

# INSTALLATION GUIDE

## LIMESCALE PREVENTION DEVICE

### How your Combimate works

Your Combimate prevents the formation of scale and reduces corrosion in your water system by adding minute quantities of Combiphos to the cold water supply.

The Combiphos keeps the minerals in your water supply in suspension rather than allowing a scale deposit to form. When the water is heated the minerals pass through the system.

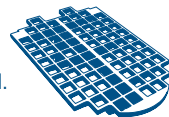
### The Combiphos should be replaced once a year during normal use

Combiphos immersed in water with no flow will start to deteriorate and eventually break down, this is accelerated with an increase in water temperature. Ensure Combiphos is not left for more than two months without regular water through-flow, this time will be shorter if the water is over 20deg C. If the property where the Combimate is installed is likely to be empty for extended periods, we recommend the Combimate be emptied of Combiphos and the Combiphos dried and stored. Combiphos spheres are available to order at most good plumbers merchants or can be purchased direct from [www.combimate.co.uk](http://www.combimate.co.uk)  
IMPORTANT: Maximum inlet pressure 6.5 bar (100psi)

Cistermiser Ltd  
FREEPOST

## Annual Combiphos refill

Your Combimate has been installed to provide either complete system protection or single appliance protection. Inside the dome is a removable Divider Tray that allows you to select the quantity of Combiphos that the Combimate can hold.

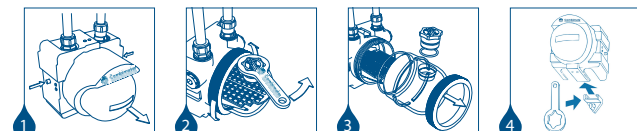


Single appliance protection  
Divider Tray to remain in place (place 400g of Combiphos on to tray)

Complete system protection  
Divider Tray must be removed (fill dome with 800g of Combiphos)

### Refill instructions

- 1 Depress the two red buttons and pull the cover away from the unit (Water flow through the unit is shut off when the cover is removed).
- 2 Place a bowl under unit to catch any residue. Unscrew red filler plug using the spanner provided. Unscrew and remove aluminium ring.
- 3 Remove dome from base, empty exhausted Combiphos and clean base. Fit new 'O' ring seal, refit dome and aluminium ring. Refill with new Combiphos through hole in dome.
- 4 Refit red filler plug and replace front cover. Hang spanner on hook.

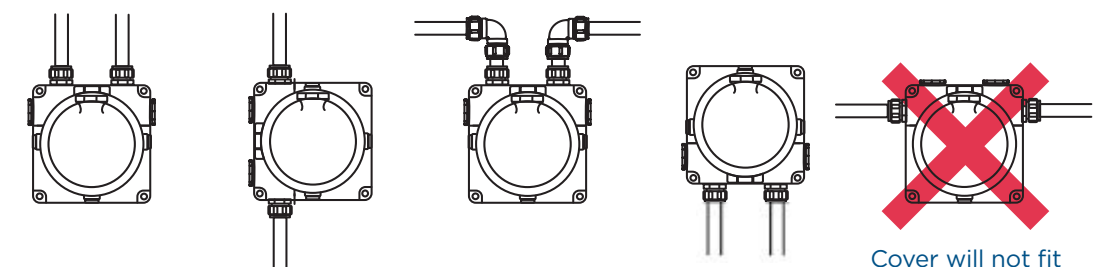


## STEP ONE POSITIONING & CONFIGURATION

Combimate should be installed in a position where it is easily accessible. Combimate should be a minimum of 450mm from any local heat source to prevent water in the dome from warming and accelerating the rate of dissolution of the Combiphos.

Ensure the mounting wall is flat. An uneven wall surface may prevent the Combimate cover from fitting correctly. We suggest that you fix the pipes to the Combimate to the wall with Talon pipe clips.

The Combimate is supplied with a single check valve pre-fitted on the inlet side. (It can be identified by the directional arrow, as shown). The check valve will prevent backflow in accordance with the Water Regs, Schedule 2, Section 6.3.



The cold water supply (rising main) should be piped up to this check valve. The check valve can be swapped to either pipe to suit your installation but must be positioned on the cold water supply inlet.

### NOTE: The Check Valve MUST be on the inlet

It is recommended to install an isolating valve upstream of the Combimate. The Combimate can be installed in various configurations, allowing maximum flexibility of pipe work configurations. In order to keep the filler plug upright it may be necessary to rotate the dome relative to the base and re-locate the divider tray.

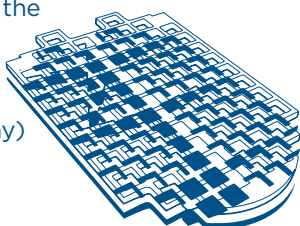
**WARNING:**  
It is important that no soldering flux comes into contact with the plastic body of the Combimate.

Cover will not fit

# STEP TWO 2 INSTALL COMBIPHOS

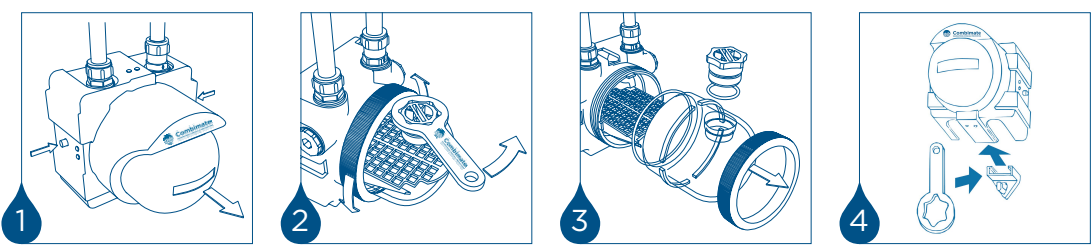
Your Combimate can be used to offer two different levels of protection, complete system protection or single appliance protection. Inside the dome is a removable Divider Tray which allows you to select the quantity of Combiphos that the Combimate can hold.

Single appliance protection  
Divider Tray to remain in place (place 400g of Combiphos on to tray)  
Complete system protection  
Divider Tray must be removed (fill dome with 800g of Combiphos)

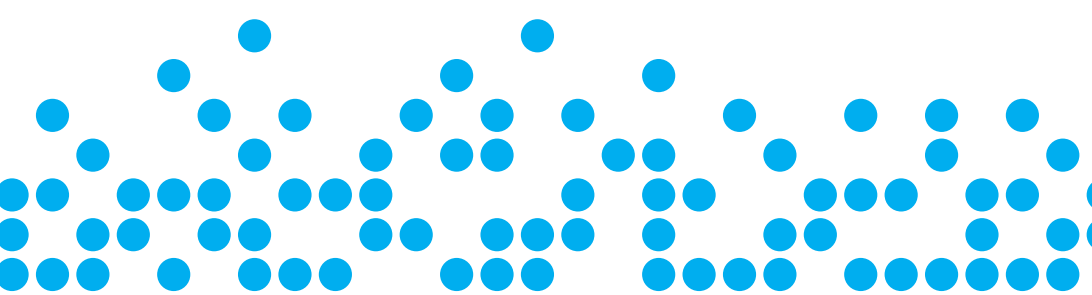


**WARNING:** Soldering flux will damage plastic. Ensure no flux comes into contact with the Combimate.  
Contact with soldering flux will cause eventual deterioration of the material and lead to leaks.

1. Offer the Combimate to pipework and connect. When tightening the compression fittings it is essential to **HOLD THE INNER NUT WITH A SECOND SPANNER**: this should prevent damage to the Combimate by over-tightening the compression fitting thread which enters the plastic body.
2. Depress the two red buttons located at either side of the cover and pull the cover away from the unit. (With the cover removed, water flow through the unit is shut off). (Fig 1).
3. Place a bowl under unit to catch any residue. Unscrew the red filler plug from the top of the dome using the spanner provided. (Fig 2).
4. Unscrew and remove the aluminium ring. Ease the translucent dome away from the base section noting the location of the large 'O' ring seal on the inside ledge of the base. Remove the Divider Tray if required.
5. Ensure the ledge for the 'O' ring is clean and fit 'O' ring seal in place. (Ensure the 'O' ring sits on ledge inside the white base; it does not fit over the dome).
6. Replace the dome, ensuring the locating lugs line up and the dome is fully pressed home.
7. Using hand pressure only, secure and tighten the aluminium ring in a clockwise direction. (Should a leak occur, check for damage or small particles lodged behind the 'O' ring). (Fig 3).
8. If the premises are or will be occupied, fill the dome with the required amount of Combiphos by pouring it through the hole in the top of the dome.
9. Before refitting the red filler plug, ensure all air is bled from the Combimate. Open an outlet downstream of the Combimate and turn on the water supply; a low flow is adequate. Gently press back (towards wall) the black isolation levers located either side of the dome; this will allow water to enter the Combimate and expel any trapped air. Release the levers before water spills out of the filler hole and refit and tighten the filler plug using the spanner provided.
10. Turn on the water supply. Slide retaining hook on to outer cover as shown and refit the retaining cover on to the base, ensuring it clicks into place; this will engage the water supply. (Fig 4).
11. Check for leaks, attach Reminder Tag to pipework and hang spanner on to retaining hook.
12. Register your Combimate and activate your guarantee.



**Specification**  
Max Pressure: 6.5 bar static (100psi) Fittings: compression (15mm or 22mm pipe)



# STEP THREE 3 ACTIVATE LIFETIME GUARANTEE

Your Combimate has been manufactured under the ISO9001:2015 quality assurance scheme and is a WRAS approved product that's covered by a 3-year manufacturer's warranty\*\* against defective materials and workmanship. This excludes soldering flux damage or over-tightening of fittings.

**Lifetime Scale Prevention Guarantee**  
Cistermiser Ltd. guarantees that Combimate will prevent the build-up of limescale deposits within the hot water system when fitted to a new heat exchanger, combination boiler or thermal store.

We shall contribute up to £500\* towards the repair, descale or replacement of any hot water heat exchanger within a combination boiler or thermal store that is protected by a Combimate †.

PLEASE VISIT OUR WEBSITE FOR FULL TERMS AND CONDITIONS [www.combimate.co.uk](http://www.combimate.co.uk)

\*including VAT  
\*\*when installed and maintained with manufacturer's instructions  
Product must be registered to extend warranty to three years.

**Our commitment:**

† We shall contribute up to £500\* towards the cost of the de-scaling, repair or replacement of your heat exchanger, combination boiler or thermal store if:

- Scale contamination becomes evident within 12 months of the last Combiphos top-up.
- The volume of Combiphos has been maintained and replaced in accordance with the recommendations.
- The lower portion of this card is completed and returned at the time of installation and a copy of the receipt is included for the installation of the new heat exchanger, combination boiler or heat store.
- Installation of the Combimate has been carried out in accordance with the manufacturer's instructions.
- The boiler, heat exchanger or heat store was new at the time of the installation of the Combimate.

Once your Combimate is installed please complete and return the card below or register online at [www.combimate.co.uk](http://www.combimate.co.uk)

**Activate your lifetime guarantee**

Register online [www.combimate.co.uk](http://www.combimate.co.uk)  
**OR**  
Why not take a photo of this completed registration form and email it to us? [guarantee@combimate.co.uk](mailto:guarantee@combimate.co.uk)  
**OR**  
Complete and post back the attached card

Detach, moisten, fold and seal along the edges

**PLEASE USE BLOCK CAPITALS**

Serial No. .... Date Installed .....

(on the side of the base, once the cover is removed)

Protection selected (tick one): ☐ Complete supply or ☐ Single appliance

Make and model of boiler..... Approx. age .....

**Yes, I wish to receive an annual Combiphos reminder, to be sent by:**

☐ **Post** (tick one)  
☐ **Email** (tick one)

**OPTIONAL - TO APPLY FOR THE LIFETIME SCALE PREVENTION GUARANTEE, PLEASE INCLUDE:**

☐ New boiler installation receipt (tick one)  
☐ New heat exchanger installation receipt (tick one)

Name and address of Homeowner: .....

.....

.....

Post Code ..... Email .....

Signed .....

**OPTIONAL - TO BE COMPLETED BY THE INSTALLER:**

**Yes, I wish to receive trade news updates** about Combimate and Cistermiser's associated water-saving products to be sent by:

☐ **Post** (tick one)  
☐ **Email** (tick one)

Name and address of installer: .....

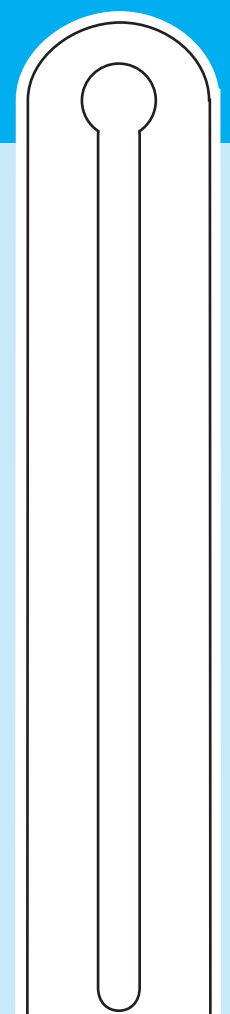
.....

.....


Post Code ..... Email .....

Detach, moisten, fold and seal along the edges

# STEP FOUR 4 REFILL



**REMINDER TAG**  
1. Complete details & detach tag  
2. Attach on to pipework

 **Combimate**  
GUARANTEED LIMESCALE PREVENTION

This is a limescale prevention device.  
To ensure your home remains protected we recommend the Combiphos spheres are replaced annually.

Date of installation .....

Date of next refill .....

.....


.....


.....

.....

.....

.....

  
Scan to order online

From  **Cistermiser**  
OUR WORLD IS WATER