

WARRANTY AND MAINTENANCE DOCUMENT

Xstream Solar Hot Water Cylinders (Pty) Ltd
(Reg: 2003 / 020396 / 07)



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SERIAL NUMBER: _____

CONGRATULATIONS

You are now the proud owner of an Xstream Corrosion Free Hot Water Cylinder (HWC). Our HWC is designed to handle any water condition, whilst we use a hard water element, fitted with a replaceable anode.

INSTALLER AND OWNER

If you are the installer, please follow the installation instructions carefully, or if you are the end user, check the final installation according to the instructions. Please familiarize yourself with the contents of this Warranty. If you have any queries, please contact the factory. The SANS 10254 installation code is accepted as standard to all installations. Any potential disputes will be addressed in terms of the latest SANS 10254 installation code.

1. Before connecting the piping, the cold water supply line must be flushed clean.
2. All the fittings on an Xstream HWC are factory tested under normal working conditions. Do not remove these fittings, as this will render the warranty null and void.
3. The safety valve overflow pipe must be a 22mm copper pipe leading separately to the outside of the building, free of sharp bends, sloping downwards.
4. After the HWC has been installed, open one or more hot water taps and then open the main water supply to dispel air from the system. Once the water is flowing freely from the hot water taps, close the taps to bring the HWC under pressure. **Ensure that electricity is only connected once the cylinder has been filled with water.**
5. All piping, especially the inlet cold water and hot water pipes as well as the brackets must be securely fixed at all times.
6. Xstream Solar hot water cylinders (Pty) Ltd operate on any pressure up to 400kPa, and a suitable Pressure Reducing Valve MUST be fitted.
7. A vacuum breaker must be fitted on both the inlet (cold) and outlet (hot) pipe at about 300 mm above the cylinder. Also ensure the installation is balanced (cold supply line to house after the Pressure Reducing Valve PRV).
8. It is suggested that a drip tray with a minimum 40mm outlet pipe to a suitable discharge position be fitted.
9. According to IEC 335-2-21, the discharge pipe of the pressure relief device must be left open to the atmosphere because water may drip from it.
10. According to IEC 335-2-21, the pressure relief device is to be operated regularly to remove lime deposits and to verify that it is not blocked.
11. According to IEC 33-2-21, a discharge pipe connected to the pressure relief device is to be installed in a continuous downward direction and should be in a frost-free ambient.
12. Please refer to the installation guide included. If in doubt please contact our factory.
13. An isolator with at least 3mm contact separation must be incorporated in the fixed wiring.
14. The safety valve (T&P-valve) must be mounted on the HWC before use.

ELECTRICIAN

1. All electrical installations must comply with the SABS Code for the wiring of premises and should be tested by the local electrical authority on completion.
2. All electrical terminals are plug-in and factory tested. It is nevertheless suggested that all terminals be rechecked.
3. The thermostat must be removed to facilitate the connection of the terminal, which is located in the centre of the element boss. Please handle the thermostat with care.
4. This HWC is fitted with a submerged element and a thermostat, which cannot operate in free air and if commissioned without water, will not be covered by our warranty.
5. In the event of having to replace the thermostat the same type of thermostat is to be used.
6. This HWC MUST be filled with water before the electricity is switched on to the element, even for testing purposes.



WARRANTY

A FIVE (5) YEAR WARRANTY COVERS ALL MAINSTREAM AND SOLARSTREAM WATER HEATERS; ALL SUNSTREAM WATER HEATERS ARE COVERED BY A THREE (3) YEAR WARRANTY, SUBJECT TO NORMAL AND CORRECT INSTALLATION AND USAGE. (**It is a time reducing warranty). THE WARRANTY IS AGAINST FAULTY MATERIALS AND/OR WORKMANSHIP IN MANUFACTURE AND IS APPLICABLE FROM THE DATE OF INSTALLATION, ALTERNATIVELY THE DATE OF DISPATCH WILL BE USED.

The warranty period in respect of the thermostat, element, temperature and pressure relief (safety) valve and drain valve is limited to six months and does not cover any labour.

This warranty covers parts only, and labour will be charged out at rates applicable at the time. Xstream Solar Hot Water Cylinders (Pty) Ltd's obligations are specifically limited to the foregoing and this warranty expressly covers the Xstream range of electric water heaters only and does not cover any other parts of the installation which may as a consequence of the failure or defect of Xstream water heaters, become damaged in any way whatsoever and in no circumstances shall Xstream be held liable for any direct or indirect or consequential loss suffered by the customer or any other party.

This warranty is the only warranty which is given and is expressly in lieu of all other warranties, expressed or implied in law, including any implied warranty of merchantability or fitness for a particular purpose. No amendments or additions to this warranty shall be binding on Xstream Solar Hot Water Cylinders (Pty) Ltd unless recorded in writing and signed by a duly authorized officer of the company.

This warranty shall be vitiated and rendered of no force and effect if any repairs or any work is undertaken by the customer or others on his behalf in an attempt to remedy an alleged fault unless authorized in writing by the manufacturer.

NB: The warranty is only applicable if the HWC is connected to regional water supply via a pressure reducing valve, expansion relief valve and vacuum breakers and correctly handled by qualified personnel, further that all electrical work to be undertaken by qualified persons only.

Maintenance Conditions: Mainstream & Solarstream

1. It is a specific condition of this warranty to have proof that the T&P valve (safety valve) is serviced and / or replaced within every two years of the anniversary of the original installation. Specific care should be taken to ensure that no blockages occur on the inside, and that the wax layer on the stem of the thermostat is intact. If any evidence suggests that the safety valve has opened during the usage period dated from the previous service date, then such safety (T&P valve) must be replaced at the expense of the user.
2. In water conditions where there is any likelihood of lime scale built-up the element must be inspected during the same intervals as the T&P valve mentioned above and the anode be replaced if necessary.

Addition to Solarstream range:

1. The level of the anti-freeze in the closed system (between the internal heat exchanger and panel) should be checked annually and topped up if required. Use the same non-toxic anti-freeze with a corrosion inhibitor additive as supplied by Xstream Solar HWC (Pty) Ltd when topping up. Please ensure that the inspection is done when the fluid is not heated (early morning) or cover the panel beforehand to prevent scaling – always wear protective eyewear and proceed with care.

All service calls and correspondence are to be addressed to:

THE SERVICE MANAGER:	The Service Department Xstream Solar Hot Water Cylinders (Pty) Ltd PO BOX 3132 Paarl 7620
Telephone:	021 872 0900
Facsimile:	021 872 8604
E-mail:	info@xstream.co.za
Website:	www.xstream.co.za

****the extent of the cover provided by this warranty, is reduced annually, on the anniversary of the date of purchase, by an amount proportionate to the period of the warranty, e.g. purchase price R1 000.00, cover reduced in year two, to R 800.00, in year three to R 600.00 in year four to R 400.00, in year five to R200.00.**

WARRANTY AND MAINTENANCE DOCUMENT



MAINTENANCE INSTRUCTIONS

ELEMENT REPLACEMENT and/ or element inspection.

1. Switch electricity off.
2. Close cold water supply valve.
3. Drain water from HWC.
4. The valve on the T&P may be opened to allow air into the system to facilitate draining.
5. Disconnect supply wires at thermostat.
6. Remove thermostat.
7. Remove earth connection on element.
8. Unscrew element nut with an element spanner, remove element.
9. Inspect anode on element and replace if necessary, or replace element if element is faulty.
10. Reverse procedure for recommissioning.

THERMOSTAT REPLACEMENT

1. Switch off electricity.
2. Disconnect supply wires to thermostat.
3. Remove the thermostat by pulling it out of the element pocket.
4. Push new thermostat into the pocket and ensure that the lugs are properly aligned. Push in the thermostat fully.
5. Set thermostat between 55-60°C for a non solar installation.
6. Set thermostat between 40-45°C for solar installation.



Xstream Solar Hot Water Cylinders (Pty) Ltd



International Patent Holder

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WARRANTY & MAINTENANCE MANUAL

Refer to installation manual for installation procedure