



# **UCB Series**

**Single Font Units**

**InstaTap Under-Counter, Push-Button  
Dispenser**

## **INSTALLATION & USER INSTRUCTION MANUAL**

IB24-S

## 1.0 - INTRODUCTION

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

All new Instanta products are energy efficient, simple to operate and easy to service.

## 2.0 - WARNINGS & PRECAUTIONS

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

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

- Health and Safety at Works Act
- IEE regulations
- Local and national building regulations
- BS Codes of practice
- Water supply regulations

Your new water boiler is designed to provide a constant source of near boiling water for the preparation of hot drinks. **THIS IS VERY HOT**

All personnel must be provided with sufficient and appropriate training in the safe use of this appliance.

In line with Health and Safety requirements we recommend that a risk assessment be carried out after the boiler has been installed.

The push-button on the dispense-font illuminates RED. This should be sufficient in warning users that the font dispenses hot water. However, if deemed necessary, a warning notice displayed next to the water font would be helpful in notifying users that the appliance contains and dispenses near boiling water.

During normal use of the boiler, all surfaces remain cool. However, care should be taken to avoid potential injury from burns and scalding whilst dispensing water from the font.

Scale formation within the hot water appliances can be problematic in hard water areas. Damage to the appliance caused by excessive scale build up may invalidate the warranty. See notes on de-scaling.

This appliance is 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

### **ENVIRONMENTAL - Information on Disposal for Users of Waste Electrical & Electronic Equipment**

The “crossed out wheellie 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.

### 3.0 - CHECK LIST

Before starting installation check that you have the following parts:

1. Under-counter boiler
2. Counter-top water Font (c/w rubber water tube, electrical plug & earth lead)
3. Drip-tray drain kit
4. Paper template (hole positions for fixing water font to counter-top)
5. 1.5mtr long Water Hose (WRAS approved – ¾” BSP)
6. Plastic Hose Clip (to secure hot water tube from font)
7. Red link wire (for optional 30Amp electrical configuration on UCD47 units only).
8. Silicone rubber vent tube

### 4.0 - TECHNICAL SPECIFICATIONS

<b>Model Ref No:</b>	<b>UCB5</b>
Description:	Under-counter, push-button dispenser
Size (H x W x D):	585 x 135 x 380
Voltage:	220-240V single-phase 50/60Hz
Supply:	AC
Rated Input:	3.0kW
Output (Amps):	13A
Fill Type:	Automatic
Max Rapid Draw-Off:	5 Litres [25 x 200ml (7oz) cups]
Recovery per Minute:	0.5 Litres
Temperature:	Adjustable between 80 - 95°C (factory-set @ 95°C)
Heat up time from Cold:	18 Minutes (to full boiler capacity)

<b>Model Ref No:</b>	<b>UCB10</b>
Description:	Under-counter, push-button dispenser
Size (H x W x D):	502 x 254 x 440
Voltage:	220-240V single-phase 50/60Hz
Supply:	AC
Rated Input:	3.0kW
Output (Amps):	13A
Fill Type:	Automatic
Max Rapid Draw-Off:	10 Litres [50 x 200ml (7oz) cups]
Recovery per Minute:	0.5 Litres
Temperature:	Adjustable between 80 - 95°C (factory-set @ 95°C)
Heat up time from Cold:	29.5 Minutes (to full boiler capacity)

<b>Model Ref No:</b>	<b>UCB15</b>
Description:	Under-counter, push-button dispenser
Size (H x W x D):	562 x 254 x 440
Voltage:	220-240V single-phase 50/60Hz
Supply:	AC
Rated Input:	3.0kW
Output (Amps):	13A
Fill Type:	Automatic
Max Rapid Draw-Off:	15 Litres [75 x 200ml (7oz) cups]
Recovery per Minute:	0.5 Litres
Temperature:	Adjustable between 80 - 95°C (factory-set @ 95°C)
Heat up time from Cold:	39.5 Minutes (to full boiler capacity)

<b>Model Ref No:</b>	<b>UCB47 [4.5kW, Standard Configuration]</b>
Description:	Under-counter, push-button dispenser
Size (H x W x D):	560 x 465 x 500
Voltage:	220-240V single-phase 50Hz
Supply:	AC
Rated Input:	4.5Kw [Standard configuration]
Output (Amps):	20A
Fill Type:	Automatic
Max Rapid Draw-Off:	47 Litres [235 x 200ml (7oz) cups]
Recovery per Minute:	0.75 Litres
Temperature:	Adjustable between 80 - 95°C (factory-set @ 95°C)
Heat up time from Cold:	68 Minutes (to full boiler capacity)

<b>Model Ref No:</b>	<b>UCD47 [6.75kW, Optional Configuration]</b>
Description:	Under-counter, push-button dispenser
Size (H x W x D):	560 x 465 x 500
Voltage:	220-240V single-phase 50Hz
Supply:	AC
Rated Input:	6.75Kw [Optional configuration]
Output (Amps):	30A
Fill Type:	Automatic
Max Rapid Draw-Off:	47 Litres [275 x 200ml (7oz) cups]
Recovery per Minute:	1.1 Litres
Temperature:	Adjustable between 80 - 95°C (factory-set @ 95°C)
Heat up time from Cold:	45 Minutes (to full boiler capacity)
<b>Model Ref No:</b>	<b>UCB40-STA-S (Stadium)</b>
Description:	Under-counter, push-button dispenser
Size (H x W x D):	560 x 465 x 500
Voltage:	220-240V single-phase 50Hz
Supply:	AC
Rated Input:	3.0kw
Output (Amps):	13A
Fill Type:	Automatic
Max Rapid Draw-Off:	40 Litres [200 x 200ml (7oz) cups]
Recovery per Minute:	0.5 Litres
Temperature:	Adjustable between 80 - 95°C (stadium default setting @ 85°C)
Heat up time from Cold:	85 Minutes (to full boiler capacity)

## 5.0 INSTALLATION

### MAINS WATER CONNECTION

Your machine has been supplied with a WRAS approved non-toxic hose for connection to a suitable drinking water supply. The water supply must have a pressure not exceeding 7 bar (96psi), and no lower than 2 bar (28psi).

- If your water pressure exceeds 7-bar, a suitable pressure reduction valve may need to be fitted to the water supply to bring the pressure to a level that the machine can cope with.
- In the unlikely event of the pressure being too low a booster pump can be supplied.

**INSTANTA CANNOT BE HELD RESPONSIBLE FOR ANY MACHINE MALFUNCTION IF THE WATER PRESSURE EXCEEDS THAT STATED. IF IN DOUBT, CONSULT YOUR WATER SUPPLY COMPANY.**

The hose supplied with the machine is manufactured from materials which have been approved for drinking water and should only be connected to a cold water supply.

- If any hose not supplied by Instanta is used to connect the machine, the guarantee could be invalidated and contamination may occur.

**PLEASE NOTE:** Washing machine hoses (usually red, black or blue,) are not suitable for drinking water and will cause a very bad taste to the water.

A 15mm stop valve should be fitted between the water supply and the hose so that the machine can be isolated.

Water purification filters are available to ensure fresh water. Please contact Instanta Spares for details (01704 501114).

In hard water areas, scale can cause problems. Fitting a scale reducer will help minimise scale but will not eliminate scale completely.

**NOTE:** Water that has been treated by the Reverse Osmosis process can become aggressive (due to lack of minerals or ions), and in extreme cases can cause leaching and corrosion of pipes, fittings and other metal parts within the appliance.

If the appliance is being fed by water treated by Reverse Osmosis, we strongly recommend that the water is tested regularly.

If you have any queries in this respect, please contact our customer services team.

## **WE REGRET THAT INSTANTA CANNOT BE HELD RESPONSIBLE FOR SCALE RELATED PROBLEMS IF A SCALE REDUCER HAS BEEN INSTALLED**

### **MAIN UNIT OVERFLOW**

A 15mm push-fit overflow connection point is provided [right-hand side of under-counter unit]. This should be directed to a permanent waste (see *drawing*). Use pipe-work with a continuous fall, diameter of pipe to be no less than 15mm. [NOTE: An air gap must be provided within 500mm of the connection point. Failure to provide an air gap within this distance could cause an air lock which would stop the water discharging in the event of an overflow].

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).

**IMPORTANT:** Whilst 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.

### **FONT OVERFLOW**

Drip tray drain kit – The drain kit needs to be installed in the drip tray with the kit supplied. When this is done, the drain pipe needs connecting to a permanent waste. This drain carries any drips/spillages from the drip tray away.

### **d) ELECTRICAL CONNECTION**

#### ***UCB10, UCB15 & UCB40-STA-S [3.0KW MODELS]***

Your machine is supplied with a standard 3-pin bonded plug and lead with 13amp fuse.

#### ***UCB47 [4.5KW] – Standard configuration, suitable for 20amp supply.***

Your machine is supplied with a 2mtr long electrical cord [3 x 2.5mm], for connection to a suitable 20A, single-phase electrical supply, via an isolation switch.

#### ***UCB47 [6.75KW] - Optional configuration, suitable for 30amp supply.***

The UCB47 can also be up-rated to 6.75KW, by connecting the link wire [supplied] – see separate instruction sheet. In this configuration, a suitable 30amp, single-phase supply is required.

**REMEMBER:** Using a permanent black marker pen, indicate the chosen electrical configuration (KW input rating) on the rating label [right-hand side of under-counter unit].

## 6.0 - OPERATION

**IMPORTANT:** DO NOT SWITCH MACHINE ON UNTIL INSTALLATION IS COMPLETE AND ALL ELECTRICAL/PLUMBING CONNECTIONS HAVE BEEN MADE.

● Switch machine on by pressing the small button at the top of the display panel [under-counter unit]. The boiler will run through an initial self diagnostic check and various messages will display within the window. Providing the water supply is present, the machine will start to fill and the message “**BOILER FILLING**” will be displayed.

*(If the machine does not fill to its pre-set level within 6 minutes the display will read “NO WATER”. If this happens, check that the water stop valve is turned on and there are no kinks in the inlet hose. If these are in order, check that the small plastic filter in the water connection point on the machine is not clogged with debris. To clear the warning, switch the machine off at the mains and then back on again).*

● When the water level reaches the boiler’s bottom sensor, the heater will be switched on. The display will read “**BOILER HEATING**”.

● When the correct temperature has been reached, the display will read “**BOILER READY**” and the green tick in the display will illuminate. In addition, the water font button will illuminate RED

**IMPORTANT NOTE:** In daily use you may use the boiler as soon as the water font button illuminates RED - BUT ON FIRST INSTALLATION YOU SHOULD WAIT AT LEAST 10 MINUTES BEFORE STARTING TO USE THE WATER.

● Your machine will not fill completely at once. The water input is electronically controlled to obtain maximum output, temperature and efficiency.

**IN DAILY USE** - switch on and wait for the water font push-button to illuminate RED. The water will then be at the correct temperature.

● To dispense hot water, place cup on drip-tray and press button.

## 7.0 - 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.

## 8.0 - 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;
READY CHECK WATER  WHITE SCREEN	<ul style="list-style-type: none"><li>• Water turned off</li><li>• Inlet hose kinked or bent</li><li>• Low in-coming water pressure</li></ul>	<ul style="list-style-type: none"><li>• Check water supply and stop-cock</li><li>• Check in-coming water is at minimum of 2-bar</li></ul>
READY CLEAN PROBES  WHITE SCREEN	<ul style="list-style-type: none"><li>• Low-water level probe scaled up</li></ul>	<ul style="list-style-type: none"><li>• De-scale inside of tank and level sensors</li></ul>
NOT READY OF  RED SCREEN - FLASHING WITH WARNING TRIANGLES	<ul style="list-style-type: none"><li>• Normal operating probe has scaled up</li></ul>	<ul style="list-style-type: none"><li>• De-scale level sensors</li></ul>
NOT READY TH  RED SCREEN - FLASHING WITH WARNING TRIANGLES	<ul style="list-style-type: none"><li>• Over-boiled (due to excessive lime-scale in tank).</li><li>• Faulty Element</li><li>• Thermistor disconnected, wires cut or faulty</li><li>• Boil-dry safety switch tripped or faulty</li></ul>	<ul style="list-style-type: none"><li>• De-scale tank and level-sensors</li><li>• Isolate machine and wait 10mins, then turn back on again.</li><li>• Reduce temperature setting</li><li>• Call service if fault persists.</li></ul>

## 9.0 - CLEANING

The external surfaces of the water font can be kept clean by wiping with a damp cloth. Do not use abrasive material on the outer surface of the machine.

## 10.0 - MAINTENANCE

The boiler should be periodically checked for scale build-up. The frequency depends upon hardness of the water and whether or not an effective scale reducer is fitted.

Apart from scale removal no regular maintenance should be required. Spare parts and accessories are available from Instanta Limited – Tel: 01704 501114 and ask for spares

### **DE-SCALING:**

To de-scale your machine, first disconnect from power supply and allow to cool down.

Disconnect water tube and electrical plug/lead from water font, and slide under-counter unit forward to allow easier access to lid/tank.

Remove rear-lid (NOT front-lid). There are four clips holding the lid to the case. These are situated 25mm from each corner. To remove the rear-lid, insert the tip of a screwdriver or round ended knife into the gap between the case and the lid and twist on each corner. After removing the lid, the tank is accessible.

Remove the tank lid by taking out the four fixing screws (six on UCD47 models). Lift out the baffle plates on the inside of the tank. Empty the water from the tank.

Remove as much scale as possible by hand. Any scale which is difficult to remove can be dissolved by using a solution of Renegite de-scaler. Wipe clean the level sensing probes.

Ensure all traces of de-scaler are removed before replacing tank-lid and using the boiler again.

Rather than frequently de-scaling the machine it may be preferable to install an effective scale reducer or WRAS approved water softener. This will reduce the frequency of de-scaling but will not remove scale completely in some areas.

## 11.0 TECHNICAL SUPPORT:

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

## 12.0 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:**

- 1 Problems caused by hard water and lime scale. We regret that we cannot be held responsible for problems caused by hard water
- 2 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.