

FASTflo

Owner's Guide

Continuous Flow Wall Hung Balanced Flue
Water Heaters for Natural Gas and LPG

WH42, WH56, WHX56, LWH42, LWHX56, LWH56



Working towards
a cleaner future





Reproduction of any information in this publication by any method is not permitted unless prior written approval has been obtained from Andrews Water Heaters.

Andrews Storage Water Heaters have been designed and manufactured to comply with current international standards of safety. In the interests of the health and safety of personnel and the continued safe, reliable operation of the equipment, safe working practices must be employed at all times. The attention of UK users is drawn to their responsibilities under the Health and Safety Regulations 1993.

All installation and service on Andrews Water Heaters must be carried out by properly qualified personnel and, therefore, no liability can be accepted for any damage or malfunction caused as a result of intervention by unauthorised personnel.

Andrews Water Heaters' policy is one of continuous product improvement and, therefore, the information in this manual, whilst completely up to date at the time of publication, may be subject to revision without prior notice.

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GENERAL AND SAFETY INFORMATION

The Andrews Water Heater has been designed for use with NATURAL GAS OR LPG and is manufactured to give an efficient, reliable and long service life.

To ensure the continued, trouble-free operation of your heater at maximum efficiency, it is essential that correct installation, commissioning, operation and service procedures are carried out strictly in accordance with the instructions given in this manual. By law, installation and commissioning of the heater must be carried out by properly qualified personnel.

The heater(s) must be installed in accordance with the following requirements:

The current GAS SAFETY (INSTALLATION AND USE) REGULATIONS

The current BUILDING REGULATIONS

The WATER SUPPLY (WATER FITTINGS) REGULATIONS 1999

Additionally, installation should be performed in accordance with all relevant requirements of the Gas Supplier, Local Authority and recommendations of the British Standards and Codes of Practice detailed below.

BRITISH STANDARDS AND CODES OF PRACTICE

BS 6700: 1997 Specification for design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages. This standard supersedes the following British Standards and Codes of Practice: CP99, CP310, CP324, 202, CP342 Part 2, Centralised Hot Water Supply.

BS 5440:1990 Installation of flues and ventilation for gas appliances of rated output not exceeding 60kW.

Part 1 Specification for installation of flues.

Part 2 Specification for installation of ventilation for gas appliances.

BS 5546:1990 Installation of gas hot water supplies for domestic purposes.

BS 6891 Installation of low pressure gas pipework of up to 28mm in domestic premises.

BS 6644 Installation of gas fired water boilers of rated inputs between 60kW and 2mW

BS 7206:1990 Specification for unvented hot water storage units and packages.

I/M2 Purging procedures for non-domestic gas installations.

I/M5 Soundness testing procedures for industrial and commercial gas installations.

I/M11 Flues for commercial and industrial gas fired boilers and air heaters.

I/M16 Notes on installation of gas pipework (excluding 25mm and below).

LPGA Code of practice 7:

Storage of full and empty LPG cylinders and cartridges. Highly Flammable Liquids and Liquid Petroleum Gases Regulations 1972.

IGE/UP/10 Part 1 Edition 2:

Installation of Gas Appliances in Industrial and Commercial Premises.

Terms:

- a. Andrews Water Heaters accepts no liability for any damage resulting from failing to accurately follow the instructions.
- b. When replacing parts during maintenance, only original parts from Andrews Water Heaters should be used; these can be recognised by the name of the manufacturer printed on them.

HEALTH AND SAFETY REGULATIONS 1993

It is the duty of manufacturers and suppliers of products for use at work to ensure, so far as is practicable, that such products are safe and without risk to health when properly used, and to make available to users adequate information about their safe and proper operation.

Andrews Water Heaters should only be used in the manner and purpose for which they are intended and in accordance with the instructions in this manual. Although the heaters have been manufactured with paramount consideration to safety, certain basic safety precautions highlighted in this manual must be observed by the user.

It is imperative that all users of the heaters must be provided with all the information and instruction necessary to ensure correct and safe operation.

EFFECTIVENESS IN COMBATING LEGIONELLA

Water systems in buildings have been associated with outbreaks of Legionnaires' Disease, particularly in health care facilities where occupants are significantly more susceptible to infection.

In recognition of the risks in hospitals, a Code of Practice for the Control of Legionella in Health Care premises has been issued by the Department of Health (1991). Codes of Practice applicable to other premises have been published by other organisations, principally the Health and Safety Executive (HS)(G70) and the Chartered Institute of Building Services Engineers (CIBSE, TM13).

All Codes of Practice draw attention to the design and operation of water systems with reference to avoidance of factors that favour colonisation by Legionella bacteria. These factors include stagnation, lukewarm conditions (20°C to 45°C) and the accumulation of debris, scale and corrosion in the base of tanks and calorifiers.

Andrews Water Heaters have commissioned an independent evaluation of their products to investigate their resistance to build-up of Legionella bacteria.

Experiments were conducted to determine whether, following a substantial challenge by legionella pneumophila. After overnight and stagnation, the system was rendered free from viable recoverable legionella. It was found that at 61°C, following a challenge of approximately 107 organisms per litre, within one hour, more than 99.999% of organisms had been killed. After a subsequent stagnation period, sampling did not reveal any residual contamination. The design of the base of the water heater precludes legionella colonisation, even after build-up of debris. The burner positioning ensures that the water at the bottom of the heater reaches the same, or higher, temperatures as in the rest of the heater.

Based on data obtained through experiment, the Andrews Water Heater can be described as legionella resistant as it is considered unlikely that, at the temperature tested, the organism would colonise the water heater and present a possible health risk.

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

- WHAT TO DO IF YOU SMELL GAS

- **Do not try to light any appliance.**
- **Do not touch any electrical switch; do not use any phone in your building.**
- **Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
- **If you cannot reach your gas supplier, call the fire department.**

- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

Important Safety Information-1

To prevent damage to property and injury to the user, the icons shown below will be used to warn of varying levels of danger.

Every indication is critical to the safe operation of the water heater and must be understood and observed.

Potential dangers from accidents during installation and use are divided into the following three categories. Closely observe these warnings; they are critical to your safety.

Icons warning of risk level

| | | |
|---|----------------|--|
|  | Danger | Denotes content that may result in instantaneous fire, serious injury and even death when ignored. |
|  | Warning | Denotes content that may result in fire, serious injury and even death when ignored. |
|  | Caution | Denotes content that may result in bodily injury and physical damage when ignored. |
| Remarks | | The content following this icon is necessary to understand for safe and easy use of this water heater. |

Other icons

| | | | | | | | | | |
|---|-----------------|---|-------------------|---|----------------|--|----------------------------------|---|------------------------------|
|  | Electric Shock. |  | High Temperature. |  | Be sure to do. |  | Earth | | |
|  | Prohibited |  | No flame. |  | Don't touch. |  | Don't disassemble the equipment. |  | Don't touch with a wet hand. |

Danger



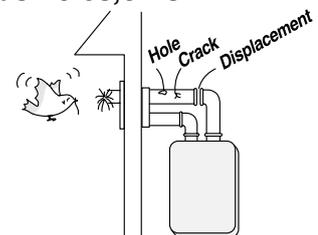
If you detect a gas leak:

1. Do not try to light any appliance
2. Do not touch any electrical switch; do not use any phone in your building.
3. Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
4. If you cannot reach your gas supplier, call the fire department.

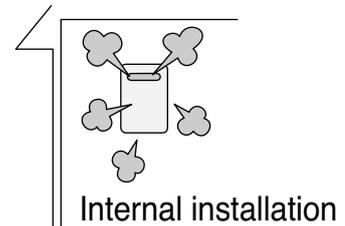


[Internal installation]

Do not use the water heater if the intake/exhaust pipe is displaced, has holes, or is corroded.



[External installation]
Do not install indoors.



Important Safety Information-2

Warning



If you detect abnormal combustion or abnormal odors, or during an earthquake, tornado or fire:

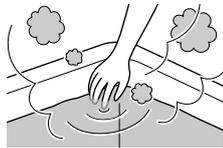
1. Turn off the hot water supply
2. Turn off the power to the water heater
3. Turn off gas and water at the main
4. Consult the nearest Andrews Water Heaters agent



Check the temperature of the running hot water before entering the shower.



Check the temperature before stepping into the bath tub.



Do not turn off the water heater or change the water temperature while someone is using.



Be sure the gas/power supplied matches the gas on the rating plate.



Do not place or use a spray can near the heater or the exhaust vent terminal.



Do not allow small children to play unsupervised in the bathroom. Do not allow small children to bathe unsupervised.



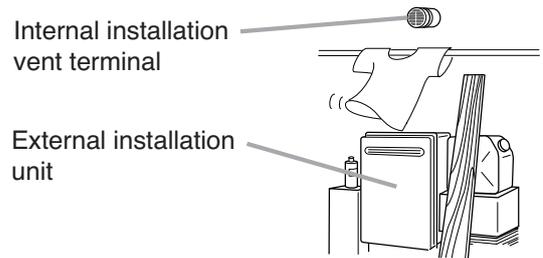
Contact a qualified service technician for any necessary repairs, service or maintenance.



Contact Andrews Water Heaters before using with a solar pre-heater.



Do not place combustibles such as laundry, newspapers, oils etc. near the heater or the exhaust vent terminal.

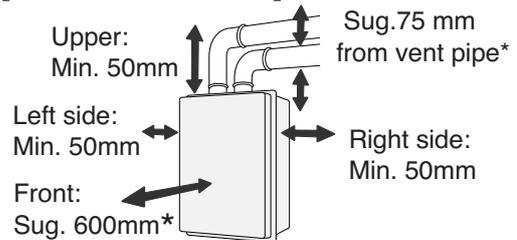


Do not use combustible chemicals such as oil, gasoline, benzene etc. in the vicinity of the heater or the exhaust vent terminal.

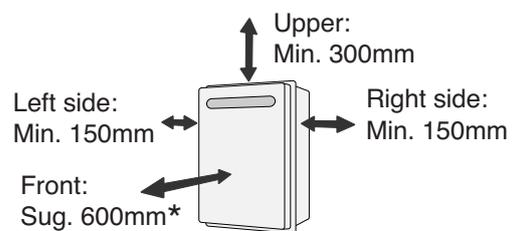


Leave the proper clearance between the water heater and nearby objects (trees, timber, boxes with flammable materials etc.).

[Internal installation]



[External installation]



* Indicates suggested clearances for maintenance.

Caution



Be sure to electrically ground the unit.



Do not touch the power cord with wet hands.



Keep power cord free of dust.



Do not use a broken or modified power cord. Do not bind, bend or stretch power cords. Do not scratch, modify, or subject them to impact or force.



Do not use the water heater for other than hot water supply, shower and bath.



Do not use hair spray or spray detergent in the vicinity of the heater.



Do not touch the exhaust vent pipe during or immediately after operation of the water heater.

[Internal installation]



[External installation]



If this unit will be installed in a salon or other location where hair spray or aerosols will be used, locate the unit away from where these products are used.



Do not install in locations where excessive dust or debris will be in the air.

Important Safety Information-3

Remark

Do not drink water that has been inside the unit for an extended period of time. Do not drink the first use of hot water from the unit in the morning.

Clean the filter on the water inlet as frequently as required by the quality of your local water.

Keep the area around the unit clean.

If boxes, weeds, cobwebs, cockroaches etc. are in the vicinity of the unit, damage or fire can result.

Do not install the equipment where the exhaust will blow on walls or windows.

Treat hard, acidic or otherwise impure supply water with approved methods to ensure full warranty coverage.

Problems resulting from scale formation are not covered by the warranty.

Check ignition during use and extinction after use.

This unit is only approved for installation up to 1300m. above sea level.

Do not use parts other than those specified for this equipment.

Do not disassemble the remote controller.

Do not use benzene, oil or fat detergents to clean the remote controller.

This may cause deformation.

Do not get the remote controller wet.

Although it is water resistant, too much water can cause damage.

Do not splash water on the remote controller. Do not expose the remote controller to steam.

Do not locate the remote controller near stoves or ovens, this may cause damage or failure.

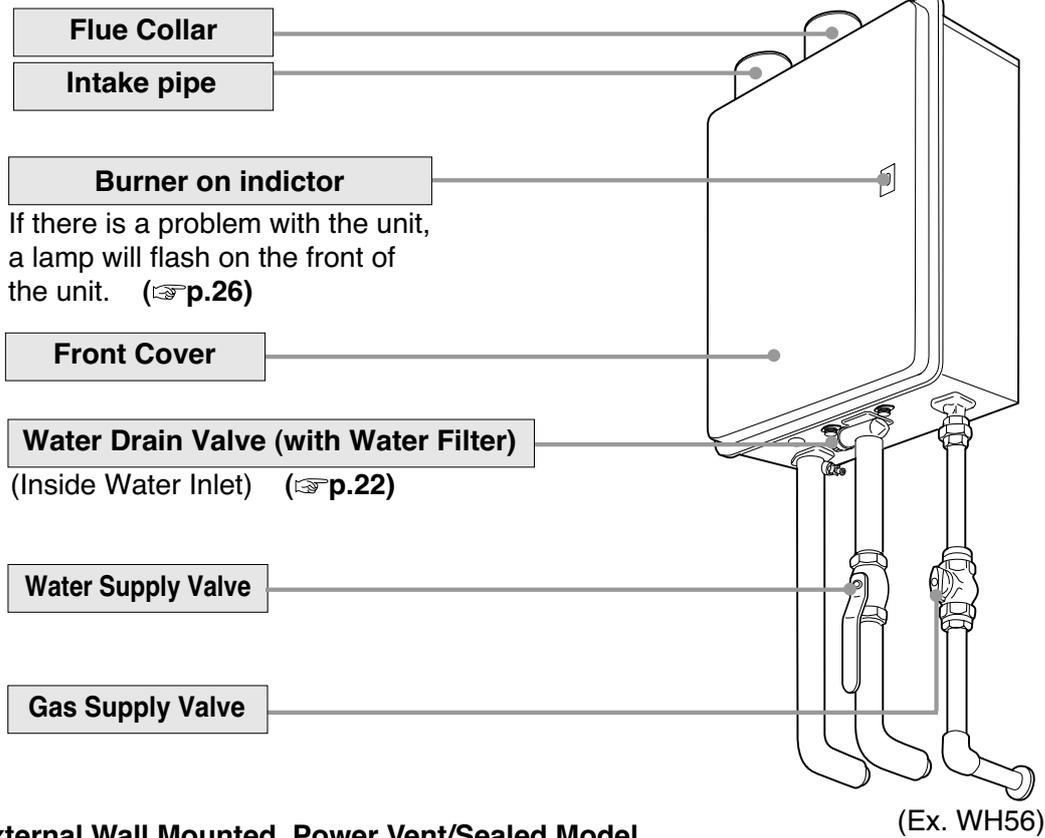
If the mains electricity and gas are to be turned off for any long periods during severe weather, it is recommended that the whole system, including the boiler, should be drained to avoid the risk of freezing.

If it is snowing, check the exhaust gas vent and exhaust vent terminal for blockage.

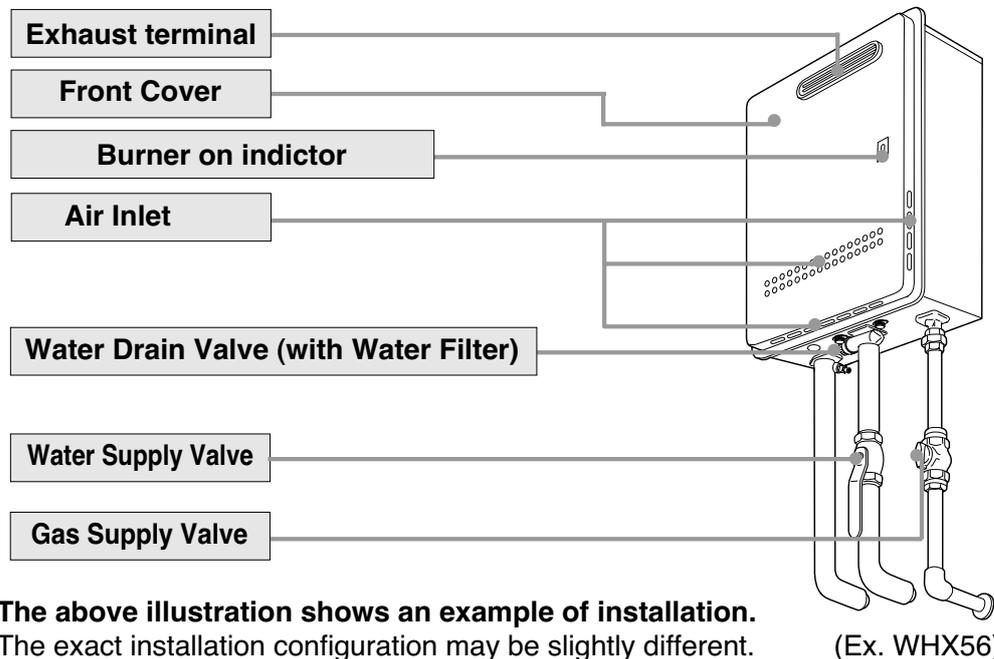
General Parts

Main Unit

Internal Wall Mounted, Power Vent/Sealed Model
WH56, LWH56, WH42, LWH42



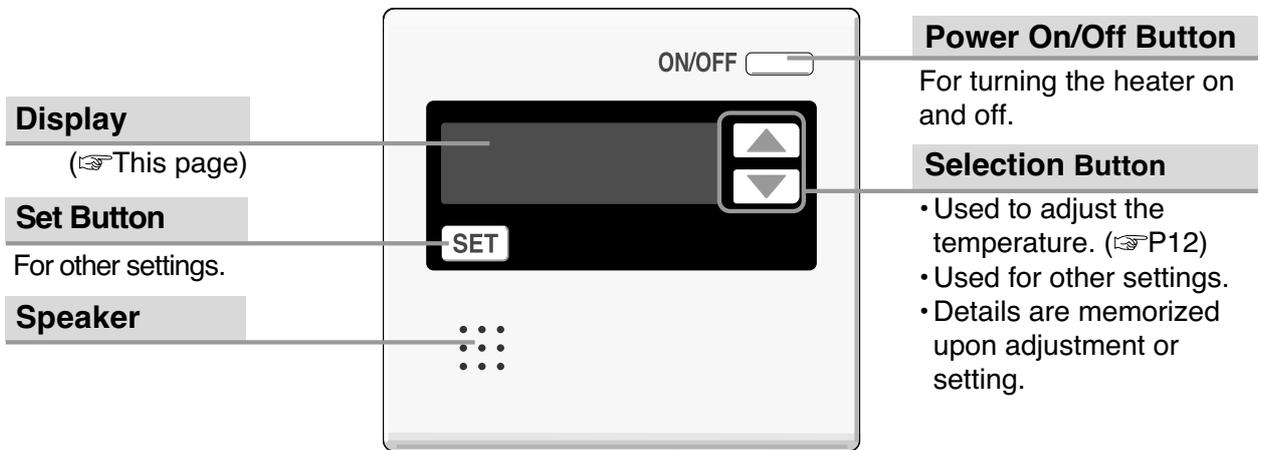
External Wall Mounted, Power Vent/Sealed Model
WHX56, LWHX56, WHX42, LWHX42



* The above illustration shows an example of installation.
 The exact installation configuration may be slightly different.

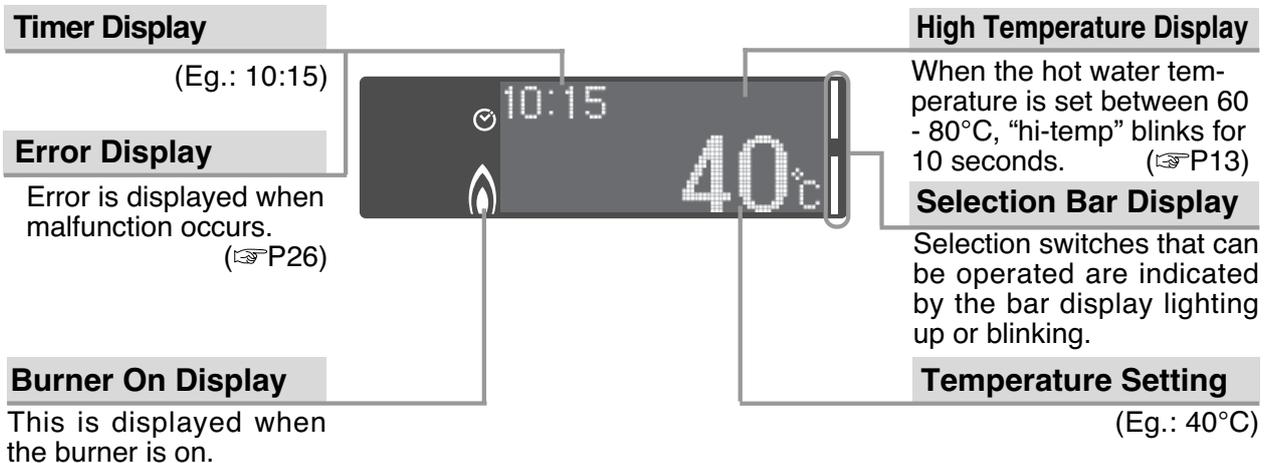
Names and Functions of Each Part

Main Remote Controller (RC-7508M)



● Display ●

The illustration below shows the remote controller display. What is actually displayed depends on how the water heater is set.



● < Scroll display > to prevent the remote controller screen from burn-in ●

- * In order to prevent the screen burn-in, about 10 minutes after any remote control operation, the screen display begins to scroll sideways.
- * As soon as the remote controller is used again, the scrolling stops.

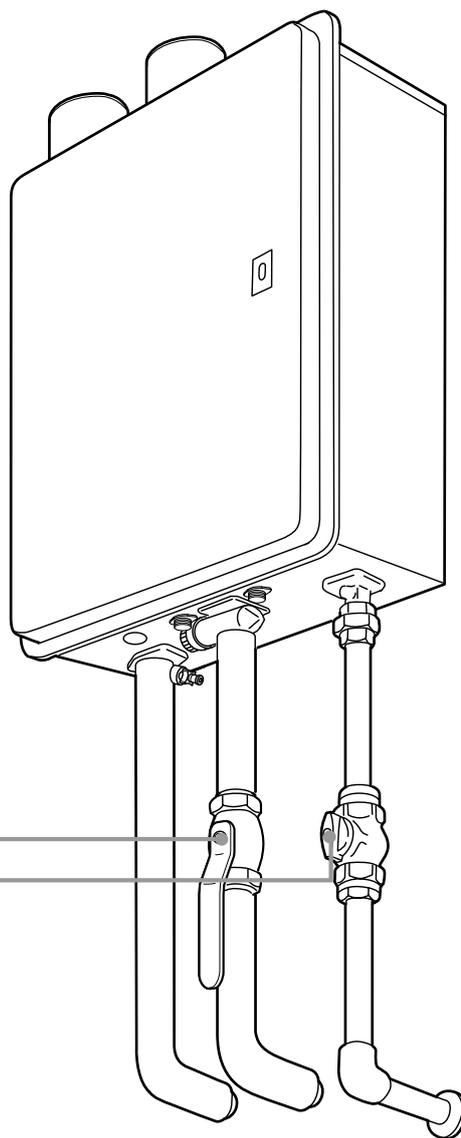
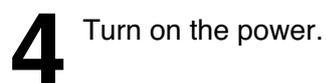
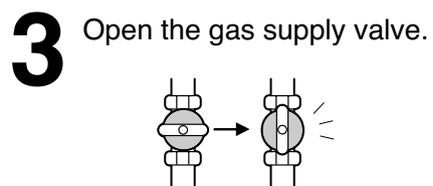
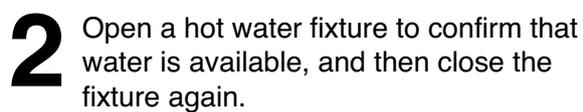
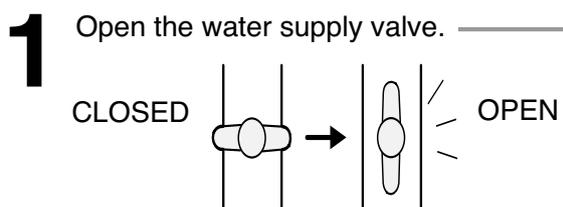


Current time (when the clock is set), the hot water temperature scrolls sideways.

Initial Operation

Before the first use of your water heater, make the following preparations.

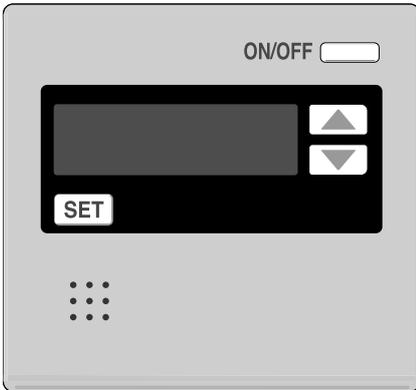
Follow steps **1 through 4**.

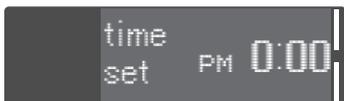


(Ex. WH56)

When using RC-7508M

Clock Adjustment

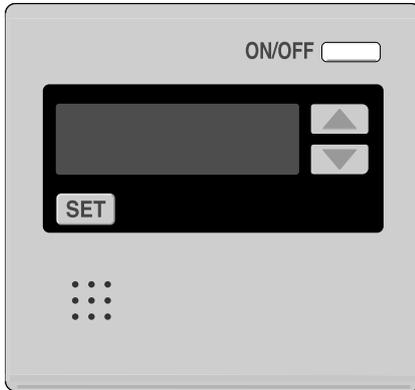


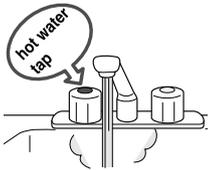
| On this Display | Operation | Description |
|--|---|---|
| <p>1</p>  | <p>Press the ON/OFF  button to turn it "On".</p> | <p>* The ON/OFF  is lit.</p> |
| <p>2</p>  <p>(Eg.: 40°C)</p> | <p>Press the  button to change the display until "time set" is shown.</p> | |
| <p>3</p>  | <p>Use the   buttons to adjust the clock.</p> | <p>* The time changes in 1-minute increments with each press on the button, and then in 10-minute increments if the button is kept pressed down.</p> |
|  <p>(Eg.: AM 10:15)</p> | <p>< Completion of setting ></p> | <p>* When the  button is pressed, or the console is left untouched for about 20 seconds, the settings screen ends.</p> |

In the event of a power cut or after disconnecting the power supply, when the power is restored, the clock on the display screen shows "0:00", so the clock needs to be re-set.

When using RC-7508M

Running Hot Water



| On this Display | Operation | Description |
|---|---|--|
| <p>1</p>  | <p>Press the ON/OFF  button to turn it "On".</p> | <p>* The ON/OFF  is lit.</p> |
| <p>2</p>  <p>Previous set temperature (Eg.: 40°C)</p> | <p>Turn on hot water.</p>  | <p>* This is lit during combustion.</p>  <p>(Display example)</p> |

WARNING



Whenever using the hot water, such as when using the shower, check the temperature shown on the remote controller first, and then test the hot water temperature by hand.

Be especially careful if using hot water after previously using water at 60°C or above to prevent scalding.

WARNING

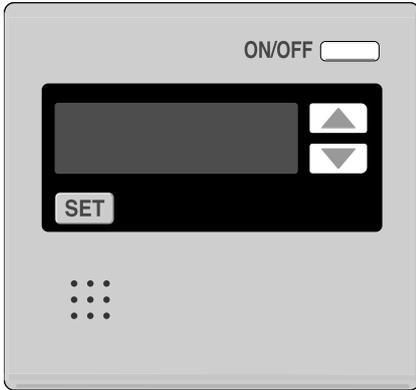


While the shower is being used, no one other than the user should change the temperature, the power switch must not be turned "off". (when using sub remote controller.)

This is to prevent scalding if the temperature rises. Conversely, if the temperature drops or the power switch is turned "off", the user may be upset when the water suddenly becomes much colder.

When using RC-7508M

Setting Hot Water Temperature



| On this Display | Operation | Description |
|--|---|---|
| <p>1</p>  | <p>Press the ON/OFF  button to turn it "On".</p> | <p>* The ON/OFF  is lit.</p> |
| <p>2</p>  <p>(Eg.: 40°C)</p> | <p>Use the   buttons to adjust the temperature.</p> | |

| | | |
|---|---|---|
| <p> WARNING</p> |  | <p>While the shower is being used, no one other than the user should change the temperature, the power switch must not be turned "off". (when using sub remote controller.)</p> |
| <p>This is to prevent scalding if the temperature rises. Conversely, if the temperature drops or the power switch is turned "off", the user may be upset when the water suddenly becomes much colder.</p> | | |

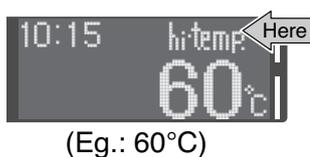
● Approximate hot water conditions ●

| | | | | | | | | | | | | | | | | | | |
|----------------------|----|--------------------------------|----|----|----|------------------------|----|----|----|----|----|------------------|----|------|----|----|----|----|
| | | | | | | | | | | | | | | (°C) | | | | |
| 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 50 | 55 | 60 | 65 | 70 | 75 | 80 |
| | | | | | | | | | | | | | | | | | | |
| Washing dishes, etc. | | Shower, hot water supply, etc. | | | | Hot water supply, etc. | | | | | | High temperature | | | | | | |

- Hot water temperatures are approximations, and may differ from actual temperatures depending on external factors, such as the season and length of piping involved.
- When low temperatures are set (for washing dishes, etc.), if the ambient water temperature is already quite high, it may be difficult to ensure the resultant water temperature is as per the setting.
- When the hot water temperature is adjusted using thermostat-controlled water mixing valves, set the temperature on the remote controller to about 10°C higher than that required to ensure the appropriate temperature.

● When setting high temperatures (60 - 80°C); ●

- When a high temperature is set, the readout on the right is shown.
- Please check the temperature displayed before using any hot water.
Be especially careful using any hot water after any previous setting of between 60 - 80°C.

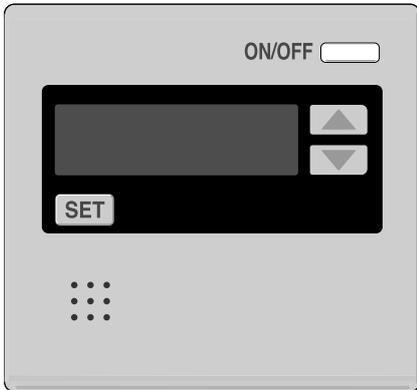


(Eg.: 60°C)

Temperature display flashes for about 10 seconds to indicate high temperature.

When using RC-7508M

Filling Up the Bath



| On this Display | Operation | Description |
|-----------------|-----------|-------------|
|-----------------|-----------|-------------|

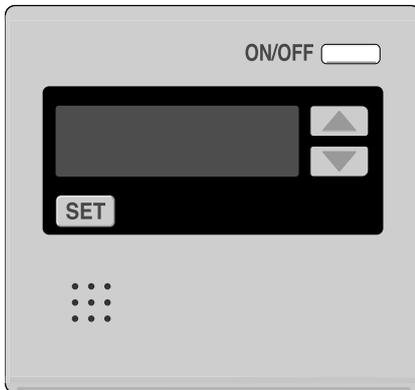
Preparation Insert the bathplug into the plughole.

| | | | |
|-----------------|---|---|--|
| <p>1</p> | | <p>Press the ON/OFF <input type="checkbox"/> button to turn it “On”.</p> | <p>* The ON/OFF <input type="checkbox"/> is lit.</p> |
| <p>2</p> | | <p>Turn on hot water.</p> | <p>* Please set to the highest temperature when using thermostat controlled water mixing valves.</p> |
| <p>3</p> | <p>When the bath is full, turn off the taps.</p> | | |

| | | |
|-----------------------------|--|--|
| <p>WARNING</p> | | <p>Check the bathwater temperature with your hand before getting into the bath.</p> |
| <p>To prevent scalding.</p> | | |

When using RC-7508M

Confirmation Beeper On/Off



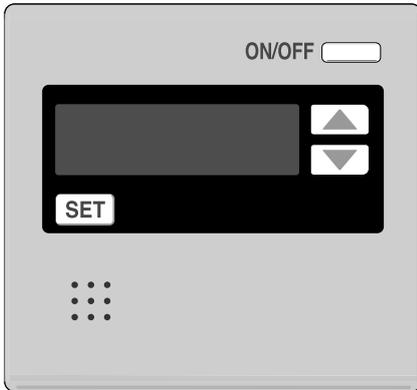
The remote controller will emit a sound when any button is pushed. This sound can be muted if it is desired.

* Initial factory setting is with sound.

| Operation | Description |
|--|--|
| <p>1 Press the ON/OFF <input type="checkbox"/> button for about five seconds. < Completion of setting ></p> | <p>* Setting is possible regardless of whether the power switch is ON/OFF.</p> |

When using RC-7508M

Other Setting Options



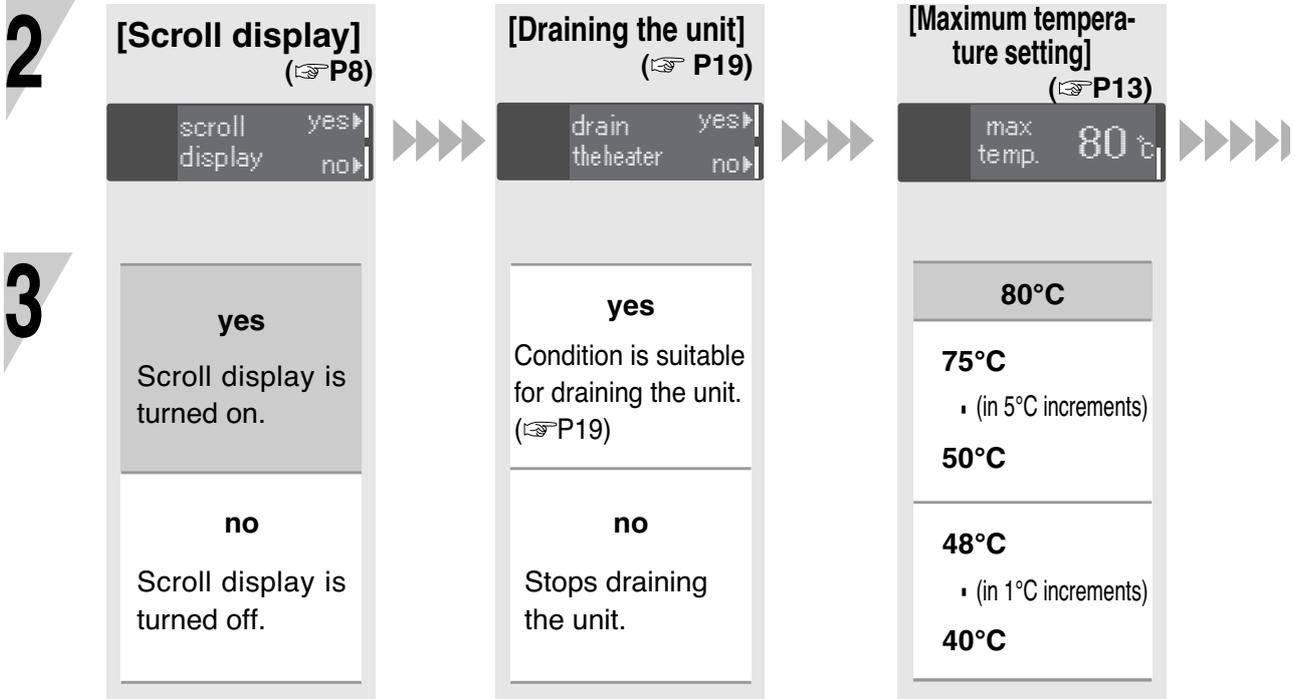
Switching scroll display

Scroll display (P8) can be switched on = "yes" or off = "no" .

Draining the unit

This is set to drain the unit.

On this Display



= Initial setting < factory setting >

Modification of the maximum temperature setting

The maximum temperature setting can be modified.

On this Display

Operation

* This may not be displayed depending on the installation conditions.

```
system  yes▶
diagnosis
```

▶ Power is switched "Off" again.

* This is only used for installation and maintenance purposes, so please do not touch.

- ① Press the ON/OFF button to "OFF".
- ② Press the button to show the settings screen.

Press the button to select the setting to be modified.

(Setting changes each time the button is pressed.)



Use the buttons to modify the setting.

(Setting changes each time the button is pressed.)

< Completion of setting >

- * When the button is pressed, or the console is left untouched for about 20 seconds, the settings screen ends.
- * Repeat procedures 2 - 3 again to adjust other settings.

Preventing Damage from Freezing

The heater and piping can be damaged if cold temperatures cause water to freeze inside the unit. The damage can be prevented with the following method:

Normal cold [outside temperatures between 0°C - 10°C with no wind]

At these temperatures, the units have freeze prevention heaters that will prevent freezing.

- * **Do not disconnect the power. The freeze prevention heaters will not work if the power is disconnected.**
- * The freeze prevention will work regardless of whether the operation button on the remote controller has been turned on.

| | |
|---|---|
| <p>When the temperature drops, the freeze-prevention heaters are automatically activated to keep the unit warm and prevent it from freezing.</p> | <p>The freeze prevention heaters will not prevent the plumbing external to the unit from freezing. Protect this plumbing with insulation. If you are still worried that your heater will freeze, contact the nearest Andrews Water Heaters agent.</p> |
|---|---|

For severely cold temperatures [outside temperature including wind chill of less than -10°C]

Run water to prevent freezing.

| | |
|--|--|
| <ol style="list-style-type: none"> 1. Turn the unit on with the Power Button on the Remote Controller. 2. Close the gas supply valve. 3. Open a hot water fixture and let it run for approx. 1 minute, and then check that the number 11 or F11 is flashing on the remote controller display. <ul style="list-style-type: none"> * If multiple units are being used, drain each unit for approx. 1 minute. * It is possible that a different number may be displayed on the remote controller, but as long as it is flashing, you may continue. 4. Adjust a hot water fixture, and keep a small amount of hot water running. (0.4L/minute or about 4mm thick.) <ul style="list-style-type: none"> * If there is a mixing valve, set it to the highest level. * When linking multiple units, discharge water equivalent to 0.4L/minute per unit. 5. The flow may become unstable from time to time. Check the flow 30 minutes later. | <ul style="list-style-type: none"> • This method can be applied not only to the heater, but also to the water supply, water piping and mixing valve. • Remember that if the mixing valve is set to the maximum level, there is a risk of scalding. • If freezing still might occur, drain the water from the unit following the steps on P19. |
|--|--|



If water will not flow because it is frozen

1. Close the gas and water valves.
2. Turn off the operation button.
3. Open the water supply valve from time to time to check whether water is running.
4. When the water is flowing again, check for water leaks from the equipment and piping, or follow steps 1 through 4 on P9 (“Initial Operation”).

- If the heater or the piping is frozen, do not use the heater, or it may become damaged.
- Repairs for damage caused by freezing, is not covered by the warranty.

When Unused for an Extended Period-1

If the water heater will not be used for a long period of time, drain the water.

⚠ CAUTION



Whenever the unit is checked, maintained, or drained, the power switch must be turned "Off", and it must be allowed to cool down first.

To prevent scalding.

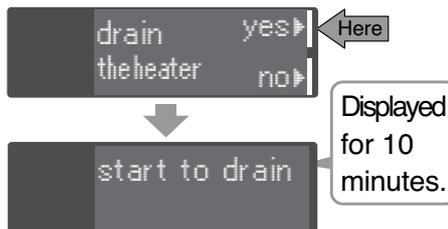
The water within the appliance is still very hot, for a short period after use.

Preparation

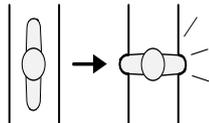
A bucket for draining water.

Drainage using the remote controller RC-7508M

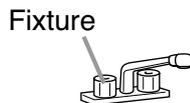
- Follow the procedure on Pgs. 16 - 17, and set "Drain the heater" to "yes".



- Close the water supply valve.



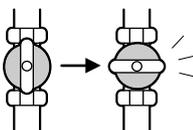
- Fully open all hot water fixtures.



- Open all cleanout plugs by turning them to the left.
(Position of the cleanout plugs → P20)
* Draining starts.

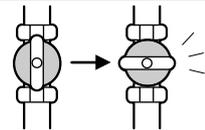
- When the water is completely drained, replace all drain plugs and close the hot water fixtures.

- Close the gas valve.



Manual draining

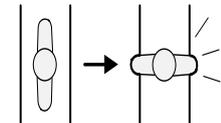
- Close the gas valve.



- Turn the power switch "On".
(If there is no remote controller, make sure that the power is plugged in.)
 - Open the hot water tap fully, leave it in that position for at least one minute, and then turn off the tap.
* For conjunct setting: Allow at least one minute per unit
* Error display <11> may appear on the remote controller, but this is not an error. Do not turn the power switch "Off".



- Close the water supply valve.



- Fully open all hot water fixtures.

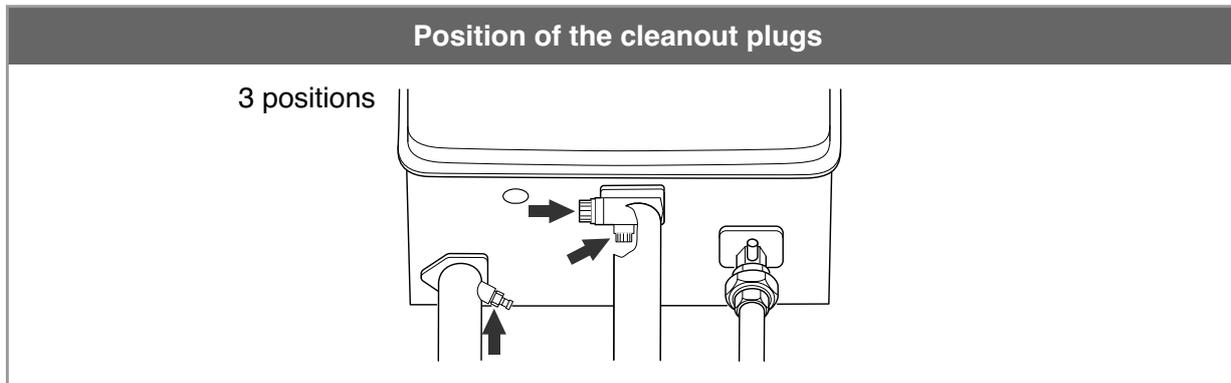


- Open all cleanout plugs by turning them to the left.
(Position of the cleanout plugs → P20)
* Draining starts.

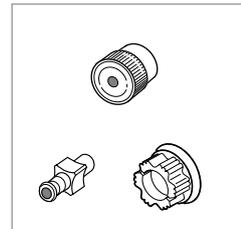
- When the water is completely drained, replace all drain plugs and close the hot

When Unused for an Extended Period-2

If the water heater will not be used for a long period of time, drain the water.



- * The shapes of the cleanout plugs are as pictured on the right.
- * The cleanout plugs may not be clearly visible as they are partially hidden behind the pipe insulation.
- * Water may not drain out fully even though the cleanout plugs are loosened, depending on the pipe arrangement. In this case, fully remove the cleanout plugs. (Make sure not to mislay them.)



● For re-use ●

Please start to use it again in accordance with the "Initial Operation" procedure on P12.

Regular Maintenance-1

Inspection (Once a month)

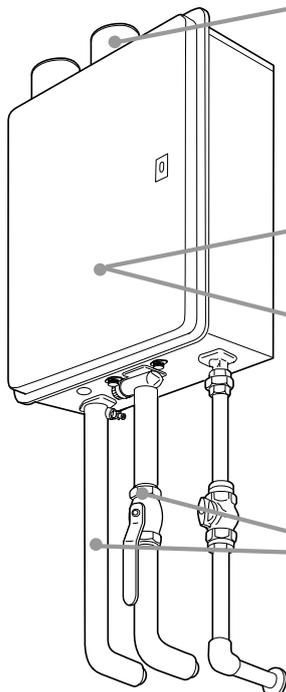
Caution



High Temperature

To avoid burns, wait until the equipment cools down before draining the water. The appliance will remain hot after it is turned off.

[Internal installation]



(Ex. WH56)

Check For dust and soot in the flue terminal.

Check For dust and soot in the exhaust terminal.

Check For abnormal sounds during operation.

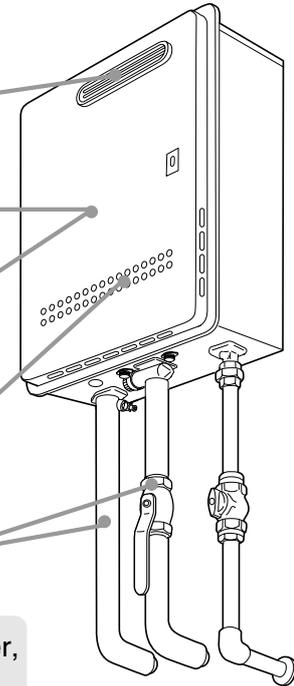
Check For abnormalities in external appearance, discoloration or flaws.

Check For dust in the air inlet.

Check For water leaks from the equipment and piping.

Check For laundry, newspaper, timber, oil, spray cans and other combustible materials. (P4)

[External installation]



(Ex. WHX56)

Maintenance (Once a month)

Equipment

The boiler casing can be cleaned using a mild liquid detergent with a damp cloth, then a dry cloth to polish.

Do not use any form of abrasive or solvent cleaner as you may damage the paintwork.

Remote Controller

Wipe the surface with a wet cloth.

- Do not use petrol, oil or fatty detergents to clean the remote controller; deformation may occur.
- The remote controller is water resistant but not water proof. Keep it is dry as possible.

Regular Maintenance-2

Maintenance (Once a month)

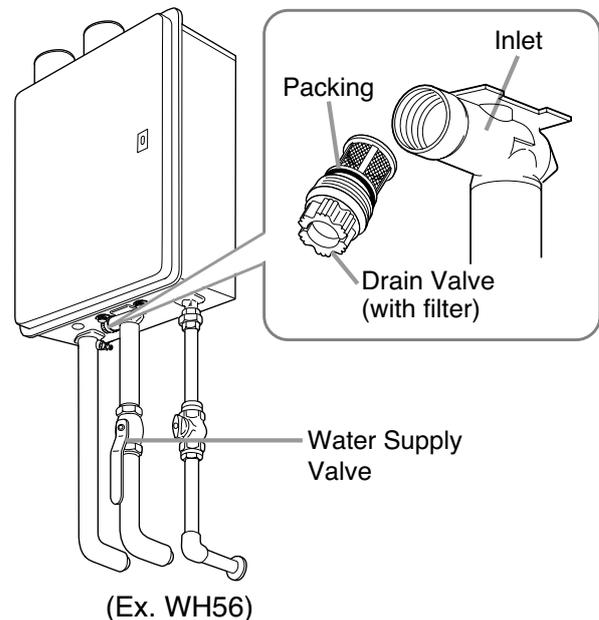
Water Drain Valve (with Water Filter)

If the water drain valve (with water filter) is covered with debris, the hot water may not run smoothly, or the unit may produce cold water. Check and clean the filter as explained below.

* **To avoid burns, wait until the equipment cools down before draining the water.**

The appliance will remain hot after it is turned off.

- * Water will be discharged from the trap plug. Place a container, etc. to receive the discharged water.
- 1. Close the water supply valve.
- 2. Open all hot water fixtures.
- 3. Remove the inlet and outlet drain plugs (about 1L will drain out)
- 4. Take the water drain valve (with water filter) out of the inlet. (See illustration to right).
- 5. Clean the water drain valve (with water filter) with a brush under running water.
- 6. Replace the water drain valve (with water filter). (Take care not to lose the packing.)
- 7. Close all hot water fixtures.
- 8. Open the water supply valve and check that water does not leak from the drain plugs or water drain valve (with water filter).



Troubleshooting-1

Temperature

| | |
|---|--|
| Hot water is not available when the hot water fixture is opened. | <ul style="list-style-type: none">• Are the gas and water supply valves fully open?• Is the water supply cut off?• Is the hot water fixture sufficiently open?• Is the heater frozen?• Is the gas meter working?• (For LP) Is there enough gas in the tank?• Is the operation button turned on?• Have you allowed enough time for the cold water in the pipes to drain out? |
| Hot water is not available at low temperatures. | <ul style="list-style-type: none">• Are the gas and water supply valves fully open?• Is the water temperature setting appropriate, check remote controller?• If the supply water is at a high temperature, you may need to increase the flow rate through the heater to get a low temperature out of it. |
| Hot water is not available at high temperatures. | <ul style="list-style-type: none">• Are the gas and water supply valves fully open?• Is the water temperature setting appropriate, check remote controller? |
| Cold water comes out when the fixture is barely opened. Only cold water is available at low flow rates. | <ul style="list-style-type: none">• The heater stops burning when the flow of hot water becomes less than 2.5 LPM. Open the hot water fixture more, and the water temperature will stabilize. |

Troubleshooting-2

Amount of hot water

The pressure at a certain fixture is not constant.

- When hot water is demanded at other fixtures, the amount available may be reduced.
- Pressure fluctuations and other plumbing conditions can cause the temperature and pressure at a fixture to be unstable, but it should stabilize after a short time.
- To keep the temperature stable, the heater limits the amount of water that can flow through it to a small amount initially, but the amount increases over time.

Remote controller

The power lamp is not lit.

- Has the power been cut?

Clock shows "0:00".

- If the power is disconnected for any reason, when the power is reconnected, the clock on the display screen shows "0:00", indicating that it needs to be reset. (☞P10)

After the power is cut, the hot water supply temperature is different.

- The hot water temperature display reverts to the factory setting, so please check it.

The display on the remote controller moves continuously.

- In order to prevent the screen from burn-in, after the remote controller has not been used for about 10 minutes, the screen display changes, and continuously scrolls sideways. (☞P8,16-17)

Temperature setting cannot be increased.

- Has the maximum temperature setting been changed? (☞P16-17)

Sound

The fan can be heard after operation is stopped.

- The fan runs for a while to accelerate ignition after the operation button is turned on.

Other

The Heater stops burning during operation.

- Are the gas and water supply valves fully open?
- Is the water supply cut off?
- Is the hot water fixture sufficiently open?
- Is the gas meter working?
- (For LP) Is there enough gas in the tank?

White smoke comes out of the exhaust vent on a cold day.

- This is normal on cold days.

The hot water becomes turbid.

- This is harmless. Small bubbles appear as the air in the water is heated and depressurized rapidly to atmospheric pressure. It is similar to the bubbles in beer or carbonated beverages.

Water leaks from the drain plugs on the outlet.

- When the main unit is highly pressurized, water will leak from the drain plugs as a safety so that the unit is not damaged by the high pressure.
- These plugs are pressure relief valves. If water is leaking out of them, excessive pressure is being supplied to the unit: Have the water pressure checked by your installer.

Troubleshooting-3

Please check the failure display on the remote controller or the combustion lamp on the main body.

In the event of a failure, the cause is notified by a blinking failure display. Please resolve the problem in accordance with the table below.



Failure display blinks

(This display is an example.)

| Failure display | Details of Failure | Remedy |
|-----------------|---|--|
| 11 F11 | Fault occurs with the ignition switch at the hot water supply side. | Turn the power "Off", make sure that the gas valve is open and that the gas meter has not shut off the gas, and if this is the problem, please rectify it. Then, turn the power "On", and when the hot water tap is turned on, it is back to normal if nothing is displayed. |
| 99 F99 | Fault occurs with combustion of the unit. | Please contact Andrews Water Heaters. |

[Combustion lamp is lit. (P7)]

In the event of a failure, you are notified by the combustion lamp blinking at the front of the unit. Please resolve the problem in accordance with the table below.

| Combustion lamp | Details of Failure | Remedy |
|---------------------------------------|---|--|
| Continuously blinking Lit Unlit | <ul style="list-style-type: none"> Fault occurs with the unit. | Make sure that the gas valve is open. Close the hot water tap, then reopen it, and it is back to normal if the combustion lamp is no longer lit. |

Contact our Technical Department if:

- Any other error code appears.
- An error code is indicated again after the above actions were followed.
- There are any other questions.

Follow-up Service

Requesting Service

First follow the instructions in the troubleshooting section (P23 to P26).
If the error is not corrected, contact Andrews Water Heaters.

We will need to know:

The Model (check the rating plate)

Date of purchase (see the warranty)

Details of problem ... (flashing error codes,
etc., in as much detail as possible)

Your name, address, and telephone number

* A request for service may be rejected if the water heater is installed in a location where working on the unit may be dangerous. Contact a plumber.

Warranty

Be sure that the warranty card is returned and includes, date of installation/commissioning, site address and other necessary items as shown.

Read the content carefully, and keep in a safe place.

For repairs after the warranty period, please contact your local Maintenance company.

Minimum period of time for stocking repair parts

Andrews Water Heaters will stock repair parts for this unit for a minimum of ten years after production has ceased.

These are the parts necessary to repair or maintain this unit.

Specifications-1

- Specifications may be changed without prior notice.
- The capacity may differ slightly, depending on the water pressure, water supply, piping conditions, and water temperature.

Specifications

| Item | | Specification | |
|-----------------------------------|------------------------------------|--|-------|
| Model Name | | WH56 | LWH56 |
| Type | Installation Air Supply/Exhaust | Internal, Wall Mounted Power Vented | |
| Ignition | | Direct Ignition | |
| Minimum Pressure for Maximum flow | | 2.0 bar | |
| Minimum Flow Rate | | 2.5 L/min. | |
| Dimensions | | 61.5 cm(Height) x 46.4 cm(Width) x 24 cm(Depth) | |
| Weight | | 29 kg | |
| Water Holding Capacity | | 1.1 Litre | |
| Connection Sizes | Water Inlet | 3/4" | |
| | Hot Water Outlet | 3/4" | |
| | Gas Inlet | 3/4" | |
| Power Supply | Supply | 230V AC (50Hz) | |
| | Consumption | 120W | 112W |
| | | Freeze Prevention 115W | |
| Materials | Casing | Zincified Steel Plate/Polyester Coating | |
| | Flue Collar | Stainless Steel | |
| | Heat Exchanger | Copper Sheeting, Copper Tubing | |
| Safety Devices | | Flame Rod, Thermal Fuse, Pressure Relief Valve, Lightning Protection Device (ZNR), Electric Leakage Prevention Device, Overheat Prevention Device, Freezing Prevention Device, Fan Rotation Detector | |
| Accessories | | Remote Controller, Anchoring Screws | |

Performance

| Item | | Maximum Performance | Minimum Performance |
|-----------------------|-----------------|---------------------------------------|---------------------|
| Gas Consumption (NET) | I _{2H} | 62.3 kW | 5.0 kW |
| | I _{3P} | 62.3 kW | 5.0 kW |
| Hot Water Capacity | 25°C Rise | 32 L/min. | |
| | 58°C Rise | 13 L/min. | |
| Capacity Range | | 2.5 - 32 L/min. | |
| Temperature Settings | | 37 - 48, 50, 55, 60, 65, 70, 75, 80°C | |

Specifications

| Item | | Specification | |
|-----------------------------------|------------------------------------|--|--------|
| Model Name | | WHX56 | LWHX56 |
| Type | Installation Air Supply/Exhaust | External, Wall Mounted Power Vented | |
| Ignition | | Direct Ignition | |
| Minimum Pressure for Maximum flow | | 2.0 bar | |
| Minimum Flow Rate | | 2.5 L/min. | |
| Dimensions | | 61.5 cm(Height) x 46.4 cm(Width) x 24 cm(Depth) | |
| Weight | | 30 kg | |
| Water Holding Capacity | | 1.1 Litre | |
| Connection Sizes | Water Inlet | 3/4" | |
| | Hot Water Outlet | 3/4" | |
| | Gas Inlet | 3/4" | |
| Power Supply | Supply | 230V AC (50Hz) | |
| | Consumption | 83W | |
| | | Freeze Prevention 115W | |
| Materials | Casing | Zincified Steel Plate/Polyester Coating | |
| | Flue Collar | Stainless Steel | |
| | Heat Exchanger | Copper Sheeting, Copper Tubing | |
| Safety Devices | | Flame Rod, Thermal Fuse, Pressure Relief Valve, Lightning Protection Device (ZNR), Electric Leakage Prevention Device, Overheat Prevention Device, Freezing Prevention Device, Fan Rotation Detector | |
| Accessories | | Remote Controller, Anchoring Screws | |

Performance

| Item | | Maximum Performance | Minimum Performance |
|-----------------------|-----------------|---------------------------------------|---------------------|
| Gas Consumption (NET) | I _{2H} | 62.3 kW | 5.0 kW |
| | I _{3P} | 62.3 kW | 5.0 kW |
| Hot Water Capacity | 25°C Rise | 32 L/min. | |
| | 58°C Rise | 13 L/min. | |
| Capacity Range | | 2.5 - 32 L/min. | |
| Temperature Settings | | 37 - 48, 50, 55, 60, 65, 70, 75, 80°C | |

Specifications-2

- Specifications may be changed without prior notice.
- The capacity may differ slightly, depending on the water pressure, water supply, piping conditions, and water temperature.

Specifications

| Item | | Specification | |
|-----------------------------------|------------------------------------|--|-------|
| Model Name | | WH42 | LWH42 |
| Type | Installation Air Supply/Exhaust | Internal, Wall Mounted Power Vented | |
| Ignition | | Direct Ignition | |
| Minimum Pressure for Maximum flow | | 2.0 bar | |
| Minimum Flow Rate | | 2.5 L/min. | |
| Dimensions | | 61.5 cm(Height) x 46.4 cm(Width) x 24 cm(Depth) | |
| Weight | | 29 kg | |
| Water Holding Capacity | | 1.1 Litre | |
| Connection Sizes | Water Inlet | 3/4" | |
| | Hot Water Outlet | 3/4" | |
| | Gas Inlet | 3/4" | |
| Power Supply | Supply | 230V AC (50Hz) | |
| | Consumption | 89W | 85W |
| | | Freeze Prevention 115W | |
| Materials | Casing | Zincified Steel Plate/Polyester Coating | |
| | Flue Collar | Stainless Steel | |
| | Heat Exchanger | Copper Sheeting, Copper Tubing | |
| Safety Devices | | Flame Rod, Thermal Fuse, Pressure Relief Valve, Lightning Protection Device (ZNR), Electric Leakage Prevention Device, Overheat Prevention Device, Freezing Prevention Device, Fan Rotation Detector | |
| Accessories | | Remote Controller, Anchoring Screws | |

Performance

| Item | | Maximum Performance | Minimum Performance |
|-----------------------|-----------------|---------------------------------------|---------------------|
| Gas Consumption (NET) | I _{2H} | 49.0 kW | 5.0 kW |
| | I _{3P} | 49.0 kW | 5.0 kW |
| Hot Water Capacity | 25°C Rise | 24 L/min. | |
| | 58°C Rise | 10 L/min. | |
| Capacity Range | | 2.5 - 24 L/min. | |
| Temperature Settings | | 37 - 48, 50, 55, 60, 65, 70, 75, 80°C | |

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