HEATRAE SADIA

The quality name in water heating

SUPREME 150, 165, 180

Fitting Instructions and User Guide

9.0 FAULT FINDING

YOUR HEATRAE SADIA SUPREME SHOULD GIVE TROUBLE FREE OPERATION. HOWEVER SHOULD A FAULT OCCUR THE TABLE BELOW SHOULD ALLOW MOST FAULTS TO BE IDENTIFIED. FAULT FINDING SHOULD ONLY BE CARRIED OUT BY A COMPETENT PERSON.

SYMPTOM	POSSIBLE CAUSE	ACTION
No indicator lights	1. If no water or heat – no power to unit	1. Check power supply is correctly connected and switched on and that primary cutout has not operated
	2. If hot water available – no power to indicator diodes	2. Check connections to indicators at 4 way plug
Unit does not fill on commissioning	1. If "ON" indicator not illuminated – no power to unit	1. Check power supply is correctly connected and switched on and that primary cutout has not operated
	2. If "READY" light flashing – water supply not turned on	2. Check water supply
	3. Solenoid fault	3. Check operation of solenoid valve, replace if necessary
	4. Low water pressure	4. Check supply
Unit does not heat on commissioning	1. If "ON" indicator not illuminated – no power to unit	1. Check power supply is correctly connected and switched on and that primary cutout has not operated
	2. If "READY" light flashing – water supply not turned on	2. Check water supply
	3. Solenoid fault	3. Check operation of solenoid valve, replace if necessary
	4. Low water pressure	4. Check supply
	5. Element fault	5. Check element continuity. If faulty replace
No indicator lights	1. If no water or heat – no power to unit	1. Check power supply is correctly connected and switched on and that primary cutout has not operated
	2. If hot water available – no power to indicator diodes	2. Check connections to indicators at 4 way plug
Unit does not fill on commissioning	1. If "ON" indicator not illuminated – no power to unit	1. Check power supply is correctly connected and switched on and that primary cutout has not operated
	2. If "READY" light flashing – water supply not turned on	2. Check water supply
	3. Solenoid fault	3. Check operation of solenoid valve, replace if necessary
	4. Low water pressure	4. Check supply
Water flows from vent and primary cutout activates	1. Solenoid valve fault	1. Check operation of solenoid valve. Replace if necessary
	2. Level sensor fault	2. Check level system earth connections
	3. Electronic control fault	3. Check connections to electronic control. Replace if necessary
	4. Low water pressure	4. Increase inlet pressure

SYMPTOM	POSSIBLE CAUSE	ACTION
Steam from vent pipe and primary cutout operates	1. Control thermistor fault - open circuit 2. Electronic control fault 3. Scale build up	1. Check continuity (5Kohms at 100°C, 100Kohms at 25°C) 2. Check connections to electronic control. Replace if necessary 3. Descale unit
Drips from outlet	1. Incorrect spring tension 2. Scale : debris under tap seal 3. Damaged tap seal 4. Scale on tap outlet spout	1. Ensure tap headwork nut correctly adjusted 2. Remove and clean as necessary 3. Replace tap seal 4. Clean tap outlet
Water "runs on" when tap released	1. Scale on tap outlet spout 2. Scale : debris under tap seal 3. Damaged tap seal	1. Clean tap outlet 2. Remove and clean as necessary 3. Replace tap seal
Stale taste to water	Unit left unused for several days	Empty and allow to refill before use
Tap sticks open	Dirt around handle pivot	Clean with a stiff paint brush
Water consistently cooler than when new	1. Control thermistor pocket has a covering of scale 2. Control thermistor out of calibration 3. Steam thermistor out of calibration	1. Descale the pocket surface & unit 2. Check values (5Kohms at 100°C, 100Kohms at 25°C) 3. Check values (5Kohms at 100°C, 100Kohms at 25°C)

For any faults that cannot be identified using the Fault Finding chart please contact the Heatrae Sadia Service Department, telephone 0844 871 1535, fax 0844 871 1543.

11.0 USER INSTRUCTIONS

11.1 Once installed the filling and heating cycles of the Supreme are completely automatic.

11.2 To dispense water, a suitable container having been placed under the outlet spout, the tap handle should be pulled down and towards (or pushed away from) the user. The water dispensed will at all times be boiling or close to boiling point so due caution must be taken when using the product, especially if it is likely to be used by children, aged or infirm persons.

11.3 The tap handle is spring loaded so that when released it will spring back to the “off” position (no flow).

11.4 The Supreme is fitted with two indicators to give a visual indication of the unit’s status.

ON Will be illuminated as long as the electrical supply to the Supreme is switched on.

READY When fully illuminated indicates that the stored water is hot enough to use.

11.5 If the store of hot water is completely withdrawn, the flowrate from the outlet tap will reduce to the filling rate of the heater. This slow flowrate allows the incoming water to be instantly reheated, it does not indicate a fault with the water heater.

11.6 If the Supreme is not used for a few days the water may become “stale”. In these instances it is advisable to draw off the contents and discard the water at least twice to remove the “stale” water. This will ensure that “freshly” boiled water is used to make your drinks etc.

11.7 Similarly, if left unused it is possible that some scale residue will collect in the outlet tap. This will cause the outlet water to appear “milky” for a short while. If this condition occurs it is recommended that the first few cups are drawn off and discarded.