

OWNER'S GUIDE

Heat Pump Water Heaters

**Owner's Information
Warranty**



Model

Thermann X Hybrid Heat Pump 220
Thermann X Hybrid Heat Pump 300

SPECIAL INFORMATION

- The appliance may be used by children over 8 years of age and persons with reduced physical, sensory or mental capabilities or a lack of experience and expertise, provided that they are supervised or they have been instructed on how to use the appliance safely and have understood the potential risks. Children must never play with the appliance. Children must never clean the appliance or perform user maintenance unless they are supervised.
- Observe the minimum clearances (see chapter "Installation / Preparations / Siting the appliance").
- Observe the requirements concerning the installation room (see "Specification / Data table").
- If the power cable is faulty, replace it with a new one. The power cable must only be replaced (for example if damaged) by your licensed plumber or service department.
- The appliance is pressurised. During the heat-up process, expansion water will drip from the safety valve.
- Activate the valves at least every 6 months to prevent them from becoming blocked, e.g. by limescale deposits.
- The safety valve drainage aperture must remain open to atmosphere.

OPERATION

General information

The chapters "Special information" and "Operation" are intended for both users and your licensed plumber or service department.



Note

Read these instructions carefully before using the appliance and retain them for future reference. Pass on the instructions to a new user if required.

Safety instructions

Structure of safety instructions



KEYWORD Type of risk

Here, possible consequences are listed that may result from failure to observe the safety instructions.
► Steps to prevent the risk are listed.

Symbols, type of risk

SYMBOL	TYPE OF RISK
	Injury
	Electrocution
	Burns (burns, scalding)

Keywords

KEYWORD	MEANING
DANGER	Failure to observe this information will result in serious injury or death.
WARNING	Failure to observe this information may result in serious injury or death.
CAUTION	Failure to observe this information may result in non-serious or minor injury.

Other symbols in this documentation



Note

General information is identified by the adjacent symbol.
► Read these texts carefully.

SYMBOL	MEANING
	Material losses (appliance damage, consequential losses and environmental pollution)
	Appliance disposal

► This symbol indicates that you have to do something. The action you need to take is described step by step.

Units of measurement



Note

All measurements are given in mm unless stated otherwise.

Safety

Intended use

The purpose of this appliance is to heat domestic hot water within the application limits stated in the chapter "Specification / data table".

The appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in a non-domestic environment, e.g. in a small business, as long as it is used in the same way.

Any other use beyond that described shall be deemed inappropriate. Observation of these instructions and of the instructions for any accessories used is also part of the correct use of this appliance.

General safety instructions

The appliance should only be operated once it is fully installed and all safety equipment has been fitted.



Warning Injury

The appliance may be used by children over 8 years of age and persons with reduced physical, sensory or mental capabilities or a lack of experience and expertise, provided that they are supervised or they have been instructed on how to use the appliance safely and have understood the potential risks. Children must never play with the appliance. Children must never clean the appliance or perform user maintenance unless they are supervised.



Warning Electrocutation

Contact with live components presents a threat to life. Damage to the cable insulation or to individual components may result in a risk to life.

► If there is damage to the insulation, switch off the power supply and arrange a repair.

All work on the electrical installation must be carried out by your licensed plumber or service department.



Warning Burns

The water in the hot water cylinder can be heated to temperatures in excess of 60 °C. There is a risk of scalding at outlet temperatures in excess of 43 °C.

► Caution must be exercised when coming in contact with the water when discharged.



Warning Burns

Touching hot components can lead to burns.

► When working on hot components, always wear protective working clothing and safety gloves.

The pipework connected to the hot water outlet of the appliance can reach temperatures in excess of 60 °C.



Warning Burns

The appliance is filled with refrigerant at the factory.

In the event of refrigerant escaping due to a leak, avoid coming into contact with the refrigerant or inhaling the released vapours. Ventilate the rooms affected.



Warning Electrocutation

Never operate the appliance when the casing is open or without a cover.



Caution Injury

If objects are left on the appliance, noise emissions may increase due to resulting vibrations, and the objects could fall and cause injury.

► Never place any objects on top of the appliance.



Material losses

At the factory, the appliance is fitted with rechargeable batteries that ensure the power supply to the impressed current anode in the case of a power failure.

In order for the impressed current anode to protect the appliance hot water cylinder against corrosion, the appliance must not be disconnected from the power supply for more than 16 hours if the hot water cylinder is filled with water and the impressed current anode is not separately connected to a continuous power supply. If regular interruptions to the power supply are not anticipated, the rechargeable batteries will require no maintenance.

Replace the rechargeable batteries for the impressed current anode every three years in the following cases:

- The impressed current anode is not separately connected to a continuous power supply and a switching contact regularly interrupts the power supply to the appliance.
- The security of supply is inadequate.

Failure to observe this point puts the appliance at risk of damage.

Never use batteries that cannot be recharged. Only rechargeable nickel metal hydride batteries (NiMH) are permitted.

Batteries may be damaged in the appliance. Without a power supply, the impressed current anode and the cylinder would not be protected against corrosion.

 **Material losses**
Ensure that the appliance, water pipes and safety valves are free from the risk of frost. If you disconnect the appliance from the power supply, it is no longer protected against frost.

 **Material losses**
Never cover the appliance. Covering the air intake or air discharge leads to a reduced air supply. If the air supply is restricted, the operational reliability of the appliance cannot be guaranteed.

 **Material losses**
Only operate the appliance when the hot water cylinder has been filled. If the hot water cylinder is empty, safety equipment switches off the appliance.

 **Material losses**
Heating liquids other than potable water is not permitted.

 **Material losses**
Keep the appliance installation site free from air contaminated with oil or salt (chloride) and corrosive or explosive substances. Avoid contaminating the installation site with dust, hairspray or substances containing chlorine or ammonia.

 **Material losses**
Operating the appliance outside the application limits (see "Specification / Data table") is not permitted. The appliance may be damaged if operated continuously outside the application limits.

 **Note**
The appliance is pressurised. During the heat-up process, expansion water will drip from the safety valve.
▶ Notify your licensed plumber or service department if water continues to drip after heat-up has been completed.

Test symbols

See type plate on the appliance.

Appliance description

This appliance enables hot water to be supplied efficiently to several draw-off points using renewable energy. The appliance extracts heat from the ambient air. This heat is used along with electrical energy to heat up the water in the hot water cylinder. The amount of electrical energy and time required to heat up the hot water depend on the temperature of the air drawn in and the temperature of the water in the cylinder. When the air intake temperature drops, the appliance heating output is reduced and the heat-up time is extended.

Subject to the power supply and user draw-off behaviour, the water is heated automatically to a temperature that is set at the factory.

In the case of indoor installation, the air inside the installation room can be cooled by 1 °C to 3 °C due to heat extraction. The appliance also extracts moisture from the air, which turns into condensate. The condensate is removed from the appliance via the condensate drain.

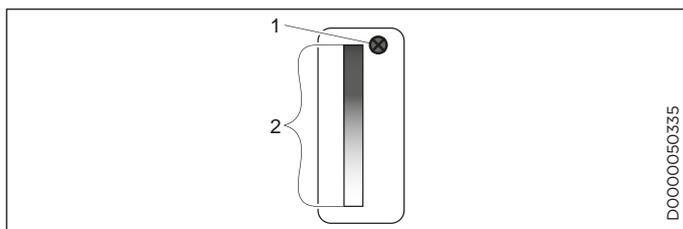
The heat pump drive unit is located in the upper section of the appliance. The hot water cylinder is located in the lower section of the appliance. To protect it against corrosion, the hot water cylinder is coated internally with special enamel and is additionally equipped with a non-sacrificial impressed current anode.

Heat pump operating principle

A closed circuit within the appliance contains refrigerant (see "Specification / Data table"). This refrigerant evaporates at low temperatures. In the evaporator, which extracts heat from the air drawn in, the refrigerant changes from a liquid into a gaseous state. A compressor draws in the gaseous refrigerant and compresses it. This increase in pressure raises the refrigerant temperature. This requires electrical energy.

The energy (motor heat) is not lost, but reaches the downstream condenser together with the compressed refrigerant. There, the refrigerant transfers heat to the hot water cylinder. An expansion valve then reduces the still prevalent pressure and the cyclical process starts again.

Hot water heating



- 1 Cylinder top sensor
- 2 Integral sensor

The appliance is equipped with two temperature sensors.

- The cylinder top sensor captures the water temperature in the upper section of the cylinder.
- The integral sensor is a temperature sensor affixed all the way down the cylinder. The integral sensor determines the average cylinder temperature.

The appliance control unit uses the average cylinder temperature captured by the integral sensor. Hot water heating is started when the average cylinder temperature falls below the set temperature.

Hot water is normally heated by the heat pump of the appliance (see chapter "Specification / Data table").

 **Note**
If the appliance has been isolated from the power supply during operation, the compressor will only restart after the pressure inside the refrigerant circuit has been equalised. Pressure equalisation can take several minutes.

Electric emergency/booster heater

In the event of a higher hot water demand on a single occasion, use the "Element boost" button to activate the emergency/booster heater manually for one-off heating in addition to the heat pump. See chapter "Operation / 'Element boost' button / Rapid/comfort heating".

If the appliance is faulty, you can activate emergency heating mode by pressing the "Element boost" button. See chapter "Operation / 'Element boost' button / Emergency heating mode".

 **Note**
There are some cases in which emergency heating mode cannot be activated. For example, if the hot water cylinder is empty or temperature sensors are faulty, the appliance locks out the element boost heater.

Appliance operation outside the application limits

Ambient temperatures below the application limit

Outside the application limits, the appliance blocks the compressor from operating. This could lead to reduced hot water convenience. If there is a demand for water heating and the lower application limit has been undershot, the appliance enables the element boost heater.

Low ambient temperatures may result in the formation of hoar frost on the evaporator depending on the air humidity and water temperature.

Active defrost

The appliance is equipped with active hot gas defrosting, which allows quick defrosting of the evaporator when needed. During defrosting, the appliance fan is deactivated. The compressor continues to run. A solenoid valve routes the hot gas directly to the evaporator. While this is happening, refrigerant flow to the condenser is disabled by another solenoid valve.

In contrast to conventional defrosting methods, the appliance guarantees that defrosting takes place only when needed.

 **Note**
Heat-up times are longer while the evaporator is defrosting.

Ambient temperatures above the application limit

Outside the application limits, the appliance blocks the compressor. This could lead to reduced hot water convenience. If there is a demand for water heating and the upper application limit has been exceeded, the appliance enables the element boost heater.

Frost protection

The appliance activates the frost protection function if the integral sensor in the hot water cylinder captures a temperature below 8 °C. The appliance then heats the water by means of the heat pump and the element boost heater. The heat pump and element boost heater switch off when the temperature captured by the integral sensor reaches 16 °C.

Minimum runtime and minimum pause time

-  **Material losses**
When operating with external switching devices that can interrupt the power supply to the appliance, such as time switches, energy management systems or home automation systems, must adhere to the following conditions:
- The minimum ON time is 60 minutes.
 - The minimum pause time following a shutdown is 20 minutes.
 - The appliance should not be switched on/off more than 10 times per day.
 - The breaking capacity of the switching actuator must meet the protection requirements (see chapter "Specification / Data table").

-  **Material losses**
If you disconnect the appliance from the power supply, it is no longer protected against frost.

-  **Material losses**
At the factory, the appliance is fitted with rechargeable batteries that ensure the power supply to the impressed current anode in the case of a power failure.
In order that the impressed current anode can protect the appliance hot water cylinder against corrosion, the appliance must not be disconnected from the power supply for more than 16 hours if the hot water cylinder is filled with water and the impressed current anode is not separately connected to a continuous power supply. If regular interruptions to the power supply are not anticipated, the rechargeable batteries will require no maintenance.
Replace the rechargeable batteries for the impressed current anode every three years in the following cases:
- The impressed current anode is not separately connected to a continuous power supply and a switching contact regularly interrupts the power supply to the appliance.
 - The security of supply is inadequate.
- Failure to observe this point puts the appliance at risk of damage.
Never use batteries that cannot be recharged. Only rechargeable nickel metal hydride batteries (NiMH) are permitted.
Batteries may be damaged in the appliance. Without a power supply, the impressed current anode and the cylinder would not be protected against corrosion.

Connection of an external signal transmitter

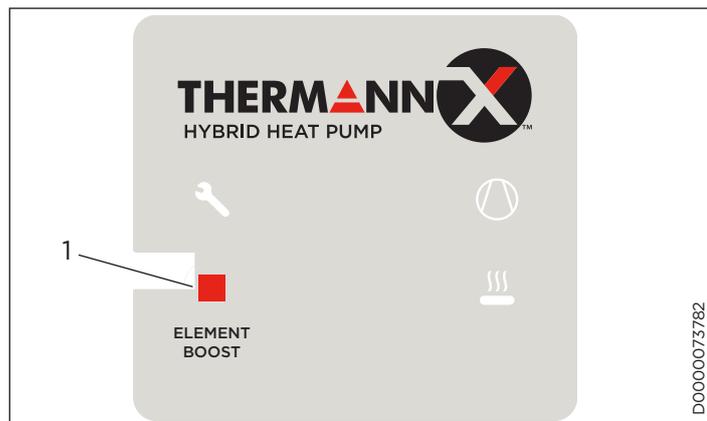
-  **Note**
This type of connection must only be carried out by a qualified electrician.

External signal transmitters can be integrated via the built-in contact input, e.g. a PV system to take advantage of electricity generated on site.

Settings

The hot water temperature is factory set.

Display and controls



1 "Element boost" button

SYMBOL		DESCRIPTION
	Heat pump	illuminated The compressor is running.
		flashes There is a demand on the compressor, but compressor operation is locked out. This happens, for example, outside the application limits.
	Element boost heater	illuminated The element boost heater is in operation.
		flashes There is a demand on the element boost heater. However, it is not active.
	Service/fault	illuminated A permanently illuminated "service/fault" symbol indicates that a fault has occurred, but the heat pump is still heating. If the symbol is still illuminated after 12 hours, please inform your licensed plumber or service department.
		flashes A flashing "service/fault" symbol indicates that a fault has occurred and the heat pump is no longer heating. If the symbol is still flashing after 12 hours, please inform your licensed plumber or service department. Switching the appliance to emergency mode constitutes a special case. The element boost heater will then heat the water despite the flashing "Service/fault" symbol.

"Element boost" button

Element boost heating

To cover an unexpectedly high hot water demand without changing any of the appliance's standard settings, press and hold the "Element boost" button for two seconds.

The heat pump and the element boost heater will start in parallel on this occasion only, irrespective of the selected set temperature. Element boost mode remains active until the average cylinder temperature (integral temperature) of 65 °C has been reached. The appliance then returns automatically to the set temperature selected in the appliance.



Note

The "element boost heater" and "heat pump" symbols are displayed until element boost heating has finished. The element boost heater switches off temporarily when the temperature in the upper section of the cylinder reaches 67 °C during heat-up. If the temperature in the upper section of the cylinder sinks to below 63 °C again during rapid heat-up, the appliance switches the element boost heater back on. In active element boost mode, the "element boost heater" symbol flashes to indicate that the element boost heater has been switched off.

Pressing and holding the "Element boost" button again for two seconds deactivates element boost heating. In this case, the compressor is also switched off and locked out for 20 minutes.

Emergency mode

If the appliance is faulty, you can activate emergency heating mode by pressing the "Element boost" button.

Example: The compressor shuts down if, following a hot water demand, no temperature increase is captured for 13 hours (52 intervals of 15 minutes each, during each of which the temperature increase is <0.25 °C). "Service/fault" symbol is flashing.

▶ Press and hold the "Element boost" button for two seconds.

"Service/fault" symbol continues flashing. The element boost heater is activated for emergency heating mode. The current set temperature (set temperature 1 or set temperature 2) is ignored.

Using the element boost heater, the appliance heats the cylinder content in the upper section of the cylinder to a maximum water temperature of 67 °C. In emergency mode, the element boost heater switches off when an average cylinder temperature of 40 °C is reached.

Following one-time activation of this function by means of the "Element boost" button, it remains activated for 7 days.

Following 7 days of emergency operation the element boost heater is deactivated. When the 7-day runtime for emergency heating mode expires, you can restart emergency heating mode for a further 7 days. Press and hold the "Element boost" button for two seconds.



Note

There are some cases in which emergency heating mode cannot be activated. For example, if the hot water cylinder is empty or temperature sensors are faulty, the appliance locks out the element boost heater.

Emergency heating mode is deactivated by an interruption of the power supply to the appliance or controller. Emergency heating mode can only be reactivated if there is a fault.

Emergency shutdown

In the event of an emergency, carry out the following steps:

- ▶ Disconnect the appliance from the power supply at the MCB/fuse in the domestic distribution board or by unplugging from a general purpose outlet.
- ▶ Shut off the cold water supply.

Cleaning, care and maintenance



Warning Electrocutation

- Only clean the exterior of the appliance.
- Never open the appliance.
- Do not insert objects through the grille into the interior of the appliance.
- Never spray the appliance with water.
- Never spray water into the appliance.



Warning Injury

Maintenance work, such as checking electrical safety, must only be carried out by your licensed plumber or service department.

APPLIANCE COMPONENTS	CARE AND MAINTENANCE TIPS
Casing	Use a damp cloth to clean the casing sections. Never use abrasive or corrosive cleaning agents.
Air intake grille / air discharge grille	Clean the air intake grille and air discharge grille every six months. Cobwebs or other kinds of contamination could obstruct the air supply to the appliance.
Hot water cylinder	The hot water cylinder is equipped with a maintenance-free impressed current anode to safeguard it against corrosion. In order that the impressed current anode can protect the appliance hot water cylinder against corrosion, the appliance must not be disconnected from the power supply for more than 16 ⁺ hours if the hot water cylinder is filled with water and the impressed current anode is not separately connected to a continuous power supply.
Element boost heater	Have the element boost heater descaled from time to time. This will extend the service life of the element boost heater.
Safety equipment	Activate the valves at least every 6 months to prevent them from becoming blocked, e.g. by limescale deposits.
Evaporator	Have the evaporator regularly checked by your licensed plumber or service department.
Condensate drain	Undo the condensate drain. Check that the condensate drain is clear and remove any dirt from the condensate drain connection.

Protective anode and battery change

The appliance is equipped with a maintenance-free impressed current anode that protects the cylinder from corrosion when it is connected to the power supply. At the factory, the appliance is fitted with rechargeable batteries that ensure the power supply to the impressed current anode in the case of a power failure. The power supply to the appliance must not be interrupted for more than 16 hours.

If the power supply is regularly interrupted by a switching contact or the security of supply is inadequate, the rechargeable batteries of the impressed current anode must be replaced every three years. Notify your licensed plumber or service department. Neglecting to do this puts the appliance at risk of damage.

If regular interruptions in the power supply are not anticipated and there is security of supply, no maintenance of the batteries is required and the appliance is maintenance-free in this regard.

Troubleshooting

The "service/fault" symbol on the appliance programming unit indicates the occurrence of a fault when it illuminates or flashes. If the symbol is still illuminated or flashing after 12 hours, please inform your licensed plumber or service department.

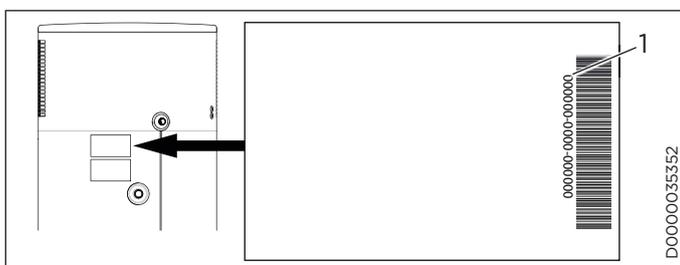
PROBLEM	CAUSE	► REMEDY
No hot water is available.	No power at the appliance.	Check that the appliance is connected to the power supply.
	A fuse/MCB in the domestic distribution board has blown/tripped.	Check whether the fuses/MCBs in your domestic distribution board have blown/tripped. Contact your licensed plumber or service department if the fuse/MCB blows/trips again after the appliance is reconnected to the power supply.
	The air intake or air discharge of the appliance is blocked.	Check the air intake grille and air discharge grille for contamination. Remove any contamination (see chapter "Maintenance and care"). Ensure that the supply and extract air flow are unimpeded.
	Outside the application limits, the appliance blocks the compressor. This could lead to reduced hot water convenience.	No action required. The appliance automatically restarts the compressor within the application limits.
	The hot water cylinder is not completely filled.	The appliance restarts automatically when the hot water cylinder has been filled.
	After hot water was drawn off previously, the appliance was not able to fully heat up the cylinder content.	No action required. Let the appliance complete the heat-up process.
	The safety pressure limiter has responded 5 times in 5 hours.	Notify your licensed plumber or service department. The appliance can only be unlocked with a service programming unit.

PROBLEM	CAUSE	REMEDY
The appliance is not heating the hot water cylinder although the "heat pump" symbol is illuminated.	The compressor lockout time has not yet elapsed. If the compressor has been switched off, it will only be switched back on again after the 20 minute compressor lockout time has elapsed.	No action required.
The compressor is operational, but the fan is off.	If the appliance is in defrost mode, it may take up to an hour for the fan to switch on again.	No action required. However, if this continues for more than one hour, please consult your licensed plumber or service department.
A safety valve is dripping.	These appliances are under water mains pressure. During the heat-up process, expansion water drips from a safety valve.	If water continues to drip when heating is completed, please inform your licensed plumber or service department.
The condensate drain drips.	The surface temperature of the evaporator is lower than the dew point temperature of the ambient air. Condensate forms.	This is normal. No action required. The amount of condensate depends on the humidity level of the ambient air.
For indoor installation: The room temperature drops too low.		Operation of the appliance can cause the room temperature to fall by 1 to 3 °C. If the room temperature falls by more than 5 °C, check the room size (see chapter "Specification / Data table"). Increasing the room size by opening a door to another room will remedy this.
The "heat pump" symbol is flashing.	The lower application limit of the heat pump has been undershot. There is a heat demand, but the compressor is locked out.	No action required. The element boost heater takes over the hot water heating. No action required. The compressor restarts automatically after the compressor lockout time has elapsed. The compressor lockout time lasts 20 minutes after the compressor has been shut down. The symbol stops flashing automatically.
The "element boost heater" symbol is flashing.	A temperature controller has switched off the element boost heater during rapid heat-up.	No action required. The appliance continues the rapid heat-up process using the heat pump. The symbol stops flashing when the controller re-enables the element boost heater. The symbol disappears when the temperature throughout the hot water cylinder reaches the set temperature of 65 °C.
The "element boost heater" symbol is illuminated but the element boost heater is not active.	The "element boost heater" symbol illuminates when there is a demand. The internal controller of the element boost heater may have ended electric heating. A possible cause may be a fault in the element boost heater. A possible cause may be that the high limit safety cut-out has responded.	Have your licensed plumber or service department check whether the controller of the element boost heater is set correctly. The controller must be turned fully clockwise. Have your licensed plumber or service department check the high limit safety cut-out.
The "service/fault" symbol is permanently illuminated.		A permanently illuminated "service/fault" symbol indicates that a fault has occurred, but the heat pump is still heating. If the symbol is still illuminated after 12 hours, please inform your licensed plumber or service department.
The "service/fault" symbol is flashing and the water does not heat up.		A flashing "service/fault" symbol indicates that a fault has occurred and the heat pump is no longer heating. If the symbol is still flashing after 12 hours, please inform your licensed plumber or service department. You can continue to use the appliance temporarily by activating emergency mode. Press and hold the "Element boost" button for two seconds. There are some cases in which emergency heating mode cannot be activated. For example, if the hot water cylinder is empty or temperature sensors are faulty, the appliance locks out the element boost heater.

Notifying your licensed plumber or service department

If you cannot remedy the fault, notify your licensed plumber or service department. To facilitate and speed up your request, provide the number from the type plate. In Australia, contact us directly (1800153351).

Sample type plate



1 Number on the type plate

WARRANTY

Thermann Warranty For Heat Pump - Model THERMANN HYBRID 220/300

Who Gives The Warranty

1. The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 6 Prohasky Street, Port Melbourne, Victoria, 3207 ('we', 'us' or 'our').

The Warranty

2. This warranty applies to Thermann Heat Pump - Model Thermann Hybrid 220/300 (the 'unit')
3. Subject to the warranty exclusions we will repair or replace, at our absolute discretion, a faulty component in your unit free of charge if it fails to operate in accordance with its specifications during the warranty period.
4. If we repair or replace a faulty component to your unit under this warranty, the warranty period is not extended from the time of the repair or replacement.
5. The warranty period commences on the date of completion of the installation of the unit. Where the date of completion of installation is not known, then the warranty period will commence 2 months after the date of manufacture.
6. The warranty period for a unit used for domestic purposes is shown in the table below. Domestic purposes means that the unit is used in a domestic dwelling.

COMPONENT	WARRANTY PERIOD
Cylinder and condenser	5 years from the date of completion of the installation of the unit.
Sealed refrigeration system, including compressor, evaporator, valves and associated pipe work as well as other componentry (electrical)	2 years from the date of completion of the installation of the unit.
T&P relief valve	1 year from the date of completion of the installation of the unit.

7. The warranty period for a unit used for commercial purposes is shown in the table below. Commercial purposes means that the unit is used for a non-domestic purpose and includes but not limited to being used in a motel, hotel, mining camp or nursing home.

COMPONENT	WARRANTY PERIOD
Cylinder and condenser	2 years from the date of completion of the installation of the unit.
Sealed refrigeration system, including compressor, evaporator, valves and associated pipe work as well as other componentry (electrical)	2 years from the date of completion of the installation of the unit.
T&P relief valve	1 year from the date of completion of the installation of the unit.

Your Entitlement To Make A Warranty Claim

8. You are entitled to make a warranty claim if:
 - 8.1 you own the unit or if you have the owner's consent to represent the owner of the unit;
 - 8.2 you contact us within a reasonable time of discovering the problem with the unit;

How You Make A Warranty Claim

9. To make a warranty claim you must provide us with the following information:
 - 9.1. The model number of the unit;
 - 9.2. A description of the problem with the unit;
 - 9.3. The name, address and contact details (such as phone number and e-mail address) of the owner;
 - 9.4. The address where the unit is installed and the location (e.g. at the east side of the house);
 - 9.5. The serial number of the unit;
 - 9.6. The date of purchase of the unit and the name of the seller of the unit;
 - 9.7. The date of installation of the unit;
 - 9.8. A copy of the certificate of compliance when the unit was installed.

10. The contact details for you to make your warranty claim are:

Name: Stiebel Eltron (Aust) Pty Ltd
 Address: 6 Prohasky Street, Port Melbourne, Victoria, 3207
 Telephone: 1800 153 351 (8.00 am to 5.00 pm AEST Monday to Friday)
 Contact person: Customer Service Representative
 E-mail: service@stiebel.com.au

11. We will arrange a suitable time with you to inspect and test the unit.

Warranty Exclusions

12. We may reject your warranty claim if:

12.1. The unit was not installed by a registered and qualified plumber.

12.2. The unit was not installed and commissioned:

- a. in Australia;
- b. in accordance with the Installer's Manual; and
- c. in accordance with the relevant statutory and local requirements of the State or Territory in which the unit is installed.

12.3. The unit has not been operated or maintained in accordance with the Installer's Manual and Owner's Guide.

12.4. The unit does not bear its original Serial Number or Rating Label.

12.5. The unit was damaged by any or any combination of the following:

- a. normal fair wear and tear;
- b. connection to an incorrect water supply, for example where the water is highly conductive; where the water has a mineral content with a TDS > 2500 mg/L; or where the Langelier Saturation Index (LSI) of the water is outside the range $-1.0 < LSI < 0.8$ (The LSI is a numeric value indicating whether water is scale forming or corrosive. It factors in pH, total alkalinity, calcium hardness and water temperature);
- c. connection to water from a bore, dam or swimming pool;
- d. connection to an incorrect power supply;
- e. connection to faulty equipment, such as damaged valves;
- f. insufficient air flow;
- g. foreign matter in the water supply, such as sludge or sediment;
- h. corrosive elements in the water supply;
- i. inappropriate anode or replacement regime used;
- j. accidental damage;
- k. act of God, including damage by flood, storm, fire, lightning strike and the like;
- l. excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.

12.6. The unit was damaged before it was installed e.g. it was damaged in transit.

12.7. An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.

12.8. Non genuine parts other than those manufactured or approved by us have been used on the unit.

13. We may charge you:

13.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.

13.2. for the extra time it takes our authorised service technician to access the unit for inspection and testing if it is not sited in accordance with the Installer's Manual and not readily accessible for inspection.

13.3. for any extra costs of our authorised service technician to make the unit safe for inspection.

14. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.

15. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.

16. If we reject your warranty claim in accordance with clause 12, we may charge you for our authorised service technician's labour costs to inspect and test the unit.

17. In order to properly test the unit we may remove it to another location for testing.

Australian Consumer Law

18. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
19. The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.

A 328594-40181-9262
B 328592-40181-9262

