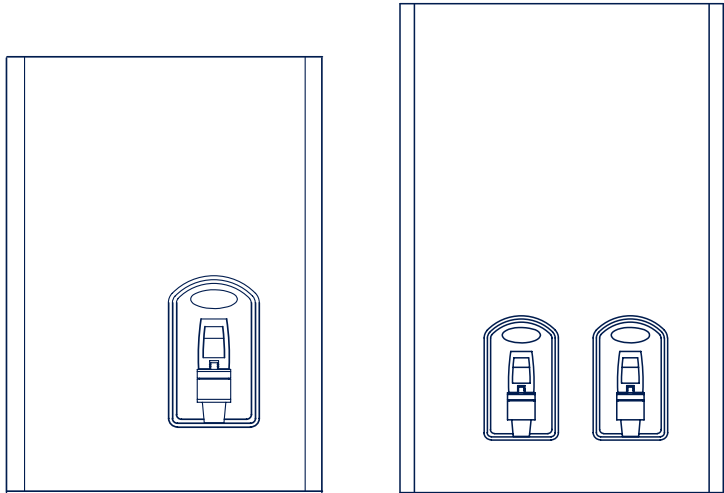


Kwikboil

Operation and Installation Manual



Please read this manual carefully prior to your use of this water heater. The appearance of the water heater given in this manual is for reference only.

www.kwikot.com



powered by Haier

Instant Boiling Water Dispensers



90%
Recyclable



Fully
Automatic



White or
Stainless
Steel

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Please read this manual carefully and follow the operation and safety instruction to ensure best installation and utilization of the product.



Product safety statement

Please read this booklet as it contains important information about the correct installation and operation of the Kwikboil unit. Failure to install the Kwikboil correctly will deem the Product Warranty null and void.



1. Important Notes

- The Kwikboil is designed and manufactured to operate at a maximum incoming mains cold water pressure of 1000kPa. Must be installed with 400 or 600kPa pressure control valve.
- Please ensure that the mains cold water supply is connected to the indicated water inlet connection of the Kwikboil (at the base of the solenoid valve) and that the unit vent connection always has a free flow of air into and out of the boiling water chamber.
- The Kwikboil is a technologically advanced electronic automatic boiling water system and operates differently and more efficiently to other mechanical systems.
- Please familiarise yourself with the filling and operating modes of this electronic system as explained on Page 7,8 and 9 of the Manual.
- The Kwikboil system facilitates a boiling water temperature adjustment for different altitude installations. A temperature trim pot is located in the electronic controller (PCB) should a temperature adjustment be necessary, the procedure is detailed on Page 10 of the Manual.
- The Kwikboil unit produces boiling water and care should be taken at all times when using it.
- Instructions are also available on the internet and via website **www.kwikot.com**





2. Water Quality

Please read this booklet as it contains important information about the correct installation and operation of the Kwikboil Unit. Failure to install the Kwikboil correctly will deem the Product Warranty null and void.



Caution is suggested if the Boiling Water Unit is to be connected to a water supply with a high content Silica or Calcium. Water supplies of this nature may be detrimental to the unit's operation and may cause the warranty to become void. For further information relating to the guidelines of water quality, contact your local service agent for advice.



3. Installation

This Boiling Water Unit shall be installed by a qualified plumber/technician. The installation must comply with the local building regulations and the relevant wiring and plumbing regulations.



3.1 Location

This unit is designed for interior installation only and is not weather proof.

3.2 Opening The Unit

To remove the front shell from all models, remove the retaining screws on the sides and pull the Shell forward.

3.3 Minimum Clearances

All units require a minimum clearance of 50 mm on all sides, however, we recommend you leave sufficient clearance for servicing.

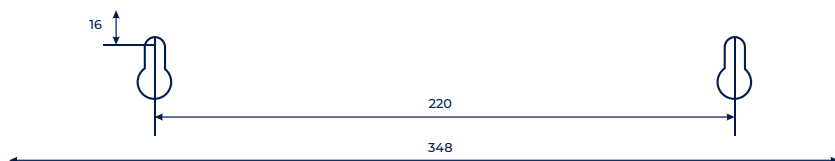


3.4 Mounting

The kwikboil, when installed is suspended from mounting screws located into keyhole slots at the back of the unit (refer to the dimension specification diagrams on pages 14-16 and or the template on the carton).

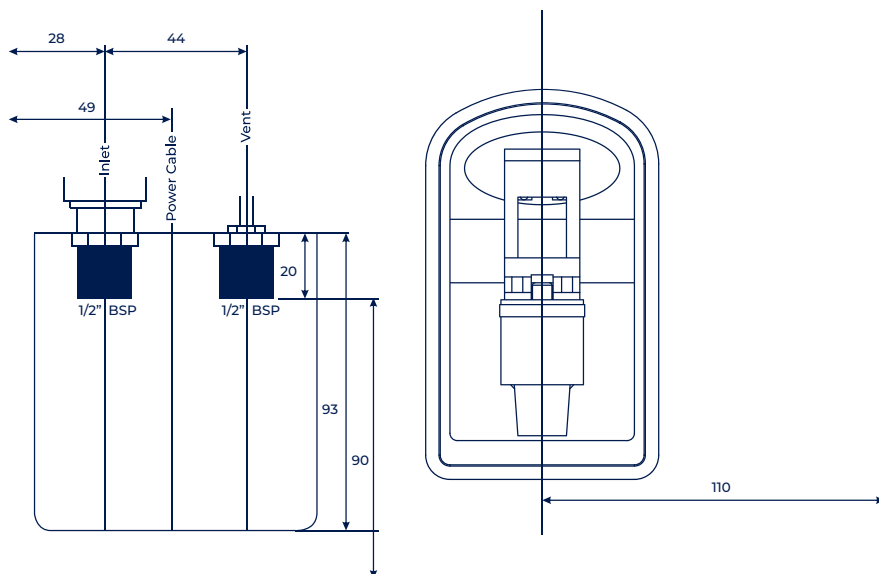
Mounting Screws

Be sure that the mounting screws are securely inserted into the keyhole slots. The screws must be anchored in such a way, that they will hold the weight of the unit when filled with water



Mounting Template

To mount the unit:
use 6x40mm coach screws and 8mm rawl plugs
(NOT SUPPLIED)





3.5 Water Supply Connection

Mains cold water supply must be piped and connected to the 1/2 bsp inlet fitting located on the left hand side underneath the unit. An accessible isolating valve must be installed near the unit.

This unit contains a strainer on the water inlet connection. To ensure continuing satisfactory operation, it is suggested that the inlet strainer be serviced every six months. Where poor water quality is present it is recommended to install an additional auxiliary filter. For rear entry connection, we recommend that you use a braided flexible hose with a 90° elbow for ease of connection.

3.6 Vent/Overflow Connection

Connect a 15 mm (1/2") pipe to the vent/overflow connection. (1/2" bsp). This pipe must have a continuous fall, not exceeding 3 metres in length, or contain no more than 4 bends.

During the normal operation of the kwikboil the vent/overflow connection may discharge small quantities of steam and condensate, so it is essential that the drain pipe is attached to the vent/ overflow connection. This drain pipe must discharge to waste at a point where no scald injury or inconvenience is caused. The drain pipe must always allow free flow of air from the atmosphere. Never plumb the drain pipe into a drain or allow for it to cause a trap that will block air from entering the unit. This will void the warranty. The drain pipe should run downward and discharge into a sink or drip tray.

Ensure that the vent/overflow line remains open because the kwikboil tank is not designed to be pressurised. It is recommended to install an air break in the vent/overflow drain line, no more than 300 mm from the Kwikboil unit



3.7 Drain Connection

There is a drain screw located on the underside of the unit to completely drain the tank for servicing.

Before removing the drain screw, ensure the appliance has been switched off and the water is not hot enough to scald.

**Caution:**

This unit is not suitable for installation in an area where a water jet could be used. This unit must not be cleaned using a water jet.

3.8 Tap Outlet

To prevent damage during transportation, the tap and a roll of PTFE plumbing tape is placed inside a plastic bag and placed inside the carton. The tap is fitted to the threaded tap outlet extension with an “o” ring seal fitted and fixing screw to secure in the vertical position.

**Please Note:**

Installation and maintenance of the Kwikboil Boiling Water Unit shall be carried out by a suitably qualified service person.

3.9 Electrical Requirements

All models
230 Volts AC, 50HZ,
Single Phase

Element Rating

1800 Watts - 2.5 Litre
2000 Watts - 5 to 10 Litre
2400 Watts - 15 Litre
3000 Watts - 25 Litre

A flexible cord complete with a plug is supplied on all models. Do not loosen the cord grip or pull excess cord into the Kwikboil. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified persons in order to avoid a hazard.

**Caution: This Appliance must be Earthed****4. Operation**

When the installation is complete, first turn on the water supply and then switch on the power, which will engage the solenoid valve and the unit will automatically begin to fill and the heating sequence will commence. The water is heated in small quantities, so boiling water is available at all times.

The electronic control unit constantly controls the water level and the water temperature.

4.1 Mode 1 Operation:

To follow through the sequence of events in order, it is necessary that we consider the unit is switched on for the first time. When the unit is switched on, the controller scans the Level Probe condition, and having established that, then executes a sequence of events particular to that mode.

1. The Controller scans the Level Probe condition. Both Probes (low and high) will be found to be in an OPEN condition i.e. no water present. This then places the unit in MODE 1 condition.
2. The solenoid valve is then energised and the "SL" LED on the PC-Board will light up indicating power sent to the solenoid valve, allowing water to enter the tank.
3. Water continues to enter the tank until such time as the low Level Probe becomes "CLOSED", i.e. water is present, up to the end of the Low Level Probe the "LL" LED on the PC-Board will light up to indicate this condition.
4. The solenoid valve is then de-energised stopping the flow of water into the tank and the "SL" LED will go off on the PC-Board.
5. The Controller then steps into MODE 2 new line condition.

4.2 Mode 2 Operation

1. The element is energised and the "HT" LED on the PC-Board will light up indicating power sent to the element, allowing heating of the water to take place.
2. The continued heating results in the water reaching the set point detected by the Thermistor. The ready light will then turn on.
3. The Solenoid Valve is then energized, allowing ambient water to enter the tank, thus reducing the water temperature by no more than 2 Degrees Celsius and causing a shift away from the set point, again detected by the Thermistor.
4. When this occurs, the Solenoid valve is then de-energised, stopping the flow of water into the tank.

4.3 Mode 3 Operation:

1. The Element remains energised, allowing heating of water to take place, resulting in the water attaining set point, detected by the Thermistor.

2. The Element is then de-energised allowing cooling of water to take place.
3. Cooling continues to take place through heat loss via the tank insulation until set point minus 2°C is reached, detected by the Thermistor.
4. The Element is then energised, allowing heating of water to take place.
5. Steps 1 to 4 are repeated until such time as the water is drawn from the unit, at which time the controller then steps back into mode 2.

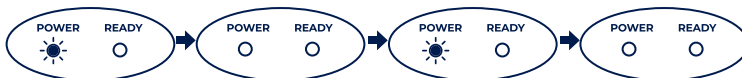
5. Kwikboil Boiling Water Unit: Fault Finding Guide

This Kwikboil is fitted with self diagnostics and indicative LED Lights. The self diagnostic features programmed into the PC-board enables the unit to determine if a component is faulty or if there is a fault in heating and/or filling modes, i.e. no water connected.

Units pre-dating 2023 had a third level probe in the tank. This enabled the PC Board to detect if the normal operating water level probe is faulty or dirty and will prevent the machine from overflowing. Units post 2023 will not have a third level probe and only the High and Low probes will be present. The same safety feature will still apply and the PC Board will detect a fault using the High and Low water level probes instead. (The PC Board is cross compatible with all models before and after 2023). Diagnostic faults are indicated on the front LED's of the face plate and on the PC-board with the respective component LED, e.g. "SL" meaning solenoid valve. The respective LED will flash when a fault is detected.

Fault 1: "No Water Condition Fault"

This fault occurs when the unit goes through its filling modes and does not detect water filling into the tank after a set time period. The cause of this fault could be due to no water connection to the unit, a faulty level probe or faulty solenoid valve. This fault will be indicated on the PC Board by flashing the "SL" LED on the PC-board and by flashing the "POWER LED" on the front face plate e.g.



This fault can be corrected by identifying the cause (refer to Fault Finding Guide Table) and resetting the unit.

Fault 2: “Not Heating Fault”

This fault occurs when the PC-board has detected no change in the water temperature. The first possible cause of this fault could be due to the element not working, the element thermal cut out then needs to be reset. The second possible fault could be a loose power connection. This fault will be indicated on the PC-board by flashing the “HT” LED and by flashing the “POWER” and “READY” LED's simultaneously on the front face plate e.g.



This fault can be corrected by identifying the cause (refer to Fault Finding Guide Table)

Fault 3: “Third Level Probe Detected Fault (Units Pre-Dating 2023)”

This fault occurs when the third water level probe has detected that the water level is higher than the normal operation. This is normally caused by a faulty or scaled up level probe. This fault will be indicated on the PC-board by flashing the “FL” LED and by flashing the “POWER” LED and “READY” LED in a Sequence as follows e.g.



This fault can be corrected by removing the water level probe and cleaning it or replacing the part. A detailed cleaning procedure can be found on our website at www.Kwikot.com. The unit will remove itself out of this fault mode once normal operation has been restored.

Fault 4: “Faulty Open Circuit Thermistor”

This fault will occur when the thermistor is faulty and not detecting the temperature of the water. This fault will be indicated on the PC-board by flashing the “FL” LED and by flashing the “READY” LED on the front face plate as follows e.g.



This fault can be corrected by checking for a loose connection or replacing the thermistor. The unit will remove itself out of this fault mode once normal operation has been restored.

6. Temperature Adjustment

A trim pot is located at the right rear of the PC Board. Access is provided by means of a 10 mm diameter hole.

All Electronic controllers are factory set to deliver water at a temperature of approximately 97°C.

When is temperature adjustment necessary?

- When you replace the Electronic Controller/PC Board.
- When you change the Thermistor or an Element and Thermistor.
- For different altitudes.

How do you adjust the temperature setting of the Electronic Controller on the PC Board??

1. Drain water to the Low Level (discharge from the tap).
 2. Rotate the Trim Pot ANTI clockwise to its Minimum Setting.
 3. Switch the unit ON and allow it to operate automatically for five minutes.
 4. Using a 3 mm wide screwdriver, rotate the Trim Pot Clockwise to its Maximum Setting. The unit will now boil continuously.
 5. Rotate the Trim Pot Anti Clockwise, Slowly. Until such time that the Solenoid Valve opens, allowing the water to flow into the tank.
- (Rotate The Trim Pot Anti Clockwise approximately 1/8 turn.)



Important

Temperature adjustment shall be carried out by a qualified technician or plumber.

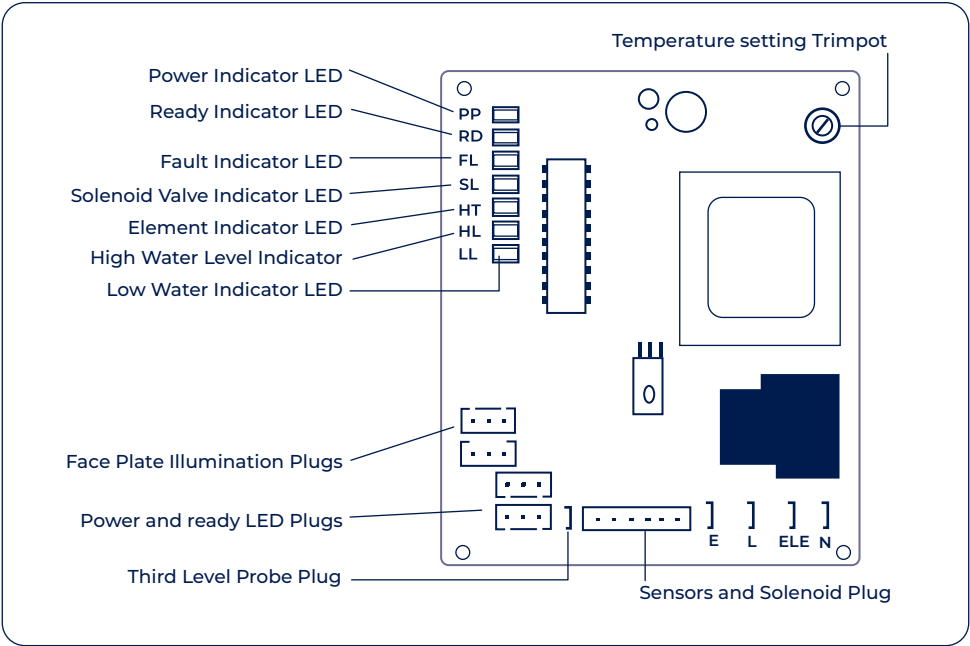
Fault Finding Guide Table

Symptom	Possible Cause	Solution
The unit does not fill with water	<ul style="list-style-type: none"> • There is no power supply • There is no water supply • The filter is blocked • Electronic Controller failure • Solenoid Valve failure 	<ul style="list-style-type: none"> • Check the electrical supply • Check the water supply • Check the filter, clean or replace. Test the Electronic Controller. • Check resistance of the solenoid, Replace if broken
The unit fills water to low level and does not heat	<ul style="list-style-type: none"> • Thermal cut-out tripped • Heating Element failure • Electronic Controller failure. • Thermistor failure 	<ul style="list-style-type: none"> • Reset the Thermal cut-out. • If the Heating Element is properly wired, then check its resistance. • Test the Electronic Controller. • Replace Thermistor
The unit boils continuously	<ul style="list-style-type: none"> • Temperature is not correctly set. • Electronic Controller failure. • Thermistor failure. 	<ul style="list-style-type: none"> • Set the Temperature Adjustment Trim Pot. • Test the Electronic Controller. • Replace Thermistor.
The unit overflows	<ul style="list-style-type: none"> • Incoming water pressure is too high • Solenoid valve failure • Level probe failure. 	<ul style="list-style-type: none"> • Reduce incoming water pressure. • Disassemble the solenoid valve and blow air through it. If air flows through, replace the solenoid valve. • Clean the level probe • Replace the level probe.
There is no water from the tap.	<ul style="list-style-type: none"> • The unit did not fill with enough water. • The tap diaphragm is disconnected from its spindle. 	<ul style="list-style-type: none"> • See symptoms 1 or 2 above. • Drain water out of the unit via the drain screw underneath the tank. When the unit is empty, disassemble the tap and repair/replace the necessary perished parts. Parts available from Kwikot.

Fault Finding Guide Table

Symptom	Possible Cause	Solution
No electrical power to unit.	Power Supply failure.	Will restart automatically when electrical power is restored.
No water to unit	Mains water supply failure.	When water supply restored; 1. Continue to use as normal and the refilling process will automatically restart 2. Switch off electrical supply for 30 seconds and switch on again.

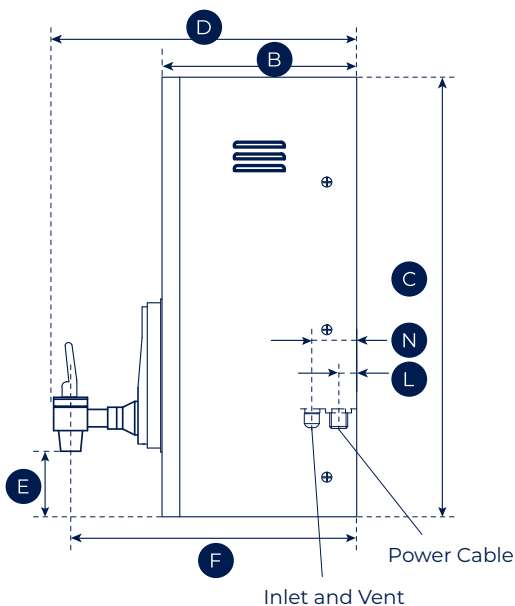
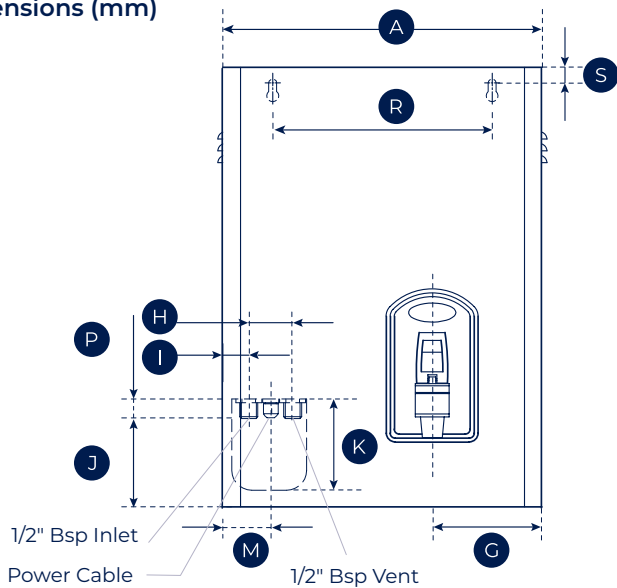
PC Board diagram



8. Diagram: Dimension Specification

(2,5L, 5L, 7,5L, 10L and 15L)

Product Dimensions (mm)



Dimension Specification Table

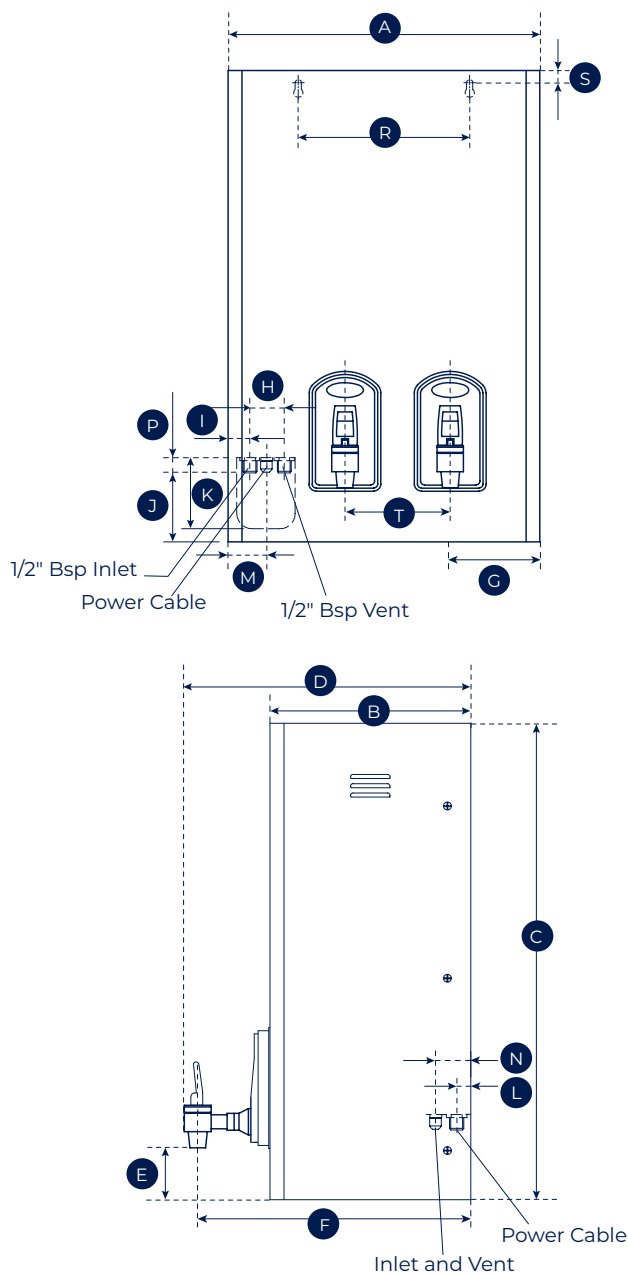
Kwikboil 2.5 / 5 / 7.5 / 10 / 15

White Epoxy or Stainless Steel

2,5 L	5 L	7,5 L	10 L	15 L	
275	320	320	348	370	A
165	195	195	225	230	B
365	448	448	460	513	C
263	293	293	323	328	D
82	82	82	82	82	E
243	273	273	303	306	F
110	110	110	137	140	G
44	44	44	44	44	H
28	28	28	28	28	I
90	90	90	90	90	J
93	93	93	93	93	K
18	18	18	18	18	L
49	49	49	49	49	M
45	45	45	45	45	N
20	20	20	20	20	P
220	220	220	220	220	R
16	16	16	16	16	S
N/A	N/A	N/A	N/A	N/A	T

Diagram: Dimension Specification (25L)

Product Dimensions (mm)



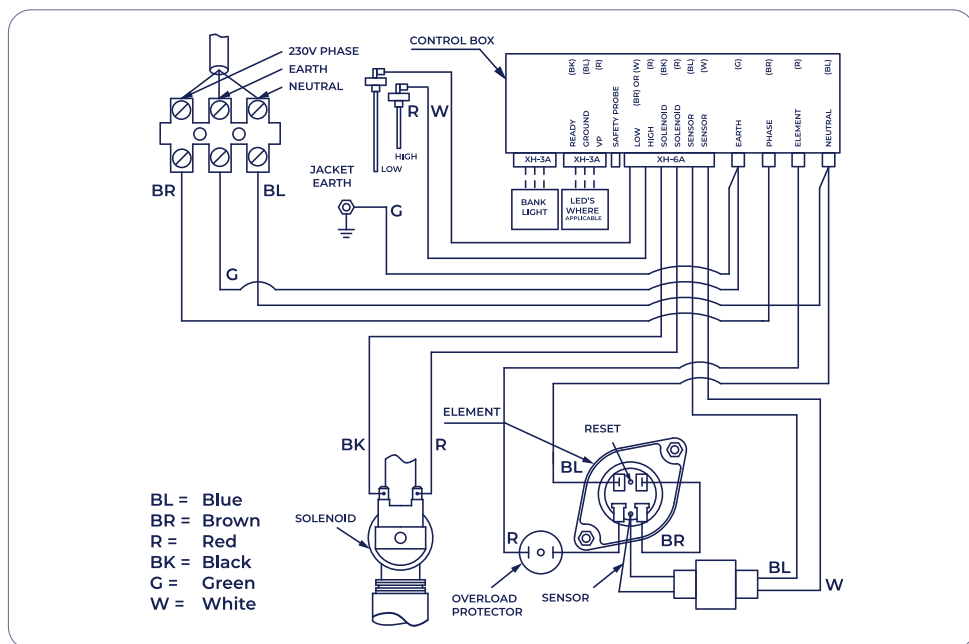
Dimension Specification Table

Kwikboil 25 | White Epoxy or Stainless Steel

25 L			
400	A	90	J
255	B	93	K
613	C	18	L
353	D	49	M
82	E	45	N
333	F	20	O
115	G	220	P
44	H	16	Q
28	I	135	R

Wiring Diagram

Kwikboil 2.5 | 5 | 7.5 | 10 | 15 | 25 L Models



9. Spare Parts List

Code	Description
KB-ELE-1-8	Element 1.8kW
KB-ELE-2-0	Element 2kW
KB-ELE-2-4	Element 2.4kW
KB-ELE-3-0	Element 3kW
KB-PCB	PC Board
KB-VALVKIT	Solenoid Valve Kit
KB-WATPROBE	Water Level Probe
KB-THERMIS	Thermistors
KB-SEALS	Tank Seals
KB-TAP-O/ASS	Outlet Tap Assembly
KB-TAP-H	Tap Handle
KB-TAP-OPLAT	Tap Outlet Plate
KB-FACE-LED	Black LED Outlet Face Plate
KB-TAP-SEAL	Tap Seal
KB-TAP-SPAC	Tap Outlet Spacer
KB-TAP-SPRING	Tap Spring
KB-DR-SCR	Drain Screw
KB-DR-SEAL	Drain Seal
KB-VENT-ISH	Inlet/Vent Silicone Hose
KB-IN-STRAIN	Inlet Strainer
KB-OH-SENS	Over Heat Sensor
KB-HSB	Over Heat Sensor Bracket
KB-IN-NRVALV	Kwikboil Inlet Non Return Valve
KB-NUT-I/O	In/Outlet Nut
KB-SSTRAY	Stainless Steel Drip Tray

10. Kwikboil Installation Instructions

Step 1.

Remove screws on the sides of the cover.
Remove cover off unit.



Important notice: Failing to remove cover before installation may deem warranty void



Step 2.

Mount unit onto wall using 6x40mm coach screws or 8mm rawl plugs (8mm rawl plugs must be used on 25L)



Note: Unit should not be mounted higher than 1400mm from outlet to floor.



Kwikboil Installation Instructions

Step 3.

Apply thread tape (PTFE tape) around tap shaft in a clock wise direction. A role of thread tape is supplied in box.



Step 4.

Fit face plate and tap spacer over the tap shaft.



Step 5

Screw tap onto tap shaft in a clockwise direction being careful not to cross thread.

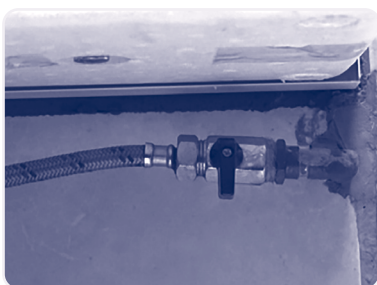
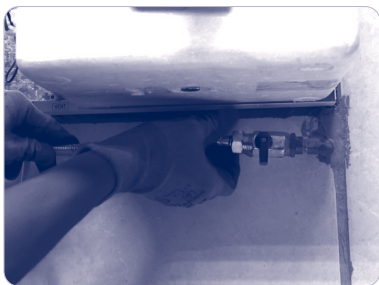
Give tap approx. Eight turns till tap is straight and handle is on top then tighten lock screw on underside of tap.



Kwikboil Installation Instructions

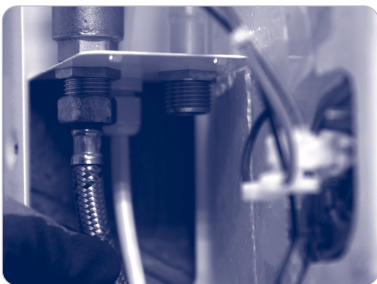
Step 6.1

Fit **Cold** water supply to the inlet on the left bottom of the unit (solenoid valve) Unit should be fitted with a shut off valve.



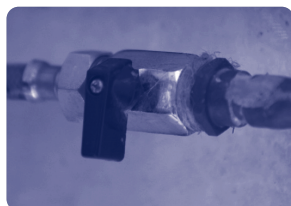
Step 6.2

Fit vent pipe to unit on the bottom right hand side of unit either over a sink or in a drip tray. **Note:** Vent pipe must be free flowing and open at all times and on a down hill angle so water can drain. Never fit a p-trap to vent pipe.



Step 7

Turn the water supply ON and power supply ON. The Solenoid Valve will engage and then fill water into the tank until the water reaches the low level point. The solenoid valve will then disengage.



Kwikboil Installation Instructions

Step 7

Place the cover back onto the unit and fasten the screws on the sides.



Note: this unit does not fill up completely when first turned on. It fills to low level first and then fills in stages. The element will now turn on and start heating water. Once water has reached boiling point it will then disengage the element and fill with more water.

Please refer to owner's manual to do temperature setting.



Dont forget to To Validate the Warranty by registering online
www.kwikot.com



Scan here to
register

11. Product Specifications



Features

- Modern and aesthetically appealing
- Stainless steel or white epoxy outer casing
- On tap boiling water
- Wall mounted
- Fully automatic
- Advanced electronic controls
- Safe, hygienic and energy efficient
- Steam free and convenient
- Diagnostic PC board for fault finding

Product Code (White Epoxy)	Kwikboil 2.5/SS	Kwikboil 5/SS	Kwikboil 7.5/SS
Nominal storage capacity	2,5L	5L	7,5L
Initial draw-off (-180ml cups)	15	30	45
Recovery per min (180ml cups)	2	2	2
First hour delivery (180ml cups)	120	135	150
Approx. time for 1st cup (min)	6	7	7
Heating element input (kW)	1.8	2,0	2,0
Min. supply pressure (kPa)	20	20	20
Max. supply pressure (kPa)	1000	1000	1000
Approx. weight empty (kg)	6,6	8,5	8,7
Approx weight full (kg)	10,7	16,3	18,3

Product Specifications

Product Code	White Epoxy/SS	Kwikboil 10/SS	Kwikboil 15/SS	Kwikboil25/SS
Nominal storage capacity		10L	15L	25L
Initial draw-off (-180ml cups)		60	100	150
Recovery per min (180ml cups)		2	2,5	3
First hour delivery (180ml cups)		175	200	270
Approx. time for 1st cup (min)		10	11	11
Heating element input (kW)		2,0	2,4	3,0
Min. supply pressure (kPa)		20	20	20
Max. supply pressure (kPa)		1000	1000	1000
Approx. weight empty (kg)		10	11,2	14,2
Approx weight full (kg)		25,5	30,4	47,2

Diagnostic PC Board

The unit is fitted with self diagnostics and indicative LED lights. The self diagnostic features programmed into the PC board, enables the unit to determine if a component is faulty, or if there is a fault in the heating and/or filling modes i.e. if there is no water connected.

Maintenance

The water level probe must be cleaned on a regular basis to remove scale build up. To download the cleaning instructions, go to: www.kwikot.com, select the product and navigate to the product cleaning instruction manual.

Product Accessories



KB-SSTRAY
Stainless Steel Drip Tray

Specifications	
Outer Dimensions (mm)	335 x 255
Inner Dimensions (mm)	300 x 235
Depth (mm)	50

12. Kwikboil electric boiling water range Product Warranty

One year warranty is calculated from the date of sale of the unit, as verified by **Kwikot (Haier) SA (Pty) Ltd** from the information contained in the company's records, and to the following conditions:

Kwikboil units are guaranteed against faulty materials and/or workmanship in manufacture and **Kwikot (Haier) SA (Pty) Ltd.** undertakes to repair or, at its sole discretion, replace the faulty unit or parts.

Age of boiling water unit from date of purchase

Up to 12 calendar months from date of purchase.

Warranty covers all boiling water units (Domestic, commercial or industrial)

Free replacement of failed component, or if necessary, replacement of unit free of charge. Kwikot (Haier) Pty Ltd reserves the right to handle each case fairly and independently and will attempt to repair the Kwikboil unit first before having to replace the unit with a new and equivalent model.

The period of guarantee is calculated from the date of sale of the unit, as verified by **Kwikot (Haier) SA (Pty) Ltd.** from information contained in the Company's records.

Warranty conditions

1. The Kwikboil boiling water unit must be installed in accordance with the manufacturers installation instructions, supplied with the unit and all statutory requirements of the geographical area in which the unit is to be installed.
2. Where the failed component of the Boiling Water Unit is replaced under warranty, the balance of the original Warranty Period will remain effective. The replaced component or complete Boiling Water Unit does not carry a new warranty and the warranty period of the original unit is not extended for an additional period.
3. The warranty only applies to the Kwikboil Boiling Water Units and therefore, does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the Boiling Water Unit e.g. pressure control valve, stop cock, electrical switches or fuses

Warranty Exclusions

Repair and replacement work will be carried out, as set out in the **Kwikot (Haier) SA (Pty) Ltd** Warranty above, but the following exclusion may cause the boiling water unit warranty to become void and may incur a service charge and cost of parts (if necessary).

1. Accidental damage; Acts of God; failure due to misuse; incorrect installation; attempts to repair the Boiling Water Unit other than by a Kwikot (Pty) Ltd. authorised agent or the Kwikboil Service Department.
2. Where it is found that there is nothing wrong with the Boiling Water Unit; where the complaint is related to low or high water pressure (refer Installation Instructions and Owner's Guide); where there is no flow of boiling water due to faulty plumbing or a blocked filter, where water leaks are related to plumbing and not the Boiling Water Unit or Boiling Water Units' components; where there is a failure of electricity or water supply.
3. Where the Boiling Water Unit or a Boiling Water Unit component has failed directly or indirectly as a result of excessive water pressure.
4. Where the Boiling Water Unit is located in a position that does not comply with the manufacturers installation instructions or relevant statutory requirements causing the need for major dismantling or removal of cupboards, doors or walls.
5. Subject to any statutory provisions to the contrary claims for damage to furniture, carpets, walls, foundations, or any other consequential loss either directly or indirectly due to leakage from a Boiling Water Unit.
6. Repairs to a Boiling Water Unit due to scale formation in the waterways when the boiling water unit has been connected to a harmful water supply.

This is the only guarantee given, and it expressly excludes all other warranties, expressed or implied in law, including any implied warranty of merchantability or fitness for a particular purpose. No amendments or additions to the warranty shall be binding on **Kwikot (Haier) SA (Pty) Ltd**

Please take note, that when logging a service call with the Kwikot Service Department, the Kwikboil unit must remain in its original installation and should at no point be removed unless authorized by a Kwikot Service Technician. Failure to comply may result in the warranty being voided.

To Validate the Warranty

(Please register online)

Kwikot has taken a significant step towards enhancing their customer service by introducing new Water Care product registrations. Through this new process, customers and installers can register their water heaters and water care products by scanning the product registration QR code via a smart phone or manually entering information on **www.kwikot.com**

This registration process enables service agents to access product information promptly, allowing for more efficient handling of warranty claims and a convenient experience for customers. This initiative reflects our unwavering commitment to delivering exceptional service to our valued customers.



Support



Warranty and Service Support
za_insure@kwikot.com
0861 594 568



Admin, Marketing and Product Queries
kwikot.marketinginfo@kwikot.com



Sales and Payment Queries
za_salesorders@kwikot.com
011 897 4600



Technical Queries
technical.info@kwikot.com

Branches

Gauteng
3 Aberdeen Road,
Industrial Sites,
Benoni

Western Cape
15 Purdey Road,
Sheffield Business Park,
Phillippi, Cape Town

KwaZulu-Natal
814 Peter Close,
Springfield Park,
Durban

Eastern Cape
39-41 Leadwood Crescent,
Fairview,
Port Elizabeth



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