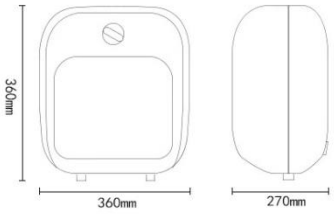
ES11-FDW22

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

Precaution

Installation note:

1. Check the meter, wire diameter for the rated current of the water heater, and have it checked by a qualified electrician if necessary.
2. The water heater uses AC 220V/50Hz power supply. Use an independent socket (multi-function socket is prohibited) and be reliably grounded, and the quality of the socket should meet national standards. It is necessary to wipe the metal sheet on the power plug in time to prevent the metal sheet from staining and causing fire and other accidents.
3. Do not use broken wires and electrical products with loose power sockets and plugs. Otherwise, it will cause electric shock, short circuit, fire and other accidents. It should be confirmed that the power plug can be tightly integrated with the power socket.
4. The power supply of the water heater should be placed in a dry place where water cannot be sprayed. Do not plug and remove the power supply with wet hands. Otherwise, accidents such as electric shock and injury may occur.
5. After installation, the first use must be filled with water before switching on the power supply. If the power is switched on in the case of insufficient water in the container, overheating of the heating pipe will cause failure. Children must shower under the guidance of an adult.
6. When opening and closing the water valve, please do not turn the nozzle towards the human body to avoid being burned by a small stream of hot water.
7. When the weather is cold, do not use the water heater for a long time, 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 the after-sales personnel with a special cable (provided by the manufacturer). In addition to specialized technical maintenance personnel, other people shall not disassemble and repair. In addition, do not place flammable materials near the water heater.
9. 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. Pay attention to adjust the cold water before use, and then adjust the water temperature you need, so as not to burn. In the process of use, the water temperature value in the display is also the water temperature of the detection point, not the actual water temperature, please do not directly release hot water.

Placement Environment

1. Do not place it in an environment that is too cold to freeze. If it freezes, the container and water
2. pipe will break, causing burns and water leakage.
3. Do not land mount.(Except for large landing and some small product)
4. Do not install outdoors.
5. Hang on a solid, secure wall.
6. Do not install in an area that cannot be drained.
7. If a drain pipe is connected, the drain pipe should be connected to the outlet to avoid

splashing the interior.

Installation

Installation instructions

1. When installing the hot water bear, there should be a certain space (at least 300mm on the right side) to facilitate future maintenance. If the water heater is embedded in the gusset during installation, the right gusset should be movable and easy to remove the plastic cover.
2. It should be ensured that the tap water inlet pressure is not less than 0.05MPa, the maximum pressure of ordinary water heater is not more than 0.8MPa, and the maximum pressure of small kitchen treasure is not more than 0.7MPa.
3. The electric water heater should be installed indoors, where the ambient temperature is above 0° C, and the pipes should be centrally arranged. The hot water outlet should not be too far away from the hot water use point.
4. The wall of the water heater should be strong and strong, and can withstand the weight of the water heater after 4times full water. If the wall is not load-bearing or hollow brick wall, corresponding protection measures must be taken.
5. The power socket of the water heater should be placed in a dry place where the water can not be soaked, so as not to affect the normal work of the machine (it is best to have a waterproof box).
6. The inlet and outlet water pipes should not be connected backwards. The safety valve should be installed according to the designated position, can not be changed without permission, the pressure relief hole of the safety valve should be kept communicated with the atmosphere, and the outlet is strictly prohibited. The drain pipe connected to the safety valve should ensure that it is installed in a frost-free environment in a continuous downward sloping manner.
7. The water heater should be installed away from high-power heat sources such as the bath bar. To prevent the machine from being damaged by an external heat source for a long time, it is recommended that the minimum linear distance between the water heater and the external heat source be greater than 400mm
8. In order to ensure safety, the water heater should use an independent socket (prohibit the use of multi-functional sockets), and be reliably grounded, and the quality of the socket should meet national standards, it is strictly prohibited to use the water heater in the absence of grounding. Use the measuring pen to measure whether the live line and the neutral line are reversed.
9. In order to ensure the normal operation of the machine and the safety of household electricity, it is recommended that you use the power socket that matches the plug of the purchased machine when installing.
10. For 5kW electric water heater, in order to ensure safety, the water heater should use a single-phase bipolar air switch or circuit breaker that meets national standards (all contacts are 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. Because the electric water heater requires a large current, so the water heater into the line power supply must be directly connected with the junction box, can not use the power plug.

Safety warning: In order to prevent the occurrence of accidents, we must install the accessories provided by the company,shall not be replaced or replaced by themselves, if the accessories are damaged, we must notify the maintenance department of our company to repair, use the accessories provided by our company to replace, if the above matters cause accidents, our company will not be responsible for the direct or indirect losses caused by.

Installation

The installation must be carried out by the installation personnel of the company's after-sales department or its designated installation personnel. For installation or use by persons who have not obtained the approval of the Company, 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, plane crash, 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 - Take ordinary water heater as an example: (Different models will 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, and 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 whether the waterway is leaking. If there is leakage, reconnect it.

Note:

(1) The corresponding wall hangers are different for different machines. The installation personnel can refer to the actual hangers by drilling hole
(2) Be sure to let go after ensuring that the hanger is reliably hung on the hook to prevent the water heater from falling, causing personal injury or property damage.
(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.

1. **Safety valves:** When the water heater is heated, because the water in the water tank is heated and expanded, there will be a small amount of water droplets flowing out of the relief valve pressure relief hole, which is a normal phenomenon to reduce the water pressure in the water tank. Should keep the pressure relief hole connected with the atmosphere, do not plug it.
2. Screw one end of the drain pipe to the pressure relief hole of the safety valve, the drain pipe 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 drain pipe should be

discharged into the floor drain.

Note

1. Before the inner tank is full of water, do not turn on the power supply, 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 your family, especially children use.
3. When the water heater is severely soaked with water, it must be inspected by the technician approved by the company before use again.
4. In the case of enough hot water, try to lower the set temperature, which can reduce heat dissipation and reduce high-temperature corrosion and scaling, and extend the service life of the water heater.
5. The water heater water appears white turbidity phenomenon is normal, this is because the pressure of the dissolved air in the water is reduced after heat expansion, overflow to produce bubbles (similar to beer foam), no pollution, harmless.
6. The water discharged from the water heater (including the water after high temperature heating) can not be drunk.
7. The water heater in the process of high temperature heating, will produce sound, like our commonly used electric kettle, is a normal phenomenon, please rest assured to use.
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

Phenomena	Need to confirm the event phenomenon	Solution
Not coming out of the water	①Whether the water supply system is shut off or the water pressure is too low ②Whether the water is blocked at the mixing valve is opened to the hot water	①Check ②Check and clean
Water out for cold water or water out for cold water heating indicator light	①Whether the hot water outlet is not opened ②Whether the water temperature is adjusted properly ③The heating time is too short and has not been heated to the set ④Whether the components are damaged	①Check open ②Set a slightly higher temperature, heating to the set temperature, through the mixing valve to control the flow of hot and cold water. ③ After heating to the set temperature (at this time, the heating icon or heating indicator light is off), then use ④ to confirm non-① ②③ matters, contact the maintenance department
The heating is less than the required temperature or the heat output water is less	①Whether the current function mode is set correctly, the temperature is set too low ②Whether the tap water pressure is too large	① Turn the set temperature up, heat to the set temperature before use (heating icon or heating indicator light off) ② Turn down the flow rate of the mixing valve

The water temperature and quantity comes out unstable	Whether the tap water pressure is stable	The flow rate of the mixing valve is reduced or the water pressure is stable before use
Can not be turned on or the display is not bright or only cold water and heating indication's not working.	①The power supply is in good contact ②The component is damaged	① Check the power outlet ② Confirm that it is not ① contact the maintenance department
Show E2	①Whether the inner liner is filled with water ②Whether the component is damaged	①After power off, fill up the water and power on again ② Confirm that it is not① contact the maintenance department
Show E3	①Whether the indoor temperature is lower than minus 20°C ②Whether the sensor is damaged	①Cut off the power supply, when the ambient temperature is higher than -19 °C, it can be restored to normal after re-powering ② confirm that it is not O contact the maintenance department
Display H0/E6	①Whether the inner liner is filled with water ② The inner liner is scaly	① After power off, fill up the water and power on again ② Confirm that it is not① contact the maintenance department
Show F1	Drain door not closed in place	Turn it off in place and power it back on
Can not be turned on or the display is not working	Power supply is in good	Check electrical outlets

Wi-Fi trouble shooter

Phenomena	Need to confirm the event phenomenon	Solution
Machine binding failure	a. Router is not 2.4GHz, this product does not support 5GHz or dual-band router? b. Router password entered incorrectly? c. The router password is too long or has complicated characters? d. Is the Wi-Fi module in the machine good? e. Can the router connect to the Internet properly? f. Does the water heater have a bad network signal? B. Is the time interval between the two bindings too short? h. Are the permissions required by the software enabled? i. Cannot scan the QR code	a. Change the router to a 2.4GHz router. b. Bind the router again and enter the correct password. c. You are advised to reset the router password to a maximum of 31 visible characters and bind it again. d. After power on again, in the standby state, press and hold the switch button on and off the control panel to view the control panel. If "Network Configuration" is displayed, it indicates that the Wi-Fi module is normal. If"F0" is displayed, please contact the maintenance department.

		e. Use your mobile phone to test whether you can access the Internet through the router and whether there is any disconnection. If there is a disconnection, please try to replace the router(the test found that some models of routers have a disconnection phenomenon). f.① Check whether the water heater is correctly installed according to "Installation Precautions" ② Confirm whether the location of the water heater can be connected to the network; If the signal is not strong enough, it is recommended to improve the network environment, so that the router is close to the water heater; ③)If you still cannot bind after improving the network, please purchase a Wi-Fi repeater and install it as close to the water heater as possible. g. If bonding fails, bind it again after two minutes. h. Turn on the permissions required by the software (some mobile phones automatically turn off some permissions when the battery is low). i. If the phone cannot scan the QR code, please manually select the model and enter it. Just press the on/off button or power on again.
"F0" is still displayed after the binding is successful.	Did you press and hold the on/off key unintentionally?	Just press the on/off button or re-power on the computer.
A message is displayed indicating that the device is being connected or the machine cannot be properly controlled after log in	a. Have you changed your router outer name or Wi-Fi password? Ib. Check whether the Wi-Fi module is replaced. c. Is the Wi-Fi module or signal cable damaged? d. Is the machine powered? e. Command execution timed out or failed? f. Are the reasons not mentioned above confirmed?	a. If you have changed, unbind the router and re-bind it with the new router name or password. b. Unbind the previous Wi-Fi module and then re-bind the new Wi-Fi module C. After re-powering on, in the standby state, press and hold the switch button on and off the control panel to view the control panel. If "Network Configuration" is displayed, it indicates that the Wi-Fi module is normal; If"F0" is displayed, please contact the maintenance

		department. d. Ensure that the machine is powered on than 100M program running, it is recommended that you use more than 3G high-speed f. Log in again several times and check whether it is successful. If you still have problems, contact your maintenance department.

Cleaning and Maintenance

Cleaning and maintenance

Exterior maintenance

1. Water heater 1 Disconnect the power supply before cleaning the water heater.
2. Gently wipe with a damp cloth dipped in a small amount of neutral cleaning agent, do not use gasoline or other solutions. Finally, dry with a dry cloth to keep the water heater dry. Be careful not to scrub with cleaners that contain abrasives (such as toothpaste), acids, chemical solvents (such as alcohol), or polish agents.

Internal Maintenance

1. The power must be turned off before cleaning the liner.
2. When cleaning, close the inlet valve, open the outlet valve, there is a sewage outlet machine: remove the decorative parts, remove the magnesium rod (you can check the consumption of magnesium rod at the same time, so as to timely replacement) the water in the tank is discharged, and then open the inlet valve repeatedly rinse the inner tank for a few minutes, until the water is discharged, reinstall the magnesium rod and decorative parts. No sewage outlet machine: take off the safety valve at the cold water inlet, discharge the water in the tank, and then open the inlet valve and rinse repeatedly for a few minutes until the clean water is discharged.
3. Fill the inner tank with water, check to ensure that there is no leakage in the fuselage and pipelines, turn on the power supply and turn on the machine.

Check

1. During the use of the water heater, the safety valve should be checked once a month. The method is as follows: pull the small handle of the safety valve on the side of the water inlet pipe (be careful not to hurt your hand). If there is water flowing out, the safety valve will work normally.
2. Regularly ask the service personnel to do security check and remove the scale of the heating pipe in time.

If you need to deactivate the water heater for a long time, please follow this step:

1. Turn off the tap water valve
2. Twist one end of the drain pipe 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.

Note: Some buried wall pipes cannot be discharged by the user, so it is necessary to open the loose connection at the water outlet.

When using again, in order to avoid injury accidents, it is recommended to open the hot water valve before opening the power switch of the water heater to discharge the gas that may exist in the pipeline from the pipeline. At this time, no smoking or other open flame can be found near the open valve. At the same time, it is also necessary to carefully check whether the components of the water heater are in good condition, and confirm that the inner tank can be put into use before it is full of water.