

OWNER'S MANUAL
WARRANTY INFORMATION AND
INSTALLATION INSTRUCTIONS

RADIANT

ELECTRIC STORAGE WATER HEATER

MODELS:

50A124, 50A136
125A118, 125A136
160A124
250A136, 250A148
315A136, 315A148

FOR ADVICE, REPAIRS AND SERVICE:

1300 365 115 (AUSTRALIA)

Effective for all Mains Pressure Storage Hot Water Units manufactured and sold after the 1st October 2005

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WELCOME TO ***RADIANT*** HOT WATER

Your decision to purchase a RADIANT water heater will reward you for many years to come.

Rest assured that you have purchased the highest quality water heater available, one that will provide continuous hot water for all your needs - safely, economically, and for many years to come.

FEATURES OF YOUR RADIANT ELECTRIC WATER HEATER

- Unique Positive Domed, butt welded tank provides superior corrosion resistance, resulting in longer life.
- Advanced heating design for better reliability.
- High efficiency design.

WARRANTY CARD

Enclosed you will find a warranty card - please fill in the details and return immediately. This will ensure prompt service under warranty, if required.

Product Warranty only applicable in Australia and New Zealand.
See page 10 for terms of warranty.

Privacy Act Amendment 2000; If and whenever warranty service is required, your personal details will only be given to an Authorised RADIANT Service Agent for the express purpose of carrying out the arranged warranty service work agreed by you the client and Dux Manufacturing Limited.

APPLIANCE DETAILS

For future convenience, would you kindly fill in the following details and retain with your original invoice for your own records.

OWNER'S DETAILS:

Surname:..... Given Name(s):.....

Address:.....

Town/Suburb:.....

State/Territory:..... Postcode:.....

Date of Purchase:..... Purchased From:.....

Model:..... Serial Number:.....

Date of Manufacture:.....

(Details on Data Plate on water heater)

INSTALLER'S DETAILS:

Date of Installation:..... Installer's Name:.....

Address:.....

Installer's Signature:.....

SERVICE DETAILS

Date of Service:..... Serviced By:.....

Work Carried Out:.....

.....

.....

.....

Signature of Service Agent:.....

INSTALLATION DETAILS

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

- AS/NZS3500.4.2 “National Plumbing and Drainage Code Hot Water Supply Systems – Acceptable Solutions” .
- 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 for 6 years. Make sure you use a licensed person to install this water heater and ask for your Compliance Certificate.

Note: *This water heater is not suitable for pool heating.*

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

- *50 & 125 & 160 Litre Models* - 1100kPa
- *250 & 315 Litre Models* - 800kPa

Where the mains pressure can exceed or fluctuate beyond the pressure shown above, a pressure limiting device (complying with AS1357) must be fitted in the cold water inlet supply. This device must be installed after the isolating valve and set at or below the pressure shown above. Note during periods of lower demand water pressure may increase.

CAUTION: This water heater delivers hot water at temperatures exceeding 50°C. Refer to AS/NZS3500 and local regulations regarding the need for additional hot water delivery temperature control.

LOCATION

The water heater should be located as close as possible to the most frequently used hot water outlet. Adequate access must be made for service to the element, thermostat, relief valve and anode. Ensure that the data plate is clearly visible.

Note: *All models are equipped with a sacrificial anode, accessible through the top cover. Allow 50% of the height of the water heater for clearance above to replace the anode.*

The water heater has a plastic base which is resistant to water damage but it is recommended that a plinth be installed under the water heater when the water heater is subjected to wet conditions. A properly drained overflow tray must be used where property damage could occur from water spillage. (See AS/NZS3500.4.2 for further details.)

When installing this water heater in a roof area as a mains pressure unit refer to local regulations.

Note: *The warranty does not cover damage due to leakage of the water heater.*

PRESSURE & TEMPERATURE RELIEF VALVE

The Pressure & Temperature relief valve is supplied loose with the water heater. The valve rating is:

- 50 & 125 & 160 Litre models - 1400kPa
- 250 & 315 Litre models - 1000kPa

The relief valve must be installed directly into the top socket marked "RELIEF VALVE". The drain line from this valve must be installed in a continuously downward direction in a frost free ambient position with the discharge end left open to atmosphere permanently. The Pressure & Temperature Relief Valve supplied with the water heater is not sufficient to enable connection of the water heater to supplementary energy sources such as solar panels or slow combustion stoves (refer AS/NZS 3500.4.2 for guidance on these types of installations)

Note: A brass plug is supplied with the water heater to plug off the unused inlet fitting. Ensure that a sealing material is applied to the plugs for a leak tight fit.

COLD WATER CONNECTION

An approved isolating valve, approved non return valve, line strainer (optional but recommended), and union must be fitted between the supply main and the RP^{3/4}/20 socket in the water heater. All fittings must be approved by the relevant Authority. See the Installation Diagram for details.

Note for S.A. and W.A.: It is a state requirement that a pressure relief valve be fitted on the cold water supply line between the non return valve and the water heater (refer to Installation Diagram).

Warning: A separate drain line must be run for this relief valve. It is not permitted to couple drain lines from relief valves into a single common drain line.

HOT WATER CONNECTION

The hot water pipe should be connected to the RP^{3/4}/20 socket marked OUTLET at the top left side of the unit.

For the most economical operation of the water heater, it is recommended that all hot water lines are insulated. Please check local regulations regarding the use of hot water supply pipework other than pipes made of copper.

ELECTRICAL CONNECTION

This water heater is designed for single phase 240V A.C supply only. The electrical connection must comply with Local Supply Authority Regulations and AS3000.

For models not pre-wired with a flexible lead, connections are made at the terminal block inside the water heater. Entry to the connection area is through the hole beneath the element cover, designed to accept a 20mm conduit. The element cover may be removed by undoing the two screws on the cover and sliding the cover downwards to disengage the top edge. Ensure that the conduit entry is well sealed to achieve correct weatherproofing.

Note: This water heater is fitted with a thermostat and over-temperature energy cut-out. Under no circumstances should the water heater be operated without both these devices being in the circuit. Replacement must be carried out only by a qualified electrician or the manufacturer.

DANGER - The operation of the thermal cut-out indicates a possibly dangerous situation. Do NOT reset the thermal cutout until the water heater has been serviced by a qualified person.

Caution: The water heater must be filled with water before turning on the electricity supply.

Electrician: Press reset button on thermostat(s) to ensure over-temperature cut-out is set.

OPERATING INSTRUCTIONS

The appliance is not intended for use by young children or infirm persons without supervision. Young children should be supervised to ensure that they do not play with the appliance.

FILLING THE WATER HEATER

Open all hot water taps. Open isolating valve at the cold water inlet and allow water heater to fill until water flows through the system. Close each hot water tap after the air is expelled from its line. As noted previously power is not to be turned on until the water heater is filled with water.

WATER QUALITY

Your RADIANT water heater has been manufactured to suit water conditions of most Australian metropolitan supplies. Please note that harsh water supplies can have a detrimental effect on the water heater and its life expectancy. If you are unsure about your water quality 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 the heater) may become over reactive. To alleviate this, the magnesium alloy anode should be replaced with an aluminium alloy anode, available from your local RADIANT supplier.

Water can also be very corrosive, the measure of this is the saturation index, if the water saturation index is greater than 0.40 a expansion control valve should be fitted and where the index is greater than 0.80 the water heater installed should be a Hard Water Model. Please consult our Service Department for advice if required.

CAUTION!

If the water heater is left in an operating condition and unused for two weeks or more, a quantity of hydrogen (which is highly flammable) may accumulate in the top of the water cylinder. 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 an unusual sound as with air escaping.

Where the Water Heater is not installed in accordance with the listed advice the water heater will not be covered by the Terms of Warranty.

SAFETY INFORMATION

WARNING:

For safe performance this water heater is fitted with:

1. Thermostat.
2. Over-temperature energy cut-out.
3. Combination Pressure & Temperature relief valve.

These devices must not be tampered with or removed.

The water heater must not be operated unless each of these devices is fitted and in working order.

The element cover(s) should be removed only by an electrician.

The electrical power supply switch must be turned off and the fuse removed at the main electrical supply switchboard before the water heater electrical cover is removed.

The Pressure & Temperature relief valves should be checked for adequate performance or replaced at intervals not exceeding 5 years, or less in areas where local regulations apply. The lever on the relief valve must be pulled to operate the valve at least once every 6 months.

DANGER

Failure to operate the relief valve easing gear at least once every six (6) months may indicate a problem with the water heater.

IMPORTANT

The Pressure & Temperature relief valve and the drain outlet pipe must not be sealed or blocked. It is normal for the valve to overflow during heating cycles.

SERVICE INFORMATION

SIX MONTHLY SERVICE

(BY OWNER)

Operate the Pressure & Temperature relief valve for approximately 10 seconds by operating the easing lever on the valve to ensure water is relieved to waste through the relief drain pipe. Check to ensure the valve closes correctly.

FIVE YEAR SERVICE

(BY AUTHORISED PERSONNEL ONLY)

The five yearly service should be carried out by a licenced tradesperson. It is recommended that this service be carried out by your local RADIANT agent. The service should include the following:

- Replace the Pressure & Temperature relief valve.
- Replace the anode. (in areas of harsh or adverse water conditions it is recommended that you carry out a more frequent check of your anodes condition, refer Operating Instructions "Water Quality")
- Flush the water heater.

To drain and flush the water heater:

- (i) Turn off the power.
- (ii) Turn off the cold water supply to the water heater at the isolating valve.
- (iii) Gently operate the easing lever on the Pressure & Temperature relief valve to release the pressure in the water heater.
- (iv) Disconnect the cold water inlet union to the heater and attach a drain hose.
- (v) Gently operate the Pressure & Temperature relief valve to let air into the heater and allow water to escape through the hose.
- (vi) To flush the heater, carry out steps (i) to (iv) above. Disconnect the hot water inlet union and attach a water supply hose to the heater. Turn on the water supply.
- (vii) Flush the heater until clear water appears. Reconnect all fittings, fill the heater and restore the electricity supply.

RECOGNITION OF ABNORMAL OPERATION

1. PRESSURE & TEMPERATURE RELIEF VALVE RUNNING

It is not unusual for this to allow a small quantity of water to escape during the heating cycle. The amount of discharge will depend on hot water usage. As a guide, if it discharges more than 20 litres of water in 24 hours there may be a problem.

Continuous trickle:

Likely build up of foreign matter. Try gently raising the easing lever on the Pressure & Temperature relief valve for a few seconds. This may dislodge a small particle of foreign matter and rectify the fault. Release lever gently.

Steady flow:

Likely causes are excessive water supply pressure, a faulty Pressure & Temperature relief valve or a faulty thermostat. Turn off the electricity supply and contact your RADIANT agent.

2. NO HOT WATER

Is the Pressure & Temperature relief valve discharging too much water? See *"Pressure & Temperature Relief Valve Running"*.

Do you have the correct size water heater for your requirements? Sizing details are available from your RADIANT supplier.

Is one outlet (such as the shower) using more hot water than you think?

Carefully review the family's hot water usage and if necessary check the shower flow rates with a bucket and a watch. If it is not possible to adjust water usage patterns, an inexpensive flow control valve can easily be fitted to the shower outlet.

3. HIGH ELECTRICITY BILLS

Is the Pressure & Temperature relief valve discharging too much water? See *"Pressure & Temperature Relief Valve Running"*.

Is one outlet (such as the shower) using more hot water than you think? See *"No Hot Water"*.

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 pipework.

RADIANT Hot Water Unit

Manufactured by Dux Manufacturing Limited ("Dux")
Terms of Warranty and Replacement Guarantee

Effective for all RADIANT Mains Pressure Storage Hot Water Heaters manufactured and sold after 1st October 2005.

THE RADIANT HOT WATER UNIT THAT YOU HAVE PURCHASED COMES WITH A COMPREHENSIVE 1 YEAR PARTS AND LABOUR WARRANTY AND A GUARANTEE TO REPLACE YOUR HOT WATER UNIT IF THE INNER CYLINDER FAILS WITHIN 5 YEARS. The terms of the Warranty and replacement guarantee are set out below.

WARRANTY

1. Your hot water unit and its components are covered by a 1 year warranty against defective factory parts or workmanship from the date your hot water unit is installed. If the date of installation is unknown, the warranty commences 1 month after the date of manufacture (which can be found on the serial plate on the hot water unit).
2. This warranty is for normal use of the hot water unit and covers the repair and/or replacement of any failed component in the hot water unit or where necessary, the hot water unit itself. Under this warranty Dux will repair or replace the component or hot water unit free of charge (except for certain transport or travelling time costs which may be payable by the owner under clause 8 below). The decision to repair or replace the component or hot water unit will be entirely at the discretion of Dux.
3. The warranty only applies to defects in the hot water unit which have arisen solely due to faulty materials or workmanship.

5 Year Replacement Guarantee.

4. If an inner cylinder fails on a RADIANT hot water unit within a further 4 years after the end of the 1 year warranty period, Dux will provide a free replacement hot water unit at the nearest approved RADIANT agent or Dux office to the owners home. Under this replacement guarantee, the transport, installation and labour costs of delivering the replacement hot water unit and removing and replacing the existing hot water unit with the replacement hot water unit will be charged to the responsibility of the owner of the existing hot water unit.

Scope of Warranty and Guarantee

5. The warranty and replacement guarantee do not apply to any defects or damage not due to faulty factory parts or workmanship, including but not limited to defects or damage caused by or resulting from:-
 - a) accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions, contamination or corrosion from particles in the water supply, excessive water pressure or temperature or neglect of any kind to the hot water unit or its components.
 - b) alteration or repair of the hot water unit other than by an approved RADIANT agent or a Technician of a gas or electricity utility approved by Dux.
 - c) attachment of any parts or accessories other than those manufactured or approved by Dux; and
 - d) faulty or improper installation of the hot water unit, including installation otherwise than in accordance with the instructions contained in the owner's manual supplied with the unit.
6. The warranty only applies to the hot water unit and/or components in the hot water unit and does not cover any plumbing or associated parts, including but not limited to, pressure limiting valves, stop cocks, non return valves, electrical switches, pumps or fuses, supplied by any person installing the hot water unit.

7. Where a hot water unit or a component in a hot water unit is replaced by Dux, the balance of any original warranty or replacement guarantee period will remain effective. The replacement part or hot water unit does not carry any additional warranty or replacement guarantee.
8. Where the hot water is located outside the metropolitan area of a capital city and is:-
 - a) more than 25 kilometres from a Dux office; or
 - b) more than 25 kilometres from a RADIANT agent

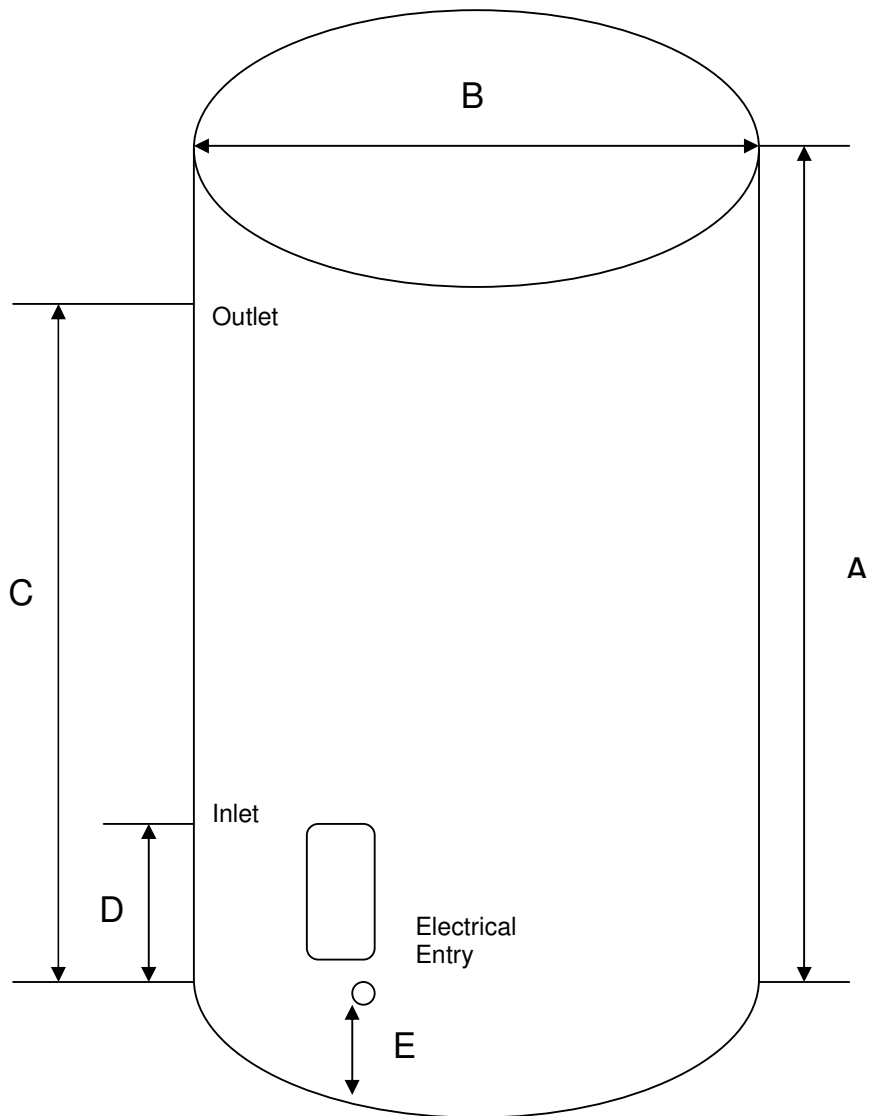
the owner will be responsible under the warranty, for paying the costs of transporting the hot water unit or any component in the hot water unit to and from an approved RADIANT agent or to a Dux office (including the costs of any insurance associated with that transport) or paying the travelling time of an approved Dux agent to and from the owner's house premises.

9. Where the warranty applies but the hot water unit is installed or located in a position that does not comply with the Dux installation instructions or any relevant statutory requirements, the owner of the hot water unit will be responsible for the costs of:-
 - a) the dismantling or removal of cupboards, doors, walls of special equipment and
 - b) any labour required.

to gain access to and to bring the unit to a position that complies with the installation instructions or relevant statutory requirements.

10. Dux's obligations under this warranty and replacement guarantee are limited to repairing or replacing the hot water unit or components. To the extent permitted by law, Dux will not be liable for any loss or damage to furniture, carpets, walls, foundations or any other consequential loss of any kind caused by a defect in the hot water unit or any component.
11. Any claim under the warranty or replacement guarantee must include full details of the defect and/or damage to the hot water unit and/or component in the hot water unit. All claims must be made within one month of the detection of the defect.
12. In addition to this warranty and replacement guarantee, certain legislation (including the Trade Practices Act 1974 and consumer protection legislation of the States and Territories) gives the owner certain rights which cannot be excluded, restricted or modified. Nothing in this warranty and replacement guarantee has the effect of excluding, restricting or modifying those rights.
13. In the case of a hot water unit acquired for other than personal domestic or household use, Dux's liability for a breach of a condition or warranty implied by Division 2 of Part V (other than Section 69) of the Trade Practices Act (1974) and any equivalent State or Territory legislation is expressly limited to any one or more of the following, as determined by Dux:-
 - a) the replacement of the hot water unit;
 - b) the repair of the hot water unit;
 - c) the payment of the cost of replacing the hot water unit or of acquiring an equivalent hot water unit;
 - d) payment of the cost of having the hot water unit repaired.

SPECIFICATIONS



Size (L)	A	B	C	D	E
50	690	459	530	152	67
125	1062	532	857	206	116
160	1317	532	1112	206	116
250	1444	617	1231	215	125
315	1754	617	1541	215	125