

INSTALLATION GUIDE



Bath and shower water is 40-45°C. Geysers should heat water to above 55°C to kill bacteria. The water in the geyser is hottest at the top and coldest at the bottom.

Setting the thermostat depends on multiple factors, but the goal is to set it to the lowest acceptable temperature in order to minimise energy consumption.

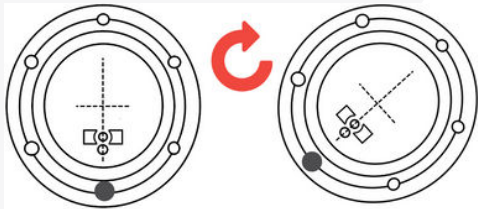
The set temperature on a stat can vary by up to 10°C from stat to stat. If the water is too hot or cold, the stat may need to be adjusted.

50MM FLANGE MOUNT MODEL FITMENT

A standard element has the thermostat in the middle of the element. Thus heat is constantly passing the stat. With XTEND elements, the thermostat is not only lower in the geyser, it is below the element. As heat rises, the thermostat gets the heat later than with a standard element.

The stat setting will vary by geyser, but we recommend setting the stat 10°C lower than for a standard element.

1. Ensure **NO WATER** gets inside the grub screw hole during fitment.
2. For Kwikot geysers turn the base plate clockwise by one screw fitting as below



3. Turn thermostat down 10°C from original setting.



**** TURN THE THERMOSTAT DOWN BY +/- 10°C ****

If this step is not followed the water may be too hot for the customer and then require an additional site visit to adjust the thermostat down.

We recommend replacing the thermostat as the element is new and it is good practice to install a new thermostat at the same time. This can prevent additional site visits to replace old and faulty thermostats.

35MM BOSS SCREW-IN MODEL FITMENT

- Some of the screw-in spiral elements have the thermostat pocket in the center of the element.
- This is not possible with the PTC design.
- When the XTEND screw-in element is installed, the thermostat pocket needs to be separate.
 - Some geysers have a separate pocket.
 - Some have a spare port that can be used as a pocket. This requires some additional parts.
- The thermostat setting will depend on the position relative to the element.

TROUBLESHOOTING



PROBLEM

POSSIBLE REASONS AND SUGGESTIONS

Water not hot or lukewarm



If the geyser is not heating up, the following could be the cause:

1. Faulty mixing valve
2. Reverse thermosiphoning
3. Hot water leak
4. Ring main
5. Faulty timer or controller
6. Faulty thermostat
7. Faulty wiring or circuit breaker
8. Faulty element.

Please check all of the above before assuming it is the XTEND element.

We also advise that you connect the element to the power to ensure it is drawing current and to test the thermostat physically by turning the thermostat down to switch the element off and then up again to ensure that the thermostat is functioning correctly.

Tripping the earth leakage or circuit breaker



XTEND elements require a high current on start-up, due to the ceramic chips inside needing more power upon start up than standard resistive elements.

If the element is tripping it could be due to any of the following:

1. Circuit breaker is faulty or very old
2. Wiring is loose around circuit breaker
3. Connecting wires are too small or loose
4. Thermostat is faulty
5. Circuit breaker is too small
6. Dead short in the cable
7. Water inside the element will cause a short (This can trip the entire DB)
8. Tripping element.

Please therefore always check the entire electric pathway for any potential faults before returning the XTEND element as faulty. In most cases, it is not XTEND elements causing the problem.

Setting the thermostat correctly



XTEND elements:

1. are at least 25% more efficient
2. locate the thermostat at the bottom of the geyser

For this reason, it is important to adjust the thermostat setting down to prevent overheating and to maximise savings.

Most houses set thermostats around 60°C, some at 65°C, others at 55°C

With XTEND elements it is possible to set the thermostat 10°C to 15°C lower than standard, depending on the number of hot water users.

The following thermostat settings are

recommended:

Family of 1-2	40°C	Family of 4	: 50°C
Family of 3	45°C	Family of 5	: 55°C

INSTALLERS CAN CONTACT OUR **HOTLINE FOR ON SITE ASSISTANCE** 087 057 9126