

MIW

User and Installation Instructions

Wall Mounted Water Boiler

TH65/W & TH65/B

Dear Customer

Thank you for purchasing this **MIW** product.

With correct use and careful maintenance as described in these instructions, your **MIW** product will give years of trouble free use.

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SAFETY INFORMATION

To prevent injury to yourself or your staff, and to avoid damaging the product, please read and follow the safety precautions below before setting up and using the unit:

- Remove all plastic coatings and clean the unit before use.
- Always isolate the unit from the electricity supply before servicing.
- This unit must be earthed.
- Do not try to modify this unit.
- Never clean the unit with a water jet or steam cleaner.
- This unit is not suitable for outdoor use.
- Inform staff that the outer surfaces will become hot.
- Keep these instructions in a safe place near the unit for future reference.

DELIVERY CHECKLIST

If an item is missing please email **MIW** at sales@miw.co.uk immediately.

- Electric water boiler
- User instructions
- 44mm diameter rubber grommet

Note: No supply cable or connection hose is supplied with this unit

TECHNICAL SPECIFICATION

Model		TH65/W & TH65/B
Width	mm	300
Depth	mm	185 Exc. tap
Height	mm	415
Power Rating	kW	3.0
Net weight (empty)	kg	8.5
Net weight (full)	kg	14.5
Ambient temperature	°C	5 to 30
Water inlet pressure	Bar	1 to 8

OPTIONAL ACCESSORIES

Replacement filter cartridge	SR08
Drip tray	SR72

MECHANICAL INSTALLATION

The boiler must be installed on a vertical surface, with the base in a horizontal position, in a location where it can be supervised by trained personnel. Ensure that the location it is fitted in is frost-free.

WARNING

The unit must be installed on a solid concrete / brick wall by a qualified fitter. **MIW** does not accept any responsibility for the safety of any unit not installed this way.

Use the template provided, IS436, to mark the position of the 3 mounting holes. Drill the wall and insert suitable wall plugs.

Remove the glass front / outer body of the boiler. Loosen the screw holding the lower centre trim, slide the trim forward, re-tighten the screw. Remove the screw in the top of the boiler. Lock open the drain tap. Carefully slide the glass front and metal sides upwards and away from the unit. Secure the boiler to the wall using 5mm (10g) screws.

ELECTRICAL INSTALLATION

For safety regulations the plug or means of disconnection must always be accessible.

This boiler must be earthed.

Check that the voltage of your electricity supply corresponds to the voltage shown on the serial plate.

The boiler is supplied with a terminal block suitable for flexible wires upto 6mm². Connection wires may either be threaded through the cutout in the back panel or via a suitable 20mm diameter glanded bush in the unit base (After removing the smaller of the two knock out panels, marked B.)

Connection sequence is as detailed below

E	Earth	Green / Yellow	Right terminal
N	Neutral	Blue	Centre terminal
L	Live	Brown	Left terminal

WATER INSTALLATION

Connection hoses may either be fed through the cutout in the back panel or via the larger of the two knock out panels in the unit base, marked 'A'. A blank rubber grommet is supplied and should be cut to fit around the feed pipe and fitted into the unit base to seal it.

The inlet connection point on the inlet solenoid valve is ¾" BSP and should be connected to the mains water supply via an accessible isolating tap.

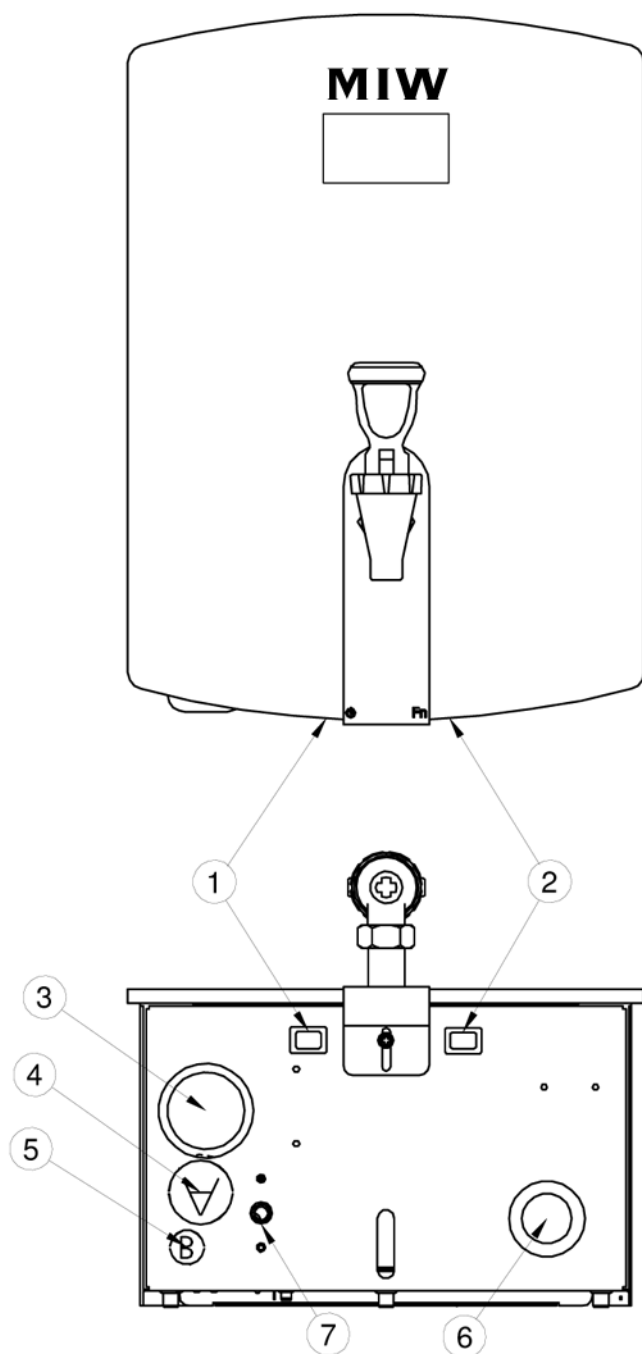
Connect the condensate / overflow pipe to a suitable drain, considering any applicable local. water regulations. If required, the internal pipe may be disconnected from the external connector and the pipe extended to pass through the cutout in the back panel and connected to a suitable drain.

Turn on the water supply to check that there are no leaks.

Refit the outer cover.

OPERATION

Layout of components



Key

1. Power Button
2. Fn Button
3. Filter
4. Knock-out for water
5. Knock-out for power
6. Grommet for tank drain
7. Overflow pipe

First use

- 1 Switch on the mains water supply and the electricity supply.
- 2 Leave the boiler for 15 minutes to allow it to fill completely.
- 3 Drain off approximately 3 litres of water to remove any loose carbon particles dislodged from the filter.

Regular operation

The boiler starts automatically when the mains electrical supply is turned on. After a short delay the unit fills with water and heats. During the heating cycle small quantities of water are added to ensure that hot water is always available at the tap.

The water temperature, screen backlight and screen contrast can be adjusted as required.

The boiler is designed to be left permanently switched on: it is only necessary to turn it off for descaling or maintenance.

Changing water temperature, screen backlight and contrast.

- 1 Turn power off at the wall for 5 seconds and then turn on again.
- 2 When the "Filter Flow" screen is displayed, press and hold the **power** button until the software version is displayed. Press **Fn** and the temperature will be displayed.
- 3 Press the **power** button to cycle through the values 70 to 96 deg C. Press the **Fn** button to select the required value.
- 4 The backlight adjustment screen is displayed next.
- 5 Press the **power** button to cycle through the values 1 to 25. Press the **Fn** button to select the required value.
- 6 The contrast adjustment screen is displayed next.
- 7 Press the **power** button to cycle through the values 35 to 60. Press the **Fn** button to select the required value.
- 8 Press the **power** button to exit.

Standby

If the boiler is to be left unused for a long period, the element can be turned off by pressing the power button.

Filter replacement

The “FILTER” display shows the estimated remaining life in the current filter cartridge. When the filter needs replacing, a reminder message is displayed. This is followed by the change filter screen.



The boiler can be used without a filter but scale may build up more quickly and water taste may be affected.

Replace the filter as follows:

- 1 Twist the base of the filter 90 degrees to the left and carefully lower the filter cartridge out of the unit. It will contain a small amount of water.
- 2 Remove the black cap and place on the new filter.
- 3 Insert the filter fully into its recess and twist to the right to lock in place.
- 4 Press and hold the “Fn” button for 10 seconds to reset the filter life monitor.
- 5 Drain off approximately 3 litres of water to remove any loose carbon particles from the filter.

CLEANING

Clean the external surfaces of the unit regularly to maintain hygiene.

Wipe the dispensing tap daily to remove any limescale deposits and check that the water outlet is clear.

Wipe the unit down with a damp soft cloth.

Do not allow excess water to run into the unit.

Do not use abrasive creams or scourers.

MAINTENANCE

Filter: Twist to the left and remove. See section on filter replacement.

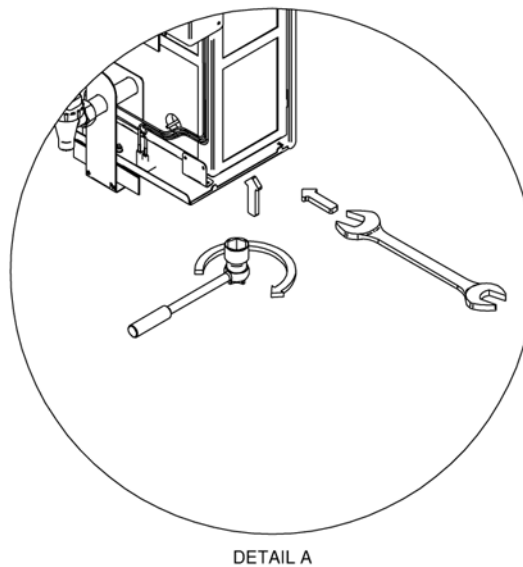
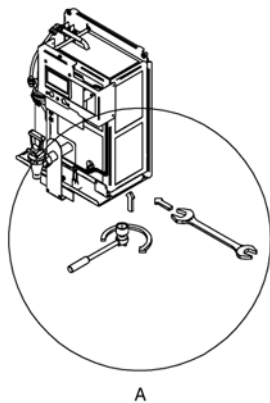
Descaling

The descaling procedure must be performed by trained personnel as it requires the removal of panels from the boiler and access to live electrical components.

The boiler should be descaled regularly to maintain efficient operation and water quality. The frequency depends on the hardness of the local water and the timely replacement of the filter.

The boiler is best descaled at the end of the working day to allow the descaling agent several hours to work. **MIW** recommends its own descaling agent, available from **MIW** spares department, part code DESCALE.

- 1 Wear protective clothing.
- 2 Isolate the boiler from the electricity supply.
- 3 Turn off the power and let the water cool to approximately 60°C to avoid injury.
- 4 Remove the screw on the top of the boiler and slide off the body.
- 5 Remove the insulation on top of the tank, then unscrew and remove the tank lid.
- 6 Add the descaling agent a little at a time as some types can cause hot water to erupt. Always follow the manufacturer's instructions.
- 7 Replace the tank lid and outer body, and attach an "Out of Use" notice to the boiler to prevent use during descaling.
- 8 Turn on the electricity and allow the boiler to heat and run normally for approximately 30 minutes.
- 9 Isolate the boiler and allow the water to cool.
- 10 Remove the outer body and tank lid and inspect the tank and level sensor housings for scale deposits. If necessary repeat the descaling process.
- 11 Drain and flush all descaling agent from the tank completely as follows
 - i Unscrew the drain plug (Use a 24mm spanner to hold the plug and a 21mm socket on a ratchet to remove it) from the bottom of the tank to drain all the water out.



- ii Flush out the tank with clean water.
 - iii When empty replace the drain plug and replace the cover.
- 12 Replace the tank lid, ensuring that the gasket is sealing the top of the tank correctly.
 - 13 Fit the outer cover and turn on the boiler.

DIAGNOSTIC MESSAGES

The control panel displays messages and information that can help with fault diagnosis.

Before calling for service, draw off a litre of water, clear the fault code by pressing the **Fn** button and turn the boiler off and on again at the mains supply. If the fault persists call the service department for advice.

Message Displayed	Possible cause	Corrective action
<div> <div>FILTER</div> <div>DESCALE</div> <div> </div> <div>CAUTION</div> <div>SEE MANUAL</div> <div>STANDBY</div> <div>CLEAR</div> </div>	<ul style="list-style-type: none"> • Scale on level sensors • Boiler overfilling 	<ul style="list-style-type: none"> • Descale. • Check water inlet valve
<div> <div>FILTER</div> <div>NO WATER</div> <div> </div> <div>FAULT</div> <div>SEE MANUAL</div> <div>STANDBY</div> <div>CLEAR</div> </div>	<ul style="list-style-type: none"> • Water turned off • Inlet hose bent or blocked • Water pressure too high or low • Drain valve open 	<ul style="list-style-type: none"> • Check water supply and drain valve. • Call service if fault persists
<div> <div>FILTER</div> <div>NOT HEATING</div> <div> </div> <div>FAULT</div> <div>SEE MANUAL</div> <div>STANDBY</div> <div>CLEAR</div> </div>	<ul style="list-style-type: none"> • Boil-dry / overheat protector tripped • Temperature sensor fault • Element failed • PCB fault • Faulty / loose connection 	<ul style="list-style-type: none"> • Isolate the unit, wait for 30 minutes, then turn on again. • Check connections. • Call service if fault persists
<div> <div>FILTER</div> <div>OVERTEMP</div> <div> </div> <div>FAULT</div> <div>SEE MANUAL</div> <div>STANDBY</div> <div>CLEAR</div> </div>	<ul style="list-style-type: none"> • Temperature set too high • Temperature sensor fault • Boiler not filling • Excessive scale in tank • PCB fault 	<ul style="list-style-type: none"> • Reduce temperature setting and try again. • Call service if fault persists
<div> <div>FILTER</div> <div>TMERMISTOR</div> <div> </div> <div>FAULT</div> <div>SEE MANUAL</div> <div>STANDBY</div> </div>	<ul style="list-style-type: none"> • Temperature sensor fault 	<ul style="list-style-type: none"> • Call service

SERVICE INFORMATION

For help with the installation, maintenance and use of your **MIW** equipment please contact our service department:

☎ UK: 01207 572 000

All service work, other than routine cleaning should be carried out by one of our authorised service agents. We cannot accept responsibility for work carried out by other persons.

To ensure your service enquiry is handled as efficiently as possible, please tell us:

- Brief details of the problem
 - Product code
 - Type number
 - Serial number
- } From serial plate (beside dispensing tap)

MIW reserve the right to carry out any work under warranty during normal working hours, Monday to Friday, 08:30 am to 17:00 pm.

GUARANTEE

This unit carries a comprehensive UK twelve-month warranty. The guarantee is in addition to, and does not diminish your statutory or legal rights.

The guarantee does not cover:

Accidental damage, misuse or use not in accordance with the instructions in these instructions

Consumable items

Damage due to incorrect installation, modification, unauthorised service work or damage due to scale

The manufacturer disclaims any liability for incidental, or consequential damages