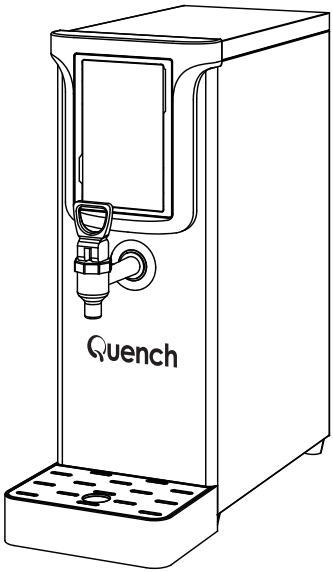
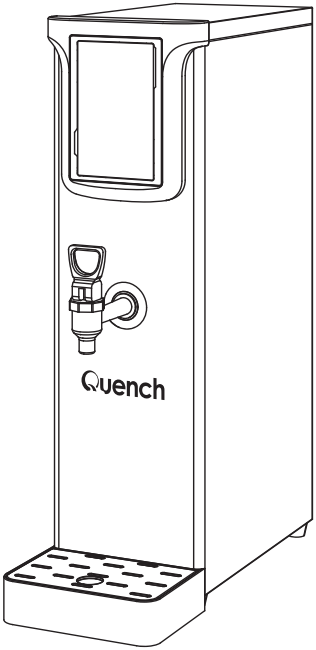
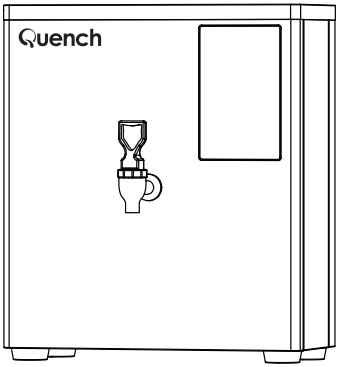
Installation Guide & Owner's Manual

Quench Desktop Water Boilers
10L - 12L - 20L







Models

WB-Q-DT-10L-SS

WB-Q-DT-10L-B

WB-Q-DT-20L-SS

WB-Q-DT-20L-B

WB-Q-WMDT-12L-SS

WB-Q-WMDT-12L-B

Contents

This user manual will prevent damage or malfunction due to incorrect use, please read the whole manual.

1 Safety Information

1. Safety Information

- Do not install this product in areas with explosive or corrosive materials.
- Installation must be carried out by a qualified professional adhering to the relevant wiring and plumbing regulations in accordance with WRAS and the 18th Edition.
- Use a dedicated power supply line ensuring the system is earthed.
- Fixed circuits must include RCD protection.
- If using a socket, ensure it's a three-hole type with a standard specification of 13A/250V and that grounding is reliable.
- The power cord must be a heat resistant flexible cable no less than 16A 1.5mm.
- Damaged power cords must be replaced by a qualified technician.
- Ensure the mains cold water supply is connected to the specified inlet at the base of the solenoid valve and that the vent connection allows free airflow into and out of the boiling water chamber.
- Must not be used by children.
- The exhaust port must remain unobstructed, and the water tank must be vented to the atmosphere.
- Please note: Product warranty is ONLY valid if the product installation has been carried out according to our Installation Instructions.

2 Product Specifications

2. Product Specifications

- This product has an IPX4 waterproof rating.
- Designed for incoming mains cold water pressure of 1 to 4 BAR. Install an inline pressure reducing valve if pressure exceeds this limit.
- Outdoor use is prohibited.

www.quenchthirst.co.uk +44 (0) 33 044 123 83 enquiries@quenchthirst.co.uk

3 Compliance & Characteristics

3. Compliance & Characteristics

- This product conforms to national standards, including GB4706.1-2005 (“Safety of Household and Similar Electrical Appliances - Part 1”) and GB4706.36-2014 (“Special Requirements for Commercial Electric Boilers and Liquid Heaters”).
- The water tank is constructed from SUS304 stainless steel.
- The fully automatic operation includes a water shortage protection device that safe guards the electric heating tube.
- The tank is entirely enclosed to prevent secondary contamination
- The control circuit operates on a safe DC12V voltage.
- Features intelligent controls for adjustable heating temperature, water replenishment, and a timing switch for on/off operations.
- Built-in functional characteristics of step-by-step water heaters include six-sided full polyurethane insulation, step heating, instant drinking, and staged water supply.

4 Specification

4. Specification

Model	Power Supply /Power	Current	Water Pressure	Water tank capacity L
WB-Q-DT-10L	220V/2KW	9.1A	1-4 BAR	12L
WB-Q-DT-12L	220V/2kW	9.1A		12L
WB-Q-DT-20L	380V/3KW	13.6A		20L

Note: The above models and parameters are conventional parameters and non-standard or customised machines are not within this range.

6 Installation & Instructions

5. Installation & Instructions

10L - 20L Countertop Boiler

WB-Q-DT-10L WB-Q-DT-20L

1. This unit must be used indoors, positioned on a stable and horizontal surface. Maintain a distance of at least 10 cm from walls and connect to water inlet using a 15mm (1/2”) compression or plastic plumbing fitting with an isolation valve.
2. For power connections, plug directly into a socket. For hard-wired connections the circuit must be RCD protected.
3. Equipotential connection terminals are provided for additional electrical devices that may require grounding. Use an appropriate copper core wire (2.5mm²-10mm²) for these connections, ensuring devices reach the same electrical potential.

12L Countertop Boiler

WB-Q-WMDT-12L-SS WB-Q-WMDT-12L-B

1. All units require a minimum clearance of 50 mm on all sides; however, we recommend you leave sufficient clearance for servicing.
2. Mark and drill two holes then suspend the unit from the mounting screws located into keyhole slots at the back of the unit. Be sure that the mounting screws are securely inserted into the keyhole slots. The screws MUST be anchored in such a way that they will hold the weight of the unit when filled with water.
3. Mains cold water supply must be piped and connected to the 1/2” BSP inlet fitting lo cated on the left-hand side underneath the unit. An accessible water isolation valve must be installed near the unit. This unit contains a strainer on the water inlet connection. To ensure continuing satisfactory operation, it is suggested that the inlet strainer be serviced every six months. Where poor water quality is present, it is recommended to install an additional filter. For rear entry connection, we recommend that you use a braided flexible hose with a 90° elbow for ease of connection.

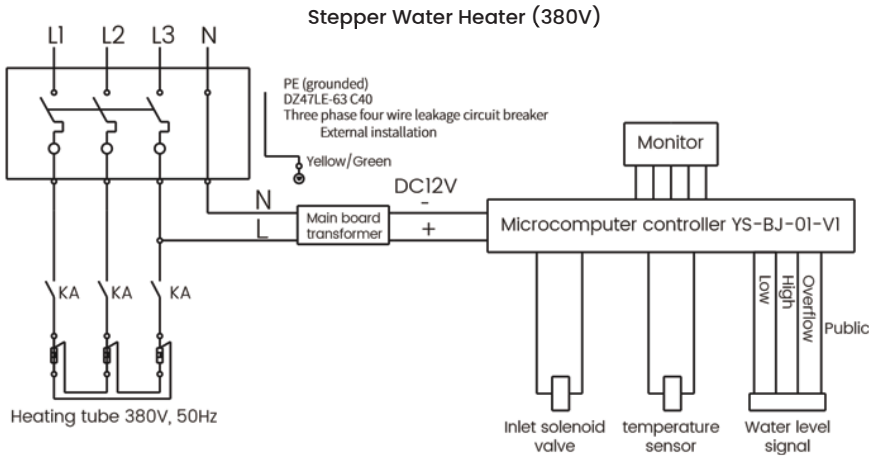
www.quenchthirst.co.uk +44 (0) 33 044 123 83 enquiries@quenchthirst.co.uk

4. Connect a 15 mm (1/2") pipe to the vent/ overflow connection (1/2" BSP). This pipe must have a continuous fall, not exceeding 3 meters in length, or contain no more than 4 bends. During the normal operation of the Boiling Water unit the vent/overflow connection may discharge small quantities of steam and condensate, so it is ESSENTIAL that the drainpipe is attached to the vent/overflow connection.
This drainpipe must be discharged to waste at a point where no scald injury or inconvenience is caused. Ensure that the overflow line remains open because the Boiling Water unit tank is not designed to be pressurized. It is recommended to install an air brake in the vent/ overflow drain line no more than 300 mm from the Boiling Water unit.
5. There is a drain screw located on the underside of the unit to completely drain the tank for servicing. Before removing the drain screw, ensure the appliance has been switched off and the water is not hot enough to scald.

NOTE: Please contact Quench technical helpline for further installation assistance. +44 (0) 33 044 123 83

7 Wiring Guide

7. Wiring Guide



8 Operation

8. Operation

Operation Guide
In standby mode, press and hold the set button and increase button for 3 seconds to enter the user parameter setting interface. Press the set button to switch parameters and press the increase or decrease button to adjust parameters. After 10 seconds of inactivity, the system automatically saves the settings and returns to the default interface. Press and hold the setting button for 5 seconds to quickly turn on and off the function. Wake up function key: After a timed shut-down, the water dispenser will function normally by pressing the wake-up function

Parameter Name	Display	Min Value	Max Value	Factory Value
Current Year	Year	2000	2099	Current Year
Month of the current year	Month	01	12	Month of the current year
Day of the current Year	Date	01	31	Day of the current year

Current week	Week	Monday	Sunday	Current week
Heating temperature	HP	30	99	93
Time	Hour	00	23	Current Hour
Current Minute	Minute	00	59	Current Minute
First Opening Time	P1	00	23:50	00
First Closing Time	P2	00	23:50	00
The Second Opening Time	P3	00	23:50	00
The Second Closing Time	P4	00	23:50	00
Opening time of the Third Section	P5	00	23:50	00
The Third Closing Time	P6	00	23:50	00
E2: Probe fault: Temperature probe wire loose or not tightly inserted or damaged				
E5: Water inlet time-out: The electrode is not connected after 30 consecutive minutes of water inlet.				
E6: Overflow level detected for 30 consecutive seconds.				
E7: High water level reverse connection or scaling.				

9 Troubleshooting

9. Troubleshooting

Fault phenomenon	Fault Cause	Processing method
No water ingress	Timer mode is in shut-down state	Check if the timing mode is on
	Solenoid valve not fully open	Check power supply to solenoid valve
	Blocked solenoid valve	Clean debris or replace the solenoid valve
	Main PCB not providing power to activate solenoid.	Replace the main PCB
No heating	Water level sensor not detecting water	Clean sensor of any debris or replace
	Main PCB not providing power to heating element.	Test power output at PCB and replace if required
	Heating element is damaged	Replace the heating element
	Timer mode is in shut-down state	Check if the timing mode is on
Frequent intake of water, but with heating	Poor contact at high water level	Check the high water level sensor is clear of any debris.
	The solenoid valve remains open after tank is full	Replace the solenoid valve
	Main PCB is powering solenoid after tank is full	Replace PCB
High water level does not stop water, but it can step into the inlet water for heating	High level sensor not detecting water	Clean the sensor of any debris
	Solenoid valve remains open after tank is full	Replace solenoid valve
The display screen is not showing	No Display	Check the main power supply
	The display screen is broken, or the connecting cable is not properly plugged in	Check connections to display board and replace if required.
Low water output	Scale built up within tap or solenoid valve	Clean tap or solenoid valve of scale or debris
	The water level in the water tank is too low	Wait until the water level is high before using water
	Low water pressure	Check the water pressure
	Overflow breathing pipe blocked	Clean pipe
E2fault	Temperature Sensor Failure	Check if the sensor wire is loose of not properly inserted or damaged
E5fault	Water shortage	Check the water supply is on and water level probe is clear of debris
E7fault	Build up of scale on high and low water levels	De scale high and low water levels

10 Warranty Card

10. Warranty Card

Quench	Warranty Card		
User Name		User Address	
Telephone			
Date Of Purchase		Invoice Number	
Model		Serial No.	
Date Of Production		Dealer	

www.quenchthirst.co.uk +44 (0) 33 044 123 83 enquiries@quenchthirst.co.uk

Quench Warranty Card

Date	Maintenance Records	Maintenance Technician Signature

Thank you very much for using this product.

We hope you have a convenient understanding of the quality and appearance of the product.

Service hotline 033044123083

If there are product optimisation updates, the actual product will prevail without further notice.

Quench

Models

WB-Q-DT-10L-SS

WB-Q-DT-10L-B

WB-Q-DT-20L-SS

WB-Q-DT-20L-B

WB-Q-WMDT-12L-SS

WB-Q-WMDT-12L-B