



Installation & Operation Manual

Electric Tankless Water Heater

Model No: WM09, WM12, WM15

CONTENTS

Important Safety Instructions	02
Key Features	03
Contents of Packages	04
Electrical Diagram	05
Product Inner Structure	05
Technical Data	07
Electrical wiring Diagram	08
Installation Guideline	09
Installation Method	10
Normal Maintenance	14
Icon Description Guide	14
Operation Instructions	15
Trouble-Shooting	16
FAQ	17
Warranty Policy	19

Thank you for choosing WINTEMP !

This manual provides important safety information and instructions for proper installation, operation, and maintenance.

Please read this manual carefully before use and keep it for future reference.

Important Safety Instructions

Before installing, using, or servicing the WINTEMP Electric Tankless Water Heater, carefully read and follow all of the safety instructions below. Failure to do so may result in personal injury, property damage, or void the warranty.

1. Electrical Safety

- **Compliance with Codes:** Installation must comply with all applicable national, state, and local electrical and plumbing codes.
- **Proper Grounding:** Proper grounding is mandatory for safe operation.
- **Qualified Electrician:** All electrical work must be performed by a qualified electrician.
- **Disconnect Power Before Servicing:** Always disconnect all power sources before servicing or performing maintenance.
- **GFCI Protection:** Connect the appliance only to a circuit protected by a Ground Fault Circuit Interrupter (GFCI).

2. Installation and Location

- **Fixed Circuit Breaker:** The unit must be permanently connected to a fixed circuit breaker and installed vertically. Keep the unit away from flammable materials and strong magnetic fields.
- **Indoor Use Only:** This unit is designed for indoor residential use only. Do not install or operate the unit outdoors or in any unprotected environment.
- **Water Heater Mounting:** Install the unit vertically and securely using the provided mounting brackets.
- **Avoid Moisture Exposure:** The unit should be installed in a dry area and not exposed to water splashes or excessive moisture.
- **General Safety Precautions: Supervision for Vulnerable Users:** This appliance is not intended for use by children or individuals with reduced physical, sensory, or mental capabilities, unless supervised by a responsible person.
- **Initial Water Temperature Testing:** Always test the water temperature by hand before use to prevent scalding, especially when set to higher temperatures.
- **Plumbing Line Flush:** Flush plumbing lines before installation to remove any debris or installation residue.
- **Initial Odor or Vapor:** A slight odor or vapor during initial use is normal and occurs due to the protective insulation coating. This will dissipate after a short period of use.
- **Damaged Power Cable:** If the power cable is damaged, it must be replaced by a qualified electrician.
- **Freeze Protection: Avoid Freezing Conditions:** Do not operate the unit if there is a risk of freezing. Allow the water heater to thaw completely before use if exposed to freezing temperatures.

3. Maintenance and Care

- **Service by Qualified Technicians:** Only a qualified service technician should perform maintenance or repair.
- **Water Leak Detection:** Consider installing an active water leak detector and shut-off valve to prevent damage in case of a water leak.
- **Regular Inspection:** Regularly inspect the unit for secure connections, leaks, and signs of wear or scale buildup.
- **Freeze Protection:** If the unit will not be used during cold weather, drain all water from the unit to prevent freezing damage.

Key Features

1. **On-Demand Heating:** Heats water instantly as it flows through the unit—no storage tank.
2. **Energy Efficient Performance:** Heats only what you use to help reduce standby energy loss compared to tank-style heaters.
3. **Compact, Space-Saving Design:** Designed for flexible indoor installation, including tight spaces near point-of-use fixtures.
4. **Adjustable Temperature Settings:** Set your desired outlet temperature between 86°F (30°C) and 140°F (60°C).
5. **°F/°C Temperature Display:** Select Fahrenheit (°F) or Celsius (°C) based on your preference.
6. **Advanced Electronic Control:** Built-in sensors and electronic modulation manage heating output based on real-time water conditions for consistent performance.
7. **Over-Temperature Protection:** Monitors operating conditions and helps prevent overheating during abnormal situations.
8. **Outlet Temperature Sensor Protection:** Monitors outlet water temperature and supports protective response if abnormal readings are detected.
9. **Memory Function:** Remembers the last temperature setting for the next time the unit is powered on.
10. **Unique Dial Control (Rotate + Touch):** Rotate the dial to set temperature and touch it to access additional settings. The dial and display are seamlessly integrated for clean, intuitive operation—no extra buttons or separate panel.
11. **Optional Wi-Fi App Control (Select Models Only):** Wi-Fi models can be controlled and monitored through a smartphone app.

Contents of Packages

A

A grey, rectangular electric tankless water heater. It features a digital display on the right side showing '114°F'. The Wintemp logo is on the left. There are yellow mounting tabs on the top and bottom.

1

B

The cover of the Wintemp Installation & Operation Manual. It is dark grey with the Wintemp logo and title in orange and white.

1

C

The first page of the Wintemp Quick Start Guide. It includes a title, a list of steps, and images of the water heater and its controls.

1

The second page of the Wintemp Quick Start Guide. It features a map of the United States, a table of specifications, and a list of accessories.

2

D

A white positioning card with black text and diagrams. It shows the dimensions and placement of the water heater on a wall.

1

E

Two black, circular rubber washers with a fine screen mesh in the center.

1

Two black, circular rubber gaskets with a smooth surface.

2

A silver metal wall mounting bracket with a central slot for the water heater.

3

Four green plastic wall anchors, designed to be inserted into pre-drilled holes in the wall.

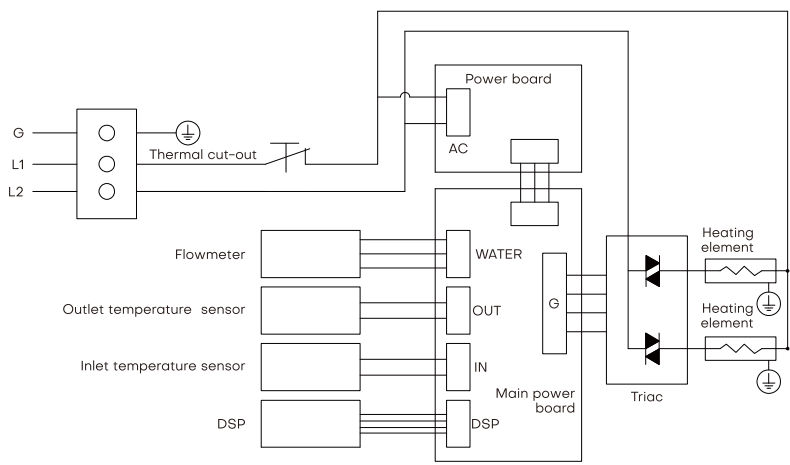
4

Four silver metal screws, used to secure the wall mounting bracket to the wall.

5

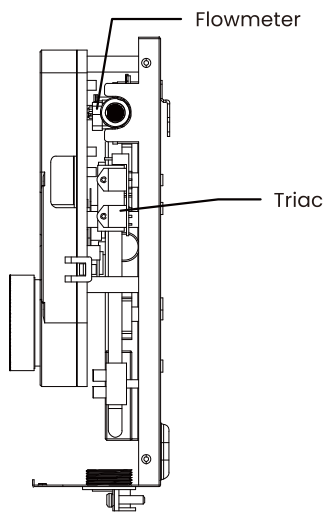
No	Parts Name & Quantity
A	A1: Electric Tankless Water Heater x1
B	B1: Operation & Installation Manual x1
C	C1: Quick Start Guide x2
D	D1: Positioning Template x1
E	E1: Rubber Washer with Screen x2 E2: 1/2" NPT Rubber Gaskets x2 E3: Wall Mounting Bracket x1 E4: Plastic Wall Anchors x4 E5: Mounting Screws x4

Electrical Diagram

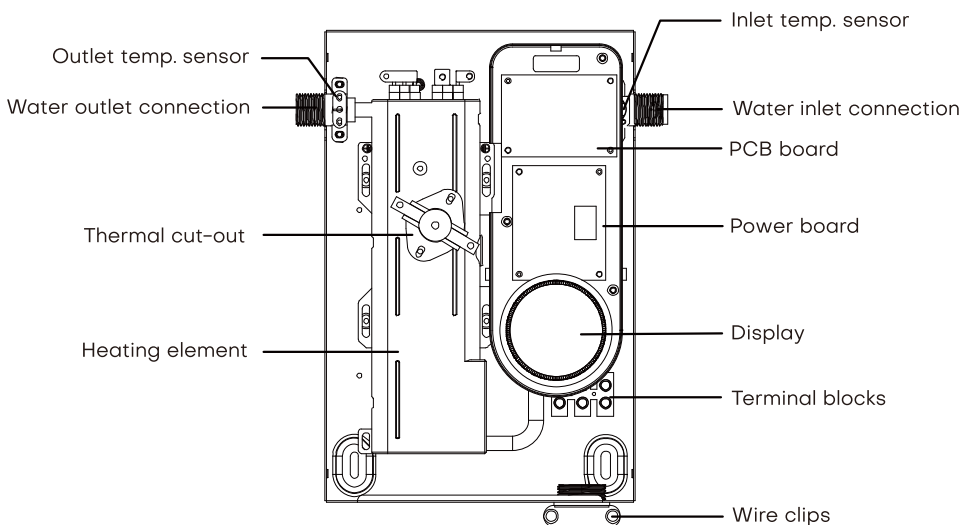


Product Inner Structure

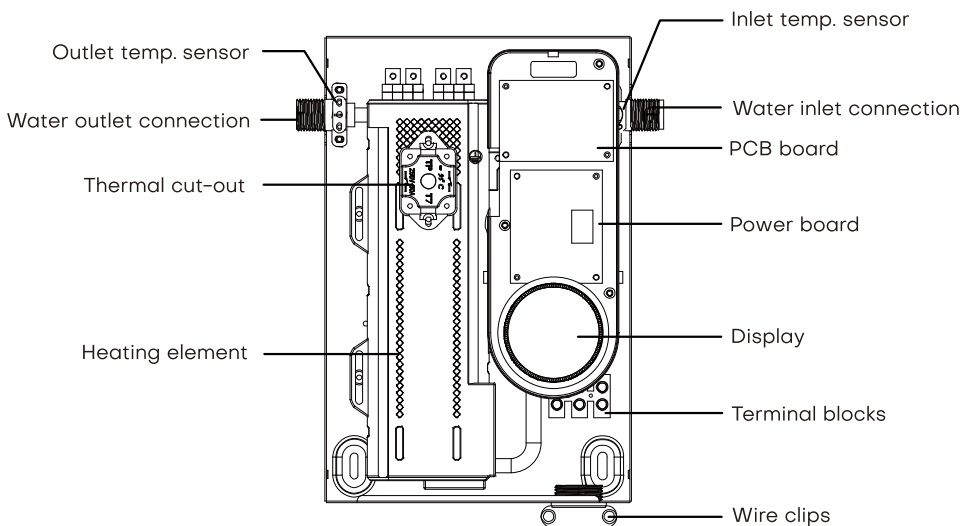
WM09 / WM12 / WM15



WM09



WM12 / WM15

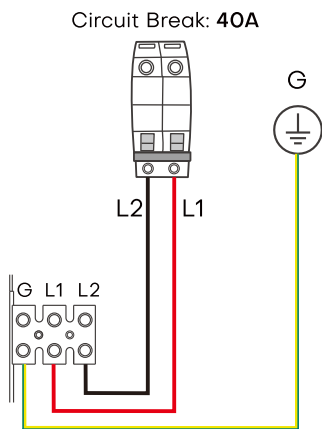


Technical Data

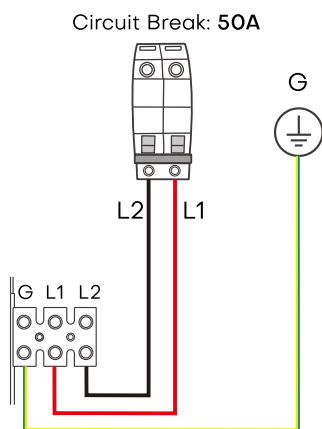
Model	WM09	WM12	WM15
Voltage	240V	240V	240V
Rated Power	9 kW	12 kW	14.4 kW
Max. Current	37.5 A	50 A	60 A
Required Circuit Breaker	40 A	50 A	60 A
Minimum Wire Size	8 AWG	8 AWG	6 AWG
Minimum Activation Flow	0.32 GPM	0.32 GPM	0.32 GPM
Product Dimension	12.2" × 8.1" × 3.6" (310 × 205.5 × 91 mm)		
Water Connections	1/2" NPT		

Note: Suitable strain relief must be provided during installation.

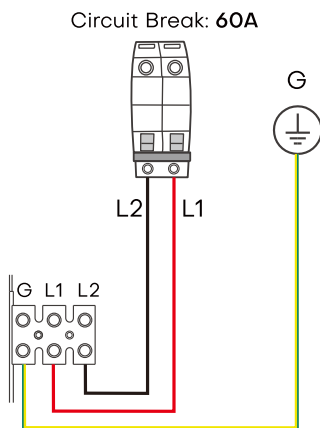
Electrical Wiring Diagram



WM09



WM12



WM15

Installation Guideline

Installation must comply with the National Electrical Code (NEC) and all local electrical and plumbing regulations.

Before installation, ensure the following:

1. The appliance is undamaged and all components are included.
2. The power supply voltage, water pressure, grounding, wiring size, and circuit breaker meet installation requirements.
3. The unit is connected to a properly grounded, dedicated branch circuit with the correct voltage rating.
4. This appliance must be permanently hardwired to a fixed circuit breaker.
5. Install the unit vertically, close to the water connection, and away from flammable materials or strong magnetic fields. Power must not be applied until all water connections are completed and leak-free.

Water Connections :

1. All water piping must comply with national, state, and local plumbing codes.
2. The unit must be connected directly to the main water supply. Flush pipes thoroughly before connection to remove debris.
3. Use 1/2" NPT water connections.
4. Install rubber sealing rings at all connections. After completing installation, check for leaks and correct any issues before operation.

Electrical Connection :

1. All electrical installations must comply with national, state, and local electrical codes.
2. Connect the unit to a properly grounded, dedicated branch circuit with the correct voltage rating.
3. Ensure all wire conductors are securely fastened to the terminal blocks before tightening the screws.
4. Always ensure the main circuit breaker is OFF before performing any electrical work. Complete all mounting and plumbing connections before making electrical connections.

Installation Method

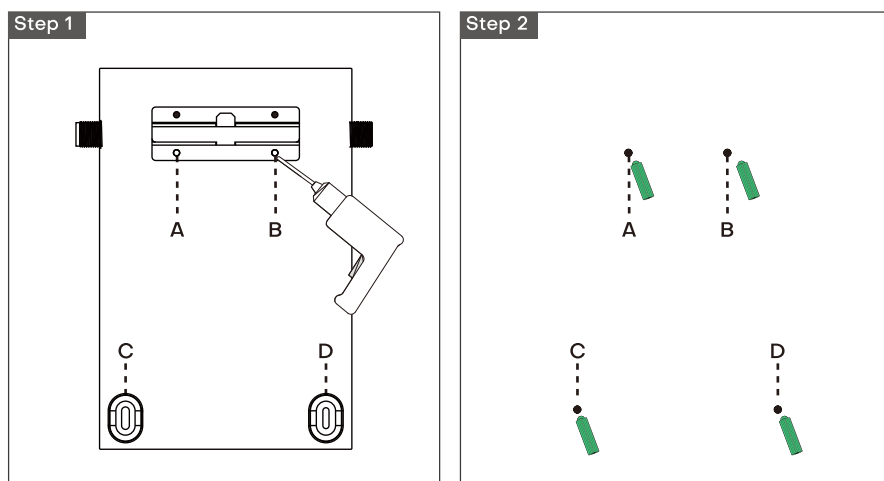
Wall-Mounted Installation:

Choose a suitable wall location and verify that it is flat, solid, and able to support the appliance weight.

Step 1 – Step 2: Positioning and Drilling

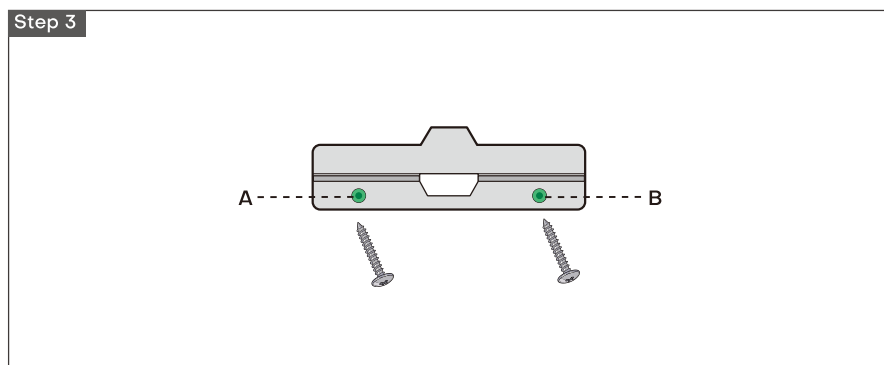
Using the supplied positioning template, align it on the wall and mark the mounting hole locations A, B, C, and D.

Drill holes at the marked locations using a 1/4 in (6 mm) drill bit, then fully insert the provided plastic wall anchors into each hole.



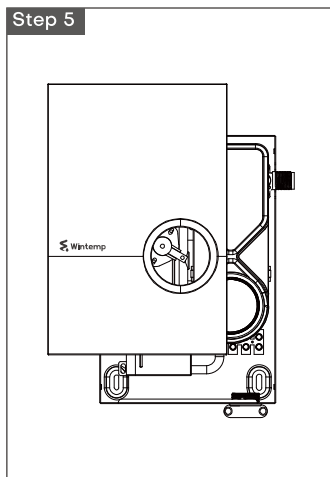
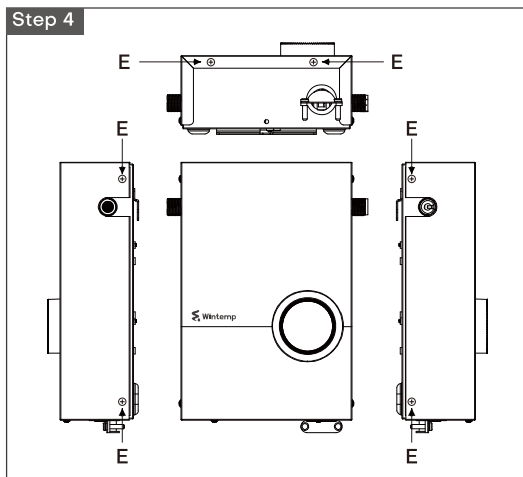
Step 3: Installing the Wall Mounting Bracket

Align the supplied wall mounting bracket with the A and B mounting points on the wall. Secure the bracket using the provided screws, ensuring it is level and firmly fastened to the wall.



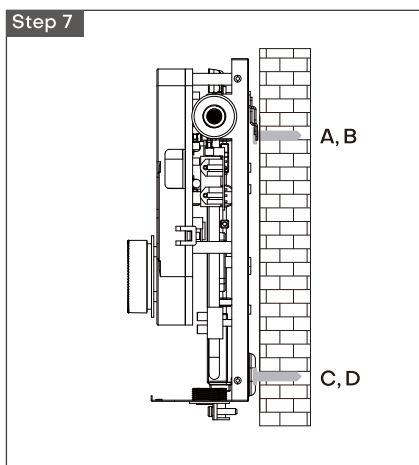
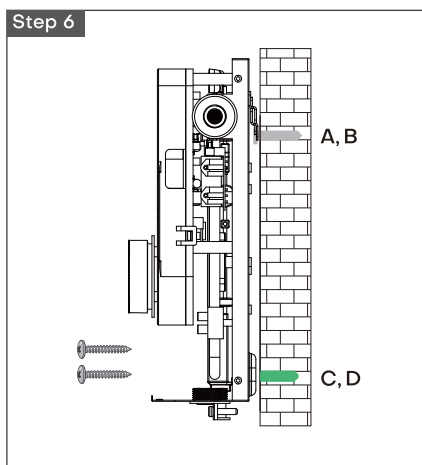
Step 4 – Step 5: Removing the Front Cover

Remove the screws marked E, then remove the front cover of the unit to access the internal installation area.



Step 6 – Step 7: Hanging the Unit and Securing to the Wall

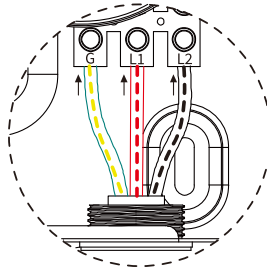
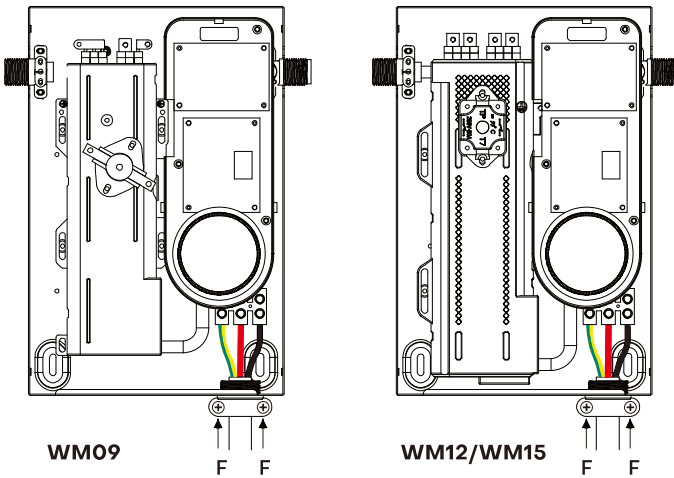
Hang the water heater onto the installed wall mounting bracket, aligning it with the mounting structure on the back of the unit. Align mounting holes C and D with the corresponding wall anchor positions, then secure the unit to the wall at points C and D using the supplied approx. 1 in (4 × 25 mm) screws. Ensure the unit is firmly fixed and sits flush against the wall.



Step 8: Electrical Connection

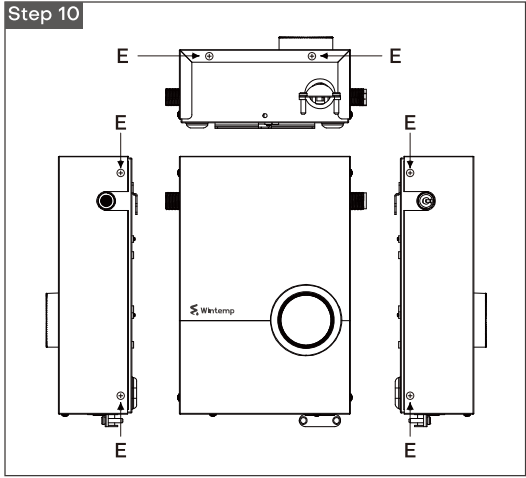
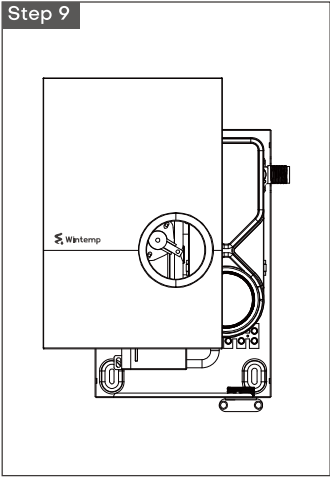
Ensure power is OFF at the circuit breaker before making any electrical connections. Loosen the screws on the cable clamp located at point F. Route the power supply cable through the cable clamp, then connect the power wires to the terminal block according to the wiring diagram. After wiring is completed, tighten the cable clamp screws to secure the power cable. Refer to the electrical wiring diagram on page 8 before making electrical connections. Connect the power wires according to the electrical wiring diagram corresponding to the purchased model.

Step 8



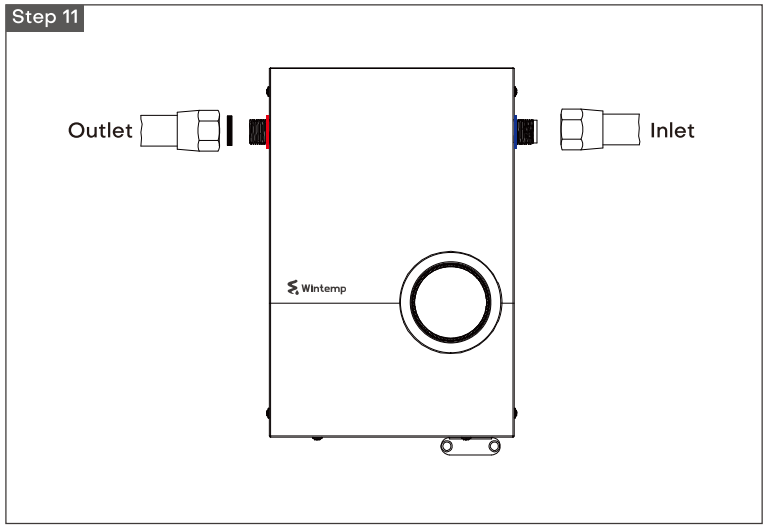
Step 9 – Step 10: Reinstalling the Front Cover

Verify that all internal wiring connections are secure and properly arranged. Reinstall the front cover and tighten all screws marked E.



Step 11: Water Pipe Connection

Connect the water inlet and outlet pipes. Ensure that sealing rings are installed and all connections are securely tightened.



Normal Maintenance

Important: Do not attempt to repair this appliance yourself.

For service or repair, contact a qualified service technician.

Always turn OFF power at the circuit breaker before performing any maintenance.

This unit requires minimal routine maintenance. To maintain stable water flow and performance, the following maintenance is recommended:

1. Periodically clean the faucet aerator or showerhead to remove scale and debris.
2. Clean the inlet filter screen as needed. Turn OFF the water supply before removing and cleaning the filter.

Icon Description Guide

Icon	Name	Function Description
	ON/OFF	Turns the unit on or off.
	Function Key	Accesses system settings and functions.
	Child Lock	Locks or unlocks the control panel.
	Wi-Fi	Indicates Wi-Fi connectivity.

Operation Instructions

This section explains how to operate your WINTEMP tankless water heater after installation. Follow the steps below for first-time start-up, daily use, and common control settings.

A. First-Time Start-Up (After Installation)

1. Turn ON the circuit breaker(s) supplying the unit.
2. Open a hot water faucet and let water run for several minutes to purge air from the plumbing lines.
3. Press  to turn the unit ON.

B. Daily Use & Temperature Setting

1. With the unit ON, rotate the control knob to set the outlet temperature (86°F–140°F / 30°C–60°C).
2. Confirm the set temperature on the display.
3. Always test the water temperature by hand before use.

C. Child Lock (Lock / Unlock)

1. With the unit ON, press and hold  +  at the same time for 5 seconds to enable or disable Child Lock.
2. When Child Lock is enabled,  appears on the display and other controls are disabled.

D. Wi-Fi Connection Setup

1. Ensure the unit is ON.
2. Press and hold the  for 2 seconds to enter the function selection menu.
3. When the  flashes, press the  to confirm and enter Wi-Fi mode.
4. Rotate the control knob to select ON or OFF.
5. Press the  again to confirm your selection.

E. Temperature Unit Conversion (°F / °C)

1. Make sure the unit is OFF.
2. Press and hold the  for 3 seconds.
3. When the temperature unit icon flashes, rotate the control knob to switch °F and °C.
4. Press the  to confirm your selection.

Trouble-Shooting

Problems	Possible Causes	Corrective Actions
Inlet or outlet connection leaking.	Loose fittings.	Tighten fittings.
	Worn sealing ring.	Replace sealing ring.
Display not powered.	Power supply not connected.	Check power supply.
	Circuit breaker OFF.	Turn ON breaker.
Buttons not responding.	No water flow.	Open water supply valve.
	Low inlet pressure.	Ensure water pressure is sufficient.
Water temperature too hot.	Temperature set too high.	Lower temperature setting.
	Water flow too low.	Increase water flow.
Water temperature too cold.	Temperature set too low.	Increase temperature setting.
	Water flow too high.	Reduce water flow.
Outlet water gets smaller and smaller.	Inlet strainer or faucet clogged.	Clean strainer and faucet.

Error Display :

When the system encounters a failure, the fault code will be displayed on the screen as follows:

Error	Possible Reason	Solution
E1	Outlet temperature exceeds limit.	Lower temperature setting.
		Increase water flow.
E3	Inlet temperature sensor abnormal.	Power cycle unit.
		Contact customer service.
E4	Outlet temperature sensor abnormal.	Power cycle unit.
		Contact customer service.
E8	Flow control valve abnormal.	Contact customer service.
EA	Communication abnormality.	Reset power.
		Contact customer service.

FAQ

1. Why won't the unit start after installation?

If the unit does not power on or heat water after installation, follow the troubleshooting steps below:

Step 1: Check display status

With the power ON, open a hot water outlet and observe whether the display turns off after approximately 30 seconds.

If the display turns off: The flowmeter may be obstructed by debris and unable to detect water flow. Clean the inlet flow sensor and retest. If you need a video tutorial, please contact Wintemp Customer Support.

If the display does NOT turn off: proceed to Step 2.

Step 2: Reset thermal switches

Turn OFF power, remove the front cover, and locate the black thermal cut-out switch on the heating elements. Press each switch to ensure it is reset properly.

Step 3: Check triac wiring connections

Inspect the triac connectors on the control board. Unplug each connector and plug it back in securely.

If the issue persists after completing all three steps, please contact Wintemp Customer Support for further assistance.

2. Why doesn't the outlet water reach the expected temperature?

Possible causes and recommendations:

- The voltage supply or wiring may be incorrect, preventing the unit from delivering full heating output.
- Water flow rate may be too high for the current inlet temperature, exceeding the system's heating capacity. Reducing the flow rate will increase outlet temperature.
- If the issue persists, repeat Step 1 of the troubleshooting above and verify whether the display turns off 30 seconds after water flow begins, indicating proper flow detection.

3. Why is the outlet water temperature higher than the set temperature?

This typically indicates that the water flow rate is too low, causing a small volume of water to heat rapidly and exceed the set temperature temporarily.

Note: Once the water flow stabilizes, the water temperature will gradually decrease and stabilize closer to the set value. This is normal operating behavior for electric tankless water heaters.

If the temperature remains significantly above the setpoint and does not decrease, the SCR (thyristor) may be malfunctioning.

Please contact Wintemp Customer Support to request a replacement part.

4. Is professional installation required?

Yes. Professional installation by a licensed electrician and/or plumber is strongly recommended.

Electric tankless water heaters operate at high power and require properly sized wiring, circuit breakers, grounding, and water lines. Improper installation may result in malfunction or safety hazards.

Please review all installation requirements in the user manual for your specific WM model before attempting installation.

Warranty Policy

What Is Covered

- This Standard Limited Warranty covers defects in materials or workmanship when the product is installed and operated strictly in accordance with Wintemp's written installation instructions and the terms of this Limited Warranty.
- This Limited Warranty applies only to products that are properly installed and used in residential applications within the United States or Canada. Improper installation or use may void this Limited Warranty.
- Wintemp strongly recommends that this tankless water heater be installed by a licensed contractor who is properly qualified and trained to install tankless water heaters. Improper installation may result in loss of warranty coverage.

Warranty Period

Item	Residential Coverage Period (from date of purchase)
Full Unit Warranty	24 months
Shipping Costs*	30 days

*Shipping costs for warranty-related parts are covered for 30 days from the date of purchase.

How to Obtain Warranty Service

To request warranty service under this Limited Warranty, the product owner must contact the Wintemp Customer Support Team at:

Email: Support@wintempshop.com

Any repair, replacement, or refund will be determined at Wintemp's sole discretion. Returns for refund require prior written approval from Wintemp Customer Support before the product is shipped back.

The following documentation must be provided when submitting a warranty request:

- Proof of purchase
- Product serial number
- Photos of installation
- Photos clearly showing any damaged/defective part

Limitations of Warranty Liability

During the applicable warranty period:

- All repair parts must be genuine Wintemp parts.
- All repairs or replacements must be performed by qualified professionals who have received proper training.

If the product or a component fails due to a manufacturing defect, Wintemp may, at its sole discretion, provide a repair, replacement, or refund to the original purchaser.

Wintemp does not authorize any individual, dealer, or third party to assume obligations or liabilities on Wintemp's behalf in connection with warranty coverage or product replacement.

If Wintemp determines that the product cannot be repaired, Wintemp may replace it with a product of comparable performance and specifications.

Exclusions from Warranty Coverage

This Limited Warranty does not cover damage or failures caused by or resulting from:

1. Installation or maintenance not performed in accordance with the Wintemp Installation Manual or applicable federal, state/provincial, or local codes, regulations, or licensing requirements. Abuse, misuse, unauthorized modification, negligence, or improper use will void the warranty.
2. Services performed by any provider other than Wintemp-authorized professionals. No repair, replacement, or refund will be provided.
3. Any labor costs, including but not limited to installation, removal, or reinstallation associated with a warranty claim.
4. Improper installation, including incorrect system sizing, excessive pipe length, elevation or venting issues, improper condensation drainage, or inadequate ventilation/airflow.
5. Improper operation or application, including freezing of the unit or pipes, incorrect sizing, scale buildup, water pressure issues, or incorrect gas supply pressure.
6. Use of the product for pool or spa heating. Such use is considered misuse and immediately voids the warranty.
7. Corrosion, scaling, or damage caused by non-potable, untreated, or improperly treated well water, or water with high pH levels or hardness exceeding 12 grains per gallon (200 mg/L).
8. Removal, alteration, or illegibility of the product's original serial number such that the product cannot be clearly identified.



To obtain the benefit of this warranty, please email

support@wintempshop.com

We will address your issue as soon as possible!

Our official website address

www.wintempshop.com

Install QR code

