

## Midea MHE13W2AWW

# Midea 13KW Tankless Electric Water Heater User Manual

Model: MHE13W2AWW

## 1. INTRODUCTION

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Thank you for choosing the Midea 13KW Tankless Electric Water Heater. This advanced appliance is designed to provide instant and endless hot water for your home, offering convenience, energy efficiency, and space-saving benefits. With its intelligent heating system, touch control, Wi-Fi connectivity, and LED display, it ensures a comfortable and reliable hot water experience. This manual provides essential information for safe installation, operation, and maintenance of your new water heater.

## 2. IMPORTANT SAFETY INFORMATION

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Please read all safety warnings and instructions carefully before installing or operating this appliance. Failure to follow these instructions may result in electric shock, fire, property damage, or personal injury.

- **Electrical Grounding:** This appliance must be grounded. To provide continuous protection against the risk of electric shock, connect to a properly grounded circuit that is protected by a recognized Class A Ground-Fault Circuit Interrupter (GFCI).
- **Professional Installation:** Installation must be performed by a licensed and qualified electrician and plumber in accordance with all local and national electrical and plumbing codes.
- **Voltage Requirement:** The 13KW tankless water heater requires a 240V electrical supply. Ensure your electrical system can support this requirement.
- **Water Pressure:** Ensure water pressure is within the specified range (Min. permissible pressure: 30 psi / 0.207 MPa, Max. permissible pressure: 150 psi / 1.034 MPa).
- **Overheat Protection:** The unit is equipped with overheat protection. Do not tamper with or bypass safety features.
- **Child Safety:** The unit features a child mode. Always supervise children around the appliance.

## 3. PRODUCT OVERVIEW

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The Midea Tankless Electric Water Heater is a compact and efficient unit designed for on-demand hot water. It features a sleek design with an intuitive control panel and smart connectivity.



Figure 3.1: Front view of the Midea 13KW Tankless Electric Water Heater, showing the digital display and touch controls.



SmartHome  
Smart Compatible

## SMART & ENDLESS HOT WATER

### Midea Tankless Electric Water Heater

Figure 3.2: The Midea Tankless Water Heater highlighting its SmartHome compatibility for intelligent and endless hot water.

### 3.1 Key Features

- **Instant & Endless Hot Water:** Powerful 13KW heating system provides hot water instantly.
- **Smart Control App:** Control heating modes and temperature settings via the Smart Home app.
- **Convenient Usage:** Digital display and touch control panel for easy temperature setup.
- **Energy Saving:** Auto-modulating temperature technology heats water only when needed, saving up to 50% on water heating costs.
- **Space Saving:** Compact, wall-mounted design uses 90% less space than traditional tank water heaters.
- **Safe Operation:** ETL, NSF, and DOE certified, with 5VA cover and copper heating elements for safety and durability.

## 4. INSTALLATION INSTRUCTIONS

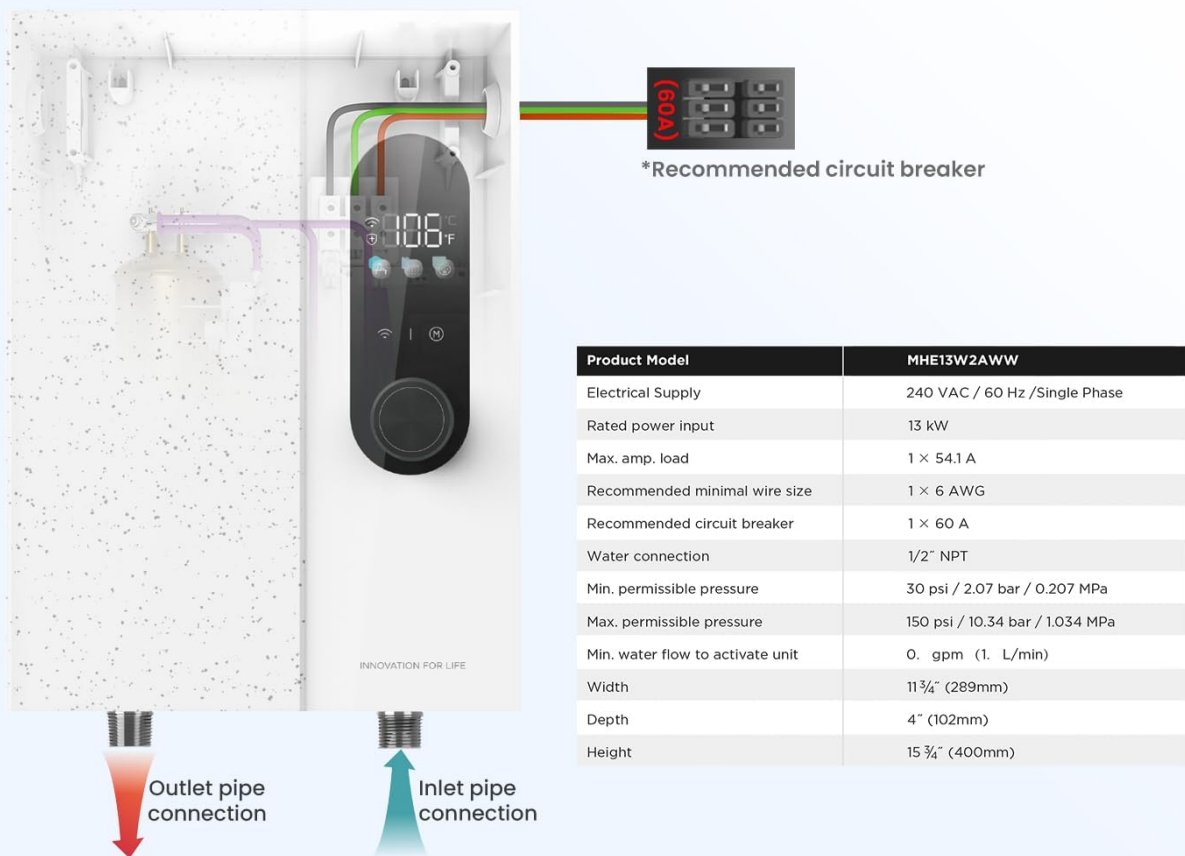
Proper installation is critical for the safe and efficient operation of your Midea water heater. Always ensure compliance with local and national codes.

## 4.1 Pre-Installation Checklist

- Verify electrical supply: 240 VAC / 60 Hz / Single Phase.
- Ensure adequate power input: 13 KW.
- Confirm maximum amperage load: 54.1 A.
- Recommended minimal wire size: 6 AWG.
- Recommended circuit breaker: 1 x 60 A.
- Water connection: 1/2" NPT.
- Minimum water flow to activate unit: 0. gpm (1. L/min).

## Installation Instructions

MHE13W2AWW



【 Tips 】 These appliances must be grounded. To provide continued protection against the risk of electrical shock, connect to a properly grounded circuit that is protected by a recognized CLASS A GROUND-FAULTCIRCUIT INTERRUPTER(GFCI). Installed by a licensed and qualified electrician

Figure 4.1: Detailed installation instructions showing pipe connections (Inlet and Outlet) and a table of product specifications for installation.

## 4.2 Sizing and Placement

The Midea tankless water heater is compact, making it suitable for various installation locations such as under sinks, in bathrooms, or utility rooms. Refer to the power capacity guide to match your hot water needs with the unit's capabilities based on inlet water temperature and desired flow rate.

# PERSONAL ASSISTANT

Facilitate you to quick choose a suitable heating mode.  
You can preset your preferred temperature in every mode.



SmartHome  
Smart Compatible



Recommend 96°F for vegetables, fruits dishing well.



Recommend 104°F forcing your kids showering gently.



Preset your preferred temperature every time.

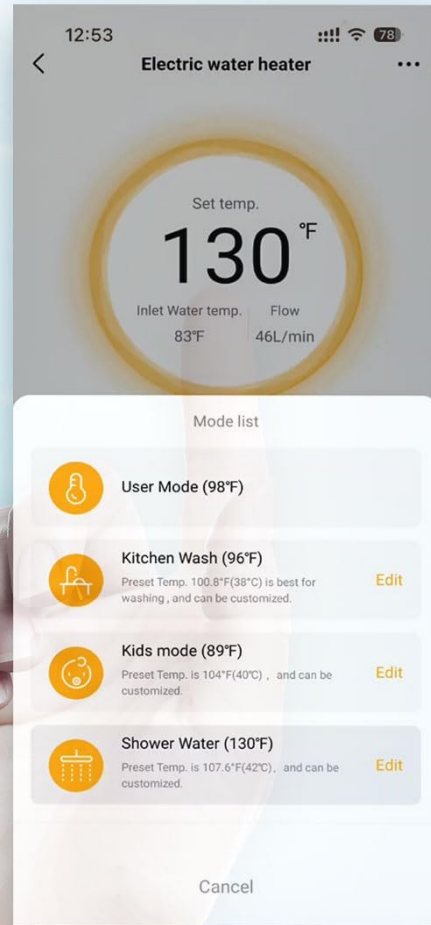


Figure 4.2: Power Capacity Guide illustrating how to determine the suitable power capacity based on application (faucet, shower) and inlet water temperature across different regions.

## 5. OPERATING INSTRUCTIONS

Your Midea tankless water heater offers convenient control through its touch panel and a smart mobile application.

### 5.1 Control Panel Operation

The unit features a digital display and touch control panel for easy temperature adjustment and mode selection. Simply use the touch interface to set your desired temperature. The display provides useful information about the unit's operating status.

### 5.2 Smart App Control (Wi-Fi)

For enhanced convenience, download the Midea Smart Home app to control your water heater remotely. The app allows you to:

- Choose suitable heating modes (e.g., User Mode, Kitchen Wash, Kids Mode, Shower Water).

- Preset your preferred temperatures for different uses (e.g., 32°C for vegetables/fruits, 40°C for children).
- Monitor the unit's status from anywhere.

## REMOTE CONTROL AT ANYTIME & ANYWHERE NO MATTER WHERE IT IS INSTALLED



Figure 5.1: The Smart Home app interface demonstrating preset temperature options for various uses like kitchen wash, kids' bath, and shower.

# POWER CAPACITY GUIDE

Refer to approximate usage of faucet or shower or match you area to the corresponding chart or to decide power capacity.

## Step1: Decide Water Capacity Needed

### APPLICATION KEY

Description	GPM	Range GPM	Symbol
Low Flow Faucet	0.5	0.5 - 0.9	
Bathroom Faucet	1	0.5 - 1.3	
Kitchen Faucet	1.5	1.0 - 2.2	
Shower	2	1.5 - 2.5	



## Step2: Locate Your Area

## Step3: Match Suitable Power Capacity

### SIZING CHART

Inlet Temp	Symbol	GPM	kW
37°F		1.3	13
		1.8	18
42°F		1.4	13
		1.9	18
47°F		1.5	13
		2.1	18
52°F		1.7	13
		2.3	18
57°F		1.8	13
		2.5	18
62°F		2.0	13
		2.8	18
67°F		2.3	13
		3.2	18
72°F		2.7	13
		3.7	18
77°F		3.1	13
		4.3	18



Usage of Faucet or Shower

Areas by Different Inlet Temp

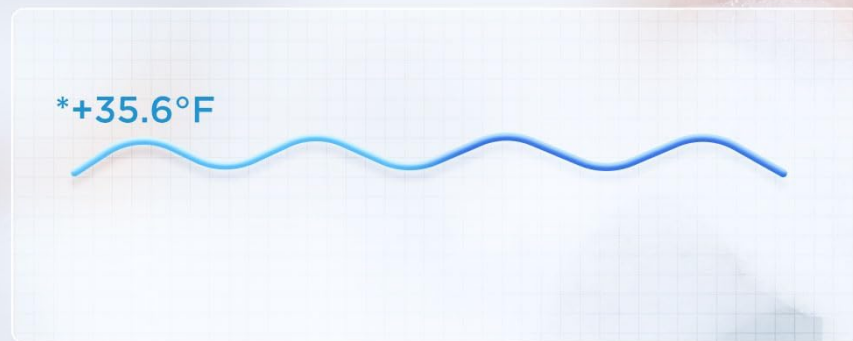
Figure 5.2: Illustration of remote control capability, showing the water heater installed in various locations (bathroom, kitchen, equipment room) and controlled via a smartphone.

## 5.3 Constant Temperature System

The Midea instant water heater is supported by self-adapted heating elements, intelligently managing pressure to maintain a constant temperature. This feature ensures a stable hot water supply without terrible temperature fluctuations, providing a comfortable experience.

## CONSTANT TEMPERATURE SYSTEM

Supported by self-adapted heating elements, Midea instant water heater intelligently pressure. Care your sensitive skin more and save you from readjusting when uses water.pressure. Care your sensitive skin more and save you from readjusting when uses water.



\*Tested by Midea Lab. Report number: WHMDL-E-C2305065XP.

Figure 5.3: Graph illustrating the stable temperature output of the constant temperature system, tested by Midea Lab.

## 6. MAINTENANCE

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Regular maintenance ensures the longevity and optimal performance of your tankless water heater. Always disconnect power before performing any maintenance.

- **Cleaning:** Periodically wipe the exterior of the unit with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Inlet Filter:** Check and clean the inlet water filter periodically to prevent sediment buildup, which can affect water flow and heating efficiency.
- **Professional Inspection:** It is recommended to have a qualified technician inspect the unit annually, especially in areas with hard water, to check for scale buildup and ensure all components are functioning correctly.
- **Winterization (if applicable):** If the unit is installed in an unheated area subject to freezing temperatures, ensure proper winterization procedures are followed to prevent damage from frozen pipes. Consult a professional if unsure.

## 7. TROUBLESHOOTING

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This section addresses common issues you might encounter. For problems not listed here, or if solutions do not resolve the issue, contact qualified service personnel.

Problem	Possible Cause	Solution
No hot water or insufficient hot water.	Power supply interrupted. Water flow too low to activate. Inlet filter clogged. Incorrect temperature setting.	Check circuit breaker (60A recommended). Ensure minimum water flow (0.5 gpm) is met. Clean the inlet filter. Adjust temperature setting on panel or app.
Water temperature fluctuates.	Inconsistent water pressure. Unit capacity exceeded.	Check household water pressure. Reduce the number of simultaneous hot water demands.
Unit not responding to Wi-Fi control.	Wi-Fi connection issue. App not updated or configured correctly.	Check Wi-Fi signal strength and router. Restart the app and re-pair the device if necessary.

## 8. SPECIFICATIONS

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Technical details for the Midea 13KW Tankless Electric Water Heater (Model: MHE13W2AWW).

Attribute	Value
Manufacturer	Midea
Model Number	MHE13W2AWW
Style	13 KW
Color	White
Material	Copper
Power Source Type	Corded Electric
Voltage	240 Volts
Wattage	13 KW
Installation Type	Wall Mount
Maximum Pressure	150 Pounds per Square Inch
Special Features	Overheat Protection
Included Components	13kw electric water heater
Product Dimensions (L x W x H)	11.38 x 11.38 x 15.75 inches (28.91 x 28.91 x 40.01 cm)

Attribute	Value
Item Weight	6.83 Pounds (3.1 kilograms)



**Rated power input : 13kW**

*Figure 8.1: Diagram showing the dimensions of the Midea 13KW Tankless Electric Water Heater.*

## 9. WARRANTY AND SUPPORT

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For warranty information, technical support, or service inquiries, please refer to the warranty card included with your product or visit the official Midea website. Keep your purchase receipt as proof of purchase.

**Customer Service:** For assistance, please contact Midea customer support through their official channels.

