Wintemp Flows Right

Installation & Operation Manual

Electric Tankless Water Heater



Model No.: WN09, WN12, WN15

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Thank you for choosing WINTEMP !

This manual provides important safety information and instructions for proper installation, operation, and maintenance.

Please read this manual carefully before use and keep it for future reference.

Important Safety Instructions

Before installing, using, or servicing the WINTEMP Electric Tankless Water Heater, carefully read and follow all of the safety instructions below. Failure to do so may result in personal injury, property damage, or void the warranty.

1. Electrical Safety

- Compliance with Codes: Installation must comply with all applicable national, state, and local electrical and plumbing codes.
- Proper Grounding: Proper grounding is mandatory for safe operation.
- Qualified Electrician: All electrical work must be performed by a qualified electrician.
- Disconnect Power Before Servicing: Always disconnect all power sources before servicing or performing maintenance.
- GFCI Protection: Connect the appliance only to a circuit protected by a Ground Fault Circuit Interrupter (GFCI).

2. Installation and Location

- Fixed Circuit Breaker: The unit must be permanently connected to a fixed circuit breaker and installed vertically. Keep the unit away from flammable materials and strong magnetic fields.
- Indoor Use Only: This unit is designed for indoor residential use only. Do not install or operate the unit outdoors or in any unprotected environment.
- Water Heater Mounting: Install the unit vertically and securely using the provided mounting brackets.
- Avoid Moisture Exposure: The unit should be installed in a dry area and not exposed to water splashes or excessive moisture.
- General Safety Precautions: Supervision for Vulnerable Users: This appliance is not intended for use by children or individuals with reduced physical, sensory, or mental capabilities, unless supervised by a responsible person.
- Initial Water Temperature Testing: Always test the water temperature by hand before use to prevent scalding, especially when set to higher temperatures.
- Plumbing Line Flush: Flush plumbing lines before installation to remove any debris or installation residue.
- Initial Odor or Vapor: A slight odor or vapor during initial use is normal and occurs due to the protective insulation coating. This will dissipate after a short period of use.
- Damaged Power Cable: If the power cable is damaged, it must be replaced by a qualified electrician.
- Freeze Protection: Avoid Freezing Conditions: Do not operate the unit if there is a risk of freezing. Allow the water heater to thaw completely before use if exposed to freezing temperatures.

3. Maintenance and Care

- Service by Qualified Technicians: Only a qualified service technician should perform maintenance or repair.
- Water Leak Detection: Consider installing an active water leak detector and shut-off valve to prevent damage in case of a water leak.
- Regular Inspection: Regularly inspect the unit for secure connections, leaks, and signs of wear or scale buildup.
- Freeze Protection: If the unit will not be used during cold weather, drain all water from the unit to prevent freezing damage.

Key Features

1. On-Demand Heating: Heats water instantly as it flows through the unit—no storage tank.

2. Energy Efficient Performance: Heats only what you use to help reduce standby energy loss compared to tank-style heaters.

3. Compact, Space-Saving Design: Designed for flexible indoor installation, including tight spaces near point-of-use fixtures.

4. Adjustable Temperature Settings: Set your desired outlet temperature between 86°F (30°C) and 140°F (60°C).

5. °F/°C Temperature Display: Select Fahrenheit (°F) or Celsius (°C) based on your preference.

6. Advanced Electronic Control: Built-in sensors and electronic modulation manage heating output based on real-time water conditions for consistent performance.

7. Over-Temperature Protection: Monitors operating conditions and helps prevent overheating during abnormal situations.

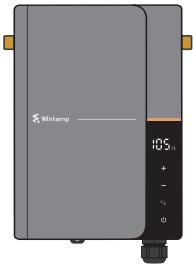
8. Outlet Temperature Sensor Protection: Monitors outlet water temperature and supports protective response if abnormal readings are detected.

9. Memory Function: Remembers the last temperature setting for the next time the unit is powered on.

10. Touch Screen Control: Adjust temperature and access additional settings with a simple touch. The integrated touch screen and digital display provide a clean, intuitive interface without physical buttons or a separate control panel.

Contents of Packages

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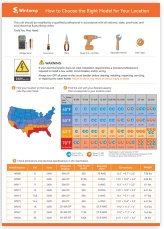
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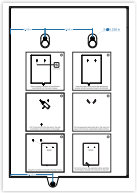
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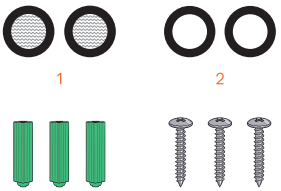
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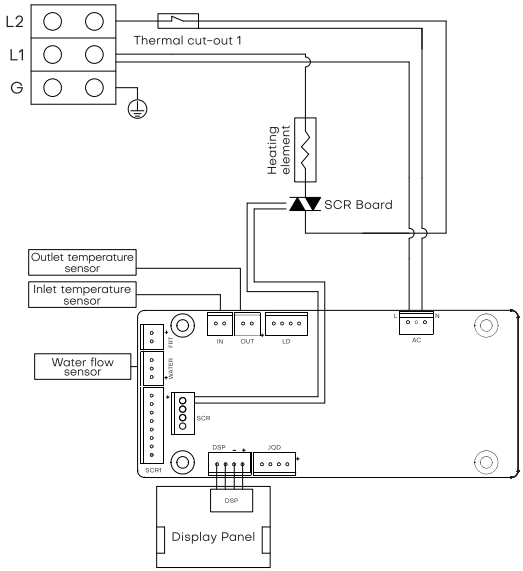


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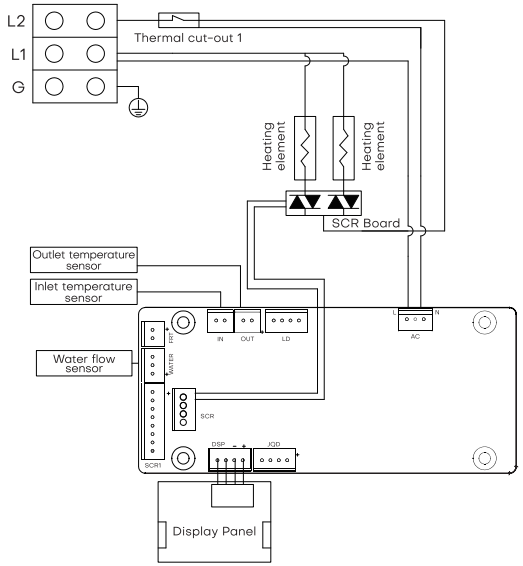
No.	Parts Name & Quantity
A	A1: Electric Tankless Water Heater x1
B	B1: Operation & Installation Manual x1
C	C1: Quick Start Guide x1
D	D1: Positioning Template x1
E	E1: Service & Warranty Card x1
F	F1: Rubber Washer with Screen x2 F2: 1/2" NPT Rubber Gaskets x2 F3: Plastic Wall Anchors x3 F4: Mounting Screws x3

Electrical Diagram

WN09

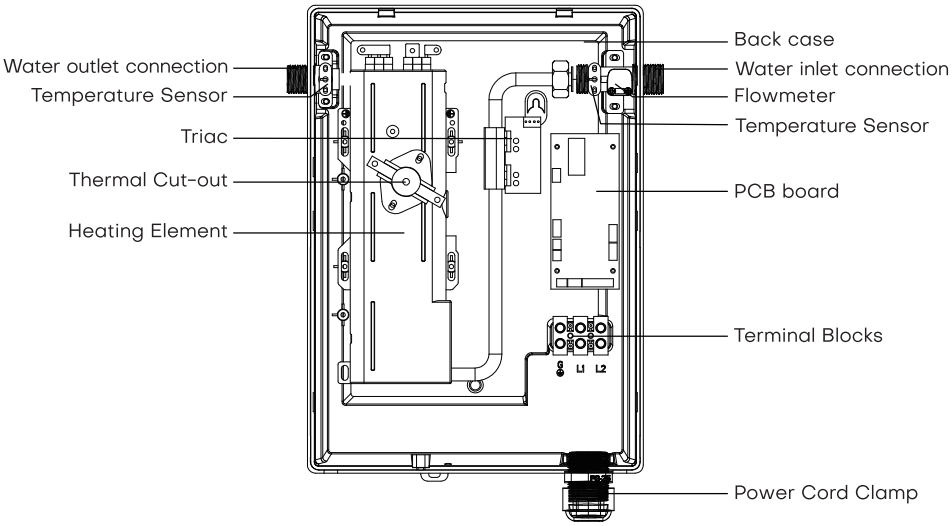


WN12 / WN15

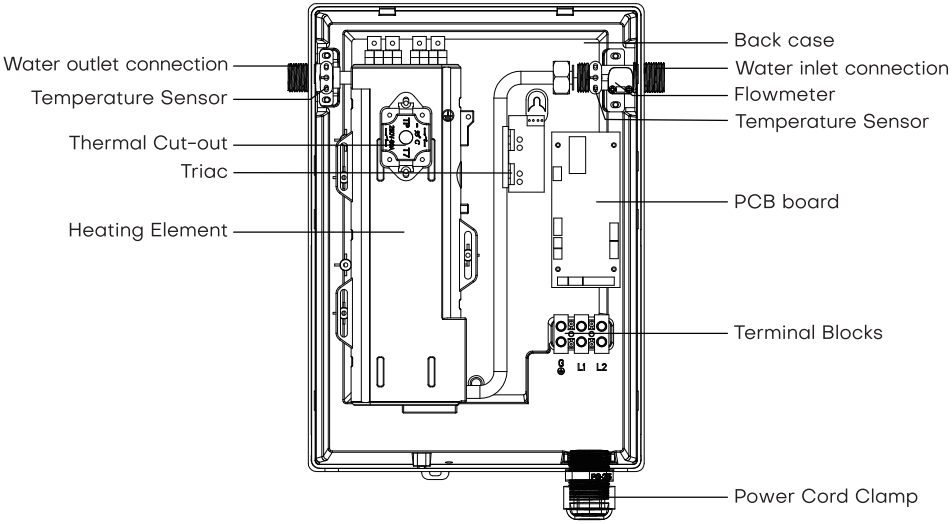


Product Inner Structure

WN09



WN12 / WN15



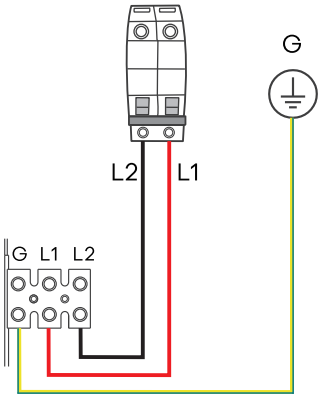
Technical Data

Model	WN09	WN12	WN15
Voltage	240V	240V	240V
Rated Power	9 kW	12 kW	14.4 kW
Max. Current	37.5 A	50 A	60 A
Required Circuit Breaker	40 A	50 A	60 A
Minimum Wire Size	8 AWG	8 AWG	6 AWG
Minimum Activation Flow	0.32 GPM	0.32 GPM	0.32 GPM
Product Dimension	13.5" × 10.9" × 3.3" (344 × 276 × 85 mm)		
Water Connections	1/2" NPT		

Note: Suitable strain relief must be provided during installation.

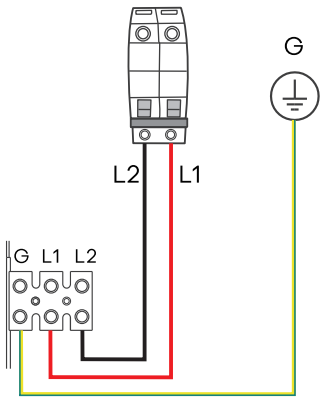
Electrical Wiring Diagram

Circuit Break: **40A**



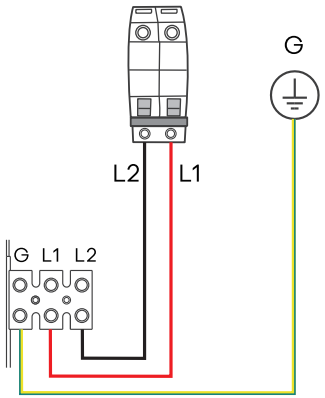
WN09

Circuit Break: **50A**



WN12

Circuit Break: **60A**



WN15

Installation Guideline

Installation must comply with the National Electrical Code (NEC) and all local electrical and plumbing regulations.

Before installation, ensure the following:

1. The appliance is undamaged and all components are included.

2. The power supply voltage, water pressure, grounding, wiring size, and circuit breaker meet installation requirements.

3. The unit is connected to a properly grounded, dedicated branch circuit with the correct voltage rating.

4. This appliance must be permanently hardwired to a fixed circuit breaker.

5. Install the unit vertically, close to the water connection, and away from flammable materials or strong magnetic fields. Power must not be applied until all water connections are completed and leak-free.

Water Connections :

1. All water piping must comply with national, state, and local plumbing codes.

2. The unit must be connected directly to the main water supply. Flush pipes thoroughly before connection to remove debris.

3. Use 1/2" NPT water connections.

4. Install rubber sealing rings at all connections. After completing installation, check for leaks and correct any issues before operation.

Electrical Connection :

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

2. Connect the unit to a properly grounded, dedicated branch circuit with the correct voltage rating.

3. Ensure all wire conductors are securely fastened to the terminal blocks before tightening the screws.

4. Always ensure the main circuit breaker is OFF before performing any electrical work. Complete all mounting and plumbing connections before making electrical connections.

Installation Method

Wall-Mounted Installation:
Choose a suitable wall location and verify that it is flat, solid, and able to support the appliance weight.

Before installation, identify the front and rear sides of the appliance as shown below. The front side includes the touch screen control panel, while the rear side provides the mounting points for wall installation.

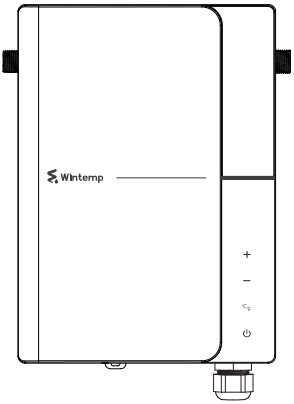


Fig 1: Front View

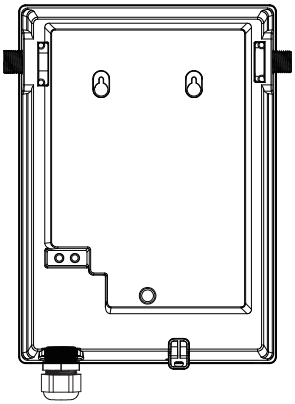
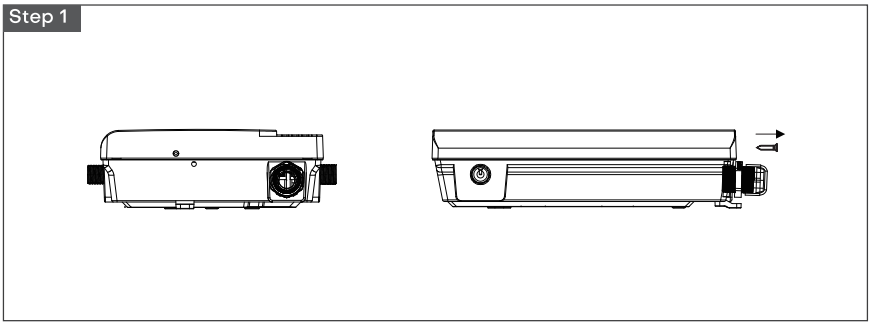


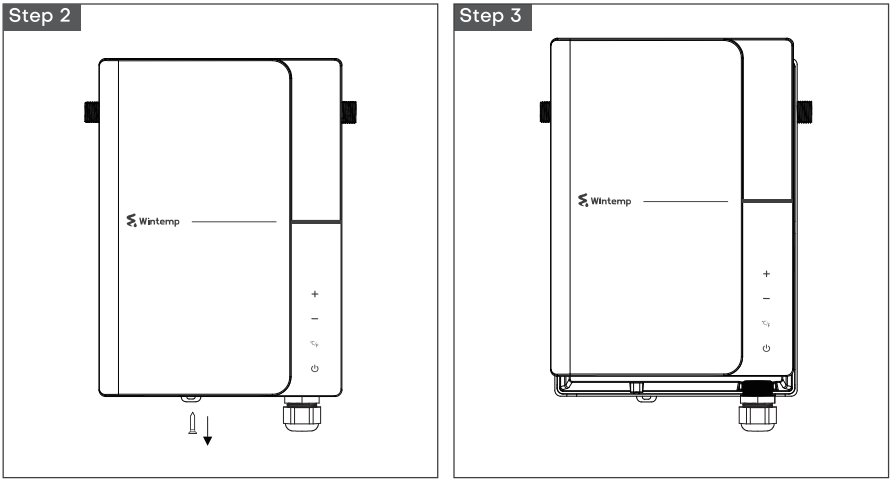
Fig 2: Rear View

Step 1: Remove the Front Cover
Remove the screws securing the front cover to the rear housing and carefully open the front cover.



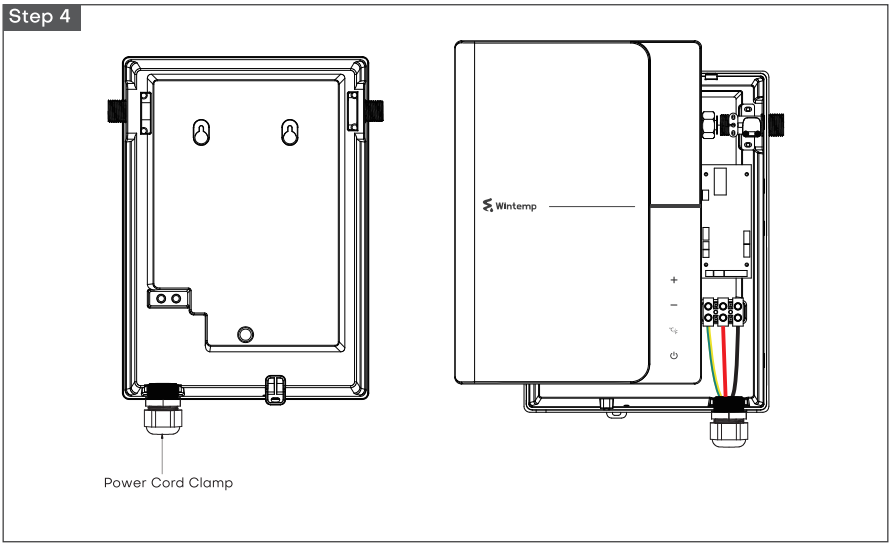
Step 2 – Step 3: Remove the Front Cover

Remove the screws securing the front cover. Carefully open the front cover while keeping the touch screen cable connected. Avoid pulling, twisting, or damaging the cable.



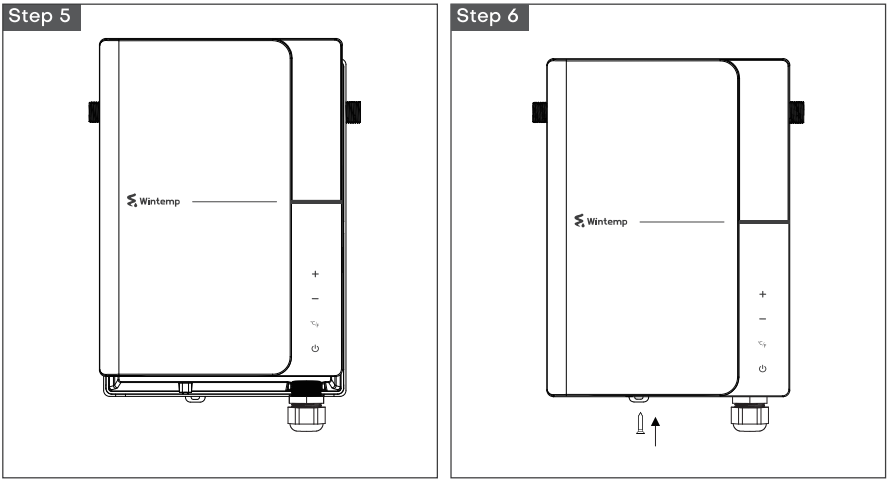
Step 4: Connect the Power Supply

Open the front cover and route the power cord through the built-in cord clamp. Connect the power wires to the corresponding terminals according to the wiring labels shown below the terminal block.



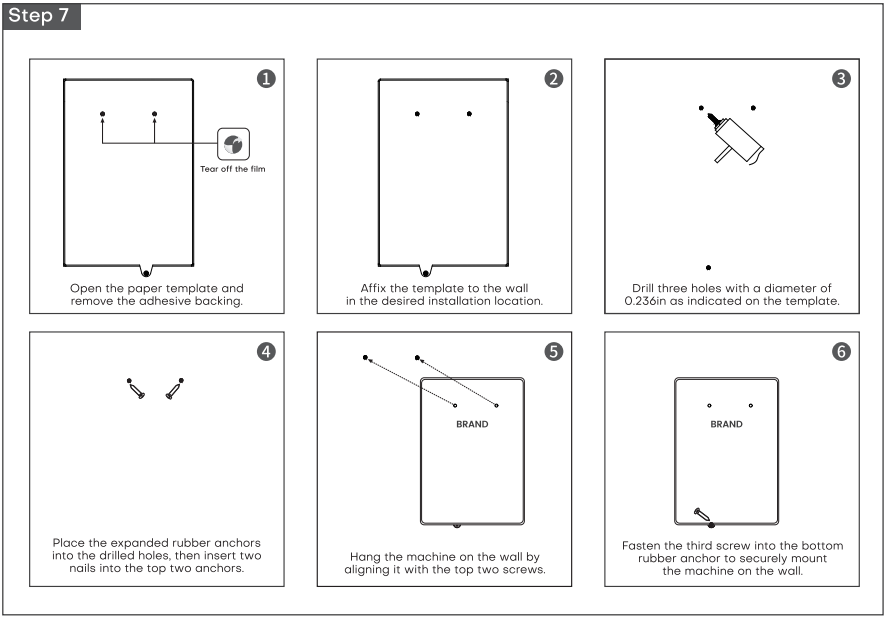
Step 5 – Step 6: Reinstall the Front Cover

Carefully close the front cover while keeping the touch screen cable connected. Secure the power cord clamp in place, then fasten the front cover with the screws.



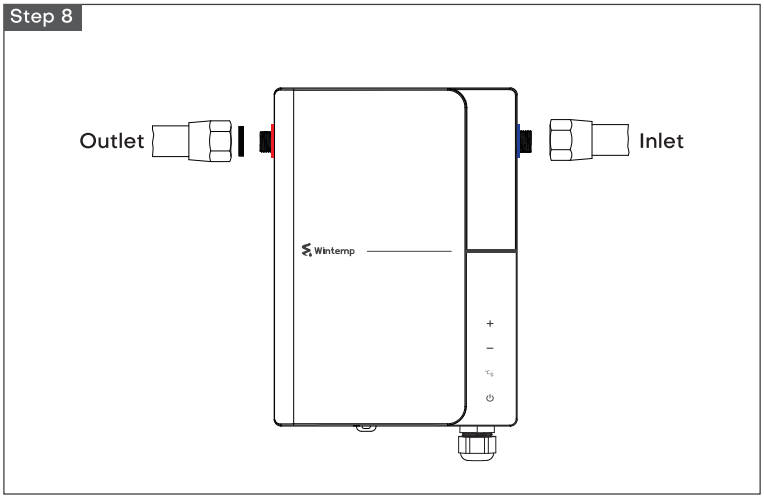
Step 7: Mount the Appliance on the Wall

Use the positioning template provided inside the packaging to mark the installation location and ensure accurate placement of the appliance.



Step 8: Water Pipe Connection

Connect the water inlet and outlet pipes. Ensure that sealing rings are installed and all connections are securely tightened.



Icon Description Guide

Icon	Name	Function Description
⏻	ON/OFF	Turns the unit on or off.
°C/F	Temperature Unit	In OFF mode, press and hold for 5 seconds to switch between °F and °C. In ON mode, press and hold for 5 seconds to lock or unlock the control panel.
+	Temperature Increase	Increases the set water temperature.
−	Temperature Decrease	Decreases the set water temperature.
🔒	Child Lock	Locks or unlocks the control panel.

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 for 5 seconds to switch the temperature display between Fahrenheit and Celsius.

7. In ON mode, press and hold the °C/F 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. The appliance features an automatic memory function to retain your last temperature setting, simplifying operation upon next use.

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

Trouble-Shooting

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.

Normal Maintenance

Important: Do not attempt to repair this appliance yourself.

For service or repair, contact a qualified service technician.

Always turn OFF power at the circuit breaker before performing any maintenance.

This unit requires minimal routine maintenance. To maintain stable water flow and performance, the following maintenance is recommended:

1. Periodically clean the faucet aerator or showerhead to remove scale and debris.

2. Clean the inlet filter screen as needed. Turn OFF the water supply before removing and cleaning the filter.

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 WM model before attempting installation.

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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