



Variable Speed Air Sourced Heat Pumps™

QUALITY HOT WATER SERVICE
INSTALLATION AND OWNERS MANUAL

WARNING: This water heater should be installed in accordance with the requirements of AS 3500.4.

The owner should also be aware of any limitation on the suitability of the water heater for use with water of specified poor quality, and any need for water softening treatment as per AS 3500.4.

PLATINUM SERIES

**(All Stainless Steel Tank)
Hot Water Storage Tank—Manufactured to
AS3498 AS1056 AS/NZS 4692**

MODEL: ACHWTSS-32-3.6TB

SERIAL # _____

BUILD DATE: _____

TYPE: BUFFER STORAGE UNIT

WARNING: *Hot Water Storage Tank should be installed by a licensed trades person.

***The installation may require the addition of a tempering valve.**

***Where a drip tray is supplied and fitted, ensure the tank is separated from the tray by timber slats to prevent electrolysis and Ensure that the tray will drain.**

WARRANTY:

This Wise Living Hot Water Storage tank is covered by a 15 year pro-rata warranty on the tank & 1 year warranty on valves & thermostats if fitted.

Please see pages 4,5 & 8 for any additional warranty details.

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E&OE

PLATINUM SERIES

HOT WATER SERVICE

Congratulations on choosing a “PLATINUM SERIES” hot water service. This unit has been manufactured to Australian Standards AS3498 AS1056 AS/NZS4692 and incorporates an all Stainless steel cylinder.

“Platinum” Water Heater

The “Platinum Series” is a Stainless steel hot water service which is renowned for its longevity and will provide hot water for many years. The tank is a storage water heater that can be heated using Heat Pump, Gas, standard or “off peak” electricity. Your electricity supply provider can furnish you with information in relation to the “off peak” tariff applicable to your particular location.

The heated water rises up the cylinder by natural convection to the top where it is ready for use. As hot water leaves the storage cylinder, it is replaced by cold water, which enters at the bottom of the cylinder by means of a 500kPa Pressure Reduction Valve.

Wise Living recommends flushing the hot water tank at intervals advised by your local licensed plumber.

Hot Water Safety

In accordance with A.S.3500.4, it is recommended that where required a temperature control device or mixing valve be fitted

between the water heater, bathroom, ensuites and personal hygiene areas to reduce the risk of scalding. This is achieved by controlling water temperature to below 50°C.

PTR Valve

The “Platinum” hot water service is supplied with a 700kPa PTR (Pressure Temperature Relief Valve). It is recommend you operate the relief lever of the PTR valve once every 6 months. It is important that you raise and lower the lever gently. The PTR valve is designed to allow small quantities of hot water to discharge during heating to allow for hot water expansion.

Should a continuous discharge occur, we recommend that you consult your licensed plumber as this may indicate a defective PTR valve, defective thermostat, or abnormal high mains water pressure.

Mains Water Supply

The water inlet pressure must not exceed 500kPa. If mains water pressure exceeds 500kPa an approved pressure reduction valve must be fitted.

Failure to fit device will VOID warranty.

An approved Duo Valve (isolating / non return Valve), expansion control valve (and where advised or necessary a line strainer and/or water

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conditioning filter) are recommended between the cold water supply main and the cold water inlet of the "Platinum Series" tank.

(Water connection should be as shown in diagram 1)

It is recommended that hot water outlet pipes are fully insulated, especially for external units, and that the hot water outlet pipe is slightly curved or stepped down adjacent to the water heater outlet to provide a positive heat trap and avoid thermal siphoning from the water heater.

Poor Water Areas

The "Platinum Series" Hot water heater is a Stainless Steel Cylinder which does not require a sacrificial anode. The "Platinum Series" hot water heater will provide many years of life in most instances if connected to reticulated water supply. (Which is found in most metropolitan areas.) Connecting the hot water heater to a water supply other than a reticulated water supply such as Bore or Spring water is not recommended .

Connecting the hot water system to a poor water supply will void warranty .

Please check with your installer or local water authority if you are connecting to an alternative water supply. A water treatment or water conditioning filter may be necessary.

Installation

The "Platinum Series" should be located and installed in accordance with your licensed plumber's recommendation, but usually in an area so as to minimise pipe runs. Please ensure adequate access for service to the thermostat, PTR valve and fittings. Ensure that the specification label is visible. Installation must comply with A.S.3500.4 and any local authority regulations.

Combustible Material

It is recommended to not place combustible material on, or adjacent to, the water heater.

Internal Installation Safe Tray

For internal (indoor, roof) installations, a safe or drip tray is recommended in accordance with A.S. 3500.4 clause 4.5.3.

External Installation

The unit should be placed on a stand, plinth or concrete base as recommended in accordance with A.S.3500.4 Clause 4.5.3.

Electrical Connection

The "Platinum Series" water heater is designed for single phase 240V.A.C supply only. A.S.3000—(Wiring Code) and local supply authority regulations apply.

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Heat Pump connections

For the correct connection of Heat Pump, refer to Diagram 1, and to additional installation instructions supplied with the Heat Pump System

Filling:

Fill the water heater by opening all hot water taps and the cold water inlet to allow the water heater to fill, and force air in the system out. Close each hot water taps, as the flow becomes free of air. Check all piping for leaks. Power should not be turned on until the water heater is completely filled with water.

Flushing and Draining

To flush or drain the "Platinum Series" water heater, power must be turned off, and turned off at the cold water supply to the water heater. The lever on the PTR valve should be opened, but care should be taken so the lever does not snap back as it could damage the valve seat.

If the tank is fitted with a drain cock, it will allow for easy draining and for periodic flushing of the water heater without piping disconnections at unions, and without the need for re-checking for leaks after reconnection.

If no drain cock is fitted, the union at the cold water inlet

should be undone slowly. Ensure safe tray drain is connected and in operational condition.

After draining repeat the initial filling procedure to refill.

WARNING: The heater may contain extremely hot water. Exercise caution to prevent scalding.

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Warranty Conditions

1. The system must be installed by a licensed plumber and/or electrician in accordance with these installation instructions, and all relevant statutory and local requirements of the State in which the system is installed.
2. The "Platinum Series" water heater must be operated and maintained in accordance with the instructions supplied.
3. This warranty only applies to the water heater product, and does not apply to any additional electrical and/or plumbing parts supplied by the installer.
4. The system is installed in a single family domestic household.
5. Should this system be installed in a regional location where regular flushing is required, due to sediment build-up, then a drain cock for flushing must be fitted at the time of installation. If in doubt consult your plumber.
6. The Stainless Steel cylinder is covered by the 15 year Pro-Rata warranty. All other components are covered for 12 month from the date of original purchase and will be repaired or replaced free of charge if our inspection shows to be thus defective.
7. The system is covered for the indicated period from the date

of the original purchase. Should a part of the complete water heater component be replaced during this period, only the balance of the original warranty will continue to remain effective.

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Warranty Exclusions

The following warranty exclusions may cause the system warranty to become void. *(This may incur a service charge and cost for parts should they become necessary.)*

1. Where service is required to reconnect the water heater operation due to problems related with abnormal water supply i.e. high water pressure, water hammer pulsing of valves, faulty plumbing and/or electrical wiring, or major variations in electrical energy supply.
2. Where the system fails due to misuse, accidental damage, flood, acts of God, incorrect installation or unlicensed service repair work attempts.
3. Cosmetic defects.
4. Discolouration of the surface or tarnishing of fittings from adverse conditions, all of which require normal service to maintain them.
5. Where system service is required due to the non-conformance with this warranty's recommended maintenance in certain water quality conditions.
6. Claims for damage to wall foundations (outside), furnishings (inside), roofs or other losses, directly or indirectly due to leakage from the water heater.
7. Damage or breakage is not

covered by this warranty, and should be added separately to your general household insurance policy.

8. This warranty is void and does not cover the effects of sludge/sediment as a result of connection to a water supply from unfiltered sources i.e. spring, dam, bore, river or other.
9. Where water stored in the cylinder exceeds the following levels:

Total dissolved solids:

600 mg / litre or p.p.m

Total hardness:

300 mg / litre or p.p.m

Saturation Index:

calculated @ 80°C : -1.5 / +0.50

Chloride:

250 mg / litre or p.p.m

Magnesium :

10 mg / litre or p.p.m

Sodium:

150 mg / litre or p.p.m

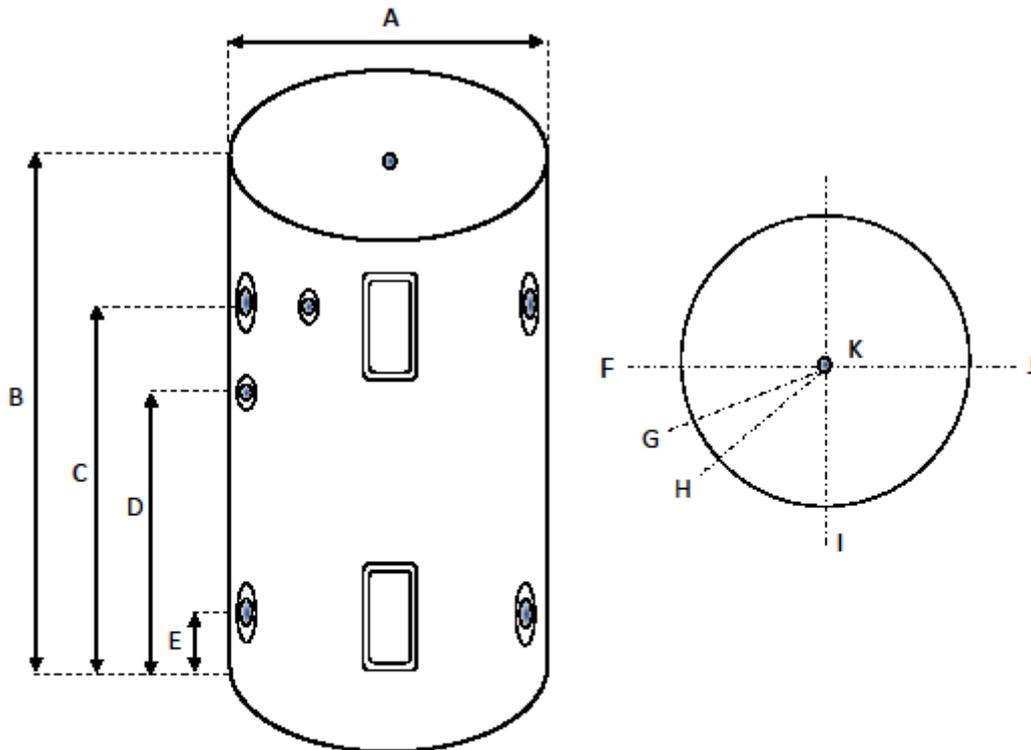
pH:

Min 6.5 and Max 8.5

Diagram 1

MODEL: ACHWTSS-32		DIMENSIONS	CONNECTIONS
A	Diameter	685mm	
B	Height	1850mm	
C	Hot water Outlet / PTR Valve / Boiler Return	1540mm	
D	Sensor Port	1240mm	DN20
E	Cold Water / Boiler Flow	200mm	DN32
F	Boiler Return / Boiler Flow		DN32
G	Ring Main		DN20
H	PTR Valve		DN20
I	Element - Upper Unit Thermostat setting - <i>OPTIONAL</i>	Max 60C°	3.6kW
	Element - Lower Unit Thermostat setting - <i>OPTIONAL</i>	Max 70C°	3.6kW
J	Hot water Outlet / Cold Inlet		DN32
K	Top -Air Bleed		DN20
	Weight	80kg approx.	
	Storage Capacity	400Lt	
Water Connection & Settings			
	Temperature Relief Valve	700kPa	
	Expansion Control Valve	600kPa	
	Maximum Working Pressure	700kPa	
	Maximum Supply Pressure	500kPa	

Note: Materials and specifications are subject to change without notice.



WISE LIVING PRODUCTS	NOT TO SCALE - SIZES ARE SUBJECT TO CHANGE WITHOUT NOTICE +/- 5mm	E & OE
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*Platinum Series" is supplied with a 700kPa/99C Pressure Temperature Relief Valve .

*Expansion Control Valves is required in some areas. Check with local authority or licensed installer.

*Mains water pressure must not exceed 500kPa, The hot water heater must be fitted with an approved 500kPa pressure reduction valve. Failure to do so will void warranty.

WARNING

1. Do not operate without the thermostat and non resetting thermal cut out in circuit.
2. The combination pressure and temperature relief valve should be opened every six (6) months and replaced, not exceeding 4 years or more frequently in areas where there is high incidence of water deposits. If the PTR valve does not discharge water freely when the easing lever is opened, the valve should be checked by a qualified service person or plumber.

Note: The hot water heater MUST be fitted with an approved 500kpa pressure limiting valve to the cold water inlet. Failure to fit devices will void warranty.

3. The pressure relief valve and associated drain outlet pipe must not be sealed or blocked.
4. Warranty may be void if connected to Bore or Spring water. Hot water heater for use with reticulated water supply.
5. The Appliance is not intended for use by young children or infirm persons without supervision.
6. Young children should be supervised to ensure that they do not play with the appliance.

OPERATION AND INSTALLATION INSTRUCTIONS

WATER HEATERS MAY ONLY BE INSTALLED BY AUTHORISED TRADES PERSONS

A supply disconnection device with air gap separation is required in the fixed wiring.

DANGER: The operation of the thermal cut-out indicates a possible dangerous situation. DO NOT reset the thermal cut-out until the water heater has been serviced by a qualified person.

The water heater may drip small amounts of water from the PTR valve - this is normal during normal operation.

The PTR valve is to be operated regularly to remove any deposits and verify it is not blocked

The water heater is supplied with a 700kpa pressure and temperature relief valve (PTR), and is manufactured with a PTR connection labelled "PTR". The PTR Valve should be fitted to this connection. When the PTR is fitted , a discharge pipe must be fitted in a continuous downwards direction ensuring protection from frost free ambient temperature.

A pressure reduction valve is required to be fitted on the incoming cold water supply. Failure to fit these devices will void warranty.

DANGER: Failure to operate the relief valve at least once every six (6) months may result in the water heater to explode. Continuous leaking from valves may indicate a problem with water heater. Call a qualified service person.

PTR and EVC valves are safety valves and should be replaced every 4 years. Failure to replace safety valves will void warranty.

PLEASE NOTE:

All systems and heaters have been designed and tested to provide trouble free hot water for many years providing they are installed correctly.

Most problems relating to the functioning of the hot water heater are related to incorrect installation.

As the manufacturer we have no control over installation and therefore cannot take any responsibility for incorrect installations. Warranties only extend to faulty products and do not cover the installation.

Specifications and conditions subject to change without notice.

WARRANTY

WISE LIVING 15 YEAR CONDITIONAL PRO-RATA WARRANTY.

Wise Living Products warrant their hot water storage tanks to be free from defects in materials and workmanship under normal use and service in accordance with the attached installation and operating instructions within the first 6 years from the date of original purchase on the terms herein shall repair or replace without cost to the original customer and any part thereof which shall be returned to our factory or designated agent, transportation charges prepaid and which our inspection shows to be thus defective.

From year seven (7) through to year fifteen (15) from the date of original purchase, Wise Living Products warrants their hot water storage tanks to be free from defects in materials and workmanship and under normal use and service in accordance with the attached installation and operating instructions on the terms herein shall repair or replace on a pro-rata basis as set out in the sliding scale below to the original customer or any part thereof which shall be returned to our factory or designated agent, transportation charges prepaid and which our inspection shows to be thus defective. Pro-rata Cost will be based on Wise Livings Listed Prices at the time of claim.

Year Seven to Fifteen Pro-Rata Scale

Year 7	Wise Living Products	90%	-	Customer	10%
Year 8	Wise Living Products	80%	-	Customer	20%
Year 9	Wise Living Products	70%	-	Customer	30%
Year 10	Wise Living Products	60%	-	Customer	40%
Year 11	Wise Living Products	50%	-	Customer	50%
Year 12	Wise Living Products	40%	-	Customer	60%
Year 13	Wise Living Products	30%	-	Customer	70%
Year 14	Wise Living Products	20%	-	Customer	80%
Year 15	Wise Living Products	10%	-	Customer	90%

This warranty does not apply to cosmetic defects, accidental damage, misuse or abnormal use of the water heater or discolouration of the surface or tarnishing of fittings from adverse conditions, all of which require normal service to maintain them.

Wise Living warrants Thermostat, Pressure Temperature Relief Valves, Anti Reverse Circulation Valves, Pumps and Controllers, where fitted, to be free from defects in materials and workmanship under normal use and service in accordance with the installation and operating instructions, and within 12 Months from the date of original installation on the terms herein shall repair or replace without cost to the original customer any part thereof which shall be returned to our factory or designated agent, transportation charges prepaid and which our inspection shows to be thus defective. All valves, pumps and controllers require normal service to maintain them.

Under the terms of this Warranty, Wise Living assumes no responsibility for the labour costs involved in removing or replacing the above items, nor shall Wise Living be liable for any injury, loss or damage (direct, indirect or consequential) arising out of the use or inability to use the product or its removal and replacement. All other Warranties expressed or implied are excluded to the possible extent at Law. Consumers also have rights under relevant State, Commonwealth and Federal Laws.

Wise Living Products warrant their hot water storage tanks for commercial use to be free from defects in materials and workmanship under normal use and service in accordance with the attached installation and operating instructions for 5 years from the date of original purchase.

The retailers do not have authority to alter this warranty.

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Manufactured by the
The Wise Living Group
Respect for People and the Environment