



Electric Tankless Water Heaters

ThermoPro Series

Models:

AT-910-18TP, AT-910-24TP, AT-910-27TP,





Important Safety Guideline


SAVE THIS INSTRUCTION MANUAL FOR FUTURE REFERENCE.


Definitions: Safety Alert Symbols and Words

This instruction manual uses the following safety alert symbols and words to alert you to hazardous situations and your risk of personal injury or property damage.


 **DANGER:** *Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.*

 **WARNING:** *Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.*

 **CAUTION:** *Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.*

 *(Used without word) Indicates a safety related message.*

NOTICE: Indicates a practice not related to personal injury which, if not avoided, may result in property damage.

 **WARNING:** READ THIS INSTRUCTION MANUAL THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND USE. FAILURE TO DO SO COULD CAUSE DAMAGE TO PROPERTY, SERIOUS INJURY OR DEATH, AND VOID YOUR WARRANTY.


Contact service directly if you have any questions regarding your unit


Monday- Friday, 9AM-5PM EST

Phone: 1-888-783-6082

Email: info@paragongroupusa.com

 **WARNING:** Cancer and Reproductive Harm –
www.P65Warnings.ca.gov.

 **AVERTISSEMENT:** Cancer et Troubles de l'appareil
reproducteur – www.P65Warnings.ca.gov.

 **ADVERTENCIA:** Cáncer y Daño Reproductivo –
www.P65Warnings.ca.gov.

For California residents / Pour les résidents de la Californie / Para residentes en California

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Before Installing

By installing this product, you acknowledge the terms of the manufacturer's warranty and authorized dealer's return policy. Once the heater is installed, do not return the product to the place of purchase. If you have any questions regarding the warranty or the product return policies, contact us by phone or email.

1. Safety Guidelines

Read this manual thoroughly before installing and using the instant water heater. Failure to comply with the safety, installation or operating instructions will void the product warranty.

The product manufacturer and the product distributor will not be liable for any damages or injury caused by failure to comply with the installation and operating instructions specified in this manual or by improper use of the product. For best performance, ensure that this water heater is installed in accordance with all electrical and plumbing codes applicable to your area, and as specified in this guide.

This product has more than one power supply connection point. Do not attempt to install, clean, inspect, disassemble, service or repair the water heater without first shutting off all the power to the unit by means of the circuit breakers on the main electrical panel..



WARNING: Failure to adhere to the safety guidelines might result in severe injury or death.

The water heater must be installed in compliance with all national, state, provincial and local electrical and building regulations. We recommend that you consult a qualified electrician and a qualified plumber in case you have questions about anything relating to codes for this product.



This product is intended for household and indoor use only. Do not immerse in water.



Each breaker used to power this unit must be grounded by means of the electrical panel.



The heater must be connected directly to dedicated circuit breakers on the main electrical panel.



Do not install the heater where it may be subjected to direct sunlight, rain, splashing water, moisture/humidity or freezing temperatures.



This unit is intended for heating water only. Do not attempt to use the unit for heating any other kind of liquid.

2. About Your Atmor Electric Tankless Water Heater

Congratulations on your decision to purchase one of the finest instant water heaters currently available in the market! Your new instant water heater has advanced water flow rate and temperature sensors that are designed to modulate power to the heating elements to maintain a user-selected output water temperature range for 18kW/ 24kW/ 27kW: 90°F (30°C) to 122°F (50°C) (subject to the temperature of the incoming water).



WARNING: When setting the water temperature of the instant water heater, be sure to consider safety and energy conservation. Prolonged skin exposure to water temperatures above 120°F (49°C) can result in severe burns or death. The maximum temperature setting on this instant water heater is 122°F (50°C). Always take precaution to feel the water before bathing or showering, and make sure the temperatures are not too hot. You are required to read and comply with the following Time/Temperature Relationship chart to determine the right water temperature for your home.

Temperature	Exposure Time Resulting in Scalding
120°F (49°C)	5 minutes of exposure
122°F (50°C)	3 minutes of exposure

! If you have small children, disabled, or elderly persons in your home, you may require a setting of 120°F (49°C) or lower to ensure their safety. Water temperature is regulated by the knob on the front of the water heater



3. Selecting an Installation Location

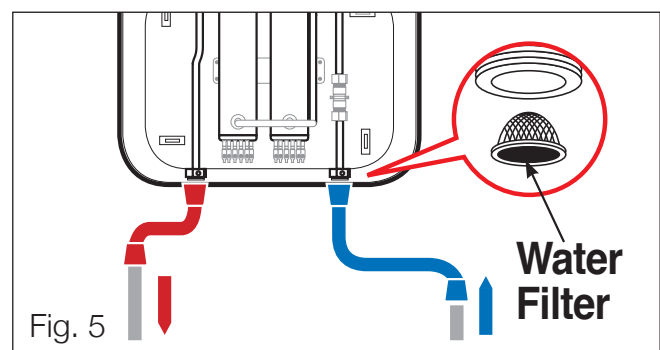
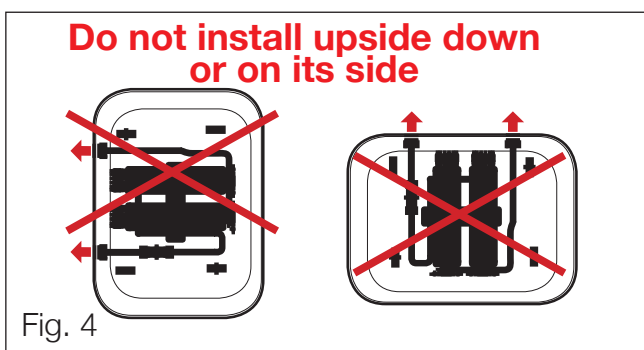
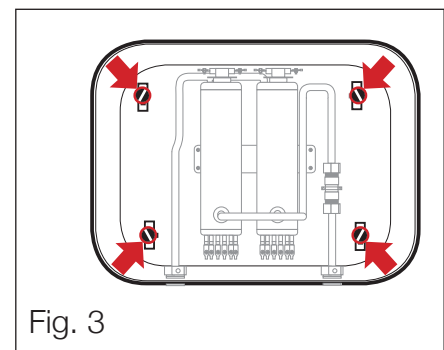
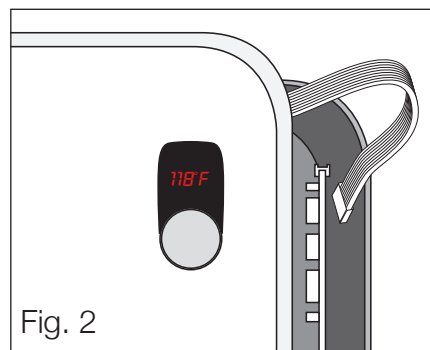
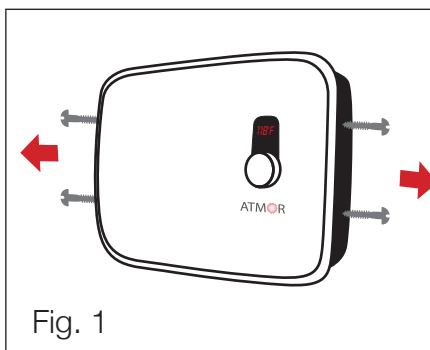
- This Water Heater is designed for indoor installation only.
- The heater should not be installed in a location where it might be subjected to freezing temperatures, since frozen water in the unit can cause severe and irreversible damage which is not covered under your warranty.
- The water heater should be placed in a location that is easy to access.
- **!** Ensure that the water heater, as well as the power supplies and water connections, are out of the reach of children to prevent them tampering with controls or touching an extremely hot pipe.
- Do not install the unit where it is may be exposed to excessive humidity, moisture or dust, or where it may be splashed with water or other liquids.
- Do not install the unit below water pipes or air conditioning lines, where it is susceptible to leaking or dripping water or other liquids.
- Do not install the unit above electrical boxes or junctions.
- If possible, avoid installation in a location that could be damaged due to leakage from the water heater. Install a drip pan with drainage, or an active leak detector and automatic shutoff valve, to prevent damage in case of a leak.

Item #	Unit dimensions (inches)	Weight (lbs)	Connections
ThermoPro 18	13-3/8 x 17-3/8 x 5-1/4	17	3/4"
ThermoPro 24	13-3/8 x 17-3/8 x 5-1/4	17	3/4"
ThermoPro 27	13-3/8 x 17-3/8 x 5-1/4	17	3/4"

! **WARNING:** Water heater are heat-producing appliances. To avoid damage, injury or death, the water heater must be installed in a manner that prevents contact with any substances or materials, and proper care must be taken to prevent unnecessary contact (especially by children) with the water heater. UNDER NO CIRCUMSTANCES SHOULD FLAMMABLE MATERIALS, SUCH AS GASOLINE OR PAINT THINNER, BE USED OR STORED IN THE VICINITY OF THIS WATER HEATER OR ANY LOCATION FROM WHICH FUMES COULD REACH THE WATER HEATER.

4. Mounting Your Water Heater

1. The instant water heater must be secured to solid mounting surface with four screws (minimum 1" (25.4mm) long).
2. Make sure the unit is level before fastening the screws.
3. The unit must be installed in an upright position with the water inlet and outlet at the bottom of the unit. Do not install with connections on top or the sides.
4. Do not install the unit above electrical boxes or junctions.
5. The water heater must be installed in a manner that prevents contact with flammable materials. Keep flammable material at least two feet away from the heater and the hot water outlet pipe. The water heater and the hot water outlet pipe must be secured, and out of children's reach to prevent tampering with controls or contact with an extremely hot pipe.
6. If installing the heater on an upper floor or attic, make sure installation complies with the local codes. Install a drip pan with drainage, or a leak detector and automatic shutoff valve, to prevent damage in case of any leakage.
7. Unscrew the 4 cover screws, and remove the unit cover. (Figure 1)
8. Disconnect the cables from the PCB within the unit.(Figure 2)
9. Use 4 mounting screws that are at least 1 inch (25.4mm) in length, mount the unit on the wall. (Figure 3)
10. Make sure the unit is leveled horizontally, with water inlet and outlet at the bottom (Figure 4)



Recommended clearances: 12" (304.8mm) above and below the heater 6" (152.4mm) in front of and to the sides of the heater

⚠ CAUTION: Keep any flammable materials at least 24" (609.6mm) away from the water heater and hot water outlet pipe.

5. Plumbing Requirements and Precautions

- Follow all plumbing instructions carefully. This product must be installed in accordance with all national, state, provincial, and local plumbing codes. Prior to installation, it is recommended that you consult your municipality or a qualified plumber if you have questions relating to plumbing codes for your area.
- The plumbing installation must be completed before the electrical installation.
- Do not solder any pipe with the unit connected to the pipe. The heat from soldering may cause damage to the flow sensor. Doing so will void the warranty.
- The use of a temperature pressure relief valve (T&P) is not required for most installations because the tankless water heater does not use a storage tank. UL Standard 499 does not require the use of pressure relief valve, although it may be needed to meet installation codes in your area. In such cases, the pressure relief valve should be installed in accordance with local codes. It is important to ensure that the unit is operating correctly, and that air is purged from the valve prior to installing the water heater.
- A T&P valve is recommended for added safety when connecting to plumbing rated metal, flex or high-temperature CPVC piping.



NOTE: A pressure relief valve is required for installations in the Commonwealth of Massachusetts and State of Kentucky. Check your local installation codes for any special requirements.

- The plumbing installation requires piping that can withstand pressure up to 8 bar.
- The maximum operating water pressure for this unit is 10 bar (150 psi). Residential plumbing systems with unstable pressure or pressure above 5 bar require the application of a pressure reduction valve set to 4-5 bar for optimal performance.
- The water supply flow rate must be at least 0.5 gallons per minute (gpm) to ensure proper operation.
- Flexible water hoses are recommended for use with your water heater. When connecting the inlet water pipe to the unit, use a wrench to hold the unit's connection, and another wrench to tighten so that the flow sensor on the unit will not be loosened or damaged. Do not over-tighten the water inlet and outlet connections to prevent severe internal damage to the water heater.

- It is recommended to install a manual shut-off valve (ball valve) on the inlet and outlet of the water heater to create a convenient shut-off point if future maintenance or servicing is required.
- Before connecting the pipes to the water heater, it is crucial to flush the lines to eliminate all the plumbing paste or residue in the lines caused by any welding or soldering.
- It is recommended that all water pipes within 3 feet (1 meter) of the inlet and outlet connections be rated for high-temperature applications with 150°F (66°C) minimum.
- Before proceeding to the electrical installation, run water through the unit for several minutes to flush out any air bubbles from the water line..


6. Plumbing Installation

STEP 1: Thoroughly flush the cold water supply line of all debris.


STEP 2: Connect the hot water line to the water heater outlet. The water heater outlet is on the left side of the heater when facing the unit. Connect the cold water line to the water heater inlet, which is on the right side when facing the unit.

* Pre-hetead water can be connected to the cold water inlet, where this unit will act as booster.

STEP 3: After tightening both fittings on the water heater, turn on several hot water faucets to allow water to flow through the water heater for at least 2 to 3 minutes. This process purges all the air from the water lines and must be performed before turning on the power at the unit.

 **FAILURE TO PERFORM THIS STEP COULD CAUSE PERMANENT DAMAGE TO THE HEATING ELEMENTS.** (The power to the heater should be turned off and the air purged out of the lines before turning the power on anytime maintenance is performed on the water heater or the homes plumbing system, as air might have been introduced into the plumbing pipes.)

STEP 4: Carefully inspect all connections, units, and the pressure relief device for leaks after the plumbing installation is completed. If there are no leaks present, you can proceed to the electrical installation.


 **CAUTION:** If you detect a water leak from the water heater at this point, turn off the water supply at the shut off valve on the unit's incoming water supply and contact service at 1-888-783-6082.


Plumbing Specifications

Minimum water flow to activate the unit	0.5 gpm
Working pressure	0.5–10 bar (7–145 psi)
Tested pressure (maximum)	20 bar (290 psi)
Water connections	3/4" NPT


7. Electrical Requirements and Precautions

Manufacturer recommends that this product be installed in accordance with all applicable national, state, provincial, and local electrical codes. Consult a qualified and licensed electrician if you have questions or are unsure about anything relating to codes for this product. The heater must be connected to a dedicated circuit breaker on the main electrical panel.

 **WARNING:** As with all electrical appliances, it's crucial to first shut off all power to the unit directly at the fuse or breaker box before attempting to install, repair or disassemble this water heater. Ensure that the breaker is shut off. **SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

 **CAUTION:** All wiring (wire gauge), as well as circuit protection (breaker), must comply with the U.S. National Electrical Code (NEC) in the USA or the Canadian Electrical Code (CEC) in Canada. Failure to do so could lead to property damage, personal injury, and void your warranty.

Note: The Canadian Electrical Code generally requires that all supply wires and corresponding circuit protection used for domestic hot water heating and hydronic heating applications be sized to a minimum of 125% of the maximum current rating of the heater (check heater specification details below)

 Before installing this tankless water heater, ensure that sufficient electrical power is available in the home to handle the maximum amperage load of the applicable heater.

IMPORTANT NOTES:

18kW 24kW and 27kW heater requires 3 set of wire and ground (see wiring diagram on page 11)


- Please see electrical specifications by heater input and wiring diagram on the page 11 for additional electrical information.

8. Electrical Installation


STEP 1: Take the wire pair and connect to the breaker. Be sure that the breaker is connected to one black wire and one red wire. Be sure the power to the unit is shut off using the dedicated circuit breakers in the main electrical panel.

STEP 2: Run the correct set of power cable wires from the circuit breaker in the main electrical panel to the water heater by utilizing a suitable wire gauge which meets all applicable electrical codes for the size of the breaker. Then, connect the power cable to the block terminal within the water heater.

STEP 3: Each incoming circuit requires a separate ground conductor.

STEP 4:  **DOUBLE CHECK** The electrical connections and ensure the wire connections are correct, tight and secure. It's important to confirm that the right breaker size and wire gauge has been used and that the unit has been connected to a ground in accordance with applicable codes. Be sure to reattach the front cover of the unit with four screws.

STEP 5: Ensure that all the air has been purged from the water lines before turning on power to the unit. Refer to STEP 3 in plumbing installation section. Restore power to the unit through the dedicated circuit breaker in the main electrical panel.

 It is crucial to follow the wire connection as shown and ensure all connections are made correctly for proper operation of the unit. The unit will not operate correctly if you mix up the wire sets, even though it turns on and otherwise appears to function.

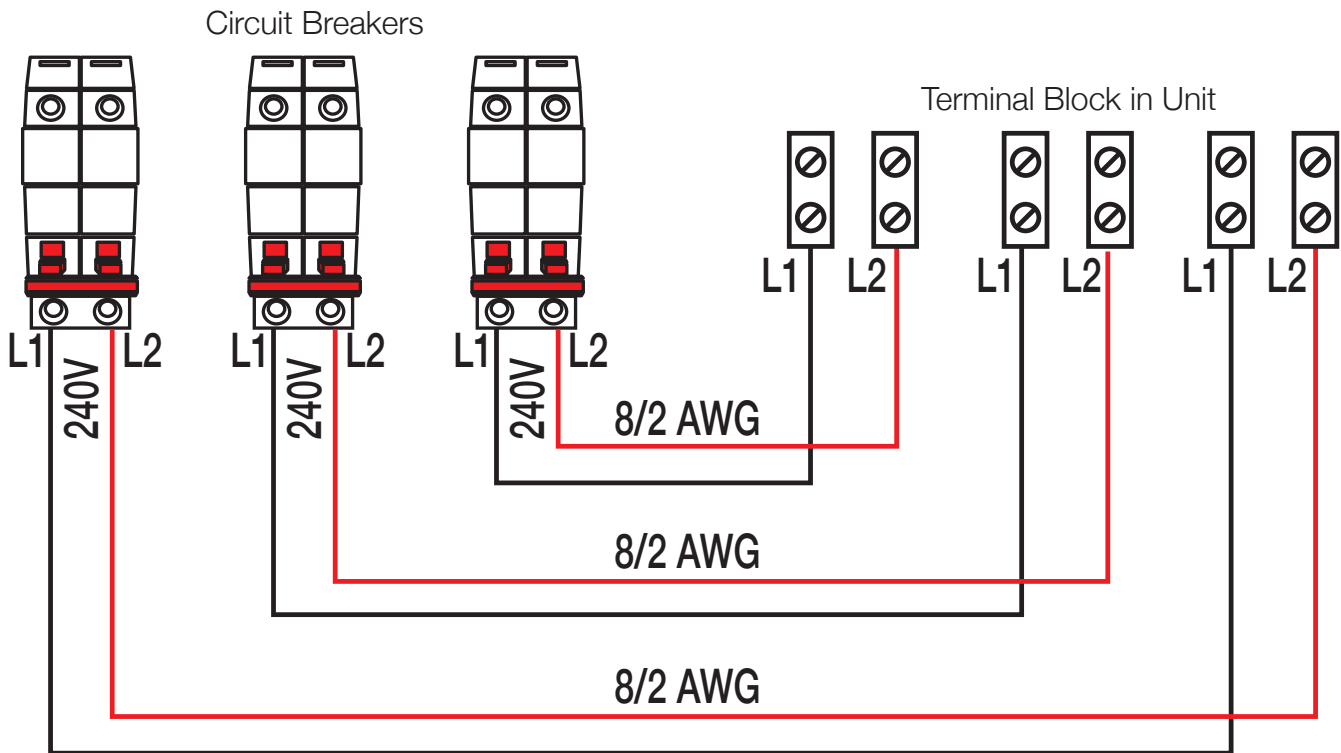
Electrical Specifications by Heater Input

Item #	kW	Max Amps	Required Breaker	Req. Wire Size
AT-910-18TP	18	75 A	3 x 30A double Pole	3 x 8 AWG with ground
AT-910-24TP	24	100 A	3 x 40A double Pole	3 x 8 AWG with ground
AT-910-27TP	27	112.5 A	3 x 40A double Pole	3 x 8 AWG with ground

Power Rates

Item #	240V	220V	208V
AT-910-18TP	18,000 Watts	150,125 Watts	13,520 Watts
AT-910-24TP	24,000 Watts	20,166 Watts	18,026 Watts
AT-910-27TP	27,000 Watts	22,687 Watts	20,280 Watts

Wiring Diagram for AT-910-18TP, AT-910-24TP, AT-910-27TP,



Unit Requires 10 AWG ground wire - one for each 240V circuit

Your tankless water heater is now installed and ready to use! Follow the General Operating Instructions to complete the setup.

9. Flow Rate

The chart below indicates maximum temperature rise for a given flow rate

INLET GROUND WATER TEMP						
Item #	kW	30°F	40°F	50°F	60°F	70°F
AT-910-18TP	18	4.1 GPM	3.06 GPM	3.52	2.04 GPM	1.75 GPM
AT-910-24TP	24	5.2 GPM	3.95 GPM	3.52 GPM	3.3 GPM	2.4 GPM
AT-910-27TP	27	5.4 GPM	4.15 GPM	3.65 GPM	3.4 GPM	2.7 GPM
Based on 105°F Output Water Temp						
GPM = Gallon Per Minute						

10. Operation Guide

Operating your new tankless water heater is like using any traditional water heating system. However, it is essential that you carefully read all setup procedures and operating instructions to ensure the maximum performance and energy savings from your new water heater. It is recommended that all members of your household read these operating Instructions.

This electric water heater is designed to supply hot water. The unit's internal heating elements are capable of heating water quickly on-demand for as long as you need it. Unlike a conventional tank storage water heater, this unit is a tankless water heater that does not store hot water. However, once you begin using the system, you will understand it works like a conventional tank system.

Tankless system delivers hot water instantaneously on demand. Since a tankless system does not waste energy continually when heating water, that is, idly sitting and losing heat in a storage tank, it provides significant energy savings than a conventional water heater.

With your new system, as soon as you turn on the hot water faucet, the demand for hot water is detected by a flow sensor, and the high-power heating elements are activated. Sensors continually monitor the water flow rate and measure the incoming and outgoing water temperature. Data is transmitted to the system logic controls, which determine the exact amount of power required by heating elements to heat the water to your desired temperature.

It is essential to keep in mind that all tankless water heaters are subject to a maximum flow rate. If this flow rate is exceeded, the heater will not be capable of sufficiently heating water.

Also keep in mind that conventional tank heaters are set to high temperatures to prevent running out of hot water quickly, and thus a large amount of cold water needs to be mixed in to reach a comfortable level for washing and showering. Since this unit heats water on demand, it is designed to heat to a lower temperature. This means you only need to mix in a small amount of cold water or none at all.

Your hot water supply may also be affected by the incoming water temperature as the seasons change. During winter, if incoming water temperature is very cold, you might not be able to run multiple hot water outlets at the same time, as in the summer. However, you can run showers back-to-back without having to wait for water to heat.

Water Quality: The quality of water must be taken into consideration when installing and maintaining the water heater. Water conditions that do not comply with the recommended levels can damage the water heater. Atmor reserves the right to deny any warranty claim for damage resulting from water conditions that deviate from the levels specified in the table below.

To prevent damage to the heat exchanger and heating elements, the water must be treated, and the heater must be flushed regularly when this unit is installed in a location known to have hard water that causes scale build-up. Atmor recommends the installation of a water treatment device or water softener to maintain optimal performance of the water heater in hard water areas.

Recommended Water Quality levels									
pH	Total Dissolved Solid (TDS)	Free CO2	Total Hardness	Aluminum	Chloride	Copper	Iron	Manganese	Zinc
6.5 - 8.5	Up to 500 mg/L	Up to 500 mg/L	Up to 200 mg/L	Up to 0.2 mg/L	Up to 250 mg/L	Up to 1.0 mg/L	Up to 0.3 mg/L	Up to 0.05 mg/L	Up to 5 mg/L

11. Care and Maintenance


To ensure maximum performance of your water heater and to reduce the risk of a water leak, the following maintenance is recommended:

- The water heater has minimal maintenance requirements. Periodically inspect and test the heater for signs of damage or failure. Any damage, cracks, leakage or weakness should be addressed and fixed immediately. Do not over tighten any of the connections. Over tightening the connection points could cause severe internal damage to the unit.
- Remember that water heated at higher temperatures produces scale buildup much faster than at lower temperatures. Plumbing connections on the water heater should be inspected at least once a year for any signs of damage or failure. If the water supply has a high level of mineralization (hard water), the water heater should be inspected and descaled more frequently. Installing a manual shut-off on the inlet and outlet of the water heater will allow access for flushing the unit with a descaling solution.
- Clean the filter on the water inlet pipe once every six months. Wash lightly to remove any debris..

When any form of maintenance is carried out on the water heater or the home's plumbing system that may introduce air into the plumbing, it is crucial to power off the water heater and purge the air from all pipes before allowing the unit to power up.

 FAILURE TO DO SO COULD RESULT IN PERMANENT DAMAGE TO THE HEATING ELEMENT AND VOID YOUR WARRANTY.

When air is introduced into the plumbing system, follow the steps below to ensure the unit can safely resume operation.

1. Shut off all power to the unit at the circuit breaker on the main electrical panel.
2. Perform the maintenance or servicing tasks.
3. Open one or more hot water faucets and allow water to run through the unit for several minutes to purge any air from the heater and water lines
 This step must be performed before turning on power to the heater. Failure to complete this step may cause permanent damage to the heating elements.
4. Reconnect power to the unit at the circuit breaker on the main electrical panel.
5. With water running through the unit, check the temperature and adjust by turning the knob. The recommended temperature setting is 118°F (48°C).


12. User Interface/Controls

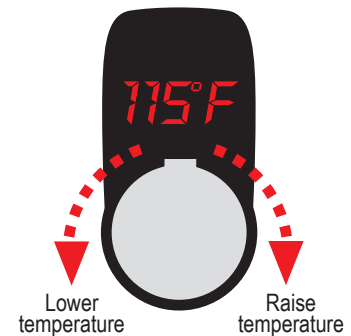
Power

- Turn the knob to the right (clockwise) to activate the heater. The display will light up.
- Turn the knob all the way to the left (counterclockwise) to turn off the heater.

Setting the Output Water Temperature

- To set the temperature, turn on a hot water faucet and allow water to run through the heater. Turn the knob clockwise to activate the heater and display the outlet temperature.
- To raise the temperature setting, turn the knob clockwise. To lower the temperature, turn the knob counterclockwise.
- The temperature can be set to a level from 90°F to 122°F (30°C to 50°C).
- A comfortable temperature for bathing and showering is between 98°F and 105°F (37°C to 41°C).
- The recommended temperature setting is 118°F (48°C), which will deliver hot water for all household needs at a maximum water flow rate.

 **CAUTION:** A higher temperature setting is not recommended, as it can cause severe scalding injuries to children and elderly persons. Higher temperatures also produce more scale buildup in water heating devices.



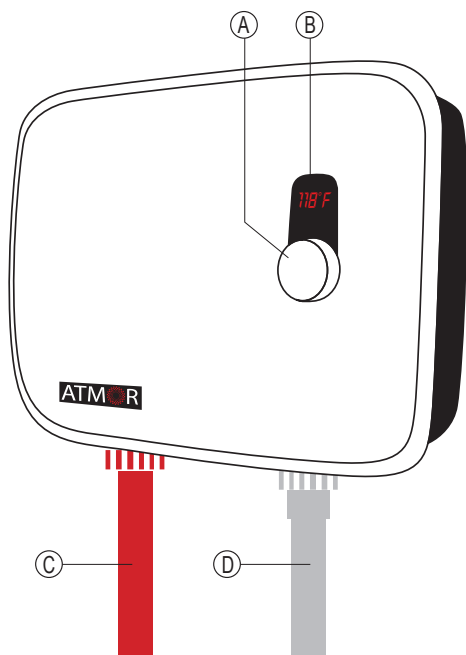
Starting the system for the first time

1. With the water running through the unit, turn the temperature knob clockwise to activate the heater.
2. Turn the knob to adjust the temperature. The recommended temperature setting is 118°F (48°C).

Freezing Temperatures

If the ambient temperature falls below 32°F (0°C), protect the heater from potential damage. Power off the unit using the dedicated circuit breaker on the main electrical panel. Open a faucet slightly to cause water to flow continuously through the device at a very low rate, without heating. Restore power to the unit when temperature condition is normal.

⚠ If the water inside the heater freezes, it can cause damage that is not covered by warranty. If you suspect water has frozen within the unit, do not turn it on until you are sure the frozen water has melted, and there are no leaks in the unit. It is recommended to contact a qualified electrician or the manufacturer for service in this situation.




- A. Temperature setting knob
- B. Digital temperature display
- C. Hot water outlet
(to be connected to the main hot water pipe)
- D. Cold water inlet
(to be connected to the main cold water pipe)

13. Troubleshooting

Before calling for service, check the troubleshooting list of common issues.

If you are unable to resolve a problem, contact your locally authorized distributor.

PROBLEM ISSUE	POSSIBLE CAUSE	SOLUTION
No hot water and display do NOT light up	Power outage or faulty wiring.	Check the power supply. Check the circuit breakers.
		Make sure the breakers at main electrical panel are ON. You may have a faulty breaker or unit may be wired incorrectly.
		Make sure the shutoff valve on the unit's incoming water supply line is fully open.
	The flow rate needed to activate the heating element (0.5 gpm) has not been reached.	Increase the flow rate from the water supply source. Clean the filter screen on the unit's water inlet.
No hot water and display DOES light up	Reset the unit	Refer to manual (Page 18) for diagram of reset points.  Make sure to shut all power on your breaker panel before attempting to reset unit. All resets must be pressed.
	Potential internal part failure	Please call us for further technical assistance.
Water is heated, but not hot enough.	The water flow rate exceeds the heating capacity of the heater.	Reduce the water flow rate at the faucet or slightly close the shutoff valve on the unit's incoming water supply line to reduce the water flow rate.
	Voltage less than 240 Volts	The heating elements on your water heater are designed for 240 volts. When used with a lower voltage, they produce less heating power. You may need to upgrade to a larger input heater.
	Crossed Wires.	If it's a new installation, double check the wiring to confirm that it is correct.
	Temperature setting is too low.	Increase the temperature setting on the unit.
	Water pressure is less than 0.5 bar (7 psi).	Make sure the shutoff valve is fully open, and the water supply line is not blocked.
	Mixing too much cold water	You do not need to mix as much cold water with your tankless water heater compared to when you use a conventional water heater. You may also have an anti-scald feature on your faucet that is mixing cold water. These types of faucets can usually be adjusted to reduce the amount of cold water mixed.
	Thermal loss due to long pipe run.	As the hot water from the heater runs through the hot water delivery system to your faucet, some heat will be lost especially if it has long distance to travel or the pipes are cold. This is normal. You can compensate for this by increasing the setting on your water heater if you need/want hotter water.

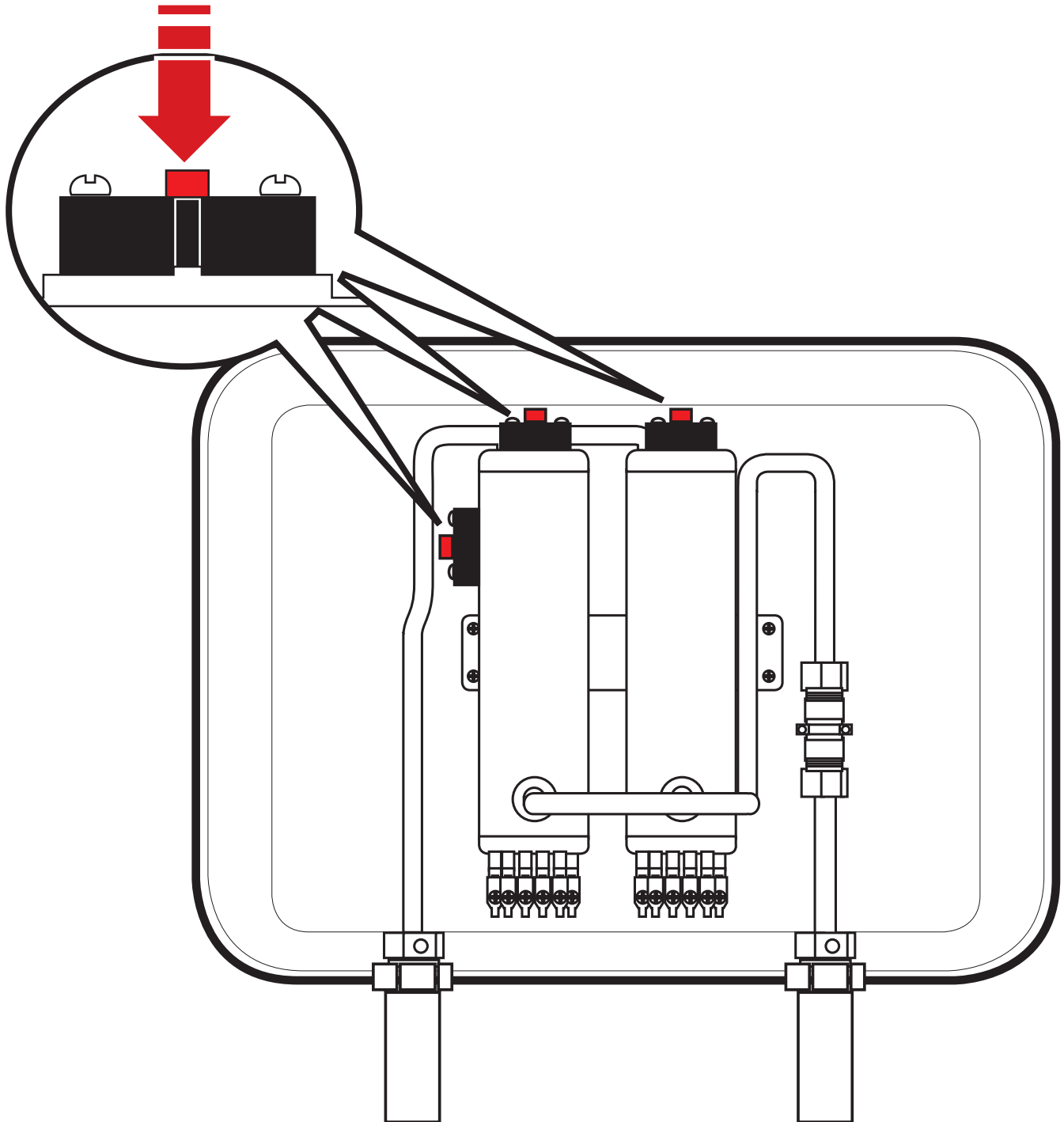
Water is heated, but not hot enough.	Voltage less than 240 Volts	The computer chips in your tankless water heater are programmed with the expectation that your incoming line voltage is 240 volts. If you have less than 240 volts [i.e. 208V or 220V], it may affect the reading on your water heater's digital display and cause it to read slightly higher than the actual output temperature. To compensate for this, increase the setting on your water heater if you need or want hotter water.
Water is too hot.	The water flow rate through the heater is too slow.	Increase the flow rate at the water outlet.
	Temperature setting is too high	Switch to a lower temperature setting.
	Water Temperature at faucet is too hot.	Check for too little flow, or if the set point temperature is too high. This could possibly indicate a possible internal part failure. Call us for technical assistance.
Heater shuts off during use.	Power outage or faulty wiring.	Check the power supply. Check the circuit breakers.
		If the problem persists, please call us for further technical assistance.
Water stops flowing.	Possible Blockage in water pipes or hoses.	Make sure the main water line valve is fully open, and there are no obstructions in the water supply line.
Water temperature varies from hot to cold during use.	Water pressure has dropped below a minimum level.	Increase the flow rate from the water supply source.

14. Reset Unit

As with all electrical appliances, it is crucial to first shut off all power to the unit directly at the fuse or breaker box before attempting to reset this water heater.

⚠ WARNING: SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.

Locate the three reset button locations as shown below and press all buttons. If you hear a “click,” the unit has reset. If you find that the unit needs to be reset quite often, please call our customer service for further assistance. Proceed to turn on your breakers and power on the unit.



LIMITED WARRANTY

For service, repair or any questions regarding your water heater, call the appropriate 800 number listed within this section. Please DO NOT return the product to the place of purchase. Also, DO NOT mail the product back to the manufacturer, nor bring it to a service center without proper instructions and permission from one of our representatives.

The terms of this warranty are solely subject to the original owner and are at no time transferable. A transfer of ownership will result in immediate termination of this warranty. This warranty is valid only if the product is purchased from an authorized reseller that has an established direct relationship with the manufacturer.

The manufacturer warrants to the original owner that our instant water heaters will be free from defect in workmanship and material for TWO YEARS from the date of purchase, and free from leakage for SEVEN YEARS from the date of purchase. Should any part(s) prove to be defective during this period, the manufacturer will only be responsible for a replacement water heater or replacement of the defective part(s). The manufacturer is not responsible for labor charges or any incidental or consequential expenses. If a replacement water heater or part is not available, the manufacturer's liability is limited to the cost of the water heater or \$1,000.00, whichever is less. The manufacturer is not an insurer, and the original owner should purchase insurance to cover damage to property or belongings. The original owner agrees to waive their right to jury trial or to participate in a class action. Also, the original owner agrees to waive subordination to the extent a loss is covered by insurance, so that their insurance company cannot proceed with action against the manufacturer for recovery of any claims. Furthermore, all requests must be arbitrated in the state of New Jersey.

Should the owner wish to return the water heater for repair, the owner must first secure written authorization from the manufacturer. The owner shall be required to show proof of purchase date and to pay all transportation costs to return the defective part(s) or water heater for repair or replacement. Warranty is void if: (i) water heater has been installed or used improperly; (ii) design has been altered in any way; (iii) water heater has been installed and/or serviced by someone other than a licensed electrician; (iv) or if the water heater has been installed or used in contradiction to installation instructions, applicable laws and/or ordinances.

Phone: 1-888-783-6082

Email: info@paragongroupusa.com

Web: www.atmorusa.com

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PARAGON GROUP USA LLC

Englewood, NJ 07631

USA

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