

# COUNTRY COMFORT PORTABLE LPG WATER HEATER

Certificate Number: GMK10277

## USER GUIDE



### **IMPORTANT!**

It is **IMPORTANT** that you read these instructions carefully and understand the operation and safety features of this appliance. Familiarize yourself with the appliance before connecting it to the gas bottle. Failure to follow the warnings and instructions may result in damage to the unit and/or serious injury. Keep these instructions for future reference.

# **REGISTER Your Country Comfort Portable LPG Hot Water Unit TODAY to receive your WARRANTY**

**Please register online:**

**[www.countrycomfortwaterheater.com.au/warranty](http://www.countrycomfortwaterheater.com.au/warranty)**

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## GENERAL AND IMPORTANT INFORMATION

Firstly, and most important, before we go any further, we would like to thank you for choosing to buy the best and first certified Portable LPG Water Heater on the Australian market and for your support. We are confident that this new appliance, modern, functional and practical, made with top quality materials, will meet all your demands.

Your Country Comfort Water Heater appliance is **activated by water pressure**.

Without sufficient water pressure, nothing will happen. The unit will not operate.

This new appliance is easy to use but before installing and using it, it is **important to read this handbook through carefully**. It provides information for a safe installation, use and maintenance. Keep this handbook in a safe place for future reference.

The manufacturer reserves the right to make all the modifications to its products that it deems necessary or useful, also in your interests, without prejudicing its essential functional and safety characteristics.

The manufacturer cannot be held responsible for any inaccuracies due to printing or transcription errors that may be found in this handbook.

Throughout our User Guide you have viable information on our product including photos and troubleshooting tips.

If you do run into an issue where you need our assistance you can contact us.

## FOR ALL SERVICE AND REPLACEMENT PARTS CONTACT

Turnstyle Enterprises Pty Ltd  
PO Box 341  
Woonona, NSW, 2517  
Phone: 0438 242 873  
Email: [support@ccwaterheater.com.au](mailto:support@ccwaterheater.com.au)  
Website: [www.countrycomfortwaterheater.com.au](http://www.countrycomfortwaterheater.com.au)

## TECHNICAL ASSISTANCE AND SPARE PARTS

Before this appliance left the factory, it was tested and set by specialized, expert personnel to guarantee the best functioning results.

**This appliance must only be serviced by an authorized person.**

For this reason, we always recommend contacting Technical Assistance on 0438 242 873 and quote the brand, model, manufacturing date the problem you are having. You will find the relative data printed on a label affixed on the appliance.

With this information the technical assistant can help with the right spares and guarantee a prompt job.

Also, please refer to the trouble shooting guide at the back of this user guide. And if you ever forget to take your handbook you can find help at [www.countrycomfortwaterheater.com.au](http://www.countrycomfortwaterheater.com.au)

## WHAT'S IN THE BOX



- 1 x LPG Portable Water Heater (Approved to Australian Standards)
- 1 x Gas hose and Regulator (Approved to Australian Standards)
- 2 x Batteries 'D' Cell
- 1 x 1.5m Non-Kink Stainless Steel Shower Hose
- Deluxe Shower Rose and holder with easy On/Off Switch
- 1 x Male quick fitting hose attachment
- 1 x User Guide



## SPECIFICATIONS

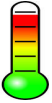
|                      |                                |
|----------------------|--------------------------------|
| Model Number         | JSD12-D6N                      |
| Approval Number      | GMK10277                       |
| Flow Rate            | 2.5L – 6L per minute           |
| Injector Size mm     | 0.60                           |
| Total NGC MJ/h       | 30                             |
| TPP kPa              | 2.75                           |
| Min. Water Pressure  | 15 kPa                         |
| Max. Water Pressure  | 750 kPa                        |
| Weight               | 4.7kg                          |
| Battery              | 2 x D-Cell (for ignition only) |
| Max. Temperature     | 50°C                           |
| Gas Hose Length      | 1200mm                         |
| Shower Hose Length   | 1500mm                         |
| Dimensions (Size mm) | 440 x 295 x 140                |



## IMPORTANT SAFETY AND FEATURE WARNINGS

**Note: the pictures shown in the figures in this handbook are purely indicative.**

It is **IMPORTANT** that you read these instructions carefully and understand the operation and safety features of this appliance. Familiarize yourself with the appliance before connecting it to the gas bottle. Failure to follow the warnings and instructions may result in damage to the unit and/or serious injury. Keep these instructions for future reference.



**IMPORTANT.** This appliance is designed to be used with a source water temperature of 20°C or below. If the temperature of the outlet water exceeds 50°C the burners will shut off. You will be required to turn the water flow off and back on to reignite the burners.



**CAUTION!** This appliance is not intended for the supply of drinking water.



**WARNING!** This appliance is intended for the supply of heated water for the purpose of washing and cleaning only.



### **WARNING!**

Check and confirm safe water temperature before using this appliance. Water from the appliance may be very hot.



**CAUTION!** This appliance must be **protected** from rain and frost.

Keep your appliance protected from rain. In cold (near freezing conditions) keep your appliance safe from frost damage by disconnecting the inlet water hose. Allow the hot water hose and shower rose to hang down. Loosen the screw in the water drain valve located in the bottom of the appliance, (near to the water inlet fitting). This can be done with a flat head screwdriver, allowing the appliance to drain.



### **Safety Feature - Overheating Sensor**

The appliance will automatically shut down when the outlet water reaches +50°C.

### **Safety Feature - Water Flow Sensor**

The burners will automatically extinguish if the water flow ceases or becomes restricted.

### **Safety Feature - Tilt Sensor**

The appliance must remain vertical to operate. If it is not completely vertical or knocked over, it will automatically extinguish the burners.

## GENERAL AND SAFETY WARNINGS

Adjustments and maintenance must only be carried out by an authorized person.

The installation of all-gas and combustion appliances must comply with the standards in force.

The appliance must only be used for what it has been made for, heating water. Any other use is considered improper and, as such, dangerous.

The manufacturer cannot be held responsible for any harm to people or damage to property deriving from an incorrect installation or maintenance or from an erroneous use of the appliance.

Once the outer wrapping and the inner wrappings of the various parts have been removed, check and make sure that the appliance is in perfect condition. If you have any doubts do not use the appliance and contact the qualified **Customer Service Team on 0438 242 873**.

The packaging materials used (cardboard, bags, polystyrene foam, nails, etc.) must not be left anywhere in easy reach of children because they are a potential hazard source. To safeguard the environment all packaging materials are environment friendly and recyclable

In the case of a failure and/or malfunction, all repairs or settings must be done with maximum care and attention by an authorized person. For this reason, we recommend you call our **customer service team on 0438 242 873** detailing the trouble and giving the name of the model.

This appliance shall only be used with the Australian Approved 1200mm Propane gas hose & regulator assembly supplied with the appliance and must be connected only to a Propane gas cylinder certified to AS2469 standards fitted with POL connections only.

**IT MAY BE HAZARDOUS TO ATTEMPT TO FIT OTHER TYPES OF GAS CONTAINERS.**

Only use the hose assembly as supplied with this appliance for connection to the cylinder – **DO NOT USE ADAPTORS**.

After use, turn the gas cylinder valve off, wait for the flame to go out, then turn the appliance control valve(s) off.

This appliance is to be stored in a dry & well- ventilated location free from direct sunlight, heat and ignition sources. Make sure that the cylinder is disconnected. Do not store when still connected to the cylinder. If being stored indoors, ensure that the location complies with the standard AS/NZS1596.

This appliance must only be serviced by an authorized service agent, please return to your place of purchase for service & repair. Refer to Page 3.

## **DANGER!**

- This appliance is designed for **OUTDOOR USE ONLY**
- Use only in well ventilated areas.
- Do not use the appliance if it has a leak, or has worn, deteriorated or damaged seals or does not operate properly.
- **CAUTION:** Accessible parts may be very hot. Keep young children away.
- This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind & natural convection.
- Do not use adaptors or modify the appliance to fit other connectors or cylinders
- When using this appliance children must be supervised by an adult at all times.
- Never leave the appliance unattended when operating.
- Do not use as a cooking appliance or modify for any other reason.


## **CARBON MONOXIDE HAZARD**

**ONLY USE IN WELL VENTILATED AREAS.**

**CARBON MONOXIDE HAZARD - USING THIS APPLIANCE IN AN ENCLOSED SPACE MAY CAUSE DEATH. DO NOT USE IN CARAVANS, TENTS, MARINE CRAFT, CARS, MOBILE HOMES OR SIMILAR LOCATIONS.**



## SAFETY CHECK FOR GAS LEAKS

- **NEVER CHECK FOR LEAKS WITH A FLAME OR PILOT LIGHT.**
  - Avoid twisting and kinking the LPG Gas Hose.
  - If there is a leak on your appliance (smell of gas), immediately attempt to turn off the cylinder valve. Remove the appliance to a well-ventilated location away from any ignition source. Check for leaks using soapy water. Do not try to detect leaks using a flame.
  - Do not attempt to move or relocate the appliance whilst it is operating.
  - Extinguish the burner and allow cooling. Disengage the gas cylinder then move the appliance.
  - Check that seals between the appliance and the gas container are in place and in good condition before connecting the gas container.
- 
- Only use the hose assembly as supplied with this appliance for connection to the cylinder – **do not use adaptors.**
  - Check that all connections are tight and that the gas cylinder connection has been tightened before you turn the cylinder gas valve on.
  - Using soapy water, coat all connections, if bubbles appear turn the cylinder gas control off and retighten the connection before re- testing.
  - Inspect the appliance regularly for signs of wear, leaks or incorrect operation. If symptoms such as flaring of the burners, issues with lighting, damages to hoses or connections or leaks from seals or gas controls are identified do not attempt to repair. Contact Customer Service on P: 0438 242 873
  - To check if gas remains in the cylinder, disconnect from the appliance and hold the cylinder in a vertical position then shake from side to side, if there is a sound or feel of liquid movement inside the cylinder contains gas.
  - When changing gas cylinders ensure this is conducted outside in a well-ventilated location free from people, animals & ignition sources such as naked flames, pilot lights & electrical equipment such as heaters or elements.

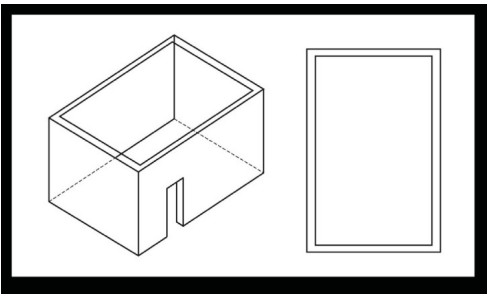
# SAFETY INSTRUCTIONS

This appliance must only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage is rapidly dispersed by wind and natural convection.

The following figures are diagrammatical representations of outdoor areas suitable for use with this appliance. Rectangular areas have been used in these figures – the same principles apply to any other shaped areas.

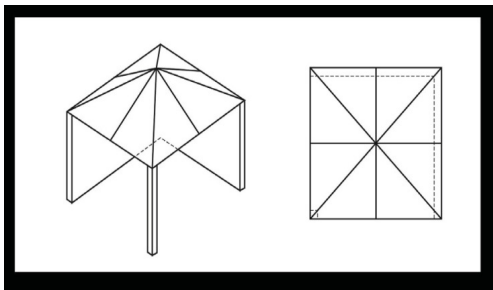
**ANY ENCLOSURE IN WHICH THE APPLIANCE IS USED SHALL COMPLY WITH ONE OF THE FOLLOWING.**

- 1. AN ENCLOSURE WITH WALLS ON ALL SIDES BUT WITH NO OVERHEAD COVER.**



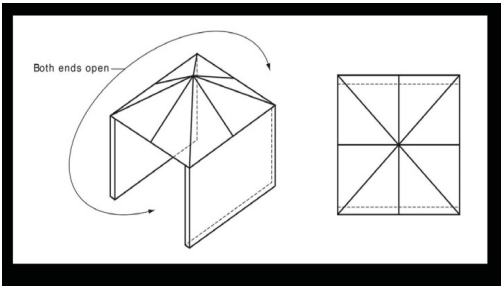
**FIGURE A1** – Outdoor Area Example 1

- 2. WITHIN A PARTIAL ENCLOSURE THAT INCLUDES AN OVERHEAD COVER AND NO MORE THAN TWO (2) WALLS.**



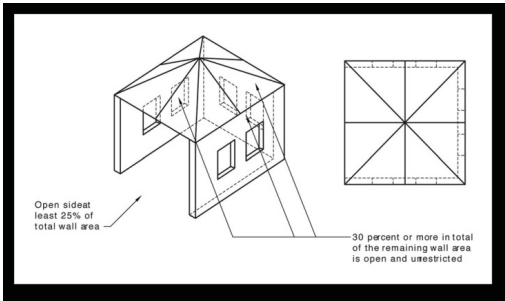
**FIGURE B1** – Outdoor Area Example 2

# SAFETY INSTRUCTIONS

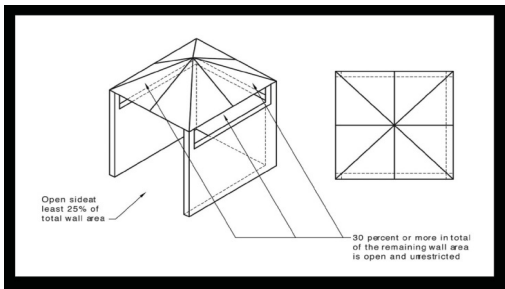


**FIGURE B2** – Outdoor Area Example 3.  
With both ends open

### 3. WITHIN A PARTIAL ENCLOSURE THAT INCLUDES AN OVERHEAD COVER AND MORE THAN TWO (2) WALLS, THE FOLLOWING SHALL APPLY.



**FIGURE C1** – Outdoor area Example 4. With the open side at least 25% of the total wall area and 30% or more in total of remaining wall area is open and unrestricted.



**FIGURE C2** – Outdoor area Example 5. With the open side at least 25% of the total wall area and 30% or more in total of remaining wall area is open and unrestricted.

## HANGING THE APPLIANCE AND APPLIANCE PERFORMANCE

**OUTDOOR USE ONLY** – The appliance must be used outdoors only and is to be operated no closer than 300mm from the sides and 1000mm from above to all combustible surfaces, fabrics, flammable materials & people.

The appliance is designed to be hung upright against a non-combustible vertical surface. Do not operate from a non-upright position. Doing so can be dangerous and will damage the appliance.

The unit will fail to ignite if not completely vertical and at any angle due to tilt switch safety mechanism installed in this unit.

During operation ensure that both air inlets and the top exhaust are kept free from obstructions and closure.

## APPLIANCE PERFORMANCE

**IMPORTANT** – This appliance is designed to be used with a source water temperature of 20 °C or below.

This appliance is designed to raise the outlet water temperature by a maximum (average) of 25 °C above the source water temperature and can be adjusted by the gas regulator and water regulator control knobs located on the front of the appliance.

## APPLIANCE PERFORMANCE & SAFETY FEATURES

**This appliance is equipped with the following safety features.**

**Over temperature sensor** – The appliance will not allow the burner to remain in operation once the outlet water temperature reaches 50 °C  
To relight the burner, you will need to turn the water flow off and back on and adjust water flow.

**Water flow sensor** – Water must be flowing through the system to allow the burner to ignite. In the case that the water supply is restricted or ceases, for example if you close the water flow at the shower nozzle, the burner will be extinguished and will not relight until the water flow recommences.

**Tilt switch** – Ensure that the appliance is completely vertical for operation. Any slight lean will extinguish the burner. Adjust appliance and re-ignite.

## GAS TYPE

This appliance shall only be used with a refillable Propane LPG cylinder certified to AS2030.1 and certified LPG hose and regulator assembly.

**WARNING:** It may be hazardous to attempt to fit other types of gas containers. Connect and change cylinders in a well-ventilated location, preferably outside away from people and any sources of ignition, such as naked flames, pilot flames, electric heaters/equipment.

## FREEZING CONDITIONS

**WARNING:** After using appliance in frost or freezing conditions, always drain the unit when finished to avoid bursting pipes.

To do this, unscrew the drain plug. (You can do this by inserting a flat head screwdriver).



## PREPARING THE APPLIANCE FOR USE

(Note – Images below may vary from the supplied appliance)

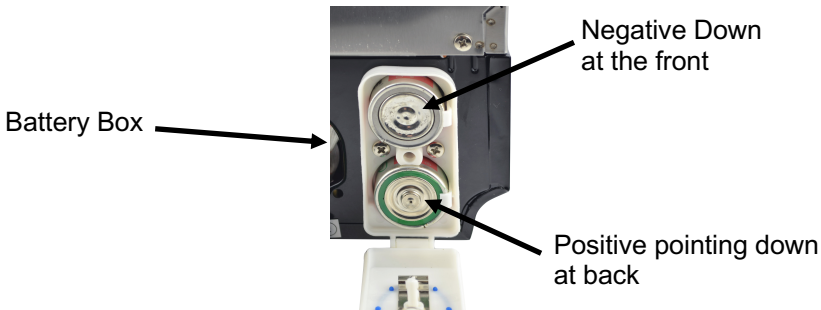
Before using the appliance, it is important to prepare the appliance by installing the proper adaptors to suit our intended use. In this example, we will be preparing the portable water heater to be used with a garden hose input from a 12volt pump.

1. Remove the heater along with all the components from the box and place them on a table in front of you. Notice that there is a gas input, hot water output, cold water input as well as a battery box.



Gas Input    Hot Water Output    Cold Water Input    Battery Box

2. Insert two 'D' batteries into the 'battery box' and close the battery box lid. Note: The orientation of the battery terminals. Positive down at the back. Negative down at the front.



## PREPARING THE APPLIANCE FOR USE

For garden hose water supply use, install a male garden hose attachment to allow for a 'snap on' connection (not supplied) to a garden hose. First, install a reducer fitting to increase the 'water input' size from  $\frac{1}{2}$ " to  $\frac{3}{4}$ " to suit the 'quick fitting' attachment.



Male quick fitting hose adaptor (supplied)

3. Wrap the 'water input' thread with two rotations of Teflon tape before installing the reducer fitting. Tighten the adaptor, taking care not to over tighten as this could break or crack the inlet pipe. Finally, connect the male garden hose attachment.



Water In: Male quick fitting hose adaptor.

4. Shower hose and rose: Check that the seal is secure in both ends of the flexible shower hose. Attach the shower rose to the flexible shower hose using the conical end fitting. Hand force only. Do not over tighten.



On/Off Button



Now that the appliance has been prepared with the proper adapter fittings and connections for our intended use (with a garden hose or 12v water pump supply) we can set it up for operation.

**NOTE:** This appliance can be used with a water input source that provides at least 45kPa (on low flow) of pressure. For use with water input sources, such as our 4.3lpm 35psi pump please consult the pump instruction manual. This is available on our website.

## OPERATING THE APPLIANCE

Find a suitable sturdy, non-combustible vertical surface to hang the appliance. The surface should be at least 300mm clear from the sides and 1000mm from the top of all combustible surfaces, fabrics, flammable materials & people.

1. Hang the appliance on a suitable **vertical** surface by the top hanger attached to the back cover of the heater.



2. The 'gas inlet' will be used to connect to the gas hose regulator.



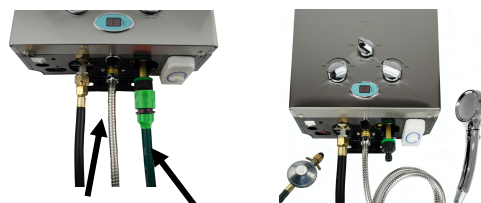
Gas Inlet

3. Attach the flexible gas hose and regulator to the 'gas inlet'. Slowly using two (2) spanners, tighten this connection, taking care not to over tighten as doing so may damage the pipe. **DO NOT OVERTIGHTEN.**



**The appliance is ready to be connected to the water hoses.**

4. Attach to other end of the flexible shower hose to the "water OUT connection (middle connection) on the water heater. Do not over tighten. Note that you can also apply Teflon tape to this threaded connection to avoid leaks.



Shower Hose  
(supplied)

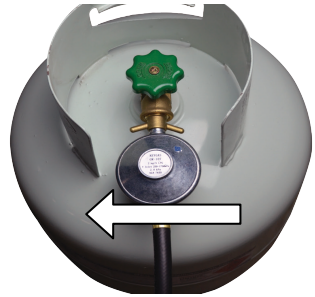
Water Supply Hose  
(not supplied)



## OPERATING THE APPLIANCE

4. Connect the other end of the flexible hose and gas regulator to the POL Propane gas cylinder. Hand-tighten the connection in an anti-clockwise direction.

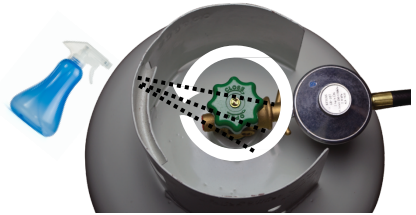
Check the connection for leaks by coating the orifices with soapy water. DO NOT use a flame. If bubbles occur or a leak is detected, turn the cylinder valve off, "Close", retighten all connections and retest. Our heater is now set up and ready for use.



**NOTE: Position the gas cylinder away** and to the side of the appliance. Never place the gas cylinder directly beside or above the appliance.

5. Turn the gas cylinder on, "Open", in an anticlockwise direction one full turn.

**IMPORTANT:** Check the connection for leaks by coating the orifices with soapy water. DO NOT use a flame. If bubbles occur or a leak is detected, turn the cylinder valve off, "Close", retighten all connections and retest.



6. Once it has been determined that there are no leaks present, the appliance is ready to use.



7. Turn the gas cylinder off (closed position).



## OPERATING THE APPLIANCE

8. It is preferable to set the BURNER control to LOW



9. **IMPORTANT:** It is important that when starting the appliance that the gas regulator is set to the 'min' position.



10. **IMPORTANT:** It is important that when starting the appliance that the water regulator is set to the 'min' position.



11. Switch LPG Water Heater ON using the rocker switch located at the bottom on the LPG Portable Water Heater. Do this by having the red dot pushed in.



12. Ensure that the button on the shower rose is in the "Off" position.



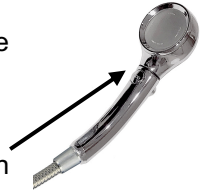
13. Turn the gas cylinder on in an anti-clockwise direction one (1) full turn.



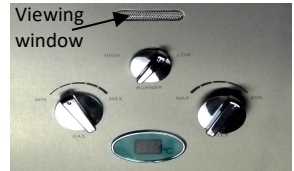
## OPERATING THE APPLIANCE

14. Open the valve for your input water source. This can come from your 12v pump or mains supply. When ready push the button "On" your shower rose. Water should start to flow through the shower unit.

On/Off Button



15. **Note:** You should hear a series of clicks and then the burner should ignite. The burner flame can be seen operating through the 'viewing window' located at the front of the appliance.



16. Adjust the temperature of the water flowing from the showerhead by turning the 'gas regulator' and 'water regulator' knobs.

**Note:** For higher temperatures, increase the gas regulator control and decrease the water regulator control. Switching the BURNER control from LOW to HIGH will increase the temperature further.



**WARNING** A temperature in excess of 50°C will activate the Over Temperature Safety Sensor and will shut down the burners. To relight the burners, you will need to turn the water flow OFF and then back ON

## CARE AND MAINTENANCE

Your LPG Portable Water Heater has a metal casing and a Stainless-Steel face plate and so, should be cleaned after each use. This will not only maintain the appearance of your Gas Hot water Shower; it will also add to its longevity.

Clean your LPG Portable Water Heater by following these steps:

1. Wipe down using a pH neutral soap solution, diluted in clean water.
2. Only use non-abrasive fiber brushes or sponges while cleaning.

**More frequent cleaning may be necessary in coastal and tropical climates or in salty or corrosive environments.**

**NOTE:** Failure to clean your LPG Portable Water Heater adequately or failure to follow these cleaning instructions will void your warranty.

The use of ABRASIVE materials and/or ALKALINE based cleaners will damage the LPG Portable Water Heater. Their use is strictly prohibited and will void your warranty.

If you are unsure of how to adequately clean and maintain your LPG Portable Water Heater, please contact your place of purchase for further information.



If using water other than mains supply town water, ensure the internal filter is clean before each use.



### **FROST DAMAGE WARNING:**

Storage, Frost / Freezing temperatures:

If the appliance is to be stored for any length of time or subjected to temperatures below freezing, it is necessary to drain any water trapped in the appliance.

Disconnect the inlet water hose.

Allow the hot water hose and shower rose to hang down.

Loosen the screw in the water drain valve located in the bottom of the appliance, (near to the water inlet fitting) allowing the appliance to drain.

## TYPICAL OFF GRID SET-UP

**IMPORTANT:** Do not use a 240-volt pump or other electrical appliances where they could be affected by water from the appliance.

The supplied 1.2 metre LPG hose and regulator assembly connects to a 9 kg LPG cylinder (maximum size). The water heater is then located 1.4 metre from ground level to the connection points as shown below. The Water pump and freshwater tank are to be located in a convenient position.

Tools required: 2 x Shifting Spanners

List of supplied parts:

- Gas Hose and Regulator
- 2 x D Cell Batteries
- 1.5m Flexible Shower Hose
- Deluxe Shower Rose
- Male Tap Connector

Gas regulator must be protected from water.

Water Pump installation. (Pump and water source not supplied) Follow the water pump installation guide. This can also be found on our website.

Place the required 12 Volt sealed water pump close to the fresh cold-water tank (minimum 20ltr) and the water heater appliance. Wire the pump according to the manufacturer's instructions and in regard to water protection.

Run a 3/8" or 1/2" pipe from the water heater "WATER IN" (right hand side of the unit) to the connection to the location of the pump.

Run a 3/8" or 1/2" pipe from the outlet of the freshwater tank to the location of the pump.

Inspect every joint and pipe run for leaks.

**IMPORTANT:** AFTER USE, TURN THE GAS CYLINDER VALVE OFF, WAIT FOR THE FLAME TO GO OUT, THEN TURN THE APPLIANCE CONTROL VALVE(S) OFF.

## TYPICAL OFF GRID SET-UP



**Note:**

Connect 12V battery supply and wiring (not supplied) to 12V Pressure Pump (not supplied) Accessories for your Country Comfort can be purchased through our website: [www.countrycomfortwaterheater.com.au](http://www.countrycomfortwaterheater.com.au)

## TROUBLE SHOOTING GUIDE

Should your appliance not be operating correctly, please refer to the following trouble shooting guide. Most technical issues can be resolved without any need for repairs. However, should you require personal advice or service, please contact your professional Customer Support Team on **0438 242 873**



**IMPORTANT  
DO NOT ATTEMPT TO REPAIR OR MODIFY THE APPLIANCE**

### THE APPLIANCE WILL NOT IGNITE AT ALL

- Ensure you have new batteries installed in the correct position. Negative should be down closest to you and Positive towards the back. Check the batteries are not past their expiration date.
- Check that the appliance is completely upright to ignite. As a safety precaution a tilt switch is installed. Any slight lean, the unit will fail to ignite.
- Check for sufficient water flow and pressure. The unit must have a minimum of 15 kPa of sustained pressure to activate the burners.
- Check that the water inlet is free from debris. Remove connections to the inlet and inspect. Remove any debris that may be blocking the unit and retry.
- Check that water is flowing through correctly. Make sure “Water In” is on the right and “Water Out” is in the middle.
- Make sure the On/Off switch is turned on, do this by having the “red dot” pushed in.
- The gas line may need purging. Turn gas to maximum and burners to High on the unit and turn water on/off a few times.

## TROUBLE SHOOTING GUIDE

### THE APPLIANCE WILL NOT IGNITE AT ALL (continued)

If the appliance fails to ignite when LED display lights and ignition is clicking.

#### Follow instructions precisely as set out below

- Disconnect all gas attachments from the unit and gas bottle.
- Re-connect your gas line to the unit including all tape and washers (do not turn the gas on)
- Turn your water supply on first.
- Once the unit starts to click, turn your gas bottle on slowly and watch for ignition through the window.

### WATER FLOWS THROUGH BUT IS NOT HOT ENOUGH

- New batteries may be required for the ignition switch. Verify that the batteries are aligned in the proper polarity (+/-). Check the battery case.
- Check that the water pressure is at least 15 kPa to activate the burners.
- Make sure there is an adequate amount of gas in your bottle.
- Check that water is flowing through correctly. Make sure “Water In” is on the right and “Water Out” is in the middle.
- Try the unit on mains water if possible, if this works, there is an issue with the pump. Please make sure your pump meets requirements.
- Adjust the gas regulator and water regulator to meet your desired temperature. To Increase temperature; turn the gas regulator control from minimum to maximum and turn the water regulator control from maximum to minimum. Also switch burners from “Low” to “High”
- Check source water temperature. If the source water temperature is too cold, then you may need to recirculate the water through the system back into the source reservoir then through the appliance again to meet your desired temperature.



## TROUBLE SHOOTING GUIDE

### WATER FLOWS THROUGH BUT IS NOT HOT ENOUGH (continued)

- Check if there is a blue flame in the 'viewing window'. If you see a yellow flame it could mean a breakdown in the gas regulator. Shut down the appliance immediately. Please call the customer service team on P: 0438 242 873 directly if this happens. **DO NO ATTEMPT TO USE IT.**
- Check your Gas Cylinder to ensure it is not empty. If using a new cylinder; try to cycle the unit on and off by using the showerhead switch several times to purge the air from the gas lines.

### THE APPLIANCE SHUTS DOWN SHORTLY AFTER STARTING

- The outlet water might have reached +50°C, triggering the automatic safety cutout. Increase the water flow and lower the gas and/or High/Low burners.
- Check for sufficient water flow and pressure. The unit must have a minimum of 15 kPa of sustained pressure to activate the burners.
- If the appliance turns off when you increase the water flow, you either don't have enough water pressure (maybe caused from drop in pressure from gravity fed or an undersized pump). Check there is no blockage anywhere. Check all hoses for kinks and that all filters, including the mesh filter in the water inlet pipe are clear of debris.

### THE PUMP IS NOT WORKING AT ALL

- Check the pump is properly connected to a 12V power source or charged 12V battery.

### THE PUMP MAKES A NOISE BUT DOES NOT PUMP WATER

- Check the red plastic plugs have been removed from the water inlet and outlet valves.
- Check that the inlet hose is clear and not kinked.

## TROUBLE SHOOTING GUIDE

### THE FLOW OR PRESSURE SEEMS TO HAVE BEEN REDUCED

- Check the hoses are free from kinks and debris blocking the water flow.
- Check the appliance mesh inlet filter is clear from debris.
- Check that your 12V battery holds sufficient charge to power the pump.
- Check that all water hose connections are tight and that there is no air leaks.
- If using gravity feed, pressure required of at least a 15m drop height.

## SAFETY FEATURES

### Overheating Sensor

The appliance will automatically shut down when the outlet water reaches +50°C.

### Water Flow Sensor

The burners will automatically extinguish if the water flow ceases or becomes restricted.

### Tilt Sensor

The appliance must remain vertical to operate. If it is not completely vertical or knocked over, it will automatically extinguish the burners.

## WARRANTY STATEMENT



**Register your warranty online to ensure your warranty is activated.**

**[www.countrycomfortwaterheater.com.au/warranty](http://www.countrycomfortwaterheater.com.au/warranty)**

Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) warrants to the original purchaser that the product sold or distributed by Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) identified below (the Product) will be free from defects in materials and workmanship for the warranty period identified below commencing on the date of purchase from Turnstyle Enterprises Pty Ltd. (Country Comfort Water Heater)

Turnstyle Enterprises Pty Ltd, (Country Comfort Water Heater) will rectify any defect in materials or workmanship appearing within the Warranty period by repairing or replacing the Product (at its option).

Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) reserves the right to determine whether the Product contains any defects in materials or workmanship covered by the Warranty.

The benefits offered by this Warranty are in addition to your rights and remedies under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **How to make a warranty claim**

A claim under the Warranty must be made within the Warranty period identified below, which commences on the date of purchase from Turnstyle Enterprises Pty Ltd. (Country Comfort Water Heater) To make a Warranty claim, the Product must be returned to the place of purchase together with proof of purchase unless otherwise agreed by Turnstyle Enterprises Pty Ltd.(Country Comfort Water Heater).

Any costs incurred in making a Warranty claim or returning a Product to the place of purchase are to be borne by the person making the Warranty claim unless otherwise agreed by Turnstyle Enterprises Pty Ltd. (Country Comfort Water Heater).

## **Exclusions**

This Warranty does not cover any defect or injury caused by, or associated with improper installation or maintenance; unauthorized service, repair, modification or alteration; unsuitable physical or operating environment; electrical supply; acts of God; misuse, abuse or neglect; accidental damage, or other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship.

Turnstyle Enterprises Pty Ltd  
PO Box 341 Woonona NSW 2517  
Phone: 0438 242 873  
Email: [support@ccwaterheater.com.au](mailto:support@ccwaterheater.com.au)  
Website: [www.countrycomfortwaterheater.com.au](http://www.countrycomfortwaterheater.com.au)

## **Warranty Period**

The period in which a defect must appear in a Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) product if the customer is entitled to claim the warranty is 5 years from the date of purchase from Turnstyle Enterprises Pty Ltd, (Country Comfort Water Heater) including the heat exchanger which has 5 years from the date of purchase.

The warranty against defects contained in this document replaces any other warranty against defects or voluntary warranty given in relation to the products.

## **READ THIS AGREEMENT BEFORE SIGNING THE WARRANTY CARD**

This product has a limited warranty. No other warranties, whether expressed or implied, including warranties of merchantability and fitness for particular purpose, apply to the product.

### **GENERAL PROVISIONS OF LIMITED WARRANTY**

The original purchaser of this Instant Water Heater product is warranted against defects in material and workmanship for 5 years following the date of its retail purchase.

The exclusive remedy for defects in material and workmanship under the warranty is replacement or repair at Turnstyle Enterprises Pty Ltd expense.

Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) will, at its option, repair or replace products not conforming to this limited warranty at no charge.

Validity of warranty claims will be determined by our technicians and the purchaser will pay for all returns.

### **NO OTHER WARRANTIES**

No other warranties, whether expressed or implied, including warranties of merchantability and fitness for a particular purpose, shall apply to the product.

### **EXCLUSIONS, LIMITATIONS, AND CONDITIONS OF LIMITED WARRANTY**

This warranty cannot be assigned or transferred.

This warranty only applies if the product is used in accordance with enclosed written instructions.

Water Heater products are intended only for heating water. Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) products are not intended or authorized for use in any situations that may create health or injury risks.

This warranty is void if the product is damaged through abuse, accident, improper use, negligence, or normal wear and tear.

This warranty is void if the product is altered, changed or modified in any manner.

This warranty is void if any attempt is made to repair the product without the written authorization from Turnstyle Enterprises Pty Ltd. (Country Comfort Water Heater) Except as provided in this limited warranty, all Turnstyle Enterprises Pty Ltd (Country Comfort Water Heater) products are provided "as is". All other warranties and representations, oral or written, expressed or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose, are excluded and do not apply.

## **PROCEDURES IN EVENT OF DEFECT**

If you find a product to be defective, contact Turnstyle Enterprises Pty Ltd:  
Email – support@ccwaterheater.com.au

When you receive authorization from Turnstyle Enterprises Pty Ltd, return the product as directed by them.

## **LIMITATION OF DAMAGES**

Turnstyle Enterprises Pty Ltd shall not, under any legal circumstances or legal theory, be liable or responsible for direct, indirect, special, incidental, or consequential damages.

Turnstyle Enterprises Pty Ltd shall not, under any circumstances or legal theory, be liable or responsible for any amount in excess of the product purchase price.

Turnstyle Enterprises Pty Ltd shall not, under any circumstances or legal theory, be liable or responsible for damage to equipment used with the Turnstyle Enterprises Pty Ltd product.

Turnstyle Enterprises Pty Ltd shall not, under any circumstances or legal theory, be liable for personal injury, personal loss, lost profits, lost wages, goodwill, downtime, economic loss in excess of the product purchase price, or any non-economic damages.

## **ADDITIONAL PROVISIONS**

This agreement is the entire agreement between you and Turnstyle Enterprises Pty Ltd. This agreement supersedes any prior or different agreements, representations, or proposals, written or oral.

No representative, agent or employee of Turnstyle Enterprises Pty Ltd is authorized to make warranties, representations, or obligations other than those set forth in this limited warranty.

This agreement may only be changed through an express written agreement with Turnstyle Enterprises Pty Ltd. (Country Comfort Water Heater).

Waiver of any party of default or breach of this agreement will not constitute a waiver of any subsequent default or breach of the same or different kind.

If any section or provision of this agreement is found to be invalid, such invalidity does not affect or extend to other sections or provisions in this agreement.

**Register your warranty online to ensure you warranty is activated.**  
**[www.countrycomfortwaterheater.com.au/warranty](http://www.countrycomfortwaterheater.com.au/warranty)**



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**WARRANTY CARD**

Turnstyle Enterprises Pty Ltd (ABN 21 151 258 463)  
PO Box 341  
Woonona NSW 2517 Australia  
P: 0438 242 873  
Email: [support@ccwaterheater.com.au](mailto:support@ccwaterheater.com.au)  
Website: [www.countrycomfortwaterheater.com.au](http://www.countrycomfortwaterheater.com.au)

Product Model Number/Name: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Purchased From: \_\_\_\_\_

Print Name: \_\_\_\_\_

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Phone: \_\_\_\_\_

My signature below acknowledges that I have read, fully understand and accept this limited warranty agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Must be registered within 14 date of purchase with copy of dated register receipt

**FOLLOW US**



[https://www.instagram.com/country\\_comfort\\_water\\_heater](https://www.instagram.com/country_comfort_water_heater)



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<https://www.facebook.com/blackdiamondsupplies>