



## Frequently Asked Questions Dux Continuous Flow

**Q:** Can my Dux Continuous Flow Unit be used to heat my pool?

**A:** **No, Dux Continuous Flow Units must not be used for pool heating**

**Q:** Will the water in the Continuous Flow unit freeze during winter?

**A:** **The anti frost protection will not work if the unit is switched off. If you are away for an extended period of time and you are switching the unit off then you must drain the unit of water. To do this you need to remove the cold water inlet filter and the pressure relief valve. Water will then drain out.**

**Q:** Water will not flow as my Continuous Flow unit is frozen. What should I do?

**A:** **Do not use the unit when frozen as the unit may get damaged.**

**Close the gas and water valves**

**Turn off the operation button**

**Open the water supply valve from time to time to check if water is running**

**When water is flowing again, check for any water leaks before using.**

**Q:** I have no power to the Continuous Flow Unit, why is this?

**A:** **Is the units power cord plugged in and turned on?**

**If you have a controller, is the controller turned on?**

**Check if your house has a power cut?**

**Q:** I have no water available, why is this?

**A:** **Is your water supply cut off? Check if you have cold water elsewhere.**

**Is your water supply valve set to close?**

**Is your unit frozen?**

**Q:** I have no hot water available, why is this?

**A:** **Do you have a supply of gas? Check other gas devices elsewhere.**

**If using LPG, do you have enough gas in your tank?**

**Do you have power to the unit?**

**Is the gas supply valve open?**

**Is the water supply valve open?**

**Is the water flow rate more than 2.5 litres per minute? If not open another fixture.**

**Is the cold water inlet filter clogged?**

**Q:** My hot water is too hot, why is this?

**A:** **Are the gas and water supply valves fully open?**

**Is the water temperature setting appropriate?**

**If only a small amount of hot water is demanded, it is possible for the temperature to be higher than the temperature set on the remote controller.**

**Q:** My water is not hot enough, why is this?

**A:** **Are the gas and water supply valves fully open?**

**Is the water temperature setting appropriate?**

**Q:** When I have one fixture open sometimes the water is cold, why is this?

**A:** **The unit will not heat the water if the flow rate is less than 2.5 litres per minute**

**Q:** I am experiencing fluctuations in hot water temperature, why is this?

**A:** **Is the water flow rate more than 2.5 litres per minute? If not open another fixture.**

**Is the cold water inlet filter clogged?**

**Check for reversed plumbing or crossed pipes.**

**Do you have the correct size continuous flow unit for your requirements?**

**If hot water is demanded at other fixtures, the amount of hot water available may be reduced. A 17 litre unit will produce 17 litres a minute so if your requirements are more than this then close the mixer flow slightly until water flow slows.**

**Q:** Sometimes the water takes time to become hot, why is this?

**A:** **You need to allow enough time for the cold water in the pipes to drain out.**

**Q:** My continuous flow unit stopped burning during operation, why?

**A:** **Do you have a supply of gas? Check other gas devices elsewhere.  
If using LPG, do you have enough gas in your tank?  
Is the water supply valve open?**

**Q:** Sometimes the fan can be heard after operation has stopped, why is this?

**A:** **This is the unit operating correctly to ensure the unit reignites more quickly and the water temperature is stable.**

**Q:** Why does white smoke come out of the flue on a cold day?

**A:** **This is normal. The white smoke is actually steam.**

**Q:** I have a Condensing model unit and water is frequently discharging from the drain pipe. Is this normal?

**A:** **Yes as condensation forms inside the unit during operation and is discharged from the drain pipe.**

**Q:** What should I do if I smell gas leaking from somewhere?

**A:** **Immediately call your gas supplier, from a safe distance from the gas leak.  
Close the gas valve  
Do not try to light the appliance  
Do not touch any electrical switches or use any electrical appliances.**

**Q:** Can I mute the sounds on my controller when a button is pushed?

**A:** **Yes this sound can be muted if desired but the bath fill and call function alarm cannot be muted.**

**Q:** The bath fill alarm does not sound even when the bath is filled to the set amount, why is this?

**A:** **The bath fill alarm is set to sound when hot water is continuously discharged for the set volume of water. If mixing valves are used, or if cold water is mixed with hot water at the fixture, the bath will fill more than the setting of the bath fill function.**

**Q:** The amount of hot water is less or more than the set bath limit amount, why is this?

**A:** **If any hot water is being used besides what is going into the bath, the alarm will sound before the bath is full.**

**When the filling of the bath is stopped mid way through and re started the bath may overflow as there is water in the bath before the fill began.**

**Q:** How often should the Continuous Flow unit be serviced?

**A:** **We recommend every two years.**