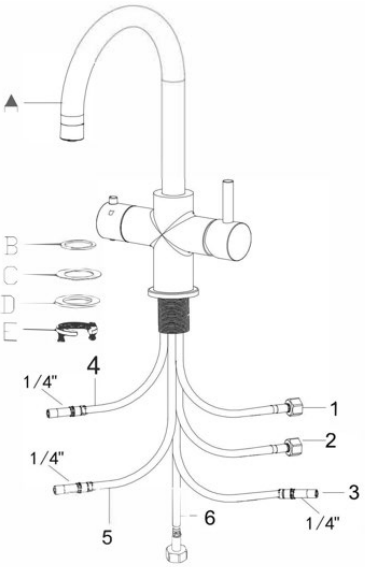
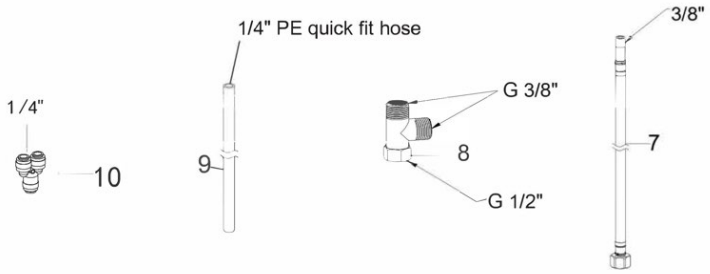
January 2025

Installation Guide – MultiFlo 4in1 with Boiling Water Tank

(Round/Square Neck 4in1)

wash water
where water has no limits





1x **A** Faucet

1x **B** O Ring

1x **C** Rubber Washer

1x **D** Metal Washer

1x **E** Mounting Nut

1x **1** Cold Supply Hose

1x **2** Hot Supply Hose

1x **3** Filtered Water Hose

1x **4** Filtered Water Hose

1x **5** Filtered Water Inlet Hose

1x **6** Boiling Water Outlet Hose

1x **7** Drinking Water Hose

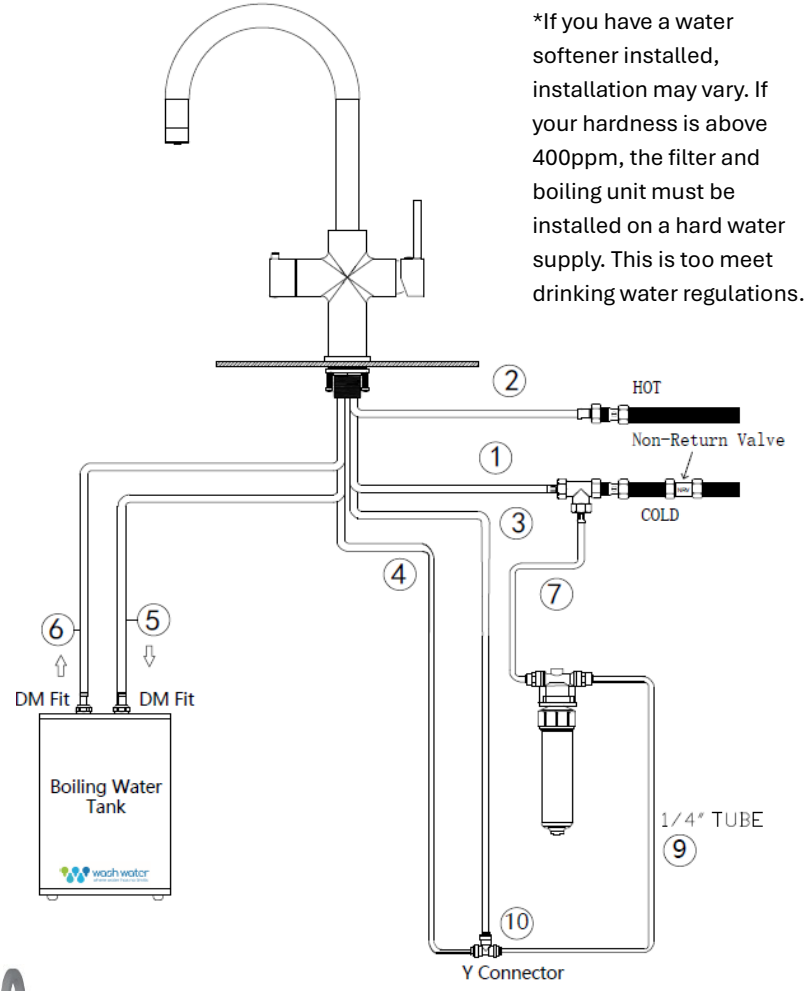
1x **8** Three-way valve

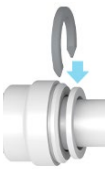
1x **9** 1/4" Filter Outlet Tubing

1x **10** 1/4" Y Speedfit Connector

Complete Installation Diagram

*If you have a water softener installed, installation may vary. If your hardness is above 400ppm, the filter and boiling unit must be installed on a hard water supply. This is too meet drinking water regulations.





C Clip Installation

Users Guide

Users must strictly follow the installation and operation specifications as described in this installation guide. User must operate the boiling water tank according to the instructions provided in the manual. Otherwise, Wash Water will not be held responsible for any economic or legal liabilities arising from the damages to the boiling water tank, tap or property loss incurred by improper installation or use, or even personal injury. Do not use this product under the following conditions:

- If the boiling water tank is found to be damaged
- If the plug or power cord is found to be damaged
- If the boiling water tank continuously leaks water

It is advised to regularly check the power supply, wiring and hoses to ensure they are not loose or damaged, to avoid electrical leakage and major accidents.

Before installation, please confirm that the voltage used by the boiling water tank matches the voltage available for the user.

The boiling water tank is designed to rest on the floor/cabinet floor. Under no circumstances should the unit be hung or assembled with special brackets.

The boiling water tank is designed for household use only. For us in other places, please consult with Wash Water.

Do not disassemble or modify the boiling water tank yourself, it may cause malfunctions and water leakage, resulting in property damage. Any attempts to disassemble or modify the unit will result in your warranty being void.

Any malfunctions or issues caused by improper use will not be covered by the warranty.

When unplugging the power plug, do not pull the power cord directly, switch the socket off first, then remove the plug.

For maintenance and replacement filters, please contact Wash Water on +44 (0) 1379 873 070.

Maintenance and replacement filters or other parts of the unit should be carried out using the replacement parts specified by Wash Water. The use of unauthorised parts or filters will void your warranty.

Safety Precautions

1. Warning

The water source for the boiling water tank should mains potable water. Do not use unknown water sources.

If daytime static water pressure exceeds 3.5bar (50psi) a 5bar (70psi) pressure limiter valve must be installed. Failure to do so will invalidate your warranty. 3.5bar daytime pressure can easily reach 7bar (100psi) at night.

Do not plug or unplug the power plug with wet hands.

Children over 12 or those with learning difficulties should only operate this machine if they are given supervision or have been made aware of the hazards involved. Children under 12 should not use this machine.

Use a standard ground socket for electrical connections.

Do not remove the seals or modify the boiling water tank.

Do not place heavy objects on top of the boiling water tank, damage may be caused if you do.

Only install the boiling water tank in an upright position.

The temperature of the hot water dispensed from the tap can reach up to 98°C and may cause burns. Please handle with care.

The boiling water tank is an open vented non-pressurised system and must be used with an 'open vent' faucet. Use of any other faucet will damage the heater and void the warranty.

Do not install the boiling water tank in direct sunlight or in places exposed to chemicals, or any place where it may be damaged by falling or impact.

Do not install the boiling water tank near any heat sources.

Cleaning the boiling water tank with clean water is sufficient. Do not clean the machine directly with alcoholic products, and avoid using wire brushes, abrasive cleaners, or corrosive liquids (such as acetone).

When cleaning, do not introduce other liquids into the filter, this may damage the filter system.

Keep the water outlet of the filter element unobstructed to prevent damage to the filter and internal components of the boiling water tank.

Only use Wash Water filter replacement cartridges.

The CleanScale C30 filter must be replaced every 6 months or 3000ltr, whichever comes first. Failure to do so will void your warranty. Cartridge plans are available on our website.

The boiling water tank is an open vented non-pressurised system and must be used with an 'open vent' faucet. All Wash 4in1 MultiFlo taps meet this criteria.

During the heating process, the system may produce certain noises, this is normal.

2. Routine Maintenance

If the boiling water tank is not used for a week:

- Run the cold filtered water for 10 minutes
- Run the boiling water for 3 full heats at 98°C i.e. run the boiling water until water runs cold. Allow to reheat to 98°C and repeat three times.

Product Specifications

1. Product Dimensions

2.4ltr Tank	**4.0ltr Tank**	**5.0ltr Tank**
Height – 294mm Width – 195mm Depth – 195mm	Height – 272mm Width – 200mm Depth – 290mm	Height – 322mm Width – 200mm Depth – 290mm

2. Filter Cartridge Specifications

FILTER	FILTER PERFORMANCE
CleanScale C30	Anti-Scale and Carbon Block Filter which prevents limescale build-up and removes chlorine and other impurities.

FILTERS MUST BE EXCHANGED EVERY 6 MONTHS TO MAINTAIN YOUR WARRANTY

Pre-Installation Preparation

When situating the boiling water tank it is advised to allow 10-15cm of air space around the sides, and 2.5cm from the rear and front of the unit for air circulation.

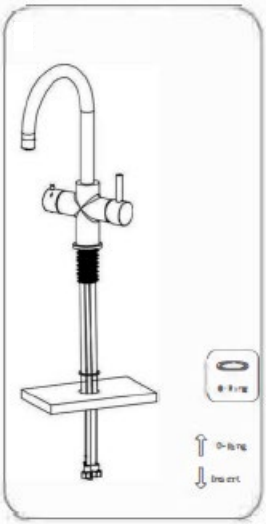
Confirm the intended installation location for the boiling water tank is in a suitable location.

Ensure the installation location has a grounded power outlet that meets the local standards.

Prepare the tools needed for installation:

- Teflon tape
- Screwdriver
- Adjustable wrench
- Pliers
- Flashlight
- Cloth
- Electric drill and drill bits
- Safety goggles

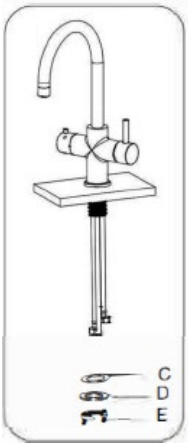
Installation Instructions



Choose a suitable installation location on the sink or countertop. Ensuring it is installed on a flat surface.

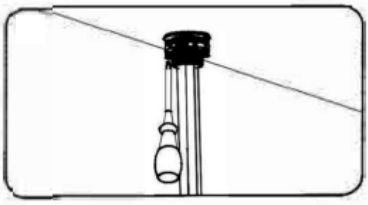
Drill a 35mm hole (if required) in your desired location.

Place all the hoses from the tap through the hole (ensure the washer is still in the bottom of the tap base) and put your tap in position.



Put the hoses through the rubber washer (C) followed by metal washer (D). Screw the mounting nut (E) on to the tap thread.

Use a suitable screwdriver to tighten the screws under the tap to help secure the tap in position (make sure the tap is in the correct position).



1. **A) Installation of the cold-water three-way connector**

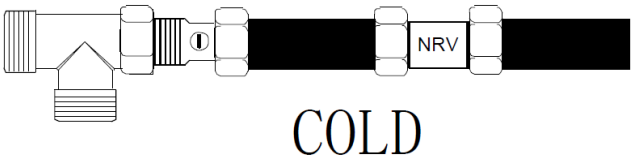
If installing the unit on a single supply (if you don't need a hard water connection to meet drinking water regulations)

Ensure the cold-water supply is turned off.

Install the 15mm non-return valve to the 15mm copper pipe (if one isn't installed already), tighten to seal. This is to be before the taps hose connections.

Connect a small piece of 15mm copper pipe to the outlet of the non-return valve and install the 15mm x 1/2" fitting to the copper pipe. Tighten to seal.

Connect the three-way connector to the 1/2" connection on the fitting you have just installed. Tighten to seal.



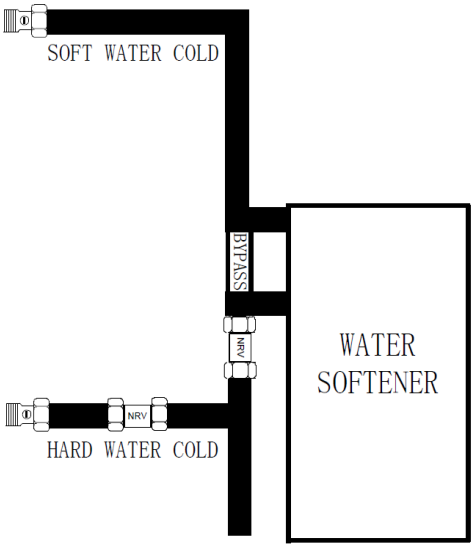
1. **B) Installation of cold water supplies to meet drinking water regulations (water softener installed)**

Ensure the cold-water supply is turned off.

Tee off before the water softener. Install the 15mm non-return valve to the copper pipe, tighten to seal. It is recommended to use some sealant on the compression joint to help seal.

Connect a small piece of 15mm copper pipe the outlet of the non-return valve and install the 15mm x 3/8" isolating valve to this tee off point, tighten to seal. **Hose No.7 will connect to this fitting and to the inlet of the filter.**

Connect the 15mm x 1/2" isolating valve to the soft water cold supply, tighten to seal. This will supply the mains cold to your tap. **Hose No.1 will connect to this fitting.**

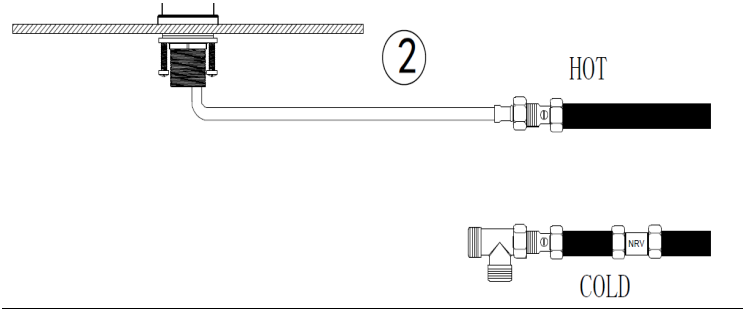


2. Installation of hot water connection

Ensure the hot water supply is turned off.

Connect the 15mm x 1/2” fitting to the copper pipe, tighten to seal.

Connect hose No.2 to the fitting. Tighten to seal.



3. Installation of the boiling water tank

Choose an appropriate location for the boiling water machine and ensure it is placed on a flat surface. The machine contains a water tank and should not be tilted or laid on its side during installation, this is to avoid affecting the normal operation of the machine.

Remove the red and blue caps and attach the grey fittings to the threads. Tighten to seal.

4. Installation of cold water and CleanScale C30 Filter

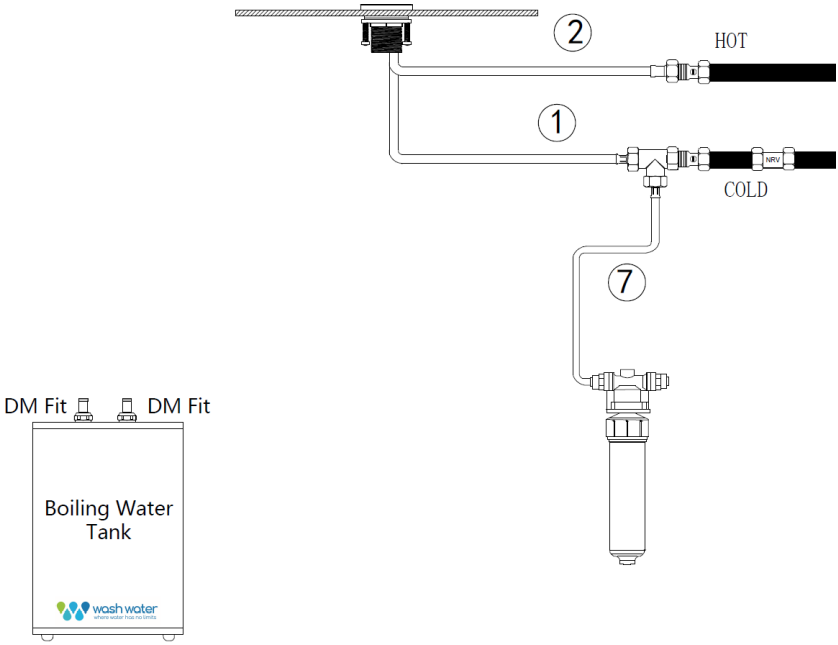
Find a suitable location for the CleanScale C30 filter to be installed, ensure this is located near the cold-water connection and boiling water tank.

Be sure to allow room underneath to replace the filters. Recommended 100mm.

Insert the reducer into the outlet of the C30 filter.

Connect hose No.7 to the three-way connector, tighten to seal. Grease the stem end and firmly insert this into the inlet (approx. 1.5cm) of the C30 filter. Secure with a C clip.

Connect hose No.1 to the other end of the three-way connector. Tighten to seal.



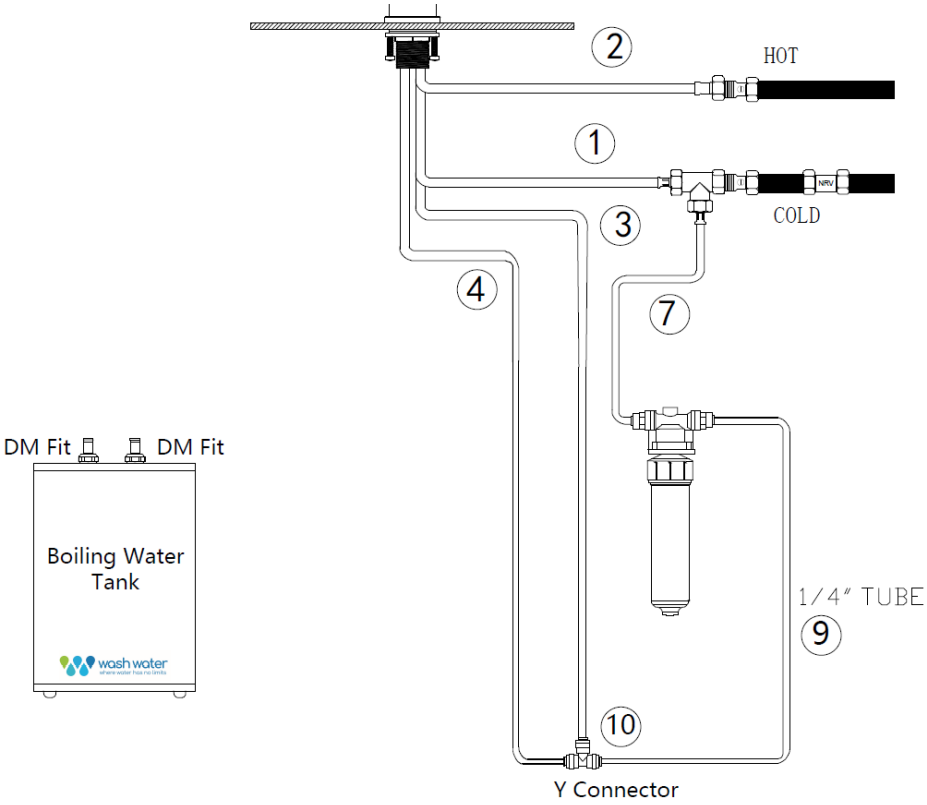
5. Filtered Water Connection

Remove the C clips from the Y piece connector.

Connect hoses No.3 and No.4 to the double end on the Y piece. Be sure to grease the connection first.

Take the 1/4" tubing (No.9), chamfer 1mm off with a good pencil sharpener and grease one end. Insert this end into the single side of the Y piece.

Cut the tubing to the required length, chamfer 1mm off with a good pencil sharpener and grease and then firmly insert into the outlet of the C30 filter. Insert C clips into all speedfit connections.

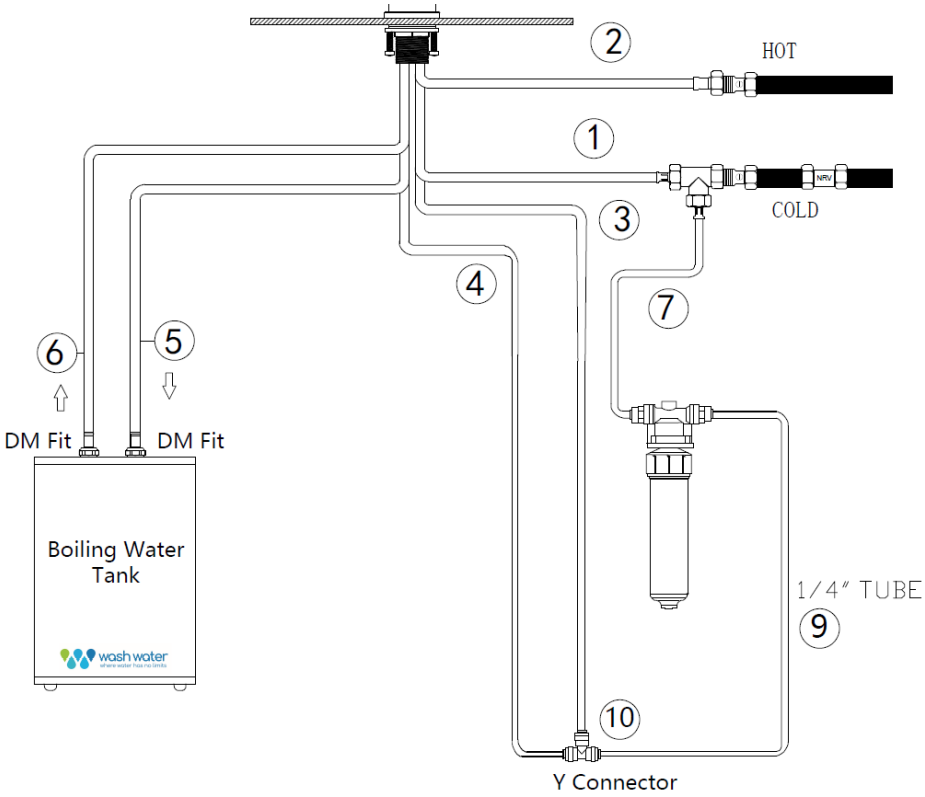


6. Boiling Water Connection

Firmly insert hose No.5 to the inlet of the boiling water tank (blue). Be sure to grease the stem connection first.

Firmly insert hose No.6 to the outlet of the boiling water tank (red). Be sure to grease the steam connection first.

Insert C clips into all speedfit connections.

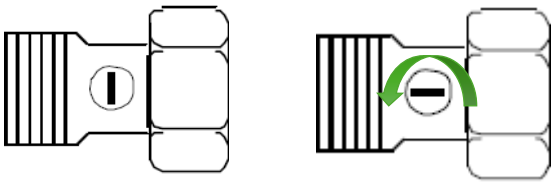


Test for leaks and flush CleanScale C30 filter

DO NOT TURN THE UNIT ON!!

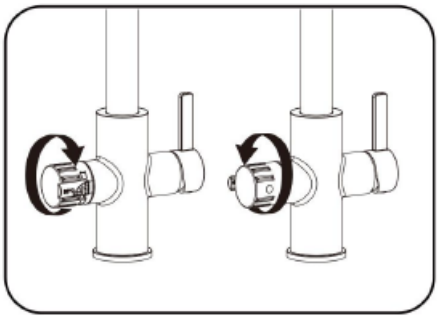
Turn the hot water supply back on.

Slowly turn the hot water valve on and open the hot water tap. Allow water to run, then shut tap off to pressurise the tap. Check for leaks.



Slowly open the cold-water valve, open the cold-water tap and let water run. Close tap to pressurise and check the installation for leaks.

Run the filtered water on the tap by pressing the button down and turning the handle to the filtered water side. Water may take a few seconds to come through the system as it needs to pass through the filter first. Once running, turn off and check for leaks.



Run the boiling water side (the water will be cold at this point as the unit isn't plugged in). Press the button down and turn the handle to the boiling side. It may take a little while for the water to come through the system. Once water is running, close tap off and check for leaks.

Open the boiling water side again and allow to run for 20 minutes. This will remove any air from the system and flush the filter and tank thoroughly.

Operation Instructions – 2.4ltr Tank

For 4.0ltr and 5.0ltr tanks operation, skip to next step.

Connect the power cable to the boiling water tank and connect the plug to your socket and turn the unit on.

Turn the boiling water tank on by pressing the ON switch on the front of the unit.

Select the temperature you want to set your water too by selecting either 95°C or 98°C on the front of the unit.

The left-hand light is the heating light, during heating this will be red. Once up to temperature this will be green.

The right-hand light the low water light. If this is red, there is a lack of water in the tank. The system won't heat during this time to prevent it from burning out. If this is red, check all connections and ensure the filter is on and connected properly.

Flushing the boiling water tank

Set the tank temperature to 98°C and allow the system to get up to temperature. Once up to temperature, open the boiling water faucet and empty the boiling water tank (until the water runs cold). Complete this step a further 2 times.

Operation Instructions – 4.0ltr and 5.0ltr Tanks

Connect the power cable to the boiling water tank and connect the plug to your socket and switch the unit on.

The symbol will show on the display screen. Press this button until the screen shows the two temperatures (actual and set)

Press the button to set your desired temperature. There are 15 preset options between 37°C and 98°C.

When the HEATING light is shown, the system is heating the water. If the ready light is shown, the water is up to the set temperature.

This icon also indicates with the water heating status. Moving means the system is heating. Not moving, means the system is up to temperature.

Fault Code Descriptions

E3 – No water or water level is too low in the tank. Check the incoming water is turned off and there are no blockages in the system.

E5 – Data packet loss. Turn the machine off and 30 seconds, then turn the unit back on.

E8 – The temperature inside the heating tank is too high. Run the tap to release some boiling water. Reduce the set temperature.

E9 – Temperature sensor open circuit or failure – Replace the unit.

Flushing the boiling water tank

Set the tank temperature to 98°C and allow the system to get up to temperature. Once up to temperature, open the faucet and empty the boiling water tank (until the water runs cold). Complete this step a further 2 times.

Troubleshooting

Problem	Possible Cause	What To Do
Water and steam are spitting from the hot water tap spout	Unit is boiling	Turn the boiling water handle and release some water Adjust the water temperature on the display to a lower setting Check the aerator is not blocked Flush system to remove any air
Water is not hot	The unit is unplugged The electronic display has not been turned on	Make sure the unit is plugged in to the socket and turned on. Make sure the circuit breaker and fuse are working Turn on the power and press the on/off button and then set the required temperature.
Water is too hot	Water temperature is set too high	Re-set the temperature to the required temperature and confirm the heating up
Water is dripping from the hot waterspout	The expansion chamber isn't draining the system correctly due to very small draw of water Open vent design is releasing water pressure during heating The spout is blocked	Draw off 500ml of water to clear and prime the system. Avoid less than 150ml draw offs Tap may drip during heating mode. This is the open vent design to prevent pressure build up. This will stop once fully heated. Remove and clean the aerator.
Slow flow from the spout	Water filter may be clogged from impurities	The water filter must be changed every 6 months, or this will void your warranty

Water does not flow straight away	The unit is a non-pressurised system so there will be a small delay before boiling water appears	After a large water draw off there may be a slighter longer delay in the water appearing from the hot waterspout.
No water flowing	Water has been switched off Inlet pipes have been twisted or blocked	Turn on all water valved Ensure the pipes are not twisted or kinked Remove and clean the aerator

WASH WATER BOILING WATER UNIT & MULTIFLO 4IN1 GUARANTEE

We offer a 5-year parts only exchange guarantee on all MultiFlo 4in1 taps and 2-year parts only exchange guarantee on the boiling water tank from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product within 30 days of purchase and replacing your filter on time. We will replace or repair defective components, but installation and on-site technician costs are not covered. Failure to register your product will result in a 12-month parts only warranty being provided for both the MultiFlo 4in1 tap and boiling water unit.

Area Covered – Great Britain (England, Scotland and Wales)

PLEASE NOTE – The guarantee has the following conditions, and is not covered by the following:

- Damage caused by high water pressure. A 5bar pressure limiting valve is required on the inlet where daytime static pressure exceeds 3.5bar (50psi).
- Damaged caused by hard or corrosive water.
- The boiling water tank is only suitable for mains potable water.
- Callouts due to incorrect installation. If you have any questions when installing, please call Wash Water on +44 (0) 1379 873 070.
- The use of any other hoses/tubing than those supplied with the unit.
- Improper use that violates the instructions provided in this manual and causes damage.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Leaks
- Intentional or unintentional damage caused by the user.
- Use of abrasive cleaners to clean the tap or boiling water tank. Use clean water only.
- Damage caused by force majeure events (such as natural disasters, flood etc.).
- Machines that have been repaired by unauthorised professionals.
- The use of parts or filters from a supplier other than Wash Water.
- Filter cartridges are not covered under guarantee. – Cartridge replacement plans are available.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.
- Use of abrasive cleaners to clean the tap or tank. Use clean water only

FILTERS MUST BE EXCHANGED EVERY 6 MONTHS TO MAINTAIN YOUR WARRANTY

The above does not affect your statutory rights.

For Full Terms and Conditions visit our website – www.wash-water.uk/termsandconditions

Cartridge Plans

Save time and money and never miss a filter change by signing up to one of our cartridge plans. Contact Wash Water on +44 (0) 1379 873 070 or visit our website www.wash-water.uk to see the cartridge plans we have available.

This symbol means that according to United Kingdom and European Union member countries laws and regulations your product and/or its battery shall be disposed of separately from household waste.

When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/ or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.