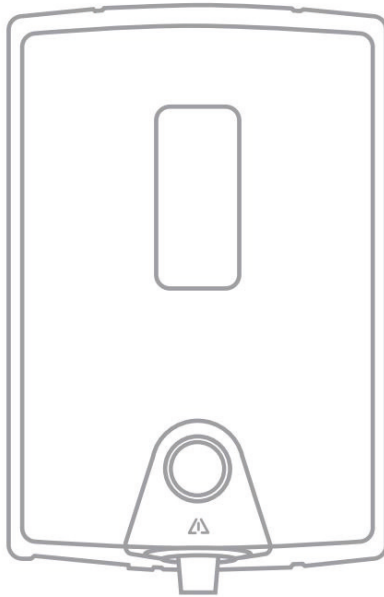




Product Instruction Manual

Omega



OMEG3, OMEG5

Wall Mounted Boiling Water Heater













Overview

Thank you for purchasing an Omega wall mounted boiling water heater. Available in 3 and 5 litre capacities, it will provide hot water for making tea and coffee in the work place.

Please read and follow these instructions to ensure that installation and operation are as simple and safe as possible.

Important Safety Points

-  This appliance is intended to be used in 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;
 - bed and breakfast type environments.
-  This appliance can be used by children aged from 8 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.
-  Parts of this appliance – especially the vent pipe and tap– can become very hot in use and can also generate steam. Consider and avoid the risk of injury to people or damage to property when installing the appliance.
-  The appliance should only be installed and maintained by a competent person in accordance with any local electrical and plumbing regulations.
-  Do not install the appliance if there is any sign of damage to the supply cable.
-  Do not locate the appliance where the consequences of a water leak could be unusually serious.
-  If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
-  The appliance must be permanently connected to the electrical supply through an appropriately rated isolating switch with a contact separation in all poles.
-  Only connect the appliance to an electrical supply that meets the specification detailed on the rating label.

-  This appliance must be earthed.
-  This appliance is intended to be permanently connected to the water mains and should not be connected by a detachable hose-set.
-  Only connect this appliance to a water supply that meets the min/max pressures specified in the specifications section of this manual.
-  Do not confuse the vent and the inlet pipes – serious damage may result.
-  Any plastic pipework or fittings connected to the vent pipe must be rated to 100°C minimum.
-  Failure to comply with the venting requirements detailed in these instructions may cause permanent damage to the appliance and will invalidate the warranty.
-  Cleaning and user maintenance shall not be made by children without supervision.
-  Children shall not play with the appliance.
-  Isolate the appliance from the electrical supply before performing any maintenance task.
-  Ensure the appliance has cooled down before performing any maintenance task.
-  The appliance should be drained if it will be switched off and unattended for any length of time, particularly during the colder months of the year where a possibility of freezing temperatures exists.
-  For installations in areas with hard water, consider scale reduction filters to minimise the need for future descaling.

1. Installation

1(a) Remove the Cover

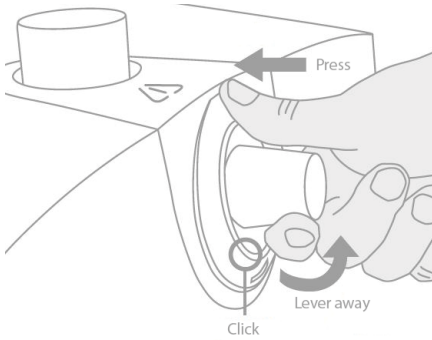


Diagram 1

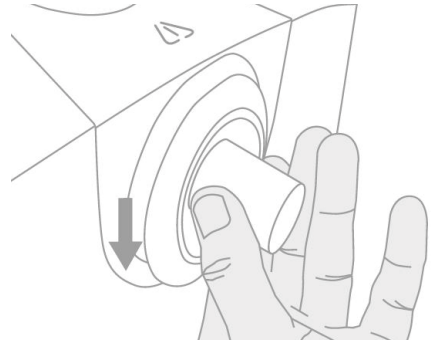


Diagram 2

- Lever the outlet nozzle away from the surround as shown (diagram 1). A click indicates the nozzle is successfully detached from the surround. Lower the outlet nozzle to unhook it from the surround (diagram 2).
- Release the main cover from the back plate by removing the two screws at the base and top of the unit (diagram 3).
- The cover can now be lifted away from the back plate. It may be necessary to apply a small amount of pressure to the section referenced (pointing finger) in diagram 4 to facilitate removal of the cover.

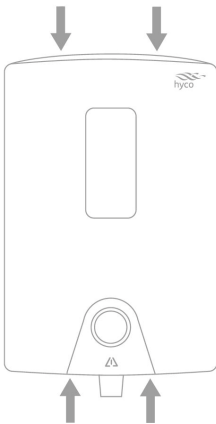


Diagram 3

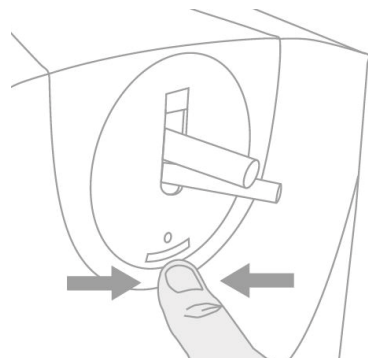


Diagram 4

1(b) Select Mounting Position



Ensure the mounting surface is suitable for the weight of the appliance when full.




Parts of this appliance – especially the vent pipe and tap– can become very hot in use and can also generate steam. Consider and avoid the risk of injury to people or damage to property when installing the appliance.



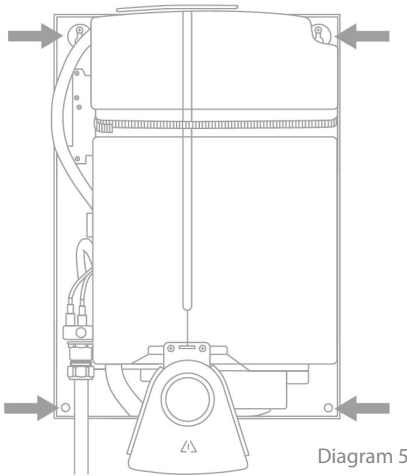
Do not locate the appliance where the consequences of a water leak could be unusually serious.

- The appliance must be installed in a frost free environment. Frost damage is not covered by the warranty.
- Ensure there is a wholesome water supply connection to the appliance with isolating valve to facilitate future maintenance.
- Position the appliance bearing in mind it will contain scalding water.
- The appliance is typically mounted above a draining board or drip tray in a kitchen or similar setting. The tap height should be convenient for the operator and such that visual contact is maintained with the liquid level of any vessel being filled.
- At least 110mm clearance must be left above the appliance to allow later removal of the cover for service. Ensure there is sufficient clearance under the drain for a bucket or similar container.


1(c) Secure to Wall


 Ensure there are no hidden cables or pipework before commencing any drilling.

- Ensuring a level, mark the two upper screw positions onto the mounting surface (diagram 5), drill and plug the holes with the provided plugs. Insert the provided screws into the plugs leaving around 3- 4 mm of the thread exposed.
- Offer the appliance onto the two screws and then mark the two lower mounting holes onto the mounting surface (diagram 5).
- Remove the appliance from the wall and drill and plug the two holes.
- Offer the appliance back up to the top two screws locate and tighten the two lower screws and finally tighten the upper screws.



2. Plumbing Connection

 This appliance is intended to be permanently connected to the water mains and should not be connected by a detachable hose-set.

 Only connect this appliance to a water supply that meets the min/max pressures specified in the specifications section of this manual.

 Any plastic pipework or fittings connected to the vent pipe must be rated to 100°C minimum.

- ⚠ The appliance should only be used with the tap provided. Do not attempt to change or modify in any way.
 - ⚠ Do not confuse the vent and the inlet pipes – serious damage may result.
 - ⚠ The appliance will malfunction if steam cannot easily escape via the vent pipe.
 - ⚠ Failure to comply with the venting requirements detailed in these instructions may cause permanent damage to the appliance and will invalidate the warranty.
- If incoming water pressure is above 1 MPa (10 bar), a pressure reducing valve (not supplied) must be fitted.
 - It is recommended the supplied 15mm compression fittings are used.
 - Cold water pipes must be flushed before connection to the inlet.
 - Inlet connection - connect the cold water supply to the inlet connection below the solenoid valve (marked INLET, diagram 6).
 - It is recommended a service valve is fitted close to the unit to aide future maintenance.
 - Connect the vent pipe to the vent connection (marked VENT, diagram 6).

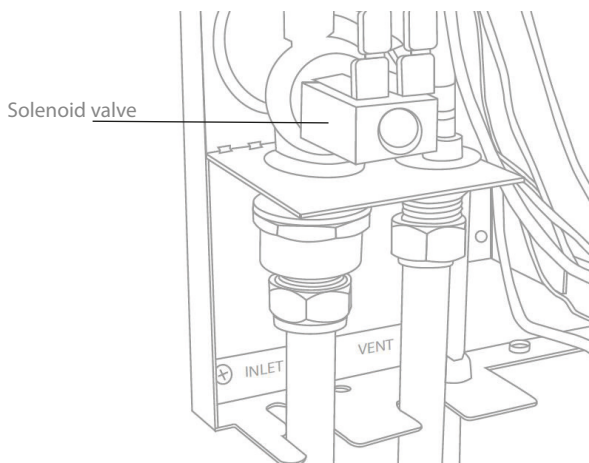
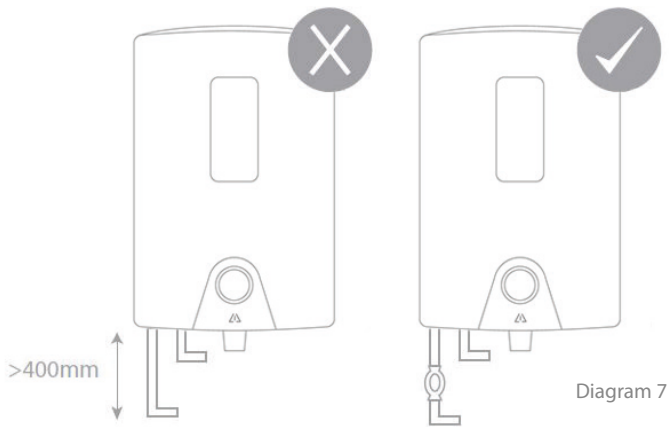


Diagram 6

- For the vent connection it is important that the vent pipe installation adheres to the following specification;
 - Falls continuously.
 - Has a maximum total length of 400mm before any air gap.
 - Is open to the atmosphere (no blockages).
 - All fittings must be rated for continuous operation at a minimum of 100°C.
- The vent pipe can be more than 400mm long but if it is, a tundish or other air gap device must be fitted within the 400mm distance to the appliance (diagram 7).



3. Refitting the Cover and Installing the Tap

- Slide the cover back over the appliance, ensuring not to trap the outlet tubes at the base of the unit. Then secure with the 4 cover screws.
- Slide the thinner tube into the rear hole of the outlet nozzle (diagram 8), ensure the tube does not protrude.
- Slide the larger outlet silicone tube into the larger hole in the outlet nozzle. Locate the tab on the back of the outlet nozzle into the slot in the surround (diagram 8) and slide nozzle upwards to engage. Press nozzle firmly into surround to lock in position (diagram 9). A click indicates success.

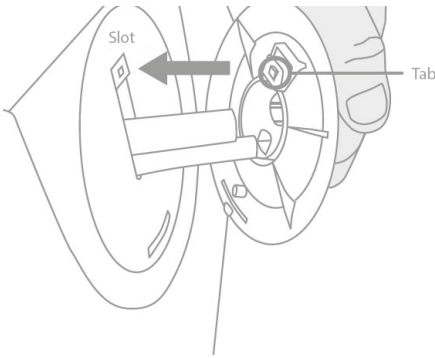


Diagram 8

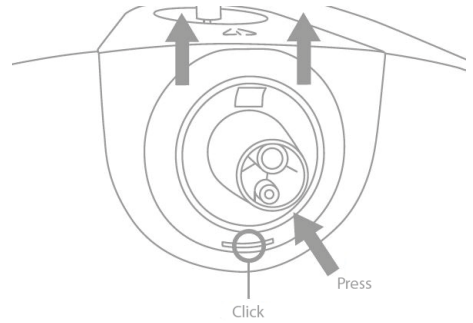


Diagram 9

4. Electrical Connection

- ⚠ The appliance must be permanently connected to the electrical supply through an appropriately rated isolating switch with a contact separation in all poles.
 - ⚠ Only connect the appliance to an electrical supply that meets the specification detailed on the rating label.
 - ⚠ This appliance must be earthed.
 - ⚠ The appliance should only be installed and maintained by a competent person in accordance with any local electrical and plumbing regulations.
 - ⚠ Ensure a water supply is present prior to turning on the electrical supply.
- Electrical connection should be made via a 13A switched fuse spur.
 - Make connections as below;
 - Green/Yellow earth wire to terminal marked ⊕
 - Brown live wire to the terminal marked 'L'
 - Blue neutral wire to the terminal marked 'N'

5. Commissioning (first power on)

- Ensure water supply is on.
- Switch power on.
- Automatic commissioning will then commence under the control of the electronic circuit board. The (automatic) stages in commissioning are as follows:
- At first power on, the water tank will completely fill with cold water through the solenoid valve. This will take approximately 5 - 10 minutes depending on capacity of the appliance.
- When the electronic level sensor detects that the tank is full of water, the heating element is switched on.
- The status ring on the base of the tap stem will indicate the appliance is heating (red).
- When the water has reached operating temperature the commissioning phase ends and the appliance switches to normal operating mode. The heating phase will take approximately 5 - 10 minutes depending on capacity of the appliance.
- The status ring will now indicate the appliance is ready to use (green).
- In operating mode, the electronic circuit board optimises boiling water availability. The circuit board prioritises heating over filling, adding cold water only when the contents of the tank are already at operating temperature.

6. Operation



Parts of this appliance – especially the vent pipe and tap– can become very hot in use and can also generate steam. Consider and avoid the risk of injury to people or damage to property when installing the appliance.



This appliance can be used by children aged from 8 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.

- The caution symbol will always be illuminated when there is mains power to the appliance.

Dispensing Water

- The flow of water is controlled by rotating the control knob in the centre of the status ring. Anti clockwise to increase and clockwise to decrease / stop the flow of boiling water.
- The water is dispensed from the grey nozzle at the base of the appliance.

7. Smart Technology

- The appliance incorporates smart technology which increases energy efficiency.
- Sophisticated electronic algorithms learn and predict boiling water usage so the appliance is on when you need it and off when you don't (sleep mode).
- No time is wasted programming or reprogramming a timer as algorithms are constantly updating if your usage pattern changes.

Status Ring

- A status ring on the base of the control knob indicates ready or heating (green/ red). It also indicates when the appliance is in sleep mode.

Caution Indicator

- The caution indicator is a highly visible warning alerting users the appliance contains boiling water. This indicator will slowly blink while the appliance is filling the first time. It also indicates the appliance has mains power.

Action	Status Ring	Caution Indicator
Filling	None	Pulsing
Initial heating	Red	Solid
Ready	Green	Solid
Sleep mode	None	Solid
Permanent fault	Flashing red	Solid
Temporary fault	Flashing green	Solid

See troubleshooting (section 13) for more fault information.

8. Cleaning and Maintenance



The appliance should only be installed and maintained by a competent person in accordance with any local electrical and plumbing regulations.



Cleaning and user maintenance shall not be made by children without supervision.



Do not use abrasive or corrosive chemicals to clean this appliance



Use a soft damp cloth when cleaning the cover, avoid excessive use of liquids.



It is recommended that the appliance is inspected at planned intervals for signs of scale build up in the tank and around the element. Damage resulting from scale build up is not covered by the warranty.



Always switch electrical power off if the water supply needs to be disconnected for more than a few minutes. Failure to do so can damage the solenoid valve.

- Periodically (at least every 12 months) remove internal lime-scale build up using a standard domestic kettle de-scaling compound.

Descaling the Appliance

- Disconnect the electrical supply.
- Remove the cover (see section 1 Installation - Remove the Cover).
- Remove the top sliding part of the insulation by sliding right.
- Pull the level probe out (see Spare Parts Diagram).
- Open the outlet to drain the water.
- To aid the removal of de-scaling solution and scale, a drain plug (marked DRAIN) can be found at the base of the unit (behind the hot water outlet).
- Add the descaling solution through the water level probe hole, a small funnel/squeeze bottle is required (can be supplied at additional cost).
- Refit the drain, level probe, insulation and cover.
- Reconnect the electrical supply.
- It may be necessary to allow the product to fill and then open the outlet to drain the tank and repeat until all the descaling solution is flushed through.

9. Advanced Information

Control Board Settings



The switches must only be used with the appliance isolated from the mains electricity.

It is possible for the user to configure some aspects of the appliance's behaviour. These changes can be made by means of the switches located at the top right of the control board inside the appliance.

Pattern Recognition

While the pattern recognition algorithm predicts usage with a high degree of accuracy this feature may not be suitable for everyone's needs, for example, if usage is highly sporadic. The appliance is supplied with pattern recognition ON as default (diagram 11). To turn OFF slide to reverse the switch position, however this is the less energy efficient option.

Calibration

Calibration ensures that boiling point is accurate depending on any given atmospheric pressure, altitude and calibration drift in the thermistor and other components. As default the appliance is supplied programmed to calibrate only when powered on (diagram 10). This means when the appliance is in sleep mode and therefore saving energy it will not wake up and perform an auto calibration which is very wasteful of energy. Powering on and off will always cause a recalibration. However, it is possible to change so the appliance will calibrate once a week by sliding the switch to its reverse position.

Calibrate
only on power on

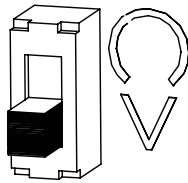


Diagram 10

Pattern recognition
set to on

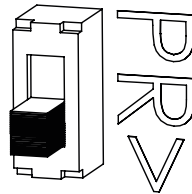
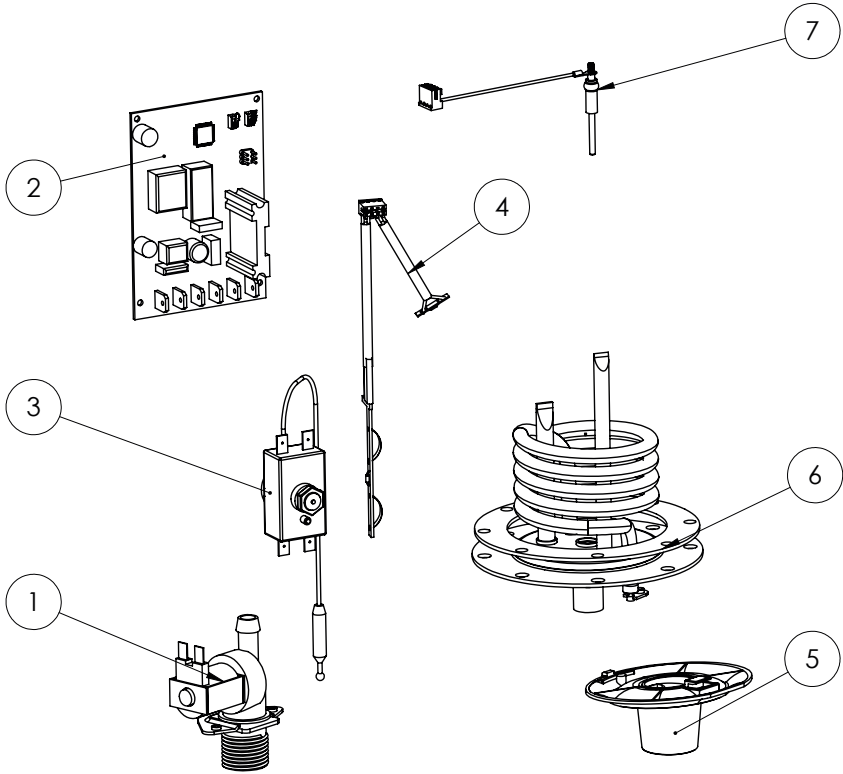


Diagram 11

10. Spare Parts Diagram



11. Spare Parts List

Diagram Reference	Part Code	Description
1	OM_SOLENOID_V1	Omega solenoid
2	OM_PCB_V1	Omega PCB
3	OM_TCO_V1	Omega thermal cut-out
4	OM_THERMISTOR_V1	Omega thermistor
5	OM_EN_03	Omega grey funnel outlet nozzle
6	OM_ELEMENT_V1	Omega element and gasket
7	OMEG3_LEVEL_V1 OMEG5_LEVEL_V1	Omega level probe 3L model Omega level probe 5L model

12. Specification

Model	OMEG3	OMEG5
Power	2.84 kW	2.84 kW
Initial draw off (Cups/Mugs)*	18/12	30/20
Heat up time	6 mins	10 mins
Recovery rate (Cups/hr)	176	176
Voltage	230 V~	230 V~
Frequency	50 Hz	50 Hz
Min working pressure	0.1 MPa (1 bar)	0.1 MPa (1 bar)
Max working pressure	1 MPa (10 bar)	1 MPa (10 bar)
Ambient operating temperature	5 - 35 °C	5 - 35 °C
Capacity	3 L	5 L
Dimensions (h x w x d)	500 x 330 x 255 mm	500 x 330 x 255 mm
Weight empty	7 kg	7 kg
Weight full	10 kg	12 kg
Approvals	CE, UKCA, WRAS	CE, UKCA, WRAS

*initial draw off based on 167ml cup and 250ml mug

13. Troubleshooting

Problem	Solution
Tap splutters/ dispenses slowly	Check the vent pipe is not obstructed and clear if necessary
Excessive steam from the vent	Switch off and on to force a recalibration
Water flows from the vent	Remove top sliding part of insulation to access level probe and check for scale
Status ring flashing green	Allow the product to cool and switch off and on. Check water is supplied to the product.
Status ring flashing red	Check thermistor connections
No lights/ not heating	Check electricity supply and the thermal cut out
No water dispensed	Check water is supplied to the product
No water dispensed/ reduced flow	Check filter for blockages, if clear replace filter
Water isn't hot enough	Switch off and on to force a recalibration

14. Guarantee and Service Policy

This product is covered by a standard parts or replacement warranty for a period of 1 year from the date of purchase. If there is a manufacturing defect within the warranty period hyco will in its sole discretion replace, repair or refund any faulty unit. Incorrect installation, frost damage, the consequences of limescale deposits or failure to follow correct operating and maintenance instructions are excluded. Consequential costs such as labour charges or damage to fittings and surroundings are expressly excluded.

15. Contact Us

If you experience a problem with this product you should first contact our service department on 01924 225 200 before taking any further action. Experience has shown that issues can often be resolved without the need to return or uninstall the product.



INFORMATION FOR CORRECT DISPOSAL OF THE PRODUCT IN ACCORDANCE WITH THE EUROPEAN DIRECTIVE 2012/19/EU.

At the end of its working life this equipment must not be disposed of as household waste. It must be taken to a local authority waste collection centre or to a dealer providing this service. Disposing of electrical and electronic equipment separately enables its components to be recovered and recycled to obtain significant savings in energy and resources. In order to underline the duty to dispose of this equipment separately, the product is marked with a crossed out dustbin.

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