

Instantaneous Electric Water Heater

Tru-Heat Series

Installation and Warranty Manual



Model:
KEI9-NOVA

Instantaneous Electric Water Heater
Tru-Heat Series



Constant
Temperature
Control



Multiple Hot
Points



2 Year
Warranty

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This manual makes us of the recycled paper.
The appearance, colour or pattern of the water heater is subject to physical object
As our products are constantly updated, there are changes 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

Indicates the act which must be carried out.



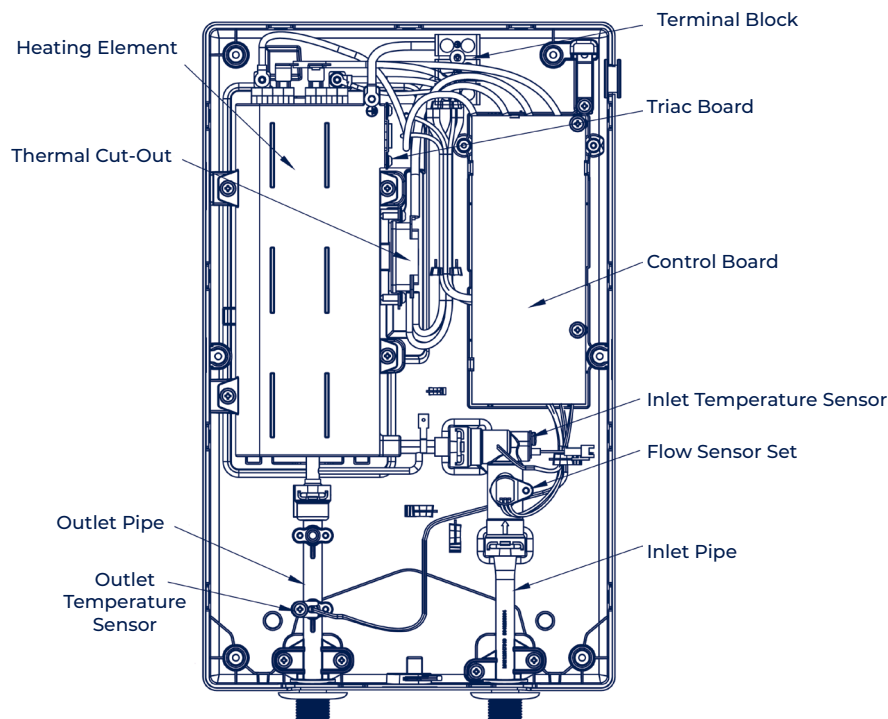
Caution

Actions or operations that must be followed.

Improper operation of the following matters may cause personal injury or property damage!			
	In case of any abnormality or scorching smell of the water heater, please cut off the power supply immediately and contact the service centre.		Make sure to use an independent power supply. Because of the high power of this electric water heater, in order to ensure the normal operation of it and the electrical safety, the power supply circuit breaker matched with the water heater must be used during installation.
	Do not touch the power supply with wet hands, so as to prevent it from getting wet by water. If it is wet by accident, it must be inspected and confirmed by the professional personnel appointed by our company before reuse to prevent electric shock.		In order to ensure safety, the power supply of the water heater should be reliably earthed, otherwise, it is strictly prohibited to use the water heater. The test pencil should be used to determine whether the live wire and the neutral wire are connected reversely.
	Please install the water heater on a firm wall.		Do not install the water heater on the floor or in a place without drainage
	Do not place inflammable and explosive articles near the water heater.		During installation or maintenance, live operation is strictly prohibited.
	Non-professional maintenance personnel are forbidden to repair, maintain, disassemble or reform the water heater without authorization.		Please check whether ammeter wire and other wire diameters meet the rated current of the water heater. If necessary, ask a qualified electrician to check the wire.

	It is strictly forbidden to install the water heater outdoors.		Do not switch on if there is a possibility that the water in the heater is frozen
	It is strictly forbidden to install the water heater in an icing environment, because icing will cause the container and water pipe to break, resulting in scald and water leakage.		The product is an appliance intended to be permanently connected to the water mains and not connected by a hose set.
	This appliance is not to be used for a potable water supply.		Do not use the hot water from the water heater directly as drinking water or for similar purposes.
	If the power cord is damaged, it must be replaced by the manufacturer, maintenance department or full-time personnel to avoid danger.		This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
	If the water heater is not going to be used for a long time, please switch off the power supply and close the inlet valve.		Be careful not to be scalded by hot water. • Do not touch the valves and pipes supplying hot water. • Be sure to test and confirm the water temperature before use, and then use the water heater after the water temperature is suitable.

Introduction to Components



Packing List

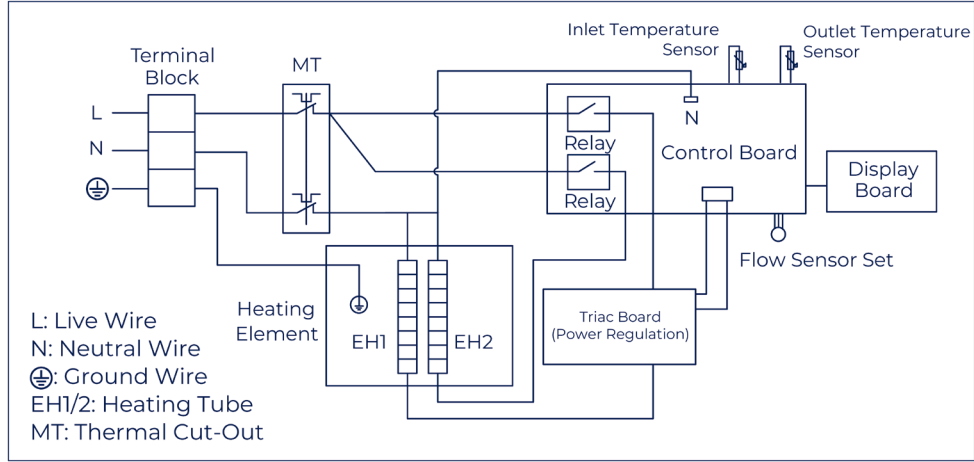
Model/Quantity/ Name	Electric Water Heater	Mounting Bracket	Expansion Screw (Psc)	Instruction Manual
KEI9-NOVA	1	1	4	1

Technical Parameter

MODEL: KEI5-BOXER	
Waterproof Grade	IPX4
Rated Pressure kPa	600kPa
Rated Power	9,2kW
Rated Voltage/ Frequency	230V~ 50Hz
Start flow (L/min)	1.5
Power Line Requirements (mm²)	≥6
Set temperature °C	30-55
Product Size	438mm x 260mm x 50mm

Note: The allowable error range of the above parameters (weight and size) is ±10%.
The diagram is for reference only, please see the physical object for details!

Electrical Schematic Diagram



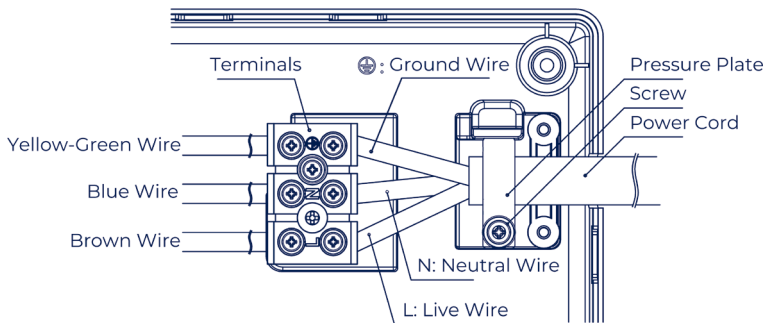
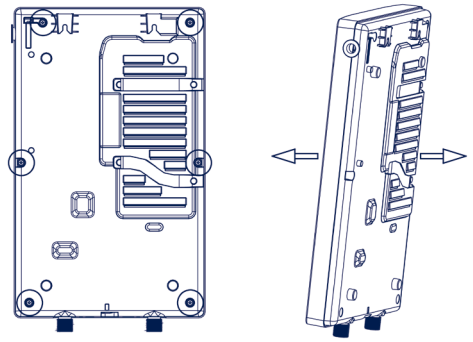
Installation Guide

Precautions for installation

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, place that where the ambient temperature is above 3°C, with pipes arranged centrally. The hot water outlet should not be too far away from the hot water use point. If the distance exceeds 2m, the hot water pipe should be insulated to reduce heat loss.
3. The water heater should be installed in a place that is convenient for use and maintenance and has a sewer to ensure that surrounding or lower facilities cannot be damaged when water heater or water pipe leaks. Please do not install the water heater in a place that can be sprayed directly or is prone to icing.
4. Because of the high power of this water heater, before installing the water heater, please carefully check whether the ammeter and power wire diameters and fuse meet the rated current and voltage requirements of this water heater. If necessary, please ask a professional electrician to check the circuit.
5. Do not connect the water-in and water-out pipes reversely; Under no circumstances should the outlet be blocked.
6. For safety purposes, the water heater should use the standard single-phase bipolar isolator switch or circuit breaker. Because the water heater requires a large current, the incoming power supply of the water heater must be directly connected with the circuit breaker, and the power plug should not be used. Use the test pen to test whether the live line and the neutral line are connected backwards.
7. The test pencil should be used to determine whether the live wire and the neutral wire are connected reversely.
8. The outlet must not be connected to any tap or fitting other than those specified.
9. Please ensure that the water pressure of tap water is not less than 20kPa, and the maximum pressure not more than 600kPa.
10. The water inlet of this appliance shall not be connected to inlet water obtained from any other water heating system.

Installation Steps of Product

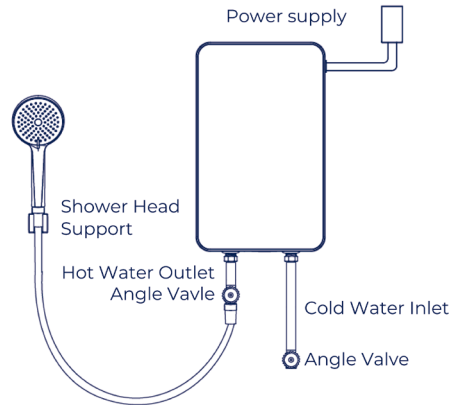
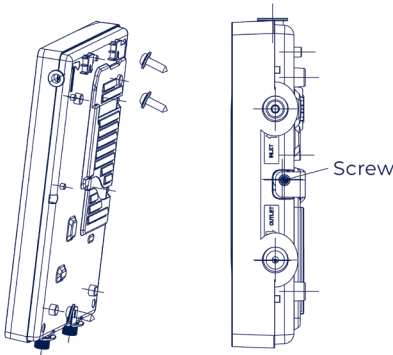
1. The water heater must be installed vertically.
2. This product requires an external electrical connection with a user provided power cord. Unscrew the six screws from the back of the rear housing, remove the front housing, then unscrew the pressure plate screws and remove the pressure plate. Connect the self-provided power cord's L (Live) wire, N (Neutral) wire, and Ground wire (⏏) to the respective L, N, and Ground terminals on the wiring block. After installing the pressure plate, secure the screws. Refer to the diagram below. Then, close the front housing and secure the six screws.



3. Confirm the installation position of the water heater and drill three holes in the load bearing wall with a impact drill. The hole spacing is shown in the following figure.
4. Insert three expansion screws into each of the three holes, and fix the lower mounting plate to the wall with the screws.



5. Lift the water heater carefully and insert the screws into the installation grooves on the back of the heater. And then secure the lower mounting bracket to the bottom of the water heater using self-tapping screws (as shown in the diagram below).



6. The installation of the circuit shall be carried out after the plumbing is completed and is leak free.
7. According to the power of the water heater, select the appropriate fused switch or residual current circuit breaker. The power cord must be connected to the water heater through the fused switch. Please pay attention to distinguish L (Live) wire, N (Neutral) wire, and Ground wire ($\perp$) when connecting.

Note: First, open the outlet valve of the water heater, then open the inlet valve until there is even water flowing out of the outlet. At this time, close the water outlet valve and check whether the waterway is leaking. If there is a leak, the connection where the leak occurs needs to be repaired. Check again.

User Guide

Precautions for Use

1. Hot water above 50°C may cause scalds. Please adjust the water temperature to a suitable temperature before you and your families, especially children, use it.
2. In the case of enough hot water, try to lower the set temperature (power) to reduce heat loss, high temperature corrosion and scaling and prolong the service life of the water heater.
3. This appliance is a closed water heater, therefore the water outlet needs to be equipped with one valve to control the water flow.
4. Please do not place any flammable article such as gasoline near the water heater, otherwise it may cause accidents such as fire.
5. It is normal that white turbidity appears in water from the water heater, because the pressure of dissolved air in the water decreases after being heated and expanded, resulting in overflowing of bubbles (like beer bubbles), which are pollution-free and harmless.
6. The water discharged from the water heater (including the water heated at high temperature) cannot be drunk.
7. In order to ensure safety, the water heater will automatically stop heating and enter the self-protection state when it is continuously heated for 1 hour. If you need to use it again, you need to turn off the water source and then turn it on, or power off and then turn it on (note that pressing the power button is invalid).
8. Hearing the sound of water flowing and impacting when using the appliance is a normal phenomenon. If the water flow is too strong, it may cause the machine to start frequently, please adjust the water inlet flow rate.

Note: It is normal that the temperature changes arising from change of water-in flow during heating.

Operational Manual



Button Description:

- ⏻ Switch
- Temperature increase
- + Temperature decrease

Display Description:

- °C Temperature unit icon
- 🚰 Diagram of water flow/heating

1. Power on and off ⏻

In the power on state, the water heater will be power off by pressing this key. In the power off state, the water heater will be power on by pressing this key. If there is no operation of the unit within 2 minutes, it will enter the state of standby.

2. Temperature Adjustment

Press the button of “-” or “+” to set the water temperature. Press the button of “-” or “+” for seconds long to set temperature decreasing or increasing.

3. Heating Logic

In the power on state, when the water flow is $\geq 1.5\text{L/min}$, the heating can be started. When the water flow is $\leq 1.0\text{L/min}$, the heating must be stopped. In the stable state, the return difference of constant temperature is $\pm 1^\circ\text{C}$.



Troubleshooting

Problem	Fault	Solution
No water outflow	Whether the water supply system is stopped to supply the water or the water source switch is not turned on	Wait for the water supply to return or turn on the water source switch. Check and clean up
	Whether the tap water pipe or water inlet pipe is blocked	Check the tap water pipe or water inlet pipe, and clean up
	Whether the faucet switch is open or whether the water outlet pipe is blocked	Remove debris or sediments and clean up
	Whether the water inlet and outlet hole of the water valve core is blocked by sediments or debris	Wait for water supply to return or increase water pressure
Small water outflow	Whether the water source flow is sufficient	Wait for water supply to return or increase water pressure
	Whether the water switch is all open	Turn on all water switches
	Whether the tap water pipe or water inlet pipe is partially blocked	Check the tap water pipe or water inlet pipe, and clean up
	Whether the inlet and outlet of the water valve core is partially blocked	Remove debris or sediments, and clean up
The display screen shows the fault code	F7: Communication failure	Disconnect the power supply and contact the after-sales service personnel
	EC: The water inlet temperature sensor is malfunctioning	Disconnect the power supply and contact the after-sales service personnel
	EH: The water outlet temperature sensor is malfunctioning	Disconnect the power supply and contact the after-sales service personnel

Note: If the problem still cannot be solved, or other faults are encountered, please contact Kwikot after-sales service centre or ask qualified professional personnel for repair. The user shall not disassemble or repair by yourself to avoid accidents

Cleaning and Maintenance

Warning

1. This water heater is only serviced by qualified service personnel. Incorrect methods may cause serious injury or property damage. Be sure to cut off the power supply before cleaning and maintaining the water heater.
2. Please refer to the troubleshooting solution to eliminate obvious problems before contacting personnel for repair.

Cleaning

1. Be sure to switch off the power supply before cleaning the water heater.
2. Dip a small amount of neutral detergent with a damp cloth and wipe the water heater gently. Gasoline or other solutions are not allowed. Finally, dry the water heater with a dry cloth to keep it dry. Be careful not to scrub with detergents containing abrasives (such as toothpaste), acids, chemical solvents (such as alcohol) or polishes.

Not used for a long time

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

1. Cut off the power supply.
2. Close the tap water valve.
3. In order to avoid injuries when the water heater is reused, it is recommended to carefully check whether all components of the water heater are in good condition and whether the pipes leak by water supply before turning on the power supply of the water heater.

In order to avoid injuries when the water heater is reused, it is suggested to open the hot water valve before turning on the power supply of the water heater to exhaust the gas that may exist in the pipeline. At the moment, smoking or other open flames are not allowed near the opened valve. At the same time, it is recommended to carefully check whether all components of the water heater are in good condition, and confirm that the pipeline is filled with water before the heater can be put into use.

Product Data

MODEL: KEI9-NOVA	
Trade mark	KWIKOT
Load profile	XS
Energy efficiency class	A
Energy efficiency(%)	38.7
Annual electricity consumption (kWh)	476.7
Thermostat temperature setting(°C)	55
Sound power level indoors (dB)	15
Daily electricity consumption (kWh)	2.192

The power consumption data in the table is defined in relation to EU Directives 812/2013 and 814/2013.

The products without the label and the data sheet for water heaters and solar devices, stipulated in regulation 812/2013, are not intended to be used in such assemblies.

This appliance is conforming with the international electrical safety standards IEC 60335-1 and IEC 60335-2-35. The CE marking of the appliances attests its conformity to the following EC Directives, of which it satisfies the essential requisites:

- LVD Low Voltage Directive: EN 60335-1, EN 60335-2-21, EN 60529, EN 62233, EN 50106.
- EMC Electro-Magnetic Compatibility: EN 55014-1, EN 55014-2, EN 61000-3-11, EN 61000-3-12. (The appliance with a rated current above 16A complies with the requirements of IEC 61000-3-3 and therefore is not subject to conditional connection.)
- RoHS2 Risk of Hazardous Substances: EN 50581.
- ErP Energy related Products: EN 50193.

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:

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



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Support



Warranty and Service Support

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RECYCLE