‘’SERIES THREE”

480 VOLT 3 PHASE DELTA
ELECTRIC INSTANTANEOUS WATER HEATER

INSTALLATION AND OWNERS MANUAL

WARNING

BEFORE ATTEMPTING INSTALLATION OF THIS UNIT OR MAKING ANY ADJUSTMENTS TO THE UNIT ALWAYS BE SURE MAIN CIRCUIT BREAKER IS OFF TO PREVENT DANGER OF SERIOUS ELECTRIC SHOCK.

INSTALLER/ CONSUMER RESPONSIBILITIES

PLEASE TAKE THE TIME TO READ NOT ONLY THIS MANUAL BUT ALSO THE WARRANTY CARD ENCLOSED. WARRANTY OF THIS HEATER WILL DEPEND ON PROPER INSTALLATION, OPERATION, AND REQUIRED MAINTENANCE. THE WARRANTY SHALL BE VOID IF THE DESIGN OR STRUCTURE OF THE WATER HEATER HAS BEEN ALTERED IN ANY WAY WHATSOEVER. THE MANUFACTURER OF THIS WATER HEATER WILL NOT BE LIABLE FOR ANY DAMAGES BECAUSE OF FAILURE TO COMPLY WITH THE INSTALLATION AND OPERATING INSTRUCTIONS OUTLINED ON THE FOLLOWING PAGES.

IF YOU REQUIRE ANY HELP OR HAVE ANY QUESTIONS RELATING TO THE INSTALLATION OR PERFORMANCE OF THIS HEATER, PLEASE CALL OUR TECHNICAL SERVICE DEPARTMENT:

203-267-7890 or 800-543-6163

HAVE THE INFORMATION LISTED BELOW BEFORE CALLING.

MODEL :	ELEMENT RESISTANCE: OHMS
SERIAL NO :	SWITCH ON FLOW RATE: GPM
INSTALLATION DATE :	OPERATING TEMPERATURE MIN: MAX:

MODEL NUMBERS COVERED

Model Number	Volts (delta) 3 wire	Max . Output @ 480V	Amps Per phase
ED020480T2T, T3, T3 EE	480	20kW	24
ED024480T2T, T3, T3 EE	480	24kW	29
ED032480T2T, T3, T3 EE	480	32kW	35.5

Unless otherwise noted, all above units have the following flow rate and temperature specifications as factory standard settings:

FLOW RATES
T2T: Turn-on 0.7 GPM / Maximum 4 GPM
T3 EE: Turn-on 0.95 GPM / Maximum 6 GPM
T3: Turn-on 1.8 GPM / Maximum 6 GPM

TEMPERATURE
T2T and T3: Standard preset 140 degrees F
T3 EE: Standard preset 90 degrees F

T2T OPTIONS:

S: Sanitation (Temperature - 180 degrees)
ML: Multi-lav (0.3 gpm activation, temperature set at 110 degrees)
FS: Factory Set (Temperature: Customer specified from Ambient to180 degrees)

GENERAL

To obtain optimum performance and energy savings from your Eemax heater, the unit should be located as near as possible to the point of use. The unit must only be installed in a vertical position with the inlet and outlet at the bottom.

The power is activated by individual electronic flow switches located in each of the three heating modules. These modules will be damaged by excessive heat; **do not** solder any pipes that are in contact with the heater.

Also ensure pipes are clear of installation debris before fitting the heater, otherwise the flow switches could jam in the “on” position. The unit must be connected to its own individual electric circuit protected by a suitably rated three pole breaker. The maximum voltage which can be applied across any heating module is 480 volts.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause DEATH, SERIOUS BODILY INJURY OR PROPERTY DAMAGE. Refer to this manual for assistance or consult the local electric utility for further information.

The unit is supplied with 1/2” compression water fittings.

Under no circumstances use a propane or plumber’s torch on pipe which is connected to the heater, as serious damage to the electronic flow switch will result. **Do not use pipe dope.**

WARNING

Failure to ground the system may result in death or serious injury.

MOUNTING THE UNIT

1) The unit should be mounted as close to the point of use as possible.

2) This unit must only be mounted in the vertical position with the water fittings located at the bottom of the unit. Mounting other than in the vertical position WILL cause element burn out.

3) The cold water inlet is on the right hand side and the hot water outlet is on the left hand side. Under NO circumstances can these be reversed.

4) Leave a minimum of 8" above the unit for easy replacement of the elements.

5) The heater should be fixed to the wall using all 4 mounting holes of the back plate. Unit weight is approximately 15 lbs. Use an appropriate fastener for this weight. For the unit to be mounted against hollow walls, suggest using steel wall anchors with the correct grip range and #6-32 screw size minimum.

6) The unit should be installed in the plumbing system in such a way that there is no tendency for the unit to be starved of water. For example: an excessive draw-off of cold water just before the unit. Also do not fit an unrestricted hot water draw-off point below the heater as this will tend to empty the heater by siphoning.

NOTE

ALL MOUNTING AND PLUMBING MUST BE COMPLETE BEFORE YOU PROCEED WITH ELECTRICAL HOOK-UP. TEST THE INSTALLATION FOR LEAKS BEFORE CONNECTING THE ELECTRICAL SUPPLY.

PLUMBING HOOK-UP

1) The unit is supplied with ½ “ compression fittings. DO NOT USE PIPE DOPE AND DO NOT SOLDER PIPE TO THE INLET OR OUTLET.

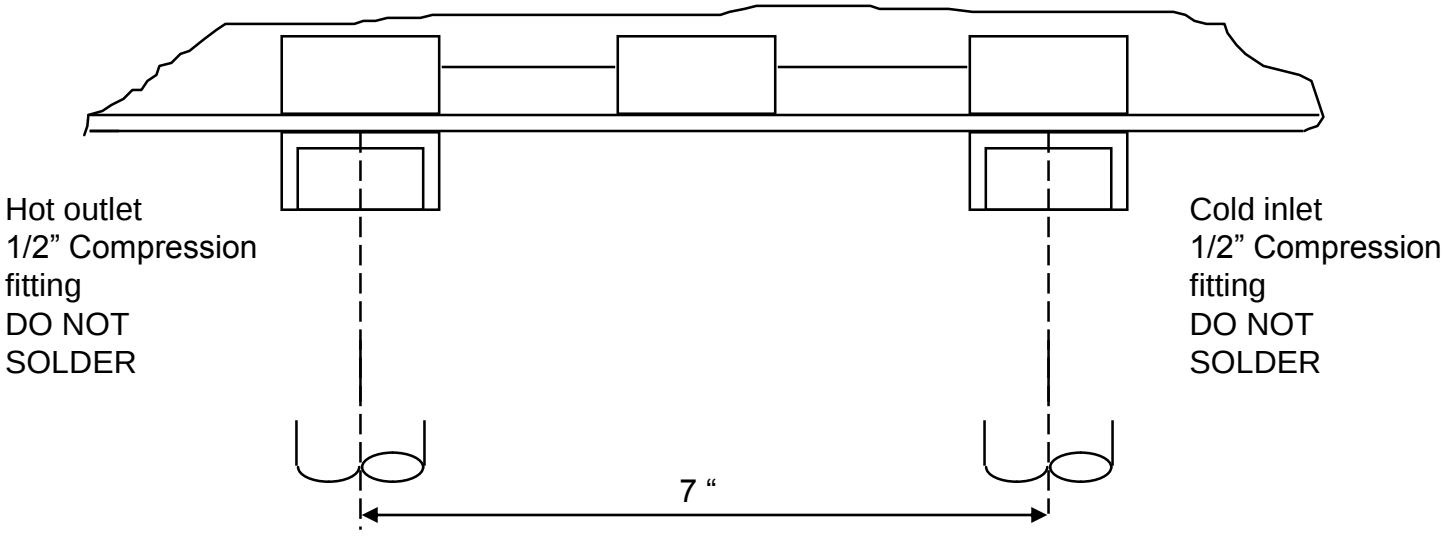
2) Take care to ensure that the pipes are correctly aligned with the inlet and outlet bosses in order to avoid excessive stress on the heater manifold.

   NOTE: When soldering pipe joints remove heater from the wall. Serious damage can occur if any soldering is done while pipes are connected to the heater.

   Run water through the supply pipe to remove all debris from the pipe before connecting the heater. Failure to do so could cause damage to the flow switch.

3) Install isolating valves (full flow ball valve type) on **both** inlet and outlet pipes. This allows unit to be isolated for maintenance purposes.

4) When all plumbing is complete, fully check the system for water leaks at all plumbing connections. If leak is present take corrective action. Fully open both inlet and outlet ball valves. Run all hot water outlets fed by this heater one at a time for a minute or two until the water flow is continuous, free from ”gulping” and from all visible air pockets.



NOTE
ALL MOUNTING AND PLUMBING MUST BE COMPLETE BEFORE YOU PROCEED WITH ELECTRICAL HOOK-UP.

TEST THE INSTALLATION FOR LEAKS BEFORE CONNECTING THE ELECTRICAL SUPPLY.

ELECTRICAL HOOK-UP

WARNING
HAZARD OF ELECTRICAL SHOCK! BEFORE BEGINNING ANY WORK ON THE INSTALLATION, MAKE SURE THE ELECTRICAL SUPPLY TO THE HEATER IS TURNED "OFF". FAILURE TO DO THIS COULD RESULT IN DEATH, SERIOUS BODILY INJURY, OR PROPERTY DAMAGE.

WARNING
WATER HEATERS EQUIPPED FOR ONE VOLTAGE ONLY: CHECK THE RATING PLATE ON THE FRONT OF THE UNIT. DO NOT USE THIS WATER HEATER WITH ANY VOLTAGE OTHER THAN THE ONE SHOWN ON THE MODEL RATING PLATE. FAILURE TO DO SO CAN RESULT IN DEATH, SERIOUS BODILY INJURY, OR PROPERTY DAMAGE. IF YOU HAVE ANY QUESTIONS OR DOUBTS CONSULT YOUR ELECTRIC COMPANY.

This heater must have its own independent circuit using four wires; three live and one earth ground, of the appropriate rating protected by the correctly rated three pole breaker

RATINGS OF "ED" Series Three Electric Tankless Water Heater

			Temperature Rise (F°) GPM (gallons per minute)				
Model number prefix	**kW Rating**	**Amps per phase**	**2 gpm**	**3 gpm**	**4 gpm**	**T3 and T3 EE Only 5 gpm**	**T3 and T3 EE Only 6 gpm**
ED020	20	24	68	46	34	27	23
ED024	24	29	82	55	41	33	27
ED032	32	35.5	110	73	55	43	36

THIS UNIT MUST **NOT** BE CONNECTED IN STAR CONFIGURATION

WARNING
FAILURE TO GROUND THE SYSTEM MAY RESULT IN DEATH OR SERIOUS INJURY

COMMISSIONING YOUR HEATER

IMPORTANT

Before switching “on” the power at the main circuit breaker panel make sure that the hot water circuit is free of air pockets or premature failure of the heating element will occur. To do this open all hot water fixtures one at a time for several minutes until the water flow is continuous and free from “gulping” and from visible air pockets.

1) With inlet and outlet BALL VALVES fully open, turn on a hot water outlet.

2) Run for 3 minutes.

3) Switch on electric supply at circuit breaker panel.

4) The power indicator lights should now come on.

NOTE: At this point water temperature may not be hot. “EE” units are preset to deliver tepid water only.

5) Using the OUTLET BALL VALVE slowly reduce water flow until desired temperature is achieved at hot water outlet.
NOTE: The water temperature is regulated by the flow through the heater. The lower the flow the higher the temperature and vice versa.

6) If water does not achieve desired temperature, please call technical services.

TROUBLESHOOTING

SYMPTOM: NO HEAT - INDICATOR LIGHT OFF

1) ELECTRIC SUPPLY IS OFF
Turn on the main circuit breaker.

2) NO OR LOW WATER FLOW
Ensure that the minimum flow rate to turn on your heater is met, for this figure refer to page 2 of this manual.
Also check that the inlet filter screen is clear from any debris.

3) WATER CONNECTIONS ARE REVERSED
Cold water inlet = right side, hot water outlet = left side.

4) ELEMENT BURNED OUT
TURN OFF THE MAIN BREAKER!
Using an ohmmeter test the resistance of the heating element across the two threaded termination rods on top of the element.
See the front cover of this manual for the correct value.
If the resistance is much greater than the correct value, call your supplier for a replacement element.

SYMPTOM: NO HEAT OR LOW TEMPERATURE WITH INDICATOR LIGHT ON

1) WATER FLOW TOO HIGH
Reduce the water flow by using an outlet ball valve. See page 6 for temperature rise at various flow rates.

2) INCORRECT POWER SUPPLY
Make sure that the unit is connected to the voltage supply specified on the rating label on the front cover of the unit and no other.

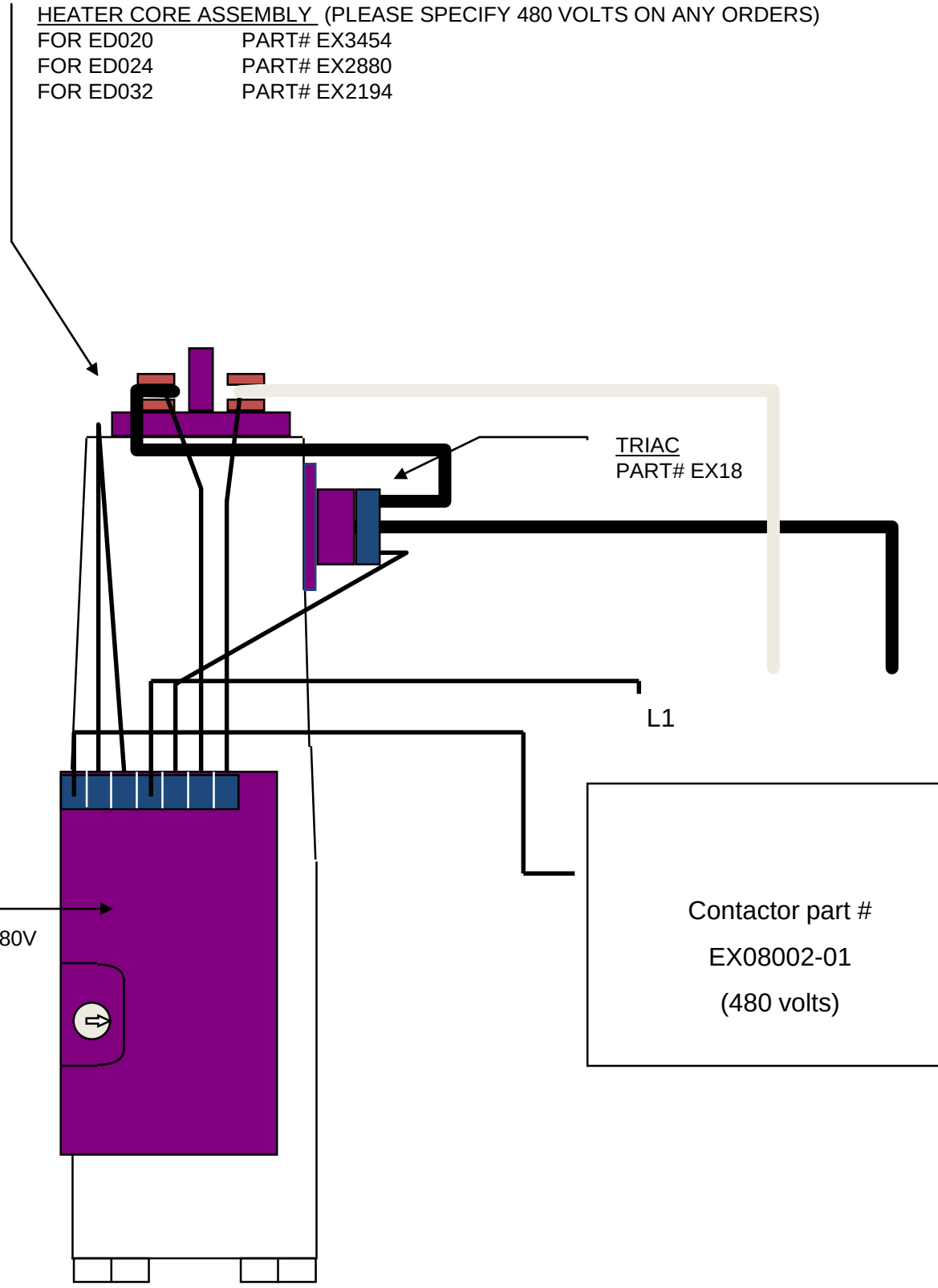
3) ELEMENT BURNED OUT
TURN OFF THE MAIN BREAKER!
Repeat the steps from paragraph 4 above.

4)THERMOSTAT ADJUSTMENT SCREW NOT TURNED UP
Turn the thermostat adjustment screw clockwise in small increments until the indicator light remains on. Take care not to force the screw past it's stop position.

REPLACEMENT PARTS DIAGRAM

HEATER CORE ASSEMBLY (PLEASE SPECIFY 480 VOLTS ON ANY ORDERS)

FOR ED020	PART# EX3454
FOR ED024	PART# EX2880
FOR ED032	PART# EX2194



Limited Warranty

Eemax Electric Tankless Water Heaters

Subject to the terms and conditions set forth in this limited warranty, each Eemax Tankless Water Heater is warranted to the original owner ("Owner") against (i) mechanical or electrical failure of any component solely due to defects in materials or Manufacturer's workmanship for a period of one year from the date of original purchase and (ii) leaks solely due to defects in materials or Manufacturer's workmanship for the later of (x) five years from the date of original purchase or (y) the date of Owner's occupancy of a new dwelling in which the Eemax Tankless Water Heater is installed. However, if Owner cannot document the original date of purchase with the original sales receipt, then the limited warranty period begins on the date the Eemax Tankless Water Heater was manufactured. As Owner's sole and exclusive remedy, Manufacturer shall, at Manufacturer's sole election, either repair or replace the Eemax Tankless Water Heater or the defective portion of such product. Manufacturer is not liable for any costs incurred by Owner, including, without limitation, the cost of any labor. Manufacturer's maximum liability is limited to the value of the water heater. This limited warranty shall be governed by the laws of the United States.

THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE WARRANTY MADE BY MANUFACTURER AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, STATUTORY, EXPRESSED OR IMPLIED (WHETHER WRITTEN OR ORAL), INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. MANUFACTURER EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. OWNER'S SOLE AND EXCLUSIVE REMEDY IS PRODUCT REPAIR OR REPLACED, AS PROVIDED IN THIS LIMITED WARRANTY, AND ALL OTHER CLAIMS FOR DAMAGES ARE EXCLUDED.

THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE ONLY REMEDIES AVAILABLE TO OWNER OR ANY PERSON FOR BREACH OF ANY COVENANT, DUTY OR OBLIGATION ON THE PART OF MANUFACTURER. MANUFACTURER IS NOT LIABLE TO OWNER OR ANY THIRD PARTY FOR ANY LOSS, PERSONAL INJURY OR PROPERTY DAMAGE, DIRECTLY OR INDIRECTLY, ARISING FROM THE EEMAX TANKLESS WATER HEATER. UNDER NO CIRCUMSTANCES IS MANUFACTURER LIABLE TO OWNER OR ANY THIRD PARTY FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, CONTINGENT, OR PUNITIVE DAMAGES OF ANY DESCRIPTION, WHETHER ANY SUCH CLAIM BE BASED UPON WARRANTY, CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHER TORT, OR OTHERWISE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO OWNER. IN SUCH CASES, THE WARRANTY SHALL BE LIMITED TO ONE YEAR FROM THE ORIGINAL DATE OF PURCHASE OR DATE OF MANUFACTURE, AS PROVIDED IN THIS LIMITED WARRANTY, OR THE SHORTEST PERIOD ALLOWED

BY LAW. THIS WARRANTY GIVES OWNER SPECIFIC LEGAL RIGHTS AND OWNER MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

Exclusions of Coverage from this Limited Warranty:

1. Manufacturer is not liable for any water damage or other damages arising, directly or indirectly, from any defect in the Eemax Tankless Water Heater component part(s) or from its use.
2. Manufacturer is not liable under this limited warranty or otherwise if:
    a. The water heater or any of its component parts have been subject to misuse, alteration, neglect or accident; or
    b. The water heater has not been installed in accordance with the applicable local plumbing and/or building code(s) and/or regulation(s); or
    c. The water heater has not been installed or maintained in accordance with Manufacturer's printed instructions, or installed with improper orientation, improper fastening, improper use of pipe dope/plumbers putty or with the use of any non Manufacturer approved sealant; or
    d. The water heater has not been continuously supplied with potable water or the water's inlet temperature is above Manufacturer's recommended maximum temperature; or
    e. The water heater experiences any water pressure or flow interruptions, normal inlet water pressure is outside of the published specification for the heater; is exposed to any condition that causes the heater to turn on before the air is purged from the heater also know as dry fire; or
    f. The water heater has been exposed to conditions resulting from floods, earthquakes, winds, fire, freezing, lightning, or circumstances beyond the Manufacturer's control; or
    g. The water heater has been removed from its original installation location; or
    h. The water heater has been used for other than the intended purpose.
3. Owner, and not Manufacturer or its agent/representative, is liable for and shall pay for all field charges for labor or other expenses incurred in the removal and/or repair of the water heater or any expense incurred by Owner in order to repair the water heater.

Subject to the terms and conditions set forth in this limited warranty, if the Eemax Tankless Water Heater fails or leaks because of defects in materials or Manufacturer's workmanship during the applicable warranty period set forth above, Owner should contact Manufacturer for a Returned Merchandise Authorization (RMA). No returns will be accepted by Manufacturer without an RMA number and Manufacturer assumes no responsibility for a water heater returned without an RMA number. Water heaters should be wrapped and packaged securely to avoid shipping damage. All shipments of parts from the Manufacturer to the Owner to replace defective components shall be made via normal ground transportation. If expedited shipment is required, it will be provided at Owner's additional cost.