THERMANN™

OWNER'S GUIDE

Gas Continuous Flow Water Heaters

Owner's Information
Warranty

Models

16NG50-6/16LP50-6
16NG60-6/16LP60-6
20NG50-6/20LP50-6
20NG60-6/20LP60-6
26NG50-6/26LP50-6
26NG60-6/26LP60-6

THERMANN™

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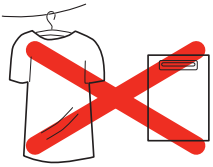
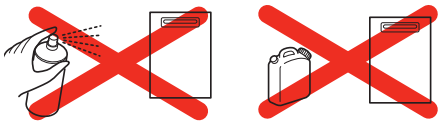
IMPORTANT SAFETY INSTRUCTIONS

1. Do not hang washing or other materials adjacent to the unit.



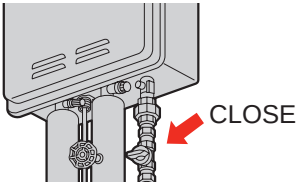
2. Do not store flammable materials within 2 metres of the unit.



3. Do not touch the flue outlet of the unit during or immediately after operation.

4. If any gas smell comes from the unit, do not use naked flames to test for gas leaks.

   Turn off the gas supply and power and contact your plumber or Reece Customer Care on 1800 080 055.



5. If a power failure occurs, any connected remote controllers will not function and the unit will not supply hot water until power is restored.

IMPORTANT SAFETY INSTRUCTIONS

MEASURES TO BE TAKEN DURING ELECTRICAL STORMS

Power surges caused by lightning can cause damage to the electrical components of the unit. Turn off the main power during electrical storms.

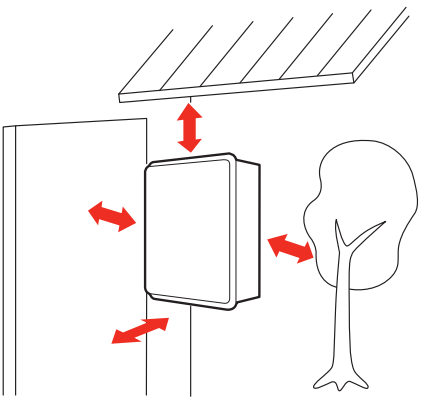
DO NOT INSTALL INDOORS

This unit is designed for outdoor installation. Never install indoors. It will be extremely dangerous because it will cause oxygen deficiency and incomplete combustion.

If the unit has been installed indoors turn off the gas supply and contact your plumber immediately.

SECURE SERVICE SPACE

Make sure there is enough space around the unit for checking, service and maintenance.



IMPORTANT SAFETY INSTRUCTIONS

DO NOT DISASSEMBLE, REPAIR OR MODIFY

Do not disassemble or modify the units as this may cause fire, electric shock and other accidents.

Always use a licensed plumber for installation, relocation, repair or connection to solar units.

FLAMMABLE ITEMS

Do not place any flammable items on, near, or around the unit, as this can cause fire or an explosion to occur.

FREEZE PREVENTION

This unit comes equipped with internal electric heaters that prevent the water inside the unit from freezing.

To enable this freeze prevention system to operate there must be an electrical power supply connected to the unit.

The freeze prevention devices will not operate if the electrical power source is not connected.

The electric defrost heaters are installed inside the water heater only. All External Hot and Cold water supply pipes and fittings connected to the water heater should be properly insulated.

WATER INLET PRESSURE

Maximum working water pressure is 1200kPa

CAUTION TO PREVENT SCALDING

Check the water temperature by hand first before using shower.

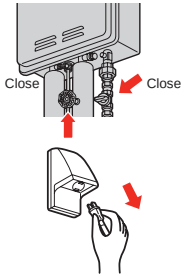
IMPORTANT SAFETY INSTRUCTIONS

MEASURES TO BE TAKEN IN CASE OF EMERGENCY

The procedure to follow in an emergency such as earthquake, flood or fire is:

1. Close all hot water taps in the house.
2. Close the gas valve and the main water valve.
3. Turn off the main power.*

*In case of gas leakage, first close the gas valve, wait for the leaked gas to disperse then turn off the main power supply



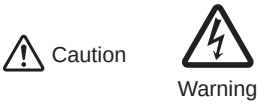
This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

ELECTRICAL CONNECTION

DANGER OF WET HANDS

Do not touch power plug with wet hands.
It can cause electric shock.



INSERT POWER PLUG FULLY INTO POWERPOINT

Check that the power plug is clean and undamaged, then fully insert into the power point.

DO NOT PULL POWER CORD

Do not remove the power plug by pulling the cord as it may generate heat by wire breakage and cause fire. Hold the plug when removing the power cord.

DO NOT USE POWER CORD BUNDLED

Never use power cord in a bundled condition.
It can cause heat generation and fire.

DO NOT REPLACE POWER CORD

If the power supply cord is damaged, it should be replaced by a cord available from your local Reece branch. The power cord must be replaced by an authorised tradesperson.

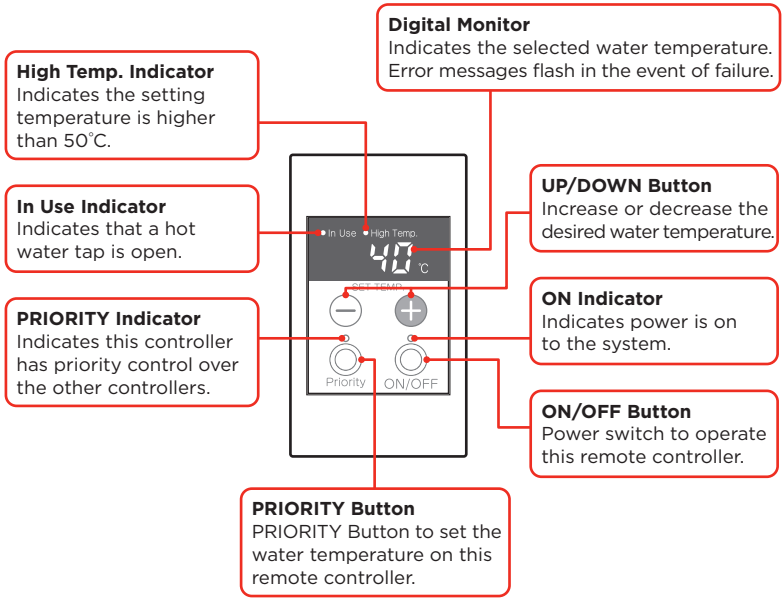
REMOTE CONTROL

Up to three remote controls are able to be installed with your Thermann unit for complete control of your hot water.

Please note, units without remote control will be set at either 50°C or 60°C (the exception is if the unit is installed as a solar booster. Your plumber will have set the unit to 70°C).

YST-2807
(Universal Controller)

This remote controller is intended to be used in the kitchen, laundry room, bathroom and ensuite.



The unit will deliver the selected temperature as follows:

Kitchen Controller:

37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49*, 50*, 55*, 60*, 65*, 70* and 75°C*

Bathroom Controller:

37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48°C

*Only for 60°C model

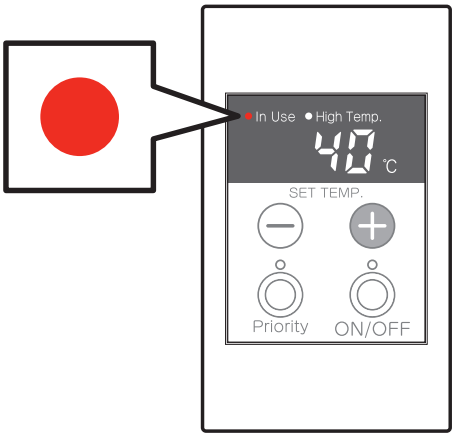
REMOTE CONTROL

Operation of Controller

Please read these instructions carefully before using this appliance.

1. Turn on the ON/OFF button.
2. The temperature display will read 40°C.
3. The priority indicator will illuminate.
4. Select hot water temperature by pushing ⊖ or ⊕ button on the controller.
5. Turn on the hot water tap or shower. The ``In Use´´ indicator will illuminate after a short delay.

   This indicator will remain illuminated until the hot water tap or shower is turned off.
6. The hot water temperature can be altered at any time during the operation by pushing ⊖ or ⊕ button located on the controller.



Controller

Energy-saving Mode

If no data is adjusted within a period of approximately 5 minutes the display becomes dim. This is energy-saving mode and not a failure.

REMOTE CONTROL

Priority Control (Change)

The temperature can only be controlled by the remote controller which has the priority indication.

When the priority button is turned ON, that controller takes priority control over the temperature settings. While hot water is being supplied, other remote controllers cannot be turned off.

Whilst hot water outlets are open, transfer of ``priority´´ to other remote controllers is not possible. This is safety feature.

Warning
Do not turn off the remote controller or change the water temperature while someone is bathing or washing. That may result in scalds or burns.

HINTS FOR USING REMOTE CONTROLS FOR SAFETY AND ENERGY SAVINGS

1. Set the controller to a maximum of 42°C for normal bathroom use and to prevent small children from scalding.
2. For kitchen and laundry use set the main control to 60°C or the desired temperature.
3. For showering, use settings between 37°C - 39°C and no cold water will be needed to be mixed, and if other hot or cold water taps are used the temperature will be maintained.
4. When bathroom remote controller is turned ON the temperature can be adjusted between 37°C - 48°C.

Up to 50°C the temperature will increase by 1°C with each press of the UP/DOWN buttons. The temperature can be adjusted continuously by keeping the button pressed. Between 50°C and 75°C, the temperature is controlled by 5°C increments.

PLEASE NOTE: FOR TEMPERATURES ABOVE 50°C SCALDING CAN OCCUR WITHIN SECONDS.

FAULT MONITOR

When installed with remote controllers the unit has a self diagnosing function for faults.

When the unit does not operate correctly an error code is displayed on the remote control TEMPERATURE DISPLAY INDICATOR.

The cause of the fault can be determined after checking the fault numbers display on the remote control display.

DISPLAY	PROBLEM	REMEDY
111	GAS BURNER FAILS TO IGNITE	CHECK GAS SUPPLY
121	LOSS OF COMBUSTION	CHECK GAS SUPPLY AND PRESSURE
141	RESIDUAL FLAME SAFETY DEVICE	CALL REECE CUSTOMER CARE 1800 080 055
311, 321, 341	THERMISTOR WIRE BREAKAGE	CALL REECE CUSTOMER CARE 1800 080 055
510, 511	GAS VALVE FAILURE	CALL REECE CUSTOMER CARE 1800 080 055
611	COMBUSTION FAN FAILURE	CALL REECE CUSTOMER CARE 1800 080 055
651	WATER FLOW CONTROL VALVE FAILURE	CALL REECE CUSTOMER CARE 1800 080 055
700, 731	PCB FAILURE	CALL REECE CUSTOMER CARE 1800 080 055
721	FALSE FLAME DETECTION	CALL REECE CUSTOMER CARE 1800 080 055
735	CASCADE COMMUNICATION FAILURE	CALL REECE CUSTOMER CARE 1800 080 055
740, 750, 760	COMMUNICATION FAILURE BETWEEN REMOTE CONTROLS AND PCB	TURN OFF POWER AND TURN ON AGAIN

MAINTENANCE

These units can be cleaned using warm soapy water and a soft cloth. Unit should be kept free of insect infestations.

NOTE: Do not spray chemical insecticides directly into or onto the unit.

Maintain all plant growth to ensure it does not effect the operation of the unit by blocking or interfering with air intake or flue terminal.

It is recommended the unit is serviced annually by a licensed tradesperson to ensure safe and proper operation.

For servicing and spare parts information contact Reece Customer Care on 1800 080 055.

WARRANTY

This warranty will apply only under all of the following conditions:

- The item has been installed by a licensed plumber
- Failure is due to a fault in the manufacture of the product
- Proof of purchase (including the date of purchase) is provided
- The installation of the product is in accordance with the instructions provided
- This warranty does not cover products purchased as an ex-display without being fully checked and tested for sale by the manufacturer.

This warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a LICENSED PLUMBER or tradesperson licensed to install this product.
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes

EXCLUSIONS

To the fullest extent permitted by law, Reece excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

CLAIM PROCEDURE

For all warranty queries please contact the branch where the product was purchased. These details can be found on your purchase invoice.

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.

WARRANTY

All Thermann water heaters must be installed in accordance with manufacturer's installation instructions and in accordance with local regulations, building codes and AS/NZS 3000, AS/NZS 3500 and AS/NZS 5601.

Where a component may have failed under warranty and is replaced, the component replaced will only be covered by the warranty for the balance of the appliance warranty period.

Water Quality must be within limits specified in table below.

pH	6.5 to 8.5
Sodium	Up to 150 mg/litre or ppm
TDS (Total Dissolved Solids)	Up to 600 mg/litre or ppm
Chlorides	Up to 300 mg/litre or ppm
Iron	Up to 1 mg/litre or ppm
Magnesium	Up to 10 mg/litre or ppm
Alkalinity (as CaCO3)	Up to 200 mg/litre or ppm
Dissolved (free) CO2	Up to 25 mg/litre or ppm
Total Hardness CaCO3	Up to 200 mg/litre or ppm

Warranty Terms

Thermann Gas Continuous Flow Hot Water Units are covered by Reece for any cost of labour and parts in the event of a component failure due to any defects that may arise either from workmanship and/or faulty material.

The Warranty commences on the date of Installation:

Domestic

Heat Exchanger	12 years parts
All components	3 years parts & labour

Commercial

All components	1 year parts & labour

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