

HTW Koi Duo

HTW Koi Duo 100 Liters Electric Water Heater User Manual

Model: Koi Duo | Brand: HTW

1. INTRODUCTION AND OVERVIEW

The HTW Koi Duo electric water heater is designed to provide efficient and reliable hot water for your home. Available in 50, 80, and 100-liter capacities, this model features a compact design with shallow depth, allowing it to fit into various spaces. Its multiposition capability enables both vertical and horizontal installation, offering flexibility for your kitchen or utility room. The Koi Duo incorporates advanced technology, including a double tank system for faster hot water delivery and enhanced energy savings, achieving an energy efficiency rating of B. It also features WiFi connectivity for smart control via a dedicated application.

2. KEY FEATURES

- **Multiposition Installation:** Can be installed both vertically and horizontally to adapt to different spaces.
- **WiFi Connectivity:** Integrated WiFi for remote control and monitoring via a smartphone application.
- **Double Tank System:** Provides hot water faster and improves energy efficiency.
- **Electronic Anode:** Offers enhanced protection for the inner surface of the tank without requiring maintenance.
- **Digital Touch Display:** Intuitive interface for direct control and temperature adjustment.
- **Smart Mode:** Analyzes and memorizes user consumption habits to optimize energy savings automatically.
- **High-Density Polyurethane Insulation:** Ensures excellent thermal retention and durability.
- **Dry Overheating Protection:** Safety feature to prevent damage from overheating when the tank is dry.
- **Anti-freeze Protection:** Safeguards the unit in cold environments.
- **Energy Efficiency Class B:** Designed for reduced energy consumption.
- **Armored Resistance:** Ensures rapid heat transfer to the water.



Figure 2.1: Visual representation of HTW Koi Duo's key features.

3. SAFETY INFORMATION

Please read all safety instructions carefully before installation and operation. Failure to follow these instructions may result in property damage, personal injury, or death.

- **Professional Installation:** Installation must be performed by a qualified technician in accordance with local regulations and codes.
- **Electrical Safety:** Ensure the unit is properly grounded. Do not use extension cords. Disconnect power before any maintenance or service.
- **Water Pressure:** The water heater must be connected to a water supply with appropriate pressure. A safety valve (included) must be installed on the cold water inlet to protect against excessive pressure.
- **Temperature Settings:** Be cautious when setting high temperatures to avoid scalding.
- **Children and Vulnerable Persons:** This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- **Leakage:** Regularly inspect the unit for any signs of water leakage. In case of leakage, immediately turn off the water supply and disconnect power.

4. INSTALLATION

The HTW Koi Duo water heater offers flexible installation options, supporting both vertical and horizontal mounting. Ensure the chosen location is structurally sound to support the full weight of the water heater when filled with water.

4.1. Dimensions and Placement

Refer to the diagram below for precise dimensions. Allow adequate clearance around the unit for maintenance and air circulation.



Figure 4.1: HTW Koi Duo water heater dimensions.

4.2. Included Components

The following components are included for installation:

- Electrolytic Sleeves (Manguitos Electrolíticos)
- Safety Valve (Válvula de Seguridad)

4.3. Required Tools (Not Included)

A qualified technician will typically require standard plumbing and electrical tools, including but not limited to:

- Drill and drill bits
- Measuring tape and level
- Wrenches (adjustable, pipe wrench)
- Screwdrivers
- Teflon tape or pipe sealant
- Wall anchors/screws suitable for your wall type

4.4. Mounting the Water Heater

1. **Marking:** Use the provided template (if any, or measure directly from the unit) to mark the drilling points for the mounting brackets on the wall. Ensure the marks are level and correctly spaced for either vertical or horizontal orientation.
2. **Drilling:** Drill holes at the marked points using an appropriate drill bit for your wall material.
3. **Anchoring:** Insert wall anchors into the drilled holes.
4. **Mounting Brackets:** Secure the mounting brackets firmly to the wall using screws.
5. **Hanging the Unit:** Carefully lift the water heater and hang it onto the secured mounting brackets. Ensure it is stable and securely seated.

4.5. Plumbing Connections

1. **Safety Valve:** Install the safety valve onto the cold water inlet of the water heater. Use Teflon tape or pipe sealant to ensure a watertight connection.
2. **Electrolytic Sleeves:** Attach the electrolytic sleeves to both the cold and hot water connections of the water heater.
3. **Water Lines:** Connect the cold water supply line to the cold water inlet (typically marked blue or with a blue ring) and the hot water outlet line to the hot water outlet (typically marked red or with a red ring).
4. **Drainage:** If possible, connect a drain line to the safety valve outlet to direct any pressure relief discharge to a suitable drain.
5. **Filling the Tank:** Before connecting to electrical power, open a hot water faucet in your home and then slowly open the cold water supply valve to the water heater. Allow the tank to fill completely until water flows steadily from the hot water faucet, indicating all air has been purged from the system. Close the hot water faucet.

4.6. Electrical Connection

1. **Power Supply:** Connect the water heater to a dedicated, properly grounded electrical circuit as per local electrical codes. The unit operates at 1800 W.
2. **Circuit Breaker:** Ensure the circuit breaker for the water heater is in the OFF position during connection.
3. **Final Connection:** Once all plumbing connections are secure and the tank is filled with water, connect the power cord to the electrical outlet or hardwire the unit if required.

5. SETUP AND OPERATING INSTRUCTIONS

5.1. Initial Power-On

After completing installation and filling the tank, turn on the circuit breaker to supply power to the water heater. The digital touch display will illuminate.

5.2. Digital Touch Display

The digital touch display allows you to monitor the current water temperature and select various operating modes.

5.3. Temperature Control

Use the touch controls on the display to adjust the desired water temperature. The display will show the set temperature and the current water temperature.

5.4. Smart Mode

Activate the "Smart Mode" for optimized energy savings. In this mode, the water heater analyzes and memorizes your hot water consumption patterns over approximately 15 days. It then automatically adjusts its heating schedule to ensure hot water is available when needed, while minimizing energy use during off-peak times.

5.5. WiFi Connectivity and App Control

The HTW Koi Duo features integrated WiFi for remote control. Download the dedicated smartphone application (available on Apple Store and Google Play) and follow the in-app instructions to connect your water heater. Through the app, you can:

- Remotely turn the unit ON/OFF.
- Adjust temperature settings.
- Monitor energy consumption.
- Program heating schedules.
- Receive notifications and direct technical support.



Figure 5.1: WiFi and other key features for smart control.

6. MAINTENANCE

Regular maintenance ensures the longevity and efficient operation of your HTW Koi Duo water heater. Always disconnect power before performing any maintenance.

- **Electronic Anode:** The electronic anode provides continuous protection against corrosion and does not require periodic replacement or maintenance, unlike traditional sacrificial anodes.
- **Safety Valve:** Periodically check the safety valve by lifting its lever to ensure it operates freely and discharges water. This helps prevent mineral buildup.
- **Cleaning:** Clean the exterior of the water heater with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Professional Inspection:** It is recommended to have a qualified technician inspect the water heater annually to check for sediment buildup, element condition, and overall system integrity.

7. TROUBLESHOOTING

If you experience issues with your water heater, refer to the following common troubleshooting steps. For complex problems, contact qualified technical support.

- **No Hot Water:**

- Check if the power supply is connected and the circuit breaker is ON.
- Ensure the water heater is turned ON via the display or app.
- Verify that the temperature setting is appropriate.
- Check if the cold water supply valve is fully open.

- **Insufficient Hot Water:**

- Increase the temperature setting.
- Allow more time for the unit to heat water, especially after high demand.
- Ensure "Smart Mode" is not overly restricting heating times if your habits have changed.

- **Water Leakage:**

- Immediately turn off the water supply and disconnect power.
- Inspect connections for loose fittings.
- If the leak is from the safety valve, it might be due to excessive pressure; ensure the valve is functioning correctly.
- Contact a qualified technician for repair.

- **WiFi Connection Issues:**

- Ensure your home WiFi network is active and the signal is strong near the water heater.
- Restart your router and the water heater.
- Re-attempt the pairing process through the app.

8. SPECIFICATIONS

Feature	Specification
Brand	HTW
Model	Koi Duo
Capacity	100 Liters
Dimensions (H x W x D)	121.9 x 53.6 x 30 cm
Power	1800 W
Energy Efficiency Class	B
Mounting Type	Wall (Vertical and Horizontal)
Water Inlet/Outlet Pipe	1/2 inch

Feature	Specification
Protection Rating	IPX4



Figure 8.1: Energy Efficiency Class B.

9. WARRANTY AND SUPPORT

Your HTW Koi Duo electric water heater is designed for durability and long-term performance. For specific warranty terms and conditions, please refer to the warranty card included with your product or contact HTW customer service. For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact HTW customer support. The integrated WiFi application also provides a direct connection to technical service for convenient support.

Keep your purchase receipt as proof of purchase for warranty purposes.

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