

FAQ

Phenomenon	Confirmation items	Remedy
No water	No water supply or water pressure is too low	Check
	Water use point is blocked or hot water valve is closed	Check and clear
Cold outlet water	1 Hot water access close	Check and open
	2 Temperature not set to desired setting	Calibrate the heater according to the operation instructions in the manual
	3 Heating time limit and setting temperature not obtain	Calibrate the heater by referring to the operation instructions in the manual
	4 Defective elements	Contact with service department when 1 , 2 and 3 are excluded.
Not heated to desired temperature or insufficient outlet water	1 Whether the current function is set to the proper mode and temperature is set too low.	Calibrate the heater according to the operation instructions in the manual
	2 Excessive water pressure	Use after flux of mixing valve is turned down
Inconstant flow and temperature of water	Inconstant water pressure	Use after flux of mixing valve is turned down or use with constant water pressure
Incapable of startup or display not lit	1 No power to heater	Check power socket
	2 Defective elements	Contact with service department when 1 is excluded.
Display E1	Faulty line	Contact with service department
Display E2	1 Insufficient water in tank liner	Power on after disconnection when filled with water
	2 Defective elements	Contact with service department when 1 is excluded.
Display E3	1 Room temperature lower than -20℃	Cut off power, then connect power when ambient temperature more than -19℃
	2 Defective sensor	Contact with service department when 1 is excluded.

Haier

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Haier
User's Manual

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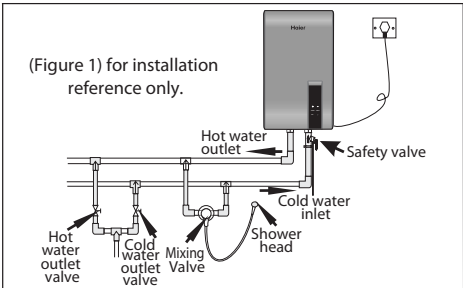
- Please read this manual before usage.
- Retain it for future reference.

Safety warning (Read carefully before use)

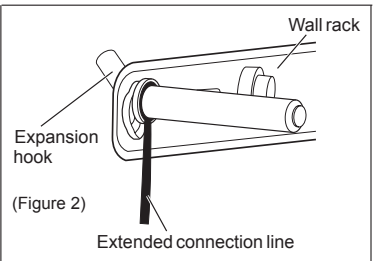
Meanings of icons		
Forbidden	These are actions which are forbidden	Warning
CAUTION	These are actions which must be carried out	CAUTION
Safe Care PRO	Take care not to be scalded by hot water.	CAUTION
Safe Care PRO	Do not touch the valve and pipe for hot water supply.	CAUTION
Safe Care PRO	Please feel the water temperature before use. Use only when the temperature is ideal for you.	CAUTION
Safe Care PRO	Do not set at outdoor places.	CAUTION
Safe Care PRO	Do not install the water heater in the conditions in which ice could form. Ice formation will cause the water container and piping to crack, leading to scalds and water leakage.	CAUTION
Safe Care PRO	Do not connect or disconnect the power supply while your hands are wet.	CAUTION
Safe Care PRO	Check if the ammeter and the diameter of the wires are in accordance with the rated current of the water heater. If necessary, please have it checked by an experienced electrician.	CAUTION
Safe Care PRO	Do not drink hot water from the heater or use it for similar purposes.	CAUTION
Safe Care PRO	Do not spray water or steam onto the heater.	CAUTION
Safe Care PRO	Please take precautionary measures during cold weather so as to prevent the heater from being frozen.	CAUTION
Safe Care PRO	Please mount it to firm and reliable wall.	CAUTION
Safe Care PRO	Do not install at places without sewage. Do not use as floorstanding appliances.	CAUTION

Installation • Use

Installation

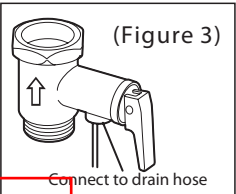


- Installation must be made by installers of or designated by our company after-service department.
 - The water heater shall be wall-mounted.
 - 1 Make 2 holes Φ 12mm, 65mm deep in wall with an impact drill according to the drawing of the external dimensions (See Figure 4).
 - 2 Take out all accessories in packaging liner, unpack one hook, sleeve the ring end of the connection lines among the accessories into the hook tightening end and assemble the hook well.
 - 3 Afterwards, Insert and fix two hooks into the holes (wherein the hook with connection lines is fixed in the right hole).
 - 4 Lift the water heater and hang it with wall rack corresponding to the two hooks. Insert the connection spacer led from the rear shell wall rack of the heater into the connection terminal of the line on the hook (See Figure 2).
 - To facilitate installation and removal, it is suggested a G1/2 movable nut be fitted at appropriate locations on inlet and outlet pipes respectively. Find the location requiring hot water supply. Connect inlet pipe and city water pipe respectively to the use point for hot water. Fill the tank with water to check whether there is any leakage. It must be re-connected if there are signs of water leakage.
- Warning:** Do not release your grip unless the wall rack is securely hung on the hook. Otherwise the heater may fall and cause personal injury or property damage.



Installing safety valve

- Connect the safety valve to the water inlet by following the direction of its arrow (the arrow should point towards the heater). The safety valve's rated pressure is 0.80MPa and its connection is G1/2. Once power is connected and the water is being heated, the water inside the water tank will expand. In order to relieve the water pressure inside, a very small quantity of water will flow from the pressure-relief vent at the safety valve. The pressure-relief vent must be free of any blockages.
- Please connect the drain hose to the safety valve. Connect one end of the hose to the safety valve vent and the other end to the sewage drain. The hose can be cut short or extended as necessary. The hose shall be installed as inclined downward.



- ### Installation warning

 - During installation, adequate space must be reserved for future maintenance and repair (at least 300 mm). If the water heater is installed within decoration boards, the right board shall be removable to facilitate removing the plastic cover during maintenance.
 - Tap water inlet pressure shall be no less than 0.05MPa and the maximum pressure shall not exceed 0.75MPa.
 - Electric water heater shall be installed indoors with ambient temperature above 0°C. The pipes shall be collectively laid. Hot water outlet shall not be too far from use points. In case farer than 8 m, hot water pipe shall have a thermal insulation to minimize heat loss.
 - The mounting wall shall be firm and reliable to support twice the weight of water heater full of water. Non-load bearing walls or air brick walls must have corresponding protective measures like additional support, wall-through screws or back boards.
 - Electric water heater shall be located in a place easy for use, maintenance and with a floor drainer. In case the tank or pipes leak, nearby or lower facilities shall not be damaged. The installation location shall avoid being above toilet bowl, bathtub, washbasin or doorframe, where will cause a suppressed or unsafe feeling to users.
 - Do not confuse inlet and outlet water pipes. Safety valve shall be installed at designated position with no random modification.
 - Use a test pencil to check whether the live line and null line are wrongly connected. Power may only be connected after ensuring that the heater is filled with water, and there are no leakages at the respective connections. The power supply should also conform to the heater's requirements.
 - To avoid danger caused by accidental reset of heating breaker, the power for the heater cannot be supplied by timer and other external switch devices or connected to circuit with frequent switching for facility use.
 - In order to avoid unforeseen accidents, only install components Haier-provided. Do not switch or exchange parts yourself. If components are damaged, you must contact the company's repair center and use the parts supplied by Haier. If to the user fails to follow the requirement above, Haier will not be responsible for any direct or indirect damages caused hereof.

Introduction of control panel

1 Actual temperature

2 Set temperature

3 Power

4 Current time

5 Current time/temperature increase key

6 Power selection key

7 Time setting key

8 Heating Temp. icon Blinking, indicates heating is in process; temperature is maintained at set temperature once it stops blinking.

9 Preset (On: Preset bath; Off: Preset stop-heating)

0 Preset bath, preset stop-heating setting-key

A On/Off key

- ### Real-time Heating Mode

After installation, as the tank is empty in the first usage, be sure to open the tap water inlet valve and any outlet of the heater. Adjust the mix valve to maximum hot water outlet. When the tank is filled with water or other water outlet keeps water outputting (which indicates the tank is filled with water), please close water outlet. Check if there is water leakage at the respective joints before connecting power. Once power is connected, the panel will show full display for 1 second, accompanied by a buzzer sound. The heater will then enter into shutdown state as before.

1 Press key to switch on the heater

Press key for the heater to interchange between standby state (with clock display only) and working state.

2 Press +, -keys to set the temperature to (35~75°C)

The **Heating Temp.** value icon on the control panel will blink and changes correspondingly. Once the desired value is reached press **SET** key to confirm. If no operation is carried out after 6 seconds, the system will automatically confirm the setting.

3 Press **SPEED** key repeatedly to select the heating power

This product provides three power settings for your selection. Low (1kW), Medium (2kW), High (3kW).

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- ### Remote control unit panel

Used to adjust the temperature value

Explanation: The use of the buttons on the remote control unit is the same as that for the buttons on the control panel.

Note: When using the remote control unit it is best to use it at close distance and at a perpendicular angle. When the battery in the remote control unit is completely exhausted, please remove the cover on its back using a coin to turn the knob in the direction as indicated, then remove the button battery inside and replace it with another button battery of similar specifications. Finally re-attach the cover. All used batteries must not be stored in areas under high temperature or thrown into fire to prevent explosion. They should be disposed of in accordance with regulations.

Cleaning and maintenance

Warning: This water heater shall only be repaired and maintained by qualifie servicemen. Improper maintenance may cause severe injury or damage.

- Disconnect power supply before cleaning. Gently wipe with wet cloth dipped with a little of mild detergent. Do not use gasoline or other solvents. Finally dry with dry cloth. Keep water heater dry. Do not use cleansers containing grinding agent (e.g. toothpaste), acids, chemical solvents (e.g. alcohol) or polishers to clean.To ensure high working efficiency, heating elements and tank liner of water heater shall be cleaned once in three years. Take care not to damage protection layer on heating elements and tank liner inner surface. According to different local water qualities and use habits, magnesium rod shall be periodically replaced. If maintenance is needed, please contact local service station.

Friendly reminder:

1. In long-term out-of-use or maintenance of the heater, you can close the city water pipe valve and set the mixing valve to the highest water temperature rate after opening the safety valve handle. Move up the safety valve handle to drain the tank.

2. To avoid injury, before next use, it is suggested to first open the hot water valve before switching on the water heater, exhausting gas possibly retained in the pipeline. In this case, no smoke or fire is permitted near the open valve. Carefully check and confirm all parts are in good condition.

Technical data · Packing list

Parameters

Item	Unit	ES15V-P2	ES25V-P2	ES35V-P2
Rated voltage	V	230	230	230
Rated frequency	Hz	50	50	50
Rated pressure	MPa	0.80	0.80	0.80
Power	W	1000/2000/3000	1000/2000/3000	1000/2000/3000
Net weight	kg	10	14	17
Rated temperature	°C	75	75	75
Volume	L	15	25	35

4 Press **SET** key to calibrate the clock.

Press the **SET** key, then the hour figure flashes. Press +, -to set the hour; Press the **SET** key again, then the minute figure flashes. Press +, -to set the minute; After setting, press **SET** key to confirm. If the value blinks for 6 seconds without any further operation, the system will automatically enter next setting or confirm the setting in question.

Under real-time heating mode, the heater will automatically heat the water or maintain the temperature near the set value. (If the set temperature is lower than 55°C, the heater will heat again once the temperature is lower than the set value by 5°C; If the set temperature is between 55°C and 75°C, the heater will heat again once the temperature is lower than the set value by 10°C.)

Preset Bath Mode

This product is equipped with preset bath function. Activate the preset bath function to set the preset bath time, power and temperature. If no operation is carried out for 2 minutes after that, the heater will enter into power saving mode (display on and current time only). It will also calculate the heating time, and heat the water to the preset temperature automatically before the preset time.

1 Carry out Steps 1~4 of the real-time heating mode

2 Press the **TIMER** key, the preset bath icon on displays.

3 Press **SET** key to set the preset time

Press the **SET** key, then the hour figure flashes. Press +, -to set the hour; Press the **SET** key again, then the minute figure flashes. Press +, -to set the minute; After setting, press **SET** key to confirm. If the value blinks for 6 seconds without any further operation, the system will automatically enter next setting or confirm the setting in question.

Note: If the actual temperature doesn't reach the set temperature at the preset time, the heater will extend the heating time by 30 minutes automatically. After 30 minutes the heater will stop heating no mater the temperature reaches to the set temperature or not.

If by the preset time the actual temperature is that of the set temperature, but the actual temperature drops by 5°C by the preset time, the heater will re-heat the water. Once the preset time is reached, it will stop heating whether or not the water reaches the set temperature.

Preset Stop-heating Mode

This product is also equipped with preset stop-heating mode, i.e. the heater will automatically stop-heating at the appointed time.

1 Carry out Steps 1~4 of the real-time heating mode

2 Press the **TIMER** key repeatedly, the preset stop-heating icon **off** displays

3 Press the **SET** key to set the preset stop-heating time

Press the **SET** key, how-to is the same as mode 3 of preset bath

Preset bath and preset stop-heating can be set simultaneously. Once the settings are activated, water heater will automatically start heating the water to reach the preset temperature before the preset On time based on the current time and preset time. In the time between On and Off, water heater is on real-time heating mode (once the water temperature drops 5 degree than the preset temperature, heating will be started again). The water heater will automatically stop heating when reaches the Off time.

Note: If the Off time is within the execution time of preset bath, then the Water heater will first stop heating for 1min, then continue the heating till ON time.

Installation of remote control unit holder

- Use the correct screws in the accessories to secure the remote control unit holder onto a suitable position on the wall; and insert the remote control unit into the holder (see illustration below).

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Item	Unit	ES15V-P2	ES25V-P2	ES35V-P2
Waterproof grade	/	IPX4	IPX4	IPX4
Mixing factor	%	13	5	4
Tap water pressure	MPa	No less than 0.05MPa	No less than 0.05MPa	No less than 0.05MPa
Average temperature of hot water outlet	°C	64	68	64
Re-heating time (a temperature rise of 50°C)	min	14	21	41
Diameter of power wire	mm ²	3×1.5	3×1.5	3×1.5

Remarks: 1. The permitted error limit of net weight above is ±10%.
2. The values for mixing factor, average temperature of hot water outlet, re-heating time (a temperature rise of 50°C) are all measured under the maximum power condition.

Dimensions

(Figure 4)

Model	a	b	c	d	e
ES15V-P2	316mm	291mm	623mm	152mm	100mm
ES25V-P2	378mm	362mm	616mm	152mm	100mm
ES35V-P2	415mm	398mm	663mm	152mm	100mm

A Hot water outlet

B Cold water inlet

C Tank

D Heating element

E Anode rod

F Thermometer tube

G Wall-mounting bracket

Remarks: The permitted error limit of above parameters is ±10%.

Packing list

Name	Electric water heater (Set)	Safety valve Drain hose (Unit)	Expansion hook (PCS)	User's manual (Copy)	Connecting line (PCS)	Remote control, Remote control unit holder (Set)	Accessories pack (Unit)
Quantity	1	1	2	1	1	1	1
Model	ES15V-P2	1	1	1	1	1	1
	ES25V-P2	1	1	1	1	1	1
	ES35V-P2	1	1	1	1	1	1

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