



EXCELLENCE IN HOT WATER TECHNOLOGY

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ELITE TOUCH

The Elite Touch for single or multi-point applications, where an unvented storage solution is required.





Please read and follow the installation and operation instructions carefully, to ensure the long life and reliable operation of this appliance.

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Attention!

This is not a do-it-yourself project. Failure to have this appliance installed by a licensed plumber and electrician will void all warranties.

Under no circumstances should you attempt to install, repair or disassemble the electric instantaneous water heater without first shutting off all power to the unit directly at the circuit breaker box.

Installation of this product is restricted to indoor locations only by licensed plumbing or electrical contractors.





Important Safety Instructions

1. The installation must be installed in compliance with National Electrical regulations and your local electrical and plumbing codes.
2. This appliance must be **EARTHED**.
3. Install or locate this water heater only in accordance with the provided installation instructions.
4. Use this water heater only for its intended use as described in this manual.
5. Contact a qualified electrician to have the unit properly installed .
6. This appliance is not intended for use by persons (including children) with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
7. This appliance **MUST** be permanently connected to the fixed circuit breaker and it must be installed vertically. **DO NOT** install this appliance directly onto timber or in a strong magnetic field.
8. This appliance **MUST NOT** be switched on if you think it may be frozen, as this could result in serious damage to the unit. Wait until you are sure that the ThermaQ Elite Touch has completely thawed out before you switch it on.
9. Please test the outlet hot water temperature with your hand to make sure it is suitable for showering to avoid possible scalding or injury.
10. Before connecting pipes to the water heater outlet and inlet hoses, it is extremely important to FLUSH the pipes to wash away all plumbing waste or residue that could be detrimental or damaging to the unit.
11. If there is damage to the wiring, you must contact a qualified electrician to replace it with dedicated wire from our authorized dealers.

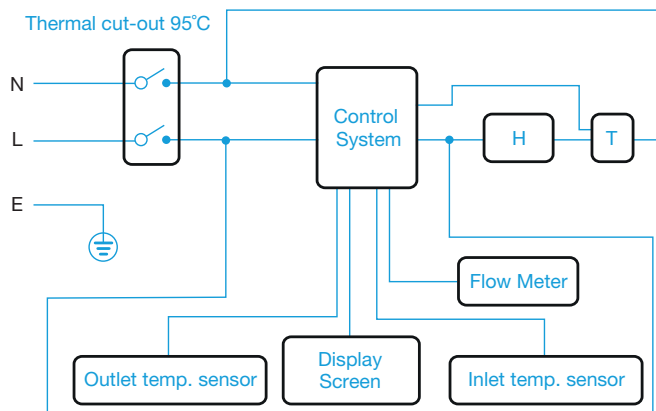
Product Features

This ThermaQ Elite Touch electric instantaneous water heaters utilise patented heating technology that includes the use of several safety devices. The ThermaQ Elite Touch has the following features.

1. Instantaneous heating for on demand hot water, no pre-heating, no stand-by heating loss, energy-saving.
2. Micro-computer control, adopting patent heating technology. Water is completely separated from electricity by multi-layered composite nano insulation material.
3. Over temperature protection: when the outlet water temp. reaches over 62°C, the electricity will be cut off to avoid getting scalded and the screen displays E1. The appliance will start to work automatically when temperature drops to the desired set temperature.
4. Malfunction of sensor- when there is a malfunction with the temperature sensor, the heater stops working and displays E3.
5. Dry-heating thermal cut-off. When the heating temperature is over 95°C, the power will be cut off.
6. Micro-computer automatic electricity and water consumption calculating function.

ELECTRICAL DIAGRAMS

EWH0010

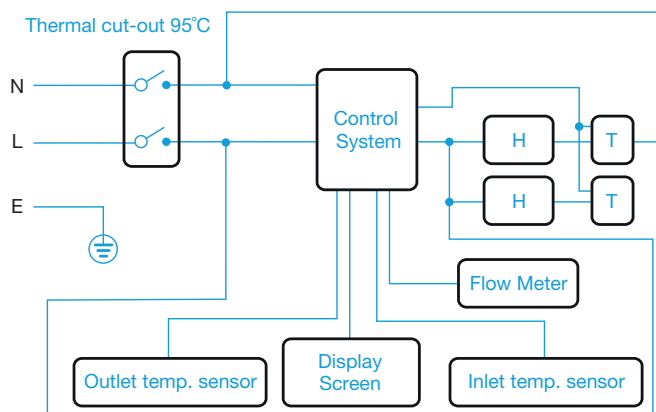




TECHNICAL DATA			
PRODUCT	ELITE 7	ELITE 9	ELITE 11
PRODUCT CODE	EWH0010	EWH0011	EWH0012
POWER	7.5kW	9kW	11kW
FLOW RATE (UPTO)	6L/MIN	8L/MIN	10L/MIN
RATED CURRENT	32.7A	39.2A	47.9A
BODY MATERIAL	STAINLESS STEEL		
SAFETY CLASS	IP25		
TEMP. SETTING RANGE	30°C-55°C		
VOLTAGE	220-240V		
RECOMMENDED CABLE SIZE	10.0mm ²		
OVERHEAT PROTECTION	62°C		
THERMAL CUT-OUT	95°C		
CONTROL MODE	TOUCH SCREEN CONTROLS		
WORKING PRESSURE	6 bar		
WATER CONNECTIONS	G1/2"		
DIMENSIONS	360 x 220 x 90		

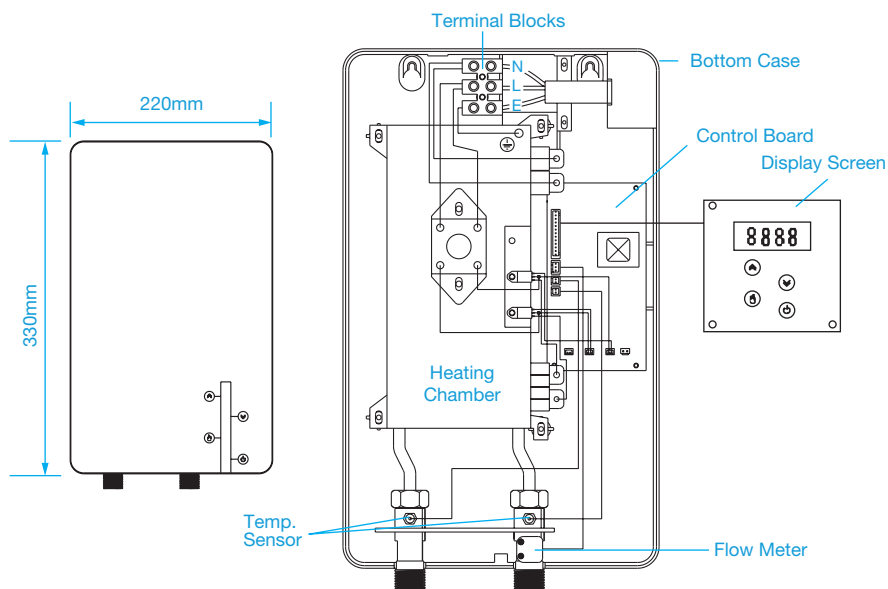
EWH0011 EWH0012

● **H** - Heating System / **T** - Triac





Product Structure



Installation Guideline

The installation must be in compliance with the National Electrical Guidelines, as well as your local electrical and plumbing regulations.

1. Make sure the appliance is intact, and the fittings are complete.
2. Please make sure the mains power supply, incoming water pressure and the grounding conditions are adequate, and the ammeter and wire are at the correct standard required for installation.
3. The appliance must be properly grounded due to the dedicated branch circuits of high voltage within the unit. Ground wires must be brought to the 'ground' at the circuit breaker panel.
4. This appliance **MUST** be permanently connected to the fixed circuit breaker. If you don't use the heater, please switch off the circuit breaker.
5. Do **NOT** install this appliance on timber or in the presence of a strong magnetic field. The appliance can be installed above or under the sink, and must only be mounted in a **VERTICAL** position near by the water fittings.





Installation Method

INSTALLING THE UNIT

Locate an appropriate place on a section of wall as mentioned opposite.

Fig 1. Front and back of the appliance.

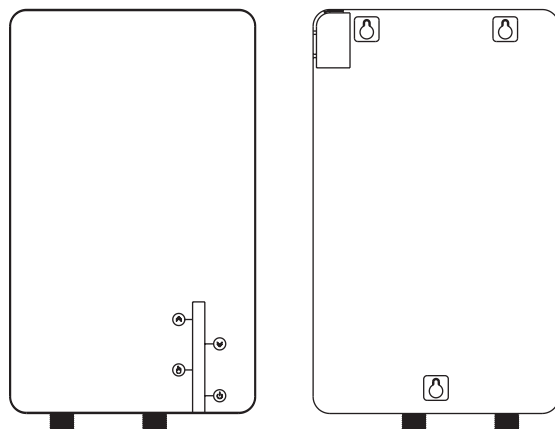


Fig 2. Remove screw which fixed the front and back case.

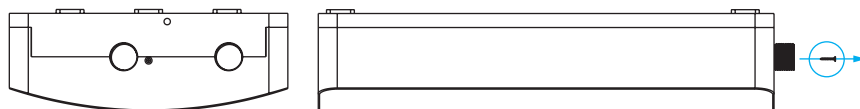
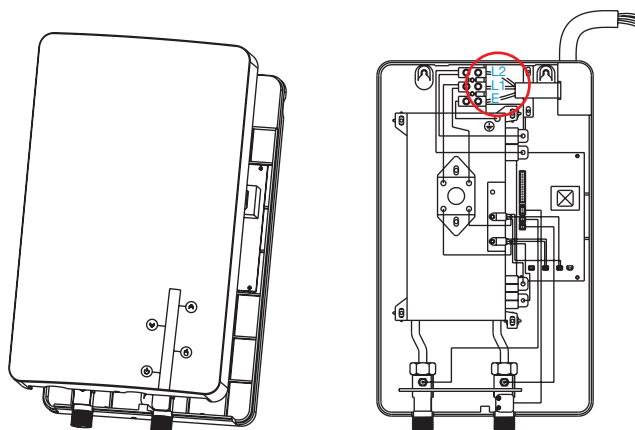


Fig 3. Open the front case, then connect power cable to the terminal blocks with L1, L2 and E in pointed position.



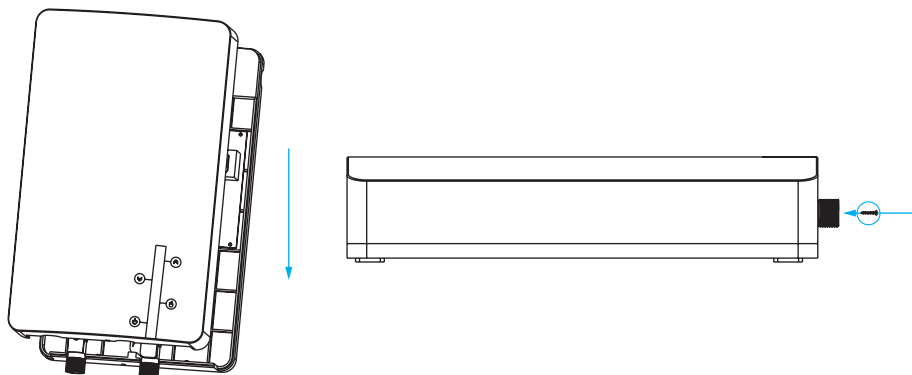


Fig 4. Please plug in the flat cable of display board to the main power board, fix the front cover on the appliance then turn the screws to fix the front cover.

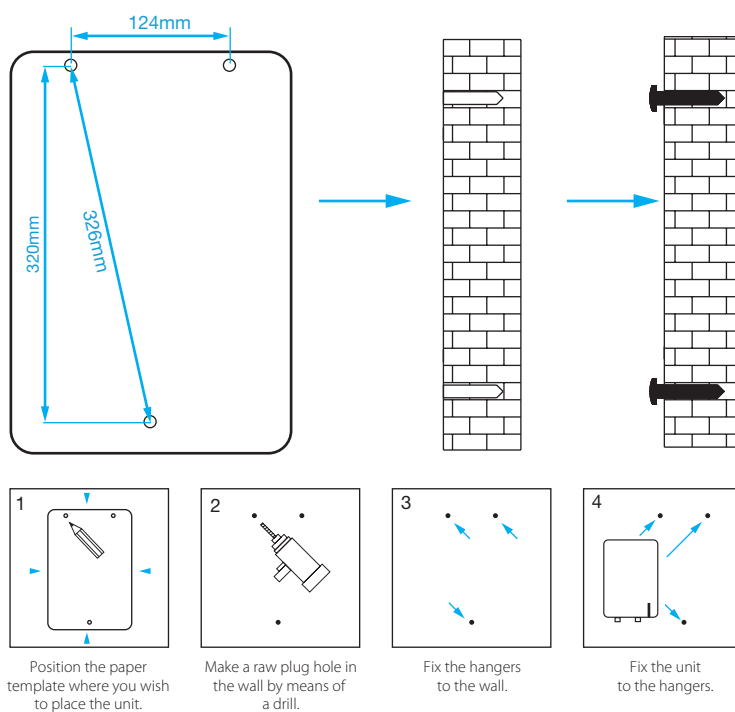


Fig 5. Use the cardboard to make 3 marks for punching, then drill 3 holes with 6mm diameter and consequently insert screws into the wall.





Fig 6. Fix the application on the wall.

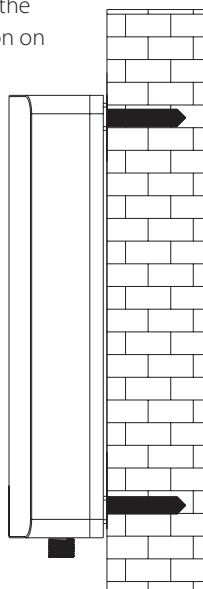
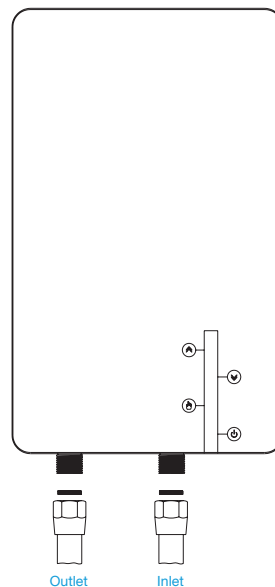


Fig 7. Connect the correct water pipes to the water inlet and water outlet connections, remembering to install rubber O-rings to ensure a watertight seal.



WATER CONNECTIONS

1. All water pipework must comply with national regulations and local water piping codes.
2. No matter whether installing the appliance upright or upside down, please connect the inlet connection (blue nozzle on the unit) to the cold water inlet pipe; connect the outlet connection (red nozzle on the unit) to the hot water outlet pipe.
3. The unit should be connected directly to the mains water supply. Flush pipes first with water to remove any debris or loose particles.
4. It is required that one uses G1/2" water connections to fit the appliance. Please connect the inlet and outlet pipe in the correct order mentioned above.
5. Please remember to install rubber seal O-rings at the connections. When all water connections are completed, check for leaks and take corrective action before proceeding to turn the unit on.

ELECTRICAL CONNECTION

1. All electrical work must comply with national regulations and local electrical codes
2. The unit must be connected to a properly grounded dedicated branch circuit of proper voltage rating.
3. While feeding the cable to terminal blocks/circuit breaker, please make sure the metal wire ends and the terminal blocks touch and can be sealed completely. Then tighten the screws up to make sure the full current can go through.

Cont.





- Before beginning any work on the electric installation, be sure that main breaker panel switch is **OFF** to avoid any danger of electric shock, all mounting and plumbing must be completed before proceeding with electrical hook-up.

Operation Instructions

- Turn on the circuit breaker to bring electrical power to the unit.
- Open water faucet for a few minutes until water flow is continuous and all air is purged from water pipes. The unit must be operated after the breakers are turned on.
- After the unit is supplied with power, a beep sound can be heard and LED lights for 2 seconds with no other display, the appliance will then enter standby mode.
- Press “” to turn the appliance ON or OFF. When the unit is ON, LED displays actual water temperature of the outlet. If the unit stops operating for 30 seconds, the screen will switch to the screen saver mode. This means that the display screen light will be off, however the screen will light again if the panel is touched.
- Press  and  to adjust the outlet temperature. Temperature setting range is 30 - 55°C.
 - If the unit has been paused, you may initially get a short burst of very hot water while you turn it on again. Please run the water through for a few seconds to let the temperature settle down. Please check hot water with your hand before taking a shower or using water on other parts of the body.
 - If the unit will not be used in winter, drain out water completely so that the heater will not be frozen.
 - Please periodically clean inlet strainer and the shower to keep a free water flow.
- Touch  and hold for 5 seconds to lock the operation panel. In the locked state, the light of  will stay lit. Touch  and hold for 5 seconds to unlock the operation panel, which will turn off the  light.
- There is an automatic memory function to avoid repetitive operation, while you turn on the appliance, the default set temperature will be the same as last time set.

PACKING LIST

ITEM	UNIT	QUANTITY
Electric Water Heater.	Unit	1
Rubber plug and screw.	Set	1
Operation and Installation instructions.	Copy	1
Shower accessories (option).	Set	4 for each.
Cable Clamp and Screw Sets.	Set	S1



Maintenance

Note: Do not attempt to repair this water heater yourself, call a qualified plumber for assistance. Before maintenance takes place, the power supply needs to be shut off.

The ThermaQ Touch does not require any regular maintenance. However, to ensure consistent water flow, it is recommended to complete the following.

1. Periodically remove scale and dirt that may build up at the aerator of the faucet or in the shower head.
2. There is a built in filter screen at inlet connection which should be cleaned from time to time. Please turn off the water flow before doing this.

Trouble-Shooting

PROBLEMS	POSSIBLE CAUSES	CORRECTIVE ACTIONS
Inlet and outlet fittings leaking.	• Fittings not tight. • Rubber washer worn-out.	• Tighten fittings. • Change rubber washer.
LED no signal.	• Power not connected. • LED Damaged.	• Connect power to the unit. • Change LED.
Functional keys not working.	• No water out from shower. • Water pressure too low. • Key or PCB damaged.	• Open valve to get water. • Open valve to get pressure. • Change key or PCB.
Water too hot.	• Too high temperature set. • Water flow too small.	• Set a lower temperature. • Open valve bigger.
Water too cold.	• Low temperature set. • Water flow too much.	• Set a higher temperature. • Reduce water flow.
Water output reduces.	• Inlet strainer or shower clogged.	• Clean strainer and shower.
LED displays E1.	• Outlet temp. is over 62°C.	• Reduce the temperature • Turn up the water flow.
LED displays E3.	• Temperature sensor failure.	• Please contact your local dealer.