

# CARYSIL

BRASSWARE

**As a continuously rated electrical appliance it is not advisable to regularly switch the tank on and off as the unit only uses 5 watts of power in standby mode. Constantly asking the element to fully heat will shorten the expected life of the electrical element.**

## Installation & User Guide

For 4 in 1 Sink Mixer Tap With Boiling Water Tank And Filter



**Scan QR code with smart phone camera to see installation video on**



Contact us at : [technical@carysil.co.uk](mailto:technical@carysil.co.uk)

tel : 01274 906072



JAN2024

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Congratulations on purchasing your new instant boiling water tap ,tank and filter. When installed correctly and properly maintained, this tap should provide many years of trouble free service.

Please take the time to read and fully understand the installation instructions prior to installing the tap, tank and filter.

please contact a qualified plumbing engineer to install this appliance.

### **IMPORTANT**

Please ensure that only the original “Carysil Brassware Ltd “ instant hot water tank is used with this tap.

**DO NOT PLUG IN or POWER THE HOT TANK UNTIL ALL AIR IS PURGED AND WATER RUNS FREELY THROUGH THE SYSTEM**

**CHECK CONNECTIONS AND CHECK FOR LEAKS. THE HOT TANK MUST BE FILLED WITH WATER FIRST TO AVOID INTERNAL DAMAGE or DRY ELEMENT BURN OUT.**

The instant hot water tank will be filled once the water flows through the tap and the air has been purged. It is recommended that several litres of water are flushed through the system to remove any air pockets before the electrical supply is connected.

Please note that to avoid having pressurised boiling water and to comply with UK water bylaws, this is an open vented system. It is important to maintain and change the filter cartridge twice a year *maybe more in very hard water areas*. The filter protects the tank from lime scale build up.

Failure to change the filter within the recommended time period will invalidate your 2 year warranty on the tank and could shorten the tanks lifespan. Please keep receipts of filter replacement purchases.

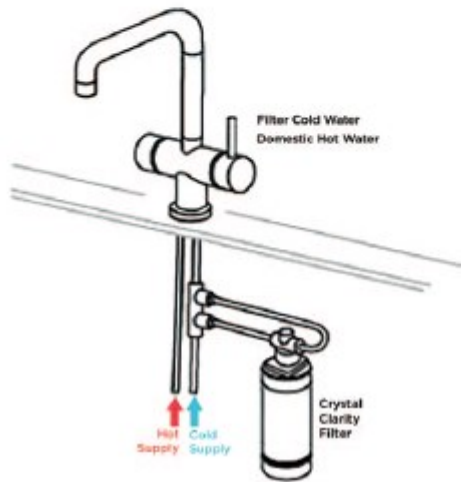
**Please register your appliance online at <https://thetapfactory.com/warranty-registration/>**

Registration is under the “**company information**” tab on the website

# SAFETY INSTRUCTIONS

1. Children should be supervised and should not be allowed to play with the appliance. Do not wash pets, babies or children in the sink within the region of the near boiling water appliance. Be aware that dispensing the appliance could cause scalding and should not be operated by children or vulnerable persons unless you are confident they have been given clear instruction concerning the hazards of operating the appliance by a competent adult for their own safety.
  2. Do not immerse the appliance in water as this is an electrical system.
  3. This is a domestic household appliance only and is not intended to be used in a commercial environment such as staff canteens, offices, hotels or other working environments. We offer a separate product for commercial environments.
  4. If there is any damage to the cable or plug this must be changed by a qualified electrician.
  5. Do not cover the appliance with anything, the appliance needs air circulation around the tank unit to allow it to breath.
  6. The appliance is designed to dispense near boiling hot water as well as providing normal domestic hot and cold water. Carysil Brassware Ltd are not liable for damage caused to persons or materials through misuse of the appliance.
  7. Before installation, read the instruction manual carefully
  8. Do not use other external attachments with this appliance such as connecting a hose pipe etc.
  9. Never touch the plug with damp hands or cloths.
  10. If the appliance becomes faulty, under no circumstance should you attempt to remove the components or casing of the appliance. You should contact customer support immediately at Carysil Brassware Ltd : tel 01274 906072
- IMPORTANT : We cannot be held responsible for injuries or losses in connection with the incorrect use or installation of the appliance.

## FILTER INSTALLATION



1 Turn off the incoming cold water supply and disconnect the tap tail from the supply line.



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



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



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

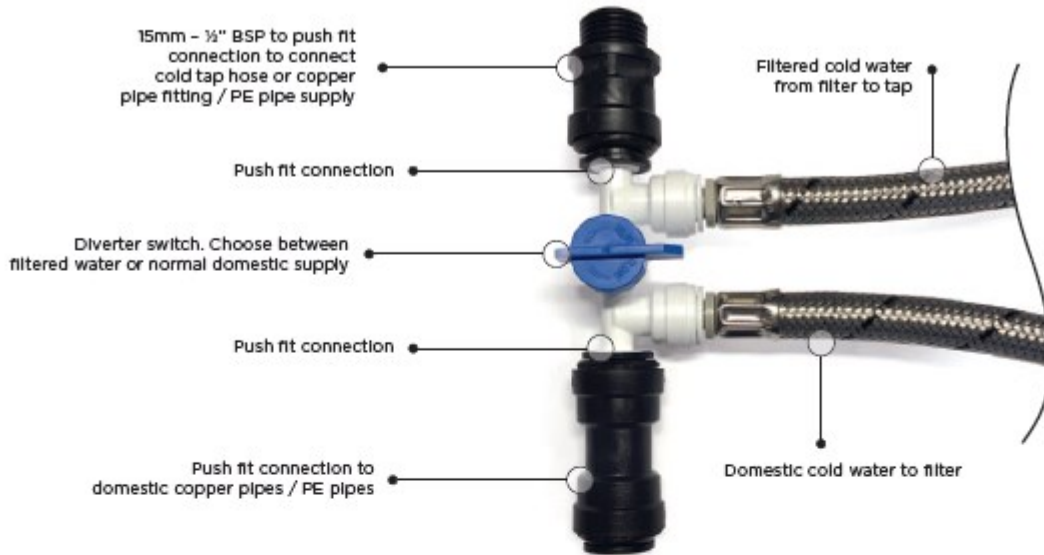


**PLEASE NOTE; We advise that washing machines and dishwasher supplies are installed pre filter to extend the filter life.**

**The Filter does not have the capacity to filter appliance volumes beyond consumed water.**

Replacement filters can be purchased from [www.carysil.co.uk](http://www.carysil.co.uk)

## MAINS COLD WATER FILTER CONNECTIONS



## PURE FILTERED WATER

The Crystal Clarity filter provides bottled quality water from your existing tap. A filter change is only required every six months. The system is a carbon wrap system which gives a higher flow rate and lower pressure drop than traditional carbon block products.

The inline filter will work with both minimum and maximum pressure systems. (Ideally 1-bar or above flow rate)

If you live in an area with extremely hard water you may need to install an ION Exchange filter to soften the water and neutralise the limescale.

For further information please email [technical@carysil.co.uk](mailto:technical@carysil.co.uk)

The K2 activated carbon filter will not block or remove 100% of limescale mineral content.

# “Why Activated Carbon Filters ? “

## Removal Capabilities

|                      |                              |                     |                   |
|----------------------|------------------------------|---------------------|-------------------|
| Amyl Acetate         | Defiant                      | Sodium Hypochlorite | Propyl Chloride   |
| Amyl Alcohol         | Diesel Fuel                  | THMs                | Radon             |
| Benzene              | Dyes                         | Toluene             | Solvents          |
| Bleach               | Ethyl Acetate                | Toluidine           | Sulphonated Oils  |
| Butyl Alcohol        | Ethyl Acrylate               | Trichlorethylene    | Tannins           |
| Butyl Acetate        | Gasoline                     | Turpentine          | Tar Emulsion      |
| Calcium Hypochlorite | Glycols                      | Xylene              | Tartaric Acid     |
| Chloral              | Herbicides                   | Acetone             | Xanthophyll       |
| Chloroform           | Hydrogen Peroxide            | Alcohols            | Acetic Acid       |
| Chlorine             | Hypochlorous Acid            | Antifreeze          | Amines            |
| Chlorobenzene        | Insecticides                 | Chloramine          | Detergents        |
| Chlorophenol         | Iodine                       | Chlorophyll         | Heavy Metals      |
|                      | Isopropyl Acetate            | Citric Acid         | Hydrogen Selenide |
|                      | Isopropyl Alcohol            | Ethyl Alcohol       | Hydrogen Sulphide |
|                      | Ketones                      | Ethyl Amine         | Nitric Acid       |
|                      | Methyl Bromide               | Ethyl Chloride      | Plating Wastes    |
|                      | Methyl Ethyl Ketone          | Ethyl Ether         | Propionaldehyde   |
|                      | Naphtha                      | Lactic Acid         | Soap              |
|                      | Nitrobenzene                 | Mercaptans          | Vinegar           |
|                      | Nitrotoluene                 | Methyl Acetate      |                   |
|                      | Odours (General)             | Methyl Alcohol      |                   |
|                      | Oil-dissolved Organic Esters | Methyl Chloride     |                   |
|                      | Oxalic Acid                  | Organic Acids       |                   |
|                      | Oxygen                       | Organic Salts       |                   |
|                      | PCBs                         | Ozone               |                   |
|                      | Pesticides                   | Potassium           |                   |
|                      | Phenol                       | Permanganate        |                   |



### Specifications

**Housing Construction :** FDA Polypropylene with 10% talc

**Filter Media :** Carbon Wrap with Phosphate Bead

**Capacity :** 30,000 litres

**Max-Min Bar Pressure :** 1—8.5 Bar or 120 psi

**Micron Rating :** 5 Micron

**Flow Rate :** 5 Litres per minute

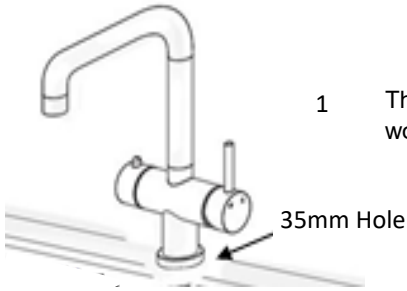
**Chlorine Reduction :** 80% reduction @ 2ppm over 30,000 litres

**Scale Reduction :** Using 3.5gm Phosphate Bead to NSF42 Std

**Dimensions :** 220 W x 220D x 600mm H



# INSTALLING YOUR APPLIANCE



- 1 The tap needs a 35mm diameter hole to install into a sink or work top



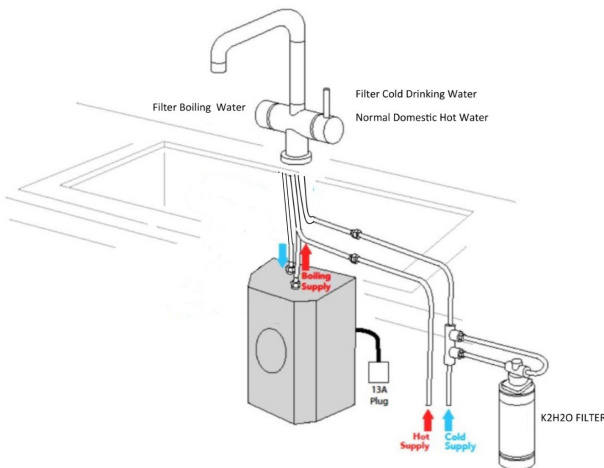
- 2 Connect the hoses as labelled and feed the hoses through the 35mm hole ensuring the base seal is set between the tap and the sink/work surface.

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

- 3 Ensure that the spout fixing screw is at the back. The boiling water control should be on the left and the normal hot and cold water control to the right.

Do not use pipe sealing compounds on any connections. These can cause obstructions if washed into the system and can cause objectionable tastes.

## Hot Tap Twist Connection



- 4a Connect the K2H2O Mains water filter to the incoming cold supply line. Connect the cold hose from the filter to the tap using the adapters provided. Connect the domestic hot supply hose to the tap.

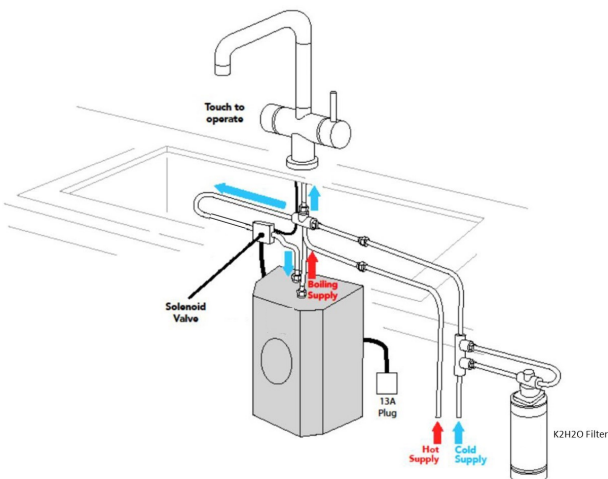
Connect the return cold push fit hose onto the blue connection on the tank.

**Now purge the air from the tank by opening the boiling water control handle until water runs freely and no air is present in the flow. Once there is no air present the tank can now be powered up.**

The tank will automatically heat to 98°C. When the temperature is achieved you will be ready to dispense your first cuppa.

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

## Hot Tap Touch LED Connection



- 4b Connect the domestic hot Supply to the tap.

Connect the K2H2O Mains water filter to the incoming cold water supply line.

Connect the cold supply from the filter to the "T" fitting. Connect the cold supply hose from the tap to the top outlet on the "T" fitting.

Connect the cold hose from the "T" fitting to the Solenoid box using the push fit adapters supplied. Connect the outlet of the solenoid valve to the cold Blue inlet on the boiling tank. **Check for leaks.**

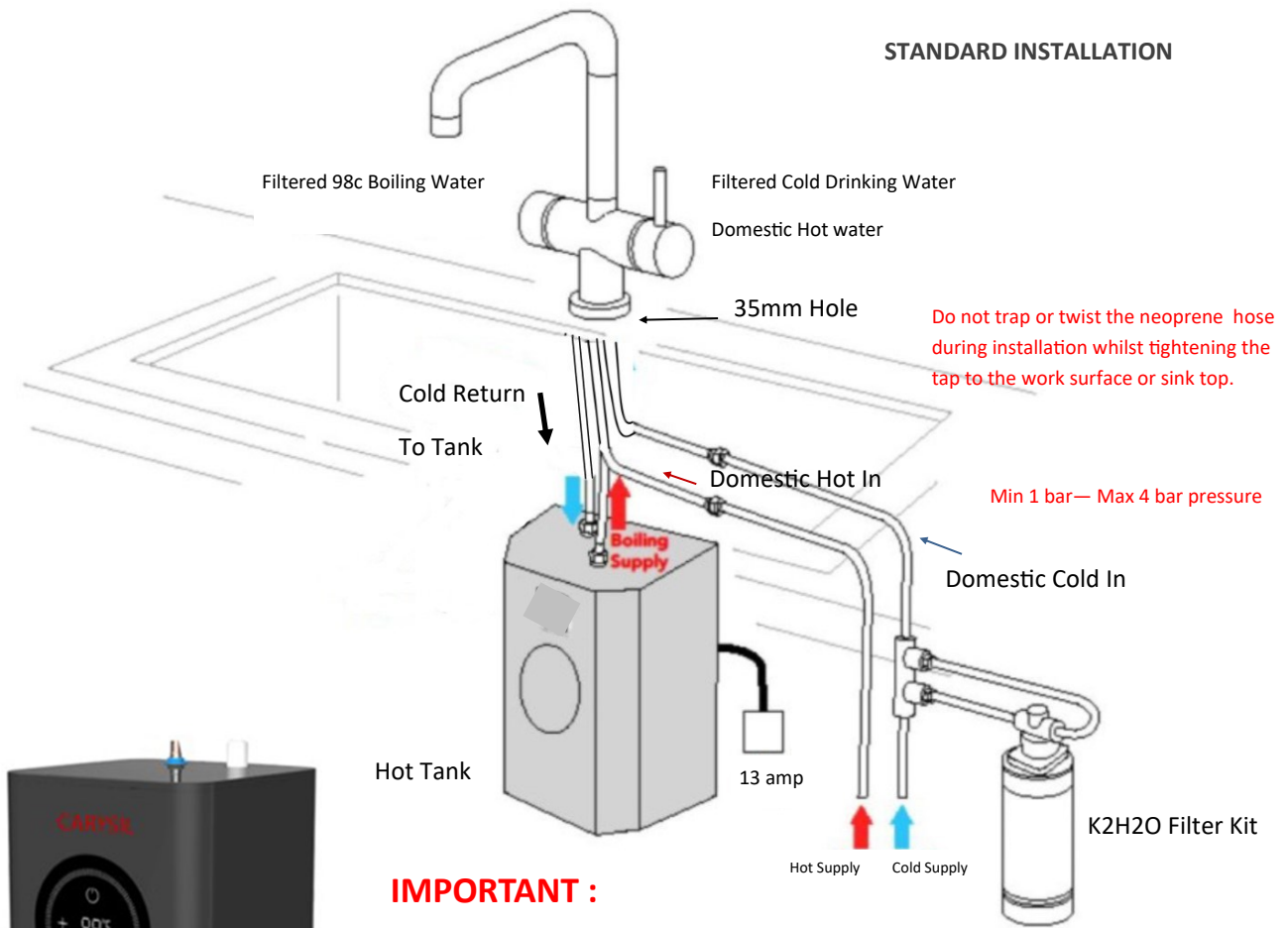
**Now power the tap solenoid and purge the air from the tank by opening the boiling water control handle ( Press and hold the Blue LED for 3 Seconds, release and press again when red LED pulses. The water runs freely and fills the tank until no air is present in the flow. Now you can power the tank.**

Once powered the tank will automatically heat to 98°C.

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



# HOT TAP TWIST BUTTON OPERATION –K2H2O Filtered Drinking Water Set up



## IMPORTANT :

Do not power the tank until the tank has been filled with water. Powering the tank without water will cause dry burn out of the elements and will nullify the warranty.

Hot Tank has an adjustable temperature range between 75-98c Degrees



## SETTING YOUR TANK; REFERENCE THE ONE YOU HAVE BOUGHT




### IMPORTANT :

Do not power the tank until the tank has been filled with water. Powering the tank without water will cause dry burn out of the element and will nullify the warranty.






1. Once filled with water, plug the tank into the 13A plug socket the tank will automatically heat to 98°C.
2. Press button “B” to activate power mode.
3. Press button + or - to alter your chosen temperature.
4. Press button “A” to activate “holiday mode” which will lower the tank temperature re boil function saving energy whilst you are away.
5. Your Carysil Hot Tap is now ready to use.
6. *A factory reset button is concealed within the centre hole under the tank and should be pressed whilst the tank is powered down but still plugged into the socket.*



1. Once filled with water, plug the tank into the 13A plug socket the standby light will show.
2. Press button  to activate power mode. 6 “O” Clock position
3. Press button  to alter your chosen temperature.
4. Press button  to Confirm.
5. Your Carysil Hot Tap is now ready to use.



1. Once filled with water, plug the tank into the 13A plug socket the standby light will show.
2. Press button  to activate power mode. 6 “O” Clock position
3. Press button  to alter your chosen temperature.
4. Press button  to Confirm.
5. Your Carysil Hot Tap is now ready to use.

# HOT TAP TOUCH LED OPERATION—K2H2O Filtered Drinking water Set Up

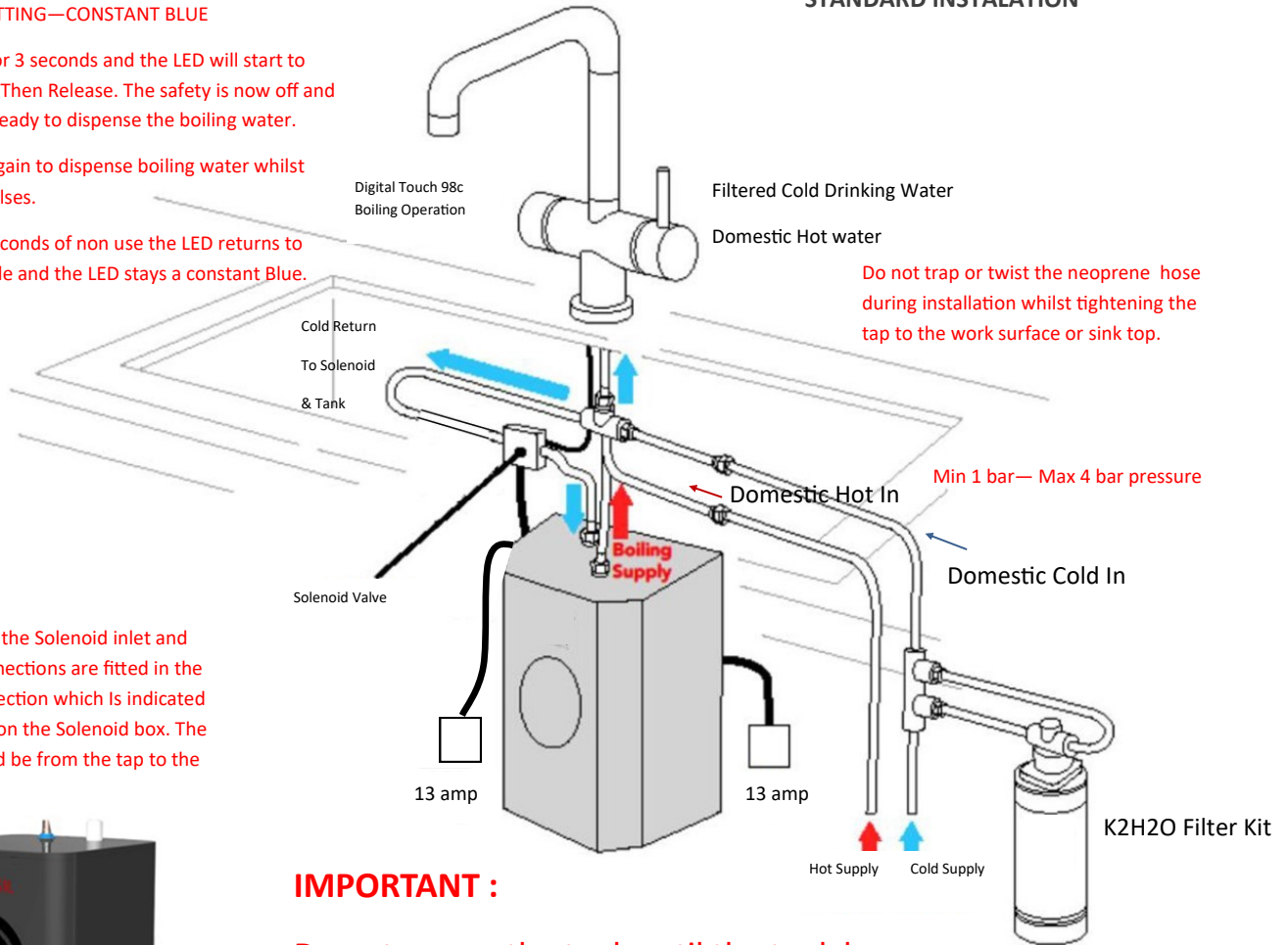
## STANDARD INSTALATION

### SAFETY SETTING—CONSTANT BLUE

1. Touch for 3 seconds and the LED will start to pulse Red. Then Release. The safety is now off and the tap is ready to dispense the boiling water.

2. Touch again to dispense boiling water whilst red LED pulses.

After 10 seconds of non use the LED returns to safety mode and the LED stays a constant Blue.



Make sure the Solenoid inlet and outlet connections are fitted in the correct direction which is indicated by arrows on the Solenoid box. The flow should be from the tap to the



### IMPORTANT :

Do not power the tank until the tank has been filled with water. Powering the tank without water will cause dry burn out of the element and will nullify the warranty.

Hot Tank has an adjustable temperature range between 75-98c Degrees



# DIGITAL TANK OPERATION :

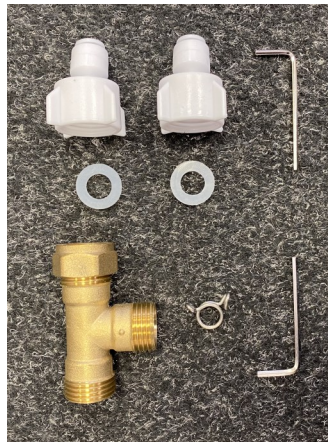


## Setting The Tank Temperature

1. Once filled with water, plug the tank into the 13A plug socket the tank will automatically heat to 98°C.
2. Press button "B-" to activate power mode.
3. Press button + or - to alter your chosen temperature.
4. Press button "A" to activate "holiday mode" which will lower the tank temperature re boil function saving energy whilst you are away.
5. Your Carysil Hot Tap is now ready to use.
6. *A factory reset button is concealed within the centre hole under the tank and should be pressed whilst the tank is powered down but plugged in*



# HOT TAP Touch 4 in 1 Component Lists.



# HOT TAP Twist 4 in 1 Component Lists.



# K2 Filter Kit Component Lists.



# USING YOUR TAP & TANK

**Hot Tap Twist**—For instant hot water, depress the safety button on the left hand hot water control and rotate the handle backwards or Forwards to dispense hot water from the tap.

For normal domestic hot, Filtered cold or blended water use the joy stick lever on the right hand side of the tap in a conventional manner.

**LED Touch Controls**—For instant hot water , touch and hold the Blue LED handle for 3 seconds to remove the safety control , when the red light pulses you may release and press again to dispense boiling water. After 10 seconds the control returns to the safe Blue mode where by the LED light is constantly Blue.

## **Water Regulations & Requirements :**

It is important that the water connections to your tap comply with the water regulation requirements, plumbing code and good practice.

It is good plumbing practice to install balanced and equal hot and cold pressures to the appliance in order to create a consistent flow of water . Water supplies should be from a common source, either mains or tank fed. If supplies are not balanced and equal pressures then a PRV valve should be fitted to the main cold supply inlet .

## **Water Pressures :**

The tap has been manufactured to operate within the tolerances below :

Minimum cold water pressure 1 Bar—Maximum 4 Bar

It is essential that you install a pressure reducing valve if the pressures are greater than the manufacturers recommendations to bring the pressure in line with the above stated pressures. Excessive pressures could result in either the tap cartridge or the tank being damaged or a forced leak.

**ALLWAYS CHECK INCOMING PRESSURES BEFORE INSTALLATION**

## **Care and Maintenance :**

Only clean the tap with a soft cloth and soapy water, rinse and dry after cleaning. DO NOT USE ABRASIVE BLEACH OR CHEMICAL CLEANERS, this will invalidate your guarantee.

THESE INSTRUCTIONS ARE ONLY INTENDED AS A GUIDE. IF THERE IS ANY DOUBT YOU SHOULD CONTACT A CERTIFIED PLUMBING ENGINEER or SERVICE AGENT AND AVOID USING THE HOT WATER TAP UNTIL IT HAS BEEN CHECKED AND INSPECTED.

# WARRANTY & REGISTRATION

Please take time to register your product online

@

[www.thetapfactory.com/register](http://www.thetapfactory.com/register)

The registration drop down is under the  
“company Information” tab on the website.

This will activate your warranty.

**FILTERS NEED TO BE CHANGED**

**EVERY 6 MONTHS**

**TO MAINTAIN YOUR WARRANTY.**

Replacement filters can be ordered from your dealer or

[www.carysil.co.uk](http://www.carysil.co.uk)

**CARYSIL**  
BRASSWARE

20 Whitcliffe Road  
Cleckheaton  
West Yorkshire  
BD19 3NU



**CARYSIL**  
BRASSWARE





# TROUBLE SHOOTING

| PROBLEM  | POSSIBLE FAULT   | RESOLVING   |
|--|--|---|
| <p>Tank is plumbed correctly but water isn't flowing through to fill/purge the tank.</p>             | <p>Neoprene pipe is trapped where the tap has been fitted to the work surface or sink</p> <p>The filter head is fitted the wrong way around or debris has washed into the filter head.</p> <p>Water hoses could be kinked restricting flow.</p> <p>The mains supply may still be isolated.</p> | <p>Loosen the base of the tap and free the trapped hose.</p> <p>The filter has directional arrows on the head. These arrows should point in the direction of the tank.</p> <p>There is a spike under the filter head that will need pressing several times to clear pipe debris.</p> <p>Check for kinked pipes</p> <p>Open mains water supply</p> |
| <p>Tank or Tap is dripping water</p>   | <p>Check that the water pressure does not exceed 4 bar</p>   | <p>Fit a pressure reducing valve to the cold supply and bring the pressure down to Max 4 bar.</p>   |
| <p>How do I attach the neoprene hose to the tank.</p>  | <p>Push Fit</p>  |   |
| <p>Boiling water safety button has dis connected.</p>  | <p>The handle has worked loose and the safety button has dis connected</p>   | <p>Remove the end cap and tighten the screw.</p> <p>Remove the handle and re fit.</p> <p>Video available on youtube :</p> <p>Tap Factory Technical Channel</p> <p><a href="https://youtu.be/AVB0124q_Pg">https://youtu.be/AVB0124q_Pg</a></p>   |
| <p>Tank is not heating correctly or maintaining temperature after a period of use over 6 months.</p> | <p>Lime scale has begun to build up on the internal sensors and is causing incorrect readings.</p> <p>It is normal for the tank to have fluctuating temperature between 95—98 degrees at different resting times as the heater is not permanently meant to heat.</p>                           | <p>The activated carbon filter protects the tank from lime scale deposits and must be changed every 6 months under normal conditions and more frequently in hard water areas.</p> <p>Failure to do this will effect your warranty.</p>  |

# TROUBLE SHOOTING

| PROBLEM  | POSSIBLE FAULT   | RESOLVING   |
|--|--|---|
| <p>“SET TEMPERATURE”</p> <p>Flashes “99”</p>   | Insufficient water in the tank   | Purge the air from the tank as described in the installation instruction.   |
| Water and steam spit intermittently from the spout of the tap                                | Unit is boiling. This is a vented system and excess steam is emitted from the tap spout occasionally.  | <p>Turn the boiling control on and Draw off 0.5 litre of water to release the pressure.</p> <p>Alter the water setting on the red LED display to a lower temperature setting. Altitude effects temperature</p>  |
| Water is cold  | <p>The Electronic tank maybe unplugged.</p> <p>The Electronic tank may need to be turned on</p> <p>There has been a power supply cut and the digital display needs re setting.</p> <p>Water temperature setting on the Electronic tank is set too low.</p>   | <p>Ensure the appliance is plugged in correctly. Check the circuit breaker and fuse on your fuse board.</p> <p>Reset the tank by pressing the rest button under the tank whilst powered down but plugged into the mains socket.</p> <p>Set the temperature to the required level and check tank heats up.</p> |
| Water is dripping from the tap spout randomly  | <p>The expansion vessel within the tank is not draining correctly due to a series of short draw offs of water</p> <p>The spout is blocked with limescale debris.</p> <p>The tank is a vented system and it is perfectly normal for a few drips of water and steam to exit the spout during tank boiling. This is known as venting ( releasing the pressure in the tank )</p> | <p>Draw off 0.5 ltr of water to purge the tank. Avoid drawing off small units of water less than 150ml.</p> <p>Remove and rinse the aerator on the tap spout.</p> <p>Open the boiling tap can release tank pressure but is not necessary.</p> <p>The spout venting is part of the design</p>                  |
| There is a delay in the water flow when operated   | <p>The system is a vented non pressurised tank</p> <p>So it is expected that a short delay before Dispensing near boiling water will occur.</p>  | <p>After a large draw of water there maybe a slightly longer delay for near boiling water to be dispensed.</p> <p>This is not a fault.</p>  |
| I have connected the K <sub>2</sub> H <sub>2</sub> O additional filter but the flow is poor. | The K <sub>2</sub> H <sub>2</sub> O filter is designed to filter the normal cold water supply but will require a minimum of 1 Bar of mains cold water pressure.  | Increase your mains cold water pressure to the filter to a minimum of 1 Bar   |
| E4 code is displayed   | This signifies that the tank was powered before being filled with water and has caused damage.   | The tank will need to be replaced   |

## **INSTANT BOILING WATER TAP GUARANTEE**

### **TERMS & CONDITIONS ( UK & EIRE only )**

The guarantee is valid from the date the goods were invoiced and dispatched. Proof of purchase showing the original date and place of purchase must be produced in the event of any warranty claim. Retention of the original invoice and sales receipt must be provided by the customer. The benefit of the guarantee cannot be transferred to a third party as the benefit of the guarantee is only available to the original purchaser. The guarantee only applies to products installed within the UK and Eire. The guarantee does not include damage caused during the installation of the product. Inappropriate use or misuse of the product including the use of harsh or solvent based cleaning products will render the guarantee void. The guarantee covers the product against manufacturing defects and does not include normal wear and tear. Wear and tear may result in the chrome finish being dulled or scratched over a period of time. Before any product is installed it must be checked for obvious defect or fault. A claim will not be accepted if a defect or fault is discovered after installation. The guarantee covers normal domestic use only and the hot water tank carries a 2 year guarantee, “ replacement parts only ” .The guarantee on the tank is subject to the tank being protected from lime scale by way of a water filter and a nano carbon cartridge that must be changed every 6 months. The guarantee will not cover leaks from the tank that have been caused by the incorrect pressures being installed on the tank. The guarantee is a parts only guarantee and does not include labour. The guarantee will not cover faults or defects that are a result of wilful damage, neglect, misuse (including inappropriate cleaning) accidental damage and other events outside of the control of the manufacturer. All products are delivered with an instruction of aftercare and cleaning. It is important that you only clean the product with a soft cloth and soapy water, rinse and dry with a soft cloth. The guarantee does not cover product that has been altered, modified, transformed or re located in any way. The guarantee will only be effective if all of Carysil Brassware Ltd, installation and cleaning instructions are adhered to. We reserve the right to inspect or test any product that is subject to claim. Faults must be reported by the original purchaser within 28 days of discovery. A failure to do so will affect your guarantee. If a fault or claim is accepted we reserve the right to only refund the original invoice amount or issue a direct replacement product or part. As our product range evolves we reserve the right to offer a replacement product from our current range that is nearest to the affected product or issue a refund to the original invoiced value. If a claim is made under the guarantee and a defect is not found due to materials or manufacture. Carysil Brassware Ltd reserve the right to charge the customer for time spent by an engineer at the current hourly rate and for replacement parts.

The guarantee does not include items that have previously been on showroom display. This guarantee does not affect your statutory rights and is in addition.

**Please keep this information safe along with your proof of purchase invoice and ensure you have registered your product online at [www.thetapfactory.com/register](http://www.thetapfactory.com/register)**



*This certifies that*

**CARYSIL BRASSWARE LTD**

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*has had the undermentioned product(s) examined, tested and certified as being of an appropriate quality and standard as required in the Water Supply (Water Fittings) Regulations and Scottish Water Byelaws, subject to scheme requirements being met when installed.*

*Model Numbers*

**GCBHTTANK, CBHTTANK & WCBHTTANK ELECTRIC INSTANTANEOUS (NEAR BOILING) WATER HEATERS**

*The certificate by itself is not evidence of a valid WRAS Approval. Confirmation of the current status of an approval must be obtained from the WRAS Approvals Directory ([www.wras.co.uk/directory](http://www.wras.co.uk/directory))*

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*The product so mentioned will be valid until the end of:*

**September 2028**

*Certificate No.*

**2309373**

A handwritten signature in blue ink, appearing to read 'Ian Hughes', with a horizontal line extending to the right.

Ian Hughes,  
WRAS Approvals Manager

# CARYSIL

BRASSWARE

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