

View our How to Use
Video



Guide d'entretien et
d'utilisation



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SAFETY INSTRUCTIONS

NOTE: If any signs of damage prohibit the shower from working properly, turn off the RainStick Shower and contact support@rainstickshower.com. Carefully read this guide before powering on and operating the RainStick Shower. RainStick Support Line (+1 760 284 4491) is available Monday to Friday, 09:00 to 16:00 EST.

1. Never attempt to repair, disassemble, or make modifications to the RainStick Shower as doing so may pose risk of electric shock or injury. Only qualified professionals should perform repairs to the RainStick Shower and only at the direction of RainStick support services and experts.
2. Professionals should always turn off the hot/cold water and GFCI protected electrical supply before unscrewing and removing the top and bottom enclosures.
3. Young children and people with impairments should be supervised when using the RainStick Shower. We recommend consulting your doctor before using the Circulating Shower Mode if you have any skin problems, open wounds or health concerns.
4. Always run, check, and test the temperature of the water before fully entering the shower area. This applies when powering on and using the showerhead, handheld shower, or foot spout.
5. The showerhead is the only location that allows the use of both Circulating and Traditional Shower Mode. In Circulating Mode, the water is continuously refreshed through the RainStick Shower's three-stage cleansing process. However, the quality of the water will depend on the user's behaviour and hygiene practices. For washing off larger debris such as mud or dirt, rinse off in Traditional Shower Mode for at least 1 minute before switching to Circulating Shower Mode. In addition, a post-circular shower rinse in Traditional Shower Mode may be required.
6. Do not to drink the water when using Circulating Shower Mode.
Circulating Shower Mode (non-potable)
Traditional Shower Mode (potable depending on water supply conditions)
7. It is highly recommended that the RainStick Shower remain connected to both power and water supply at all times. If the RainStick Shower needs to be disconnected for a long period (more than a month of inactivity), it is recommended that a deep cleaning procedure be carried out before using.
8. As a safety feature, the RainStick Shower will automatically turn off after 60 minutes of inactivity.
9. The RainStick Shower is not suitable for outdoor use. Installing the RainStick outside will void its warranty.

WARNING: This product contains a chemical known to the State of California to cause cancer. This product can expose you to chemicals including arsenic, which is known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.



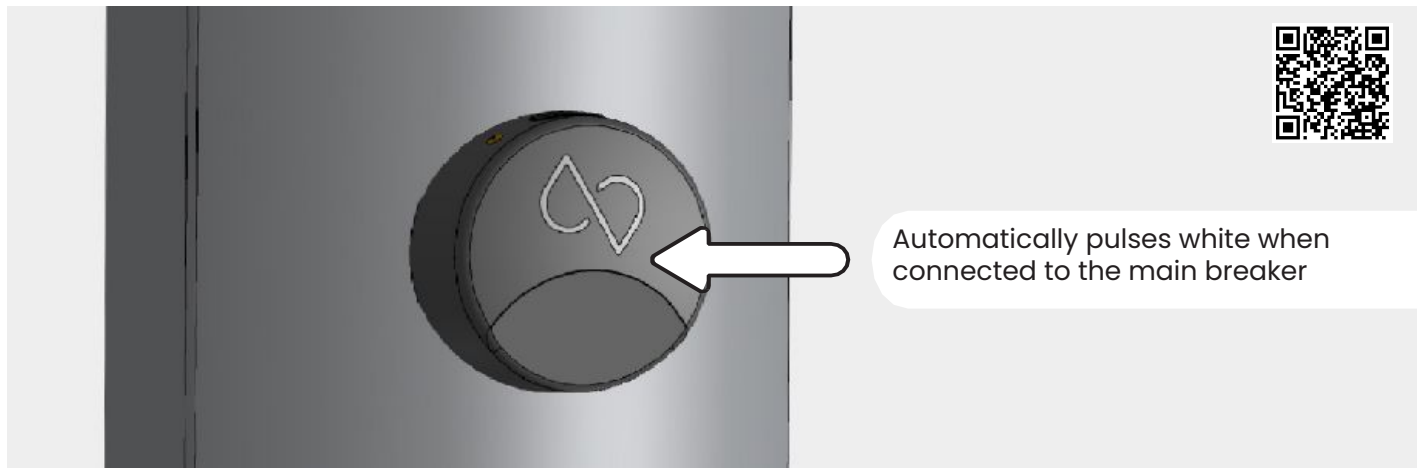
USING THE RAINSTICK SHOWER

Powering On From the Main Breaker

As soon as the RainStick Shower receives power from the main breaker, the system performs a flush-through sequence to prepare its valves for operation.

The controller will pulse in white for 60 seconds indicating the flush-through sequence has started.

While this is happening, you will hear gurgling sounds and that's perfectly normal. Once the flush-through is complete, the RainStick will power off and is ready to use.



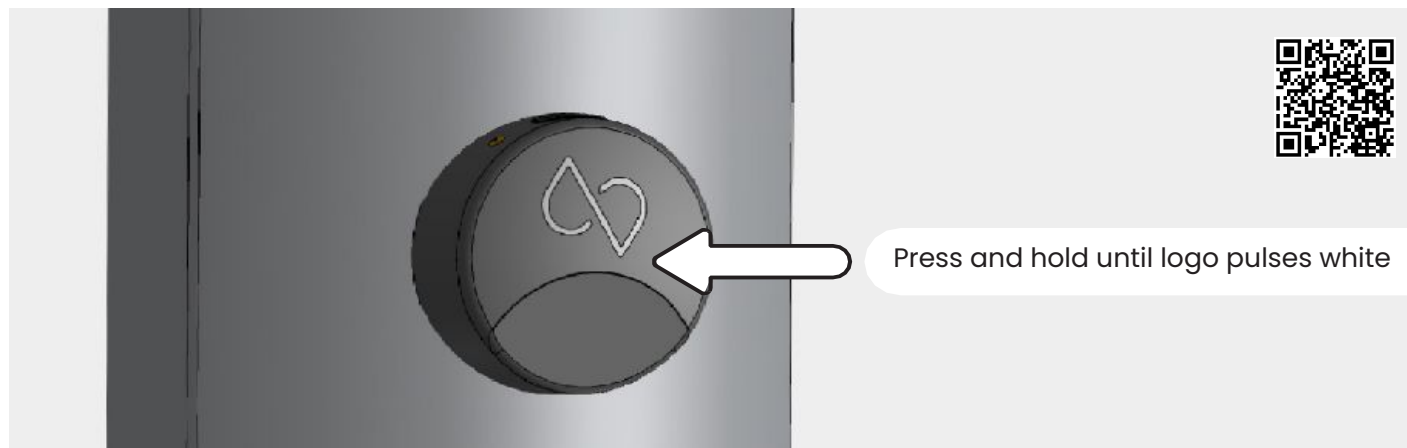


USING THE RAINSTICK SHOWER

Power On the RainStick Shower

Press and hold the controller for three seconds to power on the RainStick Shower.

The controller will first pulse in white, indicating that the RainStick Shower has started. Once the light on the controller stays white, Circulating Shower Mode has been activated and the RainStick Shower is ready to use.

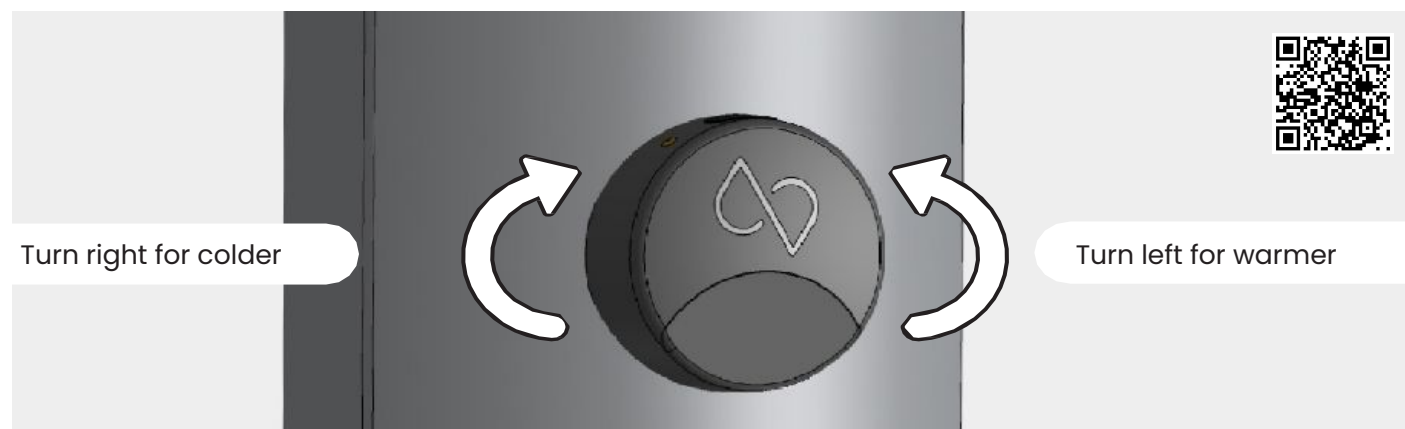


Set the Water Temperature

To adjust the water temperature, turn the controller to the left to heat the water or to the right to cool the water until you reach your desired temperature. The default temperature at the start of each shower is 38°C (100°F).

Each time you turn the controller, the temperature will increase or decrease by half of a degree. Turn the controller as many times as needed until you find the perfect temperature.

If you have the RainStick Shower App connected to your RainStick Shower, you can pre-warm the water to your desired temperature preference through the app.

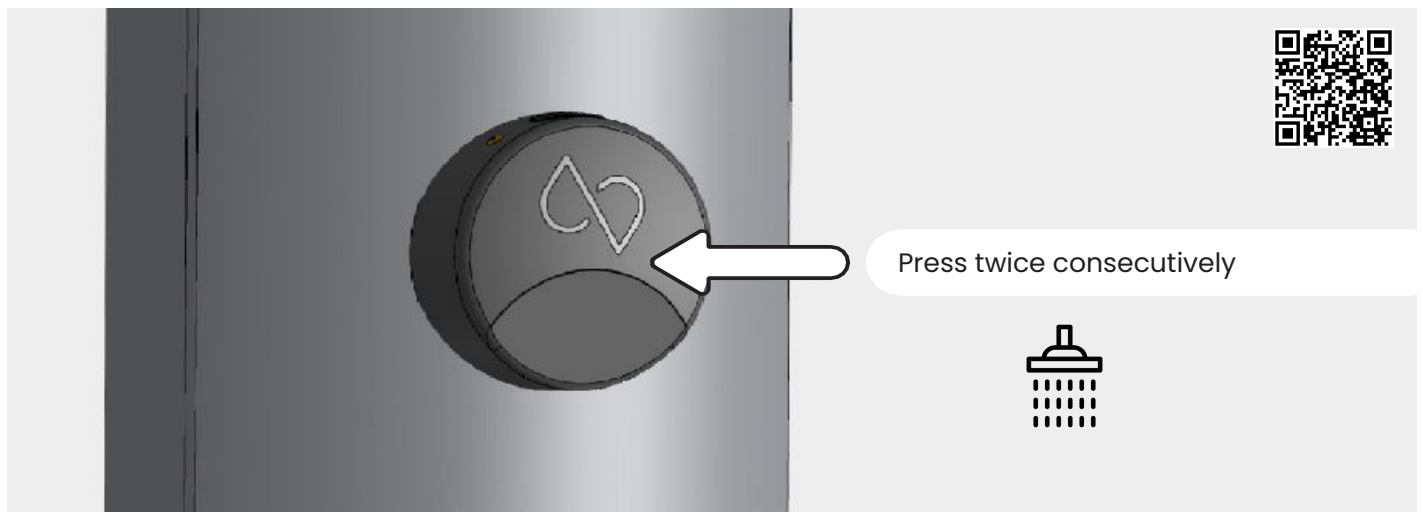




USING THE RAINSTICK SHOWER

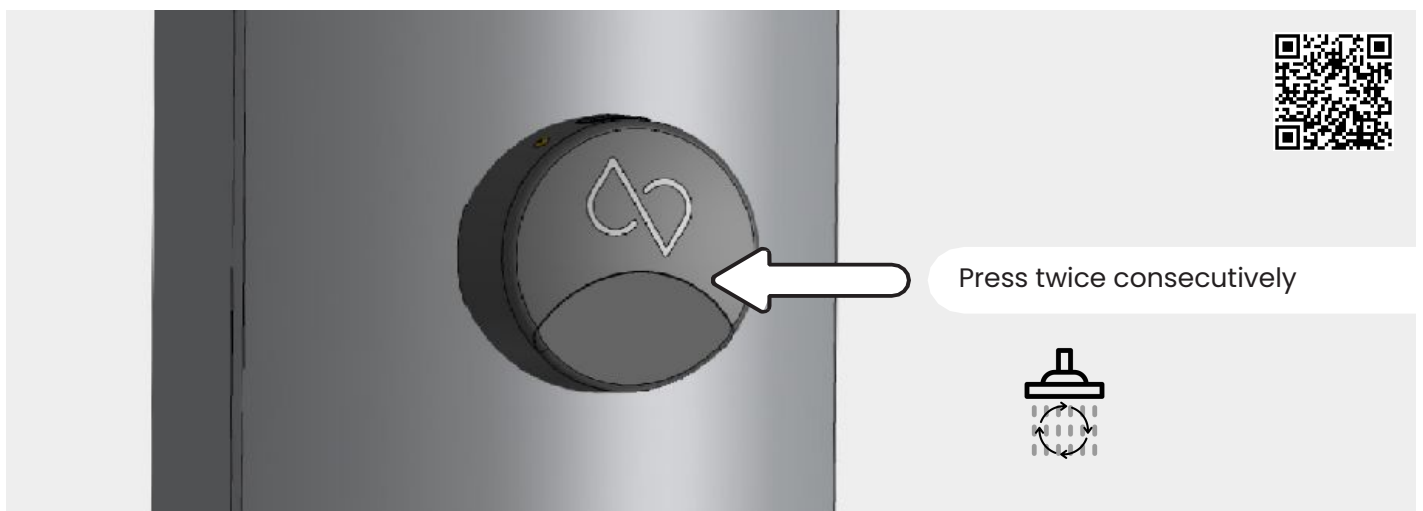
Activate Traditional Shower Mode

To switch to Traditional Shower Mode during your shower session, press the controller twice in a row. You'll know Traditional mode has been activated when the controller is no longer lit. In this mode, water will flow from the centre nozzles of the showerhead, changing the flow rate to a 1.8 GPM low-flow shower experience.



Activate Circulating Shower Mode

To switch back to Circulating Shower Mode, press the controller twice in a row again. You'll notice that Circulating Shower Mode has been activated when the controller light turns white. In this mode, water will flow out of the outer nozzles of the showerhead, changing the flow rate back to a powerful 3.0 GPM shower experience.





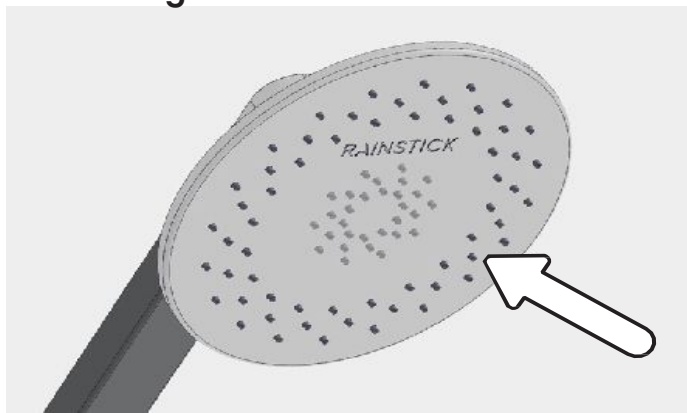
USING THE RAINSTICK SHOWER

Flow Rate and Nozzles

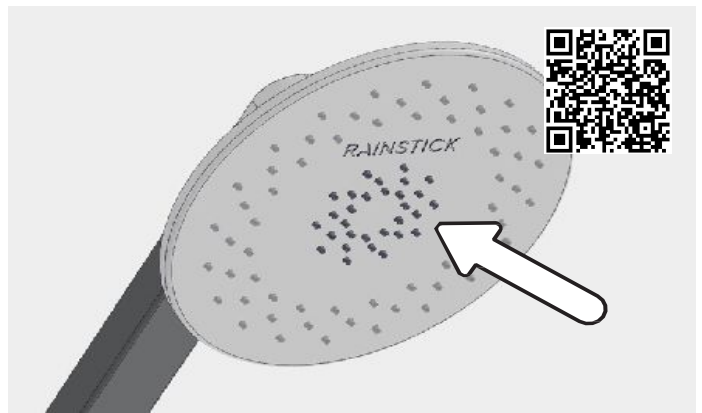
Each nozzle in RainStick Shower's patented showerhead caters to either Circulating Shower Mode or Traditional Shower Mode; never for both.

The center nozzles provide a flow rate of 1.8 gallons per minute for Traditional Shower Mode, while the outer nozzles offer a powerful 3 gallons per minute flow rate in Circulating Shower Mode.

Circulating Shower Mode Nozzles



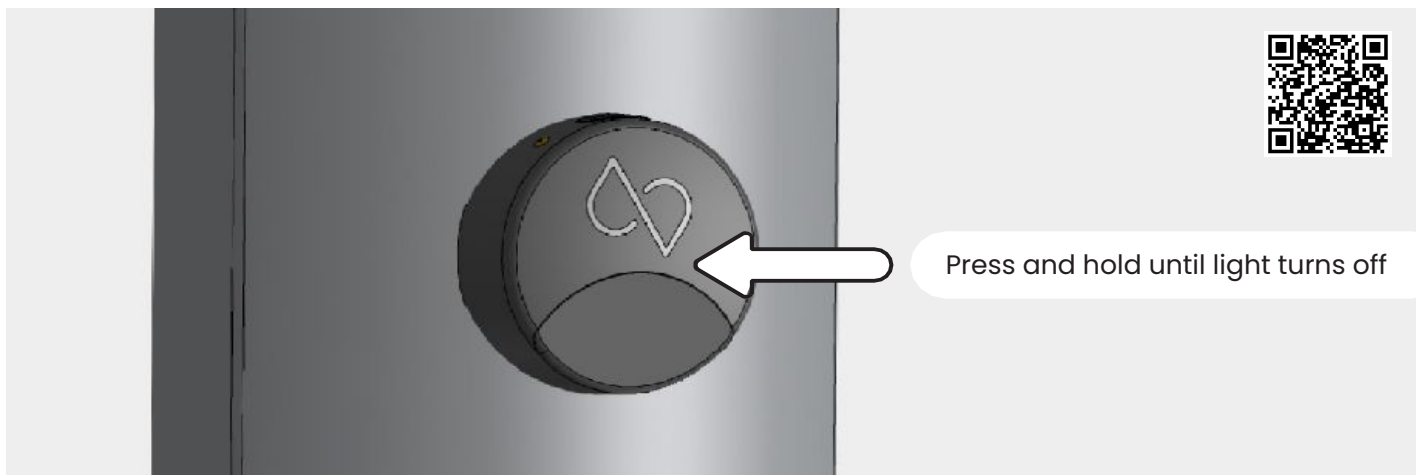
Traditional Shower Mode Nozzles



NOTE: Using a different showerhead will void the warranty of your RainStick Shower.

Power Off the RainStick Shower

Press and hold the controller for three seconds to turn the RainStick Shower off.



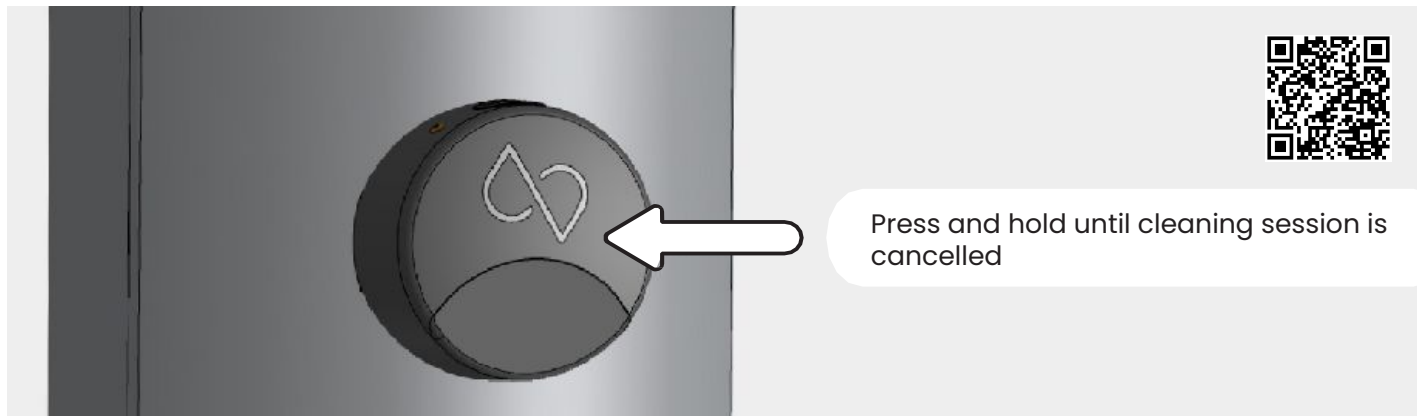


USING THE RAINSTICK SHOWER

Automated Cleaning Sessions: When and How to Delay

After 45 seconds of powering off the RainStick Shower, it will power on again for 30 seconds to clean itself using its specially formulated *Original Cleaning Product*. The controller will pulse blue during this time. For safety reasons, it is important to be outside of shower area during the cleaning session.

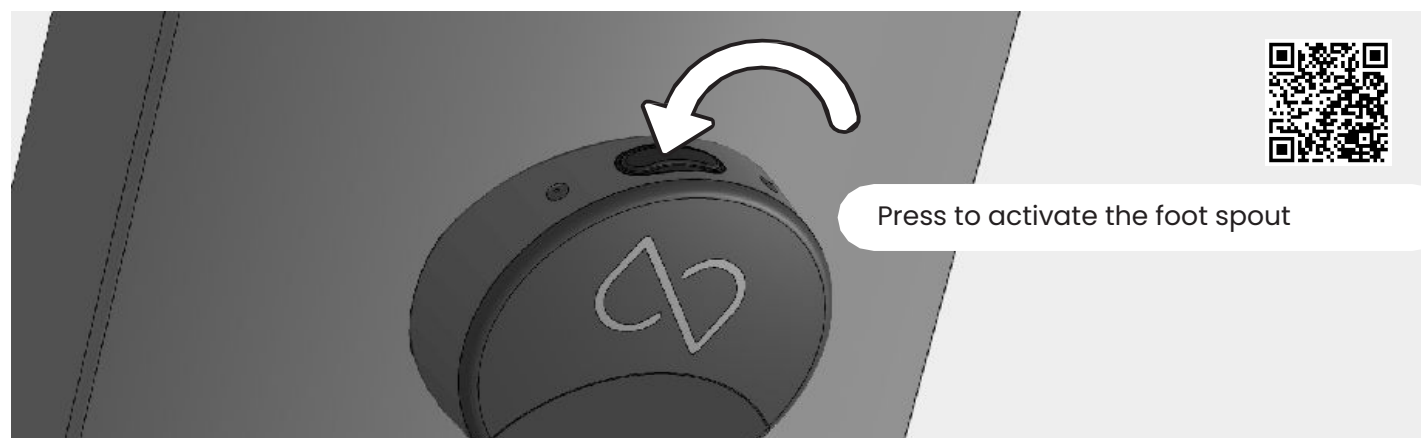
A cleaning session happens if you've used circulating mode at any time throughout your shower. It can be delayed to start after 60 or 90 seconds through the RainStick Shower App. If by any reason you need to return to the shower, press the controller to revert it back to its previous state.



NOTE: The only cleaning product that should be used to refill the dispensing compartment is *RainStick's Original Cleaning Products*. Using other cleaning products will result to a void of warranty.

Activate the Foot Spout

To activate the foot spout, press the button on top of the controller. Push the same button to go back to the previous shower setting.

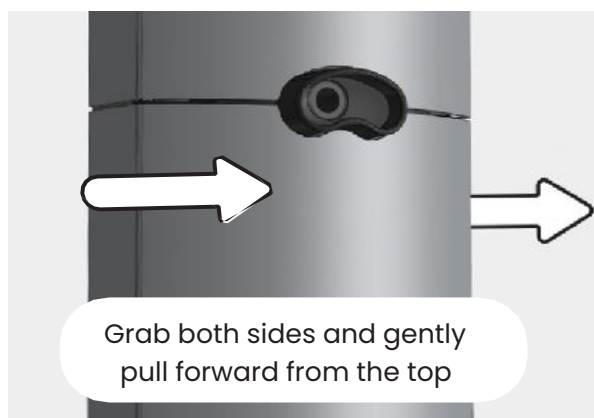




USING THE RAINSTICK SHOWER

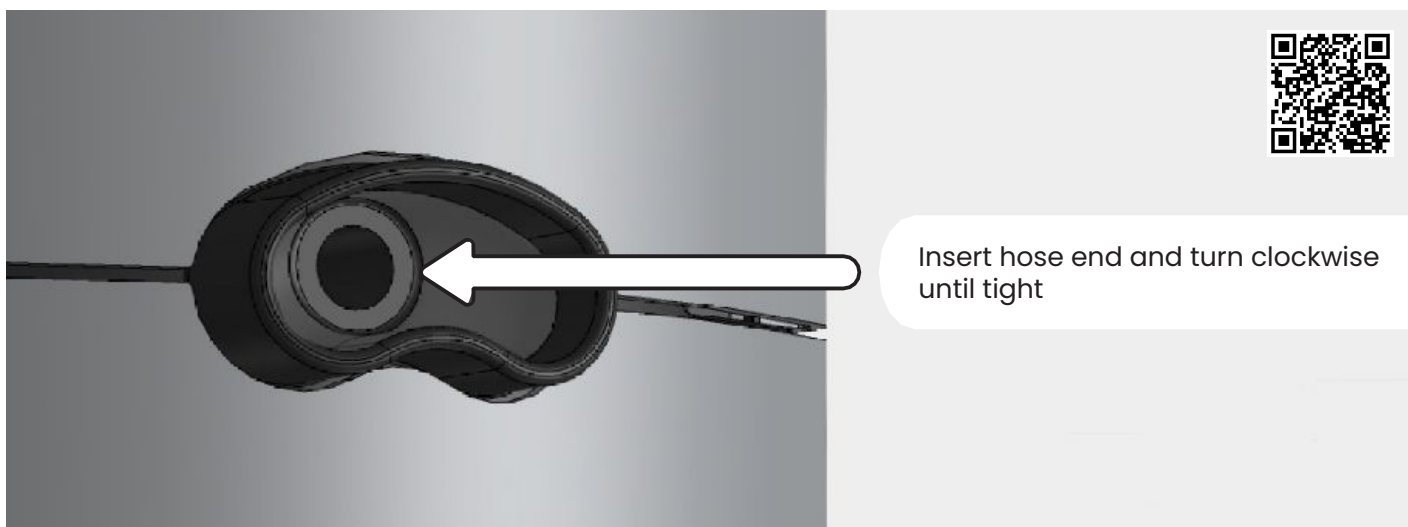
Refill the Dispensing Compartment

To refill the dispensing compartment, place one hand on each side of the bottom enclosure and gently pull back. Uncap the compartment and add *RainStick's Original Cleaning Products*, following the instructions on its bottles and in its box. Use the foot spout to fill the dispensing compartment with water until it is full before placing the cap back on and closing the compartment.



Connect the Handheld Shower

Each RainStick Shower comes with a handheld shower that can be used in replacement of the footspout. To connect, place the end of the hose into the foot spout and turn clockwise until it is tight. To activate the handheld shower during a shower session, press the button on top of the controller and again return to the previous shower setting.





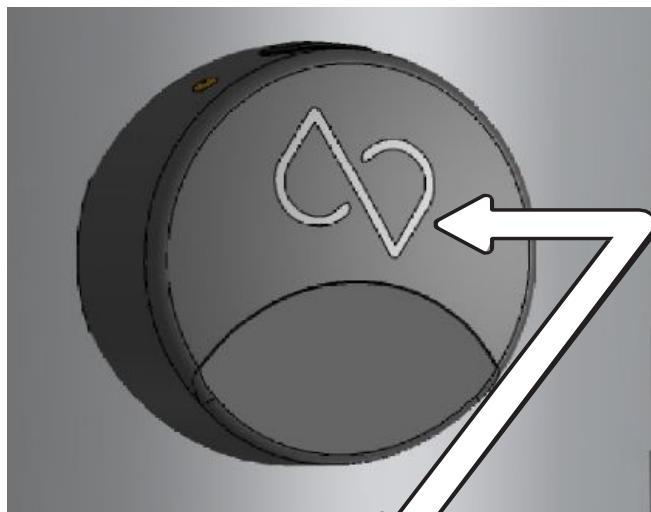
USING THE RAINSTICK SHOWER

Activate a Deep Clean Session

After 60 circulating shower sessions, the RainStick Shower will let you know when it is time to activate a deep clean session through the *RainStick Shower App* or through the controller by pulsing blue. If a deep clean session is not performed, the RainStick Shower will automatically lock itself in Traditional Shower Mode until a deep clean session is completed.

This is a mandatory session to ensure that the RainStick Shower is hygienic and clean, avoiding biofilm buildup. Before and after activating a deep clean session, refill the dispensing compartment with *RainStick's Original Cleaning products* following the instructions on its bottles and in its box.

Press the controller and the foot spout button simultaneously to start this session, or use the *RainStick Shower App*. The controller will pulse blue to indicate that the session has started.



Press & hold together until logo pulses blue



NOTE: If interrupted due to a power outage, the controller will pulse blue once the system is powered back on and will stop once the deep clean is complete.



MAINTENANCE, HYGIENE, AND CLEANLINESS

1. After each shower, the RainStick Shower will automatically perform a cleaning session to ensure that hygiene is optimized for the next user. Regularly check the reservoir and micron screens and wipe off any remaining debris or build-up using a soft cloth.
2. The micron screens are made to last the lifetime of the RainStick Shower. To clean, detach from the reservoir and pump intake. Place both under running water to remove any hair or debris that may be attached. Reattach both screens once cleaned.
3. To uphold the warranty, the shower system can only be cleaned using *RainStick's Original Cleaning Products*. To open the dispensing compartment (located at the lower portion of the RainStick Shower), place one hand on each side of the bottom enclosure and gently pull forward. Uncap the compartment and follow the instructions of *RainStick's Original Cleaning Products* to refill. This should be refilled once a month (or after 60 showers) to ensure that proper cleaning takes place after each use.
4. To clean the outer surfaces of the RainStick Shower, use a soft/non-abrasive damp cloth and a mild non-chemical cleaner. Rinse off with water and dry with a soft/non-abrasive cloth. To remove water spots, a 50/50 blend of household vinegar and water can be used, followed by a thorough rinse of water after cleaning.
5. Most common household cleaners (excluding abrasive cleaners) can be used to clean the RainStick Shower. However, all cleaners should be rinsed off the surface thoroughly with water immediately after being used. Avoid using any harsh cleaners (ex. Limescale removers) or pads/sponges that are unsafe for metallic surfaces. Cleaner manufacturers may change their formulations at any time; regularly read descriptions and instructions before each use.

MAINTENANCE OVERVIEW

Procedure	When to Perform	Duration	Items Needed	Tasks
Deep Clean	After 60 Circulating Showers (Monthly)	<10 mins	RainStick's Original Cleaning Products	Refill dispensing compartment
Reservoir Cleaning	Weekly	-	Soft reusable cloth	Wipe off any debris or build up
Screens Cleaning	Weekly	-	Hands or cloth	Remove and clear any debris or hair
Surface Cleaning	Weekly	-	Soft cloth and mild cleaning solution	Wipe water/soap spots




OPERATING THE RAINSTICK SHOWER APP


Create an Account


Download the **RainStick Shower** app available on Google Play. Enter user information and press, "**Sign Up**".


←
Return to App



RAINSTICK

 Email

 Password

 Confirm Password

SIGN UP ←

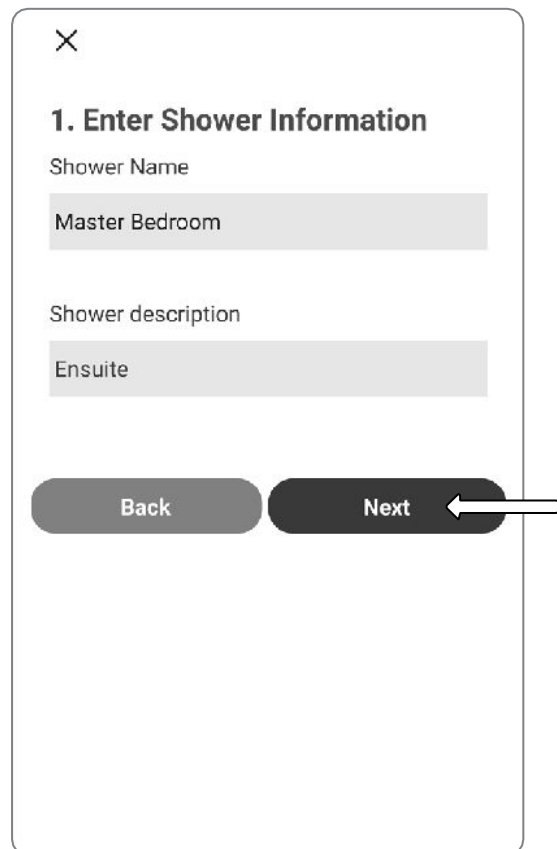


OPERATING THE RAINSTICK SHOWER APP

Link the RainStick Shower

Press the + icon under Add Shower.

Enter a Shower Name and Description. Press, "**Next**" once done.



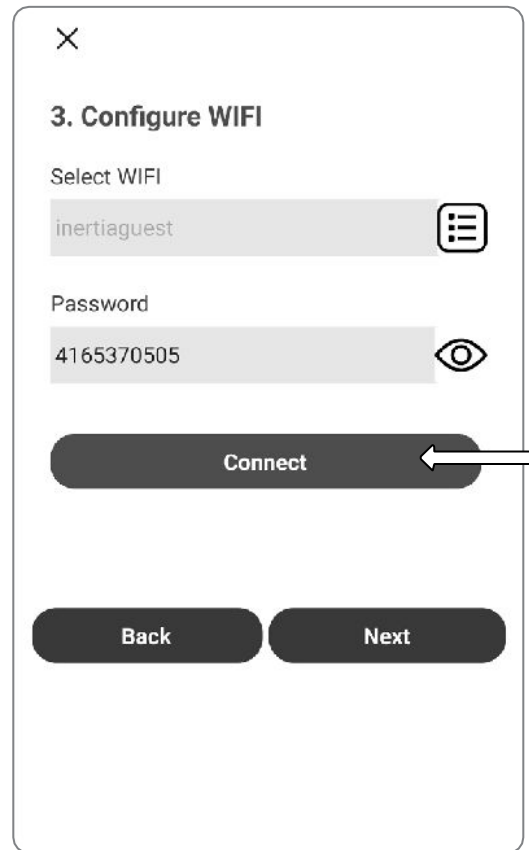
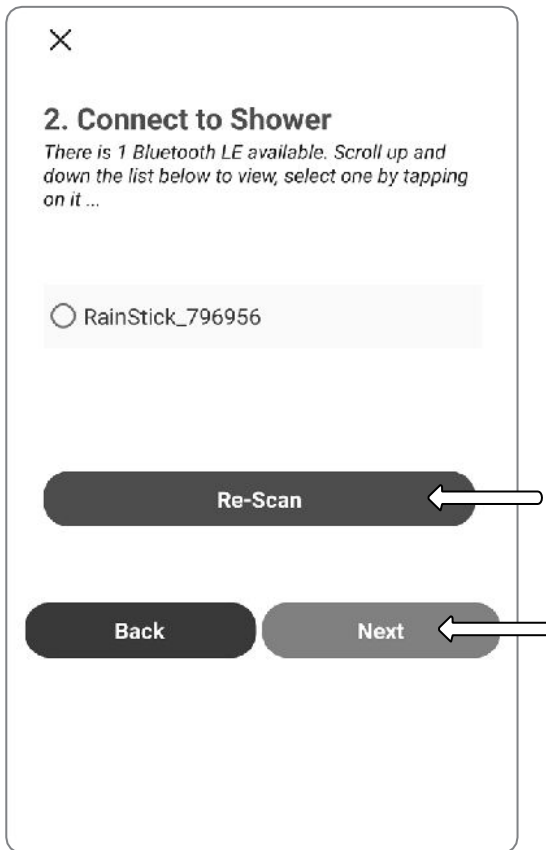


OPERATING THE RAINSTICK SHOWER APP

Link the RainStick Shower

Power on the RainStick Shower and turn on the bluetooth on your mobile device. Press, "**Re-scan**" to search for the RainStick. Select the RainStick device once detected and press, "**Next**".

Press the list icon and select your WiFi. Enter your WiFi password and press, "**Connect**".



NOTE: If the RainStick cannot be detected, power the RainStick on/off at the main breaker or GFCI protected plug. Press, "**Re-Scan**" to detect the RainStick.

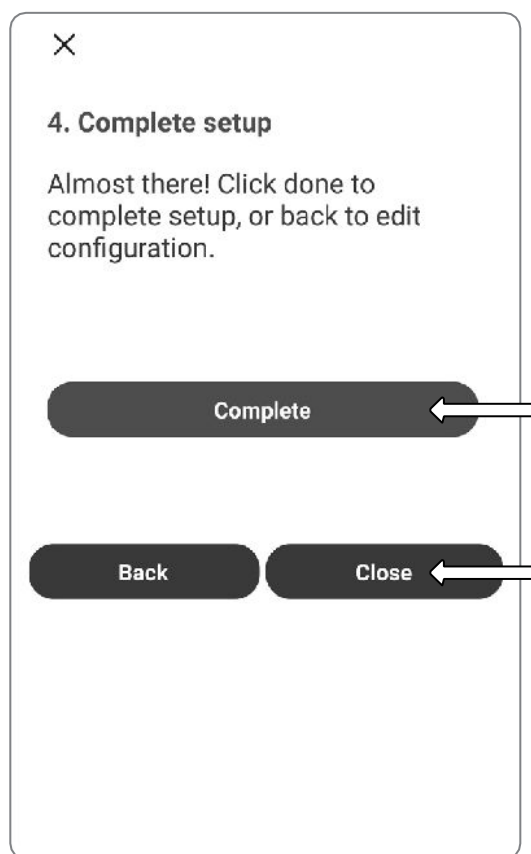
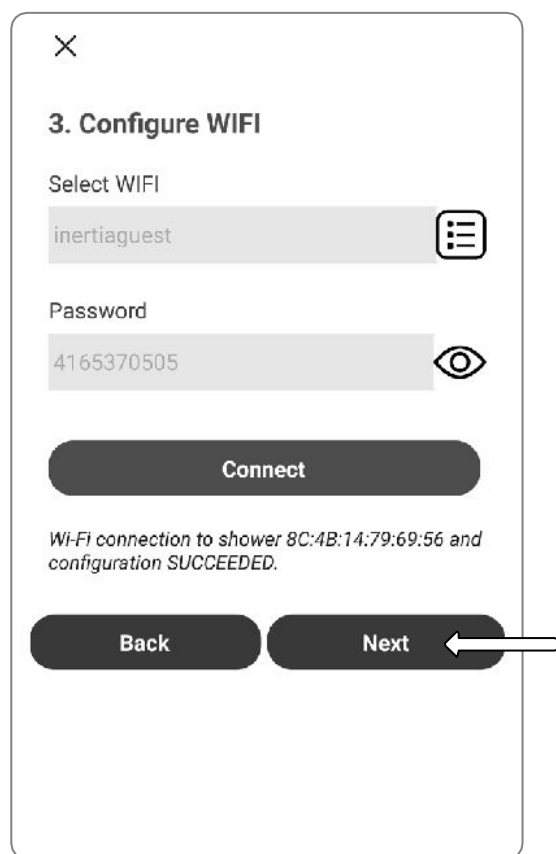


OPERATING THE RAINSTICK SHOWER APP

Link the RainStick Shower

A confirmation message will appear once the WiFi has been successfully connected. Press, "**Next**", to complete the setup.

To finish the setup, press "**Done**" or to make changes, press "**Back**". If done, the text will change to "**Complete**". Press, "**Close**", to access the home screen.



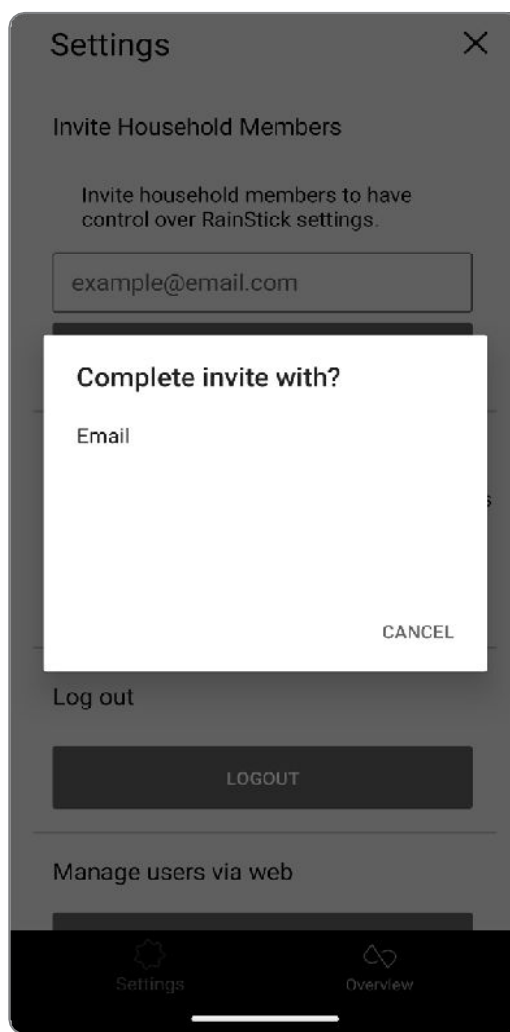
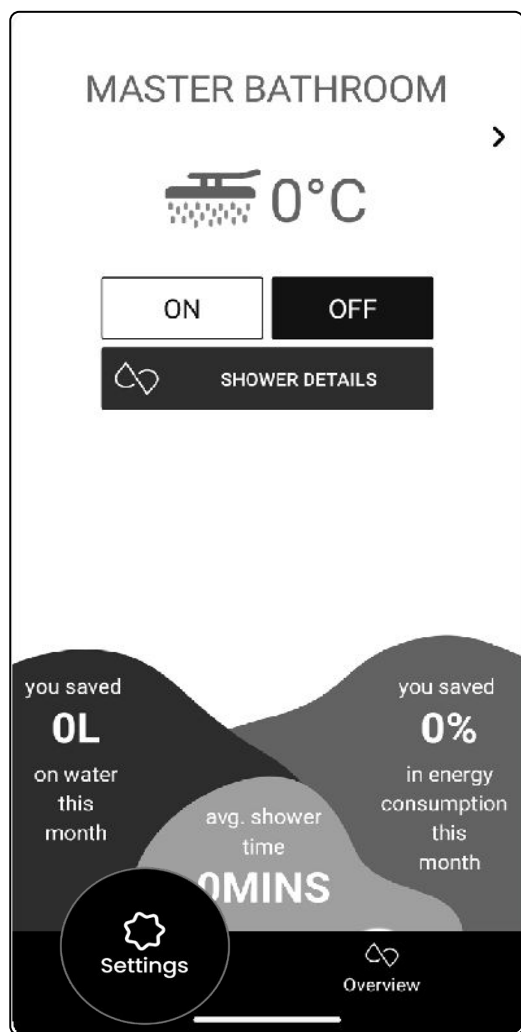


OPERATING THE RAINSTICK SHOWER APP

Invite and Add New Members to the Account

Press the **“Settings”** icon.

Enter the email address of a household member and press, **“Send Invite”**.



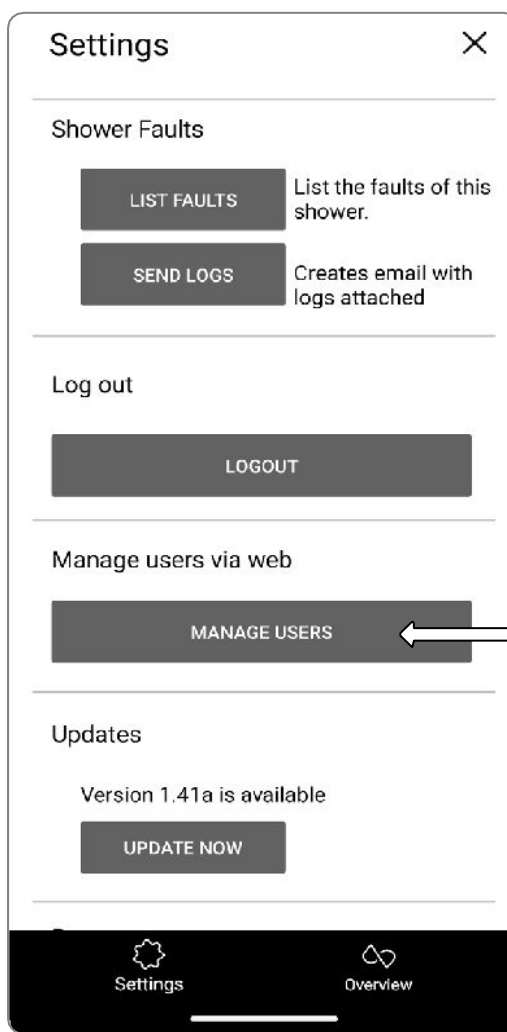


OPERATING THE RAINSTICK SHOWER APP

Manage Account Users

Press the “**Settings**” icon.

Scroll and press, “**Manage Users**”.
Select users by swiping left on their name and pressing, “**Delete**”.



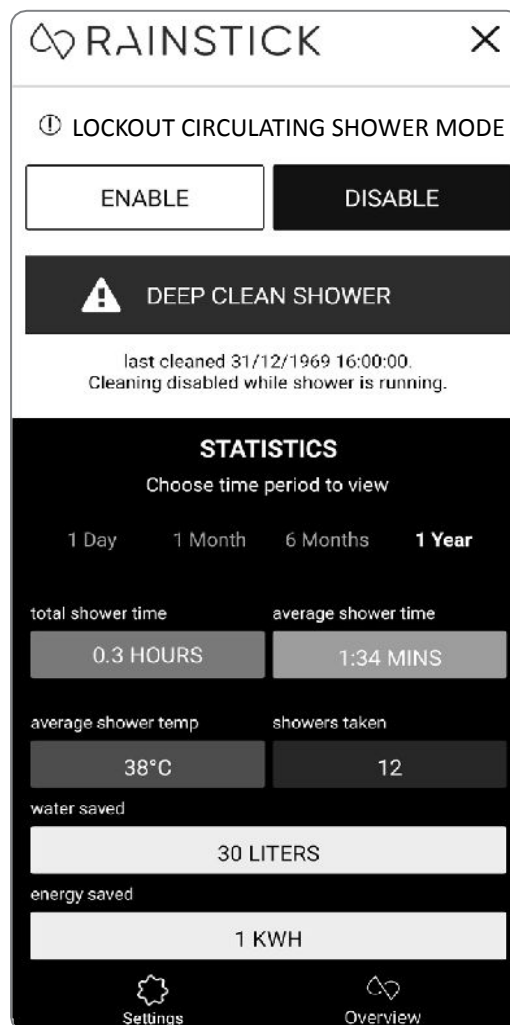


OPERATING THE RAINSTICK SHOWER APP

Water and Energy Savings Tracker

Press “**Shower Details**” on the home page.

Scroll down to see the overall statistics tracker and select a specific period to view.

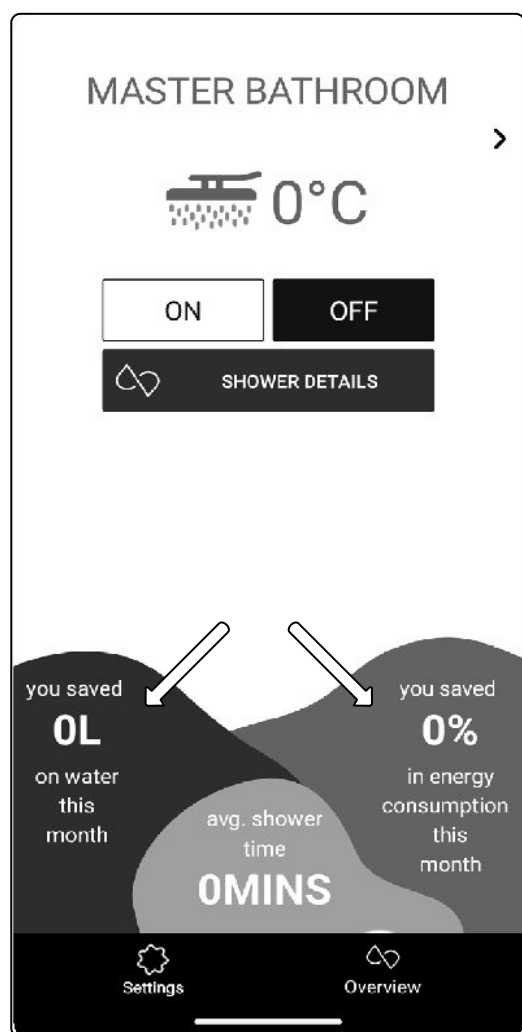




OPERATING THE RAINSTICK SHOWER APP

Water and Energy Savings Tracker

At the home page, you will also be able to track water and energy savings based on the tracker period you've chosen.



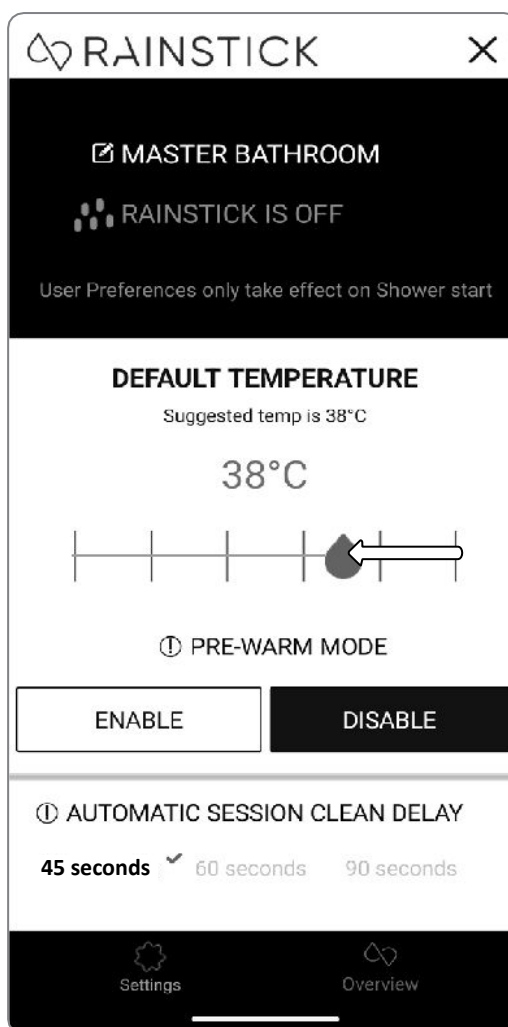
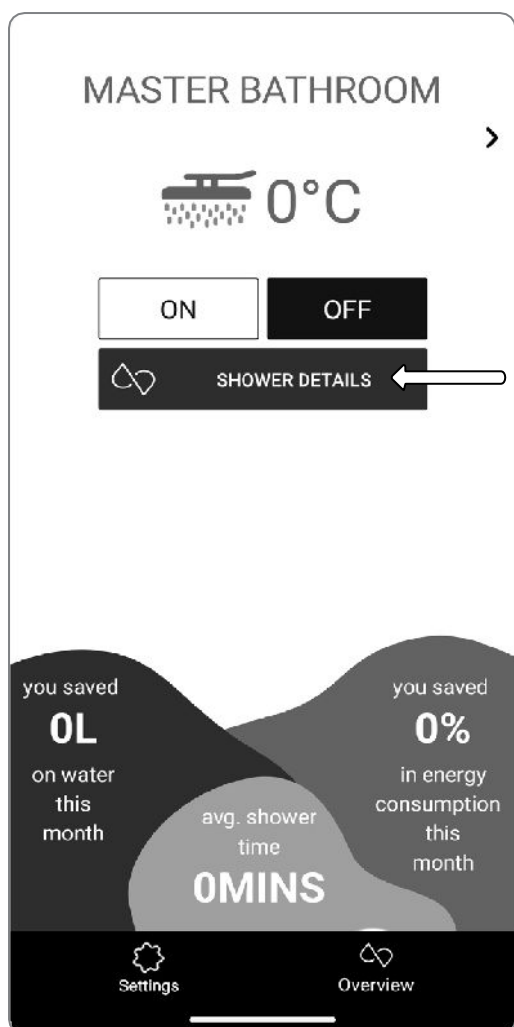


OPERATING THE RAINSTICK SHOWER APP

Water and Temperature Settings

Press the **“Shower Details”** on the home page.

Under **“Default Temperature”**, scroll to the right or left to set the desired water temperature default.



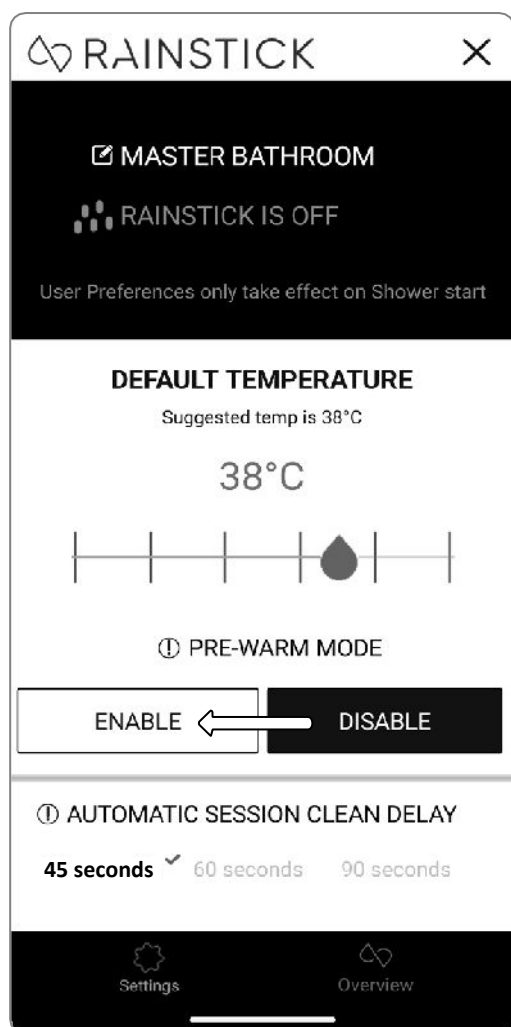
NOTE: Any changes made to the Default Temperature while the RainStick is turned on will only take effect once the RainStick is turned off .



OPERATING THE RAINSTICK SHOWER APP

Water and Temperature Settings

Confirm the Default Temperature by pressing, **“enable”**. This will allow the RainStick to automatically adjust the water temperature once turned on to the temperature of your choosing. The water temperature will be adjusted in the reservoir and flow out of the showerhead once at the desired temperature.



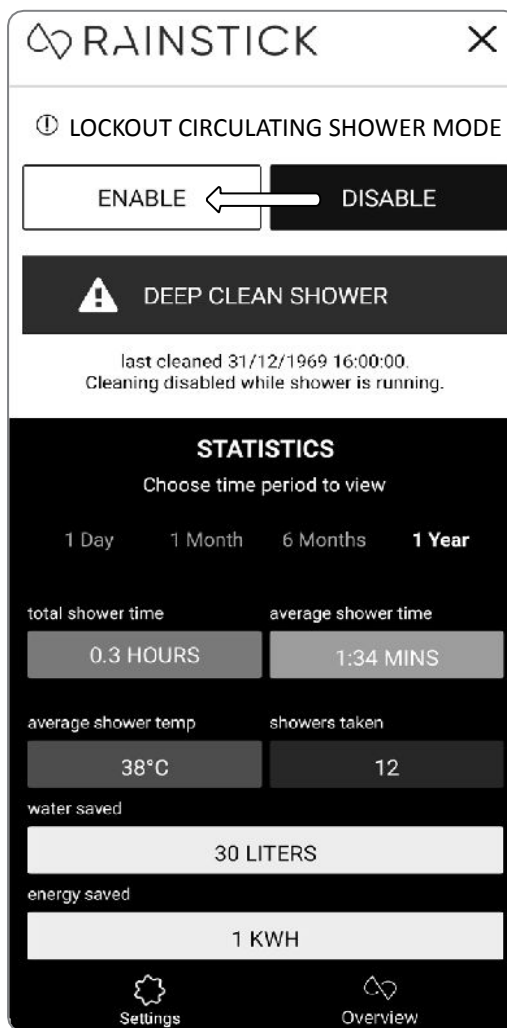
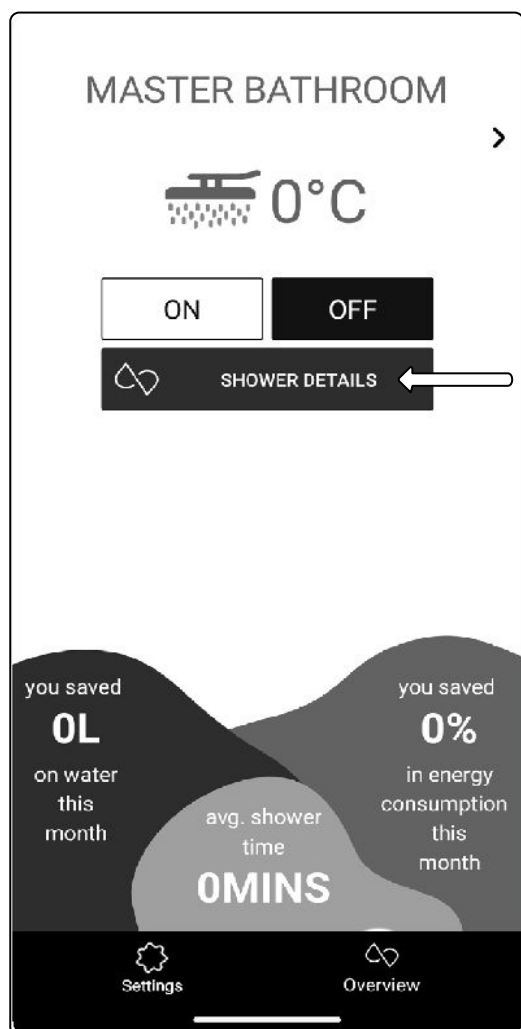


OPERATING THE RAINSTICK SHOWER APP

Lock Circulating Shower Mode

Press “**Shower Details**” on the home page.

Scroll and Press, “**Enable**” or “**Disable**” under Lock out Circulating Shower Mode, to lock or unlock this setting. This allows each use to only use Circulating Shower Mode unless disabled.





WARNINGS AND TROUBLESHOOTING

Warnings may appear from time to time in the RainStick Shower app. A warning or error code state will only be removed if the conditions are resolved. This can be observed by the controller flashing red OR blue in the case of the dispensing compartment requiring a refill.

Circulating Shower Mode will be disabled and shower settings will be locked to Traditional Shower Mode only when an error occurs.

EC001 – Hot Water Limit Exceeded

Problem: One or more temperature sensors are experiencing a reading above the safety limit.

Action: Turn off the RainStick Shower by pressing the controller until it is no longer lit. Turn the RainStick Shower back on after 5 seconds and if the warning persists, the temperature sensor may require a replacement. Contact support@rainstickshower.com.

EC002 – Pump Failure/Clog

Problem: The built-in pump is unable to pump sufficient water through the RainStick Shower.

Action: Check if there is a clog or blockage around or on the micron screen. If the warning persists, the pump may require a replacement. Contact support@rainstickshower.com.

EC003 – Refill Cleaning Product

Problem: The level sensor located inside the dispensing compartment detects that the compartment has not been refilled for more than ten consecutive circulating shower uses.

Action: Refill the dispensing compartment with *RainStick's Original Cleaning Products*.

EC004 – UV Fault

Problem: The High Intensity UV-LED may require replacement.

Actions: Contact support@rainstickshower.com.

EC005 – Electronics Error

Problem: The temperature sensor is detecting high levels within the RainStick Shower's electronics.

Action: Turn off the RainStick Shower for a 15-minute cool down period. Ensure that the RainStick Shower is not exposed to direct sun or excessive heat. Turn the RainStick Shower back on after the cool down period and if warning persists, repeat action until resolved.



WARNINGS AND TROUBLESHOOTING

EC006 - Micron Screen Removed

Problem: The sensor within the reservoir is not detecting the micron screen.

Action: The micron screen may have been removed or is not fitted properly and needs to be refitted. Ensure that is fitted in its designated location for normal use.

EC007 - Deep Clean Required

Problem: The RainStick Shower has been used for over 60 Circulating Shower Mode sessions and requires deep cleaning.

Action: Use the RainStick Shower app or manually enable a deep clean session by pressing and holding down the controller in tandem with the foot spout button located at the top of the controller. Continue to do this until the controller pulses blue. At this time, the deep clean session will begin and the controller will continue to pulse blue until the session is complete.

EC008 - Hot Supply Low

Problem: The household supply of hot water is not hot enough.

Action: Allow time for the household water heater to heat the water. If the issue persists while hot water is available, contact support@rainstickshower.com.

EC009 - Cold Supply High

Problem: The household supply of cold water is too warm.

Action: Contact support@rainstickshower.com if the cold water supply is below 28°C. If the water temperature is above 28°C, investigate the issue with your household system.

NOTE: If experiencing **EC008**, **EC009**, or both after install, ensure that the hot and cold water supply have been connected to the correct inlets on the electronic mixing valve.

EC010 - Low Supply Flow

Problem: The household water supply pressure is too low.

Action: Investigate the issue with your household system.



WARNINGS AND TROUBLESHOOTING

EC011 – Frozen Warning

Problem: Water is frozen in the RainStick Shower.

Action: Do not run the RainStick Shower while it is frozen. It requires the operating environment to be above freezing temperatures. Warm up the space and allow adequate time for the RainStick Shower to defrost. If storing the RainStick Shower in an environment that is below freezing temperatures, it must be winterized. If the error persists in an environment where the temperature is above freezing temperatures, contact support@rainstickshower.com.

EC012 – Mixer Failure

Problem: The Electronic Mixing Valve may need a replacement.

Action: Contact support@rainstickshower.com.

EC013 – Frozen Mixing Valve

Problem: The electronic mixing valve reached a temperature below 5°C (41°F).

Action: Warning only. No action required.

WARNINGS AND TROUBLESHOOTING OVERVIEW

Should any of the following warnings remain unresolved, please contact +1 (760) 284-4491 or support@rainstickshower.com for assistance.

Warning Code	Problem	Action
eC001	Hot Water Limit Exceeded	Turn off, Turn on, Wait 5 seconds
eC002	Pump Failure / Clog	Clean micron screen
eC003	Refill Cleaning Product	Refill dispensing compartment
eC004	UV Fault	Contact support@rainstickshower.com



WARNINGS AND TROUBLESHOOTING OVERVIEW

Warning Code	Problem	Action
eC005	Electronics Error	Turn off, Wait 15 mins, Turn on
eC006	Micron Screen Removed	Remove and refit micron screen
eC007	Deep Clean Required	Enable deep clean session
eC008	Hot Supply Low	Allow water heater to heat the water
eC009	Cold Supply High	Investigate household system
eC010	Low Supply Flow	Investigate household system
eC011	Frozen Warning	Warm location above freezing temperature, Turn on
eC012	Mixer Failure	Contact support@rainstickshower.com
eC013	Mixing Valve Cold Temperature	Warning only. No action required.



HARDWARE SETTINGS

1. The RainStick Shower requires a GFCI-protected electrical circuit.
2. The RainStick Shower can be used in its two shower modes (Circulating and Traditional Shower Mode) for as long as it is connected to a power connection.
3. The RainStick Shower requires a 2.4 GHz WiFi network to be able to track water and energy savings. This is optional for users who intend to download the RainStick Shower app to their smartphone with bluetooth connection.
4. To ensure that water and energy savings are tracked accurately, the RainStick Shower requires a WiFi connection. While we recommend downloading the RainStick Shower app, it can be fully operated alone. It, however, will not have access to the key features that the RainStick Shower has to offer when fully used with the RainStick Shower app:
 - Remote software updates
 - Descaler replacement cycles
 - Customizable settings (water temperature settings, default shower mode settings, deep clean timer settings)
 - Performance tracking
 - Water and energy savings Tracking
5. Should you sell your home with a RainStick installed, want to resell your RainStick, or switch to a new Internet Service Provider, you will need to perform a hard reset on the RainStick.

On the rare occasion that a hard reset is required, press the controller button five times in a row, followed by pressing the foot spout or handheld button five times in a row.

After this, the controller will pulse in white for 60 seconds, indicating that the flush-through sequence has started.

While this is happening you will hear gurgling sounds and that's perfectly normal. Once the flush-through is complete, the RainStick Shower will power off and is ready to use.

NOTE: A hard reset will restore the RainStick Shower back to its factory defaults. This will remove all custom app settings, if applicable. All water and energy data will be deleted on the RainStick Shower app.



rainstickshower.com

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