

PRE-INSTALLATION TEST

Optional but Recommended

XTEND elements can be safely tested in dry air before installation.

Take care to prevent scalding or burns to persons and damage to property.

1. Insert the thermostat fully into the thermostat pocket & connect power.
2. The centre of the heating tube should begin warming almost immediately.
3. Disconnect power.

Important: PTC ceramic elements will not pass a conventional continuity test because their resistance is variable.

INSTALLATION

Install XTEND elements in the same manner as standard resistive elements.

- Do NOT allow water to enter the grub screw hole during installation.
- Tighten the grub screw firmly using the supplied Allen key.
- When replacing an element, it is recommended to replace the thermostat and sacrificial anode(s) at the same time.
- Handle the thermostat carefully - knocking or dropping it can cause it to fail.

USING A GEYSER TIMER WITH A “SLOW HEATING SENSOR”

- Install the XTEND element with the thermostat positioned above the heating tube



- If the thermostat is positioned below the heating tube, the controller may trigger an E4 error due to perceived slow heating. Note that the element will, in some instances, continue to operate.

Installers can contact our Hotline for on-site assistance 087 057 9126

SETTING THE THERMOSTAT



STANDARD ELEMENT

Thermostat is positioned in the centre of the element.



XTEND ELEMENT

Thermostat is positioned below the heating tube.



GEYSER

Because hot water rises (thermal stratification), the hottest water collects at the top of the geyser.



For this reason, when installing an XTEND element, it is **recommended to reduce the thermostat setting by 5°C from the original setting**, in line with SANS guidelines. Failure to do so may result in excessively hot water.

TROUBLESHOOTING

Water not hot or lukewarm



If the water 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

Please verify the troubleshooting steps above before concluding that the unit is fault.

Tripping the earth leakage or circuit breaker



XTEND elements require a high current on start-up (Inrush Current) and settle to a steady state within 90 seconds.

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

1. Circuit breaker is faulty or very old
2. Wiring is loose around the 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)

Please ensure the entire electrical circuit is checked for potential faults before returning the XTEND element as defective. The element is rarely the source of the malfunction.

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