Rasonic
樂信牌

Installation and Operating Instructions
安裝及使用說明書

Vented InstantStorage (Hybrid) Water Heater
敞開式速熱儲水電熱水器





僅適用於家庭使用
For household use only

RWH-ST5	**RWH-ST7**
RWH-ST5W	**RWH-ST7W**

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 Shower head 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)
- 若加熱時花灑頭有微量熱水滴出, 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。

► PACKING LIST

	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	Mixing Tap (Vented Type)	1 set
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

► 裝箱單

	產品	數量
1	安裝及使用説明書	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	混合水掣(敞開式)	1套
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

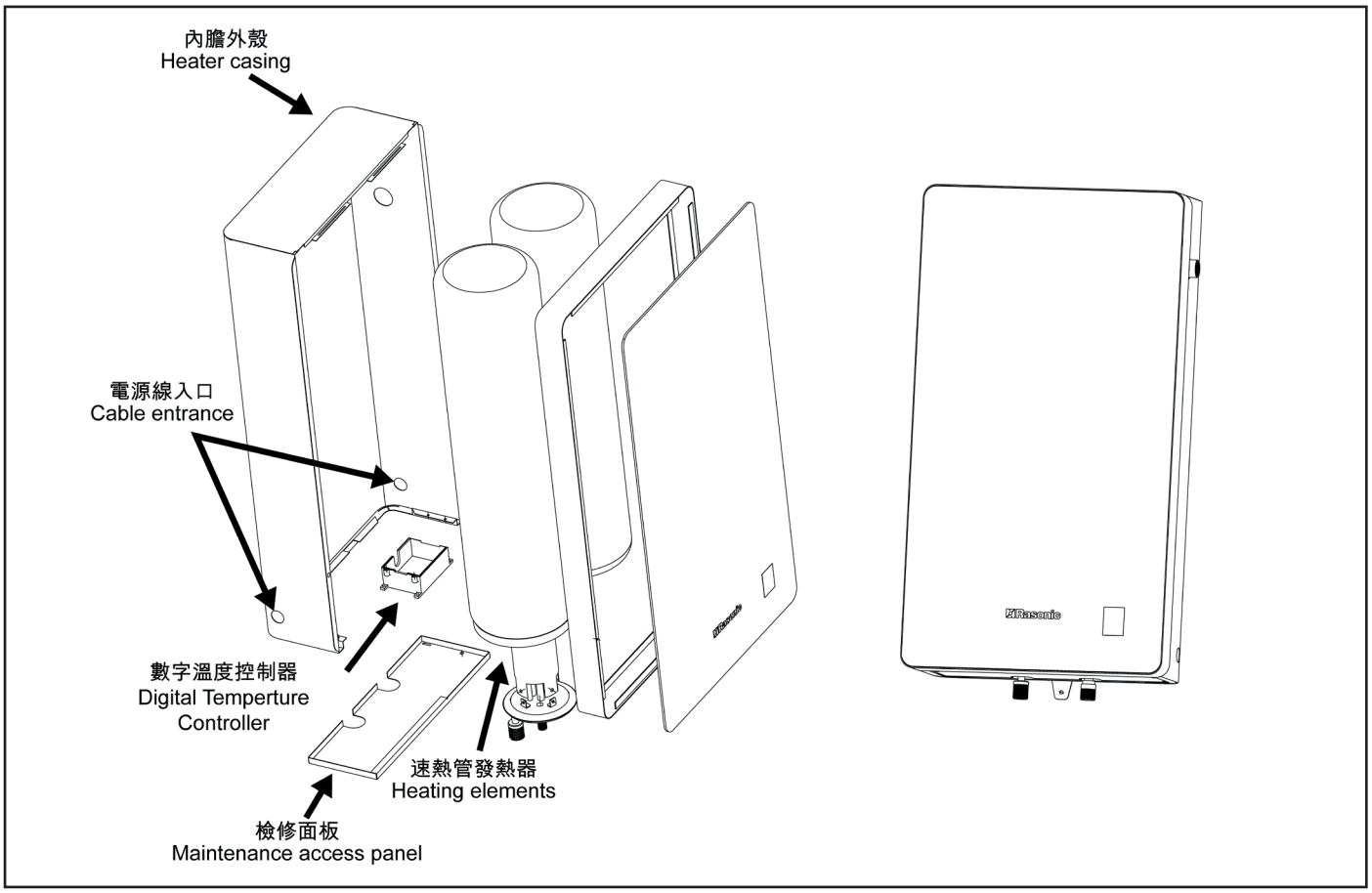
Model No.	Height	Width	Depth
RWH-ST5 / RWH-ST5W	690mm	380mm	168mm
RWH-ST7 / RWH-ST7W	690mm	380mm	195mm

► 產品信息

整機尺寸

產品型號	高	闊	深
RWH-ST5 / RWH-ST5W	690 毫米	380 毫米	168 毫米
RWH-ST7 / RWH-ST7W	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 connected by a flexible rubber hose.
- Water mains supply pressure should not be less than 0.3MPa.
- 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”)
- Wiring of this appliance must conform to IEC wiring regulations.
- Connect to an individual 220V AC power supply only.
- The appliance must be connected to a power supply with a 20A cooker switch.
- Use wire with cross-sectional area 2.5mm^{2}or more.
- Diameter of supply water connection is 1/2” BSP. Make sure there is no water leaking at the joints, turn on hot water valve to fill up the inner tank until water flows out from the shower head.
- Do not block the outlet of the appliance. Under normal operation, small amount of steam/hot water may come out from the shower head.
- To prevent excessive high pressure inside the tank, do not install an on/off control valve at the water outlet or connect the outlet to a tub or a basin.
- Pressure inside the tank is relieved via the water outlet, flexible hose and shower head. The appliance should only be used with an unblocked open-stylemixer tap and shower accessories.

► 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。
- 水管供水壓力不低於0.3MPa。
- 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)
- 於浴室安裝本熱水爐時，必須遵照IEC之有關電線安裝條例規格接駁。
- 只可接駁一處220V的交流電源。
- 產品需接駁合格20安培電力曲架斷路開關掣。
- 使用標稱橫截面積≥2.5mm^{2}的固定電線。
- 供水管直徑為1/2”，接駁妥當後應先試看連接位置有否漏水，確定沒有漏水後才為熱水爐注水，直至花灑頭噴水，即表示內膽已注滿。
- 切勿阻塞花灑式電熱水爐的出水口，在正常操作情況下，花灑頭可能會有微量蒸氣或熱水冒出。
- 切勿在出水喉管位置加裝開關掣或將出水喉管接駁到洗手盆或浴缸使用，以免阻塞出水喉管，使水膽內壓力過大，造成爆炸意外。
- 花灑式水膽是不能受壓的，水膽內的壓力需由出水喉管、花灑喉和花灑頭釋放，以防止水膽受壓，本熱水爐只可配合無阻塞的開放式混合水龍頭及花灑配件使用。

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 for single point 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.

Power Switch

A double poles switchgear (complied with IEC standard with >3mm clearance of contact) must be installed at outside bathroom between distributor to heater for disconnect the supply.

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.

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淋浴盆及祇能接駁單一花灑頭使用，（不得接上其他管道，以免發生危險），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。

開關

用戶必需安裝雙刀開關分掣 (接點距離不少於3mm空隙及符合IEC標準) 由總電源分配箱之MCB埠至熱水爐之間用以緊急開關，而此分掣必需安裝於浴室外及接駁安全地線。

安裝後初次啟動

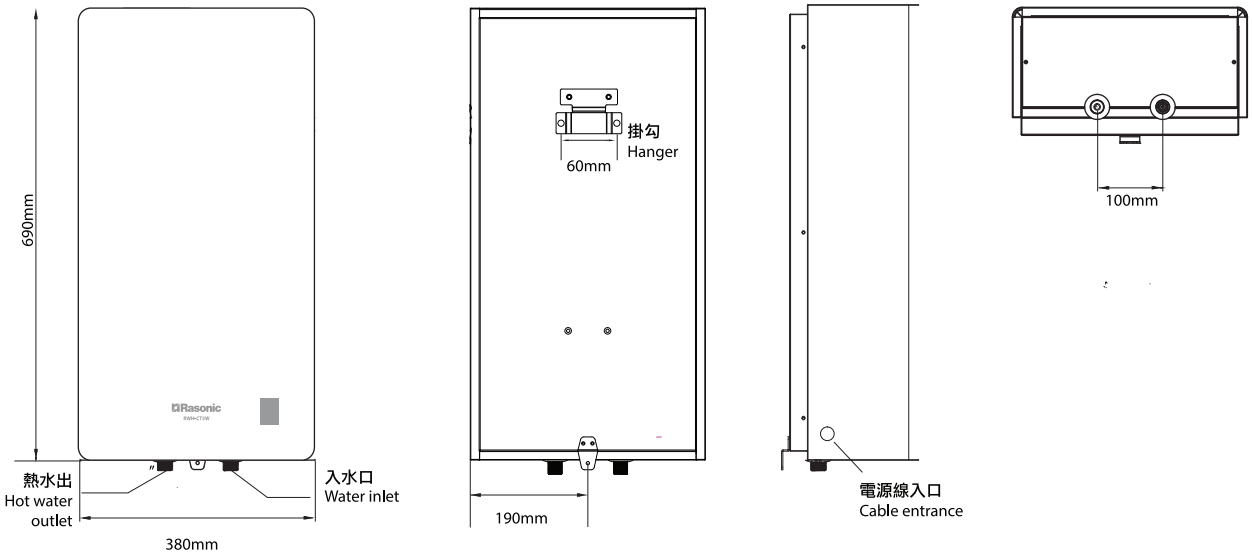
⚠ 重要事項:

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。

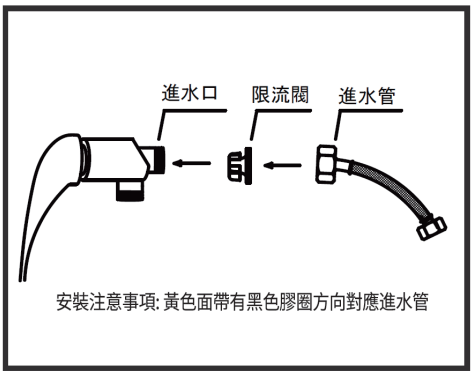
把熱水器內膽注滿水後，才能執行以下步驟：

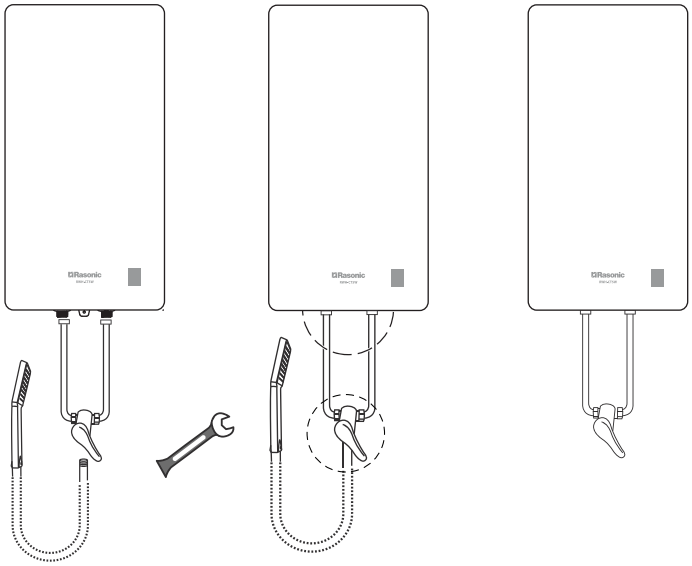
- 檢查電源或雙極總掣在脫開狀態。
- 打開混合閥熱出水口，放水至完全沒有氣泡排出為止。
- 檢查所有水管介面有否漏水，必要時修補後從覆上述步驟。
- 啟動電源。
- 顯示屏亮起，本熱水器開始自動調節適合溫度及留意熱水器加熱情況有異常。

▶ INSTALLATION DIAGRAM 安裝圖

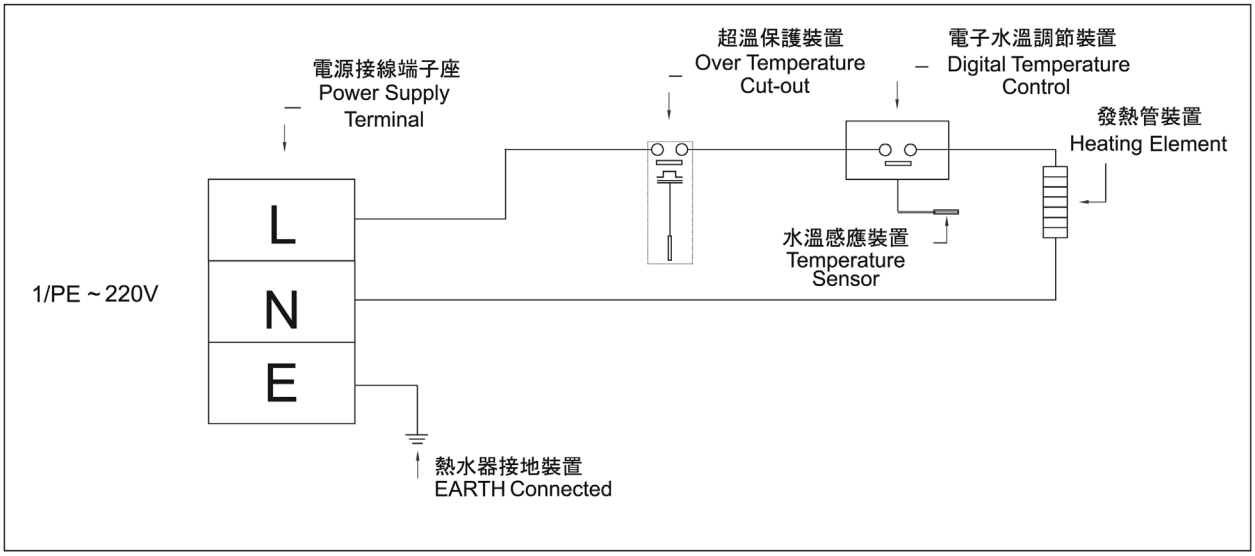


限流閥, 依此圖安裝:





▶ WIRING DIAGRAM 電路圖



▶ TECHNICAL SPECIFICATION

Model No.	RWH-ST5 / RWH-ST5W	RWH-ST7 / RWH-ST7W
Inner Container	SUS304 Stainless Steel	
Capacity	20L	24L
Maximum Pressure	Working Pressure 0.0 MPa (0Bar)	
Insulation	PU-fire retardant CFC -free	
Rated Voltage	220V ~ 50Hz	
Rated Loading	3kW	
Rated Current	13.64 Ampere	
Pipe Connection	G 1/2” Male BSP (British Standard Pipe Thread)	
Working Temperature (Inner-Tank)	75 -80dg.C	
Water Protection Class	IPX4	
Net Weight (Approx.)	13 kg	15 kg
Weight - with water (Approx.)	33 kg	39 kg

► 技術規格

產品型號	RWH-ST5 / RWH-ST5W	RWH-ST7 / RWH-ST7W
內膽結構	SUS304不銹鋼	
容量(升)	20升	24升
最高壓力	工作壓力0.0MPa (0Bar)	
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	13.64 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	
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.

▶ 使用説明

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;
- 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。
- 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

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