



# **Hottap User Guide**

**JCOLCA<sup>®</sup>**



## Warranty & support

### Register your product

Thank you for choosing to buy a Joolca product.

Registered Joolca purchases come with a 2-year warranty covering parts & labour.

If you purchased directly from us, your items are already registered. If you purchased from a retailer, please register online:

[www.joolca.com/register](http://www.joolca.com/register)

### Joolca Support Page

There's a wealth of information on your product, including some very handy getting-started videos & troubleshooting tips.

Visit [support.joolca.com](http://support.joolca.com) and navigate to your product.

Should you need personal assistance, please contact the Joolca Support team directly on:

**1300 669 500 / [support@joolca.com.au](mailto:support@joolca.com.au) in Australia**

**(09) 887 9334 / [support@joolca.co.nz](mailto:support@joolca.co.nz) in New Zealand**



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## Hottap : General information

### HOTTAP is activated by water pressure

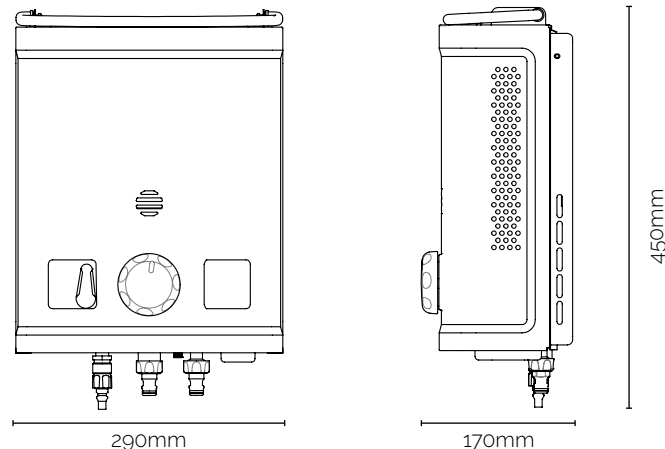
- Without sufficient water pressure, nothing will happen
- Running on mains water is no problem
- House pumps are generally powerful enough
- Gravity feeds require a drop height of at least 15m
- 12V pumps must have a flow rate of 6-12L/min and a cut-off of 40-60 PSI
- 12V pumps powered by weak batteries have lower output than stated
- 12V pumps with partially blocked suction filters have lower output than stated
- Restricting water pressure (kinked hoses or debris in filters) impacts the HOTTAP

### HOTTAP shows quality of flame in viewfinder

- Look through slits above the control dials to see the burners
- If you see no flame, HOTTAP has not ignited
- A still blue flame with yellow tips is perfect
- A flame that moves side to side or stretches up means wind issues
- A yellow flame indicates an issue with the gas mixture

### HOTTAP is limited by the laws of physics (and the government regulatory authority)

- HOTTAP automatically shuts off when outlet water hits +50°C
- In summer, lower gas flow and increase water flow to avoid safety shut-off
- In winter, run at high gas flow and low water flow for maximum heating
- The temperature of incoming water can be increased by a maximum 40°C (e.g. if incoming water is +5°C, HOTTAP can put out +45°C water)
- If you have a 12V pump (included in some kits), you can gradually increase the temperature by recirculating the water; simply direct the heated water back into the container you are drawing from until it has reached desired temperature



Dimensions:	450H x 290W x 170D mm
Weight:	4.3kg
Approval number:	GMK10121
Run Time with 9kg Bottle:	~15hrs
Battery:	2 x D-cell (for ignition only)
Flow rate:	2.5L - 6L per minute
Max. temp:	50°C
Min. water Pressure:	70kPa
Max. water Pressure:	900kPa
Gas hose length:	1.2m
Shower hose length:	5m
Nominal gas consumption:	28MJ/h



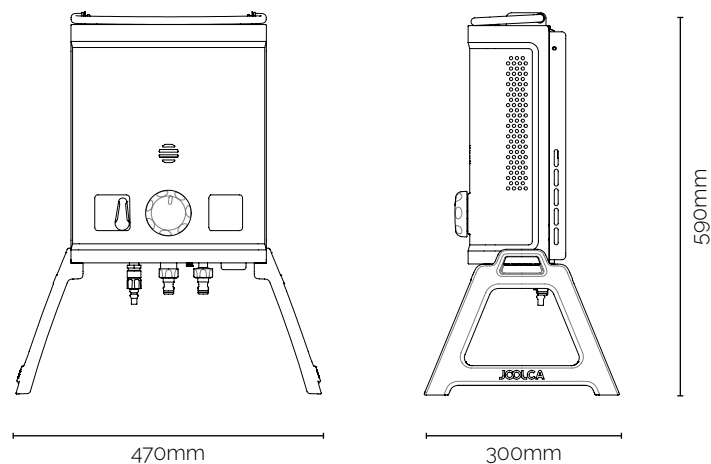
### Parts overview\*

1. HOTTAP unit
2. GasKnect snap-on fitting
3. 1.2m Gas hose
4. Lightweight feet\*\*
5. Shower head
6. 4m shower hose
7. 1m shower hose
8. Shower handle with switch
9. Magnetic shower handle holder
10. Hose coupling connector
11. Three-way hose splitter

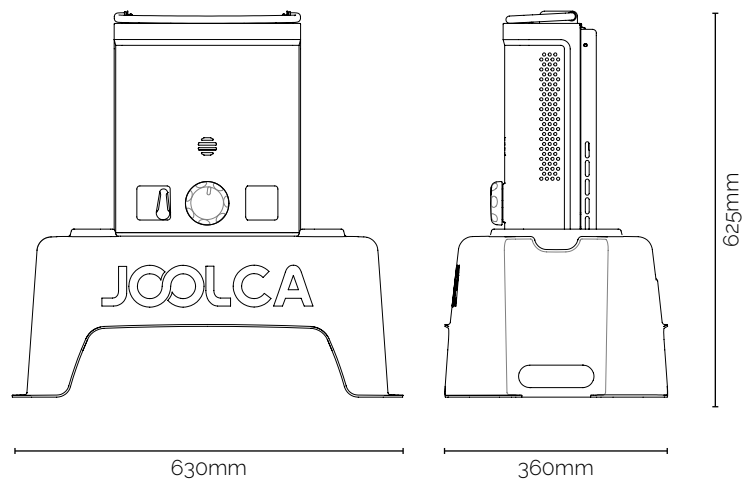
\*Your kit may contain additional accessories, please consult your quick start guides for more information

\*\* Nomad kit includes a Heavy duty stand in place of Lightweight feet.

### Lightweight feet variant



### Heavy duty stand variant





## Storage

Before storing, make sure the unit is cool to the touch.

1. Turn your gas cylinder off and remove the gas hose. If using the Gasknect coupler, pull down on the bottom of the coupler and the hose will release. If not using the Gasknect, unscrew the gas hose.
2. Turn off your water supply and disconnect the water hoses.
3. Drain water from the Hottap and water hoses then pack away.
4. If storing for extended periods, remove the 2x D-cell batteries.



## FROST DAMAGE WARNING

If you'll be using your Hottap in areas prone to frost, please disconnect water hoses after use. This is to avoid frost damage to Hottap's internal components.

For additional safety considerations, please refer to pages 29-30.



## Setting up Hottap

Before setting up, please note that Hottap requires a water pressure of at least 70kPa to work. This part of the guide assumes that you have access to mains water.

For use with the Off-Grid Plumbing kit, please refer to pages 20-21.

To set up your Hottap for use, please cover the following steps:

1. Install 2 D-cell batteries observing the labelling on the battery box and the batteries.

2. Using a spanner, connect the female GasKnect fitting to the gas hose.

### Do not use thread tape

Connect the regulator to the gas bottle and the GasKnect to the Hottap unit.

The gas cylinder must be positioned away and to the side of the appliance. It must never be directly beside, below or above the appliance.





## Setting up Hottap

3. When mounting your Hottap, please ensure that there is sufficient clearance from people and combustible materials: at least 1,000mm from the top, 600mm at the rear and at least 500mm from the sides and front of the unit.

Depending on what particular Hottap kit you own, you may mount it in one of three ways:

### 3.a. Heavy-duty stand

Connect all hoses (see point 4.) and place unit into the heavy-duty stand.



- 3.b. Hang the Hottap on a suitable vertical surface



### 3.c. Lightweight legs

Fasten the lightweight feet with the captive thumb screws.



4. Attach the red shower hose to the red quick-connect fitting.

Connect the blue hose to your water source and to the blue quick-connect fitting on the Hottap.

Attach the GasKnect brass fitting to the gas inlet.



5. Connect the regulator to the gas cylinder. Open the gas cylinder by twisting the valve knob in an anti-clockwise direction one full turn.

Check the entire gas line for leaks by coating the hose and connection points with soapy water. **Do not use a flame.** If bubbles are formed or you can hear a leak, turn off the gas at the cylinder. Tighten all connections and test again.

Once you have determined that there are no leaks, the appliance is ready to use. Turn the gas off.





## Hottap operation

1. Ensure that the shower handle switch is in the "off" position.



USER GUIDE

2. Turn the gas on by twisting the cylinder valve knob in an anti-clockwise direction one full turn.



JCOLCA HOTTAP

3. Open the valve at your water source. Please note that, since the shower handle switch is in the "off" position, water should **not** be flowing through the showerhead







## Hottap operation

4. You can now control the entire system at the shower handle switch. Flick it on: the water starts to flow and the Hottap burner automatically ignites. Flick it off: the water flow stops and the Hottap burner automatically extinguishes.

Bearing in mind that the water might be very hot, stand clear of the shower when turning it on.

5. Adjust the red **flame lever** and the blue **water flow dial** to find your desired temperature and flow rate.

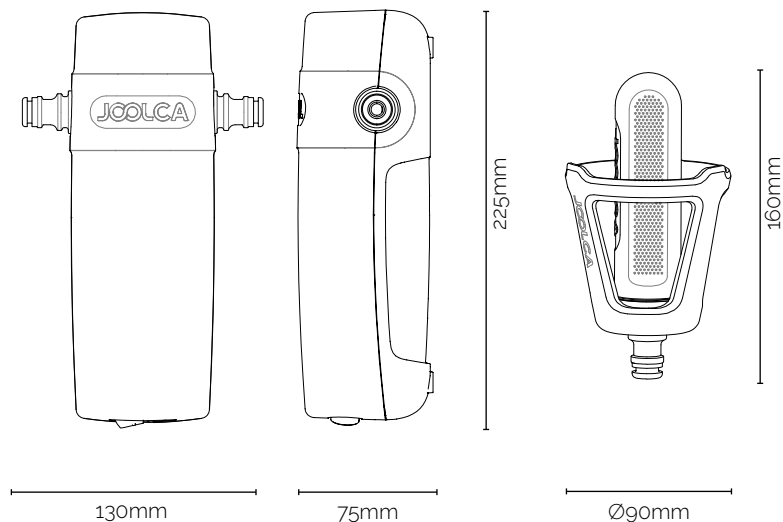
For **higher** temperatures, turn the **flame up** and the **water flow down**.

For **lower** temperatures, turn the **flame down** and the **water flow up**.

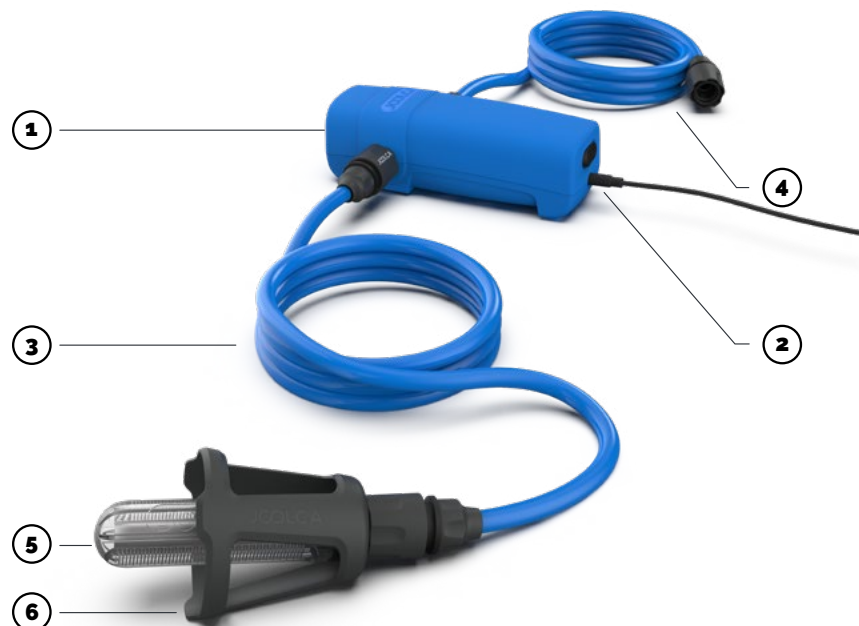




## Off Grid Plumbing : General information



Self-priming height:	1.8m
Open flow:	6 LPM
Volts:	12V DC
Max pressure:	60 PSI
Duty cycle:	Intermittent
Max amps:	5.8A



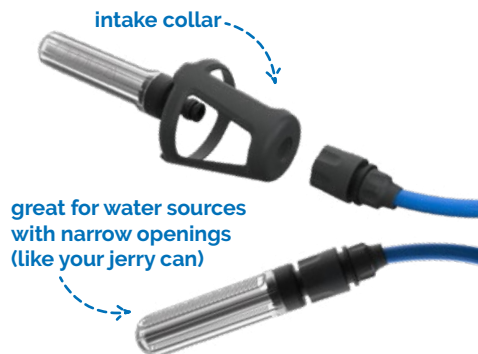
1. 12V pump
2. 5m lighter port lead
3. 2m intake hose
4. 2m outlet hose
5. Two-stage filter
6. Intake collar



## Off Grid Plumbing : Setting up & Use

1. Remove the red plugs from the inlet and outlet of the pump.
2. Snap the hoses onto the quick-connect fittings on the water inlet and outlet.

3. Set up your filter for intended use - i.e. with or without the intake collar - and attach to end of pump inlet hose. Drop or throw filter into water source.



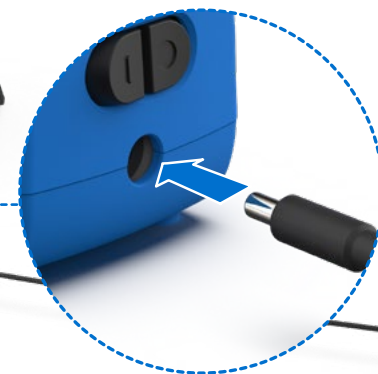
the intake collar raises the filter off the ground



4. Observing the flow direction of the pump, attach the pump outlet hose to the blue quick-connect fitting on the Hottap.



5. Plug the lighter port cable into the pump and connect to power.
6. Press the power button on the pump, leaving it in the "on" position. You can now start and stop the pump (as well as the Hottap) simply by flicking the switch on the shower or faucet handle.





## Troubleshooting

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### JOOLCA SUPPORT PORTAL

Should your appliance not be operating correctly, please refer to the following pages for immediate technical advice.

You can also check out our online support portal at **[support.joolca.com](https://support.joolca.com)**

There's a wealth of information, including some very handy getting-started videos and troubleshooting tips.

Most technical issues can be resolved without any need for repairs. However, should you require personal advice or service, please don't hesitate to contact Joolca Customer Support.

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### IMPORTANT!

**Do not attempt to repair or modify the appliance.**

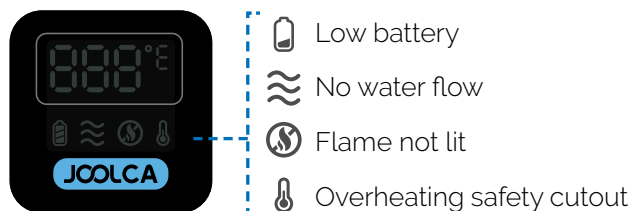
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## Troubleshooting : Hottap

### AUTOMATIC DIAGNOSTICS

To identify a range of potential issues, simply press and hold the Joolca button below the LED display.



### THE APPLIANCE WILL NOT IGNITE AT ALL

- Ensure new batteries are installed in the correct polarity (+/-). Check the cap of the battery case for instructions on how they should be installed. Check that batteries are not past their expiration date.
- Check for sufficient water flow and pressure. The unit must have a minimum of 45kPa of sustained water pressure and at least 4LPM to activate the burners. At high water flow, 70kPa is required.
- Check that the water inlet filter is free from debris. To flush the system, connect the blue input water hose to the red outlet port on the Hottap and turn on the water flow. Once complete, disconnect hose and set up Hottap as per standard instructions.
- If you can hear the clicking sound of the igniter, the batteries might be faulty or running low. This is particularly likely if you can hear a slow 1-2 clicks per second (at full power, there are 4-5 clicks per second). Check the expiration date of your batteries and try a fresh set.

### THE UNIT SHUTS DOWN SHORTLY AFTER STARTING

- Outlet water might have reached +50°C, triggering the automatic safety cutout. Increase the water flow and lower the flame setting.
- Check the water flow and pressure. The unit must have a minimum of 45kPa (at low water flow) of sustained water pressure and at least 4LPM to activate the burners.
- Strong winds might have extinguished the flame. Ensure unit is sheltered.
- If the unit turns off when you increase the water flow, you either don't have enough water pressure (perhaps using a gravity feed or an undersized pump) or there is a blockage somewhere. Check hoses for kinks and all filters, including the threaded brass inlet fitting on the Hottap, for debris.

### THE WATER IS NOT HOT ENOUGH

- Adjust the red flame lever and the blue water flow dial. For higher temperatures, turn the flame up and the water flow down.
- The temperature of the input water might be too low. If this is the case, you can cycle water between the appliance and a source reservoir until it has reached your desired temperature.
- Check the quality of the flame through the viewing window. If the flame is yellow rather than blue, the gas regulator might have broken down. Immediately shut down the unit and call Joolca Customer Service.  
**DO NOT** attempt to use the appliance.



## Troubleshooting : Off Grid Plumbing

### **THE PUMP ISN'T WORKING AT ALL**

- Check that the pump is properly connected to a 12V power source or charged 12V battery.

### **THE PUMP MAKES A NOISE BUT DOES NOT PUMP WATER**

- Ensure that the red plastic plugs have been removed from the water inlet and outlet valves.
- Ensure that the inlet hose suction filter is clear. If clogged, back-flush or disassemble and rinse individual parts.

### **THE FLOW OR PRESSURE SEEMS TO HAVE BEEN REDUCED**

- Ensure that hoses are free from kinks and debris blocking water flow.
- Ensure that the HOTTAP inlet filter is free from blockages.
- Ensure that your 12V battery holds a sufficient charge to power the pump.
- Ensure that all water hose connections are tight and that there are no air leaks.





## Safety warnings

### **IMPORTANT!**

It is important that you read these instructions carefully and understand the operation and safety features of this appliance. Familiarise yourself with the appliance before connecting it to the gas cylinder. Failure to follow the warnings and instructions may result in damage to unit and / or serious injury. Keep these instructions for future reference.

### **CAUTION!**

This appliance is not intended for the supply of drinking water.

### **IMPORTANT!**

>20°C This appliance is designed to be used with a source water temperature of 20°C or below. If the temperature of the outlet water exceeds 50°C the burners will shut off. You will be required to turn the water flow off and back on to reignite the burners.

### **WARNING!**

This appliance is intended for the supply of heated water for the purpose of washing and cleaning only.

### **WARNING!**

Check and confirm safe water temperature before using this appliance. Water from this appliance may be very hot.

### **WEATHER WARNINGS: RAIN AND FROST**

Keep unit protected from rain. In cold climates, keep unit safe from frost damage by disconnecting water hoses and draining after use.



## Safety instructions

### GENERAL WARNINGS

This appliance shall only be used with the Australian Approved 1200mm ULPG gas hose and regulator assembly supplied with the appliance and must be connected only to an ULPG gas cylinder certified to AS2469 standards fitted with POL connections only.

#### IT MAY BE HAZARDOUS TO ATTEMPT TO FIT OTHER TYPES OF GAS CONTAINERS

This appliance is to be stored in a dry and well-ventilated location free from direct sunlight. Do not store when still connected to the cylinder. Make sure that the cylinder is disconnected and is stored in a well-ventilated area, free from direct sunlight, heat and ignition sources and out of reach of children. If being stored indoors, ensure that the location complies with the standard AS/NZS1596.

This appliance must only be serviced by an authorized service agent, return to your place of purchase for service and repair.

### DANGER!

- This appliance is designed for outdoor use only.
- Use only in well ventilated areas.

- 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.
- CAUTION: Accessible parts may be very hot. Keep young children away.
- USE OUTDOORS ONLY
- This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.
- Do not use adaptors or modify the appliance to fit other connectors or cylinders.
- When using this appliance, children must be supervised by an adult at all times.
- Never leave the appliance unattended when operating.
- Do not use as cooking appliance or modify for any other reason.

**CARBON MONOXIDE HAZARD**  
ONLY USE IN WELL-VENTILATED AREAS. CARBON MONOXIDE HAZARD - USING THIS APPLIANCE IN AN ENCLOSED SPACE MAY CAUSE DEATH. DO NOT USE

IN CARAVANS, TENTS, MARINE CRAFT, CARS, MOBILE HOMES OR SIMILAR LOCATIONS.

### IMPORTANT

- Avoid twisting and kinking the ULPG Gas hose.
- If there is a leak on your appliance (smell of gas), immediately attempt to turn off the cylinder valve. Remove the appliance to a well-ventilated location away from any ignition source. Check for leaks using soapy water. Do not try to detect leaks using a flame.
- Do not attempt to move or relocate the appliance when it is operating.
- Extinguish the burner and allow to cool. Disengage the gas cylinder then move the appliance.

#### Check for gas leaks

- Check that seals between the appliance and the gas container are in place and in good condition before connecting the gas container.
- Only use the hose assembly as supplied with this appliance for connection to the cylinder – **Do not use adaptors**
- Check that all connections are tight and that the gas cylinder connection has been tightened

before you turn the cylinder gas valve on.

#### Never check for leaks with a flame or pilot light.

- Using soapy water, coat all connections. If bubbles appear turn the cylinder gas control off and re-tighten the connection before re-testing.
- Inspect the appliance regularly for signs of wear, leaks or incorrect operation. If symptoms such as flaring of the burners, issues with lighting, damage to hoses or connections or leaks from seals or gas controls are identified do not attempt to repair, contact the Joolca Customer Support team.
- To check there is still gas in the cylinder, disconnect from the appliance and hold the cylinder in a vertical position and shake from side to side. If there is a sound or liquid movement inside, the cylinder contains gas.
- When changing gas cylinders ensure this is conducted outside in a well-ventilated location free from people, animals and ignition sources such as naked flames, pilot lights and electrical equipment such as heaters or elements.



# Safety instructions

This appliance must only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage is rapidly dispersed by wind and natural convection. The following figures are a diagrammatic representations of outdoor areas suitable for use with this appliance. Rectangular areas have been used in these figures – the same principles apply to any other shaped areas.

Any enclosure in which the appliance is used shall comply with one of the following.

## A) An enclosure with walls on all sides, but no overhead cover

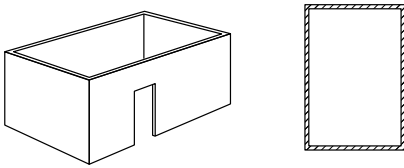


FIGURE A1 – Outdoor Area Example 1.

## B) Within a partial enclosure that includes an overhead cover and no more than two walls

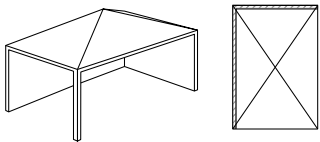


FIGURE B1 – Outdoor Area Example 2.

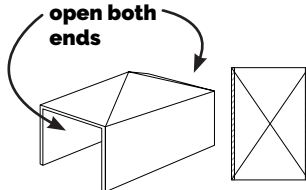
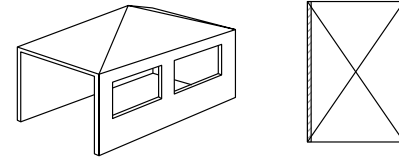


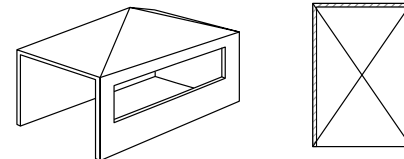
FIGURE B2 – Outdoor Area Example 3.  
With both ends open.

## C) Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply



**30% or more in total of the remaining wall area is open and unrestricted**

FIGURE C1 – Outdoor Area Example 4. With the open side at least 25% of the total wall area and 30% or more in total of remaining wall area is open and unrestricted.



**Open side at least 25% of total wall area**

**30% or more in total of the remaining wall area is open and unrestricted**

FIGURE C2 – Outdoor Area Example 5. With the open side at least 25% of the total wall area and 30% or more in total of the remaining wall area is open and unrestricted.



## Safety features

### Overheating sensor

The appliance will automatically shut down when the outlet water reaches +50°C.

### Water flow sensor

The burners will automatically extinguish if the water flow ceases or becomes restricted.

### Tilt sensor

The appliance must remain vertical to operate. If it is knocked over, it will automatically extinguish the burners.



## Joolca 2-year warranty

Your Joolca appliance comes with a warranty that covers parts and labour for 2 years from the date of purchase. Full terms of this warranty are found on the Joolca website:

[joolca.com.au/warranty](https://joolca.com.au/warranty)

[joolca.co.nz/warranty](https://joolca.co.nz/warranty)

To make a warranty claim, please call the Joolca Customer Support team or contact us via the website.

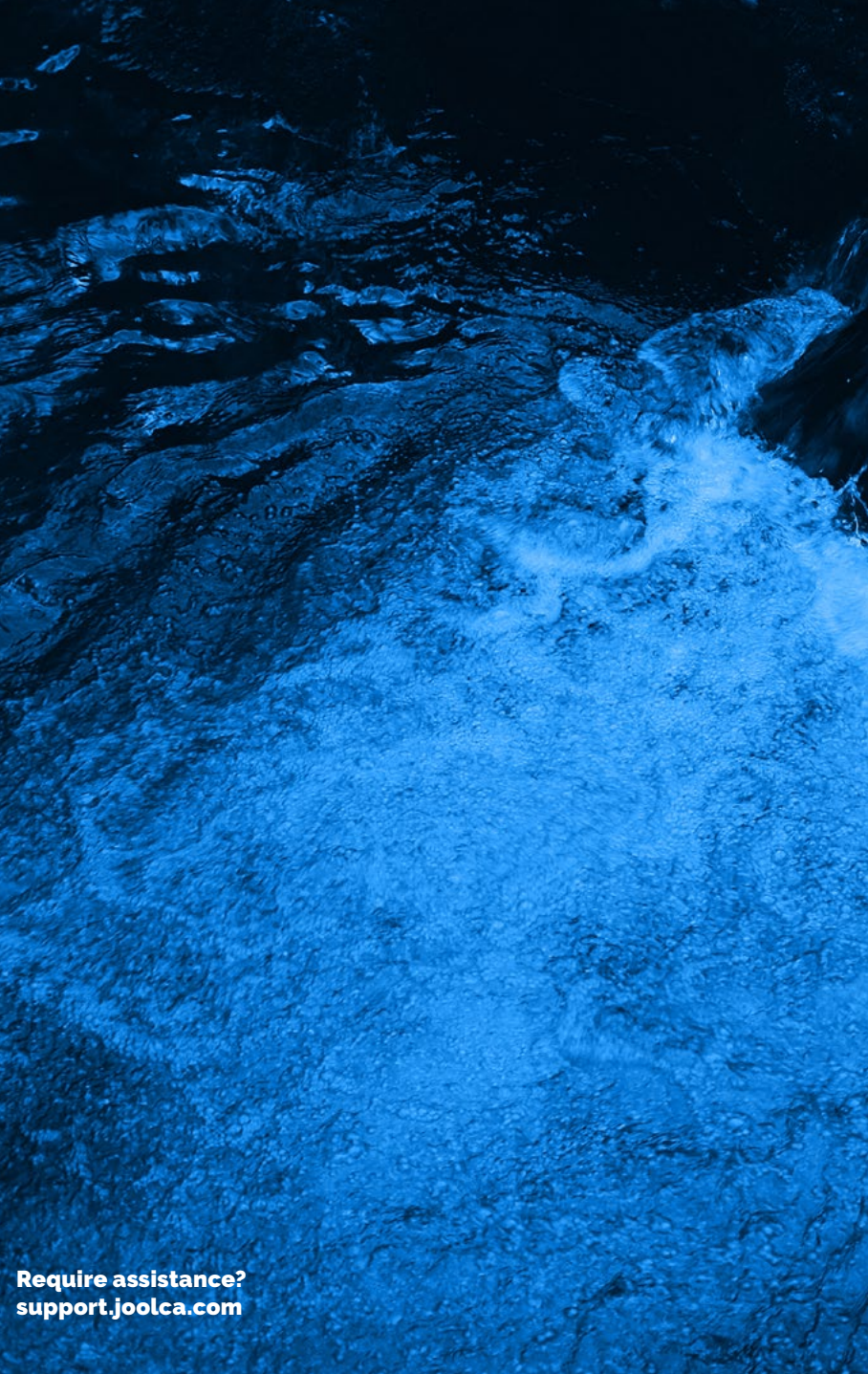
Please be advised that many warranty claims are resolved through simple troubleshooting, without the need for repairs.

For troubleshooting tips, please refer to pages 23-26.

For further technical support, please visit [support.joolca.com](https://support.joolca.com) or contact our Customer Support team on:

**1300 669 500** / [support@joolca.com.au](mailto:support@joolca.com.au) in Australia

**(09) 887 9334** / [support@joolca.co.nz](mailto:support@joolca.co.nz) in New Zealand



**Require assistance?**  
**[support.joolca.com](https://support.joolca.com)**