

A-CLASS *PulsaCoil*

User Instructions

In the interest of continuously improving the PulsaCoil A-Class range, Gledhill Water Storage Ltd reserve the right to modify the product without notice and in these circumstances this booklet which is accurate at the time of printing should be disregarded.

Gledhill offer a minimum of a 1 year warranty on the water storage vessel and components for material and construction faults from the date of purchase.

WARNING

- There are no user adjustable parts inside the appliance. Tampering with sealed components will invalidate the warranty and could also damage the appliance and make it unsafe to use.
- If it is known or suspected that a fault condition exists on the appliance it must be corrected by a competent trade person.
- **DON'T** place any clothing or other combustible materials against or on top of this appliance.

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USER INFORMATION
Please read this leaflet carefully
and store in this pocket
for future reference

Important - Please Note

This appliance has been manufactured by Gledhill (Water Storage) Limited. Gledhill are an established manufacturer of water heating appliances. It is our policy to deal with the building trade rather than directly with consumers because our products should only be installed by suitably competent trades people and we recommend that consumers do not attempt to purchase and install our products.

We offer a minimum one year warranty (guarantee) in respect of all appliances that we manufacture, but please note that our guarantee is given to the builder or installer that purchased the appliance from us and runs from the date of manufacture. In the unlikely event that there is a problem with our appliance it is important that you refer the problem as soon as possible to the person or company that supplied the appliance to you (your "Supplier"). This will usually be the person or company that sold (or leased) the property to you or the person or company that installed the appliance for you.

If you contact your Supplier in the first instance this will enable them to determine the cause of any problem that you may be experiencing. We have found that in many cases the cause of the problem is not a fault in the appliance itself but can be the result of some other factor. We would not, for example, be responsible for faulty installation of the appliance, and by contacting us directly this may simply cause you unnecessary delay and expense.

Your Supplier can determine the cause of the problem and where the problem is caused by a fault with the appliance itself then your Supplier can advise us accordingly.

Nothing in our guarantee or in these User Instructions will affect your statutory rights.

Welcome To Your Thermal Storage System

Pulsacoil A-Class - The Power Behind Your Domestic Hot Water

The hot water in your home is provided by a high specification thermal storage system which will give you many benefits.

Simple to operate and exceptionally efficient in operation, your PulsaCoil A-Class Thermal Store is probably different to any water heating system you have ever experienced before.

This booklet will explain why and how you can get the most from it.

Operating Characteristics

- with a PulsaCoil A-Class, the domestic hot water you use at the tap is not stored but is produced instantaneously. This has the advantage of reducing the risk of contamination from things like Legionella as well as reducing the risks of scalding by allowing the temperature of the hot water at the tap to be controlled at about 52°C.

However, this also means that when you open the tap, the temperature takes a little time to stabilise.

- the reason is simple; tepid water in the house pipework arrives at the tap first. Then the system “senses” that a tap has been opened so heat exchange is started and the domestic hot water will go fully hot to sterilise the pipework. Following that the controller will kick in and the supply will settle at approximately 52°C.

- 52°C has been chosen to keep the risk of scalding to a minimum whilst still complying with the requirement to deliver water to the tap above 50°C for health /safety reasons; see HS (G) 70 HTM 2040.

This system delivers fresh water from the mains supply to the hot taps and is designed to fulfil four basic needs.

- 1. Provide mains pressure hot water with an appliance that does not need a costly annual service.**
- 2. Deliver hot water at good pressures whenever you need it.**
- 3. Operate as efficiently as possible to cost-effectively meet your household needs.**
- 4. Provide hot water to every tap of high quality. This is possibly because it has not been allowed to deteriorate in storage cisterns.**

Depending on the wiring system within your property your installer/developer may have provided an off peak timer in the airing cupboard of your property. If a device is fitted it must be set to the correct time and set to synchronise with the off peak meter for correct economical operation. This should have been set when the system was commissioned but any power cuts could have altered the correct time.

THIS APPLIANCE SHOULD BE LEFT PERMANENTLY CONNECTED TO THE OFF-PEAK ELECTRICAL SUPPLY AND NOT SWITCHED ON AND OFF WHEN HOT WATER IS NEEDED. PULSACOIL A-CLASS MODELS ALSO HAVE AN ON-PEAK BOOST WHICH CAN BE SWITCHED ON AS REQUIRED TO PROVIDE A BOOST TO THE TOP PART OF THE STORE ON DAYS WHEN A LARGE AMOUNT OF HOT WATER IS REQUIRED.

1. Deliver Hot Water At Good Pressures Whenever You Need It

Your Thermal Storage System is designed to provide all the hot water you are likely to need under normal circumstances, and deliver that hot water at a pressure comparable with your cold water mains. This means that you can enjoy powerful showers without the need for a separate pump, or fill a bath with hot water in minutes.

2. Operate As Efficiently As Possible To Cost-effectively Meet Your Household Needs

Your Thermal Storage System will ensure that the energy it needs is minimised, avoiding costly use of fuel by taking advantage of off-peak tariffs whenever they are available.

Hot water is normally available any time you need it when the system is switched on, summer or winter.

3. Delivering High Quality Water To Every Tap

With traditional systems which have a cold supply cistern in the roof space, there is always the risk that the tank could become contaminated by dust, birds or insects. The PulsaCoil is connected directly to the cold mains and therefore even the hot supply is pure high quality water every time.

4. Scale

The water in the store never changes and therefore THE IMMERSION HEATER ELEMENTS WILL NEVER SCALE UP DURING THE LIFE OF THE PRODUCT.

As far as the water you use is concerned scale can be a problem in any of your domestic products if the water is very hard in your area.

The PulsaCoil A-Class appliance has been designed to inhibit the formation of scale, but if it does become a problem you will notice a deterioration in the flow rate at your hot taps. In this situation your service engineer can quickly and easily change the plate heat exchanger for a service exchange unit.

What Is A Thermal Store?

The Gledhill Thermal Store is the heart and brain of your hot water system. It stores hot water at a constant temperature and incorporates a highly efficient plate heat exchanger which heats the hot water for all your domestic needs. The Thermal Store is superbly insulated and so the hot water stored has a very low heat loss.

Off-peak supplies will automatically be used to heat the thermal store. The appliance also provides you with the option to switch on the on-peak electricity supply when necessary to provide a 'boost' to the top part of the thermal store to achieve the most efficient way of satisfying your demands on the system.

How Does The System Deliver Hot Water At High Pressure?

The water delivered to the taps and showers in your home is supplied at high pressure because it uses the mains pressure of your cold water supply. The PulsaCoil is connected to the mains system and the water passes through a highly efficient heat exchanger to raise its temperature before it travels to your taps and showers. Because it is

Why Are There No Water Cisterns In The Loft?

so efficient, both high flow rates and high pressures are available to give the best performance for both baths and showers.

Water tanks in the loft are required principally for the traditional domestic hot water system to give a better 'head' of water - which is basically determined by the height of the cistern above the tap being used. In most cases, the higher the cistern, the greater the pressure.

Because the Gledhill system uses the pressure from your cold water mains, these cisterns are not required.

This removes any worries about freezing or contamination of the cold water system from insects, dust, birds etc and leaves more space for storage should you decide to use it.

Should I turn my unit off when the property is empty?

We advise that if you are away from the property for less than 2-3 weeks, then leave all power switches on.

Inside your appliance a store of water is held within a stainless steel cylinder, which will cool if the appliance is switched off. If the water held in the stainless steel cylinder is allowed to remain cool for a prolonged period of time, corrosion of the stainless steel cylinder can occur and the lifetime of your appliance can be significantly reduced.

We would not therefore recommend leaving your unit switched off for several months without the appliance being drained. Gledhill Response would be pleased to drain your unit for you at a subsidised rate should this ever be necessary. However, the PulsaCoil ECO Stainless is very well insulated and so the cost of draining and refilling the cylinder will almost certainly be more than the cost of energy used by leaving the cylinder switched on.

Plastic Top Up Cistern

The plastic feed tank should have been filled to the water line by the installer at the time of commissioning.



The water level in the plastic feed tank should be checked on a regular basis, generally 3-4 times a year, and topped up when necessary to approximately half way.

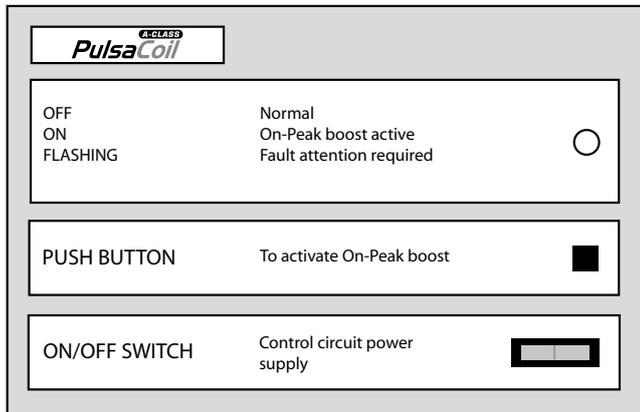
Once the level has been topped up or after it has been checked, ensure the lid has been securely replaced.

An optional sight glass can be fitted to the side of the feed tank, to overcome the need to remove the lid to check the water level.

Annual Service / Safety Check

Unlike other hot water appliances which provide mains pressure hot water, appliances, such as unvented storage cylinders, no costly annual service / safety check is required.

What If The System Develops A Fault?



REMINDER

However, as the manufacturer, we can offer an annual breakdown agreement once the warranty has expired:- see separate leaflet.

If your Pulsacoil should develop a fault during the warranty period, try resetting the appliance in accordance with the instructions on the user control panel on the front of the appliance. If this is unsuccessful, switch the unit off and contact your house manager/installer. Do not attempt to remove or adjust any component part yourself.

If the developer's warranty has expired, contact the manufacturer if you have an active Breakdown Agreement.

The user control panel on the front of the Pulsacoil has a manual boost switch/facility. This should be switched on to provide a boost to the top part of the Thermal Store on days when a large amount of hot water is required.

When pressed, the indicator light will illuminate and the on-peak boost will remain active until the next time the off-peak supply becomes available (unless switched off again manually).

If you are considering changing your electricity supplier, it is important that you ensure they are able to provide at least the same tariff. If not, the operation and cost of running the appliance will be affected.

BREAKDOWN / SERVICE

On expiry of your initial warranty period, Gledhill Response Limited would be pleased to provide further customer support with a range of services including:

- annual servicing and safety checks
- expert response to 'out of warranty' breakdowns at fixed charges
- low cost annual repair and maintenance contracts from as little as £75 per year

Please ring **08445 679898** or see www.gledhill.net for further details.





*The code of practice for the installation,
commissioning & servicing of central heating systems*



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