



Installation and Operating Instructions 安裝及使用說明書

Unvented Instant Storage (Hybrid) Water Heater 封閉式速熱儲水電熱水器



僅適用於家庭使用
For household use only

RWH-CT5
RWH-CT7

RWH-CT5W
RWH-CT7W

Please read this instruction carefully before using this appliance
使用本產品前，請仔細閱讀本說明書

- 在使用本產品前，請仔細閱讀本說明書，並妥善保存本說明書以備用戶日後查詢。
- Please read the operation instruction carefully before using and well keep it in a safe place for future reference.
- 本說明書中的圖示可能有與實物不同的地方，僅供參考。
- Some figures in this instruction may not match with the real object, just for reference only.

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► SAFETY GUIDELINE

- Installation, commissioning and maintenance of this appliance may only be undertaken by an authorized technician who will then be responsible for adhering to the applicable standards and/or installation regulations.
- All spare parts provided by the manufacturer must be duly installed. We are not liable for any damages caused by non-compliance with these instructions.
- Sole Distributor will not provide warranty service on any product installed with unauthorized components or devices.

**** WARNING **** : The appliance must be **EARTHED**.

- The appliance may only be used when correctly installed by authorized technician and in good working order.
- The appliance must be completely filled with water and air bubbles released inside the water tank before being switched on.
- The spare parts provided by the manufacturer must be installed and its wiring and piping must not be modified in any way. The hot water outlet and fittings may be very hot! Keep away from children.
- Subject to local Electrical Laws and Regulations, one of the followings may be provided (Provision and fixation by client):
 - i. miniature circuit breaker (MCB)
 - ii. earth-leakage circuit breaker (ELCB)
- It is normal if water drips from the Temperature and Pressure Relief Valve (P&T Valve) while the water is being heated.
- The maintenance access panel of the appliance must never be opened before disconnecting the appliance from the main power supply.
- Do not switch on if there is a possibility that the water in the heater is frozen.
- The water inlet of this appliance shall not be connected to water inlet of any other water heating systems.
- Do not allow children to play or touch with the water heater, guardian need to supervise children, to prevent the electrical shock or any injuries.
- This appliance is not intended to be operated by children or disabled persons alone. They must be supervised by adults who are responsible for their safety.
- This appliance is not to be used for a potable water supply.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or authorized technician in order to avoid a hazard.
- Check water temperature before use, the shower head should always be pointed away from human before cold water is turned on. After use, turn the mixer to cold arrow and shut off.
- Disconnect the power supply if the appliance is idle for a prolonged period. The initial operation procedures must be carried out before reuse.

► 用戶安全指引

- 安裝及維修工作需由專業持牌水電技術人員負責，並根據當地條例進行。
- 必須使用原廠配件安裝，如不依從此安裝指引安裝或使用非原廠配件而引致任何損失，總代理概不負責。
- 若用戶使用非原廠配件，總代理將拒絕提供一切保養服務

**** 警告 ****：此電器產品**必須接地線**

- 切勿自行安裝，一切安裝及維修必須由專業技工進行。
- 開啟電源前先把熱水器注滿清水及排放所有水膽內空氣。
- 必須安裝附帶的原裝配件並不得自行改裝。熱水出口和配件可能很燙！必須嚴禁兒童接近。
- 根據當地法例及當地電工條例,需接駁最少以下一項 (用戶負責提供及裝固):
 - i. 適合之自動電流斷路掣 (MCB)
 - ii. 適合之漏電斷路掣 (ELCB)
- 若加熱時溫度及壓力減卸閥有微量熱水滴出, 均屬正常情況。
- 在斷開設備與主電源的連接之前,切勿打開設備的檢修面板。
- 如果熱水器中的水出現結冰現象,請勿開啟電源及使用。
- 本熱水器的進水口不得與任何其他熱水系統的進水口相連。
- 監護人必須看管兒童，防止他們玩弄及靠近熱水器，以免觸電及燙傷。
- 嚴禁兒童及殘疾人士在無監護人看管的情況下單獨使用熱水器，他們應在成人指導下使用本產品。
- 本產品不可用於飲用水供應。
- 如果電源線損壞，必須由製造商、其服務代理或專業人士更換，以免發生危險。
- 為避免燙傷意外，在未開冷水之前，請勿將花灑頭對向人體，必須先確保出水溫度合適方能使用。淋浴後，先將出水花灑頭移開人體再關閉混合水掣，並將水掣手柄旋向冷水方向才按下關水。
- 如熱水器長時間停用，恢復使用前需重新執行初次啟動程序。

Technical Principal

ISM Hot Water Injection System

Rasonic’s Water Heater apply a 3rd Generation patented Hot Water Injection System, including Combustion Chamber with rapid burner (3kW rating) operated as: Combustion ➡ Injection ➡ Suction, to transform the phase of water into hot water and inject through passage to the vessel top instantly for storage and direct connected to the hot water pipe works such as central or hot bath system when in use.

Multiple safety protection devices

PID temperature controller

Rasonic’s Water Heater series, it applies the world latest PID concept temperature control to maintain the preset temperature between 2 degree celsius deviation and alert in high temperature and sensor missing. Most of the electronic components and operated software are integrated in the module and enclosed in the fire resistance enclosure, it provide precision and accuracy with easier to repair and maintenance.

	Product	Unit
1	Installation and Operation Instructions	1
2	Warranty Card	1
3	Water Saving Shower Head Set (Including- Shower Head, Flexible Tube and Bracket) (clients should install the original parts as specify in installation manual)	1 set
4	Temperature & Pressure Relief Valve (P&T Valve)	1
5	Mounting Bracket with Anchor Bolts	1 set
6	Water Flow Restriction Orifice with 6L/min (Blue) fixed between water supply pipe to Heater inlet pipe (clients should install the original parts as specify in installation instruction) *If the pressure reducing valves need to be installed, or the water supply pressure is not high, the water flow restriction orifice is not recommended to use. *If the pressure reducing valves must be installed, the water flow restriction orifice should be installed before the pressure reducing valves.	1
7	Water Flow Restriction Orifice with 4L/min (Green) fixed between the shower hose and shower head *Clients should install the original parts as specified in installation instruction to achieve water saving effect	1

► 產品介紹及裝箱單

ISM速熱 技術原理

樂信牌電熱水器採用第三代專利熱水噴射系統，包括裝有快速燃燒器的燃燒室（3千瓦額定值）運行動作：燃燒 → 噴射 → 吸入，將水相轉化為熱水並通過噴射到容器頂部立即用作存儲，並在使用時直接排出至中央供水或熱水沐浴等系統。

多重安全保護裝置

PID 自動恆溫裝置

樂信牌電熱水器系列，採用世界先進PID概念溫度控制，使預設溫度保持在2°C 偏差之間，並能在超溫和傳感器失效時發出警示及停止運行。所有電子元件和操作軟件都集成在模塊中並封裝在防火外殼內，提供精確度和準確性並更易於維修和維護。

	產品	數量
1	安裝及使用說明書	1本
2	保用證	1張
3	花灑配件（花灑頭，花灑喉，花灑座） (務必裝上原有配件才會實現節水及長時間使用效果)	1套
4	溫度及壓力減卸閥	1個
5	掛碼及M6爆炸螺絲	1套
6	供水管與熱水爐進水管之間接上6升/分鐘限流器(藍) *如客人單位需安裝減壓掣, 或供水壓力不高, 則不需要安裝限流器 *若客人單位必需安裝減壓掣, 則需將限流器安裝在減壓掣前	1個
7	花灑喉與花灑頭之間 接上4升/分鐘限流器 (綠) *務必裝上原有配件才會實現節水及長時間使用效果	1個

▶ PRODUCT INFORMATION

Measurements

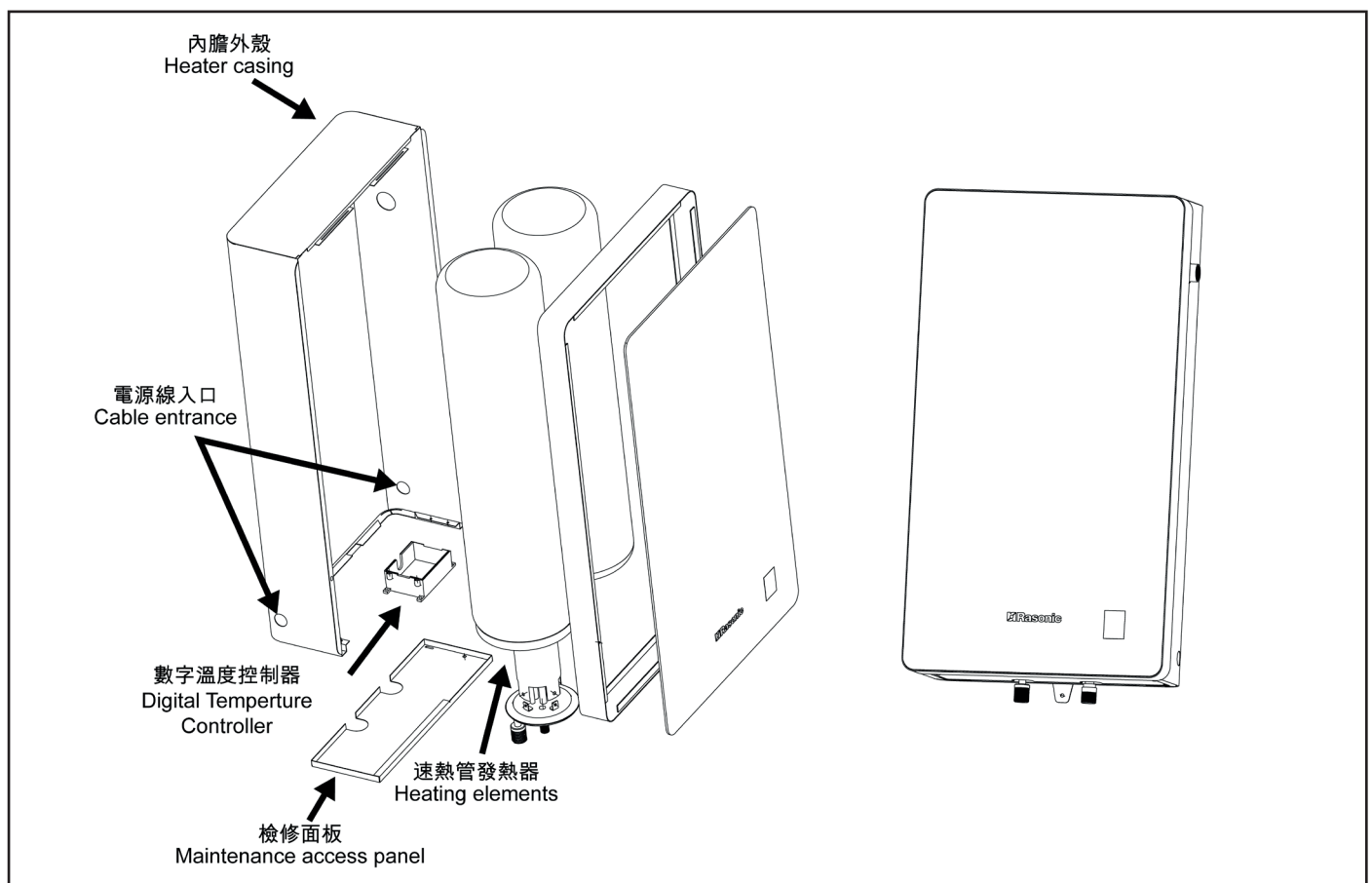
Model No.	Height	Width	Depth
RWH-CT5 / RWH-CT5W	690mm	380mm	168mm
RWH-CT7 / RWH-CT7W	690mm	380mm	195mm

▶ 產品信息

整機尺寸

產品型號	高	闊	深
RWH-CT5 / RWH-CT5W	690 毫米	380 毫米	168 毫米
RWH-CT7 / RWH-CT7W	690 毫米	380 毫米	195 毫米

▶ PRODUCT STRUCTURE 產品結構



► INSTALLATION INSTRUCTIONS

- The appliance may only be installed in a frost-free environment.
- Power switch with a light indicator is recommended.
- The appliance needs to be permanently connected to the water mains and should not be connected by a flexible rubber hose.
- The appliance can be connected to one or more water outlet, e.g. mixing valve, washing machine, shower head, etc.
- Water mains supply pressure should not be less than 0.3MPa.
- P&T Valve must be installed to the appliance, following EN 1490, ANSI Z21.22 or AS1357.1 standard; where temperature should not exceed 99 °C and working pressure at 1.0MPa (10 bar).
- Tighten and connect a drain pipe (not supplied by manufacturer) to the pressure and temperature relief valve
- Water might drip from the P&T Valve as the water is being heated. The drain pipe must never be blocked and left open to atmosphere
- The drain pipe is to be installed in a downward direction from the P&T valve to 150mm above the floor, where the drain pipe outlet is clearly visible
- To drain off the water in water tank:
 - i. Switch off the power and water supply
 - ii. Unscrew and remove the bottom maintenance access panel
 - iii. Unbolt the drain plug (labeled "DRAIN")

► 安裝指示

- 熱水器不得安放在結霜位置。
- 電源開關應採用有顯示燈類型。
- 此熱水器應連接到水管,而不是通過膠軟管連接。
- 熱水器可接駁一個或多個使用出水口,如混合閥、洗衣機、花灑淋浴等。
- 水管供水壓力不低於0.3MPa。
- 熱水器必需安裝「溫度及壓力減卸閥」,而「溫度及壓力減卸閥」必須使用 EN 1490、ANSI Z21.22 或 AS 1357.1的標準,及過熱溫度不超過99°C 及工作壓力在1.0MPa (10bar)。
- 把排水導管(非由供應商提供)接駁及收緊於壓力及溫度排放閥接口。
- 加熱時溫度及壓力減卸閥會有熱水滴出,不要把排水導管出口堵塞及須保持與大氣相通。
- 排水導管接駁溫度及壓力減卸閥後,需垂直向下安裝及排水導管出口接至離地面不小於150毫米及能清晰可見出口沒有被蓋上。
- 排出水箱中的水:
 1. 關閉電源和供水
 2. 拆卸底部檢修面板
 3. 鬆開排放塞(標有“DRAIN”字樣)

Pre - Installation Notice

Installation and inspection should be processed by a licensed technician using the supplied parts. Sole Distributor is not responsible for any defect or damage caused by incorrect or unauthorized installation.

Positioning

Water heater should position near water tap of use in order to minimize heat loss and defects. For wall-mount installation, appropriate anchor screws must be used, and wall should be strong enough to withstand the weight of water heater. Installation position should keep a minimal distant between the wall and water heater.

Connecting P&T Valve and Inlet/Outlet Pipes

The Temperature & Pressure Relief Valve (P&T Valve) has applied in water heater, when the temperature/ pressure in water heater is detected to be more than setting (99°C /1.0MPa (10bar)),water will be released through the P&T Valve to decrease pressure and temperature.

P&T Valve and Inlet/Outlet Pipes must be installed according to the following instructions:

1. Please refer to the P&T Valve installation label indicated on the water heater, P&T Valve must be installed on the accurate position according to the installation label.
2. When connecting the pipe of P&T Valve , the P&T Valve must be installed downward. The outlet of the discharge pipe connecting the P&T Valve must be positioned approximately 100~150mm away from the ground, so that it is easily observable when hot water is being drained to ensure user safety.
3. The diameter of piping should be 1/2" BSP. Connect the inlet pipe (blue) with water supply. Then connect the outlet pipes (red) with supply pipe leading to points of use.
4. Turn on the hot water tap. Turn on water supply switch until the inner tank has been filled up with water. The inner tank has been filled up when water flows from the water tap.

Power Switch

The external switch is used to completely disconnect water heater from power supply. It should disconnect all poles, and a contactor separation of at least 3mm must be present.

Initial Operation

Important:

Rasonic's water heater hybrid series is designed for operation on 220VAC, and must be installed by authorizes technician with earthed outlet.

Fill the inner tank with water before conducting the following procedures:

- Ensure that the appliance is disconnected and that the fuse is deactivated.
- Turn on the hot water tap of the installed mixer to fill the appliance until bubble-free water emerges from the outlet.
- Check the system for leaks and remedy these if necessary.
- Switch on the appliance.
- The inner tank water temperature will automatic setting and remain in attendance while the water

安裝時須注意

安裝全過程必須採用原廠配件，如違反指示將會失去保養效用。
如若因違反指示進行安裝或維修，從而引至任何損壞或傷亡，代理商一概不負責。
一切安裝及維修必須由合資格技工進行

安裝定位

熱水器應安裝於接近水龍頭的位置，以減少熱量流失和機身耗損率。如需掛牆安裝，請務必需要使用爆炸螺絲（膨脹螺絲）並安裝在能負重的牆壁上，安裝的位置請儘量調整至緊貼牆壁。

安裝排放閥及水喉接駁

熱水器的溫度及壓力減卸閥（下稱 P&T Valve），當感應熱水器內的溫度/壓力超過設置時（99°C /1.0MPa (10bar)），便會自動從P&T Valve 排出熱水以減少壓力。

P&T Valve 及水喉必須依照以下指示請合資格技工進行：

1. 請參考熱水器爐身貼有的 P&T Valve 標示，取出 P&T Valve 並安裝於指定位置。
2. 連接膠水管時，P&T Valve 必須向下垂直安裝。P&T Valve 接駁的熱水排水喉必須離地約 100 ~ 150 厘米，以便容易察覺排水狀況，確保使用者安全。
3. 水喉管件直徑應為 ½”英制。將自來水喉接駁到入水喉(藍色)，再由出水喉(紅色)接駁水喉通往各個出水龍頭。
4. 接駁妥當後，打開出水龍頭 (紅色熱水掣)，然後打開水源總掣讓自來水注入熱水器內。當水從龍頭流出，表示內膽滿溢，此時可關掉紅色熱水掣。

開關

設於熱水器外用以切斷電源供應之開關掣，應全極切斷電源，兩極之間應保持最少3 厘米距離。

安裝後初次啟動

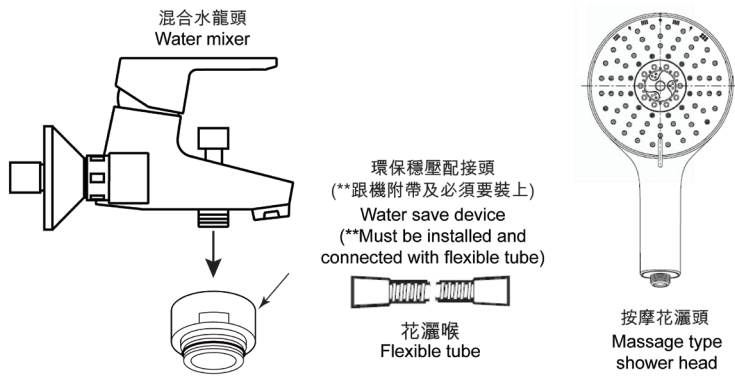
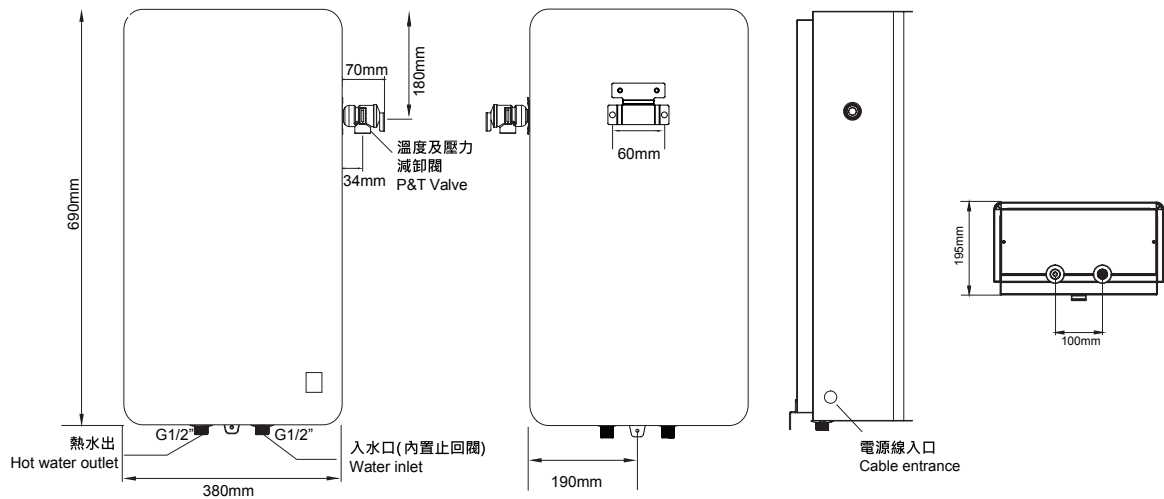
重要事項:

樂信牌電熱水器速熱系列設計用於市220伏電壓，電源接駁需由專業技工進行及必須緊接地線。地拖式插頭不得使用。

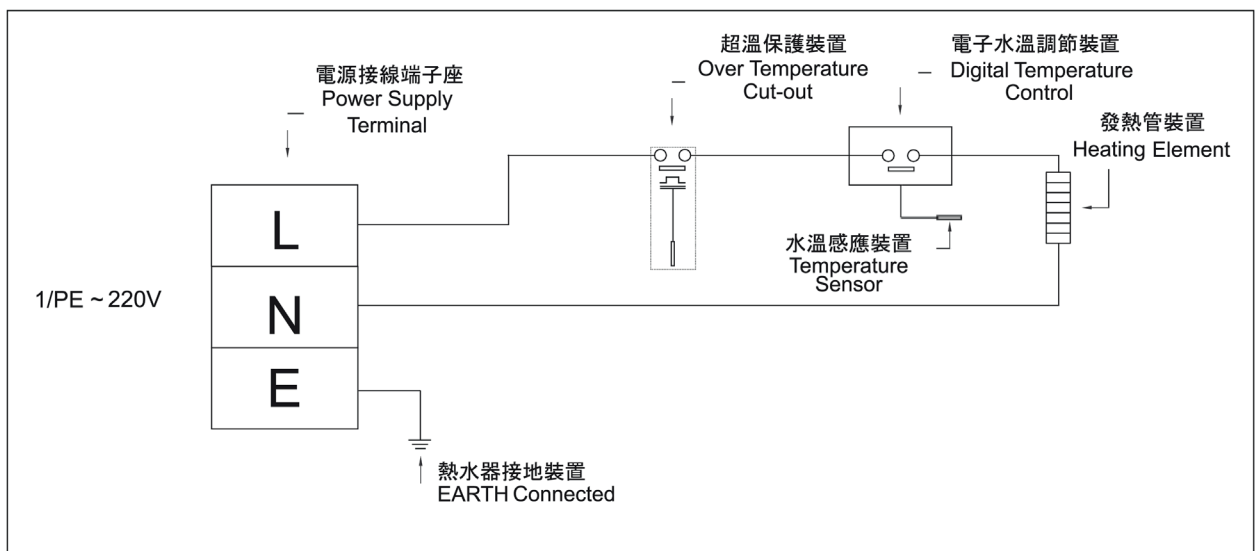
把熱水器內膽注滿水後，才能執行以下步驟：

- 檢查電源或雙極總掣在脫開狀態。
- 打開混合閥熱出水口，放水至完全沒有氣泡排出為止。
- 檢查所有水管介面有否漏水，必要時修補後從覆上述步驟。
- 啟動電源。
- 顯示屏亮起，本熱水器開始自動調節適合溫度及留意熱水器加熱情況有異常。少量水會 P&T Valve 閥口滴出及加熱滾動聲，均屬正常的現象。

▶ INSTALLATION DIAGRAM 安裝圖



▶ WIRING DIAGRAM 電路圖



► TECHNICAL SPECIFICATION

Model No.	RWH-CT5 / RWH-CT5W	RWH-CT7 / RWH-CT7W
Inner Container	SUS304 Stainless Steel	
Capacity	20L	24L
Maximum Pressure	Working Pressure 1.0 MPa (10Bar) Static Pressure 0.6MPa (6Bar)	
Insulation	PU-fire retardant CFC -free	
Rated Voltage	220V ~ 50Hz	
Rated Loading	3kW	
Rated Current	13.4 Ampere	
Pipe Connection	G 1/2" Male BSP (British Standard Pipe Thread)	
Working Temperature (Inner-Tank)	75 -80dg.C	
Water Protection Class	IPX4	
Non-return device	Built-in	
Net Weight (Approx.)	13 kg	15 kg
Weight - with water (Approx.)	33 kg	39 kg

► 技術規格

產品型號	RWH-CT5 / RWH-CT5W	RWH-CT7 / RWH-CT7W
內膽結構	SUS304不銹鋼	
容量(升)	20升	24升
最高壓力	工作壓力1.0 MPa (10Bar) 靜態壓力0.6MPa (6Bar)	
保溫層	不含CFC阻燃發泡聚安脂	
額定電壓	220伏特 ~ 50赫茲	
額定負載	3千瓦	
額定電流	13.4 A(安倍)	
水管連接	1/2" 英式標準喉牙(公)	
熱水溫度(內膽)	攝氏75~80度	
防水級別	IPX4	
防倒流裝置	內置	
重量(淨重)(約)	13公斤	15公斤
重量(連水重)(約)	33公斤	39公斤

► OPERATING INSTRUCTIONS

Draining

To drain off water from the inner tank:

- 1st - Turn off both power and water supply. Let hot water inside the inner tank cool down if need.
- 2nd - Unscrew the drain plug to release water.

Source of Water Supply

Never connect Rasonic' s water heater to other source of water supply, other than the potable water supply as the result will have no warranty to the Company.

Water Shortage

During water shortage, do not drain water from inner tank. The heating element would be damaged if it is not submerged under water. When water supply resumes, turn on hot water tap and let water flows through the shower head before switching on the power.

► 使用說明

內膽排水

如要將內膽內的水排走:

首先，必須先關掉電源及水源，等待剩餘之熱水冷卻。
然後，旋開排水喉之喉蓋，讓水排出。

水質問題

切勿將熱水器連接到除飲用水供應以外的其他供水源，否則公司將不提供任何保用。

停水期間

停水時不應將熱水器內之存水用盡，否則會導致發熱線損壞。恢復供水後，應先扭開熱水掣直至有水從花灑流出。待內膽注滿水後，用戶才可重新開啟電源。

► TROUBLESHOOTING

Problem	Remedy
No water outflow	Check and ensure all main water taps, service valves are opened; check fittings and hose connections.
Water outflow too weak	Check if water pressure is normal and ensure no blockage in the valve.
No hot water outflow	Check fuse and electrical connection, call customer service department to check thermal cutout, main controller or heating element if fuse and electrical connection is normal.
Water not hot enough	Check if the water temperature setting is appropriate; or if a large amount of hot water has been consumed, allow time for water to heat up.
Steam emerges	Call customer service department to check thermal cutout, main controller or heating element.
Short-circuit	Switch off the power supply and water tap, call customer service department to check thermal cutout, main controller or heating element.

► 故障分析

故障現象	解除及修補
不出水	檢查所有閥門是否全開及接緊。
出水量太弱	檢查水壓是否正常、閥門有否堵塞等。
沒有熱水	檢查保險絲及電源線有否鬆脫、如否、致電維修商檢查超溫保護器、恆溫器及發熱管是否損壞。
熱水溫度低	檢查溫度設置是否過低; 或剛使用大量熱水導致再次加熱時間不足, 等候預熱。
水蒸氣霧出	致電維修商檢查超溫保護器是否損壞。電源短路。
跳掣	關閉電源及閥門, 致電維修商檢查是否損壞。

► CLEANING AND MAINTENANCE

- Heater surfaces and fittings may only be wiped with a damp cloth. Never use abrasive cleaning agents or solvents.
- The electrical and plumbing components should be inspected by an authorized technician every two years to ensure proper functioning and operational safety at all times.
- The P&T Valve is to be operated regularly to remove lime deposits and to ensure there is no blockage;
- The P&T Valve must be vented slightly at regular intervals (once per month) to ensure proper functioning
 - Pull the lever until the valve opens and water drains from the outlet. Re-close the valve.
 - If water continues to drip from the P&T Valve, call authorized technician to examine the P&T Valve.
- Cleaning the inner tank once a year is recommended:
 - close all valves and disconnect the power supply,
 - dismantle the drainage plug and drain off water to the drainage, slightly open the stop valve to clean the inner tank, tighten the plug after cleansing and repeat the 'Initial Operation' procedures.

► 基本保養

- 清潔熱水器外殼及喉管祇須用軟布輕抹即可，不得用清潔液擦洗。
- 熱水器整體、接電及接水部件需每兩年由專業技術人員進行檢查，確保熱水器的安全運作。
- 溫度及壓力減卸閥應定期運行，以清除石灰沉積物並確保沒有阻塞。
- 溫度及壓力減卸閥亦需每月自行檢查一次，確保操作正常。
 - 把小手柄拉出直至水閥打開及水從閥口流出，然後放回手柄關閉便可。
 - 如繼續有水滴出，請專業技工進行檢修。
- 建議用戶每年清洗熱水器內膽一次：
 - 關閉所有水掣及電源。
 - 拆卸放水塞，把水引放到排水口，開啟水掣清洗，清洗後重裝水塞，然後重覆初次啟動步驟。

► WARRANTY TERMS 保修條款

此保修條款只適合在當地合法購買、安裝及使用下才有效。

在購買日起，將有限責任保修熱水器為期12個月，熱水器內膽 10年保修*。

These warranty terms shall be applicable provided that the appliance is purchased, installed and used in accordance to domestic laws and regulations;
From the date of purchase, a 12-month limited liability warranty is provided; and 10-year limited liability warranty for the inner tank*

於保修期內，用戶必須遵守以下條款：

- 在購買熱水器十天內，需向本公司登記保修資料
- 維修時，出示保修卡及經銷商蓋章發票



掃描QR code網上登記保用
Scan QR code for Online
Warranty Registration

Users must comply with the following instructions within the warranty period:

- Register the warranty information within 10 days of purchase
- Present warranty card and original stamped purchase invoice from distribution agent

***此保修只適用於熱水器內膽之維修，所有檢查、運送及裝拆費用均須額外收費**
***This warranty is only for maintenance of the inner tank, all inspection, delivery and installation/dismantling fee shall be charged separately**

此保修條款不包括如下使用而導致熱水器損壞：

- 安裝不正確
- 經改裝使用
- 未依照此說明書進行安裝及操作
- 用於商業用途
- 如來水壓力超過0.6MPa而用戶未有安裝減壓器

The warranty is invalid if:

- The appliance is incorrectly installed
- The appliance is modified
- The appliance is not installed and operated in accordance to this manual
- The appliance is used for commercial or industrial purposes
- The incoming water pressure exceeds 0.6MPa without installing a valid pressure control device

總經銷: 安力貿易有限公司
地址: 香港九龍彌敦道 469-471號
新光商業大廈十三字樓
電話: (852) 2310-1210
傳真: (852) 2300-1255
網址: www.energytrading.com.hk
客戶服務熱線: (852) 2667-6662
WhatsApp: (852) 9867-6452

Sole Distributor:
ENERGY TRADING COMPANY LIMITED
Address: 13/F., SUNBEAM COMMERCIAL BUILDING,
469-471 NATHAN ROAD, Kowloon, Hong Kong
TEL: (852) 2310-1210
FAX: (852) 2300-1255
Website: www.energytrading.com.hk
Service Hotline: (852) 2667-6662
WhatsApp: (852) 9867-6452

Special Avowal

- 1) If information above has been checked; our company reserves the hermeneutic power to any print errors or misunderstanding on the content.
- 2) In case there is any inconsistency or conflict between the English versions and Chinese versions of the terms, the Chinese versions shall prevail.

特別聲明

- 1) 本資料上所有內容經過核對，如有任何印刷及內容上誤解，本公司保留解釋權。
- 2) 如資料之中英文版本有差異時，一概以中文版為準。

