

# Got a fault with your Immersion Heater?



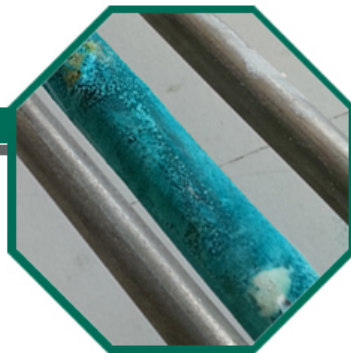
See below for the most common problems

**Please Note:** The examples shown are not faults of the product and therefore are not covered by the product guarantee.

## LIMESCALE / CALCIFICATION



We recommend you fit an Incoloy element in areas of moderate to hard water and a Titanium element in areas of hard to very hard water. You can also reduce the rate of calcification by fitting the correct length of element, setting the thermostat to the lowest possible temperature and using the element for the shortest time possible.



## COPPER USED IN STAINLESS STEEL CYLINDERS

If any copper parts are fitted inside a stainless steel cylinder, there will be an electrolytic reaction causing the copper parts to corrode. Stainless steel cylinder manufacturers advise use of an Incoloy or Titanium element but with an Incoloy thermostat pocket. Warning: Incoloy & Titanium elements with copper thermostat pockets are also available in the marketplace and these are not suitable for use in stainless steel cylinders.

## INSUFFICIENT WATER COVERAGE



If an element is run without sufficient water coverage, the sheath will anneal (picture shows example of a copper element which has annealed). This will lead to decreased performance of the product and/or failure by splitting or burning out.



## THERMOSTAT TRIPPING OUT

The reset device in our thermostats is calibrated to read ambient temperature. Nuisance trip outs can occur for a number of reasons. 1) If the cylinder is enclosed in a small airing cupboard with no ventilation this can cause heat build-up. 2) A shower pump can draw water from the cylinder faster than it is replenished causing an air lock/insufficient water coverage. 3) Flat top cylinders have also been known to cause issues as air can become trapped under the head of the element.