



## Installation & User Guide

### Kitchen Plinth Heater Models (Heat Pump)

KPH 1.3 WHP – KPH 1.3 SWHP

KPH 1.5 WHP – KPH 1.5 SWHP



Wireless Heat Pump Models



Smart Wifi Heat Pump Models

**WARNING: Read the instructions before using the product!**

**These instructions are for your safety. Please read through them thoroughly before use and retain them for future reference.**

Technical information	3
Safety warnings	4
Installer important notes	5
Pre-installation	6
Installation	7-8
Commissioning	9
Fault Finding	9
Maintenance	10
Electrical	10
Recycling	10
Warranty	11

## Technical Informations:

- Rated Voltage: 220-240V ~ 50 Hz
- Rated power (max.): 20W
- Max. operating pressure: 6 Bar
- Max. operating temperature: 80°C

**Product performance table**

<b>Model</b>	<b>Speed</b>	<b>Output @ 55°C ( watts)</b>	<b>Output @ 50°C ( watts)</b>	<b>Output @ 45°C ( watts)</b>	<b>Output @ 40°C ( watts)</b>
<b>KPH-1.3 WHP KPH-1.3 SWHP</b>	Low	1227	1039	937	840
	High	1352	1270	1032	930
<b>KPH-1.5 WHP KPH-1.5 SWHP</b>	Low	1335	1135	1040	930
	High	1545	1400	1230	1120

## **Emergency**

Familiarise yourself with the product by means of this instruction manual. Remember to follow the safety direction to prevent risks and hazards.

- 1) Be alert when using this product, so that you can recognise and handle risks early. Fast intervention can prevent injury and damage to property.
- 2) Disconnect the heater from the power supply if there is any malfunction and contact the manufacturer before you put it into operation again.

## Safety warnings:

### CAUTION:

- Appliance should only be operated by responsible adults after reading and understanding these instructions.
- Children shall not play with the appliance. Cleaning and maintenance shall be undertaken by adults.
- Remove the packing and make sure that the appliance is intact. If there is any doubt concerning the integrity of the heater do not use the product and contact the supplier or manufacturer.
- Before turning the heater on check the electrical voltage and frequency of the circuit matches to those indicated in the technical information.
- Use the appliance only for the stated purpose( kitchen plinth heater for domestic use only)
- **HOT SURFACES:** Don't touch the pipes on the side of the heater when the heating is running as it could damage the skin.

### SAFETY INSTRUCTIONS:

- The item should be only used as intended.
- The product is for indoor and domestic use only.
- Check item carefully before use. Do not turn on the heater with defects or damaged power cable.
- The plinth heater should only be wired to earthed fused spur.
- This product should be connected to rated power supply mentioned in the technical informations.
- Do not use the heater near the wet area(i.e under the kitchen sink)
- Do not use the heater if the power cable is damaged any way.
- Any cleaning and maintenance can be only done after disconnecting the electrical power supply and turning the central heating off.
- Do not touch the heater with wet hands.
- Do not insert any sharp object through any of the heater grille.
- If the product becomes faulty please turn the electrical supply off immediately.
- **Winter precautions:** This product should only be installed indoor where the ambient temperature doesn't go below freezing (5°C). If the central heating is not running during the winter period please drain the heating system to protect the water freezing inside the heater which could cause serious damage.

## IMPORTANT INSTALLER NOTES

### NOTES FOR THE INSTALLER / COMMISSIONING ENGINEER

If you are experiencing any issues with the plinth heater not appearing to work correctly please check the following before contacting our technical team.

NB: Wireless models and Smart Wifi come with thermostat Pre- synchronised please DO NOT attempt to resynchronise unless there is an issue found.

#### Wireless and Smart Wifi Heat Pump Models:

Check the power supply is on and the 3amp fuse is fitted.

Check the thermostat is calling for heat (flame symbol on) and the Shield icon (for low flow temp) is not flashing lower right on the display then look in the Pairing hole on the side of the unit to check green power LED light is ON and red Status LED light is ON.

Check the fan switch is set to either position 1 or 2

Check with your heat pump running that the two pipes on the side of the heater are both equally warm, the unit has an internal temperature sensor that needs flow water to be above 35 degrees before it will activate.

**If you tried everything and are still having troubles please email us: [technical@thermix.co.uk](mailto:technical@thermix.co.uk) or give us a call on 01206 618080**

## Pre-Installation:

Unpack the box and check the following items are in the carton:

**Product complete with pre-wired mains cable.**

**Flexible connecting Hoses**

**3A fuse**

**Fitted Grille**

**Fixing screws (2) with screw caps**

**Wireless Thermostat**

**Isolation Valves (If placed with your order)**

In the event of any items missing or visibly damaged on unpacking, please contact us on email or phone before starting any installation.

## Product introduction:

- This heater is intended to install behind the plinth in the space under the kitchen cupboards. However, it can be installed in similar kind of application.
- This unit is made for two pipe pumped central heating systems. Flow and return and pipes should be connected as per drawing mentioned in page 2.
- To allow enough airflow a minimum clearance of 20-25mm from the top of the unit to the any shelving. The KPH 1.3 HP Models will require a minimum of 370mm between the kitchen cabinet legs. KPH-1.5 HP Models will require a minimum of 430mm between the kitchen cabinet legs. This unit must be installed of flat solid surface to avoid vibration.
- Isolating valves (not supplied) should be fitted to both pipes (flow & return) to allow easy servicing. The flexible hoses should be fitted to both pipes (flow & return) to allow easy servicing.
- This unit should not be installed in bath room, high humid areas or directly under the kitchen sink.
- Electrical connections should be via 3A fused spur and it should be easily accessible after the installation.

**Installation:**

1. The heater should be installed by a qualified plumber. We recommend the use of a knee pad when installing this product. Cut the opening in the plinth to the size shown in the table. Use method A or B. **Note:** When Method B is used please make sure that the heater base sits on the solid support.

Model	Width A	Height B*
KPH 1.3 WHP / SWHP	456mm	97mm
KPH 1.5 WHP / SWHP	540mm	97mm

\* The overall height of the grille is 100mm. Use care when cutting the opening.

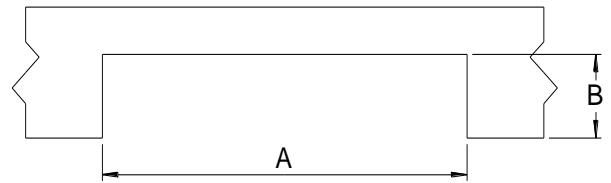
2. Fit isolating valves (not supplied) to the system flow and return pipes. Failure to fit isolating valves may mean that the product is not serviceable in the event of failure. Remove and discard the two rubber protection bungs in the copper pipes and connect the flexible hoses between heating system pipework and heater.

Open the isolating valve on the flow pipe (keep the isolating valve on the return pipe closed) and check for leaks.

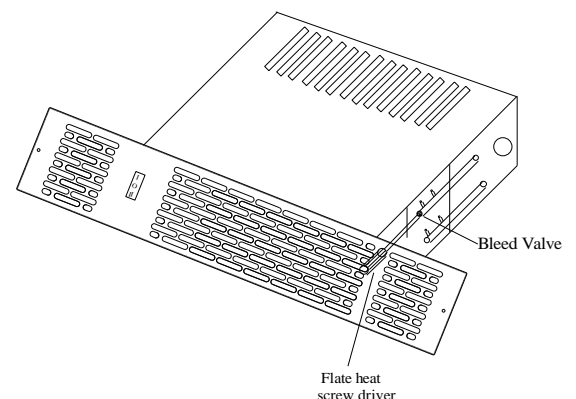
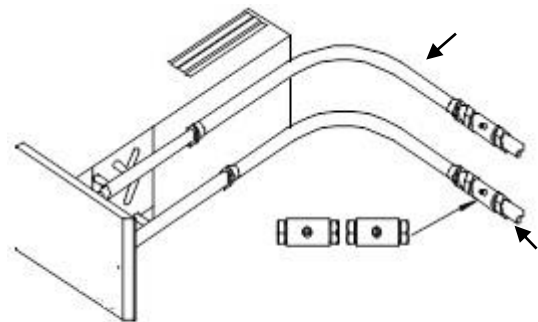
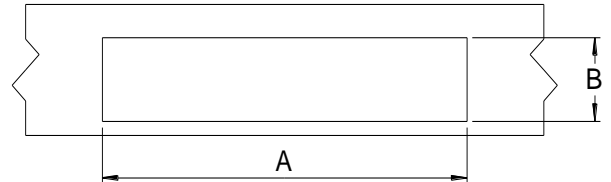
N.B. either pipe may be used on flow or return.

3. Vent air through bleed screw if necessary with flat blade screw driver. Observe caution not to over tighten the brass bleed valve as you can cause a leak. Once the air is removed you can now open the isolating valve on the return pipe to get the water flowing.

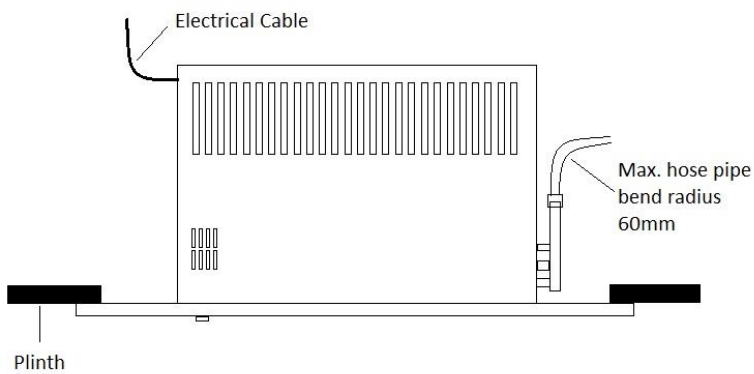
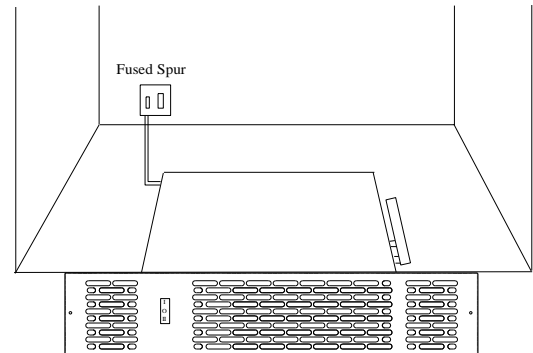
**Method A**



**Method B**



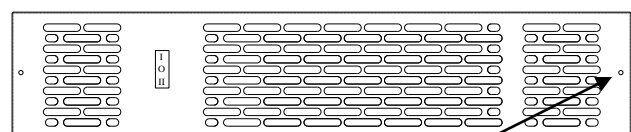
4. Isolate electrical supply and connect the heater electric cable to the fused spur (3A). Ensure the fused spur is not directly above the heater and is accessible after installation is complete. Electrical works should be carried out by a qualified electrician, in compliance with local regulations



5. Position heater, making sure the flexible hoses is not kinked and the electrical cable is not snagged.

**IMPORTANT (Smart Wi-Fi Models):** Please make sure that the Wi-Fi connections established with phone app before fixing the product to the plinth as you need access to the Pairing button access opening on left side of heater case .

6. Fix the heater to plinth using fixing screw holes located at either end of grille.



Grille to plinth securing screw holes



## Commissioning

1. Turn on the electrical supply at the fused spur.
2. Ensure heat pump running and any main thermostat controls calling for heat.
3. Turn up the Thermix Thermostat to call for heat ( Flame symbol up ), and the shield symbol for low flow temp should not be flashing )
4. The shield icon in lower right corner of thermostat should not be flashing ( as this indicates low flow temp )
5. Check all pipework connections for leaks.
6. Set the fan switch to speed I or 2 – the fan should run and heat will flow within a few minutes if water temperature in the system is more than 35°C. ( default set min flow temp )
7. Balance the central heating system if Kitchen plinth heater is installed on the same circuit as panel radiators.
8. When the installation is working correctly, remember to reset the main heat pump thermostat/s to its normal setting.

**IMPORTANT: Commissioning Switch** There is a mini commissioning switch on the left side of the heater which should left in OFF position (0) for normal operation. When switched to ON position (1) the unit will bypass all thermostat control and run the fan to test for power to the unit and both fan speeds operation normally.

## Fault Finding:

(Please note the most common issue that causes the unit not to operate is due to the water temperature at the heater and or water flow to the unit.)

1. Fan does not run on any switch setting. Even with Commissioning switch set to ON pos (1)
  - a). Check the power supply is switched ON.
  - b). Check fuse in fused spur.
  - c). Check the wiring connections at the fused spur.
2. Fan runs with commissioning switch ON pos (1) but not in the OFF Pos (0)
  - a).Check the pipes on the side of the unit are hot to touch (above the set flow temp default 35deg) if the pipes are not hot please check the following :
    - >Ensure any existing heat pump thermostat calling for heat
    - >Balance the Central heating to get water flow to the plinth heater
    - >Increase the flow speed on heating circulation pump if necessary.

## Maintenance:

- Due the location of these heater under kitchen plinth it could attract more dust so it is advisable to clean the heater with brush and Hoover to remove any dirt, hair dust etc.
- Before you do any maintenance make sure the electrical power and the central heating is turn off.
- Use a soft, moist cloth to carefully clean the exterior surface of the product (i.e. front grille).
- Use a soft brush to brush off the dust, hair etc from the fan.

## Electrical Connections:

Electrical installation must be carried out by suitably qualified and competent personnel in accordance with all current statutory requirements.

All electrical connections must be of the correct size conductors and earthed in accordance with local requirements.

This heater is fixed appliance and it needs to be wired to the fused spur by qualified electrician. The wires in the mains cable are coloured in accordance with the following code:

Earth: Green and Yellow

Neutral: Blue

Live: Brown

**Note:** Please make sure that this unit is earthed and reduce the fuse size to 3amp (Fuse Supplied).

## Recycling:

Products with this symbol (crossed out wheellie bin) cannot be disposed as household waste. Old electrical and electronic equipment must be recycled at a facility capable of handling these products and their waste by-products. Proper recycling and waste disposal will help conserve resources whilst preventing detrimental effects on our health and the environment.



## Warranty:

This product is covered by a standard 12 month product replacement warranty against any manufacturing defects or workmanship. Warranty is only for the main product not for any accessories that comes with the heater. The manufacturer reserves the right to replace or repair the product. To extend your warranty to 24 months the product must be registered online within 28 days from purchase date. See the warranty instruction note included for more details.

This warranty will not cover:

- Necessary maintenance and repair or replacement of parts due to normal wear and tear.
- Transport costs, labour cost related to commissioning/decommissioning the product from the central heating system.
- Outside the UK
- Misuse or abuse, lack of maintenance, failure of consumable items(such as batteries), accidental damage
- Loss of use of the goods

## Warranty Registration



Thermix British built products are known and trusted for their reliability and longevity. This is relied upon by all our kitchen installation clients, heating engineers and the end users

All Thermix heating products are supplied with a one year guarantee which can easily be extended to 2 Years by emailing your product serial number and model with your details within 28 days from purchase.

Please visit [www.thermix.co.uk/warranty-registration-form/](http://www.thermix.co.uk/warranty-registration-form/)

Or visit [www.thermix.co.uk](http://www.thermix.co.uk) and click “Warranty” tab in the top menu

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