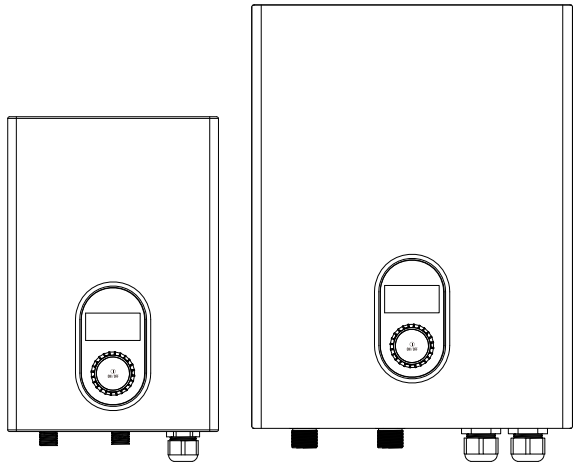
User Manual

Electric Tankless Water Heater

Products:

ET011K
ET014K
ET018K
ET024K
ET027K



⚠ WARNING

Please read all instructions before using this water heater. Failure to follow the information in these instructions may result in fire, electric shock, property damage, injury or death.

CONTENTS

1 Safety Information 04
1.1 Safety Definitions 04
1.2 Important Safety Messages 04
2 General Information 05
2.1 Function Introduction and Explanation 05
2.2 Dimensions and Connection Points 05
2.3 Technical Parameters 06
2.4 Component Diagram 07
3 Installation 08
3.1 Installation Instructions 08
3.2 Prepare for installation 08
3.3 Installation Method 09
3.4 Plumbing Installation 10
3.5 Electrical Connections 10
4 Operation 13
4.1 Operation Instructions 13
5 Maintenance 14
6 Troubleshooting 15
6.1 Fault Assessment and Troubleshooting 15
6.2 Diagnostic Codes 16
7 Circuit Diagram 17
8 Packing List 18
Warranty Policy 19

NOTICE

- SAVE THESE INSTRUCTIONS.
- As the appliance undergoes upgrades, there may be differences between the actual appliance and the one described in the manual, so the content is subject to change without prior notice. Please consult the actual product.

1 Safety Information

1.1 Safety Definitions

This manual has safety information and instructions to help you eliminate or reduce the risk of accidents and injuries.

DANGER
Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING
Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

CAUTION
Indicates a hazardous situation which, if not avoided, could result in property damage and minor or moderate injury.

NOTICE
This symbol indicates important information where there is no risk to people or property.

1.2 General Information

- Read this entire manual. Failure to follow all the guides, instructions and rules could cause personal injury or property damage.
- Improper installation, adjustment, alteration, service and use of this unit can result in serious injury.
- This unit must be installed by a licensed electrician and plumber.
- The installation must comply with all national, state and local plumbing and electric codes. Proper installation is the responsibility of the installer. Failure to comply with the installation and operating instructions or improper use voids the warranty.
- Save these instructions for future reference. The installer should leave these instructions with the consumer.
- If you have any questions regarding the installation, use or operation of this water heater, or if you need any additional installation manuals, please call our technical service line.

1.3 Important Safety Messages

Observe the following safety information and regulations.

Operate the appliance only when fully installed and with all safety equipment fitted.

1.3.1 Intended Use

The appliance is intended for heating domestic hot water and can supply several draw-off points.

Any other use beyond that described shall be deemed inappropriate, and may void the manufacturers warranty.

Observation of these instructions is also part of the correct use of this appliance.

1.3.2 Safety Precautions

DANGER: Electrocution

Before proceeding with any installation, adjustment, alteration, or service of this appliance, all circuit breakers and disconnect switches servicing the appliance must be turned off. Never remove the appliance's cover unless the electricity servicing the appliance is turned off. Failure to do so could result in personal injury or death.

The appliance must be properly grounded. Failure to electrically ground the product could result in serious personal injury or death.

DANGER: Burns

Water temperatures over 125°F (52°C) can cause severe burns instantly or death from scalding. A hot water scalding potential exists if the thermostat on the appliance is set too high. Households with small children, disabled or elderly persons may require that the thermostat be set at 113°F (45°C) or lower to prevent possible injury from hot water.

WARNING: injury

Where children or persons with limited physical, sensory or mental capabilities are to be allowed to control this appliance, ensure that this will only happen under supervision or after appropriate instructions by a person responsible for their safety. Children should be supervised to ensure that they never play with the appliance.

WARNING

This product can expose you to lead, which is known to the state of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65warnings.ca.gov.

2 General Information

2.1 Introduction and Explanation

The units are designed to supply hot water for a house, apartment or certain commercial applications.

Unlike a conventional storage type water heater, the units tankless water heater does not store hot water. Instead, water is heated instantaneously as it flows through the unit. The units offers greater energy efficiency than storage type water heaters due to the absence of stand-by losses and reduced hot water pipe runs.

The input of heat into the water is controlled electronically. The units will deliver any water temperature between 68 °F (20 °C) and 140 °F (60 °C). Set the desired temperature using the knob on the front cover. The units temperature adjustment knob can be set to: OFF, 68-140 °F (20-60 °C). The maximum temperature is electronically limited to 140 °F (60 °C).

For reasons of appliance efficiency and durability (scaling), the optimum temperature setting lies between 86 °F (30 °C) and 120 °F (50 °C).

1.3.3 Test Symbols

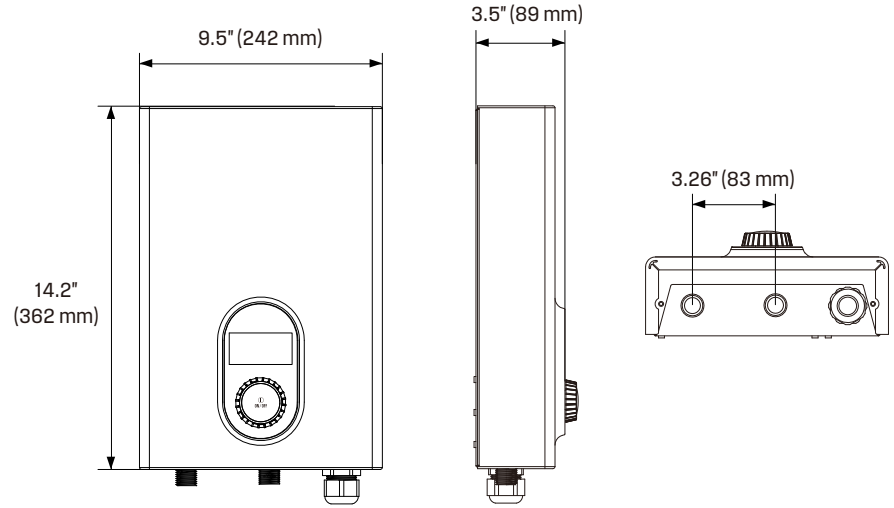
See the type label on the appliance.

1.3.4 Licences / certificates

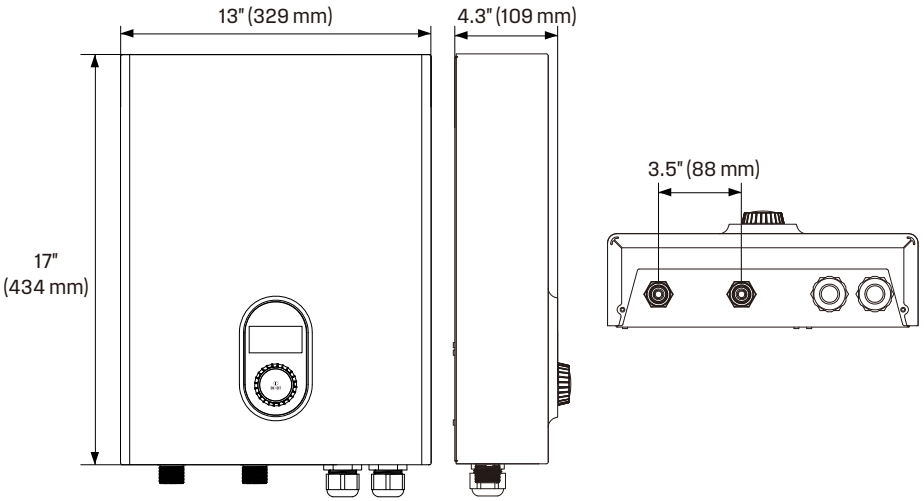
- UL (U.S.A) Std. 499
- CSA (Canada) Std. C22.2 No.88
- NSF/ANSI 372

2.2 Dimensions and Connection Points

ET011K/ET014K



ET018K/ET024K/ET027K



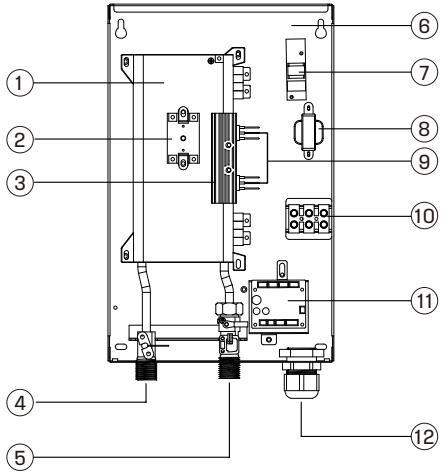
2.3 Technical Parameters

Model	ET011K	ET014K
Voltage	240 V	240 V
Wattage	11 kW	14 kW
Min. Required Circuit Breaker Size	1 X 50 A	1 X 63 A
Max. Amperage	46 A	59 A
Recommended Wire Size	1 X 8 AWG	1 X 6 AWG
Min. Water Flow to Activate the Unit	0.4 GPM / 1.5 L/min	0.5 GPM / 1.8 L/min
Safe Operating Pressure	3 PSI - 120 PSI	
Water Connections	1/2" NPT	
Installation	Wall mounted	
Temperature Setting	Digital Panel	
Dimensions (H × W × D)	14.2" × 9.5" × 3.5" (362 × 242 × 89 mm)	

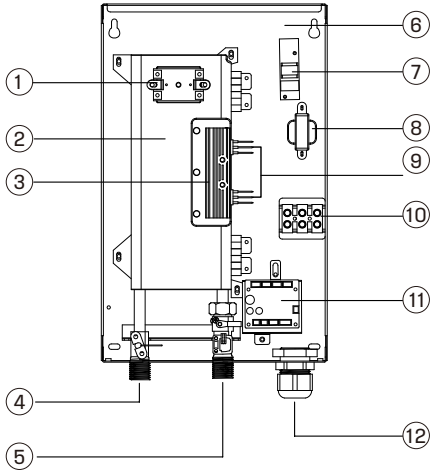
Model	ET018K	ET024K	ET027K
Voltage	240 V	240 V	240 V
Wattage	18 kW	24 kW	27 kW
Min. Required Circuit Breaker Size	2 X 40 A	3 X 40 A	3 X 40 A
Max. Amperage	75 A	100 A	113 A
Recommended Wire Size	2 X 8 AWG	3 X 8 AWG	3 X 8 AWG
Min. Water Flow to Activate the Unit	0.66 GPM / 2.5 L/min	0.79 GPM / 3.0 L/min	0.79 GPM / 3.0 L/min
Safe Operating Pressure	3 PSI - 120 PSI		
Water Connections	3/4" NPT		
Installation	Wall mounted		
Temperature Setting	Digital Panel		
Dimensions (H × W × D)	17" × 13" × 4.3" (434 × 329 × 109 mm)		

2.4 Component Diagram

ETO11K

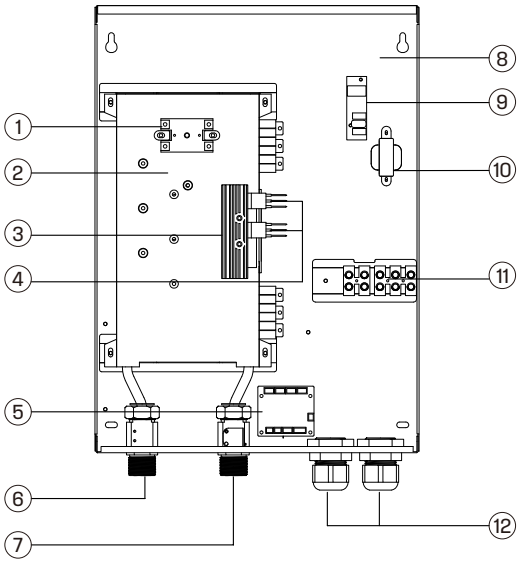


ETO14K

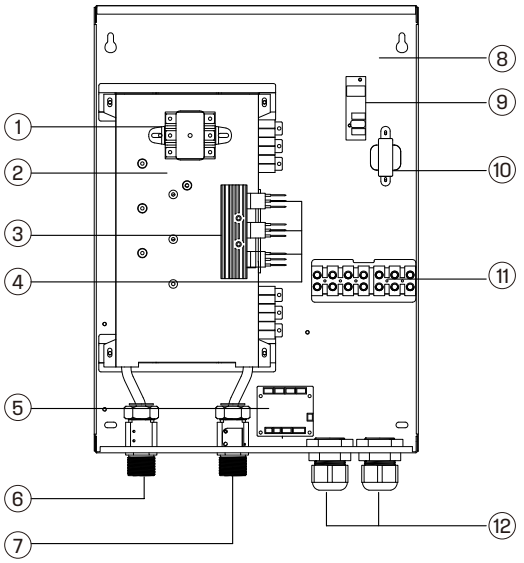


1. Heating element
2. Thermostat
3. Cooling fin
4. Hot water connection
5. Cold water connection
6. Bottom case
7. Wave filter
8. Transformer
9. Silicon controlled rectifier
10. Terminal block
11. Control board
12. Cord clamp

ET018K



ET024K/ET027K



1. Thermostat
2. Heating element
3. Cooling fin
4. Control board
5. Silicon controlled rectifier
6. Control Key
7. Hot water connection
8. Cold water connection
9. Bottom case
10. Wave filter
11. Transformer
12. Terminal block
13. Cord clamp

3 Installation

3.1 Installation Instructions

WARNING
- High voltage electrical installations should be prioritized by professional electricians.
- Installation must comply with the National Electrical Code, local electrical and plumbing codes.

NOTICE
Unit must be installed in a vertical position with the water fittings pointing downward.

WARNING
Do not install unit where it would routinely be splashed with water. Electric shock may result.

CAUTION
Hot water outlet pipes leaving unit can be hot to the touch. Insulation must be used for hot water pipes below 36" (0.9 m) due to burn risk to children.

NOTICE
This unit should not be installed in a location where it may be exposed to temperatures less than 36 °F (2 °C). If the unit may be subject to freezing temperatures all water must be drained from the unit. Failure to comply with this instruction voids all warranties.

The unit should be located in an area where water leakage from the unit or connections will not result in damage to the area adjacent to the unit. If such a location cannot be avoided it is recommended that a drain pan be installed under the unit.

- Make sure the product is intact and complete with accessories.
- Please ensure that the main power supply, water pressure, grounding conditions, ammeter and wires meet the installation requirements.
- The unit must be installed in a circuit suitable for overcurrent. Must be grounded at the breaker panel.
- This unit must be permanently connected to a fixed circuit breaker. If you are not using the unit, turn off the circuit breaker.
- Do not install the unit in the place of fire or strong magnetic field. This unit needs to be installed vertically. This unit should be connected to water first and then to electricity.

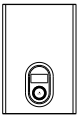
Guidelines You Need to Be Aware of

- This unit is designed for indoor installation only. However, it may be installed in an outdoor location as long as it is mounted in a suitable enclosure that provides protection from rain, splashed water, freezing temperatures, direct sunlight, debris, and insects.
- Install unit as close as possible to the main hot water draw off points.
- Install unit in a frost free area. If frost might occur, remove unit before freezing temperatures set in.
- Leave a minimum of 5" (120 mm) of clearance on all sides for servicing.
- DO NOT install under water pipes or air conditioning lines that might leak or condense moisture that could then drip onto the unit.
- DO NOT install above electrical boxes or junctions.

CAUTION
The water heater should not be located in an area where leakage will result in damage to the area adjacent to it or to lower floors of the structure. Where such areas cannot be avoided, it is recommended that a suitable catch pan, adequately drained, be installed under the water heater.

3.2 Prepare for Installation

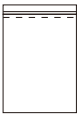
■ **Parts included**



Water Heater



User Manual



Assembly Kit



Mounting template

■ **Tools needed (Not included)**



Phillips screwdriver



Hammer



Hammer Drill With Concrete Bits



Ruler



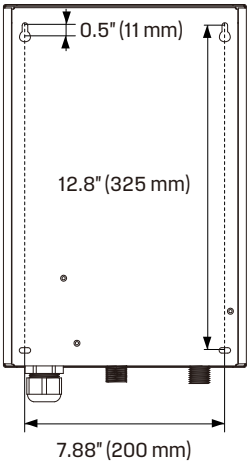
Gloves



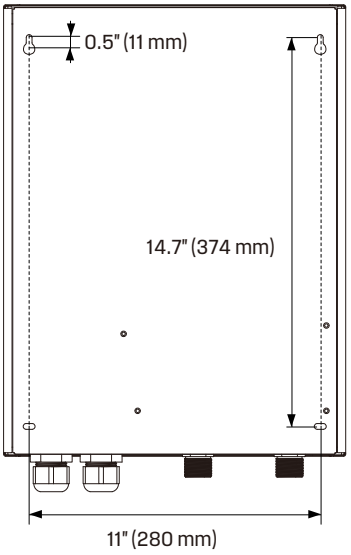
Pencil

3.3 Installation Dimensions

ET011K/ET014K



ET018K/ET024K/ET027K



3.4 Installation Method

1. Figure out where to mount the water heater unit, mark 4 mounting holes on the wall according to the water heater or installation guide. (Fig.1).

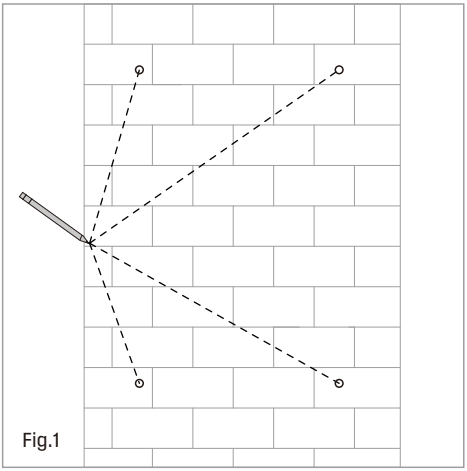


Fig.1

2. Use a hammer drill with concrete bits to create a hole in the wall according to the punching mark, ensuring it is 0.24" (6mm) in diameter. Then, insert the matching 4-M4 plastic wall anchors into the hole (Fig.2).

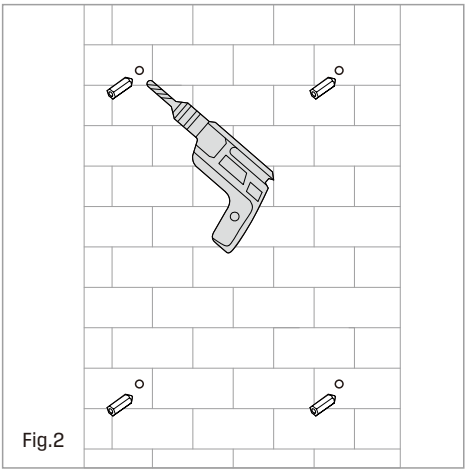


Fig.2

3. Insert M4 screws into the two upper holes, leaving about 0.12 inches to 0.2 inches (3-5mm) not tightly fastened (Fig.3).

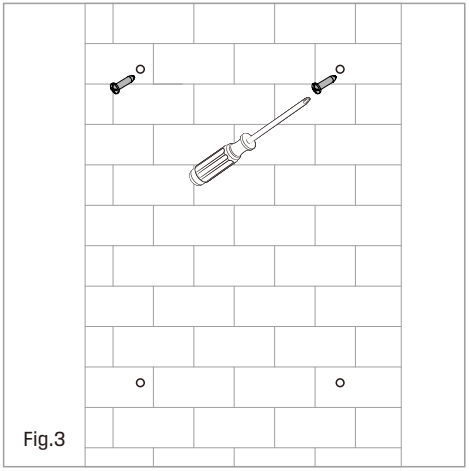


Fig.3

4. Use a screwdriver to remove the four screws at the top and bottom, then open the front cover (Fig.4).

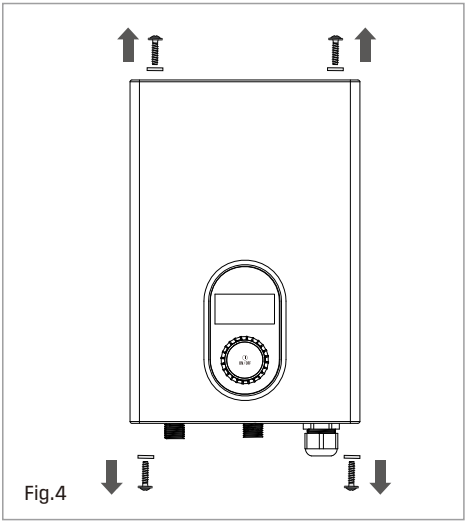


Fig.4

5. For easier installation, carefully unplug ① the display connect wire from ② the water heater connector (Fig.5).

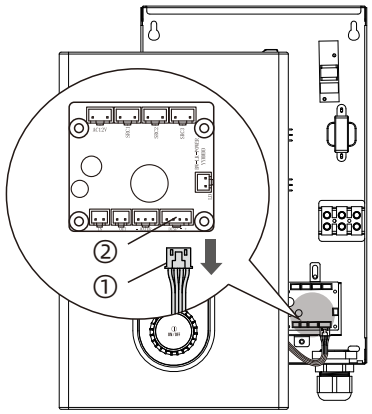


Fig.5

6. Hang the unit on the two screws installed previously, secure the two lower screws, and tighten the two upper screws (Fig.6).

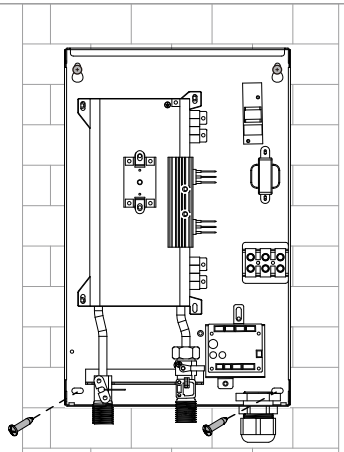


Fig.6

7. After completing all plumbing and electrical connections, reconnect the display cable to the water heater connector, install the front cover and tighten the four upper and lower screws with a screwdriver.

3.5 Water Connections

NOTICE

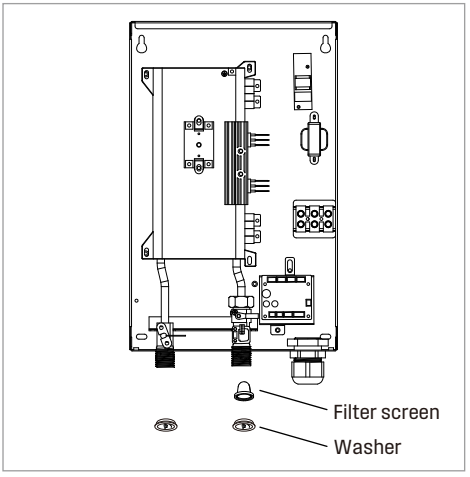
Excessive heat from soldering on copper pipes near the Unit may cause damage.

The cold water connection to the unit must be disconnected periodically in order to clean the filter screen. It is required to use water connections that are easily detachable such as braided steel flex connectors.

CAUTION

Hard water or water with a high mineral count may damage the unit. Damage to the unit caused by scale or a high mineral count is not covered under the warranty.

- All plumbing work must comply with national and applicable state and local plumbing codes.
- A pressure reducing valve must be installed if the cold water supply pressure exceeds 150 PSI (10 bar).
- Make certain that the cold water supply line has been flushed to remove any scale and dirt.
- The unit has a built in filter screen that should be cleaned from time to time. Clean screen and put the screen and the washer back into their original position.



- The cold water connection (inlet) is on the right side of the unit, and the hot water connection (outlet) is on the left side of the unit.

CAUTION
Tankless water heaters are not required to be equipped with a temperature and pressure relief valve (T&P). If the local inspector will not pass the installation without a T&P, it should be installed on the hot water outlet side of the unit.

- The unit on the hot side is designed for connection to copper tubing, PEX tubing or a braided stainless steel hose with a female tapered thread.
- The plumbing on the cold water inlet side needs to be such that it can easily be removed to allow access to the inlet filter screen. The easiest way to achieve this is to us a stainless steel braided hose connector. If soldering near the unit is necessary, please direct the flame away from the housing of the unit in order to avoid damage.
- When all plumbing work is completed, check for leaks and take corrective action before proceeding.

3.6 Electrical Connection

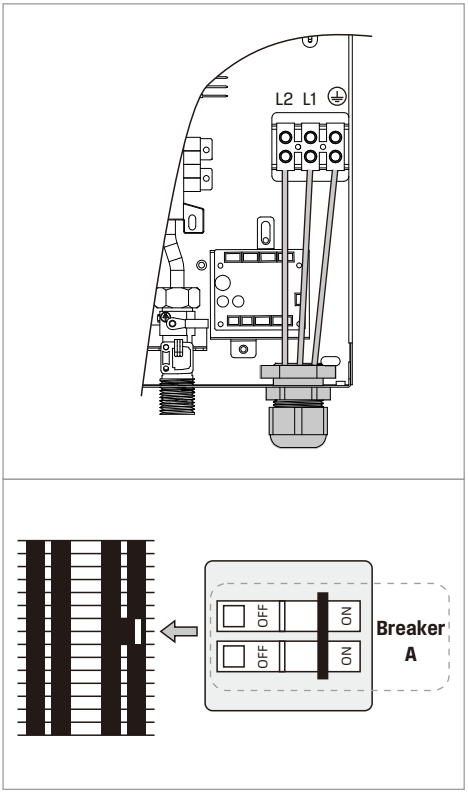
WARNING: Electrocution
Before beginning any work on the electric installation, be sure that main breaker panel switches are "Off" to avoid any danger of electric shock. All mounting and plumbing must be completed before proceeding with electrical hook-up. Where required by local, state or national electrical codes the circuits should be equipped with a "ground fault interrupter".

The unit must be properly grounded in accordance with state and local codes, or in absence of such codes, in accordance with national electric code or the Canadian electric code. Failure to electrically ground the product could result in serious personal injury or death.

- The unit should be connected to properly grounded dedicated branch circuits of proper voltage rating. Ground must be brought to the "Ground" at the circuit breaker panel.

3.6.1 Circuit Layout

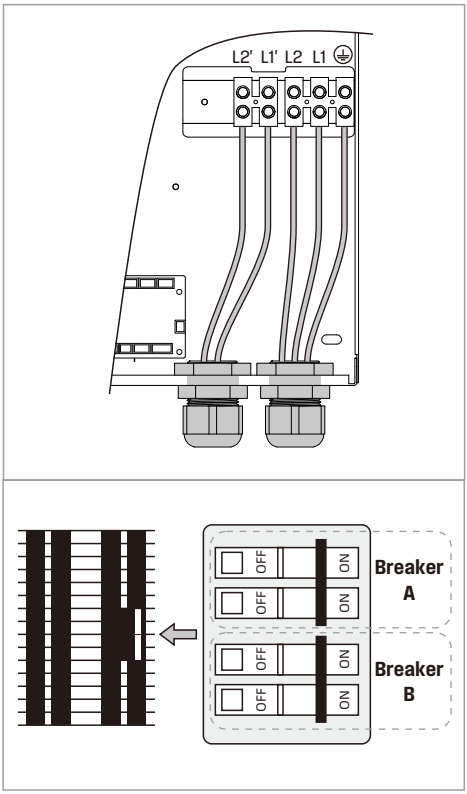
ET011K/ET014K



ET011K/ET014K: These units can be connected to a single circuit. Use a supply cable protected by a double pole breaker.

WARNING
- ET011K and ET014K must be connected to 1 sets of 240V power. Each set power needs to be connected to a two-pole breaker.
- L1 & L2 lines must be connected to breaker A.

ET018K

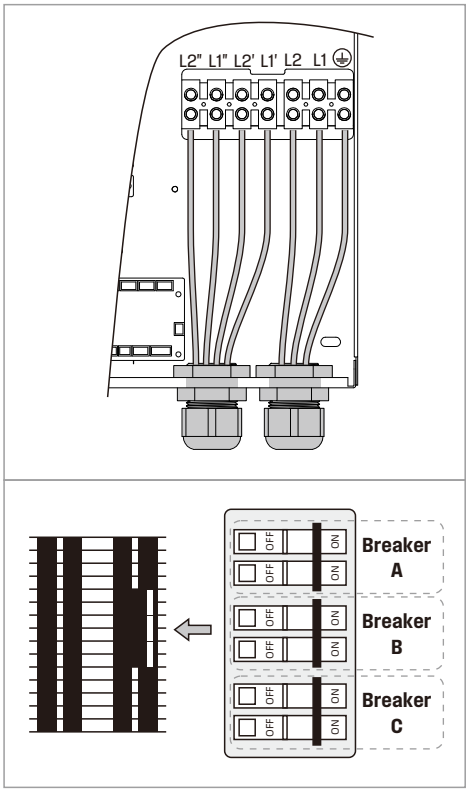


ET018K: These units require two independent circuits. Use two supply cables protected by two separate double pole breakers.

WARNING

- ET018K must be connected to 2 sets of 240V power. Each set power needs to be connected to a two-pole breaker.
- L1 & L2 lines must be connected to breaker A, L1' & L2' must be connected to breaker B.

ET024K/ET027K



ET024K/ET027K: These units require three independent circuits. Use two supply cables protected by three separate double pole breakers.

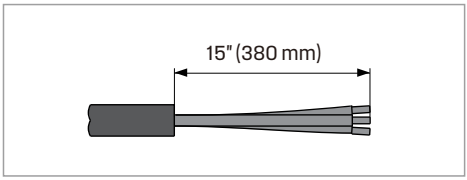
WARNING

- ET024K and ET027K must be connected to 3 sets of 240V power. Each set power needs to be connected to a two-pole breaker.
- L1 & L2 lines must be connected to breaker A, L1' & L2' must be connected to breaker B, L1" & L2" must be connected to breaker C.

3.6.2 Circuit Connection

Please refer to "2.3 Technical Parameters" for the correct wire and circuit breaker size. In all cases, make sure that the unit is properly grounded.

- Cut the electrical connection cable to length and strip.



The wire must be fed through the Cord clamp (See "3.6.1 Circuit Layout"). The "live" wires must be connected to the slots on the terminal block marked L1 and L2. The ground wire must be connected to slot marked with the ground symbol (See "7 Wiring Diagrams").

3.6.3 Terminal Block

Consult the chart below for the recommended torque amounts on the terminal block screws.

Screw Size (mm)	Min. Torque (N•cm)	Min. Torque (lbf•in)
M6	200-250	17.7-22.1

Using the proper torque specifications to secure wire to the wiring block helps to avoid personal loss or property damage.

3.7 Commissioning the Water Heater

WARNING

Open the hot water faucet for a few minutes until water flow is continuous and all air is purged from water pipes. The unit's cover must be installed before the circuit breakers are turned on.

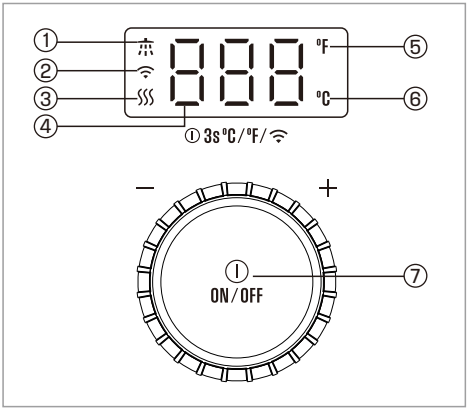
- Fill the unit up completely with water.
- Close the cover and fix it using the screw with the lock washer.
- Turn on circuit breakers to bring electrical power to the unit.
- Adjust the water temperature to the desired level using the knob on the front cover of the unit.
- Turn on hot water and wait twenty seconds until temperature has stabilized.
- Check the water temperature with your hand and make sure that it does not feel too hot. Reduce if necessary.
- Explain to the user how the unit works and familiarize them with its use.
- Advise the user about possible hazards (hot water temperature up to 140 °F (60 °C)). Hand over these instructions, to be kept for future reference.

4 Operation

4.1 Operation Instructions

WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.



① Water flow signal
② Water is heating up
③ Wifi icon
④ Outlet water temp
⑤ Fahrenheit
⑥ Celsius
⑦ Knob

1. Turn on the circuit breaker to supply electrical power to the unit.
2. Open the water faucet for a few minutes until the water flow is continuous and all the air has been purged from the water pipes.
3. After the device is powered on, there will be a "beep" sound, and the appliance keeps standby.
4. Press " ⏻ ON/OFF " to start.
5. Turning the knob clockwise increases the output water temperature.

   Turning the knob counter clockwise decreases the output water temperature.

   Temperature range is 86 - 140 °F (30 - 60°C).
6. Press the knob for 3 seconds, the display will change from Fahrenheit to Celsius or vice versa.

- If the unit has been paused, you may initially get a short burst of very hot water when you turn it on again. Please run the water through for a few seconds to let the temperature settle down. Please check the hot water with your hand before taking a shower.
- If the unit is not used in winter drain out the water completely so that the heater does not freeze.
- Please clean the inlet filter and the shower periodically in order to keep a proper water flow.

WARNING

Minors are not allowed to operate the water heater themselves unless accompanied by a guardian.

5 Maintenance

CAUTION

- Do not attempt to repair this water heater yourself if the unit is not working properly. Call a technician for assistance.
- The power supply always needs to be shut off before these operations are carried out.

To ensure consistent Maximum performance of the unit, it is recommended to follow these instructions:

- The tankless water heaters are designed for a very long service life. Actual life expectancy will vary with water quality and use. To ensure consistent water flow, it is recommended to periodically remove scale and dirt that may build up at the aerator of the faucet(s), the filter screen in the unit, or the heating canisters of the water heater.
- Periodically check the water quality supplied to the water heater. Water quality can have an impact on appliance longevity and may not be covered under the manufacturer's warranty.
- Periodically remove scales and dirt that may build up at the aerator of the faucet or in the shower head.
- There is a built-in filter at the inlet connection which should be cleaned from time to time. Please cut the water supply before doing this.
- If you live in hard water area and you get a descale device installed prior to the tankless water heater, it is recommended that you should annually change the filter for the descale device, or do it according to the instruction of its manufacturer.

Important Note:

1. Any maintenance performed on the water heater unit may introduce air into plumbing pipes, it is important to purge all the air out before power on again.
2. If you have a water supply with high level of mineralization(hard water),you should increase the frequency of your maintenance. Check the declare device regularly to see if it is functional.
3. Do not use thinner, alcohol, petrol, or any other organic solutions to clean the set. use only a damp cloth with mild detergent.

6 Troubleshooting

6.1 Fault Assessment and Troubleshooting

Problems	Possible Causes	Corrective Actions
Digital display is not activated	No power or incorrect wiring	Check breakers at main electrical panel to ensure it is not tripped. If tripped, reset breaker. Check that water heater is wired correctly.
	Not enough flow	Turn on hot water at fixture.
No hot water	No power or incorrect wiring	Check breakers at main electrical panel to ensure it is not tripped. If tripped, reset breaker. Check that water heater is wired correctly.
	Overtemperature protection has been triggered	The water heater is equipped with software that turns off the heating elements when water temperatures reach a dangerous level. Turn off hot water, wait several minutes for water to cool.
	Flow rate is too low	Each model water heater has an activation flow rate. If the water flow is less than this flow level, unit will not heat water. Increase the flow rate.
Hot water supply is warm, but it does not get hot	Temperature set point is too low	Increase the temperature set point, Be cautious of scald risk.
	Flow rate is too high	Reduce flow rate.
	Voltage less than 240 VAC (120 VAC for GE04SNLPDG)	The heating elements on your water heater are designed for 240 VAC applications. When used a lower voltage, the water heater will produce less hot water.
	No power or incorrect wiring	Check breakers at main electrical panel to ensure it is not tripped. If tripped, reset broker. Check that water heater is wired correctly.
	Mixing too much cold water	Tankless water heaters do not require mixing as much cold water as a conventional storage water heater. Adjust handle of fixture or mixing valve on faucet to reduce the amount of cold water mixed.
	Cold inlet temperature may be lower during winter months	This is normal. The colder inlet water requires more heat to reach the temperature set point. Increase the temperature set point.
Water is too hot	Temperature set point too high	Reduce temperature set point.

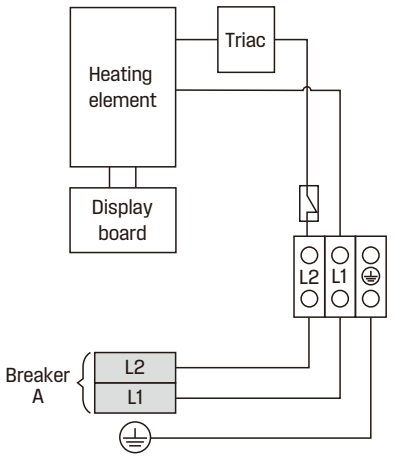
6.2 Diagnostic Codes

Error Code	Fault description and troubleshooting step
E1	Over temperature protection If the outlet water temperature is >149 °F (65 °C), stop heating; When the outlet water temperature is <140 °F (60 °C), resume the heating operation; When the outlet water temperature >158 °F (70 °C), stop working and display E1. After troubleshooting, power off and restart to restore.
E3	Inlet water temperature sensor failure (after troubleshooting, power off and restart to recover).
E4	Outlet water temperature sensor failure (after troubleshooting, power off and restart to recover).

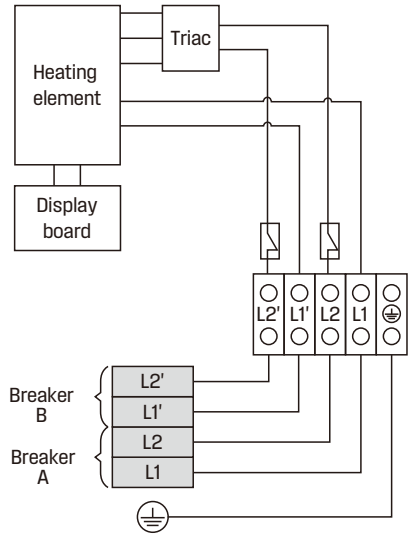
NOTICE
If the unit is still out of function after you have taken step above, please contact after sales service by phone or e-mail.

7 Wiring Diagrams

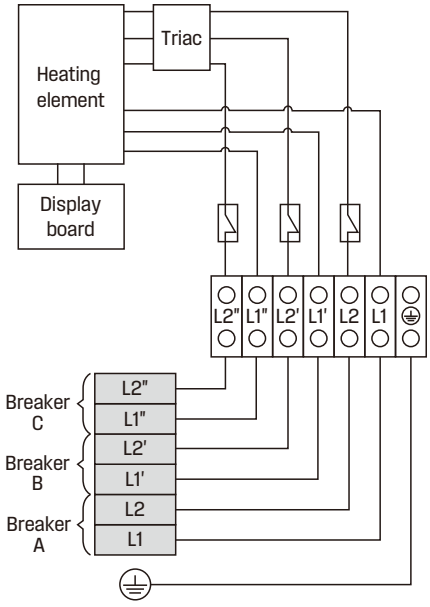
ETO11K/ETO14K



ETO18K



ETO24K/ETO27K



8 Packing List

Order	Design	Quantity
1	The water heater	1 piece
2	Installation and operation manual	1 piece
3	Installation guide	1 piece
4	Screw M4 × 20	5 pieces
5	Rubber plug	5 pieces
6	Inlet fliter	1 piece
7	Rubber gasket for outlet and inlet	2 pieces

Warranty Policy

What is covered

The Standard Limited Warranty covers any defects in materials or workmanship when the product is installed and operated according to its written installation instructions, subject to the terms within this Limited Warranty document. This Limited Warranty applies only to products that are installed correctly in the United States and Canada. Improper installation may void this Limited Warranty. The supplier strongly recommends that this tankless water heater to be installed by a contractor who is licensed, state qualified, and trained on supplier's tankless products since improper installation may invalidate warranty coverage.

How long does coverage last

Item	Period of Coverage (from date of purchase)
	Residential Applications
All Other Parts and Components	12 months
*Shipping Costs	30 days

* Which excluding Alaska, Hawaii, and any location outside of the continental US and Canada

Limitation on warranties

During the Warranty Period, all repair parts must be genuine Westinghouse parts; all repairs or replacements must be performed by a qualified professional who is professionally trained to do the type of repair. A component in the product fails because of a manufacturing defect, Westinghouse will repair, replace, or refund the product to the owner at Westinghouse's sole discretion and as determined to be appropriate by the Westinghouse Support Team.

Westinghouse does not authorize any person or company to assume for it any obligation or liability in connection with the replacement of the product. If Westinghouse determines that repair of a product is not possible, Westinghouse may replace the product with a comparable product at Westinghouse's sole discretion. The warranty claim for product parts and labor may be denied if a component or product returned to Westinghouse is found to be free of defects in material or workmanship; damaged by improper installation, use or operation; or damaged during return shipping.

No one is authorized to make any other warranties on behalf of Westinghouse Corporation. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein. Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this Limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Limited Warranty lasts, so the above limitation may not apply to you. Westinghouse shall not be liable for indirect, incidental, special, consequential, or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service, or use. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

How To Obtain Service

To make a warranty claim through this Limited Warranty, the owner must contact Westinghouse's Customer Service team at support@tl.westinghouse.com, schedule a call or live chat on the Westinghouse Whatsapp. It is within Westinghouse's sole discretion when a repair, replacement, or refund will be issued. Any return for refund must be approved by Westinghouse's Customer Service team prior to shipping the product back to Westinghouse. Please refer to Returning Your Product for Repair or Refund Policy provided with the Product.

Within the first 30 days of purchase, Westinghouse will cover all ground shipping costs for warranty related issues in the US and Canada, excluding Alaska, Hawaii, and any location outside of the continental US and Canada. After the first 30 days of purchase, the owner is responsible for all shipping to Westinghouse, regardless of reason or circumstance. Westinghouse will cover the warranty related shipping costs when returning the product to the owner after repair/inspection. The method for warranty related shipping will be ground equivalent with the provider within Westinghouse's sole discretion.

What information you will need for processing of your warranty claim:

- Proof of purchase
- Serial numbers
- Photos of the installation
- Photos of the damage part (if there is one)

All shipments of any type of product coming to Westinghouse for any reason must have a Return Goods Authorization ("RGA") number for any repairs to be made. Please contact Westinghouse to obtain an RGA number prior to shipping anything to Westinghouse. Failure to do so could result in loss of product. Westinghouse will not be responsible for replacement due to loss or damage if above steps are not properly followed.
Any returns to Westinghouse must be sent in the original packaging. If your returned product does not have the original packaging and/or is missing any of the components that came with the product, there will be a nonnegotiable 15% restock fee.

What Is Not Covered

The following exclusions apply to this Limited Warranty:

1. A repair, replacement, or refund will not be provided under this Limited Warranty unless the Product containing the defective component is properly installed and maintained according to Westinghouse's Installation Manual and Use & Care Manual and in compliance with all applicable federal, state/province, and local laws, regulations, codes, policies, and licensing requirements. Any abuse, misuse, alteration, neglect, or misapplication of the product will void this Limited Warranty.
2. A repair, replacement, or refund will not be provided if the product is damaged by services performed by third party service providers other than Westinghouse Systems.
3. Westinghouse systems is not responsible for any expenses arising from labor services, including but not limited to, installation or removal services due to a warranty claim.
4. A repair, replacement, or refund will not be provided if the product is damaged because of improper installation, including sizing, length, elevation, condensation drainage, or inadequate airflow.
5. A repair, replacement, or refund will not be provided if the product is damaged because of improper use, including freezing within the unit or surrounding piping, incorrect sizing for the application, scale build up, or incorrect gas and/or water pressure.

6. This product shall not be used as a pool or spa heater. Use of the Product as a pool or spa heater shall be considered misuse and will void this Limited Warranty.
7. A repair, replacement, or refund will not be provided if the product is damaged by the use of non-potable, untreated or poorly treated well water, or water with high PH levels or hardness levels in excess of 12 grains per gallon (200 mg/L).
8. A repair, replacement, or refund will not be provided under this Limited Warranty if the original serial number on the product has been removed or altered in a way that causes the serial number to not be readily determined.
9. Westinghouse will not pay increases in electricity for any reason whatsoever, including additional or unusual use of supplemental electrical heat.
10. Westinghouse will not be responsible for any default or delay in performance under this Limited Warranty caused by any factor or contingency outside of its control.

The water heater		Serial number
Product name		
Product model		
Purchasing date		



Tel: +1 833 566 1779
Email : support@tl.westinghouse.com

Westinghouse Electric Corporation
4000 Town Center Blvd, Suite 210, Canonsburg, PA 15317