

Note – PTC ceramic elements will not pass a conventional continuity test; their resistance is variable by design. This is expected and is not a fault.

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

50MM FLANGE MOUNT MODEL

- 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.

35MM BOSS / SCREW-IN MODEL

- Some screw-in spiral elements have a thermostat pocket in the centre. The PTC design does not allow this. The thermostat pocket must be separate when the XTEND screw-in element is installed.
- Some geysers have a separate pocket, and some have a spare port that can be used as a pocket. This requires some additional parts
- Refit the two cables (live & neutral) to the thermostat and earth the geyser.

SETTING THE THERMOSTAT - IMPORTANT!

STANDARD ELEMENT



Thermostat in the centre of the element.

XTEND ELEMENT



Thermostat below the heating tube.

GEYSER



Because hot water rises (thermal stratification), the hottest water collects at the top of the geyser. Reduce the thermostat setting by 5°C from the original setting (per SANS guidelines) — failure to do so may result in excessively hot water.

TROUBLESHOOTING

Note – XTEND elements draw a high inrush current on start-up and settle to steady state within 90 seconds - this is not a fault. Check the full electrical circuit before returning the element; it is rarely the source of the malfunction.

Symptom	Check before returning the element as faulty
 Water not hot or lukewarm	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
 Tripping the earth leakage or circuit breaker	1. Circuit breaker faulty, old, or too small 2. Wiring loose around breaker, or connecting wires too small/loose 3. Faulty thermostat 4. Dead short in the cable 5. Water inside the element (can trip the entire DB)

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