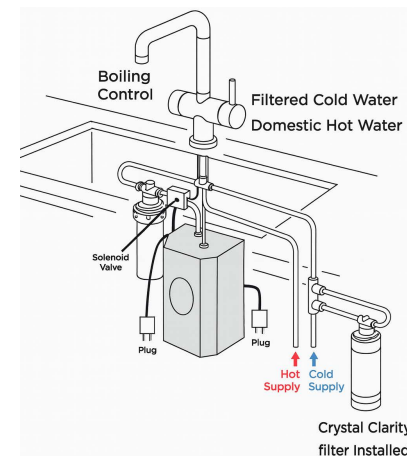
Do not use a second spanner or wrench on the plastic collars at the top of the tap, as moving these can twist the internal pipes in the tank.

Connect the hot & cold inlet hoses to the mains in the normal way. Fitting a pressure reducing valve to the cold mains inlet if the mains pressure is above 5 bar.

Before powering the boiling tank, open all water valves and using the left hand tap handle, allow water to flow to the hot water tap, filling up the boiling tank. This process should take 90 seconds. Once the boiling tank is full, water will flow through the tap.

For a twist tap press the locking mechanism on the tap handle and twist away from your body.

For an LED press & hold the blue LED handle for 3 seconds, release and press again once the LED pulses red.



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Initially, while the tank is being purged, the outlet may splutter. To continue to remove any remaining air, continue to operate the hot tap for 1-2 minutes.

Any leaking joint must be tightened to ensure no water leakage, repeat using the hot tap to ensure any leaks have been resolved before connecting to the power supply.

Boiling tank user interface

To turn on the boiling tank, touch and hold the cog icon for 3 seconds until the display lights up.

To change the target temperature, press the +/- icons. You do not need to press a button to confirm the target temperature; it will set automatically.

In order to change the target temperature at any point afterwards, press the +/- icon on the home screen.

Energy Saving Mode (Optional)

To activate, press and hold the cog icon for 3 seconds to open the settings menu.

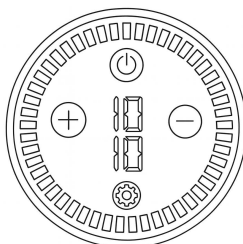
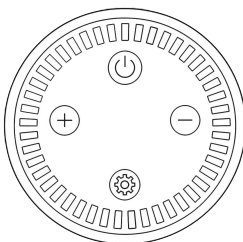
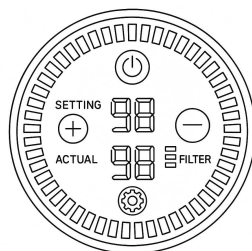
Pressing the cog icon repeatedly will move through the different setting options.

b1: Real-time setting (set current hour and minute).

b2: Shut-off time.

b3: Wake-up time.

b4: Filter change reminder (default is 6 months; for hard water areas, reduce to 3 months).



Use the +/- to adjust the values for each option.

To save and exit a setting, press the cog icon once. To return to the home screen, hold the cog icon for 3 seconds.

When Energy Saving Mode is enabled, the button will flash. To deactivate, press the button again; the flashing will stop, and the mode will switch off.

Filter Change Alarm

The display will show a filter alarm when the cartridge needs replacing.

Replace the filter every 6 months (or every 3 months in hard water areas). Failure to replace the filter within this period will void the tank warranty.

After replacing the filter, reset the alarm via the b4 filter setting.

Factory Reset

A concealed reset button is located in the small centre hole at the bottom of the tank.

Use a non-metallic tool to press the reset button if required.

Care & Maintenance

Hot Tap Care & Maintenance

Clean the tap regularly using a soft, non-abrasive cloth with warm water and mild detergent. Rinse thoroughly and dry with a clean, soft cloth.

Do not use bleach, abrasive, or chemical cleaners as these may damage the finish and invalidate your guarantee.

To clean your tap, use a non-abrasive cloth, such as a microfiber cloth or plain sponge (without the scouring pad) with mild soap and warm water to gently wipe the tap in the direction of the brushed finish (continue in one direction if there is no brushed finish).

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Use a fresh microfiber cloth to dry and remove any soap residue, still water or residue soap may cause damage to the tap finish and limescale buildup.

Do not use abrasive materials such as scouring pads or dish cloths, as these may leave scratches.

Do not use abrasive cleaning agents or harsh chemicals on your tap, such as bleach, ammonia, or caustic soda.

Tank Care & Maintenance

While filling the boiling tank, ensure the spout outlet is not submerged in the water during the release of hot water and especially when the hot water handle is released.

If the boiling tank will not be used for periods of over 2 days, it is recommended that the tank is switched off using the power button.

Regularly check for any signs of water leakage, if there are any water leaks replace any loose or split silicone tubes and/or flexi-tails.

In hard water areas, limescale may build up inside the boiling tank over time. To help prevent scale accumulation, ensure the appropriate water filter is installed and replaced as recommended.

If leaks persist, isolate the water supply and consult a qualified plumber or contact customer support.

When cleaning, do not spray the tank or the power socket directly or indirectly with water.

Replace the water filter every 6 months to maintain optimal flow, taste quality, and protect internal components.

Troubleshooting

Problem	Possible Cause	Troubleshooting
Water or steam intermittently spitting from the spout	The system is venting during boiling or after inactivity.	Run at least 500ml of water through the boiling tap to relieve built-up pressure. Lower the set temperature on the control panel if the issue persists.
Water is too hot	The boiling tank temperature has been set above user comfort.	Adjust the temperature setting via the tank control panel to a lower level
Water is not heating	Power supply has been interrupted or not connected.	Ensure the tank is plugged into a switched 13A socket. Check the fuse, socket, and any associated breakers. Reset the tank from the concealed switch underneath if necessary.
Tap is dripping when not in use	Short or minimal draw-offs are causing the expansion chamber to release pressure.	Avoid dispensing small amounts of water (less than 150ml) frequently. Run 500ml to 1 litre of water to fully prime the system. Clean the aerator. Some minimal venting during reheating is normal.
Water flow is reduced	Filter cartridge may be blocked, aerator may contain debris, or inlet hoses may be kinked.	Replace the filter if it has not been changed within 6 months. Remove and rinse the spout aerator. Inspect hoses for kinks and reposition if needed.
No water flow from boiling function	Water valves may be closed, or inlet hoses may be blocked or twisted.	Open all isolating valves and check for full mains cold water supply. Inspect and straighten any twisted or trapped hoses.
Delay before hot water flows	This is expected with a non-pressurised (vented) tank.	A brief delay is normal. A longer delay may occur after large draw-offs while the tank reheats and repressurises.

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Problem	Possible Cause	Troubleshooting
"Set Temperature" flashes "99"	Air may be trapped in the system from insufficient initial filling.	Re-purge the system by drawing off water until a continuous flow is achieved and no air is present.
Tap handle boiling function unresponsive	The safety button may have detached due to loosening during installation or use.	Remove the end cap, refit the safety button, and tighten the screw on the handle mechanism. Ensure the handle is fully secured.
Temperature not maintained correctly	Limescale build-up may be affecting the sensor accuracy.	Replace the filter cartridge. For hard water areas, install an additional ion exchange filter to minimise scale accumulation. Descale if necessary as per maintenance instructions.
E4 code is displayed E3 on filter countdown tanks indicates this	The tank may have been powered before being filled with water.	Power off the unit, fill the tank fully with water, and reset if possible. If the error persists, the tank may require replacement. Please contact technical support.

Warranty

Your tap is supplied with a 5-year warranty from the date of purchase. This warranty covers material and genuine defects, excluding wear and tear. (Tap PVD finish excluded and is subject to a 1-year warranty)

Working parts such as valves, cartridges, flexi-tails and non-PVD finish are covered for a period of 2 years from the date of purchase.

The boiling tank carries a 2-year guarantee against manufacturing defects. For the warranty to remain valid, the tank must be connected to the filter, and the filter cartridge must be replaced every 6 months. Replacement cartridges can be purchased by scanning the QR code on the filter or by visiting carysil.co.uk.

The warranty applies exclusively to domestic use in private dwellings, for the original purchaser, and is non-transferable.

Any faults must be reported within 7 days of discovery. If no manufacturing fault is found, charges may apply for parts and any engineer visit, based on the current hourly rate.

Please register your warranty and find full terms at www.carysil.co.uk.

To make a claim, provide proof of purchase and evidence of professional installation.

For support or spare parts, call 01260 223163 or visit our website.

Please retain this document for future reference.



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