Quel Tap

QUEL ULTIMO

6 in 1 Boiling Water Tap

INSTALLATION GUIDE



Watch the installation video

Scan the QR code to see one of our trained installers fit the Quel Ultimo, step by step.

Thank you for choosing Quel Tap.

Designed to combine innovative performance with everyday luxury, your Quel Ultimo 6 in 1 Boiling Water Tap delivers boiling, chilled, sparkling and filtered water, as well as your everyday hot and cold water, all from one tap. It makes the preparation of tea, coffee, refreshing drinks and a wide range of kitchen tasks effortlessly convenient.

We are confident it will quickly become an indispensable part of your daily routine.

To ensure you enjoy the very best experience, please follow the step-by-step instructions for installation, operation and maintenance provided in this guide. Before long, you'll be enjoying your first perfectly prepared drink with Quel Tap.

IMPORTANT NOTICE

When correctly installed and maintained with care, your Quel Tap boiling water tap will give you many years of trouble-free service. **This product is not for outdoor use and is not intended for commercial use.** This product can cause harm if installed incorrectly. Should you decide to install this product yourself, please read this guide carefully first. If you have any questions, please contact us or a professional installation service.

Please read and fully understand all installation instructions before installing and using this appliance. If in doubt, contact a qualified plumber or retailer to assist.

Check that no parts are missing or damaged. If parts are missing, do not install and contact our customer services.

A standard 220/240V earthed 13 amp switched socket is required inside the cupboard under the sink to power the chiller and boiler unit. The unit is only intended for use with the Quel Ultimo 6 in 1 tap. Using it with any other tap will invalidate the warranty.

Do not switch on the boiler or chiller until all water connections have been checked, are watertight and both tanks have been filled. The unit must be plugged in while the tanks fill, because the tap's electronic controls need power, but do not press the buttons on the display until Step 10. Each tank is filled once water starts to pass out of the tap spout. When installing, flush approximately 2.4 litres of boiling water through the system twice to remove any air.

Please note that in order to avoid having pressurised boiling water and to comply with UK byelaws, this is an open-vented system. In order to ensure the unit delivers the highest quality drinking water and is protected from limescale build-up, the water filter must be replaced **every 6 months.** Failure to do so will invalidate your product warranty.



Your Safety Matters

Please take a few minutes to read the safety information below before you begin. Where you see this symbol in the guide, it simply highlights a step that needs a little extra care. Following these points will help keep you, your family and your home safe.

- **Electrical safety.** Only connect the chiller and boiler unit to an earthed 13 amp socket. Do not remove the earthing terminal, modify the plug or take apart the unit or any of its power components, and only use the power cable supplied with the product.
- **Keep it dry.** Do not place the unit, power cable or plug near or in water or other liquids, never wash the unit with water, and do not operate the controls or the socket with wet hands.
- **Power rating.** Check that the power rating of the unit is suitable for the electrical circuit it is being installed on.
- **Damaged or missing parts.** Do not install or use the tap or unit if any parts are missing or appear damaged, for example a damaged power cable or plug.
- **Boiling water.** The tap delivers water at up to 98°C. Do not touch the spout while boiling water is coming out, and take care to keep hands away from the water and steam.
- **Children and supervision.** This appliance 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 tap or unit. A child safety lock on the boiling water function provides extra protection.
- **CO2 gas.** Make sure the regulator is in the off position before you fit it to the CO2 bottle, secure the bottle with the supplied adhesive pad and clip, and only turn the gas on when this guide tells you to. Please also follow the safety instructions supplied with your CO2 bottle.
- **Mains water.** Turn off your mains water supply before you start and keep it off until Step 8.
- **Drilling the waste pipe.** Only drill the waste pipe where shown in Step 7, and never into a trap or anywhere water sits.
- **Intended use.** For indoor, domestic use only. Do not use outdoors, in a damp area or for any purpose other than its intended use.
- **Repairs.** Do not attempt to open, modify or service the unit. This product is not serviceable and should be returned to the manufacturer in the event of a fault. Opening the unit may invalidate the warranty.
- **Unplugging.** Switch the unit off before unplugging it, and always hold the plug, not the cable.
- **Looking after your home.** To avoid the risk of flooding, regularly check the tap, unit and connections for any signs of leaks.
- **Cleaning.** Clean the tap and unit with a lint-free damp cloth. Do not use abrasive or corrosive cleaning products as these will damage the surface.
- **Filter.** Replace the filter every 6 months.
- **Please note.** These instructions are intended as a guide only. If you are in any doubt, please contact a qualified plumber or electrician, or your point of purchase, and do not use the product until it has been checked.

ELECTRICAL REQUIREMENTS

A 220/240V, 50Hz, AC-only, 13 amp fused and earthed power supply is required. We recommend a separate circuit serving only the chiller and boiler unit, or a socket that can be switched on and off. The socket should be inside the cupboard, within reach of the power cable.

The unit is supplied with a power cable and a 13 amp fused UK plug. To minimise the risk of electric shock, it 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 one installed by a qualified electrician.

WATER SUPPLY REQUIREMENTS

Connect the tap's hot and cold supply hoses to your mains hot and cold water using isolation (angle) valves. If local regulations do not permit isolation valves, special feed valves can be obtained from your local plumbing supplier.

The unit is an open-vented appliance. When it is not being operated the pressure is 1.0 bar, and the operating pressure is 1.5 bar to 5 bar. If your mains water pressure is above 5 bar, fit a pressure-reducing valve to the cold mains supply.

ENVIRONMENT REQUIREMENTS

Do not install the unit outdoors, anywhere it may be exposed to freezing or anywhere the temperature is above 35°C. Frozen pipes can cause serious damage and injury.

Install the unit in a ventilated space, away 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.

POSITIONING THE CHILLER AND BOILER UNIT

The unit must stand upright and level, ideally directly under the tap or close to it, so the tubes reach from the tap to the unit without being stretched, twisted or kinked. Make sure you can see and reach the display on the front of the unit. Do not connect the unit to the power while you are positioning it.

Not under pressure. Because the unit is not pressurised, there is a slight delay before water flows after you turn on the boiling water. This is normal and shows that the unit is working properly.

Installation Preparation: **Please Read Before You Begin**

COMPONENTS LIST – QUEL ULTIMO 6 IN 1

A	Base
B	Gasket
C	Thread tube
D	Locking assembly (rubber washer, metal washer, fixing nut and 2 screws)
E	Signal line connector (from the tap)
F	Three-way conversion valve
G	Straight push-fit check connector
H	Nut (boiling water connection)
I	Connector (boiling water connection)
J	Red and blue braided hoses (2x)
K	Quick-connect braided hoses K1 and K2 (2x)
L	1/4″ PE tubes L1 to L4 (4x)
M	Teflon tube from the tap (chilled water)
N	Silicone tube from the tap (boiling water)

ALSO IN THE BOX

- Quel Ultimo 6 in 1 tap (with tubes M and N fitted)
- Chiller and boiler unit with power cable
- Filter and filter housing with wall bracket
- CO2 regulator
- Adhesive pad and clip for the CO2 bottle
- Drain valve kit (clamps, sponge pad and screws)

Please note: the CO2 bottle is not supplied and must be bought separately.

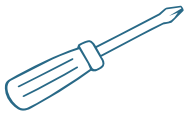
The letters match the labels on the parts and in the diagrams in this guide.

EQUIPMENT REQUIRED

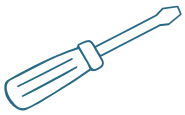
2x



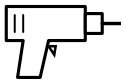
ADJUSTABLE SPANNERS



PHILLIPS SCREWDRIVER



FLAT-HEAD SCREWDRIVER



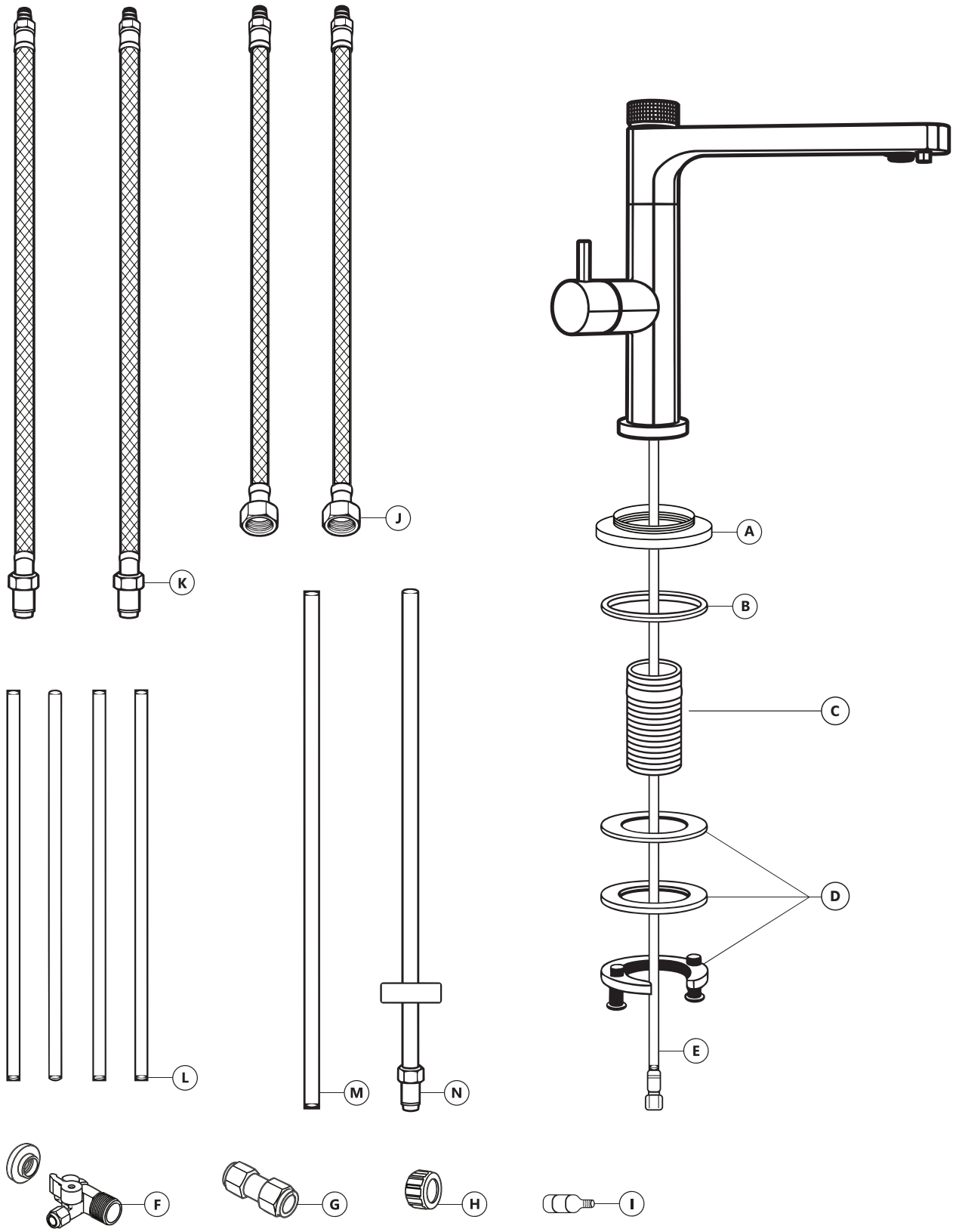
DRILL (8mm BIT)

If you would like a visual guide, we have a full range of step-by-step installation videos available on our YouTube channel. One of our trained installers will guide you through the entire installation process, from unboxing each component to completing the final setup.

Simply **scan the QR code on the front cover** to watch the Quel Ultimo installation video on the **Quel Tap** YouTube channel.

Installation Illustration: **Components**

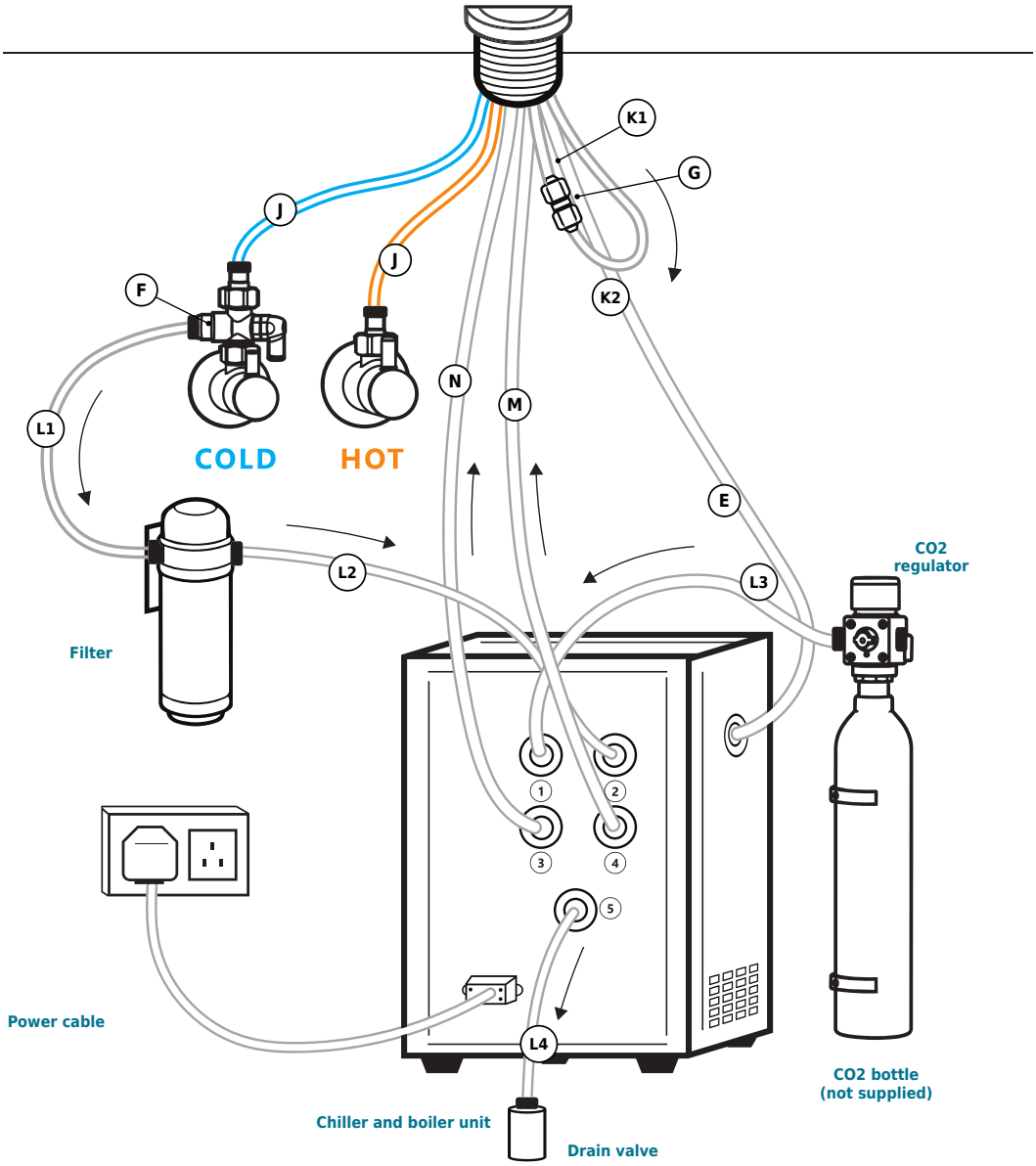
All parts are shown below with the letter used for them throughout this guide. Not to scale.



Installation Illustration

How everything connects under the sink. The letters match the labels on the hoses and tubes, and the numbers are the ports on the back of the chiller and boiler unit.

1 CO2 inlet	2 Water inlet	3 Boiling outlet	4 Chilled outlet	5 Drainage

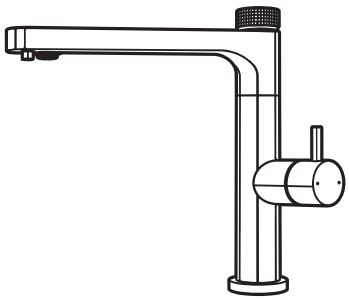


J	Red and blue braided hoses to the hot and cold supply valves
F	Three-way conversion valve on the cold supply
K1 / K2	Quick-connect braided hoses, joined by the check connector (G)
L1	PE tube: three-way conversion valve to filter inlet
L2	PE tube: filter outlet to water inlet (2)
L3	PE tube: CO2 regulator to CO2 inlet (1)
L4	PE tube: drainage port (5) to drain valve
M	Teflon tube from the tap to the chilled outlet (4)
N	Silicone tube from the tap to the boiling outlet (3)
E	Signal line connector from the tap to the side of the unit

BEFORE YOU BEGIN

- Confirm that your **mains water supply is completely turned off.**
- Lay out all the parts neatly, making sure the labels on the hoses are clearly visible, and take a moment to familiarise yourself with your Quel Ultimo system.
- Prepare your tools: a flat-head screwdriver, a Phillips screwdriver, two adjustable spanners and a drill with an 8mm bit.
- Your Quel Ultimo requires **one standard plug socket installed inside the cupboard.**
- Your sink or worktop needs a **35mm tap hole**.

1

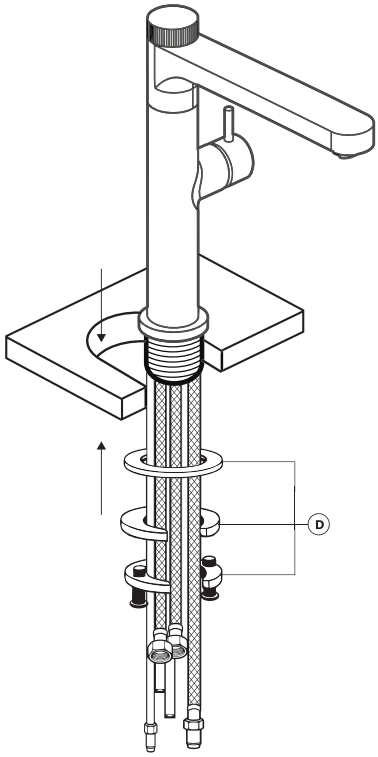


Step 1: Prepare the tap

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

Check that all the **factory-fitted braided hoses** are securely tightened by turning them clockwise.

2



Step 2: Install the tap into the sink or worktop

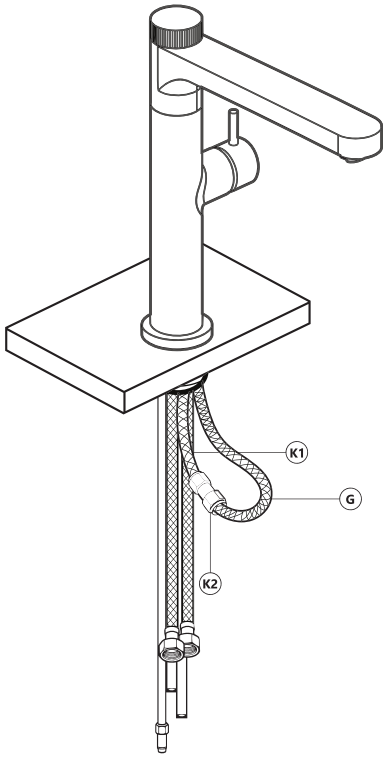
Make sure the **base (A)** and **gasket (B)** are in place under the tap. Feed all the tap hoses through the 35mm tap hole in your sink or worktop, **starting with the larger pipes first.**

Take the **locking assembly (D)** and insert the two screws into the fixing nut. Feed the hoses through the **rubber washer** first and push it up onto the **thread tube (C)** at the base of the tap. Next, place the hoses through the centre of the **metal washer** and push it up in the same way.

Repeat with the **fixing nut**, making sure the hoses are not twisted. When the nut reaches the base of the tap, turn it clockwise to secure it.

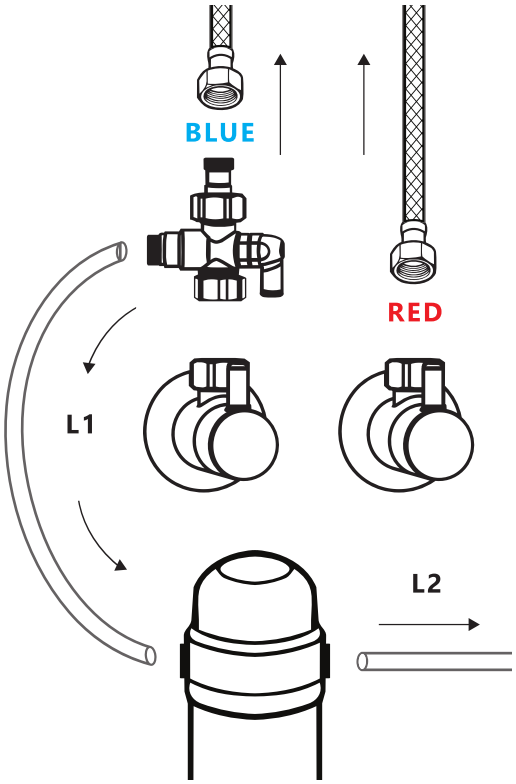
Align the tap so it sits straight, then fully tighten the fixing nut. Use a **Phillips screwdriver** to tighten the two screws and fully secure the tap in position.

3



Step 3: Connect the braided hoses

Connect the braided hoses labelled **K1** and **K2** together using the **straight push-fit check connector (G)**. Insert the locking clips to secure the connection.



Step 3: Continued

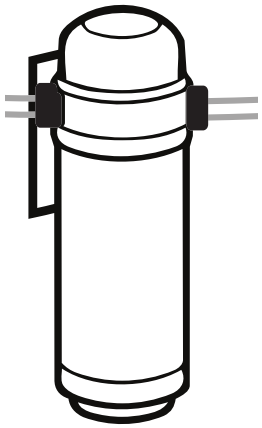
Connect the braided hose with **red** markings **(J)** to your mains **hot** water supply valve and tighten it with an adjustable spanner.

Take the metal **three-way conversion valve (F)** and secure it onto your mains **cold** water supply valve, tightening it with your adjustable spanners.

Connect the braided hose with **blue** markings **(J)** to the top of the three-way conversion valve and tighten it with an adjustable spanner.

Tubes L1 and L2 shown in this diagram are connected in Step 5.

4



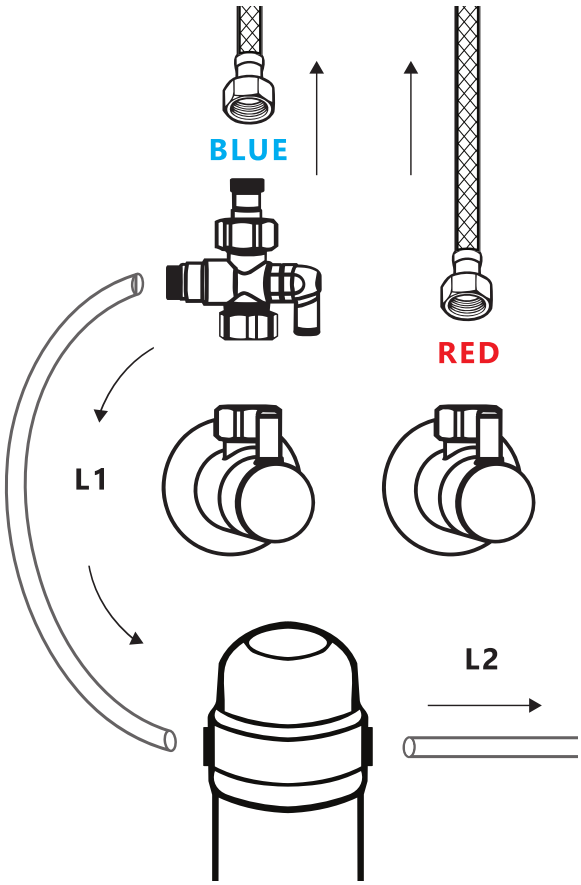
Step 4: Install the filter housing

Unscrew the filter housing, insert the **filter** into the housing and screw it back into place.

Fix the **housing bracket** to the back wall of your cupboard using two screws. Make sure there is enough clearance to remove the filter later.

Insert the housing into the bracket, push it upwards, then turn it a **quarter turn** to secure it in place.

5



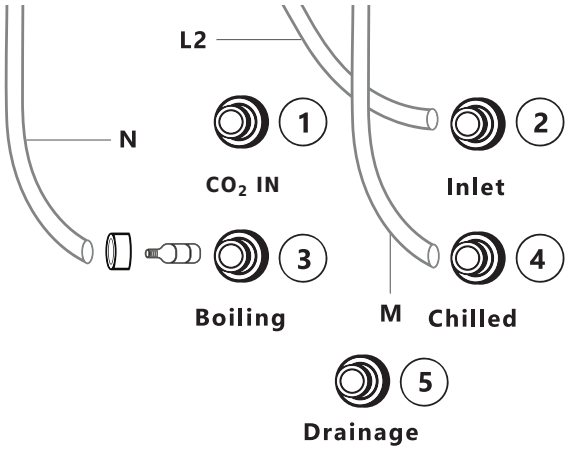
Step 5: Connect the filter hoses

Take one **1/4″ PE tube (L1)**. If the tube has stoppers on each end, remove them first.

Connect one end of **L1** to the **three-way conversion valve (F)** on the cold supply and the other end to the **filter housing inlet**, marked by the arrow on the housing. Secure the filter connection with a locking clip.

Remove the plugs from the back of the chiller and boiler unit: hold the small grey ring towards the unit and pull the plug out. Unscrew the cap from the **boiling outlet (3)** and remove the rubber bung.

Now place the chiller and boiler unit into position.



Step 5: Continued

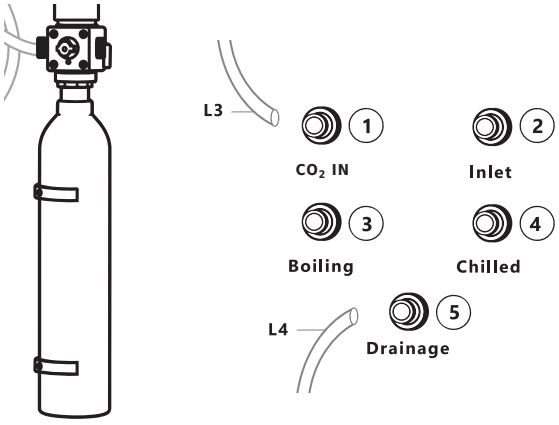
Take another **1/4″ PE tube (L2)**. Connect one end to the **filter outlet** and the other end to the **water inlet (2)** on the back of the unit. Secure using locking clips.

Connect the **Teflon tube from the tap labelled M** to the **chilled outlet (4)** on the unit and secure it with a locking clip.

Take the boiling water tube connection kit, **nut (H)** and **connector (I)**. Insert connector I into the **boiling outlet (3)**, push it firmly inwards and secure it with nut H.

Push the **silicone boiling water tube from the tap (N)** over the connector and secure it with the **metal spring clip**.

6



Step 6: Connect the gas

Before attaching the **regulator**, make sure it is in the **off** position. Screw the regulator onto the CO2 bottle. If you hear the gas hiss, keep tightening until it is secure.

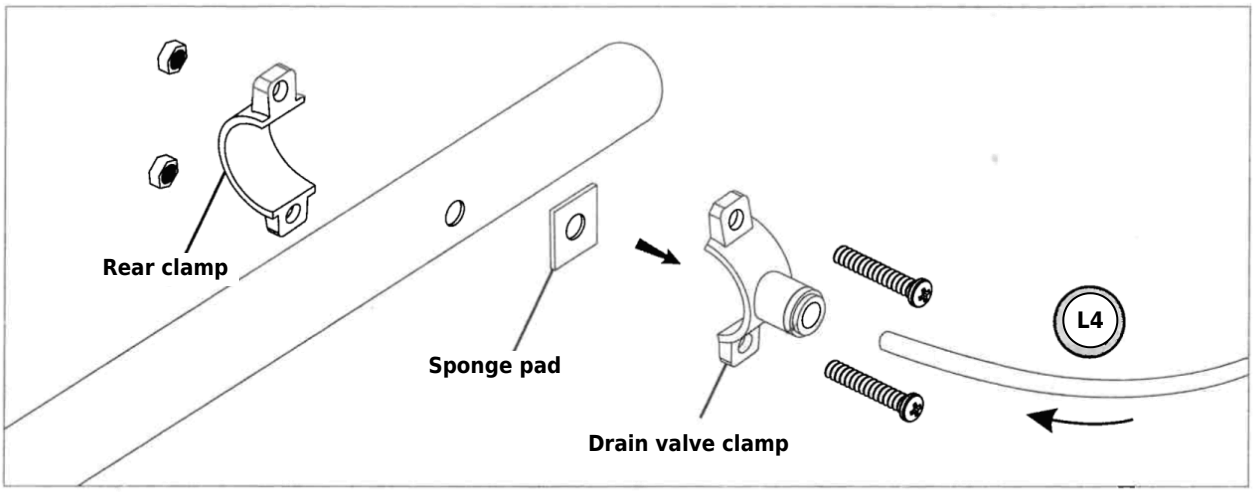
If the hissing continues once the regulator is fully tightened, unscrew it, check that the seal is clean and in place, then refit it. If it still hisses, do not use it and contact our customer services.

Take a **1/4″ PE tube (L3)**. Connect one end to the regulator and the other end to the **CO2 inlet (1)** on the back of the unit.

If required, use the supplied **adhesive pad and clip** to secure the CO2 bottle.

WARNING: Do not turn the gas on at this stage.

7

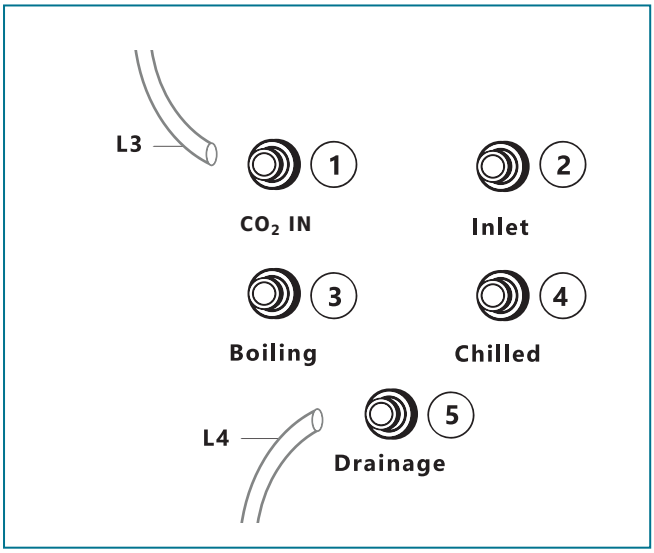


Step 7: Install the drain valve

This system requires a drain valve to be installed. Locate the best position on your waste pipe and drill an **8mm hole** in the top or side of the waste pipe. **Do not install it directly into a trap or anywhere water sits.**

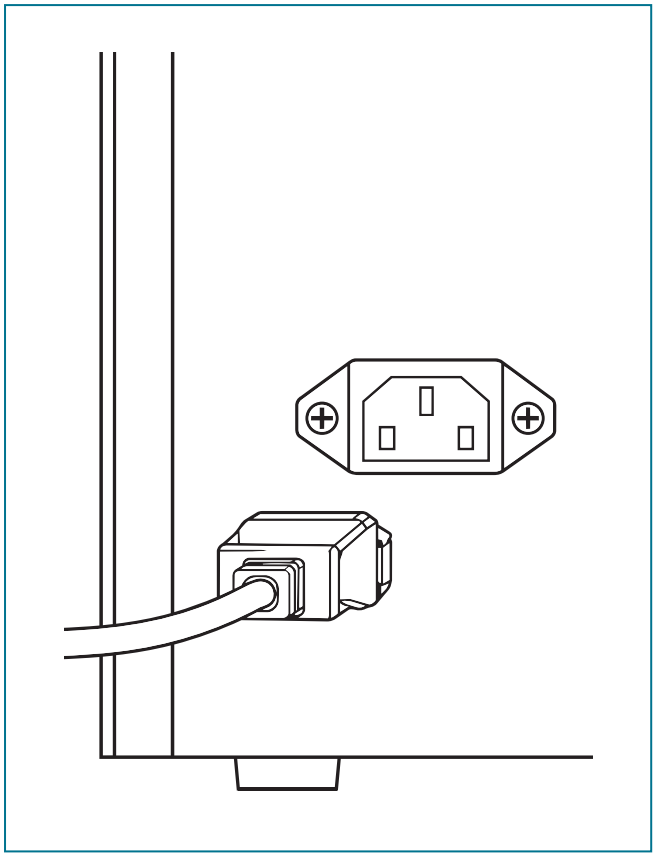
Attach the **sponge pad** inside the drain valve clamp, lining it up with the hole.

Fit the drain valve retaining clamps onto the waste pipe and tighten the screws. Make sure the holes line up correctly.



Step 7: Continued

Connect the plastic drain tube **(L4)** between the drain valve on the waste pipe and the **drainage port (5)** on the unit. Secure both connections with plastic clips. The tube may be shortened if required. If you cut any PE tube, cut it straight and clean, and make sure it is free of debris before you push it in.



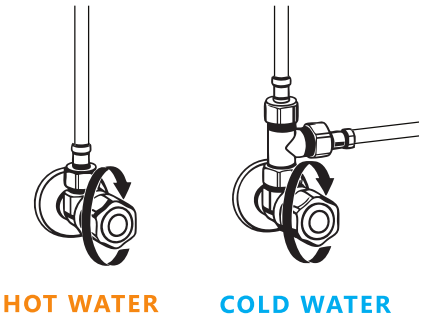
Step 7: Continued

Connect the **signal line connector (E)** from the tap to the connection on the side of the unit. Align the pins, push the connectors together and tighten the connector.

Connect the **power cable** between the unit and the power socket.

WARNING: Do not switch the power on yet.

8



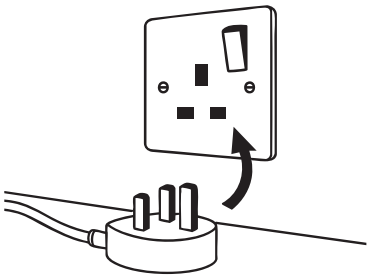
Step 8: Turn on the water and check for leaks

Turn the **mains water supply** back on.

Make sure the valve on the **three-way conversion valve (F)** is open.

Carefully inspect all connections for leaks.

9



Step 9: Flush the system

Switch on the power to the chiller and boiler unit at the socket, **but do not press the display buttons yet.**

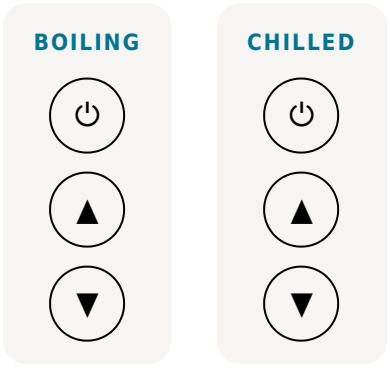
Turn on the hot and cold mixer using the **right-hand lever** to check the water flow.

To fill the **boiler tank**, turn the knob on top of the tap until the **red** light appears. Press and hold it for **3 seconds** until the light flashes, then release. Wait for the boiler tank to fill, which takes about 1.5 minutes. Once it is full, water will flow from the tap. Let it run for about 3 minutes to flush the tank.

Repeat the same process for the **chilled tank**, turning the knob until the **blue** light appears. The chilled tank takes about 2 minutes to fill. Again, let the water run for about 3 minutes.

Turn the **CO2 gas** on and set the pressure to **3.5 bar**.

10



Display controls on the front of the unit: power on/off, temperature up and temperature down for each tank.

Step 10: First-time boiler and chiller activation

With the power switched on to the chiller and boiler unit, touch the **flashing power button** on the display.

Use the **arrow buttons** to adjust the temperature of the boiler and the chiller. The boiling water temperature can be set between **75°C and 98°C**, and the chilled water temperature between **3°C and 20°C**.

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

Your Quel Ultimo 6 in 1 Boiling Water Tap is now installed and ready to use.

THE INTELLIGENT HANDLE

The knob on top of the tap rotates through 360°, and the light around it changes colour to show which water you have selected.

White	Green	Blue	Light blue	Red
Standby	Filtered ambient	Filtered chilled	Filtered chilled sparkling	Filtered boiling

Light	What it means and how to use it
White – Standby	The tap is on and ready for your selection.
Green – Filtered ambient	Turn the knob until the light changes to green: the tap is ready to dispense filtered water at room temperature. Press the knob once to start the water flow.
Blue – Filtered chilled	Turn the knob until the light changes to blue: the tap is ready to dispense filtered chilled water. Press the knob once to start the water flow.
Light blue – Filtered chilled sparkling	The tap is ready to dispense filtered chilled sparkling water. Press the knob once to start the water flow. The amount of carbon dioxide in the water can be adjusted using the CO2 regulator.
Red – Filtered boiling	The tap is in filtered boiling water mode. To dispense, **press and hold the knob for 3 seconds**. This child safety lock helps prevent boiling water being dispensed by accident.

Press the knob again to stop the flow. Boiling water is the only setting that works differently: it needs the 3-second press and hold every time.

For your everyday hot and cold water, use the **right-hand lever** as you would a normal mixer tap.

THE DISPLAY

Control	What it does
Power button (boiling)	Switches the boiler on and off.
Up and down arrows (boiling)	Raise or lower the boiling water temperature, between 75°C and 98°C.
Power button (chilled)	Switches the chiller on and off.
Up and down arrows (chilled)	Raise or lower the chilled water temperature, between 3°C and 20°C.
Filter indicator light	Blinks when the filter needs changing.

Take care: do not touch the spout while boiling water is coming out.

INSTALLATION CHECKLIST

- [ ] All parts are present and in good condition.
- [ ] The tap is fitted securely and its hoses are not twisted.
- [ ] The filter is fitted, the housing is locked into its bracket and the arrow points the right way.
- [ ] The water runs in this order: cold mains, three-way conversion valve (F), filter, then the water inlet (2). **The water to the unit must always be filtered.**
- [ ] Every tube is pushed fully home and secured with its clip, including the metal spring clip on tube N.
- [ ] Any PE tube you have cut is clean and free of debris.
- [ ] The drain tube (L4) runs downhill from the drainage port (5) to the drain valve.
- [ ] The signal line connector (E) and the power cable are connected.
- [ ] No leaks with the mains water on, and the CO2 regulator is set to 3.5 bar.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Water and steam spitting from the spout	The water in the boiler is boiling.	Make sure the drain tube (L4) is fitted correctly. It should run lower than the drainage port on the unit.
	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 unit is unplugged or switched off.	Make sure the unit 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 not cold	The temperature setting is too high.	Use the down arrow to choose a lower temperature.
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.
No water flowing	Water valves are turned off.	Turn on all the water valves, including the valve on the three-way conversion valve (F).
	Tubes are twisted, kinked or blocked.	Make sure no tubes are twisted or kinked. Remove and clean the aerator. Flush through all pipes to restore flow.
Circuit tripping in the house	The unit and your other appliances together exceed the RCD protection limit.	Ask an electrician to upgrade the RCD protection, or move the unit to a different circuit.

FAULT CODES

CODE	MEANING	WHAT TO DO
SHOWN ON THE UNIT DISPLAY		
E3	Water shortage protection: the water level in a tank is too low.	Fill the tank through the tap as described in Step 9 until water flows from the spout. If E3 stays on, contact our customer services.
E4	Hot water sensor fault.	Switch off and unplug the unit, then check the installation. If the code returns, contact our customer services.
E5	Chilled water sensor fault.	
E6	CO2 high pressure protection.	
E7	Communication failure between the display and the main control board.	
SHOWN ON THE TAP		
E0	Communication failure between the tap and the main control board.	Check the signal line connector (E) is fully connected (Step 7). If the code returns, contact our customer services.
E1	Filtered water sensor fault.	

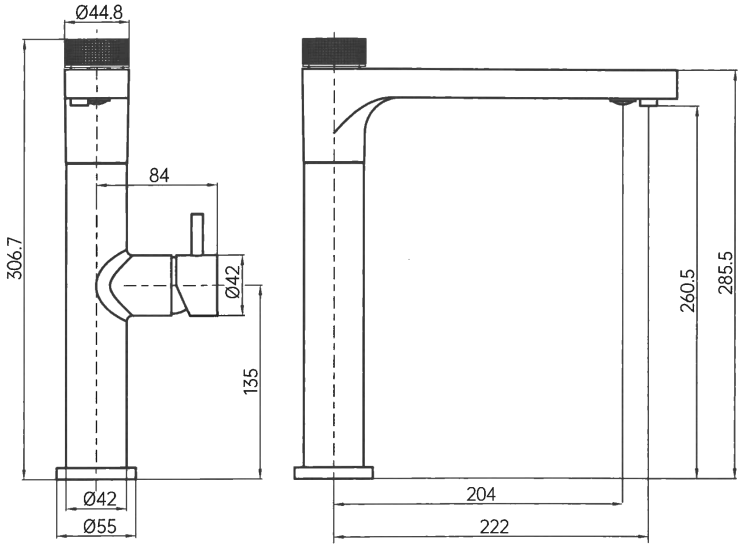
TECHNICAL SPECIFICATIONS

Power supply	220/240V AC, 50Hz, 13 amp fused plug
Boiler power / standby	1.8kW / 3W
Chiller power / standby	0.15kW / 3W
Boiling tank capacity	2.4 litres
Chilled tank capacity	2.4 litres
Heating time	About 10–12 minutes from 25°C to 98°C (depends on room temperature)
Cooling time	About 30–35 minutes from 25°C to 5°C (depends on room temperature)
Temperature settings	Boiling 75°C to 98°C, chilled 3°C to 20°C
Water supply pressure	1.5 bar to 5 bar
CO2 regulator setting	3.5 bar
Chilled tank pressure	0.3 MPa (3 bar)
Unit dimensions	242mm wide × 422mm deep × 372mm high
Tap hole	35mm diameter (see Product Dimensions for the tap and unit sizes)

Product Dimensions

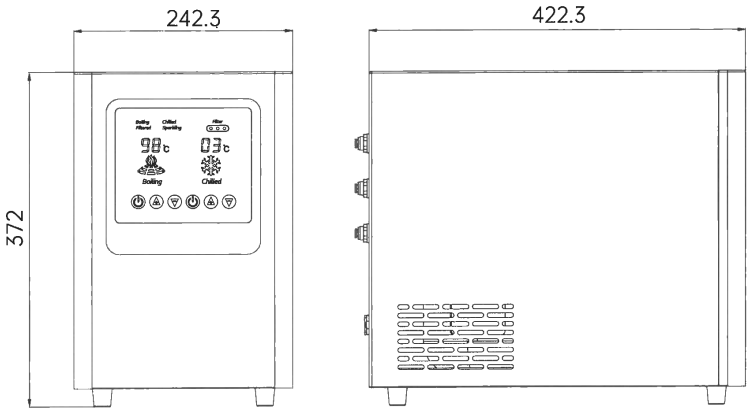
All dimensions are in millimetres and are taken from the manufacturer's drawings. Not to scale.

QUEL ULTIMO 6 IN 1 TAP



Overall height	306.7mm
Height to top of spout	285.5mm
Height under the spout outlets	260.5mm
Spout reach to outlets	204mm and 222mm
Base diameter	55mm
Body diameter	42mm
Knob diameter	44.8mm
Mixer lever height (centre)	135mm
Tap hole required	35mm

CHILLER AND BOILER UNIT



Width	242.3mm
Depth	422.3mm
Height	372mm
Air space needed	10–15cm each side, 2.5cm behind

FILTER CHANGE

To keep your warranty valid, the filter must be changed **every 6 months**. This is very simple to do. The filter indicator light on the display will blink when the filter needs changing. To order a replacement, visit our website at **www.queltap.co.uk**. To fit a new filter, turn off the mains water, then follow Step 4.

POWER SAVING

If the tap will not be used for more than 7 days, we recommend switching the boiler and chiller off using the power buttons on the display to save energy.

If the system is not used for a long time, we recommend releasing water at least once every 72 hours. This keeps the water in the tanks and pipes fresh and helps prevent bacteria building up.

SEASONAL SHUTDOWN AND DRAINING

The tap and unit must not be exposed to freezing temperatures. If there is any risk of this, the system must be drained:

1. Turn off the mains water supply and the CO2 gas at the regulator, switch off and unplug the unit, and allow the tanks to cool for at least 1 hour.
2. Disconnect the inlet supply to the unit and remove the silicone boiling water tube (N) from the unit.
3. Lift the unit over the sink. Loosen the two drain screws underneath the unit and drain all the water from the tanks.
4. When reinstalling, follow the installation steps in this guide.

CLEANING

Clean the tap and unit with a lint-free damp cloth. Do not use abrasive or corrosive cleaning products, as these will damage the surface of the product.

WARRANTY

To register your warranty, please visit our website at **www.queltap.co.uk**.

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 ULTIMO 6 IN 1

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