HOTRUN X12 & X24

Electric Instantaneous Water Heater

Installation & User Manual

Keep this instructions manual in a safe place once your unit is installed,
you may need to refer to it for general instructions or future maintenance.

Safety Instructions

1. For continued safety of this water heater, it must be installed, operated and maintained in accordance with the manufacturer's instructions.
2. This water heater may deliver water at a high temperature. Refer to the plumbing code of Australia (PCA) and/or any further local requirements and installation instructions to determine if additional delivery temperature control is required.
3. When positioning the water heater, ensure that the electrical supply cord is not trapped or damaged. If the electrical supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons authorised by Elwa to avoid a hazard.
4. This water heater is not intended for use by person/s (including children) with reduced physical, sensory, intellectual capabilities or lack of experience and knowledge unless the person/s –
    - are given specific instructions how to safely operate the water heater.
    - are directly supervised concerning the safe operation of water heater.
    - are made aware of the hazards involved in the use of the water heater.

    by a person responsible for their safety.
5. Shower heads and aerators in tapware must be descaled regularly.
6. DO NOT SWITCH ON, if there is a possibility the water inside the water heater is frozen.
7. To avoid a hazard due to inadvertent resetting of the thermal cut-out, the power supply to this water heater must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off.
8. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard

Please read and follow the installation and operation instructions carefully, to ensure long life and reliable operation of this HOTRUN water heater. This product complies with the requirements of Lead-Free standards as defined in the National Construction Code Volume 3 and is suitable for use as part of Lead-Free installation.

Attention!

This water heater must be installed by a licensed plumber and electrician. Not doing so will void all warranties. Under no circumstances should you attempt to install, repair, or disassemble the HOTRUN water heater Hotrun without first isolating POWER to the water heater at the circuit breaker and lock-out & tag that circuit. Warranty is void if not installed according to all instructions in this manual.

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Product Features

ELWA Hotrun water heaters are manufactured with patented heating technology incorporating multiple safety devices. The Hotrun X has the following features:

1. Instantaneous heating for on demand hot water, no pre-heating, no stand-by losses. This feature can save 60-70% power consumption compared to storage type water heaters.
2. Patented heating technology. Water channels are completely separated from electric elements in solid metal heat exchanger.
3. Display diagnostic – The water heater can last you a lifetime, but if any parts ever fail, a fault-code will appear in the display to indicate what the problem is.
4. Micro-processor control of power & water consumption that can also be used to calculate water & energy usage, and efficiency (with optional LoRa communication in future models).

General Installation Guidelines

The installation must be compliant with the local electrical and plumbing standards.

1. Please make sure the main power supply circuit breaker, water pressure, earth connection, cable & wire size meet the installation requirements.
2. The water heater **MUST** always be connected to an uninterrupted solid earth connection directly from to the main earth connection in the switchboard.
3. This water heater **MUST** be connected to a dedicated electrical circuit breaker.
4. **DO NOT** install this water heater near an open fire or a strong magnetic field. This model water heater can only be mounted in a vertical position.

Opening the casing

Choose an appropriate location to install the water heater.

Fig 1: **Front and back of the water heater**

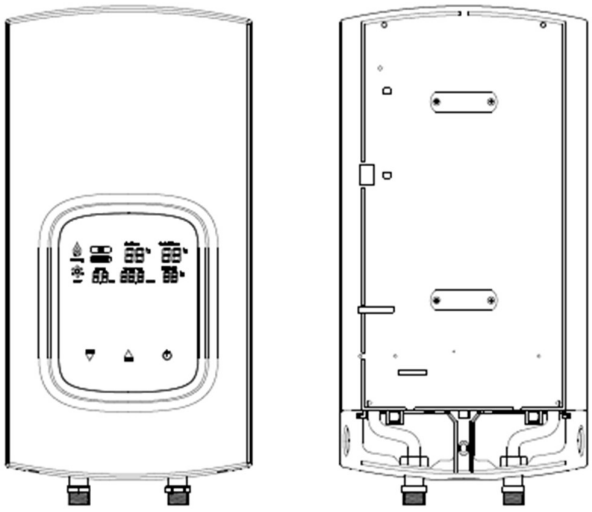
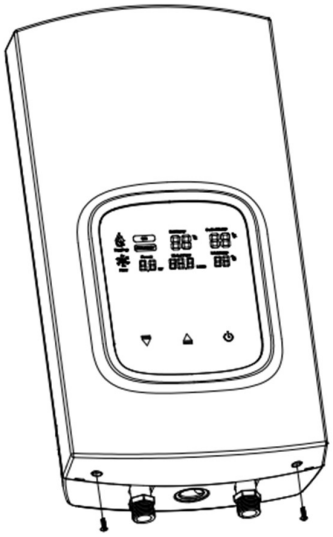
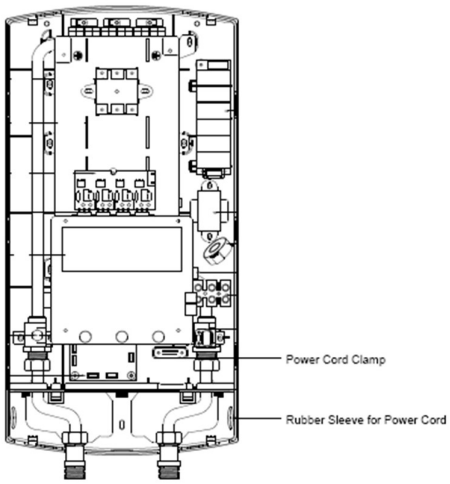


Fig 2: **To open the front cover of the casing** – Remove 2 x screws, as shown below & lift.



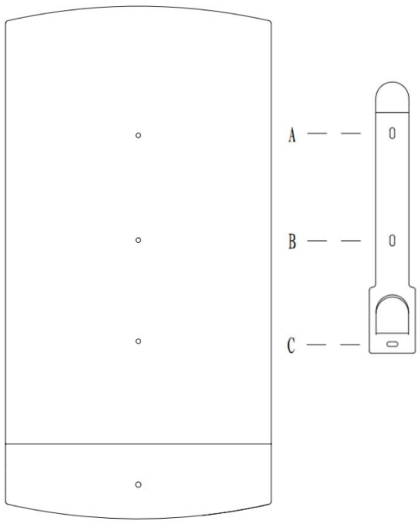
Entry power cord/cable

Fig 3: If you need to replace the supplied flexible power cord by hard wiring, remove the supplied flexible cord, use the rubber grommet (adjust to the required size) for the new power cable to be used. Pass the cable through the rubber grommet and terminate the wires firmly to the terminal block. Terminate the power cable to the terminal blocks with L1, L2, L3 and Earth wires as indicated.



Mounting instructions

Fig 4: Mark the holes for wall mounting using the supplied template, drill the holes with Ø6mm wall plugs and fit the mounting bracket to the wall.



Install the mounting bracket on the wall according to the template supplied.
Slide the water heater onto the bracket & push down to secure.
The water heater can be mounted with the water connections on the top.
In this case rotate the front cover also by 180° so the display can still be read.

Water connections

1. The HOTRUN X range of water heaters can be connected to a mains cold water supply with a pressure of minimum 60KPa and maximum of 1.2MPa. On a rainwater supply the water must be filtered and have a constant and stable pressure & flow rate to avoid temperature variations during use.
2. The hot and cold-water connections can not be swapped, the Hotrun will fail to turn on. Blue marked fitting is the cold-water inlet, Red marked fitting is the hot water outlet connection.
2. Flush pipes to remove any debris or loose particles.
3. Always use the 1/2 " / 15mm full bore isolation valve in the cold-water supply and flat-sealing flexible hoses supplied to connect the hot & cold water for both concealed and surface mounted pipework. The flexible hoses supplied are rated to the pressure and highest temperature of the Hotrun and Watermark approved.
4. Install supplied fiber washers in all connections. After completing the water connections check thoroughly for any leaks and fix before proceeding.
5. When replacing an existing water heater that is already connected with flexible hoses, do not re-use any old flexible hoses. Install the new water heater with the new flexible hoses supplied with each Hotrun X.
When tightening the water connections, avoid any force on the water heater fittings that can cause damage inside the water heater (not covered by warranty).
Connect incoming cold water to the blue marked fitting outgoing hot to the red marked fitting with the supplied flexible hoses. You can remove the bottom cover part by pressing the two locking tabs at point A and pulling the lower section B of the back panel upwards (see fig. 4)
Connect inlet water connector with the water flow control valve and outlet water connector with the supplied green fiber washers only.

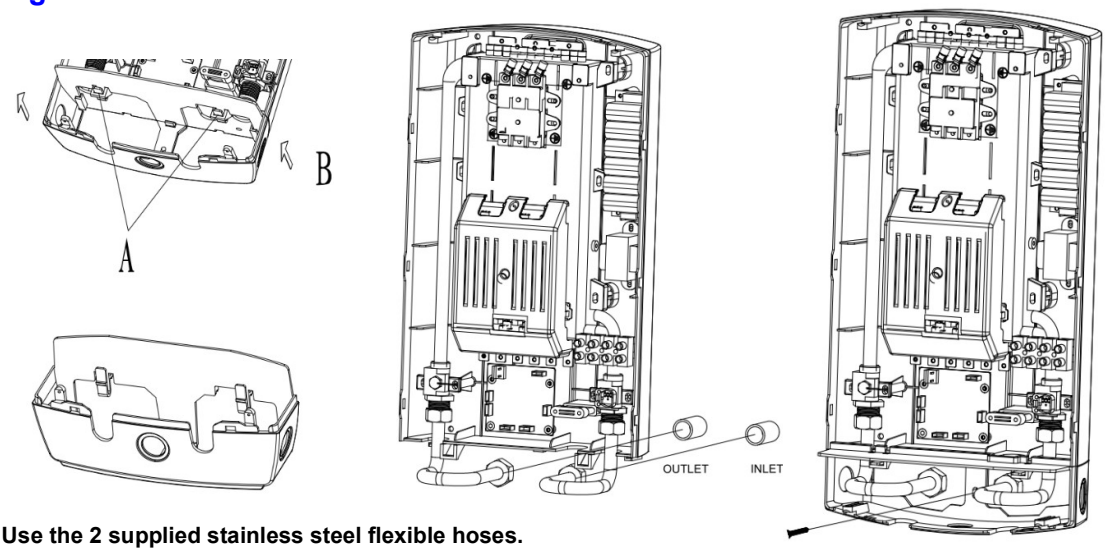
IMPORTANT: Plumbing tape MUST NOT be used on the connectors.

The flowrate needs to be set according to the selected kWatt power, as per the specifications on page 8 and the instructions in the installer set-up manual.

For **concealed installation** (**Fig 5-A)**, you can remove the bottom part of the cover to secure the corrugated stainless steel flexible hoses to the inlet water connector with the shut-off valve (if possible) and the outlet water connector, slide the bottom part back onto the main base and secure with the lower screw.

For non-concealed installation (**Fig 5-B)**, install the lower cover part onto the main base, connect the inlet and outlet pipes to the pipework holding the fittings in place with a spanner to avoid rotating internal pipework and leaks. Secure the water pipes to the inlet water connector with the shut-off valve and outlet water connector.

Fig 5-A: **Concealed installation**



Use the 2 supplied stainless steel flexible hoses. Internally to connect the hot & cold-water pipes coming out from the wall

Fig 5-B: **Surface installation**

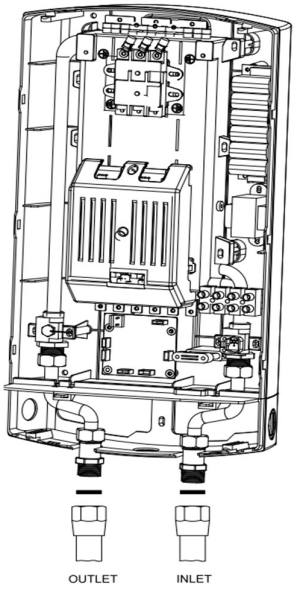
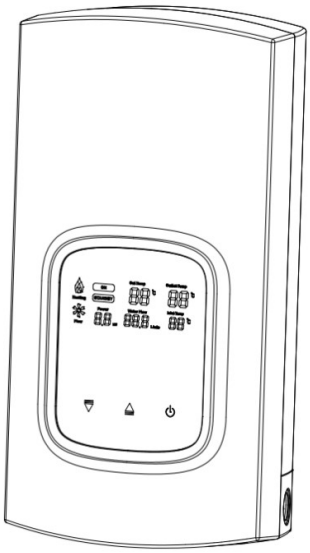


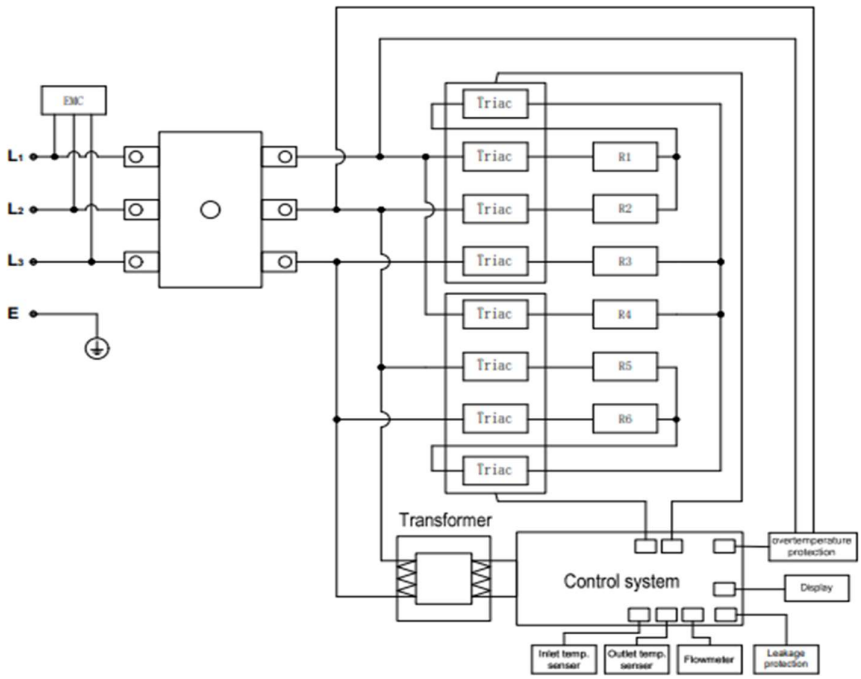
Fig 6: **Put front cover back onto the heater**



Electrical connections

1. Before starting the electrical installation, ensure that the power supply is isolated, locked out & tagged to avoid any danger of electric shock.
2. Mounting and plumbing must be completed **before** proceeding with electrical connections.
3. All electrical work must comply with national & local electrical standards.
4. Water heater must be connected to a secure earth & dedicated electrical circuit supplying the correct voltage & current rating.
5. Terminate the power cable wires securely to the terminal block and circuit breaker.

Electrical Diagram



Technical Specifications

3-Phase power connection (no neutral wire required)						
Dimensions	470 x 250 x 130 mm					
Model	**X12**			**X24**		
Power Rating	6kW / 9kW / 12 kW			12kW / 18kW / 24kW		
Voltage	415V			415V		
Current	3 x 8 / 3 x 12 / 3 x 16 Amps			3 x 16 / 3 x 25 / 3 x 35 Amps		
IP Rating	IP24			IP24		
Connection	1/2" BSP			1/2" BSP		
Weight	5.9 Kg			7.1 Kg		
Performance (at Δ T = 25°C)	Set to 6kW	Flow Rate 4 L/min	415V-3 x 8 Amps	Set to 12kW	Flow Rate 8 L/min	415V-3 x 16 Amps
	Set to 9kW	Flow Rate 6 L/min	415V-3 x 12 Amps	Set to 18kW	Flow Rate 11 L/min	415V-3 x 25 Amps
	Set to 12kW	Flow Rate 8 L/min	415V-3 x 16 Amps	Set to 24kW	Flow Rate 14 L/min	415V-3 x 35 Amps
Water Pressure	2 Mpa max.					

Hotrun	Flow Rate	Colour	kWatt setting
X12	4 L/Min	Grey	6
	6 L/Min	Black	9
	8 L/Min	Natural White	12
X24	8 L/Min	Natural White	12
	11 L/Min	Dark Brown	18

Operating Instructions

1. Run the water for a few minutes until water flow is continuous and **all air is purged** from the pipework and the water heater before activating power supply.
2. After the power supply has been turned on the water heater will beep; the display will illuminate for 2 seconds and Hotrun will enter a standby mode.
3. Press "⏻" to turn ON/OFF. When the Hotrun is ON, the LED display will show the set temperature for 2 seconds, then the display will show the actual outlet water temperature. The display will time out after 30 seconds, the screen switches to the screensaver mode (the display screen will be off) The screen will become activated again when you touch one of the buttons or when there is demand for hot water.
4. Press the up or down button to adjust the outlet temperature. The temperature can be set from 20°C to 60°C.
5. After a power supply interruption, the memory function will retain the set temperature & limiter as previously set.
6. To Lock the control panel: Touch & hold the up & down button for 5 seconds to lock the operation panel and display code "Loc", will appear. Then touch & hold up & down for 5 seconds to unlock the operation panel, and display code "UnL" will appear

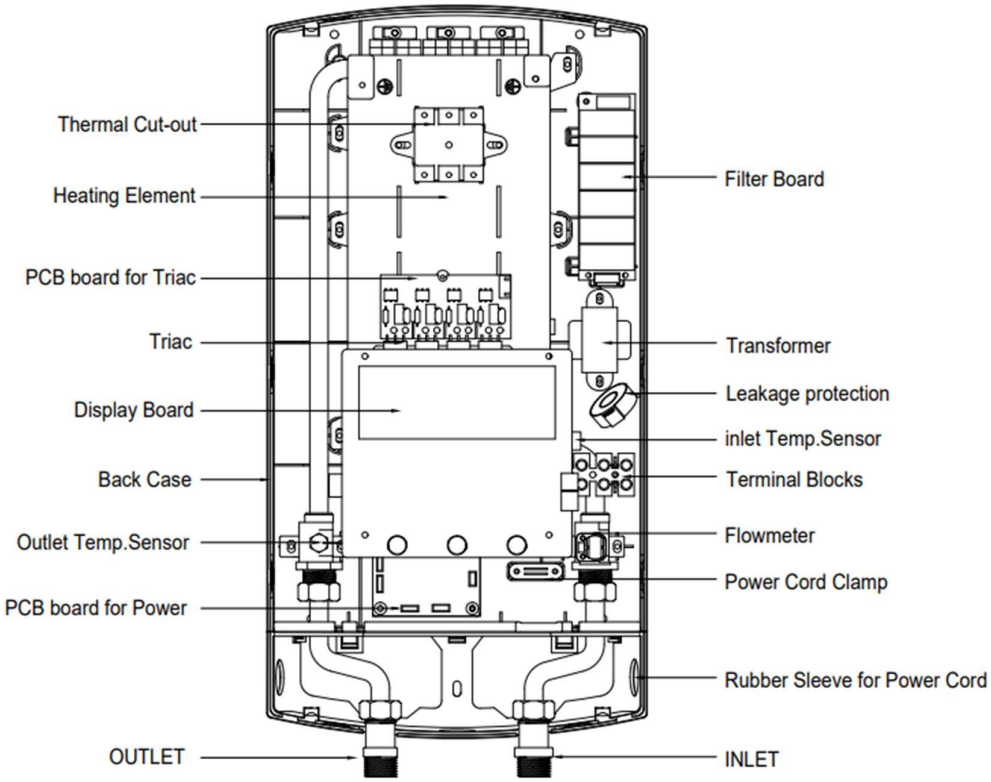
Troubleshooting

- If the heating has been paused, you may initially get a short burst of hot water when you open the tap again. Please run the water through for a few seconds to let the temperature settle down. Always check the outlet hot water temperature to avoid scalding.
- If the heater Hotrun is not being used in winter and to avoid the water heater to be exposed to the risk of freezing, isolate power & water supplies & drain out water completely.
- Periodically clean the inlet strainer, aerators in taps and shower heads from debris and calcium build-up.

Fault Code	Fault condition	Failure Analysis	Solution
F2	Water inlet temperature sensor short or open circuit	Water inlet temperature sensor faulty	Replace water inlet temperature sensor.
E1	Earth leakage protection (leakage current ≥15mA±5)	Electrical earth leakage detected	Contact Elwa technical support for assistance.
E2	Water outlet temperature has exceeded 75°C	Heat exchanger has exceeded 75°C	See **Note 1** below
E3	Water outlet temperature sensor short or open circuit	Water outlet temperature sensor faulty	Replace water outlet temperature sensor
E5	Low flow. (Delayed by 10 secs after start up)	Low water flow for an extended time. No heating	Increase flow rate to exceed minimum flow level.
E6	Water heater temperature too high	Over temperature safety switch tripped	Manual reset required after power control issue is fixed.

Note 1 - Over temperature protection: When the outlet water temp. rises over 75°C, the water heater will enter pause mode and cease operation until the temperature drops below 51°C. The display will show E2 when the outlet water temperature exceeds 85°C.

Components



Note: Do not attempt to repair this water heater yourself. Call a licensed service person for assistance. Always shut off the power supply while performing maintenance.

Accessories supplied:
Water Heater
2 Flow Control inserts, Flow-control valve, 4 flexible hoses, plugs and screws
Wall template

Approval Standards: IEC/AS/NZS 60335.2.35 & AS3498

Warranty

On the provision that the installation instructions have been followed, ELWA gives a warranty of twelve months onsite service in Australia and the 10 years product return and repair service. The warranty begins on the date of purchase as per the invoice.

Elwa goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to receive a replacement or refund in case of a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or if the goods fail to be of acceptable quality and failure does not amount to a major failure.

If, despite our extensive product control, complaints arise, first inform your installer to make sure the power and water supply to the water heater are fine. Your installer can call the ELWA service department when on site if any questions arise. Before you contact the installer, we advise you to read the directions for use. You can avoid needless discomfort and possible costs.

After following the instructions in the above paragraph and you or your installer cannot fix the problem, contact our office, and if your installer can't solve the problem, fill in a service request form on our website www.elwa.com.au/customerservice

Warranty Terms:

The warranty claim is valid only on presenting the original invoice, a copy of the certificate of compliance when the Hotrun was installed, stating the date of purchase, the name of the supplier/installer and the model & serial number of the Hotrun, name, address, all contact details of the owner, description of fault, address and contact where the Hotrun is located, providing a signature agreeing & accepting the terms should request for service be proven to not be a Elwa product fault but an installation fault. In that case a call-out fee and labour costs can be charged to the person making the request. ELWA will repair or replace, subject to the warranty exclusions and at our discretion, a faulty component under warranty, the warranty period is not extended from the time of the repair or replacement.

Warranty Exclusions:

ELWA may void the warranty if the invoice is not legible.

If the barcode or serial number is missing, the warranty will be voided.

The warranty will be voided from the moment the water heater has been tampered with or has been modified in any way.

Damages caused because of improper use or faulty installation are not covered by the warranty. Incorrect installation or maintenance issues such as blocked filters in aerators or flow restrictors, too low or too high-water supply pressure etc. are not warrantable items and may result in a charge from ELWA or the contractor responsible for the service call out service.

Warranty can be voided when too much force is used on the water connections and that has damaged the pipes & fittings inside the water heater. Only the supplied flexible hoses are to be used for hot and cold-water connections.

If the Hotrun was not installed by a licensed tradesperson.
Damage to the Hotrun through normal wear and tear is not covered.
Damage to the Hotrun via incorrect or faulty power supply, electric surges or lightning strikes, including all other actions of the natural elements.
Connection to faulty equipment. Accidental or malicious damage.
Non approved or non-genuine parts used on or inside the water heater.

Correct disposal of this product

	This symbol on the product, or in its packaging, indicates that this product may not be treated as household waste. Instead, it should be taken to the appropriate waste collection point for the recycling of metals & electronic equipment to ensure this product is disposed of correctly. This action will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by the inappropriate waste handling of this product. For more detailed information about the recycling of this product, please contact your local council, your household waste disposal service, or the retail outlet where you purchased the product.

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This manual has been made with care, Elwa holds the right to adjust products in the future for various reasons.

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Manual V3-2025