

OPERATION AND INSTALLATION

Electronically controlled mini instantaneous water heater

» DEM 6 AU

STIEBEL ELTRON

CONTENTS

SPECIAL INFORMATION

OPERATION

1. General information	4
1.1 Safety instructions	4
1.2 Other symbols in this documentation	5
1.3 Units of measurement	5
2. Safety	5
2.1 Intended use	5
2.2 General safety instructions	6
2.3 Test symbols	6
3. Appliance description	7
4. Settings	7
5. Cleaning, care and maintenance	7
6. Troubleshooting	8

INSTALLATION

7. Safety	9
7.1 General safety instructions	9
7.2 Instructions, standards and regulations	9
8. Appliance description	10
8.1 Standard delivery	10
8.2 Accessories	10
9. Preparation	10

10. Installation	11
10.1 Installation site	11
10.2 Alternative installation methods	11
10.3 Making the electrical connection	15
11. Commissioning	15
11.1 Initial start-up	15
11.2 Appliance handover	16
11.3 Recommissioning	16
11.4 Settings	16
12. Appliance shutdown	18
13. Troubleshooting	18
14. Maintenance	20
14.1 Draining the appliance	20
14.2 Cleaning the strainer	20
14.3 Appliance storage	20
14.4 Replacing the power cable	20
15. Specification	21
15.1 Dimensions and connections	21
15.2 Wiring diagram	21
15.3 Temperature increase	22
15.4 Application areas	22
15.5 Data table	23

ENVIRONMENT AND RECYCLING

WARRANTY

SPECIAL INFORMATION

- The appliance may be used by children aged 3 and older and persons with reduced physical, sensory or mental capabilities or a lack of experience and know-how, 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. Cleaning and user maintenance must not be carried out by children without supervision.
- The tap can reach temperatures of up to 50 °C. There is a risk of scalding at outlet temperatures in excess of 43 °C.
- Ensure the appliance can be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.
- The specified voltage must match the mains voltage.
- The appliance must be permanently connected to fixed wiring.
- The power cable must only be replaced (for example if damaged) by a qualified contractor authorised by the manufacturer, using an original spare part.
- Secure the appliance as described in chapter "Installation / Installation".
- Observe the maximum permissible pressure (see chapter "Installation / Specification / Data table").
- The specific water resistivity of the mains water supply must not be undershot (see chapter "Installation / Specification / Data table").
- Drain the appliance as described in chapter "Installation / Maintenance / Draining the appliance".

OPERATION

1. General information

The chapters "Special information" and "Operation" are intended for both users and qualified contractors.

The chapter "Installation" is intended for qualified contractors.



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.

1.1 Safety instructions

1.1.1 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.

1.1.2 Symbols, type of risk

Symbol	Type of risk
	Injury
	Electrocution
	Burns (burns, scalding)

1.1.3 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.

OPERATION

Safety

1.2 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.

1.3 Units of measurement



Note

All measurements are given in mm unless stated otherwise.

2. Safety

2.1 Intended use

This appliance is suitable for heating domestic hot water or for reheating preheated water. The appliance is designed for one hand washbasin.

The appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in non-domestic environments, e.g. in small businesses, 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.

OPERATION

Safety

2.2 General safety instructions



DANGER Burns

The tap can reach temperatures of up to 50 °C. There is a risk of scalding at outlet temperatures in excess of 43 °C.



WARNING Injury

The appliance may be used by children aged 3 and older and persons with reduced physical, sensory or mental capabilities or a lack of experience and know-how, 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. Cleaning and user maintenance must not be carried out by children without supervision.



WARNING

For continued safety of this appliance it must be installed, operated and maintained in accordance with the manufacturer's instructions.



WARNING

This appliance must only be installed in accordance with the acceptable plumbing configurations specified in these instructions. Failure to do so may result in conditions where delivery temperature control is inadequate.



DANGER Electrocutation

Any damaged power cables must be replaced by a qualified electrician. This prevents potential hazards from arising.



Material losses

Protect the appliance and tap against frost.



Material losses

Prevent scale build-up at the tap outlets (see chapter "Operation / Cleaning, care and maintenance").

2.3 Test symbols

See type plate on the appliance.

3. Appliance description

The electronically controlled mini instantaneous water heater maintains a constant outlet temperature up to its output limit, irrespective of the inlet temperature.

This appliance has been factory-set to the outlet temperature required for washing hands. Once this temperature has been reached, the PCB automatically reduces the output. The output is matched to the required temperature, this prevents the temperature being exceeded.

The appliance heats the water directly at the draw-off point as soon as the tap is opened. The short pipe runs ensure that energy and water losses are minimal.

The DHW output depends on the cold water temperature, the heating output and the flow rate.

The bare wire heating system is suitable for hard and soft water areas. This heating system has a low susceptibility to scale build-up. The heating system ensures quick and efficient DHW provision at the hand washbasin.

Your qualified contractor can adjust the maximum temperature and flow rate (see chapter "Installation / Commissioning / Settings").

4. Settings

The appliance heating system switches on automatically as soon as you open the DHW valve at the tap or activate the sensor of a sensor tap. The water is heated. The water temperature can be adjusted at the tap.

For initial flow rate and flow rate limiting, see chapter "Installation / Specification".

Following an interruption to the water supply

See chapter "Installation / Commissioning / Restarting".

5. Cleaning, care and maintenance

- ▶ Never use abrasive or corrosive cleaning agents. A damp cloth is sufficient for cleaning the appliance.
- ▶ Check the taps regularly. Limescale deposits at the tap outlets can be removed using commercially available descaling agents.
- ▶ Have the electrical safety of the appliance regularly checked by a qualified contractor.
- ▶ Regularly descale or replace the aerator.

6. Troubleshooting

Problem	Cause	Remedy
The appliance will not start despite the DHW valve being fully open.	No power at the appliance.	Check the fuse/MCB in your fuse box/distribution board.
	The aerator in the tap is scaled up or dirty.	Clean and/or descale the aerator or replace the aerator.
	The water supply has been interrupted.	Vent the appliance and the cold water inlet line (see chapter "Settings").
The required temperature is not being reached.	The maximum temperature set inside the appliance is too low.	Have your qualified contractor adjust the maximum temperature.
	The appliance has reached its output limit.	Reduce the flow rate.

If you cannot remedy the fault, contact your qualified contractor. To facilitate and speed up your enquiry, please provide the serial number from the type plate (000000-0000-000000).

DEM . . No.: 000000-0000-000000
--

INSTALLATION

7. Safety

Only a qualified contractor should carry out installation, commissioning, maintenance and repair of the appliance.

7.1 General safety instructions

We guarantee trouble-free function and operational reliability only if original accessories and spare parts intended for the appliance are used.



Material losses

Observe the max. permissible inlet temperature. Higher temperatures may damage the appliance. You can limit the inlet temperature by installing a central thermostatic valve.



WARNING Electrocutation

This appliance contains capacitors which are discharged when disconnected from the power supply. The capacitor discharge voltage may briefly reach > 34 V DC.

7.2 Instructions, standards and regulations



Note

Observe all applicable national and regional regulations and instructions.



Note

The installation of this appliance shall conform to the Plumbing Code of Australia (PCA), and the New Zealand Building Code.



Note

This appliance delivers water not exceeding 50 °C in accordance with AS 3498.

The specific electrical resistance of the water used must not fall below that stated on the type plate. In a linked water network, factor in the lowest electrical resistance of the water (see chapter "Installation / Specification / Data table"). Your water supply utility will advise you of the electrical resistivity or conductivity of the water in your area.

INSTALLATION

Appliance description

Test for delivery temperature performance

The appliance is to be tested according to AS 3498 as a 50 °C-limited water heater. The option 1 illustrated in figure A.1 of the Appendix A applies to the appliance.

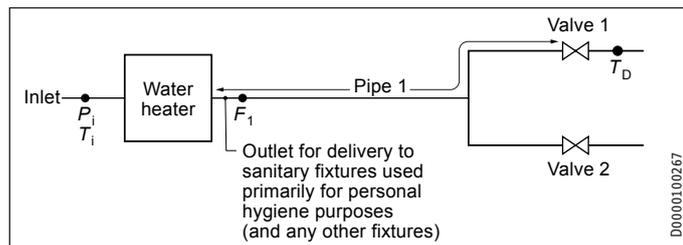


Figure A.1 - Option 1 - Simple water heater

Key	
--	Measurement location
Pipe 1	Pipework to sanitary fixtures used primarily for personal hygiene purposes
F_1	Flow rate to sanitary fixtures used primarily for personal hygiene purposes
P_i	Inlet pressure
T_i	Inlet temperature
T_D	Delivery temperature (represents water temperature at the outlet from sanitary fixtures used primarily for personal hygiene purposes)
Valves 1 and 2	Valves to control water flow for the purposes of testing

8. Appliance description

8.1 Standard delivery

The following are delivered with the appliance:

- Sieve inside the cold water inlet
- 2 reducers 1/2 to 3/8 incl. flat gaskets
- Company logo for oversink installation

8.2 Accessories

Pressure-tested tap

- WSH 20 AU - Sensor tap for washbasins

9. Preparation

- ▶ Flush the water line thoroughly.

Water installation

No safety valve is required.

Taps

- ▶ Use suitable taps.

10. Installation

10.1 Installation site

Install the appliance in a room free from the risk of frost and near the draw-off tap.

Ensure that the lateral fixing screws for the cover are always accessible.

The appliance is suitable for undersink installation (water connections at the top) and oversink installation (water connections at the bottom).



DANGER Electrocutation

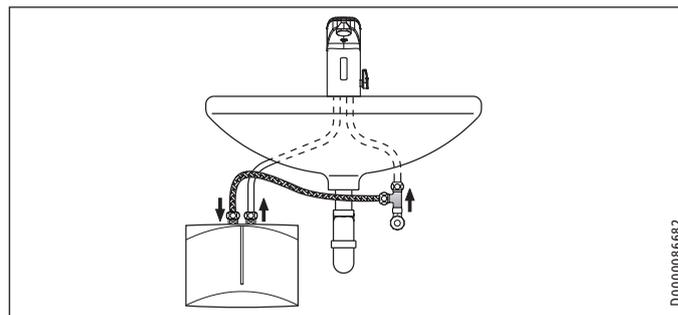
The adjusting screw for setting the flow rate is 'live', and the IP 25 protection is only given when the appliance back panel is fitted.

- ▶ Always fit the appliance back panel.

10.2 Alternative installation methods

10.2.1 Undersink installation

Pressure-tested, with pressure-tested tap



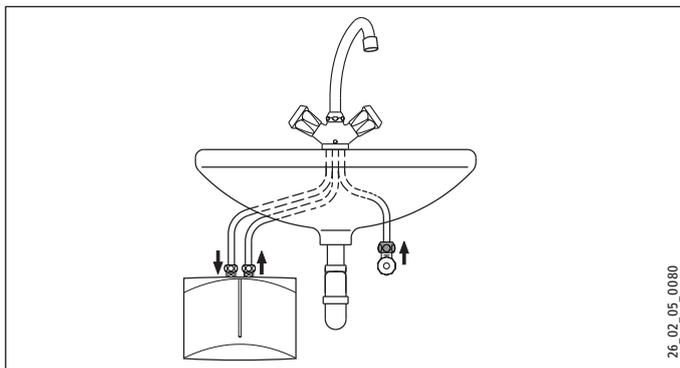
The following accessories are required for connection as pressure-tested appliance:

- Pressure-tested tap, e.g. WSH 20 AU
- Connection hose with gaskets
- Tee

INSTALLATION

Installation

Non-pressurised, with non-pressurised tap

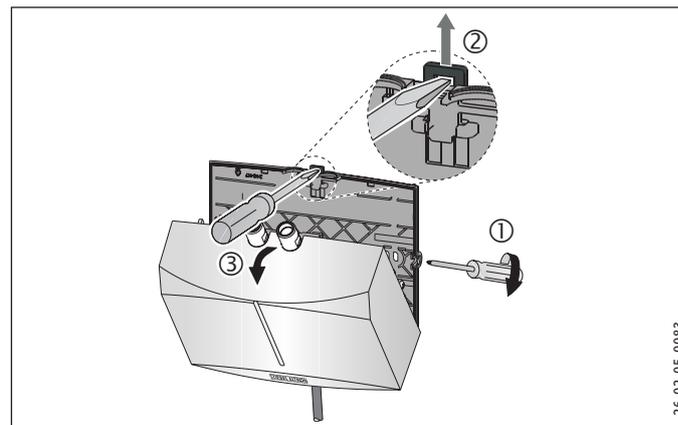


Appliance installation



Note

- ▶ Mount the appliance on the wall. The wall must have sufficient load bearing capacity.

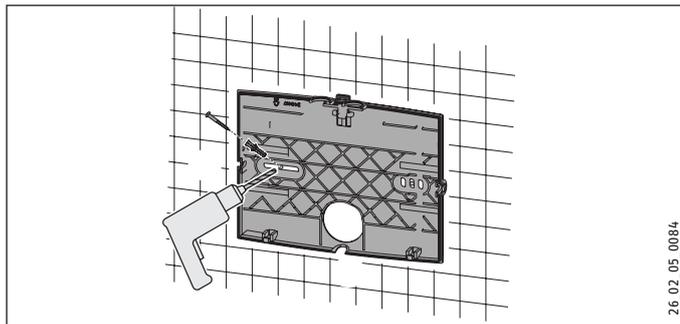


- ▶ Undo the cover fixing screws by two turns.
- ▶ Undo the snap fastener using a screwdriver.
- ▶ Remove the appliance cover with the heater towards the front.

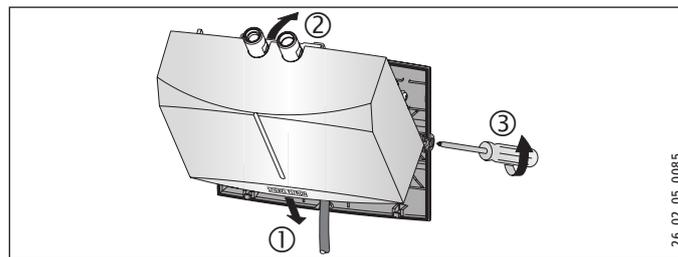
INSTALLATION

Installation

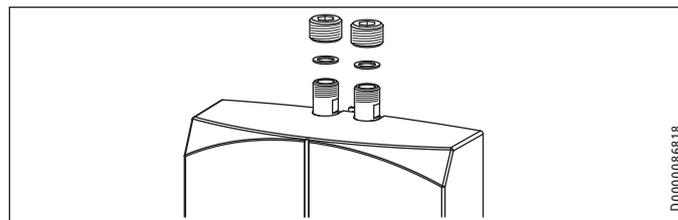
- ▶ Using pliers, break out the knock-out for the power cable in the appliance cover. Correct the contours with a file if necessary.



- ▶ Use the appliance back panel as a drilling template.
- ▶ Secure the appliance back panel to the wall with suitable rawl plugs and screws.



- ▶ Route the power cable through the cable entry in the back panel.
- ▶ Hook in the appliance cover with the heater at the bottom.
- ▶ Click the heater into place using the snap fastener.
- ▶ Secure the appliance cover with the cover fixing screws.



- ▶ If a G 1/2 connection is needed, screw the reducers supplied, incl. flat gaskets, onto the appliance water connections.

INSTALLATION

Installation

Tap installation



Material losses

- ▶ When making the connections, counter the torque on the appliance using a size 14 spanner.

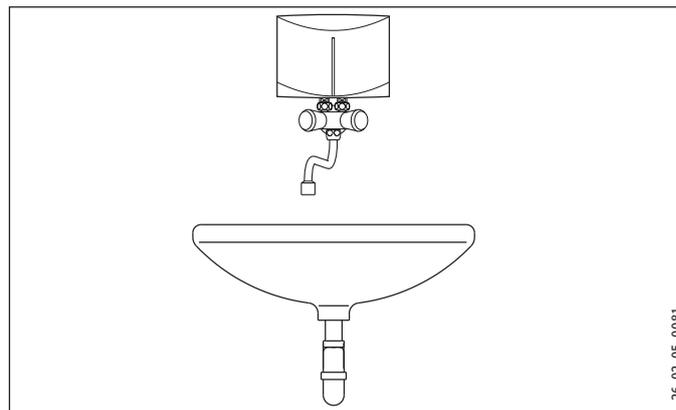
Pressure-tested tap

- ▶ Install tee and connection hose.
- ▶ Install the tap. For this, also observe the tap operating and installation instructions.

Non-pressurised tap

- ▶ Install the tap. For this, also observe the tap operating and installation instructions.

10.2.2 Oversink installation, non-pressurised, with non-pressurised tap



Tap installation

- ▶ Install the tap. For this, also observe the tap operating and installation instructions.



Material losses

- ▶ When making the connections, counter the torque on the appliance using a size 14 spanner.

INSTALLATION

Commissioning

Appliance installation

- ▶ Fit the appliance to the tap with the water connections.

10.3 Making the electrical connection



DANGER Electrocutation

Carry out all electrical connection and installation work in accordance with relevant regulations.



DANGER Electrocutation

Ensure that the appliance is earthed.

Ensure the appliance can be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.



DANGER Electrocutation

The appliances are delivered with a power cable. Connection to a permanent power supply is possible, provided the fixed cable has a cross-section that is at least equal to that of the standard power cable of the appliance. A maximum cross-section of 3 x 6 mm² may be used.

- ▶ If the appliance is installed over the sink, route the power cable behind the appliance.



Material losses

Observe the type plate. The specified voltage must match the mains voltage.

- ▶ Connect the power cable as shown in the wiring diagram (see chapter "Installation / Specification / Wiring diagram").

11. Commissioning

11.1 Initial start-up



- ▶ Fill the appliance by running the tap several times until the pipework and appliance are free of air.
- ▶ Carry out a tightness check.
- ▶ Switch on the power supply.
- ▶ Check the appliance function.
- ▶ In the case of oversink installation, affix the company logo supplied over the existing company logo.

INSTALLATION

Commissioning

11.2 Appliance handover

- ▶ Explain the appliance function to users and familiarise them with how it works.
- ▶ Make the user aware of potential dangers, especially the risk of scalding.
- ▶ Hand over these instructions.

11.3 Recommissioning



Material losses

To ensure that the bare wire heating system is not damaged following an interruption to the water supply, the appliance must be restarted by taking the following steps.

- ▶ Switch OFF the power supply to isolate the appliance across all poles.
 - ▶ Open the tap for at least one minute until the appliance and its upstream cold water inlet line are free of air.
 - ▶ Switch the power back ON.
-

11.4 Settings

You can alter the maximum flow rate and temperature.



DANGER Electrocutation

The flow rate and temperature may only be adjusted if the appliance is isolated from the power supply.

- ▶ Isolate all poles of the appliance from the power supply.

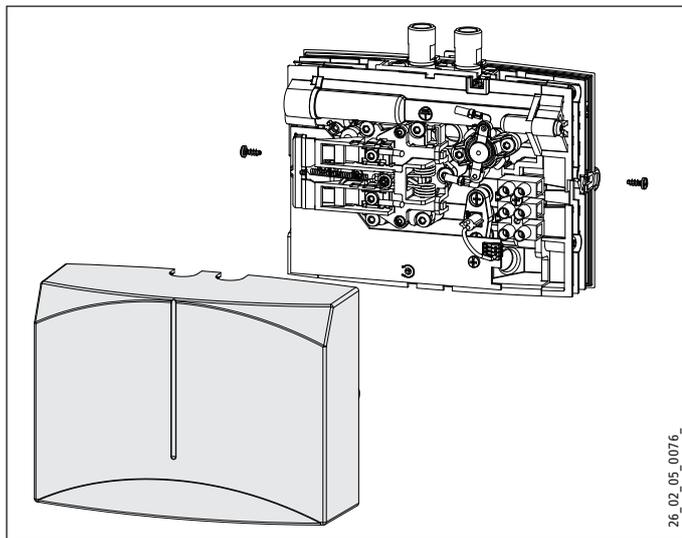


DANGER Electrocutation

The adjusting screw for changing the flow rate and the potentiometer for setting the temperature are live if the appliance has not been isolated from the power supply.

INSTALLATION

Commissioning

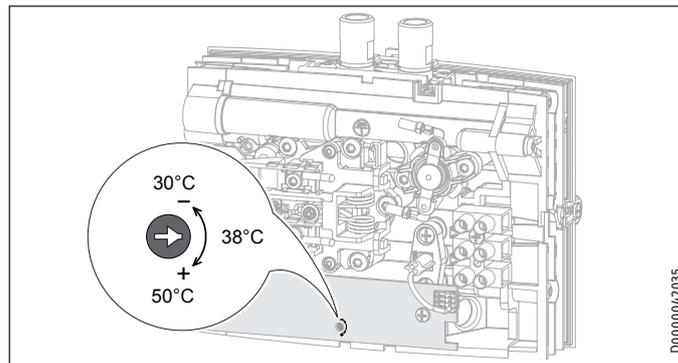


26_02_05_0076_

- ▶ Remove the appliance cover.

Setting the maximum temperature

Factory setting: 38 °C



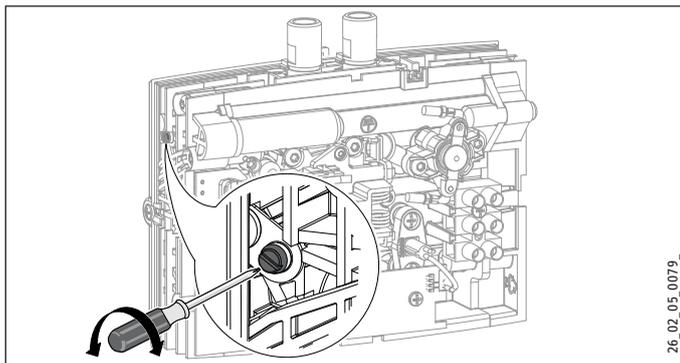
D0000042035

- ▶ Using a screwdriver, set the potentiometer to the maximum required temperature.
- ▶ Fit the appliance cover.

Appliance shutdown

Limiting the flow rate

Factory setting: Maximum flow rate



- ▶ Using the adjusting screw, set the maximum required flow rate:
 - Lowest flow rate = wind the screw in as far as it will go.
 - Highest flow rate = wind the screw out as far as it will go.
- ▶ Fit the appliance cover.

12. Appliance shutdown

- ▶ Switch OFF the power supply to isolate the appliance across all poles.
- ▶ Drain the appliance (see chapter "Installation / Maintenance").

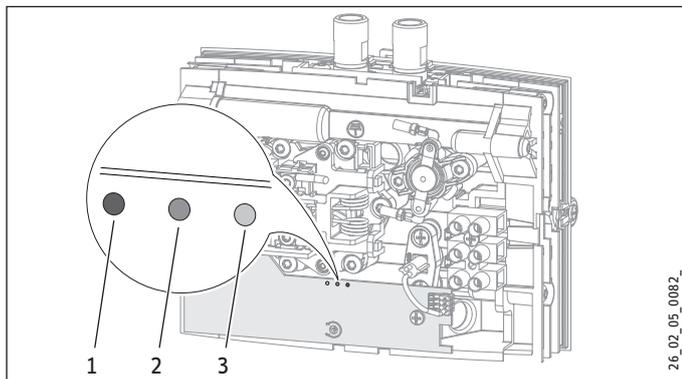
13. Troubleshooting

Problem	Cause	Remedy
The appliance will not start despite the DHW valve being fully open.	The aerator in the tap is scaled up or dirty.	Clean and/or descale the aerator or replace the aerator.
	The flow rate is set too low.	Increase the flow rate.
	The sieve in the cold water line is blocked.	Clean the sieve after shutting off the cold water inlet line.
	The heating system is faulty.	Check the resistance of the heating system and replace the appliance if required.
	The safety pressure limiter has responded.	Remedy the cause of the fault. Isolate the appliance from the power supply and depressurise the water line. Activate the safety pressure limiter.
The required temperature is not being reached. The yellow indicator flashes.	The appliance has reached its output limit.	Reduce the flow rate.

INSTALLATION

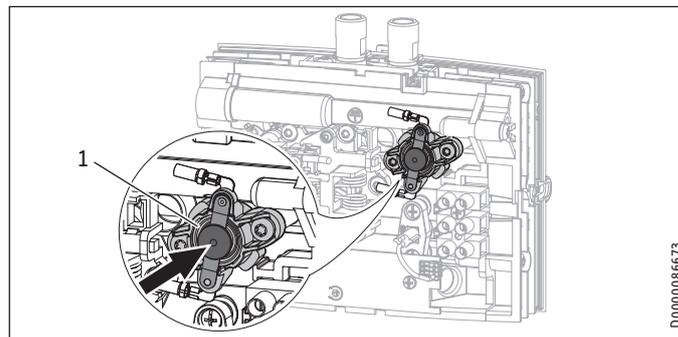
Troubleshooting

LED indicators



- 1 Illuminates red in the case of a fault
- 2 Indicator yellow in heating mode / flashing when the output limit is exceeded
- 3 Flashes green if the PCB is receiving power

Activating the safety pressure limiter



- 1 1-pole safety pressure limiter

14. Maintenance



DANGER Electrocutation
Before performing any work on the appliance, disconnect all poles from the power supply.

14.1 Draining the appliance



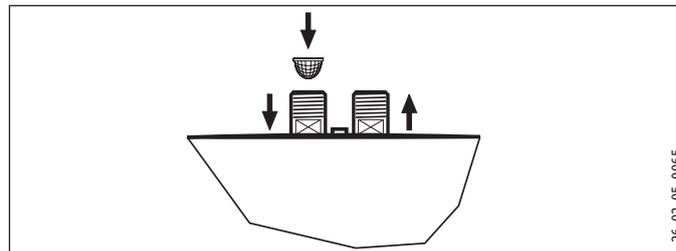
DANGER Scalding
Hot water may escape when you drain the appliance.

If the appliance needs to be drained for maintenance or to protect the whole installation when there is a risk of frost, proceed as follows:

- ▶ Close the shut-off valve in the cold water inlet line.
- ▶ Open the draw-off valve.
- ▶ Undo the water connections on the appliance.

14.2 Cleaning the strainer

You can clean the fitted strainer after removing the cold water supply pipe and the reducer, if installed.



14.3 Appliance storage

- ▶ Store the dismantled appliance free from the risk of frost, as water residues remaining inside the appliance can freeze and cause damage.

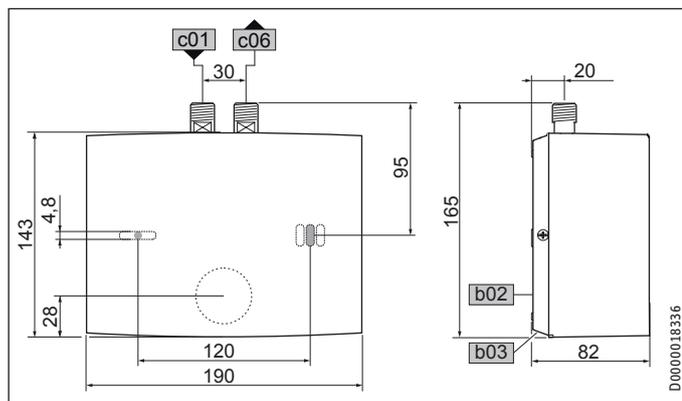
14.4 Replacing the power cable

- ▶ If making a replacement, use a 4 mm² connecting cable.

INSTALLATION Specification

15. Specification

15.1 Dimensions and connections

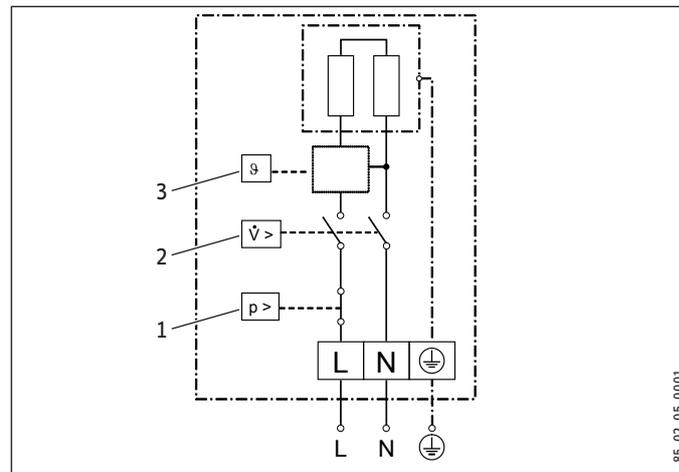


		DEM AU
b02	Entry for electrical cables I	
b03	Entry electrical cables II	
c01	Cold water inlet	Male thread G 3/8 A*
c06	DHW outlet	Male thread G 3/8 A*

* Reducer G 1/2 to G 3/8 included in standard delivery

15.2 Wiring diagram

1/N/PE ~ 200-240 V



- 1 Safety pressure limiter
- 2 Pressure differential switch
- 3 PCB with outlet temperature sensor



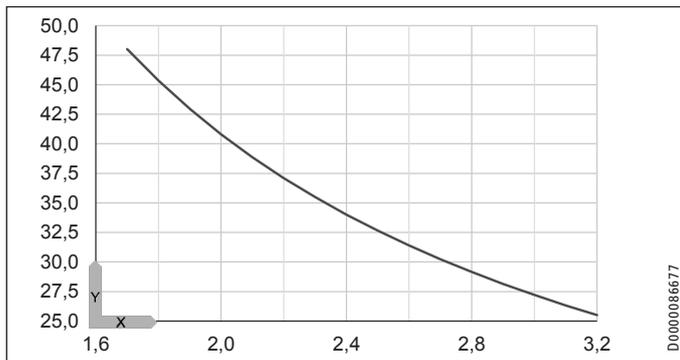
Material losses

- In the case of a permanent power supply, connect the power cable according to the designations on the socket terminals.

INSTALLATION Specification

15.3 Temperature increase

The water increases in temperature as follows at a voltage of 230 V:



X Flow rate in l/min

Y Temperature increase in K

Example with 5.7 kW

Flow rate	l/min	3.0
Temperature increase	K	27
Cold water inlet temperature	°C	20
Maximum possible outlet temperature	°C	47

15.4 Application areas

For the specific electrical resistance and specific electrical conductivity, see "Installation / Data table".

Standard specification at 15 °C			20 °C			25 °C		
Spec. Re- sistivity $\rho \geq$	Spec. Conduc- tivity $\sigma \leq$		Spec. Re- sistivity $\rho \geq$	Spec. Conduc- tivity $\sigma \leq$		Spec. Re- sistivity $\rho \geq$	Spec. Conduc- tivity $\sigma \leq$	
Ωcm	mS/m	$\mu\text{S/cm}$	Ωcm	mS/m	$\mu\text{S/cm}$	Ωcm	mS/m	$\mu\text{S/cm}$
1000	100	1000	890	112	1124	815	123	1227
1300	77	769	1175	85	851	1072	93	933

INSTALLATION Specification

15.5 Data table

					DEM 6 AU 201683
Electrical data					
Rated voltage	V	200	220	230	240
Rated output	kW	4.3	5.2	5.7	6.2
Rated current	A	21.6	23.6	24.7	25.8
Fuse protection	A	25	25	25	32
Frequency	Hz				50/60
Phases					1/N/PE
Specific resistance $\rho_{15} \geq$ (at $\vartheta_{\text{cold}} \leq 25$ °C)	Ω cm				1000
Specific conductivity $\sigma_{15} \leq$ (at $\vartheta_{\text{cold}} \leq 25$ °C)	$\mu\text{S/cm}$				1000
Specific resistance $\rho_{15} \geq$ (at $\vartheta_{\text{cold}} \leq 50$ °C)	Ω cm				1300
Specific conductivity $\sigma_{15} \leq$ (at $\vartheta_{\text{cold}} \leq 50$ °C)	$\mu\text{S/cm}$				770
Max. mains impedance at 50 Hz	Ω	0.056	0.051	0.049	0.047
Connections					
Water connection					G 3/8 A
Application limits					
Max. permissible pressure	MPa				1
Max. inlet temperature for reheating	°C				50
Values					
Max. permissible inlet temperature	°C				50
Temperature setting range, DHW	°C				30-50
On	l/min				>2.2
Pressure drop at flow rate	MPa				0.07
Flow rate for pressure drop	l/min				2.2
Flow rate limit at	l/min				3.2
DHW delivery	l/min				3.2
$\Delta\vartheta$ on delivery	K				25

INSTALLATION | ENVIRONMENT AND RECYCLING

Specification

		DEM 6 AU
Hydraulic data		
Nominal capacity	l	0.1
Versions		
Oversink installation		X
Undersink installation		X
Open vented type		X
Sealed unvented type		X
Protection class		1
Insulating block		Plastic
Heating system heat generator		Bare wire
Cover and back panel		Plastic
Colour		White
IP rating		IP 25
Dimensions		
Height	mm	143
Width	mm	190
Depth	mm	82
Length of connecting cable	mm	700
Weights		
Weight	kg	1.7



Note

The appliance conforms to IEC 61000-3-12.

Environment and recycling

We would ask you to help protect the environment. After use, dispose of the various materials in accordance with national regulations.

WARRANTY

Who gives the warranty

1. The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 294 Salmon Street, Port Melbourne, Victoria, 3207 ("we", "us" or "our").

The warranty

2. This warranty applies to the Stiebel Eltron Water Heaters - WaterMark Approved (the "unit") listed within this operating and installation guide manufactured after 1 May 2015.
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
All components	5 years 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
All components	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. in laundry);
 - 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.

WARRANTY

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

Name: Stiebel Eltron (Aust) Pty Ltd
Address: 294 Salmon 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-eltron.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 registered and qualified tradespeople.

12.2. The unit was not installed and commissioned:

- (a) in Australia;
- (b) in accordance with the Operating and Installation Guide; 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 Operating and Installation Guide.

12.4. The unit does not bear its original Serial Number for 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;
- (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) foreign matter in the water supply, such as sludge or sediment;
- (g) corrosive elements in the water supply;
- (h) accidental damage;
- (i) act of God, including damage by flood, storm, fire, lightning strike and the like;
- (j) excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation;
- (k) ingress of vermin.

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 Operating and Installation Guide 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.

WARRANTY

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.

D0000053038

Deutschland

STIEBEL ELTRON GmbH & Co. KG
Dr.-Stiebel-Straße 33 | 37603 Holzminden
Tel. 05531 702-0 | Fax 05531 702-480
info@stiebel-eltron.de
www.stiebel-eltron.de

Verkauf Kundendienst Ersatzteilverkauf

Tel. 05531 702-110 | Fax 05531 702-95108 | info-center@stiebel-eltron.de
Tel. 05531 702-111 | Fax 05531 702-95890 | kundendienst@stiebel-eltron.de
Tel. 05531 702-120 | Fax 05531 702-95335 | ersatzteile@stiebel-eltron.de

Australia

STIEBEL ELTRON Australia Pty. Ltd.
294 Salmon Street | Port Melbourne
VIC 3207
Tel. 03 9645-1833 | Fax 03 9644-5091
info@stiebel-eltron.com.au
www.stiebel-eltron.com.au

Austria

STIEBEL ELTRON Ges.m.b.H.
Gewerbegebiet Neubau-Nord
Margaritenstraße 4 A | 4063 Hösrsching
Tel. 07221 74600-0 | Fax 07221 74600-42
info@stiebel-eltron.at
www.stiebel-eltron.at

Belgium

STIEBEL ELTRON bvba/sprl
't Hofveld 6 - D1 | 1702 Groot-Bijgaarden
Tel. 02 42322-22 | Fax 02 42322-12
info@stiebel-eltron.be
www.stiebel-eltron.be

China

STIEBEL ELTRON (Tianjin) Electric
Appliance Co., Ltd.
Plant C3, XEDA International Industry City
Xiqing Economic Development Area
300085 Tianjin
Tel. 022 8396 2077 | Fax 022 8396 2075
info@stiebeleltron.cn
www.stiebeleltron.cn

Czech Republic

STIEBEL ELTRON spol. s r.o.
Dopraváků 749/3 | 184 00 Praha 8
Tel. 251116-111 | Fax 235512-122
info@stiebel-eltron.cz
www.stiebel-eltron.cz

Finland

STIEBEL ELTRON OY
Kapinakuja 1 | 04600 Mäntsälä
Tel. 020 720-9988
info@stiebel-eltron.fi
www.stiebel-eltron.fi

France

STIEBEL ELTRON SAS
7-9, rue des Selliers
B.P 85107 | 57073 Metz-Cédex 3
Tel. 0387 7438-88 | Fax 0387 7468-26
info@stiebel-eltron.fr
www.stiebel-eltron.fr

Hungary

STIEBEL ELTRON Kft.
Gyár u. 2 | 2040 Budaörs
Tel. 01 250-6055 | Fax 01 368-8097
info@stiebel-eltron.hu
www.stiebel-eltron.hu

Japan

NIHON STIEBEL Co. Ltd.
Kowa Kawasaki Nishiguchi Building 8F
66-2 Horikawa-Cho
Saiwai-Ku | 212-0013 Kawasaki
Tel. 044 540-3200 | Fax 044 540-3210
info@nihonstiebel.co.jp
www.nihonstiebel.co.jp

Netherlands

STIEBEL ELTRON Nederland B.V.
Daviottenweg 36 |
5222 BH 's-Hertogenbosch
Tel. 073 623-0000 | Fax 073 623-1141
info@stiebel-eltron.nl
www.stiebel-eltron.nl

Poland

STIEBEL ELTRON Polska Sp. z O.O.
ul. Działkowa 2 | 02-234 Warszawa
Tel. 022 60920-30 | Fax 022 60920-29
biuro@stiebel-eltron.pl
www.stiebel-eltron.pl

Russia

STIEBEL ELTRON LLC RUSSIA
Urzhumskaya street 4,
building 2 | 129343 Moscow
Tel. 0495 7753889 | Fax 0495 7753887
info@stiebel-eltron.ru
www.stiebel-eltron.ru

Slovakia

STIEBEL ELTRON Slovakia, s.r.o.
Hlavná 1 | 058 01 Poprad
Tel. 052 7127-125 | Fax 052 7127-148
info@stiebel-eltron.sk
www.stiebel-eltron.sk

Switzerland

STIEBEL ELTRON AG
Industrie West
Gass 8 | 5242 Lupfig
Tel. 056 4640-500 | Fax 056 4640-501
info@stiebel-eltron.ch
www.stiebel-eltron.ch

Thailand

STIEBEL ELTRON Asia Ltd.
469 Moo 2 Tambol Klong-jik
Amphur Bangpa-In | 13160 Ayutthaya
Tel. 035 220088 | Fax 035 221188
info@stiebeleltronasia.com
www.stiebeleltronasia.com

United Kingdom and Ireland

STIEBEL ELTRON UK Ltd.
Unit 12 Stadium Court
Stadium Road | CH62 3RP Bromborough
Tel. 0151 346-2300 | Fax 0151 334-2913
info@stiebel-eltron.co.uk
www.stiebel-eltron.co.uk

United States of America

STIEBEL ELTRON, Inc.
17 West Street | 01088 West Hatfield MA
Tel. 0413 247-3380 | Fax 0413 247-3369
info@stiebel-eltron-usa.com
www.stiebel-eltron-usa.com



Irrtum und technische Änderungen vorbehalten! | Subject to errors and technical changes! | Sous réserve d'erreurs et de modifications techniques! | Onder voorbehoud van vergissingen en technische wijzigingen! | Salvo error o modificación técnica! | Excepto erro ou alteração técnica! | Zastrzeżone zmiany techniczne i ewentualne błędy! | Омьяа техникаэ мэньшисоу выхрэзены! | A muszakai változtatások és tévedések jogát fenntartjuk! | Отсутствие ошибок не гарантируется. Возможны технические изменения. | Chyby a technické zmeny sú vyhradené! | Stand 9535

STIEBEL ELTRON

A 339843-42895-9576
B 340392-42895-9576