

Boiling Water Tap Kit

Troubleshooting

LAVA TAP

If water is leaking near the plug or socket, the circuit keeps tripping, or steam is escaping unexpectedly — **stop**. Switch off at the socket, close the isolation valves under the sink and do not use the tap until we have spoken.

Start with these two questions

1. Has it ever worked properly?

This matters more than the symptom itself. **Never worked since it was fitted** points at the installation rather than the product — tell us, because it changes what we do next. **Worked and then stopped** points at something that has changed over time: usually the filter, limescale, or a component that has aged.

2. Is there a code on the display?

If you see an E followed by a number, the table below takes you straight to the answer in one step. If not, find your symptom in the sections that follow.

Error codes

Code	What it means	What to do
E3	Not enough water in the tank	Switch off at the socket. Run the boiling tap for a full minute to prime the system, then power back on. If E3 returns, contact us
E4	Sensor fault, or a failed unit	Switch off at the socket and contact us
E7	Temperature sensor not connected	Switch off at the socket, wait a moment and switch back on. If E7 returns, contact us
E8	The tank has read a temperature above 100°C	Switch off at the socket for 30 minutes to let it cool, then power back on. If E8 returns, contact us
E9	The system has frozen. Heating has shut off automatically to protect the unit	Do not power it on. Move it somewhere above 5°C and leave it 24 hours to thaw. Contact us if it does not clear

Please do not open the boiler to investigate — it is not user-serviceable, and opening it will affect your guarantee.

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KOGE
BY SCUDO

Still stuck?

Scan to contact us online



It is not heating

What the two numbers mean

The **left** number is the temperature the water has actually reached. The **right** number is the temperature it is trying to reach. So 14°C on the left and 98°C on the right means a cold tank that is either heating up or has stopped trying.

Has there been a power cut?

This is the most common cause, and it is not a fault. After a power cut the unit switches itself off and loses its target temperature. Hold the **On/Off key (A)** for three seconds, then press the **Temperature key (B)** to cycle up to the temperature you want. The display flashes three times to confirm. Within three to five minutes the left number should start climbing.

The display is dead

This is the power supply rather than the tank. Check the plug, the socket switch, the fuse and the circuit breaker. The tank draws 1.5kW, so it can trip a busy kitchen circuit.

It heats, but not as hot as I set it

The tank waits until the water has dropped **5°C below** your setting before it reheats. Setting 98°C and seeing 93°C is the system working as designed.

Leaks

Water under the sink or around the tank

Switch off at the socket, close the isolation valves, dry everything with a towel and watch for a minute to see where the water is actually coming from. That one observation saves a lot of time. Two causes account for most of these: **connections tightened with a spanner** (they are meant to be hand-tightened, and the leak often appears days later), and **water pressure above 5 bar**. Neither is a fix-it-yourself job — send us a photo or short video.

The tap drips when it is turned off

A few drops after drawing boiling water is normal expansion. Draw off half a litre in one go rather than a splash at a time, and rinse the aerator.

Then check for a syphon

Look at the pipe between the tank and the tap. If it dips into a U shape or a loop anywhere along its run, that U can act as a syphon and pull water out of the tank and through the spout with the tap fully closed. Re-route it so it runs continuously downhill with no dips. This costs nothing and very often stops it.

A constant trickle that is not a syphon

Usually the tap cartridge. Close the isolation valves and contact us — there is a bucket test we or your installer can run to confirm it.



Poor flow, or just a dribble

The boiling side of your tap is not pressurised — it is fed by an open vent, by design, and will never run like the mains side.

Outlet	Typical flow
Boiling water	0.8 to 1.8 litres per minute
Mains hot and cold	4 to 10 litres per minute

A mug takes around 20 to 25 seconds to fill. There is also a short pause before boiling water arrives, and a slightly longer one after a large draw-off. Neither is a fault.

So is yours actually faulty?

Slower over weeks or months — that is the filter, nine times out of ten. **Always been like this** — it may well be normal, using the figures above. **Nothing at all** — check the isolation valves are open, then rinse the aerator.

The filter reminder light is flashing

That is your six-month prompt rather than a fault. Fit a new filter, then switch the unit off and hold the set-up button for five seconds to reset it.

Where to buy replacement filters

Genuine KoGE filters are only available from scudo.co.uk/spares. Filters from anywhere else will not maintain your guarantee, so please order there and keep the receipt.

Cloudy or odd-looking water

Cloudy or milky water is almost always air, not a problem. Very hot water holds dissolved air, which comes out as tiny bubbles.

Pour a glass and watch it. If it clears from the bottom upwards within about a minute, there is nothing wrong. It is most noticeable on a new installation and just after a filter change.

If it does not clear, or there is grit, or the water tastes different, change the filter. After fitting a new one, run two or three litres through to flush the line before you judge it.



Spitting, spraying or steam

From the boiling spout

The water is at boiling point. Open the tap halfway to release some water, then lower the set temperature by 5 to 10°C. High above sea level, water boils below 100°C, so set the maximum at least 2°C below your local boiling point.

On the mains hot or cold

Usually the aerator at the end of the spout, either blocked with limescale or damaged. Unscrew it, rinse it thoroughly and refit it. If the mesh is torn or deformed it needs replacing — get in touch.

Damaged when it arrived

Please check your tap and tank for damage **within 24 hours of delivery and before anything is fitted**. Look at the tank casing and lid, and along the tap body.

If something is damaged, do not fit it. Photograph it where it lies, keep the packaging and contact us straight away. Once a damaged item has been installed a claim becomes much harder to make.

Before you contact us

- Your proof of purchase, and the date it was installed
- Whether it has ever worked properly
- When the filter was last changed, and the receipt if you have it
- Any code showing on the display

A short video helps enormously

Film the display, the tap running, and the pipework under the sink. If it is a leak, show us where the water is actually coming from. We need this to make a claim with the manufacturer, so it saves a step for everyone.

