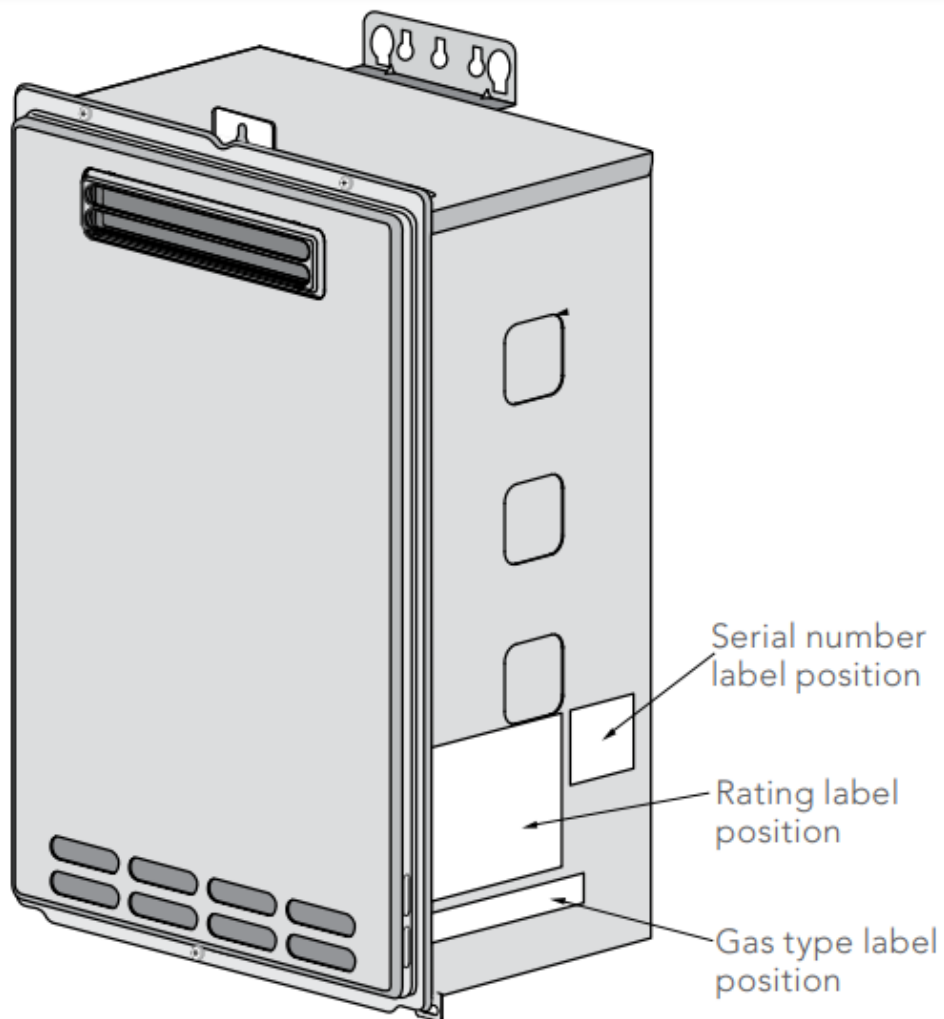


Specifications



MODELS	KGC20***	KGC26***
Capacity L/min	20L/min	26L/min
Gas Input MJ/h	160	195
Inlet Supply Pressure kPa – Nat. Gas	1.13 min.	1.13 min.
	2.75 max.	2.75 max.
Inlet Supply Pressure kPa - LPG	2.61 min	2.61 min
	2.89max	2.89max
Water Supply Pressure kPa	150* min.	150* min.
	1200 max	1200 max
Height mm	542	542

Depth mm	170	215
Width mm	350	350
Weight kg	15.7	17.2
Gas Connection mm	20 BSP	20 BSP
Water Connections	15 BSP	15 BSP
Ignition	Electronic	Electronic
Electrical Supply Voltage	240 AC	240 AC
Operating current	0.8A	0.8A

*The water heater will operate at reduced performance when inlet water supply pressures are below 340kPa.

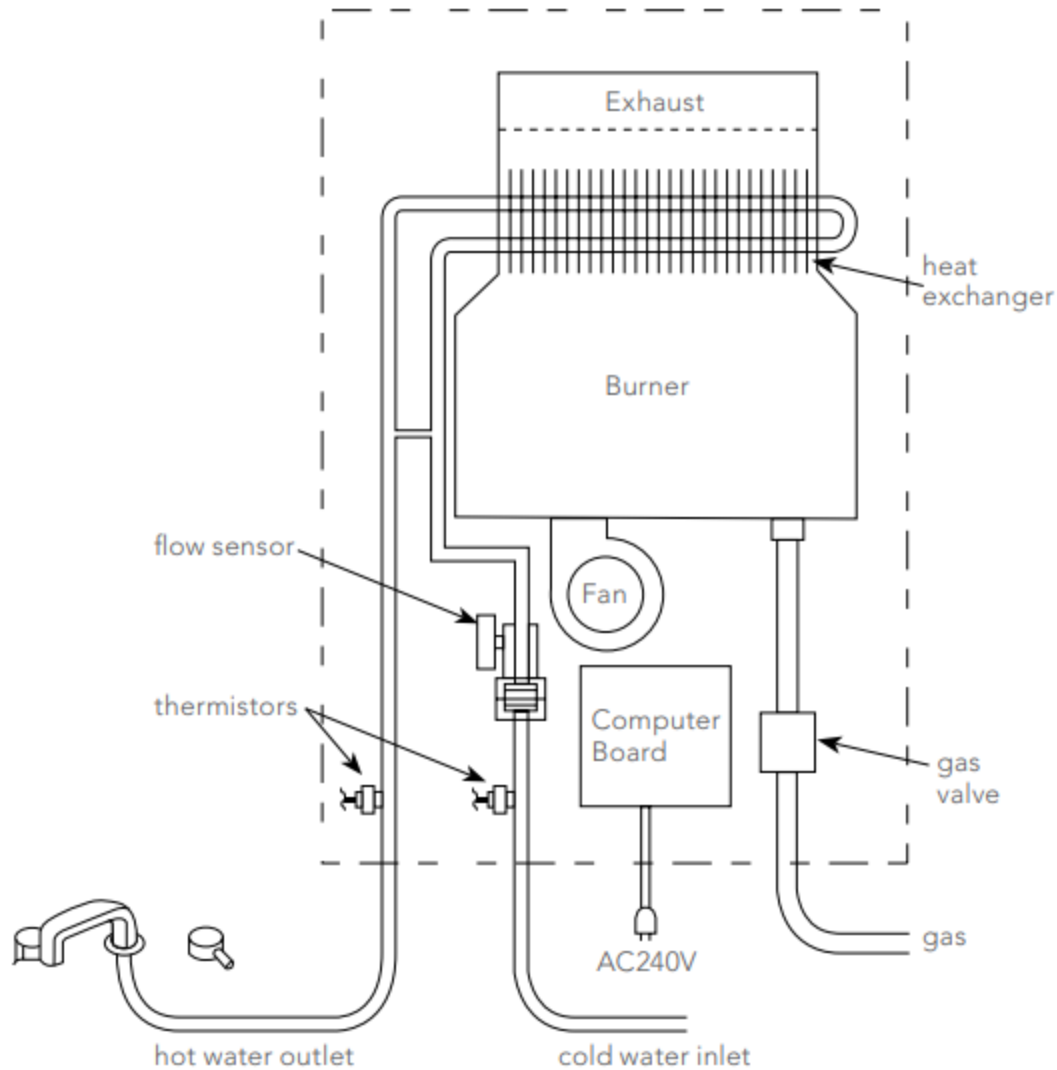
Your gas continuous flow hot water system

How it works

When a hot water tap is turned on, cold water begins flowing through the gas continuous flow hot water system and out of the hot water tap. A flow sensor inside the water heater detects that there is water flow and the computer opens the internal gas supply valve, ignites the burner and starts the internal fan. The water circulating inside the water heater goes through a heat exchanger that absorbs the heat created by the flames of the burner and transfers the heat into the water circulating through it. The internal computer modulates the gas supply valve and the water flow to produce the right amount of hot water to the correct temperature. When the hot water tap is turned off, the unit detects that the water flow has

stopped and closes the gas supply valve, stopping the burner. The internal fan continues to run for a little while longer and then shuts down.

Your gas continuous flow hot water system may be installed on its own or part of a gas-boosted solar hot water system.



Turning on your gas continuous flow hot water system If your gas continuous flow hot water system has been turned off after commissioning or shut down for a period of time follow these instructions:

- Ensure that power is switched off to the water heater or that it is unplugged
- If the system has been drained, ensure that the drain plug and filter located on the cold and hot water lines have been screwed back in place (hand tighten only)
- Open any hot tap or fixture in the house
- Open the cold water isolation valve located on the inlet to the water heater and check for leaks

- Once water is flowing freely from the open hot tap or fixture, indicating that all air has been dispelled from the system, close the open hot water tap or fixture
- Open the gas isolation valve located on the inlet to the water heater and check for leaks
- Plug in the power cord to the power outlet (if it isn't already) and turn on the power supply to the outlet.
- Turn on the remote controllers (if fitted) by pressing the "On/Off" buttons.
- Press the "Priority" button on the controller to be used and set the desired temperature using the "+" and "-" buttons.

Your gas continuous flow hot water system is now ready to be used and will operate automatically when a hot tap or fixture is opened.

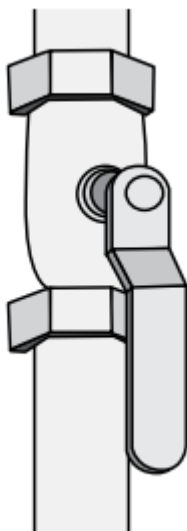
Turning off your gas continuous flow hot water system If you wish to turn off your gas continuous flow hot water system follow these instructions:

- Turn off the remote controllers (if fitted) by pressing the "On/Off" buttons
- Switch off electrical supply at the power outlet that the water heater is plugged into
- Close the gas isolation valve located on the inlet to the water heater
- Close the cold water isolation valve located on the inlet to the water heater

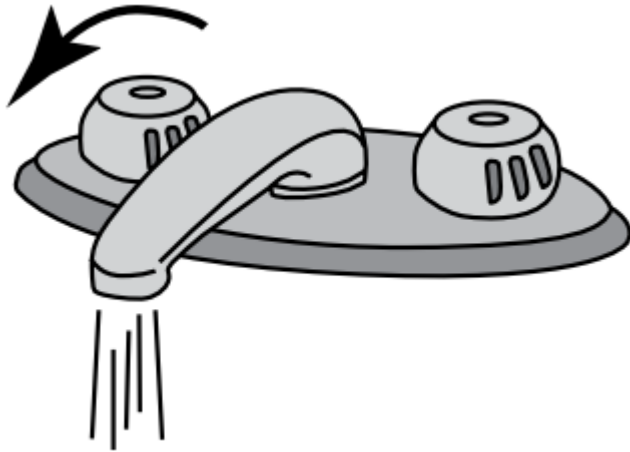
Initial operation

Once all checks have been completed, please clean filter of any debris. Refer to page 10 for instructions.

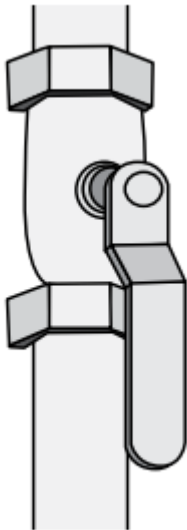
1. Fully open the manual water control valve on the water supply line.



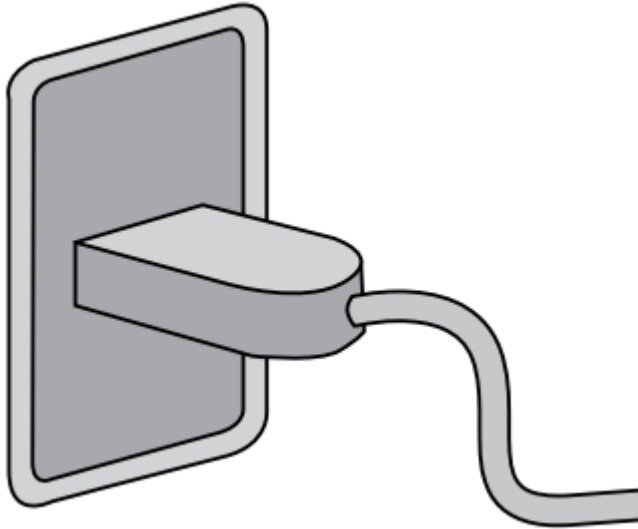
2. Open a hot water tap to verify that water is flowing to that tap then turn the tap off.



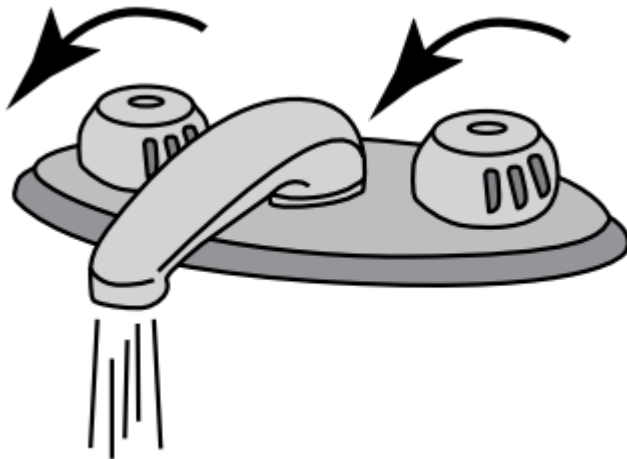
3. Fully open the manual gas control valve installed and check for leaks



4. Turn on the 240 volts 50 Hz power supply to the water heater.



5. Open a hot water tap or fixture and verify that hot water is now available.



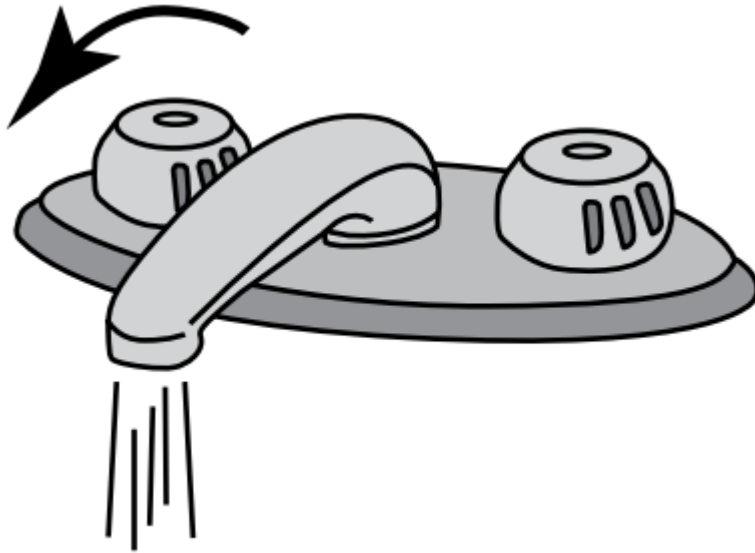
Normal operation

Please note the following flow rates to properly operate the hot water system:

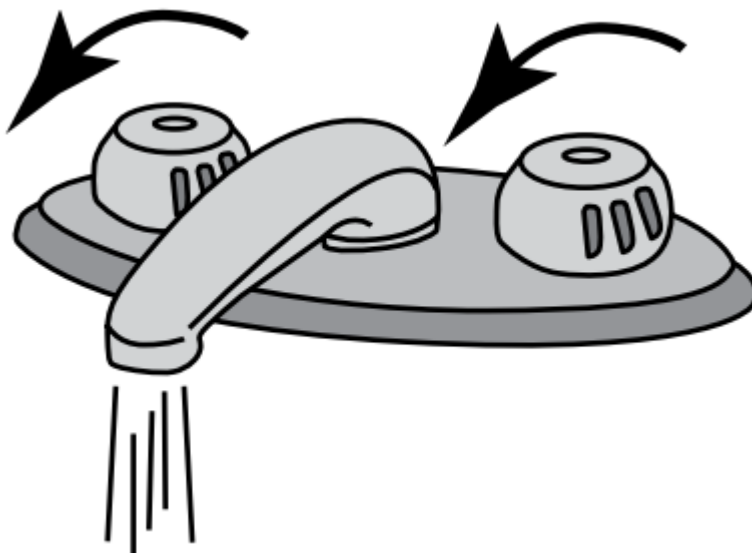
- Flow rate to activate the water heater: 3.0 liters per minute
- Flow rate to keep the water heater running: 2.5 liters per minute

Without remote controllers installed

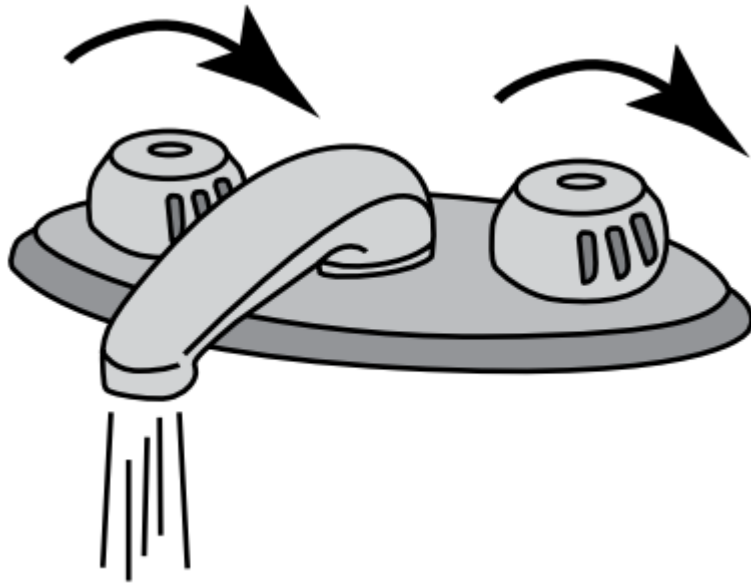
1. Open a hot water tap.



2. Mix cold water with the hot to get the correct temperature of water.

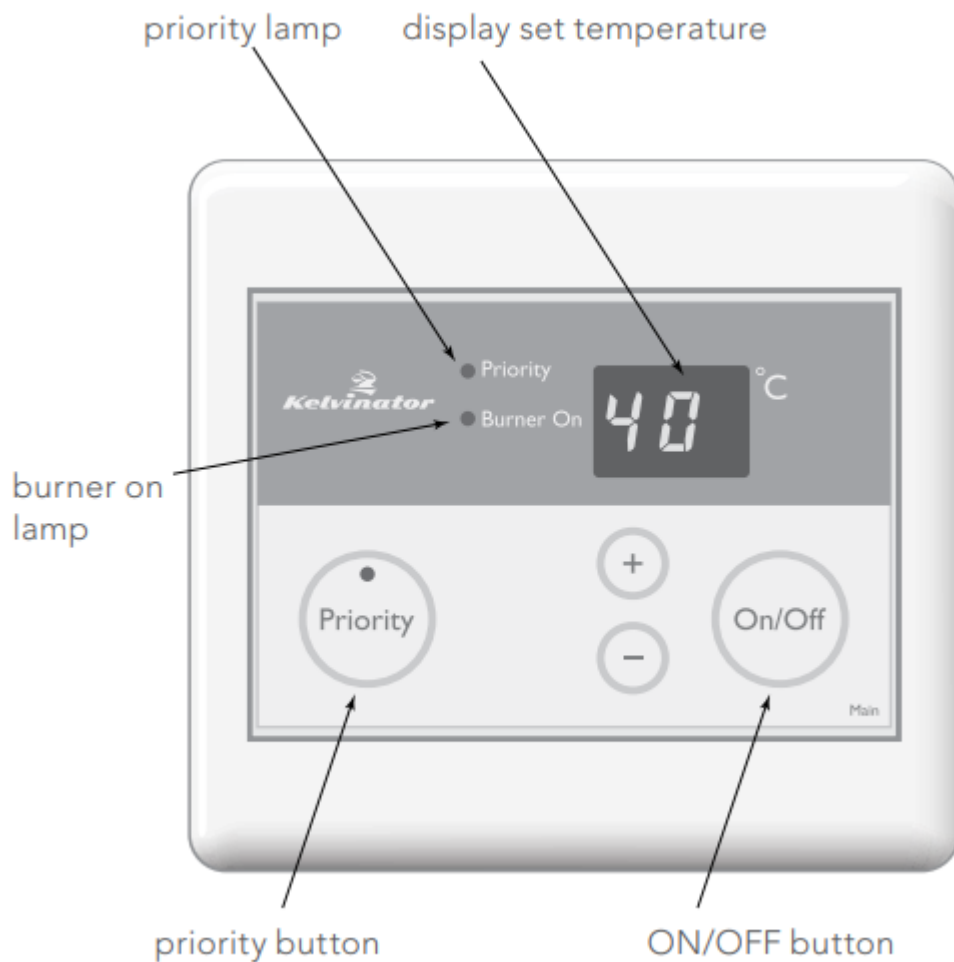


3. Close the hot water and cold water taps.



With remote controller(s) installed

1. Press the "On/Off" button to activate the display on the controller.
2. Press the "Priority" button and ensure the priority lamp is lit on the remote controller being used. Once the priority lamp is lit confirm that the set temperature is displayed on the controller(s).
3. Set your desired temperature by pressing the "+" and "-" buttons. If you are using the MAIN controller the output temperature can be adjusted within the range of 37°C to 60°C. If you are using a SHOWER or ENSUITE controller the output temperature can be adjusted within the range of 37°C to 50°C.
4. Open a hot water tap or fixture.
5. Ensure the "Burner On" display indicator is lit.
6. Adjust the water temperature by using the remote controller and mixing cold water as required.
7. Close the hot water tap or fixture.
8. Ensure the "Burner On" display indicator is off.



Freeze prevention

This water heater comes equipped with heaters that prevent the water heater from freezing. For this freeze prevention system to operate there has to be electrical power to the water heater. The freeze prevention device will not work if the electrical power source is disconnected. The water heater has been rated for temperatures down to -15°C in a wind-free environment.

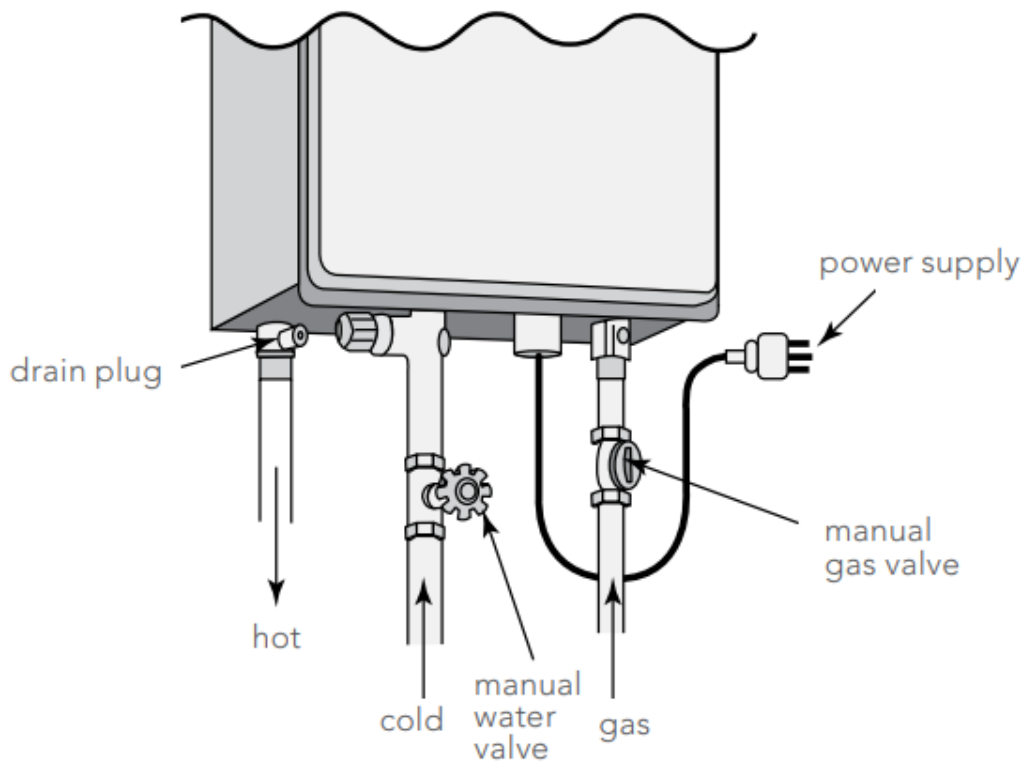
Winter shutdown

If you will not be using your gas continuous flow system for a long period of time or if the temperature is expected to drop below -15°C with the wind chill factor, turn off your water heater and drain it of water. This will keep your water heater from freezing and being damaged.

Follow these instructions carefully:

1. Close the manual gas shut-off valve.
2. Turn off the power supply to the system.
3. Close the manual water shut-off valve located on the water supply line.

4. Open all hot water taps in the house. (Bathroom, kitchen, laundry room, etc.). When the water flow has ceased, close all hot water taps.
5. Have a bucket or pan to catch the water from the water heater's drain plugs. Unscrew the drain plugs to drain all the water out of the water heater.
6. Wait a few minutes to ensure all water has completely drained from water heater.
7. Securely screw the drain plugs back into place. Hand-tighten only



When it is safe to use the water heater again:

- Ensure that power is switched off to the water heater or that it is unplugged
- Make sure all hot water taps are closed and the drain plugs are securely attached.
- Purge the water line of debris.
- Turn on the manual water control valve located on the water supply line and check for leaks.
- Open all the hot water taps to verify water flows to the taps. Close hot water taps.
- Turn on the manual gas control valve located on the gas supply line.
- Turn on the power supply to the water heater.

Maintenance and service

Preventative maintenance can maximize the lifetime of this system. It's therefore recommended to have this system checked and serviced every 3 years. All servicing and repairs must be completed by a licensed technician. Please call the service center (numbers located in the warranty section of this manual) for servicing and spare parts for your gas continuous flow hot water system.

- Clean the cold-water inlet filter. (Refer to the diagram below right)
- Be sure that all openings for combustion air are free from blockage. If blocked, remove the obstruction.
- Check that the opening for exhaust is not blocked. If blocked, shut off the water heater's combustion. Wait until the system has completely cooled before removing the obstruction. DO NOT touch while the system is running – extremely high temperatures can cause severe burns.
- Check the gas pressure.
- Keep the area around the system clear. Remove any combustible materials, gasoline, or any flammable vapors and liquids.

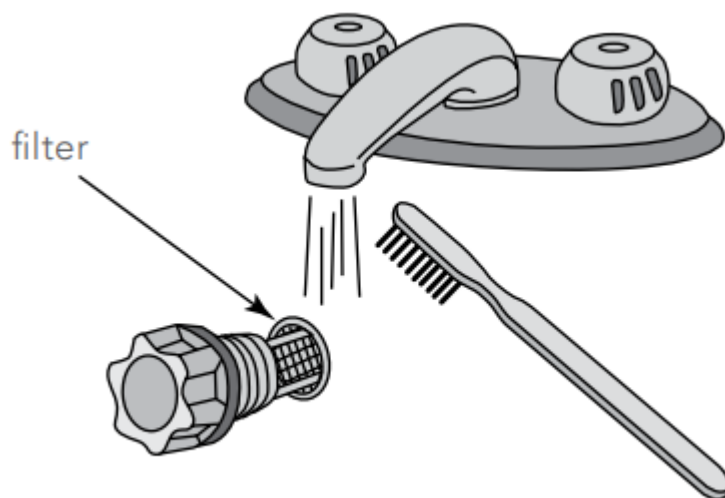
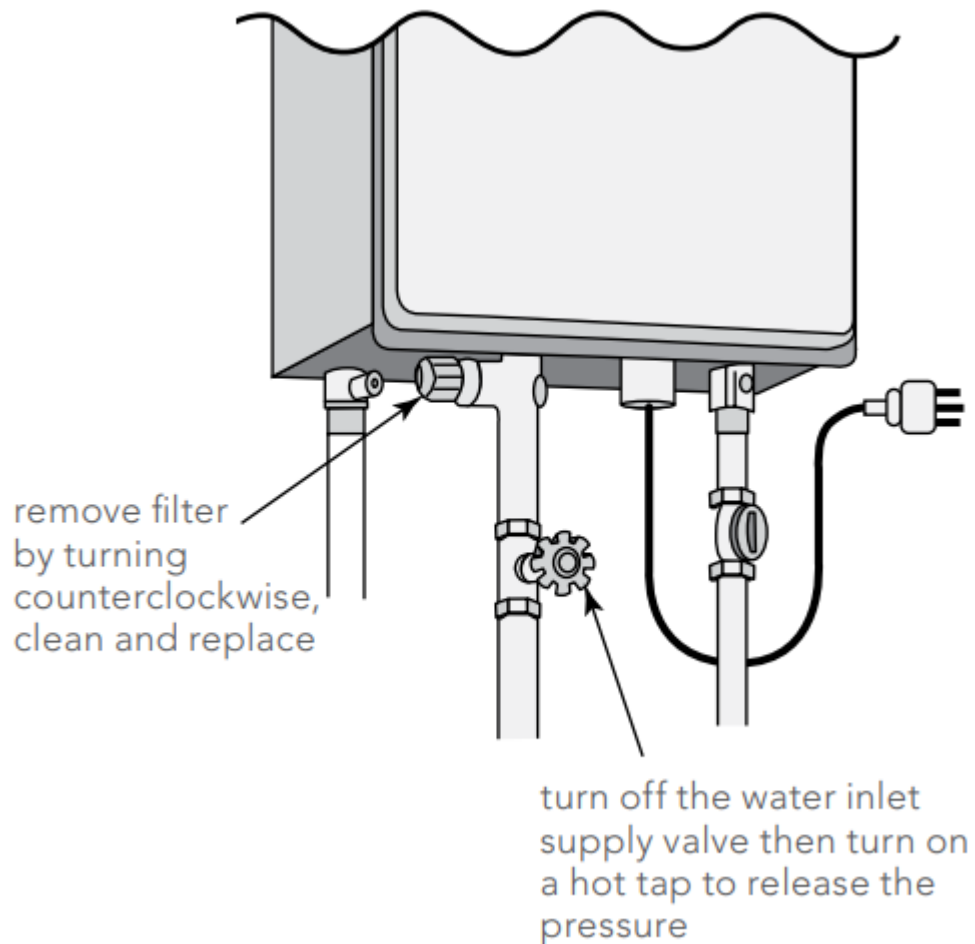
Water heater draining and filter cleaning

1. Close the manual gas shut-off valve.
2. Turn off the power supply to the system.
3. Close the manual water shut-off valve.
4. Open all hot water taps in the house (bathroom, kitchen, laundry room, etc.). When the residual water flow has ceased, close all hot water taps.
5. Have a bucket or pan to catch the water from the water heater's drain plugs. Unscrew the drain plugs to drain all the water out of the water heater.
6. Wait a few minutes to ensure all water has completely drained.
7. Clean the filter: Check the water filter located within the cold inlet. With a tiny brush, clean the water filter of any debris which may have accumulated and reinsert the filter back into the cold water inlet.
8. Securely screw the drain plugs back into place. Hand-tighten only

When it is safe to use the gas continuous flow water heater again:

- Ensure that power is switched off to the water heater or that it is unplugged.
- Make sure all hot water taps are closed and the drain plugs are securely attached.
- Purge the water line of debris.

- Turn on the manual water control valve located on the water supply line.
- Open all the hot water taps to verify water flows to the taps. Close hot water taps.
- Turn on the manual gas control valve located on the gas supply line and check for leaks.
- Turn on the power supply to the system



General Troubleshooting



Temperature and amount of hot water	
Problem	Possible solutions
It takes a long time for hot water to reach the fixtures.	The time it takes to deliver hot water from the water heater to your fixtures depends on the length of piping between the two. The longer the distance or the bigger the pipes, the longer it will take to get hot water.
The water is not hot enough	<p>If a tempering valve is installed, is it set too low or malfunctioning?</p> <p>Are the cold water and hot water lines cross-connected?</p> <p>Is the gas supply valve fully open?</p> <p>Is the gas line sized properly?</p> <p>Is the gas supply pressure enough?</p> <p>Is the set temperature set too low?</p> <p>Is the combustible air inlet or exhaust outlet blocked?</p> <p>Is the gas inlet filter in the water heater blocked? Call a service technician to remove blockage.</p> <p>Reset power to the water heater to remove a previously set controller temperature setting</p>
The water is too hot	Is the temperature on the controller with priority set too high?
The hot water is not available when a fixture is opened.	<p>Does the water heater have a 240V 50Hz power supply available?</p> <p>If you are using the remote controller, is the power button turned on?</p> <p>Is the gas supply valve fully open?</p> <p>Is the water supply valve fully open?</p> <p>Is the filter on cold water inlet clean?</p> <p>Is the hot water fixture sufficiently open to draw at least 3.0l/min through the water heater?</p> <p>Is the water heater frozen?</p>

	<p>Is there gas available to the water heater and (if applicable) does the gas storage tank have enough gas in it?</p>
<p>The hot water gets cold and stays cold</p>	<p>Is the flow rate enough to keep the water heater running?</p> <p>Is the gas supply valve fully open?</p> <p>Is the filter on the cold water inlet clean?</p> <p>Are the fixtures clean of debris and obstructions?</p> <p>Is the gas inlet filter in the water heater blocked?</p> <p>Call a service technician to remove blockage.</p>
<p>Fluctuation in hot water temperature.</p>	<p>Is the filter on the cold water inlet clean? Is the gas line sized properly?</p> <p>Is the supply gas pressure enough?</p> <p>Are the cold water and hot water lines cross-connected?</p> <p>Is the gas inlet filter in the water heater blocked?</p> <p>Call a service technician to remove blockage.</p>
<p>Water heater</p>	
<p>Burner does not ignite when water goes through the water heater.</p>	<p>Is the flow rate over 3.0l/min?</p> <p>Is there a 240V 50Hz power supply available to the water heater?</p> <p>Are the cold water and hot water lines cross-connected or reversed?</p> <p>If a remote controller is installed press the "On/Off" button.</p>
<p>The fan motor is still spinning after operation has stopped.</p>	<p>This is normal. After operation has stopped, the fan motor keeps running for 15 – 75 seconds in order to re-ignite quickly, as well as push all exhaust gas out of the flue.</p>

White vapor clouds are coming from the hot air outlet of the water heater	It is normal to see water vapor clouds or steam coming from the hot air outlet of the water heater, especially during cold and wet days.
Remote controller (optional)	
Remote controller does not display anything when the power button is turned on.	<p>Press the ON/OFF button.</p> <p>If the lamp does not light:</p> <p>Make sure the water heater has power supply.</p> <p>Make sure the connection to the water heater is correct.</p>
An ERROR code is displayed	Check the error code on the PCB (see page 19 for details).
Remote controller can not change the set temperature.	Is priority lamp lit? If it is not, press the priority button after closing all hot water taps.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.