

Part 1.0

General Information

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EDWARDS COMMERCIAL HOT WATER

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Service

Australia Only

Phone: 1300 132 948

Commercial Sales

Australia Only

Phone: 1300 132 949

Drawings

The drawings and diagrams contained in this manual were current at the time of publication, however they do change from time to time.

General References

Besides these instructions, you must install Edwards water heaters in accordance with:

- Australian Standard AS3500.4 'National Plumbing & Drainage Code- Hot Water Supply'
- Local Regulations
- Municipal Building Codes
- Occupational Health, Safety & Welfare Regulations

Specific References

Care must be taken to ensure that references for specific applications are followed;

- Australian Standard AS3666.1 for warm water applications
- Australian Standard AS5601 for Type A gas appliances
- Australian Standard AS3814 for industrial and commercial gas-fired appliances
- Australian Standard AS3000 for electrical appliances
- Australian Standard AS2712 for solar water heaters

Permits

As the contractor, you must obtain all the correct permits from regulatory authorities.

Inspection of Site

You must inspect the site so that you can identify the most efficient & practical location for the equipment. If you intend to locate the heater outside, make sure it is a suitable external model. Advise the customer of the selected position and have them confirm.

Water Quality

It is important that the heater is installed in water conditions that are suitable for its efficient, long use. Edwards products are recommended under the following condition:

Description	Commercial Heat Exchange Maximum Levels
pH	6.0 to 8.5
TDS (Totally Dissolved Solids)	Up to 1000mg/l
Total Hardness	Up to 250mg/l
Chlorides	Up to 250mg/l

- Water quality outside of these recommendations will void the warranty.
- If the level of TDS or chloride is close to the recommended maximum level then the heater may require regular flushing with a cleaning agent. Contact Edwards for further help.

Safety

Your safety when using our water heater is important to us. Please observe the safety warnings in this manual and other safety information provided on the equipment:

Common Safety Precautions

- **Equipment must only be installed, commissioned or serviced by a qualified person.**
- **Equipment is not suitable for pool or spa heating.**
- **Scalding occurs at 50°C. This appliance is capable of providing hot water above this temperature – Refer to AS3500.4.**
- **This is a water heating apparatus only and the final fitness of water delivered is dependent upon the quality of water supplied to this system.**
- **The connection, attachment, integration or general association of other equipment or parts not specified by Edwards which either directly or indirectly affect the operation or performance of this equipment – could void the warranty.**
- **Tie Down Lugs are to be used for tie down points only, not approved for overhead lifting.**

You must ensure that:

- **Every care is taken to warn occupants of the building and the public of any injury that may occur from falling tools, open trenches, water connections or any other general hazard.**
- **Occupants are advised of any inconveniences which could occur such as disconnection of services.**
- **You instruct the customer on their operation of the heater and hand them a copy of this manual.**
- **You check the proximity of gas & electrical lines so as not to create a hazard and avoid access problems for other services.**
- **You follow the electrical earthing procedure outlined in AS3500.4 before cutting or uncoupling existing metallic pipework.**

General Warranty Terms & Conditions

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Please read this carefully as it contains important information about your rights.

Important Notice

Please complete your warranty registration card (located at the back of this manual) immediately the installation of this system has been completed and send it to:

**Edwards Commercial Hot Water
39 Koornang Road
Scoresby Victoria 3179**

This will ensure that your warranty is registered and will enable us to process any claims, which may arise as quickly as possible.

No warranty claims will be considered without proof of purchase and installation.

For the specific warranty period of each product refer to Parts 3.0, 4.0 or 5.0 of this manual.

Warranty by Edwards

Edwards warrants that their products (including any component comprised in the products) are free from defects in materials and workmanship under normal use and service for the periods described for that particular product commencing from the date of installation.

The Benefits of Warranty

Labour

During the applicable warranty period Edwards shall replace or repair within the prescribed parameters, at its own option, the defective part including labour at NO CHARGE to the purchaser or subsequent owners for the first TWELVE (12) MONTHS after Date of Commencement provided the fault is caused by faulty workmanship or materials. If no warrantable fault exists all costs will be charged.

Travel & Freight

Travel & freight is covered within a 30 km radius of the selling distributor during the first 12 months of the warranty.

All travelling & freight costs outside the 30 km radius will be the responsibility of the owner and are not covered in this warranty. Additional costs may be charged.

Change of Owners

This warranty extends beyond the original purchaser to subsequent owners of the system during the original warranty period.

Consumers Statutory Rights

All benefits offered by this warranty are in addition to all other statutory rights and remedies which the consumer has in law in respect of the product.

General Warranty Terms and Conditions

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Plumbing & electrical Codes

Equipment is to be installed to the applicable recommended plumbing and electrical practices and Local, State and Australian Codes must be read in conjunction with the relevant User Guide supplied by Edwards.

Exclusions

- Where the product is not installed, operated, maintained or serviced in accordance with the instructions supplied by Edwards.
- Where systems are fitted with solar panels, the solar glass is not covered by warranty.
- Where the water quality is outside the written recommendations of Edwards.
- Where the product is misused, damaged, neglected, abused, operated outside instructions or filled with inappropriate fluid.
- Where damage is caused by any act of God, fire, lightning, flood, earthquake, landslide, storm, hail, frost, wind or other severe adverse weather conditions.
- Where the unit has not been installed and maintained by a qualified person to the manufacturers' recommendations.
- Where products are flushed by a cleaning agent not recommended by Edwards.
- Where water treatment levels (for heat exchange models) have not been maintained or monitored as required by Edwards.
- Where the wrong system for the area, location, weather conditions or application is installed against the published recommendations of Edwards. ie. May be purchased in a temperate climate and installed in an extreme cold or freezing climate.
- Where water hammer occurs in the cold or hot water pipework.
- When the connection, attachment, integration or general association of other equipment or parts not specified by Edwards which either directly or indirectly affect the operation or performance of this equipment.
- On heat exchange systems where the coil & shell pressure differ by more than 150kPa (max. shell pressure 400kPa).

Claims Information

- Any faults under the warranty should be reported immediately to an Edwards Hot Water Authorised Distributor or service Provider prior to commencement of any warranty repairs.
- All parts replaced and deemed faulty are to be forwarded freight paid to the nearest Edwards warehouse for claims assessment.
- Replacement parts provided under this warranty do not carry a new warranty. The unexpired warranty remains effective.
- Warranty claims will not be considered unless work is carried out by an approved Edwards Distributor or Service provider. In all other cases prior authorisation in writing from Edwards Hot Water Warranty Administration must be obtained before work is carried out.

General Warranty Terms and Conditions

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- If this product is purchased outside Australia, certain conditions of this warranty may not be applicable or extra conditions may apply. Please contact your local distributor.
- Spare parts claimed under warranty are to be returned to Edwards for assessment. Parts & labour charges claimed on goods & found not to be faulty by Edwards will not be paid.
- When the water heater is installed outside of what is deemed by Edwards Hot Water as a standard installation ie. With limited working access, excessive roof pitch, multiple storey or remote elevated or concealed installation may incur additional costs at the consumer's expense.
- Edwards Hot Water shall not be liable for consequential damages or incidental expenses resulting from any defects of its products.
- Unless otherwise explicitly agreed in writing, it is understood that this is the only written warranty given by Edwards and that Edwards neither assumes nor authorises anyone to assure for Edwards any other obligations or liability in connection with the product.
- Systems designed for domestic use are only warranted when installed in domestic single family dwellings. For details on alternate situations please contact your closest Edwards Distributor.

Each system has an installation kit provided. This kit contains essential items such as fittings that help make the installation easier.

Note: expansion tanks may be already fitted or ordered separately (for EHX, SHX, LEX and HEV tanks).

LEX Tank

Qty	Item (Stock Code)
0.5 L	Gendex water treatment – <i>LEX40 models</i> (8080049)
1.5 L	Gendex water treatment – <i>LEX 120 models</i> (8080049 & 8080061)
2.5 L	Gendex water treatment – <i>LEX 200 models</i> (8080049 & 8080061)
5.0 L	Gendex water treatment – <i>LEX 400 model</i> (8080050)
1	H50 1200kPa Valve (220316)
1	15mm service valve (2020075)
1	User Guide (9090085)

EHX Tank

Qty	Item (Stock Code)
1.5 L	Gendex water treatment – <i>EHX1500 models</i> (8080049 & 8080061)
2.0 L	Gendex water treatment – <i>EHX2000 models</i> (8080061)
3.5 L	Gendex Water Treatment – <i>EHX3500 model</i> (8080049 & 8080061)
5.0 L	Gendex water treatment – <i>EHX5000 model</i> (8080050)
1	15mm service valve (2020075)
1	120l expansion tank – <i>EHX1500, 2000 models</i> (5013120)
1	305l expansion tank – <i>EHX3500, 5000 models</i> (5013300)
1	User Guide (9090085)

GXC Tank

Qty	Item (Stock Code)
1	H50 1200kPa valve (220316)
1	15mm Service valve (2020075)
1	Fibre Washer (2020430) (1 on GX1250C)
2	Washer Oilit 620D x 47.5ID (4 on GX1250C) (4040077)
1	50mm copper PRV starter pipe (2020698)
1	50mm copper starter pipe (2020689) (3 on GX 1250C)
0.5 L	Gendex water treatment (8080049)
1	User Guide (9090085)
1	25l expansion tank (5012025)

EX Tank

Qty	Item (Stock Code)
0.5 L	Gendex water treatment – <i>EX450 model</i> (8080049)
1.0 L	Gendex water treatment – <i>EX850 model</i> (8080061)
1.5 L	Gendex water treatment – <i>EX1250 model</i> (8080049 & 8080061)
1	15mm service valve (2020075)
1	Fibre washer (2020430)
1	25l expansion tank – <i>EX450 only</i> (5012025)
1	45l expansion tank – <i>EX850, 1250 only</i> (3030031)
1	User Guide (9090085)

Heatmate 250

Qty	Item (Stock Code)
2	HTE575-1 1000kPa relief valve (2020331)
1	250 P&T Tee valve fitting (2025516)
2	Burner Hanging Bracket (2020160)
1	Fibre Washer (345066)
1	Start Pipe (344306)
2	25mm Ball Valve (2020309)
1	Install Manual (9090054)
1	M33 Male Brass Nut (344138)

SHX Tank

Qty	Item (Stock Code)
1.5 L	Gendex water treatment – <i>SHX1500 models</i> (8080049 & 8080061)
2.0 L	Gendex water treatment – <i>SHX2000 models</i> (8080049 & 8080061)
3.5 L	Gendex Water Treatment – <i>SHX3500 model</i> (8080049 & 8080061)
5.0 L	Gendex water treatment – <i>SHX5000 model</i> (8080050)
1	15mm service valve (2020075)
1	120l expansion tank – <i>SHX1500, 2000 models</i> (5013120)
1	305l expansion tank – <i>SHX3500, 5000 models</i> (5013300)
1	User Guide (9090085)

HEV Tank

Qty	Item (Stock Code)
0.5 L	Gendex water treatment – <i>HEV95/490 model</i> (8080049)
2.0 L	Gendex water treatment – <i>HEV330/1000 model</i> (8080061)
1	15mm service valve (2020075)
1	25l expansion tank – <i>HEV60 model</i> (3030032)
1	25l expansion tank – <i>HEV95 model</i> (3030032)
1	45l expansion tank – <i>HEV330 model</i> (3030031)
1	Fibre Panel Washer (345066)
1	25mm copper starter pipe (2020690)
1	User Guide (9090085)

TC Tank

Qty	Item (Stock Code)
1.5 L	Gendex water treatment – <i>TC 1500 models</i> (8080049 & 8080061)
3.5 L	Gendex water treatment – <i>TC 3500 models</i> (8080049 & 8080061)
5.0 L	Gendex water treatment – <i>TC 5000 models</i> (8080061)
1	15mm service valve (2020075)
1	User Guide (9090085)

Solar Panel Packages

Installation kits are provided to suit application.

Comfort Packages

Installation kits are provided to suit application.

Process of Disinfection

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For warm water applications, there is generally a requirement for a process of disinfection. The equipment supplied by Edwards Hot Water is not supplied as a process of disinfection device.

Requirements for disinfection must be followed as per the local, state or federal regulations stipulated. Only approved equipment for the process of disinfection (approved for the locality of installation) is to be used for such a purpose.

All such manufacturers, suppliers and regulatory bodies instructions are to be observed. In some states of Australia, the process of disinfection instructions may incorporate the Edwards equipment supplied (e.g. GXC or LEX series) relating to the particular practice of Heat Disinfection process. Under these circumstances the Edwards Hot Water equipment may be used.

However, Edwards Hot Water does not accept liability or responsibility for the final fitness of water for consumption.