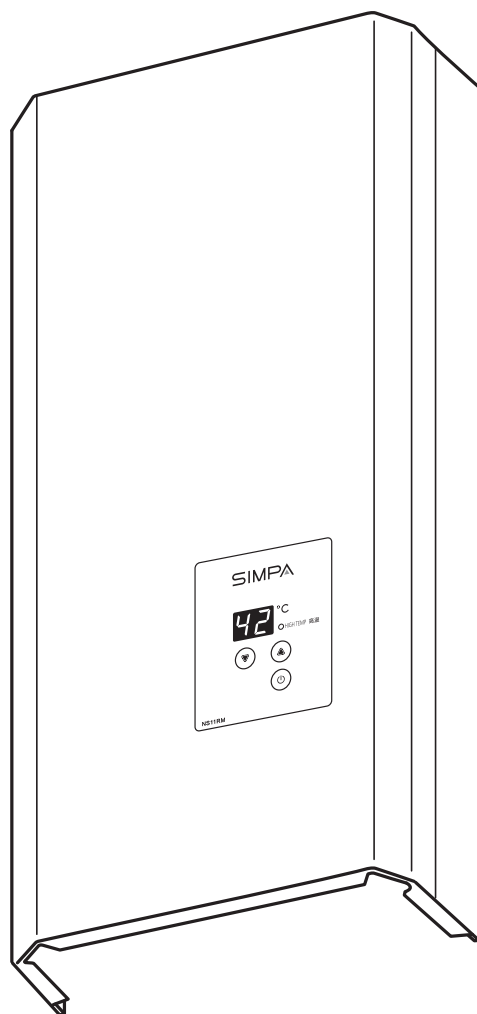


# SIMPA

即熱式氣體熱水爐  
Instantaneous Gas Water Heater

型號 Model : NS11RM

使用說明書  
User Manual



香港煤氣適用  
For Hong Kong Town Gas




重要安全指示 .....	第 1 頁
產品介紹 .....	第 4 頁
操作指示 .....	第 5 頁
保養 .....	第 7 頁
故障處理方法 .....	第 7 頁
規格 .....	第 8 頁

## 注意!

根據香港氣體安全條例，任何氣體裝置工程，包括爐具和接駁喉管的安裝，必須由註冊氣體裝置技工執行，而該技工已於相關的氣體工程類別註冊及受聘於註冊氣體工程承辦商。

## 重要安全指示

為安全使用本熱水爐，請遵照下列各項指示。下列指示對安全有莫大關係，符號及意思如下：

 <b>危險</b>	若忽視此符號，並錯誤使用熱水爐，可能引致死亡或嚴重受傷和發生火警的危險。
 <b>警告</b>	若忽視此符號，並錯誤使用熱水爐，可能引致死亡或嚴重受傷，亦可導致火警發生。
 <b>注意</b>	若忽視此符號，並錯誤使用熱水爐，可能會引致受傷和財物損毀。

上述描述所導致的受傷及財物損毀情況，請參考下列詳細描述。

- 受傷：出現受傷，燙傷和觸電危險時，須要送院治理或長期留院治療。
- 財物損毀：對房屋及傢俱等物件造成廣泛損毀。

本說明書中包含不同符號，請參考下列有關符號意思的描述。



危險、警告、注意



禁止



切勿觸摸



必須執行



切勿拆開



必須接到地線

### 危險

#### 若果發現本熱水爐出現問題

- 當使用熱水爐時，若發現異常的火焰、氣味或特別的聲音，請立即關閉熱水龍頭及供氣掣，並通知煤氣公司安排檢修。
- 在發生地震或火災時，請立即停止操作熱水爐。



關閉

1. 關閉水龍頭



關閉

2. 關閉供氣掣



#### 請勿將排氣管的出口置於室內

- 排氣管的出口必須面向室外地方。



#### 若你發覺有燃氣洩漏

關閉  
水龍頭

關閉  
供氣掣



1. 請停止使用本熱水爐，並關閉供氣掣。



2. 開啟窗戶讓燃氣排出屋外。



3. 使用室外電話與煤氣公司緊急事故熱線 2880 6999 聯絡。

#### 若發生燃氣洩漏



- 切勿點燃明火、插拔電源插頭。
- 禁止開、關電器產品。
- 切勿在附近使用電話、手機。



當發覺有燃氣洩漏，切勿進行所述事項，直至維修工作完成為止。

切勿在漏氣處理完畢前進行上述活動及再次打開供氣掣。

## 重要安全指示

### 警告

#### 請小心看管兒童



- 流放熱水到浴缸時，切勿讓兒童在浴室玩耍，以免兒童不小心掉進浴缸，引致預計不到的意外發生。
- 切勿讓兒童單獨洗澡。



#### 切勿自行拆卸、維修或改裝熱水爐

- 熱水爐的安裝、維修及其他附帶工程，必須由受僱於註冊氣體工程承辦商及領有適當級別的氣體裝置技工進行，以免造成危險或損毀爐具。



#### 切勿遮蓋排氣管的出口

- 請勿因增建或改建等原因使排氣口位於室內，以避免引致一氧化碳中毒或火警危險。



### 注意

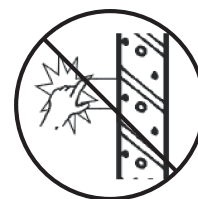
#### 請依照下列指示以防燙傷



- 當使用熱水後，立即開啟熱水龍頭，或迅速減慢熱水流時，熱水可能會突然噴出來。為避免燙傷危險，切勿將熱水直接噴灑在頭和身體上。
- 當使用花灑時，熱水可能會先流出。為避免燙傷，請先用手確認水溫。切勿直接將熱水噴灑在頭和身體上。



先用手確認水溫



切勿觸摸排氣管



- 熱水爐使用期間或完畢後，切勿觸摸排氣管，避免燙傷。

#### 請遵照下列的指示，避免火警發生



- 切勿於熱水爐或排氣管周圍擺放易燃物品，如紙張、木材或衣服。
- 切勿於熱水爐或排氣管周圍擺放或使用揮發性油劑，如汽油或石蠟油。
- 切勿於熱水爐或排氣管周圍擺放或使用噴霧罐，如噴髮劑或噴霧清潔劑。

## 重要安全指示



注意

### 有關用途



- 熱水爐供應熱水給浴室或廚房使用，切勿用作其他用途，以免發生意外或損壞爐具。
- 請勿將流經熱水爐的水用作飲用或煮食用途。
- 本熱水爐是供日常家居用途。為免縮短熱水爐的壽命，請勿用於商業用途。

### 有關安裝

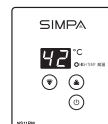


- 嚴禁安裝於室外地方。
- 請盡量縮短熱水喉管的長度，以及避免水管有可能導致閉塞及滯水的地方。
- 盡量縮短熱水出口與水龍頭的距離。
- 安裝排氣管時，確保排出的煙氣不會直接排向外牆、窗戶、玻璃、鋼門或鋁窗框等物件，這或會引致這些物件出現變形及變色。



### 有關熱水爐控制器

- 請勿讓小孩隨意按動熱水爐的控制器。避免造成意外或損毀爐具。



### 有關使用

- 若熱水爐已停用超過一星期，於使用前，應將滯留於水管內的水先排走。
- 進行排水時，請盡量避免產生水霧，應使用延伸水管連接出水口及排水位。
- 排水方法：關閉熱水爐，將距離熱水爐最遠的熱水水龍頭完全開啟1分鐘。
- 為節省能源，不使用熱水爐時，應將熱水爐完全關閉。



### 有關清潔及保養

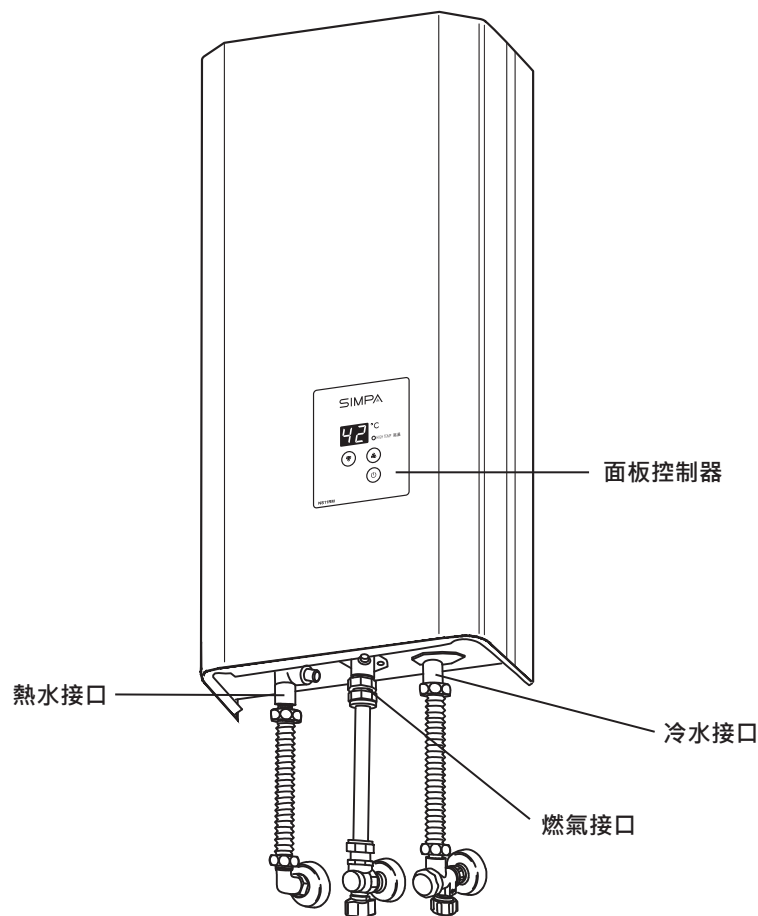
- 若熱水爐或喉管接觸到含氯除菌劑、酸性浴室清潔劑、除臭劑或食鹽，請用大量的清水把它們沖掉，避免造成意外或損毀爐具。
- 切勿使用石蠟油或油性清潔劑清潔熱水爐，否則或會令熱水爐變色或變形。
- 請使用原廠零件及配件，避免造成意外或損毀爐具。



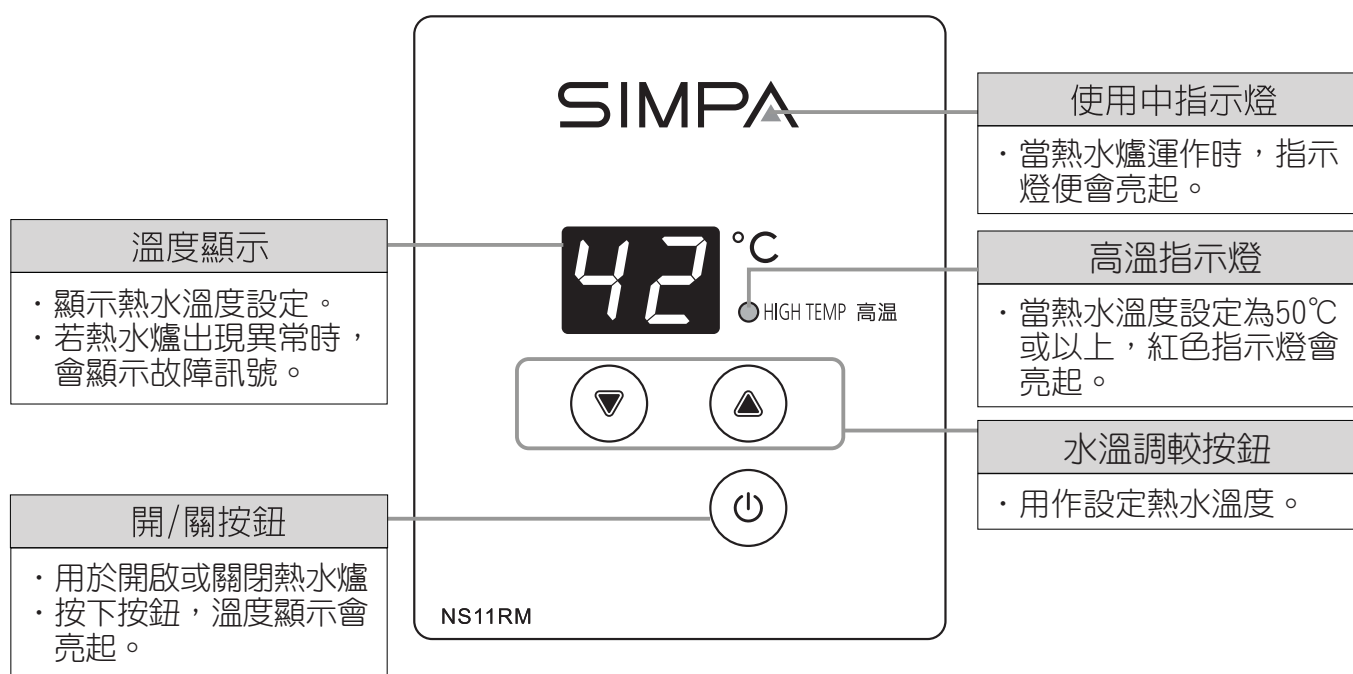
### 檢查熱水爐安裝

- 熱水爐是否在水平位置安裝？
- 熱水爐是否遠離冷卻器、發熱器及冷氣機的入風口和出風口？因為它們會妨礙熱水爐的燃燒運作。
- 擱在架上的物品是否有機會掉到熱水爐上？
- 熱水爐周邊須預留足夠空間以便維修。

## NS11RM



## 面板控制器



## 注意

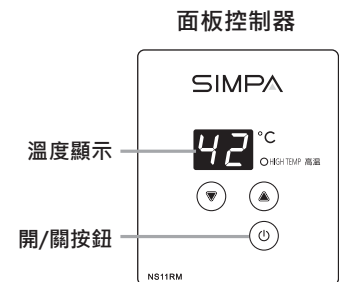


- 為避免燙傷，淋浴時請先用手確認水溫，切勿將熱水正接噴灑往頭部和身上。
- 為避免燙傷，使用高溫的熱水後，水管中仍存有高溫熱水，再次使用熱水時，請務必先用手確認熱水的溫度後才使用。
- 長時間不使用熱水爐時，請關閉電源、進水掣及供氣掣。

## 熱水水溫設定

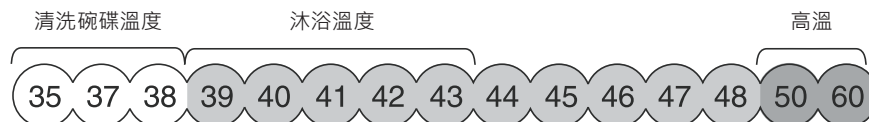
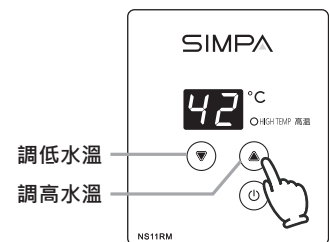
### 1) 開啟熱水爐

- 開啟熱水爐的電源後，按面板控制器上的開/關按鈕。
- 溫度顯示亮起，使用中指示燈為綠色，此時熱水爐處於備用狀態。
- 安裝後首次使用時，預設溫度 42°C 顯示於顯示屏上。



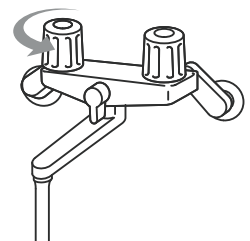
### 2) 設定熱水水溫

- 按 "▲" 按鈕調高水溫，或按 "▼" 按鈕調低水溫。
- 熱水溫度設定可由 35°C 調較至 60°C，並顯示於顯示屏上。
- 當熱水溫度設定在 50°C 或以上，高溫指示燈會亮起，溫度顯示會閃爍約10秒鐘。



### 3) 使用熱水

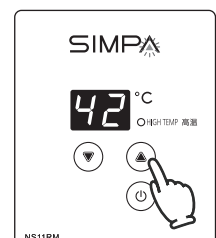
- 當開啟熱水龍頭時，熱水爐立即運作，使用中指示燈會亮變為黃色。
- 熱水流量少於最少熱水流量時，燃燒器便會關閉。
- 熱水爐運作時，熱水溫度不可設定至 48°C 以上。如溫度設定在 48°C 或以上，熱水溫度只可下調。



使用中指示燈亮著

### 4) 停止操作

- 關閉熱水龍頭，使用中指示燈變為綠色。
- 按下開 / 關按鈕，溫度顯示屏及所有顯示燈會關掉。



### 安全設施

- 火焰失效：火焰感應棒除監察正常的燃燒外，當沒有火焰時，感應棒會將火焰失效訊號傳送到主控板，以停止供氣到燃燒器。
- 殘火安全裝置：當水龍頭已經關閉而火焰仍然存在，而在熱交換器內的水溫高達 90°C 時，雙金屬安全裝置會關閉電磁閥停止供氣。
- 過度沸騰：當熱水溫度高於 85°C，熱水熱敏電阻訊號將傳送到主控器停止供氣。
- 水流量感應裝置：若進入的水流受到阻隔或被中止。水流量感應器會停止傳送磁脈衝訊號到主控器，並停止供氣。
- 熱交換器過熱保護裝置：若熱交換器燒毀或溫度高達 139°C 時，過熱保護裝置會啟動，停止熱水爐運作。
- 防止過高水壓裝置：若熱水爐內的水壓高於 1900kPa，置於熱水出口的洩壓閥會打開，釋放已累積的壓力，待水壓降回 1370kPa 的水平才會關閉。
- 助燃風扇轉速檢查：風扇的轉速由檢速器所監測；若風扇轉速與要求速度有所偏差，訊號將會傳送到主控器，而轉速亦會作出相應的調整。

### 恆溫熱水爐調控熱水溫度提示

- NS11RM 熱水爐可以提供每分鐘 11 公升流量，升溫 25°C 的熱水，適合在不同季節的一般沐浴使用。您可以在控制面板設定所需的熱水溫度，熱水爐將會自動調控出水溫度。但是在一些特殊情況下，除通過控制面板設定熱水溫度外，可同時調節熱水流量，以便達到所需溫度。
- 在冬季偶有極寒冷的天氣，自來水的溫度可能過低或熱水流量過大，熱水爐的出水溫度可能低於設定的溫度，您可以調節水龍頭或花灑掣來減少熱水流量，以便獲得適合的水溫。
- 在夏季偶有極炎熱的天氣，自來水的溫度可能過高或熱水流量過小，熱水爐的出水溫度可能高於設定的溫度，您可以調節水龍頭或花灑掣來增加熱水流量，或輔以混合冷水，以便獲得適合的水溫。



- 1) 機身不可用溶劑清潔，應使用濕軟布揩抹，再用乾軟布揩乾。
- 2) 如花灑出水變慢，花灑水孔可能堵塞，應加以清理。
- 3) 應定期檢查及保養熱水爐，可保安全及高效率使用。

## 故障處理方法

安全裝置會持續監察熱水爐運作之狀況。當故障發生時，故障訊號會立即顯示在控制器上，這有助於用戶明瞭故障所在，並作出適當的行動。當詢問維修服務時，請說出故障時所顯示號碼。

故障訊號	故障內容	處理方法
01	連續燃燒60分鐘	關閉熱水龍頭，關掉控制器，重新啟動開關按鈕後便可再運作。
11	點火失誤	關掉控制器，然後檢查供氣掣是否開啓，而煤氣供應是否中斷。若煤氣供應正常，重新開啓控制器，當開和關熱水龍頭數次後(每次開關相隔約10秒)，沒有出現故障訊號，說明熱水爐可以正常使用。如果故障訊號仍然存在，請致電維修服務。
12	熄火安全裝置啟動	請致電維修服務。
14	熱交換器過熱保護裝置啟動	請致電維修服務
16	沸騰保護裝置啟動	請致電維修服務
31	入水熱敏電阻斷接或短路	請致電維修服務
32	熱水熱敏電阻斷接或短路	請致電維修服務
61	助燃風扇的運轉出現問題	請致電維修服務
71	控制電器出現問題	請致電維修服務
72	控制電器出現問題	請致電維修服務
73	控制電器出現問題	請致電維修服務
760	控制電器出現問題	請致電維修服務
90	燃燒異常	請致電維修服務

在一些情況下，關閉熱水水龍頭然後重新開啟，故障訊號有可能取消。如故障訊號仍然存在，可嘗試關上電源，等待 10 秒後重啟熱水爐。若故障訊號仍然顯示，請致電煤氣公司客戶服務熱線 2880 6988。

在寒冷及潮濕天氣，排煙管出口偶會冒出煙霧，這是煙氣中的水氣遇冷轉為白色煙霧所致，這是正常現象。

## 規格

型號		NS11RM
基本規格	熱水爐類別	機動排煙密封式
	排氣方式	背排
	尺寸 (毫米)	300(闊) x 590(高) x 155(深)
	重量 (千克)	12
	燃氣種類	香港煤氣
	供氣壓力 (千帕)	1.5
	接駁	煤氣
		冷水
		熱水
		電源供應
	排煙接口	Ø110 x Ø75
	點火	自動電子點火
	額定熱負荷	最高 (千瓦)
		最低 (千瓦)
	耗電量 (瓦)	47
	供水能力 (公升/分鐘)	11
	最少熱水流量 (公升/分鐘)	2.4
	最少運作水壓 (千帕)	10
	建議供水壓 (千帕)	70 至 700
安全裝置	熄火安全裝置	火焰感應棒
	水流量檢測裝置	水流感應器
	殘火安全裝置	雙金屬開關 (90°C)
	過大電流保護裝置	保險絲 (5A)
	防止過高水壓保護裝置	水洩壓閥 (啟動: 1.9 兆帕)
	助燃風扇檢測裝置	轉速感應器
	熱交換器過熱保護裝置	溫度保險絲 (139°C)
	防止沸騰裝置	熱敏電阻 (85°C)
	漏電保護裝置	漏電斷路器
防水性能		IPX4

本產品符合香港《電氣產品 (安全) 規例》。




Important Safety Instructions .....	P. 10
Product Description .....	P. 13
Operating Instructions .....	P. 14
Maintenance .....	P. 16
Trouble Shooting .....	P. 16
Specifications .....	P. 17

### **Attention!**

According to the Gas Safety Ordinance of Hong Kong, any gas installation works including the installation of appliances and connection tubing, must be undertaken by registered gas installers who are registered for that appropriate classes and be employed by registered gas contractors.

# Important Safety Instructions

In order to use this appliance safely, please be sure to do the following. The contents of these notes have an important bearing on safety. Meaning of the symbols and meanings are as below.

 <b>Danger</b>	If you ignore this symbol and mistakenly handle the appliance, it may incur death, or serious injury and also that there is an imminent danger of fire breaking out.
 <b>Warning</b>	If you ignore this symbol and mistakenly handle the appliance, it may incur death, or serious injury and also that there is a possibility of fire breaking out.
 <b>Caution</b>	If you ignore this symbol and mistakenly handle the appliance, this may incur injury or material damage.

The above injuries and material damage refer specifically to the followings.

- Injury: injuries, burns and electric shocks etc. that require treatment in hospital or long-term hospitalization.
- Material Damage: widespread damage to house and furnishings.

The pictures symbols have the following meanings.

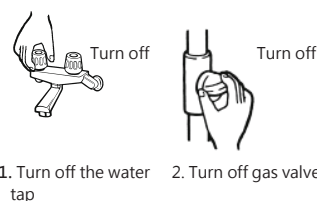


## Danger

### If you notice something wrong with the equipment



- If you notice abnormal flames, gas smell or strange sounds, please turn off the water tap and gas valve immediately and contact the Towngas company.
- In the event of earthquake or fire, cease operation without hesitation.



### Do not place the outlet of flue terminal indoor

- The outlet of flue terminal should be faced outdoor.



### If you notice a gas leak

Turn off water tap      Turn off gas valve



1. Cease use and close the gas valve



2. Open all windows to disperse the gas.



3. Call Towngas Emergency Hotline on 2880 6999 with a phone outside the premises.

### If there is a gas leak



- Do not ignite a fire, insert or remove power plug.
- Turn on or off any electrical appliance is forbidden.
- Do not use nearby telephone or mobile phone.



When there is a gas leak, do not do any of the above actions until repair work has been completed .  
Do not re-open the gas valve until the gas is no longer leaking .

# Important Safety Instructions

## Warning

### Care to be taken with children



- When filling hot water into the bath-tub, do not allow children to play in the bathroom to avoid the children falling into the bath-tub or causing any dangers.
- Do not allow children to bath without the supervision of adult.

### Self disassembling, repairing and modification are strictly forbidden



- All installation, maintenance and its related work are only allowed to be performed by registered gas installers (registered to the appropriate class) employed by registered gas contractors in order to avoid causing accidents and damages.

### Do not cover the outlet of the flue terminal



- Do not place the flue terminal in an indoor environment by means of adding walls and ceiling in order to avoid the occurrence of carbon monoxide poisoning or fire.



## Caution

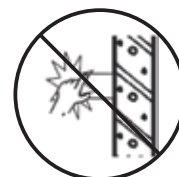
### What you must do to prevent scalding



- When you open the tap again after using hot water, or quickly reduce the hot water flow, hot water may suddenly come out. As there is a risk of being scalded, do not direct the water onto your head or body.
- When using the shower, hot water may come out at first. In order to prevent scalding, check the water temperature with your hand. Do not direct the water onto your head or body.



Always check the water temperature with your hand first



Never place your hand on or touch the flue terminal



- During and immediately after using the water heater, do not place your hand on or touch the flue terminal to prevent from scalding.

### What you must do to prevent fire



- Do not place things that easily burn, such as paper wood or clothes, around the appliance or flue terminal.
- Do not place or use flammable materials, such as gasoline or benzine, around the appliance or flue terminal.
- Do not place or use spray cans, such as hair spray or spray cleaners, around the appliance or flue terminal.

# Important Safety Instructions

## Caution

### Regarding use



- Do not use the water heater for purpose other than to supply hot water for use in bathroom or kitchen. This is intended to prevent accidents or damage.
- Do not use water from the water heater for drinking or cooking.
- This appliance is for general domestic use. Be aware that frequent, long-term commercial use will dramatically shorten the life of the appliance.

### Regarding installation

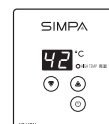


- Do not place or install at outdoor.
- Minimize pipe length and avoid dead legs and stagnant corners in hot water pipework.
- Minimize the distance between hot water outlet and water tap.
- When installing the flue terminal, make sure the flue gas does not discharge directly to the outside walls, windows, glass, mesh doors or aluminum sashes etc. This could cause material disfiguration or discolouration.

### Regarding use of control



- Keep the control unit out of reach of children. It is intended to prevent unexpected accidents or damage.



### Regarding operation



- If water heater is not used for more than one week, drain away stagnant water pipework before use.
- During water purging, avoid generation of water mist. Use extension pipe to connect water outlet and drain point.
- Method of water purging: Turn off water heater and fully open the most distant hot water tap from the water heater for 1 minute.
- To save energy, switch off water heater completely when hot water is not used.

### Regarding cleaning and maintenance



- If chlorine-based fungicides, acidic bathroom cleaners or deodorants, or salt touches the appliance or gas pipe etc, wash them off with ample water straight away. They could cause unforeseen accidents or damage.
- Do not use solvent or oil-based cleaners to clean the appliance. This could cause discolouration or disfiguration.
- Do not use other than genuine parts for this appliance. This could cause accidents or damage.

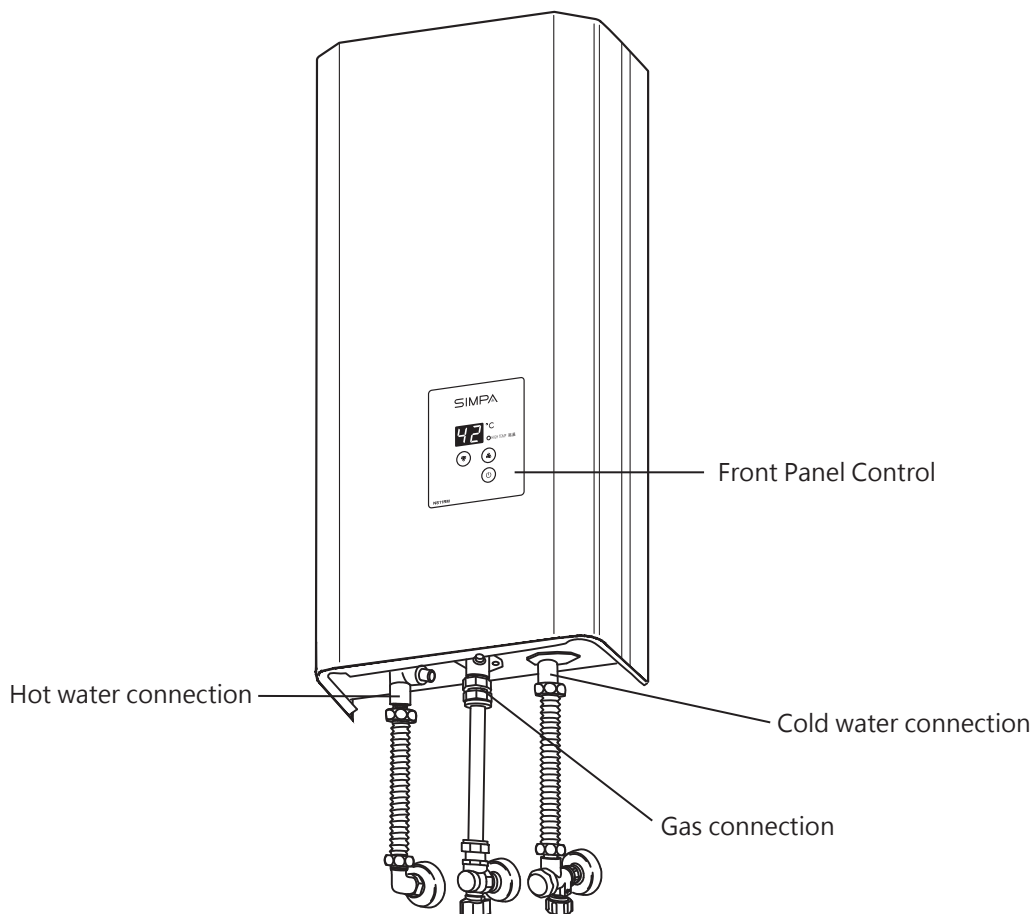
### Checking appliance set up



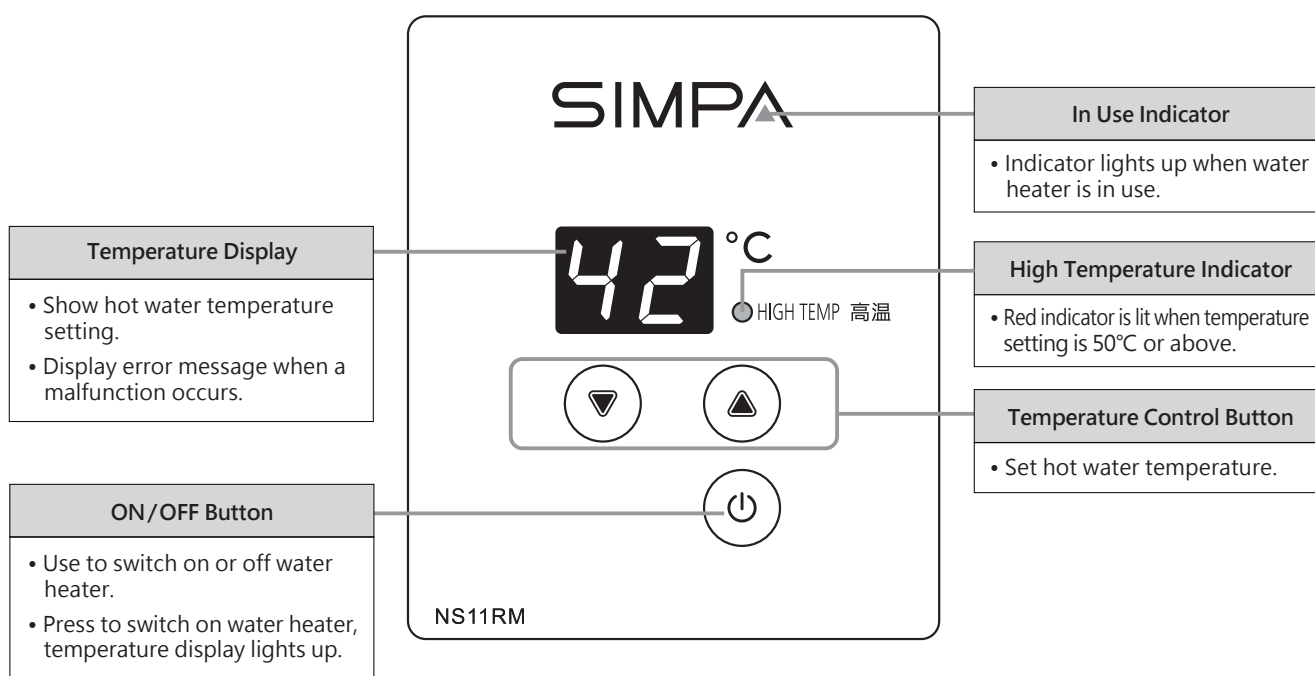
- Is the appliance set up on an even plane?
- Are the air intakes and outlets of coolers, heaters and air-conditioners away from the appliance? These can interfere with proper combustion.
- Are there any shelves from which things could fall onto the appliance?
- Ensure there is sufficient space for maintenance of water heater.

# Product Description

## NS11RM



## Front Panel Control



# Operating Instructions

## Caution

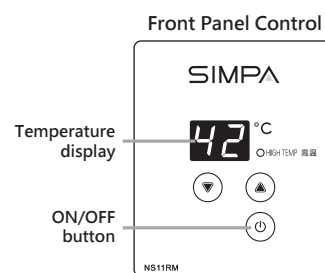


- To prevent scalding, check water temperature with your hand before use. Do not direct water onto the head or body.
- When you turn on the tap again after using high temperature hot water, there is a risk of being scalded as high temperature water may be left in the water pipe. Check water temperature with your hand before use.
- Turn off the power supply, the water inlet valve and the gas valve when the heater is not to be used for a long period of time.

## Control of Hot Water Temperature

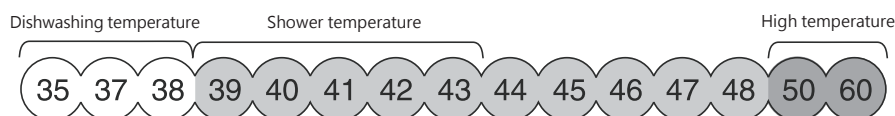
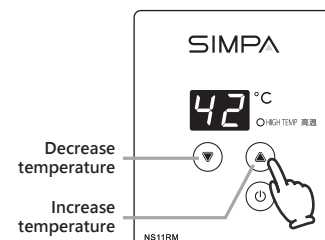
### 1) Switch on water heater

- Switch on power supply of water heater and press ON/OFF button on front panel control .
- Temperature display lights up, the In Use indicator turns to green and the water heater is ready for use.
- After new installation, default temperature of 42°C will be displayed for the first time usage.



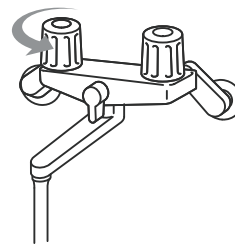
### 2) Select hot water temperature

- Press "▲" button for a higher temperature or press "▼" button for a lower temperature.
- Water temperature can be adjusted from 35°C to 60°C and shown on the display screen.
- High temperature indicator is lit and temperature display flashes for 10 seconds when temperature setting is 50°C or above.

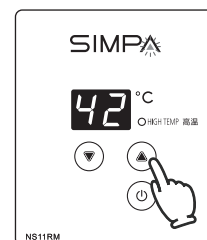


### 3) Use of hot water

- When turn on hot water tap, water heater operates automatically, In Use indicator turns to yellow.
- When hot water flow is less than minimum hot water flow, the burner will shut down.
- When water heater is operating, hot water temperature can only be set up to 48°C. If the temperature setting is above 48°C, hot water temperature can only be decreased.



In use indicator lights up



### 4) Stop operation

- Turn off hot water tap, water heater stops operating and In Use indicator turns to green.
- Press the ON/OFF button, temperature display and all indicator lights will be off.



# Operating Instructions

## Safety Device

- Flame failure: Apart from monitoring combustion, flame rod will send the flame failure signal to the main controls when there is no flame for stopping the gas supply to the burner.
- Remaining flame safety device: If the flame remains on the burner after the water tap has been turned off, and the temperature of the water inside the heat exchanger reaches 90°C , bi-metal safety device shuts off the solenoids and stops gas supply.
- Over boiling: If the hot water temperature reaches 85°C , hot water temperature thermistor will send signal to the main controls to stop gas supply.
- Water flow sensing device: Should the water flow coming in become restricted or stop, then the water flow sensor will cease to send a magnetic pulse signal to the main controls for stopping gas supply to burner.
- Heat exchanger overheat protection device: If the heat exchanger burns out, or the temperature reaches 139°C , overheat protection device will activate and shut down the water heater.
- Over pressure protection device: If the water pressure inside the water heater is over 1900kPa, the pressure relief valve located near hot water outlet will open to release the built up pressure until it reduces to 1370kPa and it will then closed.
- Combustion fan revolution check: The fan revolution speed is continually monitored by a sensor. If the fan speed deviates from the required speed, a signal is sent to the main controls and the speed will be adjusted accordingly.

## Temperature Modulation Water Heater Temperature Setting Reminder

- NS11RM water heater is capable to deliver 11L/min hot water at 25°C temperature rise, which is suitable for usual bathing purpose for all seasons. You can select the desired temperature by setting temperature on control panel and the water heater will automatically provide hot water at that temperature. However, under some exceptional situation, in addition to setting temperature on control panel, you may require to adjust the water flow to attain the desired temperature.
- In winter, there may be occasional extremely cold weather where supply water temperature is exceptionally low or required water flow is too high, the temperature of hot water may be less than the selected temperature. You may appropriately reduce the hot water flow by adjusting water faucet or shower tap to attain the suitable hot water temperature.
- In summer, there may be occasional extremely hot weather where supply water temperature is exceptionally high or required water flow is too low, the temperature of hot water may be higher than the selected temperature. You may appropriately increase the hot water flow or mixing with cold water by adjusting water faucet or shower tap to attain the suitable hot water temperature.

## Maintenance

- 1) Never use solvents to clean the body of water heater. Please wipe the surface with a soft, damp cloth, then dry with a soft cloth.
- 2) If the water flow at the shower is reduced, the shower head may be blocked. Check and clean if necessary.
- 3) It is necessary for the appliance to be inspected and maintained regularly so that it can be used safely and efficiently.

## Trouble Shooting

The safety device will check the operations of the water heater continuously. If a fault occurs, a fault code will flash on the display screen of the control. This assists with diagnosing the fault, and may enable you to overcome a problem without a service call. Please quote the code displayed when enquiring about service.

Fault Code	Details of Failure	Remedy
01	60min. continuous combustion	Close the hot water tap, turn off the ON/OFF button and turn on operation again.
11	Ignition failure	Turn off the ON/OFF button, and then check whether the gas valve is opened and the gas supply is not interrupted. If gas supply is normal, press ON/OFF button to switch on water heater. If there is no fault code display when the hot water tap is opened and closed several times (wait for 10 seconds for each interval), then the unit is operating normally. If the fault code still persist, contact Service Hotline.
12	Flame failure device activates	Contact Service Hotline.
14	Heat exchanger overheat protection device activates	Contact Service Hotline.
16	Over boiling thermister activates	Contact Service Hotline.
31	Disconnection or short circuit of the inlet water thermister	Contact Service Hotline.
32	Disconnection or short circuit of the hot water thermister	Contact Service Hotline.
61	Trouble with the operation of the combustion fan motor	Contact Service Hotline.
71	Trouble with an electrical unit	Contact Service Hotline.
72	Trouble with an electrical unit	Contact Service Hotline.
73	Trouble with an electrical unit	Contact Service Hotline.
760	Trouble with an electrical unit	Contact Service Hotline.
90	Trouble with the combustion	Contact Service Hotline.

In some cases, fault code may clear when closing and re-opening the hot water tap. If the fault code does not clear, turn off power supply and wait for 10 seconds. Then, turn on the water heater again. If the fault code still persist, please contact Towngas Customer Service Hotline on 2880 6988.

In cold and humid weather, cloudy mist may occasionally vent from the flue terminal. The white smoke is the condensate of water vapour in flue gases. It is a normal phenomenon.

## Specifications

Model		NS11RM
Basic Specification	Water Heater Type	Fan Draught Room-sealed
	Flue Type	Back Flue
	Dimension ( mm )	300 (W) x 590 (H) x 155 (D)
	Weight ( kg )	12
	Gas Type	Hong Kong Town Gas
	Gas Supply Pressure ( kPa )	1.5
	Connection	Gas
		Cold Water
		Hot Water
		Power Supply
	Flue Connection	Ø110 x Ø75
	Ignition	Automatic electronic spark
	Rated Heat Input	Maximum (kW)
		Minimum (kW)
	Electrical Consumption (W)	47
Safety Device	Hot Water Capacity ( liter/min )	11
	Min. Hot Water Volume ( L/min )	2.4
	Min. Operating Water Pressure ( kPa )	10
	Recommended Water Supply Pressure ( kPa )	70 ~ 700
	Flame Failure Device	Flame Rod
	Water Flow Checking Device	Water Flow Sensor
	Remaining Flame Protection Device	Bi-metal Switch ( 90°C )
	Over Current Protection Device	Fuse ( 5A )
	Over Pressure Protection Device	Pressure Relief Valve ( ON : 1.9 Mpa )
Water Proof	Combustion Fan Checking Device	Speed Detection Sensor
	Heat Exchanger Overheat Protection Device	Thermal Fuse ( 139°C )
	Anti-Boiling Protection Device	Thermistor ( 85°C )
	Electricity Leakage	ELCB

This appliance complies with Electrical Products (Safety) Regulation of Hong Kong.



香港中華煤氣有限公司  
**The Hong Kong and China Gas Company Limited**