

Parex Industries Ltd.  
5 Tolich Pl. Henderson  
Auckland, New Zealand 0610  
Sales/Service Tel: 0800 200 510  
Email: info.parex@emerson.co.nz  
www.insinkerator.co.nz



InSinkErator Hottap™ HC900

# Owner's Manual

Installation, Care & Use



The Emerson logo is a trademark and a service mark of Emerson Electric Co.  
InSinkErator may make improvements and/or changes in the specifications at any time, in its sole discretion,  
without notice or obligation and further reserves the right to change or discontinue models.  
©2017 InSinkErator, a business unit of Emerson Electric Co. All Rights Reserved.

ISE  
45365 Rev A



We are delighted that you have chosen the InSinkErator® Instant Hot Water Tap to be a part of your home. This unique appliance will save you time and effort in the kitchen, and you'll enjoy discovering new uses for it each day. That's exactly why millions of people are now using an InSinkErator Instant Hot Water Tap.

We are confident that by following our step-by-step instructions, you'll soon be enjoying the convenience of instant hot water.

## WHAT YOU SHOULD KNOW BEFORE YOU BEGIN

- For your satisfaction and safety, read all instructions, cautions and warnings before installing or using this instant hot water tap.
  - This particular unit is not intended for commercial use.
  - Make sure that all electrical wiring and connections conform to local codes.
  - A standard 230-volt grounded electrical outlet is required under the sink for the tank's electrical power.
  - The wall outlet powering your tank must have power supplied to it continuously.
  - This outlet must be fused and should not be controlled by the same wall switch that operates the disposer, unless you have a SinkTop Switch™ from InSinkErator®.
  - Faucet must be installed such that the outlet opening is greater than 25mm above the overflow rim of the sink.
  - It is recommended that a dedicated control valve be installed on the cold water line supplying water to this system.
  - If you suspect elevated levels of chlorine in your water, or your water has a rusty appearance before the installation of this unit, it is recommended to use our water filtration system.
- This product contains stainless steel. The manufacturer cannot guarantee against rusty water because of the number of factors that are involved beyond the manufacturer's control. However, the sudden appearance of rusty water discharged from the hot water tap may indicate the need for service or replacement of this product.
- The use of a water filter should NOT result in the water pressure to drop below 172 kPa. If it does, this will prevent your unit from operating properly.
  - Moving parts inside the tank causing a rattling noise is normal.

## WHAT YOU NEED TO GET STARTED

### Equipment Required:

- Drill
- Phillips and flat blade screwdrivers
- T-fitting
- Pencil
- Dedicated control valve
- Tape Measure / Ruler
- Adjustable wrench
- Level

### Equipment You May Need:

- Anchors for drywall
- Basin wrench
- Hole saw
- Hole punch

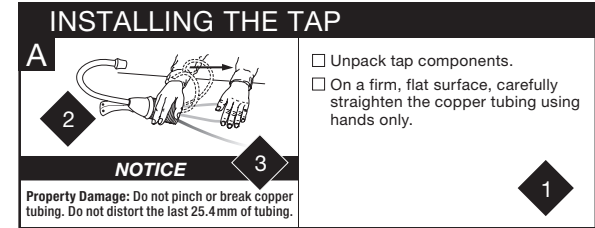
If you intend to use the sprayer hole in your sink for your tap, you may need a basin wrench and a 3.2mm plug or a 6.4mm cap (**not supplied**) for the faucet spray hose line. **See Step 1-B.**

If you need to cut a mounting hole in your stainless steel sink, you may need a 32mm- 38mm hole saw made for cutting stainless steel or a hole punch. Consult a professional if you are drilling into a surface other than stainless steel.

## HOW TO USE THIS INSTRUCTION MANUAL

These instructions are separated into main sections, indicated by numbers, and subsections, indicated by capital letters. The manual is setup this way to allow you to take a break at any point after completing a section or subsection without affecting the installation process.

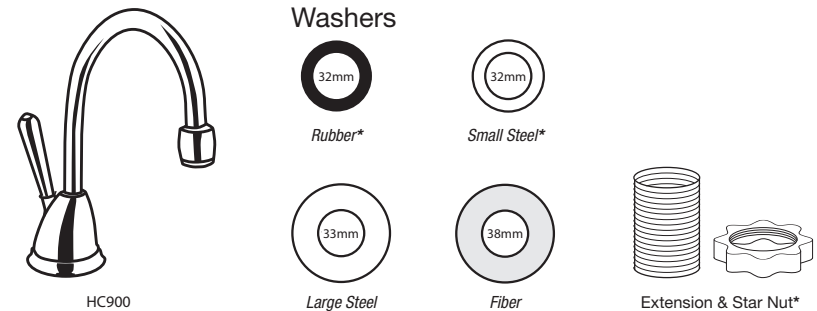
What you'll see in the instruction manual:



- 1** Provides a step-by-step narrative describing the installation step, with check boxes that can be marked as you progress through the installation.
- 2** Contains simple illustrations that provide visual instruction to support the narrative.
- 3** Important safety messages that will require your attention during the step.

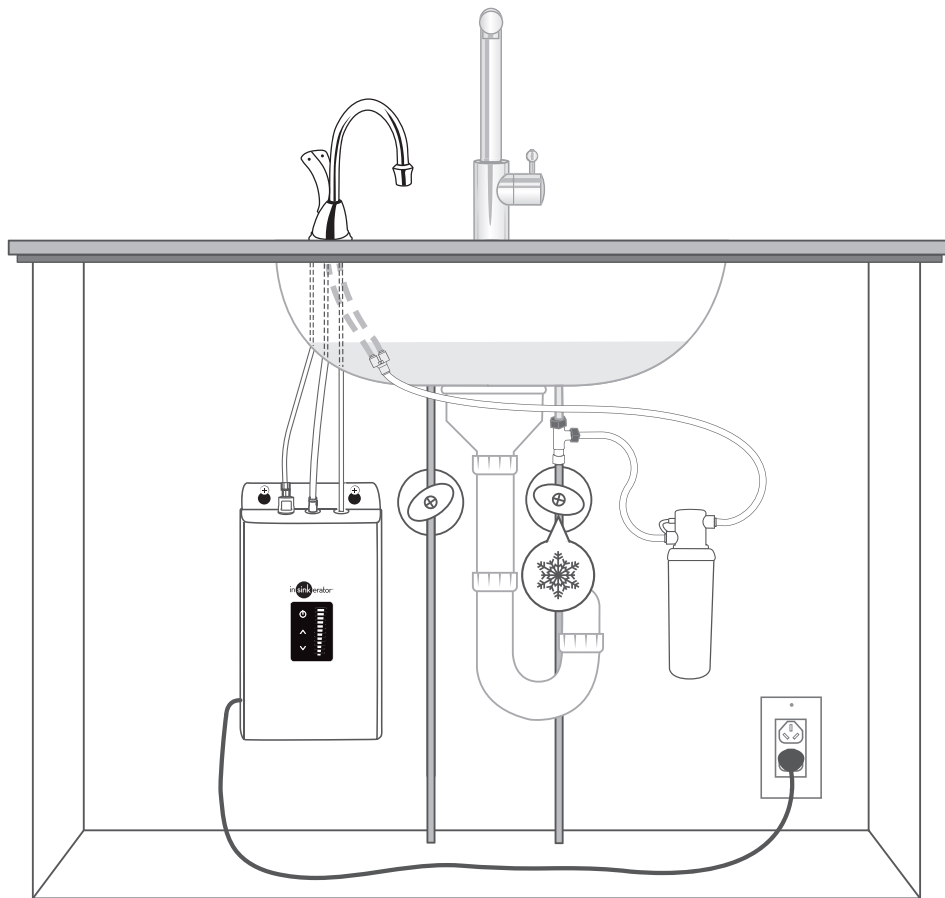
<b>⚠ WARNING</b>	Warning indicates a hazardous situation, which, if not avoided, could result in death or serious injury.
<b>⚠ CAUTION</b>	Caution indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
<b>NOTICE</b>	Notice is used to address practices not related to personal injury.

## COMPONENTS IN THIS PACKAGE



\*component parts pre-installed on tap

## OVERVIEW OF A COMPLETED SETUP



## START HERE

# 1

### PREPARATION

#### A

Required minimum from  
center of hole to wall  
67mm

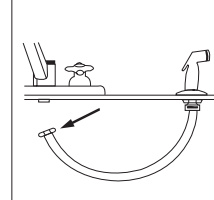
---

Maximum counter  
thickness (depth)  
76mm

- Identify locations for the tap faucet, tank and filter (if applicable).
- Check to make sure there is proper clearance for tap handles to be fully opened.
- Check to make sure counter is not too thick.
- Make sure there is a grounded electrical outlet under the sink.

**The wall outlet for your tank must have power supplied to it continuously and must be fused. It should not be controlled by the same wall switch that operates your disposer, unless using an InSinkErator SinkTop Switch™.**

#### B



**If you have to drill through sink or countertop, you may need to rent or purchase the appropriate tools.**

- Turn off water supply.
- If using the sink sprayer hose hole, remove nut that connects sprayer hose at bottom of faucet.
- Using adjustable wrench, remove nut connecting sprayer washer flange in sprayer hole.
- Plug hose opening with either a 3.2mm plug or a 6.4mm cap (not supplied).

#### C

**Required Hole Size**  
32mm- 38mm  
Dependent on model

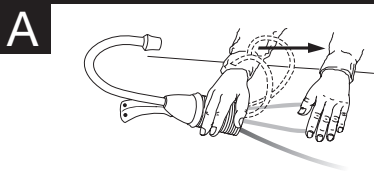
**Consult a professional before drilling into a surface other than stainless steel.**

**What if you don't have a sprayer hole or don't want to use it?**

- Many homeowners replace the soap dispenser in their sink with an instant hot water tap.
- If drilling a hole into a stainless steel sink or countertop, you can cut a mounting hole for the tap with a hole saw for stainless steel, or you can use a hole punch.

# 2

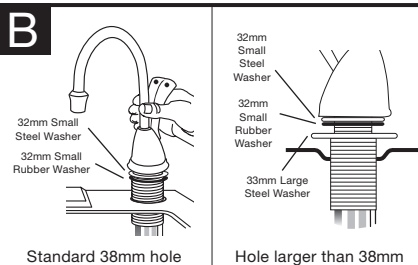
## INSTALLING THE TAP



### NOTICE

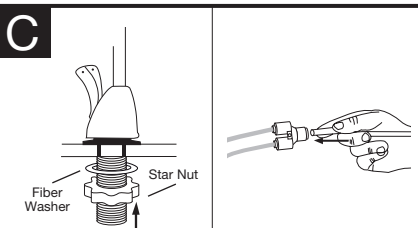
**Property Damage:** Do not pinch or break copper tubing. Do not distort the last 25mm of tubing.

- Unpack tap components.
- On a firm, flat surface, carefully straighten the copper tubing using hands only.



**Tap is factory-ready for installation into a standard 38mm sink/counter hole.**

- For a standard 38mm sink/counter hole**
- Feed tubes down through the hole in the sink/counter until the base is at rest. Set faucet at desired angle.
- Large washer required for sink holes larger than 38mm or for porcelain sinks with radius or beveled holes.**
- Before feeding tubes through sink hole, remove extension. Place 33mm large steel washer over threads on faucet base. Reinstall extension.



**An assistant may be needed to hold the tap head in place while securing the tap.**

- From under sink, slide 38mm fiber washer over threaded extension. Thread star nut onto extension until snug.
- Attach the quick connector to the ends of the copper tubes running from the tap.
- Install a **white** 9.5mm tube into other end of quick connector.

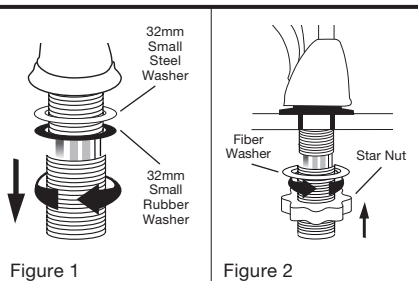


Figure 1

Figure 2

**If sink/counter thickness exceeds 19mm a hole diameter of 38mm is required.**

- Installing into hole smaller than 38mm**
- Unscrew and remove threaded extension from valve body. **Do not discard, as you will need this later** (See Figure 1).
  - Leave small washers in place.
  - Feed tubes down through the hole in the sink/counter until the base is at rest. Set faucet at desired angle.
  - From under sink, slide 38mm fiber washer over faucet base. Reinstall threaded extension onto the base until snug. Thread star nut onto extension until snug (See Figure 2).

# 3

## MOUNTING THE TANK

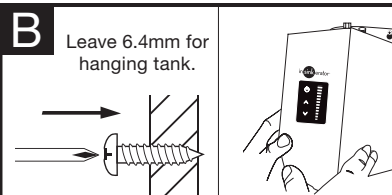


Tank must be mounted level to ensure proper operation.

### NOTICE

**Property Damage:** Tank must be located within 400mm of faucet and within 760mm or less of a standard grounded outlet. **DO NOT** extend plumbing or electrical lines.

- Select a spot under the sink to mount tank vertically within reach of both plumbing and electrical connections. The tank should be within 400mm or less of faucet water lines and within 760mm or less of a standard grounded outlet.
- While holding tank in place on the spot selected for installation, use a pencil to mark locations for 2 hanging screws.



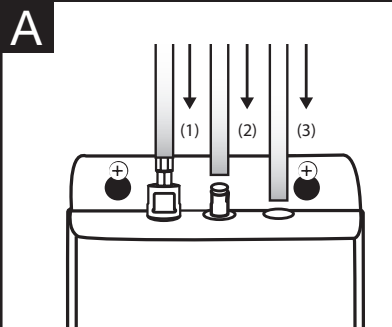
Leave 6.4mm for hanging tank.

**Mount tank vertically in an area that allows clearance on the underside of the tank for drainage, if necessary. DO NOT over tighten screws.**

- Screws provided are for use in wood studs or cabinets only. Use wall anchors (not supplied) for installation into drywall.**
- Pre-drill 3.2mm pilot holes at marks.
  - Turn screws into pre-drilled holes, leaving 6.4mm exposed.
  - Hang the tank on the screws.
  - Tighten the screws with only 1/2 turn clockwise.

# 4

## CONNECTING TAP TO TANK



### NOTICE

**Property Damage:** Pinched or blocked water lines may cause damage to the tank. Check to make sure tubes are connected properly and are pushed down as far as possible.

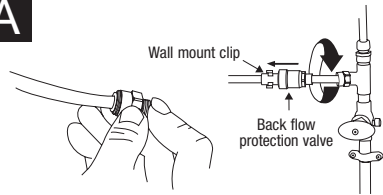
- Without depressing the gray button, place the snap-connect fitting at the end of the **blue** 6.4mm tube onto the left fitting on the tank, pushing until it clicks into place. (1)
- Slip the flexible **white** 11mm tube over barbed middle fitting and slide down approximately 12mm. (2)
- Slip the **clear** 8mm tube over the far right smooth fitting and slide down approximately 12mm. (3)
- Visually check for pinched or crimped tubes.

Hose clamps are not needed for any of the connections.

# 5

## FINAL WATER CONNECTION

A



See instructions provided with valve kit

At the other end of the white tube from the filter, press on the:

- 9.5mm (3/8") to 1/4" BSPT fitting or 9.5mm (3/8") to 1/2" BSPP fitting and connect to the water supply.
- Press in again to ensure a secure fit.**

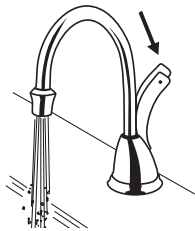
### NOTICE

**Property Damage:** Join remaining tube to cold water supply only.

# 6

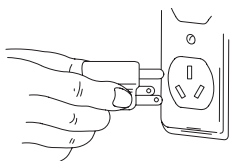
## FILL TANK & THEN CONNECT POWER

A



- Turn on the cold water supply.
- Depress the tap **HOT** handle and hold it until water flows from the spout (approximately 1 to 2 minutes).
- Run the water for at least 2 minutes to flush lines (both the hot and cold handles independently if applicable).

B



- Check all connections to ensure they are tight and that there are no leaks.
- Plug in instant hot water tank.

**Water will be cold at first.**

**Allow 12-15 minutes for water to reach target temperature.**

**Gurgling or hissing is normal during the initial heating cycle.**

### WARNING

**Electric Shock Hazard:** A standard grounded outlet within 760mm of the tank is required under the sink. Do not use an extension cord set with the tank.

**Scalding Hazard:** The faucet dispenses near-boiling (96°C) water which can instantly cause scalds or burns. Use care when operating this appliance.

## IMPORTANT SAFETY INSTRUCTIONS

### WARNING

**Electric Shock Hazard:** Using an ungrounded or improperly connected appliance can result in serious injury or death from electrical shock.

**This appliance must be grounded.** This instant hot water tank is equipped with a cord that has a grounding conductor and a grounding pin. The plug must be connected to an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician. Check with a qualified electrician or serviceman if you are in doubt as to whether the instant hot water tank is properly grounded.

### CAUTION

**Personal Injury:** This tank is a non-pressurized tank. DO NOT modify this system. DO NOT close vent tube or connect other type tap or valves to the tank. Use only the InSinkErator tap supplied. Use only parts provided. Contact an authorized InSinkErator Service agent for repairs or replacement components.

### WARNING

**Fire Hazard:** To minimize possibility of fire, DO NOT store flammable items such as rags, paper or aerosol cans near the tank. DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

### WARNING

**Leak Hazard:** Regularly inspect tap and plumbing fittings for leaks, which can cause property damage and/or could result in personal injury.

### NOTICE

**Property Damage:** To avoid water damage, replace any loose or split tubing. Periodically inspect the unit for any signs of leakage and immediately remove from service any unit suspected of leaking.

*An instant hot water tank, like any water heater, has a limited life and will eventually fail. To avoid possible property damage and personal injury, this instant hot water tank should be regularly examined for leakage and/or corrosion and replaced when necessary. A drain pan, plumbed to an appropriate drain or outfitted with a leak detector, should be used in those applications where any leakage could cause property damage. To check for corrosion, examine the appearance of the dispensed water in a clear glass once every three (3) months. If there is any discoloration or rusty appearance, unplug and drain unit as described in the Seasonal Storage/Drainage section on page 11 of this manual. If the water discoloration remains after draining and refilling unit, discontinue use and contact an authorized InSinkErator service agent.*

# IN-HOME FULL SERVICE LIMITED WARRANTY

## 2-year warranty

This limited warranty is provided by InSinkErator, a business unit of Emerson Electric Co., (“InSinkErator” or “Manufacturer” or “we” or “our” or “us”) to the original consumer owner of the InSinkErator product with which this limited warranty is provided (the “InSinkErator Product”), and any subsequent owner of the residence in which the InSinkErator Product was originally installed (“Customer” or “you” or “your”).

InSinkErator warrants to Customer that your InSinkErator Product will be free from defects in materials and workmanship, subject to the exclusions described below, for the “Warranty Period”, commencing on the later of: (a) the date your InSinkErator Product is originally installed, (b) the date of purchase, or (c) the date of manufacture as identified by your InSinkErator Product serial number. You will be required to show written documentation supporting (a) or (b). If you are unable to provide documentation supporting either (a) or (b), the Warranty Period commencement date will be determined by Manufacturer, in its sole and absolute discretion, based upon your InSinkErator Product serial number.

### Permitted Uses

You may use your InSinkErator Product hot/cold water tank and filter system in combination with any genuine InSinkErator Product instant hot water taps and component parts and/or Authorized OEM Products. “Authorized OEM Products” mean those hot or hot/cold water taps and component parts that have been manufactured by an authorized InSinkErator original equipment manufacturer (“Authorized OEM”) and which have documentation expressly stating that such Authorized OEM Products are compatible with the InSinkErator Product(s). Authorized OEMs may change from time to time. A list of Authorized OEMs is available to you upon request or at: [www.insinkerator.com/oem](http://www.insinkerator.com/oem). Use of your InSinkErator Product in combination with any products other than Authorized OEM Products will void this warranty.

### What is Covered

This limited warranty covers defects in materials or workmanship, subject to the exclusions below, in InSinkErator Products used by a consumer Customer for residential use only, and includes all replacement parts and labor costs. **YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF THE INSINKERATOR PRODUCT, PROVIDED THAT IF WE DETERMINE IN OUR SOLE DISCRETION THAT NEITHER REMEDY IS PRACTICABLE, WE MAY PROVIDE YOU A REFUND OF YOUR PURCHASE PRICE OR A CREDIT TOWARDS ANOTHER INSINKERATOR PRODUCT.**

### What is not Covered

This limited warranty does not extend to and expressly excludes:

- Losses or damages or the inability to operate your InSinkErator Product resulting from conditions beyond the Manufacturer’s control including, without limitation, accident, alteration, misuse, abuse, neglect, negligence (other than Manufacturer’s), failure to install, maintain, assemble, or mount the InSinkErator Product in accordance with Manufacturer’s instructions or local electrical and plumbing codes.
- Wear and tear expected to occur during the normal course of use, including without limitation, cosmetic rust, scratches, dents or comparable and reasonably expected losses or damages.
- Losses or damages caused by any product or component part used with the InSinkErator Products, including both Authorized OEM Products and other products and components.

In addition to the above exclusions, this warranty does not apply to InSinkErator Products installed in a commercial or industrial application.

### No Other Express Warranty Applies

This limited warranty is the sole and exclusive warranty provided to the Customer identified above. No other express warranty, written or verbal, applies. No employee, agent, dealer, or other person is authorized to alter this limited warranty or make any other warranty on behalf of Manufacturer. The terms of this limited warranty shall not be modified by the Manufacturer, the original owner, or their respective successors or assigns.

### What we will do to Correct Problems

If your InSinkErator Product does not operate in accordance with the documentation provided to you, or you have questions concerning your InSinkErator Product or how to determine when service is needed, please call, toll free, 0800-200-510, or visit our website at [www.insinkerator.co.nz](http://www.insinkerator.co.nz). You may also notify us at: Parex Industries Ltd., 5 Tolich Pl. Henderson, Auckland, New Zealand 0610

The following information must be provided as part of your warranty claim: your name, address, phone number, your InSinkErator Product model and serial number, and if necessary, upon request, written confirmation of either: (a) the date shown on your installation receipt, or (b) the date shown on your purchase receipt.

Manufacturer or its authorized service representative will determine, in its sole and absolute discretion, if your InSinkErator Product is covered under this warranty. You will be given the contact information for your closest authorized InSinkErator Service Center. Please contact your InSinkErator Service Center directly to receive in home warranty repair or replacement service. Only an authorized InSinkErator service representative may provide warranty service. InSinkErator is not responsible for warranty claims arising from work performed on your InSinkErator Product by anyone other than an authorized InSinkErator service representative.

If a covered claim is made during the Warranty Period, Manufacturer will, through its authorized service representative, either repair or replace your InSinkErator Product. Cost of replacement parts or a new InSinkErator Product, and cost of labor for repair or installation of the replacement InSinkErator Product are provided at no cost to you. Repair or replacement shall be determined by Manufacturer or its authorized service representative in their sole discretion. All repair and replacement services will be provided to you at your home. If Manufacturer determines that your InSinkErator Product must be replaced rather than repaired, the warranty on the replacement InSinkErator Product will be limited to the unexpired term remaining in the original Warranty Period.

This instant hot water tap is covered by Manufacturer’s limited warranty. This limited warranty is void if you attempt to repair the InSinkErator Product. For service information, please visit [www.insinkerator.co.nz](http://www.insinkerator.co.nz) or call, toll free, 0800-200-510.

### Limitation of Liability

TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL MANUFACTURER OR ITS AUTHORIZED SERVICE REPRESENTATIVES BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING ANY ECONOMIC LOSS, WHETHER RESULTING FROM NONPERFORMANCE, USE, MISUSE OR INABILITY TO USE THE INSINKERATOR PRODUCT OR THE MANUFACTURER’S OR ITS AUTHORIZED SERVICE REPRESENTATIVE’S NEGLIGENCE. MANUFACTURER SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY DELAY IN PERFORMANCE AND IN NO EVENT, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), SHALL MANUFACTURER’S LIABILITY TO YOU EXCEED THE PRICE PAID BY THE ORIGINAL OWNER FOR THE INSINKERATOR PRODUCT.

The term “consequential damages” shall include, but not be limited to, loss of anticipated profits, business interruption, loss of use or revenue, cost of capital or loss or damage to property or equipment.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights which vary from state to state.

# CARE AND USE

## ⚠ WARNING

**Electric Shock Hazard:** To prevent electrical shock, disconnect power before servicing unit. Use only a properly grounded and polarized electric outlet.

## ADJUSTING THE THERMOSTAT

Factory temperature inside the tank is pre-set at 96°C.

- Adjust the up or down arrows on the display panel on front of the tank to raise or lower the water temperature.



After adjusting, depress the tap handle for 20 seconds for water to re-heat to the new setting.

## ⚠ WARNING

**Scalding Hazard:** Do not allow water to boil. May result in severe burns.

## SEASONAL STORAGE/DRAINAGE

Anytime the instant hot water tap is not used for extended periods of time, unplug and drain unit. If it is below freezing you will need to unplug the unit and drain it.

- Disconnect power from unit (unplug unit).
- Push hot water tap faucet lever and allow water to flow until it is cool.
- Shut the cold water supply off at the valve.
- Disconnect tubes from the tank.
- Unhook tank from wall.
- Hold tank upside down and drain the water into the sink.
- Towel dry any water drippings from tank area.
- Reinstall tank to wall and reconnect tubes.
- Remove and discard filter cartridge, if applicable.
- To put back into working order, install new filter cartridge (if applicable) and turn on cold water supply at valve. Depress the hot water tap faucet lever and hold until water flows from the spout. Reconnect the electrical cord. (Refer to Page 8, Step 6B)

## CLEANING THE TAP AND TANK

- Only use mild cleaners to clean the faucet and plastic components.
- Cleaners with acids, abrasives, alkaline or organic solvents will result in deterioration of the plastic components and void the warranty.

## PROPERTY DAMAGE

- Regularly inspect the unit for any signs of leakage. If there are signs of water damage, immediately remove the unit from service.
- A drain pan, plumbed to an appropriate drain or outfitted with a leak detector, should be used in those applications where any leakage could cause property damage.

## PERSONAL INJURY

- Regularly check for signs of corrosion by examining the appearance of the dispensed water.
- If there is any discoloration or rusty appearance, unplug and drain unit as described in the Seasonal Storage/Drainage section on this page of the manual.
- If the water discoloration remains after draining and refilling unit, discontinue use and contact an authorized InSinkErator service agent.



## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Water and steam spits forcefully from spout without turning on the tap faucet.	<ul style="list-style-type: none"> <li>Unit is boiling.</li> </ul> <p><i>May be normal during initial setup.</i></p>	<ul style="list-style-type: none"> <li>Activate faucet lever to release some water from the tank.</li> <li>Adjust water temperature using dial on tank front.</li> </ul> <p><i>Remember that at higher altitudes, water boils at lower temperatures.</i></p>
Water is not hot.	<ul style="list-style-type: none"> <li>The unit is unplugged.</li> <li>The electric outlet is inoperative.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the unit is connected to a properly grounded electric outlet.</li> <li>Make sure the circuit breaker or fuses are functioning properly.</li> <li>Check that the outlet is not switched off.</li> </ul>
Water is too hot or not hot enough.	<ul style="list-style-type: none"> <li>Thermostat is not adjusted to your needs.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the thermostat slowly, then activate faucet lever for 20 seconds to bring in fresh water to be heated at the new setting. Allow 5-7 minutes for water to reach new temperature.</li> </ul>
Water comes out the vent instead of spout.	<ul style="list-style-type: none"> <li>Outlet tube is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>Check that outlet tube is not kinked, twisted or pinched.</li> <li>Unscrew spout end piece and clean out any debris.</li> </ul>
Water is dripping from the spout/vent intermittently.	<ul style="list-style-type: none"> <li>The expansion chamber isn't draining properly due to low water pressure.</li> <li>The spout is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the unit. If the dripping doesn't stop after a few minutes, check the supply valve to ensure that is fully open and there are no obstructions in the water line reducing the pressure below 172 kPa (<i>i.e., a poorly mounted saddle valve, a clogged water filter, or a partially opened shut-off valve</i>).</li> <li>Unscrew spout end piece and clean out any debris.</li> </ul>
Water is dripping from the spout/vent constantly.	<ul style="list-style-type: none"> <li>Debris in the water line may be in the faucet valve seat causing a slow water leak.</li> </ul>	<ul style="list-style-type: none"> <li>Unscrew spout end piece and clean out any debris.</li> <li>Activate faucet lever 7-10 times to flush faucet &amp; lines.</li> </ul>
Divided stream.	<ul style="list-style-type: none"> <li>Debris in the end piece.</li> </ul>	<ul style="list-style-type: none"> <li>Unscrew spout end piece and clean out any debris.</li> </ul>
Water continues to run after releasing lever.	<ul style="list-style-type: none"> <li>Mounting nut too tight.</li> <li>Mounting washers not installed properly</li> </ul>	<ul style="list-style-type: none"> <li>Loosen mounting nut, 1/4 turn at a time, until shut-off occurs.</li> <li>See page 6, Step 2B to check proper mounting washer installation.</li> </ul>
Water discoloration/rusty appearance.	<ul style="list-style-type: none"> <li>Corrosion of unit.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug and drain unit as described in the Seasonal Storage/Drainage Section on page 11 of this manual. If the water discoloration remains after draining and refilling unit, discontinue use and contact an authorized InSinkErator service agent.</li> </ul>