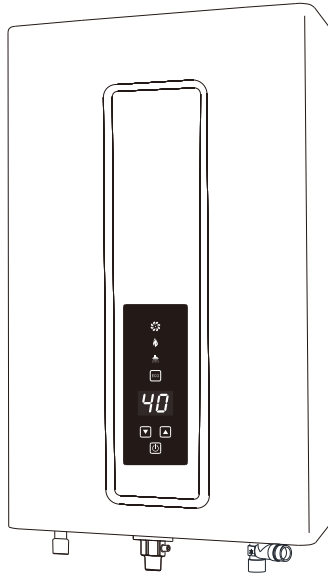


樂信牌燃氣熱水爐

RASONIC GAS WATER HEATER

安裝及維修說明

INSTALLATION AND SERVICING INSTRUCTIONS



型號

MODEL

RWH-N10TF(T) (頂出) 香港煤氣	RWH-N10TF(T) (TOP FLUE)	HK TG
RWH-N10RF(T) (背出) 香港煤氣	RWH-N10RF(T) (BACK FLUE)	HK TG
RWH-N10TF(L) (頂出) 香港石油氣	RWH-N10TF(L) (TOP FLUE)	HK LPG
RWH-N10RF(L) (背出) 香港石油氣	RWH-N10RF(L) (BACK FLUE)	HK LPG
RWH-N12TF(T) (頂出) 香港煤氣	RWH-N12TF(T) (TOP FLUE)	HK TG
RWH-N12RF(T) (背出) 香港煤氣	RWH-N12RF(T) (BACK FLUE)	HK TG
RWH-N12TF(L) (頂出) 香港石油氣	RWH-N12TF(L) (TOP FLUE)	HK LPG
RWH-N12RF(L) (背出) 香港石油氣	RWH-N12RF(L) (BACK FLUE)	HK LPG

信興電工工程有限公司

SHUN HING ELECTRIC WORKS & ENGINEERING CO. LTD

由衷地感謝您選用「樂信牌」強制給排氣式熱水爐。在使用前請您詳細閱讀本說明書，正確地掌握熱水爐的安裝和使用方法，以充分利用它的優異性能。

多謝合作！

目錄

- 警告
- 安裝方法及注意事項
- 故障及處理方法

特別警告：

本熱水爐應安裝在空氣流通良好的地方，一定要使用配套的專用對衝煙管（它將燃燒廢氣排出室外，並從室外引入新鮮空氣）。必須接好電源和接好地線方可使用。在停電或電源未接通時，請不要開啟熱水爐。如需要使用冷水時，請關閉燃氣閥門、切斷電源。請保留好說明書，以便日後查閱。

安全措施，當發覺氣體洩漏時

- 關閉氣閥。
- 打開門窗。
- 切勿開/關電源。
- 熄滅所有火種。
- 立即聯絡您的供氣商並報告洩漏。
- 此熱水爐必須由註冊氣體裝置技工負責安裝。
- 註冊氣體裝置技工必須向使用者詳細說明使用方法。
- 必須遵照此說明書內所示正確使用熱水，以確保熱水爐功能良好。

May we take this opportunity to thank you for purchasing this "RASONIC" balance instant gas water heater.

Before the usage, please read the instruction manual carefully, master the installation and operating method correctly, and take full advantage of the excellent performance of the water heater. Thank you for your cooperation!

CONTENTS

- Warning
- Installation method & attention
- Failure & Troubleshooting

SPECIAL WARNING:

The water heater should be installed in well-ventilated places, and the assorted specified balance flue must be used (it discharges exhaust gas out of the room and leads in fresh air from outside into the room). Please properly connect the power and the ground wire before using it. Do not turn on the water heater when the power is cut off or before the power is on. If you need to use cold water, please shut off the gas valve and cut off the power. Please keep the instruction manual in good condition for future reference.

For safety, if you smell gas:

- Turn off the gas valve.
- Open the windows and doors.
- Do not turn on/off the power.
- Extinguish naked flames.
- Notify the concerned company for help immediately.
- The installation must be undertaken by registered gas installers.
- The registered gas installer must specify to the user how the appliance works and how to operate it.
- Properly use the water heater complying with the instruction manual to ensure the well performance of it.

警告 WARNING

安裝爐具必須由註冊氣體裝置技工安裝，並須使用合格之喉管及配件，否則一切後果本公司及代理商概不負責。

The guarantee will be rendered invalid if the water heater is not installed by Registered Gas Installer (RGI), and approved piping and accessories must be used.

根據香港氣體安全條例，任何氣體裝置工程，包括爐具和接駁喉管的安裝，必須由註冊氣體裝置技工執行，而該技工已於相關的氣體工程類別註冊及受聘於註冊氣體工程承辦商。

According to the Gas Safety Ordinance of Hong Kong, any gas installation works including the installation of appliances and connection tubing, must be undertaken by registered gas installers who are registered for that appropriate classes and be employed by registered gas contractors.

安裝方法及注意事項

特別注意：

燃氣熱水爐的安裝使用對安全性有很大影響，故此請特別注意以下事項：

- 應使用該熱水爐銘牌上所標明的適用燃氣種類，其他燃氣禁止使用。
- 不得用於供熱水以外的其他用途。
- 將熱水器安裝在空氣流通的地方。
- 使用所配置的煙管，按說明書要求進行安裝後才能使用
- 不得將熱水爐安裝在距離可燃物太近的地方，排煙口附近不允許有可燃物品。
- 請勿將熱水爐安裝在燃燒器具的上面。
- 非專業人員不得拆卸面殼，以免損傷密封件。
- 請勿將熱水爐安裝在危險柵架下面或窗簾及易燃物旁邊。
- 請按要求連接地綫，勿將地綫與氣管相連接。
- 請勿安裝在儲藏易燃危險品場所附近。使用熱水爐的室內請不要存放或使用易燃品和易揮發性的物品。
- 請勿在灰塵多的地方安裝或使用熱水爐。
- 熱水爐的上部不允許有電力明綫、電氣設備。
- 熱水爐與電器設備的水平距離應大於400mm。
- 煙管的安裝如圖所示，煙管防風管表面帶孔部分必須伸出牆外不小於100mm。
不要堵塞或阻礙煙管的排氣或進氣
- 電源綫不得接觸排氣裝置外殼，以免高溫損壞電源綫的絕緣層。

INSTALLATION METHOD & ATTENTIONS

Special attentions:

The installation and operation of the instant gas water heater have a great influence on the safety, therefore, please pay special attention to the following matters.

- Only the type of gas marked on the rating label of the water heater should be used.
- The water heater should not be used for other purpose other than hot water supply.
- Install the water heater in well-ventilated places.
- Do not use the water heater until the assorted flue is installed according to the instruction manual.

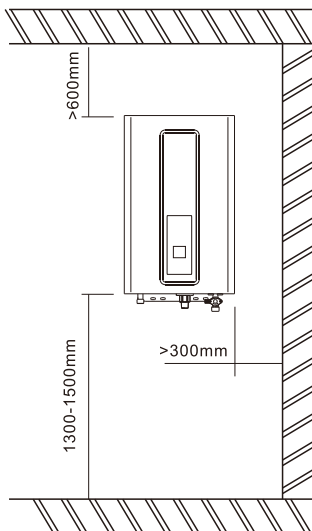
- The water heater can not be installed too near combustibles. And there can not be any combustibles near the exhaust vent.
 - Do not install the water heater above burning apparatuses.
 - The front panel can not be removed by anybody except professionals, so as not to damage the sealing elements.
 - Do not install the water heater under dangerous shelves or near the curtain or inflammable.
 - Please properly earth the water heater according to the relevant requirements and do not connect the earth lead with the gas pipe.
 - Do not install the water heater near where inflammable dangerous goods are stored. Do not store or use inflammable and volatile goods in the room where the water heater is used.
 - Do not install or use the water heater in dusty places.
 - There can not be exposed electric line or electric appliances above the water heater.
 - The horizontal distance between the water heater and electrical appliance should be more than 400mm.
 - The installation of the flue is shown as the drawing. The section with holes on the windproof pipe of the flue should extent out of the wall for at least 100mm. Do not block or obstruct the exhaust or inlet of the flue.
 - The power cord shouldn't contact the housing of the exhaust device, so as to prevent the insulation layer of the power cord from being damaged due to high temperature.

安裝方法及注意事項

INSTALLATION METHOD & ATTENTIONS

- 熱水爐的周圍條件及各安裝距離如下圖所示：

Surrounding conditions for the water heater, the distance for installation is shown in the following drawing:



背出式燃氣熱水爐的安裝

BACK FLUE INSTALLATION METHOD

1. 在牆壁上，熱水爐下方93mm處開1個 $\Phi 160-\Phi 180\text{mm}$ 的孔，如下頁圖A

Drill a $\Phi 160-\Phi 180\text{mm}$ hole 93mm under the top plate of the water heater on the wall as next page drawing A.

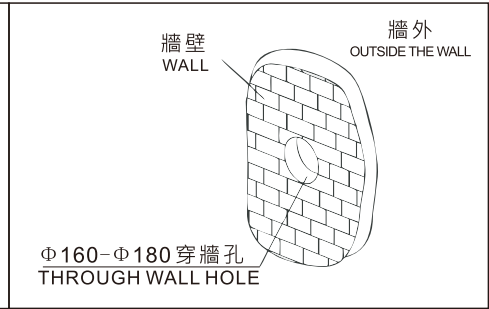
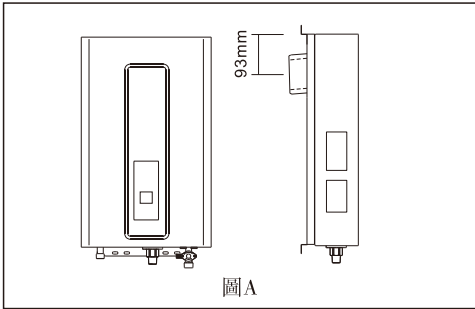
2. 按下圖固定板上的4個 $\Phi 8\text{mm}$ 孔的尺寸，在穿牆孔周圍的牆壁上鑽

4個 $\Phi 8\text{mm}$ 的小孔，然後打入膨脹膠塞。

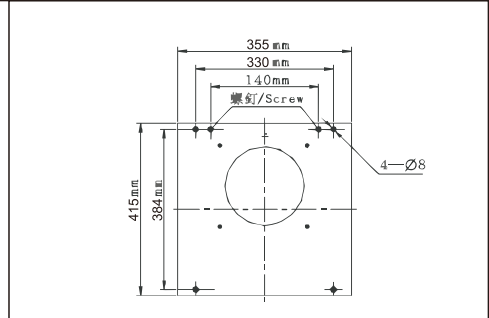
Drill four $\Phi 8\text{mm}$ holes on the ambient wall of the through wall hole according to the dimension of the four $\Phi 8\text{mm}$ holes on the fastening board as the right drawing the plug into them.

安裝方法及注意事項

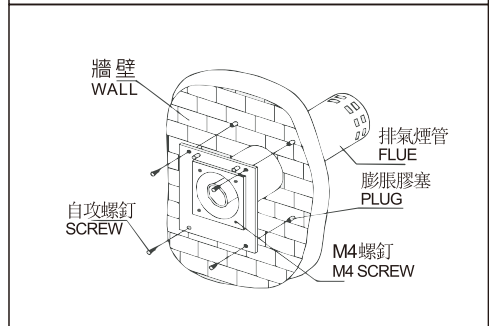
INSTALLATION METHOD & ATTENTIONS



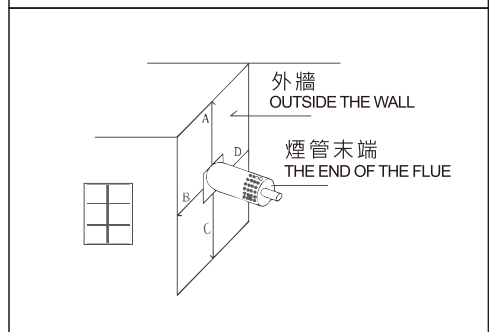
3. 將排氣煙管穿入固定掛板內，用4個M4的螺釘固定。
- Put the flue through the fastening board and fix it with four M4 screws.



4. 把排氣煙管穿入過牆孔內，和自攻螺釘把煙管固定在牆壁上。
- Put the flue through the through wall hole and fix it with self-tapping screws.



5. 熱水爐煙道末端距離 A、B、C、D 4個方向300mm範圍內不能有障礙物。
- There cannot be obstacles within the area of 300mm from direction A,B,C&D.



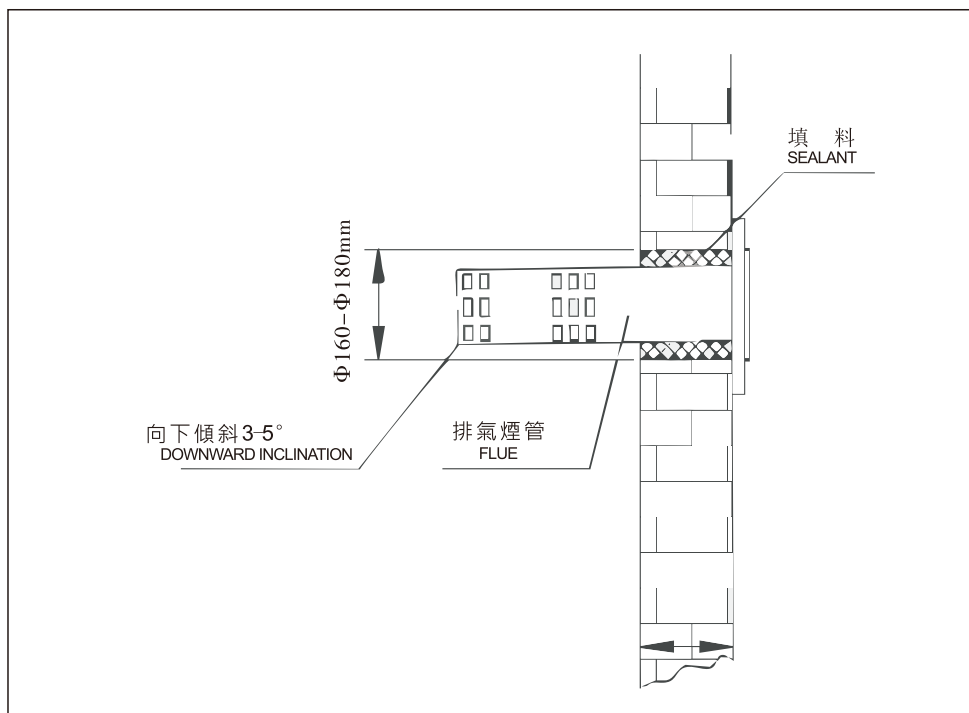
安裝方法及注意事項

INSTALLATION METHOD & ATTENTIONS

6. 用防水材料堵塞牆孔與排氣煙管之間的空隙，防止雨水滲入室內。安裝

排氣煙管必須稍微向下傾斜，以防止雨水從排氣煙管滲入熱水爐。此熱水爐只適合安裝於厚度小於300mm以下的牆壁。

Fill up the gap between the wall and the flue with waterproofing material so that the rain cannot permeate into the room. Make sure that the flue has a downward inclination when installed to prevent the rain from permeation into the water heater. The water heater can be installed only on walls with thickness of less than 300mm.



安裝方法及注意事項

INSTALLATION METHOD & ATTENTIONS

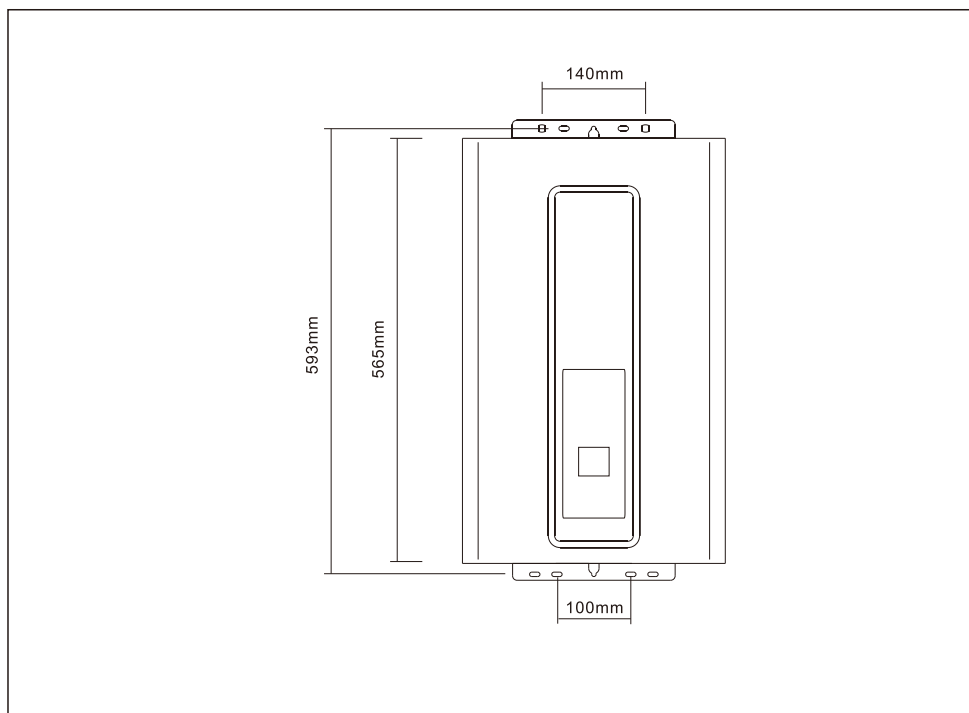
7. 在牆上頂碼小孔之下 593mm 處鑽兩個小孔並打入膠塞，用來固定熱水爐底碼。

把熱水爐掛在固定掛板的兩個螺絲上，用螺絲鎖緊。另用螺絲把底碼固定在牆壁上。

安裝時必須確保熱水爐之排氣口已套入排氣煙管內。

Drill two holes on the wall(593mm under the top panel holes) and drive the plug into them. Hang the water heater on the two screw stems of the fastening board and fix it with screws. Besides , fix the back panel with screws on the wall.

Notes: Make sure that the exhaust vent of the water heater is inserted into the flue when installed.



頂出式燃氣熱水爐的安裝

TOP FLUE INSTALLATION METHOD

1. 平衡煙管的安裝

- 必須使用本熱水爐所配的專用對衡煙管。

- 禁止安裝其他形式或規格的煙管，不得對煙管進行自行改造。

● 在牆或窗適當位置鑽1個大於 $\Phi 100\text{mm}$ 的孔（距離天花板300–430mm的範圍內），將對衡式煙管由裏向外套入，外露煙管長度不小於300mm。接著套入裝飾蓋，以封住空隙。然後用吊箍箍緊煙管並調整煙管位置，保持煙管水平傾斜 $3-5^\circ$ ，最後將熱水爐和平衡煙管連接起來，再用夾箍箍緊。

- 如要加長煙管，請選購專用的排煙對衡煙管。但最長不能超過5m（從A點到C點）及最多只能配置3個彎頭。

- 煙管與其穿過的圓孔之間間隙不得用水泥類東西填充，否則不易維修。

注意：1. 排氣口的最低高度不低於熱水爐頂部高度。

2. 不得將對衡煙管裝入共用煙道內。

1. The installation of the balance flue

- Must use the assorted specialized balance flue for the water heater.

- Flue of other types or specification shouldn't be used and the flue should not be modified by oneself.

● Drill a hole of more than $\Phi 100\text{mm}$ at the suitable position on the wall or window (within a distance of 300–430mm from the ceiling). Insert the balance flue from inside, and the length of the flue exposed outside should be no less than 300mm. And then fill up the gap with the decoration cover. After that, tighten the flue with the hanging hoop and adjust its position to keep it with a horizontal inclination of $3-5^\circ$. Finally, connect the

安裝方法及注意事項

INSTALLATION METHOD & ATTENTIONS

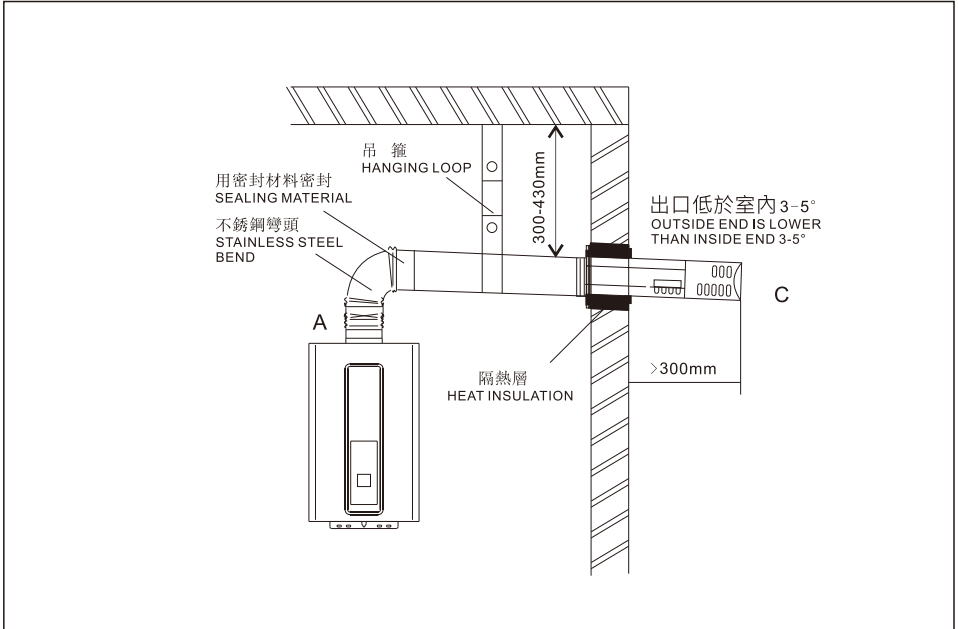
water heater and the balance flue and tighten them with hoop.

● If the flue needs to be lengthened, please buy the specialized balance flue. But the maximum of the length must be no more than 5m (from point A to C) and can be equipped with three elbows at most.

● The gap between the flue and the hole should not be filled up with something like cement, otherwise the repairing would be difficult.

Note: 1. The minimum height of the through-wall hole should not be lower than that of the top of water heater.

2. The balance flue should not be inserted into the common flue.



安裝方法及注意事項

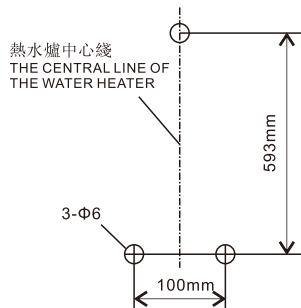
INSTALLATION METHOD & ATTENTIONS

頂出式燃氣熱水器的安裝 TOP FLUE INSTALLATION METHOD

2. 主體安裝 The installation of the main body

較圖示尺寸在牆壁上打3個孔，並在孔上固定膨脹螺柱。然後掛上熱水爐，再用膨脹螺釘固定好。

Drill three holes on the wall accordingly to the dimension as the drawing shows and fix the plugs on them hang the water heater and fix it with screws.



頂出式&背出式燃氣熱水爐接頭的安裝

TOP FLUE & BACK FLUE GAS WATER HEATER JOINTS INSTALLATION

水 WATER		燃氣 GAS	
冷水 COLD	熱水 HOT	HK LPG	HK TG
G1/2	G1/2	G1/2	G1/2

1.冷水管的連接 Connection of cold water pipe

熱水爐冷水接頭規格是G1/2管螺紋。進水管最好用金屬軟管連接，也可用水管連接閥門（供水主閥）。進水管前須裝上控制閥門（供水主閥），注意避免冷水接頭中的過濾網堵塞。

The cold water joint of the water heater uses G1/2 pipe thread. It's better to connect the inlet tube by using metal hose or to connect the valve by using water tube (main water-supply valve) shall be installed upstream of the inlet tube. Please pay attention to avoiding clogging of the filter in the cold water joint.

2.熱水管的連接 Connection of hot water pipe

熱水爐出水接頭規格是G1/2管螺紋。供熱水管的長度應盡量短，盡量減少拐彎，因為供熱水管長和拐彎多會影響該熱水爐的啓動水壓，樓層高的和水壓偏低的用戶會更明顯。熱水爐可用金屬軟管連接（長度盡量短些），也可用水管直接連接，如圖所示。如用水管供熱水時，宜用脫氧銅管或不銹鋼。如需要遠距離供熱水時，最好在熱水管上裝控制閥門。

The hot water joint of the water heater uses G1/2 pipe thread. The hot water pipe shall be as short as possible, and shall keep the number of bends at the minimum, because long hot water pipe and lots of bends will affect the startup water pressure of the water heater . This is especially obvious for users living at high floors or having low water pressure . Hot water pipe can use metal hose (as short as possible) for connection or water tube for direct connection as shown in the drawing .It's better to use deoxidized copper pipe or stainless steel pipe for hot water supply . If hot water supply is needed for a long distance, it's better to install a control valve on the hot water pipe.

安裝方法及注意事項

INSTALLATION METHOD & ATTENTIONS

3. 接駁配氣管 Connection of the gas pipe

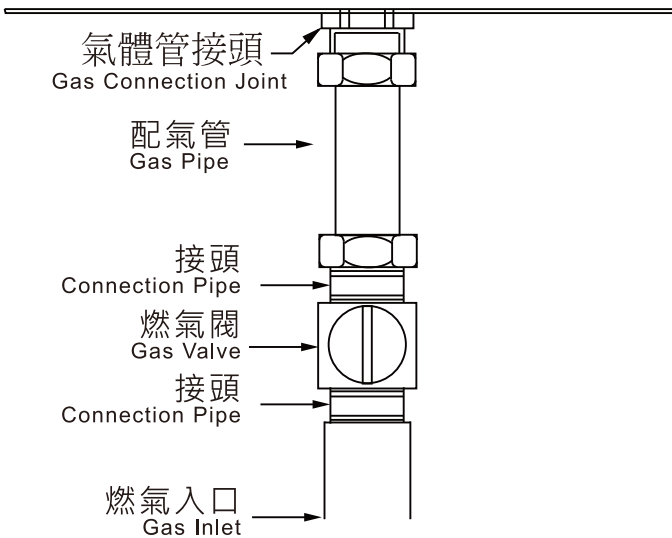
燃氣種類 Gas Type	配氣管徑 (配氣管最長 20 米) Gas Pipe Diameter (Max.length: 20m)	使用配氣管內徑 Internal diameter of the gas pipe
香港石油氣 HKLPG	G1/2"	Ø 9 毫米以上
香港煤氣 HKTG	G1/2"	Ø 12 毫米以上

熱水爐之配氣管請以金屬管，或燃氣專用配氣管來接駁。

Please use metal pipe or specific gas connection pipe to connect to the water heater.

熱水爐接駁配氣管時，請務必使用氣體管接頭。

Please use the connector to connect the gas pipe to the water heater.



- 燃氣入口接頭接好後，打開供氣閥門，用肥皂水測試該接駁處有否漏氣。

After the gas inlet joint is connected, open the gas valve and check whether there is gas leakage at the joint.

安裝方法及注意事項

INSTALLATION METHOD & ATTENTIONS

安裝完成後之測試流程

AFTER INSTALLATION WORK COMPLETED

檢查及測試項目 Check & Test Item	檢查及測試內容 Check & Test Particulars
燃氣種類 Type of Gas	燃氣種類是否符合銘牌要求 To meet gas type requirement on instruction plate
使用交流電源要求 Electric AC V/Hz	交流電源是否符合220V/50Hz To meet electric power AC220V / 50 Hz
防火要求 Fire Prevention Requirements	安裝位置是否符合防火要求 Installing locations to meet fire prevention requirement
安裝條件要求 Installation Standards Requirements	與障礙物距離要適當 Where no hindrances to keep distance with opening
維護保養工作空間 Space for repairs work	需留有必要的維護保養空間 To keep enough space for repairs work
安裝穩固性 Stability installation	安裝必須穩定牢靠 Stable installation work requirement
煙窗 Air inlet & exhaust	煙窗規格是否符合說明書要求，安裝牢固，符合末端距離要求 To meet flue installation surrounding conditions requirement
冷熱水管 Cold & Hot Water Piping	冷熱水管尺寸材質是否符合要求，是否有漏水現象 Water tap, pipe size materials required OK Leakage or not
燃氣管 Gas supply piping	燃氣管材質及尺寸是否符合要求，細心做好漏氣檢查 Gas pipe size material required Gas leakage check carefully
電源連接 Electric wiring work	按香港電氣安全法規要求連接電路，確認地綫是否連接可靠 All the electrical condition must comply with the requirements in Hong Kong Make sure to connect earth cord OK
點火測試熱水器 Test water heater	依使用說明書的指引進行熱水器常規測試； Routine test of water heater in accordance with manual 測試完畢後，關閉燃氣閥門、水閥及電源。 Close the gas valve, water valve and power after testing
向用戶詳細說明使用方法 Use the method in detail to the user	將使用說明書交給用戶細心閱讀； Hand over the instructions to the user for careful reading 詳細解釋使用方法與步驟、日常檢查、安全檢查及清潔工作。 Explain in detail the methods and procedures of use, routine inspection, safety inspection and cleaning methods

故障及處理方法

非熱水爐本身故障的不正常現象

以下是正常現象，熱水爐並無故障發生

原因 \ 現象	有水蒸汽產生	熱水白色有混濁	煙窗外出現白色煙霧	處理方法
熱水溫度調節 在高温位置	○	○		按下熱水溫度調節鍵 ⑦ 回至中溫或低溫溫度
空氣溶入水中 受熱產生氣泡	○	○		放熱水片刻後 氣泡會自動消失
天氣寒冷地帶 排出煙氣中的水蒸汽			○	並非故障，不需處理 但須嚴重注意給排氣煙囪有無 被污物堵塞，如有，請立即清除之

故障代碼識別

若熱水器出現故障，溫度控制器會顯示出故障代碼符合，用戶得知後應關閉電源、燃氣閥門及水龍頭。請立即致電本公司售後維修電話，報告故障代碼，進行維修工作。

故障代碼	故障內容	故障原因	處理方法
E1	風機故障	風機轉速異常 控制系統故障	檢查及清潔風機 檢查控制系統
E2	進水溫度 傳感器故障	進水溫度傳感器開路或短路 控制系統故障	檢查進水溫度傳感器 電纜連接處 及控制系統
E3	出水溫度 傳感器故障	出水溫度傳感器開路或短路 控制系統故障	檢查出水溫度傳感器 電纜連接處 及控制系統
E4	過熱故障	熱水溫度>85°C 溫控器或熱融斷器斷開	檢查出水溫度傳感器 檢查溫控器及熱融斷器 檢查比例閥和控制系統
E5	燃氣閥故障	燃氣閥輸出電路異常	檢查燃氣閥電路 檢查連接端子 檢查控制系統
E6	點火失敗	燃氣供應故障 冷水流量感應系統故障 電氣線路故障	檢查燃氣壓力、供應量、電磁閥、 比例閥；檢查供水壓力、水流量、 水流傳感器；檢查打火針、感 應
E7	假火故障	火焰檢測電路異常	針；檢查控制系統 檢查火焰檢查電路
E9	意外熄火	燃氣供應故障 電氣線路系統故障	檢查感應針 檢查燃氣供應系統
EB	殘火故障	燃氣閥門關閉不完全 感應針故障	檢查感應針 檢查燃氣閥門是否關閉不完全
EC	通信故障	通信中斷或信號異常	檢查遙控器導線連接 檢查控制系統
En	定時關機保護	連續工作時間達到關機保護時間	關水或關機後重新打開

FAILURE & TROUBLESHOOTING

The following errors are not caused from the water heater

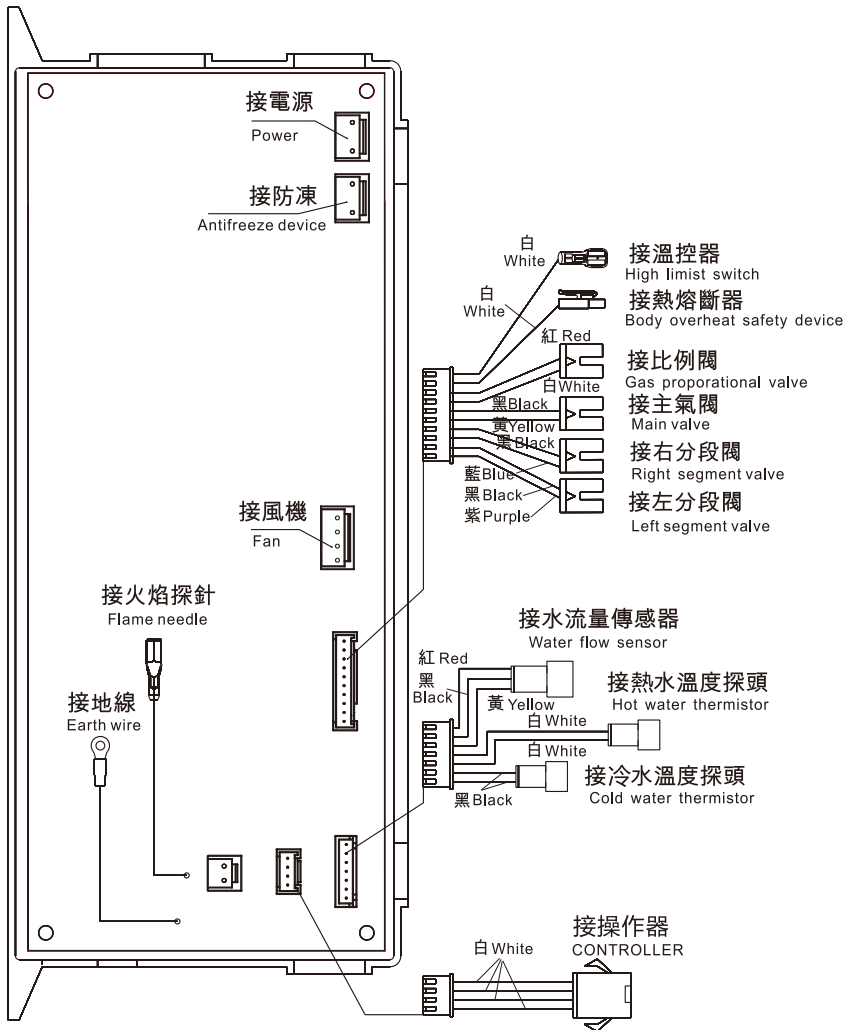
Symptoms Possible Causes	Vapour In the hot Water	Turbid Hot water	White mist In the outlet Of flue	Remedies
Hot water temperature Controller on high Temp. Position	●	●		Turn on to Middle temperature Position
Foamy air in the Water caused by High temperature	●	●		Open hot water tap Keeping a few minutes
Freezing steam In the waste gas in The Winter in the Cold place			●	No error Never mind Please check the balanced flue regularly and keep clean.

If the water heater is out of order, a number is automatically showed on the display of main controller and remote controller. The number represents one of error codes. After the user knows what error code it is, disconnect the electric current and also turn off the gas cock and the hot water tap. The user must call the dealer and report the error code immediately. The repairs will be done accurately, conveniently, and quickly.

Failure Code	Failure Description	Failure Cause	Processing Methods
E1	Fan Failure	1) Fan runs abnormally 2) Controller system failure	1) Check and clean the fan 2) Check the controller system
E2	Inlet Water Temperature Sensor Failure	1) Inlet water temperature sensor is in the open pr short circuit 2) Controller system failure	1) Check the inlet water temperature sensor 2) Check the wire connection points and Controller system
E3	Outlet Water Temperature Sensor Failure	1) Outlet water temperature sensor is in the open pr short circuit 2) Controller system failure	1) Check the outlet water temperature sensor 2) Check the wire connection points and Controller system
E4	Over-heating Failure	1) Temperature of hot water is >85°C 2) Temperature controller or thermal melt device is disconnected	1) Check the outlet water temperature sensor 2) Check the temperature control device and thermal melt device
E5	Gas Valve Failure	Output circuit of gas valve is abnormal	1) Check the circuit of gas valve 2) Check the connecting terminals 3) Check the controller system
E6	Firing Failure	1) Gas supply is failure 2) Electricity circuit system is failure	1) Check the gas pressure, volume, solenoid valve and proportional valve 2) Check the fire needle, sensor needle 3) Check the controller system
E7	False-Fire Failure	Flame detecting circuit system is failure	Check the flame detecting circuit
E9	Accidental Extinction	1) Gas supply is failure 2) Electricity circuit system is failure	1) Check the gas pressure, volume, solenoid valve and proportional valve 2) Check the induction needle
EB	Residual Fire Failure	1) Gas valve is not closed completed 2) Induction needle is failure	1) Check if the gas valve is not closed completed 2) Check the induction needle
EC	Communication Failure	Communication is interruption or the signal is abnormal	1) Check the connection of remote control wire 2) Check the controller system
En	Timer Protect	End of continuous working hours	Turn off the water or turn it off before turning it on again

故障及處理方法:電氣原理圖

FAULTS AND TREATMENT: ELECTRICAL DIAGRAM



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