Warranty Information

WARRANTY

Your new CROWN BWU is backed by a 12 Month Standard Warranty against poor workmanship and failing components, from the date of purchase.

Should you be interested in extending your Warranty out to 36 Months, you can call us on **03 9739 696** or email us at **info@crownindustries.com.au** and we will assist you. You have up to (and including) 60 days from the date of initial purchase, to purchase an Extended Warranty.

WARRANTY CLAIM PROCESS

If you believe your unit is faulty and is covered under warranty, you will be required to complete the Warranty Claim Application form on our website. We will get back to you within 24 hours of receiving your application and will work through the process with you.

Upon receipt of your concerns, we will work with you to initially diagnose the problem. It is very common that a problem is due to a misunderstanding on how to use the appliance and/or on caring for the appliance.

Generally, we are able to solve a problem almost immediately; however, if the problem is some-thing that requires more attention, we will work with you to get it sorted.

Based on the nature of the problem, CROWN will make a decision to:

- Arrange for a repairer to come to your site, or
- Send you a replacement part (where a part is simple and safe to replace),
- Bring the item back to CROWN for further assessment and correctional work,
- Replace the item, or
- A combination of the above.

As we move through the process with you, we will maintain close communication to ensure you have full knowledge of where we are at in getting your BWU up and running again.

CROWN Industries highly recommends SA & WA customers purchase an extended warranty . The water in SA & WA is very harsh and can shorten the life of water heating appliances.

Technical Data *(CROWN Industries range of BWU's)*

PRODUCT CODE	CAPACITY (Litres / Cups)	HEIGHT (mm)	WIDTH (mm)	DEPTH (mm)	WEIGHT (kg)	POWER Volts / kW / Hz / Amps
CRN 2.5	2.5 / 14	365	320	220	8.1	240 / 1.5 / 50-60 / 6.25
CRN 3	3 / 17	365	320	220	8.3	240 / 1.5 / 50-60 / 6.25
CRN 5	5 / 25	465	320	220	9.1	240 / 1.5 / 50-60 / 6.25
CRN 7.5	7.5 / 38	480	350	250	10.6	240 / 1.5 / 50-60 / 6.25
CRN 10	10 / 50	550	350	250	11.3	240 / 2.4 /50-60 / 10
CRN 15	15 /75	640	400	300	14.6	240 / 2.4 / 50-60 / 10
CRN 20	20 /100	640	400	300	14.9	240 / 2.4 / 50-60 / 10
CRN 25	25 /125	735	400	300	16.3	240 / 2.4 & 3.0 / 50-60 / 10 & 15
CRN 30	25 /125	735	400	300	16.5	240 / 2.4 & 3.0 / 50-60 / 10 & 15
CRN 32	30 / 160	740	440	343	18.4	240 / 2.4 & 3.0 / 50-60 / 10 & 15
CRN 40	40 / 200	775	600	250	19.4	240 / 3.0 & 4.8 / 50-60 / 15 & 20
CRN 50	50 / 250	775	600	250	21.4	240 / 3.0 & 4.8 & 6.0 / 50-60 / 15 & 20 & 25
CRN 60	60 / 300	840	600	250	23.4	240 / 3.0 & 4.8 & 6.0 / 50-60 / 15 & 20 & 25

CROWN INDUSTRIES
ABN: 40 626 319 944

Made in Australia

WALL-MOUNTED ELECTRONIC BOILING WATER UNIT

MODELS: CRN3, CRN5, CRN7.5, CRN10, CRN15, CRN20, CRN25, CRN30, CRN32

INFORMATION BOOKLET

DO NOT USE REVERSE OSMOSIS WATER WITH THIS UNIT OR YOUR WARRANTY WILL BE VOID

(Reverse osmosis can corrode materials such as copper, steel, galvanized steel, iron, and stainless steel)

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.

CUSTOMER

- Your new CROWN Wall-Mounted Boiling Water Unit is to be installed by a Licensed Plumber.
- Should you have the unit installed by a non-licensed technician, you may be liable for any injuries or damages which result from substandard and/or incorrect installation. Your warranty will also become void.

INSTALLING TECHNICIAN

- You must be qualified to undertake this installation.
- Should you fail to install the BWU in accordance with the instructions, as outlined in this booklet, your customers warranty will become void, and you may be liable for any injuries or damages which result from incorrect installation.

NOTE: THE HEATING ELEMENT SURFACE IS SUBJECT TO RESIDUAL HEAT AFTER USE

MEGGER TEST

TEST & TAG TECHNICIAN

Testing of this appliance is to be conducted in accordance with Clause 2.3.3.2 Testing of Insulation AS 3760:2003

DO NOT MEGGER TEST AS IT MAY DAMAGE THE CONTROLLING ELECTRONICS

The designed leakage current in the earth conductor range is .05—2MA *(depending on water quality used in the unit).* If the reading is greater than 5MA, it is likely the element requires replacing.

CROWN INDUSTRIES IS HERE TO ASSIST YOU
Phone: 03 9739 6966
Email: info@crownindustries.com.au
Web: www.crownindustries.com.au

Serial Number:

Model Number:

TESTING REGIME
W water ☑ E electrical ☑ O operational ☑

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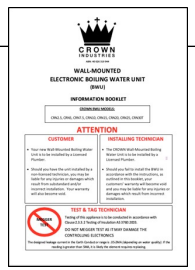
What's In The Box

When unpacking the contents of the box, you will find the following items:

- 1 x CROWN Wall-Mounted Electronic Boiling Water Unit.
- 1 x CROWN Tap, chrome, non-drip, "HOT WATER".
- 1 x Information Booklet.
- 1 x Plumbers Sealing Tape


CROWN INDUSTRIES

WALL-MOUNTED ELECTRONIC BOILING WATER UNIT (BWU)

INFORMATION BOOKLET

ATTENTION

CUSTOMER

INSTALLING TECHNICIAN

TEST & TAG TECHNICIAN

A Big THANK YOU!

A big THANK YOU from the team at CROWN Industries for purchasing a CROWN Wall-Mounted Electronic Boiling Water Unit (BWU).

- CROWN is a 100% Australian family-owned business and if you didn't already know, we are proud to inform you that your new BWU was made right here at home in Australia.
- You can rest in the knowledge that we made your BWU tank using the highest quality food-grade stainless steel. It includes leading-edge components and is designed to outlast every other BWU in the market today.
- Best of all, if you ever have any questions about your BWU, we are here to assist. If you ring, we will answer; if you email us, we will reply.
- In the unlikely event that you have a potential warranty issue, we will not run and hide. Rather, we will do everything we can to get your BWU running as it should.

Register your New BWU

PLEASE REGISTER YOUR NEW CROWN BWU

- We understand you are excited about your new BWU, and no doubt, can't wait to put it to work. However; before you forget, can you please register your purchase with us? Simply, go to our website and complete the New Product Registration form at:

www.crownindustries.com.au/product-registration

- By registering your product, the relevant details will be saved on our system and this will ensure you receive a quick turn-around on any queries you may have in the future, including any challenges which are covered under warranty.

Care Maintenance and Repairs

It is important that you abide by all the Safety Instructions provided in this Information Booklet when conducting Care and Maintenance on the BWU.

Always ensure a qualified technician carries out any Maintenance and/or Repairs.

DAMAGE AS A RESULT OF MISUSE (INCLUDING LACK OF CARE AND MAINTENANCE) IS NOT COVERED UNDER WARRANTY

Daily Care Considerations - User

Your BWU is an extremely low maintenance item, but CROWN Industries recommends that users do the following as a preventative measure, especially if the BWU is used on an on-going basis and by multiple users (such as may be the case in a restaurant kitchen):

Inspection Process - Exterior

Look over the unit checking for any damage or leakage paying particular attention to the

- Water inlet and overflow fittings,
- Drain cock ,
- Power cord **(WARNING: If the power supply cord is damaged, it must be replaced by the manufacturer, it's service agent or similar qualified persons, to avoid a hazard)**, and
- Tap - dispense some hot water to ascertain that the tap is working effectively and does not drip after operation.

It is important that the tap is kept clean given the dispensed water is for human consumption. The tap should be regularly cleaned with a damp, soft cloth to remove stains and hard water marks. The tap should then be dried thoroughly to prevent the growth of bacteria, mold and mildew.

Cleaning the Exterior

Using a soft damp cloth, wipe over the BWU and then polish with a soft dry cloth. A small amount of cleaning agent (such as soap or dishwashing liquid) may be used if necessary but under no circumstances are commercial chemicals or abrasives to be used in the cleaning process.

Inspection Process – Interior *(qualified technician)*

- Turn the power off and unplug the power cord (or switch-off at the power box if the unit is hard wired).
- Remove the BWU cover by undoing the two screws on the top rear of the unit and the two screws on the underside rear of the unit.
- Inspect the interior of the unit in search of any apparent issues such as leakage, corrosion or other signs of damage.
- If all appears to be in good order, power the unit (with the cover still off) and allow it to operate. Ensure you do not come into contact with electrical components during this process as you may experience an electric shock and/or damage the unit. Note the CAUTION labels on the components.
- If the unit is operating effectively, turn the power off, replace the cover with the four screws and turn the power back on.

If you identify real or potential damage, conduct corrective action including any parts replacement.
(CROWN Industries carries full stock of parts).

Safety Instructions

WARNING – MISUSE MAY RESULT IN INJURY

If you follow these Safety Instructions, you will get the very best out of your CROWN BWU for many years and you can be assured that it will be safe and pleasurable to operate.

ENSURE YOU DO NOT DO THE FOLLOWING…

- Use your BWU for a purpose other than that for which it was designed.
- Operate your BWU without water.
- Operate your BWU without the cover secured to the unit.
- Operate your BWU if the tap is faulty.
- Allow your skin to come into contact with water as it is being dispensed.
- Position your BWU where a child can reach the tap.
- Position your BWU above a stove or similar heating appliance.
- Tamper with the electronics. This will most certainly place you in danger and void your warranty *(if applicable).*
- Operate your BWU if you have any concerns regarding its safety.

ENSURE YOU DO THE FOLLOWING…

- Carefully read through all of the information in this Information Booklet.
- Instruct other users on the correct operating procedures.
- Turn the power socket OFF prior to extracting the power cord from the power socket.
- Extract the power cord from the power socket whilst holding the power plug *(as opposed to holding the cord section).*
- Ensure installation, maintenance and repairs are carried out by a qualified technician.
- Only use a potable water feed into this unit

Operating Instructions

ENSURE YOUR NEW BWU IS INSTALLED IN ACCORDANCE WITH THE INSTRUCTIONS OUTLINED IN THIS INFORMATION HANDBOOK

1. **Once the BWU is installed** and commissioned, it is ready for use.
2. **For quick dispensing** *(ie a cup of hot beverage)* place the cup under the tap outlet and activate the handle until the desired amount of hot water has been dispensed.
3. **For slow dispensing** *(ie a large amount of hot water is to be dispensed into a cooking pot)* place the cooking pot under the tap outlet and activate the handle so that the water is dispensed continuously without the need to hold the handle. Users MUST take special care that in using the tap in this manner, they do not allow hot water to overflow causing injury or damage.
4. **Recovery rate *(water tank refill rate)*** for the BWU is approximately 2.5 Litres per minute. It is important to be aware of this especially if the user is continually dispensing hot water. In the event that the BWU cannot keep up with the demand, it is a clear sign that the size of the chosen unit is too small for the operation.
5. **Full dispensing** of the hot water as part of standard use and will not damage the unit.
6. **Temperature setting** is automatic *(92°C – 96°C depending on altitude).*
7. **Enjoy using your new BWU!**

RECOMMENDATION:

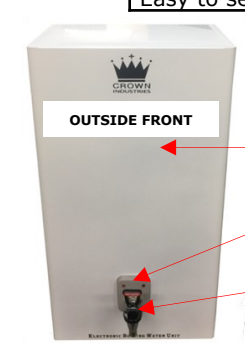
It is recommended that once the unit is installed and commissioned, the unit is switched off ONLY if maintenance or servicing requires it. The unit is designed to run hot and will not draw much power during periods where hot water is not being dispensed (such as during a holiday period).

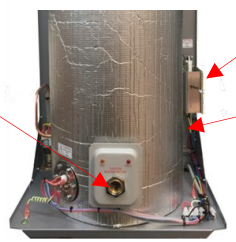
This appliance is intended to be used in household and similar applications such as:

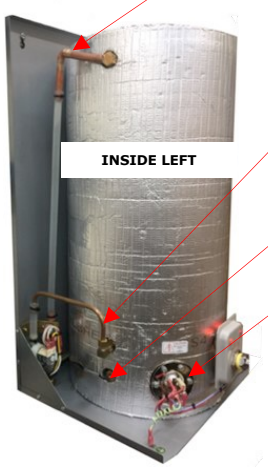
- *Staff kitchen areas in shops, offices and other working environments,*
- *Farm houses,*
- *By clients in hotels, motels and other residential type environments, and*
- *Bed and breakfast type environments.*

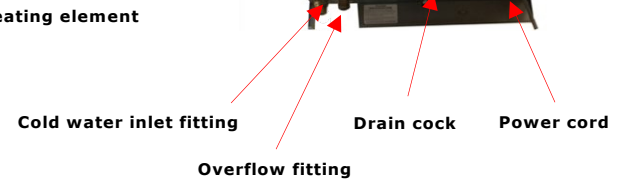
BWU Features

Simple operation	Automatic refill
Runs quiet	Non-drip chrome tap
Boil dry protection	Auto temperature control
Easy to service	Efficient









Pre-Installation Instructions

READ THE FOLLOWING PRE-INSTALLATION INSTRUCTIONS CAREFULLY PRIOR TO THE CONDUCT OF THE BWU INSTALLATION

PRE-INSTALLATION CONSIDERATIONS

The BWU must be installed in accordance with the AS3500.4.1 standard or the AS/NZS3500.4.2 standard. Failure to do so will void the warranty.

- **DO NOT** power the BWU until the full installation is complete.
- **ENSURE** the wall power socket is correctly installed/located to ensure any spillage will not contact the power plug and wall power socket.
- **ENSURE YOU** allow 300mm clearance above the unit for effective heat breathing and access to the top cabinet screws.
- **ENSURE** the cold water is a dedicated line with its own wall tap. The tap and line is not to be shared with other appliances such as another hot water unit or dishwasher etc.
- **DO NOT** run hot water into the unit. Cold water must be used for the unit to operate safely and effectively and for the purchaser to maintain warranty.
- **DO NOT** use plumbing glue or any other substance for sealing the connections. Teflon tape only is to be used.
- **YOU MUST:**
    - **install a water filter on the cold-water inlet line.** The chosen filter should depend on the quality of the cold water used and filter replacement should be conducted in accordance with filter manufacturer instructions or at least once every 12 months.
    - fit a stop tap on the cold water inlet line.
    - position the unit so that the BWU tap sits over a sink or drain board.
- **THE UNIT VENTILATION** pipework **MUST** be "gravity bleed to atmosphere". No kinks, S bends or even the slightest uphill travel. It must be gravity release all the way!!
- **INITIAL POWER-UP AFTER INSTALLATION:** Allow the unit to fill the tank fully prior to first use. The input flowrate is approximately 2.5 Litres per minute.
- **INLET PRESSURE:** Maximum – 820Kpa Minimum – 200Kpa.
- **LOW PRESSURE:** If low pressure is encountered, ensure power is off and make contact with CROWN Industries immediately.
- **ENSURE THE BWU** is plugged into a 10Amp / 15Amp power socket (or hard wired as required) in compliance with Australian Standards.

PLEASE ATTACH YOUR RECEIPT OF PURCHASE TO THIS BOOKLET AND PLACE IT IN AN EASY TO FIND PLACE FOR FUTURE REFERENCE

Tel: +61 3 9739 6966 - **Email:** info@crownindustries.com.au - **Web:** www.crownindustries.com.au

Installation and Commissioning Instructions

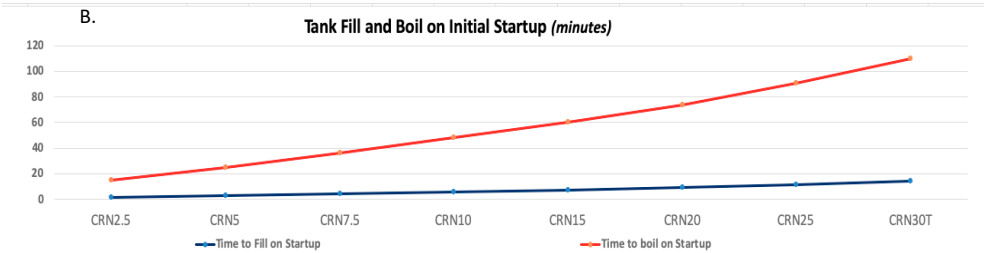
ENSURE YOU HAVE READ AND COMPLY WITH THE PRE-INSTALLATION INSTRUCTIONS BEFORE UNDERTAKING INSTALLATION

1. Remove the BWU cover by undoing the two screws on the top rear of the unit and the two screws on the underside rear of the unit.
2. Mount the Unit on the wall using the hanging/fixing points on the back of the unit ensuring the mounting system can handle the weight of the unit when full.
3. Fit the CROWN BWU tap on the tap outlet fitting using Plumbers Tape (supplied).
4. Via a stop tap in the water supply line ***(required***), connect the cold-water line (inclusive of a water filter) to the Unit but do not yet run water into the unit.
5. Connect the overflow/vent pipe to atmosphere into a tundish or drain board in such a way that users cannot be scolded when the overflow is active. And that the pipework has no kinks or "S" bends.
6. Open the stop tap.
7. Plug the power cord into a 10Amp / 15Amp power socket (or hard wire as required) ensuring polarity is in accordance with Australian Standards.
8. Turn the unit on at the power socket. You are now running water into the unit. ***(See Note A below).***
9. After the unit has been powered, allow it to go through its initial complete fill and boil cycle. ***(See Note B below).***
10. At the completion of the initial fill and boil cycle, dispense a cup of hot water at which time you should hear the system top-up the tank with replacement water.
11. Refit the unit cover and screw on *(2 screws top rear and 2 screws underside rear).*
12. The BWU is now commissioned and ready for standard use.

NOTES:

A. If you have concerns that there is no water entering the tank, check the water supply. If you are certain the supply is there you are to turn the power off and contact CROWN Industries for assistance.

B.



CONTACT CROWN IMMEDIATELY ON 03 9739 6966 IF YOU HAVE ANY QUESTIONS OR CONCERNS WHEN INSTALLING THE UNIT