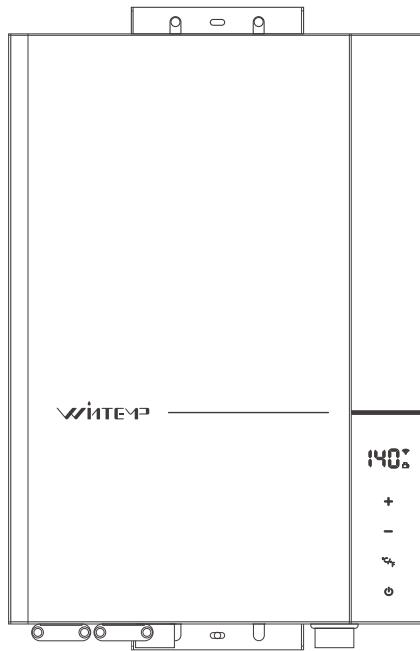


# Tankless Electric Water Heater

## Installation and instructions Manual



Model No. **WN36**

Be sure to store this instruction manual in a secure location once your unit is set up. You might need to refer to it for general guidance or future maintenance.



Please read and follow the installation and operation instructions carefully to ensure the long life and reliable performance of this appliance.

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## WARNINGS

Carefully read and follow the installation and operation instructions to guarantee the longevity and dependable performance of this appliance.

This isn't a DIY project. If this appliance isn't installed by a licensed plumber and electrician, it will void all warranties. Never attempt to install, repair, or take apart the tankless electric water heater without first cutting off all power to the unit at the circuit breaker box. Only licensed plumbing or electrical contractors are allowed to install this product indoors.

# **IMPORTANT SAFETY INSTRUCTIONS**

**1. INSTALLATION MUST ADHERE TO THE NATIONAL ELECTRICAL CODE AND LOCAL ELECTRICAL AND PLUMBING STANDARDS.**

**2. GROUNDING (EARTHING) OF THIS APPLIANCE IS MANDATORY.**

3. A qualified electrician must oversee all wiring and installations.

**4. CAUTION: THIS PRODUCT MAY HAVE MULTIPLE POWER-SUPPLY CONNECTION POINTS. DISCONNECT ALL POWER SOURCES BEFORE SERVICING .**

5. This appliance is not suitable for individuals with limited physical, sensory, or mental abilities, or those without experience and knowledge, unless they are under supervision or have been instructed on how to use the appliance safely. Children should be supervised to prevent them from playing with the appliance.

6. This appliance **MUST** be permanently connected to a fixed circuit breaker and installed vertically. **AVOID** installing it near flammable materials or strong magnetic fields.

7. Do not operate the appliance if there's a possibility it has frozen, as this could cause severe damage. Wait until it has completely thawed.

8. Always test the outlet hot water temperature with your hand before showering to prevent scalding.

9. It's crucial to flush the pipes before connecting them to the water heater to remove any residue or plumbing paste.

10. The heating chamber is coated with a composite nano insulation material; a slight odor or emission of green-blue smoke during initial use is normal.

11. If the wire is damaged, contact a qualified electrician for a replacement using a dedicated wire from our authorized dealers.

**12. CAUTION: FOR HOUSEHOLD AND INDOOR USE ONLY.**

**13. TO AVOID THE RISK OF ELECTRIC SHOCK, CONNECT THIS APPLIANCE ONLY TO A CIRCUIT PROTECTED BY A GROUND FAULT CIRCUIT INTERRUPTER (GFCI).**

**14. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

## **PRODUCT FEATURES**

Our tankless electric water heaters feature innovative technology protected by a Chinese national patent, ensuring safety through multiple devices. Additionally, these units offer the following benefits:



**Tankless Design for Instant Hot Water:** Enjoy immediate hot water on demand without pre-heating or standby heat loss, resulting in significant energy savings.



**Advanced Micro-computer Control:** Utilizes patented heating technology. Water is completely isolated from electricity through multi-layer composite nano insulation material, ensuring safety and efficiency.



**Over-Temperature Protection:** If the water temperature exceeds 167°F (75°C), the unit automatically shuts off electricity to prevent scalding. An 'E1' error will display, and the unit will resume operation once the temperature drops to the preset level.



**Inlet Temperature Sensor Malfunction:** If there's an issue with the inlet temperature sensor, the heater will stop and display 'E3', indicating the need for attention.

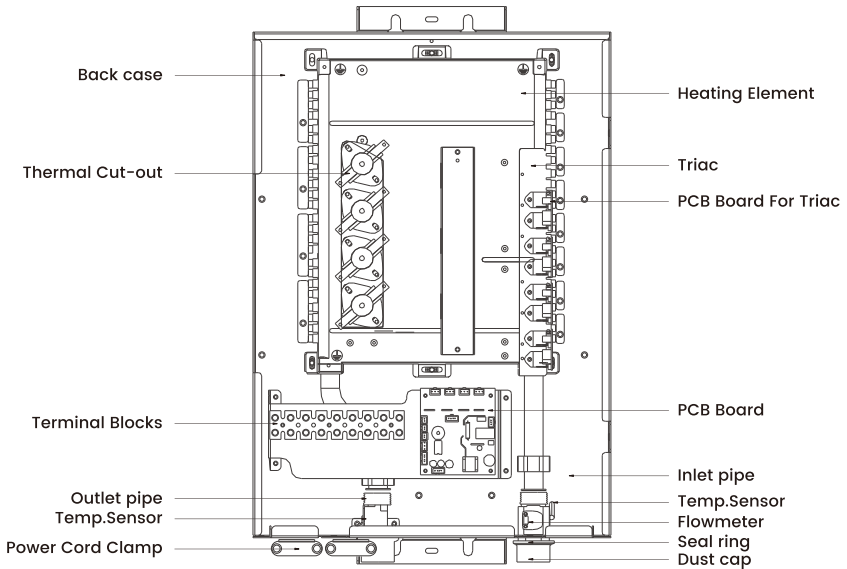


**Outlet Temperature Sensor Malfunction:** Similarly, if the outlet temperature sensor malfunctions, the heater will cease operation and show an 'E4' error.

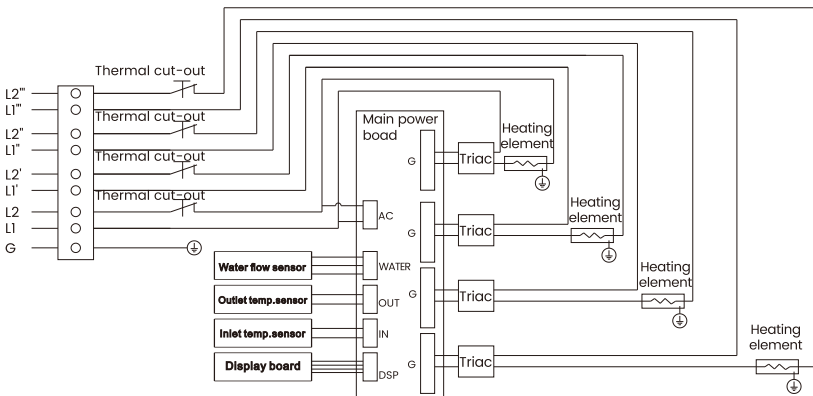


**Temperature Unit Conversion:** Easily switch between Fahrenheit and Celsius to suit your preference.

# PRODUCT INNER STRUCTURE



# ELECTRICAL DIAGRAM



## TECHNICAL DATA

Model	WN36
Phase	1
Voltage	240V
Wattage	36kW
Max.Amp.load	150A
Min. required circuit breaker	4X40A
Min. wire size	4X8# AWG
Min. water flow to activate	0.79GPM
Product Dimension	13.7x21.5x5.2in/349x546x131mm
Water connections	3/4" NPT

**Note:** Suitable strain relief measures must be provided when the product is installed.

## INSTALLATION GUIDELINE

Installation must adhere to the National Electrical Code as well as your local electrical and plumbing regulations. Follow these steps to ensure a safe and compliant setup:

- 1. Inspect the Appliance:** Verify that the appliance is undamaged and all components are present.
- 2. Preparation Checks:** Ensure the main power supply, water pressure, grounding conditions, ammeter, and wiring meet the installation requirements.
- 3. Proper Connection:** The appliance must be connected to a properly grounded dedicated branch circuit with the correct voltage rating. Grounding should be securely connected at the circuit breaker panel.
- 4. Permanent Wiring Requirement:** This appliance **MUST** be permanently wired to the fixed circuit breaker. Turn off the circuit breaker if the heater is not in use.
- 5. Installation Location:** **DO NOT** install this appliance near flammable materials or in areas with strong magnetic fields. The unit must be mounted VERTICALLY close to water connections. Only power on the appliance after the waterway has been properly connected and tested.

# INSTALLATION METHOD

## Wall-Mounted Installation:

Choose a suitable location on a wall as previously described.

**Step 1:** Shows the front (Fig 1) and back (Fig 2) of the appliance for orientation.

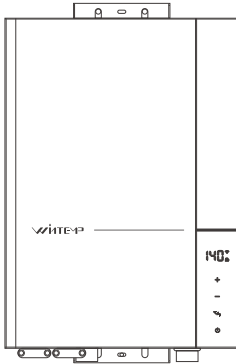


Fig 1

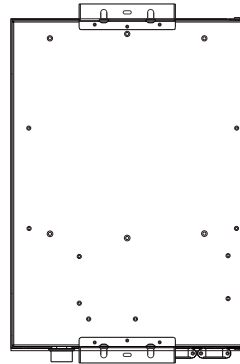


Fig 2

**Step 2:** Fix the appliance on the wall (Fig 3). Please use the positioning guide from the inner packaging to ensure accurate placement during installation.

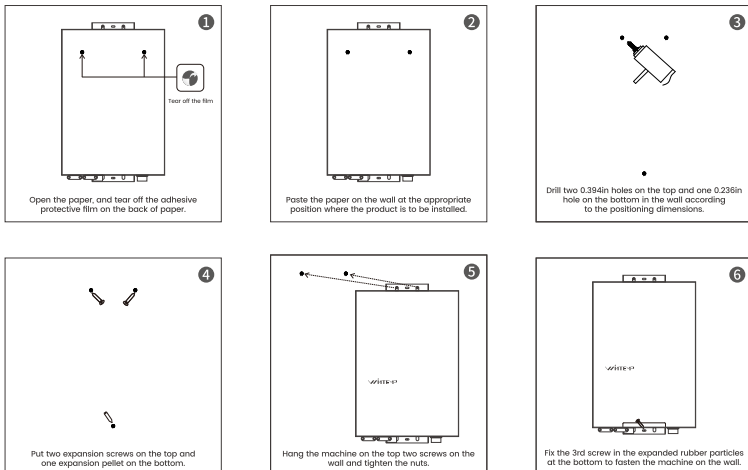
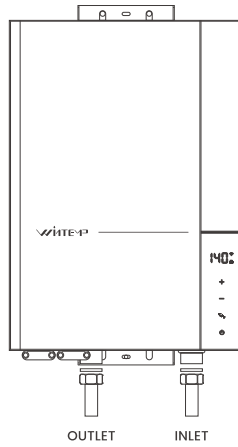


Fig 3

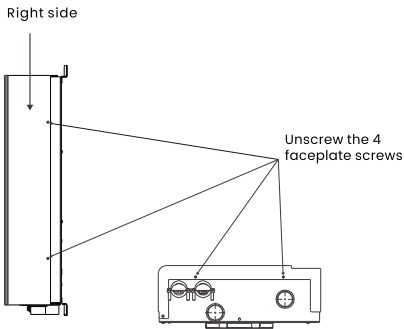


**Step 3:** Connect the external water supply pipe (Fig 4).

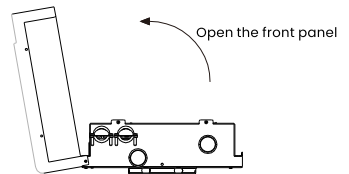


**Fig 4**

**Step 4:** Remove the screws on the right side and bottom (Fig 5), then open the front panel (Fig 6).



**Fig 5**



**Fig 6**

**Step 5:** Route the power cable through the power cable clamp inside the water heater and connect it to the terminal block. Be sure to follow the guiding marks below the terminal block (Fig 7).

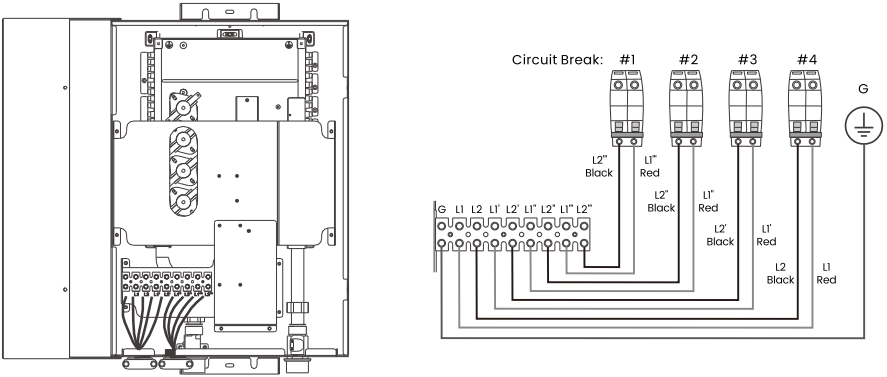


Fig 7

**Step 6:** Replace the front panel (Fig 8) and tighten the four screws (Fig 9).

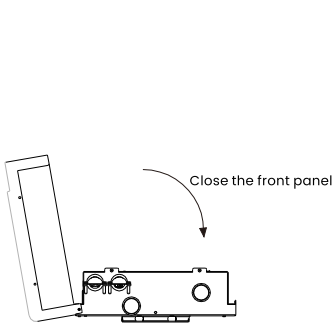


Fig 8

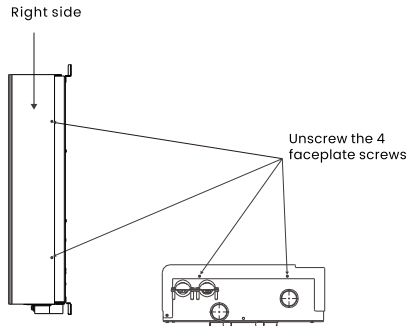


Fig 9









## **Water Connections :**

1. All water piping must adhere to national, state, and local water pipe codes.
2. The unit must be directly connected to the main water supply. Flush the pipes to clear any debris or loose particles.
3. It is required to use 3/4" NPT water connections for this model.
4. Install rubber seal rings at the connections. After completing all water connections, check for leaks and rectify any issues before moving forward.

## **Electrical connection :**

1. All electrical installations must follow national, state, and local electrical codes.
2. Each unit must be connected to a properly grounded dedicated branch circuit with the correct voltage rating.
3. The unit requires four independent circuits. Use four supply cables protected by four separate double-pole breakers.
4. Ensure the cable's metal wire ends fully contact the terminal blocks before tightening the screws, ensuring maximum electrical conductivity.
5. Ensure the main breaker panel switch is OFF before starting any electrical work to prevent electric shock. Complete all mounting and plumbing before beginning electrical connections.

# OPERATION INSTRUCTIONS

1. Activate the unit by turning on the circuit breaker, which supplies electrical power to the unit.
2. Open a water faucet for several minutes until the water flow stabilizes and all air is expelled from the pipes. Ensure the circuit breakers are on before the unit is operated.
3. Once the unit receives power, the LED will illuminate for 2 seconds without displaying any other information, indicating the appliance is in standby mode.
4. Press the power button  to turn the appliance ON/OFF. When turned ON, the LED displays the actual water temperature at the outlet. If the appliance stops working, the screen will switch to screensaver mode after 30 seconds, and the display light will turn off. Touching the screen will reactivate the light.
5. Tap the  and  buttons to adjust the outlet temperature. The temperature can be set within a range of 30–60°C (86–140°F).
  - Caution: If the unit has been paused and then reactivated, you may experience a brief surge of very hot water. Allow the water to run for a few seconds to stabilize the temperature. Always test the water temperature with your hand before showering.
  - Winter Advisory: If the unit will not be used during winter, ensure to drain all water to prevent freezing.
  - Maintenance Tip: Regularly clean the inlet strainer and showerhead to maintain unobstructed water flow.
6. In OFF mode, press and hold the °C/°F button for 5 seconds to switch the temperature display between Fahrenheit and Celsius.
7. In ON mode, press and hold the °C/°F button for 5 seconds to lock the operation panel. The  indicator will remain lit. To unlock, press and hold °C/°F again for 5 seconds until the  indicator turns off.
8. In OFF mode, press and hold the  button for 5 seconds to enter WIFI Standby mode. The WIFI indicator  will flash rapidly. Once connected to WIFI, the indicator  will remain lit.
9. The appliance features an automatic memory function to retain your last temperature setting, simplifying operation upon next use.
10. Maintenance and repairs should only be conducted by a qualified electrician. For assistance, contact the professional who initially installed the unit.

# TROUBLESHOOTING

Issue	Possible Reason	Solution
Leakage in the joint of inlet and outlet pipe.	Fittings are loose.	Tighten the connections with a wrench for a snug fit.
	The rubber washer is old or damaged.	Replace the rubber washer.
No light on the LED display.	The unit is not receiving power.	Make sure the unit is plugged in and the power outlet is functioning.
	The LCD display is damaged.	If the LCD is not showing anything, it may need replacement; contact customer support for parts.
Buttons don't respond.	No water is coming out.	Check if the main water valve is fully open to start water flow.
	Water pressure is low.	If the water pressure is low, fully open the valve or check for other household taps that might be open reducing pressure.
	The control key or the circuit board is damaged.	If keys or the circuit board are not functioning, contact customer support for repair or replacement.
Water is too hot.	The temperature is set too high.	Adjust the temperature to a lower setting.
	Water is not flowing enough through the unit.	Ensure the water valve is fully open to increase flow, allowing the unit to heat the water correctly.
Water is too cold.	The temperature is set too low.	Increase the temperature setting.
	There's too much water flowing through the unit.	Slightly reduce the water flow to allow the unit to heat the water properly.
	There's too less water flow through the unit.	Increase the water flow to activate the unit to start working.
Water flow is diminishing.	The filter or showerhead may be blocked with dirt.	Take out and wash the filter or showerhead with clean water.

## Error Display :

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

Error	Possible Reason	Solution
<b>E1</b>	Outlet temperature is over 167°F (75°C).	Reduce the temperature.
		Increase water flow.
<b>E3</b>	Inlet temperature sensor failure.	Contact your local dealer.
<b>E4</b>	Outlet temperature sensor failure.	Contact your local dealer.

## NORMAL MAINTENANCE

**NOTE: DO NOT** attempt to repair this water heater on your own. For assistance, always call a qualified service technician. Remember to turn off the power supply before performing any of these operations.

**Regular maintenance is not required for this unit. However, to maintain a consistent water flow, the following maintenance is recommended:**

1. Periodically remove any buildup of scale and dirt from the aerator of the faucet or the showerhead.
2. Clean the built-in filter screen located at the inlet connection as needed. Make sure to turn off the water supply before cleaning the screen.

## Packing list :

Item	Unit	Quantity
Electric Water Heater	Unit	1
Rubber plugs and screw	Set	1
Operation and Installation instructions	Copy	1
Positioning indicator paper	Copy	1
WIFI connection instructions	Copy	1



Our official website address  
[www.wintempshop.com](http://www.wintempshop.com)

Install QR code



To obtain the benefit of this warranty, please email  
[support@wintempshop.com](mailto:support@wintempshop.com).  
We will address your issue as soon as possible!



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