



USER MANUAL

FIRST SERIES GAS WATER HEATER



Read this manual

Inside you will find many helpful hints on how to use and maintain the appliance properly. A little preventive care on your part can save you time and money over the life of the appliance.

You'll find many answers to common problems in the Troubleshooting Guide. If you review the chart of Troubleshooting Tips first you may not need to call for service.

Retain the manual for future reference.

The images contained in this manual are simplified representations of the product. The images may contain minor, unnoticeable differences compared to the product offered.



Read the safety information

To ensure your safety and the safety of others, we have included important safety warnings throughout this manual.

All safety messages will follow the safety alert symbol and the words: **“CAUTION”, “DANGER”, “WARNING” or “NOTICE”**.

These words mean:



CAUTION - A potentially hazardous situation that may result in minor or moderate injury.



DANGER - An imminently hazardous situation that will result in death or serious injury.



WARNING - A potentially hazardous situation that could result in death or serious injury and/or damage to property.



NOTICE - Attention is called to observe a specified procedure or maintain a specific condition.



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Important Information

Cautions & warnings



DANGER!

LPG has an odorant added to aid in detecting a gas leak. Some people may not physically be able to smell or recognize this odorant. If you are unsure or unfamiliar with the smell of propane or butane gas, ask the gas supplier. Other conditions, such as “odorant fade”, which causes the odorant to diminish in intensity, can also hide or camouflage a gas leak. Always check with commercial leak detector or soapy water.



Caution

- This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space will cause death. Do not use in caravans, tents, marine craft, cars, mobile homes or similar locations.
- This appliance is not intended for the supply of drinking water. This appliance is intended for the supply of heated water, for the purpose of showering, washing and cleaning only.
- Always cover the appliance when not in use, and this appliance could not be exposed to strong wind or rain.



Warning

- Use two shifting spanners when connecting the gas regulator hose to the appliance or damage to the gas valve may occur.
- Check and confirm safe water temperature before using this appliance water from this appliance may be very hot.
- This appliance is not suitable to operate under frost surrounding or ambient temperature at 32°F or below. It's recommended to operate the appliances above 32°F to 77°F.



DANGER

Install and properly vent the appliance. Failure to properly install the appliance in this instruction manual can result in unsafe operation of the appliance. To avoid the risk of fire, explosion, or asphyxiation from carbon monoxide, never operate this appliance unless it is installed properly and has an adequate air supply for proper operation. Be sure to inspect the flue terminal for proper installation at initial start-up, and at least annually thereafter.



Safety & care advice

This appliance shall only be used in an open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion can rapidly be dispersed by wind and natural convection.

- For outdoor use only.
- The appliance may be installed in a partially protected place.
- Any modification of the appliance, misuse, or failure to follow the instructions may be dangerous and will invalidate your warranty. This does not affect your statutory rights.
- Do not leave unattended when the appliance is operating.
- Do not use this appliance if it has damaged or worn seals.
- Do not use this appliance if it is leaking, damaged or does not operate properly.
- Do not operate from a non-upright position. This appliance must be fixed in an upright position against a non-combustible flat vertical surface.
- Do not store flammable materials near the appliance.
- Check the gas type before you connect it to the appliance, improper gas will cause serious danger.
- For use with propane cylinder only. A suitable regulator must be used for propane or butane.
- Turn off the gas supply at the gas cylinder after use.
- Gas cylinder shall be changed in a well-ventilated location, preferably outside away from people and any sources of ignition, such as naked flame, pilot flames, electric heaters or similar equipment.
- Should overheating occur or the gas supply fails to shut-off, turn off the gas supply at the gas cylinder.
- Leak test the appliance annually. Check the hose connections are tight and leak test them each time you reconnect the gas cylinder.
- If there is a leak on your appliance (or smell of gas), immediately turn off the gas cylinder valve, remove the appliance to a well-ventilated location away from any ignition sources. Check for leaks by using soapy water. Do not try to detect leaks using a flame.
- This appliance is not to be used in wind speeds above 10kPh. The appliance will extinguish at used in wind speed above 10kPh. This feature is governed by the safety feature fitted to the appliance. A natural surround features to protect it from direct winds.
- This appliance will be hot during and after use. Never move it during operation. At least wait for about 10 minutes after extinguished the flame before moving it.

- 
- Accessible parts may be very hot. Keep young children away.
 - The exhaust gas and top of the appliance is hot! Do not place hands or any other object near the top of the appliance.
 - Always cover the appliance when not in use.
 - This appliance is to be stored in a dry and well ventilated location free from direct sunlight heat and ignition sources.
 - The installation, adjustment, check and maintenance jobs must only be carried out by a qualified installer.
 - All the parts sealed by the manufacturer or his agent shall not be manipulated by the user.
 - The appliance must be installed in accordance with any national situation in force in the country of use.

Things to do in an abnormal or emergent situation

- Shut-off both of the water control knob and gas control knob.
- Do not use shower head.
- To prevent accidents like fires, smoke, etc., the gas source, water source must all be cut off immediately in case any abnormality (like a fuming or smelling air inlet/ flue gas outlet pipe, etc.) is discovered, and an authorized servicer must also be contacted.
- Do not use this appliance for any purposes except for producing hot water.

Fire prevention around the appliance

Keep this appliance away from all combustible materials.

Minimum clearances: Rear-3.28 feet, Side-3.28 feet, Top-3.28 feet.

In order to prevent fire or explosive, no inflammable, explosive and corrosive substances could be placed around the appliance (Such as newspaper, wood, kerosene).

No dismantling the appliance

To avoid accidents, never dismantle the appliance without authorization.

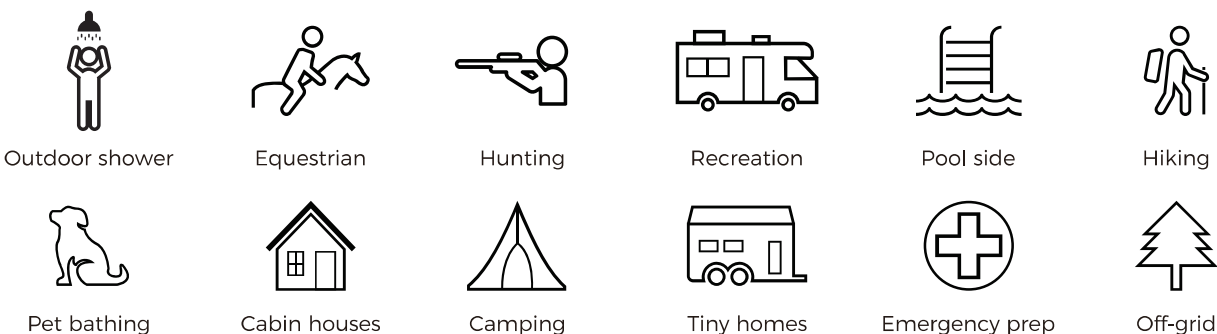
Using auxiliary products

When using the appliance in low water pressure area, do not use shower head avoid scalding.

Function & features

- Ignition by "D" cell battery, no electric power needs.
- Pulse igniter, perfect rate of ignition.
- Water controlled automatic ignition: applicable water pressure between 3.6-110 PSI opens the ignition circuit for easy and convenient operation.
- When water pressure is over 110 PSI, the appliance will automatically relieve the excessive pressure to avoid damage to its internal components.
- Automatic cut off protection: the auto cut-off protection will shut the gas supply off immediately in the event of flameout to reduce the risk of gas leakage.
- Should over-heating occur for accident, the gas supply will be immediately and automatically cut-off.
- Anti-dry combustion protection: the appliance will shut off the gas supply in the event water stops flowing through the appliance.
- Removable drain plug to avoid water pipe and regulator damage caused by freezing water. Please do not adjust the screw inside on the drain plug, remove the plug as whole unit.

Outdoor recreational uses



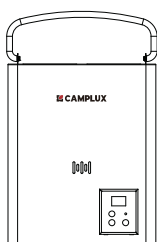
In The Box

1. Check box for damage. Damages caused in shipment must be reported immediately.
2. Make sure you have all the parts as shown on the charts.

Please note: Included parts and accessories may vary depending on country and regulations.



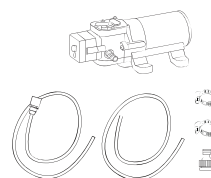
Gas water heater



Thermostatic water heater



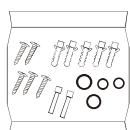
Gas regulator with 5 feet hose



Plumbing kits for F5 Pro



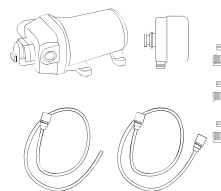
22 feet cigarette lighter cable



Hardware pack



Shower head with 5 feet hose



Plumbing kits for F10 Pro



3.28 feet alligator clip cable

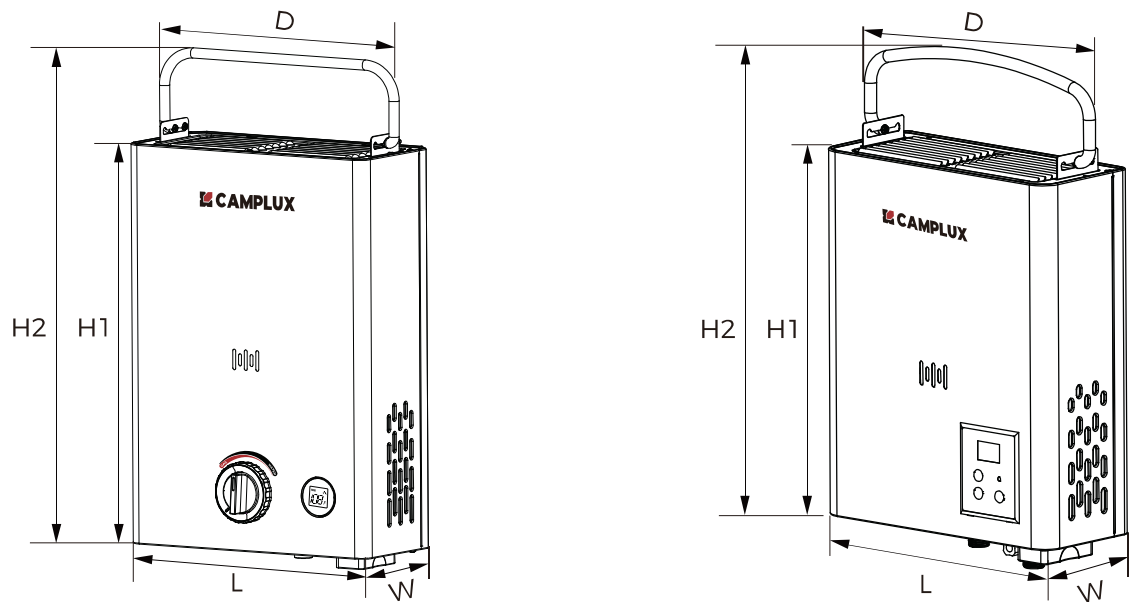
Series	F5	F5 Pro	F5 Ultra	F10	F10 Pro	F10 Ultra
Water flow rate	1.32 GPM	1.32 GPM	1.32 GPM	2.64 GPM	2.64 GPM	2.64 GPM
Basic accessories						
Gas water heater	●	●	—	●	●	—
Thermostatic water heater	—	—	●	—	—	●
Gas regulator with 5 feet hose	●	●	●	●	●	●
Shower head with 5 feet hose	●	●	●	●	●	●
Hardware pack	●	●	●	●	●	●
Off-grid plumbing kits						
1.2 GPM water pump	—	●	—	—	—	—
3.3 GPM water pump	—	—	—	—	●	—
Twist-on water strainer filter	—	—	—	—	●	—
6.6 feet water hose x2	—	●	—	—	●	—
22 feet cigarette lighter cable	—	●	—	—	●	—
3.28 feet alligator clip cable	—	●	—	—	●	—

Included “●”

Not included “—”

Product Information

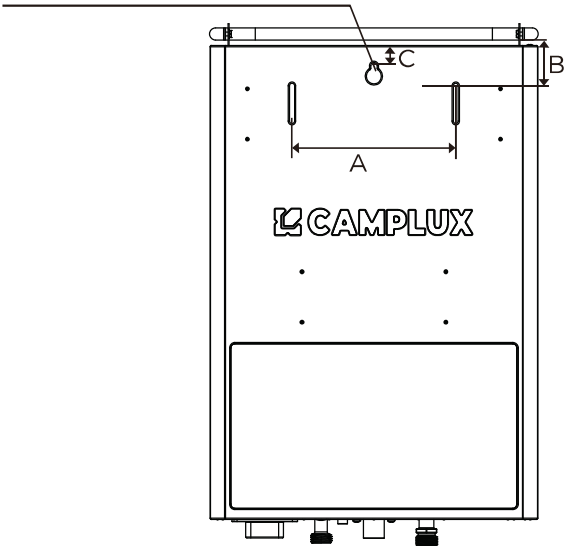
Product dimensions



Dimension (inch)	L	W	H1	H2
F5 / F5 Ultra	11.81	5.31	6.69	18.78
F10 / F10 Ultra	12.99	5.91	18.5	22.74

Installation dimension drawing

Fixing hole(Up)

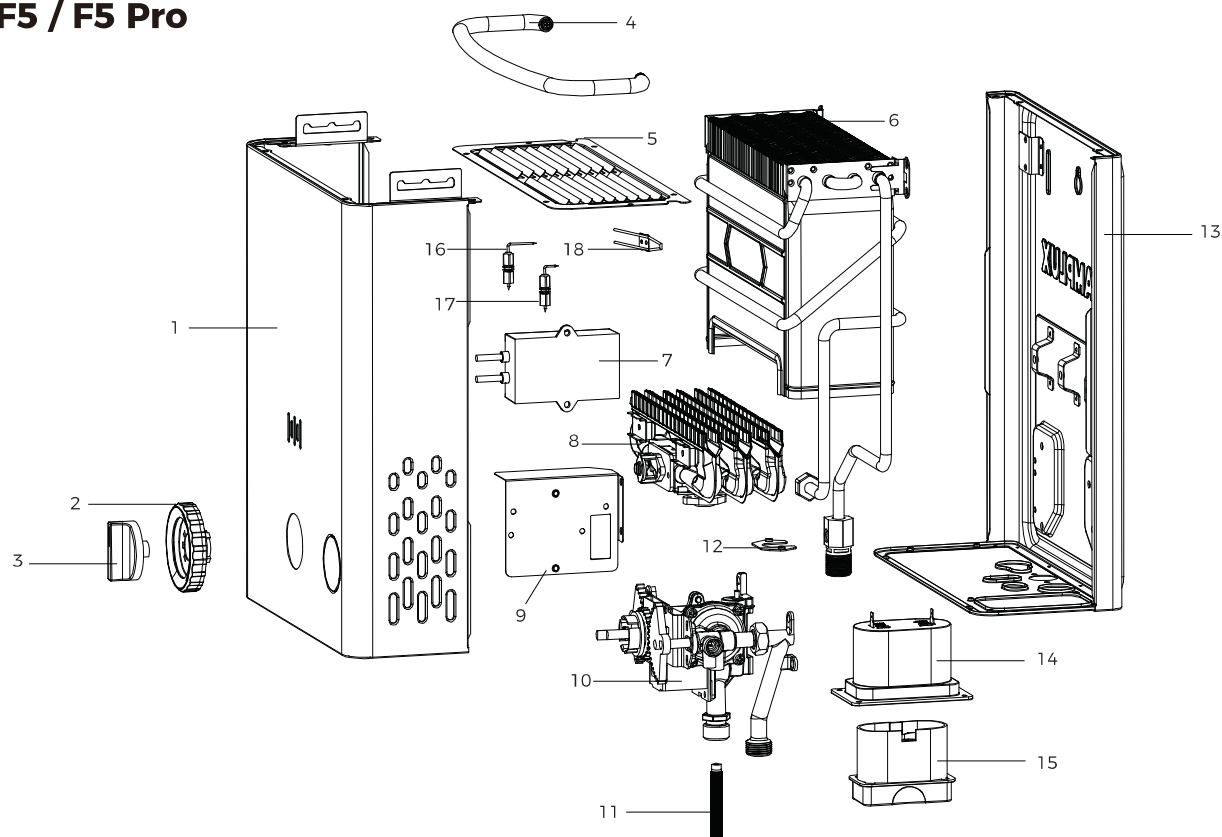


Dimension (inch)	A	B	C
F5 / F5 Ultra	6.5	1.77	1.57
F10 / F10 Ultra	6.5	1.89	0.79

Construction & components

For parts replacement, please find below for obtaining replacement parts.

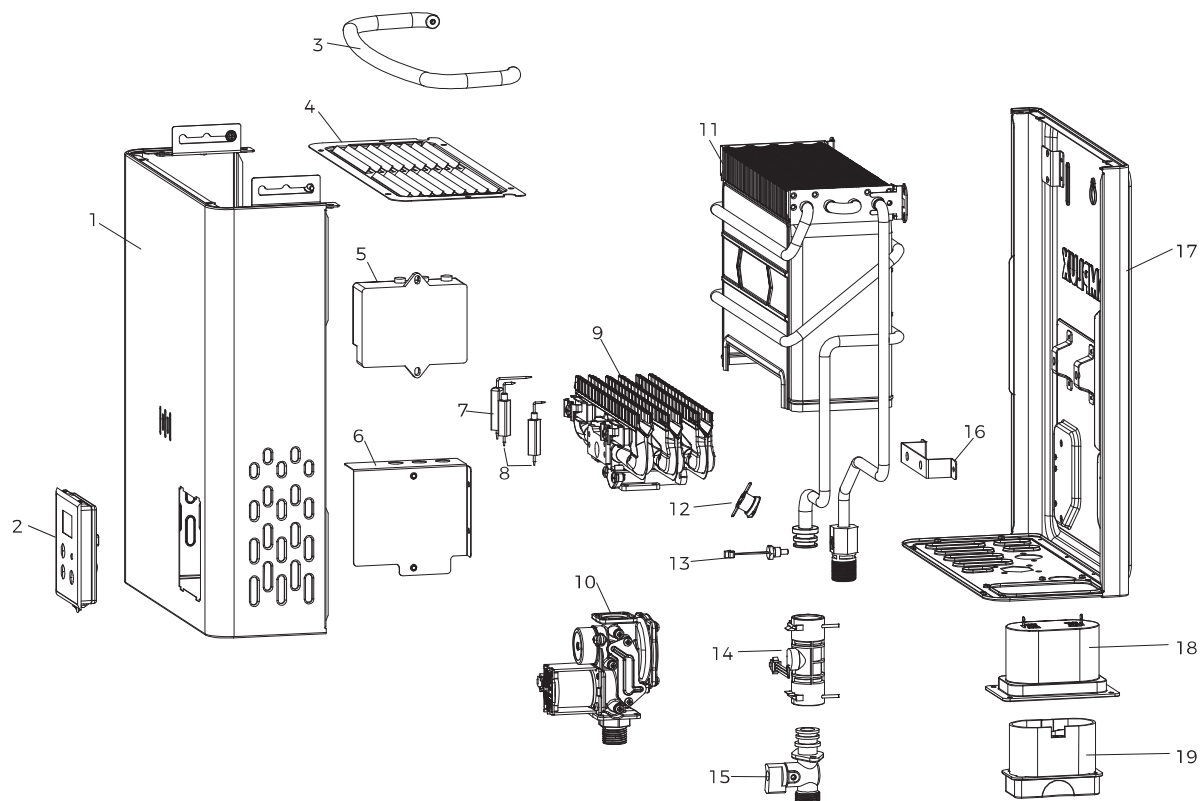
F5 / F5 Pro



	Name of Part
1	Front Panel
2	Outer Control Knob (Water)
3	Outer Control Knob (Gas)
4	Handle
5	Top Panel
6	Heat Exchanger
7	Ignition Controller
8	Burner
9	Ignition Controller Heat Shield

	Name of Part
10	Water/Gas Valve Assembly
11	Drain Plug
12	Water Outlet Cardboard
13	Bottom Panel
14	Outer Battery Box
15	Inner Battery Box
16	Induction Needle
17	Ignition Needle
18	Thermocouple

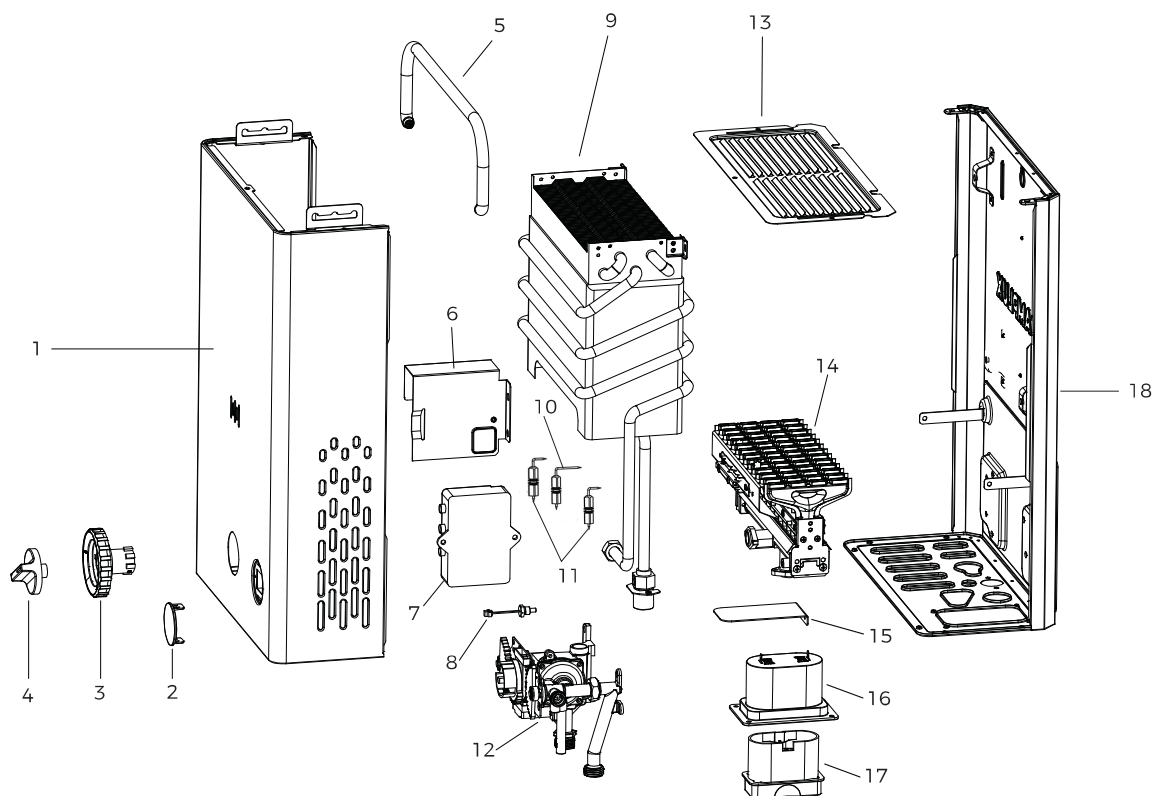
F5 Ultra



	Name of Part
1	Front Panel
2	Control Panel
3	Handle
4	Top Panel
5	Ignition Controller
6	Ignition Controller Heat Shield
7	Induction Needle
8	Ignition Needles
9	Burner
10	Gas Proportional Valve

	Name of Part
11	Heat Exchanger
12	Temperature Controller
13	Water Outlet Temperature Probe
14	Water Flow Sensor
15	Water Inlet Connector
16	Support Bracket
17	Bottom Panel
18	Outer Battery Box
19	Inner Battery Box

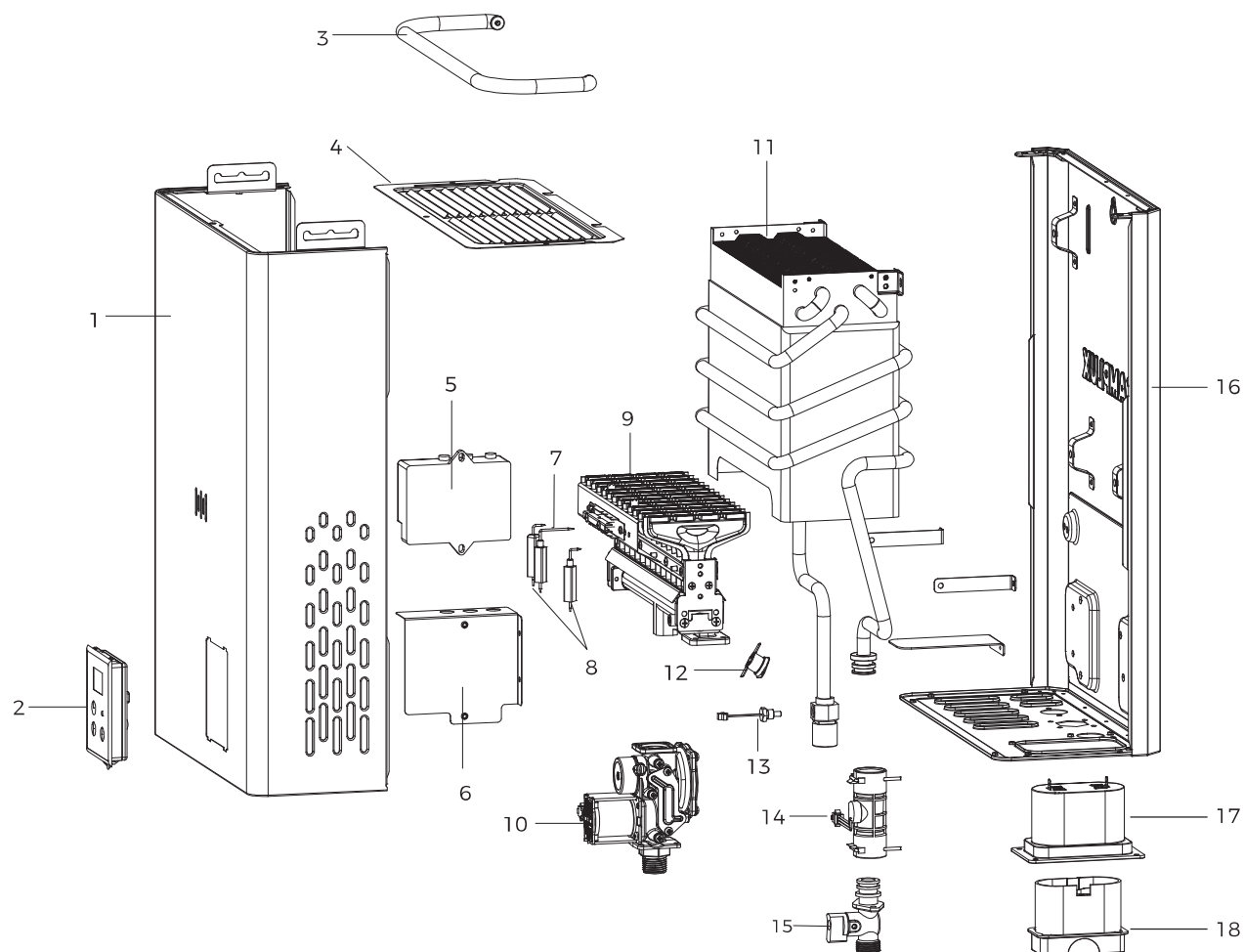
F10 / F10 Pro



	Name of Part
1	Front Panel
2	Display Decorative Cover
3	Outer Control Knob (Water)
4	Outer Control Knob (Gas)
5	Handle
6	Ignition Controller Heat Shield
7	Ignition Controller
8	Water Outlet Temperature Probe
9	Heat Exchanger

	Name of Part
10	Induction Needle
11	Ignition Needles
12	Water/Gas Valve Assembly
13	Top Panel
14	Burner
15	Battery Box Cover
16	Outer Battery Box
17	Inner Battery Box
18	Bottom Panel

F10 Ultra



	Name of Part
1	Front Panel
2	Control Panel
3	Handle
4	Top Panel
5	Ignition Controller
6	Ignition Controller Heat Shield
7	Induction Needle
8	Ignition Needles
9	Burner

	Name of Part
10	Gas Proportional Valve
11	Heat Exchanger
12	Temperature Controller
13	Water Outlet Temperature Probe
14	Water Flow Sensor
15	Water Inlet Connector
16	Bottom Panel
17	Outer Battery Box
18	Inner Battery Box



Installation Instructions

The installation, adjustments and maintenance listed in this part must only be carried out by qualified persons. CAMPLUX is not responsible for any damage to personnel or things caused by incorrect installation.

Precautions

Combustible surfaces, fabrics, flammable materials must be kept far away from the sides and top of the appliance while it is operating. The appliance is designed to be fixed upright against a non-combustible vertical surface. Do not operate from a non-upright position. Doing so can be dangerous and will damage the appliance.

Do not obstruct any ventilation openings in the appliance body. Position the gas cylinder on level ground next to the barbecue and safely away from any source of heat. Should you need to install or change the gas cylinder, confirm that the appliance is switched off, and that there are no sources of ignition (cigarettes, open flame, sparks, etc.) near before proceeding.

Gas & regulator

In accordance with the specifications for LP gas cylinders of the U.S. Department of Transportation (DOT) or the Standard for Cylinders, Spheres, and Tubes for the Transportation of Dangerous Goods and Commission, CAN/CSA B339, as applicable.

LP gas supply cylinders (not included) to be used must be:

- 1) Constructed and marked in accordance with the specifications for LP gas cylinders of the Tubes for Transportation of Dangerous Goods and Commission, CAN/CSA-B339, as applicable.
- 2) Provided with a listed overfilling prevention device.
- 3) Provided with a cylinder connection device compatible with the connection.

LEAVE GAS CYLINDER VALVE IN THE “OFF” POSITION

WARNING!

GAS HOSE ADAPTER & REGULATOR

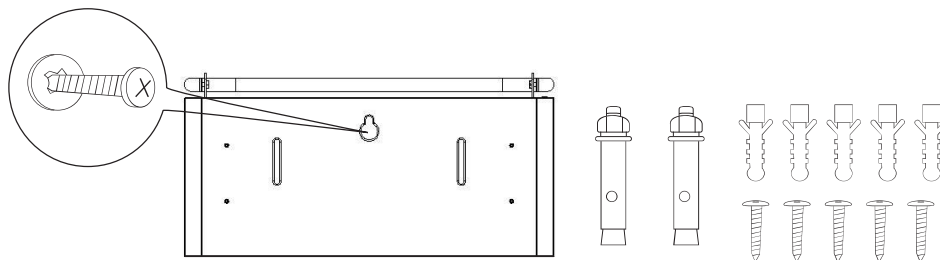
A 5/8"-18UNF ADAPTER AND CSA CERTIFIED GAS REGULATOR ARE PRE-INSTALLED AT THE GAS INLET.

ALWAYS CHECK FOR GAS LEAKS BEFORE USING.

Setting up

Step 1: Mount the appliance to the wall.

Find a suitable sturdy, non-combustible surface, like fire-proof wall or board. Install the appliance vertically by fixing kit and ensure it securely.

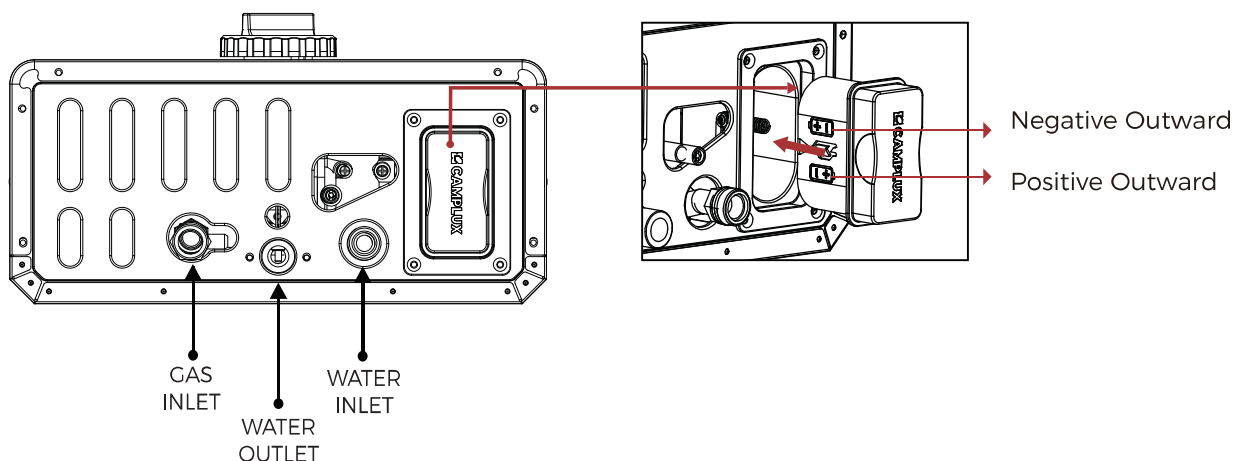


Refer to page 8 for installation dimension drawing.

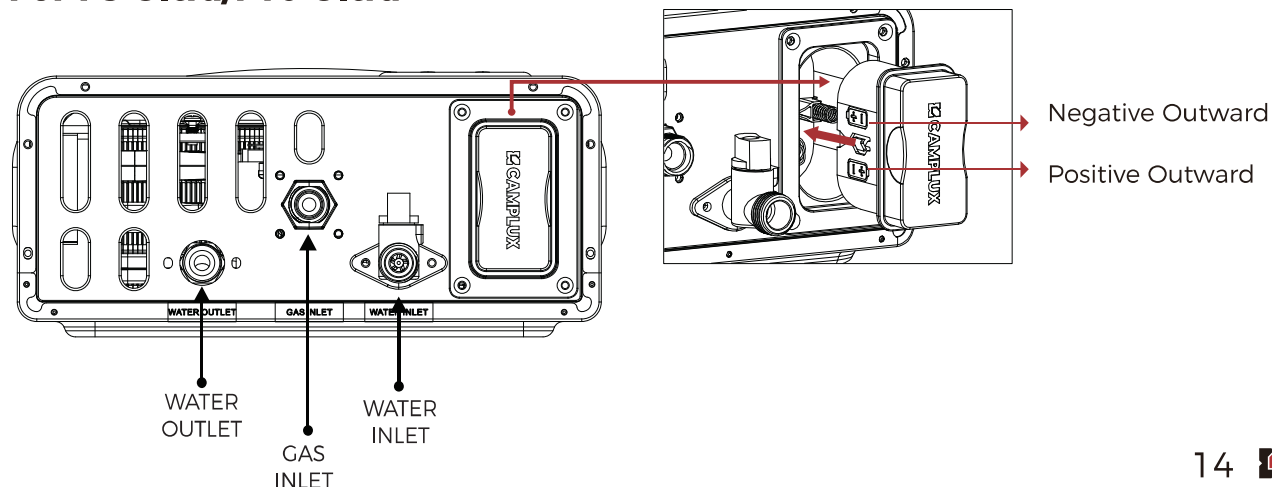
Step 2: Insert 2 D-cell batteries

Install 2 "D" cell batteries (not included) in the compartment on the bottom of the appliance. Check the batteries are facing the correct direction.

For F5/F5 Pro/F10/F10 Pro



For F5 Ultra/F10 Ultra



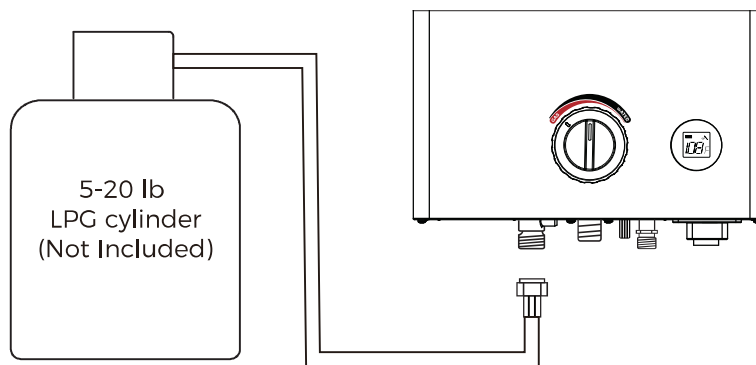
Step 3: Gas regulator connection

- Confirm gas cylinder valve is closed then connect the gas regulator to the cylinder according to your regulator and cylinder dealer's instructions.
- Use shifting wrenches to connect the gas regulator to the brass fitting of appliance which marked "GAS INLET". Please connect with torque force between 20-28N/m. Do not over tighten. Over tighten may cause a gas leak!

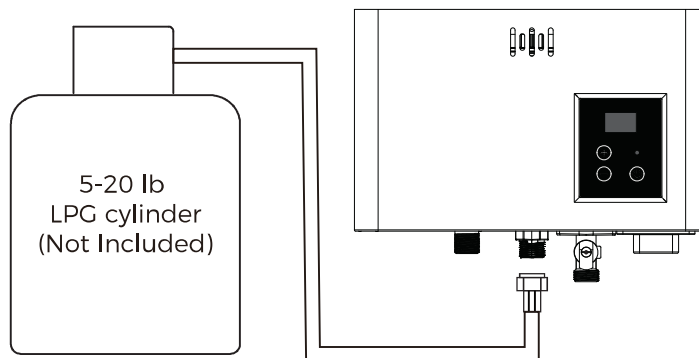
Please note:

- Ensure that you use supplied washers on all connectors and check for any gas smell before ignition as instruction.
- Before opening LP cylinder valve, check the coupling nut for tightness by leak testing on page 18.
- Please refer to page 13 to check for more details about the gas cylinder and regulator.

For F5/F5 Pro/F10/F10 Pro



For F5 Ultra/F10 Ultra

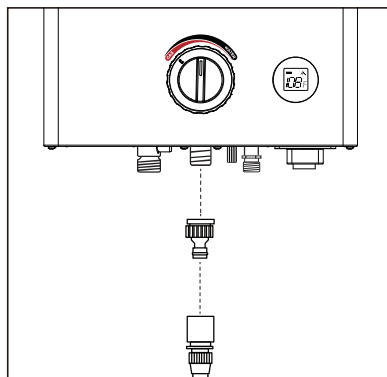
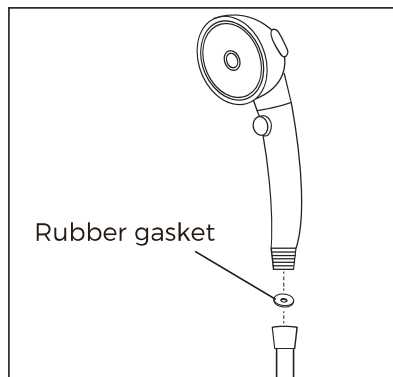


Step 4: Water outlet and inlet connections

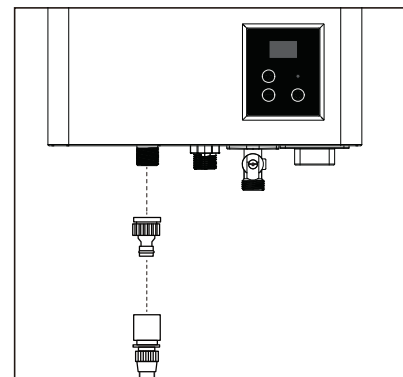
- Connect the red water connector to the fitting nut marked "WATER OUTLET" and then attach the snap-on connector of the shower kit to the appliance.
- Connect the cold water pipe to the water inlet fitting nut. Connect the opposite end of the hose to the water mains.

Please note:

- Make sure to insert the supplied rubber gasket at all water connections.
- DO NOT OVER TIGHTEN! Tighten by hand only.



For F5/F5 Pro/F10/F10 Pro

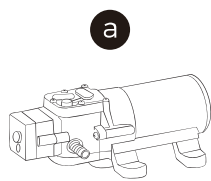


For F5 Ultra/F10 Ultra

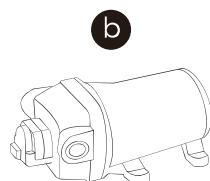
Water pump connection

For use with the **off-grid plumbing kit**, please refer to the following steps.

Series: F5 Pro, F10 Pro



1.2 GPM
water pump



3.3 GPM
water pump



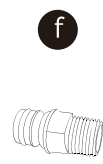
Twist-on pipe
strainer



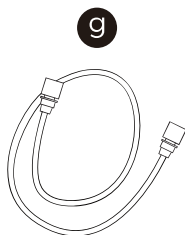
Hose clamp



G1/2" water
connector



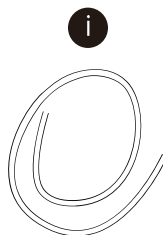
Water pump
adapter



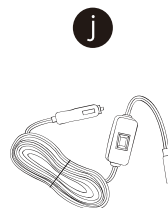
6.6 feet water hose
w/ two quick
connections



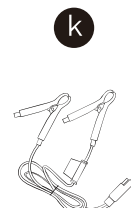
6.6 feet water hose
w/ one quick
connection



6.6 feet
water hose

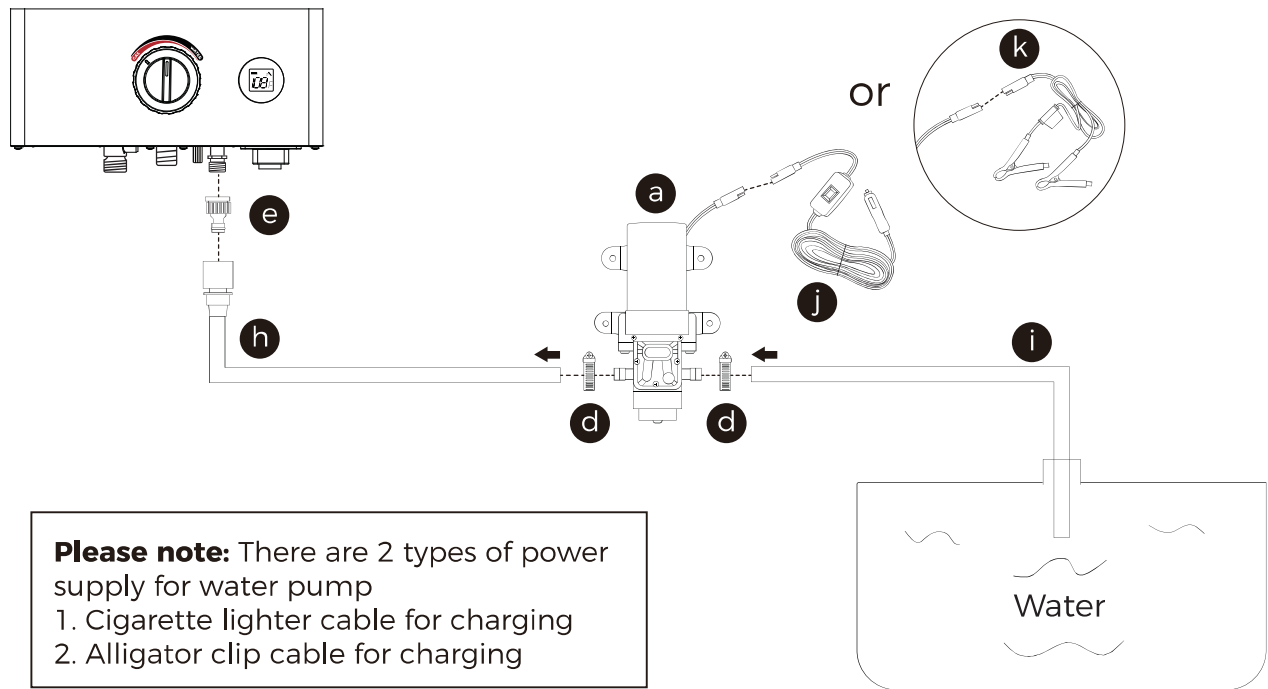


22 feet cigarette
lighter cable

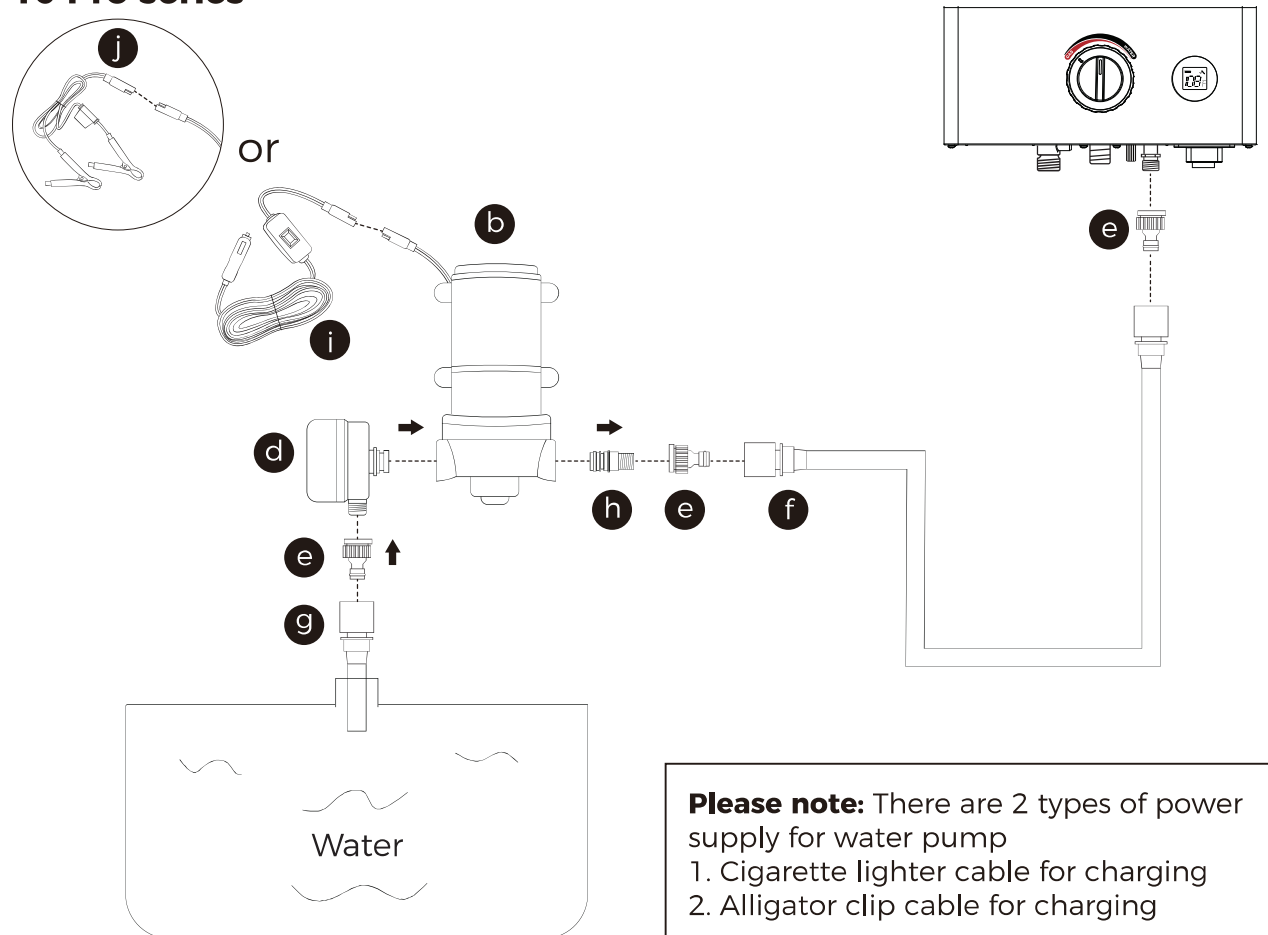


3.28 feet alligator
clip cable

F5 Pro series



F10 Pro series



Leak Testing

⚠ WARNING: Always perform a leak test in a well-ventilated area. Never use an open flame to test for gas leaks, as property damage, personal injury, or death could result. The appliance and its gas connections must be leak tested at normal operating pressures before it is placed in operation.

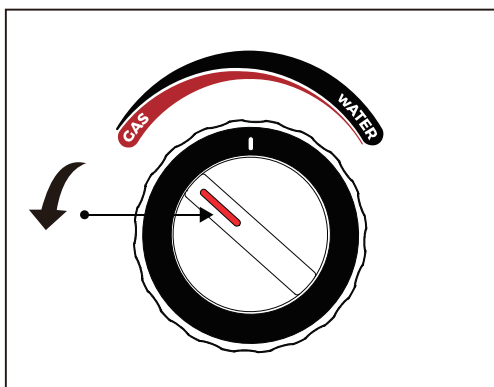
Steps to leak testing

- Turn on the gas to the appliance from the recommended gas cylinder.
- Use a commercial leak detector or soapy water solution (1/2 water and 1/2 liquid detergent) to test for leaks at all connections and fittings.
- Bubbles indicate a gas leak that must be corrected. Turn off the gas supply at the gas cylinder. Retighten all joints. Repeat leak testing until there is no bubbles, which means it is sealed fully.

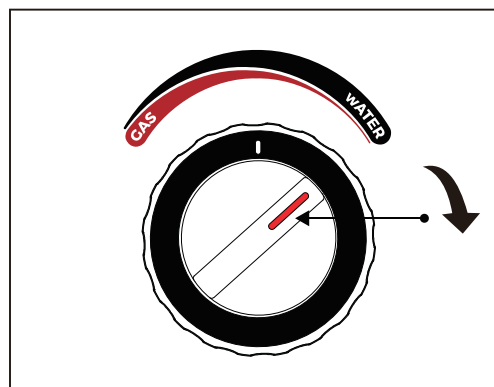
Operation

For F5/F5 Pro/F10/F10 Pro

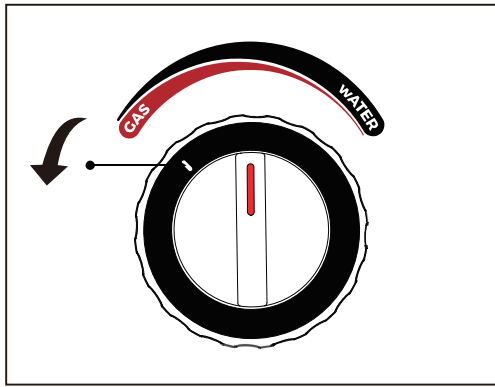
- Ensure the shower head switch is in the "OFF" position.
- Turn the gas valve on your gas cylinder all the way open.
- Open the valve at your water source. Please note that, since the shower head switch is in the "OFF" position, water should not be flowing through the shower head.
- Once water is flowing through the system, the appliance will ignite. Please ensure that you have adequate water pressure between 3.6-110 PSI.
 - During ignition there will be a series of audible clicks and then the burner will ignite. If the burner does not ignite after 5 seconds, refer the section on troubleshooting on page 23.
- Adjust the temperature of the water flowing from the shower head by turning the "GAS" (RED mark) and "WATER" (Black mark) control knobs.



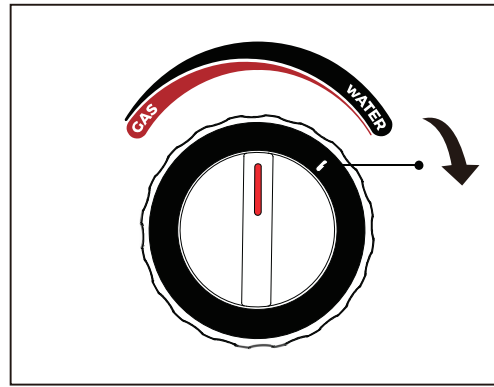
a. Increase gas flow



b. Decrease gas flow



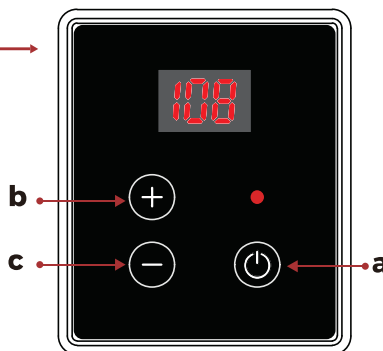
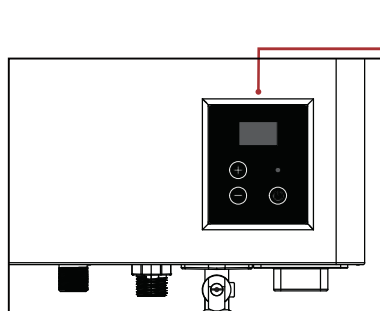
c. Decrease water flow



d. Increase water flow

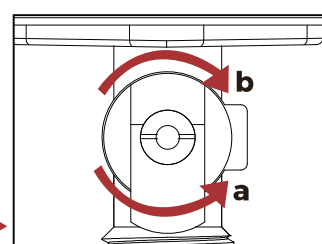
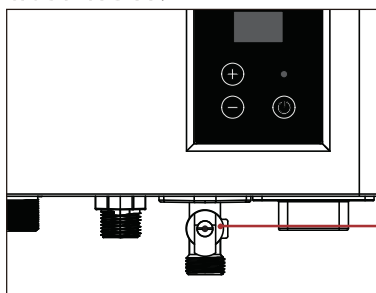
For F5 Ultra/F10 Ultra

1. Ensure the shower head switch is in the "OFF" position.
2. Turn the gas valve on your gas cylinder all the way open.
3. Open the valve at your water source. Please note that, since the shower head switch is in the "OFF" position, water should not be flowing through the shower head.
4. Turn ON the control panel power and set the shower head to the "ON" position. Once water is flowing through the system, the appliance will ignite. Please ensure that you have adequate water pressure between 3.6-110PSI.
5. Set the water temperature pressing the "+" and "-" buttons on the control panel.



- a. Turn on the power
- b. Increase water temperature
- c. Decrease water temperature

6. Adjust the water flow at the bottom water inlet. Turn the flow control knob counterclockwise to increase water flow, and clockwise to decrease water flow.



- a. Decrease water flow
- b. Increase water flow

 CAUTION

Take care to test the temperature of the water flow from the shower head, as it may be hot enough to cause scalded.

Attention! Avoid getting scalded

During the use or right after finish, do not touch the outer panel to avoid scald.

Maintenance Instructions

Daily inspection & maintenance

The appliance, gas pipes and hoses should be checked and maintained by a qualified installer every 6-12 months. If you find joints that are not tightly secured or if there are cracks or corrosion anywhere, you should stop using the appliance and perform the necessary maintenance immediately.

CAUTION: The appliance will still be hot shortly after use. Avoid draining off the residual water until the water cools down, to avoid being scalded.

Users should regularly use the soapy water to wipe on connecting part of each pipe to test whether the gas leakage has.

- Clean the accumulated dirt and dust on the casing of the appliance by cloth regularly. Do not use chemical or volatile solvent.
- Use a neutral detergent to clean all surfaces and areas then wipe it dry. Taking care not to allow water to enter the top vent.
- Before each use, check the stainless steel filter on the "WATER INLET" pipe is in place and clean if have any particles.
- Do not submerge the appliance in a sink or container.
- Do not use abrasive cleaners or bleach.

 NOTE

Do not drop dirt and dusts into the fire holes of burner and electric parts, do not loosen or damage other parts as well. To re-fix the parts after cleaning, refer to the installation requirements.

Keep tidy and clean around the appliance

Regular cleaning should be done in order to keep the surroundings of the appliance tidy.

If the area is not tidy, cockroach infestations or accumulated cobwebs may occur, which could cause the appliance to malfunction or a fire accident to occur.

Shut off

To temporarily stop the operation of this appliance, merely shut off the water inlet valve to cease water flow and the flame will extinguish automatically.

After you have finished using the appliance, please shut off the water inlet valve and gas cock supplying the appliance.



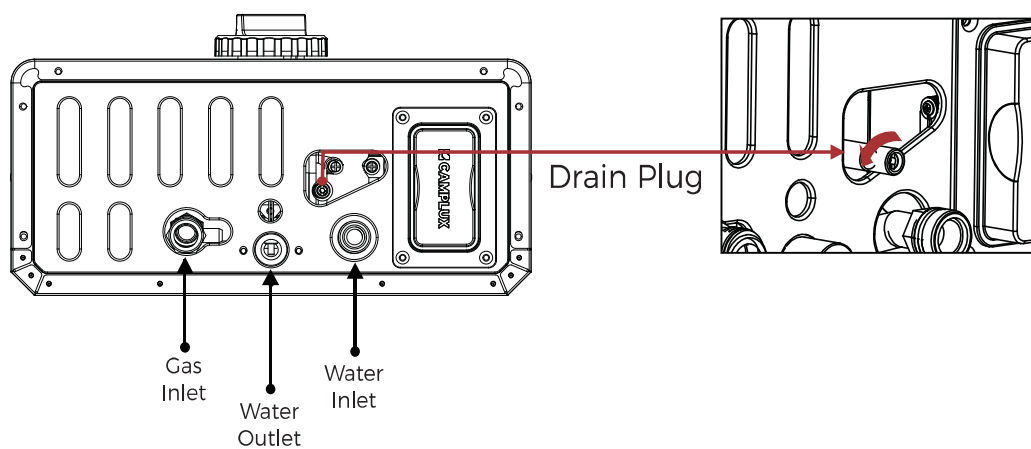
CAUTION

The appliance should not be used continuously for an extended period so as to ensure its lifetime.

Freezing protection measures

WARNING: If the outside temperature is around or below freezing (0°C/32°F), ensure that the drain plug is opened and water drained from the appliance after each use to avoid internal damage to the water heater. You will also need to unhook the outgoing water line to ensure that any water in the heat exchanger is drained. Failure to properly drain the appliance will cause water damage which may or may not be repairable.

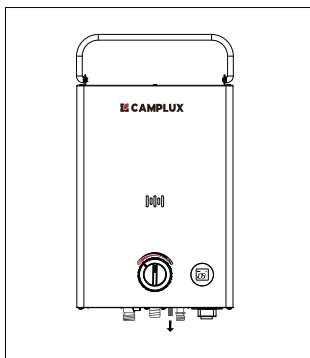
For F5/F5 Pro/F10/F10 Pro



Safe storage steps

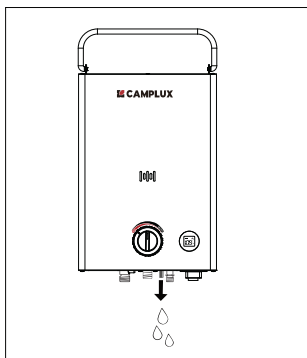
 To drain the residual water totally, please keep the appliance in vertical status when draining water.

For F5/F5 Pro/F10/F10 Pro



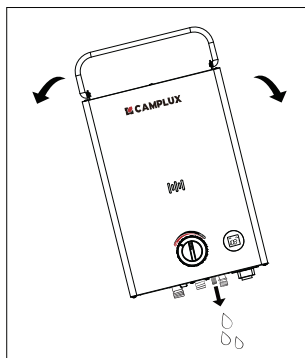
Unhook Connections

Turn off gas and water.
Disconnect both of them.



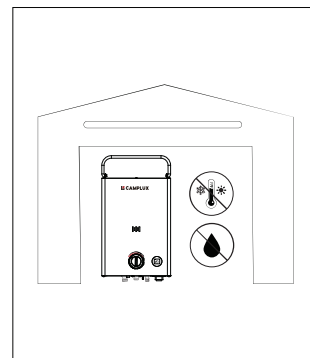
Drain Water

Thoroughly drain the
appliance using the
drain plug.



Tilt Water Heater

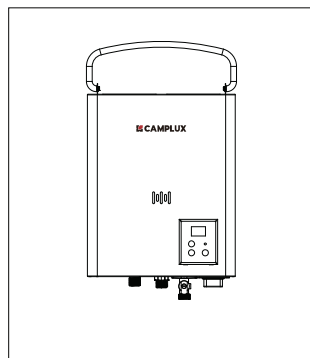
Tilt the appliance back
and forth to remove
excess water.



Store in a Safe Place

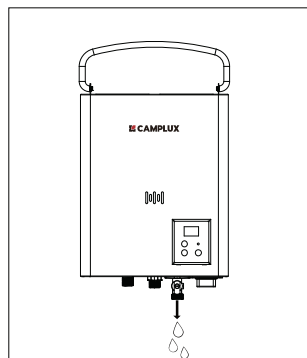
Store indoors in a warm,
dry environment until
next use.

For F5 Ultra/F10 Ultra



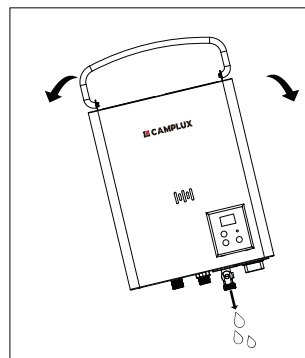
Unhook Connections

Turn off gas and water.
Disconnect both of them.



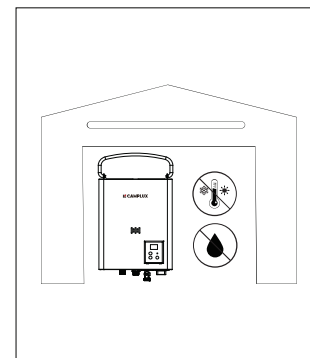
Drain Water

Thoroughly drain
the appliance.



Tilt Water Heater

Tilt the appliance back
and forth to remove
excess water.



Store in a Safe Place

Store indoors in a warm,
dry environment until
next use.

Storage

- When not in use, the appliance should be stored away in a climate-controlled area.
- If storing for extended periods, remove the 2x D-cell batteries.
- When the appliance is not in use and remains connected to the LP gas supply cylinder, the appliance and gas cylinder must be stored outdoors, in a well-ventilated space, out of the reach of children, and must not be stored in a building, garage or any other enclosed areas.

Troubleshooting Guide

This guide should be followed in case of failure of the appliance to operate correctly.

For parts replacement, please contact CAMPLUX to obtain.

Gas water heater		
Symptom	Possible cause	Solution
Appliance will not start - no audible clicks at start-up	• Water incoming and outgoing connections reversed • Inadequate battery voltage or wrong direction • Wires inside disconnect during shipping • Ignition controller failure • Gas/water valve assembly malfunction	• Check for connections and make sure the connections are correct • Replace fresh batteries/ align with correct polarity (+/-) • Take front panel off and reconnect the wires • Repair or replace ignition controller • Replace gas/water valve assembly
Appliance will not start - audible clicks at start-up	• Too low water pressure • Blockage of gas inlet filter • Misalignment or aging of ignition pins • Too high gas pressure • Incorrect gas type	• Check for sufficient water flow and pressure (3.6-110 PSI) • Clean up gas inlet filter • Bent the ignition pin back by 3-4mm to heat the burner. If still not, replace the ignition pin • Check for gas pressure (see dataplate for reference) • Check for gas type
Appliance shuts down shortly after starting	• Aging of induction pin • Ignition pin wire loose • Pulse igniter malfunction • Inadequate battery voltage • High wind (above 10 kPh) to blow flame down	• Replace induction pin • Disconnect ignition pin wire, cut about 5-8mm off, reconnect it again • Replace pulse igniter • Replace fresh batteries • Protect appliance from direct wind
Water is not hot enough	• Improper gas and water knob dial position • Excessive carbon accumulation in the heat exchanger (flame is yellow) • Gas valve is half open • Inadequate supply of fuel gas • Too high water pressure • Too low inlet water temperature • Altitude above 2,000 feet (610 metres)	• Turn flame (gas knob) up and water flow (water knob) down • Clean up heat exchanger • Open gas valve completely to enlarge gas volume • Clean up gas route system • Reduce water supply • Cycle water between appliance and a source reservoir to your desired temperature • Recommend using below 2,000 feet (610 metres)

Water is too hot	• Improper gas and water knob dial position • Blockage of water route system • Too low water pressure • Too high gas pressure • Thermostat malfunction	• Turn flame (gas knob) down and water flow (water knob) up • Clean filter on water admitting orifice and shower head • Boost water pressure by water pump • Regulate gas valve, reduce overall gas supply • Repair or replace thermostat
Blasting combustion	• Too high gas pressure • Air exiting inside fuel gas pipe • Inadequate battery voltage	• Regulate pressure relief valve, reduce overall gas supply • Repeat opening and closing water inlet valve for several times • Replace fresh batteries
Returned fire	• Too low water pressure	• Boost water pressure by water pump
Water inlet/outlet pipe is leaking	• There is a gap in the water pipe connection • Gas/water valve assembly malfunction	• Wrap a few turns of teflon tape around the water pipe • Replace gas/water valve assembly
Shower hose/head is leaking	• The included rubber gasket is not connected • Too high water pressure • Too hot water	• Insert the supplied rubber gasket at shower hose connection • Reduce water supply • Do not always keep the switch in the "OFF" position when using
Appliance is leaking inside	• Loose or damaged seal within the valve assembly • Gas/water valve assembly malfunction • Heat exchanger damaged by freezing water	• Take apart the screws of the valve assembly and adjust/replace the seal • Replace gas/water valve assembly • Repair or replace heat exchanger (Refer to "Freezing protection measures" section for freeze damage tips)
Appliance shuts down at very high outlet water temperature	• Over heat protection (176±41°F)	• Restart the appliance when water become cooler, then reduce gas volume and enlarge water supply



Off-grid Plumbing		
Symptom	Possible cause	Solution
Water pump isn't working at all	• Power supply disconnect or malfunction	• Check pump properly connected to 12V power source
Water pump cannot pump water	• Water pump over heating • Filter blockage by debris • 12V power source is not powerful enough • Water hose connections are loose or hoses twists • Air existing inside water pipe	• Restart pump when it becomes cooler • Back-flush or disassembled and rinse individual parts • Ensure your 12V power source holds a sufficient charge • Tighten all connections and ensure hoses free from kinks • Fill the feed pipe with water firstly and to keep the feed pipe above the pump at all times to ensure that no air enters the pump
Pump makes a noise	• The ground is not flat	• Ensure the feet placed steadily on the ground

For F5 Ultra/F10 Ultra

Error Code	Error Description	Solution
E0	• Temperature probe open circuit or short circuit failure	• Reconnect the temperature probe wire • Repair and replace the temperature probe, please contact CAMPLUX for detail
E1	• Ignition failure	• Check if gas supply is normal. Please turn off water and then restart • If the appliance still does not work, please contact CAMPLUX for detail
E2	• Accidental ignition / fake fire failure	
E3	• Temperature controller malfunction	• Reconnect the temperature controller wires • Repair and replace the temperature controller, please contact CAMPLUX for detail
E6	• Overtemperature protection	• The outlet water temperature is too hot. Restart the appliance after it cools down
LO	• Low battery	• Replace with new D-cell batteries