

**SureFlow compact range:  
1000-C & 1000-M**

**Auto-Fill Catering Water Boiler  
Installation And User Instructions**



The Professional's Choice



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## Introduction

Dear Customer,

Congratulations on the purchase of your Instanta machine.

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

All new series Instanta products are energy efficient, simple to operate and easy to service. Find out more about Instanta products at [www.instanta.com](http://www.instanta.com)



## Safety Information

Please read the following carefully before switching on this appliance.

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

- Health & Safety at Work Act
- IEE Regulations
- Local & national Building Regulations
- BS Codes of practice
- Water Supply Regulations

All personnel should be provided with sufficient training in the safe use of this appliance. A warning notice displayed next to the machine is often helpful in notifying users that the appliance contains and dispenses near boiling water.

- Inform users that certain surfaces will become hot (especially the draw-off tap). Care should be taken to avoid potential injury from burns and scalding whilst operating this appliance.
- In line with Health and Safety requirements we recommend a risk assessment be carried out after the boiler has been installed.
- 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.
- Always disconnect the unit from the power supply and allow it to cool down before servicing.
- The components in the draw-off tap are subject to wear & tear. Check periodically (at least every 12 months), as part of a general maintenance routine. We recommend that a spare tap spring & tap washer (or upper tap assembly), are held in case of emergencies and to prevent down-time should the tap require any maintenance/servicing.
- The unit must be earthed.
- Keep these instructions in a safe place near the unit for future reference.

## Environmental Information

(Information on disposal for users of waste electrical & electronic equipment).

The “crossed out wheelee 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.

## Delivery Checklist

Before starting installation, check that you have the following parts:

1. Catering Water Boiler
2. Drip-tray
3. Drip-tray fitting kit
4. White water inlet hose (3/4”BSP connection)
5. User instructions

## Technical Information

Model		1000-C	1000-M
Width	mm	218	218
Depth	mm	465	465
Height	mm	440	400
Tap Clearance	mm	150	150
Power Rating	KW	3.0	2.25
Rapid draw-off	Litres	5	3
Weight (Empty)	KG	8.9	8.4
Weight (Full)	KG	15.9	14
Water Inlet Pressure:	Bar	2 to 7	2 to 7 bar

## Installation

The boiler must be installed on a level work surface with sufficient strength to support its weight. Ensure all vents are unobstructed.

Locate in an area where there is adequate space to use the boiler safely (e.g. free from risk of congestion and tripping hazards).

### Connection to Mains Water Supply:

Connect the WRAS approved water filling hose (3/4" BSP) to the inlet connection point on the back of the boiler and the other end to the mains water supply, via an accessible isolating tap with a 3/4" BSP thread\*.

**IMPORTANT:** If micro-bore pipe is used instead of the inlet hose supplied, the size must be minimum OD 3/8"(10mm).

The water supply must have a pressure not exceeding 7bar (96psi), and no lower than 2bar (28psi) NOTE: If your water pressure exceeds 7bar, fit a suitable pressure reduction valve.

*We regret that Instanta cannot be held responsible for any machine malfunctions if the water pressure exceeds that stated. If in doubt, consult your water supply company.*

*\*To meet WRAS installation requirements, an approved single-check valve providing back-flow prevention protection, should be fitted at the point of connection between the water supply and the appliances.*

### Electrical Connection:

The boiler must be Earthed.

Your machine is supplied with a standard 13amp bonded plug with a 13amp fuse.

### Overflow:

The drip-tray has a limited capacity and is designed to handle small spillages and drips only. Wherever possible, we strongly recommend that it is connected to a permanent waste outlet using the fitting kit provided.

If preferred, and as an alternative, the overflow-outlet can be connected from the back of the machine using an optional rear-overflow kit (Pt. No: ROFK1) available from Instanta Spares Department (01704 502905).

**IMPORTANT:** Whichever overflow connection is chosen, the diameter of the pipe used must be no less than 15mm.

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).

***Whilst every 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.***

## Operation

**First Use (once water and electrical connections have been made):**

- Switch boiler on.
- AMBER LIGHT will illuminate to indicate that the boiler is filling with water.
- Once primed with water, the RED LIGHT will illuminate to show that it is heating.
- When the boiler reaches the correct temperature the GREEN LIGHT will show that the boiler is ready.

**IMPORTANT NOTE:** In normal daily use, the boiler may be used as soon as the GREEN LIGHT shows, but on first install, wait 15 minutes before starting to use.

## Regular Daily Use

- Switch boiler on.
- Wait for the **GREEN LIGHT**. The water will then be at the correct temperature.
- Dispense water via the lever tap.



***(CAUTION: Take care as boiler dispenses near-boiling water).***

## Cleaning

Clean the external surfaces of the boiler regularly to maintain good hygiene.

Empty the front drip-tray regularly.

Wipe external surfaces of the boiler with a damp cloth. Do not use abrasive materials on the outer surfaces.

Wipe the draw-off tap each day to keep clean and also prevent lime-scale deposits from building up around the tap-outlet.

## Maintenance & Service Information

### Descaling:

The boiler should be periodically checked for scale build-up...see below:

In hard water areas, the boiler should be descaled on a regular basis to maintain efficient operation, minimise energy consumption, and also retain the water quality. The frequency depends on the hardness of the local mains water supply and whether or not a filter cartridge/water softener has been installed.



### To De-scale:

- Safety Caution: Disconnect machine from power supply.
- Empty the machine through the draw-off tap and allow to cool.
- Lift off the outer-lid.
- Remove tank-lid (four fixing screws).
- Lift out the evaporation plates (inside of tank - remember order of removal).
- Remove as much scale as possible by hand. Any scale which is difficult to remove can be dissolved by using a de-scaling solution.
- Wipe clean the level sensing probes.
- Flush with copious amounts of cold water to ensure all traces of de-scaler are removed before using the boiler again.
- Replace evaporation plates, tank-lid and outer lid.

### Draw-off Tap:

The tap spring and washer components are subject to wear & tear. It is advisable to keep a spare tap-spring and washer in case of emergencies.

### Accessories & Spares (Tel: 01704 502905)

Replacement Tap Washer: TP1001/L

Replacement Tap Spring: TP1007/N

Multi-Filter Cartridge: AQ35

Head for Multi-Filter: AQ35H

Rear-overflow Kit: ROFK-1  
(connection to perm waste)

A full range of spares and accessories are available from our spares department.

## Service Warnings & 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. Draw-off a small amount of water and then switch back on after 10 minutes.

If the fault does not clear, call technical support for advice.

Light Indication:	Possible Causes:	Action:
Flashing Green:	The bottom probe is scaled up	De-scale inside of tank and level sensors
Flashing Orange:	<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 2bar</li> </ul>
Flashing Red:	<ul style="list-style-type: none"> <li>• Safety Control has activated</li> <li>• An internal component has failed</li> <li>• Top probe not recognised. Water has reached over-fill probe</li> </ul>	<ul style="list-style-type: none"> <li>• See Safety Controls below</li> <li>• Contact Instanta Technical Support.</li> <li>• Clean and de-scale probes</li> </ul>
Flashing Red & Green:	<ul style="list-style-type: none"> <li>• Over-boil safety switch tripped on initial heat-up.</li> <li>• Faulty Element</li> <li>• Boil-dry safety control activated</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Re-set required:</b> Isolate power to appliance. Push-in manual reset button (remove back panel to access).</li> <li>• Call service if fault persists.</li> </ul>
Rapid Flashing Red:	<ul style="list-style-type: none"> <li>• The probes are scaled-up and water has risen to a dangerous level (heating and filling functions are disabled)</li> </ul>	De-scale inside of tank and level sensors

## Safety Controls:

The majority of possible faults have been covered above. However, in certain circumstances, one of two different safety controls within the boiler may have activated;

- 1). **Over-boil safety** cut-out – activates if boiler produces excess steam. This can be due to:
  - lime-scale within the tank.
  - a temporary interruption in the water supply.
  - a faulty temperature sensor or internal component (triac).

**To Reset Boiler:** Switch off at the mains power supply and allow the boiler to cool down for ten minutes before switching back on (the safety device should automatically reset).

**Earlier Models:** The over-boil cut-out will require a manual reset. Contact Instanta Technical Support department for assistance with this.

- 2). **Boil-dry Safety** cut-out. This operates if the boiler has been boiled dry, for example, due to lime scale build-up or water starvation.

The boil-dry safety switch will require resetting. Please contact our Technical Support department for assistance with this.

**Safety Caution: Isolate boiler from power supply before proceeding:**

In any of these events the indicator lamp will flash red or green or red and green. If the problem reoccurs contact the **Instanta Service Department**  
- **01704 502911**

## Service/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.**

## Guarantee

Your boiler is guaranteed for twelve months 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:

- Problems caused by hard water and lime scale. We regret that we cannot be held responsible for problems caused by hard water.
- Dripping Taps. These components are subject to wear and tear but in the event of a tap failing within twelve months of installation, we will be pleased to replace the tap assembly by post. Fitting is very simple and requires no tools. An engineer call out is not necessary.
- 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.

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