

Installation Guide

Digital Interface

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1143086-2-G

THE BOLD LOOK
OF **KOHLER**®

IMPORTANT INSTRUCTIONS



WARNING: When using electrical products, basic precautions should always be followed, including the following:



WARNING: Risk of electric shock. A qualified electrician should route all electrical wiring.



WARNING: Risk of electric shock. Disconnect power before servicing.



WARNING: Risk of injury or property damage. Please read all instructions thoroughly before beginning installation.

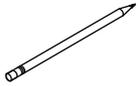
NOTICE: Follow all plumbing, electrical, and building codes.

Specifications

Interface

Ambient Temperature	Max 125°F (51.5°C)
Maximum Relative Humidity	100% condensing (External surface only)
User Interface Cable Length	20' (6.1 m)

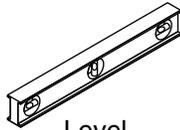
Tools and Materials



Pencil



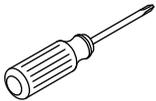
Tape Measure



Level



100% Silicone Sealant



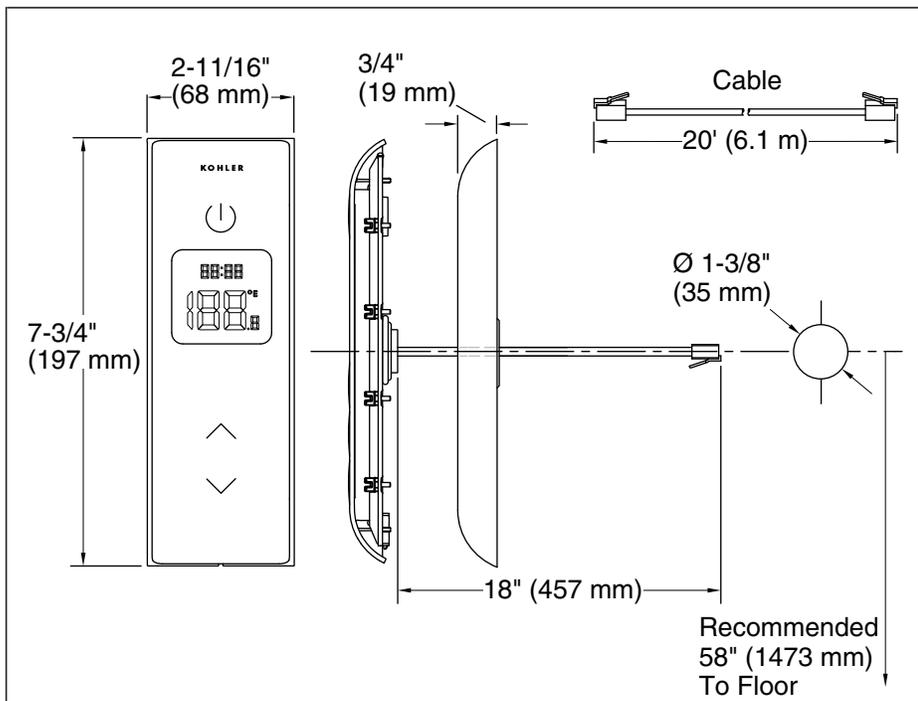
Phillips Screwdriver



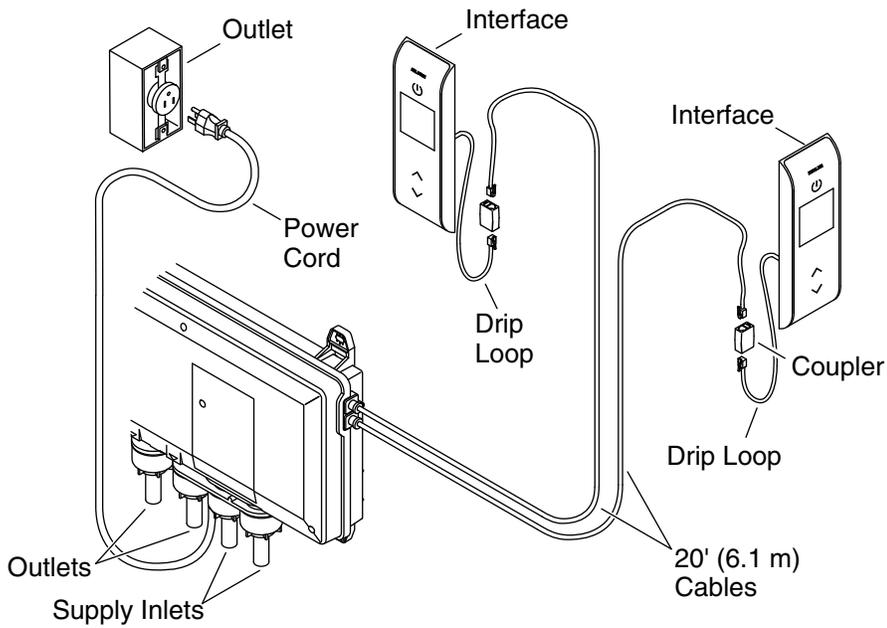
Drill and 1/4" Drill Bit



1-3/8" or 35 mm Hole Saw



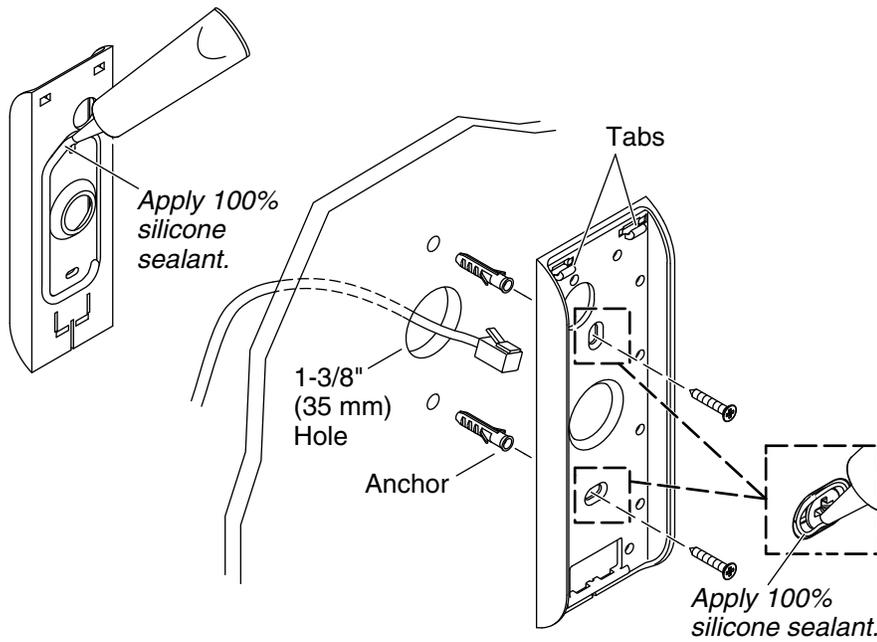
Roughing-In



1. Preparation

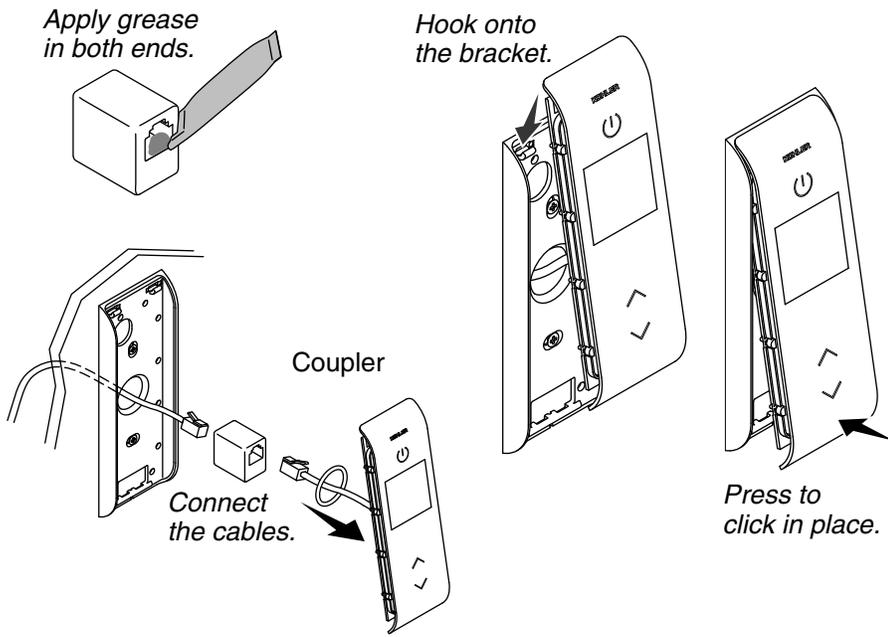
NOTE: If desired, set up this installation to use two interfaces. One interface, installed inside the shower, is required.

- If not already installed, install the two- or three-port digital valve according to the instructions packed with the product.
- Determine the locations of all required components before beginning installation.
- Allow enough slack in the cables for drip loops.
- Route the interface cable(s) to the interface installation location.
- Complete the finished wall.



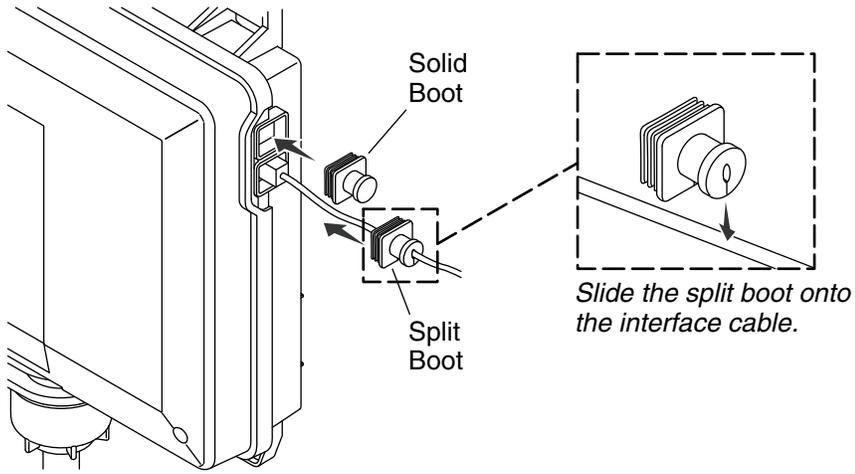
2. Install the Mounting Bracket

- Refer to the "Roughing-In" section for recommended mounting bracket location.
- Hold the bracket at the installation location. Mark the center hole and two mounting holes on the wall.
- Using a hole saw, cut a 1-3/8" (35 mm) hole at the marked location.
- Using a 1/4" drill bit, drill holes at the two mounting-hole locations. Install the anchors.
- Generously apply 100% silicone sealant in the groove on the back of the mounting bracket.
- Pull the cable through the center hole of the bracket.
- Position the bracket with the tabs up. Secure to the wall with the screws.
- Cover the screws with 100% silicone sealant.



3. Install the Interface

- Secure the O-ring to the back of the user interface.
- Apply grease (provided) into both ends of the coupler.
- Connect the cable from the wall and the interface into the coupler. Ensure that the cables fully click into the coupler.
- Feed the cable and coupler into the hole in the wall. Ensure that a drip loop is made.
- Hook the top of the interface onto the mounting bracket, then press the bottom until it clicks in place.



4. Complete the Installation

IMPORTANT! Make drip loops in all cables.

- Press a split boot onto each interface cable.
- Connect the interface cable to the valve. Ensure that the cable fully clicks into the valve socket.
- Press the boot over the connector and into the valve socket to seal the connection.
- If you only install one interface, insert a solid boot into the unused socket.

5. Installation Checkout

- Turn ON the water supply to the valve.
- Check all connections for leaks and make any adjustments as needed.
- Plug in the valve. You should hear the valve power-up and the power icon on the user interface will be lit.
- If not already completed, refer to the digital interface homeowners guide to set up the user interface.

NOTE: For more information about using the user interface and its menus, refer to the "Digital Interface Homeowners Guide."

- Press the power icon to turn ON the shower.

Installation Checkout (cont.)

- Check for leaks and make any adjustments as needed.
- Verify that the water flow is sufficient for your showering needs.

Troubleshooting



CAUTION: Risk of personal injury. The valve may contain hot water; be careful when draining any residual water.

IMPORTANT! Turn off the power and water supply to the valve before performing any maintenance.

NOTICE: Valve maintenance should be performed by a KOHLER Authorized Service Representative.

NOTE: For service parts information, visit your product page at kohler.com/serviceparts.

This troubleshooting guide is for general aid only. For service and installation issues or concerns, call 1-800-4KOHLER.

Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
1. Control panel is not lit.	<p>A. Valve is not plugged into the outlet.</p> <p>B. Interface cable connections may be loose or disconnected.</p> <p>C. Circuit breaker has tripped.</p> <p>D. The valve memory may require resetting.</p> <p>E. A "straight-through" cable or coupler was used to connect the interface to the valve.</p>	<p>A. Plug the valve into an outlet.</p> <p>B. Check all interface cable connections, connect if needed.</p> <p>C. Reset the circuit breaker.</p> <p>D. Disconnect and reconnect the valve power cord from the electrical outlet.</p> <p>E. Connect the interface to the valve using a "cross-over" cable or coupler.</p>

Troubleshooting (cont.)

Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
	<p>F. If none of the recommended actions for the above issues correct the symptom, the valve or interface requires servicing.</p>	<p>F. Contact your Kohler Co. Authorized Service Representative.</p>
<p>2. The interface power indicator is lit, but the system will not turn on.</p>	<p>A. Interface cable connections may be loose.</p> <p>B. If the above recommended action does not correct the symptom, the interface or valve requires servicing.</p>	<p>A. Check all interface cable connections, connect if needed.</p> <p>B. Contact your Kohler Co. Authorized Service Representative.</p>
<p>3. The interface functions normally but no water flows from the components.</p>	<p>A. Valve outlets may be blocked.</p> <p>B. Fittings/Spray faces may be blocked.</p> <p>C. Hot and cold water supplies are not turned ON.</p> <p>D. The valve memory may require resetting.</p> <p>E. System error.</p>	<p>A. Check the valve outlets for blockage or debris. Clean the outlet screens.</p> <p>B. Clean the sprayfaces and any screens in your fittings.</p> <p>C. Turn ON the water supply to the valve.</p> <p>D. Disconnect and reconnect the valve power cord from the electrical outlet.</p> <p>E. Check the user interface for an error code. Refer to the "Error Code Diagnosis" section in the Digital Interface Homeowners Guide.</p>

Troubleshooting (cont.)

Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
	<p>F. If none of the recommended actions for the above issues correct the symptom, the valve requires servicing.</p>	<p>F. Contact your Kohler Co. Authorized Service Representative.</p>
<p>4. Maximum blend temperature too hot or too cold.</p>	<p>A. Incorrect maximum temperature setting.</p> <p>B. If the above recommended action does not correct the symptom, the interface or valve requires servicing.</p>	<p>A. Refer to the "Temperature – Set the Maximum" section in the Digital Interface Homeowners Guide.</p> <p>B. Contact your Kohler Co. Authorized Service Representative.</p>
<p>5. Continuous flow.</p>	<p>A. System will not switch off.</p>	<p>A. Turn off the water and power supply and contact your Kohler Co. Authorized Service Representative.</p>
<p>6. Only cold water flows from the outlets.</p>	<p>A. Hot water supply is either not turned ON or not connected to the valve inlet.</p> <p>B. Hot water inlet is blocked.</p> <p>C. The hot water supply is exhausted.</p>	<p>A. Check if the hot water supply is turned ON and connected to the valve inlet.</p> <p>B. Check the hot water inlet screen for blockage. Clean or replace the inlet screen. Refer to the Valve Homeowners Guide.</p> <p>C. Allow time for the water heater to come up to temperature.</p>

Troubleshooting (cont.)

Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
	D. If none of the recommended actions for the above issues correct the symptom, the valve requires servicing.	D. Contact your Kohler Co. Authorized Service Representative.
7. Fluctuating or reduced flow rate. Valve is functioning properly.	A. Valve inlets may be blocked. B. Fittings/Spray faces may be blocked. C. Water outlet pressure is low. D. Fluctuating supply pressure. E. Water supply temperatures are not within the recommended range.	A. Check the valve inlets for blockage or debris. Clean the inlet screens. Refer to the "Clean the Inlet Screens" section in the Valve Homeowners Guide. B. Clean the sprayfaces and any screens in your fittings. C. Check that the flow rate is at or above the minimum rate required. Refer to "Specifications" section in the Valve Homeowners Guide. D. Verify that the dynamic inlet pressures are within specifications. Refer to "Specifications" section in the Valve Homeowners Guide. E. Check if inlet water temperatures are within the recommended range.

Troubleshooting (cont.)

Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
8. Blend temperature drift or temperature cycling.	<p>A. Fluctuating water supply temperature.</p> <p>B. Pressure difference greater than 5 psi (34.5 kPa) between the hot and cold supply lines.</p> <p>C. If none of the recommended actions for the above issues correct the symptom, the valve requires servicing.</p>	<p>A. Check the inlet temperature differentials and verify that they are sufficient. Refer to "Specifications" section in the Valve Homeowners Guide.</p> <p>B. Install pressure regulators to bring the supplies within 5 psi (34.5 kPa) of each other.</p> <p>C. Contact your Kohler Co. Authorized Service Representative.</p>
9. Water leaking from the valve. CAUTION: Risk of personal injury or product damage. Turn off the main power and water supply.	<p>A. Connections are not secure.</p> <p>B. Seals are worn or damaged.</p> <p>C. Internal leak.</p>	<p>A. Check all connections. Make adjustments as needed.</p> <p>B. Order a seal service pack and replace all seals.</p> <p>C. Unit requires overhaul. Contact your Kohler Co. Authorized Service Representative.</p>
10. Hot water only, the valve shuts down.	<p>A. Hot and cold lines are reversed.</p>	<p>A. Switch hot and cold water supply connections. Verify that the hot water supply is connected to the "Hot" inlet and the cold water supply is connected to the "Cold" inlet.</p>