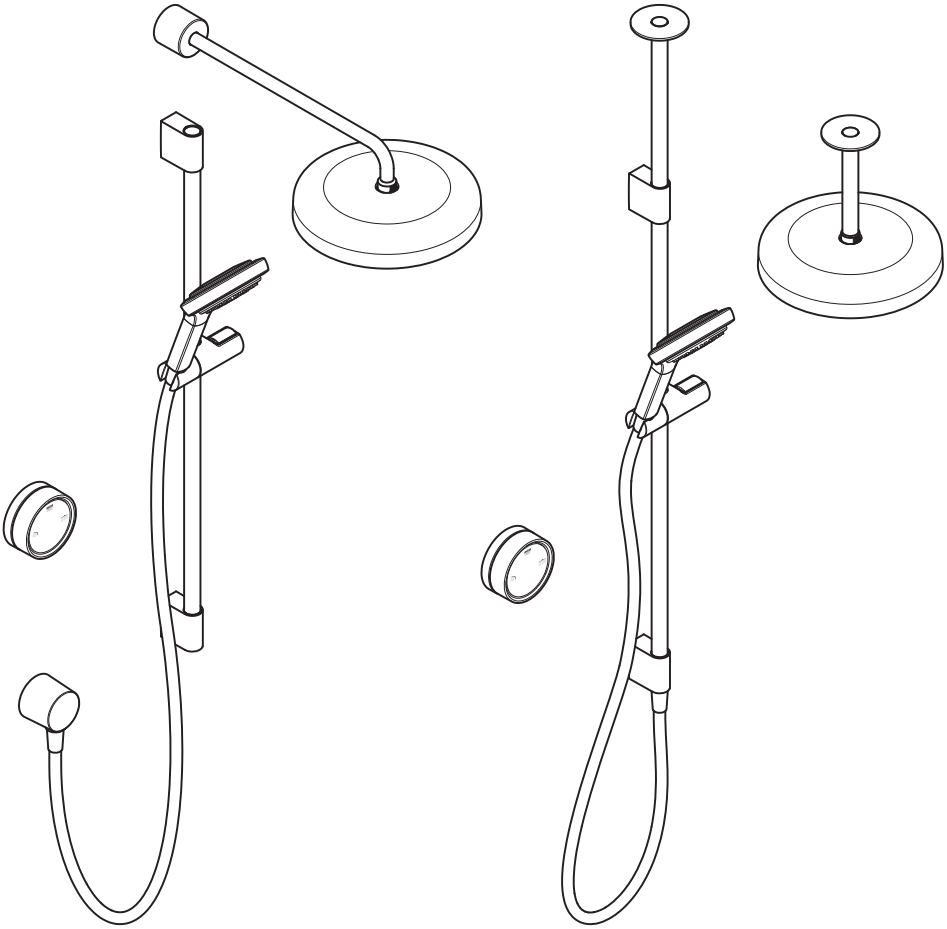
Mira Platinum

Digital Shower



1514415-W2-D

Installation and User Guide

Please leave these instructions with the user

mira SHOWERS

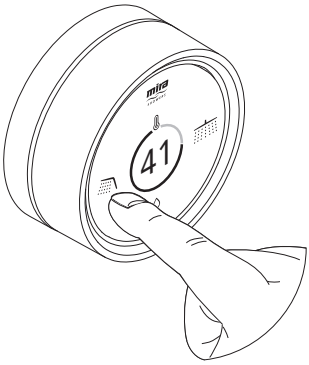
Thank you for purchasing a Mira Platinum. You must read this guide thoroughly, and having done so, keep it handy for future reference. For step-by-step installation videos, datasheets or spares information, please visit the Mira Showers website.

Contents

Using the Controller

1 Start the shower by pressing the outlet icon buttons.

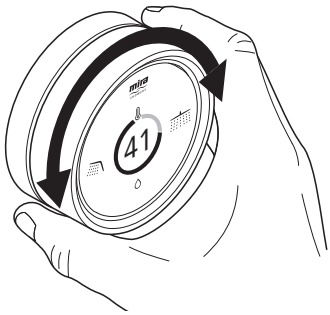
Note: On a dual outlet product, both outlets can run at the same time but the flow will be shared.



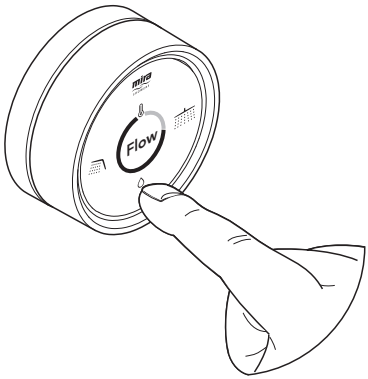
2 Adjust the temperature by rotating the bezel .

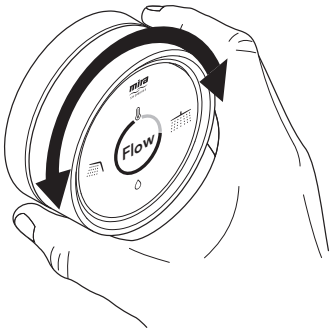
Clockwise - Increases the temperature

Anti-clockwise - Decreases the temperature



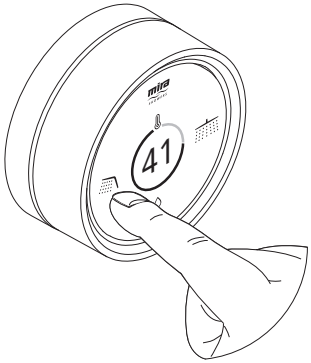
3 Adjust the flow by pressing the flow button and then rotating the bezel.





4 Verify the mixed water outlet temperature. After confirming the accuracy of the mixed water outlet temperature, it is recommended to verify its stability by repeatedly turning the mixing valve on and off and rechecking the mixed water outlet temperature. If the temperature remains constant, proceed to the cold-water isolation test.

Turn off the shower by pressing the outlet icon button.



Cold Water Isolation Test

Verify that the thermal performance of the mixing valve is adequate at the time of installation and annually thereafter.

1. Operate the mixing valve and achieve a normal flow rate for the application and record the initial mixed water outlet temperature.
2. Isolate the cold-water supply to the valve.
3. Collect the water discharged from the mixing valve outlet for 5 seconds.
4. Continue to collect the water discharged from the mixing valve outlet in a second vessel for a further period of 30 seconds.
5. Re-open (restore) the cold-water supply and after 30 seconds measure the mixed water temperature.

Acceptance Criteria:

☐ The volume collected in the first period of 5 seconds shall not exceed 200 ml.

☐ The volume collected in the second period of 30 seconds shall not exceed an additional 300 ml.

☐ After restoration of the cold-water supply (30 seconds) the mixed water outlet temperature shall not differ by more than 2°C from the initial set mixed water temperature.

In-service Testing

It is a recommended that all TYPE 2 approved valves are tested and evaluated against the commissioning setting results once a year. Whilst this is a recommendation in user / owner domestic dwellings, a duty of care obligation should be considered in commercial bathroom or subletting situations. When in-service testing is undertaken the following performance checks shall be carried out.

1. The supply conditions (temperatures & pressures) are broadly the same as they were at the time of installation.

2. Measure the mixed water temperature at the outlet(s).

3. Carry out the cold-water isolation test.

If there is no significant change to the set outlet temperature (± 2°C or less change from the original settings) and the cold-water isolation test criteria is achieved, then the valve is working correctly, and no further service work is required. If the performance falls outside of that acceptance criteria, then service or adjust the valve in line with the manufacturer's instructions.

Notes: If there is a residual flow during the commissioning or the annual verification (cold water supply isolation test), then this is acceptable providing the temperature of the water seeping from the valve is no more than 2°C above the designated maximum mixed water outlet temperature setting of the valve.

Temperature readings should be taken at the normal flow rate after allowing for the system to stabilise.

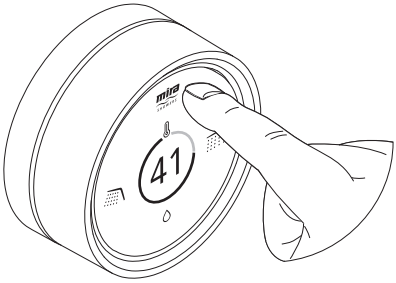
The sensing part of the thermometer probe must be fully submerged in the water that is to be tested.

Any thermostatic mixing valve that has been adjusted or serviced must be re-commissioned and re-tested in accordance with the manufacturers' instructions.

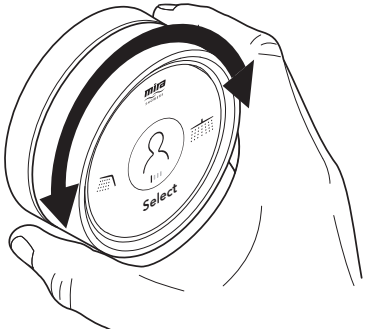
User Controller: Features

A. Accessing the presets and menu system

1 Press the ‘Mira logo’ to access the sub menus.



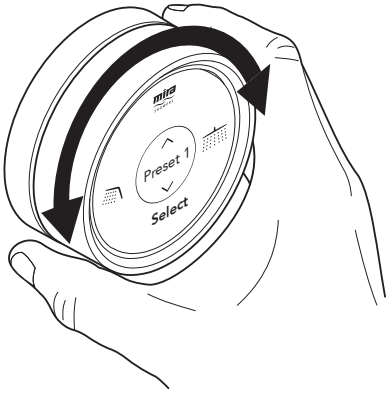
2 Rotate the bezel to select the desired sub menus. Here you can access presets, timer and settings options. Navigate to the presets icon and press ‘Select’.



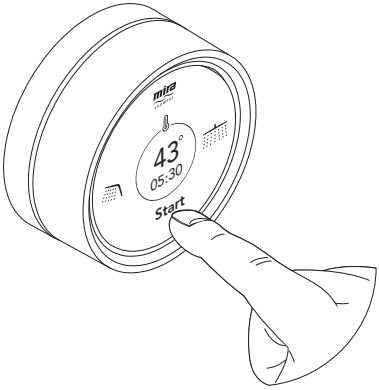
3 Rotate the bezel clockwise to scroll forward and anticlockwise to scroll backward through the available presets.

Press ‘Select’ to choose the desired preset.

You can scroll forward to ‘Exit’ and press ‘Select’ or the ‘Mira logo’ to return to the main menu.

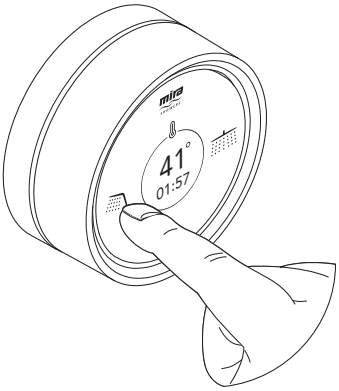


4 Press the ‘Start’ button to activate the preset outlet(s), temperature, flow level and shower duration.



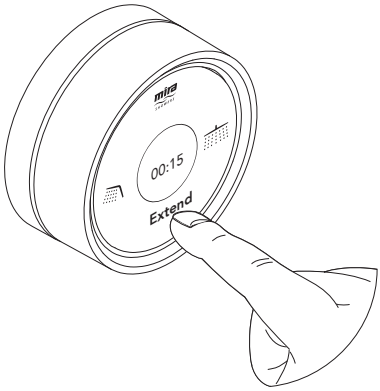
5 The display shows how long the preset shower has left to run.

Press the running outlet button to stop the shower at any time.



6 During the final 15 seconds the controller is active and the ‘Extend function’ is available.

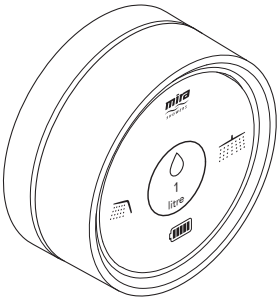
Press ‘Extend’ to continue showering.



7 Once extended, the display will show the temperature screen and the shower will run normally.

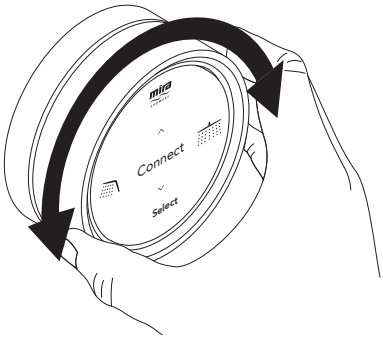
8 The dashboard will appear at the end of the shower displaying the usage and battery level.

The dashboard display will timeout after 7 seconds.



B. Settings menu

The settings menu is accessible via the main menu. The menu can be navigated by using the rotary bezel to scroll through items; the item can then be entered by pressing ‘Select’. Selecting ‘Exit’ at the end of the items or pressing the ‘Mira logo’ will return to the main menu.



Setting	Description	Variables
Maximum Flow	Sets maximum flow rate	High pressure valve - 4-16 lpm. See page 13.
		Pumped for gravity valve - 6-16 lpm. See page 14.
Minimum Flow	Sets minimum flow rate	High pressure valve - 4-16 lpm. See page 13.
		Pumped for Gravity valve - 6-16 lpm. See page 14.
Maximum Temperature	Maximum temperature setpoint	30° - 48°
Warm-up	Enables warm-up and delayed start	On/Off
Display Brightness	Set display brightness	Low / Medium / High
Display Mode	Sets screen illumination time	Eco / Normal / Extended / Full
Start/Stop	Sets press requirement to start the shower	Double press/Single press
Hot Water Low Warning	Controls whether the “incoming temperature too low” is reported.	Enabled / Disabled
Battery Level	Displays battery level	-
Signal Level	Displays the current BLE signal level	-
Forget Valve	Un-pairs user controller from valve	-
Add device	Add bluetooth device to shower	-
De-register System	Disconnects valve from the Internet	-
Re-start Valve	Restarts valve and user controller	-
Factory Reset	Factory resets valve and user controller	Confirm
Re-commission	Re-starts the LP commissioning process. See page 46.	-
About	Displays Valve, User Controller software and Bluetooth software version number	-
Exit	Returns to the main menu.	-

Caution! The MENU system for settings can only be accessed when the shower is in the OFF state.

Note: Some menu items may not be displayed dependent on how the system is configured.

Note: If active, Warm-up mode can be overridden by pressing the required outlet buttons three times when starting.

C. Charging the User controller

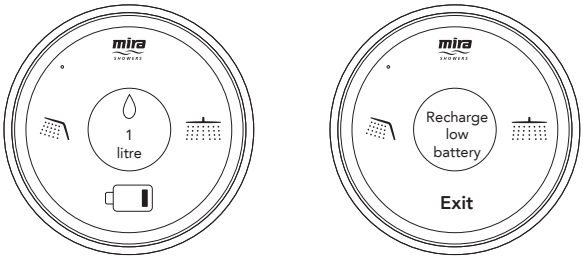
Important Information!

The User Controller contains a re-chargeable lithium battery. Improper use or charging methods could result in product failure and in some cases, it may overheat, potentially damaging surfaces it is in contact with. Please observe the following guidelines.

- **ALWAYS** charge the User Controller on a flat, dry, well-ventilated surface and away from heat sources. Charge in a location away from children, direct sunlight and liquids. Avoid creating trip hazards with the charging cable.
- **DO NOT** charge the controller under a pillow or cushion, on a bed or on a sofa.
- **DO NOT** leave devices charging while asleep.
- **DO NOT** leave the controller unattended while charging.
- **ALWAYS** remove devices once they are fully charged.

Use only the provided USB cable and a USB charger or port that meets safety standards like IEC 62368-1. Always plug your devices directly into a wall electrical outlet. Avoid using power strips or overloading outlets.

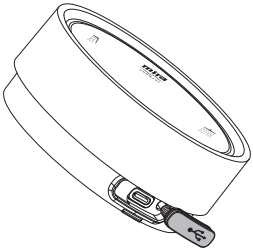
1 The user controller screen will indicate if charging is required at the end of a shower by showing the following screens. **Note:** Only charge the controller when prompted to ensure battery longevity.



2 Ensure the shower is OFF and remove the controller by lifting the bottom section from the cradle.

Warning! Knocking the controller from the cradle may result in the product being inoperable. This is not covered under warranty.

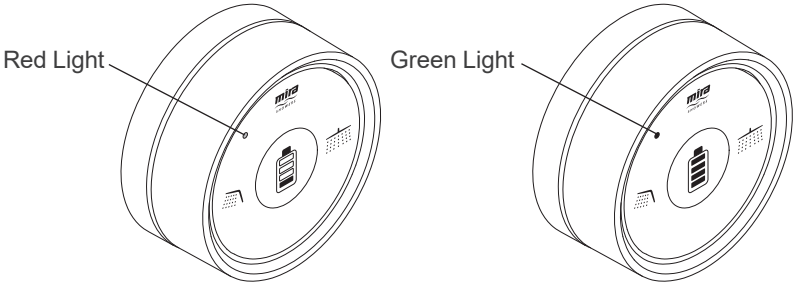
3 In a dry environment carefully pull out the bung from the underside of the controller. Insert the provided charging cable into the USB connector and a power source.



Important! Only USB C power + data cables and minimum of 5W power supply are compatible with the controller.

4 The charging LED will illuminate red and the display will show a moving segment battery symbol, both indicating that charging is in progress. The display will fade out after few seconds.

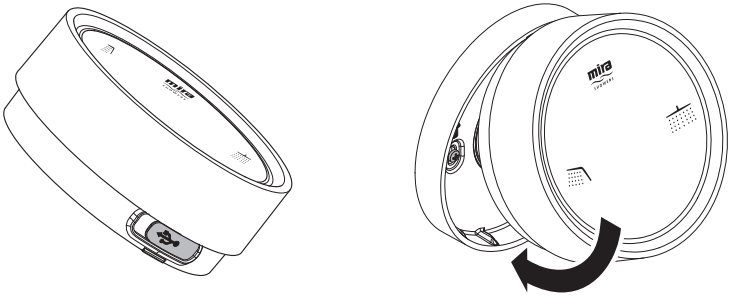
At the end of the charge, the red light will change to green, indicating charging is complete, and will continue to show until the charger is disconnected.



5 Disconnect the charging cable and re-insert the bung making sure it sits firmly in place.

Locate the controller back onto the cradle as removed making sure the top hook feature locates into the cradle.

Warning! Failure to correctly reinsert the USB bung will lead to water ingress and possible component failure.



Fault Diagnosis

Read the section **"Important Safety Information"** first. As with most electronic equipment resetting the digital mixing valve by powering it down waiting a few seconds then powering it up again can often cure most issues.

Providing the digital mixing valve has been correctly installed and is operated in accordance with the instructions contained in this guide, difficulties should not arise. If any maintenance is required, then it must be carried out by a competent tradesperson. Before replacing any parts make sure that the underlying cause of the malfunction has been resolved.

Warning! There are no user serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

The digital mixing valve has built-in sensors to help diagnose system and product issues. To access these advanced diagnostics features, please download the Mira Showers app (see section "Set Up: Mobile App").

Please follow this self-diagnosis section to be sure the product is at fault before contacting Mira.

Diagnosis stage 1 (Error code check):

In the first instance, check your product has no error warning displayed on the controller. You can also check for error codes on the Mira Showers app.

Only some errors are displayed on the controller. You will need to download the Mira Showers app for full diagnosis and error functionality.

If you have an error code not listed below, or if the errors continue to occur after it has been reset, please contact Mira customer services team to resolve the issue.

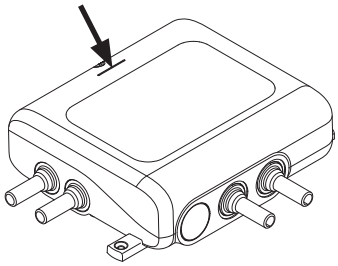
If you do not have an error code, proceed to Diagnosis stage 2

Error Code	Description and remedial action
3, 7, 9	Outlet temperature too hot. Try powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option. **Refer to diagnosis section 4d.**
4	Outlet thermistor not detected - contact Mira customer services team.
11 or 111	**DO NOT ATTEMPT TO OPERATE YOUR PRODUCT.** A temperature of less than 0°C has been detected in your product which could have caused internal damage leading to potential leaks. It is essential that your product is protected from freezing conditions otherwise serious damage can occur. **Warning! If the valve module has been subjected to freezing conditions it may require inspection to ensure internal damage has not occurred, (contact your installer). If no sign of leaks, reset the product by powering off for 30 seconds or re-setting in the Mira Showers app or using the controller menu option. Ensure there are no leaks when shower first used.**
37	Hot water temperature spike detected - Turn off the product to maintain safety. Check incoming water temperature is within specification and restart product. Refer to diagnosis section 4d.

Error Code	Description and remedial action
40	A software error has been detected. Try powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option.
45	An outlet solenoid error has been detected. Try powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option.
50	No (or very low) flow has been detected by the product. This can be caused by the inlet water supply being isolated or restricted. Check isolators are open and that the filters or handset and hose are not blocked. Resolve the issue then reset error by powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option. **Refer to diagnosis section 4b.**
53	Flow has been detected when the product should be off. Try powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option. **Refer to diagnosis section 4c.**
54	Unusually high flow has been detected. Try powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option.
55	User controller stuck button detected. Check that your user controller is free to move and then power off the product for 30 seconds or reset the product in the Mira Showers app. If the error re-appears please contact Mira customer services team.
110	Hot Inlet thermistor not detected - contact Mira customer services team.
112	A hot inlet water temperature above the specification has been detected. This can cause dangerous temperature spikes or product damage. Resolve the issue then reset error by powering off the product for 30 seconds or resetting in the Mira Showers app or using the controller menu option.

Diagnosis stage 2 (Valve status check):

If you do not have an error code, or if the controller is not functional you should then check the status indicator light on the product.



Power Indicator Status	Description
Blue	Product should be functional. If your product is still exhibiting problems continue to **Diagnosis stage 4.**
Red	Product has an error. Follow Diagnosis stage 1 or continue to **Diagnosis stage 4. Note:** Red light illuminates for first 5 seconds after power-up.
Flashing Red/Blue	(Pumped Product Only) Product is in priming sequence. Follow the commissioning sequence in “Commissioning Section”.
Off	Product is not receiving power. **See Diagnosis stage 3.**

Diagnosis stage 3 (No Power to the product):

1. Check the product is plugged in and switched on.
2. Check the power connector from the power supply is securely connected into the back of the digital mixing valve.
3. Check the circuit breaker or RCD in your consumer unit has not tripped.
4. Check the fuse and replace if necessary (3 Amp).
5. Contact Mira Customer Service Team if none of the above restored power to the digital mixing valve.

Diagnosis stage 4 (Product powered, but no error code):

If you have a problem with your shower but do not have an error code, find the relevant section below and follow the recommendations before contacting Mira.

4a - No Flow / Low Flow:

Low flow through the product normally indicates a restriction in the system, or incorrect system pressures.

1. Check there are no digital mixing valve errors **(Diagnosis stage 1).**
2. Check the flow on the controller is not set too low. Check Min and Max settings.
3. Check the inlet isolators to the digital mixing valve are fully open.
4. For mains-fed (High Pressure / Combi) products, check that the incoming supply to the property is not too restrictive. Fully open the stop cock and check that the 'Pressure Reducing Valve' (if fitted) is not set too low. Refer to the 'Minimum maintained pressure' requirement for your product.
5. Check and clean the inlet filters (refer to "Cleaning and Maintenance Section").
6. Check for restrictions in the shower head / hose and clean or replace if necessary.
7. Use the Mira Showers app to check your hot water temperature is within specification.
8. Contact Mira Customer Service Team if none of the above resolved the issue.

4b - Product flowing water when switched off:

The digital mixing valve reduces the water flow slowly before final shut-off to reduce the severity of water hammer. The time duration depends on the flow rate and system pressures. This is normal and not a product fault.

Shower fittings can continue to drain down after the digital mixing valve is shut off, especially where there are large volumes of water present (e.g. large deluge heads or long pipe runs). This process can take several hours and may be triggered by changes in temperature or atmospheric pressure. This is normal and not a product fault. We would therefore recommend that all water outlets are kept contained within the water catchment area.

1. Check the issue is not a natural draining of the fittings. Remove the fittings and monitor the outlet if necessary.

2. Activate the shower a number of times at maximum flow to dislodge any debris.
3. If none of the above resolved the issue, isolate the water and power supply and contact Mira Customer Service Team.

4c - Showering temperature is hotter / colder than indicated or is fluctuating:

Note: The temperature displayed on the user controller is measured inside the digital mixing valve, not at the shower outlet.

The perceived temperature of the water from your shower can vary with shower fittings and room temperature. A wider, finer spray will cool more quickly and feel cooler than a direct spray, and long outlet pipe runs can also influence the blend temperature, in which case you may need to adjust the showering temperature.

1. **Combi Boiler fed products:** Check the hot water supply is hot enough when the shower is in use. Combi boilers are sometimes unable to maintain temperatures at higher flows or may cut-out at lower flows. Check no other devices are using hot water at the same time. Reduce or increase the outlet flow to around 8 litres per minute and see if that solves the issue. Tip: Use the Mira Showers app to check the temperature of the hot water inlet when the shower is running.
2. **Hot water storage tank fed products:** Check the hot water supply is not being depleted in use. Reduce the outlet flow or reduce showering time and see if that solves the issue. Tip: Use the Mira Showers app to check the temperature of the hot water inlet when the shower is running.
3. Check the hot and cold supplies are connected to the correct inlets, and that the temperature and pressures are within the product specification and are stable. Inlet water pressures must be nominally equal. **Note:** Use the Mira Showers app to check the temperature of the hot water inlet is within the temperature range of 55°C - 65°C.
4. Check no other devices are using water at the same time. Devices switching on/ off (e.g. washing machines, taps etc.) can rapidly change the water pressure of the system causing rapid pressure and temperature changes.
5. Ensure Inlet filters and check valves, shower head and hose are not blocked (refer to “Cleaning and Maintenance Section”).
6. If none of the above resolved the issue, and the measured temperature is significantly different to that on the controller display, contact Mira Customer Service Team.

4d - Shower turning off too soon:

1. Check to see if you have ‘Warm Up’ mode enabled. This is designed to ‘pause’ the shower once showering temperature is reached.
2. Check to see if you have a maximum showering duration set. This is designed to turn off the shower after a pre-determined duration.
3. Check to see if you are using pre-defined showering experiences. These may turn off the shower after a pre-determined duration.
4. The shower is designed to turn off after 30 minutes.
5. Use the Mira Showers app to check the error log. The shower is designed to turn off if the outlet temperature is too high.

6. Check inlet water temperature and pressures are within specification. The shower may turn off if these are out of specification. Tip: Use the Mira Showers app to check the temperature of the hot water inlet.
7. If none of the above resolved the issue, contact Mira Customer Service Team.

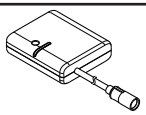
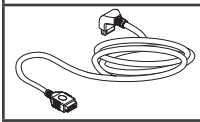
4e - Noise:

1. Pumped digital mixing valves can get air locked if not installed in accordance with the instructions in this guide and may exhibit outlet flow fluctuations and a high pitch “squealing” noise. Ensure the plumbing system eliminates air locking.
2. Some plumbing systems can produce “water hammer”. To reduce this effect, ensure all pipework is securely fixed.
3. The type of wall or flooring the appliance is fixed to will affect the perceived noise level from the product. For a quieter operation install the product to solid walls or structures.
4. If none of the above resolved the issue, contact Mira Customer Service Team.

Controller Faults

Display Message	Description	Action
UI is not connected to the valve. Please move UI within the range or pair with valve.	User controller cannot communicate with the valve.	Check valve is switched on. Move user controller closer to the valve. Re-pair with valve. If this persists, please consider purchasing Bluetooth Extension Adapter.
Valve error	Valve fault	Refer to ‘Fault Diagnosis’ section starting on page 59.
Valve reset	Valve fault has occurred that can be cleared by a reset.	Press the ‘Reset’ button or Refer to ‘Fault Diagnosis’ section starting on page 59.
Hot incoming water temperature too low	The hot water supply to the shower is too cold for proper control	Check the inlet isolators to the digital mixing valve are fully open. Use the Mira Showers app to check your hot water temperature is within specification.
Please try a different charger or cable	Faulty charging cable or charger not suitable for charging product	Try supplied cable. If fault persists call Customer Services. **Important! Only USB C power + data cables and minimum of 5W power supply are compatible with the controller.**
Error charging, please try again later. See user guide if problem persists.	An error has occurred during charging of the battery.	Disconnect the product from the charger and try again after 30 minutes. Try supplied cable only. If fault persists call Customer Services.
Battery too low to operate shower – please recharge	The battery has discharged too far for safe operation of the shower.	Charge the user controller.

Accessories

Product		Product Code
	Mira Wireless Remote Accessory	2.1903.020
	Mira Bluetooth Extension Adapter	GP1502540W
	Wi-Fi Extension Cable	1335278

Cleaning and Maintenance

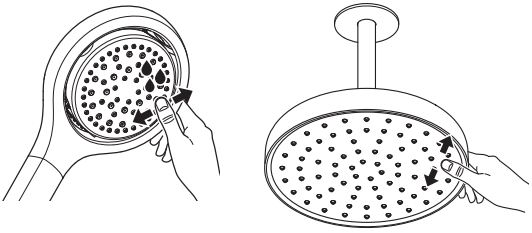
Always read the IMPORTANT SAFETY INFORMATION for your shower.

Cleaning the showerhead

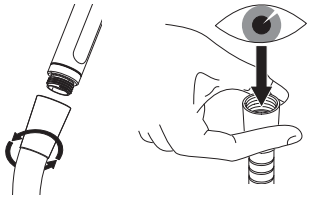
Many household and commercial cleaners, including hand and surface cleaning wipes contain abrasives and chemical substances that can damage plastics, plating and printing and should not be used. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

De-scaling the showerhead and inspecting the hose

It is IMPORTANT to keep the showerhead and Hose clean and free from blockage to make sure your shower performs to its optimum. The showerhead MUST be regularly cleaned and the hose MUST be regularly inspected to ensure there is no internal collapse or blockage that could reduce the flow.



Use your thumb or a soft cloth to wipe any limescale from the soft nozzles.



Unscrew the hose from the showerhead and the shower outlet.

Inspect the hose.

Warning! Failure to keep the showerhead nozzles clear or inspect the hose for blockage or internal/external collapse can restrict the flow rate from the shower. This may cause damage to the shower or result in the temperature delivered to the user rising to unsafe levels with a risk of scalding. You MUST ALWAYS check the temperature before using the shower.

Warning! Silk spray plate is susceptible to blockage in hardwater areas. If flow becomes restrictive, a removal tool 1479777 is available from Mira customer services to remove and clean the silk spray plate.

Replace/Clean the Check Valves/Filters

Read the section “Important Safety Information” first.

Before replacing any parts, ensure that the underlying cause of the malfunction has been identified. If the digital mixing valve is dismantled during installation or servicing then upon completion the product must be inspected to ensure there are no leaks.

Warning! There are no user serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

Check valve Cartridges and Filters - Removal and Installation

Hot water entering the cold supply, or vice versa, indicates that immediate attention is necessary. This is carried out by removing and cleaning, or renewing as necessary, the check valve cartridges.

Caution! Running your product without inlet filters can cause valve damage and will invalidate your product guarantee.

Isolate the water supplies and turn on an outlet for 5 seconds to release pressure within the valve. Isolate the electrical supply.

Loosen the screw and remove the cover from the digital mixing valve.

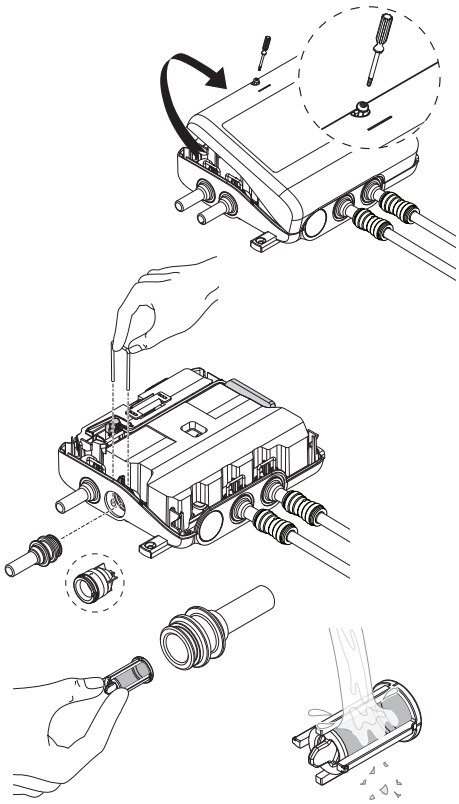
Carefully remove the clip and pull out the filter housing.

Remove the filter and rinse in clean warm water removing any dirt or debris. Replace if the filter mesh is damaged.

If the check valves needs to be replaced, carefully remove them from inside the product and replace with new parts.

Refit the filter housing into digital mixing valve. Insert the clip to secure the filter housing.

Refit the supply pipes and restore water supply and electrical supply. Test shower and check for leaks.



Disposal and Recycling

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. For more information about recycling, please contact your local council office.

Decommissioning and Recycling for WEEE

Electrical and electronic devices contain a range of materials that can be separated for recycling and used in new products. This product should not be disposed of with your general household waste. When this product has reached the end of its serviceable life, please take it to a recognised WEEE (Waste Electrical and Electronic Equipment) collection facility such as your local civic amenity site for recycling. Your local authority or retailer will be able to advise you of your nearest recycling facility.

For more information, visit http://repic.co.uk/consumers/

Frequency Bands and Maximum Radio Frequency Power

Hereby, Kohler Mira Ltd. declares that the radio equipment type Mira Platinum is in compliance with EU Directive 2014/53/EU & UK S.I. 2017/1206. The full text of the EU & UKCA declaration of conformity is available at the following internet address:
www.mirashowers.co.uk

Technology	Frequency Band	Maximum Power
Bluetooth® Low Energy (Controller & Valve)	2402-2480MHz	< +4dBm
WLAN (802.11 b/g/n)	2400-2483.5MHz	< +18dBm
WLAN (802.11 a/n)	5150-5350MHz (indoor use only) / 5500-5725MHz	< +18.4dBm

Warning! Magnetic field is present on controller and controller cradle. It can be harmful to pacemaker wearers. Pacemaker wearers stay back 15cm.

The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023

Hereby, Kohler Mira Ltd. declares that this radio equipment is in compliance with The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 (S.I. 2023/1007). The full Statement of Compliance and Vulnerability Disclosure Policy is available at the following internet address:
www.mirashowers.co.uk

Customer Service

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase. This guarantee only applies in the United Kingdom and Republic of Ireland.

Activating Your Guarantee

Registering your guarantee is quick and simple. To ensure your product is covered, please register online .

Scan the QR code to activate your guarantee now or call 0800 5978551 within 30 days of purchase (UK only).

What is Covered:

- The guarantee applies solely to the original installation under normal use.
- The product must be installed and maintained in accordance with the instructions given in this guide.
- Servicing must only be undertaken by us or our appointed representative.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build up of limescale, frost damage, chemical attack, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Routine maintenance or replacement parts to comply with the requirements of Building / Plumbing / Electrical Standards or Schemes.
- Compensation for loss of use of the product or consequential or indirect loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Accidental or wilful damage.
- Products purchased ex-showroom display.
- Disinfection or descaling to reduce bacterial growth or contamination.

What to do if something goes wrong

If your product is not working correctly please refer to this manual or the Mira website for fault diagnosis and to check that it is installed and commissioned in accordance with our instructions. If this does not resolve the issue, our Customer Services team are here to help get you back up and running. To help us solve your problem quickly, please have your product name, power rating (if applicable) and date of purchase to hand.

Visit www.mirashowers.co.uk

Visit our website to register your guarantee, book a service visit, diagnose faults and purchase products.

Spares and Accessories

We stock a full range of spare parts and fittings and are all available to purchase either online or over the phone. Our online spare parts selector tool will help you quickly and easily identify the spare part for your product.

Visit www.mirashowers.co.uk/parts-accessories

Replacements and Repairs

In the unlikely event that your product needs a repair, our nationwide repairs and installation team are here to help. You can book a convenient date and time online.

Scan the QR code to book a service visit now or visit www.mirashowers.co.uk/support/repair-services/repair-service

We also offer a comprehensive replacement service for when your product needs a little refresh, visit our website or contact our team for more information on our replacement services.

Help us improve

Your experience is important to us and your review (whether good, bad or otherwise) will be posted on Trustpilot.com immediately to help other people make more informed decisions.

Visit uk.trustpilot.com/review/www.mirashowers.co.uk

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