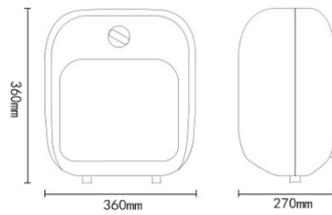


**ES11-FDW22**  
**WATER HEATER**  
**INSTRUCTION MANUAL**



style	Floor standing	Volume (L)	11
Energy efficiency rating	Level 1	Heating power (W)	2200
Heating method	Heating tube	Maximum temperature (C)	75
control mode	mechanical	Dimensions (width * height * depth) mm	360*360*270

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## Precautions

### Installation notes:

1. This Water Heater must be installed by a Qualified Electrician.
2. The water heater uses AC 220V/50Hz power supply. Use a reliably grounded independent socket (not a multi-function socket) that meets national standards.
3. Do not use broken wires and electrical products with loose power sockets and plugs. The power plug must be securely connected to the power socket.
4. The power supply of the water heater should be placed in a dry place where it cannot come in contact with water. Do not plug and remove the power supply with wet hands.
5. After installation, ensure the water heater is filled before switching on the power supply. If the power is switched on with insufficient water in the container, overheating of the heating pipe can cause failure.
6. When opening and closing the water valve, please do not turn the nozzle towards yourself, to avoid contact with any hot water.
7. In order to prevent the water heater from freezing and damaging the inner tank, please discharge the water stored in the water heater according to the description in the machine cleaning and maintenance.
8. If the power cord of the electric water heater is damaged, it must be replaced by a qualified technician.
9. Do not place flammable materials near the water heater.
10. The water temperature value displayed on the display is the water temperature around the detection point. The water temperature of the water heater is generally higher than that displayed on the display. The water temperature value in the display is the water temperature at the detection point, the actual water temperature can be hotter, always turn on the cold tap first to avoid burns- please do not directly release hot water.

### **Placement Environment:**

1. Do not place it in an environment that is cold enough to freeze. If the water within the unit freezes, the container and water pipe can break, which may cause burns and/or water leakage.
2. Do not land mount. (Except for large landing and some small products)
3. Do not install outdoors.
4. Wall mount on a solid, secure wall.
5. Do not install in an area that cannot be drained.
6. If a drainpipe is connected, the drainpipe should be connected to the outlet to avoid splashing the interior of the unit.

## **Installation**

### **Installation instructions:**

1. When installing the hot water unit, there should be an adequate space (at least 300mm on the right side) to facilitate future maintenance. If the water heater is installed in a gusset, the right gusset wall should be removable to ensure access to the unit.
2. The tap water inlet pressure must be not less than 0.05MPa, the maximum pressure must be not more than 0.8MPa, and the maximum pressure in a small kitchen should not exceed 0.7MPa.
3. The electric water heater must be installed indoors, where the ambient temperature is above 0° C, and the pipes centrally arranged. The hot water outlet should be located close to the hot water use point.
4. The water heater should be installed on a wall with a weight capacity of more than 4 x the unit – full of water. If the wall is not load-bearing or hollow brick wall, corresponding protection measures should be taken.
5. The water heater power socket must be placed in a dry area where the water cannot come in contact with the power socket, ideally in a waterproof box.
6. Please ensure the inlet and outlet water pipes are connected correctly. The safety valve can only be installed according to the designated position. The pressure relief hole of the safety valve should be kept clear. The drainpipe connected to the safety valve must be installed in a frost-free environment in a downward sloping manner.
7. The water heater should be installed away from high-power heat sources. To prevent the appliance from being damaged by an external heat source, the recommended minimum linear distance between the water heater and the external heat source is minimum 400mm.

8. For safe operation, the water heater must be installed using an independent socket (not a multi-functional sockets). The socket should meet National Standards. The water heater must be reliably grounded. Use the measuring pen to measure whether the live line and the neutral line are reversed.
9. To ensure normal operation of the machine, it is recommended that you use a power socket that matches the plug of the machine when installing.
10. For 5kW electric water heater, to ensure safety, the water heater should use a single-phase bipolar air switch or circuit breaker that meets national standards (all contacts must be at least 3mm apart when breaking, so that the connection with the external power supply can be reliably switched during maintenance), and be reliably grounded. The electric water heater requires a large current, please ensure the power supply is directly connected with the junction box.

**Safety warning:** To ensure safe use, only install parts and/or accessories provided by the manufacturer. Please ensure any repair or maintenance is carried out by a Qualified Technician/Electrician.

**Installation:**

The installation must be carried out by a Qualified Technician / Electrician. For installation or use by non-Qualified persons, the Company shall not assume any responsibility for any consequences caused by the installation of our water heater with self-prepared installation materials, including but not limited to pipeline leakage, adverse installation affecting the normal operation and performance of the water heater, and causing adverse effects on or damage to the water heater body, as well as all losses arising therefrom.

**Preassembly steps:**

(Different models may be different, please refer to the detailed installation method in the electronic manual)

1. Install a safety valve with rated pressure of 0.8MPa and G1/2 interface on the water inlet pipe according to the direction of the upper arrow of the safety valve (the arrow points to the water flow direction).
2. Determine the installation position of the water heater, drill holes in the wall matching with the accessories with a hammer drill and fix them. Lift the water heater to the wall hanger and cover the hooks and bolts.
3. In order to facilitate the installation and disassembly of the water heater, it is recommended to install G1/2 loose connectors in the appropriate positions of the water heater inlet and outlet pipes respectively. Determine the location of the water supply and connect the inlet and outlet water pipes and the inlet and outlet water pipes to the water use place respectively. Fill the inner tank with water to check for leaks. If there is leakage, repair and reconnect.

Note:

- (1) The corresponding wall hangers are different for different machines.
- (2) Ensure the unit is reliably hung on the hook to prevent the water heater from falling.
- (3) The two holes in the pylon can ensure the safe installation of the machine, and the holes in the lower part of the pylon are used to fix the warning light line.

**Safety valves:**

1. When the water heater is heated, the water in the tank expands, which may cause a small amount of water droplets to release from the relief valve pressure relief hole.
2. Screw one end of the drainpipe to the pressure relief hole of the safety valve. The drainpipe connected to the safety valve should be kept tilted in a continuous downward manner installed in a frost-free environment, and the overflow water from the drainpipe should be discharged into the floor drain.

**Note**

1. Do not turn on the power supply until the tank is full, so as not to cause failure to the machine.
2. Hot water above 50°C may cause scalding, please be sure to adjust the water temperature to the right temperature before use.
3. If the water heater is severely soaked with water, it must be inspected by an Qualified Technician / Electrician before use again.
4. In the case of excessively hot water, lower the set temperature to reduce heat dissipation and reduce high-temperature corrosion and scaling, this can extend the service life of the water heater.
5. The water produced from the water heater water may appear white or bubbly, this is because the pressure of the dissolved air in the water is reduced after heat expansion, which may produce bubbles (similar to beer foam).
6. The water discharged from the water heater (including the water after high temperature heating) cannot be drunk.
7. The water heater in the process of heating will produce a sound, like our commonly used electric kettle.
8. In the process of heating and insulation, the display temperature fluctuates due to the rise of waste heat, which is a normal phenomenon.

# Trouble shooting

Problem	Investigation	Solution
No water coming out of the unit	<ol style="list-style-type: none"> <li>① Check the water supply is turned on and check the water pressure is sufficient</li> <li>② Check for blockage and ensure the mixing valve is opened to hot water</li> </ol>	<ol style="list-style-type: none"> <li>① Check</li> <li>② Check and clean</li> </ol>
Cold water and/or water heating indicator light on but cold water coming out	<ol style="list-style-type: none"> <li>① Check the hot water outlet is open</li> <li>② Ensure the water temperature is adjusted properly</li> <li>③ Ensure sufficient time for the water in the unit to heat before use</li> <li>④ Check to ensure the components are not damaged</li> </ol>	<ol style="list-style-type: none"> <li>① Check open</li> <li>② Set a slightly higher temperature</li> <li>③ Ensure the heating icon or heating indicator light is off prior to use</li> <li>④ Contact a qualified technician to assess</li> </ol>
The water isn't hot enough or not enough pressure	<ol style="list-style-type: none"> <li>① Check the function mode is set correctly, and the temperature is set correctly</li> <li>② Ensure the tap water pressure is not too high</li> </ol>	<ol style="list-style-type: none"> <li>① Turn the set temperature up, heat to the set temperature before use (heating icon or heating indicator light off)</li> <li>② Turn down the flow rate of the mixing valve</li> </ol>
Unstable water temperature	Check the tap water pressure is stable	Reduce the flow rate of the mixing valve or stabilize the water pressure before use
Unit not turning on Or Display is not bright Or Heat indication not working	<ol style="list-style-type: none"> <li>① Ensure the power supply is in good contact</li> <li>② Check the component is not damaged</li> </ol>	<ol style="list-style-type: none"> <li>① Check the power outlet</li> <li>② Contact a qualified technician to assess</li> </ol>
Error Code Displayed: E2	<ol style="list-style-type: none"> <li>① Check the inner liner is filled with water</li> <li>② Check the component is not damaged</li> </ol>	<ol style="list-style-type: none"> <li>① Turn power off, fill up the water tank, turn power on</li> <li>② Contact a qualified technician to assess</li> </ol>
Error Code Displayed: E3	<ol style="list-style-type: none"> <li>① Check the ambient temperature is not lower than minus 20°C</li> <li>② Check the sensor is not damaged</li> </ol>	<ol style="list-style-type: none"> <li>① Cut off the power supply, when the ambient temperature is higher than -19 °C, it can be restored</li> <li>② Contact a qualified technician to assess</li> </ol>

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Error Code Displayed: H0/E6	① Check the inner liner is filled with water ② Ensure the inner liner is not scaly	① After power off, fill up the water tank and power on again ② Contact a qualified technician to assess
Error Code Displayed: F1	Meaning: Drain door not closed in place	Turn it off, close drain door, power it back on
Can not be turned on or the display is not working	Ensure the power supply is connected and in good order	① Check electrical outlets ② Contact a qualified technician to assess

## Cleaning and Maintenance

### Exterior maintenance

1. Disconnect the power supply before cleaning the water heater.
2. Gently wipe with a damp cloth. Please use a neutral cleaning agent, do not use gasoline or other flammable solutions. Dry with a dry cloth, ensure water heater is completely dry. Do not scrub with cleaners that contain abrasives, acids, chemical solvents (including alcohol), or polish agents.

### Internal Maintenance

1. Disconnect the power supply before cleaning the liner.
2. When cleaning, close the inlet valve, open the outlet valve.
3. For sewage outlet machines: remove the external parts, remove the magnesium rod (check the condition of magnesium rod, replace if necessary). The water in the tank will discharge. Open the inlet valve, rinse the inner tank thoroughly, until the water is discharged is clean, reinstall the magnesium rod and external parts.
4. For no sewage outlet machines: take off the safety valve at the cold water inlet, discharge the water in the tank, and then open the inlet valve. Rinse repeatedly for a few minutes until clean water is discharged.
5. Fill the inner tank with water, check to ensure that there is no leakage in the tank and pipelines. Turn on the power supply and turn on the machine.

### General Maintenance

1. The safety valve should be checked once a month.  
To check the safety valve: pull the small handle of the safety valve on the side of the water inlet pipe to ensure water flows out. If there is water flowing out, the safety valve will work normally.
2. Regularly maintenance should be carried out by a Qualified Technician to remove the scale of the heating pipe and check componentry is not damaged.

Instructions for preparing the water heater if it is not in use for long periods:

1. Turn off the tap water valve
2. Twist one end of the drainpipe to the relief hole of the safety valve and open the safety valve handle.
3. Open the hot water valve of the water heater to the maximum (if there are multiple hot water outlets, it is recommended to open to the maximum, at this time please be careful not to be scalded by hot water) and drain the water in the tank.

Before using the water heater after being not in use for a long period:

1. Open the hot water valve before turning on the power switch to discharge the gas that may be in the pipeline. WARNING: No smoking or other open flame near the open valve.
2. Check whether the components of the water heater are in good condition, check the inner tank is in good condition, fill tank with water before use.

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Manufactured by:

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