

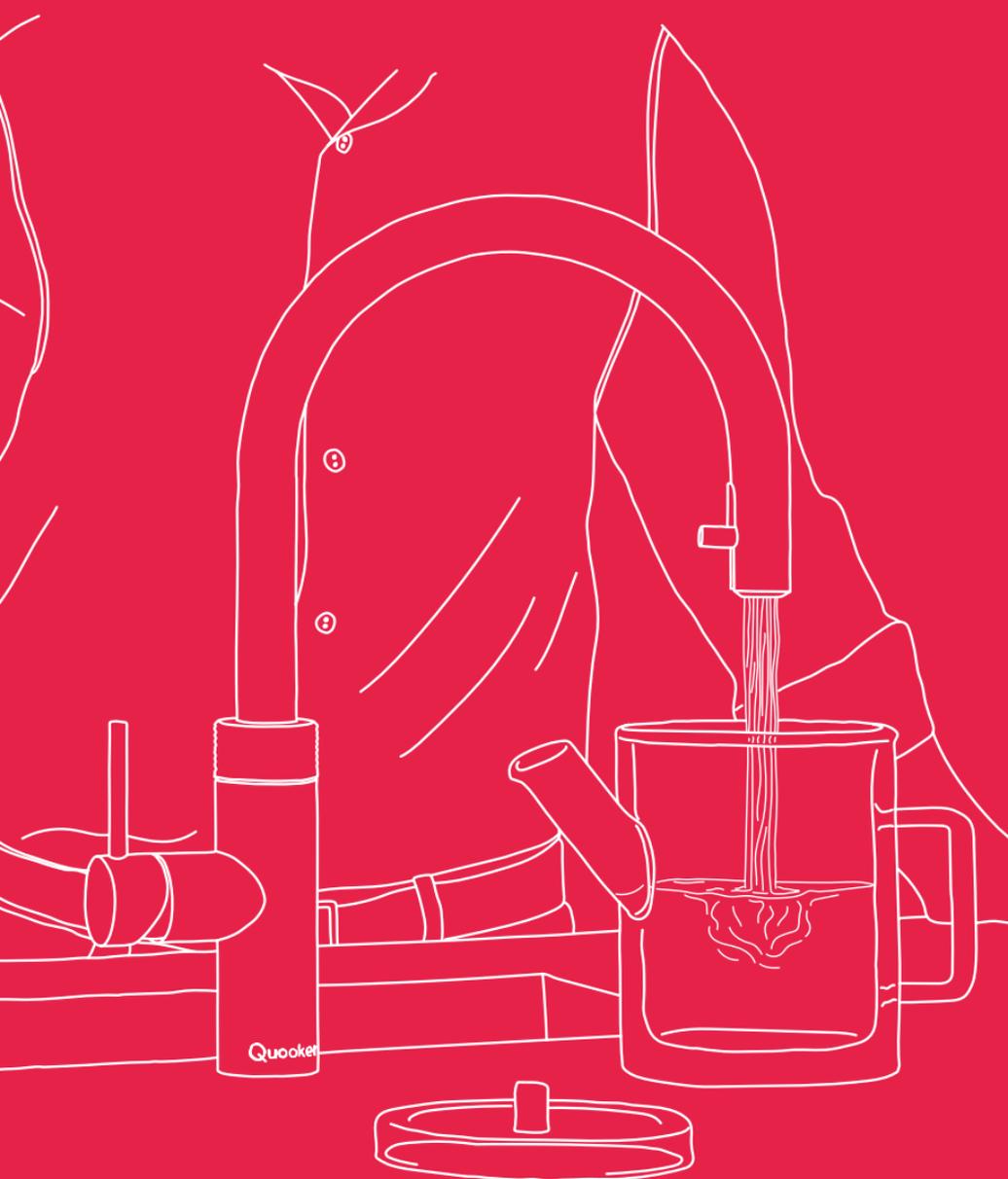


**Quooker®**

**the tap that does it all**

## Congratulations on your new Quooker tap!

Here you'll find all the information you need to make the most of your Quooker. If you still have questions, please don't hesitate to get in touch.



# Quooker®

# 1. Register your Quooker system

## Why register?

Registering your Quooker system at [quooker.com](http://quooker.com) means we'll be able to help you more efficiently if you have any problems. You'll also be in with the chance of winning a free gift.

## How do I register my Quooker?

Visit [quooker.com/my-quooker](http://quooker.com/my-quooker) to enter your details and create your account. If you win our prize draw, you'll receive an automatic email.

We hope you enjoy your new Quooker!

## My Quooker

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# 2. How to use your Quooker

## Operation Flex/Fusion/Nordic tap



Boiling water: push-push-turn  
The LED ring will flash red  
Chilled filtered water: push-wait-turn  
The LED ring will light solid blue



Sparkling water: push-turn  
The LED ring will flash blue

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## Operating tips

Hold your mug or pan close to the tap's spout to prevent splashing. If you're going on holiday for two weeks or more, it's best to switch your Quooker system off using the Q-shaped button on top of the tank. The light will turn off.

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## Indication light

The light on the tap's bezel will come on when the water in the tank is heating up. This will happen after use, and several times throughout the day to maintain the temperature of the water in the tank.



# Quooker®

## 3. Maintenance and cleaning



### Maintaining the tank

In hard water areas, limescale will build up inside the tank and will need to be cleaned out periodically. You can book a Quooker engineer to carry out a full service and de-scale of your system. Alternatively, you can install a suitable descaling system such as the Scale Control R, which prevents the build-up of limescale in the tank.

#### Scale Control R

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### Cleaning the tap

You can use a damp microfiber cloth to clean the tap. Please note that cleaning tools and products including dishwashing brushes, scouring sponges, all-purpose cleaning agents, scale removers, acidic agents and solvents may damage the finish of the tap.



### Cleaning the aerator

If the flow of water becomes irregular and/or starts splashing, you can clean the tap's aerator by unscrewing the nozzle from the end of the tap, and soaking it in a water-vinegar solution.

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## 4. Servicing



### Fix the problem yourself at home

If you have a problem with your Quooker you can use our self-service tool to diagnose the issue remotely, and order replacement parts if needed. Most issues can easily be resolved yourself at home.

#### Self-service

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### Get in touch with our service team

Do you have questions about your Quooker, or need to arrange a visit from a Quooker engineer? Then get in touch with our service team. The easiest way to do this is to submit a Contact Form on our website, which you can access once you've signed in to your My Quooker account.

#### Contact-us

## 5. Ordering consumables

### Replacement filter cartridges

We have a range of filters depending on which product you have purchased. If you have purchased a Cold Water Filter or a CUBE, we recommend changing your filters every year.

Replacement filter cartridges can be ordered via our webshop, and can be easily changed by yourself at home. You'll know the filter needs to be replaced when the alarm starts to beep. This can be snoozed for 72 hours by pressing the button on top of the Quooker accessory, or held down for 20 seconds to reset the filter's alarm for another year.

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### CO2 cylinders

Replacement CO2 cylinders can be ordered via our webshop as a set of four. Each canister produces approximately 60l of sparkling water.

### Set of four CO<sup>2</sup> cylinders

Please note, empty CO2 cylinders remain the property of Quooker and must be returned as a set of four. To make the process as sustainable as possible, empty CO2 cylinders are refilled and reused.

You can easily generate a return label via [this link](#). Don't forget to clearly state your order number. You can then attach the return label to the original packaging and return the cylinders to a DPD Parcel Point in your area.

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### Service parts

If you've diagnosed any issues using our self-service tool which require replacement parts, these can easily be ordered via our service webshop.

### Service shop



# Tips for use

## General

After the Nordic single tap or Fusion tap or Flex tap has been installed and the water is up to temperature, the entire content of the tank must be flushed through once before use. The Quooker supplies instant boiling water and has been fitted with a number of safety features detailed below. Nevertheless, users should take care when operating the tap and should avoid exposing objects to the Quooker which are not heat-resistant. If the entire content of boiling water is used in one go, it takes between 10 and 20 minutes for the water to reach boiling temperature again, depending on the tank type.

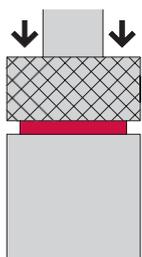


image 1

## Tap protection (image 1)

All Quooker taps are fitted with a childproof double-push-and-turn handle. A light ring lights up when the tap is dispensing water. The pull out hose on the Flex tap is fitted with an additional safety feature called the 'boiling-water stop', which ensures that no boiling water will be dispensed when the hose is pulled out.

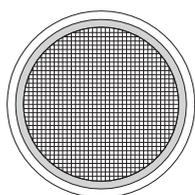


image 2

## Descaling the aerator (image 2)

We recommend that you descale the aerator at the tip of the spout regularly, depending on the hardness of water in your area. To descale the aerator, unscrew the tap nozzle, remove the aerator and soak it in a vinegar-water solution for a while. This prevents blockage and irregular spraying from the tap.

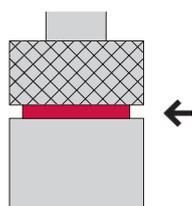


image 3

## Light ring (image 3)

The Nordic single tap, Fusion and Flex have been fitted with a light ring which illuminates when the water in the tank is heating up. When the Quooker is not being used, the light will come on several times an hour for a short while.

As soon as boiling water is dispensed from the tap, the light will come on quickly and stay on until all the water in the tank is up to temperature again. If the light ring is flashing, the tank is not heating the water and will require a reset.

To reset the system, switch off the tank via the Q-shaped on/off switch on the top, wait a couple of minutes and then switch it on again. If it continues to flash, please contact the manufacturer.

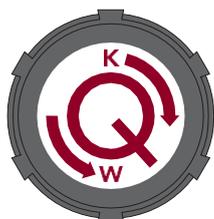


image 4

## Adjusting the mixer tap water temperature (only Quooker COMBI) (image 4)

The temperature of the mixer tap water can be adjusted between 40 and 60°C by turning the grey knob on the mixing valve towards 'K' for cold or 'W' for warm.

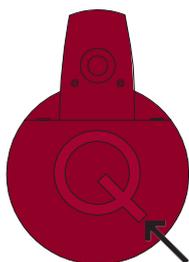


image 5

### On/off switch (image 5)

The standby consumption of the Quooker is only 10w. Nevertheless you may switch off the tank if you are away from home for a period of time. To do this, press the Q-shaped on/off switch at the top of the tank. Then open the tap and run the water until it goes cold. Upon your return, switch the tank back on. Once the water is up to temperature, the light on top of the tank will slowly fade in and out. We advise flushing through the tank's entire content of boiling water once before use.



image 6

### Use (image 6 and 7)

All Quooker taps have an insulated spout which also rotates 360 degrees. In addition, the Nordic single tap is height adjustable, allowing you to adjust the position of the spout to a convenient height for filling tea cups as well as large pans. When filling a cup (image 6), teapot or pan (image 7) with boiling water, we advise that you bring it close to the aerator, and make use of the height-adjustment and rotation features of the spout, as the water will spray slightly when leaving the tap due to the formation of steam. We also recommend waiting a few seconds for the air bubbles to subside before placing the tea bag into the water. This prevents the formation of a layer of foam on the tea.

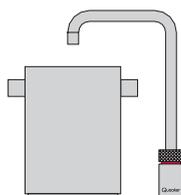


image 7

### HiTAC® water filter

The HiTAC® water filter, located inside the Quooker tank, improves the taste and quality of the tap water. As the activated carbon in the filter does its work at a temperature of over 100°C, the filter remains sterile at all times. We advise changing the filter once every 3 - 5 years, depending on your water hardness. You can order the filter directly from Quooker. When you order a new filter you must provide the serial number of system, located on the side of the tank.

### Warranty and service

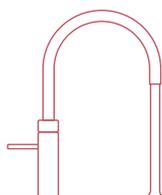
The warranty period is two years and covers supply of parts only. It does not cover labour costs, or issues relating to insufficient limescale management. In the event of a fault, please check the socket and plug fuse to ensure they have not failed and press the on/off switch on top of the tank to check whether the tank is switched on. If the issue remains, please contact your installer or supplier.

### Liability

The Quooker boiling-water tap has been manufactured to the highest quality and design standards. In accordance with the warranty conditions, the manufacturer does not accept liability for any adverse consequences of using the Quooker.

# Descaling the tank

This guide shows how to descale PRO3-VAQ and PRO3-VAQ E tanks.  
The descaling of COMBI and COMBI E tanks is similar and is also explained.



## Introduction

This guide contains two sections. You will have to determine the type of tank you have in order to choose the correct section of this guide. There are two ways to do that:

### **1 By checking the type of Quooker tap you have.**

In case you have a Flex tap, a Fusion tap or a Nordic boiling-water tap, you have an E tank.

Use the first section of this guide.

In case you have a Basic, Classic, Design or Modern boiling-water tap, you have a regular tank.

Use the second section of this guide.

Go to [www.quooker.co.uk/collection](http://www.quooker.co.uk/collection) if you are not sure.

### **2 By checking the serial number on your tank.**

In case the serial number starts with 3 letters (VCF or CCW for example), you have an E tank.

Use the first section of this guide.

In case the serial number starts with 2 letters (VC or CC for example), you have a regular tank, use the second section of this guide.

## Tools

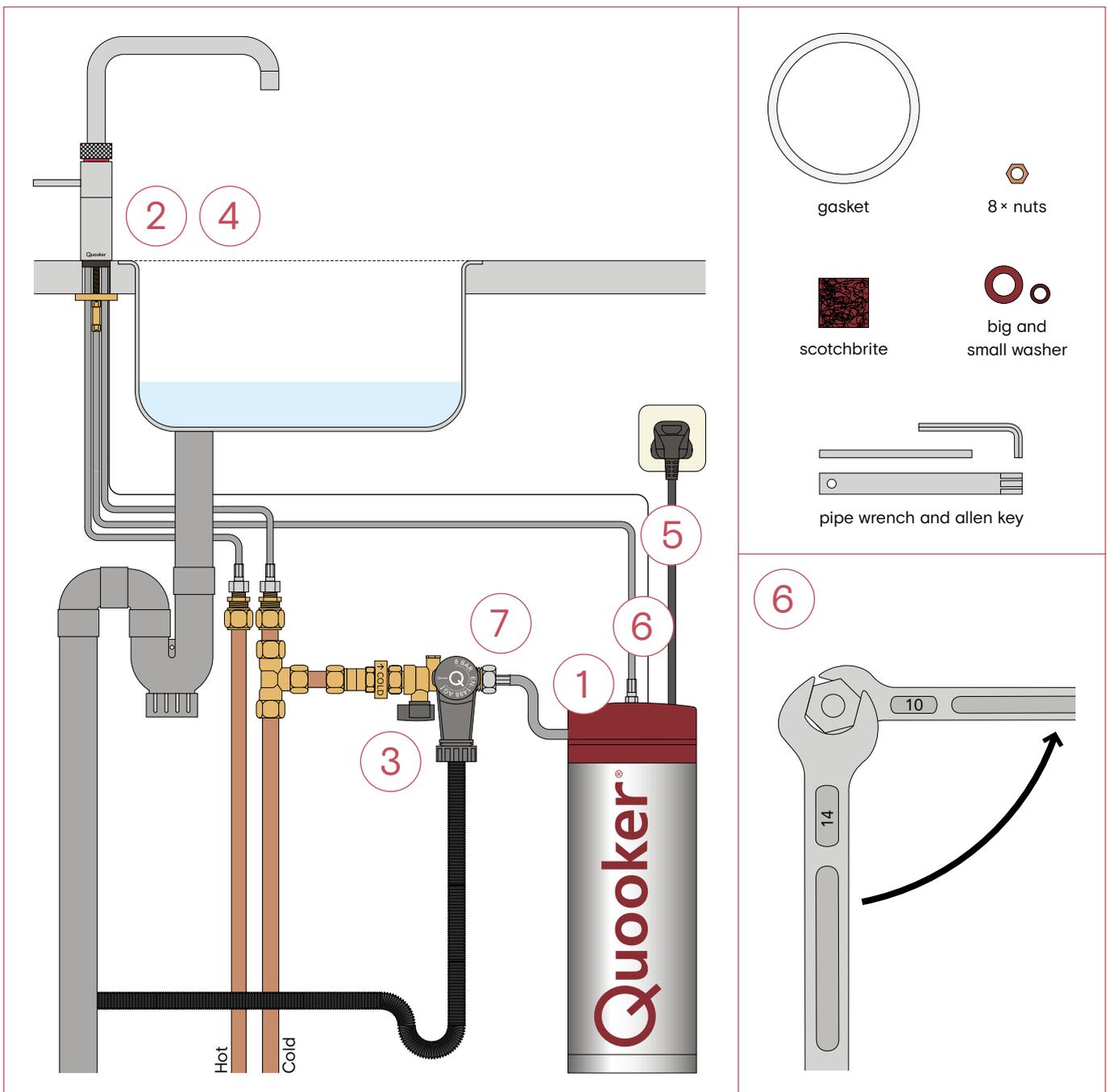
In addition to the supplied tools, you will need spanners to disconnect and connect the hoses:

- For an E tank, you will need spanners size 10, 14 and 24.
- For a regular tank, you will need spanners size 12, 14 and 24.

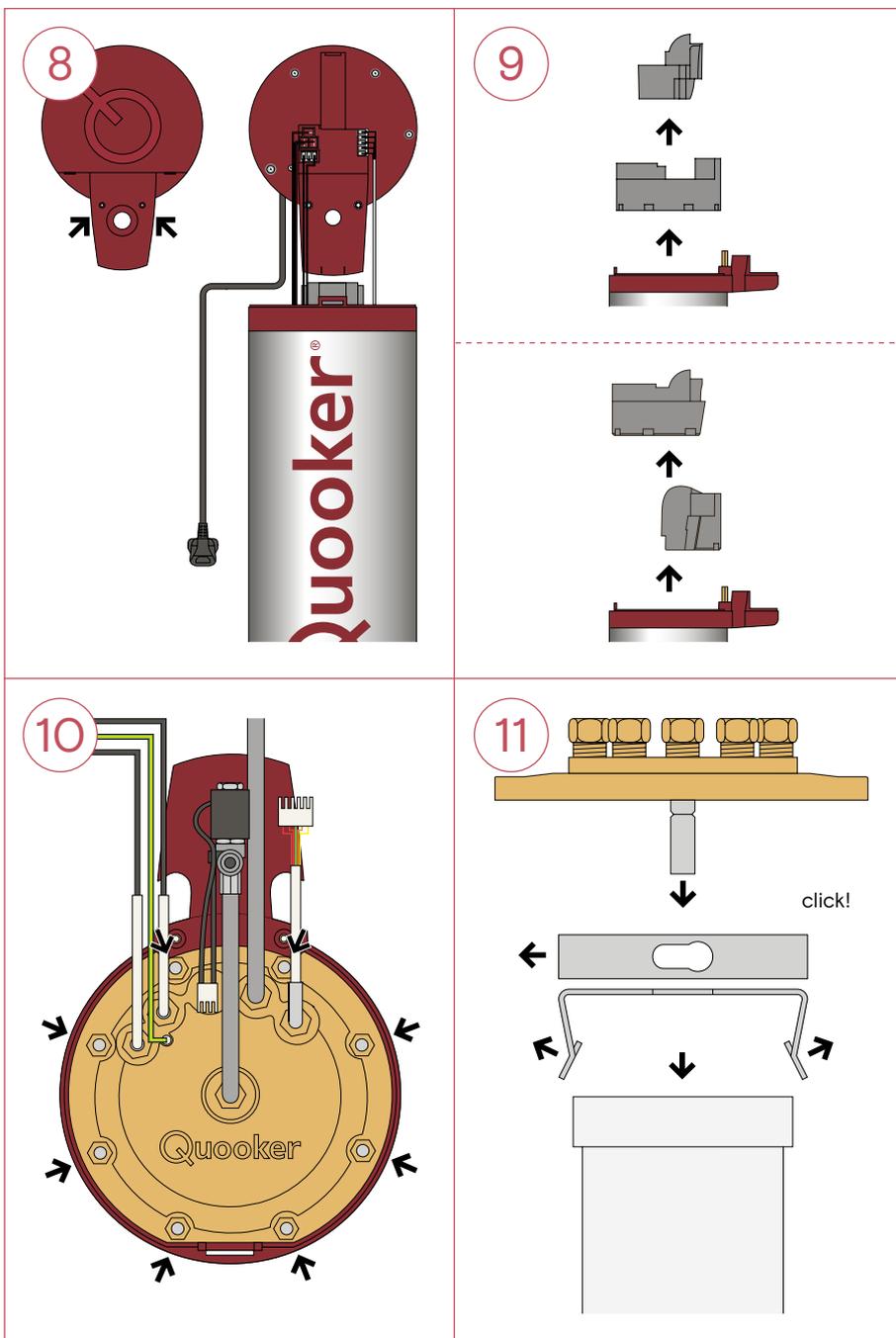
We recommend to keep paper towels within reach since some water will be left behind in the hoses and tank.

## Section 1: Descaling the E tank

1. Switch off the tank with the Q-shaped button on top. Do not unplug it or switch off the power yet.
2. Dispense boiling and cold water together. Leave it to run until the water is completely cold and the hose between the tap and the tank has cooled down.
3. Close the stop valve (small grey knob) on the inlet combination.
4. Open the boiling-water tap. If it is depressurised, no water will flow out of it.
5. Unplug the tank and disconnect the LED cable from the back of the tank.
6. Disconnect the flexible hose between the tap and the tank by turning the nut anti-clockwise (use spanners 10 and 14).
7. In case of a PRO3-VAQ E tank, disconnect the hose from the inlet combination by turning the nut anti-clockwise (use spanner 24). In case of a COMBI E tank, disconnect the two hoses from the mixing valve (use spanner 17 and 24). Remove the tank from the kitchen cabinet.



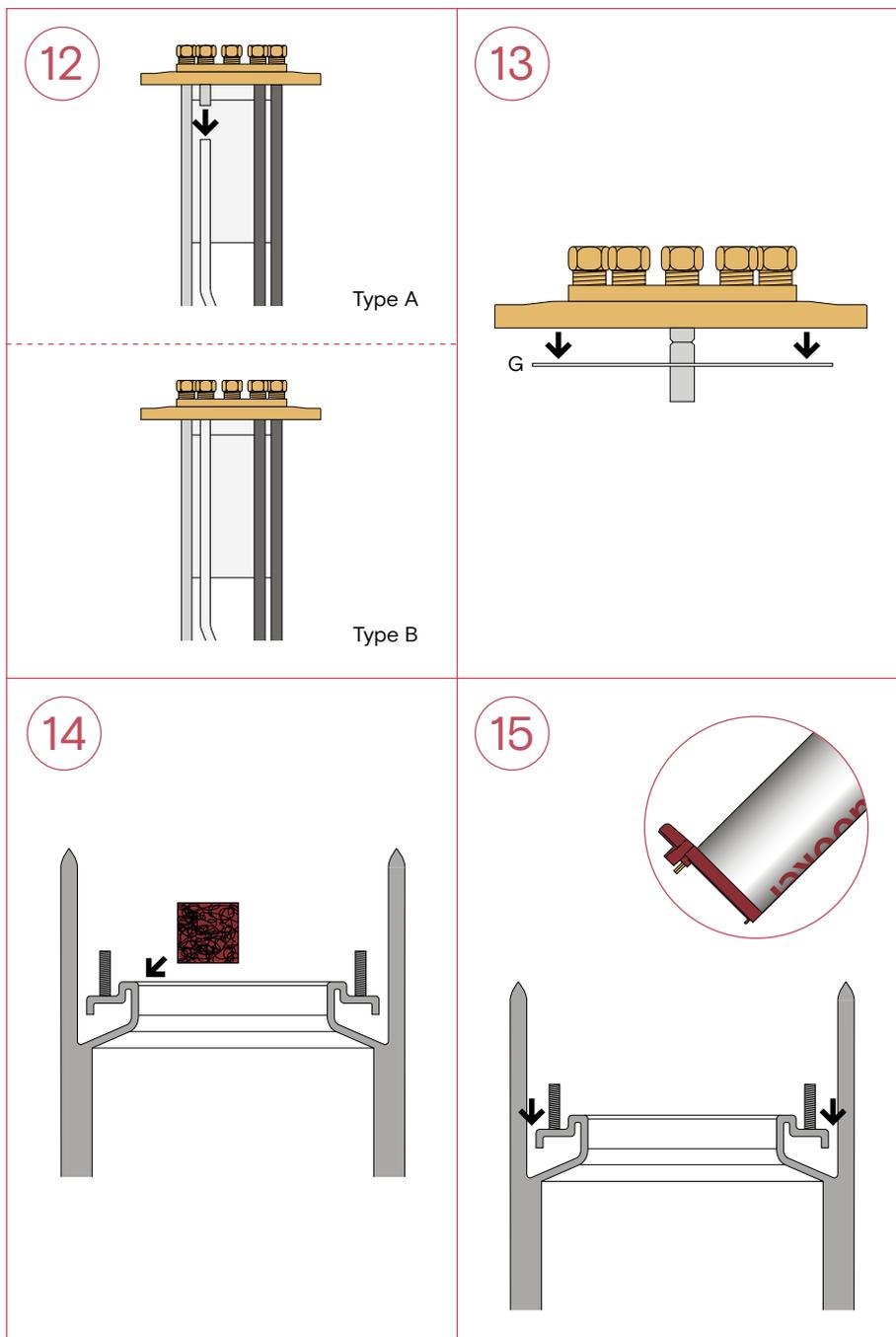
8. Unscrew the cap screws with the supplied allen key and lift the cover. Push the hose connector through the hole in the cover and gently disconnect the three wire plugs.
9. Remove the insulation.
10. Use the pipe wrench to unscrew the eight nuts anti-clockwise and remove the internals.  
Please note: There is still water left in the tank.
11. Remove the filter by pulling the metal clips apart. Empty the tank and discard any loose scale. Use the supplied Scotchbrite with water to lightly remove the bulk of the scale from the tank, internals and filter.



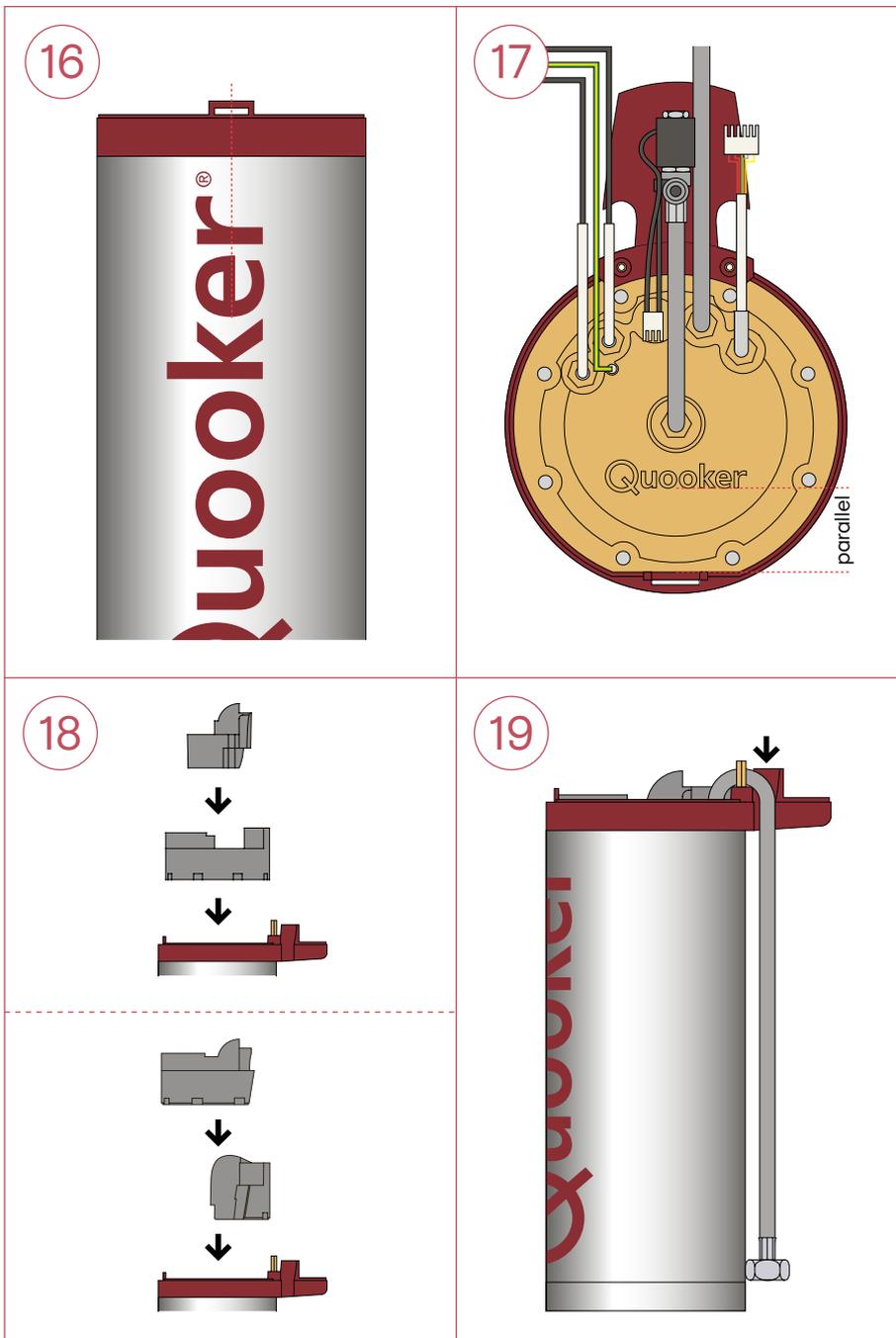
**Please note**

Do not use any descaling agents or abrasive pads when removing scale from the tank.

12. Type A internals: remove the transparent hose from the metal nozzle at the top. Clean scale from the inside of the nozzle, use the allen key to remove any blockages. Push the hose back in the nozzle all the way.
  - Type B internals: move to step 13.
13. Remove the white gasket (G). Ensure that the surface of the plate is dry and clean and put the new gasket in place.
  - Refit the filter.
14. Ensure that the rim of the tank is clean by using the Scotchbrite.
15. Dry the entire rim including the seams and bolts with paper towel, while holding the tank upside down at an angle.



16. To put the tank back together correctly, first place the tank in front of you with the red Quooker logo facing you. Accurately line up the notch of the red plastic rim with the logo on the outside of the tank.
17. Replace the internals and line up the Quooker logo on the internals with the notch of the red ring.
  - Place the eight nuts and tighten them in a diagonal sequence.
18. Now turn the tank a quarter turn clockwise. Replace the insulation.
19. Place the two long hoses between the extended part of the red rim and the brass (distance) nut and push it downward.



20. Place the hose with the solenoid valve (black cube) over the middle of the insulation.

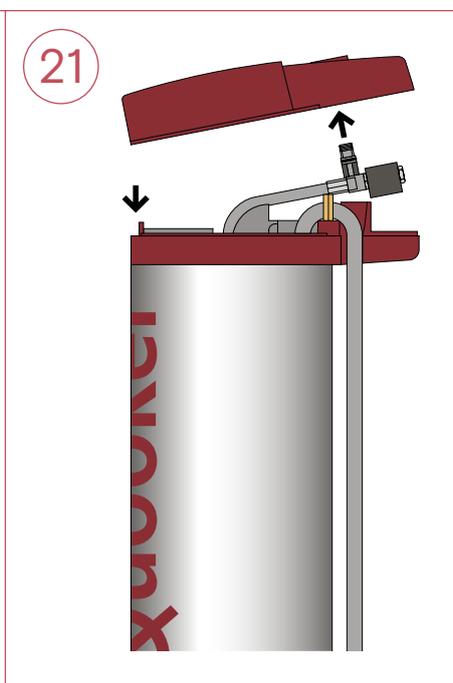
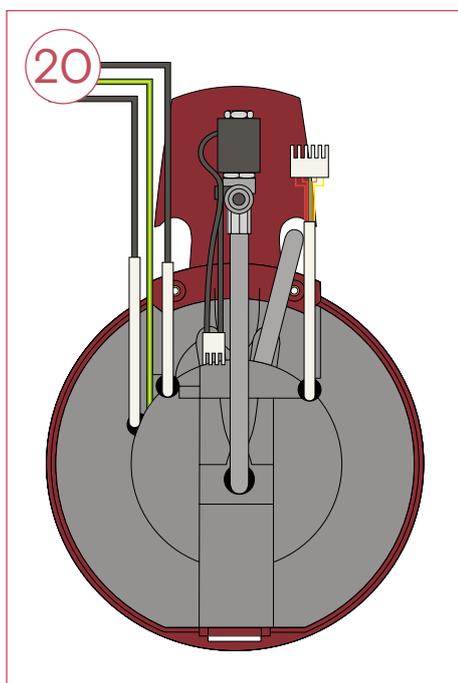
- Plug the cable connectors into the cover.

21. Push the hose connector partly through the hole in the cover. Place the cover back in the notch. Push it further into place without pinching the cables. Secure the cap screws.

- In case of a PRO3-VAQ E tank, connect the hose from the inlet combination using the large red fibre washer. In case of a COMBI E tank, connect the two hoses from the mixing valve. Connect the tap hose to the tank with the small washer. Connect the LED cable. Plug the tank back in. Switch the power on but not the tank yet.

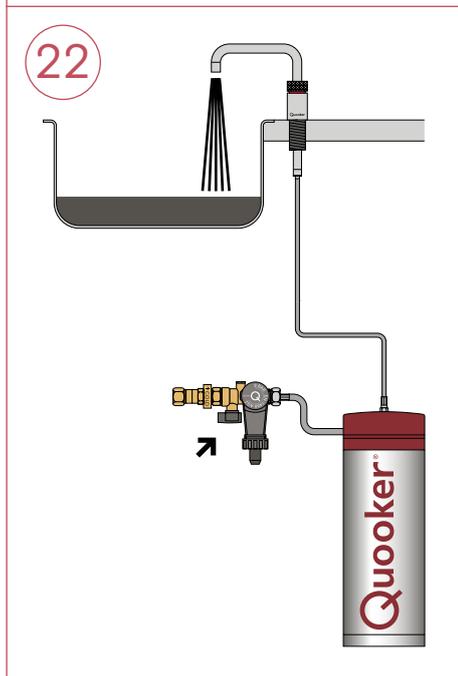
22. Open the boiling-water tap, then the grey stop valve on the inlet combination and flush the tank through for a couple of minutes until the water is clear.

- Check for leaks. Switch the tank on with the Q-shaped button.



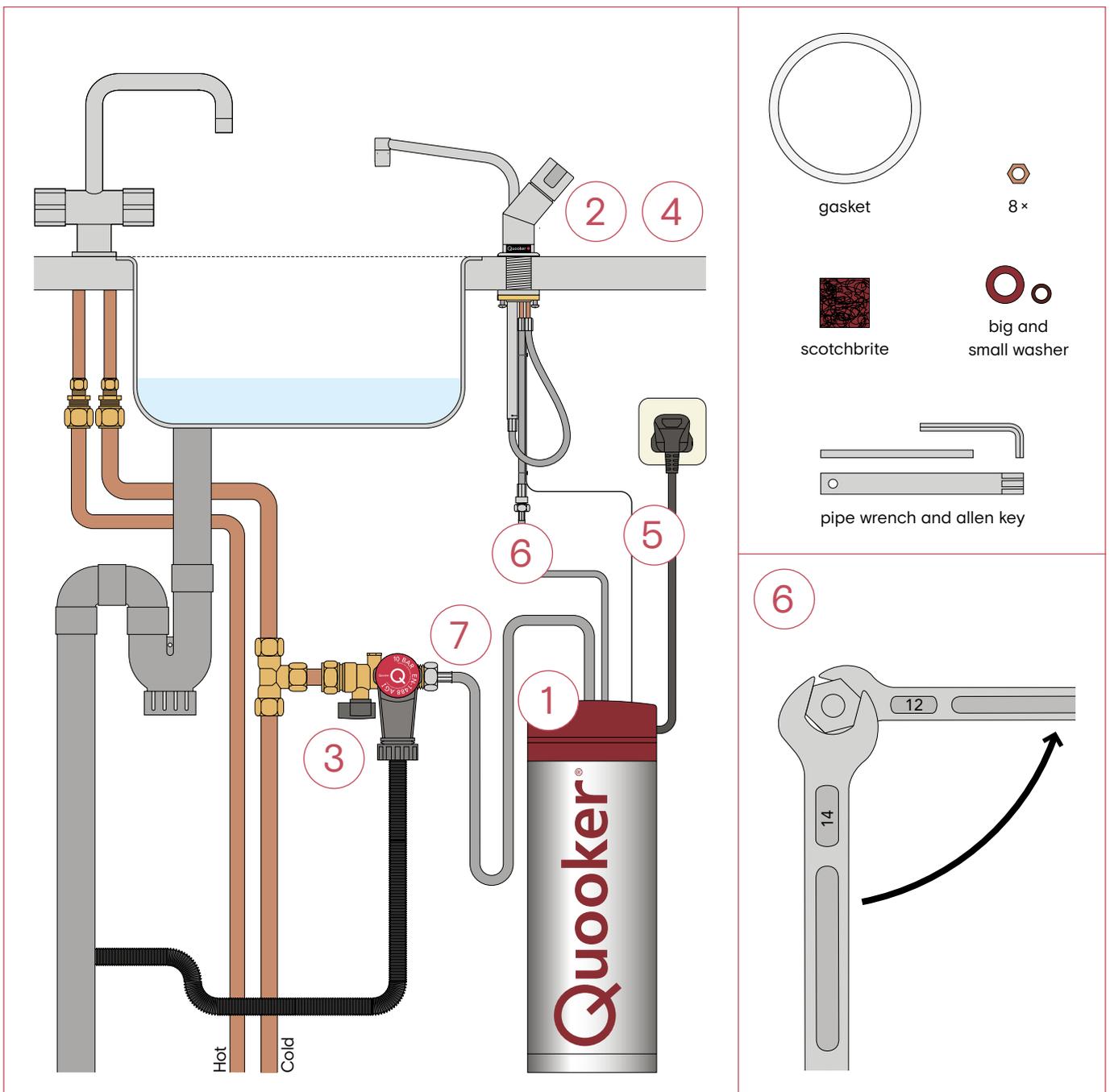
**Please note**

At first the water may be black. This is due to carbon from the activated carbon filter and is perfectly harmless. After switching on the tank, the light should be on both the tap and tank. The tank will be fully heated and ready for use in around 10-20 minutes. After it has heated up, the tap light will go off and the tank light will change to a fading in and out (heartbeat light). From time to time, unscrew the tap nozzle and descale the aerator in a vinegar-water solution. For any further questions, do not hesitate to contact our service department on 0207 923 3355 (option 3 for service) or email us at: [service@quooker.co.uk](mailto:service@quooker.co.uk).

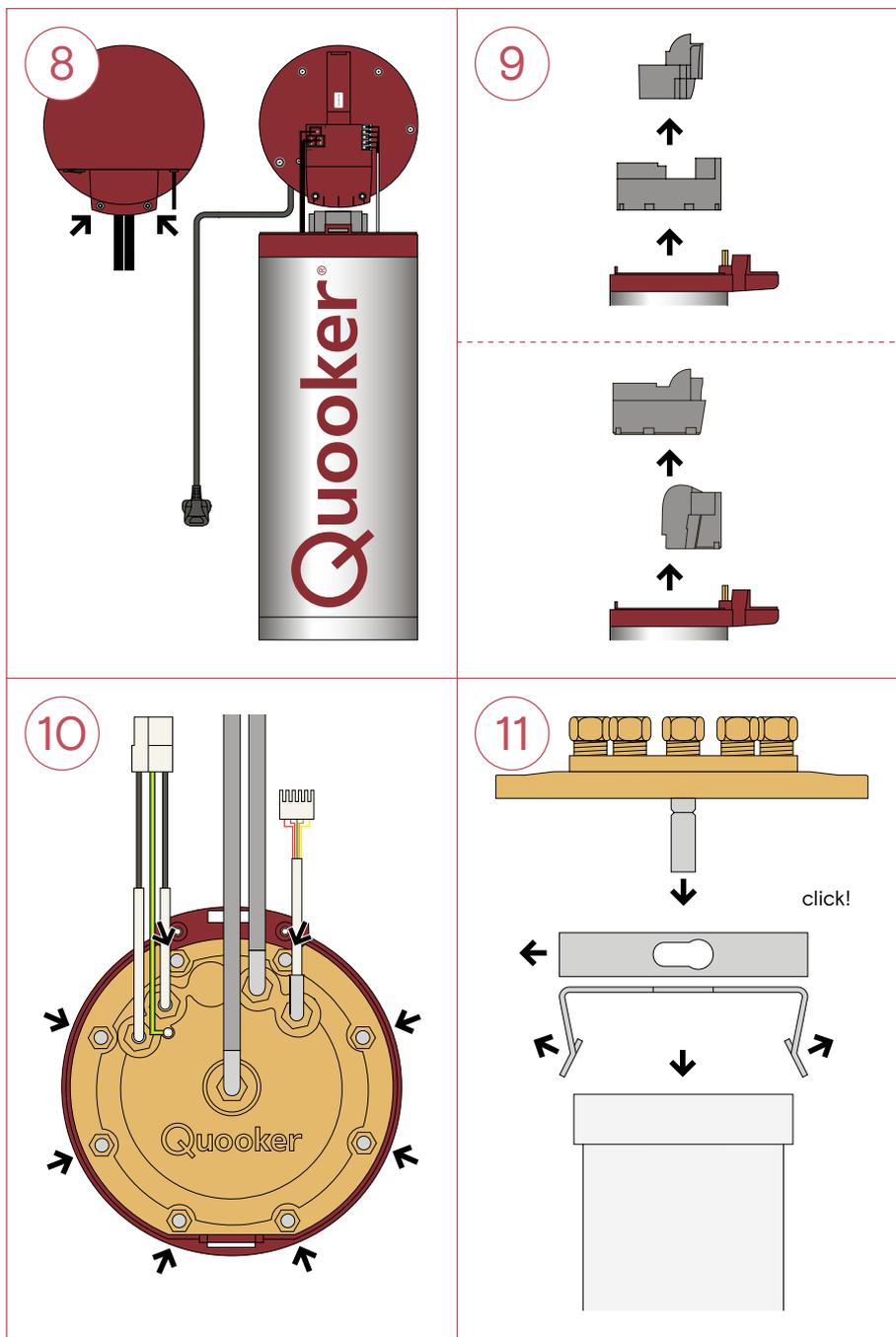


## Section 2: Descaling the regular tank

1. Switch off the tank with the Q-shaped button on top. Do not unplug it or switch off the power yet.
2. Open the boiling-water tap. Leave it to run until the water is completely cold and the hose between the tap and the tank has cooled down.
3. Close the stop valve (small grey knob) on the inlet combination.
4. Open the boiling-water tap. If it is depressurised, no water will flow out of it.
5. Unplug the tank and disconnect the LED cable from the back of the tank.
6. Disconnect the flexible hose between the tap and the tank by turning the nut anti-clockwise (use spanners 12 and 14).
7. In case of a PRO3-VAQ tank, disconnect the hose from the inlet combination by turning the nut anti-clockwise (use spanner 24). In case of a COMBI tank, disconnect the two hoses from the mixing valve (use spanner 17 and 24). Remove the tank from the kitchen cabinet.



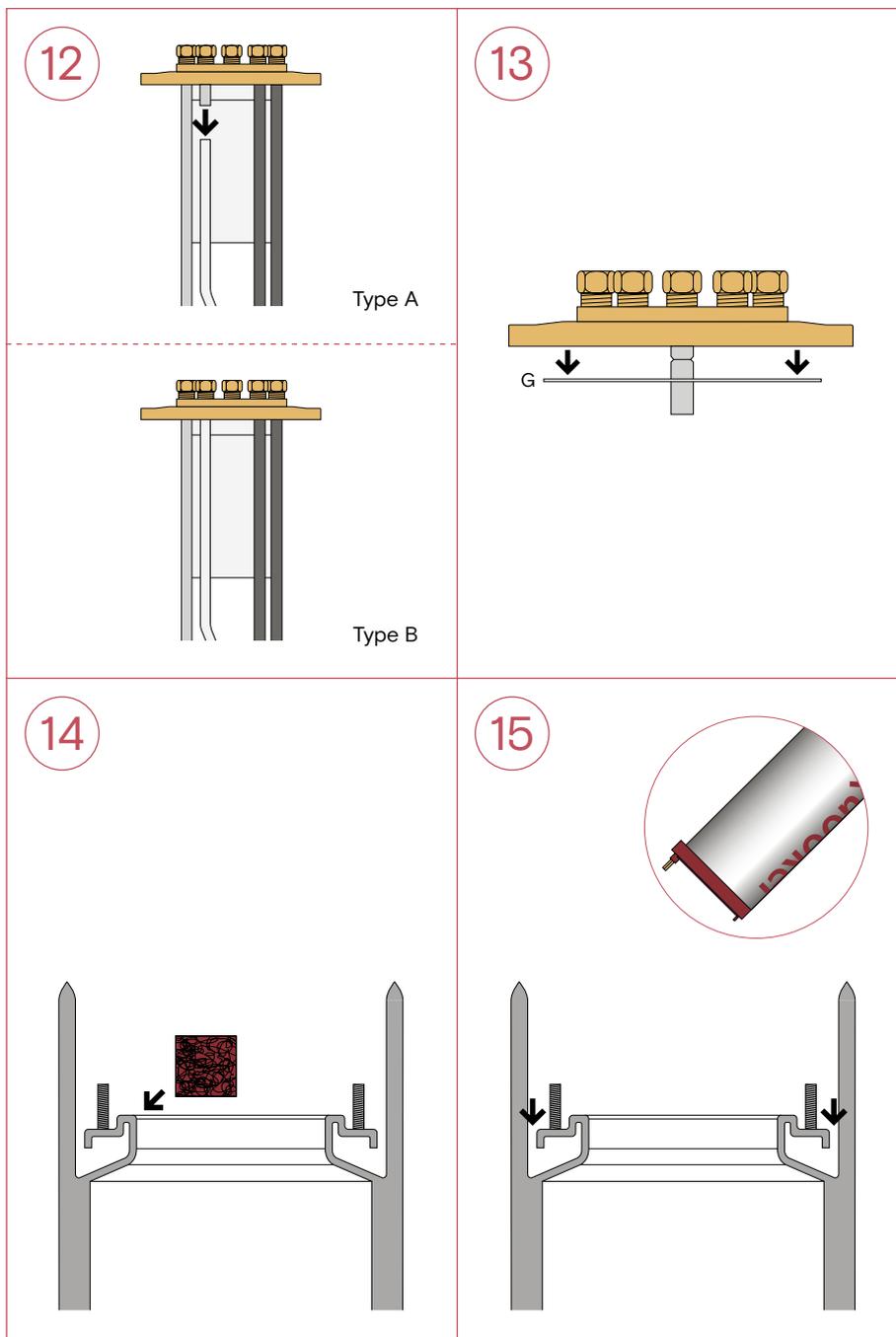
8. Unscrew the cap screws with the supplied allen key, remove the tank cover and disconnect the wire plugs.
9. Remove the insulation.
10. Use the pipe wrench to unscrew the eight nuts and remove the internals.
11. Remove the filter by pulling the metal clips apart.
  - Empty the tank and discard loose scale from it. Please note: There is still water left in the tank. Use the supplied Scotchbrite with water to lightly remove the bulk of the scale from the tank, internals and filter.



**Please note**

Do not use any descaling agents or abrasive pads when removing scale from the tank.

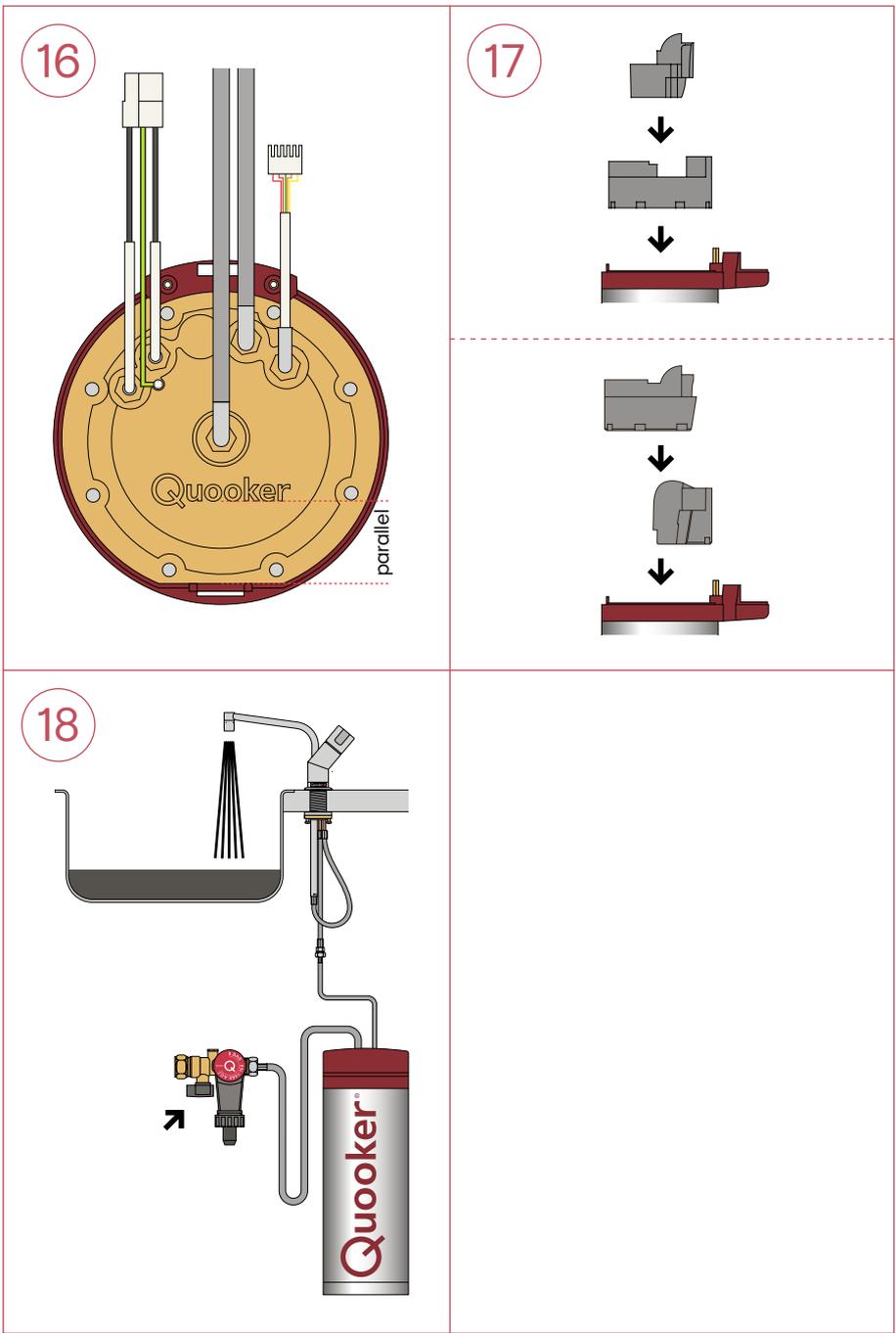
12. Type A internals: remove the transparent hose from the metal nozzle at the top. Clean scale from the inside of the nozzle, use the allen key to remove any blockages. Push the hose back onto the nozzle all the way.
  - Type B internals: move to step 13.
13. Remove the white gasket (G). Ensure that the surface of the plate is dry and clean and put the new gasket in place.
  - Refit the filter.
14. Ensure that the rim of the tank is clean by using the Scotchbrite.
15. Dry the entire rim including the seams and bolts with paper towel, while holding the tank upside down at an angle.



**Please note**

Step 12 is only necessary if the flow from the tap was reduced. First check if you have a tank with type A or type B internals. Take care not to damage the transparent or braided hose while removing scale blockages.

16. Replace the internals and check the positioning of the Quooker logo relative to the front of the red ring.
  - Place the eight nuts and tighten them in a diagonal sequence.
17. Replace the insulation.
  - Plug the cable connectors into the cover.
  - Replace the tank cover and secure the cap screws. In case of a PRO3-VAQ tank, connect the hose from the inlet combination using the large red fibre washer. In case of a COMBI tank, connect the two hoses from the mixing valve. Connect the tap hose to the tank with the small washer. Connect the LED cable. Plug the tank back in. Switch the power on but not the tank yet.
18. Open the tap, then open the stop valve on the inlet combination and flush the tank through. Switch the tank on with the Q-shaped button.



**Please note**

After switching on the tank, the light should be on both the tap and tank. The tank will be fully heated and ready for use in around 10-20 minutes. After it has heated up, the tap light will go off and the tank light will change to a fading in and out (heartbeat light). From time to time, unscrew the tap nozzle and descale the aerator in a vinegar-water solution. For any further questions, do not hesitate to contact our service department on 0207 923 3355 (option 3 for service) or email us at: [service@quooker.co.uk](mailto:service@quooker.co.uk).

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