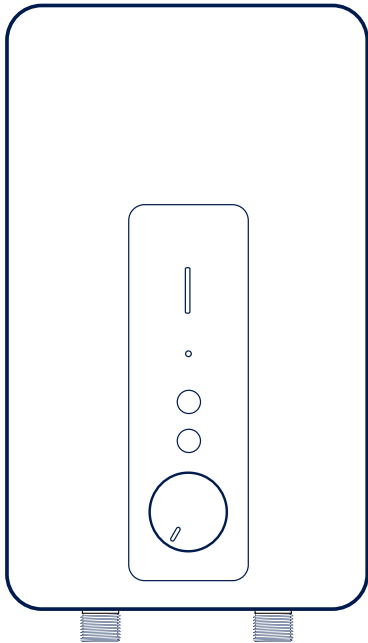


Instantaneous Electric Water Heater

Tru-Heat Series

Installation and Warranty Manual



Model:
KEI5-BOXER

Instantaneous Electric Water Heater
Tru-Heat Series



90% Recyclable
Materials



Elegant
Design



Anti-bacterial
Technology

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This manual is printed on recycled paper. The appearance, colour, or pattern of the water heater may vary from the actual product. Our products are continuously updated, and changes may be made without prior notice.

Safety Precautions

Dear customer(s):
We are not responsible for the incorrect installation and use of this water heater.
Improper operation of the following may cause casualties.



Forbidden

Actions or operations that are strictly prohibited.



Warning

Violations may result in serious personal injury or death.



Caution

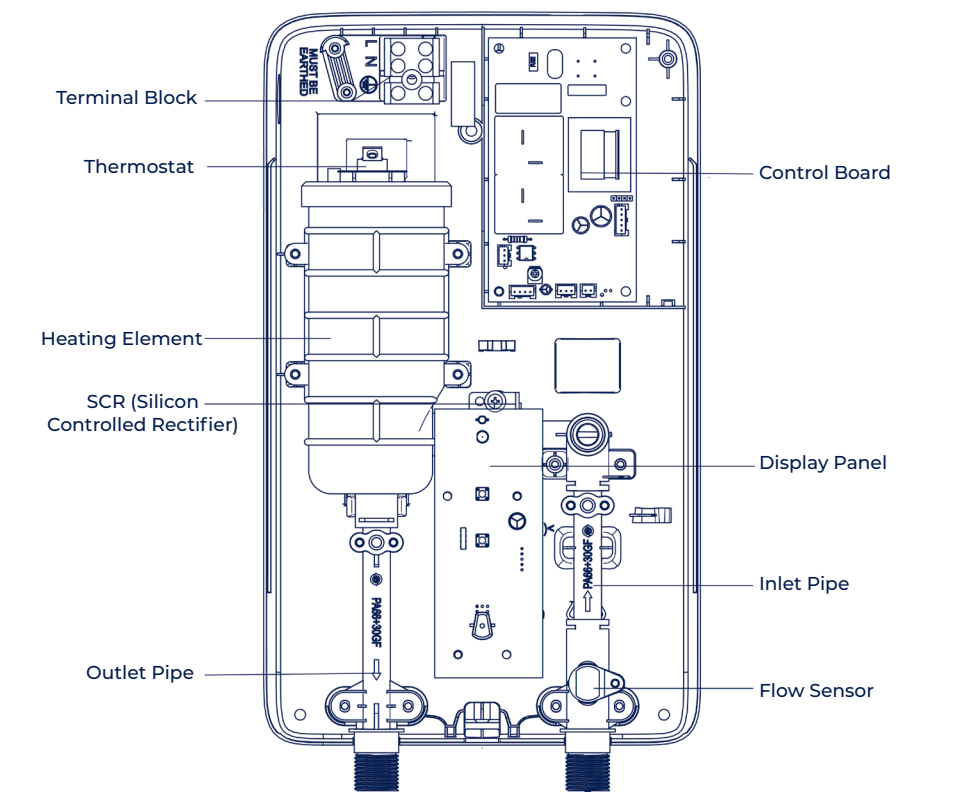
Actions or operations that must be followed.

Improper operation of the following matters may cause personal injury or property damage!

	If you find any abnormalities in the water heater or smell a burnt odour, please cut off the power immediately and contact the service centre.		Be sure to use a separate power source. Due to the large power of this electric water heater, in order to ensure the normal operation of the machine and the safety of household electricity, the installation must be matched with the power supply circuit breaker.
	Do not touch the plug with wet hands to prevent the water heater or power supply from getting wet. If it is soaked by accident, it must be inspected and confirmed by the professional designated by the company before use again to prevent electric shock.		Mount the water heater on a solid, sturdy wall.
	To ensure safety, the water heater power supply should be reliably grounded. It is strictly prohibited to use the water heater without grounding. Use the measuring pen to measure whether the live line and the neutral line are connected inversely.		Do not install the water heater on the floor and do not install the water heater in a place where it cannot drain.

	Do not place inflammable and explosive materials near water heaters.		During installation or maintenance, live operation is strictly prohibited.
	Non-professional maintenance personnel are not allowed to repair, maintain, disassemble or modify the water heater without authorization.		Check the meter and wire diameter for the rated current of the water heater, and have a qualified electrician check the wire if necessary.
	Do not install the water heater outside.		During installation or maintenance, live operation is strictly prohibited.
	In the flow control valve and water pipe connection should be installed with a filter seal, so as to prevent blockage caused by debris, for the use of safety, not to change the position of the flow control valve.		If the power cord is damaged, to avoid danger, it must be manufacturer or maintenance department or dedicated personnel to replace it.
	Be careful not to be scalded by hot water - Do not touch the valves and pipes that supply hot water - Make sure the water temperature is right before use.		Do not use the hot water from the water heater directly as drinking water or for similar purposes.
	This appliance is not suitable for use by persons (including children) who lack behavioural, perceptual, psychological ability or experience and knowledge, unless the appliance is used under the supervision or guidance of a person responsible for safety of such persons. Children should be looked after to ensure that they do not play with electrical appliances.		If the water heater is out of service for a long time, please cut off the power supply and close the water inlet valve.

Introduction to Components



Packing List

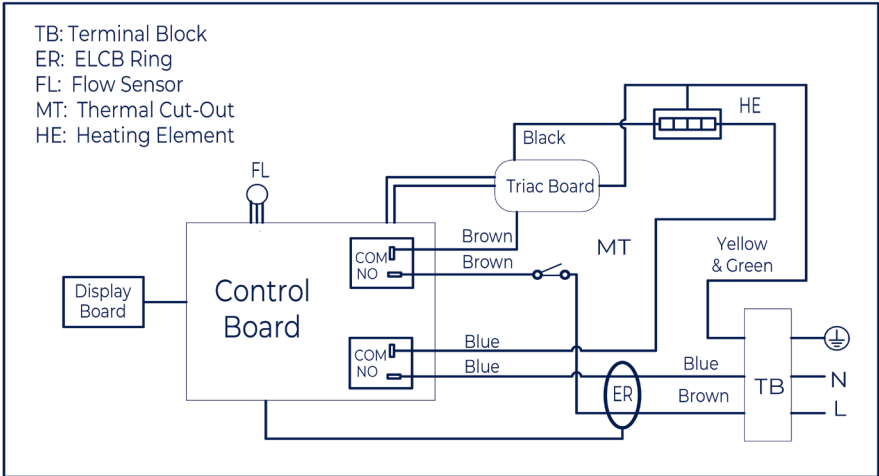
Model/Quantity/ Name	Electric Water Heater	Instruction Manual	Flow Control Valve	Shower Assembly
KEI5-BOXER	1	1	1	1

Technical Parameter

MODEL: KEI5-BOXER	
Rated Voltage	AC 230V
Rated Power	5kW
Rated Current	21.7A
Rated Frequency	50Hz
Waterproofing Class	IP25
Powerline Requirements (mm²)	4 mm²
Rated Pressure	0 kPa
Minimum Inlet Pressure	30 kPa
Maximum Inlet Pressure	400 kPa
Start-up Flow	1.5L/min
Product Size	210mm x 78mm x 350mm

Note: The allowable error range of the above parameters (weight, size) is ±10%.

Electrical Schematic Diagram

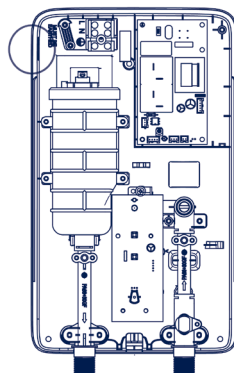
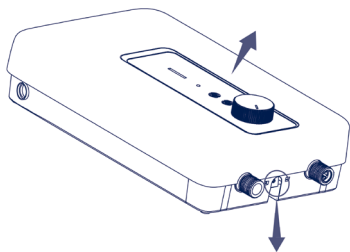


Installation Guide

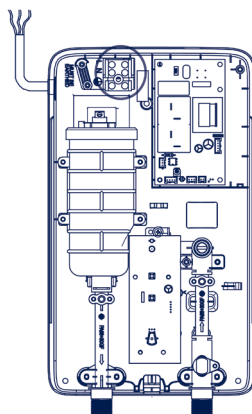
1. The load-bearing wall for installing the water heater should be able to bear fourfold the weight of the water heater filled with water.
2. The water heater should be installed indoors, where it cannot freeze, and the piping should be centrally arranged.
3. The water heater should be installed in a location that is easy to use, maintain, and has sewerage. In the event of a water heater leak or plumbing leak, it will not cause damage to nearby or lower facilities. Do not install the water heater in a location where water can be directly sprayed and where it is prone to freezing.
4. Due to the large power of this water heater, before installing the water heater, carefully check the meter, power cord diameter (recommended 4mm^2), fuse to meet the requirements of the rated current and voltage of this water heater. If necessary, ask a professional electrician to check the circuit.
5. Do not connect the inlet and outlet pipes backwards; do not block the outlet under any circumstances.
6. To ensure safety, the water heater should use a standard single-phase bipolar switch or circuit breaker be reliable earthed with a earthed resistance of less than 4Ω for the home ground wire. Due to the high current required by the water heater, the water heater inlet power supply must be directly connected to the isolator switch. Do not use the power plug.
7. Use the test pen to test whether the live line and the neutral line are connected backwards.
8. The water outlet shall not be connected to any tap or joint that is not specified.
9. The water heater is equipped with a flow control valve. For safe use, the flow control valve should be installed on the water inlet pipe. It is strictly prohibited to install the valve at the water outlet of the water heater.
10. The water inlet of this appliance must not be connected to incoming water obtained from any other water heating system.

Installation Steps of Product

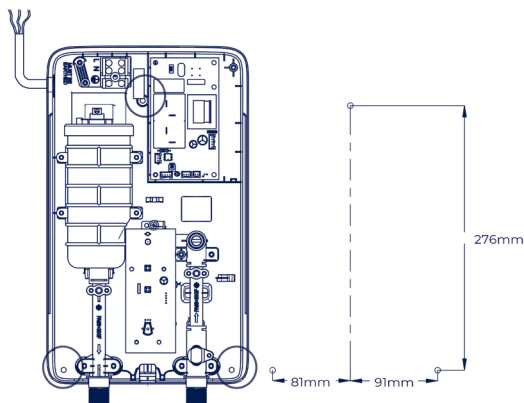
1. Remove the front shell screws and remove the front shell.
2. Put the power cord through the power hole.



3. Corresponding to live wire, neutral wire and ground wire respectively, install the power cord and fix the cable clips.

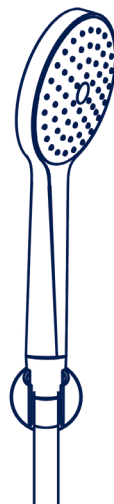
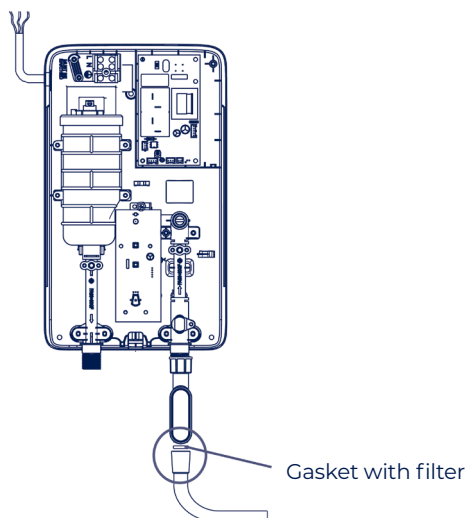


4. Confirm the installation position of the water heater and drill three 6 millimetre holes with a 6 x 35mm drill bit on the load-bearing wall with a hammer drill. The spacing of the holes is shown in the figure below (you can also place the rear shell on the wall and find the corresponding three fixed positions). Then drive three bolts into three holes respectively. After hanging the machine, fix the machine with screws.

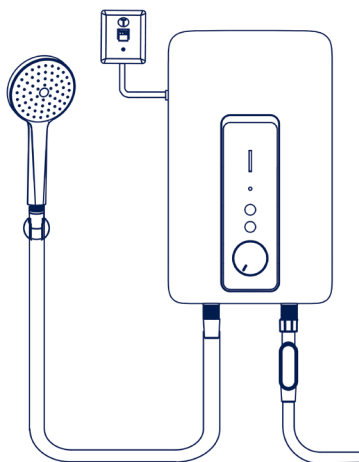
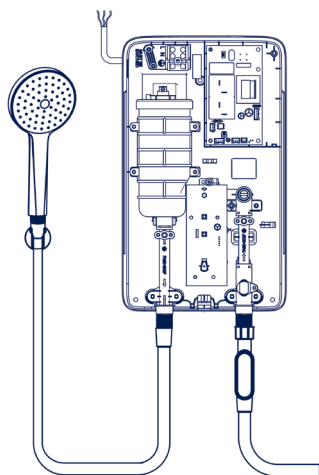


5. Add a flow control valve on the inlet pipe.

6. Fix the shower arm support at a suitable location on the wall.



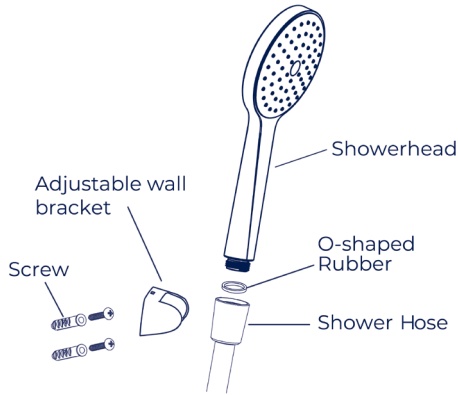
7. Connect to the inlet pipe, outlet pipe and shower-head, fill with water, check machine for the leaks, refit outer cover and tighten cover screws.



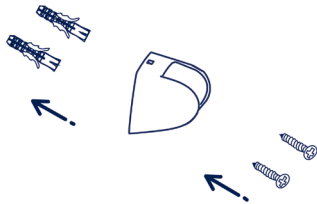
8. Switch on the power supply, run the water and start the trial run for 10min to confirm the normal operation of the machine.

Note: Check whether the water is leaking. If there is water leakage, repair the leaking joint and then check again.

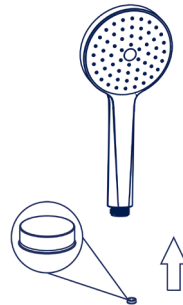
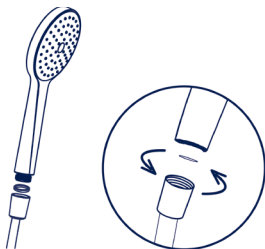
Installation Steps for the Shower



1. Install the adjustable wall bracket (Drill three 6 millimetre holes with a 6x35mm drill bit in the appropriate position on the wall with an electric drill to fix the wall bracket).
2. A water saving restrictor can optionally be placed in the bottom of the hand shower.



3. Ensure there are O-shaped rubber gaskets at both ends of the hose. After confirmation, tighten the shower hose and shower in the counter-clockwise direction.



4. The installation is completed (place the connector connecting the shower head and the shower hose on the adjustable wall bracket).



User Guide

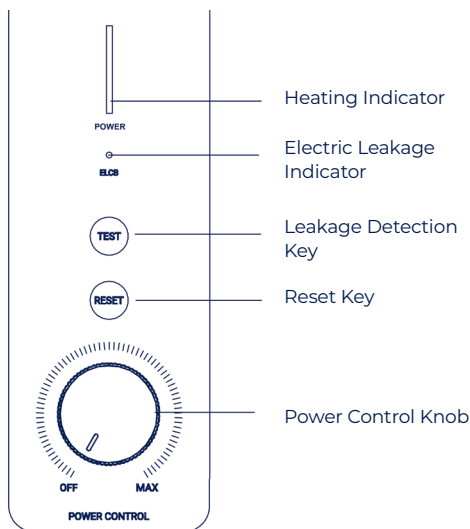
Precautions for Use

1. Hot water above 50°C may cause scalding. Please adjust the water temperature to an appropriate temperature before use by you and your family, especially children.
2. In the case of sufficient hot water, try to lower the set temperature (power), which can reduce heat loss, high-temperature corrosion and scaling, and extend the service life of the water heater.
3. The water heater must be installed in open type, and multiple water supply is not allowed.
4. Please do not put gasoline and other flammable materials near the water heater, otherwise it may cause fire and other accidents.
5. It is normal for the water heater to appear white turbidity when it comes to the water. This is because the dissolved air in the water expands after being heated and the pressure is reduced, so it overflows and produces bubbles (similar to the foam of beer).
6. The water discharged from the water heater (including the water heated at high temperature) should not be drinkable.
7. Check the built-in ELCB(Earth leakage circuit breaker) regularly (once a month) to prevent personal and property damage.

Note: It is normal for the temperature to fluctuate due to the fluctuating flow rates in the heating process.



Instructions for Use



1. Working Status Introduction

Power-on: The indicator lights are on for 3s without starting heating, and the POWER light displays a mixed red and blue colour; Shut-down: When the knob is turned to the OFF position, the water heater is in the shut-down state, the POWER light displays blue, and the ELCB light is always on; Power-on: When the knob is turned on, the water heater heats normally, the POWER light displays red, and the ELCB light is always on.

2. Power Adjustment

The power of the water heater changes as the knob is turned; Note: When the knob is turned to the MAX position, if the outlet water temperature cannot meet the requirement, please reduce the flow.

3. Leakage Detection

Automatic leakage function detection: When leakage is detected: The ELCB light flashes, the POWER light is off, please cut off the power immediately and contact the after-sales personnel; Manual leakage function detection: Press the TEST key, the ELCB light flashes, and the POWER light is off; Press the RESET key. If the ELCB light is always on, it means the leakage detection function is normal. If the ELCB light flashes, please cut off the power immediately and contact the after-sales personnel.

4. Anti-Scalding Protection Function

When the interval between two heating starts is short, the heating will be delayed to prevent scalding.

Troubleshooting

Problem	Indicator light	Cause	Solution
Unit does not work	No LED lights are on supply system?	1. No power access 2. Thermostat is disconnected (exceeding the disconnection temperature point 1: $60^{\circ}\text{C}\pm 3^{\circ}\text{C}$) 3. Thermostat is disconnected (exceeding the disconnection temperature point 2: $85^{\circ}\text{C}\pm 5^{\circ}\text{C}$) 4. Computer board failure	1. Check whether the unit has normal power access 2. When the water temperature drops below the reset temperature point ($45^{\circ}\text{C}\pm 4^{\circ}\text{C}$), it can return to normal working state 3. Manually reset the thermostat or replace it 4. Contact after-sales
Electric leakage current exceeds the safety range	The electric leakage indicator light flashes and the heating indicator light goes out	1. TEST button has been operated by mistake 2. The computer board detects that the unit electric leakage current exceeds the safety value 3. Electric leakage coil or computer board failure	1. Press the RESET key to reset 2. Contact after-sales 3. Contact after-sales
Unit does not heat	The electric leakage indicator light is on for a long time and the heating light is blue	1. The power knob is in the OFF position or the water flow is too small 2. Water flow sensor failure 3. Computer board failure	1. Turn on the power knob or adjust the water flow to meet the heating conditions 2. Contact after-sales 3. Contact after-sales
Communication failure	The heating indicator light flashes alternately in red and blue	The communication between the display board and the power board is interrupted for more than 10s.	Contact after-sales

Cleaning and Maintenance

Cleaning

1. Be sure to cut off the power supply before cleaning the water heater, and it is recommended to check the ELCB once a month.
2. Please descale the shower head regularly.

If not used for a long time

If you need to stop using the water heater for a long time, please follow the steps below:

1. Disconnect the power supply.
2. Close the tap water valve.
3. To prevent injuries, it is recommended that you carefully check whether the components of the water heater are intact and whether water pipes leak before turning on the power switch of the water heater when you use it again.

Notes

This image shows a full page of blank, lined paper. It features approximately 20 horizontal blue lines spaced evenly across the page, typical of notebook or legal stationery. The lines are thin and light blue, set against a plain white background. There are no margins, text, or other markings present.

To Validate the Warranty (Please register online)

Kwikot (Haier) SA Pty Ltd warrants that its Instant Water Heaters are free from manufacturing defects. This is the only warranty given by Kwikot in respect of its Instant Water Heaters.

Kwikot gives no other warranty or representations, unless where explicitly implied in writing by authorized Kwikot personnel. No amendments or additions to the warranty shall be binding on Kwikot. Kwikot makes no warranty or representation in respect of the installation of instant water heaters. Claims in respect of the instant water heater installation must be referred to the applicable installer, who shall be solely liable under any installation warranties given.

The installer is liable to advise the end user whether the respective instant water heater purchased is fit for purpose in the environment it is intended to be used and the correct size water heater is to be recommended for the end users required usage. The two year warranty covers the instant water heater only and does not cover any other part or parts used in the installation, which may become damaged as a consequence of the failure or defect of the instant water heater.

Kwikot will repair, or at its own discretion, replace the faulty part with a new or re-manufactured one. The two year warranty period will be calculated from the date of purchase or the date of installation of the original instant water heater.

If Kwikot carries out repairs or replacements, the warranty will not start afresh or be extended, irrespective of how many repairs or replacements are carried out. Components removed during warranty repairs, will remain the property of Kwikot.

Warranties are applicable only in South Africa, Namibia, Botswana, Swaziland and Lesotho and are subject to instant water heaters being used for water, which is of the quality equivalent to SANS 241 drinking water quality.

Damage due to freezing is not covered under warranty. Please see manual for more information on protecting the unit.

A warranty will only be honored if:

- The applicable warranty is still in force/valid.
- The instant water heater is installed, used and maintained in accordance Kwikot specifications and instructions.
- Where applicable, all other products used in the installation must comply with SANS. Non-compliant SANS products will result in forfeiting the warranty.



Support



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