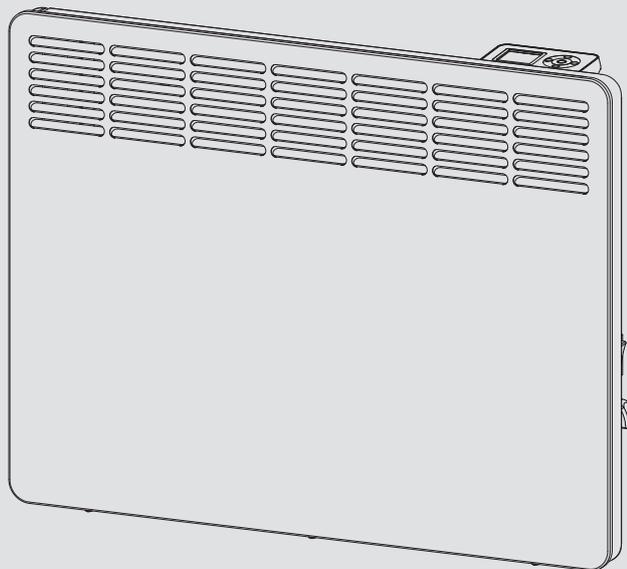


OPERATION AND INSTALLATION

Wall mounted convector heater

- » CNS 100 Trend (AU)
- » CNS 150 Trend (AU)
- » CNS 200 Trend (AU)



STIEBEL ELTRON

SPECIAL INFORMATION

OPERATION

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INSTALLATION

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ENVIRONMENT AND RECYCLING

WARRANTY

SPECIAL INFORMATION

- Keep children under the age of 3 away from the appliance if constant supervision cannot be guaranteed.
- Children from the age of 3 to 7 may switch the appliance on and off, provided they are supervised or have been instructed in the safe operation of the appliance and understand any risks that may result. This is subject to the appliance having been installed as described. Children from the age of 3 to 7 must not plug the power cable into its socket or regulate the appliance.
- The appliance may be used by children aged 8 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. Children must never clean the appliance or perform user maintenance unless they are supervised.
- Parts of the appliance can get very hot and may cause burns. Particular caution is advised when children or vulnerable persons are present.
- In order to avoid overheating, do not cover the heater.
- Never install the appliance directly below a wall socket.
- In the case of a permanent connection, the appliance must be able to be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.

OPERATION

General information

- 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".

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.

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 Information on the appliance

Symbol	Meaning
	Never cover the appliance

1.4 Units of measurement



Note

All measurements are given in mm unless stated otherwise.

2. Safety

2.1 Intended use

This appliance is designed to heat living areas.

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.

2.2 General safety instructions



WARNING Injury

- Keep children under the age of 3 away from the appliance if constant supervision cannot be guaranteed.
- Children from the age of 3 to 7 may switch the appliance on and off, provided they are supervised or have been instructed in the safe operation of the appliance and understand any risks that may result. This is subject to the appliance having been installed as described. Children from the age of 3 to 7 must not plug the power cable into its socket or regulate the appliance.
- The appliance may be used by children aged 8 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. Children must never clean the appliance or perform user maintenance unless they are supervised.



WARNING Injury

In closed rooms, temperatures can rapidly reach high values. Ensure constant supervision if the appliance is operated in a small room and the persons within that room cannot regulate the appliance or leave the room on their own.



WARNING Burns

Never operate this appliance...

- if the distance from adjacent objects or other flammable materials would be less than the minimum permissible distance.
- in rooms where it is at risk of fire or explosion as a result of chemicals, dust, gases or vapours. Ventilate the room sufficiently before heating.
- in the direct proximity of pipes or receptacles that carry or contain flammable or explosive materials.
- if an appliance component is damaged, the appliance has fallen over or there is a fault.



WARNING Burns

- Never place any flammable, combustible or insulating objects or materials on the appliance or in direct proximity to it.
- Ensure that the air intake and discharge are never blocked.
- Never place any objects between the appliance and the wall.



WARNING Burns

The appliance is unsuitable for use as a floorstanding appliance. Only ever operate this appliance when mounted on the wall mounting bracket supplied (see chapter "Installation / Installation").



CAUTION Burns

Parts of the appliance can get very hot and may cause burns. Particular caution is advised when children or vulnerable persons are present.



WARNING Overheating

In order to avoid overheating, do not cover the heater.



Material losses

- Ensure that the power cable is not touching the appliance.
- Never stand on the appliance.
- Never operate the appliance in the open air.

2.3 Test symbols

See type plate on the appliance.

3. Appliance description

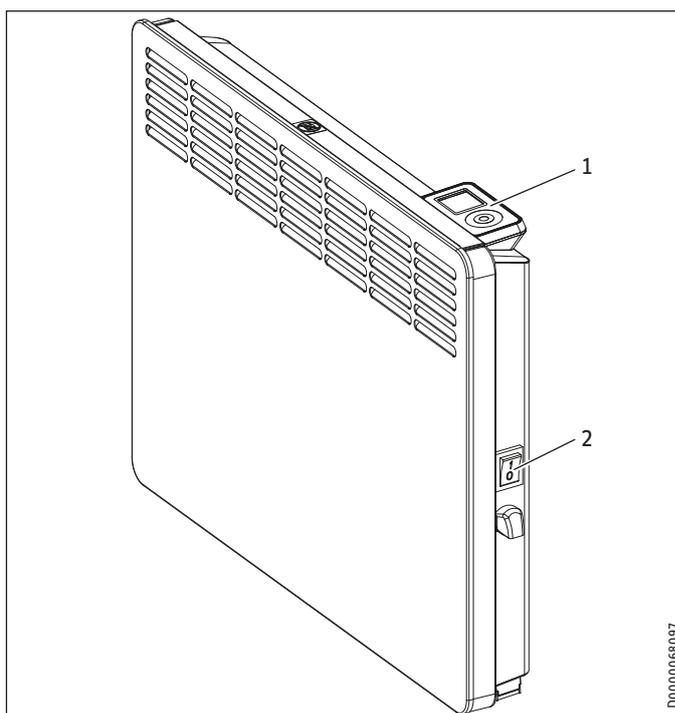
The appliance is a wall mounted electric direct heater.

The appliance is suitable for use as a standalone heating system, or can be used in spring and autumn and as a booster heater in smaller rooms.

The air inside the appliance is heated by a heating element and expelled via natural convection through the air discharge at the top. Cool indoor air is drawn in through the air intake on the underside of the appliance.

When the set room temperature is reached, it is maintained by periodic heating.

4. Operation



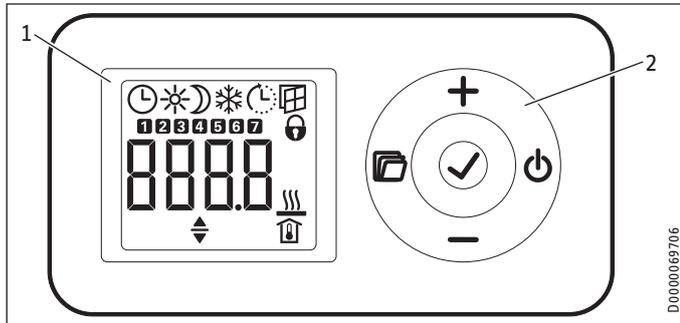
- 1 Programming unit
- 2 ON/OFF switch

OPERATION

Operation

4.1 Programming unit

The programming unit is located at the top right of the appliance.



- 1 Display
- 2 User interface

4.1.1 User interface

Button	Designation	Description
	"Standby" key	Switch on the programming unit; Put programming unit and heating appliance into standby mode
	"OK" button	Selection; Confirm settings
	"Menu" key	Call up and exit menu
	"+" key	Call up menu items; Change settings
	"-" key	Call up menu items; Change settings

4.1.2 Display

If no user action occurs for 20 seconds, the backlight switches off. Press any button to switch the background lighting on again.

Symbols

Symbol	Description
	Time display: Indication of the current time or a programmed start time Timer mode: The appliance heats in accordance with the enabled time program.
	Comfort mode: The appliance maintains the set comfort temperature. Standard setting: 21.0 °C. Use this setting for comfortable room temperatures when someone is present.
	Setback mode: The appliance maintains the set setback temperature. Standard setting: 18.0 °C. Use this setting e.g. at night or when absent for several hours.
	Frost protection: The frost protection symbol is displayed if the set room temperature is set to 7.0 °C. Use this setting to protect an unused room from frost damage.
	Adaptive start: In timer mode, the heating appliance switching times are adjusted to ensure that, at the programmed start time, the respective set room temperature is already reached. Conditions: The "adaptive start" function is enabled (see chapter "Settings / Standard menu").

Symbol	Description
	Window open detection: To avoid unnecessary energy consumption while venting, the appliance automatically switches to frost protection mode for one hour when a window is open. The "window open detection" symbol flashes. After venting, frost protection mode can be terminated manually by pressing "+". The appliance then heats to the set room temperature again. Conditions: Window open detection is enabled (see chapter "Settings / Standard menu").
	User interface lock: To lock or unlock the user interface, press and hold "+" and "-" simultaneously for 5 seconds.
	Heating enabled: The appliance is heating to maintain the set room temperature.
	Room temperature display
	Editable parameter: The parameter shown can be changed using "+" and "-".
	Days of the week: 1 = Monday, 2 = Tuesday ... 7 = Sunday

4.2 Switching the appliance on and off

Note For a short time after initial start-up and after longer breaks in use, a smell may develop.

The appliance is ready for operation as soon as it has been fixed to the wall and plugged into the mains.

- ▶ Switch the appliance on or off using the ON/OFF switch on the right-hand side of the appliance.
- ▶ Switch the appliance off when not in use for longer periods (e.g. during the summer months).

All settings remain intact after switching off or after an interruption to the power supply. This appliance is equipped with a power reserve that ensures the day of the week and the time are saved for several hours.

Note If the appliance was in timer mode before being switched off for a longer period of time, you will be prompted to set the day and time after switching it on. Until this setting is made, the appliance will operate in comfort mode.

4.3 Standby mode

Material losses In standby mode, the appliance will not switch on heating under any circumstances. There will be no frost protection.

- ▶ To switch on the programming unit, press "Standby". The standard display appears.
- ▶ To put the programming unit and the heating appliance into standby mode, press "Standby". The display shows "----".

5. Settings

5.1 Standard display



The default display is continuously displayed. If no user action is performed for longer than 20 seconds while in the menu, the appliance automatically switches to the default display.

The default display shows the current set room temperature as well as the "Editable parameter" symbol. You can use "+" and "-" to change the set room temperature.

If the set room temperature corresponds to one of the values set for the comfort or setback temperature, the symbol for the corresponding operating mode (comfort mode, setback mode) appears in the menu bar.

The set room temperature can also be changed manually when in timer mode. The changed set room temperature is maintained until the next programmed switching point is reached.

5.2 Standard menu

To access the standard menu, briefly press "Menu". You can now call up the following menu items:

Display	Description
	Select day of the week and time Days of the week: 1 = Monday to 7 = Sunday
	Select comfort temperature The comfort temperature must be set at least 0.5 °C higher than the setback temperature.
	Select setback temperature The setback temperature must be set at least 0.5 °C lower than the comfort temperature.
	Switch "Window open detection" function on and off
	Select time program (Pro1, Pro2, Pro3) or deactivate (off)
	Switch "Adaptive start" function on and off

To change the setting of a menu item, call it up by pressing "+" and "-". Press the "OK" button.

As soon as the "Editable parameter" symbol appears, you can change the setting of the menu item with "+" and "-". Press "OK" to save the setting.

To exit the standard menu, briefly press "Menu". The standard display appears.

5.3 Configuration menu

Display	Description
I1-I2	Actual values
Pro1-Pro3	Time programs
P1-P5	Parameters

In the configuration menu, you can call up actual values, program time programs for timer mode and set parameters.

To access the configuration menu, press and hold "Menu". After approx. 3 seconds, actual value I1 is displayed.

Use "+" and "-" to switch between the individual actual values, time programs and parameters.

To exit the configuration menu, briefly press "Menu". The standard display appears.

5.3.1 Actual values

The following actual values can be called up:

Display	Description	Unit
I1	Actual room temperature	[°C] [°F]
I2	Relative heating time (The counter can be reset via parameter P5.)	[h]



Note

The counter for relative heating time (I2) counts in complete hours how long the appliance heats for. When the appliance is switched off, any heating phase of less than 60 minutes is not recorded.

5.3.2 Time programs

There are three time programs available for using the appliance in timer mode. Time programs Pro1 and Pro2 are factory-set. Time program Pro3 can be set according to your individual requirements.

Display	Description
Pro1	Time program "Daily" - Repeated: Monday to Sunday
Pro2	Time program "Weekdays" - Repeated: Monday to Friday
Pro3	Time program "User defined" - up to 14 comfort phases, freely configurable



Note

To use timer mode, select the required time program in the standard menu (see chapter "Settings / Standard menu").



Note

Ensure the day of the week and the time are set correctly when setting the time programs.

OPERATION

Settings



Note

The following applies to all time programs (Pro1, Pro2, Pro3):

If the end time is later than 23:59 h, the end time will automatically be moved to the next day of the week. The comfort phase is maintained past midnight and will end on the next day at the set end time.

Time programs Pro1 and Pro2

You can specify the comfort mode start and end times with time programs Pro1 and Pro2. During this time period, the appliance heats to the set comfort temperature. Outside this specified time period, the appliance operates in setback mode. This results in a comfort and a setback phase that are repeated daily (Pro1) or every weekday (Pro2).

These phases are factory-set as follows:

- 08:00 h - 22:00 h: Comfort mode
- 22:00 h - 08:00 h: Setback mode



Note

When time program Pro2 is enabled, the appliance operates exclusively in setback mode during the weekend.

To adapt time programs Pro1 and Pro2 according to your needs, proceed as follows:

- ▶ In the configuration menu, use "+" and "-" to call up the required time program.
- ▶ Press the "OK" button.
The start time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required start time.
- ▶ Press the "OK" button.
The end time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required end time.
- ▶ Press "OK" to save.

Time program Pro3

You can use time program Pro3 to specify up to 14 separate comfort phases which are repeated weekly.

To configure a comfort phase in time program Pro3:

- ▶ In the configuration menu, use "+" and "-" to call up time program Pro3.
- ▶ Press the "OK" button.
The display shows "3---".
- ▶ Press the "OK" button.
A day of the week or a group of days is displayed.
- ▶ Use "+" and "-" to select the required day or group of days.
- ▶ Press the "OK" button.
The start time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required start time.
- ▶ Press the "OK" button.
The end time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required end time.

- ▶ Press the "OK" button.
Comfort phase "3-01" has been configured.
- ▶ To configure a further comfort phase, use "+" and "-" in time program Pro3 to select display "3---". Proceed as describe above.



Note

To reset the selected comfort phases, activate parameter P4.

- ▶ Please note that activating parameter P4 resets all time programs (Pro1, Pro2, Pro3) to the factory setting.

5.3.3 Parameters

You can call up the following parameters:

Display	Description	Options
P1	Room temperature offset	± 3 °C ± 5 °F
P2	Time format	12 h 24 h
P3	Temperature display units	°C °F
P4	Reset time programs (timer mode).	on off
P5	Reset relative heating time	on off

To change the value of a parameter, use "+" and "-" to call up the relevant parameter. Press the "OK" button.

As soon as the "Editable parameter" symbol appears, you can change the parameter value with "+" and "-". Press "OK" to save the selected value.

P1: Room temperature offset

Uneven temperature distribution in the room can result in a difference between displayed actual temperature I1 and the room temperature you measure yourself. To compensate for this difference, a room temperature offset of ± 3 °C can be set via parameter P1.

Example: The appliance indicates I1 = 21.0 °C. You have measured a room temperature of 20.0 °C. There is a difference of 1.0 °C.

- ▶ To compensate for the difference, select an offset of P1 = -1.0.

P2: Time format

Parameter P2 is used to specify whether to display the time in 12 hour or 24 hour format.

P3: Temperature display units

Parameter P3 is used to specify whether the room temperature is displayed in degrees Centigrade [°C] or in degrees Fahrenheit [°F].

P4: Reset time programs

Activating parameter P4 resets all time programs to the factory setting.

P5: Reset relative heating time

Activating parameter P5 resets the counter for relative heating time (I2).

6. Cleaning, care and maintenance

The appliance contains no user serviceable parts.



Material losses

- Never spray cleaning spray into the air slot.
- Ensure that no moisture can enter the appliance.

- If a pale brownish discolouration appears on the appliance casing, wipe it off with a damp cloth.
- Clean the appliance when cold with ordinary cleaning products. Avoid abrasive or corrosive cleaning products.



Note

We recommend having the control components checked as part of regular maintenance.

- ▶ Have a qualified contractor check the safety and control components no more than 10 years after commissioning.

7. Troubleshooting

Problem	Cause	Remedy
Room does not get warm enough. Appliance does not get hot.	Temperature set too low on the appliance.	Check the selected room temperature. Adjust if necessary.
	No power supply.	Check position of the ON/OFF switch, RCD and fuse/MCB in your fuse box.
Room does not get warm enough although the appliance is hot.	Overheating. High limit safety cut-out limits heating output.	Eliminate the cause (dirt or obstructions at the air inlet or outlet). Observe minimum clearances.
	The heat demand of the room is higher than appliance output.	Remove heat losses (Close windows and doors. Avoid constant venting.)
Room gets too hot.	Temperature set too high on the appliance.	Check the selected room temperature. Adjust if necessary.
	Detected room temperature does not match actual room temperature.	Avoid obstructions to air change between appliance and indoor air.
Window open detection does not respond.	Appliance does not detect a pronounced temperature drop due to venting. (Window open detection requires previously stable room temperature.)	Wait a while after making settings on the appliance, until the room temperature has fully stabilised.
		Avoid obstructions to air change between appliance and indoor air.
		Manually switch the appliance into standby mode for the duration of venting.
	Window open detection is not enabled.	Switch on window open detection in the standard menu.
"Adaptive start" function does not work as required.	This function is only effective in timer mode.	Use the timer mode for optimised heating convenience.
	Severely fluctuating room temperature or the appliance learning procedure has not been completed.	Wait a few days for behaviour to stabilise.
	"Adaptive start" function is not enabled.	Switch on the "Adaptive start" function in the standard menu.
"Err" or "E..." is displayed.	Internal fault detected.	Notify the qualified contractor.

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

INSTALLATION

8. Safety

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

8.1 General safety instructions

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



CAUTION Burns

- Only mount the appliance on a vertical wall that is temperature-resistant to at least 85 °C.
- Maintain the minimum clearances to adjacent objects.



Material losses

- Never install the appliance directly below a wall socket.
- Ensure that the power cable is not in contact with any appliance components.

8.2 Instructions, standards and regulations



Note

Observe all applicable national and regional regulations and instructions.

9. Appliance description

9.1 Standard delivery

The following are delivered with the appliance:

- Wall mounting bracket (hooked into the appliance)

10. Installation

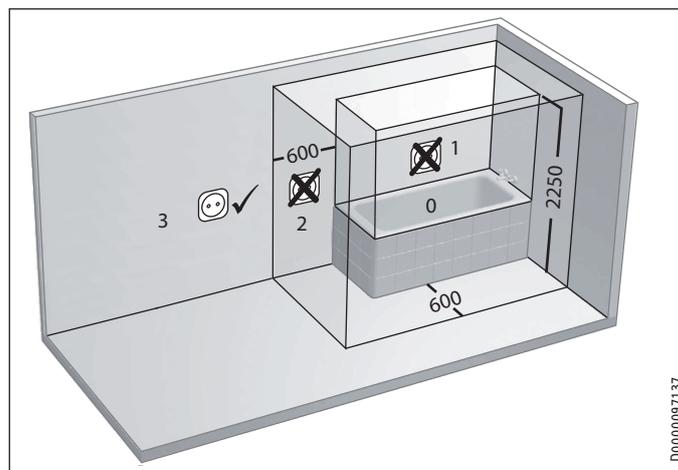
10.1 Installation site

Installation in bathrooms



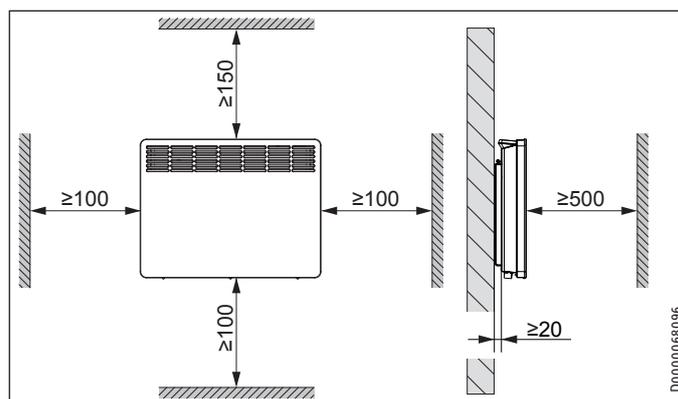
WARNING Electrocutation

When installing the appliance in rooms with a bath and/or shower, the appliance may only be connected to a standard socket outside safety zones 0, 1 and 2. The socket must be at least 600 mm away from a bath or shower. If in doubt, consult a qualified contractor.



Electrical safety zones in the bathroom

10.2 Minimum clearances



INSTALLATION

Installation

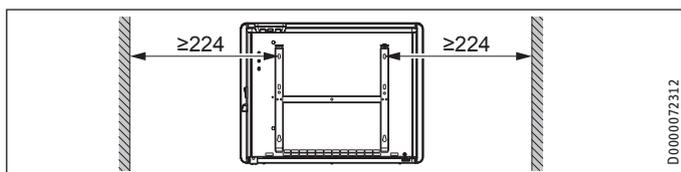
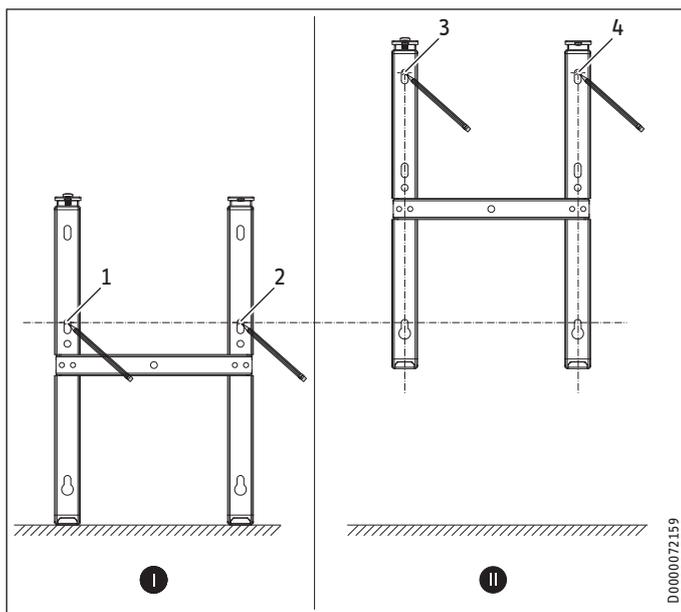
10.3 Installing the wall mounting bracket

The appliance is intended for wall mounting using the wall mounting bracket supplied. The appliance may only be installed horizontally.



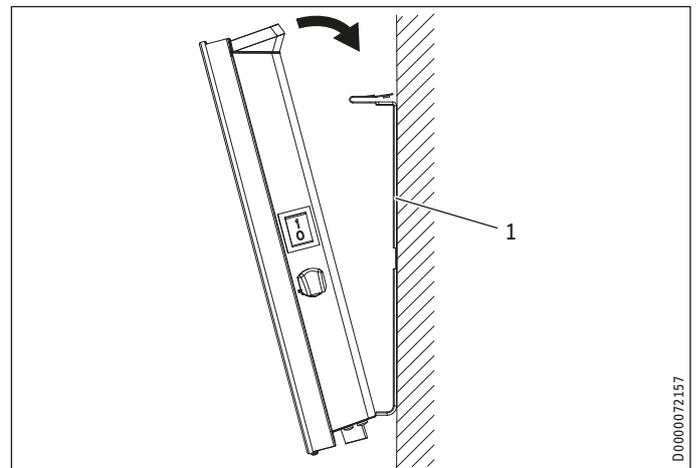
Note

- The wall mounting bracket can be used as a template for wall mounting. This ensures sufficient clearance from the floor.
- Use a spirit level if the floor is uneven or sloping.



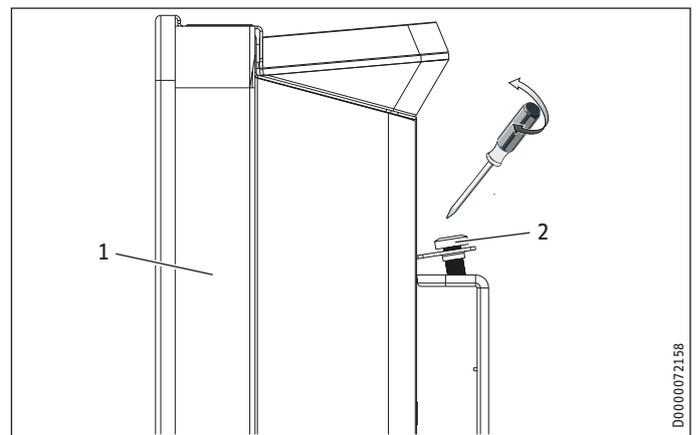
- ▶ Unhook the wall mounting bracket from the appliance.
- ▶ Place the centred wall mounting bracket horizontally on the floor. Mark holes 1 and 2.
- ▶ Lift up the wall mounting bracket so that its lower holes match up with the markings you have just made on the installation wall.
- ▶ Mark holes 3 and 4 on the installation wall.
- ▶ Drill the holes at the 4 markings.
- ▶ Secure the wall mounting bracket with suitable fixing materials (screws, rawl plugs). With the vertical slots, you can compensate for an offset fixing hole.

10.4 Appliance installation



1 Wall mounting bracket

- ▶ Hook the appliance onto the bottom tabs of the wall mounting bracket by the slots in the back of the appliance.
- ▶ Place the appliance in an upright position.
- ▶ Secure the appliance by pushing it towards the wall until it audibly snaps into place in the two upper springs on the wall mounting bracket.



1 Appliance 2 Locking screw

- ▶ Secure the appliance against unintentional release using the supplied locking screw on the left-hand side of the wall mounting bracket.

10.5 Removing the appliance

- ▶ Undo and remove the locking screw from the wall mounting bracket.
- ▶ To release the appliance, push down the springs at the top of the wall mounting bracket.
- ▶ Tilt the appliance away from the wall and lift it off the bottom tabs on the wall mounting bracket.

INSTALLATION

Commissioning

10.6 Electrical connection

**WARNING Electrocutation**

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

**WARNING Electrocutation**

- In the case of a permanent connection, the appliance must be able to be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.
- Do not install the appliance with a fixed power cable.

**Note**

- Observe the type plate. The specified voltage must match the mains voltage.
- Ensure the on-site supply cable has an adequate cross-section.

**Note**

In a non-domestic environment and in case of particularly high demands on the appliance, such as permanent continuous operation, we recommend installing the appliance as a permanent connection with a junction box.

Only an authorised electrician is allowed to make the permanent connection to a junction box.

**WARNING Electrocutation**

- Provide appropriate strain relief when making the connection to a junction box.
- Ensure that the appliance is connected to the earth conductor.
- Seal the trimmed cable ends again correctly with wire ferrules.

The appliance is delivered fully wired. The following electrical connections are permissible:

CNS 100-200 Trend (AU)

Connection to a freely accessible standard socket with matching plug	X
Permanent connection to an appliance junction box with earth conductor	X

- If connecting the appliance via a socket, ensure that this is easily accessible once the appliance has been installed.
- If connecting the appliance permanently, trim the power cable so that it leads directly to the appliance connection socket. Ensure that, after trimming the power cable, the appliance can still be removed from the wall without a problem.

11. Commissioning

The appliance is ready for operation as soon as it has been fixed to the installation wall and plugged into the mains.

- Remove the protective film from the programming unit.

12. Troubleshooting

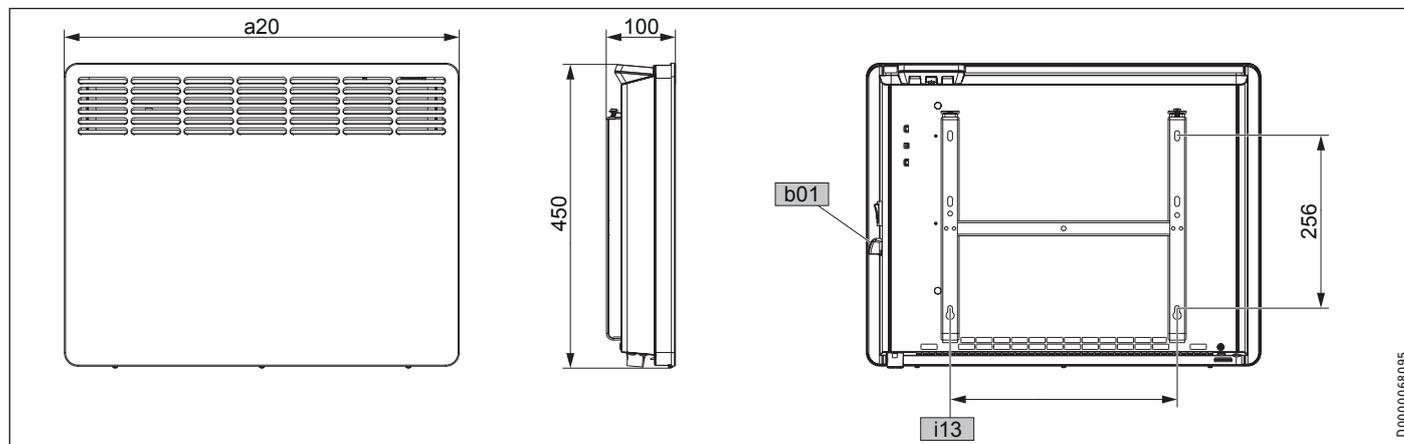
The power cable must only be replaced (for example if damaged) by a qualified contractor authorised by the manufacturer, using an original spare part.

13. Appliance handover

Explain the functions of the appliance to the user. Draw special attention to the safety instructions. Hand over the operating and installation instructions to the user.

14. Specification

14.1 Dimensions and connections



			CNS 100 Trend (AU)	CNS 150 Trend (AU)	CNS 200 Trend (AU)	
a20	Appliance	Width	mm	426	582	738
b01	Entry electrical cables					
i13	Wall mounting bracket	Horizontal hole spacing	mm	179	335	491

14.2 Data table

		CNS 100 Trend (AU)	CNS 150 Trend (AU)	CNS 200 Trend (AU)
		200192	200193	200194
Electrical data				
Connected load	W	1000	1500	2000
Power supply		1/N/PE ~ 240V	1/N/PE ~ 240V	1/N/PE ~ 240V
Rated current	A	4.2	6.3	8.3
Frequency	Hz	50/-	50/-	50/-
Dimensions				
Height	mm	450	450	450
Width	mm	426	582	738
Depth	mm	100	100	100
Weights				
Weight	kg	4.6	6.0	7.7
Versions				
Frost protection setting	°C	7	7	7
Version		Wall mounted appliance	Wall mounted appliance	Wall mounted appliance
IP rating		IP24	IP24	IP24
Protection class		I	I	I
Colour		Alpine white	Alpine white	Alpine white
Values				
Setting range	°C	5-30	5-30	5-30

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

Stiebel Eltron Warranty for Hand Dryers & Space Heaters – Models HTE, ULTRONIC, CNS, CK & CK Z.

Who gives the warranty

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

The warranty

2. This warranty applies to Stiebel Eltron Hand Dryers and Space Heaters – Models HTE 4, HTE 5, ULTRONIC, CNS 100, CNS 150, CNS 200, CNS 250, CK 20S and CKZ 20S (the “unit”) 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 purchase of the unit. Where the date of purchase is not known, then the warranty period will commence 2 months after the date of manufacture.
6. The warranty period for a unit is shown in the table below.

Component	Warranty period
All components	5 years from the date of purchase of the unit.

Your entitlement to make a warranty claim

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

How you make a warranty claim

8. To make a warranty claim you must provide us with the following information:
 - 8.1. The model number of the unit;
 - 8.2. A description of the problem with the unit;
 - 8.3. The name, address and contact details (such as phone number and e-mail address) of the owner;
 - 8.4. The address where the unit is installed and the location (e.g. in living room);
 - 8.5. The serial number of the unit;
 - 8.6. The date of purchase of the unit and the name of the seller of the unit;

- 8.7. The date of installation of the unit where appropriate;
- 8.8. A copy of the certificate of compliance when the unit was installed where appropriate.
9. 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
10. We will arrange a suitable time with you to inspect and test the unit.

Warranty exclusions

11. We may reject your warranty claim if:
 - 11.1. The unit was not installed by registered and qualified tradespeople, where required.
 - 11.2. 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.
 - 11.3. The unit has not been operated or maintained in accordance with the Operating and Installation Guide.
 - 11.4. The unit does not bear its original Serial Number or Rating Label.
 - 11.5. The unit was damaged by any or any combination of the following:
 - (a) normal fair wear and tear;
 - (b) connection to an incorrect power supply;
 - (c) connection to faulty equipment, such as faulty circuit breaker;
 - (d) accidental damage;
 - (e) act of God, including damage by flood, storm, fire, lightning strike and the like;
 - (f) wiring not to AS3000 Standards;
 - (g) ingress of vermin.
 - 11.6. The unit was damaged before it was installed e.g. it was damaged in transit.
 - 11.7. An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.
 - 11.8. Non genuine parts other than those manufactured or approved by us have been used on the unit.

WARRANTY

12. We may charge you:
 - 12.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.
 - 12.2. 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.
 - 12.3. for any extra costs of our authorised service technician to make the unit safe for inspection.
13. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.
14. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.
15. If we reject your warranty claim in accordance with clause 11, we may charge you for our authorised service technician's labour costs to inspect and test the unit.
16. In order to properly test the unit we may remove it to another location for testing.

Australian Consumer Law

17. 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.
18. The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.

NOTES

Deutschland

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www.stiebel-eltron.de

Verkauf

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Ersatzteilverkauf

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