

SureFlow Touch DB500 & DB1000

Auto-Fill Catering Water Boilers
with Push Button Dispense
Installation And User Instructions



The Professional's Choice



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Introduction

Dear Customer,

Thank you for purchasing this Instanta product.

Your new water boiler is designed to give you years of trouble-free service provided that the instructions contained in this manual are followed.

All new series Instanta products are energy efficient, simple to operate and easy to service. Find out more about Instanta products at www.instanta.com

Safety Information



Please read the following carefully before starting work on this equipment.

A competent person should install this appliance in accordance with the installation instructions for this appliance and all relevant local and national standards including:

- Health & Safety at Work Act
- IEE Regulations
- Local & national Building Regulations
- BS Codes of practice
- Water Supply Regulations

VERY HOT WATER – Your new SureFlow Touch dispense boiler is designed to provide a constant source of near boiling water, which can be dispensed for the preparation of hot drinks.

- The SureFlow Touch appliances are ideal for self-service however, they are 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. Children should be supervised to ensure they do not play with the appliance.
- Care should be taken to avoid potential injury from burns and scalding whilst operating this appliance. The LCD display on the front of the appliance shows the message “CAUTION HOT WATER” reminding users to exercise care when dispensing drinks.
- In-line with Health & Safety requirements, we recommend a risk assessment be carried out after the boiler has been installed.
- Always disconnect the unit from the power supply before servicing.
- The appliance must be earthed.
- Keep these instructions in a safe place near the unit for future reference.

Environmental (Information On Disposal For Users Of Waste Electrical & Electronic Equipment)

The “crossed out wheelie bin” symbol on this product means that discarded electrical and electronic products should not be mixed with general waste. Disposing of the product correctly will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling. For proper treatment, recovery and recycling of end-of-life products, please contact your dealer or supplier for further information, or local authority for details of your nearest designated collection point.

Delivery Checklist

Before starting installation, check that you have the following parts;

- Catering Water Boiler
- Drip-tray
- Drip-tray drain fitting (optional - for connecting front drip-tray to a permanent waste/drain)
- Tapered rubber bung (optional - for blanking off front outlet if rear-overflow outlet is preferred)
- White water inlet hose (3/4”BSP connection)
- User instructions

Technical Specification

Model	DB500	DB1000
Width	240mm	240mm
Depth	522mm	522mm
Height	445mm	545mm
Power Rating	3.0kW	3.0kW
Weight (Empty)	10.9kg	12.3kg
Weight (Full)	19.8kg	26.5kg
Water Inlet Pressure:	2 to 7 Bar	2 to 7 Bar

Installation

The boiler must be installed on a horizontal work surface with sufficient strength to support its weight.

Locate in an area where there is adequate space to use the boiler safely (e.g. free from risk of congestion and tripping hazards).

Do not block ventilation holes in boiler case.

Connection to Mains Water Supply:

Connect the WRAS approved water filling hose supplied (¾” BSP) to the inlet connection point on the underside of the boiler and the other end to the mains water supply, via an accessible isolating tap with a ¾”BSP thread.

IMPORTANT: If micro-bore pipe is used instead of the inlet hose supplied, the size must be minimum OD ¾”(10mm).

The water supply must have a pressure not exceeding 7bar (96psi), and no lower than 2bar (28psi) NOTE: If your water pressure exceeds 7bar, fit a suitable pressure reduction valve.

We regret that Instanta cannot be held responsible for any machine malfunctions if the water pressure exceeds that stated. If in doubt, consult your water supply company.

Electrical Connection:

The boiler must be Earthed.

Your machine is supplied with a standard 13amp bonded plug with a 13amp fuse.

Overflow:

The drip-tray has a limited capacity and is designed to handle small spillages and drips only. Wherever possible, we strongly recommend that it is connected to a permanent waste outlet using the fitting kit provided.

If preferred, and as an alternative, the overflow-outlet which enters the front drip-tray, can be blocked off using the tapered rubber bung provided and the alternative overflow-outlet at the back of the machine (underside), connected to a permanent waste/drain.

IMPORTANT: Whichever overflow connection is chosen, the diameter of the pipe used must be no less than 15mm.

Failure to connect the overflow-outlet to a permanent waste or drain, could lead to property damage from flooding.

If in all circumstances, it is absolutely not possible to direct the boiler overflow-outlet to a permanent waste or drain, then the mains water supply to the boiler should be isolated and the unit switched off whenever it is left unattended for long periods (e.g. overnight).

Whilst every reasonable precaution is taken to prevent an overflow, Instanta cannot be held responsible for any damage caused as a result of incorrect installation or blockage of the overflow or failure to direct the overflow to a safe outlet.

Operation

First Use (once water and electrical connections have been made);

- Switch boiler on. Screen will light up Red and will run through an initial self-diagnostic check before starting to fill with water (screen reads; “NOT READY FILLING”).
- Once primed with water, the boiler will begin to heat (screen reads; “NOT READY HEATING”).
- When the correct temperature is achieved, the display will change from Red to White and will read “READY”, displaying the water temperature in degrees C. A warning message (CAUTION HOT WATER) will also be displayed and the push button will illuminate Red.
- The boiler will then continue in a heat/fill cycle until the tank is at full capacity. (During the heat/fill cycle, small amounts of water are added to ensure the water is always at the correct temperature).

IMPORTANT NOTE: In normal daily use, the boiler may be used as soon as the “READY” message is displayed, **but on first install, wait 15 minutes before starting to use.**

- The boiler is now ready for use.
- Place cup/teapot on the drip-tray and press & hold the Red illuminated button to dispense hot water. “CAUTION BOILING WATER” message will flash reminding the user to exercise caution.
- NOTE: The boiler will dispense “on-demand” which is the default setting (e.g. push & hold button to dispense water – release button to stop dispensing). **See below for optional “TIMED” dispense:**

Optional “Timed” Dispense:

This function is appropriate when the cup/teapot being filled is always the same size/capacity. To change boiler from “on-demand” default setting to “Timed” dispense:

- Switch off on front of unit.
- Unplug from mains power supply and wait 10 seconds.
- Plug boiler back in and at the same time, press & hold the dispense button for 5 seconds.
- Boiler will either start to fill with water or the dispense button will begin to flash (depending on water level in tank).
- Place vessel on drip-tray.
- Press & hold the dispense button to fill vessel to the required level. Release button to stop dispense (NOTE: This can be repeated as many times as necessary, to get the level correct).
- Once level in vessel is correct, press the ON/OFF button (below display) to save the measured dispense amount (this saves the setting and puts the boiler into standby mode).
- To continue, switch boiler back on by pressing the ON/OFF button again.
- The boiler will now dispense the measured amount into the cup/teapot, each time the button is pressed.

Top-up Feature:

- At the end of the timed dispense cycle, the “CAUTION” message will continue to flash for a further 5 seconds. During this 5-second window, the water level in the cup or teapot can be topped-up by simply pressing & holding the dispense button. NOTE: Once the “CAUTION” message stops flashing, the top-up facility ends and the boiler reverts back to timed dispense mode.

Regular Daily Use

Switch boiler on and wait for the screen to turn white and show “READY” message and dispense button to turn red. The water will then be at the correct temperature. (the unit will not dispense until the water has reached temperature and button is illuminated).

Dispense water by pressing illuminated push-button.

Filter Counter (optional if a filter or softener has been fitted):

If an external filter/softener is fitted to the unit there is an optional filter-counter installed in the software. This counter measures the water passing through the boiler and reminds the customer (via the display screen) to change the filter when required. **Note: This counter is set to ‘Off’ as standard.**

To enable filter-counter, proceed as follows:

- Turn machine off on front panel.
- Press & hold “on/off” button (for approximately 12 seconds) until red screen shows “PR” in centre of screen, then release button. Temperature setting is displayed.
- Press & hold button (long push) for approximately 5 seconds until screen changes to show “empty filter symbol” (default filter setting).
- Press button (short push) to scroll between the different filter settings;
SOFT (13001 litres)
MEDIUM (9001 litres)
HARD (6001 litres)
EMPTY FILTER SYMBOL (No Filter counter).
- With the required filter setting selected, Press & hold button (long push) for 4 seconds to save.
- Press & hold button (long push) for approximately 6 seconds until display goes blank.
- Turn machine back on again.

- TO RE-SET & CONFIRM NEW SETTINGS;
...Press & hold button, screen will go blank but continue to hold, until “READY” message is displayed on a red screen.
- The unit can then be switched back on and used.

If in doubt as to the hardness of water supplied in your area, consult your local water authority

Preventative Maintenance:

AQ35/KIT – The Instanta AQ35 high-flow multi-filter delivers the best quality of water by removing sediment and impurities such as chlorine. The filter also reduces scale build-up which results in lower running costs, improved energy efficiency and longer life expectancy. Filter capacity: up to 13,500 litres.

Available from Instanta Spares Department:
01704 501114.

Cleaning

- Clean the external surfaces of the boiler regularly to maintain good hygiene.
- Empty the front drip-tray regularly.
- Wipe external surfaces of the boiler with a damp cloth. Do not use abrasive materials on the outer surfaces.

Maintenance & Service Information

Descaling:

The boiler should be periodically checked for scale build-up...see below:

In hard water areas, the boiler should be descaled on a regular basis to maintain efficient operation, minimise energy consumption, and also retain the water quality.

To de-scale:

- Disconnect machine from power supply and allow to cool.
- Insert a flat blade between lid and casing and twist to pop off the outer-lid.
- Remove tank-lid (four fixing screws).
- Lift out the evaporation plates (inside of tank – Remember order of removal).
- Remove as much scale as possible by hand. Any scale which is difficult to remove can be dissolved by using a de-scaling solution.
- Wipe clean the level sensing probes.
- Flush with copious amounts of cold water to ensure all traces of de-scaler are removed before using the boiler again.
- Replace evaporation plates, tank-lid and outer lid.

Service/Technical Support & Spares:

Tel: 01704 502911.

To ensure your service enquiry is handled as efficiently as possible, please have the following information available;

- Brief description of problem
- Product Type (model)
- Serial Number (label on right-hand side of machine). This is essential

For spare parts, filters and other accessories:
Tel: 01704 501114.

Service Warnings and Fault Diagnosis

Your boiler is fitted with an intelligent fault diagnosing system and is able to detect various fault conditions. Some of these are less serious and the machine will continue to operate as normal, while others are more serious and will disable the unit.

Before calling for service, switch the machine off at the mains supply and then switch back on after 10 minutes. If the fault does not clear, call technical support for advice.

Screen Message	Possible Causes	Action
<p>R E A D Y</p> <p>Check Water</p> <p><i>WHITE SCREEN</i></p>	<ul style="list-style-type: none"> • Water turned off • Inlet hose kinked or bent • Low in-coming water pressure 	<ul style="list-style-type: none"> • Check water supply and stop-cock • Check in-coming water is at minimum of 2-bar
<p>R E A D Y</p> <p>Clean Probes</p> <p><i>WHITE SCREEN</i></p>	<ul style="list-style-type: none"> • Low-water level probe scaled up 	<ul style="list-style-type: none"> • De-scale inside of tank and level sensors
<p>NOT R E A D Y</p> <p>OF</p> <p><i>RED SCREEN - FLASHING WITH WARNING TRIANGLES</i></p>	<ul style="list-style-type: none"> • Normal operating probe has scaled up 	<ul style="list-style-type: none"> • De-scale level sensors
<p>NOT R E A D Y</p> <p>TH</p> <p><i>RED SCREEN - FLASHING WITH WARNING TRIANGLES</i></p>	<ul style="list-style-type: none"> • Over-boiled (due to excessive lime-scale in tank). • Faulty Element • Thermistor disconnected, wires cut or faulty • Boil-dry safety switch tripped or faulty 	<ul style="list-style-type: none"> • De-scale tank and level-sensors • Isolate machine and wait 10mins, then turn back on again. • Reduce temperature setting • Call service if fault persists.
<p>R E A D Y</p> <p>Change Filter</p> <p>(OPTIONAL)</p>	<ul style="list-style-type: none"> • Filter cartridge is exhausted and should be replaced as soon as convenient 	<ul style="list-style-type: none"> • Replace Filter/softener

Guarantee

Your boiler is guaranteed for two years from date of installation.

Our guarantee includes on site labour and parts for problems caused by fault of manufacture and component failure **with the following exclusions:**

- Problems caused by hard water and lime scale. We regret that we cannot be held responsible for problems caused by hard water.
- Accidental damage, misuse or use not in accordance with these instructions and damage caused by incorrect installation.

The manufacturer disclaims any liability for incidental, or consequential damages.

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