

OPERATION AND INSTALLATION

Wireless remote control

- » FFB 4 EU
- » FFB 4 Set EU
- » FFB 4 AP
- » FFB 4 Set AP

STIEBEL ELTRON

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GUARANTEE

ENVIRONMENT AND RECYCLING

OPERATION

1. General information

The chapters "Operation" and "Installation" 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 Relevant documents



Observe the operating and installation instructions of the instantaneous water heater.

2. Safety

2.1 Intended use

The wireless remote control 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.

The wireless remote control allows the relevant instantaneous water heater to be operated remotely.

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

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

**WARNING Injury**

The appliance may be used by children over 3 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.

**Note**

The wireless remote control is powered by a lithium button cell.

Remove spent batteries. Leaking batteries cause damage which is excluded from any warranty. Non-rechargeable batteries must not be recharged.

Never use rechargeable batteries.

If the appliance is not used for a prolonged period, remove the battery (see chapter "Troubleshooting / Replacing the battery in the wireless remote control").

2.3 Test symbols

See type plate on the appliance.

Information for Australia/New Zealand:

Installation complies with standard AS/NZS 3500.4

2.4 EU Declaration of Conformity

**Note**

FFB 4 EU | FFB 4 Set EU: STIEBEL ELTRON hereby declares that the radio equipment type complies with Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be found at the following internet address: www.stiebel-eltron.de/downloads

3. Appliance description

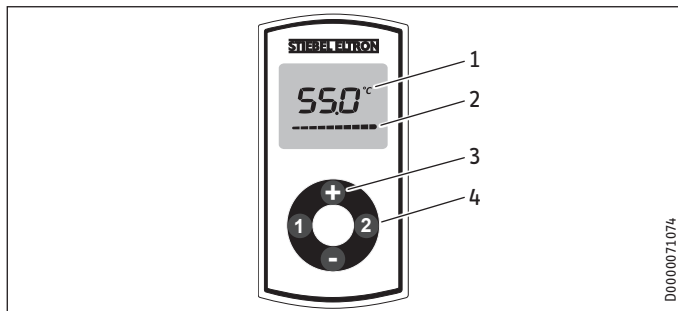
The wireless remote control allows the relevant instantaneous water heater to be operated remotely.

The instantaneous water heater can be operated via either the wireless remote control or the appliance programming unit.

Programming units, mini wireless remote controls and several wireless remote controls can be operated simultaneously.

The wireless remote control can be sited anywhere using a wall mounting bracket.

3.1 Operation



- 1 Display
- 2 Progress bar displayed during data transmission
- 3 Temperature setting OFF, 20 °C - 60 °C (if the instantaneous water heater is used to supply a shower) in 0.5 °C increments using the "+" and "-" keys
- 4 Memory keys "1" and "2"

Shortly after the last setting has been made, the wireless remote control goes into energy saving mode and the display is switched off.

The most recently transmitted temperature is still retained in energy saving mode.

Function of memory keys "1" and "2"

When either of the memory keys are pressed, the temperature saved for them is briefly displayed. If no other key is pressed within the next second, the temperature displayed is directly transmitted.

Function keys "+" and "-"

When the "+" or "-" keys are pressed, the most recently transmitted temperature is briefly displayed. If no other key is pressed within the next second, the temperature displayed is directly transmitted.

You can change this temperature in 0.5 °C steps by pressing any other key.

The temperature can be adjusted between OFF, 20 °C and 60 °C, although if a temperature limit is set in the appliance, this remains effective.

Holding down "+" or "-" changes the temperature display in 0.5 °C steps until the key is released again.

When the key is released, the required temperature is transmitted.

The required temperature is transmitted approx. 0.5 seconds after the last key is pressed. The progress bar on the display indicates that data is being transmitted.

- To shut down the heating system, set a temperature of 20 °C. Then press "-" again.

Saving temperature to memory keys

- ▶ Set the required temperature using the "+" and "-" keys on the wireless remote control.
- ▶ Press memory key "1" or "2" for 2 seconds. The temperature display flashes once to confirm. You can assign the memory keys individually for each wireless remote control / programming unit.



Note

When activating the anti-scalding protection in the instantaneous water heater, you can only set the DHW temperature to the set anti-scalding protection temperature. Higher temperature settings are not implemented.

3.2 Dynamic anti-scalding protection

Dynamic anti-scalding protection automatically assigns priority for setting the maximum temperature to the first wireless remote control or programming unit at which a temperature is set. This priority is available for 2 minutes or until 2 minutes after the end of the current draw-off. After this, the priority is automatically disabled.

Whilst the priority is enabled, the temperature can be reduced or increased to a maximum of 43 °C by other programming units.



CAUTION Burns

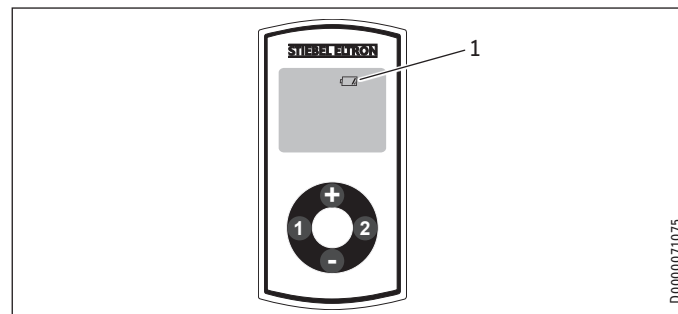
For operation with a shower, please observe the information in the instantaneous water heater description (chapter "Installation / Safety / Shower operation").

3.3 Changing the battery



Material losses

- ▶ Remove the old battery.
- Any damage caused by a leaking battery is excluded from the warranty.



1 Battery change symbol

When the battery symbol illuminates, change the battery in the wireless remote control. It may also be necessary to change the battery if the range of the wireless remote control is reduced.

OPERATION

Cleaning, care and maintenance

- Open the wireless remote control enclosure by unscrewing the 4 screws on the underside.
- Change the battery; for battery type, see chapter "Specification / Data table".



Note

The battery positive pole must point away from the board.

- Put the enclosure back together and re-insert the screws; maximum torque 40 Ncm. When reassembling the casing, do not damage the all-round gasket.

The saved values for keys "1" and "2" are retained during the battery change.



Battery disposal

Never dispose of batteries with domestic waste. Spent batteries may contain noxious substances that can be detrimental to the environment and human health. Dispose of batteries through your dealer or via a central recycling point for special waste.

4. Cleaning, care and maintenance

- Never use abrasive or corrosive cleaning agents. A damp cloth is sufficient for cleaning the appliance.

5. Troubleshooting

Problem	Cause	Remedy
The required temperature is not being reached.	Internal anti-scalding protection is enabled in the instantaneous water heater.	Ask a qualified contractor to deactivate the anti-scalding protection.
"Con" occasionally appears on the display.	The wireless remote control is outside its range.	Reduce the distance between the wireless remote control and the appliance. Resend the temperature request.
"Con" frequently appears on the display.	The battery is at the end of its capacity.	Change the battery (see chapter "Appliance description / Changing the battery").

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

The type plate is located at the back of the wireless remote control.

INSTALLATION

6. Safety

6.1 General safety instructions

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

6.2 Instructions, standards and regulations



Note

Observe all applicable national and regional regulations and instructions.

7. Appliance description

Standard delivery

Standard delivery of the wireless remote control includes:

- Battery (inside device)
- Wall mounting bracket with adhesive pad
- For FFB 4 Set EU and FFB 4 Set AP only: Wireless module

8. Installation

The wireless remote control with wall mounting bracket is suitable for installation on even walls (for the range within a building, see chapter "Specification / Data table"). The wall mounting bracket can be fixed to smooth walls with the adhesive pad. Alternatively, it is possible to attach the wall mounting bracket with screws.

8.1 Installing the wireless module in the instantaneous water heater



WARNING Electrocutation

Only qualified contractors are permitted to open the appliance and work on the open appliance.



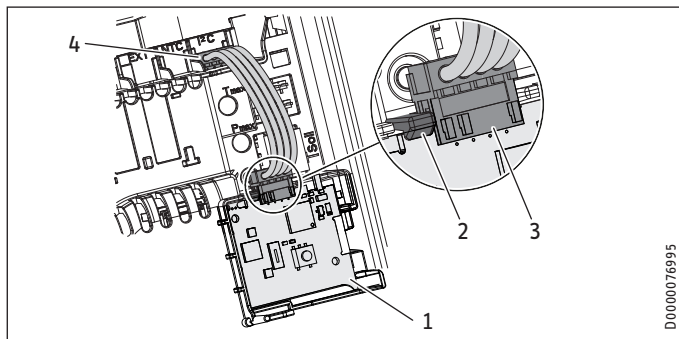
Material losses

Electrostatically sensitive components
Observe the generally applicable guidelines for handling electrostatically sensitive components and take suitable protective measures.

- Isolate the instantaneous water heater from the power supply.
- For details on opening and closing the instantaneous water heater, see the operating and installation instructions of the instantaneous water heater.

INSTALLATION

Pairing the wireless remote control



- 1 Wireless module PCB
- 2 Locking tabs
- 3 Wireless module plug position
- 4 Appliance PCB plug position

- ▶ Mount the wireless module PCB in the retainer provided. Insert the wireless module PCB into the groove and pivot downwards. The locking tab must audibly click into place.
- ▶ Attach the connecting cable (plugs as shown).
- ▶ Please see chapter "Pairing the wireless remote control" for further information on how to proceed. Depending on the type of pairing with the instantaneous water heater, the appliance cover may need to be fitted in the next step.

9. Pairing the wireless remote control

In order to use the wireless remote control, it needs to be paired with the appliance.

To do this, it is necessary to initiate a pairing process at the appliance programming unit or wireless module and at the wireless remote control within 30 seconds.



Note

The appliance power supply must not be switched off during this time.

9.1 Pairing the wireless remote control via the programming unit of the instantaneous water heater when the appliance cover is closed

- ▶ Initiate the pairing process at the instantaneous water heater using the programming unit. The procedure is described in the operating and installation instructions of the instantaneous water heater.
- ▶ Press buttons "1" and "2" simultaneously on the wireless remote control for 3 seconds. A flashing "L" indicates that pairing is in progress.

An "L" displayed for approx. 5 seconds indicates that the pairing process has completed successfully.

9.2 Pairing the wireless remote control via the wireless module

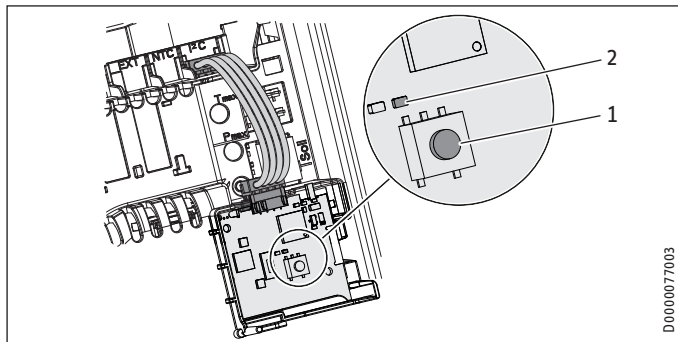
With some appliances, the pairing process has to be initiated directly on the wireless module.



WARNING Electrocutation

Only qualified contractors are permitted to open the appliance and work on the open appliance.

- Open the appliance. For details on opening and closing the instantaneous water heater, see the operating and installation instructions of the instantaneous water heater.



- 1 Button for pairing and unpairing
- 2 Yellow LED indicator illuminates when wireless remote control is activated

- To initiate the pairing process, press the button on the wireless module. The yellow LED starts to flash.
- Press buttons "1" and "2" simultaneously on the wireless remote control for 3 seconds. A flashing "L" indicates that pairing is in progress.

An LED flashing several times in quick succession indicates that the pairing process has completed successfully.

Unpairing all wireless remote controls when the appliance is open

- To unpair all wireless remote controls, press the button for 5 seconds. The yellow LED lights up briefly at the end.

10. Appliance handover

- Explain the functions of the appliance to the user. Show the user how to operate the appliance.
- Make the user aware of potential dangers, especially the risk of scalding.
- Hand over these instructions.

11. Specification

		FFB 4 EU	FFB 4 Set EU	FFB 4 AP	FFB 4 Set AP
		234478	238930	234479	238931
Application limits					
Temperature setting range	°C	Off, 20-60	Off, 20-60	Off, 20-60	Off, 20-60
Transmission frequency	MHz	868.3	868.3	919.75	919.75
Wireless range inside the building approx.	m	25*	25*	25*	25*
Versions					
IP rating		IP X7	IP X7	IP X7	IP X7
Battery type		1 x CR2032-3V	1 x CR2032-3V	1 x CR2032-3V	1 x CR2032-3V
Dimensions					
Height	mm	132	132	132	132
Width	mm	65	65	65	65
Depth	mm	18.5	18.5	18.5	18.5
Weights					
Weight	kg	0.12	0.12	0.12	0.12

* The wireless range is dependent on the building characteristics. Function through a separating ceiling cannot always be guaranteed.

We shall not provide any guarantee for appliances acquired in countries where we have no subsidiary to sell our products. This will not affect warranties issued by any importers.

Guarantee

The guarantee conditions of our German companies do not apply to appliances acquired outside of Germany. In countries where our subsidiaries sell our products a guarantee can only be issued by those subsidiaries. Such guarantee is only granted if the subsidiary has issued its own terms of guarantee. No other guarantee will be granted.

Environment and recycling

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

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.

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.

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
www.stiebel-eltron.de/ersatzteile | 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 Hörsching
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
300385 Tianjin
Tel. 022 8396 2077 | Fax 022 8396 2075
info@stiebel-eltron.cn
www.stiebel-eltron.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.
Daviotteweg 36 |
5222 BH 's-Hertogenbosch
Tel. 073 623-0000 | Fax 073 623-1141
info@stiebel-eltron.nl
www.stiebel-eltron.nl

New Zealand

Stiebel Eltron NZ Limited
61 Barrys Point Road | Auckland 0622
Tel. +64 9486 2221
info@stiebel-eltron.co.nz
www.stiebel-eltron.co.nz

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. +7 495 125 0 125
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

South Africa

STIEBEL ELTRON Southern Africa
(PTY) Ltd
30 Archimedes Road
Wendywood
Johannesburg, 2090
Tel. +27 10 001 85 47
info@stiebel-eltron.co.za
www.stiebel-eltron.co.za

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@stiebel-eltronasia.com
www.stiebel-eltronasia.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

STIEBEL ELTRON



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