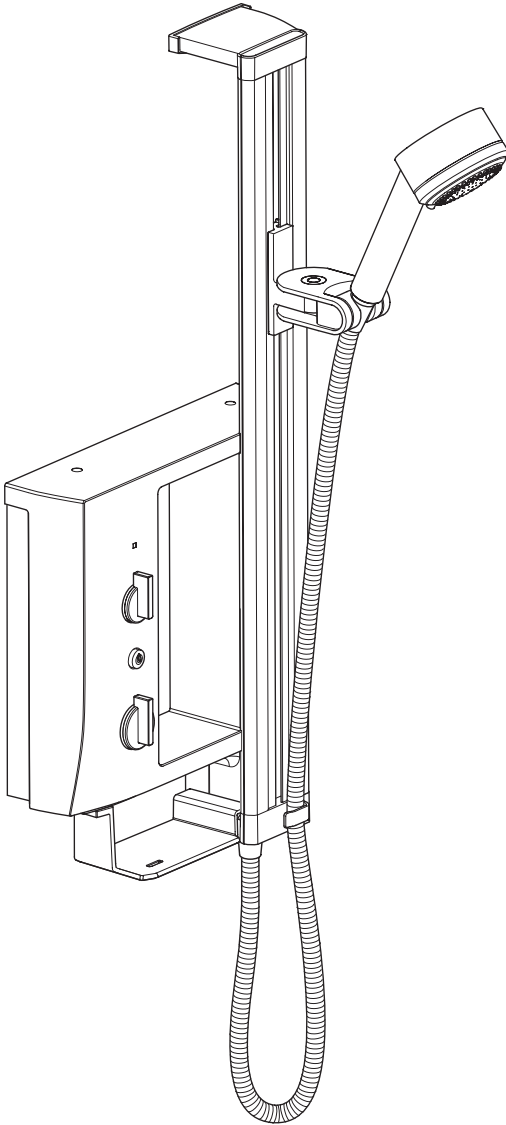


mira

ELEVATE



MIRA ELEVATE

ELECTRIC SHOWER

Installation and User Guide

These instructions must be left with the user.

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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 Elevate is an electric shower with separate controls for power selection and temperature/flow adjustment. A unique flow regulator stabilizes temperature changes caused by water pressure fluctuations. These can result from taps being turned on or off, or toilets being flushed. An individual light indicates "POWER ON".

Mira Elevate models covered by this guide:

Mira Elevate 9.5 kW- A 9.5 kW 240 V AC (8.3 kW 230 V AC) heater with integral storage for showering products.

Supplied with an integrated sidebar, an adjustable spray handset with four different spray actions (start, soothe, force and eco*), a flexible hose, a clamp bracket assembly and a soap dish. Available in white/chrome finish.

Mira Elevate 10.8 kW- A 10.8 kW 240 V AC (9.9 kW 230 V AC) heater with integral storage for showering products.

Supplied with an integrated sidebar, an adjustable spray handset with four different spray actions (start, soothe, force and eco*), a flexible hose, a clamp bracket assembly and a soap dish. Available in white/chrome finish.

* The eco setting reduces the water flow to give economical use of water, whilst still giving adequate shower performance. This setting performs best with most gravity, pumped and mains pressure unvented systems.

Patents and Design Registration

Design Registration:	000738141
Patents:	GB2237860, Ireland 64471

If you experience any difficulty with the installation or operation of your new Electric Shower, please refer to '**Fault Diagnosis**', before contacting Kohler Mira Ltd. Our telephone and fax numbers can be found on the back cover of this guide.

SAFETY : WARNINGS

1.Warning!

- 1.1. This shower can deliver scalding temperatures if not operated, installed or maintained in accordance with the instructions, warnings and cautions contained in this guide and on or inside the appliance.
- 1.2. **THIS APPLIANCE MUST BE EARTHED. MAKE SURE SUPPLEMENTARY BONDING COMPLIES WITH THE “REQUIREMENTS FOR ELECTRICAL INSTALLATIONS”.**

The installation must be in accordance with the current edition of BS 7671 “The IEE Wiring Regulations” in force at the time of installation. This appliance is intended to be permanently connected to the fixed electrical wiring of the mains system with its own dedicated supply.
- 1.3. **DO NOT** twist the individual cable cores of the live and neutral conductors, as this will prevent them from entering the terminal block.
- 1.4. The shower unit must **NOT** be fitted where it may be exposed to freezing conditions. Make sure that any pipework that could become frozen is properly insulated.
- 1.5. **DO NOT** fit any form of outlet flow control as the outlet acts as a vent for the tank body. Only Mira recommended outlet fittings should be used.
- 1.6. If the cover is removed, the following warnings must be observed:
 - 1.6.1. Turn off the electrical and water supplies before removing the cover.
 - 1.6.2. Mains connections are exposed when cover is removed.
 - 1.6.3. Refer to the wiring diagram before making any electrical connections (see section “Wiring Diagram”).
 - 1.6.4. Ensure all electrical connections are tight, to prevent them overheating.

2. Caution!

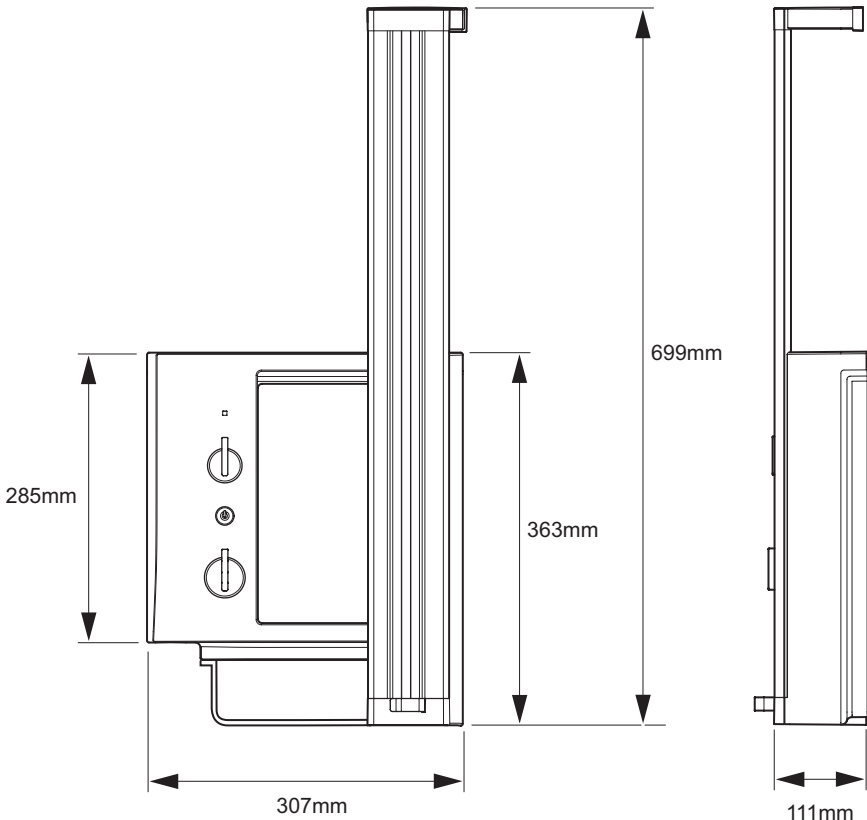
- 2.1. Follow all warnings, cautions and instructions contained in this guide, and on or inside the appliance.
- 2.2. The electrical installation must comply with the “Requirements for Electrical Installations”, commonly referred to as BS 7671 the “IEE Wiring Regulations”. Or any particular regulations and practices, specified by the local electricity supply company in force at the time of the installation. The installation should be carried out by an electrician or contractor who is “Part P” (Building Regulations) registered, or is a member of an association such as:
 - 2.2.1. National Inspection Council for Electrical Installation and Contracting (NICEIC), throughout the UK.
 - 2.2.2. The Electrical Contractors Association (ECA), England and Wales.
 - 2.2.3. The Electrical Contractors Association of Scotland (ECAS).

2.3. The plumbing installation must comply with the requirements of UK Water Regulations/Bye-laws (Scotland), Building Regulations or any particular regulations and practices, specified by the local water company. The installation should be carried out by a plumber or contractor who is registered, or is a member of, an association such as:

- 2.3.1.** Institute of Plumbing (IOP), throughout the UK.
- 2.3.2.** National Association of Plumbing, Heating and Mechanical Services Contractors (NAPH & MSC), England and Wales.
- 2.3.3.** Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF), Scotland and Northern Ireland.

DIMENSIONS

Mira Elevate Electric Shower

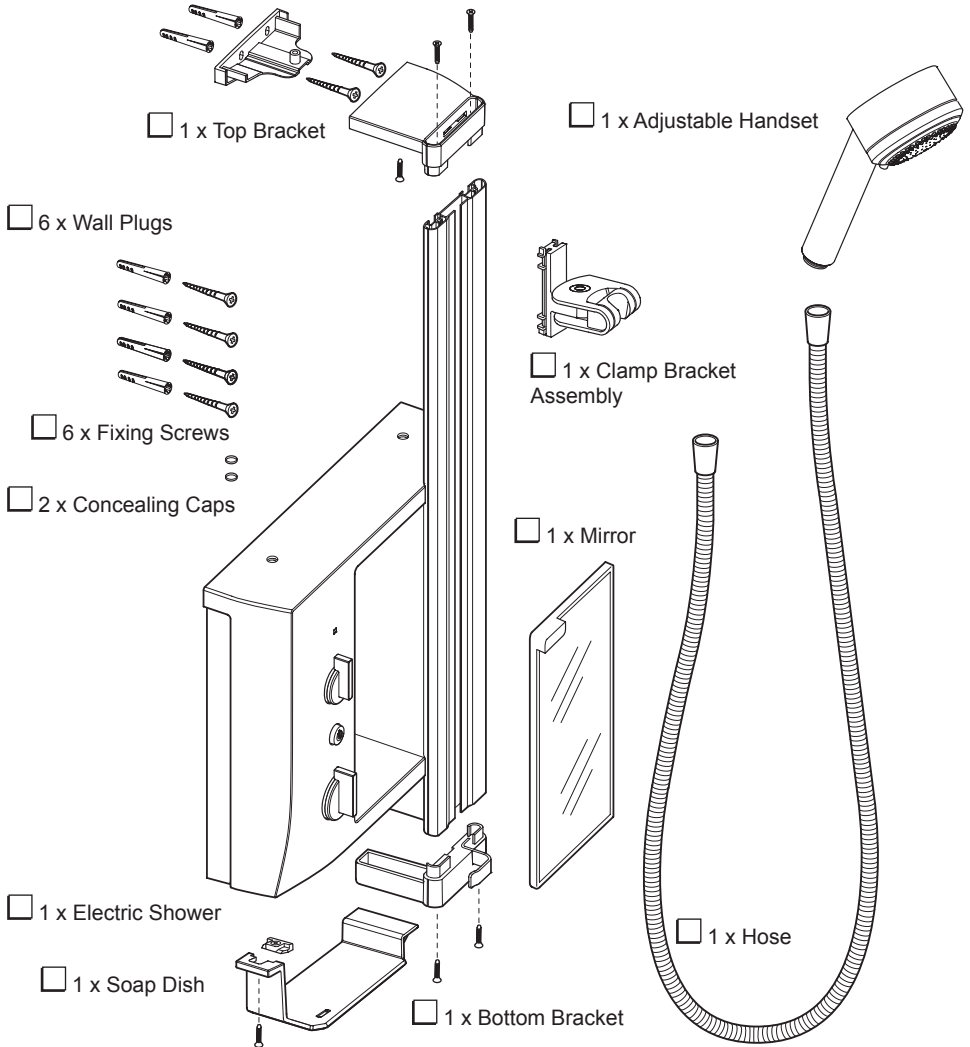


PACK CONTENTS



Tick the appropriate boxes to familiarize yourself with the part names and to confirm that the parts are included.

Mira Elevate Electric Shower



Documentation

1 x Customer Support Brochure

1 x Installation Template

SPECIFICATIONS

1. Plumbing

- 1.1. Minimum maintained inlet pressure:
9.5 kW = 70 kPa (0.7 bar)
10.8 kW = 100 kPa (1 bar)
- 1.2. Maximum static inlet pressure of 1000 kPa (10 bar).
- 1.3. Minimum static inlet pressure of 50 kPa (0.5 bar) to keep the inlet valve closed.

2. Electrical

- 2.1. The Mira Elevate 9.5 kW requires a 40 Amp circuit protection device.

The Mira Elevate 10.8 kW requires a 45 Amp circuit protection device.
- 2.2. The terminal block will accept cable sizes up to 16 mm².

3. Standards and Approvals

- 3.1. The Mira Elevate complies with all relevant directives for CE marking.

INSTALLATION REQUIREMENTS

Plumbing

1. When installed in very hard water areas (above 200 ppm temporary hardness) your installer may advise the installation of a water treatment device, to reduce the effects of limescale formation. Your local water company will be able to advise the hardness of water in your area.
2. It is recommended that a non-restrictive (free flowing) isolating valve is fitted as part of the cold water supply pipe to allow the complete maintenance of the appliance. Do not use a valve with a loose washer plate (jumper) as this can lead to the build up of static pressure.
3. The appliance is only suitable for installation within the shower area. It is fitted with a pressure relief device and must be positioned over a water catchment area with the controls at a convenient height for all users.

4. The appliance must be fitted onto a finished flat and even wall surface (this wall surface should be tiled or suitably waterproofed). Do not fit the appliance to the wall and tile up to the case. For safety requirements, an air gap must be left behind the appliance.
5. Avoid layouts where the shower hose will be sharply kinked. This may reduce the life of the hose.
6. Supply pipework must be flushed to clear any debris before connecting to the appliance.
7. To avoid damage to the case when soldered fittings are used, pre-solder the pipework and fittings before connecting them to the inlet connector assembly. Refrain from applying excessive force when making any connections. Always provide mechanical support when making the plumbing connections.
8. The appliance is fitted with a plastic inlet compression assembly for connecting to a 15mm supply pipe from the top, bottom or back. Double checkvalves, fitted in the inlet supply to the appliance, cause a pressure build-up, which could exceed the maximum static inlet pressure and damage the appliance.

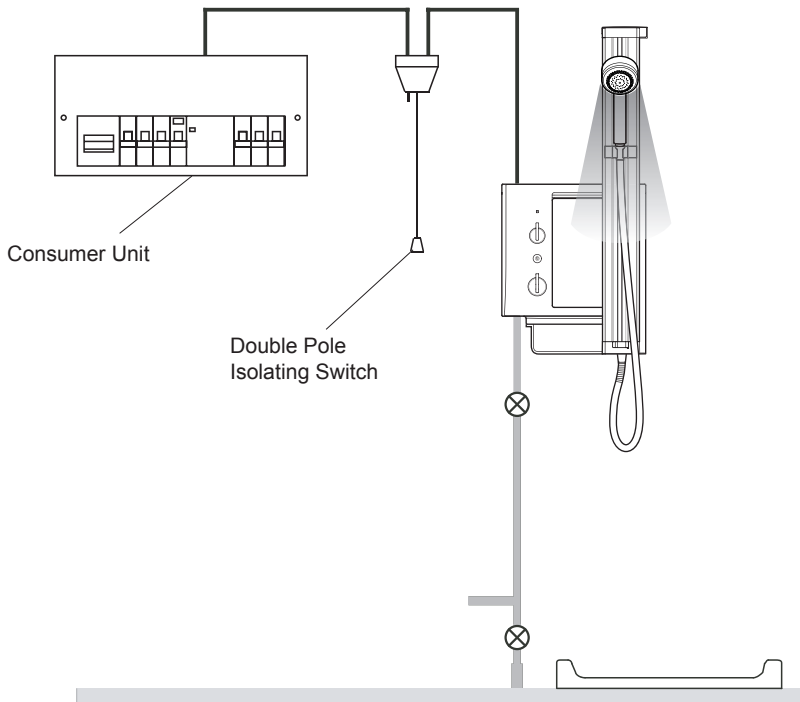
Electrical

1. In a domestic installation, the rating of the electricity supplier's fuse and the consumer unit must be adequate for the additional demand. All Mira Elevate electric showers are high power units, therefore it is essential to contact your electricity supplier to ensure that the supply is adequate for the product. Voltage drop due to local heavy demand will reduce the shower's performance.
2. The appliance must be earthed by connecting the supply cable's earth conductor to the earth terminal.

Supplementary bonding: Within the bathroom or shower room, all accessible conductive parts of electrical equipment and extraneous conductive parts (metal parts) that are likely to introduce earth potential, must be electrically bonded to earth. If the cable is not mechanically protected, the cable size must be a minimum of 4.0 mm² (2.5 mm² if mechanically protected). Use a suitable earth bonding strap to connect the earth terminal to 15mm copper pipe. The installation must comply with the "REQUIREMENTS FOR ELECTRICAL INSTALLATIONS" in accordance with BS 7671.

3. Supply cable - see opposite.
Important! The shower circuit should be separated from other circuits by at least twice the diameter of the cable or conduit, and it should not be run through thermally insulating material or in locations where the ambient temperature is likely to exceed 30 °C. If any of these conditions are unavoidable, it is necessary to determine the cable size which will prevent damage to the cable caused by overheating.

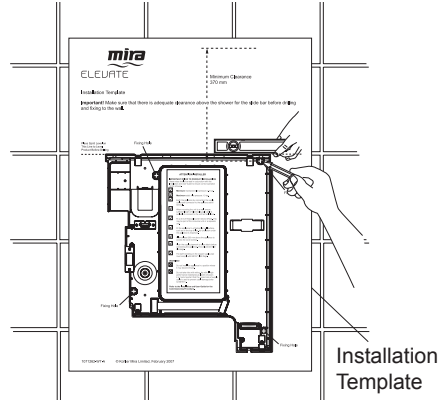
4. As a guide only, and in accordance with BS 7671 we recommend close circuit protection:
i.e. 9.5 kW = 40 Amp, 10.8 kW = 45 Amp.
It is strongly recommended that a 30 mA Residual Current Device (RCD) is included in the electrical circuit. This may be part of the consumer unit or a separate unit. A separate, permanently connected supply is taken from the consumer unit to the appliance through a double pole isolating switch, which has at least 3 mm of contact separation. The switch can be a ceiling mounted pullcord type within the shower room, or a wall mounted switch in an adjacent room.
5. DO NOT twist the individual cable cores of either the live or neutral conductors, as this will prevent them from entering the terminal block.
6. DO NOT exert strain on the terminal block. Ensure that the electrical connections are tightly screwed down.
7. DO NOT turn on the electrical supply until the plumbing has been completed.



INSTALLATION

Warning! Turn off the electrical and water supplies before proceeding with the installation of the Mira Elevate. The electricity must be turned off at the mains and the appropriate circuit fuse removed, if applicable.

1. Hold the installation template in the required position on the wall and mark the positions of the fixing holes. Make sure that there is adequate clearance available for the slide bar.



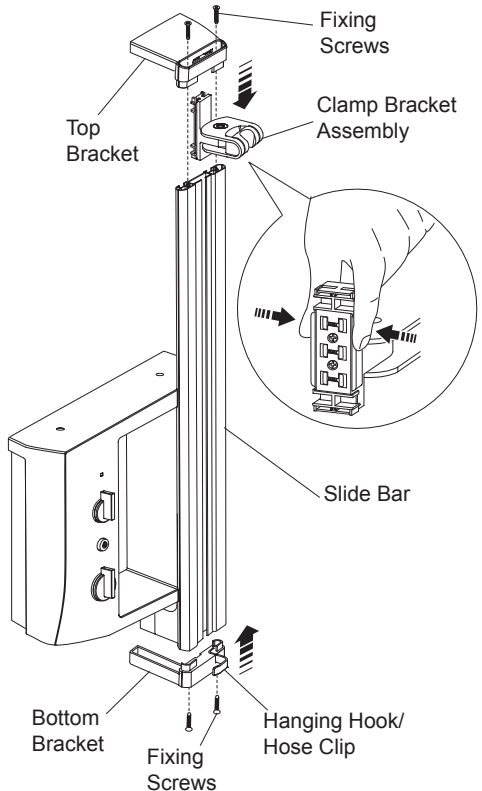
Note! Make sure that the position of these holes do not come in line with any buried cables or pipework. Make sure that sufficient electrical supply cable is available for connection to the terminal block.

2. Drill the fixing holes with a suitable drill and install the wall plugs.
3. Holding the clamp bracket assembly, squeeze the sides together and push the clamp bracket into the groove in the slide bar.

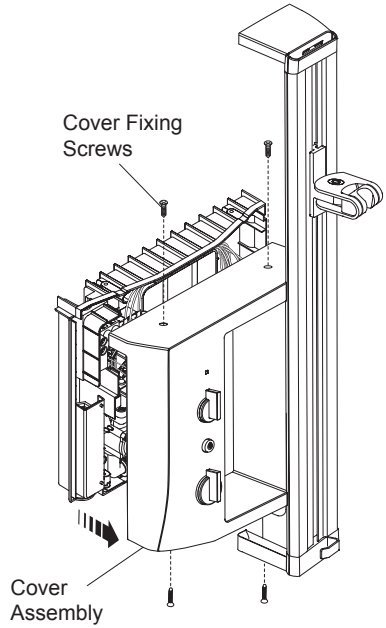
Note! It is important that you slide the shorter edge of the clamp bracket onto the slide rail first.

4. Fit the top and bottom brackets to the ends of the slide bar and secure in position with the fixing screws.

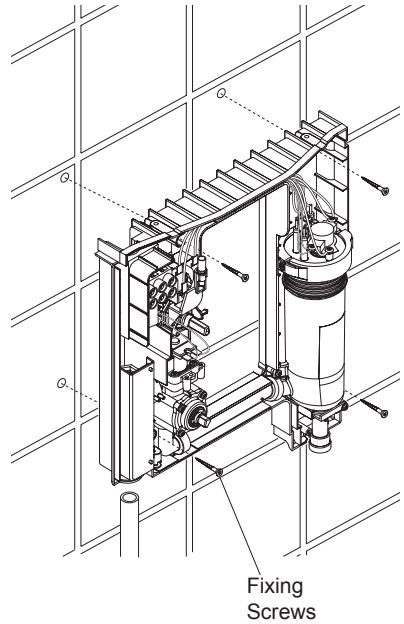
Note! Make sure that the hose clip is installed correctly when you fit the bottom bracket in position.



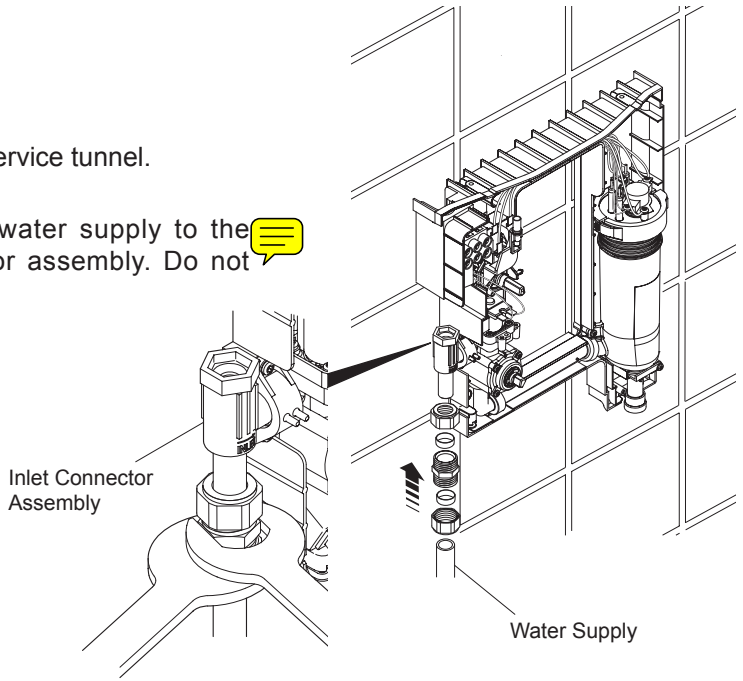
5. Remove the four screws that attach the cover assembly.
Remove the cover assembly and place to one side.



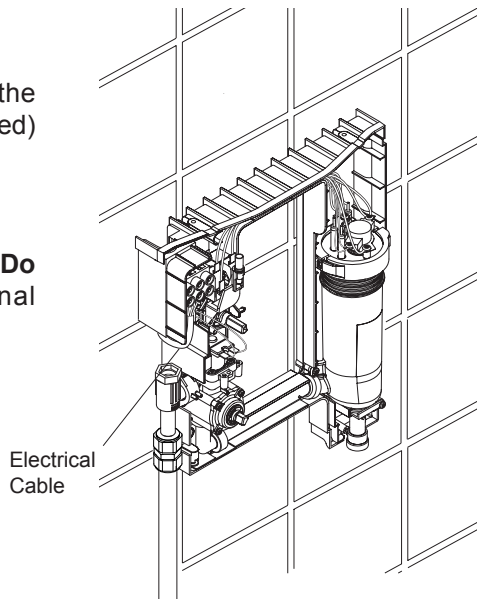
6. Fit the shower to the wall with the supplied fixing screws.



7. Remove the service tunnel.
8. Connect the water supply to the inlet connector assembly. Do not overtighten.



9. Feed the electrical cable into the case. Fit earth sleeve (not supplied) and strip insulation. **Do not** twist cable cores.
10. Firmly connect the conductors. **Do not** exert strain on the terminal block.



11. Fit the wall bracket into the top bracket of the slide bar.

12. Remove the backing from the sticky pad on the rear of the wall bracket.

13. Fit the front cover of the shower onto the backcase.

With the front cover pushed fully into place, apply a small amount of pressure to the top bracket. This will allow the sticky pad to hold the wall bracket in position ready for marking the position of the fixing holes.

14. Carefully remove the front cover making sure that the wall bracket is in place on the wall.

15. Mark the positions of the fixing holes and drill the fixings holes with a suitable drill and install the wall plugs. Secure the wall bracket to the wall with the screws provided.

16. Refit the service tunnel.

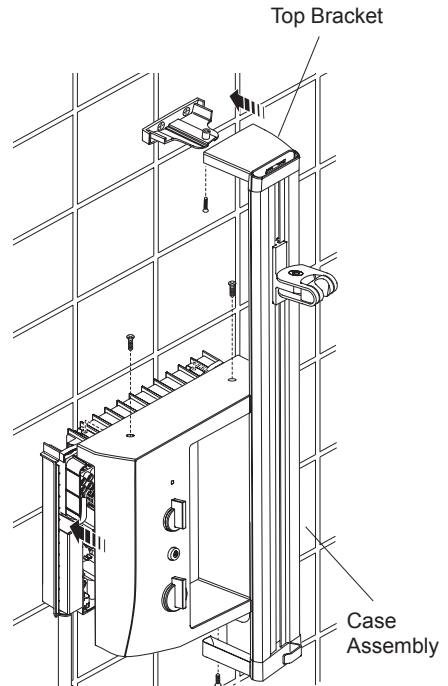
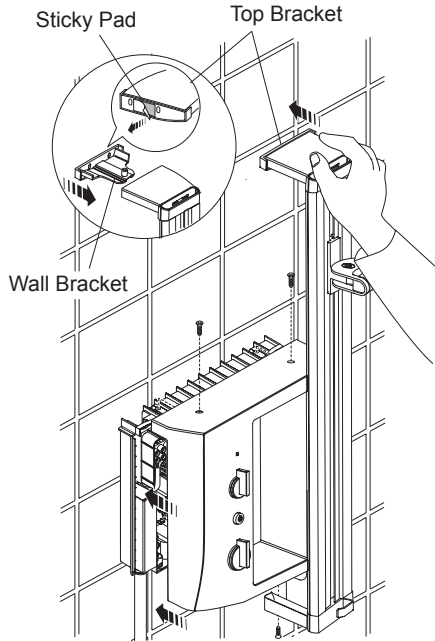
17. Refit the cover assembly. Make sure that it fits correctly. Fit the three screws to secure the cover assembly in position.

Note! The fourth cover screw is used to secure the soap dish in position and will be fitted at a later stage.

18. Fit the screw to secure the top bracket assembly in position.

Do not use alternative screws to secure the cover. This can cause internal damage to the appliance.

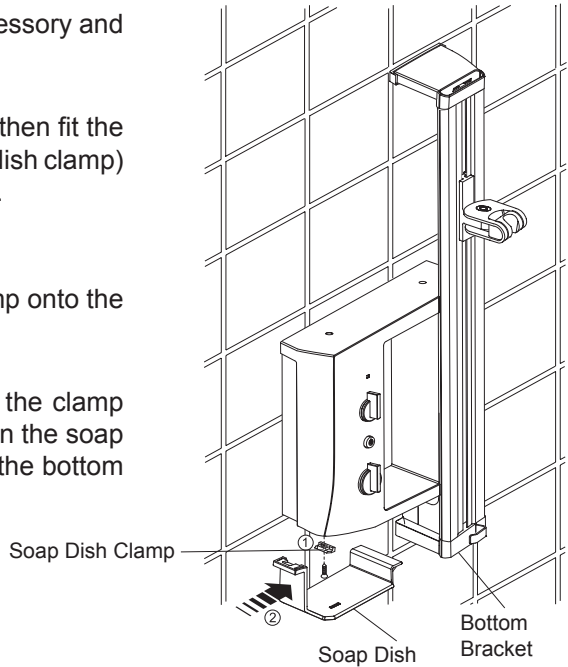
Do not seal around the back of appliance.



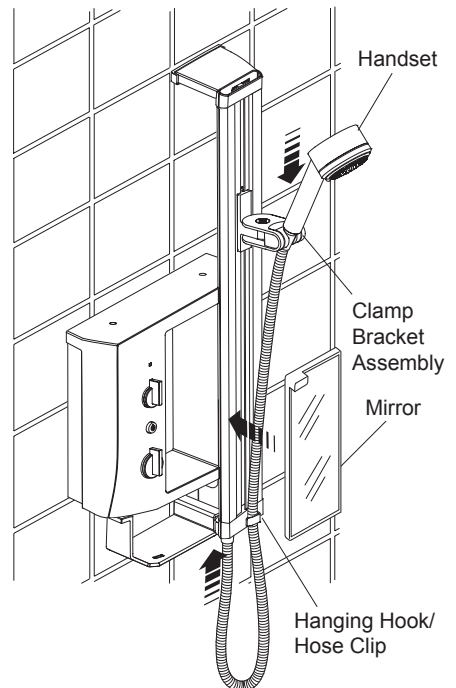
Note! The soap dish is an accessory and does not have to be fitted.

If you do not fit the soap dish, then fit the screw (supplied with the soap dish clamp) to secure the cover in position.

19. Screw the soap dish clamp onto the bottom of the case.
20. Slide the soap dish over the clamp making sure that the lip on the soap dish locates correctly on the bottom bracket.



21. Connect the flexible hose to the handset making sure that the hose washer is in position. **Do not** overtighten.
22. Fit the handset into the clamp bracket assembly.
23. Connect the other end of the hose to the shower outlet making sure that the hose washer is in position. **Do not** overtighten.
24. Make sure that the hose is secure behind the hanging hook/hose clip.
25. If required, clip the mirror into the space in the cover assembly.



COMMISSIONING

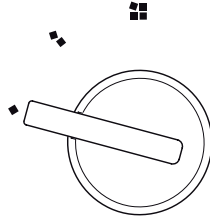
If you are unsure how an electric shower works, please read through the section “User Instructions” before continuing.


1.



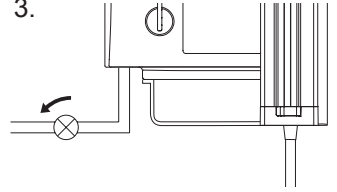
Electrical supply is turned off at the mains.

2.



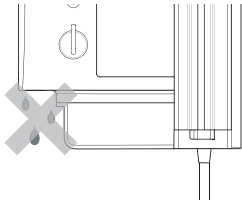
Set control to LOW 

3.



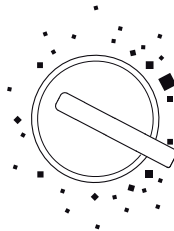
Turn water supply fully on.

4.



Check for water leaks.

5.



Turn control to full cold.

6.



Switch on electrical supply.

7.



Push START button.

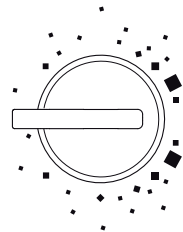
8.



0-5 secs

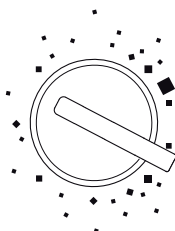
Water will be flowing at a cool temperature.

9.



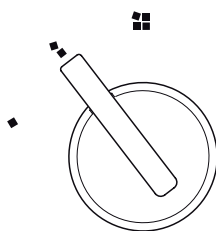
Turn control slowly. Temperature remains cool and flow is reduced.

10.



Turn control to full cold.

11.



Set control to MEDIUM 

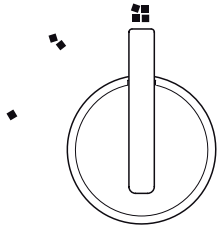
12.



5-10 secs

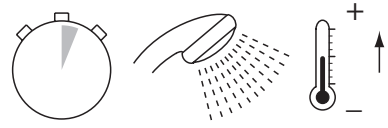
The temperature will rise slightly.

13.



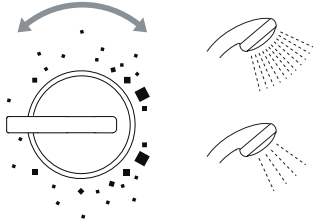
Set control to HIGH

14.



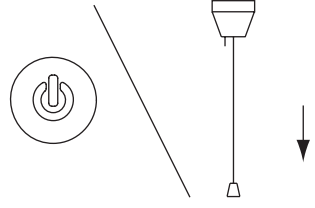
The temperature will rise further.

15.



Adjust temperatures as required. Flow rate will adjust automatically.

16.



Press STOP and isolate power.

17.



Residual water may drain over a few minutes.

Note! A slight “hissing” sound may be heard from the appliance during operation. High mains water pressure and high shower temperature will affect the tone. This is quite normal in use.

USER INSTRUCTIONS

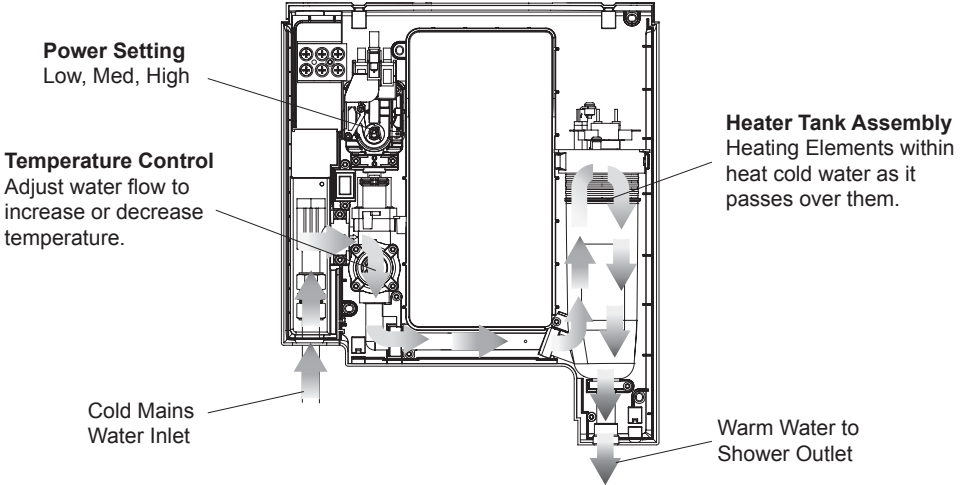
1. Warning!

- 1.1. **DO NOT** operate this appliance if it appears to be frozen. Allow the appliance to thaw and then contact your installer before using again.
- 1.2. **DO NOT** operate this appliance if water leaks from the pressure relief valve; maintenance will be required before the appliance can be safely used.
- 1.3. There are no user serviceable components beneath the cover of this appliance. Only a competent tradesperson should remove the Cover.
- 1.4. If any of the following conditions occur, isolate the electricity and water supplies. Contact your installer or refer to "To contact us", on the back page of this guide.
 - 1.4.1. If water is leaking from inside the product.
 - 1.4.2. If the case is damaged.
 - 1.4.3. If the appliance begins to make an odd noise, smell or smoke.
 - 1.4.4. If the appliance shows signs of a distinct change in performance, indicating a need for maintenance.
 - 1.4.5. If the cover is not correctly fitted.

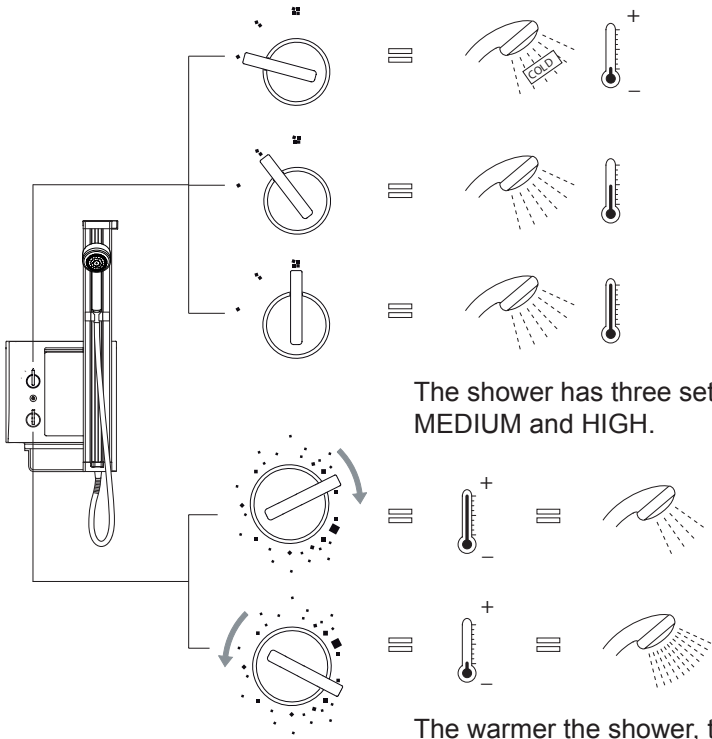
2. Caution!

- 2.1. Read all of these instructions and retain this guide for later use.
- 2.2. Pass on this guide in the event of change of ownership of the installation site.
- 2.3. Anyone who may have difficulty understanding or operating the controls of any shower should be attended whilst showering. Particular consideration should be given to the young, the elderly, the infirm, or anyone inexperienced in the correct operation of the controls.
- 2.4. When this appliance 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.

How Your Electric Shower Works



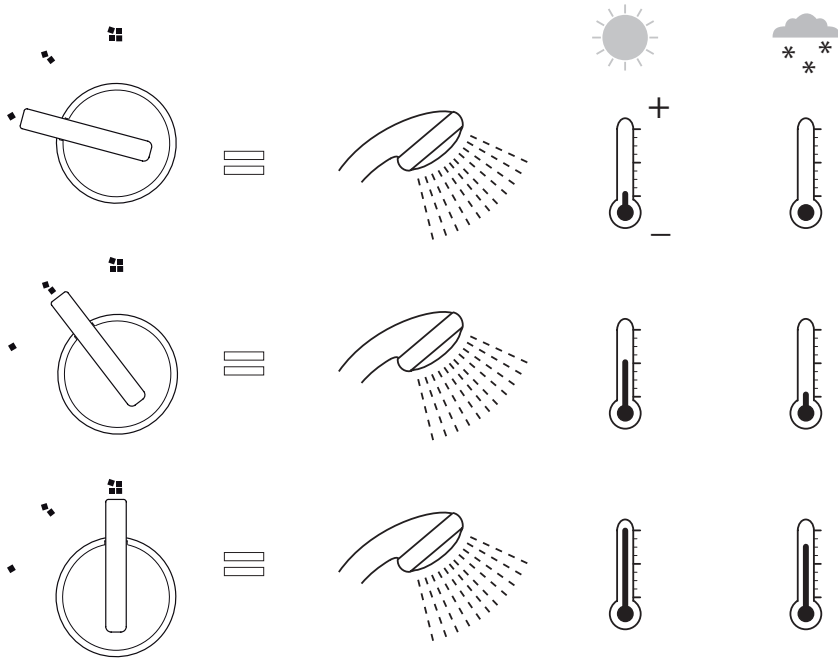
Hot water is produced by passing cold water through a heating tank.



The shower has three settings, LOW, MEDIUM and HIGH.


The warmer the shower, the lower the flow rate and vice versa.

The Effect of Seasonal Changes



For a cold shower select Low .

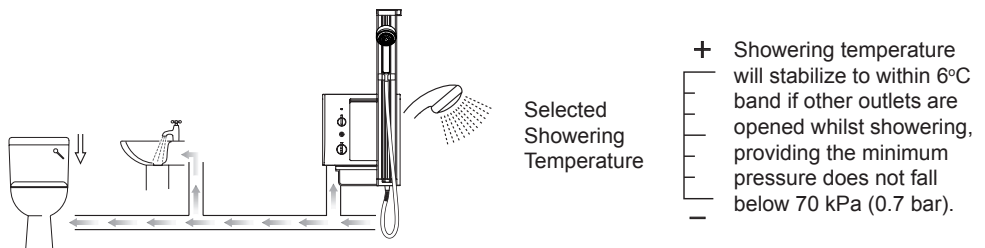
For a summer warm shower select Medium .

For a winter warm shower select High .

During extremes of mains water supply temperature, adjust heater setting to obtain a better showering temperature.

The Effect of Other Water Devices

Example of how shower temperature stabilizes due to sudden pressure changes.

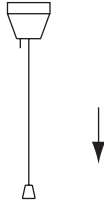


Water inlet pressure fluctuations due to other draw offs (e.g. flushing toilet) will cause the showering temperature to increase.

Using Your Shower

Read the section “Important Safety Information” first.

1.



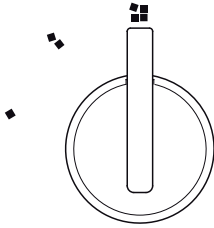
2.



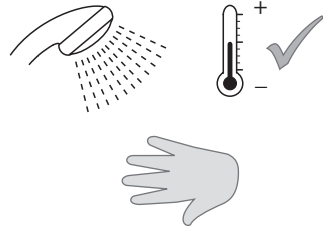
Switch on electrical supply.

Press START button.

3.



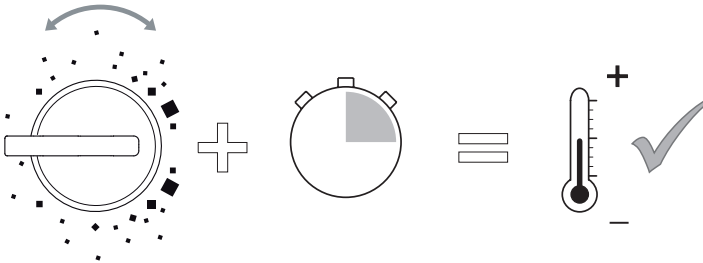
4.



Set to desired position.

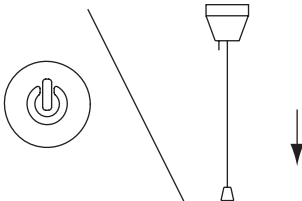
Check water temperature before entering shower.

5.



Allow 10-15 seconds for any temperature adjustments to reach the handset.

6.



Press STOP button.

7.



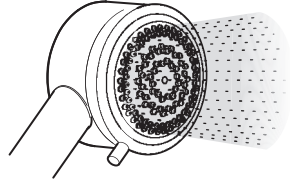
A small amount of water may continue to drain over a few minutes.

Changing the Spray Setting

The handset spray head has four different spray actions:- Eco, Start, Soothe and Force. The handset operation is described below.

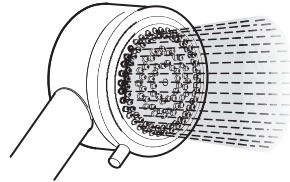
1. Eco

To access the eco setting, turn the spray plate fully clockwise. Water will flow from the outer set of holes and the flow rate will be reduced.



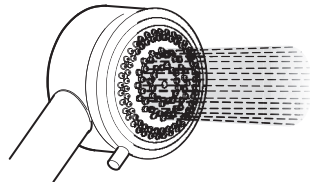
2. Start

To access the start setting turn the spray plate anticlockwise until it 'clicks' (one click from the eco setting). Water will flow from the outer set of holes.



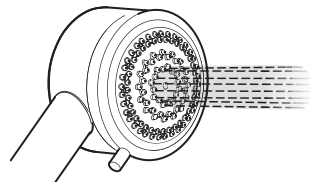
3. Soothe

To access the soothe setting turn the spray plate anticlockwise until it 'clicks' (two clicks from the eco setting). Water will flow from the large diameter holes.



4. Force

To access the force setting turn the spray plate anticlockwise until it 'clicks' (three clicks from the eco setting). Water will flow from the inner set of holes.




FAULT DIAGNOSIS

The trouble shooting information table below gives details on probable causes and remedies should difficulties be encountered whilst the shower is in operation.

Warning! There are no user serviceable components beneath the cover of the appliance.

ONLY A COMPETENT TRADESPERSON SHOULD REMOVE THE FRONT COVER!

Malfunction	Cause	Remedy
Shower is too hot during the summer.	The incoming water is warmer in the summer, so the shower power setting is too high.	Turn the power knob to Medium  and adjust the temperature knob until the desired temperature is reached.
Shower is too hot.	The handset sprayplate is blocked.	Regularly clean the handset sprayplate.
Turning the temperature knob does not affect the water temperature.	The handset sprayplate is blocked.	Remove and clean the handset sprayplate. If the fault persists, contact the shower installer.
The water continues to flow when the double pole switch is turned off.	Broken diaphragm.	Contact your installer to replace the flow valve assembly.
No water or very low flow rate.	<p>The handset sprayplate is blocked.</p> <p>The incoming water supply stop valves, or the appliance isolating valve is closed.</p> <p>The hose or handset is blocked.</p> <p>The power is off at the double pole switch.</p> <p>The fuse is blown or the MCB/RCD has been tripped, indicating a possible electrical fault.</p>	<p>Clean the handset sprayplate.</p> <p>Open the stop/isolating valve completely.</p> <p>Clear the blockage or replace the hose or handset.</p> <p>Switch on the power at the double pole switch.</p> <p>Renew the fuse or reset the MCB/RCD. If the fault persists contact the shower installer.</p>

Malfunction	Cause	Remedy
Temperature cycles between hot and cold.	The temperature is set too high. This is causing the thermal switch to turn off the heating element to reduce the water temperature.	Turn the temperature knob anticlockwise to reduce the water temperature.

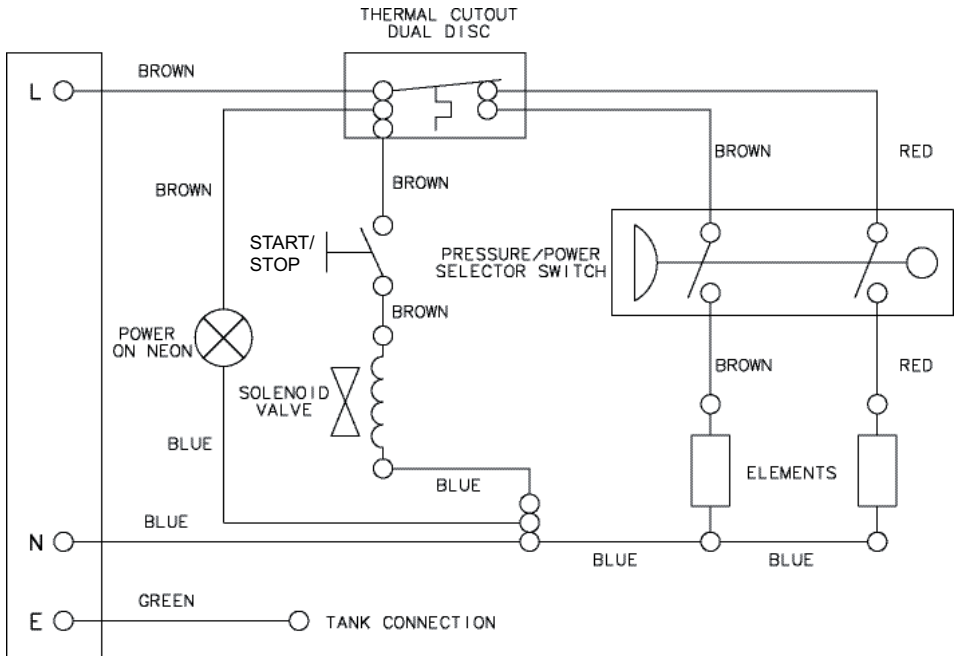
ALL OF THE FOLLOWING REMEDIES MUST ONLY BE PERFORMED BY A COMPETENT TRADESPERSON!

Malfunction	Cause	Remedy
No hot water form shower, with the knobs in any position.	<p>Insufficient water supply pressure.</p> <p>Failure of the pressure switch, microswitch or thermal switch.</p> <p>An internal wiring connection has failed.</p> <p>One of the heater tank elements has failed.</p> <p>Switch assembly diaphragm fault, water dripping from the unit.</p>	<p>Contact the local water authority.</p> <p>Check the continuity of the switches, using a suitable continuity measuring device.</p> <p>Replace the switches as necessary.</p> <p>Check the integrity of the internal wiring.</p> <p>Replace the heater tank.</p> <p>Replace the switch assembly.</p>
Shower temperature cycles between hot and cold.	The temperature is set too high. This is causing the thermal switch to turn off the heating element to reduce the water temperature.	<p>Turn the temperature knob anticlockwise to reduce the water temperature.</p> <p>DO NOT TAMPER with the thermal switch.</p>
Turning the temperature knob does not affect the water temperature.	<p>The flow regulator is faulty.</p> <p>The handset sprayplate is blocked.</p>	<p>Replace the flow regulator.</p> <p>Remove and clean the handset sprayplate. If the fault persists, contact Customer Services.</p>

Malfunction	Cause	Remedy
No water or very low flow rate.	<p>The handset sprayplate is blocked.</p> <p>The incoming water supply stop valves, or the appliance isolating valve is closed.</p> <p>The hose or handset is blocked.</p> <p>Insufficient water supply pressure.</p> <p>The heater tank is excessively scaled.</p> <p>The pilot valve is faulty.</p> <p>The inlet filter is blocked.</p> <p>The power is off at the double pole switch.</p> <p>The fuse is blown or the MCB/RCD has been tripped, indicating a possible electrical fault.</p>	<p>Clean the handset sprayplate.</p> <p>Open the stop/isolating valve completely.</p> <p>Clear the blockage or replace the hose or handset.</p> <p>Contact the local water authority.</p> <p>Replace the heater tank.</p> <p>Replace the flow regulator assembly.</p> <p>Clean the inlet filter.</p> <p>Switch on the power at the double pole switch.</p> <p>Renew the fuse or reset the MCB/RCD. If the fault persists contact Customer Services.</p>
Water leaks from the bottom of the case near the outlet, and there is no flow from the handset.	<p>The pressure relief valve in the tank has been triggered (the shower has a pressure relief valve assembly that works to reduce the damage if the outlet is blocked or the unit is frozen).</p> <p>When the relief valve operates a small rubber ball is ejected.</p>	<p>Resolve the blocked outlet, and replace the tank assembly.</p> <p>Reset the relief valve assembly. If the fault persists, contact Customer Services.</p>

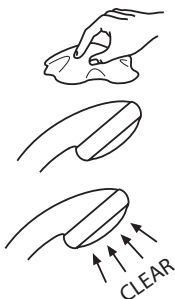
Malfunction	Cause	Remedy
The water cannot be turned off.	The pilot valve is faulty. The supply pressure is below the minimum requirement.	Replace the flow regulator assembly. Replace the flow regulator assembly. Contact the local water authority.

WIRING DIAGRAM



MAINTENANCE

Showerhead - Cleaning

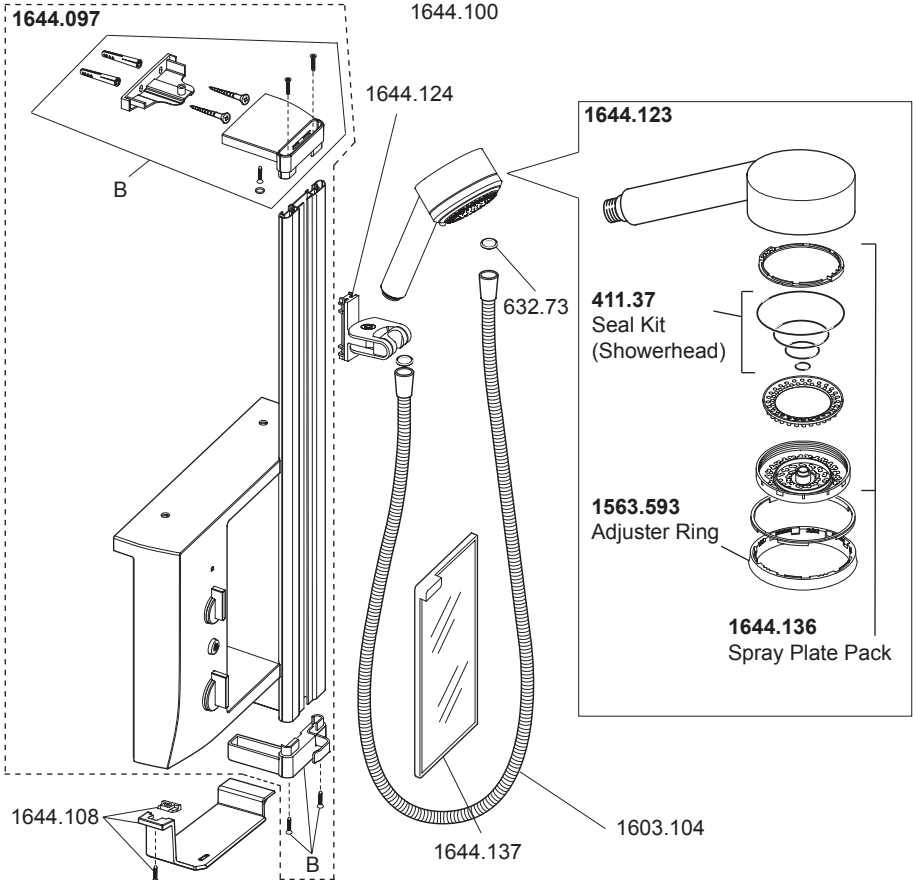
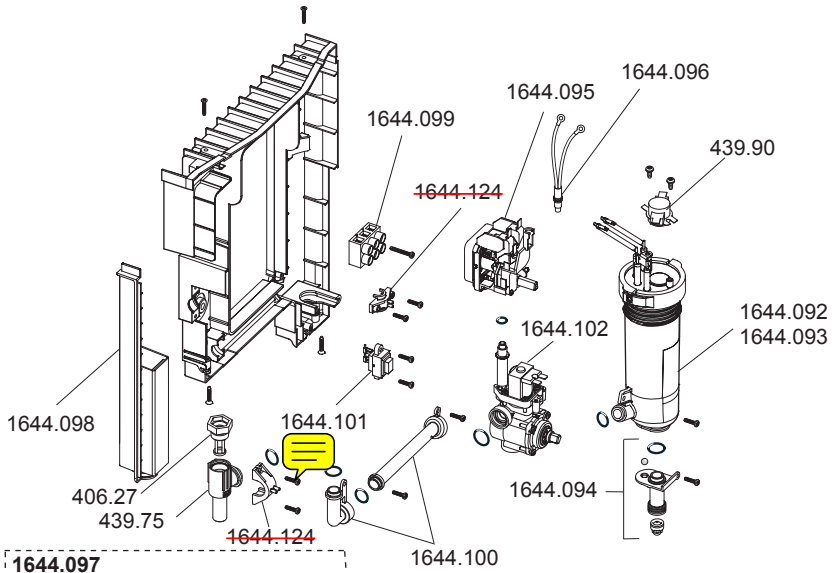


Clean with mild washing up detergent or soap solution. Wipe dry with soft cloth.

Poor shower performance can be avoided by cleaning the spray head. Use thumb or soft cloth to wipe rubber nozzles. The showerhead must also be descaled regularly.

SPARE PARTS

406.27	Inlet Filter
411.37	Seal Kit (Showerhead)
439.75	Inlet Connector Assembly
632.73	Hose Washer
1563.593	Adjuster Ring
1603.104	Hose - Chrome
1644.090	Internal Screw Pack - not illustrated
1644.091	External Screw Pack - not illustrated
1644.092	Heater Tank 9.5 kW
1644.093	Heater Tank 10.8 kW
1644.094	Outlet Connector and Ball
1644.095	Switch Assembly
1644.096	Neon Assembly
1644.097	Cover Assembly
1644.098	Service Tunnel
1644.099	Terminal Block Assembly
1644.100	Internal Pipes
1644.101	Stop/Start Switch Assembly
1644.102	Flow Regulator Assembly
1644.103	Wires - not illustrated
1644.104	Brackets - slide bar - components identified 'B'
1644.108	Soap Dish Assembly
1644.123	Showerhead
1644.124	Clamp Bracket Assembly
1644.136	Spray Plate Pack
1644.137	Mirror Assembly



CUSTOMER SERVICE

Guarantee of Quality

Mira Showers guarantee your product against any defect in materials or workmanship for the period shown in the Guarantee Registration Document included with your shower.

Alternatively, to confirm the applicable guarantee period please contact Customer Services.

To validate the guarantee, please return your completed registration card.

Within the guarantee period we will resolve defects, free of charge, by repairing or replacing parts or modules as we may choose.

To be free of charge, service work must only be undertaken by Mira Showers or our approved agents.

Service under this guarantee does not affect the expiry date.

The guarantee on any exchanged parts or product ends when the normal product guarantee period expires.

Not covered by this guarantee:

Damage or defects arising from incorrect installation, improper use or lack of maintenance, including build-up of limescale.

Damage or defects if the product is taken apart, repaired or modified by any persons not authorised by Mira Showers or our approved agents.

This guarantee is in addition to your statutory and other legal rights.

What to do if something goes wrong

If when you first use your shower, it doesn't function correctly, first contact your installer to check that installation and commissioning are satisfactory and in accordance with the instructions in this manual. We are on hand to offer you or your installer any advice you may need.

Should this not resolve the difficulty, simply contact our Customer Services Team who will give every assistance and, if necessary, arrange for our service engineer to visit. If the performance of your shower declines, consult this manual to see whether simple home maintenance is required. Please call our Customer Services Team to talk the difficulty through, request a service under guarantee if applicable, or take advantage of our comprehensive After-Sales service.

As part of our quality and training programme calls may be recorded or monitored.

Our Customer Services Team is comprehensively trained to provide every assistance you may need: help and advice, spare parts or a service visit.

Spare Parts

We maintain an extensive stock of spares and aim to provide support throughout the product's expected life.

Spares can be purchased from approved stockists or merchants (locations on request) or direct from Customer Services.

Spares direct will normally be despatched within two working days. Payment can be made by Visa or MasterCard at the time of ordering. Should payment by cheque be preferred, a pro-forma invoice will be sent.

All spares are guaranteed for 12 months from date of purchase. Spares that have been supplied directly from us can be returned within one month from date of purchase, providing that they are in good order and the packaging is unopened.

Note! Returned spares will be subject to a 15% restocking charge and authorisation must be obtained before return. Please contact our Customer Services Team.

Note! In the interests of safety, spares requiring exposure to mains voltages can only be sent to competent persons.

Service

Our Service Force is available to provide a quality service at a reasonable cost. You will have the assurance of a Mira trained engineer/agent, genuine Mira spare parts and a 12 month guarantee on the repair.

Payment should be made directly to the engineer/agent using Visa, MasterCard or a cheque supported by a banker's card.

To Contact Us

England, Scotland, Wales and Northern Ireland

Mira Showers Customer Services

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Sat 8:30 am - 3:30 pm

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Eire

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Clondalkin, Dublin 22

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