

## Instantaneous Gas Water Heater VLS SERIES



MSmartHome

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# USER MANUAL

MGWH11-22EGPGR(W)  
MGWH13-26EGPGR(W)

Warning notices: Before using this product, please read this manual carefully and keep it for future reference. The design and specifications are subject to change without prior notice for product improvement. Consult with your dealer or manufacturer for details.  
The diagram above is just for reference. Please take the appearance of the actual product as the standard.

## THANK YOU LETTER

Thank you for choosing Midea! Before using your new Midea product, please read this manual thoroughly to ensure that you know how to operate the features and functions that your new appliance offers in a safe way.

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# SAFETY INSTRUCTIONS

## Intended use

Please pay attention to the precautions and notices as well as contents of installation instruction. Before installation, please read the installation instruction carefully. Installation and trial running must be carried out by professional installers. Illegal installation and improper repair may cause human injury and even death. Before the trial running, please read the service instruction. The heater can be only installed in a room with good ventilation. Quality guarantee can be applied for only after trial running operated by professionals.

## Explanation of Symbols



### Danger

This symbol indicates that there are dangers to the life and health of persons due to extremely flammable gas.



### Warning of electrical voltage

This symbol indicates that there is a danger to life and health of persons due to voltage.



### Warning

The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in death or serious injury.



### Caution

The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.



### Attention

The signal word indicates important information (e.g. damage to property), but not danger.



### Observe instructions

This symbol indicates that a service technician should only operate and maintain this appliance in accordance with the operating instructions.

Read these operating instructions carefully and attentively before using/commissioning the unit and keep them in the immediate vicinity of the installation site or unit for later use!

## In case of gas mell

- Shut down the heater immediately.
- Close the gasvalve.
- Open all the windows and doors.
- Any lighting of fire or ignition or start-up of electric light is not allowed. Neither is any start-up operation which will generate sparkle.
- Inform its installer or gas supply company.

## Warning

**When the water heater is working, gas combustion would consume a large amount of oxygen and exhaust much carbon monoxide. In view of the great harm to the human health or even death caused by excessive carbon monoxide inhalation, the company sincerely advises all users that:**

Model	Gas Category	Air consumption (m <sup>3</sup> /h)
MGWH11-22EGPGR(W)	I3B/P(30)	42
	I3+(28-30/37)	
	I3P	
MGWH13-26EGPGR(W)	I2H, I2E	45
	I3B/P(30)	52
I3P		
MGWH13-26EGPGR(W)	I2H, I2E	51

- The water heaters must be correctly installed and used according to the requirements of this manual.
- The water heater must be installed in rooms, do not install outdoors.
- Confirmation of category of gas: the category of gas used must be identical to that specified on the nameplate of the water heater without prior permission, and no forced use of different categories of gas.
- The water heaters are strictly forbidden to work with failure. If a heater breaks down, please contact with the repair center of our company in time
- Install a smoke pipe to exhaust waste gases to the outdoor
- The appliance shall be reliably earthed.
- The appliance shall be installed according to the National and local rules in force.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard

### **CAUTION: Precautions for fire**

- During operation, don't get close to any flammable and combustible materials or other similar ones.

### **CAUTION: Gas accident**

- Operation should be carried out according to the indications of the attached documents and instructions from the authorized professional installers to avoid toxication accidents which may cause death.
- The heater can only be operated after being equipped with an exhaust pipe. The exhaust pipe should be installed by professionals.
- Confirmation of category of gas: the category of gas used must be identical to that specified on the nameplate of the water heater without prior permission, and no forced use of different categories of gas.
- Only for natural gas: a color change of the flame from blue to yellow indicates that other gas and air is mixed into the natural gas. Please immediately make contact with its installer.
- Only for liquefied petroleum gas: flame of the water heater is high one minute and low the next indicates that the decompression valve at the exit of gas vessel maybe breaks down. At this moment, stop use of the water heater and replace with a qualified decompression valve.

### **CAUTION: Electric accident**

- Take the electrical plug out before clean or maintenance
- Do not touch the receptacle with a wet hand, as this will have the risk of electric shock.
- Please insert the power supply plug securely on the plug. A dusty or loose plug might be the cause of an electric shock or fire.
- Do not pull out the plug by pulling the power cord, as this might break the internal wire of the cord and further lead to wire heating or a fire.
- This unit must be connected to a ground wire. Make sure the ground wire is connected properly.

# SPECIFICATIONS

Product Model		MGWH11-22EGPGR(W)				
CE-Pin		2806DN0131			2806DN0131	
Power Consumption	W	45			45	
Rated Voltage	V.AC	220~			220~	
Frequency	Hz	50			50	
Gas Category		I3P(37)	I3B/P(30)		I3+(28-30/37)	
Gas Type		G31	G30	G31	G30	G31
Gas pressure	mbar	37	30		28-30	37
Nominal Heat Input(Q)	kW	22			22	
Nominal Useful Output	kW	19.2			19.2	
Minimum Heat Input	kW	≤9.5			≤9.5	
Minimum Useful Output	kW	7.0			8.2	
Efficiency of energy sources		85%			85%	
Max. water pressure	bar	10			10	
Min. water pressure	bar	0.2			0.2	
Max. water pressure	MPa	1.0			1.0	
Min. water pressure	MPa	0.02			0.02	
Max. water flow(2bar)	L/min	13.0			13.0	
Min. water flow(2bar)	L/min	8.0			8.0	
Gas connection	inch	1/2"			1/2"	
Cold water connection	inch	1/2"			1/2"	
Hot water connection	inch	1/2"			1/2"	
Flue gas pipe diameter(D)	mm	Φ60-100(C12)				
Maximum temperature of exhaustpipe Q Hi**	°C	150				
Max. length of flue pipe	m	4(for C12 )				
Min. length of flue pipe	m	1(for all)			1(for all)	
Max. quantity of elbow	PC	1			1	

Net Dimensions (L×W×H)	mm	663x372x223	663x372x223
Net Weight	kg	12.25	12.25
Gross Dimensions	mm	800x435x280	800x435x280
Gross Weight	kg	13.85	13.85
Diameter of nozzle	mm	Φ0.54	Φ0.82
Quantity of nozzle	unit	24	24
Declare load profile		M	M
Water heating energy efficiency class $\eta$		A	A
Water heating energy efficiency $\eta_{WH}$	%	77.24	77.24
Daily gas consumption (Corrected)	kWh	7.605	7.605
AEC	kWh	24.94	24.94
Annual fuel consumption AFC	GJ	5.74	5.74
NOx	mg/kWh	54.50	38.13
Indoor sound power level LWA	dB	60	60
Operation temperature	°C	35-65	
Protection type		IPX4(C12)	
Type of installation		C12	
Category	Countries		
I3+(28-30/37)	BE,CH, CY, CZ, ES, FR, GB, GR, IE, IT, LT, LU, LV, PT, SK, SI, TR*		
I3B/P(30)	AL, AT*, BE*, BG, CH*, CY, CZ*, DE*, DK, EE, FI, FR, GB*, GR*, HR, HU, IS, IT, LT, LU, MT, NL, NO, PL*, RO, SE, SI, SK, TR		
I3P(37)	AT*, BE, CH, CZ, DE*, ES, FR, GB, GR, HR, HU*, IE, IT, LT, NL, PL*, PT, RO*, SK, SI		
I2H	AT, AL, CH, CZ, BG, DK, GB, EE, FR*, FI, GR, HR, HU*, IS, IE, IT, LV, LT, MK, NO, PT, RO*, SK, SI, ES, SE, TR		
II2H3B/P	AT, CH, CY, CZ, DK, EE, FI, GR, HR, IT, NO, RO, SE, SI, SK, TR, LT		
II2H3P	AT, CH, CZ, ES, FR, GB, GR, HR, IE, IT, PT, RO, SI, SK		
II2H3+	CH, CY, CZ, ES, GB, GR, HR*, HU*, IE, IT, LT, PL*, PT, RO*, SI, SK, TR		

The pipe installed shall be in accordance with the local regulations in force and match the interface size of Midea gas water heater. If you have any questions, please contact Midea customer service.

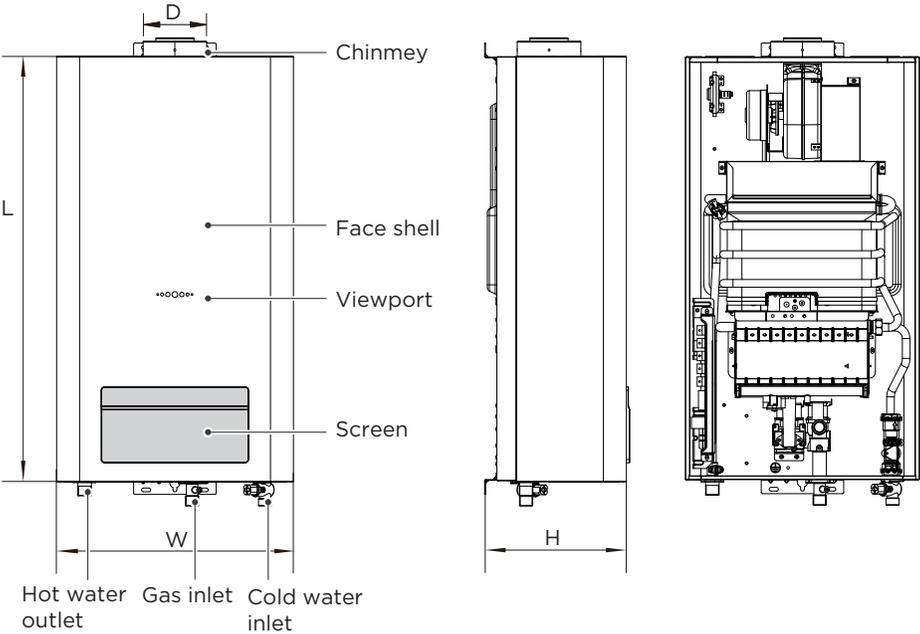
Product Model		MGWH13-26EGPGR(W)					
CE-Pin		2806DN0131				2806DN0131	
Power Consumption	W	45				45	
Rated Voltage	V.AC	220~				220~	
Frequency	Hz	50				50	
Gas Category		I3P(37)	I3B/P(30)		I3+(28-30/37)		I2H
Gas Type		G31	G30	G31	G30	G31	G20
Gas pressure	mbar	37	30		28-30	37	20
Nominal Heat Input(Q)	kW	26				26	
Nominal Useful Output	kW	23.1				22.2	
Minimum Heat Input	kW	≤11.5				≤11.5	
Minimum Useful Output	kW	9.4				9.4	
Efficiency of energy sources		85.9%				85.9%	
Max. water pressure	bar	10				10	
Min. water pressure	bar	0.2				0.2	
Max. water pressure	MPa	1.0				1.0	
Min. water pressure	MPa	0.02				0.02	
Max. water flow(2bar)	L/min	13.0				13.0	
Min. water flow(2bar)	L/min	8.0				8.0	
Gas connection	inch	1/2"				1/2"	
Cold water connection	inch	1/2"				1/2"	
Hot water connection	inch	1/2"				1/2"	
Flue gas pipe diameter(D)	mm	Φ60-100(C12)					
Maximum temperature of exhaustpipe Q Hi**	°C	150					
Max. length of flue pipe	m	4(for C12)					
Min. length of flue pipe	m	1(for all)				1(for all)	
Max. quantity of elbow	PC	1				1	

Net Dimensions (L×W×H)	mm	663x372x223	663x372x223
Net Weight	kg	13.0	13.0
Gross Dimensions	mm	800x435x280	800x435x280
Gross Weight	kg	14.6	14.6
Diameter of nozzle	mm	Φ0.54	Φ0.80
Quantity of nozzle	unit	30	30
Declare load profile		XL	XL
Water heating energy efficiency class $\eta$		A	A
Water heating energy efficiency $\eta$ WH	%	81.66	81.66
Daily gas consumption (Corrected)	kWh	21.806	21.806
AEC	kWh	27.39	27.39
Annual fuel consumption AFC	GJ	18.16	18.16
NOx	mg/ kWh	46.57	23.75
Indoor sound power level LWA	dB	60	60
Operation temperature	°C	35-65	
Protection type		IPX4(C12)	
Type of installation		C12	
Category	Countries		
I3+(28-30/37)	BE,CH, CY, ES, FR, GB, GR, IE, IT, LT, LU, LV, PT, SK, SI, TR*		
I3B/P(30)	AL, AT*, BE*, BG, CH*, CY, CZ*, DE*, DK, EE, FI, FR, GB*, GR*, HR, HU, IS, IT, LT, LU, MT, NL, NO, PL*, RO, SE, SI, SK, TR		
I3P(37)	AT*, BE, CH, CZ, DE*, ES, FR, GB, GR, HR, HU*, IE, IT, LT, NL, PL*, PT, RO*, SK, SI		
I2H	AT, AL, CH, CZ, BG, DK, GB, EE, FR*, FI, GR, HR, HU*, IS, IE, IT, LV, LT, MK, NO, PT, RO*, SK, SI, ES, SE, TR		
II2H3B/P	AT, CH, CY, CZ, DK, EE, FI, GR, HR, IT, NO, RO, SE, SI, SK, TR, LT		
II2H3P	AT, CH, CZ, ES, FR, GB, GR, HR, IE, IT, PT, RO, SI, SK		
II2H3+	CH, CY, CZ, ES, GB, GR, HR*, HU*, IE, IT, LT, PL*, PT, RO*, SI, SK, TR		

The pipe installed shall be in accordance with the local regulations in force and match the interface size of Midea gas water heater. If you have any questions, please contact Midea customer service.

# PRODUCT OVERVIEW

## Product



## Accessories

Intake connector x1



Cross pan head tapping screws x2



Crosshead self-tapping screws x2



Rubber Seal x1



Rubber stopper x2



User manual x1



Expansion screw x1



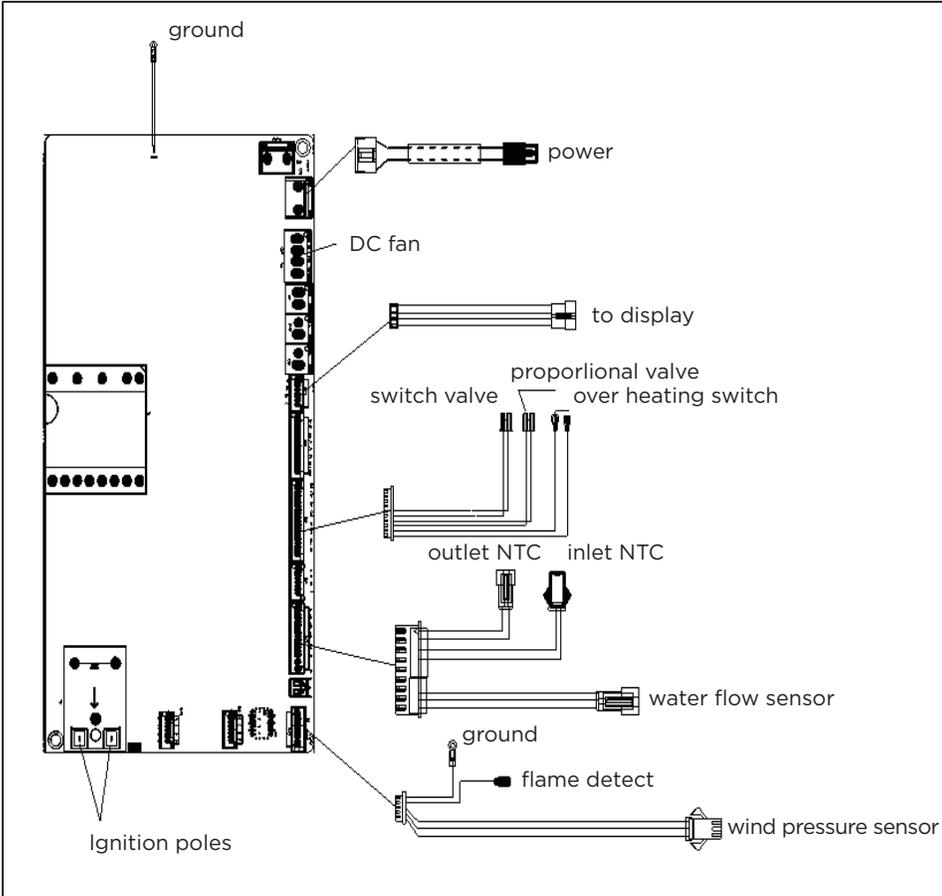
Phillips head flange screws x4



Warranty card x1



# Internal wire diagram



# QUICK START GUIDE

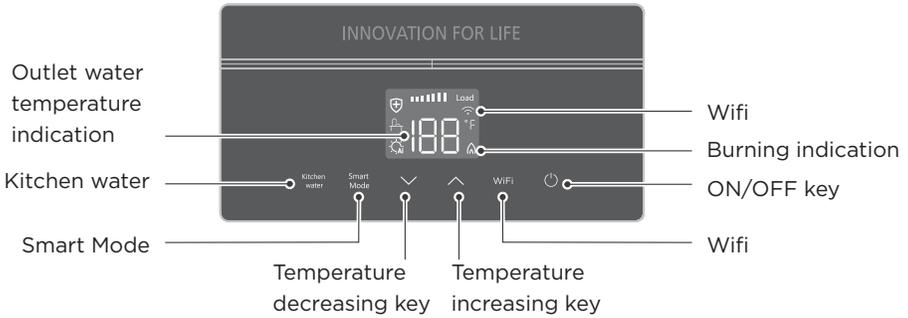
## Before first use

### **⚠ CAUTION**

Before first using, a trial running should be carried out by authorized professionals. Before using, please make sure the gas water heater is installed properly.

## Trial running and quick start

1. Insert the power supply plug and switch on the power.
2. Turn on the gas switch.
3. Open the water inlet valve before ignition
4. Turn on the hot water faucet. Observe the flame from the screen.
5. Turn off the hot water faucet



# PRODUCT INSTALLATION

## Notices for professional installers

- The instruction for operation and installation is absolutely necessary part of the heater and is provided along with the heater. Please read the documents to guarantee that you have comprehended all the data for an installation, operation and safe service.
- All specific adjustments and inspection for the heater must be provided with the documents which entail the company seal and signature of the installer.
- The heater can be only installed onto the wall of a room without frosts.
- The installation can only be operated by qualified personnel with reference to the instruction and additional documents provided by the manufacturer. Attention should be paid to the relevant prescriptions and norms as well as additional local regulations.
- The heater can only be put into use under the appropriate environmental condition.
- Debugging and the inspection for the quality of gas along with energy efficiency of the heater should be under the charge of qualified professional installers.
- As for user installation, specified adjustments should be done only within the chapter "PRODUCT INSTALLATION" peration Manual.
- During construction, the heater must be carefully protected from dirt and other pollution.
- The heater is only apt for the home water heating, and it should be connected to a home water system corresponding to the technical requirements of the heater.
- The heater can only be installed for the anticipated operation stated by manufacturer.
- Do not leave the packing materials (cardboards, nails, bolts, plastic plate and other similar materials) within reach of children.
- All maintenance and repair can only be operated by authorized professionals.
- If necessary, please cut off the power supply before initiating cleaning and maintenance.
- Neither the seals nor stamps can be destroyed.
- If it is necessary for definitive rupturing operation, please cut off all the connections respectively (electrical power, hydraulic power, gas feeding, exhaust pipe) and make sure all of them are disconnected. The heater and its components must be treated according to the locally effective prescriptions.
- The manufacturer would not take responsibility for any damage caused by incorrect installation or use, or by violation of the corresponding prescriptions. Neither would the quality guarantee be offered.

## Notices for the users

- Please read the user instructions before starting the device
- Manual for installation and maintenance should be well kept. If replacing the heater, please provide this manual to its successor. For maintenance service, please give this manual to professional serviceman for reference.
- Maintenance, electric installation and inspection should be operated by professionals.
- In case of failure, please disconnect the power supply of the heater immediately and make contact with its installer. Private treatment to the failure is not allowed.
- Neither the seals nor stamps can be destroyed.

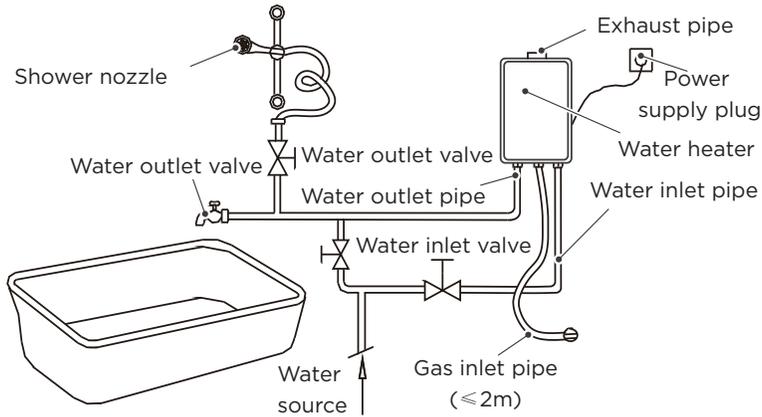
- Improper handling or manipulation may cause accidents.
- No touches on hot parts of the heater such as all the tubes and exhaust pipe. Any contact with hot parts can cause burn. Children and laymen must keep remote from the heater during its operation.
- For long-term nonuse of the heater, please close the valve . If necessary, please disconnect power supply of the heater.
- Any leakage from the heater to be found can be caused by parts failure or deficient installation. Please make contact with its installer.
- For regular operation of the heater, don't close intakes on the door and wall. No exposure of the heater in a steamy and greasy environment such as place with a hearth.
- No objects on the water heater.
- Operation of the heater by children or laymen is not allowable, neither is improper operation.
- No blocking or obstruction at the entrance of the heater.

## Installation caution

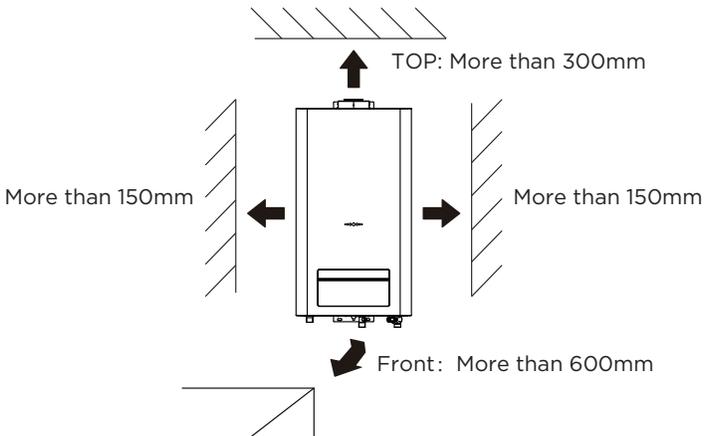
- Since this machine adopts compulsory air inlet and exhaust, it is permissible to be installed in the bathroom, however, the exit of exhaust system must be extended outdoors, and the distance between the end of outdoor exhaust pipe and adjacent or other articles must be larger than 600mm.
- This machine is not allowed to be installed outdoors to prevent damage of the heater caused by freezing of water , and can only be installed in rooms that meet appropriate ventilation requirements.
- A water inlet valve shall be installed at the water inlet pipe of the unit, so that the water supply can be switched off in repair.
- The mounting position of the unit shall be made of a nonflammable material. If it is made of an inflammable or flame resistant material, a heatproof plate shall be used for heat insulation, whose distance from the wall shall be greater than 10mm.
- The lower edge of the unit shall be about 1.5m above the ground, so that its combustion can be easily observed and its temperature adjusted.
- A LPG user shall select a suitable, high-quality gas relief valve, whose specification shall not be less than 1.5m /h to guarantee the gas pressure and flow input into the unit.
- Natural gas users shall use a hard metal pipe with the same diameter as the gas inlet of the unit to reduce gas closure and pressure loss.
- There should be no inflammable or explosive material around the unit and the fume exhaust port, e.g., kerosene, gasoline, alcohol, paints, paper, clothes, etc.
- Do not point the exhaust port directly to a nearby window when install the unit.
- The unit shall not be installed where there is corrosive gas or article, and there should be no exposed wire, electric appliance or gas pipe above it, or any gas range or baking oven below it. users, the unit will be equipped with no line controller.
- Receptacle shall be installed on the left or right side of the unit and must be grounded reliably.

## Installation order

- ⚠ The operation of the installation can only be carried out by authorized professionals.
- ⚠ Please pay attention to the special requirements for installation made by the local country.
- ⚠ Please pay attention to the related regulations on the bonding pressure of gas and gas types on the nameplate of the heater.
- ⚠ Before connecting the gas pipe and water pipe to the heater, please pay attention to the cleanout of these pipes to remove impurities and other pollutants.



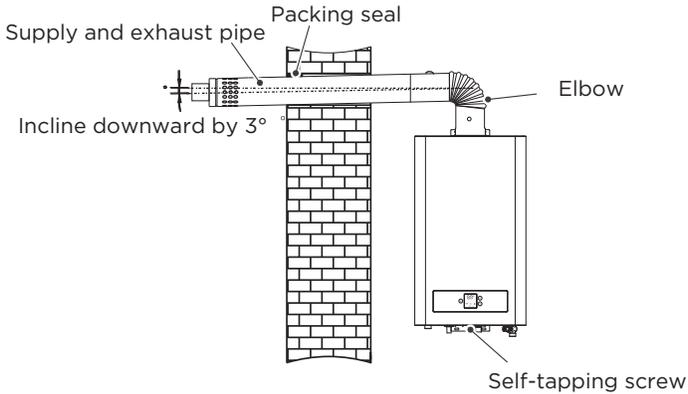
Mount the unit upright without inclination according to the dimension show in the following illustration



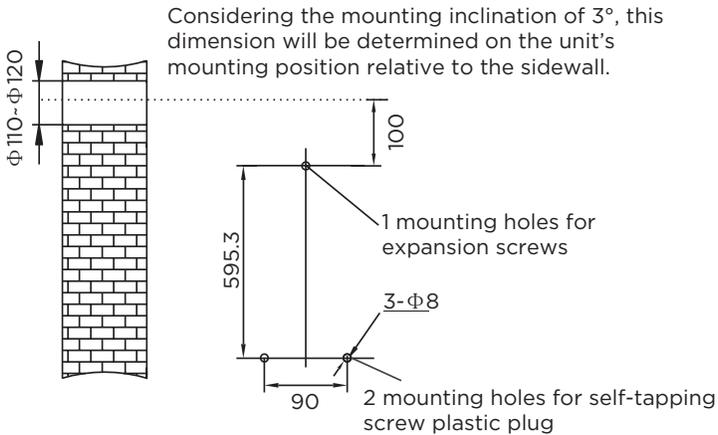
## Installation of the gas water heater and exhaust pipe

- Type of installation C12 (The heater should be equipped with an exhaust pipe or a chimney. Please pay attention to the specific regulations for installation required by the local country, Contact the manufacturer for guidance of other type of pipe)

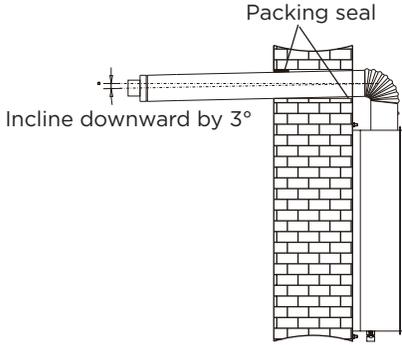
a. Installation mode of topside exhaust.



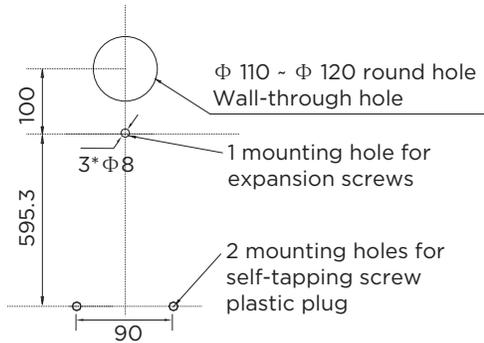
As show in the figure below, tap in expansion screws for fixation, hang the unit vertically and screw it down with nuts, insert plastic plugs below it and screw down self-tapping screws.



b. Installation mode of top rear exhaust.



As show in the figure below, tap in expansion screws for fixation, hang the unit vertically and screw it down with nuts, insert plastic plugs below it and screw down self-tapping screws.



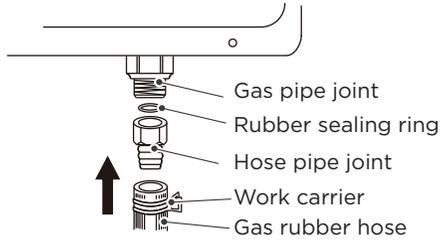
## Installation of gas pipe

a. Caution

- Be sure to select a special gas rubber hose or a suitable rigid tube and a gas relief valve.
- Select the pipe size according to Table 1.
- The length of the rubber hose shall not exceed 2 meters.
- The rubber hose must be connected to the red line position of the gas inlet joint and secured with a clamp.
- After installation, check the unit with suds for gas leak.

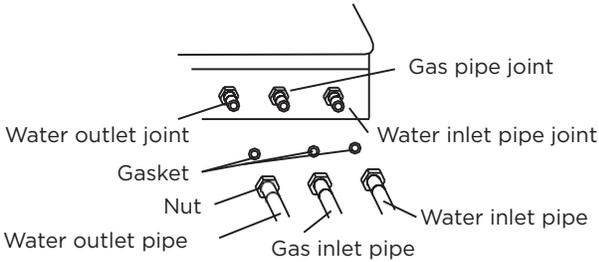
b. Connect the unit to the gas joint with G1/2 pipe thread.

When LPG is used, connect the attached gas inlet hose joint to the gas supply pipe joint of the unit (be sure to mount a rubber sealing ring), then connect it with an  $\Phi 9.5\text{mm}$  special gas rubber hose. Insert one end into the hose joint of the unit's gas inlet until the hose is fitted over the red groove of the joint, and hold it with a clip.

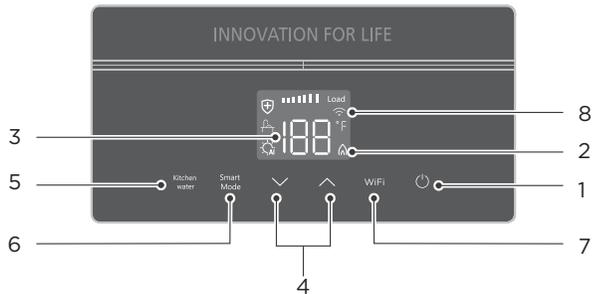
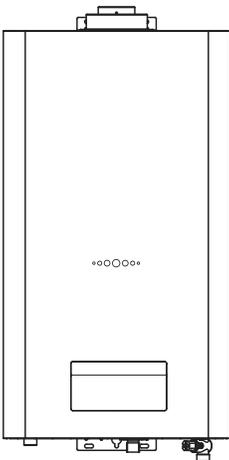


## Installation of water inlet and outlet pipes

Connect the water inlet and outlet pipes and tap water pipe of the unit with an  $\Phi 10\text{mm}$  metal hose, or with a water pipe with an inner diameter of greater than 15mm.



# OPERATION INSTRUCTIONS



	Description										
No.1	<p><b>Power</b> Press the power button and the gas water heater will stand by,it will work when the water is turned on.Press the button again ,turn off the power when you don't need hot water,then machine will not work(no flame) when you open the hot water faucet.</p>										
No.2	<p><b>Ignition</b> The heat will be lit automatically in stand by condition as you turn on the water faucet. If no flame is generated after ignition, the screen will report error code. Keep eyes away from the flame indicator window at a minimum safety distance of 300mm during ignition, the fire signal will also show on the screen. Note : If the heater is not in operation for a long period, air may enter the gas system. In such case, please repeat the ignition procedures above for several times.</p>										
No.3	<p><b>Temperature screen</b> The screen will show the temperature you set,the temperature of hot water will change to the temperature you ordered.(Default temperature is 42°C)</p>										
No.4	<p><b>Temperature setting button</b> Press the <math>\wedge/\vee</math> key to set the hot water outlet temperature which is shown on the screen. The preset range of the water outlet temperature is 35°C-65°C</p>										
No.5	<p><b>Kitchen water mode</b> Preset mode,the outlet hot water will change into 38°C in this mode. Press the button again or change setting button to exit mode</p>										
No.6	<p><b>Smart mode</b> Preset mode,the outlet hot water will change into recommended temperature automatically according to the Inlet water temperature.Press the button again or change setting button to exit mode</p> <table border="1" data-bbox="168 783 773 975"> <thead> <tr> <th>Inlet water Temperature°C</th> <th>Setting Temperature°C</th> </tr> </thead> <tbody> <tr> <td><math>\geq 28</math></td> <td>40</td> </tr> <tr> <td>22-27</td> <td>42</td> </tr> <tr> <td>16-21</td> <td>44</td> </tr> <tr> <td><math>\leq 15</math></td> <td>46</td> </tr> </tbody> </table>	Inlet water Temperature°C	Setting Temperature°C	$\geq 28$	40	22-27	42	16-21	44	$\leq 15$	46
Inlet water Temperature°C	Setting Temperature°C										
$\geq 28$	40										
22-27	42										
16-21	44										
$\leq 15$	46										
No.7	<p><b>WIFI CONNECTING</b> Press the wifi button on the screen for 3seconds and the gas water heater will wait for wifi connecting , wifi icon on the screen will flickering during waiting.</p>										
No.8	<p><b>Drain valve(Anti-frozen drainage)</b> If you don't use the heater for a long period, cut off the power by pressing the power button and pull out the power supply plug.Close the water inlet and open the drain valve to empty out the water inside ,then put the drain valve back.Maintain the above condition until the next operation after drainage</p>										

## Cautions for anti-frozen of the unit

- Neither the electric heating antifreeze method nor the antifreeze drainage method can prevent freezing of the pipes and valves. All pipelines and valves from the cold water inlet to the hot water outlet shall be wrapped with heat insulation materials to prevent freezing.
- When freezing has occurred,be sure to thaw it. Make sure there is no water leakage and the unit is running properly before use.

# APP SETUP AND OPERATION

## Install application

1. Ensure the mobile phone is connected to your home network.
2. Scan the QR code or search for the MSmartHome application from the Google Play Store or Apple App Store on a smart device.



## Register and log in

Open the MSmartHome app, and create a new account to start (you can also register through a third-party account). If you already had an existing account, use the account to log in.



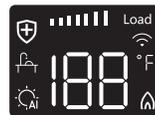
## Connect your devices to MSmartHome

1. Ensure the mobile phone is Connect your device to wireless network.
2. Please power on your devices.
3. Open MSmartHome app on your phone.
4. If a message of "smart appliances discovered nearby" appears, click to add.
5. If no message appears, select "+" on the page and select your device in the list of nearby devices available. If your device is not listed, please add your device manually by the device category and device model.
6. Connect your device to wireless network according to the instructions on app, if the connection fails, please follow the instructions provided by the app to continue with the operation.



## Start the remote control

Rotate the knob randomly to indicate one of the programs, and press  continuously until the app control icon light up in the knob display, which means it has entered the remote control state and you can start to control remotely.



## Wireless Network Signal Light

Slowly flashing	<ul style="list-style-type: none"><li>• Waiting for connectiona</li></ul>
Quickly flashing	<ul style="list-style-type: none"><li>• Connecting</li></ul>
Quickly flashing solid	<ul style="list-style-type: none"><li>• Connected to your wireless router</li></ul>

### NOTE

1. Make sure your devices are powered on.
2. Keep your mobile phone close enough to your device when you are connecting network to your device.
3. Connect your mobile phone to the wireless network at home, and make sure you know the password of the home wireless network.
4. Check if your router supports WLAN 2.4Ghz band and turn it on. If you are not sure whether the router supports WLAN 2.4Ghz band, please contact the router manufacturer.
5. The device cannot connect to the wireless network that requires authentication, and it usually appears in public area such as hotels, restaurants, etc. Please connect to a wireless network that does not require authentication.
6. It is recommended to use a wireless network name that only contains letters and numbers. If your wireless network name contains special characters, please modify it in the router.
7. Turn off the WLAN function of your mobile phone when connecting network to your devices.
8. In the case that your device connected to WLAN before but it needs to reconnect, please click "+" on app Home page, and add your device again by the device category and model according to the instructions on app.

## Turn off the WLAN function

1. Press [ WiFi. ] 3 seconds to turn off the WLAN function.

## Turn on the WLAN function

1. Press [ WiFi. ] 3 seconds to turn on the WLAN function.

## Reset the WLAN configuration

1. Press WLAN function 3 seconds to turn on the WLAN function and re-enter the network configuration process.
2. "AP" will be displayed on the knob display.
3. Reconnect to the network based on the content of previous page.

## APP function introduction

AP distribution network	<p>Add a device to configure the network:</p> <ol style="list-style-type: none"> <li>1. Android mobile device;</li> <li>2. Click Add Device in the upper right corner of the Mercure homepage;</li> <li>3. Enter the correct wifi password in the home wifi information dialog (if the home wifi has been entered, go directly to step 4);</li> <li>4. Power on the device, turn it on, press and hold the Wi-Fi button for more than three seconds, hear a long beep, and the Wi-Fi light flashes rapidly;</li> <li>5. Select the corresponding device in the device list (the first one is selected by default),then connect it.</li> </ol>
	<p>Add a device to configure the network:</p> <ol style="list-style-type: none"> <li>1. IOS mobile device;</li> <li>2. Click Add Device in the upper right corner of the Mercure homepage;</li> <li>3. Enter the correct wifi password in the home wifi information dialog (if the home wifi has been entered, go directly to step 4);</li> <li>4. Power on the device, turn it on, press and hold the Wi-Fi button for more than three seconds, hear a long beep, and the Wi-Fi light flashes rapidly;</li> <li>5. Select the corresponding device in the device list,then connect it.</li> </ol>
BLE distribution network	<p>Add a device to configure the network:</p> <ol style="list-style-type: none"> <li>1. Android, IOS mobile devices;</li> <li>2. Click Add Device in the upper right corner of the Mercure homepage;</li> <li>3. Enter the correct wifi password in the home wifi information dialog (if the home wifi has been entered, go directly to step 4);</li> <li>4. Scan nearby devices to configure the network.</li> </ol>
on/off	Click to switch the water heater
Setting temperature	Click the temperature plus or minus button (35°C-65°C)
Maximum temperature	Maximum temperature mode on/off
Favorite	Exclusive/exclusive temperature on/off
kitchen water	kitchen water on/off(Set the temperature to 38°C)
Smart Mode	Smart Mode on/off(Click the smart Mode to enter the smart temperature sensor mode and record the current set temperature)
Regular maintenance	maintenance call

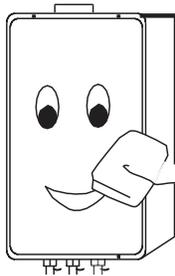
# CLEANING AND MAINTENANCE

## Warning

Take the electrical plug out before clean or maintenance.

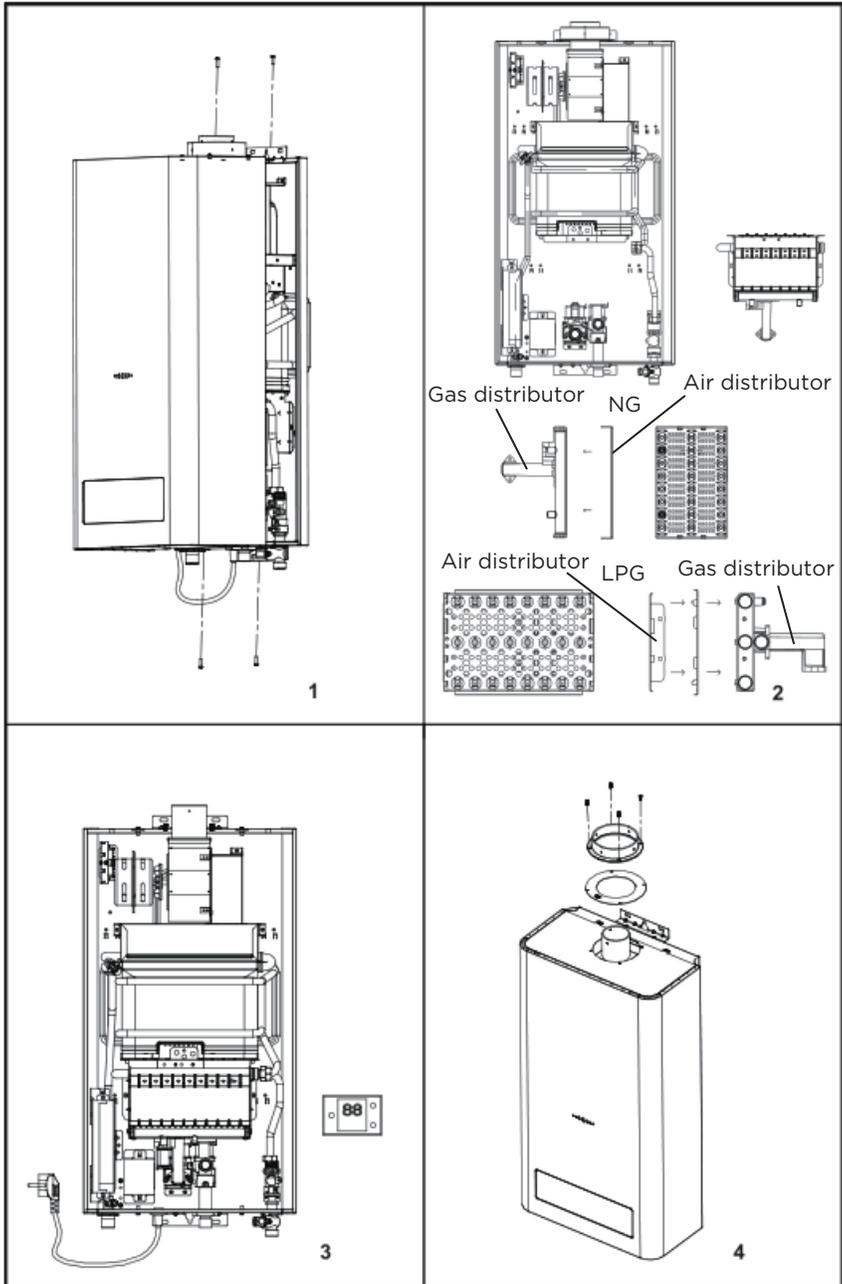
## Cleaning

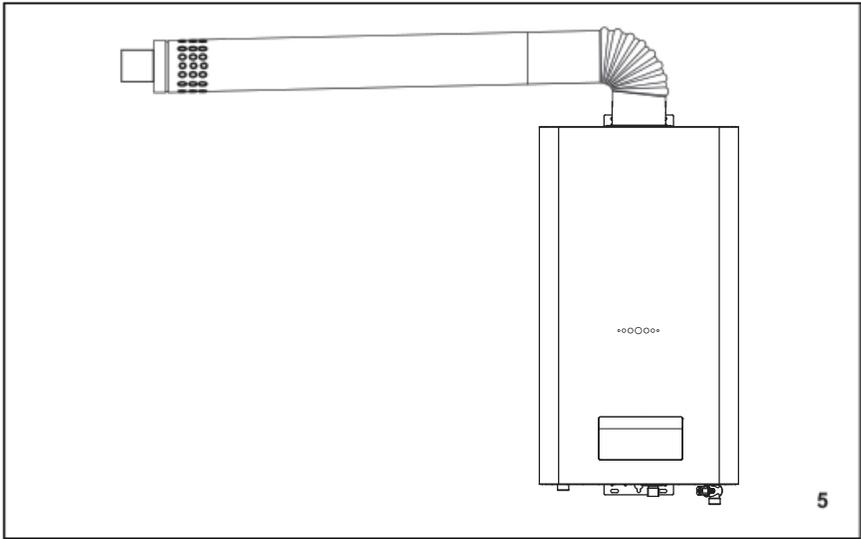
- Check up frequently to see whether the gas supply pipelines (rubber hose) are in good conditions without aging, cracks. Pay attention to periodic replacement of rubber hoses. In order to prevent gas leakage, check the joints of pipelines frequently by using suds to see if there are bubbles given off.
- A water heater must be examined, cleaned after it has been used for a period of time (generally about half a year) to guarantee normal operation of the heater. Observe the flame frequently. When the flame turns to be yellow from blue, accompanied by black fume, the heater must be cleaned.
- Clean the casing of the unit with water and neutral cleaner other than any chemical cleaner or volatile solvent, otherwise the casing will fade and lose luster.
- Clean the filter net at the water inlet of the unit regularly.
- Wipe the casing of the unit with soft and clean cloth often.
- The water heaters must be examined, cleaned periodically by the professional personnel.
- Non-professional personnel can not open the cases of water heaters. Pull out the power plug when opening the case of a water heater. Do not wet the power socket with water in use to ensure safety.



## Maintenance

All the repair and maintenance must be carried out by authorized technicians. The maintenance of the water heater must be fulfilled at least once a year. It is recommended to carry out the maintenance after a period of heating operation. The maintenance and repair must be kept in record. Before cleaning or maintenance and repair, pull out the power plug and turn down the gas switch. Only the original spare parts for maintenance can be used. If the spare parts used for maintenance are not original, the manufacturer does not assume any quality guarantee. The connecting pieces must be new

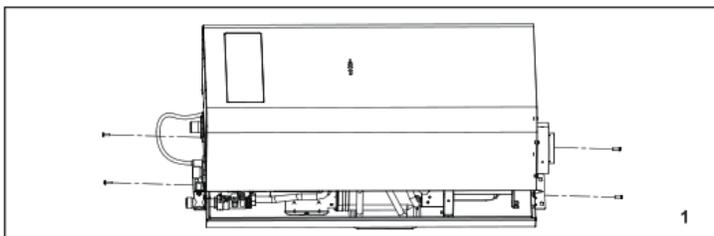


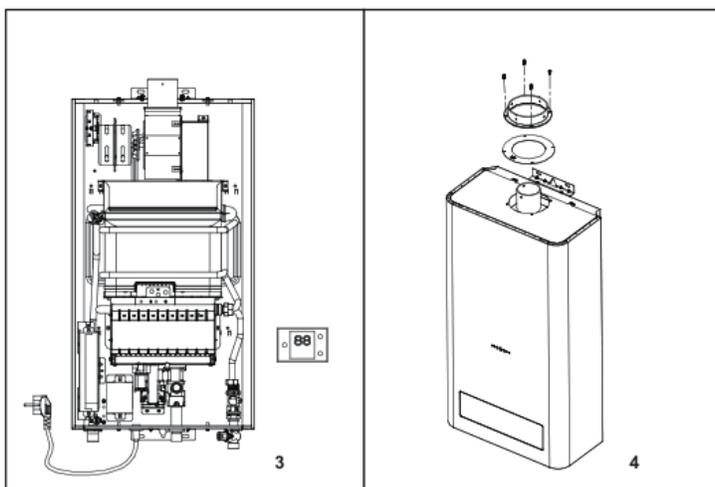
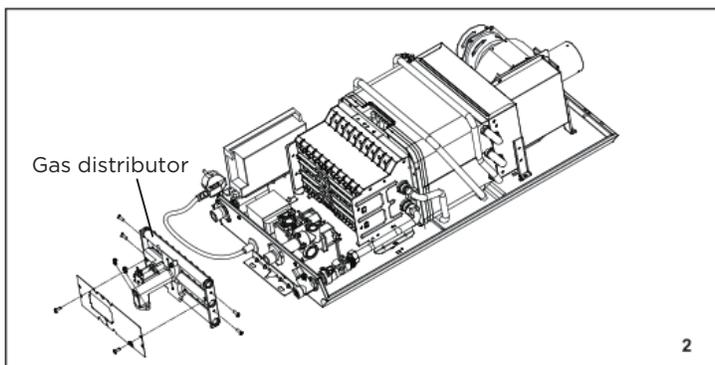


## Installation/Assembly

- Take off the 4 screws as indicated in Picture 1.
- Take off the shell as Picture 1.
- Take off the two screws on the proportional valve and gas distributor as indicated in Picture 2.
- Take off the four screws on the burner and gas distributor as indicated in Picture 2.
- Take off the gas distributor as Picture 2.
- Dismantle the two screws on the gas distributor and air distributor as in Picture 2.
- Replace the gas distributor as in Picture 2.
- Replace the air distributor as in Picture 2.
- Install the air distributor as in Picture 2.
- Install the upper part of the gas distributor. Picture 3.
- Fix the flue pipe with chimney, and then adjust the parameters. Picture 3.
- Put on the shell. Picture 4.
- FA /5E parameter adjustment. Picture 5.

MGWH13-26EGPGR(W)





## Installation/Assembly

- Take off the 4 screws as indicated in Picture 1.
- Take off the shell as Picture 1.
- Take off the two screws on the proportional valve and gas distributor as indicated in Picture 2.
- Take off the four screws on the burner and gas distributor as indicated in Picture 2.
- Take off the gas distributor as Picture 2.
- Replace the gas distributor as in Picture 2.
- Install the gas distributor. Picture 3.
- Put on the shell. Picture 4.
- FA /5E parameter adjustment. Picture 5.

# TROUBLESHOOTING

## Warning

When there are any abnormal phenomena found, such as gas leakage, abnormal burning (backfire, deflaming, yellow flame or black fume, etc.), abnormal odors or sounds, etc., or other emergencies happened, close the gas valve immediately, and contact with the maintenance department or the gas company for disposal

Advanced error code display for more convenient operation and maintenance. Error codes:

Error codes	Description	Treatment
E5	Fan failure	Contact Midea for after-sales treatment. The system need to reset by manual to eliminate error codes.
E0	Outlet temperature sensor error	Check whether the outlet water temperature sensor is damaged. If so, replace the part and system can recover by itself.
F3	Water flow over the maximum value	When water flow less than 22L/min, system can recover by itself.
C4	Exhaust Blockage	Check whether the exhaust pipe is blocked. Clean up the blockage at the air inlet and exhaust outlet of the pipe. And then system should be reset by manual to eliminate error codes.
C2	Air Pressure Sensor Wrong Connection	Check whether the connection of the air pressure sensor is normal. System can recover by itself after normal connection.
C3	APS doesn't have pressure	Contact after-sales personnel to check whether the air pressure sensor is normal. System can recover by manual to eliminate error codes.
E4	Over-temperature protection	System can recover by manual to eliminate error codes.
F2	Inlet temperature sensor defective	Check whether the inlet water temperature sensor is damaged. If so, replace the part and system can recover by itself.
E3	Thermostat error	System can recover by manual to eliminate error codes.
C0	Ignition failure	Check whether there is gas in the gas pipe, or contact the after-sales department to check whether the ignition needle is damaged .The system need to reset by manual to eliminate error codes.
E6	Gas valve connection error	Contact the after-sales service personnel to check whether the connecting wire of the valve is wrongly connected. The system need to reset by manual to eliminate error codes.

E2	Wrong flame signal	Contact after-sales personnel to check whether the flame feedback needle is normal. The system needs to reset by manual to eliminate error codes.
C1	Gas valve leakage	Contact the after-sales service personnel to check the valve for leakage. The system needs to reset by manual to eliminate error codes.
E1	No flame signal	Contact after-sales personnel to check whether the flame feedback needle is normal. The system needs to reset by manual to eliminate error codes.

Manual reset steps:

1. Press and hold (5 seconds) the on/stand-by button.
2. Close and open the hot water tap.

- Please refer to the following table for the following conditions:

Phenomena	Causes	Treatment
Ignition failure	The gas valve is not open	Fully open the gas valve
	Air is mixed in the gas pipe	Restart every 10-20 seconds for several times
	Power is not connected	Turn on electricity
	Improper gas pressure	Ask the maintenance personnel to check the pressure regulating valve
	Insufficient inlet pressure	Ask the maintainer to check the water pressure
	Excessive pressure caused by flue blockage	Ask the maintenance personnel to clean the flue
	machine stoppage	Contact maintenance personnel
No hot water comes out	Flmeout caused by too small water inlet valve	Fully open the water inlet valve
	Insufficient gas	Check gas supply
The water is not hot enough	Excessive water flow	Decrease the water flow
	Gas valve is not open widely enough	Full open the gas valve
	Set temperature too low	Increase the set temperature
The water is too hot	Water flow is too low	Increase the water flow
	Set temperature too high	Decrease the set temperature

- The following phenomena are not faults:

Phenomena	Explain
White smoke from the exhaust port	The outdoor temperature is too low, causing the water vapor in the exhaust to solidify
When the hot water is too small, it turns into cold water	The water inlet is too small, and the machine stopped working
Hot water can't come out in winter	Temperature of inlet water is too low with high water flow has exceed the heating capacity of the machine. Turn down the water flow
Low temperature water can't come out in summer	Temperature of inlet water is too high. Turn up the water flow
Flameout after working for 40mins	The machine will stop automatically after 40 minutes of continuous operation to prevent hypoxia.
Fan will not stop immediately after turn of the water	Fan will work for a while after stop using the machine to cool inside and exhaust gas
Water temperature fluctuation	Water pressure change caused by multiple hot water use points
Water outlet speed is slow	The hot water pipe is too long
Water temperature is higher than set temperature in summer	Water pressure is too low with high inlet temperature may cause minimum temperature is higher than set temperature

If other failures are encountered, stop use of the water heater immediately, and notify the professional maintenance department for repair. The users shall not remove or repair the water heaters without prior permission, otherwise an accident might occur.

## CERTIFICATIONS AND SAFETY APPROVALS

### Declaration of conformity

We hereby confirm that the following customer model names and Midea model names match each other respectively.

Brand	Midea mode	Marketing Model
Midea	JSG22-11VLS	MGWH11-22EGPGR(W)
Midea	JSG26-13VLS	MGWH13-26EGPGR(W)



Certificate No: GB 005500 001

PIN: CE-2806DN0131

Manufacturer: WuHu Midea Kitchen & Bath Appliances Manufacturing Co., Ltd.  
East Road Wanchun, East Area, Economic & Technological Development Area, Wuhu City, Anhui Province, 241000, P.R. China

Midea hereby declares that the appliance with MSmartHome functionality meets the essential requirements and other relevant provisions of the Directive (EU) 2016/426.

Application of Council Directives  
Standards, to which Conformity Is Declared

LVD: EN 60335-2-102:2016

EN 60335-1:2012/A14:2019

EMC: EN IEC 55014-1:2021

EN IEC 61000-3-2:2019+A1:2021

EN 61000-3-3:2013+A1:2019

EN IEC 55014-2:2021

EMC Directive 2014/30/EU

GAR: (EU) 2016/426 Annex III Module B,

EN 26:2015

LVD: 21st Jun, 2022

EMC: 22-January-2022

GAR: 06th Jul. 2022

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All the described functions and instructions were up to date at the time of printing this manual. However, the actual product may vary due to improved functions and designs.

## DISPOSAL AND RECYCLING

### Important instructions for environment

Compliance with the WEEE Directive and Disposing of the Waster Product:  
This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waster electrical and electronic equipment (WEEE).

This symbol indicates that this product shall not be disposed with other household wastes at the end of its service life. Used device must be returned to official collection point for recycling of electrical electronic devices. To find these collection systems please contact to your local authorities or retailer where the product was purchased. Each household performs important role in recovering and recycling of old appliance. Appropriate disposal of used appliance helps prevent potential negative consequences for the environment and human health.



## Compliance with RoHS Directive

The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

## Package information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.



# DATA PROTECTION NOTICE

For the provision of the services agreed with the customer, we agree to comply without restriction with all stipulations of applicable data protection law, in line with agreed countries within which services to the customer will be delivered, as well as, where applicable, the EU General Data Protection Regulation (GDPR).

Generally, our data processing is to fulfil our obligation under contract with you and for product safety reasons, to safeguard your rights in connection with warranty and product registration questions. In some cases, but only if appropriate data protection is ensured, personal data might be transferred to recipients located outside of the European Economic Area.

Further information are provided on request. You can contact our Data Protection Officer via [MideaDPO@midea.com](mailto:MideaDPO@midea.com). To exercise your rights such as right to object your personal data being processed for direct marketing purposes, please contact us via [MideaDPO@midea.com](mailto:MideaDPO@midea.com). To find further information, please follow the QR Code.



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