WINTEMP WN-13kW

WINTEMP WN-13kW 13.8kW Electric Tankless Water Heater User Manual

Model: WN-13kW | Brand: WINTEMP

1. Product Overview

The WINTEMP WN-13kW is a 13.8kW electric tankless water heater designed to provide on-demand hot water. This compact unit features self-modulating technology to ensure stable water temperature and energy efficiency. It is suitable for point-of-use applications such as sinks and showers, particularly in mild to moderate climates.

Key Features:

- **Stable Water Temperature:** Automatically adjusts energy consumption based on incoming water temperature and flow rate for consistent hot water.
- **Energy Saving:** Self-modulating technology reduces power usage when water flow decreases and consumes no energy when not in use, achieving up to 99% energy savings compared to traditional tank heaters.
- **Endless Hot Water:** Provides a continuous supply of hot water without preheating, eliminating concerns about running out of hot water.
- **Space Saving:** Compact, wall-mounted design occupies significantly less space than traditional tank water heaters.
- **Safe Usage:** Equipped with multiple safety protections including leakage, overheat, and dry-fire protection. ETL certified for safety.
- **Digital Display:** Features a digital temperature display with a range of 86°F to 140°F.



Image: The WINTEMP WN-13kW Electric Tankless Water Heater, a compact, wall-mounted unit.

2. Safety Information

Read all instructions and warnings carefully before installation and use. Failure to follow these instructions may result in property damage, serious injury, or death.

- **Professional Installation Recommended:** Due to the electrical and plumbing requirements, professional installation by a licensed electrician and plumber is strongly recommended.
- **Electrical Requirements:** This unit requires specific electrical wiring and circuit breakers. Refer to the "Electrical Requirements" section for details. Incorrect electrical installation can lead to fire or electric shock.
- **Water Pressure:** Ensure water pressure is within the specified range (Maximum Pressure: 95 psi).
- **Temperature Settings:** Be cautious when setting high temperatures to avoid scalding.
- **Leakage Protection:** The unit includes leakage protection. Regularly inspect for any signs of leaks.
- **Overheat Protection:** Built-in overheat protection will shut down the unit if temperatures exceed safe limits.

- **Dry-Fire Protection:** Prevents the heating element from activating without water flow.
- **ETL Certified:** This product is ETL certified, ensuring it meets recognized safety standards.

3. Installation

3.1 Electrical Requirements

The WN-13kW model has specific electrical requirements that must be met for safe and proper operation. Consult a licensed electrician prior to purchase and installation to ensure your home's electrical system can support the unit.

- **Power Rating:** 13.8 kW
- **Voltage:** 240V
- **Maximum Amperage:** 58A
- **Breakers Required:** 1 x 60 Amp Double Pole (DP) breaker
- **Wiring:** 6# AWG wiring with ground

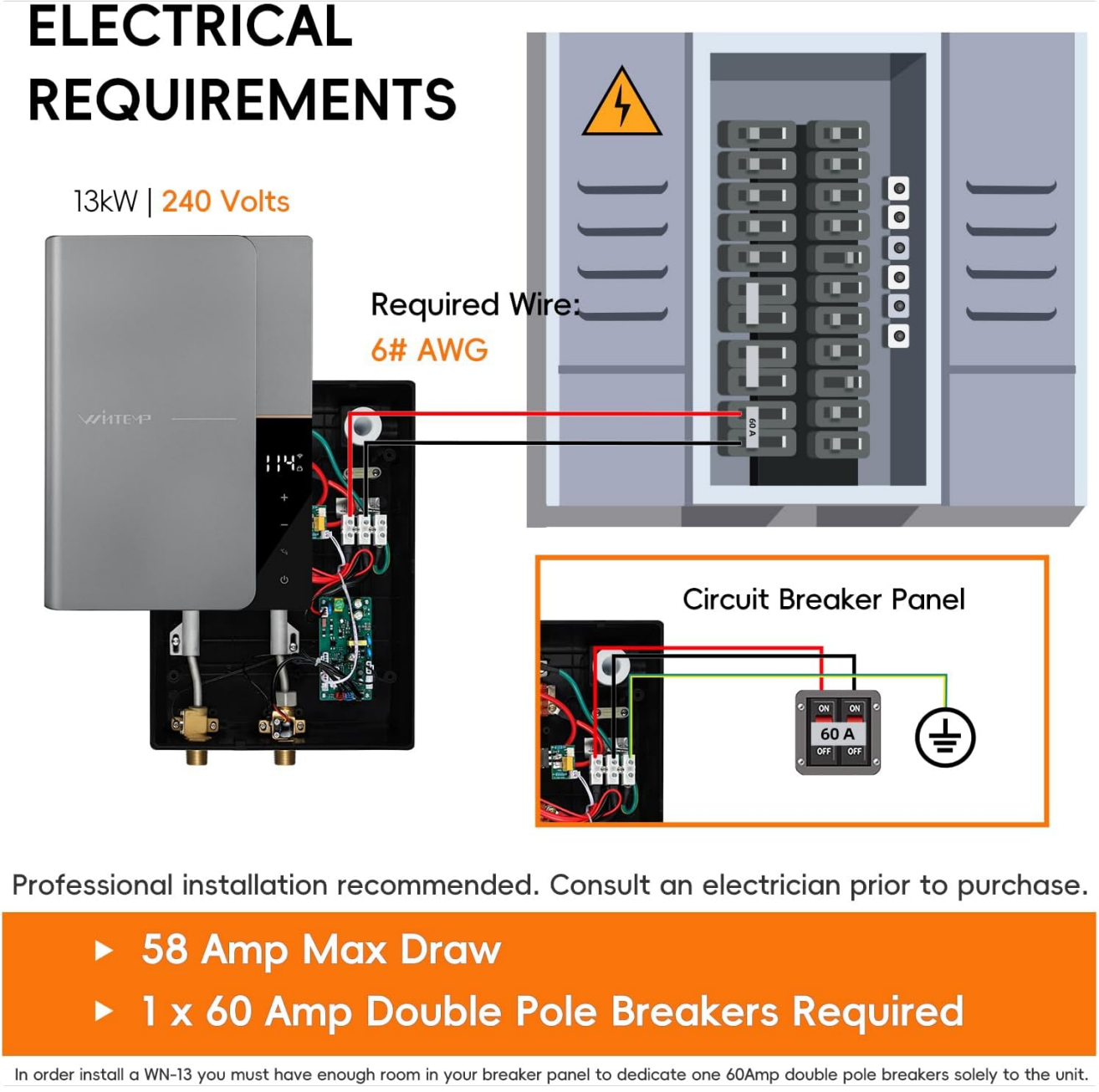


Image: Diagram illustrating the electrical requirements, including the circuit breaker panel setup and wire gauge for the WN-13kW model.

3.2 Plumbing Requirements

- **Water Connection:** 1/2" NPT (National Pipe Taper)
- **Minimum Water Flow to Activate:**0.5 GPM
- **Maximum Water Pressure:** 95 psi

3.3 Unit Dimensions and Components

The unit's compact design allows for flexible installation. Familiarize yourself with the internal components before installation.

- **Dimensions (W x H x D):**9.7" (W) x 14.1" (H) x 3.3" (D)
- **Weight:** 9.9 pounds

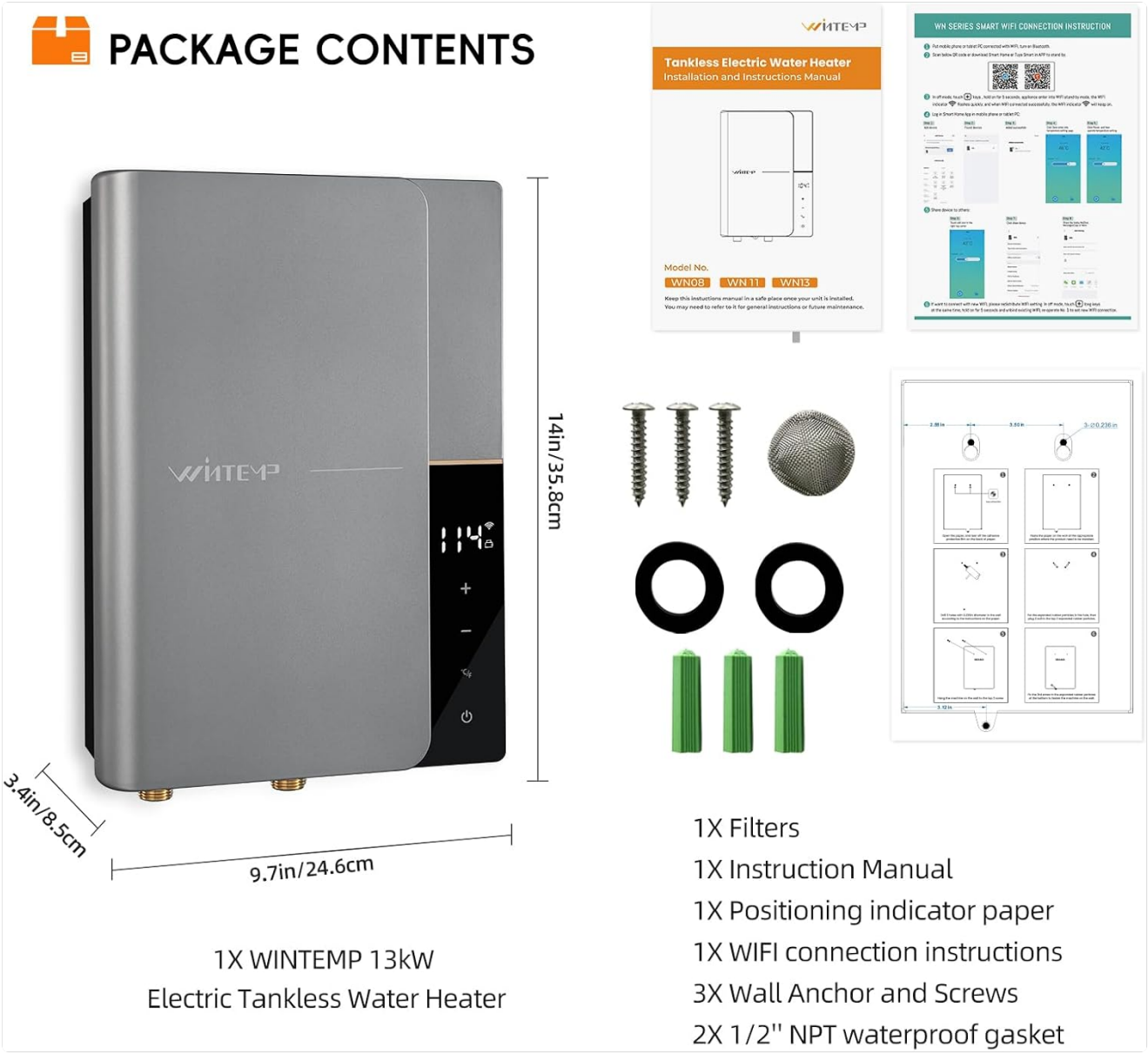


Image: Package contents and unit dimensions for the WINTEMP 13kW Electric Tankless Water Heater.

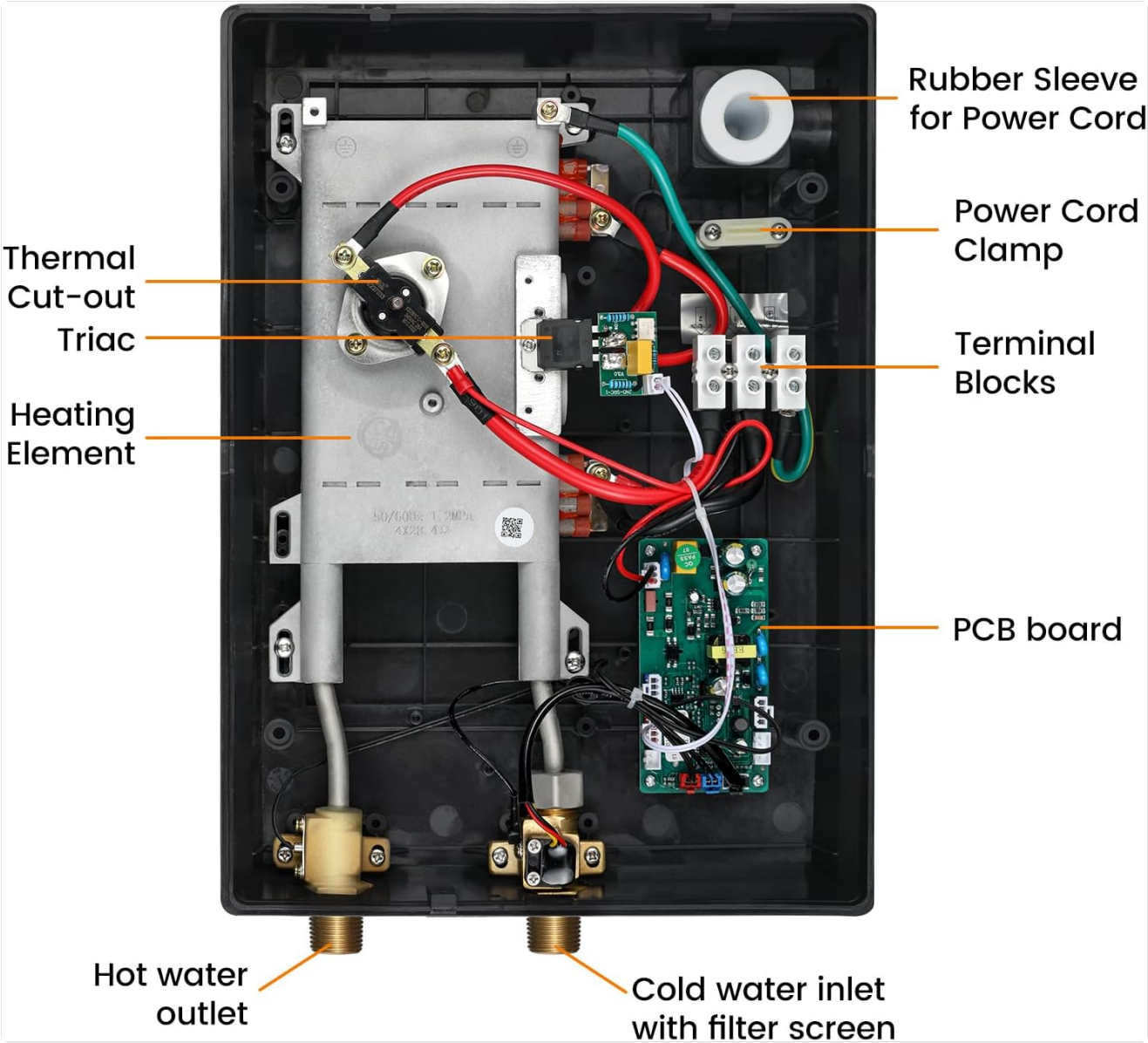


Image: View of the internal components of the WINTEMP tankless water heater, highlighting the heating element, PCB board, terminal blocks, and water inlet/outlet.

3.4 Installation Steps (General Guidelines)

This section provides general installation guidance. Always refer to the detailed instructions provided in the physical manual and consult with qualified professionals.

1. **Mounting:** Securely mount the unit to a wall using the provided hardware. Ensure the mounting surface is capable of supporting the unit's weight.
2. **Water Connections:** Connect the cold water inlet and hot water outlet to your plumbing system using 1/2" NPT connections. Ensure all connections are watertight.
3. **Electrical Wiring:** Connect the electrical wiring according to the electrical requirements (240V, 6# AWG wire, 60 Amp DP breaker). This step must be performed by a licensed electrician.
4. **Flush System:** Before powering on, flush the water heater to remove any air from the system.
5. **Power On:** Once water is flowing and all connections are secure, turn on the electrical power at the circuit breaker.

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Video: Official WINTEMP installation and operation guide for the WN13 model. This video demonstrates key steps for setting up the water heater.

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Video: A demonstration of an installed WINTEMP Electric Tankless Water Heater 13kW. This video provides a visual reference for a completed installation.

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Video: A brief overview of the WINTEMP Electric Tankless Water Heater 13kW. This short video highlights the product's appearance and features.

4. Sizing Guide: Choosing the Right Model

To ensure optimal performance, select a tankless water heater model that matches your household's hot water demand and local incoming water temperature. The WN-13kW is designed for 1-2 points of use in mild to moderate climates.

Steps to Choose:

1. **Determine Inlet Water Temperature:** Identify the average inlet water temperature for your region. Colder temperatures require more power (kW) to heat water to the desired temperature.
2. **Confirm Hot Water Demand:** Assess how many fixtures (sinks, showers) will be used simultaneously.
3. **Select Model:** Use the sizing chart to find the model that best meets your demand based on inlet temperature and required flow rate.

How to Choose the Right Model?

Step 01: Determine the inlet water temp at your residence. **Step 02:** Confirm the hot water demand in your home.
Step 03: Choose the model that most closely meets your demand.



Inlet Water Temp (Set Outlet Temp: 105°F)	8kW	13.8kW	18kW	27kW	36kW
	Simultaneous Use	Simultaneous Use	Simultaneous Use	Simultaneous Use	Simultaneous Use
37°F	1	2	2	3	4
42°F	1	2	2	3	4
47°F	1	2	2	3	3
52°F	1	1	2	3	3
57°F	2	1	2	3	3
62°F	2	2	2	3	4
67°F	1	2	3	4	4
72°F	1	2	3	4	4
77°F	1	2	3	4	5

Notice: Simultaneous use was rounded to the nearest whole number based on the following data: Unit set temperature of 105°F, ground water temperature as shown in the chart, showerhead flow rate of 1.8 GPM, faucets flow rate of 1.2 GPM.

Image: Sizing chart to help determine the appropriate WINTEMP tankless water heater model based on U.S. ground water temperature and simultaneous hot water usage.

Wide Application



Image: Comparison table illustrating the differences between traditional tank water heaters and WINTEMP electric tankless water heaters, focusing on efficiency and space.

5. Operation

5.1 Initial Startup

1. Ensure the unit is properly installed and all water and electrical connections are secure.
2. Open a hot water faucet in your home to allow water to flow through the unit for a few minutes, purging any air from the system.
3. Turn on the circuit breaker supplying power to the water heater.
4. The digital display on the unit should illuminate.

5.2 Setting Temperature

- Use the touch controls on the front panel to adjust the desired water temperature.
- The digital display will show the set temperature, which can range from 86°F to 140°F.
- The unit will automatically adjust its power consumption to maintain the set temperature based on water flow and inlet temperature.



Image: The WINTEMP 13kW Tankless Water Heater displaying the set temperature on its digital interface.



Image: WINTEMP tankless water heater in a bathroom setting, emphasizing continuous hot water and safety features.

6. Maintenance

The WINTEMP tankless water heater is designed for low maintenance. Unlike traditional tank heaters, it does not store water, which prevents scale buildup and eliminates the need for regular flushing.

- **External Cleaning:** Clean the exterior of the unit with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Inlet Filter Screen:** Periodically check the inlet filter screen for debris. If clogged, turn off power and water supply, remove the screen, clean it, and reinstall.
- **Professional Inspection:** It is recommended to have a qualified professional inspect the unit annually to ensure optimal performance and safety.

7. Troubleshooting

If you experience issues with your WINTEMP WN-13kW tankless water heater, consider the following general troubleshooting steps. For persistent problems, contact customer support or a qualified technician.

- **No Hot Water:**
  - Check if the circuit breaker is tripped. Reset if necessary.
  - Ensure adequate water flow. The unit requires a minimum flow rate to activate.
  - Verify the temperature setting on the unit's display.
- **Inconsistent Water Temperature:**
  - Confirm that the inlet water temperature is within the unit's operating range for your climate.
  - Reduce simultaneous hot water usage if the unit is struggling to keep up with demand.
  - Check for any blockages in the water lines or the inlet filter screen.
- **Error Codes:** If the display shows an error code, refer to the specific error code section in the full instruction manual (if available) or contact WINTEMP customer support.

8. Specifications

Feature	Specification
Brand	WINTEMP
Model Number	WN13
Power Source	AC Electric
Wattage	13.8 KW
Voltage	240 volts
Maximum Amperage	58A
Required Breaker	1 x 60 Amp Double Pole
Required Wiring	6# AWG
Product Dimensions (W x H x D)	9.7" x 14.1" x 3.3"
Item Weight	9.9 pounds
Flow Rate	Up to 3.1 GPM
Minimum Flow Rate to Activate	0.5 GPM
Maximum Temperature	140 °F
Temperature Range	86°F to 140°F
Maximum Pressure	95 psi

Feature	Specification
Mount Type	Wall
Water Connection	1/2" NPT
Material Type	ABS
Special Features	LED Display, Overheat Protection, Temperature Lock
Certifications	ETL Certified

9. Warranty & Support

WINTEMP provides a warranty and technical support for this product.

- **Manufacturer Warranty:** 2-Year Return and Exchange Warranty.
- **Technical Support:** Long-term professional technical support is available.

For warranty claims, technical assistance, or any questions regarding your WINTEMP tankless water heater, please contact WINTEMP customer service directly. Refer to the contact information provided in your product packaging or on the official WINTEMP website.

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