



## Frequently Asked Questions Dux Hot Water Cylinders

**Q:** Can my Dux Hot Water Cylinder be used to heat my pool?

**A:** **No, Dux Hot Water Cylinders must not be used for pool heating**

**Q:** My PTR Valve (Pressure and Temperature Relief Valve) is leaking a small amount of water. Is this normal?

**A:** **Yes, it is normal for the PTR Valve to leak a small amount of water during heating cycles**

**Q:** I have a few brass plugs left over after installation. What are these for?

**A:** **Brass plugs are supplied with the water heater to plug off the unused fittings. Ensure that a sealing material is applied to the plugs to prevent leaking.**

**Q:** When installed can I turn on my water cylinder immediately?

**A:** **The water heater MUST be filled with water before turning on the electricity supply**

**Q:** At certain times throughout the day I have no hot water. Why is this?

**A:** **Check if your Pressure and Temperature Relief Valve is discharging too much hot water. Have your plumber rectify if this is the case.**

**Is there a leaking hot water pipe or dripping hot water tap as a small leak can waste a large quantity of hot water. Replace faulty tap washers and have your plumber rectify any leaking pipe work.**

**Do you have the correct size water heater for your requirements? Consider that often hot water usage of showers, washing machines and dishwashers can be underestimated. For example, if you have a 315 litre storage tank and you are using 450 litres of water it is possible that there will be certain times of the day where there is insufficient hot water.**

**Q:** I have water flowing from my hot tap but the water is cold. Why is this?

**A:** **Check the power to the cylinder is turned on.**

**Check the house switchboard to see if the "Hot Water" circuit breaker is turned on**

**Check the outside meter box to see if the "Hot Water" circuit breaker is turned on**

**Have you filled up your cylinder with water prior to turning it on**

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**Do you have the correct size water heater for your requirements? Consider that often hot water usage of showers, washing machines and dishwashers can be underestimated. For example, if you have a 315 litre storage tank and you are using 450 litres of water it is possible that there will be certain times of the day where there is insufficient hot water.**

**Q:** My cylinder is leaking as I have water around the base of my cylinder?

**A:** **Call your local plumber**

**Q:** My cylinder is making a noise when I turned my taps on and off?

**A:** **You may have a faulty valve or water hammer issue. Call your local plumber**

**Q:** How long will it take my cylinder to heat up?

**A:** **It will depend on the type of element used and the size of your cylinder.**

**A 1.8kw Element uses 7.5amps and heats up 31 litres of water per hour**

**A 2.4kw Element uses 10amps and heats up 41 litres of water per hour**

**A 3.6kw Element uses 15amps and heats up 62 litres of water per hour**

**A 4.8kw Element uses 20amps and heats up 83 litres of water per hour**

**So if you had a 160 litre cylinder with a 3.6kw element it would take just over 2.5 hours to heat up the water.**