

Owner's Manual



To Suit Electric Storage Water Heater Models:

25 series:	C025-19SV*	C025-24SV*		
50 series:	C050-19SV*	C050-24SV*	C050-36SV*	C050-48SV*
80 series:	C080-19SV*	C080-24SV*	C080-36SV*	C080-48SV*
125 series:	C125-19SV*	C125-24SV*	C125-36SV*	C125-48SV*
160 series:	C160-19SV*	C160-24SV*	C160-36SV*	C160-48SV*
	C160-72TV*	C160-96TV*		
250 series:	C250-19SV*	C250-24SV*	C250-36SV*	C250-48SV*
	C250-72TV*	C250-96TV*		
315 series:	C315-19SV*	C315-24SV*	C315-36SV*	C315-48SV*
	C315-72TV*	C315-96TV*		
400 series:	C400-19SV*	C400-24SV*	C400-36SV*	C400-48SV*
	C400-72TV*	C400-96TV*		

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Introduction

On behalf of Quantum Energy Technologies, we thank you for your decision to purchase a Quantum Electric Storage Water Heater, which will provide continuous large and safely sanitary hot water for you.

QUANTUM ENERGY TECHNOLOGIES Pty Ltd designs and manufactures energy efficient water heaters, pool heaters as well as building heaters.

With over 30 years of on-going product development of a proven technology, Quantum is able to confidently provide worry free operation and product reliability.

Models table:

25 series:	C025-19SV1	⊙	C025-24SV1	⊙								
50 series:	C050-19SV1	⊙	C050-24SV1	⊙	C050-36SV1	⊙	C050-48SV1	⊙				
80 series:	C080-19SV1	⊙	C080-24SV1	⊙	C080-36SV1	⊙	C080-48SV1	⊙				
125 series:	C125-19SV1	⊙	C125-24SV1	⊙	C125-36SV1	⊙	C125-48SV1	⊙				
160 series:	C160-19SV1	⊙	C160-24SV1	⊙	C160-36SV1	⊙	C160-48SV1	⊙	C160-72TV1	⊙	C160-96TV1	⊙
250 series:	C250-19SV1	⊙	C250-24SV1	⊙	C250-36SV1	⊙	C250-48SV1	⊙	C250-72TV1	⊙	C250-96TV1	⊙
315 series:	C315-19SV1	⊙	C315-24SV1	⊙	C315-36SV1	⊙	C315-48SV1	⊙	C315-72TV1	⊙	C315-96TV1	⊙
400 series:	C400-19SV1	⊙	C400-24SV1	⊙	C400-36SV1	⊙	C400-48SV1	⊙	C400-72TV1	⊙	C400-96TV1	⊙

Specifications and Materials may change without notice.

Effective for all electrical storage water heaters manufactured and sold after 1st January 2013.

Specifications

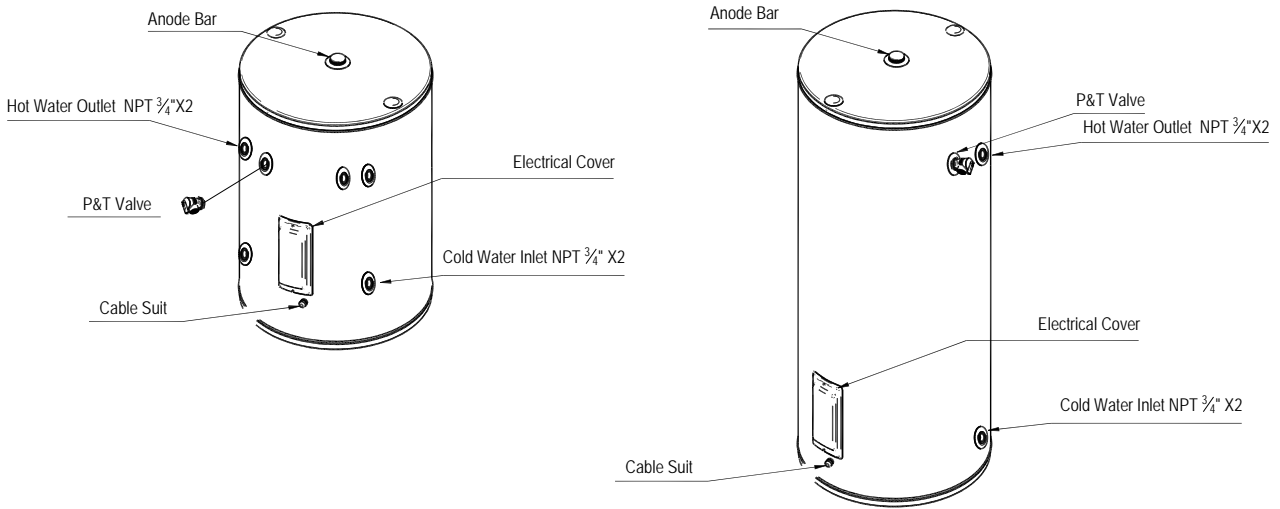


FIGURE A.

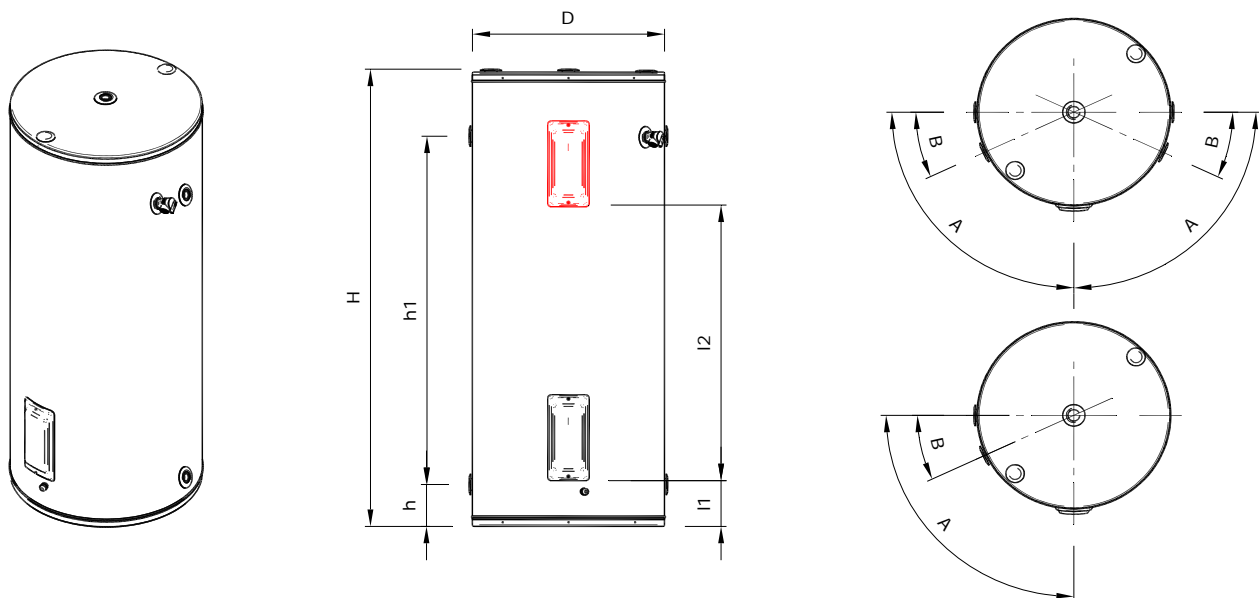


FIGURE B.

	A	B	D	H	h	h1	l1	l2
25 series	65	26	400	390	75	188	50	
50 series	59	26	450	650	75	420	70	
80 series	58	23	480	900	75	686	130	
125 series	90	31.5	480	1300	75	1078	130	590
160 series	90	23	480	1560	75	1338	130	1000
250 series	90	31.5	650	1380	70	1100	120	850
315 series	90	31.5	650	1690	70	1400	120	1120
400 series	90	31.5	700	1580	70	1280	120	1000

Installation

Installation Requirements

Quantum water heater must be installed by a qualified person, and in accordance with:

- AS/NZS3500.4.2 "National Plumbing and Drainage Code Hot Water Supply Systems - Acceptable Solutions"
- AS/NZS3000 "Electrical Installations Wiring Rules"
- Local authority regulations
- Outside Australia and New Zealand, please refer to local plumbing and building codes and regulations

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

Water Heater Location

A water heater with a cord and plug is suitable for indoor installation only. All other water heaters can be installed indoor or outdoor. Whether located outdoor or indoor, the water heater should be installed close to the most frequently used outlet and its position chosen with safety and service in mind.

Safe and large space for ease of service and access to heating unit, thermostat, sacrificial anode and relief valve should be considered when locating the water heater. The water heater must be installed upright in a vertical position and must be accessible without the use of a ladder or scaffold. The information on the rating plate must be readable. If possible, leave headroom of one water heater height so the anode can be inspected and / or replaced. If adequate room is unavailable, the water heater must be disconnected, drained and removed to enable servicing.

With regard to outdoor installation, the water heater shall be installed freestanding on a level and stable concrete base 50 mm thick.

With regard to indoor installation or where property damage could occur, an overflow tray and drain must be fitted in accordance with AS/NZS 3500.4. The drain pipe from the tray should be periodically checked to ensure that it is not blocked.

Note: Any damage to the storage cylinder caused by incorrect installation is not covered by warranty.

Water Supply Pressure

Quantum water heater is designed for direct connection to water supply pressure of:

025 series	050 series	080 series	125 series	160 series	250 series	315 series	400 series
1100KPa	1100KPa	1100KPa	800KPa	800KPa	800KPa	800KPa	800KPa

While the mains water supply 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 below the pressure shown above. Water pressure may increase during periods of lower demand.

Hot Water Delivery

This water heater can deliver water at temperatures which can cause scalding.

It is necessary and we recommend that a temperature limiting device be fitted between Optima water heater and the hot water outlets in any abluition area such as a bathroom or other abluition area, to reduce the risk of scalding, The installing plumber may have a legal obligation to ensure the installation of this water heater meets the delivery water temperature requirements of AS/NZS 3500.4 so that scalding water temperature are not delivered to a bathroom, or other abluition area.

Where a temperature limiting device is installed adjacent to the water heater, the cold water line to the temperature limiting device can be branched off the cold water line either before or after the isolation valve, pressure limiting valve and non return valve to the water heater. If an expansion control valve is required, it must always be installed after the non return valve and be the last valve prior to the water heater.

If a pressure limiting valve is installed on the cold water line to the water heater and the cold water line to a temperature limiting device branches off before this valve or from another cold water line in the premises, then a pressure limiting valve of an equal pressure setting may be required prior to the temperature limiting device.

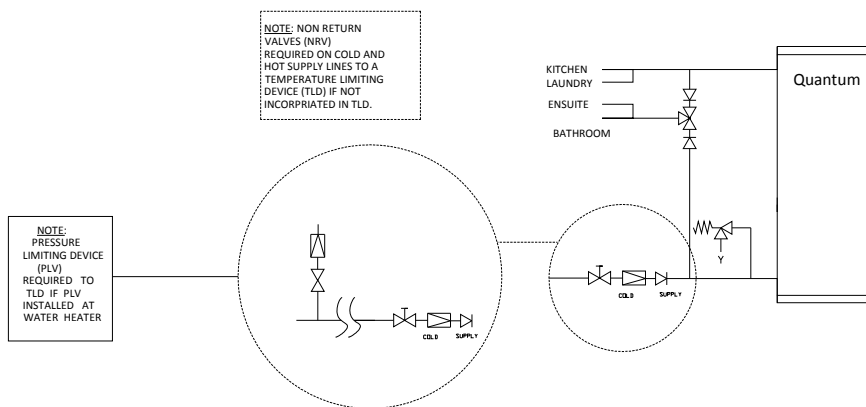


FIGURE C.

Two Temperature Zones Using a Temperature Limiting Device

The outlet water temperature of Quantum water heater can reach 82 °C , but the maximum water temperature after the TLD will not exceed 50°C, in accordance with AS 3498. There is no statutory requirement to fit a temperature limiting device if this water heater is installed in other than an early childhood centre, school, nursing home or a facility for young, aged, sick or disabled people.

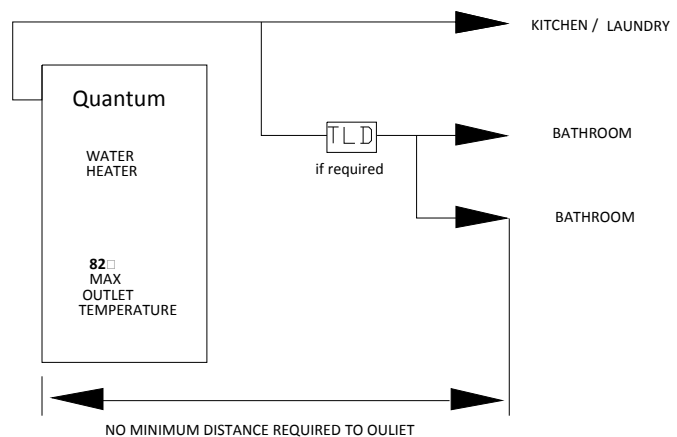


FIGURE D

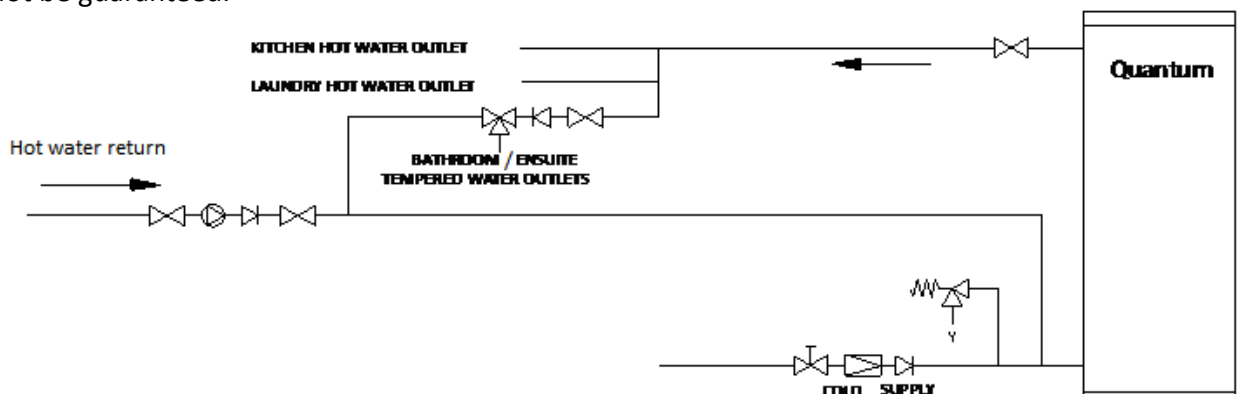
Temperature Limiting Device

A temperatures limiting device cannot be installed in circulated hot water flow and return pipe work. The tempered water from a temperature limiting device cannot be circulated. Where a circulated hot water flow and return system is required in a building, a temperature limiting device can only be installed on a dead leg, branching off the circulated hot water flow and return pipe.

If circulated tempered water were to be returned back to the water heater, depending on the location of the return line connection on the water supply line to the water, then either:

- Water will be supplied to the cold water inlet of the temperature limiting device at a temperature exceeding the maximum recommended water supply temperature, or
- When the hot taps are closed no water will be supplied to the cold water inlet of the temperature limiting device whilst hot water will continue to be supplied to the hot water inlet of the temperature limiting device.

These conditions may result in either water at a temperature exceeding the requirements of AS/NZS 3500.4 being delivered to the hot water outlets in the ablution areas, or the device closing completely and not delivering water at all, or the device failing. Under either condition, the operation and performance of the device cannot be guaranteed.



Circulated Hot Water Flow and Return—Continuous Electric Water Heater

FIGURE E.

Plumbing Connections

Pressure & Temperature Relief Valve

The PTR valve rating is:

25 series	50 series	80 series	125 series	160 series	250 series	315 series	400 series
1400KPa	1400KPa	1400KPa	1000KPa	1000KPa	1000KPa	1000KPa	850KPa

- The PTR valve must be fitted before the water heater is operated.
- Before fitting the relief valve, make sure the probe has not been bent.
- Seal the thread with Teflon tape – never use hemp.
- Make sure the tape does not hang over the end of the thread.
- Screw the valve into the correct opening leaving the valve outlet pointing downwards.
- Do not use a wrench on the valve body - use the spanner flats provided. (Check)
- A copper drain line must be fitted to the temperature pressure relief valve.

It is required that the valve is insulated with closed cell polymer insulation or similar (minimum thickness 9 mm) and the insulation installed so as not to impede the operation of the valve. If exposed, the insulation must be weatherproof and UV resistant. Where an insulation collar is supplied with the temperature pressure relief valve, this must be placed over the body of the valve, prior to fitting the valve to the water heater.

Caution: Failure to operate the relief valve easing lever at least once every six months may cause a problem with the water heater and in some cases the tank may explode.

Cold Water Connection

An approved isolating valve, non return valve, line strainer (optional but recommended), and union must be fitted between the supply main and either of the RP3/4"20 sockets marked "Inlet" at the bottom of the water heater. All fittings must be approved by the relevant Authority. See the diagram on page 6 for details. 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.

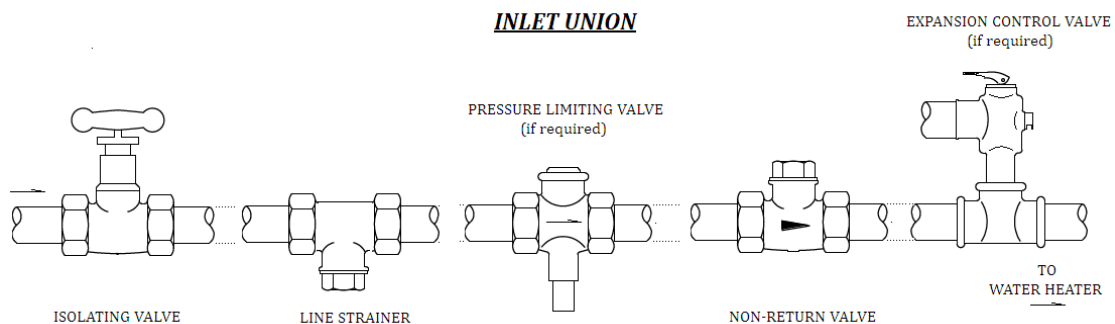


FIGURE F.



Hot Water Connection

It's required that the hot water pipe should be connected to either of the RP3/4"20 sockets marked OUTLET at the top of the unit. For the most economical operation of the water heater, it is recommended that all hot water lines are insulated.

Insulation of Pipes

All water pipes **must** be insulated with UV stabilized insulation suitable for working temperatures.

Temperature Protection

Water produced can be very hot. To reduce the risk of scald injury, it is mandatory under the requirements of Australian Standard AS/NZS3500.4.2 that a suitably approved temperature control device be fitted to the hot water supply to outlets used primarily for personal hygiene. To ensure its operation and settings remain correct, this valve should be checked at regular interval.

Electrical Connection

Make sure that water heater is filled with water and a satisfactory megger reading is obtained before the power supply to the water heater is switched on. All electrical work and permanent wiring must be carried out by a qualified person and in accordance with the Wiring Rules AS/NZS 3000 and all local codes and regulatory authority requirements.

Quantum water heater fitted with a supply cord and plug must be directly connected to a **240 V AC, 50 Hz** mains power supply with an isolating switch installed at the switchboard.

The power supply to a twin element model should be Off-Peak (overnight) to the bottom heating unit and continuous to the top heating unit. The power supply to a single element model can be either an Off-Peak (overnight), Extended Off-Peak (overnight and day) or continuous electricity supply, depending upon the size of the water heater. Check with the local electricity supply authority as to their requirements. An Off-Peak (overnight) power supply will help reduce electricity bills.

It is required that a flexible 20mm conduit for the electrical cable is fitted to the water heater. The conduit is to be connected to the unit with a 20mm terminator. Connect the power supply wires directly to the terminal block and earth tab connection, ensuring there are no excess wire loops inside the front cover. The temperature rating of the power supply wires insulation must be available.

Temperature Control

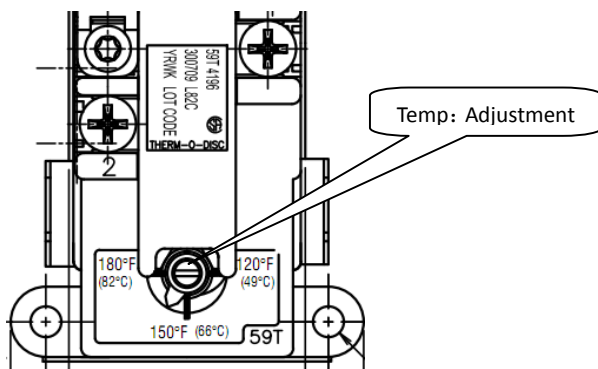


FIGURE G.

The thermostat temperature ranges from 49°C to 82°C, users shall adjust the temperature with a screwdriver basing on actual situations. The white pointer points at the set temperature. The white pointer turns following the clockwise, the temperature increases while the white pointer turns following the counterclockwise, and the temperature decreases. It is not recommend that the user adjusts the temperature below 60 ° C.

Note: This water heater is fitted with a thermostat and over-temperature - 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. When supply wiring has been connected, supply wires must be kept lower than the terminal block.

Wiring Diagram for Quantum electric water heater 59T SPDT, 66T DPST

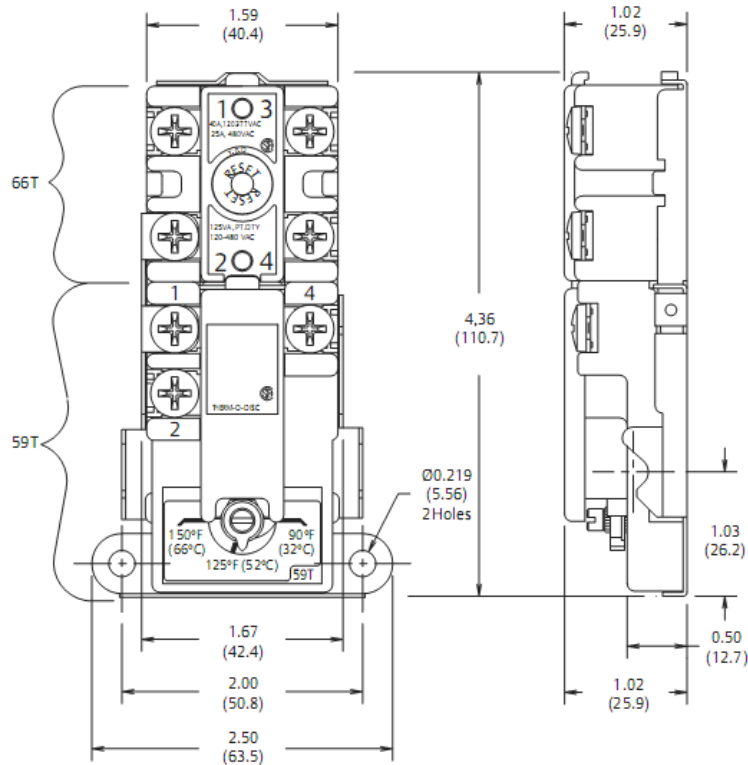


FIGURE H. Controller Drawing

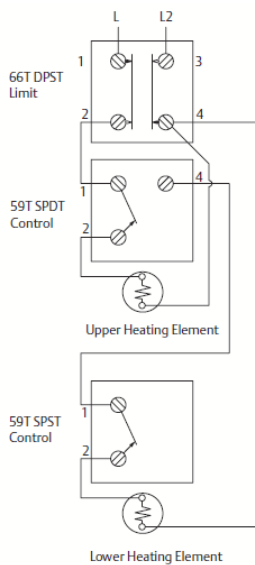


Figure 1

Double element limited demand circuit for full power disconnect through both power conductors.

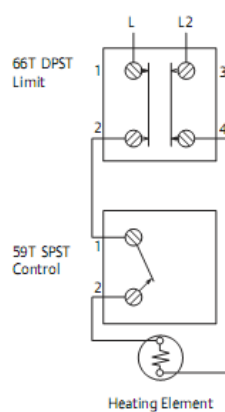


Figure 2

240VAC Single element circuit for full power disconnect through both power conductors.

Dimensions are shown in inches and (millimeters).

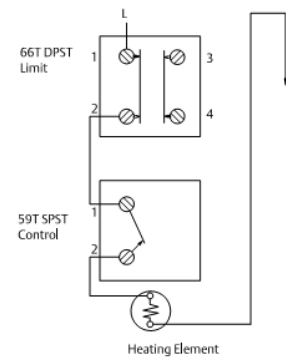


Figure 3

120VAC single element circuit for full power disconnect.

Dimensions are shown in inches and (millimeters).



Commissioning

Persons (including children) with reduced physical-- or mental abilities or lack of experience and knowledge are not allowed to commission a water heater, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Fill and turn on the water heater

Make sure that water heater is filled with water and a satisfactory megger reading is obtained before the power supply to the water heater is switched on.

- Open all of the hot water taps in the house (don't forget the shower).
- Open the cold water isolation valve fully on the cold water line to the water heater. Air will be forced out of the taps.
- Close each tap as water flows freely from it.
- Check the pipe work for leaks.
- Plug in the power supply cord at the power outlet (power supply cord model only).
- Switch on the electrical supply at the isolating switch to the water heater.

Illustrate to the householder or a responsible officer the functions and operation of the water heater. Upon completion of the installation and commissioning of the water heater, leave this guide with the householder or a responsible officer.

Turn off the water heater

When it comes to turn off the water heater on completion of the installation, such as on a building site or where the premise is vacant, then:

- Switch off the electrical supply at the isolating switch to the water heater.
- Unplug the power supply cord from the power outlet (power supply cord model only).
- Close the cold water isolation valve at the inlet to the water heater.

Attention

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.

NOTE: If the water heater is not installed in accordance with the listed advice, the water heater will not be covered by the Terms of Warranty.



Draining the Water Heater

Attention: Water can be of a very high temperature when discharged from the water heater during this procedure. Wear personal protective equipment to reduce the risk of scalding. To drain the water heater:

1. Switch off electrical supply to water heater. This can be performed at the water heaters isolating switch if one is installed.
2. Close cold water isolation valve on cold water line to water heater.
3. Close all hot water taps in premises.
4. Operate PTR valve lever for a period of five seconds in order to release pressure in water heater.

Note: Operate lever gently and do not let lever snap back or you will damage relief valve seat.

5. Undo the union at cold water inlet to water heater and attach a hose to water heater side of union. Run other end of the hose to a drain.


6. Operate PTR valve lever until all water has been drained from the water heater. Operating PTR valve lever will let the air flow into the water heater which will allow water to drain through the hose.

Regular Care

Six-Month Service (By Owner)

Operate the PTR 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 Authorized Person)

 **Warning:** Servicing of a water heater must only be carried out by qualified personnel. Phone Quantum Service or their nearest Accredited Service Agent.

Note: The five-year service and routine replacement of any components, such as the anode and relief valve(s), are not included in the Quantum warranty. A charge will be made for this work. Only genuine replacement should be used on this water heater.

The major service should include the following:

- Replace the PTR 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 anode's condition).

Flush the water heater by doing the following:

- Turn off the power.
- Turn off the cold water supply to the water heater at the isolating valve.
- Gently operate the easing lever on the PTR Valve to release the pressure in the water heater.
- Disconnect the cold water inlet union to the heater and attach a drain hose.
- Gently operate the PTR Valve to let air into the heater and allow water to escape through the hose.
- Disconnect the hot water inlet union and attach a water supply hose to the heater. Turn on the water supply.
- Flush the heater until clear water appears. Reconnect all fittings, fill the heater and restore the electricity supply.
- The temperature range of Quantum products is 49 ° C -82 ° C, It is not recommend that the user adjusts the temperature below 60 ° C.
- Water conforming to total dissolved solids(TDS) < 900 ppm shall be suggested for this electric water heater.

Warning Specifications

- Instructions for use shall be provided with the appliance so that the appliance can be used safely. If it is necessary to take precautions during user maintenance, appropriate details shall be given. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The installation instructions shall state the substance of the following;--the type or characteristics of the pressure- relief device and how to connect it, unless it is incorporated in the appliance; -discharge pipe connected to the pressure-relief device is to be installed in a continuously downward direction and in a frost-free environment;-the type or characteristic of a pressure reducing valve and the installation details (for appliances having a rated pressure less than 0.6Mpa).The instructions for closed water heaters incorporating a heat exchanger shall give details on the installation of control devices and the temperature settings that are necessary to prevent operation of the thermal cut-out caused by the heat from the exchanger. Instructions for cistern-fed water heaters and low-pressure water heaters shall contain the substance of the following.

WARNING: Do not connect any pressure-relief device to the vent pipe of this water heater.

Correct Disposal of this product



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Trouble Shooting

If trouble occurs, it is recommended that the following points be considered before making a service call.

No Hot Water (Or Not enough Hot Water)

- Is the Pressure & Temperature Relief Valve discharging too much water?
- Do you have the correct size water heater for your requirements?
Sizing details are available from your Quantum 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, measuring the amount of water used over that period of time. If it is not possible to adjust water usage patterns, an inexpensive flow control valve can easily be fitted to the shower outlet.
- Consider that during night time heating, the time taken to heat the tank can take longer so you may find that the tank has not fully recovered from a period of heavy usage the previous evening.
- Consider that often the hot water usage of showers, washing machines and dishwashers can be underestimated. Review these appliances to determine if your daily usage is greater than the storage volume of your water heater. For example, if you have a 315L storage tank and you are using 450L of water it is possible that there will be certain times of the day where there is insufficient hot water. It is also advisable to inspect tap washers etc. for leakage and replace if necessary.
- 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 pipe work.

Water Discharge from PTR Valve

A small quantity of water to discharge during the heating of water in your storage tank can be usual. The amount of discharge will depend on hot water usage and size of the storage tank. As a guide, it will discharge 3% of the storage capacity of water in the heating period.

PTR Continuous Trickle

This is most likely caused by a build up of foreign matter. In this case, try gently raising the easing lever on the PTR Valve for a few seconds, then release gently. This may dislodge a small particle of foreign matter and rectify the fault.

Steady Flow (PTR) - More than 20L per day

This may be generated by excessive water supply pressure, a faulty PTR Valve or a faulty thermostat. Turn off the electricity supply and contact us.



High Electricity Bills

- Is the PTR Valve discharging too much water?
- 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 pipe work.
- Has there been an increase in hot water usage?
An increase in hot water usage will result in an increase in water heater operation.
- Has your water heating tariff rate been increased by your electricity retailer since your previous account?

IF YOU HAVE CHECKED ALL THE FOREGOING AND STILL BELIEVE YOU NEED ASSISTANCE, PHONE QUANTUM SERVICE OR THEIR NEAREST ACCREDITED SERVICE AGENT.

Warranty

General

Quantum offers a trained and qualified national service network that will repair or replace components at the address of the water heater subject to the terms of the warranty, in addition can provide preventative maintenance and advice on the operation of your water heater. The Quantum Service contact number is available 5 days a week on 1800 644 705.

Terms of warranty

1. The decision of whether to repair or replace a faulty component is at Quantum's sole discretion.
2. If you require a call out and we find that the fault is not covered by the Quantum warranty, you are responsible for our standard call out charge. If you wish to have the relevant component repaired or replaced by Quantum, service shall be at your cost.
3. Where a failed component or cylinder is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement does not carry a new Quantum warranty.
4. Where the water heater is installed outside the boundaries of a metropolitan area as defined by Quantum or further than 25 km from either a regional Quantum branch office or an Accredited Quantum Service Agent's office, the cost of transport, insurance and travelling between the nearest branch office or Quantum Accredited Service Agent's office and the installed site shall be the owner's responsibility.
5. Where the water heater is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility. In other words, the cost of dismantling or removing cupboards, doors or walls and the cost of any special equipment to bring the water heater to floor or ground level or to a serviceable position is not covered by this warranty.
6. This warranty only applies to the original and genuine Quantum water heater in its original installed location and any genuine Quantum replacement parts.
7. The Quantum warranty does not cover faults that are a result of:
 - a) Accidental damage to the water heater or any component.
For example:
 - (i) Acts of God such as floods, storms, fires, lightning strikes and the like; and
 - (ii) Third party acts or omissions.
 - b) Misuse or abnormal use of the water heater.
 - c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory in which the water heater is installed.
 - d) Connection at any time to a water supply that does not comply with the water supply guidelines as outlined in the Owner's Guide and Installation Instructions.



- e) Repairs, attempts to repair or modifications to the water heater by a person other than Quantum Service or a Quantum Accredited Service Agent.
- f) Faulty plumbing or faulty power supply.
- g) Failure to maintain the water heater in accordance with the Owner's Manual and Installation Instructions.
- h) Transport damage.
- i) Fair wear and tear from adverse conditions (for example, corrosion).
- j) Cosmetic defects.

Covered by Quantum warranty

Quantum will repair or replace a faulty component of your water heater if it fails to operate in accordance with its specifications as follows:

Components covered	Warranty period	Coverage you receive
All components	Year 1	Repair and/or replacement of the faulty component, free of charge, including labor.
The Cylinder (If the water heater is installed in a single-family domestic dwelling)	Years 2 & 3	Repair and/or replacement of the cylinder, free of charge, including labor.
	Years 4 to 7	Replacement cylinder, free of charge. Installation and repair labor costs are the responsibility of the owner.
The Cylinder (If the water heater is <u>not</u> installed in a single-family domestic dwelling)	Years 2 & 3	Replacement cylinder, free of charge. Installation and repair labor costs are the responsibility of the owner.

How to make a claim under Quantum warranty

1. If you wish to make a claim under this warranty, you need to:
 - a) Contact Quantum on 1800 644 705 and provide owner's details, address of the water heater, a contact number and date of installation of the water heater or if that's unavailable, the date of manufacture and serial number (from the rating label on the water heater).
 - b) Quantum will arrange for the water heater to be tested and assessed on-site.
 - c) If Quantum determines that you have a valid warranty claim, Quantum will repair or replace the water heater in accordance with this warranty.
2. Any expenses incurred in the making of a claim under this warranty shall be borne by you.



Appliance Information

Owner's Details

Surname: _____ Given name: _____

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: _____

Signature: _____

Service History

Date of Service: _____

Serviced By: _____

Work Carried Out: _____

Signature of Service Agent: _____

Date of Service: _____

Serviced By: _____

Work Carried Out: _____

Signature of Service Agent: _____



NOTES (Owner's Use)



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