



# Product Support Information

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## Residential Product Update Notification

19/11/25

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## Product Update Notification:

### Business Unit Relevance:

- Residential Product Group     
  Commercial Product Group     
  Business Support Group  
 Residential LCS Group     
  Commercial LCS Group     
  Partners

### Context:

- This notification serves as a formal reminder to all installers; technicians and engineers of the requirement to verify the tightness of all connections, as per the relevant product manual.
- Particular attention is drawn, during installation; commissioning; servicing and maintenance stages, to verifying the tightness of the electrical connections associated with the immersion heater of Pre-Plumbed DHW Cylinders.
- Ensuring the correct tightness of electrical connections is a fundamental aspect of safe and effective system operation and should be treated as a priority during the installation; commissioning; servicing and maintenance of Pre-Plumbed DHW Cylinders.
- See below table of Pre-Plumbed DHW Cylinders:

SAP Code	Model Code	Description
715343	EHPT15X-UKHLEWS	150L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Small Slimline IOT
715344	EHPT17X-UKHLEWS	170L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Small Slimline IOT
715345	EHPT15X-UKHEWS	150L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Small Standard IoT
715346	EHPT17X-UKHEWS	170L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Small Standard IoT
715347	EHPT21X-UKHEWS	210L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Small Standard IoT
715348	EHPT21X-UKHEWL	210L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Large Standard IoT
715349	EHPT25X-UKHEWL	250L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Large Standard IoT
715351	EHPT30X-UKHEWL	300L R290 / R32 1Ph Mono Pre-Plumbed Cylinder Large Standard IoT
607774	EHPT15X-UKHLDW1S	150L R32 1Ph Mono Pre-Plumbed Cylinder Small Slimline WiFi
607775	EHPT17X-UKHLDW1S	170L R32 1Ph Mono Pre-Plumbed Cylinder Small Slimline WiFi
607776	EHPT15X-UKHDW1S	150L R32 1Ph Mono Pre-Plumbed Cylinder Small Standard WiFi
607778	EHPT17X-UKHDW1S	170L R32 1Ph Mono Pre-Plumbed Cylinder Small Standard WiFi
607779	EHPT21X-UKHDW1S	210L R32 1Ph Mono Pre-Plumbed Cylinder Small Standard WiFi
607780	EHPT21X-UKHDW1L	210L R32 1Ph Mono Pre-Plumbed Cylinder Large Standard WiFi
607781	EHPT21X-UKHDW1L	250L R32 1Ph Mono Pre-Plumbed Cylinder Large Standard WiFi
607782	EHPT30X-UKHDW1L	300L R32 1Ph Mono Pre-Plumbed Cylinder Large Standard WiFi
497982	EHPT15X-UKHLDW	150L R32 1Ph Mono Pre-Plumbed Cylinder Slimline WiFi
497983	EHPT17X-UKHLDW	170L R32 1Ph Mono Pre-Plumbed Cylinder Slimline WiFi
497984	EHPT15X-UKHDW	150L R32 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
497985	EHPT17X-UKHDW	170L R32 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
497986	EHPT21X-UKHDW	210L R32 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
497987	EHPT25X-UKHDW	250L R32 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
497989	EHPT30X-UKHDW	300L R32 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
497991	EHPT21X-UKHSDW	210L R32 1Ph Mono Pre-Plumbed Cylinder Solar WiFi
497992	EHPT25X-UKHSDW	250L R32 1Ph Mono Pre-Plumbed Cylinder Solar WiFi
497993	EHPT30X-UKHSDW	300L R32 1Ph Mono Pre-Plumbed Cylinder Solar WiFi
475652	EHPT15X-UKHLCW3	150L R140a 1Ph Mono Pre-Plumbed Cylinder Slimline WiFi

SAP Code	Model Code	Description
475653	EHPT17X-UKHLCW3	170L R410a 1Ph Mono Pre-Plumbed Cylinder Slimline WiFi
475634	EHPT15X-UKHCW3	150L R410a 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
475635	EHPT17X-UKHCW3	170L R410a 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
475636	EHPT21X-UKHCW3	210L R410a 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
475637	EHPT25X-UKHCW3	250L R410a 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
475638	EHPT30X-UKHCW3	300L R410a 1Ph Mono Pre-Plumbed Cylinder Standard WiFi
475639	EHPT21X-UKHSCW3	210L R410a 1Ph Mono Pre-Plumbed Cylinder Solar WiFi
475640	EHPT25X-UKHSCW3	250L R410a 1Ph Mono Pre-Plumbed Cylinder Solar WiFi
475641	EHP30X-UKHSCW3	300L R410a 1Ph Mono Pre-Plumbed Cylinder Solar WiFi
325100	EHPT15X-UKHLCW2	150L R410a 1Ph Mono Pre-Plumbed Cylinder Slimline
325102	EHPT17X-UKHLCW2	170L R410a 1Ph Mono Pre-Plumbed Cylinder Slimline
325062	EHPT15X-UKHCW2	150L R410a 1Ph Mono Pre-Plumbed Cylinder Standard
325063	EHPT17X-UKHCW2	170L R410a 1Ph Mono Pre-Plumbed Cylinder Standard
325064	EHPT21X-UKHCW2	2100L R410a 1Ph Mono Pre-Plumbed Cylinder Standard
325095	EHPT25X-UKHCW2	250L R410a 1Ph Mono Pre-Plumbed Cylinder Standard
325096	EHPT30X-UKHCW2	300L R410a 1Ph Mono Pre-Plumbed Cylinder Standard
325097	EHPT21X-UKHSCW2	210L R410a 1Ph Mono Pre-Plumbed Cylinder Solar
325098	EHPT25X-UKHSCW2	250L R410a 1Ph Mono Pre-Plumbed Cylinder Solar
325099	EHP30X-UKHSCW2	300L R410a 1Ph Mono Pre-Plumbed Cylinder Solar
281080	EHPT15X-UKHCW	Mono Pre-plumb150L StdCyl
281081	EHPT17X-UKHCW	Mono Pre-plumb170L StdCyl
281082	EHPT21X-UKHCW	Mono Pre-plumb210L StdCyl
281083	EHPT25X-UKHCW	Mono Pre-plumb250L StdCyl
281084	EHPT30X-UKHCW	Mono Pre-plumb300L StdCyl
281095	EHPT21X-UKHSCW	Mono Pre-plumb210L SolCyl
281096	EHPT25X-UKHSCW	Mono Pre-plumb250L SolCyl
281097	EHPT30X-UKHSCW	Mono Pre-plumb300L SolCyl
281098	EHPT15X-UKHLCW	Mono Pre-plumb150L SImCyl
281099	EHPT17X-UKHLCW	Mono Pre-plumb170L SImCyl

Action Required:

- Electrical connections to the immersion heater over-temperature cutout (see Figure 2 for reference) must be assessed to ensure they are secure and correctly installed.
- Visual inspection(s) for signs of wear or irregularities, such as discolouration or deformation, should be conducted (see Figure 1 for reference).



Figure 1: Immersion heater over-temperature cutout, with evidence of discolouration at the live terminal

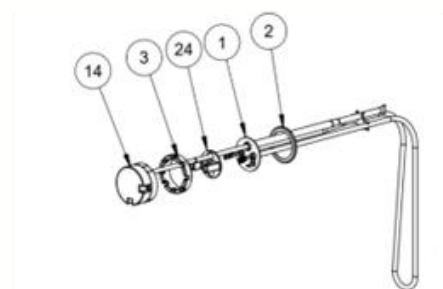


Figure 2: Immersion heater and thermal cutout parts diagram

Fig 2 Labels	Description
1, 2, 24	Immersion Heater (inc. Terminal Shroud & Gasket)
2	Immersion Heater Gasket
3	Immersion Heater Backnut
14	Immersion Heater Over-temperature Cutout

- All electrical connections should be checked to confirm that they are secure, as per the relevant product manual.
- The condition of electrical cables should be checked, as per the relevant product manual.
- If arcing is observed on the Thermal Cutout:
  1. Immediately disable the immersion heater by setting dipswitch SW1-4 to OFF position.
  2. Contact Residential Product Group Technical Helpdesk (contact details below) for further guidance.

Risks:

- Inadequate connections (electrical or otherwise) may reduce performance and/or reliability of the part.
- Please be advised that failure to carry out these checks may result in the invalidation of product warranty.

Enquiries:

- RPG Technical Helpdesk ([residential.helpdesk@meuk.mee.com](mailto:residential.helpdesk@meuk.mee.com) or 0161 866 6089 Option 3).