Quel Tap

THE FILTERED TAP COMPANY

QUEL ULTRA PLUS

4-in-1 Pull-Out Boiling Water Tap

INSTALLATION GUIDE

Watch our installation video

Scan the QR code to see each step before you start.

Thank you for choosing Quel Tap.

We are delighted that you have chosen the Quel Ultra Plus boiling water tap and boiler. It will save you time and effort whenever you need near-boiling water for tea and coffee, and we are sure you will discover many new uses for it every day.

Please read and follow this step-by-step guide to installing, using and caring for your boiler and tap, and you will soon be making your first cup of tea or coffee.

WHAT YOU NEED TO KNOW

Please Read Carefully
For your safety and satisfaction, please read all the instructions, cautions and warnings before installing or using the boiler. **Note: this boiler is not intended for commercial use.**

Important Notice
This product can cause harm if installed incorrectly and should only be installed by a competent person. If you feel unsure about the installation for any reason, please contact a qualified plumber or electrician to install the boiler.

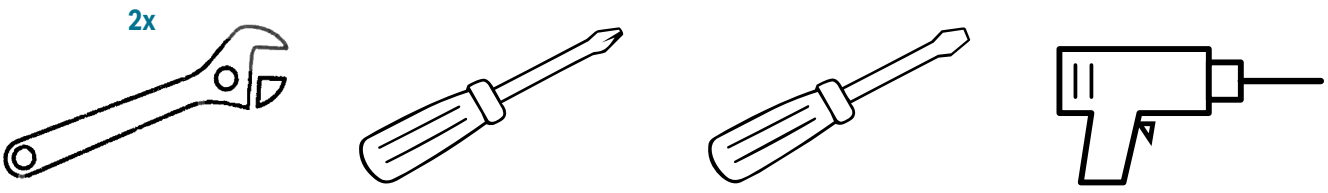
Wiring and Connections
Make sure all electrical wiring and connections, and all water connections, conform to local standards.

Electrical Socket
A standard 220/240V earthed 13 amp switched socket is required under the sink to power the boiler. It must supply power to the boiler continuously, and the boiler must be connected using the 13 amp fused plug supplied.

Open Vented System
The boiler is an open-vented appliance. When it is not being operated, the pressure is 1.0 bar. The operating pressure is 1.5 bar to 5 bar.

Water Filter
The water filter must be connected to the boiler. Failure to change the filter every 6 months may invalidate your warranty.

EQUIPMENT REQUIRED



ADJUSTABLE SPANNERS | PHILLIPS SCREWDRIVER | FLAT-HEAD SCREWDRIVER | DRILL (8mm BIT)

Prefer to watch? Scan the QR code on the front cover for our step-by-step installation video.



Your safety matters

These symbols point out important safety information. Please take a few minutes to read this section before you install or use your boiler and tap.

- **Electric shock.** Using an unearthed connection, or connecting the power supply incorrectly, can result in serious injury or death from electric shock. Do not remove the earthing terminal, modify the plug, or take apart the main unit or any of its power components.
- **Protection.** To protect against electric shock, do not place the cord, plug or boiler near or in water or other liquids, and do not operate the controls or the socket with wet hands.
- **Power rating.** Check that the power rating of the boiler is suitable for the electrical circuit it is being installed on.
- **Faulty parts.** Do not install or operate the boiler if it has missing parts or appears damaged or faulty, for example a damaged cord or plug.
- **Intended use.** Do not use outdoors or in a damp area, and use the boiler only for its intended domestic use.
- **Installed upright.** The boiler must be installed upright, with the inlet and outlet connections at the top. Make sure the front of the unit is visible and the temperature controls on the front can be reached easily.
- **Repairs.** Do not attempt to open, modify or service the boiler. Repairs should be carried out by authorised service personnel. Opening the unit may invalidate the warranty.
- **Unplugging.** Turn off all controls before unplugging. Always hold the plug, not the cable, when unplugging.
- **Supervision.** This boiler is not intended for use by people (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or instructed by a person responsible for their safety. Children should be supervised so they do not play with the boiler or tap. A spring-back safety handle controls the flow of near-boiling water for extra safety.
- **Property damage.** To avoid the risk of flooding, regularly inspect the boiler for any signs of leaks.
- **Please note.** These instructions are intended as a guide only. If you are in any doubt, please contact a certified plumber or electrician, or your point of purchase, and do not use the product until it has been checked.

ELECTRICAL REQUIREMENTS

WARNING

A 220/240V, 50Hz, AC-only, 13 amp fused and earthed power supply is required. We recommend a separate circuit serving only the boiler, or a socket that can be switched on and off.

The boiler is supplied with a power cord and plug. To minimise the risk of electric shock, the cord must be plugged into a matching earthed socket, earthed in line with all national and local regulations. If no suitable socket is available, it is the customer's responsibility to have a properly earthed socket installed by a qualified electrician.

WATER SUPPLY REQUIREMENTS

WARNING

If local regulations permit, connect the tap's feed lines to the **hot** and **cold** water supply using isolation valves, or another way of supplying **hot** and **cold** water to the tap. If local regulations do not permit isolation valves, special feed valves can be obtained from your local plumbing supplier.

ENVIRONMENT REQUIREMENTS

WARNING

Do not install the boiler outdoors or anywhere the temperature may fall below 0°C, as the pipes and tap could freeze, causing serious safety problems, injury and damage. Never wash the boiler with water directly.

Install the boiler in a ventilated space, protected from direct sunlight. Leave about 10–15cm of air space on each side of the unit and about 2.5cm from the wall behind it. Humidity should be between 10% and 60%, with no condensation.

COMPONENTS INCLUDED

The boiler is supplied with a 13 amp UK plug. The tap connects to the boiler with two braided hoses: the hose marked **BOILER TO TAP (K)** to the boiler's **red outlet** and hose **No. 3 (P)** to its **blue inlet**.

Location

The boiler must be mounted upright and level. Before you begin, choose a suitable location, ideally directly under the tap or close to it, so the connecting pipes will reach from the tap to the boiler. Make sure you will be able to see and reach the controls on the front of the boiler.

Not Under Pressure

The boiler is not under pressure, so there is a slight delay before water flows after you turn on the boiling water. This is normal and shows the boiler is working properly.

Recommendation

We recommend a separate power circuit serving only your boiler (see Electrical Requirements).

WARNING

Positioning the Boiler

Make sure the boiler is **not** connected to the power during installation. Place it in position and check that the tap's connecting pipes and the power cord reach without being stretched. The hoses to and from the tap must not twist or kink.

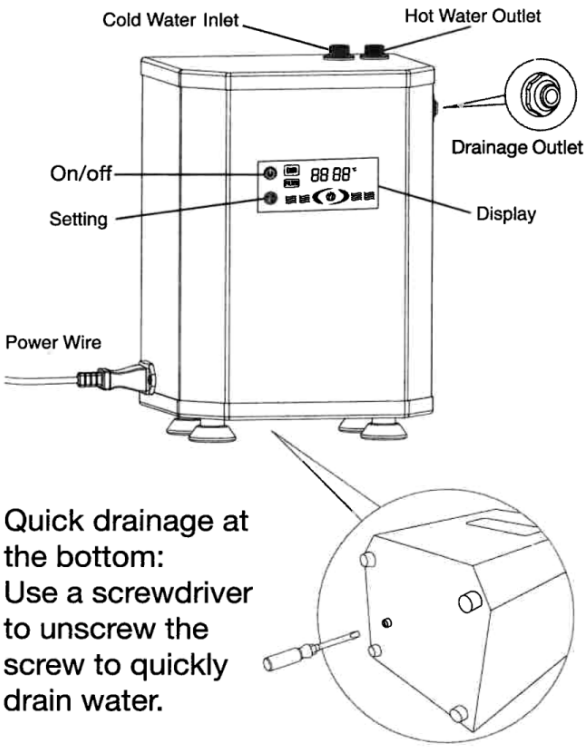
Connecting the Tap

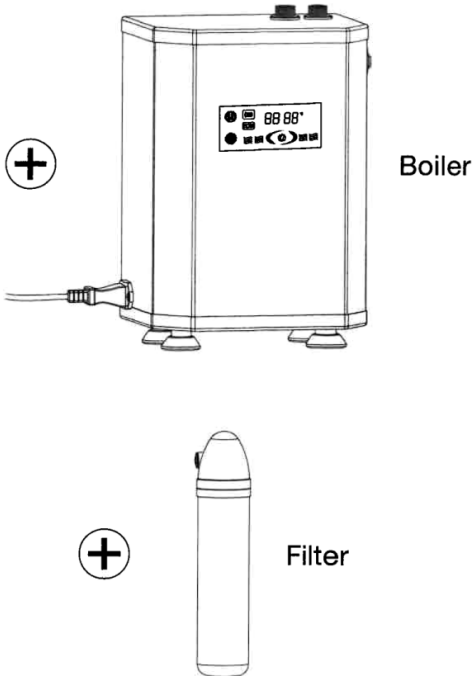
Connect the boiler to the tap as shown in the installation steps in this guide. If your mains pressure is above 5 bar, fit a pressure-reducing valve to the **cold** mains inlet. Then check the complete installation for leaks.

WARNING

Use Only a Quel Tap Boiling Water Tap

Connecting a standard tap may cause injury, will damage the boiler and will invalidate the warranty. Because of the high water temperature, and for safety reasons, the boiler is not under pressure.





Maintenance & Power Saving
If the boiler will not be used for a long time (more than 7 days), we recommend switching it off to save power: press the ON/OFF button.

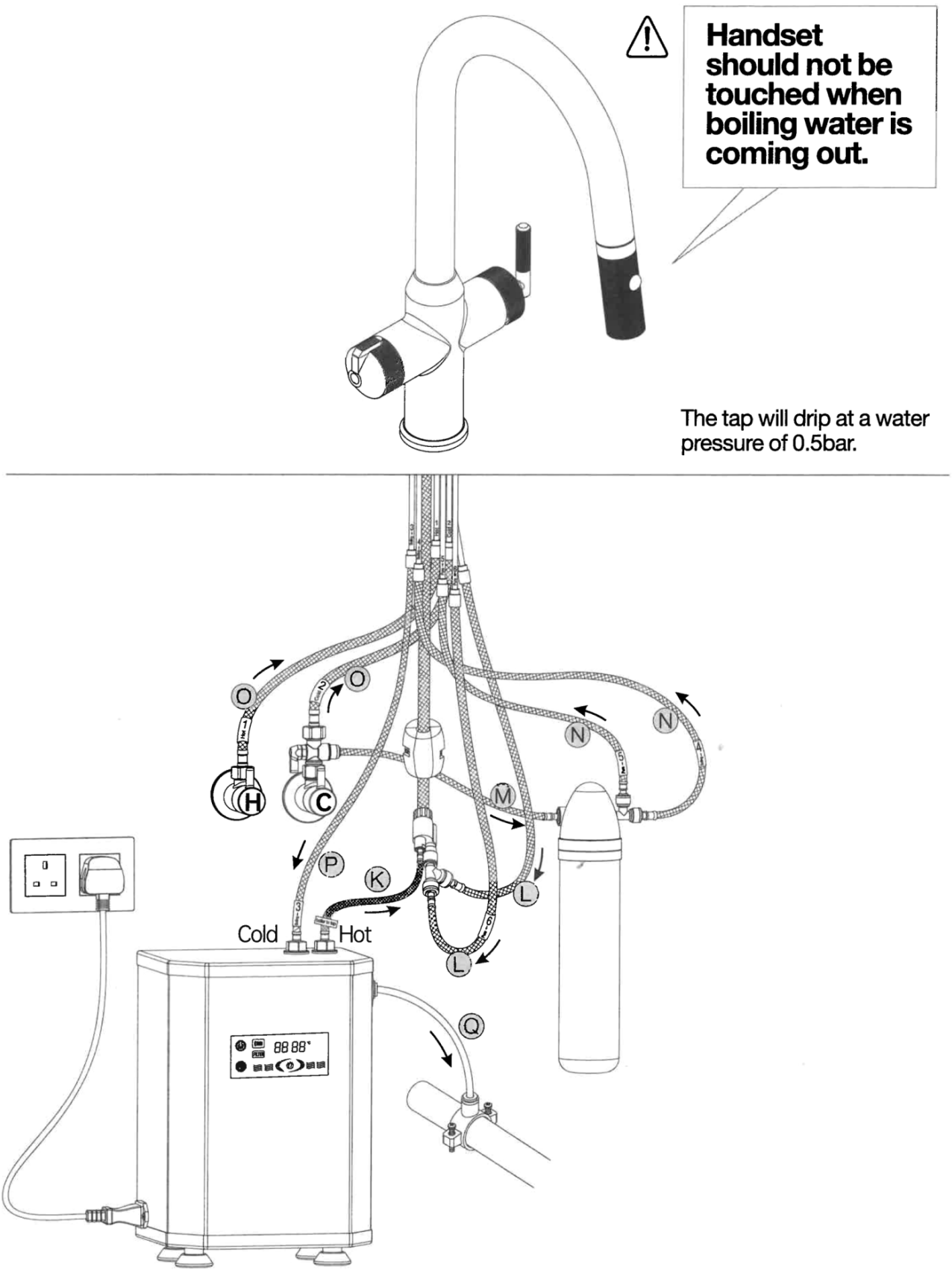
Seasonal Shutdown
The boiler and tap must not be exposed to freezing temperatures. If there is any risk of this, the system must be drained. Turn off the mains water supply, unplug the boiler and allow it to cool for at least 1 hour. Disconnect the inlet supply and remove the outlet hose, then lift the boiler over the sink. Loosen the drain screw underneath the boiler and drain all the water. When reinstalling, follow the original installation instructions.

Filter Change
To maintain your warranty, filters must be changed every 6 months. This is very simple to do, and filters can be bought directly from us. The filter alarm on the display will sound when the filter needs changing. To order a replacement, please visit our website at www.queltap.co.uk.

Notice
Like any water heater, the boiler has a limited working life and will eventually fail. To protect against damage to property or personal injury, inspect the boiler regularly for leaks or damage, and replace any loose or split silicone or braided hoses. For extra protection, the boiler can be placed in a drain pan connected to a suitable drain outlet, installed following the drain pan manufacturer's instructions.

Warranty
To register your free warranty, please visit our website.

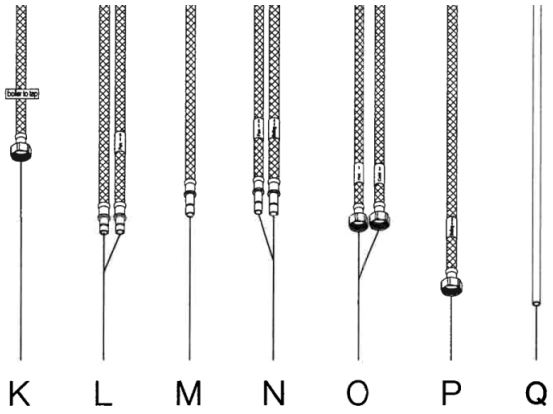
Installation Illustration



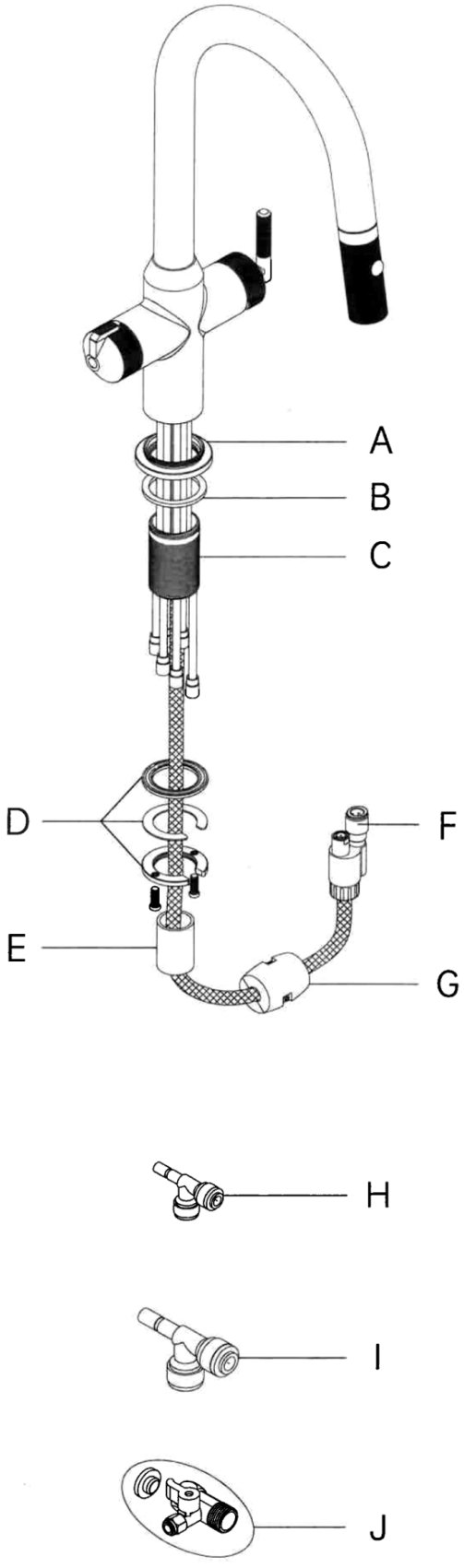
Component List

NO.	DESCRIPTION
A	Base
B	Gasket
C	Thread Tube
D	Locking Assembly (washers, brass fixing nut)
E	Black Plastic Sleeve
F	Pull-Out Hose Adapter
G	Black Weight
H	Small Plastic Three-Way Connector
I	Large Plastic Three-Way Connector
J	Metal Three-Way Fitting
K	Braided Hose: BOILER TO TAP
L	Quick-Connect Braided Hoses (No. 6 PURE)
M	Quick-Connect Braided Hose
N	Quick-Connect Braided Hoses (No. 4, 5)
O	Braided Hoses: **HOT** (red) and **COLD** (blue)
P	Braided Hose (No. 3)
Q	Teflon Drain Pipe

Also supplied: filter housing with cartridge and rubber ring, wall bracket and plastic clips.



Not to scale

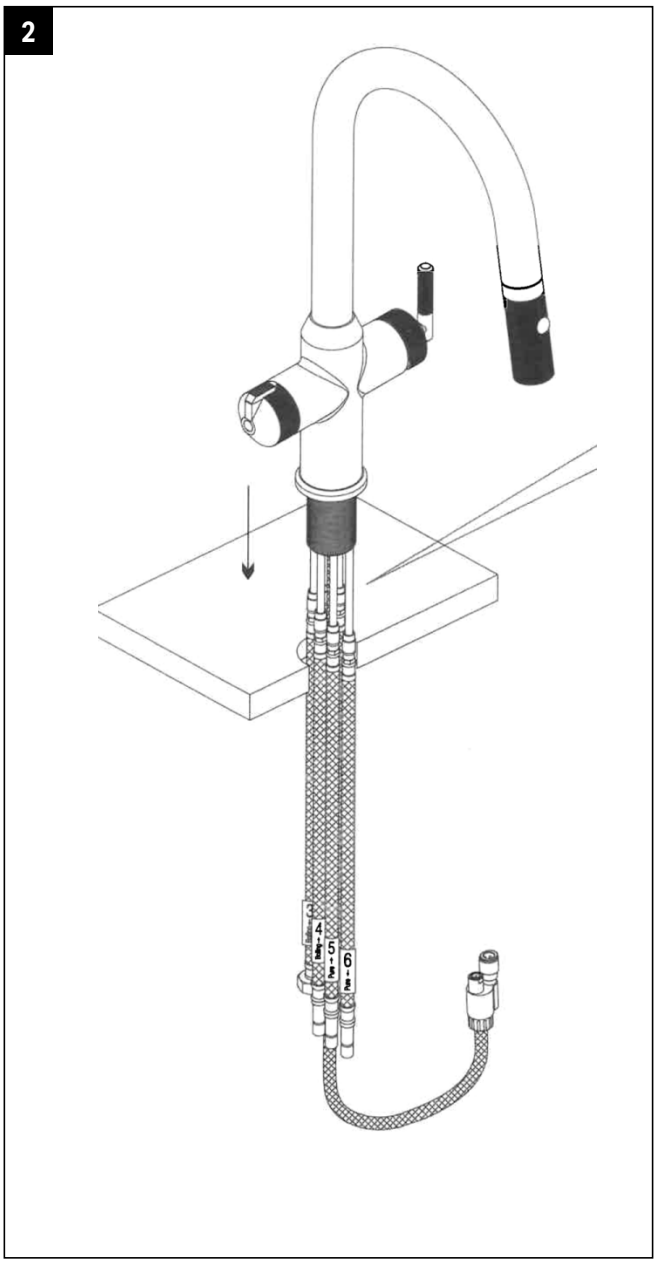


BEFORE YOU BEGIN

Step 1: Preparation

- Make sure your **mains water supply is completely turned off**.
- Open the box containing your tap and boiler. Lay out all the parts neatly so the hose numbers and labels are clearly visible.
- Gather your tools: a flat-head screwdriver, a Phillips screwdriver, two adjustable spanners and a drill with an 8mm bit.
- Your Quel Ultra Plus needs **one standard plug socket** inside the cupboard.

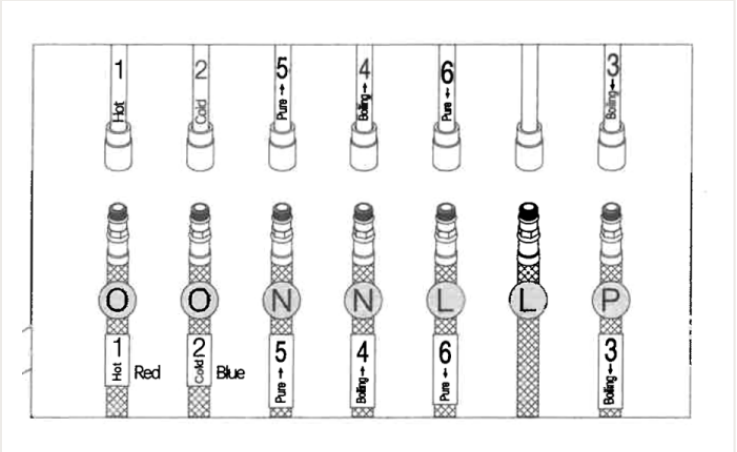
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Step 2: Prepare the tap

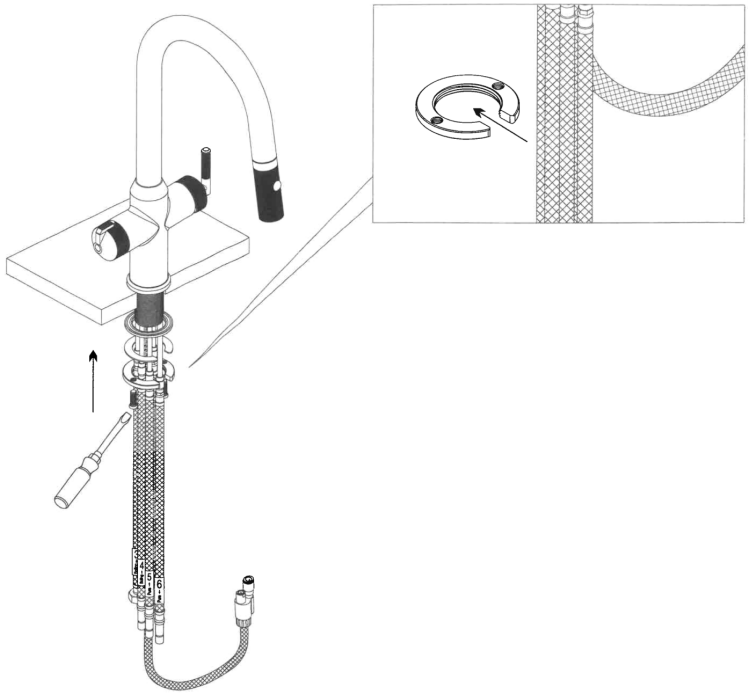
Place the tap on a soft surface to protect the finish.

The braided hoses are factory-fitted. Check they are all secure and, if needed, gently tighten them clockwise. **Do not overtighten.**

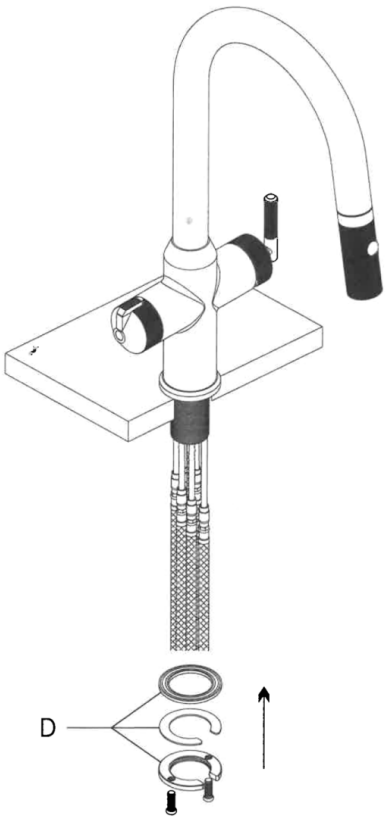


Numbering diagram of the copper pipes and the matching braided hoses.

3



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Step 3: Fit the tap

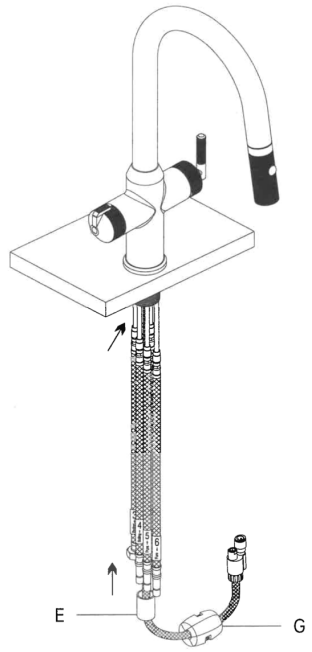
Feed all the hoses through the tap hole in your sink or worktop, starting with the larger parts, including the **black hose**.

The **locking assembly (D)** is the rubber washer, metal washer and brass fixing nut. Insert the two screws into the **brass fixing nut**.

Slide the **rubber washer** over the hoses and push it up to the base of the tap. Guide the **metal washer** over the braided hoses, then the black hose, making sure nothing twists. Push the washer into place.

Fit the brass fixing nut and turn it clockwise. Align the tap so it sits perfectly straight, fully tighten the fixing nut, then tighten the two screws with a **Phillips screwdriver**.

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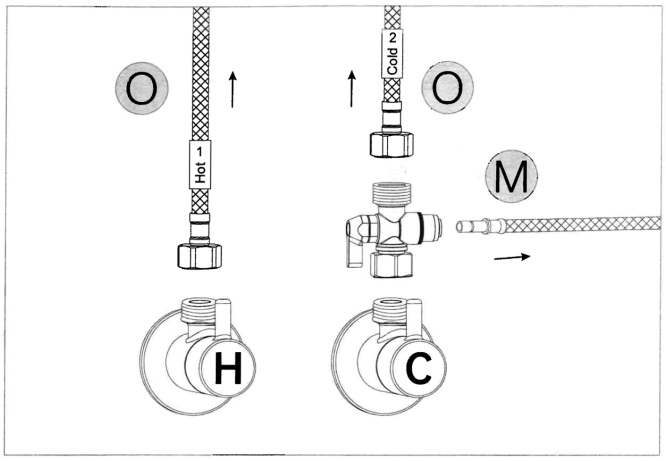


Step 3: Continued

Slide the **black plastic sleeve (E)** up the black hose and position it **centrally between the copper pipes**. This keeps the pull-out movement smooth.

Fit the **black weight (G)** about **10cm from the start of the black hose** and tighten it securely. You can adjust it later if needed.

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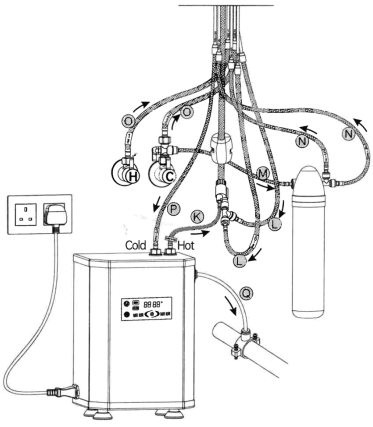


Step 4: Connect hot and cold water

Connect the braided hose marked HOT **(O)** to your mains **hot** water supply.

Fit the **metal three-way fitting (J)** onto the **cold** water feed and tighten it. Connect the braided hose marked COLD **(O)** to the top of the fitting.

Insert one end of the quick-connect **braided hose (M)** into the metal three-way fitting. Check that all connections feel secure.

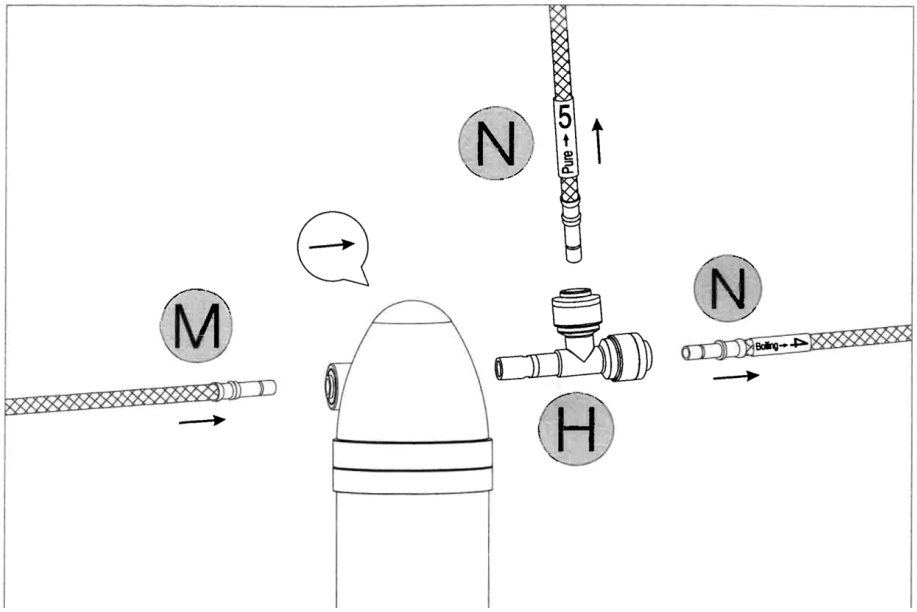


Step 5: Install the filter

Unscrew the filter housing. Remove the filter cartridge from its packaging and insert it into the housing. Check the **rubber ring** is correctly positioned, then tighten the housing lid firmly onto the body.

Mount the **bracket** on the cupboard wall, leaving enough space below for future filter changes. Push the housing up into the bracket, then turn it a **quarter turn to lock**.

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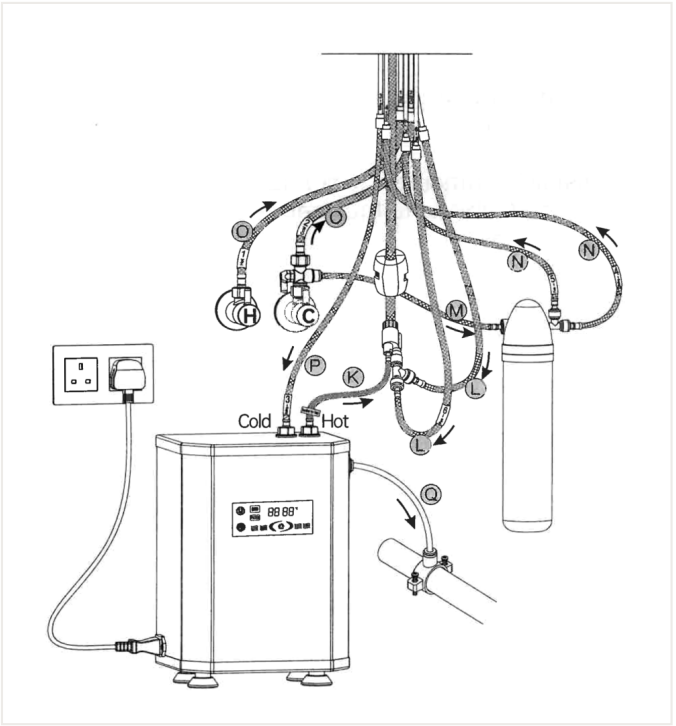


Step 6: Connect the filtration hoses

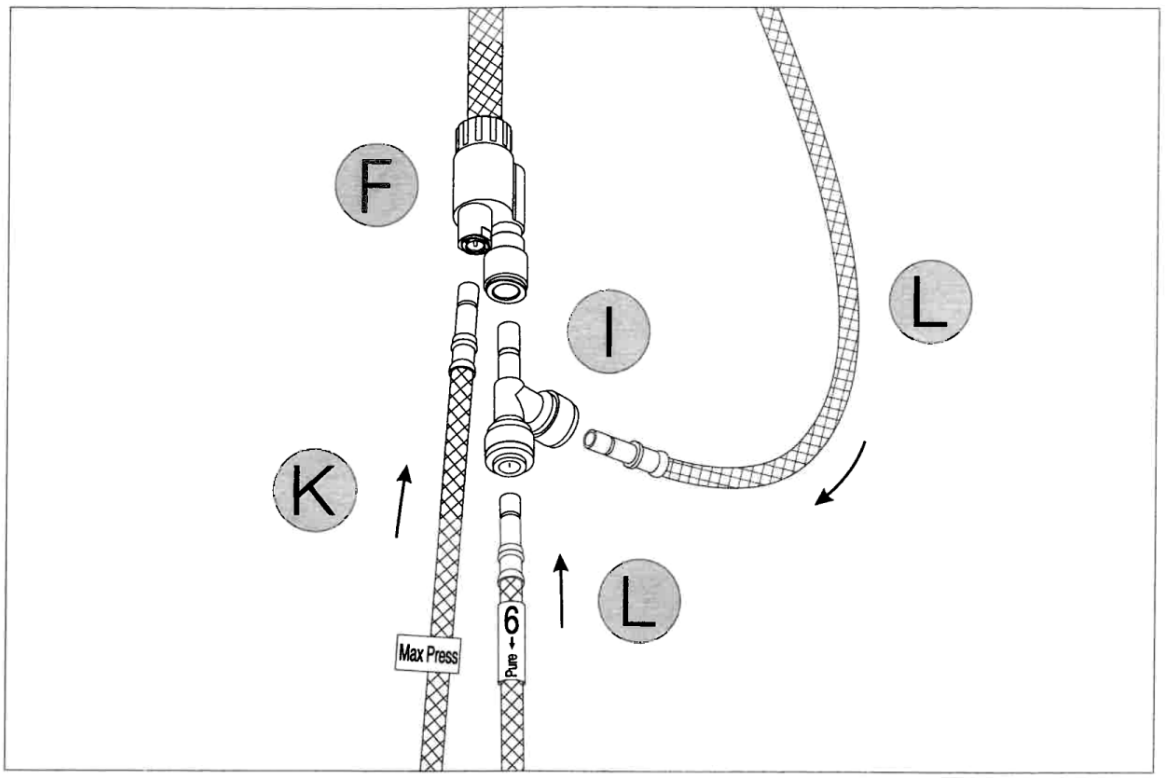
Insert the quick-connect **braided hose (M)** from the metal three-way fitting into the **filter inlet**, following the direction arrow on the filter. Secure it with a plastic clip.

Fit the **small plastic three-way connector (H)** to the **filter outlet** and secure it with a clip.

Connect hoses 4 and 5 **(N)** to the small plastic three-way connector.



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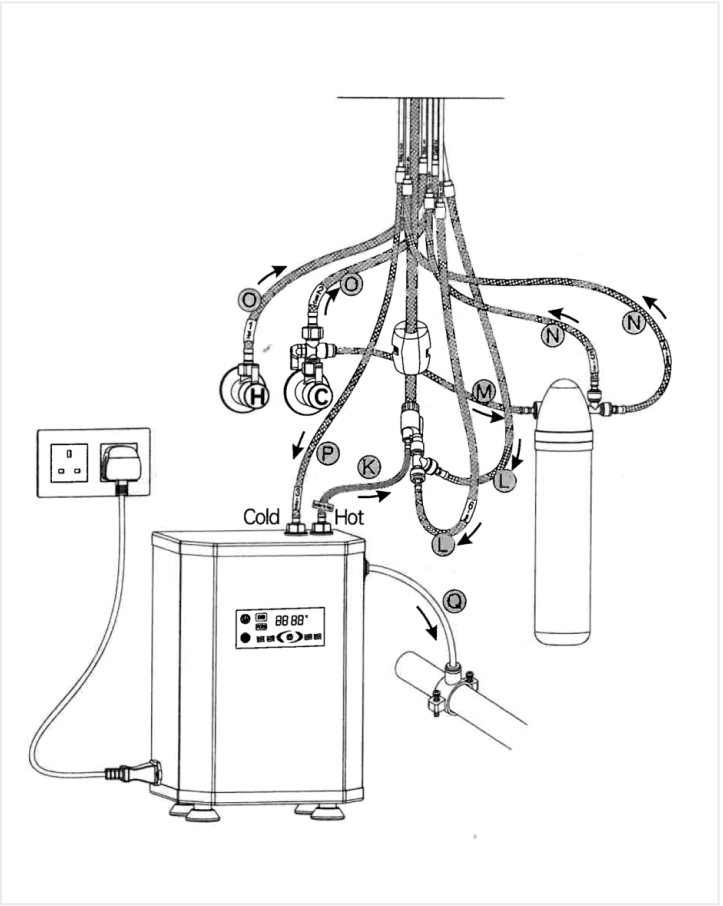
Step 6: Continued

Fit the **large plastic three-way connector (I)** to the black hose, using the long joint of the **pull-out hose adapter (F)**.

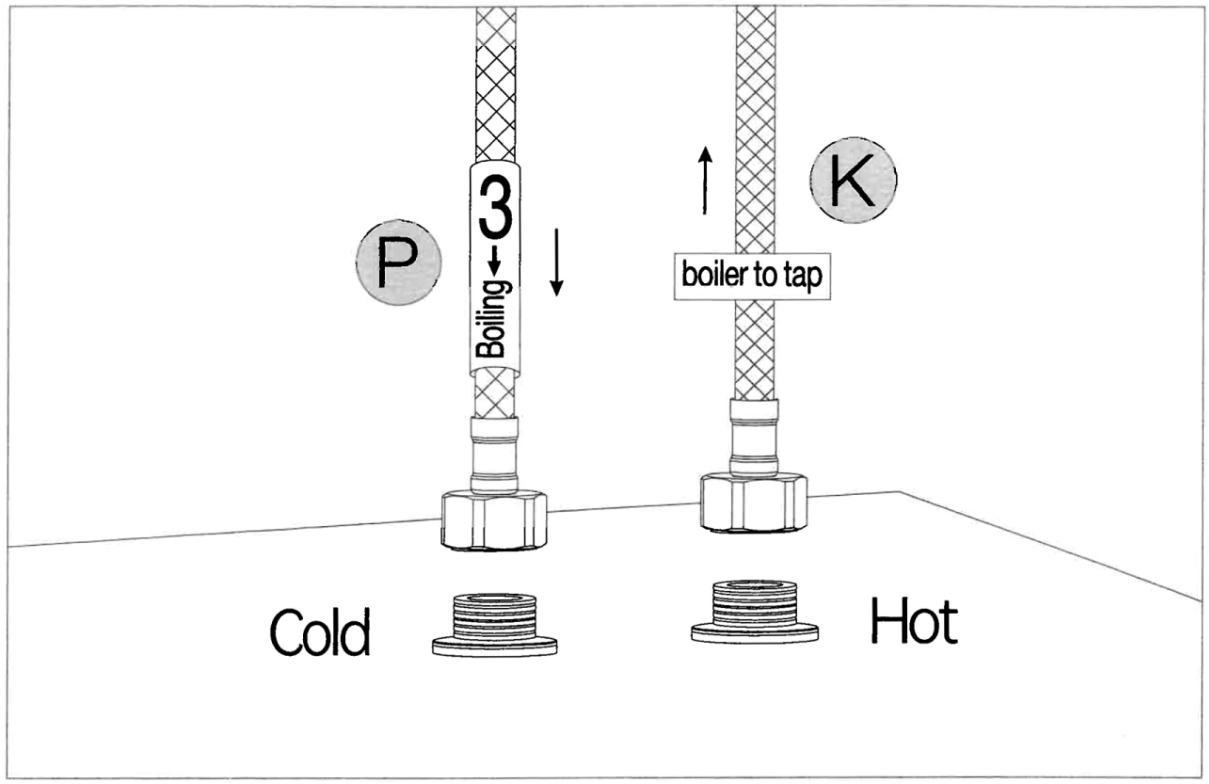
Insert the hose marked PURE (No. 6, **L**) into the large plastic three-way connector, then connect the remaining quick-connect **braided hose (L)** from the tap.

Finally, insert the hose marked BOILER TO TAP **(K)** into the opening at the base of the black hose (the short joint of adapter F).

Check that all hoses are smooth, untwisted and neatly positioned.



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Step 7: Connect the boiler

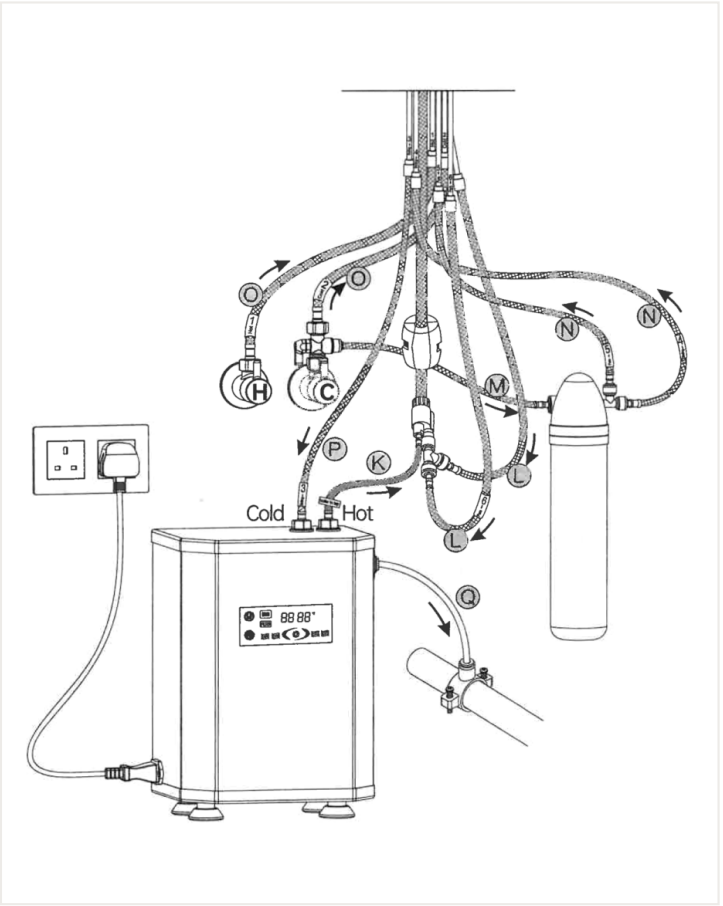
Remove the protective covers from the boiler connections.

Connect the hose marked BOILER TO TAP **(K)** to the **red outlet**. Hand tighten, then tighten a further half turn with a spanner.

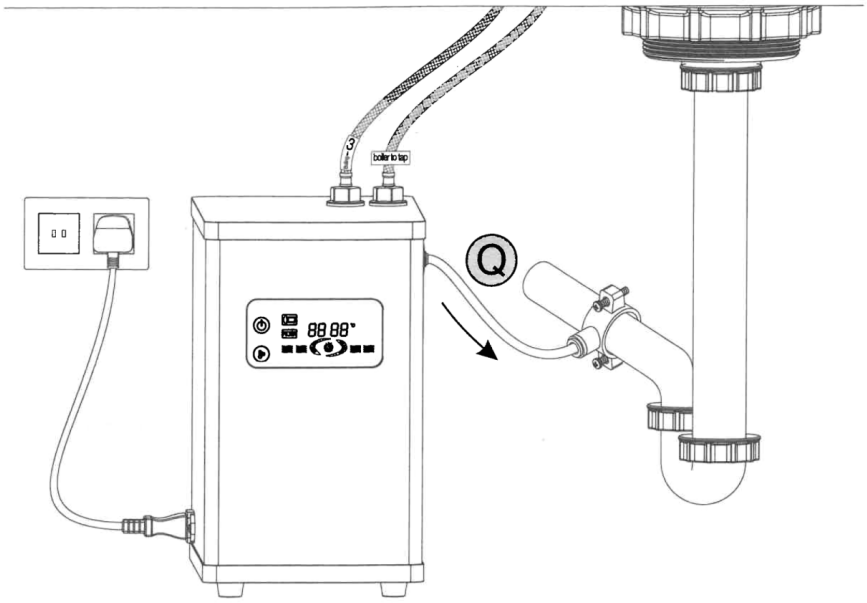
Connect hose 3 **(P)** to the **blue inlet**. Hand tighten, then a half turn with a spanner.

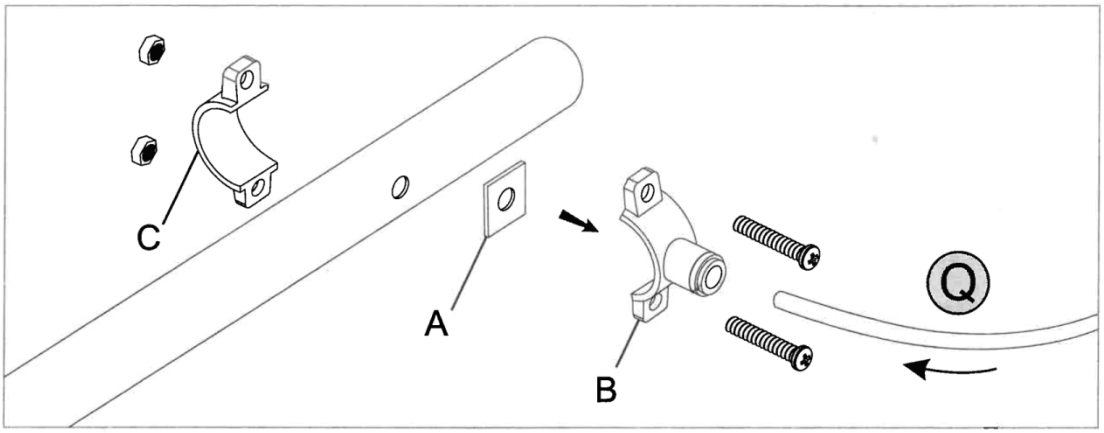
Connection positions may vary slightly by model.

Check for kinks, and adjust the black weight if needed so the hose moves freely. **Do not plug in the boiler yet.**



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Step 8: Install the drain valve

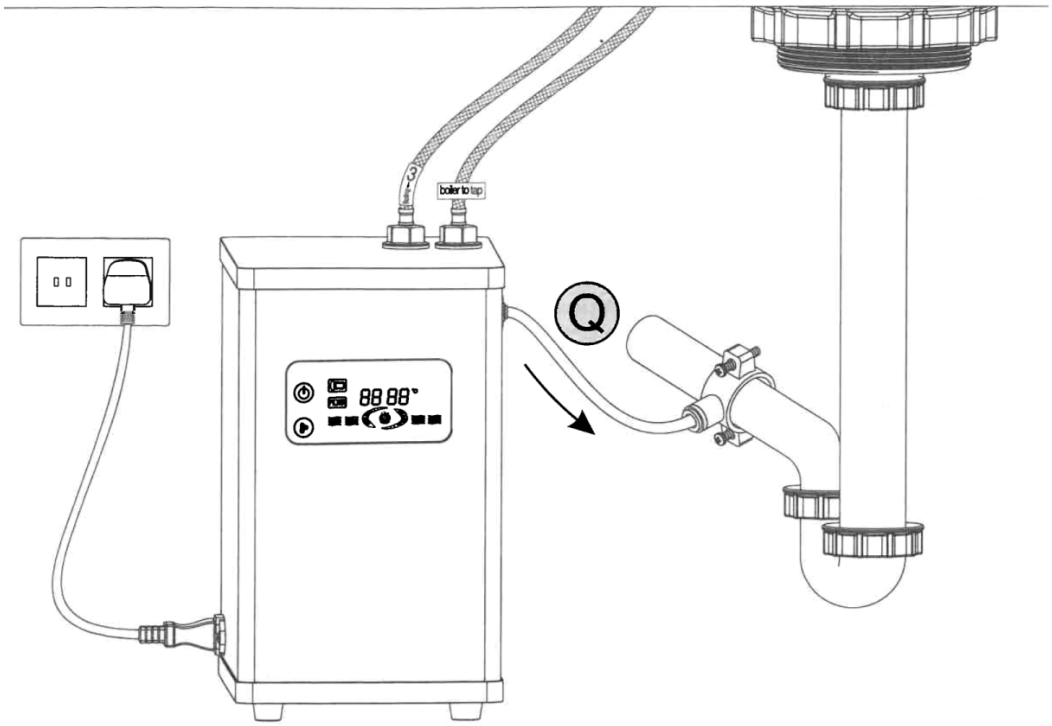
Choose a suitable position on your sink waste pipe and drill an **8mm hole** in the top or side. Do not fit the drain valve into a trap or anywhere that holds standing water.

Sponge pad (A): peel off the film and stick the adhesive sponge pad inside the **drain valve retaining clamp (B)**, lined up with the hole.

Fit the **retaining clamps (B)** and **(C)** onto the waste pipe and tighten the screws. **Clamp (B) must line up with the hole you drilled.**

In this step, A, B and C refer to the drain parts shown above, not the parts in the component list.

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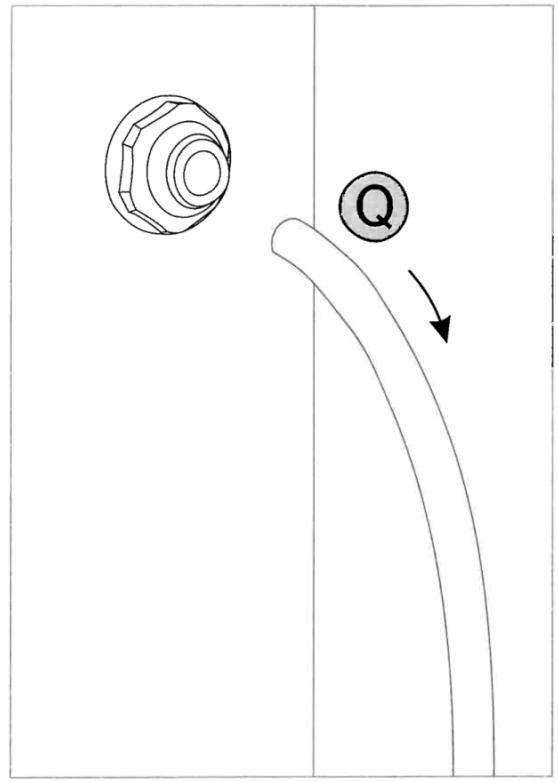


Step 8: Continued

Connect the **drain pipe (Q)** between the waste pipe and the boiler: push one end fully into the drain valve on the waste pipe and the other into the drain outlet on the side of the boiler. Secure with clips and shorten the pipe if necessary.

After boiling water is used, the water returning from the tap drains away through this pipe.

Plug in the power cable, but do not switch the boiler on yet.



STEP 9: TURN ON THE WATER

Turn the mains water supply back on and open the **metal three-way fitting (J)**. Inspect every connection carefully for leaks.

STEP 10: FLUSH THE SYSTEM

Turn on normal **hot** and **cold** water using the **right-hand lever**.

Turn the **left-hand handle** towards you to run filtered **cold** water. Let it flow for **1 to 2 minutes**.

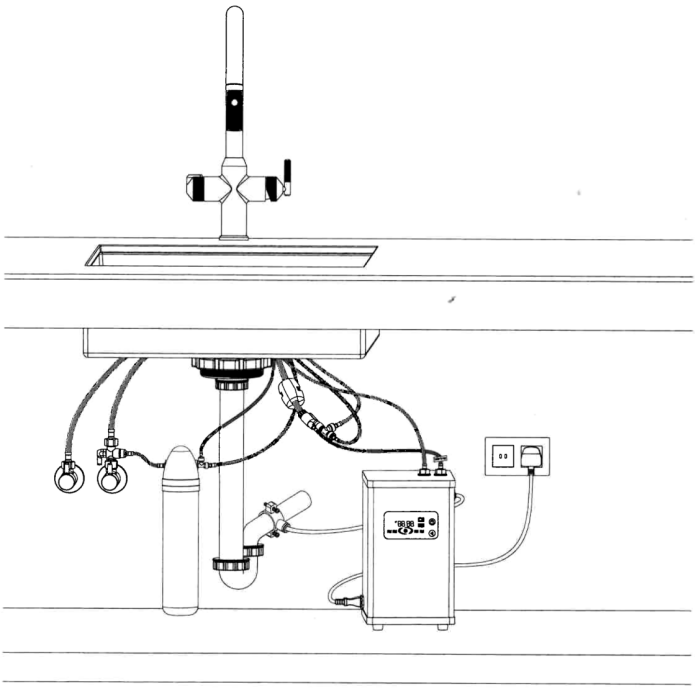
To activate boiling water, slide the **safety catch** to the left and turn the handle away from you. The boiler will fill first; water will begin to flow from the spout once it is full.

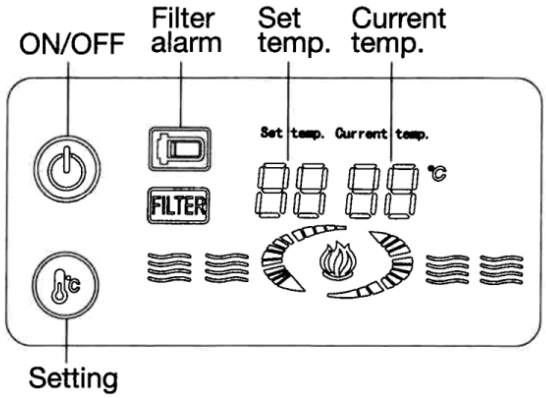
STEP 11: FIRST ACTIVATION

Switch the power on to the boiler. Press the flashing **ON/OFF** button on the display (the light turns green), then press the **Setting** button below it to start the heating cycle. Use Setting to choose one of 5 temperatures: **75°C, 85°C, 90°C, 95°C or 98°C**.

Allow the boiler to heat fully, then dispense approximately **2.4 litres** of boiling water. Repeat once more to fully flush the system.

That's it: installation complete. Your Quel Ultra Plus is ready to use.





Troubleshooting

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Water and steam spitting from the spout	The water in the boiler is boiling.	Open the boiling water handle and release some water.
	Water pressure is below 1.5 bar or above 5 bar.	Check the supply pressure. Check the aerator for blockages and clean it.
Water is not hot	The boiler is unplugged or switched off.	Make sure the boiler is plugged into an earthed socket and switched on.
	No power at the socket.	Check that the circuit breaker and fuse are working.
Water is too hot	The temperature setting is too high.	Press Setting to choose a lower temperature.
Water dripping from the spout	Very small amounts have been drawn off, so the expansion chamber has not drained.	Draw off 0.5 litres to clear and prime the system. Avoid draw-offs of less than 150ml.
	The spout is blocked.	Remove and clean the aerator.
Slow flow from the spout	The filter may be clogged by impurities in the mains water.	Replace the filter. Filters must be changed every 6 months to keep your warranty valid.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Water does not flow straight away	The boiler is not pressurised, so there is a short delay before boiling water appears.	This is normal. After a large draw-off the delay may be slightly longer.
	Water pressure is below 1.5 bar or above 5 bar.	Check the supply pressure. Check the aerator for blockages and clean it.
No water flowing	Water valves are turned off.	Turn on all the water valves.
	Pipes are twisted, kinked or blocked.	Make sure no hoses are twisted or kinked. Remove and clean the aerator. Flush through all pipes to restore flow.
E3 shown on the display	Water shortage protection: the water level in the boiler is too low.	Slide the safety catch to the left and hold the boiling water handle open until E3 disappears.
	If E3 stays on, the float sensor may be faulty.	Contact our customer services.
E4 shown on the display	Hot water sensor fault.	Switch off and unplug the boiler, then check the installation. If E4 returns, contact our customer services.
Circuit tripping in the house	The boiler and your other appliances together exceed the RCD protection limit.	Ask an electrician to upgrade the RCD protection, or move the boiler to a different circuit.
	The boiler could be short circuiting.	Unplug all other equipment on the circuit, then plug in and switch on the boiler. If it still trips, contact our customer services.

Quel Care

Great Service Beyond Checkout

Buying a tap is just the start. Quel Care is how we look after you, and your tap, for years after it arrives.

01

Confidence before you buy

Help choosing your tap and checking the space under your sink.

02

Support with installation

Clear guidance and telephone help for you or your plumber.

03

Care beyond your purchase

Friendly UK support for technical questions, filters and maintenance.

CALL OUR UK TEAM

Talk to a real person

01268 727 823

Mon–Thu 9am–5pm
Fri 9am–4pm

info@queltap.co.uk

Quel Tap

QUEL ULTRA PLUS

For additional support, please find more information on our website **www.queltap.co.uk** or email us on **info@queltap.co.uk**