

MAGNETO THERMOTANK

FREQUENTLY ASKED QUESTIONS (FAQ'S):

Q) How far can the thermotank be installed from the house?

A) Recommended to be installed as close to the house as possible. Avoiding as much as possible heat loss.

Q) Can the unit be exposed to direct sunlight and weather conditions?

A) Yes, as the unit is UV stable.

Q) Does the Thermotank require flexible ducting to be installed or can the unit be installed as is?

A) Unit can be installed as is without ducting but we do recommend you install them in these instances.

- Installed close to a tree and allows the leaves to fall / enter the openings at the top.
- Installed directly under a roof overhang with no gutters that allows mass water to fall / enter the openings at the top.
- Installed indoors and air holes on top are closer than a meter to the ceiling to avoid cold air going back into the system.

Q) Can the Thermotank be installed in parallel with other tanks?

A) Yes, not in series.

Q) Can the element be disconnected, and will it affect my warranty?

A) The element can be disconnected to not come on, warranty will not be affected as long as it's done by an authorised Magneto Thermals & EMS installer / technician.

Q) Can the element be fed with power separately and directly from Eskom and will it affect my warranty?

A) No, has to be controlled through the app or controller and not to be connected separately or warranty is void.

Q) Can the units heat pump section be fed from my solar system directly and will it affect my warranty?

A) Unit can be connected to an inverter system and not directly to solar panels as unit has a South African standard 3-point plug which cannot be cut off as that will immediately void your warranty. Unit requires 220V.

Q) What is the IP Rating of the Thermotank?

A) IPx4.

Q) How is the warranty affected with installation within 10km from the coast?

A) Due to corrosion the 3 Year Electrical components warranty will then only have an 1year if within 10km from the coast.

Q) Can you use a special coating on the thermotank components if installed within 10km from the coast to battle against salt content in the air and will it affect my warranty?

A) A coating can be requested to be done by the factory on the heat pump components to protect unit in coastal areas. When done by the factory the warranty will still be valid for 1 year.

Q) Can the unit be installed in my roof space?

A) This is technically possible, but not advised due to roof structural safety concerns, installation and future maintenance ease concerns. Unit cannot be installed horizontally.

Q) Do I disconnect my existing geyser and run piping directly to my Thermotank?

A) Yes, cold water inlet and Hot water outlet pipe from existing geyser need to be diverted to Thermotank inlet and outlet for installation.

Q) What happens if my tank is tilted past 15 degrees before it has been installed and what would I need to do before installation?

A) Thermotank can be tilted up to 30degrees and installed. If Thermotank is tilted more than this, it may cause damage to the heat pump and need to be left for 24-hour and then switch on to see if there is any damaged.

Q) Is the Thermotank SABS certified?

A) No, the unit is not a traditional pressure vessel and thereby does not conform to the SANS151 requirement. However, it does conform to all applicable standards and SABS certification on its components

Q) Can I install my thermotank myself or do I need a certified plumber?

A) The unit was designed for easy installation. However, any new electrical connections and existing geyser modification should be done by qualified professionals.

Q) Does the Thermotank installation require a plumbing certificate of compliance?

A) For warranty purposes the commissioning sheet, warranty registration and installation must be completed correctly. For insurance purposes, or if done through third parties, a CoC might be necessary.

Q) Do you need to flush the cold-water inlet pipe to the Thermotank before connection to the Thermotank?

A) Yes, to prevent any sand or dirt going into the Thermotank. Recommended that plumber installs a strainer to prevent this from happening as a later stage as well.

Q) Do you need a pressure control valve on the cold-water inlet pipe before connecting to the Thermotank?

A) A pressure control valve (PCV) is recommended if the municipal pressure exceeds 4-bar.

Q) Do you need to install vacuum breakers on the cold inlet and hot water outlet?

A) No vacuum breakers are needed when installing the Thermotank.

Q) Can you use polycop pipe to connect the cold inlet and hot outlet to the Thermotank?

A) No, only SABS approved piping should be used on any installation.

Q) What maintenance needs to be undertaken on the Thermotank and at what intervals?

A) Thermotank needs to be serviced at least once a year by and approved aircon technician

(Twice a year in coastal areas).

Q) Is the Thermotank low pressure or non-pressurized?

A) The Thermotank is a heat exchange system that has both a low-pressure and high-pressure side. The high-pressure system is submerged inside the low-pressure body of water which means that explosion preventative measures needed with a traditional geyser are not needed. You will still have normal pressure from the Thermotank system.

Q) I have no municipal water supply – can I use my borehole to supply my Thermotank?

A) Yes you can use your borehole or water storage tank to supply water to your thermotank, as long as the pressure from any of your pumps do not exceed 400Kpa.

Q) Is there any finance options available?

A) Yes, there is finance options available through 3rd parties.

**PLEASE FEEL FREE TO CONTACT US FOR ANY FURTHER INFORMATION
REQUIRED**