

Continuous Flow Electric Water Heater

*“hot water just
got smarter”*



Molecular heat
technology



Centisecond
technology



No risk
of scalding



Can be installed
at point-of-use



Easy
to install

INSTALLATION & OPERATION MANUAL

CFEWH SERIES 1 – Single Phase Model Range

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Introduction - CFEWH

This Installation Manual covers the Premium models of the MicroHeat Continuous Flow Electric Water Heater [CFEWH] SERIES 1 Product Range, Series 1-5 / 6 / 7 / 8 / 10.

VOLTAGE

The CFEWH is Single Phase 240VAC LIVE-NEUTRAL/GROUND.

Single Unit Installation – CFEWH SERIES 1 - 5 / 6 / 7 / 8 / 10



Single Unit Premium CFEWH

CFEWH SERIES 1 - 5 / 6 / 7 / 8 / 10

The Exterior Cover
includes a display
showing
Output Water Temperature
and
Flow Rate

Models are factory temperature settable from
20°C up to 50°C or 60°C

Tandem Unit Installation Option



Tandem CFEWH Installation 2 x Premium CFEWH

CFEWH SERIES 1 Various Power Combinations

The Exterior Cover
includes a display
showing
Output Water Temperature
and
Flow Rate

Models are factory temperature settable from
20°C up to 50°C or 60°C



SAFETY WARNING

Please ensure you read through the Installation Checklist on Page 5 before commencing the installation of any CFEWH unit.

This equipment works on 240VAC, to avoid electric shock, this equipment must be opened and installed by a qualified electrician or plumber.

Key Benefits

The key benefits of the CFEWH are:

Decreased infrastructure costs

- Even if used at low flow rates, hot water temperatures will not exceed 50°C, which therefore eliminates the requirement for tempering valves or thermostatic mixing valves, unless otherwise specified as per AS 3500 Section 1.11 – Water Temperature.
- Point of use installation significantly reduces requirement for hot water reticulation infrastructure.

Small Footprint

- Facilitates point of use installation.
- Easy to install.

Decreased operating costs – and minimal water wastage

- Always operates at “optimum” power.
- Switch-on flow rate is as low as 1.5ltr/min.
- No requirement to heat water in anticipation of use.
- Stable hot water temperatures are delivered.
- Reduced water consumption due to reduced draw off.
- Hot water reticulation energy losses significantly reduced.
- Virtually maintenance-free: no scaling or element burn out.

Electric Instantaneous Water Heater (EIWH) vs. Continuous Flow Electric Water Heater (CFEWH)	HOT WATER SERVICE	
	EIWH	CFEWH
Electrical Supply	Single Phase	Single Phase
“Optimised” Energy	NO	YES
Switch-on Flow Rate	2.6LPM	1.5LPM
Optimised TANDEM Capability	NO	YES

“Optimised” Energy

“Optimised” energy is the capacity to heat water more efficiently – delivering reductions in the consumption of both energy and water.

Reduced energy consumption

- Lower flow rate = less water volume to be heated and less energy is consumed.
- Lower temperature change required = less energy is consumed.

Reduced water consumption

- Hot water temperature stability = less water is consumed.
- The lower the flow rate = less water is consumed.

Of course, the ideal situation would be for all EIWH appliances to have some degree of **“optimised” energy** – however, **most do not incorporate this**.

Significantly, the **100% “optimised” energy** delivered by the CFEWH results in far less than the full rated power being consumed.

Pre-Installation - Checklist

Installation Checklist

Please read through this section before commencing installation, to ensure you are familiar with the component parts and the fitting procedure.

This unit must be installed by:

A Licensed Electrician, ensuring installation conforms to all current electrical wiring standards.

A Licensed Plumber, ensuring installation conforms to all current plumbing standards.

The CFEWH should preferably be installed in a vertical position on an internal wall, or in an internal cupboard or space.

If the safety rules or the instructions outlined in this manual are not followed correctly, the unit may not operate properly and could cause damage to property, serious bodily injury and/or death.

MicroHeat nor its Distributors will be liable for any damages due to failure to comply with the installation and operating instructions outlined in this manual or through improper use.

Improper use includes the use of this appliance to heat any liquid other than potable water within the conductivity range specified in this manual. Refer to the Reference section – page 8.

IP Rating – The unit is rated as IP44. The appliance must be installed inside a dwelling or construction and should not be exposed to splashing water, rain or any circumstance that will allow water to enter the outside cover.

Maximum Rated Operating Water Pressure – The maximum operating water pressure is 1 MPa / 10 bar / 150 PSI.

Pressure limiting valve on inlet side of unit – With maximum operating pressure 0.5 MPa / 5 bar / 73 PSI.

Ambient Temperature – The unit is intended for internal installation and should not be installed in an environment where there is a possibility of the ambient temperature dropping below 5°C.

Water Resistivity – To ensure optimal operation, the resistivity of the incoming cold water should not be less than 1.25kΩ-cm, and should not be greater than 12.5kΩ-cm. If the unit is operated with water conductivities outside of this range, it will not function as specified.



WARNING

In accordance with AS/NZS 3500.4:2018, this appliance will not deliver temperatures exceeding 50°C. Water temperatures greater than 50°C can cause scalding. Care should be taken with children and people with limited sensory, physical, and/or mental capability. See AS/NZS 3500.4:2018 Section 1.11.2 (a).

Compliance with AS/NZS 3498 Section 7.2.1 obviates the need to fit a temperature limiting device if this water heater is installed in any location other than the locations clearly stipulated in AS/NZS 3500.4:2018 Section 1.11.2 (a), where the installation of thermostatic mixing valves is required



IMPORTANT

Failure to comply with the installation and operating instructions or improper use voids the warranty. Never remove the unit cover unless the electricity is turned off at the isolation switch or switchboard. To reduce the risk of electric shock or injury to persons or property, please follow the installation instructions carefully.



IMPORTANT

Where the ambient temperatures are likely to approach freezing – ie: less than 5°C – the unit must be drained of water to prevent frozen water damage occurring.

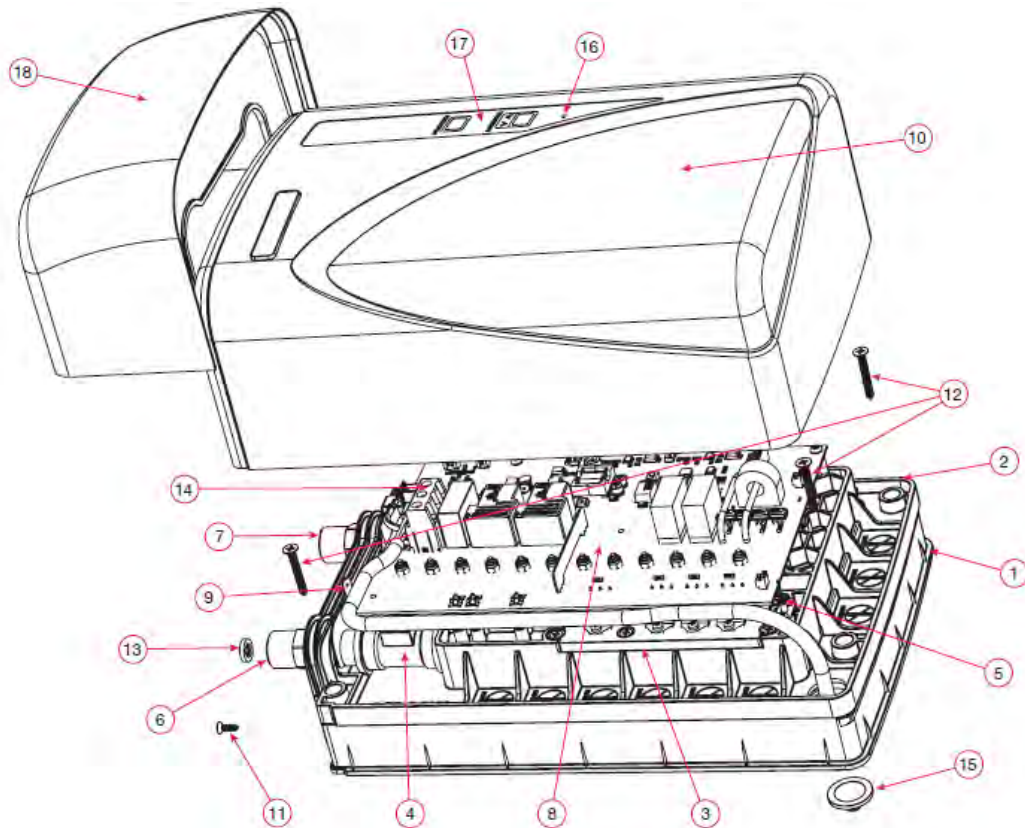
Failure to comply with the installation and operating instructions or improper use voids the warranty.

Pre-Installation – Component Guide

Component Guide

This is an at-a-view guide to the 11 steps required to install the unit.

It will allow you to become familiar with the component parts of the unit and will assist you during the installation process. Full details for wall mounting, electrical and plumbing installation are provided in the following sections.



PART NUMBER	ITEM	PART NUMBER	ITEM
1	CFEWH Chassis	12	CFEWH Wall Mounting Screws 8mm head maximum(Not included in the packaging).
2	CFEWH Top Cover	13	CFEWH Inlet Filter
3	CFEWH Heat Sink	14	PCB Terminal Block
4	CFEWH Flow Rate Sensor	15	Electric Mains Supply Cable Gland
5	CFEWH Temperature Sensor, Receptacle, Cable and Plug Assembly	16	RED/GREEN LED – CFEWH (GREEN Ready/RED Error)
6	CFEWH ½" BSP Inlet Water Connection	17	Flow Rate/Temperature Setting Display
7	CFEWH ½" BSP Outlet Water Connection	18	Extension Cover (Optional)
8	CFEWH PCBA V6.2	19	Display PCB, Cable and Plug*
9	CFEWH Earth Locking Mechanism	20	Display PCB *
10	SERIES 1 – CFEWH Exterior Cover (Premium)	21	Reset Button*
11	Pan Phillips Head Self Tapping Screw x 2 – Exterior Cover Screws Included in the packaging – provided separately in the small satchel	*Shown on page 12	

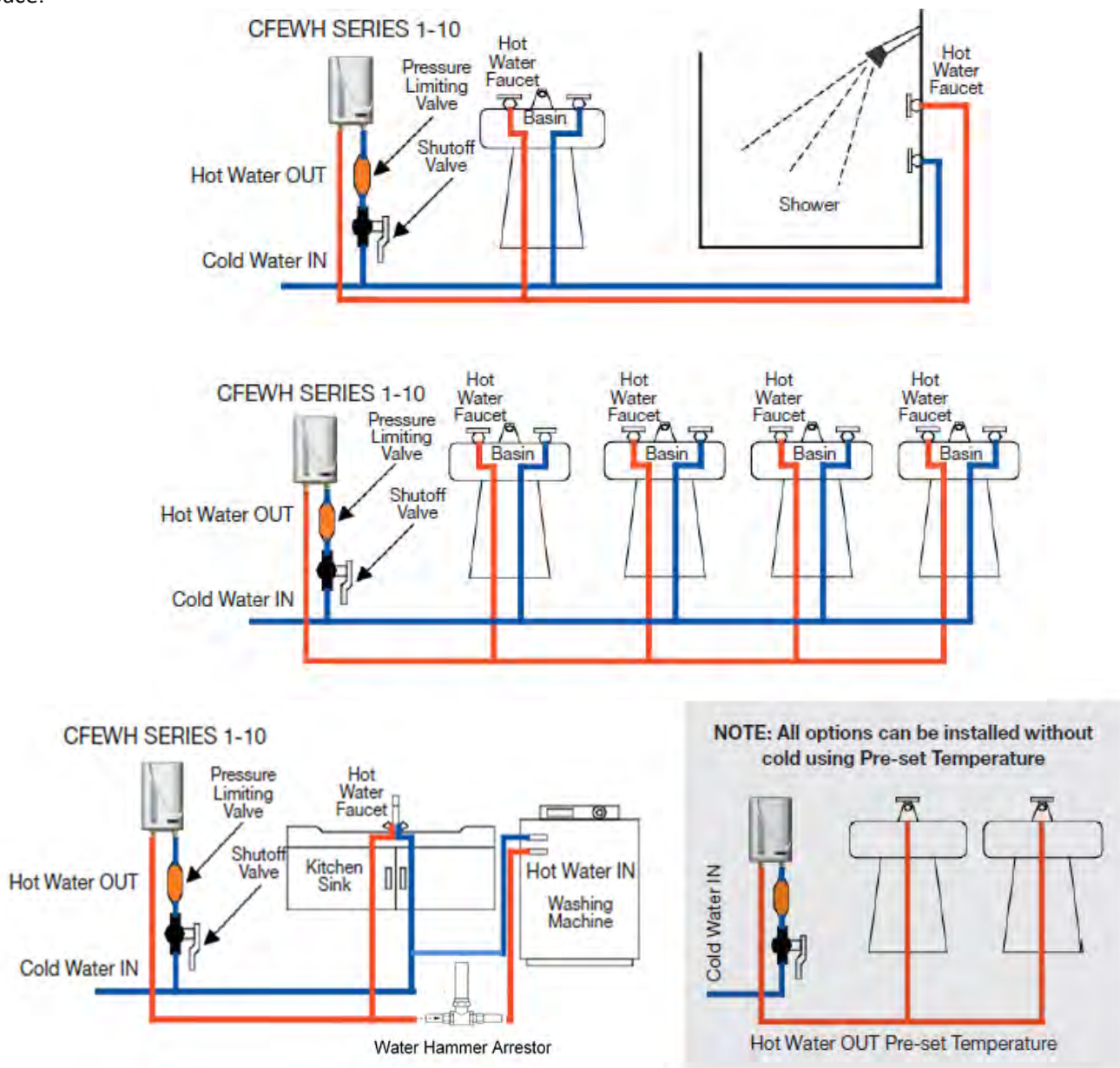
CFEWH Installation Options

These suggested installation options show how all the models in this manual, either single unit or installed in Tandem can be fitted in three situations, covering bathroom, kitchen and laundry.

NOTE: When the CFEWH connected to a Washing machine / Dishwasher etc. with automatic on/off controlled inlet valve, **a water hammer arrestor must be mounted at the outlet of the CFEWH** to reduce the water hammer effect during the automatic turning off of the water inlet valve of these appliances.

Please note that the location and installation of the unit is not limited to the options shown here.

The CFEWH should preferably be installed in a vertical position on an internal wall, or in an internal cupboard or space.



IMPORTANT

Where the ambient temperatures are likely to approach freezing – ie: less than 5°C – the unit must be drained of water to prevent frozen water damage occurring.

Failure to comply with the installation and operating instructions or improper use voids the warranty.

CFEWH Specifications

All specifications, stated operational flow rates and output water temperatures are valid within the range of water conductivity:

Standard CFEWH	80µS/cm to 800µS/cm + 15% at 20°C / 12.5kΩ-cm to 1.25kΩ-cm +15% at 20°C
High Conductivity CFEWH	250µS/cm to 2,500µS/cm + 15% at 20°C / 4.0kΩ-cm to 0.40kΩ-cm +15% at 20°C

NOTE: Water conductivity may be less than 80µS/cm. Reduce flow rate to achieve comfortable water temperature. Water conductivity greater than 800µS/cm + 15% will generate an error condition. In this circumstance, the appliance will shut down safely without damage.

Electrical Connection		SINGLE PHASE CFEWH SERIES 1 Model Range									
		Series 1-5		Series 1-6		Series 1-7		Series 1-8		Series 1-10	
Install Type		Single	Tandem	Single	Tandem	Single	Tandem	Single	Tandem	Single	Tandem
Rated Power (kW)		4.8 kW	2 x 4.8 = 9.6 kW	6 kW	2 x 6 = 12 kW	7.2 kW	2 x 7.2 = 14.4 kW	8.4 kW	2 x 8.4 = 16.8 kW	9.6 kW	2 x 9.6 = 19.2 kW
Voltage (VAC)		240 V	240 V	240 V	240 V	240 V	240 V	240 V	240 V	240 V	240 V
RCBO Rated AMPS*		20 A	2 x 20 A	25 A	2 x 25 A	30 A	2 x 30A	35 A	2 x 32 A	40 A	2 x 40 A
Frequency (Hz)		50/60	50/60	50/60	50/60	50/60	50/60	50/60	50/60	50/60	50/60
Max. flow rate l/min - based on temperature increase - Δ°C	15°C	4.6	9.2	5.7	11.4	6.9	13.8	8	16	9.2	17
	25°C	2.8	5.6	3.4	6.8	4.1	8.2	4.8	9.6	5.5	11
	35°C	2	4	2.5	5	2.9	5.8	3.4	6.8	3.9	7.8
	45°C	1.5	3	1.9	3.8	2.3	4.6	2.7	5.4	3.1	6.2
Unit Parameters											
Switch on Flow Rate		1.5 l/min									
Temperature Settable		+ / - 1°C									
System Type		Continuous Flow Electric Water Heater (CFEWH) Hot water market segment – Electric Instantaneous/Tankless									
Maximum Rated Operating Line Pressure		10 bar / 1 MPa - Note: Pressure limiting valve required inlet side of unit as per installation manual, Page 11.									
Minimum Operating Pressure		1.5 bar / 0.15 MPa – Operates off mains supply or pump supply									
Dimensions		Length 31.5 cm x Width 21 cm x Depth 12 cm – A4 footprint									
Heating Method		Optimised Direct Energy Transfer – Digitally controlled water heating									
Nominal capacity single unit (ml)		385 ml Tandem Configuration - 2 x 385 ml									
Standards											
Water Regulation		AS/NZS 3498, AS/NZS 4020, AS/NZS 3500**									
Electrical Safety		AS/NZS 60335.2.35 / IEC 60335.2.35									
EMC		CE/C-Tick									

* The CFEWH Series 1 Series requires hard wired circuits. When installing an RCBO, minimum requirement is 30mA.

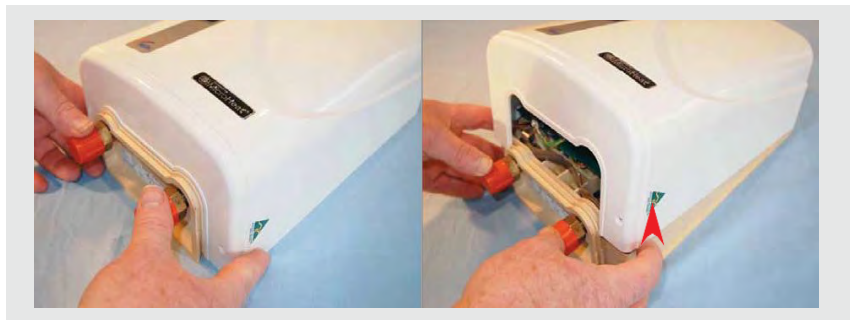
** In accordance with AS 3500 Section 1.11. No tempering or thermostatic mixing valves are required for personal hygiene sanitary fixtures other than stipulated in Section 1.11.3 (a).

CFEWH Series 1 Hot Water Output Temperatures / Flow Rate

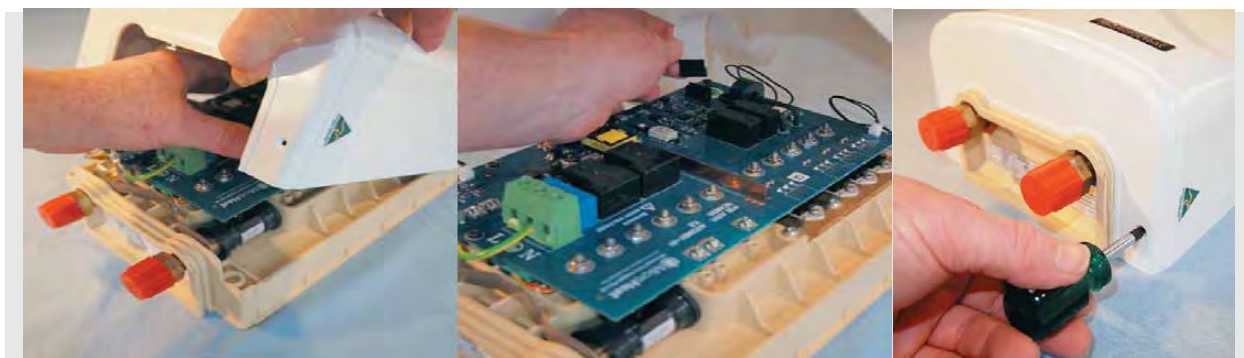
The incoming water temperature will vary during Summer and Winter. This may affect the available hot water flow rate. If the water appears to be luke warm, simply reduce the flow rate out of the outlet until the water reaches the desired temperature.

CFEWH Installation Procedure

1. Remove the CFEWH Exterior Cover Find a clean flat surface and place the unit on its back. Using both your thumbs and forefingers, grip the Exterior Cover firmly along the bottom of the unit, and push the cover slowly up to separate it from the Body of the unit.



2. Carefully remove the Display PCB/LED plug and cable connecting either the Display PCB or Indicator LED on the outside of the Exterior Cover to the PCBA.



3. Mount the unit onto the wall. Refer back page 23 of manual for mounting screw hole position template and page 19 for product dimensions.
4. The electricity supply cable must be brought through the electric gland, and then mounted. The cable enters from the rear of the appliance.
5. Ensure the RCBO and the Isolation Switch (if installed) supplying the 240VAC electrical mains to the CFEWH are turned **OFF**.
6. Carefully replace the plug and cable connecting the Display PCB/LED indicator to the PCBA.
7. Connect a Water Pressure Limiting Valve (Maximum 5.0 bar/72.5 psi/500 kpa) and Shutoff Valve.
8. Connect the water supply via the shutoff valve and pressure limiting valve to the unit to the Inlet Water Connection (**BLUE**).
NOTE: Flush the cold water line before connecting to the unit.
9. Connect the hot water from the Outlet Water Connection (**RED**).
10. Run water through the unit without power to ensure there are no leaks.
11. Switch ON the Circuit Breaker and Isolation Switch supplying the electric mains power to the unit and check if the unit is turned ON.

*If the LED is slow flashing **GREEN**, the unit is in standby mode and is ready for use. Turning hot water on will initiate the heating process and hot water should exit from of the point of use water outlet. The LED will illuminate as fast flashing **GREEN**.*

CFEWH Mounting & Installation

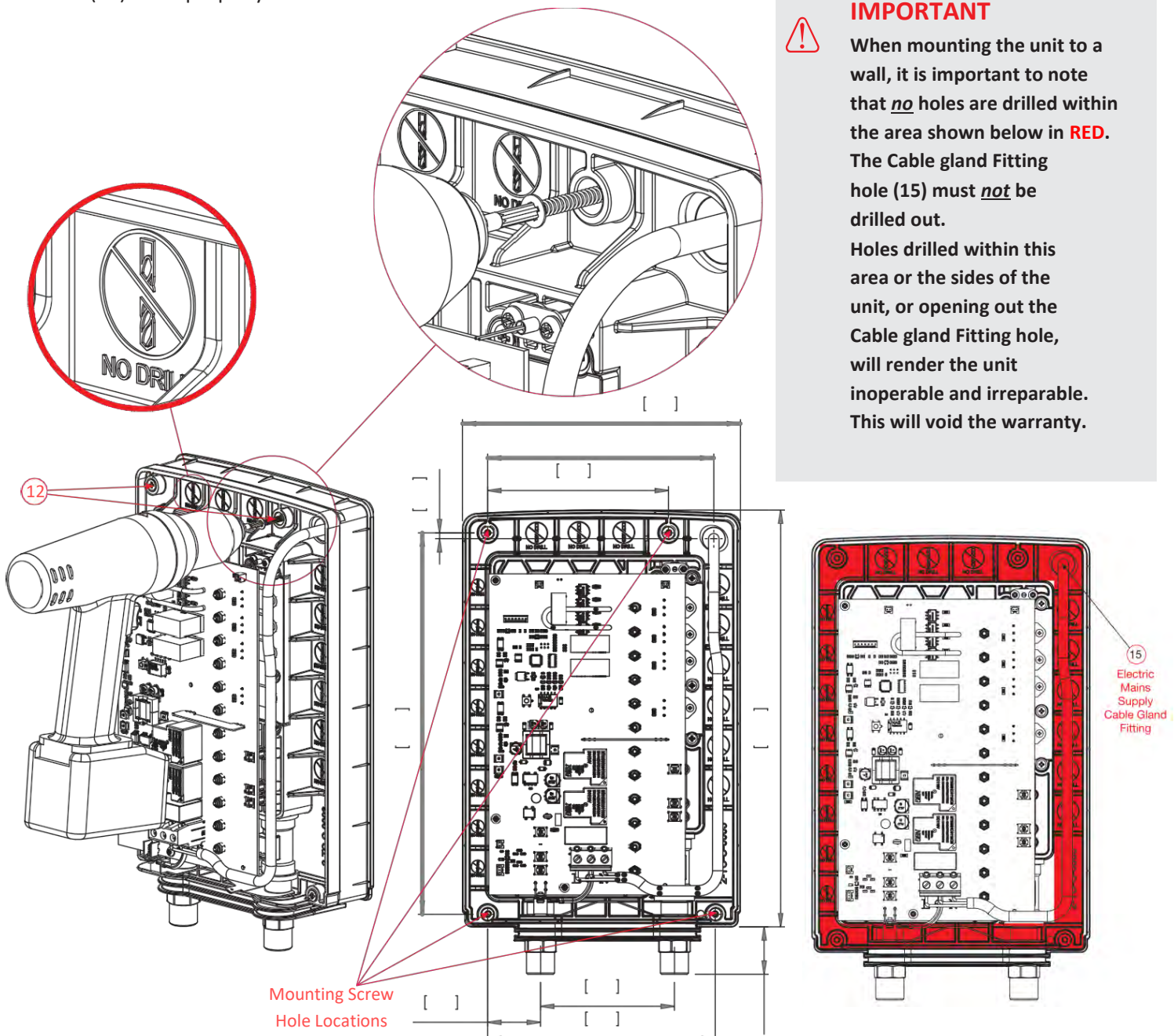
Mounting to the Wall

The unit should be mounted onto a solid internal wall, or in an internal cupboard or space, preferably in the vertical position using the 4 x Mounting Screws (12) placed within the Mounting Screw Hole Locations as shown. Refer back page for screw hole template and page 19 for CFEWH dimensions.

The maximum screw head diameter is **8mm**. A screw head larger than 8mm will damage the mounting boss and crack the body. **THIS WILL VOID THE WARRANTY.**

The mounting method used to fix the unit to a vertical wall must be capable of continuously supporting a minimum weight of 10kg.

When mounting the unit onto a rough surface (ie: a brick wall or similar), a backing board should be mounted to the wall first. The unit can then be mounted onto the backing board. This will allow the Exterior Cover (10) to be properly fitted to the unit.



CFEWH Plumbing & Electrical Installation

PLUMBING CONNECTION

Water Inlet Pressure Limiting Valve and Shutoff Valve Connection

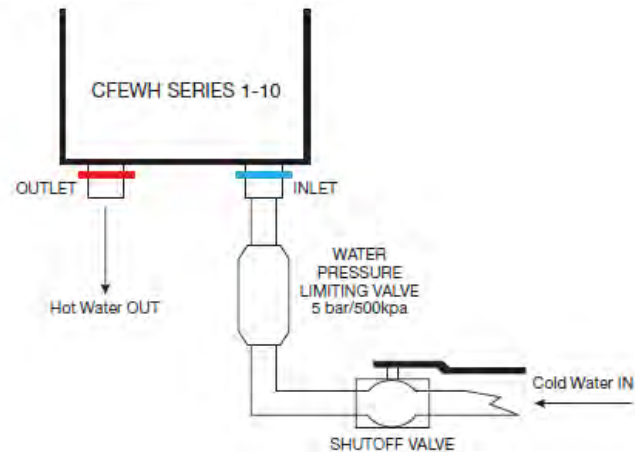
The unit is a closed outlet water heater and is intended to operate at the pressure of the water mains, where the flow of water is controlled by one or more faucets/valves in the **outlet line**.

The unit can be installed into any type of commercial or residential construction as per the current Plumbing Standards.

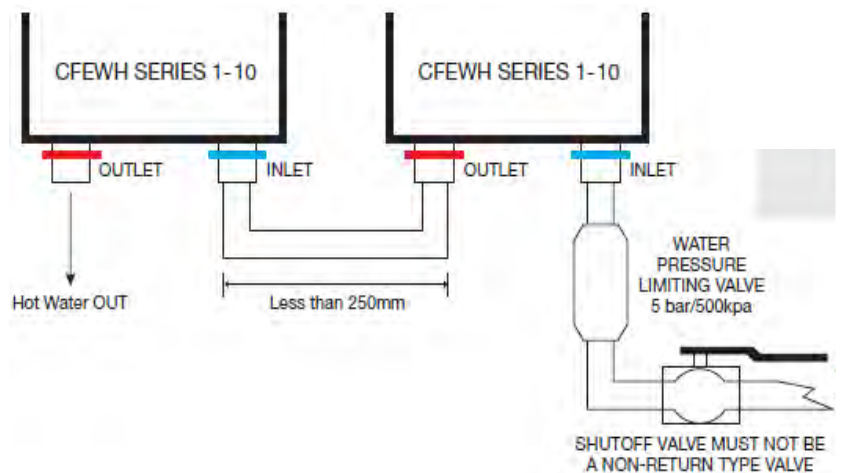
However, **it is mandatory for a water pressure limiting valve and a shutoff valve to be connected in series with the unit's cold water inlet connection** (6).

- The unit maximum rated operating line pressure is 1 MPa / 10 bar / 145 PSI.
- The unit minimum operating pressure is atmospheric pressure.
- The installation of a pressure limiting valve – a mandatory requirement – ensures that excess water pressure applied, as result of water hammer and/or other circumstances, does not stress the appliance unduly.
- The inline water pressure limiting valve must be rated at 5.0 bar/72.5 psi/500 kpa.
- The shutoff valve installed **must not be** a non-return type valve.
- **If the water heater is supplying a Dishwasher / Washing machine, a water hammer arrestor must be installed on the outlet side of the water heater.**

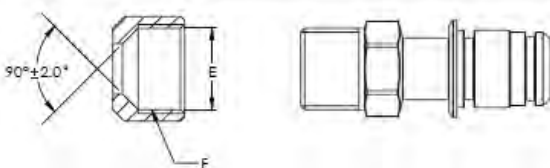
Single CFEWH Series 1 Models Plumbing Connection



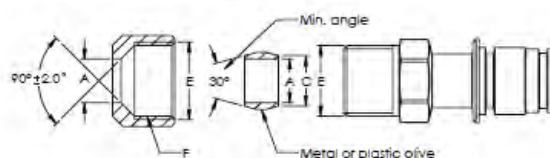
Tandem CFEWH Series 1 Models Plumbing Connection



Braided Hose with seal



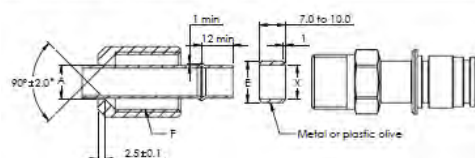
Braided Hose without seal



Acceptable inlet/outlet connections

The Inlet (6) and Outlet (7) water connections are both ½" BSP SERIES GB. There are three options for inlet/outlet connections with this unit:

Straight Copper Tube



IMPORTANT

MicroHeat nor its Distributors will be liable for any damages through failure to comply with the installation and operating instructions outlined in this manual – specifically in this instance where the specified water pressure limiting valve and shutoff valve type, as indicated, must be installed with this unit. - If the unit is supplying a dishwasher or washing machine a water hammer arrestor must be installed at the outlet side of the unit, failure to do so will void warranty.

CFEWH Electrical Installation

ELECTRICAL CONNECTION

The Live-Neutral electrical supply connections Live, Neutral and Ground (Earth) must be **permanently and correctly connected** to the Terminal Block (14) mounted on the PCBA V6.2 as show

Live – L Neutral – N
EARTH Wire (GREEN/YELLOW)

IMPORTANT

Live-Neutral/Ground (LNG) connection is polarity dependent.

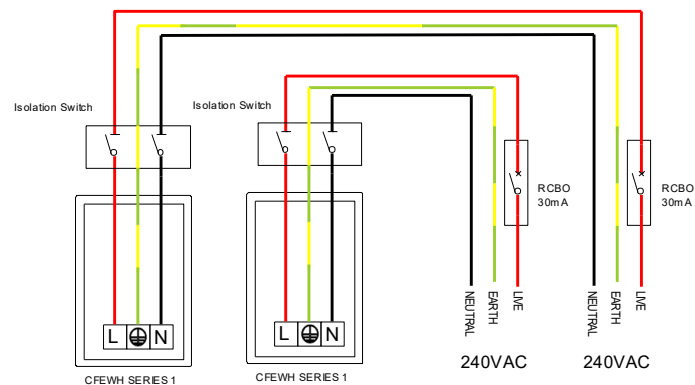
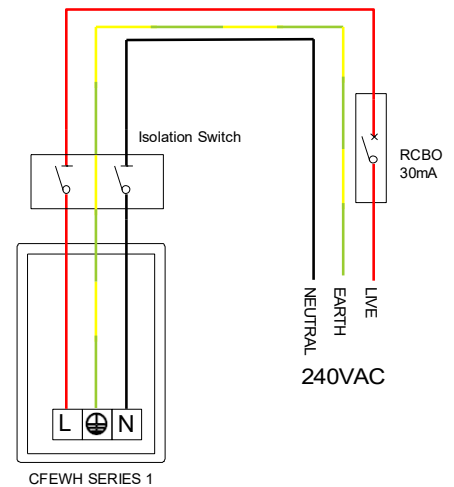
Incorrect wiring connection will cause FC – Earth Leakage Detection Error.

AS/NZS 3000:2018

MICROHEAT CFEWH SERIES 1

COMPLIANT WITH AS/NZS 60335.2.35 ELECTRICAL SAFETY

The appliance must be connected to the mains supply with fixed wiring. It is recommended that an appropriate mains isolation switch be incorporated in-line with the fixed wiring to the electrical supply.



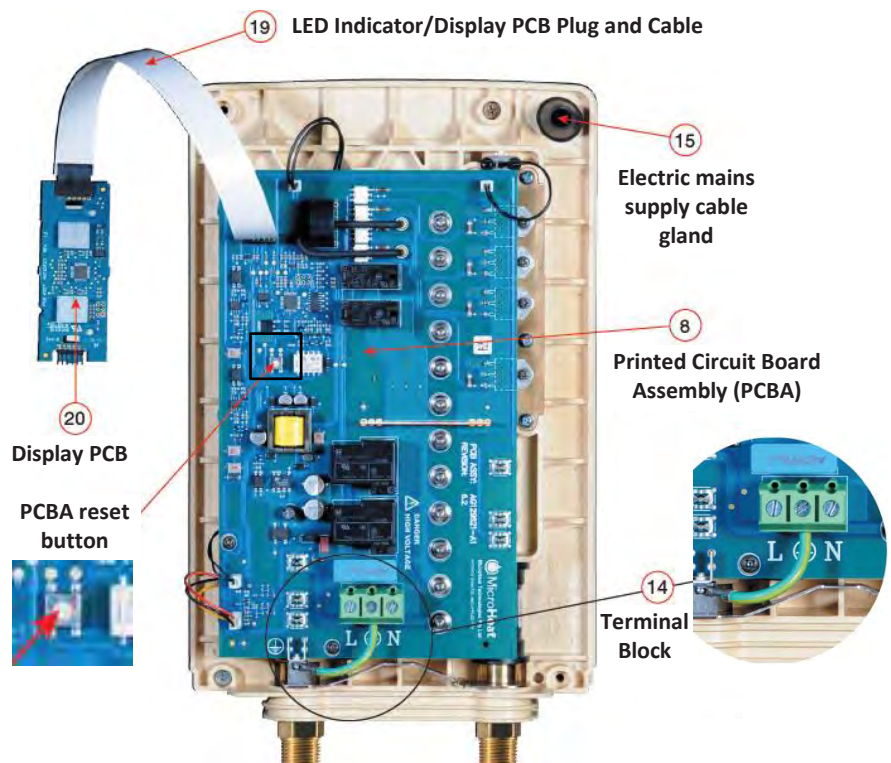
TANDEM INSTALLATION

With tandem installations, both units must be fitted with their own respective RCBO and isolation switch as shown.

Bring the Live, Neutral supply through the Electric Mains Supply Cable Gland (15) as shown.

In accordance with the wiring rules, AS/NZS 3000:2018 and IEC 61000-3-11, the CFEWH is intended for use in premises having a service current capacity of 100 A per phase, supplied from a distribution network having a nominal voltage of 400/230 VAC.

NOTE: The earth bracket wire provided must **ALSO** be connected to the Terminal Block, together with the electric mains earth connection.



Maximum Electrical Demand Calculation

Section C2.1 After Diversity Maximum Demand ¹

As indicated in Clause 2.5 (and explained in Paragraph B3.2), the current in a circuit must not exceed the current rating of the circuit protective device – and this, in turn, must not exceed the current-carrying capacity of the circuit conductors.

For circuits supplying a single item of equipment, the circuit current is simply the nominal load current of the equipment (eg: a 10000W 230/400V three-phase heater has a full per-phase load current of 14.5A). The circuit conductors and the protective device must have a current carrying capacity of not less than 16A (nearest standard rating).

Where more than one item of equipment is connected, the circuit current could be simply assessed as the sum of the individual equipment load currents. While this would provide a safe and conservative solution, it does not take account of the normal operating conditions during which all equipment is not operating simultaneously at full load or for long periods (eg: submains to a distribution board associated with numerous socket outlet circuits). Under such conditions, the circuit current is estimated using diversity factors and is often described as the ‘after diversity maximum demand’.

As stated (in Clause 2.2.2), maximum demand current can be determined by one of four methods –calculation, assessment, measurement or limitation. The following paragraphs of the Appendix C provide information and examples regarding the application of the calculation method for determining maximum demand current in consumers’ mains and submains only.

Section C2.3 Domestic Installations C2.3.1 Method²

Table C1 provides an allocation of load for different types of equipment connected to consumers’ mains or submains in a single or multiple domestic installations. The load current is calculated for each equipment load group in the installation or affected part thereof, and these contributions are added together to achieve the maximum demand current. The accompanying notes provide clarification of certain provisions and the examples demonstrate how the calculation is made.

TABLE C1
MAXIMUM DEMAND – SINGLE AND MULTIPLE DOMESTIC ELECTRICAL INSTALLATIONS

1	2	3	4	5
Load group	Single domestic electrical installation or individual living unit per phase ^a	Blocks of living units ^{a,b,c}		
		2 to 5 living units per phase	6 to 20 living units per phase	21 or more living units per phase
		Loading associated with individual units		
E. Instantaneous water heaters ^f	33.3% connected load	6 A per living unit		100 A + 0.8 A per living unit
F. Storage water heaters ^m	Full-load current	6 A per living unit		100 A + 0.8 A per living unit

¹ AS/NZS 3000:2018 Electrical installations

² AS/NZS 3000:2018 Electrical installations

After installation, this two-step procedure must be followed.

The unit must be primed – this is required only once – nominally at installation.

(Priming is **only** required when the electricity supply to the unit has been turned off/removed from the unit – for example, after a power failure or an isolation switch OFF condition).

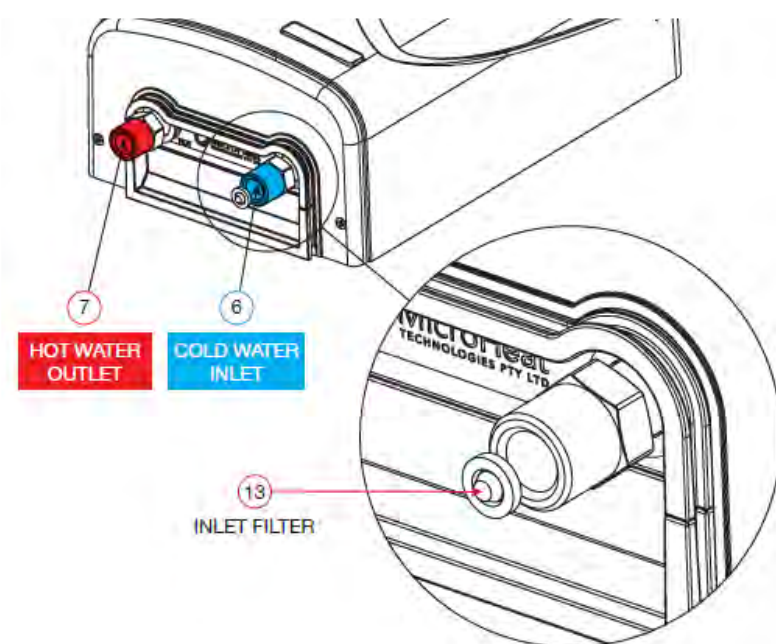
Priming is required to set the unit up environmentally to ensure that the heating ramp-up time from start during normal operation will be as short as possible, without incurring power overshoot.

Once primed, the unit will ramp-up to the optimised power required at the time without overshoot.

Note: Power overshoot typically results from the maximum power input required to get a heat exchanger up to working temperature as quickly as possible. However, as the unit does not incorporate a heat exchanger, this initial power 'kick' is not required at start up.

STEP 1: Flush

- Flushing is required to clear the unit of plumbing debris that may have collected in the piping during installation.
- This is done with the electric power supply turned off.
- Flush water through the unit.
- Flushing should be allowed to continue for 1 to 2 minutes.
- After flushing remove the Inlet Filter (13) from the cold water inlet, clean any debris due to installation and flushing and refit.



STEP 2: Prime

- Turn the electricity supply on – check for the LED (16) slow flashing **GREEN**. The unit is now in stand-by mode.
- Turn on the hot water faucet to a flow rate greater than 1.5ltr/min (the unit will start heating – check for LED (16) fast flashing **GREEN**), and allow the unit to run for about 3 minutes.

NOTE: Priming mode

Depending on the initial flow rate during priming the unit will not start heating until approximately 1.2 Liters of water has cycled through the unit. This to ensure that any air in the system has been flushed. Heating will have started once the LED (16) is fast flashing **GREEN**. This will happen whenever the electrical mains power is turned off to the system and ensures optimum performance.

The unit is now primed and ready for use.

CFEWH Premium Model

The unit will automatically begin operating when you turn on a hot water tap, and water is flowing faster than 1.5 litres a minute. The heated water temperature can be varied or set manually by using the *Decrease & Increase Push Buttons*. Temperature can be set between a minimum of 20°C and the maximum factory set temperature of either 50°C, **OR** other Specified Maximum Setting that may be <50°C or >50°C.



The display also shows water flow rate in litres per minute (LPM). The minimum flow rate that can be displayed is 0.1 LPM and the maximum displayed is 99 LPM.

CFEWH Premium & Standard Model - LED Indicator Light

The LED indicator on the Exterior Cover indicates the operational status of the unit.

NOTE: the Standard Model has no display, only an LED Indicator Light:

LED indicator not illuminated:

No electricity is being supplied to the unit.

- **Slow flashing GREEN:**
Standby mode, waiting for water to be turned on.
- **Fast flashing GREEN:**
The unit is operating and water is being heated.
- **Solid GREEN:**
The inbound temperature exceeds the set point temperature, no heating.
- **Flashing RED and then GREEN:**
The unit is self-diagnosing an error that it will attempt to resolve. When the error has been resolved, the LED will return to slow or fast flashing **GREEN**.
- **Flashing RED Continuously - Irresolvable Error:**
Mechanical Lockout Error

Call MicroHeat 1300 981 325 and arrange for a MicroHeat Service Technician to rectify the problem.

For a list of Error codes refer page 17.

Error Display – PREMIUM MODEL ONLY

If the unit experiences some type of malfunction, the LED indicator will also display an error code. You will see **Er** appear in the TEMP SETTING window and then an alpha-numerical code in the WATER FLOW RATE window. For example – this shows error code **A6**:

Mechanical Lockout Error

When this occurs, the Indicator LED will flash **RED** continuously and an **Error Code** will be displayed. This number should be given to MicroHeat when the service call is made.

For a list of error codes refer page 17.

Normal operation cannot be resumed by switching the appliance OFF and ON. Manual Intervention Procedure is required



Optimised Energy Usage

The table below shows the flow rate in litres per minute (LPM), related to deliverable output water temperature (°C) and optimised electrical energy usage (kW). The table shows you the results that can be achieved by varying the water flow and temperature.

The optimum operational capability of the unit is shown in **RED**.

Input water temperature @ 5°C								
Warm water flow rate ltrs/min - LPM	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Deliverable output water temperature °C	50.0	50.0	50.0	50.0	42.0	39.5	35.5	32.5
Optimised energy usage – kW	4.7	6.3	7.8	9.4	9.5	9.6	9.6	9.6
Input water temperature @ 10°C								
Warm water flow rate ltrs/min - LPM	1.5	2.0	2.5	3.0	4.0	4.35	4.5	5.0
Deliverable output water temperature °C	50.0	50.0	50.0	50.0	45	42	40.5	37.5
Optimised energy usage – kW	4.2	5.6	7.0	8.4	9.6	9.6	9.6	9.6

Diagnostics and Error Descriptions

Diagnostics and Error Descriptions

Error Description (Cause)	Error Code	Error Type	LED Display
Not powered	N/A	No error	No color
Normal operation standby	00	No error	Slow Flashing GREEN
Normal operation – heating	01	No error	Fast Flashing GREEN
Water conductivity too low		No error	ORANGE
In Priming Mode		No error	ORANGE
Operating temperature too low	a4	Blocking / Resolving	Flashing RED
Operating temperature too high	a5	Blocking / Resolving	Flashing RED
Outlet water temperature 5°C above set point	a6	Blocking / Resolving	Flashing RED
Inlet cold water input sensor open circuit	a7	Blocking / Resolving	Flashing RED
Inlet cold water input sensor short circuit	a8	Blocking / Resolving	Flashing RED
Outlet water temperature sensor open circuit	a9	Blocking / Resolving	Flashing RED
Outlet water temperature sensor short circuit	aa	Blocking / Resolving	Flashing RED
AC Mains electrical supply failure	ac	Blocking / Resolving	Flashing RED
High temperature limit exceeded >70°C	Fa	Mechanical Lockout	RED
Conductivity too high	fb	Mechanical Lockout	RED
Earth Leakage Detection	fc	Mechanical Lockout	RED
CPU Watch Dog Timer Error	fd	Mechanical Lockout	RED
Temperature Controller Error (A6 Error >5 times in one operation)	fe	Mechanical Lockout	RED
Unknown Failure	ff	Mechanical Lockout	RED

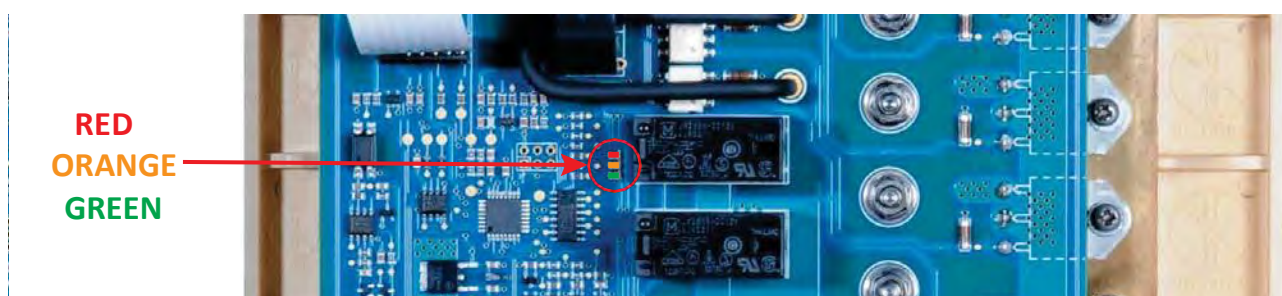
Manual Intervention

IMPORTANT – The Manual Intervention procedure must only be performed by a trained professional.

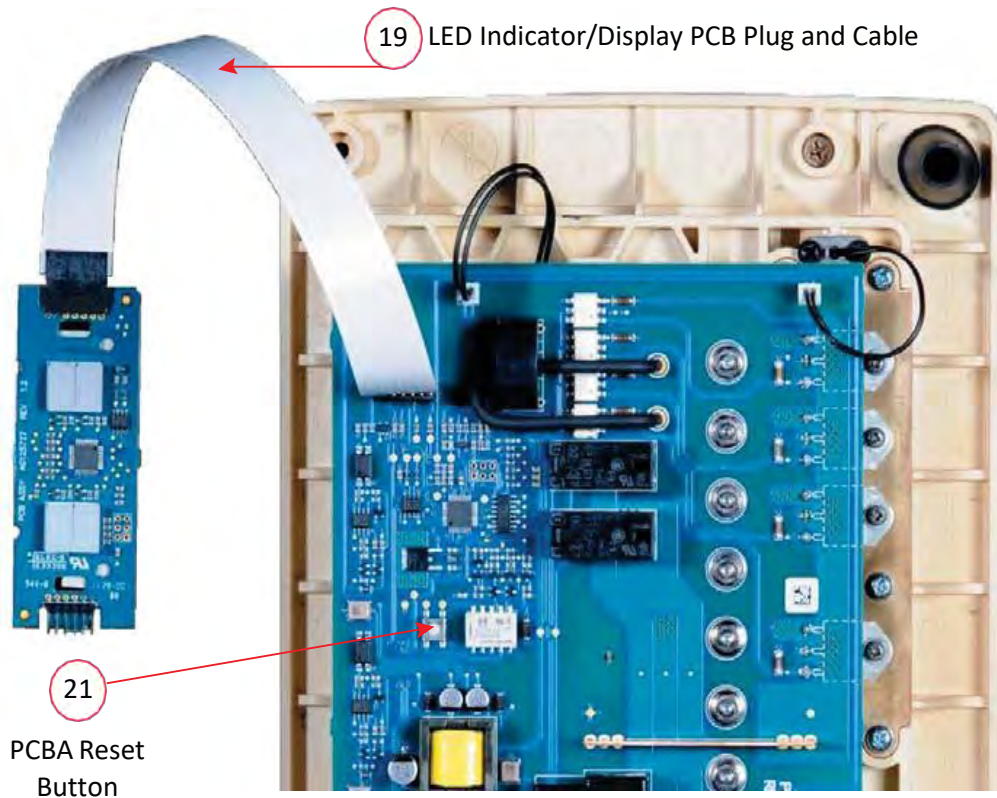
The problem may be resolved by resetting the unit by pressing the PCBA RESET Button (21).

This can be done by following these steps:

1. Remove the Exterior Cover and unplug the connecting cable (19) from the PCB.
The three LED indicators on the PCB will be illuminated when the unit is in standby, running or in error mode.



2. Depress the PCBA RESET Button (21) mounted on the PCBA (8).



If the error has been successfully RESET, the **GREEN** LED on the PCB will start to flash slowly, indicating the unit is now in standby mode.

IMPORTANT



- If the **RED** LED remains either flashing or illuminated, an error condition is still present. There are NO user serviceable parts inside the housing, so no further action can be taken.
- Call for a qualified Service Technician/Installer to attend.

3. Reconnect the Connecting Cable (19) and replace the Exterior Cover.

Maintenance

The unit is designed to provide long and reliable service. Actual life expectancy will vary with water quality and use. The unit itself does not require any regular maintenance.

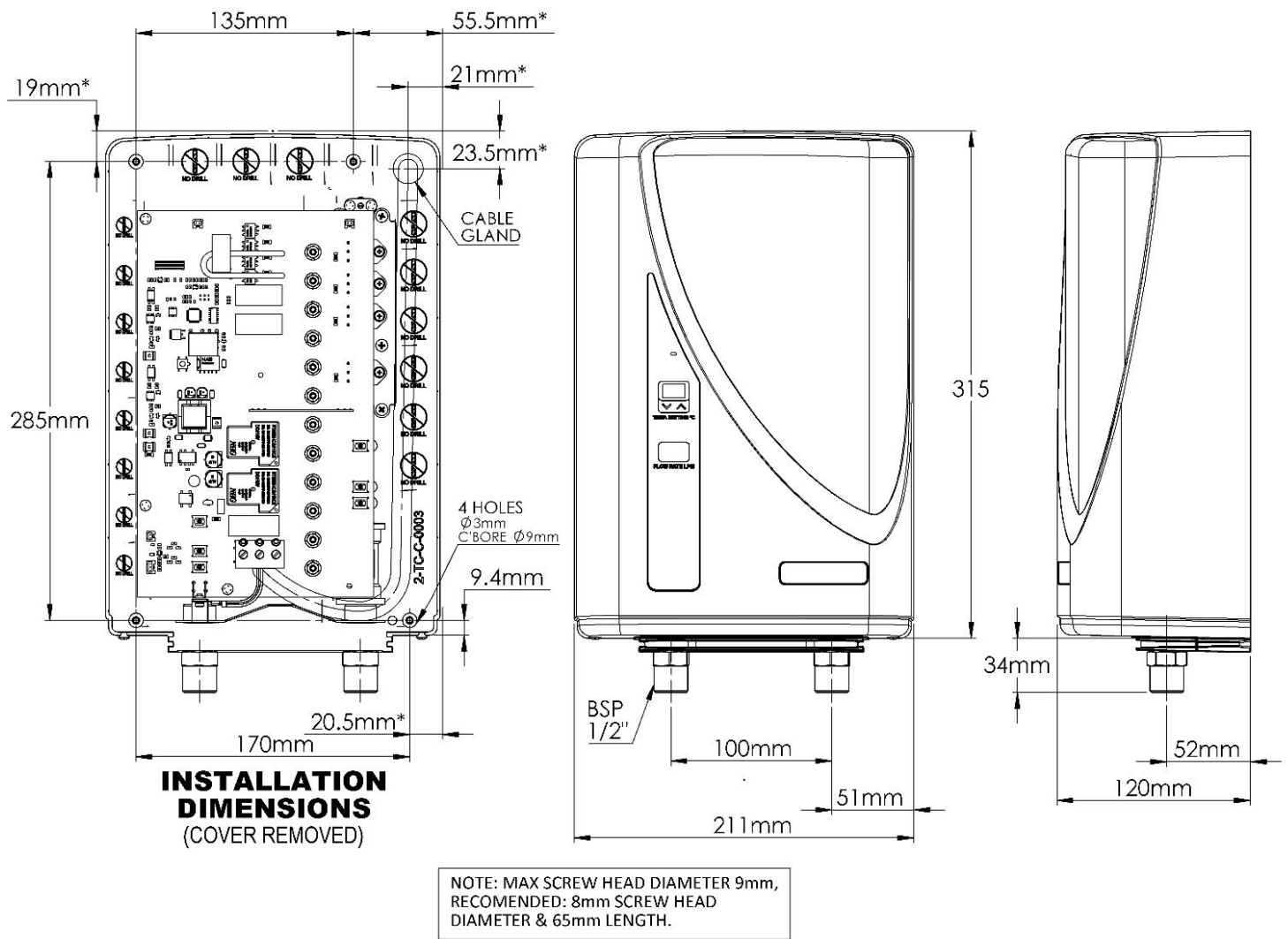
However, to ensure consistent water flow, it is recommended to periodically remove scale and dirt that may build up in the Inlet Filter (13), the faucet or in the shower head.

IMPORTANT



Other than the Inlet Filter (13), the unit does not contain any user-serviceable parts. In case of malfunction, a trained service agent, licensed plumber or electrician is required.

Dimensions



NOTES

WARRANTY FOR MICROHEAT TECHNOLOGIES PTY LTD CONTINUOUS FLOW ELECTRIC HOT WATER HEATER (CFEWH) SERIES.

For the MicroHeat Technologies Pty Ltd Continuous Flow Electric Water Heater SERIES ("CFEWH"), MicroHeat will repair or, if necessary, at its sole discretion, replace the CFEWH, which falls within the Warranty Periods and Territory specified below, subject to the warranty conditions and the warranty exclusions.

Warranty Period within Australia, New Zealand and Papua New Guinea is 3 years from the date of purchase by the consumer as defined by the Competition and Consumer Act 2010 (Cth).

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.

It is the responsibility of the consumer to provide proof of purchase within the Territory.

WARRANTY CONDITIONS

1. This warranty is applicable only for CFEWH appliances.
2. The CFEWH must be installed in accordance with the MicroHeat CFEWH Installation Instructions, to be supplied with the CFEWH water heater, and in accordance with all relevant statutory and local requirements of the Country or State in which the CFEWH is installed.
3. Where a failed component or CFEWH is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or CFEWH does not carry a new warranty.
4. Where a failed component or CFEWH is replaced or repaired under warranty, MicroHeat will incur all associated costs. However, where the CFEWH is installed outside the boundaries of a metropolitan area to be defined by MicroHeat or further than 35 km from an Accredited Service Agent, the cost of transport, insurance and travelling costs between the nearest MicroHeat Accredited Service Agent's premises and the installed site shall be the owner's responsibility.
5. Where the CFEWH is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.
6. The warranty only applies to the CFEWH and therefore does not cover any plumbing or electrical parts supplied by others and not an integral part of the CFEWH, e.g. pressure limiting valve; tempering valves; isolation valves; shut off valves; electrical switches; electrical cabling; pumps or fuse.
7. The benefits of this warranty are in addition to other rights and remedies of the consumer under laws in relation to the goods and services to which the warranty relates.
8. The CFEWH must be sized to supply the hot water in accordance with the guidelines in the MicroHeat CFEWH literature.

PROCEDURE FOR HONOURING WARRANTY

1. To initiate a claim for a warranty against defects, the consumer shall contact:
MicroHeat Technologies Pty Ltd
20 Pickering Road
MULGRAVE VIC 3170
AUSTRALIA
Phone: +61 1300 981 325
2. The process will then follow the MicroHeat Product Warranty Flow Chart to assess whether the product is under warranty.

WARRANTY EXCLUSIONS

Repair and replacement work will be carried out as set out in the MicroHeat warranty. However, the following exclusions may cause the MicroHeat warranty to become void and may incur a service charge and/or cost of parts:

1. Accidental damage to the CFEWH or any component, including: Acts of God; failure due to misuse, abuse, fire or flood damage; incorrect installation; damage as the result of transportation, removal or storage; attempts to repair the CFEWH other than by a MicroHeat Accredited Service Agent, the MicroHeat Service Department or a repairer not approved by MicroHeat.
2. Where it is found there is nothing wrong with the CFEWH water heater; where the complaint is related to circumstances where there is no flow of hot water due to faulty plumbing; where water leaks are related to plumbing and not the CFEWH or CFEWH components; where there is a failure of electricity or water supplies; where the supply of electricity or water does not comply with relevant standards, codes or acts, MicroHeat may then charge the consumer a nominal service charge if inspection reveals no fault with the CFEWH unit or its installation.
3. Where the CFEWH or CFEWH component has failed directly or indirectly as a result of excessive water pressure in excess of 10bar; incorrect pressure limiting valves; incorrect tempering valve settings; temperature input in excess of 85°C and/or excessive thermal input; blocked outlet; corrosive atmosphere; foreign matter in the water supply; or ice formation in the pipe work to or from the CFEWH water heater.
4. Where the CFEWH is located in a position that does not comply with the MicroHeat CFEWH Installation Instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the CFEWH to a serviceable position.
5. Repair and/or replacement of the CFEWH due to the effects of either corrosive water or water with a high chloride or low pH level caused by unnatural circumstances or when the CFEWH has been connected to a water supply with water conductivity levels that are outside the range of water conductivity outlined in the Installation Instruction Manual.

Subject to any rights you have under Australian Consumer Law or other statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the water heater, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, workmanship or other.

MicroHeat Contact Details



**For Technical Support before and after
Installation**

Phone: 1300 981 325

Email: info@microheat.com.au

MicroHeat Technologies Pty Ltd
20 Pickering Road
MULGRAVE VIC 3170
AUSTRALIA

www.microheat.com.au

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CFEWH Mounting Template



UP

**8MM X 65MM
(Minimum length)
SCREWS**

**CFEWH
MOUNTING
TEMPLATE**