

TROUBLESHOOTING

CAPACITY

- Your Schwan drinking water system is designed to deliver one cup (170ml) per minute of hot drinking water.
- A temporary drop in water temperature may be experienced if this capacity is over drawn.

LCD SCREEN NOT LIT

- Check that your Schwan is correctly connected to the power supply.
- Check that the power supply is live.

WATER IS NOT HOT

- Check your Schwan is plugged in and the power supply is live.
- Check that the Status Icon situated on the front of the boiler tank is glowing "Green".
- Check temperature setting on LCD Screen.
- Element thermal cut-out may have tripped. Unplug the boiler tank. Run hot tap for 5min. Allow boiler to cool for 1/2 hr. before restarting.

HOT WATER OR STEAM IS SPURTING OUT OF THE DISPENSER.

- Ensure minimum water pressure is no less than 240 kPa.
- Reduce temperature using the control panel.
- Make sure silicone hot outlet tube is not blocked, kinked, or sagging.
- Expansion tank may be full. Run hot water for 30 seconds and allow unit to reheat.
- If water flow is slow, the filter maybe blocked. Replace filter as per "**SCHWAN FILTER CHANGE INSTRUCTIONS**" on the previous page of this user guide.

HOT WATER DELAY IS LONGER THAN 5 SECONDS AFTER TAP IS TURNED ON.

- Ensure minimum water pressure is no less than 240 kPa.
- Check that the water supply fully open.
- Check that the filter is fully tightened into the filter head.
- Filter may be blocked. Replace filter as per "**SCHWAN FILTER CHANGE INSTRUCTIONS**" on the previous page of this user guide.

WARRANTY

PLEASE NOTE: As your Schwan appliance is always full of hot water, we recommend a drained drip tray should be used in those applications where any leakage could cause property damage.

WARRANTY PERIOD: For residential installations, the Warranty period is for two years. For commercial installations, (maximum 8 staff), the Warranty period is for one year.

Please keep all Purchase and Plumber's installation Invoices as verification of Warranty commencement date. The Warranty will be for 24 months (residential) or 12 months (commercial) from date of installation. If you are unable to provide proof of installation date, then the Warranty will be for 25 months (residential) or 13 months (commercial) from date of purchase.

WARRANTY COVERAGE: Schwan provides a comprehensive parts and labour Repair or Replacement Warranty. Repair or Replacement will be at Schwan's discretion, and must be carried out by an authorised Schwan Service Agent. The Warranty covers defects in materials and manufacturing only, and repairs will normally be carried out in your home or commercial premise free of charge during the warranty period.

However, in areas more than 25 km from an authorised Schwan Service Agent, you may be charged for some travel and associated costs.

Alternatively, Schwan may require you to return your unit to Schwan so that Schwan can provide you with a replacement unit free of charge. In this case, Schwan will pay the necessary freight charges, and you will need to take responsibility for the removal of the faulty unit, and installation of the replacement unit.

Any product replaced or repaired under this Warranty will be covered by the remaining portion of the original product's Warranty period, or 6 months, whichever is the greater.

WARRANTY EXCLUSIONS: This Warranty does not cover damage, deterioration, or malfunction resulting from accident, misuse, neglect, abuse, unauthorised modification, fire, water, lightning or other acts of nature, incorrect installation, poor water quality, repair or attempted repair by anyone other than an authorised Schwan Service Agent, or external causes such as electric power fluctuation or failure.

Filter cartridges are not covered by this Warranty, as these are a consumable item, and water conditions and usage vary, which can affect the effective life of the filter.

LEGISLATION: Nothing in this Warranty overrides Schwan's responsibilities under the Consumer Guarantees Act for residential installations. The owner agrees that the Consumer Guarantees Act does not apply to commercial installations.

IN THE EVENT OF A MALFUNCTION, PLEASE CONTACT MERQUIP ON 0800 636 0 636 OR EMAIL service@merquip.co.nz

MODEL: SC30E

SERIAL NUMBER:

To register your Schwan SC30E on line please visit : www.schwan.co.nz



SCHWAN SC30E USER GUIDE

SCHWAN[®]

Instant **Hot** Filtered Water

SCHWAN USER GUIDE

Thank you for purchasing a SCHWAN SC30E filtered hot drinking water system. We are sure you will be thrilled with your new appliance, and will enjoy the convenience it affords many times a day.

This user guide contains:

- Safety Precautions
- Instructions for use
- Filter change instructions
- A Trouble shooting Guide
- Warranty Conditions
- How to register your Schwan SC30E on-line

A document containing installation instructions is included separately, and this user guide assumes that your Schwan SC30E has been installed according to these instructions.

Please read the Safety Precautions and the Instructions for use carefully before using your Schwan SC30E.

In the event of a malfunction please phone the Merquip help desk on 0800 636 0 636, or email service@merquip.co.nz.

SAFETY PRECAUTIONS

When installing and using all electrical appliances, basic safety precautions should always be followed including the following:

⚠️ DANGER ELECTRIC SHOCK HAZARD

- To prevent electric shock, do not place cord, plugs or appliance in water or other liquid.
- Do not operate any appliance with a damaged cord, plug, or after the appliance malfunctions.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not attempt to service this product. Repairs should be done by authorized service personnel.
- Do not use outdoors or in damp areas.

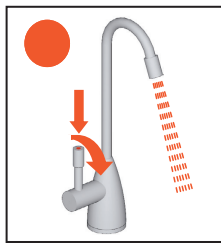
⚠️ WARNING FIRE HAZARD

- When installing the appliance, allow a minimum airspace of 100mm around the front, sides, and top of the boiler tank for air circulation.

⚠️ WARNING PERSONAL INJURY

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- This appliance is intended for use in household and similar applications, such as light commercial (up to 8 staff), the hospitality industry, and related residential type environments.

⚠️ WARNING TURN OFF POWER AND WATER SUPPLY WHEN NOT IN USE FOR 24 HRS. OR MORE.



SCHWAN INSTRUCTIONS FOR USE

BOILING FILTERED WATER

Your Schwan drinking water dispenser features a Safety Catch to protect against accidental operation of the hot tap.

To dispense Boiling filtered water, Push down on the lever marked with the Red Icon to release the safety catch, and then pull lever forward.

STATUS INDICATOR LIGHT

The STATUS LIGHT situated on the front face of your Schwan Boiling Tank indicates whether the unit is "Heating" or is "Ready to use."

A drop in temperature may be experienced if hot water is drawn off when in heating status.

HEATING READY OFF – power supply to your Schwan has been turned off or is disconnected.

HEATING READY **RED – HEATING.** Your Schwan is heating the boiling water up to the set temperature.

HEATING READY **GREEN – READY TO USE.** Your Schwan has stopped heating and hot water is at the set temperature.

COMMISSIONING AND ADJUSTING THE SCHWAN SYSTEM

Press the Power On/Off Button on the Control Panel to switch the unit on. The LCD Screen will light up, and the LED Indicator will glow.

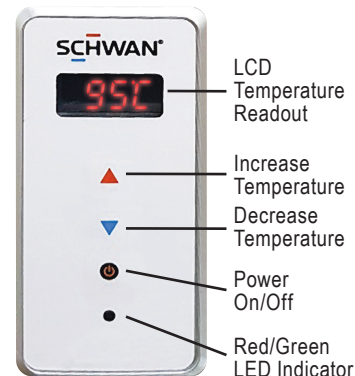
Once the system is full of water and the power is turned on, it will start heating.

The LCD Screen on the front of the unit will show the current tank temperature by default.

Solid 'C' = Current Tank Temperature
Blinking 'C' = Set Temperature

For safety, your Schwan System has a maximum allowable setting of 98°C in the tank. It also comes pre-adjusted to 98°C to simplify installation set up.

Should you wish to adjust the temperature, simply press the up and down arrows on the front LCD Screen - the red 'C' will blink to show the desired set temperature.



Once you have finished adjusting it, the screen reverts back to displaying the current tank temperature and the red 'C' will stay solid.

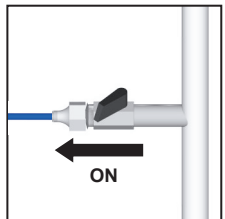
The LED Indicator will glow red when the unit is heating, and green when the unit is at temperature.

SCHWAN FILTER CHANGE INSTRUCTIONS

To ensure your Schwan drinking water system continues to provide you with fresh filtered boiling and ambient drinking water, your Schwan filter cartridge needs to be replaced at least every 12 months.

In some situations where there is a lot of sedimentation or chemicals in the water supply, it may be advisable for the filters to be replaced more frequently to avoid annoying slow water flow or chemical taste issues.

1. Leave water supply "ON"
(Filter has "auto shutoff" valve)



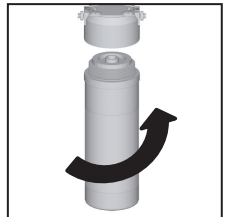
2. Twist old filter to the left to remove.



3. Remove and discard the yellow cap from the new filter cartridge.



4. Insert new filter cartridge into the filter head and twist to the right until the "stop" is reached



5. Run the hot water for 5 minutes to clear any air bubbles and to condition the filter for use.

