

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@crowindustries.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 something 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), or
- Bring the unit back to CROWN for further assessment and correctional work, or
- Replace the unit, 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.

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	240V / 1.5kW / 50-60 / 6.25
CRN 5	5 / 25	465	320	220	9.1	240V / 1.5kW / 50-60 / 6.25
CRN 7.5	7.5 / 38	480	350	250	10.6	240V / 1.5kW / 50-60 / 6.25
CRN 10	10 / 50	550	350	250	11.3	240V / 2.4kW / 50-60 / 10
CRN 15	15 / 75	640	400	300	14.6	240V / 2.4kW / 50-60 / 10
CRN 20	20 / 100	640	400	300	14.9	240V / 2.4kW / 50-60 / 10
CRN 25	25 / 125	735	400	300	16.3	240V / 2.4kW / 50-60 / 10
CRN 30T	30 / 150	740	440	343	18.4	240V / 2.4kW / 50-60 / 10
CRN 30W	30 / 150	635	600	250	18.4	240V / 3.0kW / 50-60 / 12.5
CRN 40	40 / 200	775	600	250	19.4	240V / 4.8kW / 50-60 / 20
CRN 50	50 / 250	775	600	250	21.4	240V / 4.8kW / 50-60 / 20
CRN 60	60 / 300	840	600	250	23.4	240V / 4.8kW / 50-60 / 20



Made in Australia



WALL-MOUNTED ELECTRONIC BOILING WATER UNIT (BWU)

MODELS: CRN30W, CRN40, CRN50, CRN60

INFORMATION BOOKLET

DO NOT POWER THE UNIT WITHOUT WATER

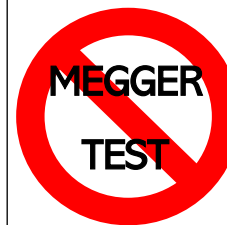
YOU MUST INSTALL AN IN-LINE WATER FILTER

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.



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@crowindustries.com.au

Web: www.crownindustries.com.au

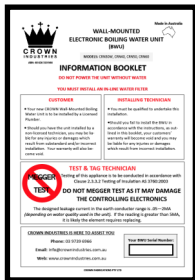
Your BWU Serial Number:

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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.



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).

- We are 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 your BWU is easy and safe to operate and servicing requirements are uncomplicated.
- 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 port, and
- tap.

Dispense some hot water to ascertain that the tap is working effectively and does not drip after operation.

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.

Simple Inspection Process – Interior

- Remove the Cover Inspection Plate (top) by unscrewing the Inspection Plate Screws.
- Using a torch, conduct an inspection of the top of the water tank and the components to the left of the tank which include the pipework and the terminal block with wiring.

Detailed Inspection Process – Interior (*qualified technician*)

- Switch the power off, then turn the water off and then drain the water tank.
- Remove the tap and unit cover.
- Remove the water tank inspection plate and 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, replace the cover and tap.

If you identify real or potential damage, conduct corrective action including any parts replacement.

CROWN Industries carries full stock of parts.

If you have any questions or concerns, please contact CROWN Industries directly on 03 9739 6966.

Safety Instructions

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.
- Walk away and leave the dispensing process unattended when filling a large pot or similar.
- 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 (if applicable).
- Extract the power cord from the power socket whilst holding the power plug (as opposed to holding the cord section (if applicable)).

Operating Instructions

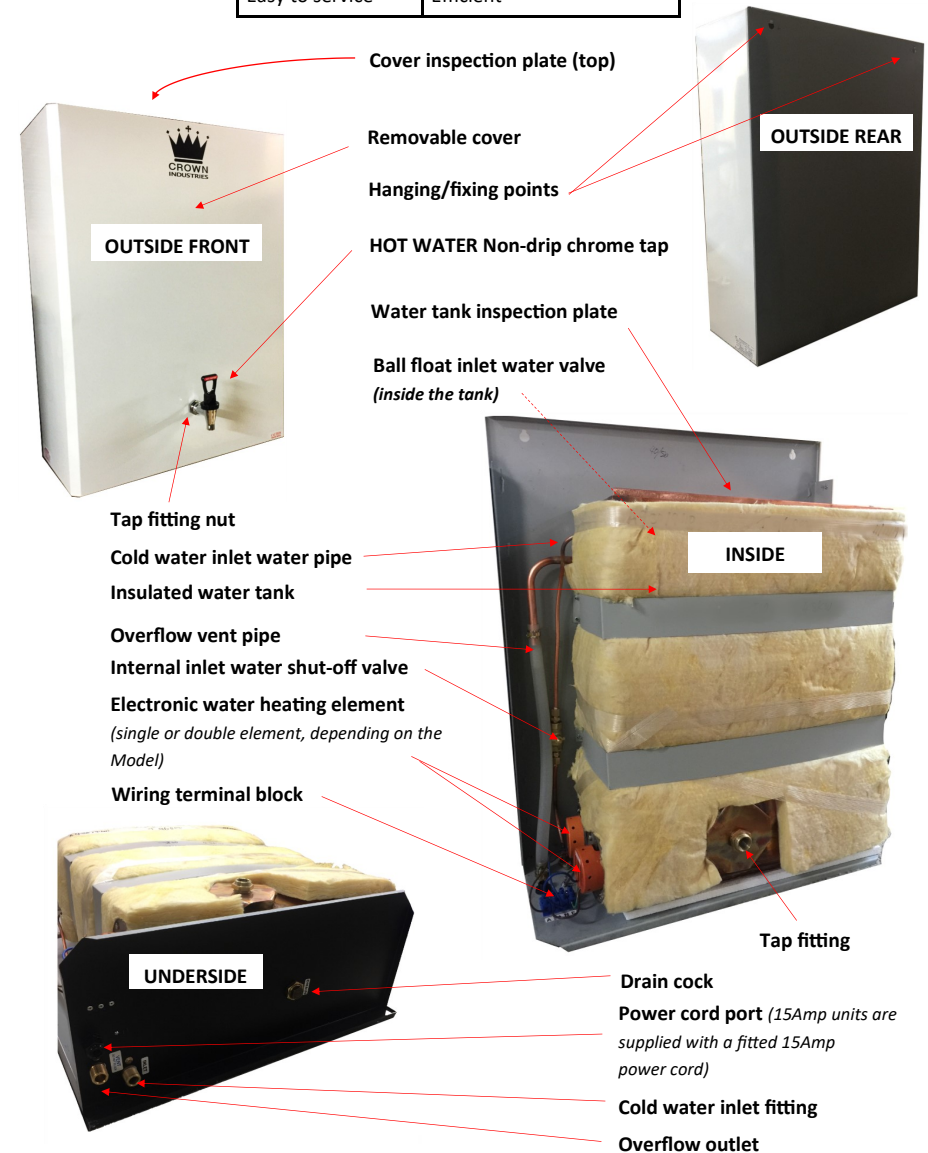
1. **ENSURE YOUR NEW BWU IS INSTALLED IN ACCORDANCE WITH THE INSTRUCTIONS OUTLINED IN THIS INFORMATION HANDBOOK**
2. Once the BWU is installed and commissioned, it is ready for use.
3. **For minor dispensing** (i.e. a cup of hot beverage) place the cup under the tap outlet and activate the handle until the desired amount of hot water has been dispensed.
4. **For major dispensing** (i.e. 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 tap 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.
5. **Recovery rate (water tank refill rate)** for the BWU will vary depending on the initial setup but it is important to note that major dispensing may deplete the tank of boiling water. In such a case, there will be a requirement to allow the water to be replenished and heated back to boiling. It is important to be aware of this especially if the user is continually dispensing large amounts of 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.
6. **Full dispensing** of the hot water as part of standard use and will not damage the unit.
7. **Temperature setting** is automatic (92°C – 96°C depending on altitude).
8. **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.

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 **and the water tank is full.**
- **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 to gravity fed to atmosphere.
- **INITIAL POWER-UP AFTER INSTALLATION:** Allow the unit to fill the tank fully prior to initial power-up.
- The unit **MUST BE FITTED** with an approved 350kPa Pressure Limiting Valve
- **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** power supply is in accordance with Australian standards. Power ratings are listed on Page 8.

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

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, the two screws on the underside rear of the unit and the tap fitting nut on the front of the unit.
2. Mount the BWU 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 a stop tap in the supply line (*required*).
4. Fit an approved 350kPa Pressure Limiting Valve (*required*).
5. Fit a water filter to the cold water inlet line (*required*).
6. Connect the cold-water line to the BWU inlet but do not yet run water into the unit.
7. Connect the overflow/vent pipe to atmosphere into a tundish or a 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
8. Connect the power to the unit ensuring all wiring and isolation switch installation is conducted by a licensed technician and in accordance with Australian Standards.
9. Refit the unit cover and screw on (*2 screws top rear and 2 screws underside rear*).
10. Refit the tap fitting nut so that it is firm but not so tight that it scratches the cover.
11. Fit the CROWN BWU tap on the tap outlet fitting using Teflon tape as required.
12. Run water into the unit until it is full. (*The unit will automatically cut off the inlet water supply when the tank is full*).
13. Power-up the unit. Power is now running to the heating element(s).
14. After the unit has been powered, allow it to go through its initial boil cycle. This may take approximately an hour depending on the unit size. The initial boil cycle is complete when the heating element cuts out at 92-96°Celsius. You can hear the heating element when it is heating/boiling the water. When it goes silent, the water is at the correct temperature.
15. 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.
16. The BWU is now commissioned and ready for standard use.

FAILURE TO FULLY COMPLY WITH THESE INSTRUCTIONS WILL VOID YOUR WARRANTY

**If you have any questions or concerns,
please contact CROWN Industries directly on 03 9739 6966.**