



Zip Instantaneous Hot Water



Electronically controlled instantaneous water heater
MCX: 27300, 27400 and 27600 models
Installation instructions

These appliances deliver water not exceeding 45°C in accordance with AS3498

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1. Safety instructions



Please read these instructions carefully before installing or using the appliance! Keep the instructions handy with the appliance for future use!

Installation, initial operation and maintenance of this appliance must only be conducted by an authorised professional, who will then be responsible for adherence to applicable standards and installation regulations. We assume no liability for any damages caused by failure to observe these instructions.

- Do not use the appliance until it has been correctly installed and unless it is in perfect working order.
- Do not remove the front cover under any circumstances before switching off the mains electrical supply to the unit.
- Never make technical modifications, either to the appliance itself or the electrical leads and water pipes.
- The appliance must be earthed at all times.
- Pay attention to the fact that water temperatures in excess of approx. 43 °C are perceived as hot, especially by children, and may cause a feeling of burning. Please note that the fittings and taps may be very hot when the appliance has been in use for some time.
- The appliance is only suitable for domestic use and similar applications inside closed rooms, and must only be used to heat incoming water from the mains supply.
- The appliance must never be exposed to frost.
- The values stated on the rating plate must be observed.
- In case of malfunction, disconnect the fuses immediately. In case of leaks, cut off the mains water supply instantly. Repairs must only be carried out by the customer service department or an authorised professional.
- This appliance can be used by children aged 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be performed by children without supervision.
- If the appliance is factory equipped with a power supply cable, it must be replaced with an original spare cable from the manufacturer in case of dam-

1. Safety instructions

age by an authorised technician in order to avoid any hazards.

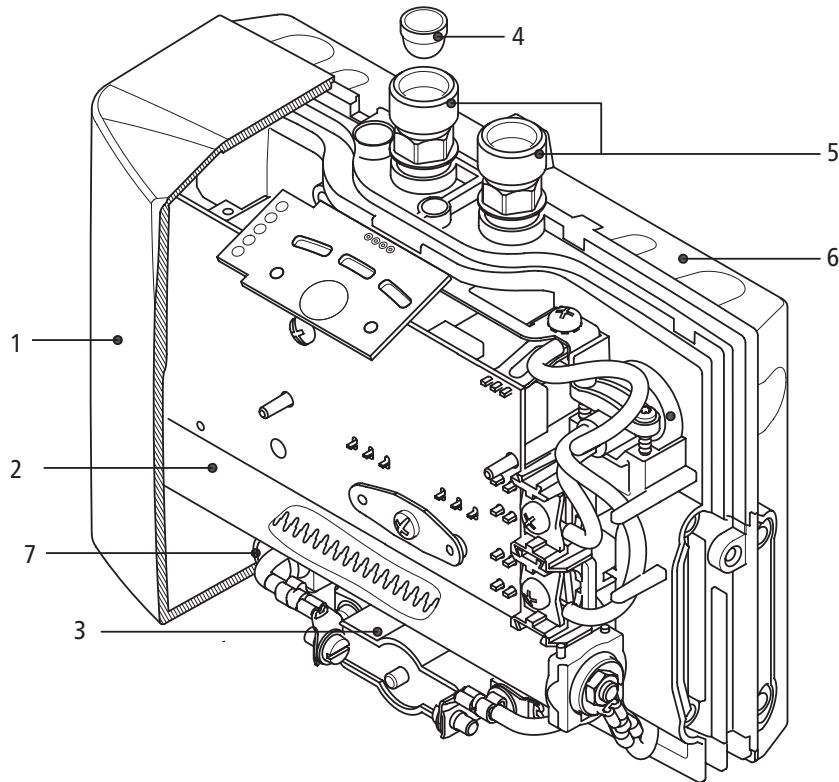
- For appliances with direct connection, an all-pole disconnecting device with a contact opening width of ≥ 3 mm per phase must be provided at the installation end, according to Australian wiring rules AS/NZ3000.
- The wall bracket must be secured with the supplied screws and dowels. The appliance must be secured to the wall bracket. The appliance may only be operated if it has been properly mounted on the wall bracket.
- The prescribed nominal pressure stated on the rating plate may not be exceeded at any time.
- The required water resistance may not fall below the value stated on the rating plate at any time.
- This appliance is not suitable for hot water supply to showers.

To observe additionally for pressureless installation:

- The water outlet behind the devices must not be blocked, and the water flow must not be restricted.
- The water outlet facilities, such as jet control and other outlet unit, must be decalcified regularly. Deposits must be removed in regular intervals.
- Only the fittings recommended by the manufacturer may be used.

2. Overview

When ordering spare parts, please always specify the appliance model and serial number.



Pos.	Part.-No.	Description	Pos.	Part.-No.	Description
1		MCX cover with control panel	6	93184	MCX complete fixing set (wall bracket with screws and dowels)
2	99403	MCX heating cartridge 3.5 kW /230V	7	99407	Temperature sensor (polarity protection)
	99404	MCX heating cartridge 4.4 kW /230V			
	99405	MCX heating cartridge 5.7 kW /230V			
3		MCX Safety temperature limiter (STB) with modification instructions, contact fitting, seals etc. • 2-pole • 1-pole	not shown:		
4	99406	MCX Filter			MCX 3 mains cable with earthed plug, cable seal and strain relief
5		MCX water connector-set with two water connectors and seals (mounted and greased) fastening safety earthing terminal and filter			MCX 4 mains cable (without plug), cable seal and strain relief
					MCX 6 mains cable (without plug), cable seal and strain relief
					MCX set of small spare parts (seals, nozzle for cable entry, terminal, installation grease, screws, wheel nut & discs)
				99430	Aerator / flow restrictor

Parts in **Bold Type** are available as **Spare Parts**. Other parts are available on request

3. Technical data

Model		MCX 3	MCX 4	MCX 6
Part no.		27300	27400	27600
Energy efficiency class		A *)		
Capacity	Liter	0.2		
Nominal pressure	MPa (bar)	1 (10)		
Connecting type		pressure resistant / pressureless		
Heating system		Bare wire heating system IES®		
Required water resistance at 15 °C in Ω cm		≥ 1100	≥ 800	≥ 800
Electric supply		1~ / N / PE 220 – 240 V AC		
Nominal power rating		3,5 kW	4,4 kW	5,7 kW
Nominal current		15 A	19 A	25 A
Temperature choice		35 °C – 38 °C – 45 °C		
Factory temperature setting		38 °C		
Maximum inlet temperature		70 °C		
Factory flow setting at 3 bar		2,0 l/min	2,5 l/min	3,3 l/min
Maximum temperature increase at rated power and a flow rate of... 1)	2,0 l/min	25 K	31 K	41 K
	2,5 l/min	20 K	25 K	33 K
	3,0 l/min	17 K	21 K	27 K
	3,5 l/min	14 K	18 K	23 K
	4,0 l/min	12 K	16 K	20 K
Required l/min to switch on	l/min	1,2	1,5	1,5
Required l/min to switch off	l/min	1,0	1,3	1,3
Min. required cable size 2)		see note 2)		
Weight filled with water		ca. 1.5 kg		
Dimensions (H × W × D)		13.5 × 18.6 × 8.7 cm		
Protection class acc. to VDE		1		
Type of protection according to VDE		IP 25		

*) The declaration complies with the EU regulation No 812/2013

1) Temperature rise (Kelvin) + cold-water temperature = maximum hot-water temperature (°C) ≤ 70 °C

2) The cross sectional area of the connection cable must be in accordance with the power rating of the appliance and the specific requirements of AS/NZS 3000. The cable size must not exceed 4 mm²

4. Description of the appliance

The Zip instantaneous water heaters are compact electronically controlled water heaters. It is intended to provide economical heating of water for a wash basin when installed together with a sanitary water fitting. When the hot-water tap is opened, the heater switches itself on automatically when the minimum water flow rate is exceeded and heats the water as it passes through the appliance.

There are 3 available temperature settings, 35 °C, 38 °C and 45 °C.

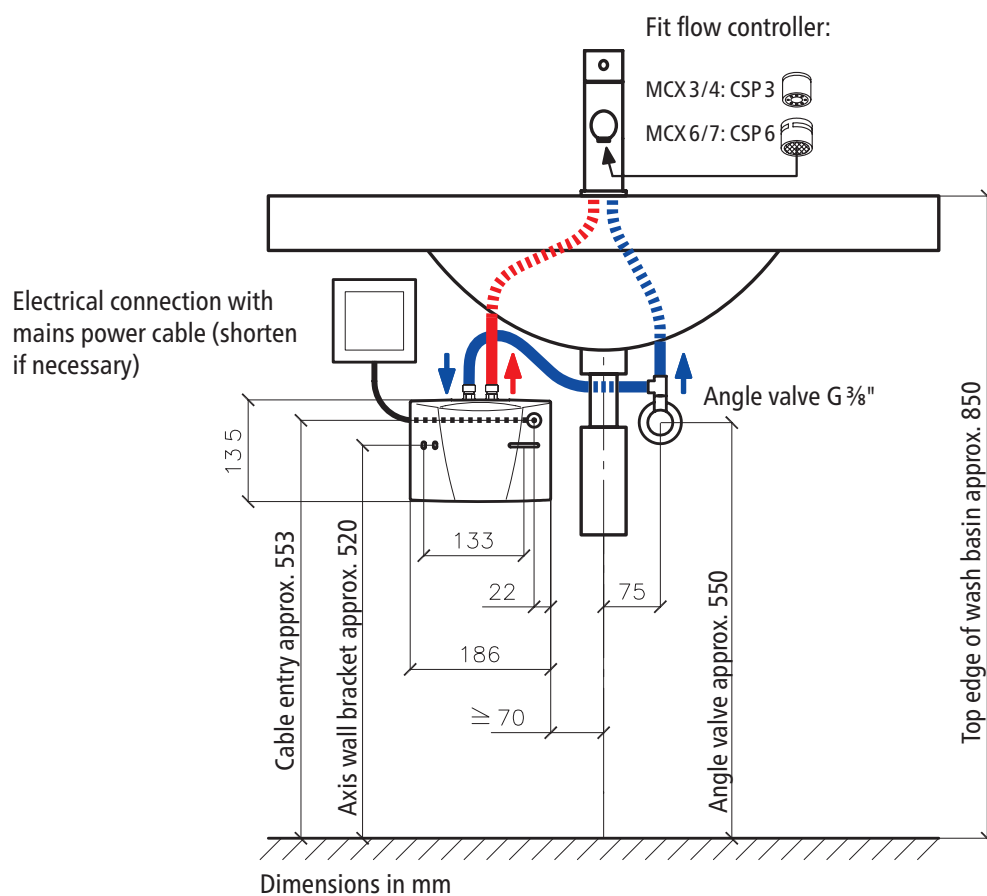
For best performance, always fit the special flow controller included with the appliance. This controller is inserted into the outler at the end of the tap and fits into any standard sleeve size M 22/24.

The maximum possible outlet temperature is determined by the temperature of the incoming water, the rate of flow and the heating power of the appliance.

This appliance delivers water not exceeding 45 °C in accordance with AS3498.

5. Typical installations

Unvented installation (closed outlet) with tap for pressurised appliances



6. Environment and recycling



This product was manufactured climate neutrally according to Scope 1 + 2. We recommend the purchase of 100% green electricity to make the operation climate neutral as well.

Disposal of transport and packaging material: For smooth transport your product is carefully packed. The disposal of the transport material is carried out by the specialist tradesman or the specialist trade. Separate the sales packaging according to materials separated according to materials via one of the dual systems in Germany.

Disposal of old products: Your product was manufactured from high-quality, reusable materials and components. Products marked with the crossed-out wheeled bin symbol must be disposed of separately from household waste at the end of their service life. Therefore, take this product to us as the manufacturer or to one of the municipal collection points that recycle used electronic devices. This proper disposal serves to protect the environment and prevents possible harmful effects on humans and the environment that could result from improper handling of the products at the end of their service life. For more detailed information on disposal, please contact your nearest collection point or recycling centre or your local council.

Business customers: If you wish to discard equipment, please contact your dealer or supplier for further information.

7. Installation

The following regulations must be observed:

- Installation must comply with all statutory regulations, as well as those of the local electricity and water supply companies.
- The rating plate and technical specifications
- Only intact and appropriate tools must be used
- Installation must comply with all statutory regulations, AS/NZS 3000, AS/NZS 3500, as well as those of the local electricity and water supply companies
- These instructions must be read and fully understood before commencing the installation. If in doubt, or in need of further guidance please ring Zip on 1800 638 633
- This appliance must only be installed in accordance with the acceptable plumbing configurations specified in these instructions. Failure to do so may result in conditions where delivery temperature control is inadequate.

Installation site

- Appliance must only be installed in frost-free rooms. Never expose appliance to frost.
- The Appliance must be wall mounted and has to be installed with water connection up.
- The appliance complies with protection type IP25.
- To avoid thermal losses and dead legs, the distance between the instantaneous water heater and the furthest outlet should be kept as short as possible (<6 meters). In addition all hot water pipe work should be insulated in accordance with AS/NZS 3500.
- For maintenance work, a shut-off valve should be installed in the supplyline. The appliance must be accessible for maintenance work.
- The minimum requirements for the required water resistance must be complied with. The specific resistance can be asked for with your water distribution company.
- These appliances delivers water not exceeding 45 °C in accordance with AS3498.

7. Installation

- For safe operation of this instantaneous water heater, a non return valve is not required. If, nevertheless, a non return valve has to be installed, it may only be placed in the hot water outlet line behind the instantaneous water heater.
- The water pipes must not exert any mechanical force on the water connections of the instantaneous water heater during installation and operation. If this cannot be guaranteed due to the installation conditions, we recommend the use of flexible connections.

Installing the appliance

- Install the appliance with the water connectors vertically upwards for direct connection to the sanitary tap.
- Secure the wall bracket to the wall with screws and suitable wall plugs (fig. 1).
- Place the appliance on the wall bracket and snap it into position (fig. 2). The appliance may only be operated, if it has been placed properly into the wall bracket!
- Tap connection (fig. 3): Cold water inlet (blue) and hot water outlet (red) are marked on the rating plate (under the rating plate cover).
- Connect the appropriate pipe or hose of the sanitary tap with the red-marked hot water outlet. Avoid exerting any kind of mechanical pressure on the appliance, e.g. by water pipes etc.
- After installation, carefully check all connections for leaks and rectify as necessary.
- **In order to obtain an optimum water jet at low flow rates, always insert the enclosed flow controller into the sleeve of the tap outlet. This insert fits commercially available sleeves with an M 22 or M 24 thread.**

Fig. 1

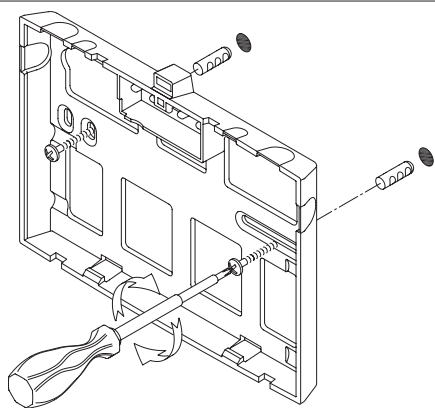


Fig. 2

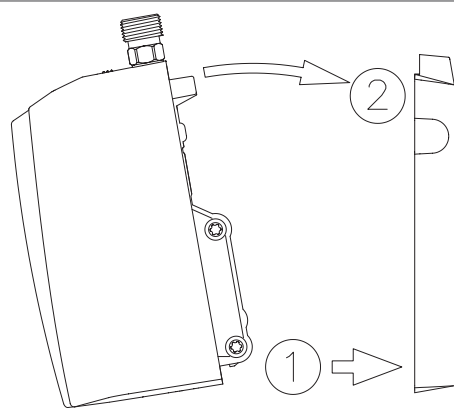
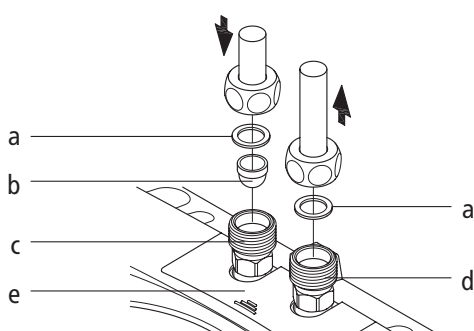


Fig. 3

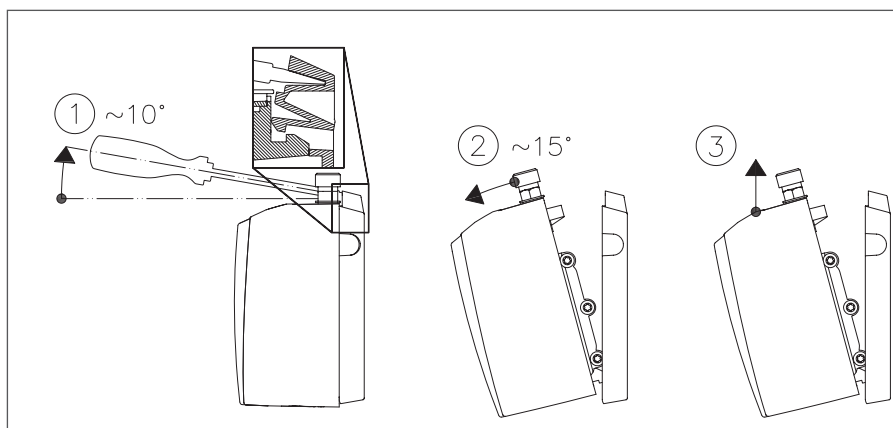


- a. Seal
- b. Strainer
- c. Cold water-connection (inlet)
- d. Hot water-connection (outlet)
- e. Rating plate cover

7. Installation

Removing the appliance from the wall bracket

Put the wide screwdriver tip into the interlock between the water connections until it stops, then press slightly upwards (1), tilt the appliance forward by max. 15° (2) and remove it upwards (3).



Purging

To prevent damage to the appliance, the instantaneous water heater must be purged of air before using it for the first time.

Before connecting the electrical supply, open and close the hot water tap until the water runs smoothly and no more air emerges.

Each time it is emptied (for example after work on the plumbing system or following repair work on the appliance), the instantaneous water heater must be purged before it is used again.

1. Switch off the power supply to the instantaneous water heater.
2. To purge the instantaneous water heater, open the hot water tap and wait until the water emerges free of air bubbles.
3. Switch the power supply back on again.

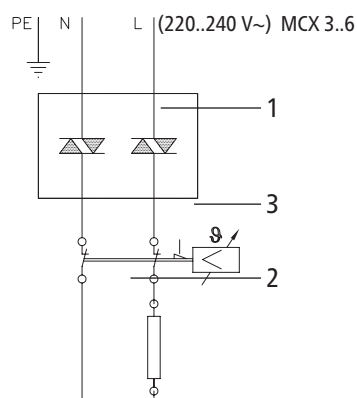
8. Electrical connection

Only by a specialist!

Fill the appliance completely with water by repeatedly opening and closing the hot-water tap before connecting to electrical power. The heating element may be damaged if this is not done!

- Check that the power supply is switched off prior to electrical connection.
- The power cable needs to be changed by the customer service department or an authorized electrician in case of defect, to avoid any danger.
- The appliance must be permanently connected to the electrical supply through an isolation switch as per AS/NZS 3000.
- **The earth conductor must be connected.**
- In accordance with IEC, a circuit breaker with a contact opening gap of at least 3 mm for each pole must be provided on the mains side of the connecting box.
- The wiring cross-section must be well adapted to the corresponding power rating.
- To protect the appliance, a fuse element must be fitted with a tripping current commensurate with the nominal current of the appliance.

Fig. 5



Circuit diagram

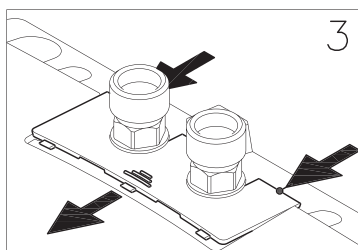
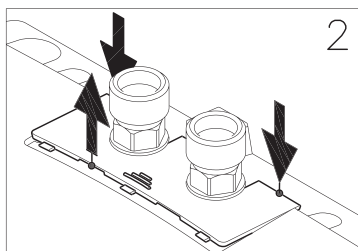
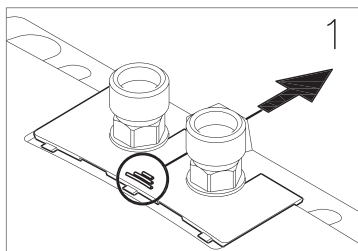
1. Electronic regulator
2. Heating element
3. Safety thermal cut-out

WARNING! Check that the power supply is switched off prior to electrical connection!

9. Commissioning

1. Now close the circuit breaker to connect the electrical supply. After a short power-up delay, the water heats up.
2. Check everything is working as it should and the water temperature is achieving the desired temperature. If not follow the guide as follows to correct the temperature.

10. Flow adjustment



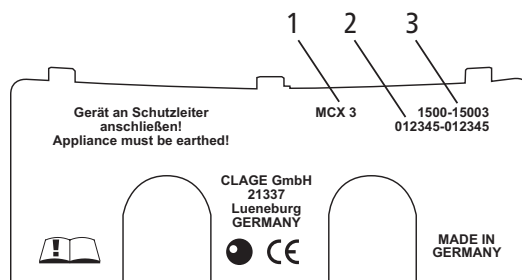
Removing the cover

The rating plate and the hood screw are located under this cover.

1. Push the cover at the corrugation towards the wall bracket.
2. Press the cover down at the rear corners until the front edge lifts.
3. Remove the cover by pulling forward.

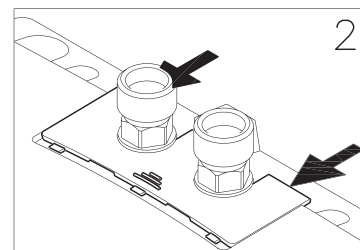
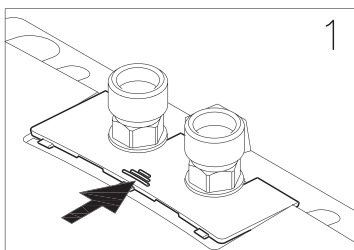
Rating plate cover

On the inner part of the cover, you can find the name of the application type (1), as well as the serial number (2) and the article number (3).



Replacing the cover

1. Push the cover flat towards the wall bracket under the edges of the water connections.
2. Press down the front edge of the cover and push it forward again at the rear edge until it fits.



May only be carried out by a specialist.



Remove the cover (see Fig. 10), undo the hood screw underneath and remove the hood.

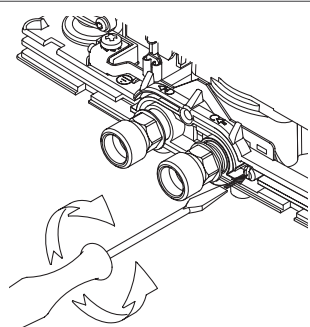
Decreasing the flow rate:

Turn the adjusting screw **clockwise** to decrease the flow rate, thus making a higher outlet temperature possible.

Increasing the flow rate:

Turn the adjusting screw **counter-clockwise** to increase the flow rate, thus reducing the possible outlet temperature.

Direction	Flow	Temperature increase
	—	+
	+	—



11. Maintenance

- The appliance and the fittings should only be cleaned with a damp cloth. Do not use abrasive or chlorine-based cleaning agents or solvents.
- Keep the control panel area dry!
- Clean the flow controller or the hand-shower regularly and replace as necessary.
- Dirt and scale deposited in the pipes and heater will affect the function of the heater. Typical indications include reduced rate of flow or noisy flow. In such cases, have the heater inspected by a technician and, if necessary, have the filter in the cold-water inlet cleaned.

Venting after maintenance work

This appliance must be vented before using it for the first time. Each time the appliance is emptied (e.g. after work on the plumbing system, if there is a risk of frost or following repair work), the appliance must be re-vented before it is used again.

1. Disconnect the instantaneous water heater from the power supply.
2. Unscrew the flow controller on the outlet fitting and open the cold water tap valve to rinse out the water pipe and avoid contaminating the appliance or the flow controller.
3. Open and close the hot water tap until no more air emerges from the tap and all air has been eliminated from the water heater.
4. Only then re-connect the power supply again to the instantaneous water heater and screw the flow controller back in.
5. The appliance activates the heater after approx. 10 seconds of continuous water flow.

12. Troubleshooting and service



Repairs must only be carried out by authorised professionals.

If a fault in your appliance cannot be rectified with the aid of this table, please contact the service organisation of your importer or the Central Customer Service Department. Please have the details of the typeplate at hand.

This instantaneous water heater was manufactured conscientiously and checked several times before delivery. First attempt to switch the house fuses off and on again in order to reset the electronics. Next, try to remedy the problem with reference to the following table. In doing so, you will avoid unnecessary expense of customer service assistance.

Fault	Cause	Action
No water flows	Water supply is turned off	Open the main water valve and the shut-off valve
Water flows more slowly than expected	The flow controller is not fitted	Fit the special flow controller
	Water pressure is not sufficient	Check the water flow pressure or let check the water flow adjustment by an authorized technician
	Dirt in the pipes	Remove any dirt from the filter, valves and taps / check the technical data
The heater switches itself on and off	Water pressure is varying, flow rate is too low	Remove any dirt / increase the flow water pressure, close other taps, open the shut-off valve further
Water remains cold	Water pressure is not sufficient	Let adjust the water flow by an authorized technician, open the shut-off valve, fit the special flow controller, check water pressure
	Dirt	Remove dirt from the inlet and outlet
Hot water temperature varies	Supply voltage varies	Check the supply voltage
	Water connections mixed up	Check installation
Hot water temperature too low and one LED flashes slowly	Flow rate is too high or inlet temperature is too low	Adjust the flow either at the tap, the valve or have the flow adjusted by a authorized technician
One LED flashes rapidly and water remains cold	Defective temperature sensor	Replace temperature sensor (authorized technician)
	Defective heating element	Replace heating element (authorized technician)
All LEDs flash rapidly and water gets warm	Defective control panel cable	Reposition control panel connector (authorized technician)
		Replace control panel (authorized technician)
All LEDs flash rapidly and water remains cold	Defective power unit	Contact Zip customer service
LED turns off shortly after key-press	Keylock is active	Deactivate keylock (see page 8)

12. Troubleshooting and service

LED flashes after keypress	Touch key was not touched in centre	Don't touch the touch key for approx. 3 seconds (until LED lights up normally); for proper handling, touch the touch key right in the centre
	Touch key calibration active	
No LED lights	LED Standby active	Check LED by touching the touchkey. If still no LED lights up, check the fuses!

If the connection cable is damaged, it must be replaced with an original spare cable from the manufacturer by an authorised technician in order to avoid any hazards.

If you cannot rectify the fault with the aid of the troubleshooting table, please contact customer service.

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