

# ELECTRIC WATER HEATERS

## Product Installation and Warranty Manual



### Electrolux SA (Pty) Ltd

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[www.kwikot.com](http://www.kwikot.com)

REV0121

# PRODUCT WARRANTY

**ELECTROLUX SA (PTY) LTD ("ELECTROLUX")** warrants that its KWIKOT electric water heaters are free from manufacturing defects. This is the only warranty given by **ELECTROLUX** in respect of its electric water heaters. **ELECTROLUX** gives no other warranties or representations, whether express or implied. No amendments or additions to the warranty shall be binding on **ELECTROLUX**.

**ELECTROLUX** makes no warranty or representations in respect of the installation of electric water heaters. Claims in respect of the installation of electric water heaters must be referred to the applicable installer, who shall be solely liable under any installation warranties given.

This warranty covers the electric water heater only, and does not cover any other part or parts of the installation which may become damaged as a consequence of the failure or defect of the electric water heater. **ELECTROLUX** will repair or at its own discretion, replace the faulty part with a new or re-manufactured one.

The period during which this warranty applies will be calculated from the date of installation of the original water heater, provided that documentation of proof of the installation date is furnished. If the installation date is not available or cannot be proved, the date of manufacture, as determined by **ELECTROLUX** from information on the serial plate, shall be deemed to be the commencement date of the warranty period.

If **ELECTROLUX** carries out repairs or replacements, the warranty period will not start afresh or be extended, irrespective of how many repairs or replacements are carried out. Even if an electric water heater is repaired or replaced, the warranty period will still be calculated from the date of the original installation or manufacture date of the original electric water heater, as the case may be.

Components removed during warranty repairs, will remain the property of **ELECTROLUX SA (PTY) LTD**.

Warranties are applicable only in South Africa; Namibia; Botswana; Swaziland and Lesotho and are subject to the water heaters being used for water which is of quality equivalent to the water supplied by authorities in Metropolitan areas in South Africa.

## ***A Warranty will only be honoured if:-***

1. The applicable warranty period is still in force.
2. The electric water heater is installed, used and maintained in accordance with **ELECTROLUX'S** specifications and instructions.
3. All products included in the installation comply with SANS approvals, including the pressure control valve.
4. The electric water heater has been used for water which meets **ELECTROLUX'S** quality specifications.
5. Where an electric water heater is wall mounted in the horizontal position, the brackets (feet) must be moved 90° to the alternative wall mounting holes on the geyser.
6. No Non Return Valve or shut-off device is installed between the pressure control valve and the geyser.

**NB. ELECTROLUX does not recommend wall installation of 200 and 250 litre electric water heaters.**

## PRODUCT WARRANTY PERIODS

• Superline Dual (IPX4)	5 yrs	• Kwikot Spiral Element	1 yr	• Kwikot Vacuum Breaker	2 yrs
• Kwikot Geyser Tray	1 yr	• Kwikot Safety Valve	2 yrs	• Mono Pressure Control Valves	2 yrs
• Kwikot Thermostat	1 yr	• Kwikot Drain Cock	2 yrs	• Multi Pressure Control Valves	2 yrs

***The warranty does not cover:-***

1. Elements burnt out through commissioning without water.
2. Burnouts due to loose connections.
3. Fair wear and tear.
4. Misuse, abuse or negligent use of the electric water heater.
5. Any attempt to self repair the electric water heater, tampering or defacing the serial plate.

An **ELECTROLUX** electric water heater has been designed and manufactured to work at optimum performance by using genuine **ELECTROLUX** (KWIKOT branded) parts i.e. element and thermostat. Should these parts be replaced with non-genuine **ELECTROLUX** (KWIKOT branded) parts whilst the electric water heater is still under warranty, causing premature failure of the electric water heater, and if the electric water heater is removed from the installation whilst still under warranty, the warranty will not be honoured.

The installation is to be in accordance with **SANS 10254** and must include a **SANS** approved pressure control valve.

**ELECTROLUX** shall not be liable for any claims, losses liabilities, damages, costs or expenses whatsoever and howsoever arising out of or in connection with the use, functioning or malfunctioning of the electric water heater or any defects. Without limiting the generality of the foregoing, **ELECTROLUX** shall not in any circumstances be liable for any consequential or indirect damages, loss of profits or punitive damages.

Repairs and/or replacements may only be effected by **ELECTROLUX** and its authorised agents. This warranty will be completely invalidated if any repairs are effected or work undertaken at any time by any other parties.

**NB.** The electric water heater is fitted with a sacrificial anode, which protects the glass lined water tank. Replacement of the anode should be carried out at intervals depending on the water quality in the area, which can be obtained from the relevant water authorities.

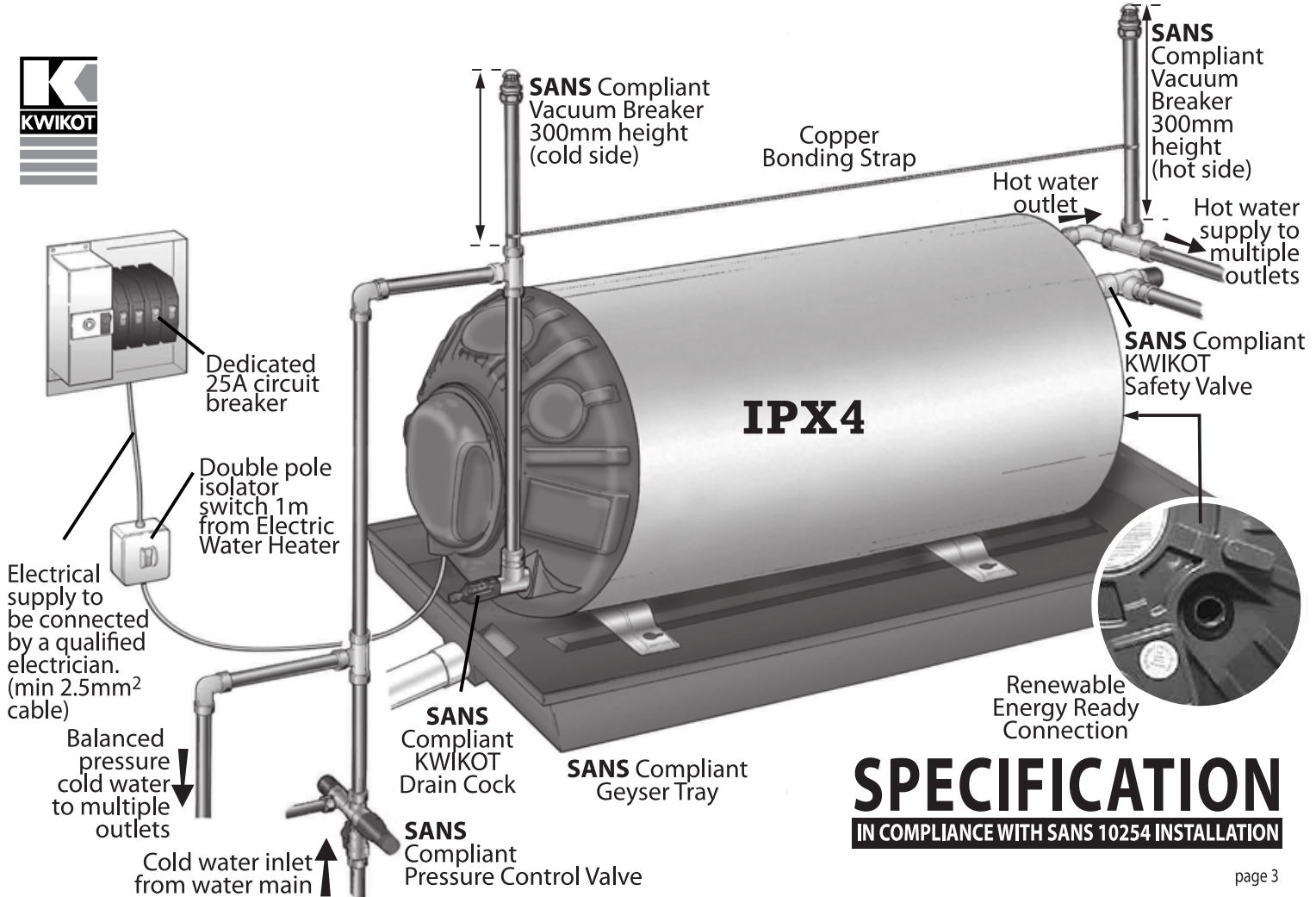
**WATER SPECIFICATION AND SERVICING REQUIREMENTS**

When installing a heat pump with an **ELECTROLUX** electric water heater, a **KWIKOT** installation kit (HP-KIT 400/600) which is available from **ELECTROLUX**

Total dissolved solids (parts per million)	Recommended anode replacement
100 - 600	3 years
601 - 1 000	2 years
over 1 000	1 year

must be used, in order not to invalidate the electric water heater warranty.

**NB. In the event of the electric water heater having to be replaced, the customer is responsible for the opening and closing of the roof or ceiling, should there be insufficient access through the trap door. When the electric water heater is installed in a cupboard, the customer is responsible for the cupboard to be removed to gain access to the electric water heater. It is not the responsibility of ELECTROLUX to replace or reinstall the cupboard.**



## **PLUMBING** NB. ALL INSTALLATIONS OF FIXED ELECTRIC WATER HEATERS MUST COMPLY WITH SANS 10254

1. Flush the cold water supply line before connecting to the water heater.
2. Fit the Kwikot Drain Cock and Kwikot Safety Valve, which is supplied with the electric water, to the correct positions as indicated on the water heater.
3. Ensure that the appropriate pressure rated Kwikot Safety Valve, is fitted on the water heater.
4. SANS Compliant Vacuum Breakers and SANS Compliant Drip Tray, must be installed as per **SANS 10254**.  
**NB. NOTE THE POSITION OF THE VACUUM BREAKER AWAY FROM THE HOT WATER OUTLET ON THE INSTALLATION DIAGRAM.**
5. The Safety Valve and expansion overflow pipe must be self draining and in a frost-free ambient with the outlets open to the atmosphere. These pipes must not be inter connected and the Safety Valve discharge must be a metallic pipe.
6. All piping to be lagged with R1 Class pipe insulation, in accordance with **SANS 10252** and **SANS 10254**.
7. After completing the installation, open the hot water taps and purge air from the system. Check for leaks on all connections to the water heater.
8. After the first heating cycle is complete, check again for any leaks.
9. For purposes of draining the geyser, a Drain Cock is provided with the geyser for fitting onto the cold water inlet. To drain the geyser, switch the power and water off and attach a hose pipe to the Drain Cock outlet and open the valve on the Drain Cock. Disconnect the hot water outlet to allow air into the system.
10. In the event of maintenance, UNOBSTRUCTIVE ACCESS with the following clearances should be provided:
  - 300mm clear space around the Safety Valve
  - 450mm clear space immediately in front of the electrical cover plate.

## **ELECTRICAL (STANDARD)** NB. ALL ELECTRICAL INSTALLATIONS MUST COMPLY WITH SANS 10142 CODE FOR THE WIRING OF PREMISES

1. Ensure that the supply of electricity to the electric water heater has been isolated prior to commencement of any work.  
**NB. TEST THE CONDUCTORS AS THERE MAY BE A FAULT ON THE ELECTRICAL INSTALLATION THAT DOES NOT ISOLATE THE CONDUCTORS.**
2. Ensure that the circuit breaker on the distribution board is the correct amperage rating to match the kilowatt rating of the water heater: 2kW=15 amps; 3kW=20 amps; 4kW=25 amps.
3. Ensure that the isolating switch at the electric water heater is the correct amperage rating to match the kilowatt rating of the electric water heater.
4. Ensure that the electrical cable from the distribution board to the electric water heater is the correct size (minimum of 2.5mm<sup>2</sup>).
5. The plastic Allen bolt insulator is to be replaced after an element replacement.
6. The electrical connection on the Kwikot Superline Dual is made directly to the screws situated on the round Kwikot T105-20Amp Thermostat. Connect live conductor to terminal "L" and the neutral conductor to terminal "N".
7. **WARNING: THIS APPLIANCE MUST BE EARTHED.**  
The earth strap must be connected to the earth terminal alongside the earth symbol on the flange.  
Cold and hot water pipes must be bonded.

## INSTALLER'S DETAILS

Name of Plumbing Company: .....

Personal Name: .....

Physical Address: .....

.....

Postal Address: ..... Postal code: .....

Tel (Work): ..... Cell: .....

e-mail: .....

## DETAILS OF NEW GEYSER INSTALLATION

Type of geyser: .....

Capacity: .....(litre) Serial No of geyser: .....

Code of Geyser: .....

Type of PCV used: ..... Pressure Rating: ..... (kPa)

**I, the above mentioned installer, confirm that the Kwikot Electric Water Heater installation carried out by myself, complies with SANS 10254 specifications.**

.....

**(Signature)**

.....

**(Date)**

NB. Complete, Scan and Email to: ZA\_insure@electrolux.com, or Post.



**HOMEOWNER/ CUSTOMER'S DETAILS**

Date of Installation: .....



**Electrolux**

Name: .....

Physical Address: .....

Postal Address: ..... Postal code: .....

Tel (Work): ..... Cell: .....

e-mail: .....

**DETAILS OF NEW GEYSER INSTALLATION**

Serial No of geyser: ..... Capacity: .....(litre)

Code of geyser: ..... Type of valve used: .....

**TICK APPLICABLE BLOCK**

Is this a new Electric Water Heater Installation?  YES  NO

Is this a replacement installation of an existing or old Electric Water Heater Installation?  YES  NO

**DETAILS OF OLD GEYSER:**

Type of geyser: .....

Serial No of geyser: ..... Capacity: .....(litre)

Code of Geyser: .....



Place postage  
stamp here

**Electrolux SA (Pty) Ltd**

**PO Box 389**

**Benoni**

**1500**