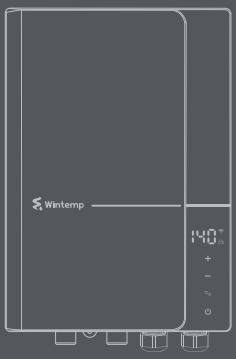
Wintemp Flows Right

Installation & Operation Manual

Electric Tankless Water Heater



Models: WN18, WN24, WN27

Be sure to store this instruction manual in a secure location once your unit is set up. You might need to refer to it for general guidance or future maintenance.

CONTENTS

IMPORTANT SAFETY INSTRUCTIONS 02

PRODUCT FEATURES 03

PRODUCT INNER STRUCTURE 04

ELECTRICAL DIAGRAM 06

TECHNICAL DATA 08

INSTALLATION GUIDELINE 08

INSTALLATION METHOD 09

OPERATION INSTRUCTIONS 14

TROUBLESHOOTING 15

PACKING LIST 16

FAQ 17

NORMAL MAINTENANCE 18

WARRANTY POLICY 19

⚠ WARNINGS

Carefully read and follow the installation and operation instructions to guarantee the longevity and dependable performance of this appliance.

This isn't a DIY project. If this appliance isn't installed by a licensed plumber and electrician, it will void all warranties. Never attempt to install, repair, or take apart the tankless electric water heater without first cutting off all power to the unit at the circuit breaker box. Only licensed plumbing or electrical contractors are allowed to install this product indoors.

IMPORTANT SAFETY INSTRUCTIONS

1. INSTALLATION MUST ADHERE TO THE NATIONAL ELECTRICAL CODE AND LOCAL ELECTRICAL AND PLUMBING STANDARDS.

2. GROUNDING (EARTHING) OF THIS APPLIANCE IS MANDATORY.

3. A qualified electrician must oversee all wiring and installations.

4. CAUTION: THIS PRODUCT MAY HAVE MULTIPLE POWER-SUPPLY CONNECTION POINTS. DISCONNECT ALL POWER SOURCES BEFORE SERVICING (APPLICABLE TO MODELS WN08, WN11, WN13, WN18, WN24, WN27).

5. This appliance is not suitable for individuals with limited physical, sensory, or mental abilities, or those without experience and knowledge, unless they are under supervision or have been instructed on how to use the appliance safely. Children should be supervised to prevent them from playing with the appliance.

6. This appliance **MUST** be permanently connected to a fixed circuit breaker and installed vertically. **AVOID** installing it near flammable materials or strong magnetic fields.

7. Do not operate the appliance if there's a possibility it has frozen, as this could cause severe damage. Wait until it has completely thawed.

8. Always test the outlet hot water temperature with your hand before showering to prevent scalding.

9. It's crucial to flush the pipes before connecting them to the water heater to remove any residue or plumbing paste.

10. The heating chamber is coated with a composite nano insulation material; a slight odor or emission of green-blue smoke during initial use is normal.

11. If the wire is damaged, contact a qualified electrician for a replacement using a dedicated wire from our authorized dealers.

12. CAUTION: FOR HOUSEHOLD AND INDOOR USE ONLY.

13. TO AVOID THE RISK OF ELECTRIC SHOCK, CONNECT THIS APPLIANCE ONLY TO A CIRCUIT PROTECTED BY A GROUND FAULT CIRCUIT INTERRUPTER (GFCI).

14. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.

PRODUCT FEATURES

Our tankless electric water heaters feature innovative technology protected by a Chinese national patent, ensuring safety through multiple devices. Additionally, these units offer the following benefits:



Tankless Design for Instant Hot Water: Enjoy immediate hot water on demand without pre-heating or standby heat loss, resulting in significant energy savings.



Advanced Micro-computer Control: Utilizes patented heating technology. Water is completely isolated from electricity through multi-layer composite nano insulation material, ensuring safety and efficiency.



Over-Temperature Protection: If the water temperature exceeds 167°F(75°C), the unit automatically shuts off electricity to prevent scalding. An '**E1**' error will display, and the unit will resume operation once the temperature drops to the preset level.



Inlet Temperature Sensor Malfunction: If there's an issue with the inlet temperature sensor, the heater will stop and display '**E3**', indicating the need for attention.

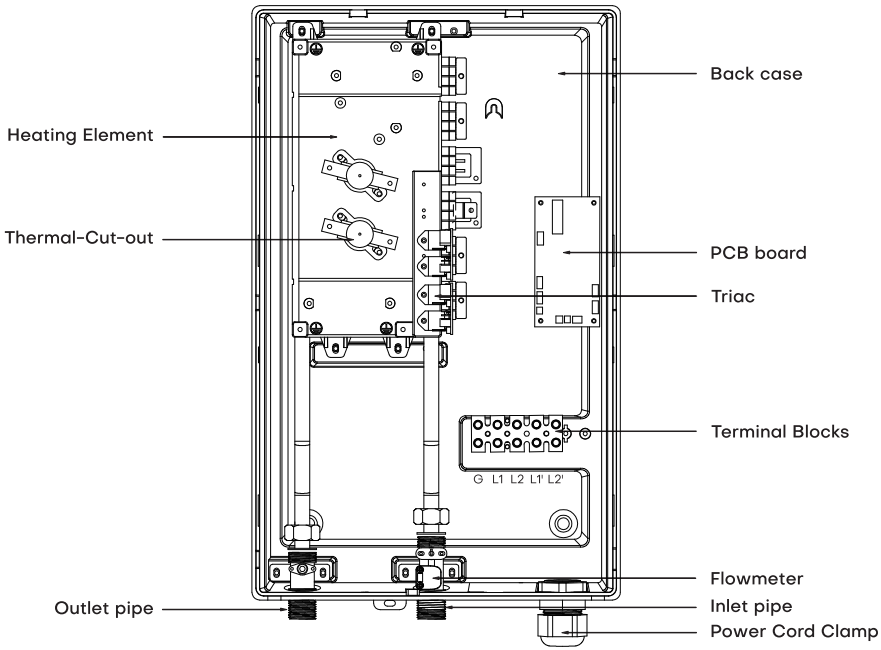


Outlet Temperature Sensor Malfunction: Similarly, if the outlet temperature sensor malfunctions, the heater will cease operation and show an '**E4**' error.

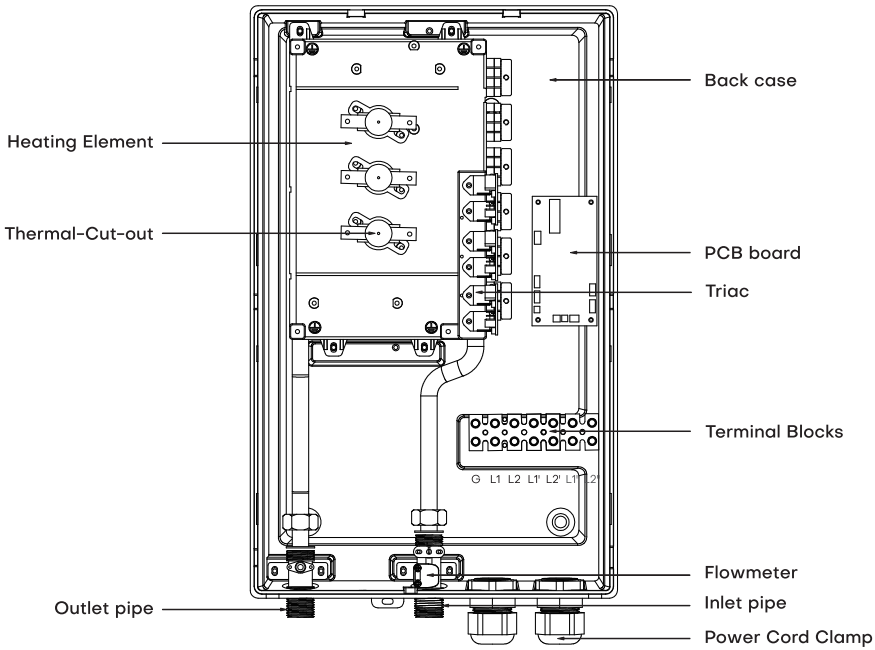


Temperature Unit Conversion: Easily switch between Fahrenheit and Celsius to suit your preference.

PRODUCT INNER STRUCTURE

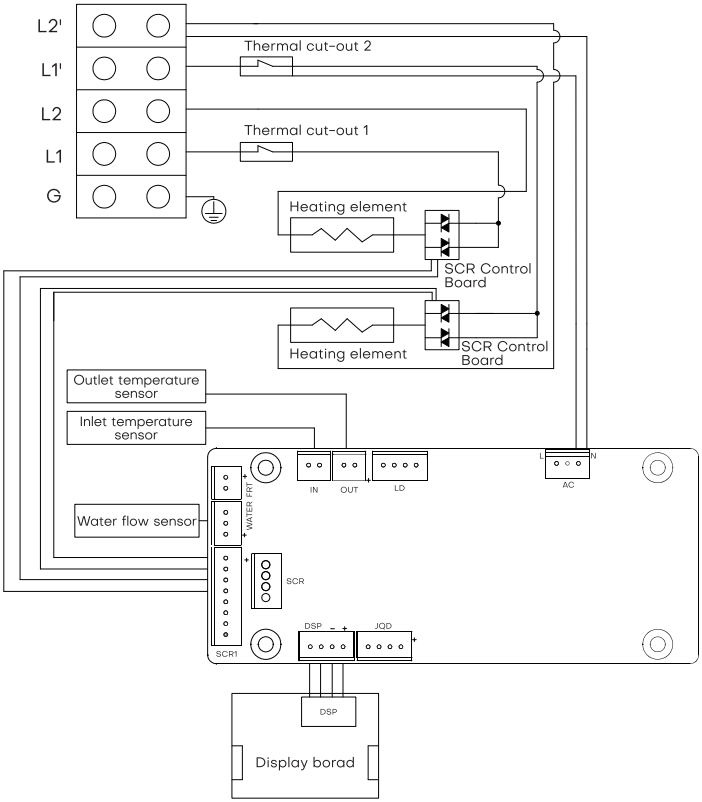


WN18

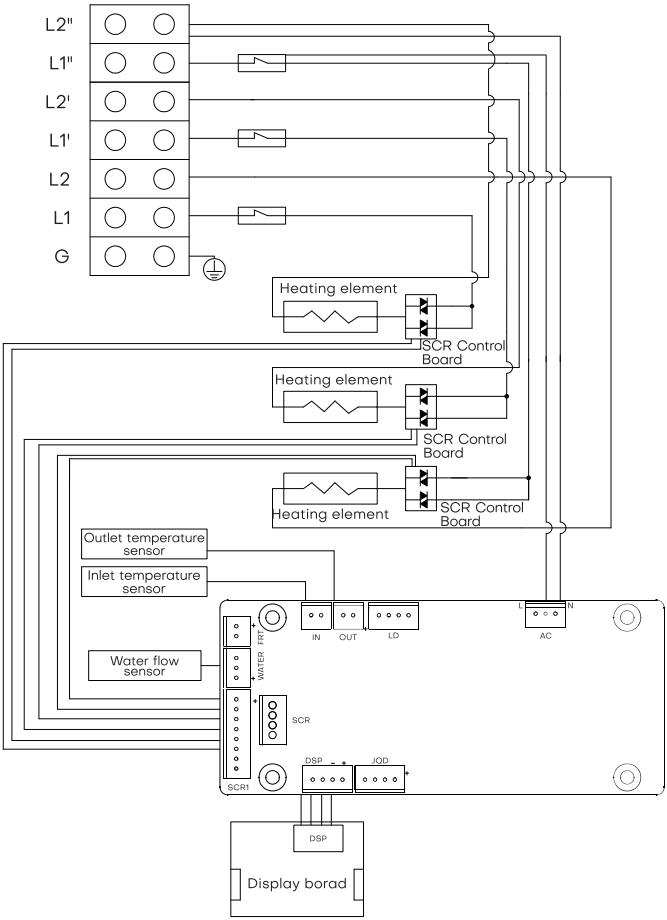

Back case
Heating Element
Thermal-Cut-out
PCB board
Triac
Terminal Blocks
G L1 L2 L1' L2' L1'' L2''
Flowmeter
Outlet pipe
Inlet pipe
Power Cord Clamp

WN24 / WN27

ELECTRICAL DIAGRAM



WN18


L2"
L1"
L2'
L1'
L2
L1
G
Heating element
SCR Control Board
Heating element
SCR Control Board
Heating element
SCR Control Board
Outlet temperature sensor
Inlet temperature sensor
Water flow sensor
IN
OUT
LD
AC
WATER FRT
SCR
DSP
JOD
SCR1
DSP
Display borad

WN24 / WN27

TECHNICAL DATA

Model	WN18	WN24	WN27
Voltage	240V		
Wattage	18 kW	24 kW	27 kW
Max.Amp.load	75 A	100 A	113 A
Min. required circuit breaker	2 × 40 A	3 × 40 A	3 × 40 A
Min. wire size	(2) 8 AWG	(3) 8 AWG	(3) 8 AWG
Min. water flow to activate	0.32 GPM		
Product Dimension	19.2" × 11.1" × 4" (488 × 282 × 102 mm)		
Water connections	3/4" NPT		

Note: Suitable strain relief measures must be provided when the product is installed.

INSTALLATION GUIDELINE

Installation must adhere to the National Electrical Code as well as your local electrical and plumbing regulations. Follow these steps to ensure a safe and compliant setup:

1. Inspect the Appliance: Verify that the appliance is undamaged and all components are present.

2. Preparation Checks: Ensure the main power supply, water pressure, grounding conditions, ammeter, and wiring meet the installation requirements.

3. Proper Connection: The appliance must be connected to a properly grounded dedicated branch circuit with the correct voltage rating. Grounding should be securely connected at the circuit breaker panel.

4. Permanent Wiring Requirement: This appliance **MUST** be permanently wired to the fixed circuit breaker. Turn off the circuit breaker if the heater is not in use.

5. Installation Location: DO NOT install this appliance near flammable materials or in areas with strong magnetic fields. The unit must be mounted **VERTICALLY** close to water connections. Only power on the appliance after the waterway has been properly connected and tested.

INSTALLATION METHOD

Wall-Mounted Installation:

Choose a suitable location on a wall as previously described.

Step 1: Shows the front **(Fig 1)** and back **(Fig 2)** of the appliance for orientation.

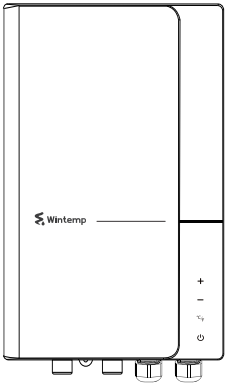


Fig 1

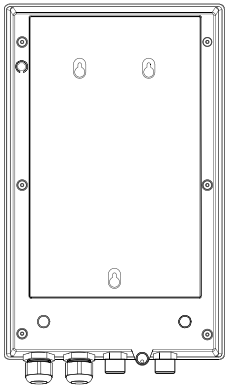


Fig 2

Step 2: Illustrates the process of removing the screw that secures the front case to the back case, allowing you to open the front case **(Fig 3)**.

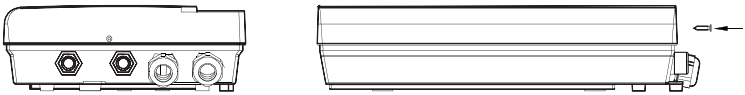


Fig 3

Step 3: To remove the front case of the appliance, first unscrew the screws **(Fig 4)**. Before fully removing the front case, carefully detach the screen row line plug by hand to avoid any damage **(Fig 5)**.

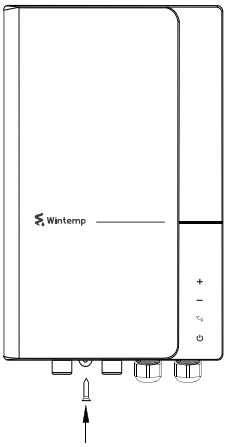


Fig 4

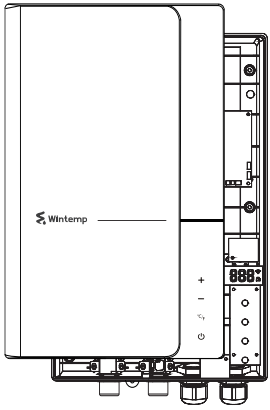


Fig 5

Step 4: Open the front case. Route the power cord through the internal clamp **(Fig 6)**. Connect the cable to the terminal blocks, adhering to the guidance logo beneath the blocks. Model WN18 connects to two circuit breakers **(Fig 7)**, while WN24 and WN27 connect to three **(Fig 8)**.

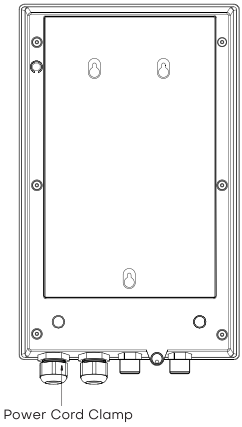


Fig 6

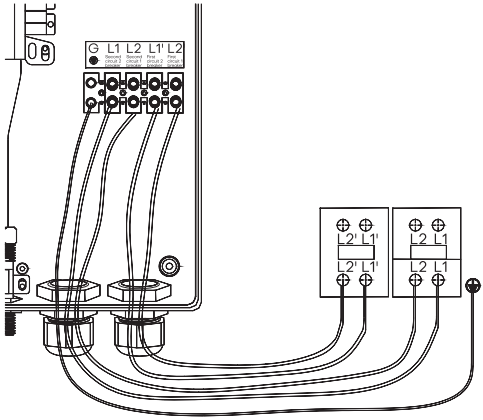


Fig 7 (WN18)

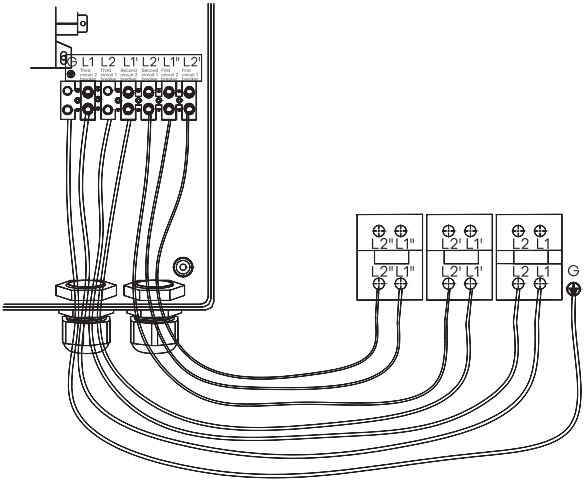


Fig 8 (WN24 / WN27)

Step 5: To reattach the front case to the appliance, start by plugging in the screen row line plug carefully **(Fig 9)**. Next, secure the power cord clamp in place. Finally, fasten the front case to the appliance by tightening the screws **(Fig 10)**.

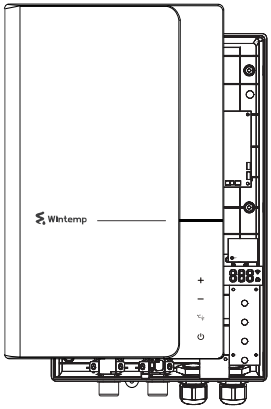


Fig 9

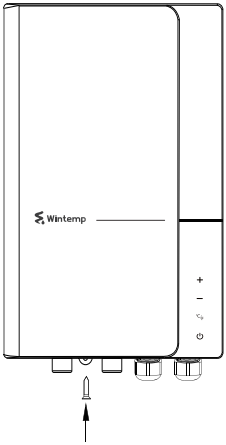


Fig 10

Step 6: Fix the appliance on the wall **(Fig 11)**. Please use the positioning guide from the inner packaging to ensure accurate placement during installation.

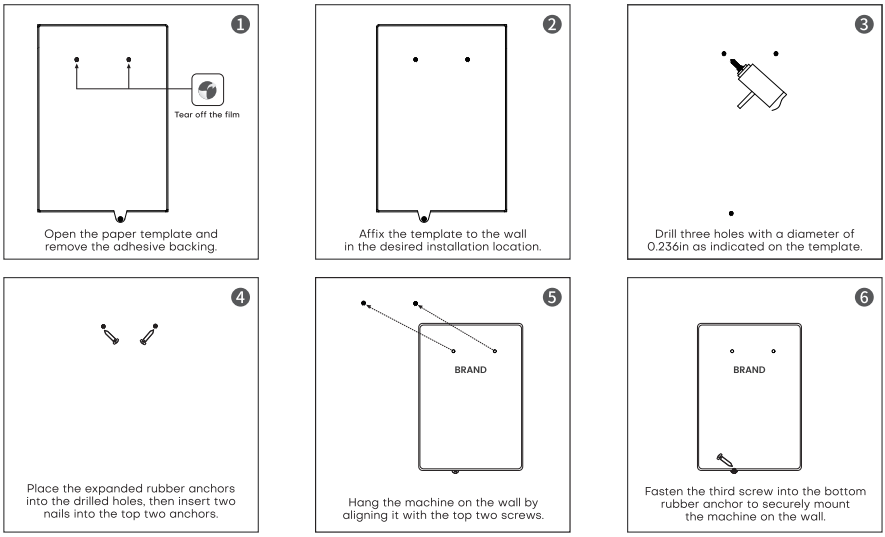


Fig 11

Step 7: When connecting the water pipe to the water inlet and outlet connections, be sure to install the rubber seal rings to ensure a watertight fit and prevent any leaks **(Fig 12)**.

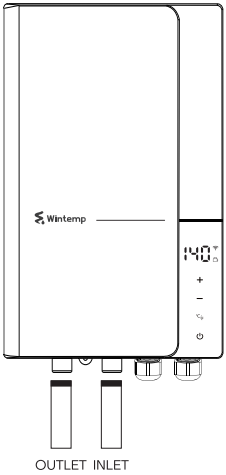


Fig 12

Water Connections :

1. All water piping must adhere to national, state, and local water pipe codes.

2. The unit must be directly connected to the main water supply. Flush the pipes to clear any debris or loose particles.

3. Use 3/4" NPT water connections for models WN18, WN24, and WN27.

4. Install rubber seal rings at the connections. After completing all water connections, check for leaks and rectify any issues before moving forward.

Electrical Connection :

1. All electrical installations must follow national, state, and local electrical codes.

2. Each unit must be connected to a properly grounded dedicated branch circuit with the correct voltage rating.

3. Model WN18 requires two independent circuits, each with its own double-pole circuit breaker.

4. Models WN24 and WN27 need three independent circuits, each with a dedicated double-pole circuit breaker.

5. Ensure the cable's metal wire ends fully contact the terminal blocks before tightening the screws, ensuring maximum electrical conductivity.

6. Ensure the main breaker panel switch is OFF before starting any electrical work to prevent electric shock. Complete all mounting and plumbing before beginning electrical connections.

OPERATION INSTRUCTIONS

1. Activate the unit by turning on the circuit breaker, which supplies electrical power to the unit.

2. Open a water faucet for several minutes until the water flow stabilizes and all air is expelled from the pipes. Ensure the circuit breakers are on before the unit is operated.

3. Once the unit receives power, the LED will illuminate for 2 seconds without displaying any other information, indicating the appliance is in standby mode.

4. Press the power button to turn the appliance ON/OFF. When turned ON, the LED displays the actual water temperature at the outlet. If the appliance stops working, the screen will switch to screensaver mode after 30 seconds, and the display light will turn off. Touching the screen will reactivate the light.

5. Tap the + and − buttons to adjust the outlet temperature. The temperature can be set within a range of 86–140°F (30–60°C).

- Caution: If the unit has been paused and then reactivated, you may experience a brief surge of very hot water. Allow the water to run for a few seconds to stabilize the temperature. Always test the water temperature with your hand before showering.
- Winter Advisory: If the unit will not be used during winter, ensure to drain all water to prevent freezing.
- Maintenance Tip: Regularly clean the inlet strainer and showerhead to maintain unobstructed water flow.

6. In OFF mode, press and hold the °C/°F button for 5 seconds to switch the temperature display between Fahrenheit and Celsius.

7. In ON mode, press and hold the °C/°F button for 5 seconds to lock the operation panel. The indicator will remain lit. To unlock, press and hold °C/°F again for 5 seconds until the indicator turns off.

8. In OFF mode, press and hold the + button for 5 seconds to enter WIFI Standby mode. The WIFI indicator will flash rapidly. Once connected to WIFI, the indicator will remain lit.

9. The appliance features an automatic memory function to retain your last temperature setting, simplifying operation upon next use.

10. Maintenance and repairs should only be conducted by a qualified electrician. For assistance, contact the professional who initially installed the unit.

TROUBLESHOOTING

Issue	Possible Reason	Solution
Leakage in the joint of inlet and outlet pipe.	Fittings are loose.	Tighten the connections with a wrench for a snug fit.
	The rubber washer is old or damaged.	Replace the rubber washer.
No light on the LED display.	The unit is not receiving power.	Make sure the unit is plugged in and the power outlet is functioning.
	The LCD display is damaged.	If the LCD is not showing anything, it may need replacement; contact customer support for parts.
Buttons don't respond.	No water is coming out.	Check if the main water valve is fully open to start water flow.
	Water pressure is low.	If the water pressure is low, fully open the valve or check for other household taps that might be open reducing pressure.
	The control key or the circuit board is damaged.	If keys or the circuit board are not functioning, contact customer support for repair or replacement.
Water is too hot.	The temperature is set too high.	Adjust the temperature to a lower setting.
	Water is not flowing enough through the unit.	Ensure the water valve is fully open to increase flow, allowing the unit to heat the water correctly.
Water is too cold.	The temperature is set too low.	Increase the temperature setting.
	There's too much water flowing through the unit.	Slightly reduce the water flow to allow the unit to heat the water properly.
	There's too less water flow through the unit.	Increase the water flow to activate the unit to start working.
Water flow is diminishing.	The filter or showerhead may be blocked with dirt.	Take out and wash the filter or showerhead with clean water.

Error Display :

When the system encounters a failure, the fault code will be displayed on the screen as follows:

Error	Possible Reason	Solution
E1	Outlet temperature is over 167°F (75°C).	Reduce the temperature. Increase water flow.
E3	Inlet temperature sensor failure.	Contact your local dealer.
E4	Outlet temperature sensor failure.	Contact your local dealer.
EA	Communication abnormality.	Check communication cable. Contact dealer if needed.
LO	Water flow is below the start-up threshold or no flow is detected.	Ensure minimum flow rate. If the issue persists, check the flow sensor or wiring.
HH	Inlet water temperature exceeds 60°C.	The system will automatically resume normal operation when the temperature drops below 50°C.

PACKING LIST

Item	Unit	Quantity
Electric Tankless Water Heater	Unit	1
Rubber plugs and screw	Set	1
Operation and Installation instructions	Copy	1
Positioning indicator paper	Copy	1
WIFI connection instructions	Copy	1

FAQ

1. Why won't the unit start after installation?

If the unit does not power on or heat water after installation, follow the troubleshooting steps below:

Step 1: Check display status

With the power ON, open a hot water outlet and observe whether the display turns off after approximately 30 seconds.

If the display turns off: The flowmeter may be obstructed by debris and unable to detect water flow. Clean the inlet flow sensor and retest. If you need a video tutorial, please contact Wintemp Customer Support.

If the display does NOT turn off: proceed to Step 2.

Step 2: Reset thermal switches

Turn OFF power, remove the front cover, and locate the black thermal cut-out switch on the heating elements on the heating elements. Press each switch to ensure it is reset properly.

Step 3: Check triac wiring connections

Inspect the triac connectors on the control board. Unplug each connector and plug it back in securely.

If the issue persists after completing all three steps, please contact Wintemp Customer Support for further assistance.

2. Why doesn't the outlet water reach the expected temperature?

Possible causes and recommendations:

- The voltage supply or wiring may be incorrect, preventing the unit from delivering full heating output.

- Water flow rate may be too high for the current inlet temperature, exceeding the system's heating capacity. Reducing the flow rate will increase outlet temperature.

- If the issue persists, repeat Step 1 of the troubleshooting above and verify whether the display turns off 30 seconds after water flow begins, indicating proper flow detection.

3. Why is the outlet water temperature higher than the set temperature?

This typically indicates that the water flow rate is too low, causing a small volume of water to heat rapidly and exceed the set temperature temporarily.

Note: Once the water flow stabilizes, the water temperature will gradually decrease and stabilize closer to the set value. This is normal operating behavior for electric tankless water heaters.

If the temperature remains significantly above the setpoint and does not decrease, the SCR (thyristor) may be malfunctioning.
Please contact Wintemp Customer Support to request a replacement part.

4. Is professional installation required?

Yes. Professional installation by a licensed electrician and/or plumber is strongly recommended.

Electric tankless water heaters operate at high power and require properly sized wiring, circuit breakers, grounding, and water lines. Improper installation may result in malfunction or safety hazards.

Please review all installation requirements in the user manual for your specific WN model before attempting installation.

NORMAL MAINTENANCE

NOTE: **DO NOT** attempt to repair this water heater on your own. For assistance, always call a qualified service technician. Remember to turn off the power supply before performing any of these operations.

Regular maintenance is not required for this unit. However, to maintain a consistent water flow, the following maintenance is recommended:

1. Periodically remove any buildup of scale and dirt from the aerator of the faucet or the showerhead.

2. Clean the built-in filter screen located at the inlet connection as needed. Make sure to turn off the water supply before cleaning the screen.

WARRANTY POLICY

What Is Covered

• This Standard Limited Warranty covers defects in materials or workmanship when the product is installed and operated strictly in accordance with Wintemp's written installation instructions and the terms of this Limited Warranty.

• This Limited Warranty applies only to products that are properly installed and used in residential applications within the United States or Canada. Improper installation or use may void this Limited Warranty.

• Wintemp strongly recommends that this tankless water heater be installed by a licensed contractor who is properly qualified and trained to install tankless water heaters. Improper installation may result in loss of warranty coverage.

Warranty Period

Item	Residential Coverage Period (from date of purchase)
Full Unit Warranty	24 months
Shipping Costs*	30 days

*Shipping costs for warranty-related parts are covered for 30 days from the date of purchase.

How to Obtain Warranty Service

To request warranty service under this Limited Warranty, the product owner must contact the Wintemp Customer Support Team at:
Email: ***Support@wintempshop.com***

Any repair, replacement, or refund will be determined at Wintemp's sole discretion. Returns for refund require prior written approval from Wintemp Customer Support before the product is shipped back.

The following documentation must be provided when submitting a warranty request:

- Proof of purchase
- Product serial number
- Photos of installation
- Photos clearly showing any damaged/defective part

Limitations of Warranty Liability

During the applicable warranty period:

- All repair parts must be genuine Wintemp parts.
- All repairs or replacements must be performed by qualified professionals who have received proper training.

If the product or a component fails due to a manufacturing defect, Wintemp may, at its sole discretion, provide a repair, replacement, or refund to the original purchaser.

Wintemp does not authorize any individual, dealer, or third party to assume obligations or liabilities on Wintemp's behalf in connection with warranty coverage or product replacement.

If Wintemp determines that the product cannot be repaired, Wintemp may replace it with a product of comparable performance and specifications.

Exclusions from Warranty Coverage

This Limited Warranty does not cover damage or failures caused by or resulting from:

1. Installation or maintenance not performed in accordance with the Wintemp Installation Manual or applicable federal, state/provincial, or local codes, regulations, or licensing requirements. Abuse, misuse, unauthorized modification, negligence, or improper use will void the warranty.

2. Services performed by any provider other than Wintemp-authorized professionals. No repair, replacement, or refund will be provided.

3. Any labor costs, including but not limited to installation, removal, or reinstallation associated with a warranty claim.

4. Improper installation, including incorrect system sizing, excessive pipe length, elevation or venting issues, improper condensation drainage, or inadequate ventilation/airflow.

5. Improper operation or application, including freezing of the unit or pipes, incorrect sizing, scale buildup, water pressure issues, or incorrect gas supply pressure.

6. Use of the product for pool or spa heating. Such use is considered misuse and immediately voids the warranty.

7. Corrosion, scaling, or damage caused by non-potable, untreated, or improperly treated well water, or water with high pH levels or hardness exceeding 12 grains per gallon (200 mg/L).

8. Removal, alteration, or illegibility of the product's original serial number such that the product cannot be clearly identified.

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