

THERMANN™

OWNER'S GUIDE

Electric and Gas Storage Water Heaters

**Safety Information
Owner's Information
Warranty**

Models

Electric Storage Water Heaters:
80THM136 | 125THM118 | 125THM136
160THM124 | 160THM136 | 250THM136
315THM136 | 400THM136

Gas Storage Water Heaters:
135THM4N | 135THM4P
170THM4N | 170THM4P

Note - an 'H' at the end of the model number indicates that the water heater has been pre-fitted with a hard-water anode (not available in all models).



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Specifications and materials may change without notice.
Effective for all Thermann Electric and Gas Storage Water Heaters
manufactured and sold after 1st July 2015.

INSTALLATION

Installation Requirements:

This water heater must be installed by a licensed tradesperson, and in accordance with:

- AS/NZS 3500.4 Plumbing and Drainage – Heated Water Services (in Australia).
- Clause G12 of the NZ Building Code (in New Zealand).
- AS/NZS 3000 Electrical Installations (known as the Australian / New Zealand Wiring Rules) (for electric storage water heaters).
- AS/NZS 5601.1 Gas Installations – General Installations (for gas storage water heaters).
- Local authority regulations.
- Outside Australia and New Zealand, please refer to local plumbing and building codes and regulations.

Notice to Victorian Customers from the Victorian Plumbing Industry Commission:

This water heater must be installed by a licensed person as required by the Victorian Building Act (1993). Only a licensed person will give you a compliance certificate, showing that the work complies with all the relevant Standards. Only a licensed person will have insurance protecting their workmanship.

Make sure you use a licensed person to install this water heater and ask for your Compliance Certificate.

Location:

The water heater should be located as close as possible to the most frequently used hot water outlet.

Ensure that the data plate and associated warnings are clearly visible. Adequate access must be available for service to the water heater.

Note - all models are equipped with a sacrificial anode, accessible through the top cover. Allow 50% of the height of the water heater as clearance above the water heater to allow a licensed tradesperson to replace the anode.

The water heater must be installed on a flat, solid supporting surface.

Where the water heater is subjected to wet conditions, a plinth should be installed under the water heater.

Gas storage water heaters must be installed outdoors. The gas installation standard specifies minimum clearances to items such as windows and doors.

Electric storage water heaters may be installed indoors. The heated water services standard requires that a properly drained overflow tray be used where property damage could occur from water spillage.

Note - the warranty will not cover damage due to leakage of the water heater if a properly drained overflow tray has not been installed.

Pool Heating:

This water heater must not be used for pool heating.

SAFETY INFORMATION

General:

This water heater 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 water heater by a person responsible for their safety.

Children and animals should be supervised to ensure that they do not interfere with the water heater.

DO NOT place articles on or against this water heater.

DO NOT use store chemicals or flammable materials, or spray aerosols near this water heater.

DO NOT operate with panels or covers removed from the water heater.

Temperature Protection:

Water heaters can produce very hot water. To reduce the risk of scald injury, it is mandatory that an approved temperature control device be fitted to the hot water supply to outlets used primarily for personal hygiene. This valve should be checked at regular intervals to ensure its operation and settings remain correct.

Relief Valve:

The Pressure & Temperature Relief (PTR) Valve must be installed directly into the top socket marked "RELIEF VALVE". The drain line from this valve

must run in a continuously downward direction in a frost-free ambient position with the discharge end left open to atmosphere permanently.

The PTR Valve rating is shown on the data plate. The valve must not be tampered with or removed. The water heater must not be operated unless this valve is fitted and in working order.

The PTR Valve should be checked by a licensed tradesperson for adequate performance, or replaced at intervals not exceeding 5 years, or less in areas where local regulations apply.

The PTR Valve and its drain outlet pipe must not be sealed or blocked. A separate drain line must be run for the valve. It is normal for the valve to leak a small amount of water during heating cycles.

Danger:

Failure to operate the PTR Valve easing lever at least once every six months may result in the water heater exploding.

Continuous leakage of water from the PTR Valve may indicate a problem with the water heater. This may be caused by excessive water supply pressure, a faulty PTR Valve or a faulty thermostat.

Turn off the water heater and contact Customer Service on 1300 412 612.

SAFETY INFORMATION

Caution - Intermittent Use:

If the water heater is left turned on but unused for two weeks or more, a quantity of hydrogen (which is highly flammable) may accumulate inside the water heater tank.

To dissipate this gas safely it is recommended that a hot tap be turned on for several minutes at a sink, basin or bath, but not a dishwasher, clothes washer or other appliance.

During this procedure there must be no smoking, open flame or any other electrical appliance operating nearby. If hydrogen is discharged through the tap it will probably make a sound similar to that of air escaping.

Electric Storage Water Heaters:

Storage electric water heaters are designed for single phase 240V A.C. supply only. The electrical connection must comply with Local Supply Authority Regulations and AS/NZS 3000.

Any electrical covers should be removed only by a licensed tradesperson, and only after the electrical supply to the water heater has been isolated.

In addition to the PTR Valve, electric storage water heaters are fitted with a combination thermostat and over-temperature energy cut-out.

This device must not be tampered with or removed. Replacement of this device must only be carried out by a licensed tradesperson or the manufacturer.

The water heater must not be operated unless this device is fitted and in working order.

The operation of the over-temperature energy cut-out indicates a possibly dangerous situation. Do NOT reset the over-temperature energy cut-out until the water heater has been serviced by a licensed tradesperson.

WATER SUPPLY & CONNECTION

Water Supply:

Your water heater has been manufactured to suit the water conditions of most Australian metropolitan supplies.

Please note that certain water supplies can have a detrimental effect on the water heater and its life expectancy. If you are unsure about your water supply you can obtain information from your local water supply authority.

The water heater is designed for use in areas where the Total Dissolved Solids (TDS) content of the water supply is less than 2500 mg/L. In areas where the TDS exceeds 600mg/L it is possible that the magnesium alloy anode (supplied in standard water heaters) may become over-reactive.

To alleviate this, a hard-water model is recommended or the magnesium anode should be replaced with an aluminium alloy anode. Aluminium alloy anodes are available from your local Reece branch.

Water can also be very corrosive, the measure of this is the saturation index. If the water saturation index is greater than 0.40, an expansion control valve should be fitted. If the index is greater than 0.80, the electrical heating element (fitted to electric storage water heaters) should be replaced with a low power density Incoloy heating element. Please consult Customer Service on 1300 412 612 for advice if required.

Hot Water Connection:

It is recommended that all hot water pipes are insulated. Hot water pipes installed outdoors should be insulated with UV stabilised insulation.

Cold Water Connection:

An approved isolating valve, non-return valve, line strainer (optional but recommended), and union must be fitted between the supply main and the water heater.

Water Supply Pressure:

This water heater is designed for direct connection to water supply pressures of:

Electric Storage Water Heaters:

- 800 kPa

Gas Storage Water Heaters:

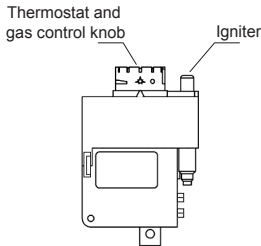
- 1,120 kPa

Where the mains pressure can exceed or fluctuate beyond the pressure shown above, a pressure reducing valve must be fitted in the cold water inlet supply.

Note for South Australia and Western Australia:

It is a state requirement that an expansion control valve be fitted on the cold water supply line between the non-return valve and the water heater.

LIGHTING GAS WATER HEATERS



Do not light the water heater until it has been filled with water (see the Filling the Water Heater section on page 6).

The lighting procedure is on the inside of the access cover and is also explained below:

1. Turn the knob fully clockwise to the “•” (off) position.
 2. Wait five (5) minutes so any build up of unburnt gas can escape.
 3. Turn the knob to the ★ (pilot) position.
 4. Depress the knob fully (until ★ disappears below housing) and after thirty (30) seconds, whilst keeping the knob depressed, repeatedly press the igniter button (for up to 40 seconds) until the pilot flame ignites.
- Note - it is not possible to depress the knob fully if the gas control has activated its safety shutoff feature. In this case, wait sixty (60) seconds for the gas control to reset.
5. Keep the knob depressed for twenty (20) seconds after the pilot flame lights. The pilot flame can be observed if a mirror is placed directly below the pilot assembly.
 6. Release the knob and check if the pilot is still alight.
 7. If the pilot has failed to light or has not remained alight, turn the gas control knob to “•” (off). Wait five (5) minutes for the escape of unburnt gas, then begin again at step 3.
 8. When the pilot flame remains alight with the knob released, turn the knob anticlockwise to one of the number settings. A minimum setting of “6” is recommended and this will give a water temperature of about 60°C.
 9. Turn the knob to a higher number for higher water temperatures.
 10. If the main burner does not light at the selected setting, the water may already be at the selected temperature.
 11. Replace the access panel and ensure that it is firmly in position.

Warning:

Do not attempt to light if the pilot is out and the knob is in the “ON” position (one of the number settings). Follow the steps above.

Shutting Down the Water Heater:

1. Turn the knob to “•” (off) position.
2. Turn off the gas isolation valve.
3. Turn off the water isolating valve.

Never turn off the gas supply without turning the gas control off first.

OWNER'S INFORMATION

Filling the Water Heater:

The water heater must be filled with water before turning on the electrical supply or lighting the gas.

- Open all hot water taps.
- Open the isolating valve at the cold water inlet slowly and allow the water heater to fill until water flows through the system.
- Close each hot water tap after the air is expelled from its line.
- Open the Pressure & Temperature Relief (PTR) Valve for approximately 10 seconds by lifting the easing lever on the valve. Confirm that water is relieved to waste through the relief drain pipe.
- Lower lever gently and check that it closes correctly.

Draining the Water Heater:

- Turn off the electricity supply or the gas supply to the water heater.
- Turn off the cold water supply to the water heater at the isolating valve.
- Gently operate the easing lever on the PTR Valve to release the pressure in the water heater.
- Disconnect the cold water inlet union to the water heater and attach a drain hose.
- Gently operate the easing lever on the PTR Valve to let air into the water heater and allow water to escape through the hose.

System Maintenance:

Failure to operate the Pressure & Temperature Relief (PTR) Valve easing lever at least once every six months may result in the water heater exploding.

Open the PTR Valve for approximately 10 seconds by lifting the easing lever on the valve. Confirm that water is relieved to waste through the relief drain pipe.

Lower the easing lever gently and check that it closes correctly.

Other than this, personally inspecting or servicing any part of the water heater is not recommended.

Five Year Service (By Authorised Personnel Only):

After each five years of operation, you should contact your local service agent to carry out the following:

- Replace the Pressure & Temperature Relief (PTR) Valve.
- Replace the anode.
- Drain and flush the water heater.

In locations where the water supply has a Total Dissolved Solids (TDS) content exceeding 600mg/L (see the Water Supply section on page 4), this service is recommended every three years.

The service must be carried out by a licensed tradesperson who may obtain replacement parts from your local Reece branch.

OWNER'S INFORMATION

Considering a Service Call?

It is recommended that the following points be reviewed before making a service call:

No Hot Water:

- If you have a gas storage water heater, confirm the gas burner and/or pilot is on and operating. If off, see lighting instructions on page 5.
- If you have an electric storage water heater, ensure that the power supply circuit breaker has not “tripped”. If the water heater is on a timed tariff such as off-peak, ensure this is operating correctly.

High Gas or Electricity Bills or Insufficient Hot Water:

- Consider that often the hot water usage of showers, washing machines and dishwashers can be underestimated. Review these appliances to determine if your daily usage is greater than the capability of your water heater.
- If necessary check the shower flow rates with a bucket, measuring the amount of water used over that period of time. If it is not possible to adjust water usage patterns, an inexpensive flow control valve can easily be fitted to the shower outlet.
- Do you have the correct size water heater for your requirements? Sizing details are available from your local Reece branch.

- Is the Pressure & Temperature Relief Valve discharging too much water? See below.
- Is there a leaking hot water pipe or dripping hot water tap? A small leak can waste a large quantity of hot water. Replace faulty tap washers and have your plumber rectify any leaking pipe work.

Continuous Trickle of Water from Pressure & Temperature Relief (PTR) Valve:

This is most likely due to a build up of foreign matter. In this case, try gently raising the easing lever on the PTR Valve for a few seconds, then release gently.

This may dislodge a small particle of foreign matter and rectify the fault.

Water Discharge from PTR Valve:

It is not unusual for a small quantity of water to discharge during the heating of water in your storage tank. The amount of discharge will depend on hot water usage and size of the storage tank.

As a guide, it will discharge about 2% of the volume of the water heated.

Continuous leakage of water from the PTR Valve may indicate a problem with the water heater. Please refer to the Relief Valve section on page 2.

If after checking the above points, the problem has not been identified, please contact Customer Service on 1300 412 612.

WARRANTY

Thermann Electric or Gas Storage Water Heater ("Unit") Warranty:

Manufactured by Dux Manufacturing Limited ("Dux")

- 7 years tank warranty.
- 1 year parts and labour.

The benefits provided to you by the warranty and replacement guarantee (collectively "Warranty") are in addition to the guarantees and other rights and remedies available to you under the Australian Consumer Law ("ACL").

If the Unit fails to conform to this Warranty during the applicable period, Dux will replace any failed component or where necessary, in the absolute discretion of Dux, replace the Unit free of charge including reasonable labour costs incurred in normal business working hours.

This Warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Unit and does not apply to other defects which may have arisen as a result of, without limitation, the following:

accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions including excessive water pressure or temperature, neglect of any kind or otherwise as a result of any use of the Unit contrary to the product manual or other instructions provided by Dux.

Alterations or repair of the Unit other than by an accredited and licensed service

agent or technician are not covered. Attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Dux are not covered by this Warranty.

This Warranty applies only to the Unit and does not cover any ancillary plumbing or electrical parts supplied by the installer such as pressure limiting valve, tempering valve, line strainer, stop cocks, non-return valve, electrical switches, pumps or fuses, or faulty installation.

The Unit must be installed by a licensed tradesperson in accordance with information set out in the manual supplied with the Unit and/or any relevant statutory requirements. If the Unit is located in a position that does not comply with the installation instructions or relevant statutory requirements, then this Warranty does not cover major dismantling or removal of cupboards, doors, walls or special equipment and/or excessive labour, at the determination of Dux, to make the Unit accessible for repair or replacement.

As required by legislation, including under the ACL, any claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to defects of any kind in a Unit will only be met by Dux where the damage could be considered reasonably foreseeable and installed complying with the installation instructions and all relevant statutory requirements.

WARRANTY

In addition to this Warranty, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. This Warranty must be read subject to such legislation and nothing in this Warranty has the effect of excluding, restricting or modifying those rights.

If Dux fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following:

- replacement of the Unit;
- repair of the Unit;
- refunding the cost of the Unit;
- payment of reasonable costs of having the Unit repaired;
- payment in respect of the reduced value of the Unit.

Warranty claims can be placed by completing the following steps:

- Contact Customer Service on 1300 412 612.
- Provide the serial number and model number of the Water Heater. This can be found on the data plate.
- Provide full name, address and contact number.

- Provide proof of installation of the unit, for warranty to commence from the Date of Installation of the unit. If proof of installation or purchase cannot be provided, then Date of Manufacture of the unit will be used to determine warranty commencement date.

Contact Details:

Dux Manufacturing Limited
Lackey Road
Moss Vale, NSW, 2577
Australia

1300 412 612

Email: duxaftersales@dux.com.au

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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