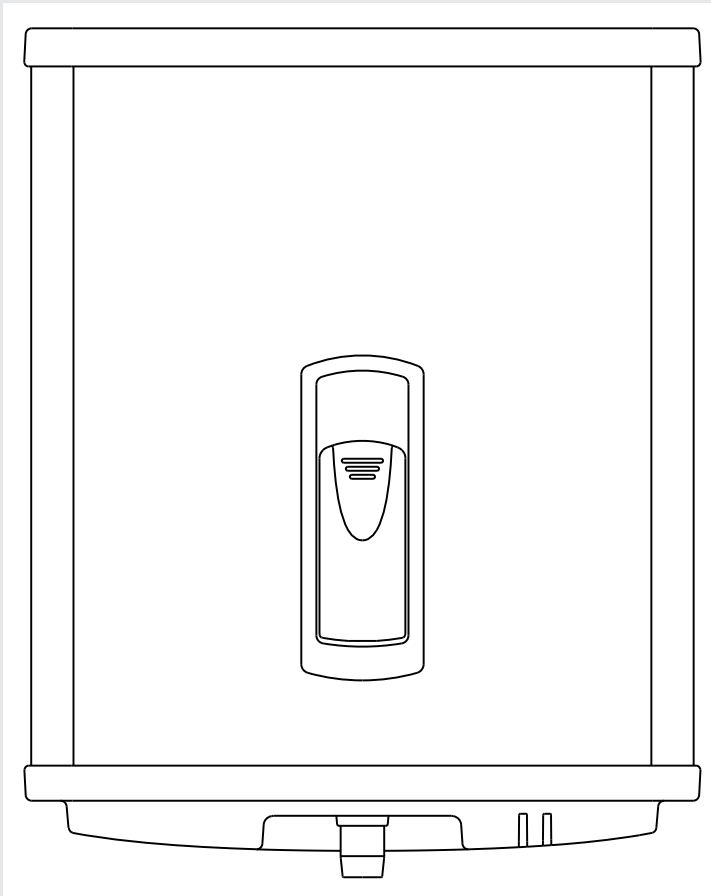


# HEATRAESADIA

SMARTER | CLEANER | WARMER

## Supreme 150SS, 165SS, 180SS Fitting Instructions and User Guide



# INTRODUCTION

Thank you for purchasing a Heatrae Sadia Supreme water heater. This boiling water heater is manufactured to the highest standards and has been designed to meet all the latest relevant safety specifications.

This Heatrae Sadia water heater must be installed (sections 1-6, p4-9), commissioned (section 7, p10) and maintained (sections 8-9, p11-13) by a competent person. Please read and understand these instructions prior to installing your Heatrae Sadia water heater. Following installation and commissioning the operation of the heater should be explained to the user (section 11, p16) and these instructions left with them for future reference.

This appliance can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children aged less than 8 years.

Appliances can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children shall not play with the appliance.

This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices and other working environments
- farm houses
- by clients in hotels, motels and other residential type environments
- bed and breakfast type environments

# COMPONENT CHECKLIST

Before commencing installation, check that all of the following components have been supplied with your Supreme water heater.

- Wall mounting bracket
- No.12 x 2" screws (2 off)
- No.8 x 1" screw (1 off)
- No.12 x 2" wall plug (2 off)
- No.8 x 1" wall plug (1 off)
- 15mm x 15mm straight push-fit connector
- 15mm x 15mm 90° elbow push fit connector

# TECHNICAL SPECIFICATIONS

Electrical rating	2.3 - 2.5 kW @ 230 - 240V~	
Nominal capacities	Model 150SS	2.5 litres
	Model 165SS	5.0 litres
	Model 180SS	7.5 litres
Weight (full)	Model 150SS	12 kg
	Model 165SS	16 kg
	Model 180SS	21 kg
Rated pressure	0MPa	(0 bar)
Minimum supply pressure	0.05MPa	(0.5 bar)
Maximum supply pressure	1.0MPa	(10bar)
Enclosure rated	IPX-2	
A-weighted sound pressure level is below	70 dB	
Nominal commissioning times (minutes) to temperature ready		
Supreme 150SS	16	
Supreme 165SS	24	
Supreme 180SS	32	

# 1.0 IMPORTANT INSTALLATION POINTS

- 1.1 The Supreme stores and dispenses water at or close to boiling point at all times it is switched on. Due caution must be taken when choosing a location for the product to minimise misuse. Locate the unit over a draining board NOT over the sink or basin.
- 1.2 Push fit connectors DO NOT grip chromed or stainless pipe.
- 1.3 The Supreme is a vented water heater. The vent pipe must never be blocked or obstructed, it must be a minimum of 15mm outside diameter pipe. Where the vent pipe length exceeds 3m the pipe diameter should be increased. The vent pipe must be laid to a continuous fall and discharge in a safe, visible position; it must discharge via a tundish or finish a minimum of 20mm above a draining board. The vent pipe material must be capable of conveying boiling water. The vent pipe must never be connected directly to a soil pipe.
- 1.4 Wherever possible the Supreme should be supplied directly from a rising main. If fed from a cold water feed cistern, the cistern must comply with the Water Regulations Guide (clause R27.2).  
It should be noted that water quality may be reduced when supplied from a cistern and additional forms of water pre-treatment may be necessary.
- 1.5 In hard water areas, heated water will produce limescale which will be deposited within the heater. If this is not regularly removed it will impair the operation of the heater. Where rapid and excessive scale build up is likely to occur the use of a proprietary scale reducing device may be beneficial.
- 1.6 The installation must be carried out in accordance with the relevant requirements of:
  - The appropriate Building Regulations either The Building Regulations, The Building Regulations (Scotland) or Building Regulations (Northern Ireland).
  - The Water Fittings Regulations or Water Byelaws in Scotland.
- 1.7 The Supreme will adjust for ambient (room) temperatures of between 1°C and 40°C.
- 1.8 When not in use care must be taken to prevent it freezing; if thought to be frozen it must not be switched on. It must be left to thaw and must then be thoroughly inspected to ensure it is totally thawed and undamaged.
- 1.9 The unit is not suitable for installation in an area where a water jet could be used.

## 2.0 INSTALLATION - MOUNTING

- 2.1 The Supreme must be vertically wall mounted using the bracket supplied. Special precautions may be required for the protection of children and/or infirm persons.
- 2.2 Figure.1, p6 details the outside dimensions of the Supreme unit. A template is supplied to aid positioning the heater. It is recommended that the unit is positioned above a draining board. If this is not possible consideration should be given to any spillages that may occur under the heater. A drip tray is available as an accessory (part no. 95 970 123). The heater should be positioned at a height to suit the items being filled (flasks, pans, cups etc.). This is likely to position the base of the unit 250mm above the work surface.
- 2.3 Sufficient room should be left around the heater for access for maintenance and servicing. The top should not be covered as this will reduce the efficiency of the Supreme.
- 2.4 Ensure that the wall can support the full weight of the unit (see TECHNICAL SPECIFICATION, p3) and that there are no hidden services (electricity, gas or water) below the surface of the wall.
- 2.5 Using the template mark the fixing positions and water and vent entry points. Drill and plug the fixing positions. Fix the mounting bracket to the wall using the two No.12 x 2" screws provided (confirm suitability of all screws and plugs for use with the wall, if unsuitable due to wall type provide alternative fixings).
- 2.6 If rear entry services are to be used the necessary holes for these should be prepared prior to hanging the unit onto its bracket.
- 2.7 Remove the front cover by unscrewing the cover fixing screws at bottom. Hang the Supreme onto the wall mounting bracket. Secure anchor point to the wall with the No.8 x 1" long screw (provided).

# 3.0 DIMENSIONS

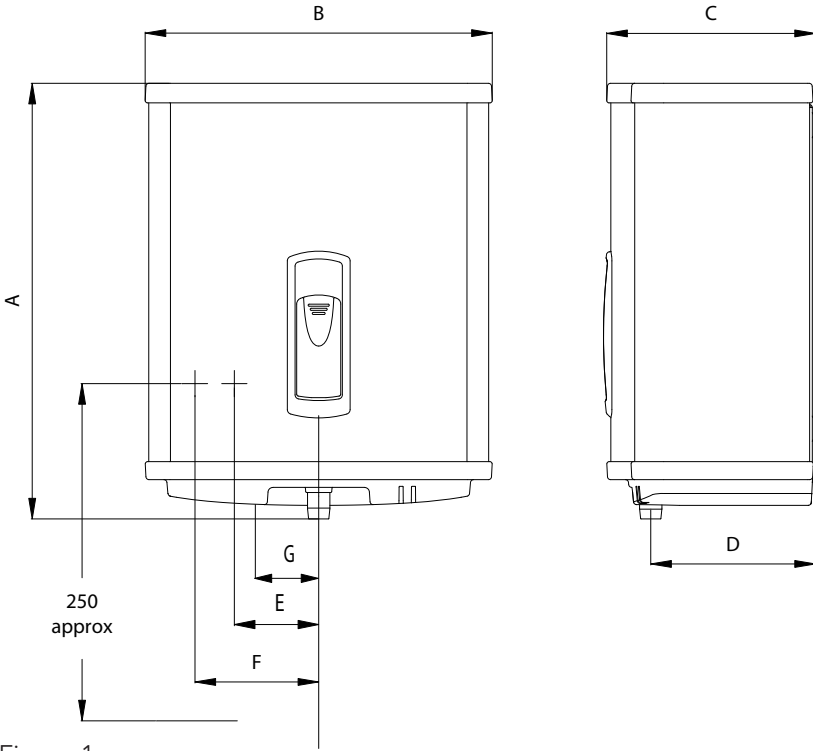


Figure 1

MODEL	DIMENSIONS (mm)						
	A	B	C	D	E	F	G
				OUTLET	INLET	VENT	CABLE ENTRY
150SS	423	337	203	160	80	112	111
165SS	501	337	203	160	101	133	101
180SS	506	337	262	220	101	133	101

## 4.0 INSTALLATION - WATER SUPPLY

- 4.1 Select appropriate push fit connector for chosen entry position:  
Bottom entry water - 15mm x 15mm 90° elbow.  
Rear entry water - 15mm x 15mm straight.  
NOTE: stainless or chromed pipes DO NOT provide secure connections with push fit fittings (use copper pipe at joints).
- 4.2 Push the connector fully home (28mm engagement) onto the solenoid valve inlet spigot. To remove a push fit connector the collar (collet) should be pushed towards the body of the fitting whilst pulling the connector off the pipe.
- 4.3 If the inlet pipe run is horizontal and beneath the unit ensure it does not prevent access to the case screws.
- 4.4 Connect the inlet pipe to the push fit connector ensuring it is fully pushed home (28mm engagement). After connection DO NOT make soldered joints in the pipework close to the heater, as the heat may damage the connector or the water heater itself.
- 4.5 A WRAS listed isolating valve should be fitted to the cold supply to facilitate servicing the heater.
- 4.6 Push fit connectors are supplied to allow either bottom or rear entry of services. If a combination of entry points are required an additional connector will be required as follows:  
Bottom inlet, rear vent 15mm x 15mm elbow (part no. 95 607 510)  
Rear inlet, bottom vent 15mm x 15mm straight (part no. 95 607 509)

## 5.0 INSTALLATION - VENT PIPE

- 5.1 Select appropriate push fit connector for chosen entry position:  
Bottom entry vent 15mm x 15mm straight  
Rear entry vent 15mm x 15mm 90° elbow
- 5.2 Push the connector fully home (28mm engagement) onto the vent pipe connection.
- 5.3 Connect the vent pipe to the push fit connector ensuring it is pushed fully home (28mm engagement). Refer to the vent pipe requirements detailed in IMPORTANT INSTALLATION POINTS, p4. If a bottom entry vent pipe is used the pipe must terminate below the unit, in a safe visible position. After connection DO NOT make soldered joints in the pipework close to the heater, as the heat may damage the connector or the water heater itself.



# 6.0 INSTALLATION - ELECTRICAL REQUIREMENTS

- 6.1 This appliance must be earthed.
- 6.2 The installation, supply cable and circuit protection must conform to the latest BS7671 'Requirements for electrical installations' (IEE Wiring Regulations).
- 6.3 The appliance must only be connected to a 230/240 V ac supply. A double pole isolating switch, with a contact separation of at least 3mm in both poles, must be incorporated in the electrical supply. The supply should be fused 13Amp.
- 6.4 If the Supreme is to be unused for significant periods of time running costs can be reduced by switching the unit off. It is recommended that this is done automatically by incorporating a suitable timeswitch in the supply to the unit. The use of an accessory no. 95 970 124 is recommended. The timeswitch can then be set to switch the unit on for a suitable period to allow it to heat up before it is next to be used.

NOTE: A timeswitch must be capable of switching 13 Amps resistive load.

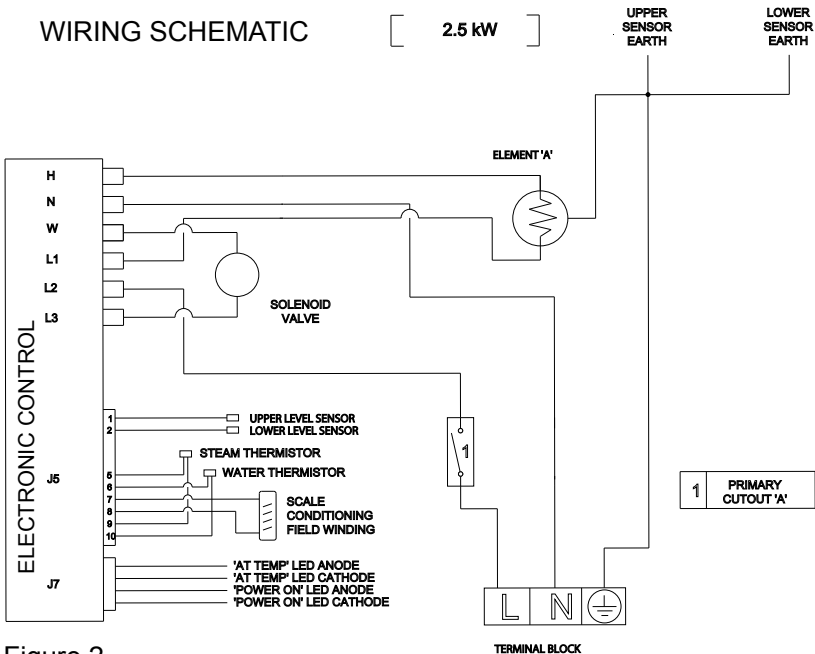


Figure 2

## 7.0 COMMISSIONING

- 7.1 The electronic control system of the Supreme has a self commissioning and calibration function. Once the heater is installed and all services have been connected the unit should require no further adjustment before use.
- 7.2 Check that all electrical, water and vent pipe connections have been made and are secure.
- 7.3 Replace the cover and secure with the fixing screws. Ensure the hot water outlet is centrally located in the outlet spout. Turn on water and electrical supply.
- 7.4 The READY indicator will flash to indicate the unit is in its "self-commissioning" mode. The water in the unit will not be hot enough to use at this stage (DO NOT DRAW ANY WATER OFF WHILST COMMISSIONING).
- 7.5 The READY indicator will continue to flash until the unit has reached boiling and has "self-calibrated". At this point the READY indicator will remain illuminated. If for any reason the calibration procedure is interrupted it will restart after a short delay but may result in the calibrated temperature being too low. If this occurs switch the electrical supply OFF for several seconds and then switch ON. The calibration sequence will reset. Wait for the READY indicator to remain illuminated.
- 7.6 The unit is now ready to use, however, it is recommended that the first few fills be drawn off and discarded to ensure the freshness of the water.
- 7.7 The tap sealing washer pressure has already been set. If the tap drips after commissioning, adjust the spring tension so that the handle is just loose.
  - a) Remove the tap bezel after removing the two screws securing it.

NOTE: To remove the bezel, the handle will have to be operated. This will cause water to discharge from the outlet.
  - b) Tighten the tap headwork nut (turn clockwise) until the handle is just loose. Replace bezel and securing screws.

NOTE: Excessive adjustment will dismantle the tap, if heated this would result in the uncontrollable release of boiling water.
- 7.8 Check for leaks.

## 8.0 MAINTENANCE

NOTE: Maintenance must be carried out by competent persons.

Competent - i.e. trained, experienced, qualified.

Disconnect the electrical supply before removing the cover.

WARNING: Electronics control by switching 'N' (neutral), in some instances neutral terminations will be at 230 volts with respect to earth.

- 8.1 The Supreme incorporates an electronic scale conditioning function which will reduce the rate of scale deposition in hard water areas. However, some deposits may still occur in the storage tank; these should be periodically removed.
- 8.2 The amount of usage of the unit will also determine the quality of scale build up. A regular inspection of the tank every 6 to 12 months will provide longer life of the product and optimum performance (removal of the steam plate assembly will give access to the storage tank).
- 8.3 The front cover and spout will require a periodic wipe to clean any marks/splashes from use.

## 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	<ol style="list-style-type: none"> <li>1. If no water or heat - no power to unit</li> <li>2. If hot water available - no power to indicator diodes</li> </ol>	<ol style="list-style-type: none"> <li>1. Check power supply is correctly connected and switched on and the primary cutout has not operated</li> <li>2. Check connections to indicators at 4 way plug</li> </ol>
Water flows from vent and primary cutout operates	<ol style="list-style-type: none"> <li>1. Solenoid valve fault</li> <li>2. Level sensor fault</li> <li>3. Electronic control fault</li> <li>4. Low water pressure</li> </ol>	<ol style="list-style-type: none"> <li>1. Check operation of solenoid valve. Replace if necessary</li> <li>2. Check level system</li> <li>3. Check connections to electronic control. Replace if necessary</li> <li>4. Increase inlet pressure</li> </ol>
Steam from vent pipe and primary cutout operates	<ol style="list-style-type: none"> <li>1. Control thermistor fault - open circuit</li> <li>2. Electronic control fault</li> <li>3. Scale build up</li> </ol>	<ol style="list-style-type: none"> <li>1. Check continuity (5Kohms at 100°C)</li> <li>2. Check connections to electronic control. Replace if necessary</li> <li>3. Descale unit</li> </ol>
Drips from outlet	<ol style="list-style-type: none"> <li>1. Incorrect spring tension</li> <li>2. Scale: Debris under tap seal</li> <li>3. Damaged tap seal</li> <li>4 Scale on tap outlet spout</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure tap headwork nut correctly adjusted</li> <li>2. Remove and clean as necessary</li> <li>3. Replace tap seal</li> <li>4. Clean tap outlet</li> </ol>
Water "runs on" when tap released	<ol style="list-style-type: none"> <li>1. Scale on tap outlet spout</li> <li>2. Scale debris under tap seal</li> <li>3. Damaged tap seal</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean tap outlet</li> <li>2. Replace and clean as necessary</li> <li>3. Replace tap seal</li> </ol>
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

## Power light indicator

SYMPTOM	POSSIBLE CAUSE	ACTION
Power light gives 1 flash but remains operational	Scale is detected or the unit is ready for a clean	Arrange for the unit to be cleaned and de-scaled, continue to use
Power light gives 1 flash but the unit shuts down	More scale detected	The unit requires cleaning and de-scaling
Power light gives 2 flashes and the unit shuts down	There is no water	Check water supply to the unit is available and turned on
Power light gives 3 flashes and the unit shuts down	A fault is detected	Call an engineer

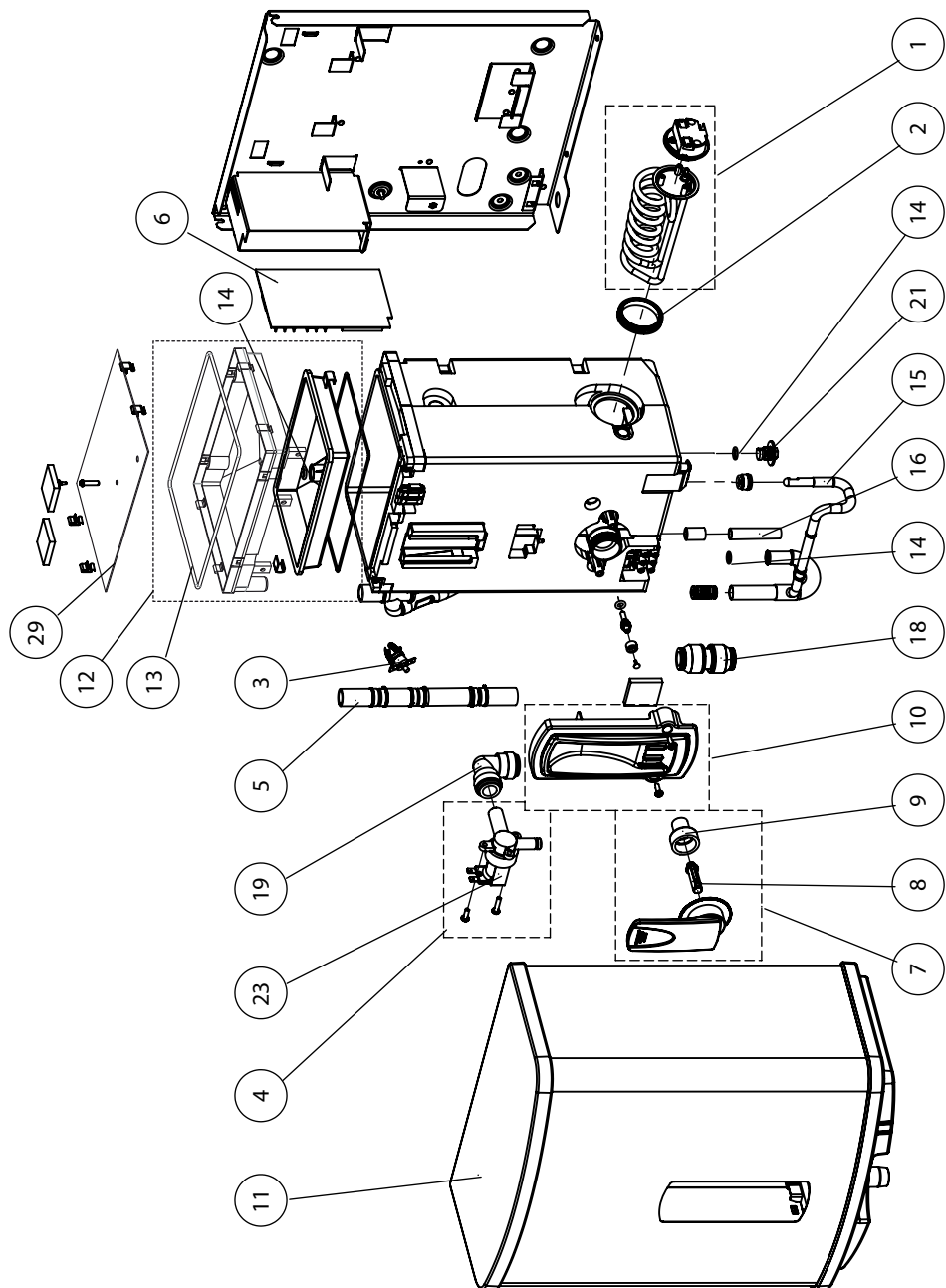
For any faults that cannot be identified using the Fault Finding chart, please contact Heatrae Sadia Service Department, telephone 0344 871 1535, fax 0344 871 1528, e-mail [customer.support@heatraesadia.com](mailto:customer.support@heatraesadia.com)

## 10.0 SPARE PARTS

The following comprehensive list of spare parts is available for your Supreme water heater. Please refer to the rating label on the right hand side of your heater before ordering to ensure the correct spare parts are obtained.

Do not replace with parts not recommended by Heatrae Sadia - this will invalidate your guarantee and may render the installation dangerous.

1.	Element assembly 2.5kW (incorporating start dry cutout) .....	95 606 952
2.	Element assembly sealing gasket .....	95 611 816
3.	Primary cutout (vent pipe).....	95 612 001
4.	Solenoid valve assembly.....	95 605 877
5.	Level sensor assembly (2.5ltr Model) .....	95 606 971
	Level sensor assembly (5.0/7.5ltr Model).....	95 606 972
6.	Circuit board (All Models).....	95 615 076
7.	Outlet tap headwork (inc. handle) .....	95 605 019
8.	Outlet tap stem .....	95 605 832
9.	Outlet tap cup seal.....	95 611 731
10.	Bezel for tap & cover.....	95 605 020
11.	Cover assy & screws (2.5ltr Model).....	95 614 003
	Cover assy & screws (5.0ltr Model).....	95 614 004
	Cover assy & screws (7.5ltr Model).....	95 614 005
12.	Steam condenser assy (2.5ltr Model) .....	95 607 015
	Steam condenser assy (5.0ltr Model).....	95 607 016
	Steam condenser assy (7.5ltr Model).....	95 607 018
13.	Condenser sealing gasket (2.5ltr Model).....	95 611 817
	Condenser sealing gasket (5.0ltr Model).....	95 611 819
	Condenser sealing gasket (7.5ltr Model).....	95 611 820
14.	'O' ring kit .....	95 611 002
15.	Manifold assy 2.5ltr.....	95 607 206
	Manifold assy 5.0ltr.....	95 607 207
	Manifold assy 7.5ltr.....	95 607 208
16.	Outlet spout plastic - tank .....	95 604 668
17.	Outlet spout - cover .....	95 604 001
18.	Push fit connector 15x15 straight.....	95 607 509
19.	Push fit connector 15x15 elbow .....	95 607 510
20.	Tank (2.5ltr Model).....	95 608 926
	Tank (5.0ltr Model).....	95 608 927
	Tank (7.5ltr Model).....	95 608 928
21.	Tank drain & seal.....	95 608 929
22.	Start dry cutout (element).....	95 612 691
23.	Solenoid valve coil.....	95 605 839
24.	Fitting kit (2.5ltr Model).....	95 607 024
25.	Fitting kit (5.0/7.5ltr Model) .....	95 607 025
26.	Wiring harness 4-way .....	95 612 006
27.	Wiring harness complete (2.5ltr Model) .....	95 612 042
	Wiring harness complete (5.0/7.5ltr Model).....	95 612 043
28.	Thermistor control/steam (not shown).....	95 612 696
29.	Steam plate assy (2.5ltr Model).....	7 030 857
	Steam plate assy (5.0ltr Model).....	7 030 858
	Steam plate assy (7.5ltr Model) .....	7 030 859



# 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.

Power light	<p>On steadily – normal operation continue to use</p> <p>Flashing one pulse – time for a clean, remains operational continue to use</p> <p>Flashing two pulses – no water available, unit shut down</p> <p>Flashing three pulses – fault, call an engineer, unit shut down</p>
Ready light	<p>Flashing – unit commissioning</p> <p>On steadily – normal operation continue to use</p> <p>Off – unit too cold</p>

- 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.
- 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.



## WARRANTY

This Supreme water heater has a warranty for a period of two years from the date of installation provided:

1. The unit has been installed in accordance with these instructions and all necessary inlet, vent and electrical connections have been fitted correctly.
2. Any valves or controls are of Heatrae Sadia recommended type.
3. The unit has not been tampered with and has been regularly maintained as detailed in the maintenance instructions.
4. The unit has been used only for heating potable water.

The unit is warranty does not cover against damage by frost or due to the build up of scale. Please note that if Heatrae Sadia personnel or agents are requested to descale a unit, this work will be chargeable.

This warranty does not affect the statutory rights of the consumer.

## ENVIRONMENTAL INFORMATION

This product is manufactured from many recyclable materials. At the end of its useful life it should be disposed of at a Local Authority Recycling Centre.

Notes:

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Notes:

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**Electric Water Heating Co.**  
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Essex CM19 5BT  
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E-Mail: sales@ewh.co.uk

**SPD**  
Special Product Division  
Units 9 & 10  
Hexagon Business Centre  
Springfield Road  
Hayes  
Middlesex UB4 0TY  
Tel: 020 8606 3567

**Parts Center**  
Tel: 0344 292 7057  
www.partscenter.co.uk

**Newey & Eyre**  
Unit 3-5 Wassage Way  
Hampton Lovett Ind. Estate  
Droitwich, Worcestershire  
WR9 0NX  
Tel: 01905 791500  
Fax: 01905 791501

**UK Spares Ltd**  
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Bristol BS32 4TF  
Tel: 01454 620500

Alternatively contact your  
local supplying merchant  
or wholesale branch or use  
our online stockist finder at  
www.interpartspares.co.uk

## SPECIFICATION ADVICE HOTLINE

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## AFTER SALES SERVICE

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w | [heatraesadia.com](http://heatraesadia.com)



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Heatrae Sadia has its very own dedicated nationwide network of highly trained customer support engineers so you can have peace of mind that we're always here to help.

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Full specification details on all our products are available to download from our website.

To support our corporate responsibility and sustainability charters and reduce our printed material we encourage you to download product brochures from our website.

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PN 36005914 Issue 06

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