STIEBEL ELTRON

Commercial Hot Water Installation Guide

AU

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Note that installation, commissioning, and servicing must always comply with the following:

- National Plumbing Code of Australia (PCA), Volume Three of the NCC
- AS/NZS 3500.4 Plumbing and Drainage: Heated Water Services
- AS3498:2020 - Safety and Public Health Requirements for Water Heaters and Storage Tanks
- AS/NZS 3000 Wiring Rules and AS/NZS Electrical Installations

WARNING
This appliance may deliver water at high temperature. Refer to the plumbing code of Australia (PCA), local requirements and installation instructions to determine if additional delivery temperature control is required.

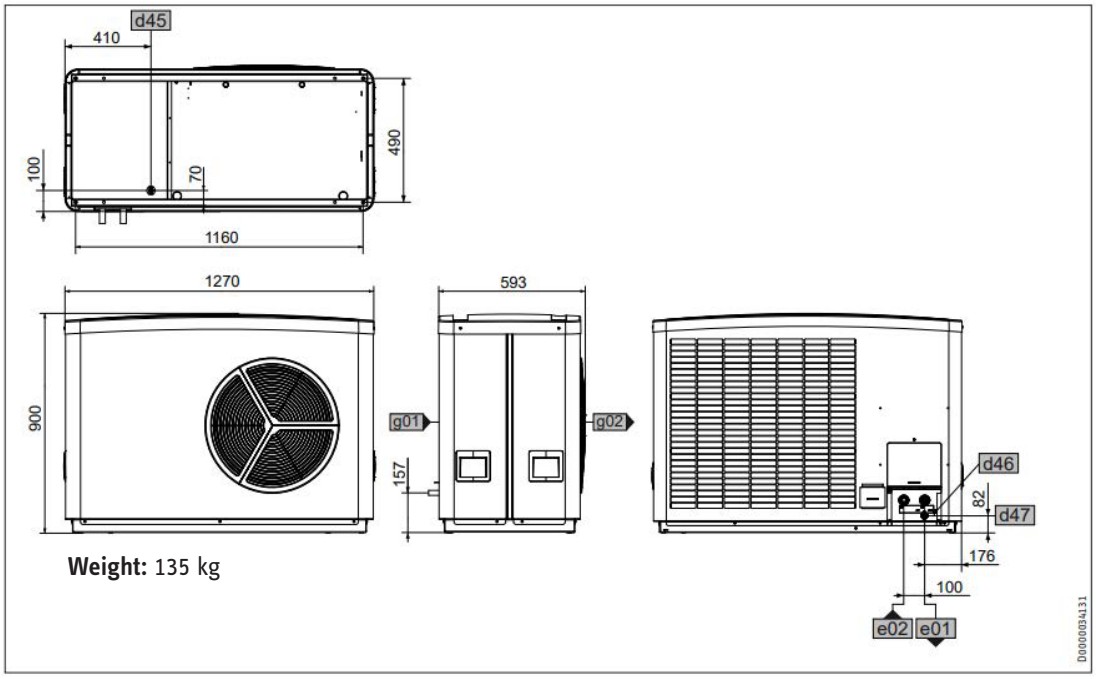
The information in this installation and commissioning guide is provided to aid the successful and correct installation of the Stiebel Eltron CMT and CMP commercial hot water packages. Sole reliance on this guide is not advised, and it should always be read in concert with all other relevant product manuals, safety guidelines and the national plumbing code (PCA 2022) detailed in part 3 of the NCC 2022

This document is only a short instruction guide for pre-made packages from Stiebel Eltron, further information can be found from the downloads section of the website.

Equipment Size and Weight

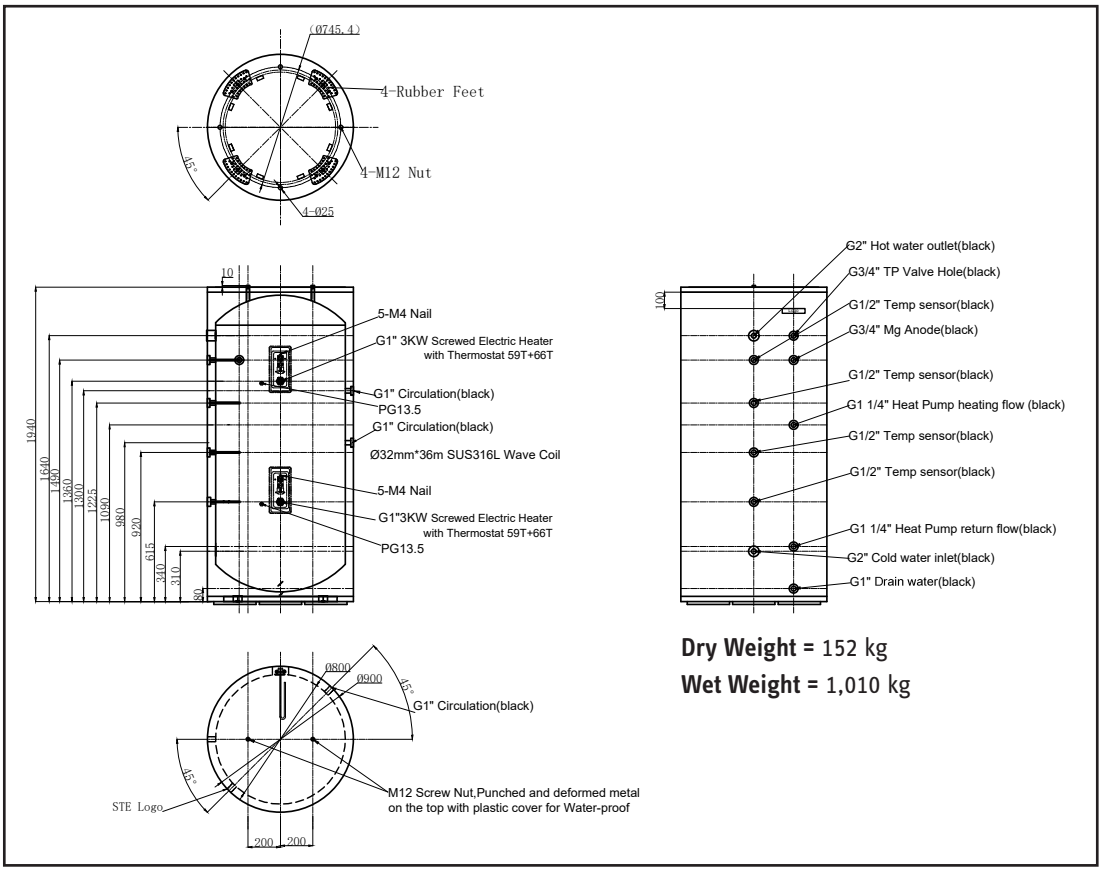
Heat Pump and Tanks

WPL-A 07 HK 230 Premium



Weight: 135 kg

SCE-800



Dry Weight = 152 kg
Wet Weight = 1,010 kg

Equipment Size and Weight

Skids

Full skids:

Pack:	2-2	3-3	4-4	5-5	6-6
Width (mm)	2400	2400	2400	2400	2400
Length (mm)	2050	4000	4000	6000	6000
Height (mm)	2241	2291	2291	2291	2291
Dry Weight approx (kg)	900	1583	1937	2558	2905
Wet Weight approx (kg)	2648	4241	5436	6941	8130

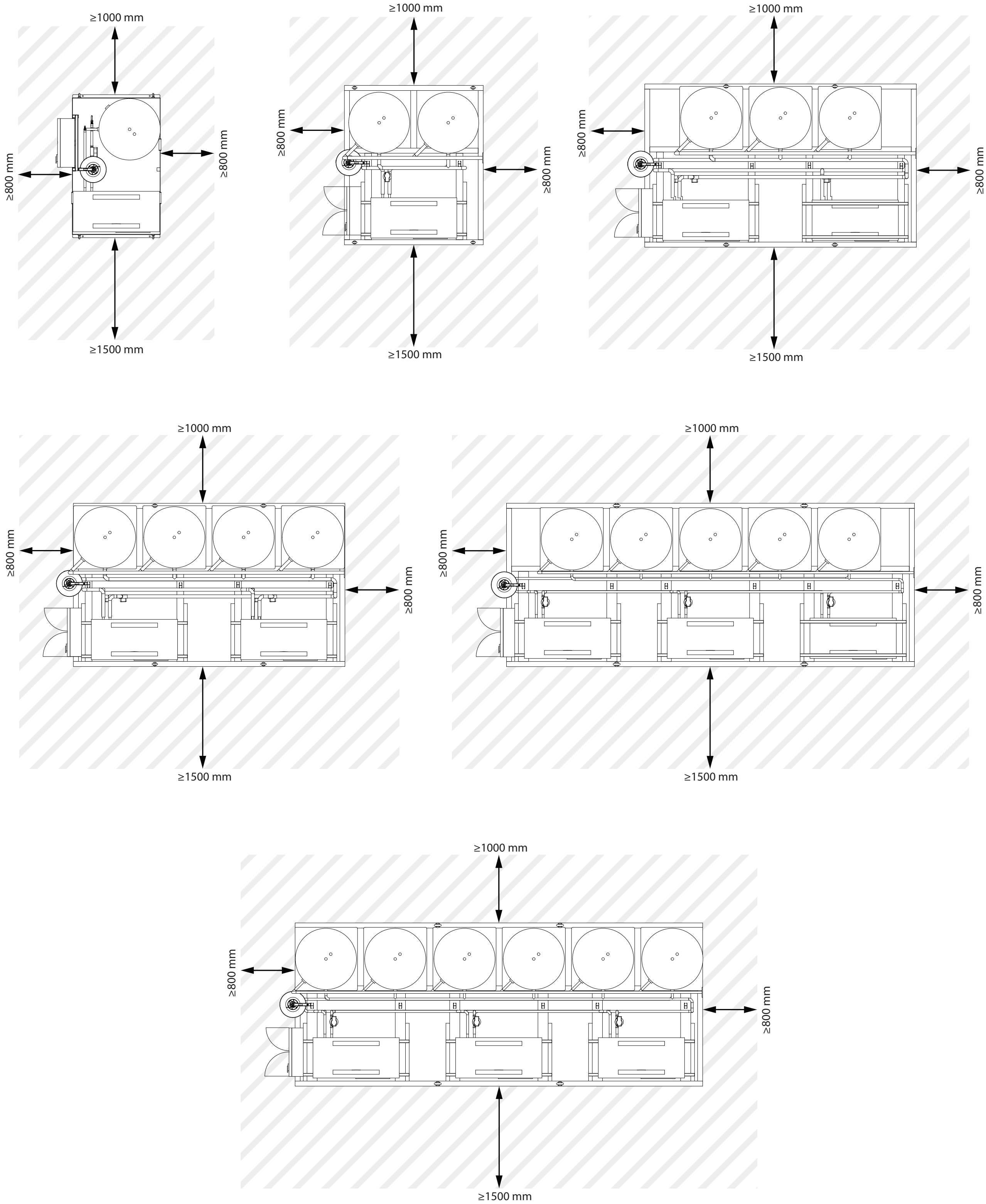
Combi skids:

	2 Pack Heat Pumps	5 Pack Heat Pumps	6 Pack Heat Pumps	2 Tank	3 Tank
Width (mm)	1400	1400	1400	1400	1400
Length (mm)	2050	6000	6000	2050	300
Height (mm)	2291	2291	2291	2120	2120
Dry Weight approx (kg)	550	1740	1740	670	950
Wet Weight approx (kg)	•	•	•	2390	3525

Clearances

Skids

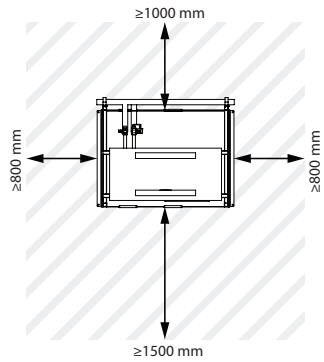
Full Skid:

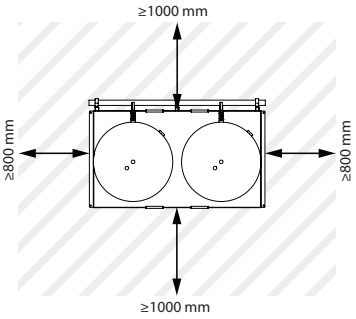


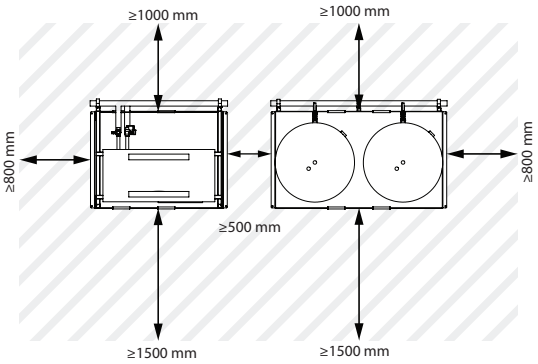
Clearances

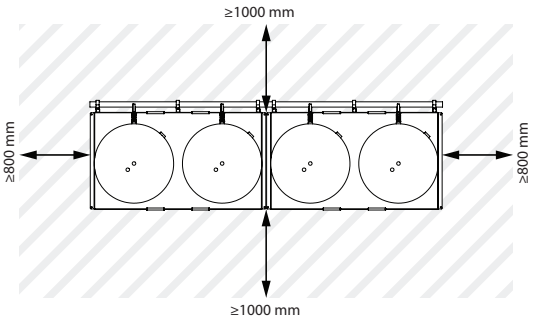
Skids

Combi Skid:







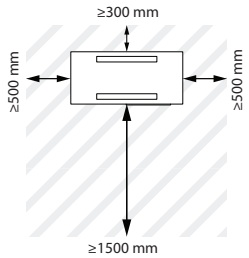


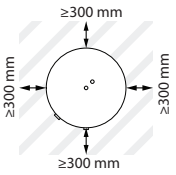
Notes: Clearances required for serviceability and system performance.

If mimimum clearances can not be adhered to, contact Stiebel Eltron for more information.

For instances where a heat pump full skid is to be installed adjacent to another skid (heat pump or tank), the clearance may be reduced to a minimum of 500mm.

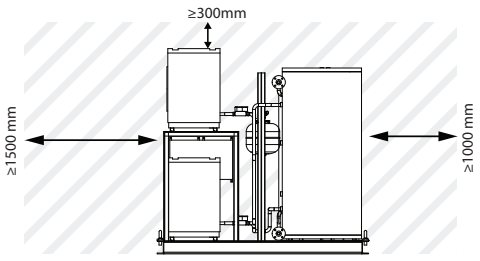
Flex:





Vertical Clearances:

>300mm from the top of tanks and/or Heat Pumps.



Hydraulic Overview

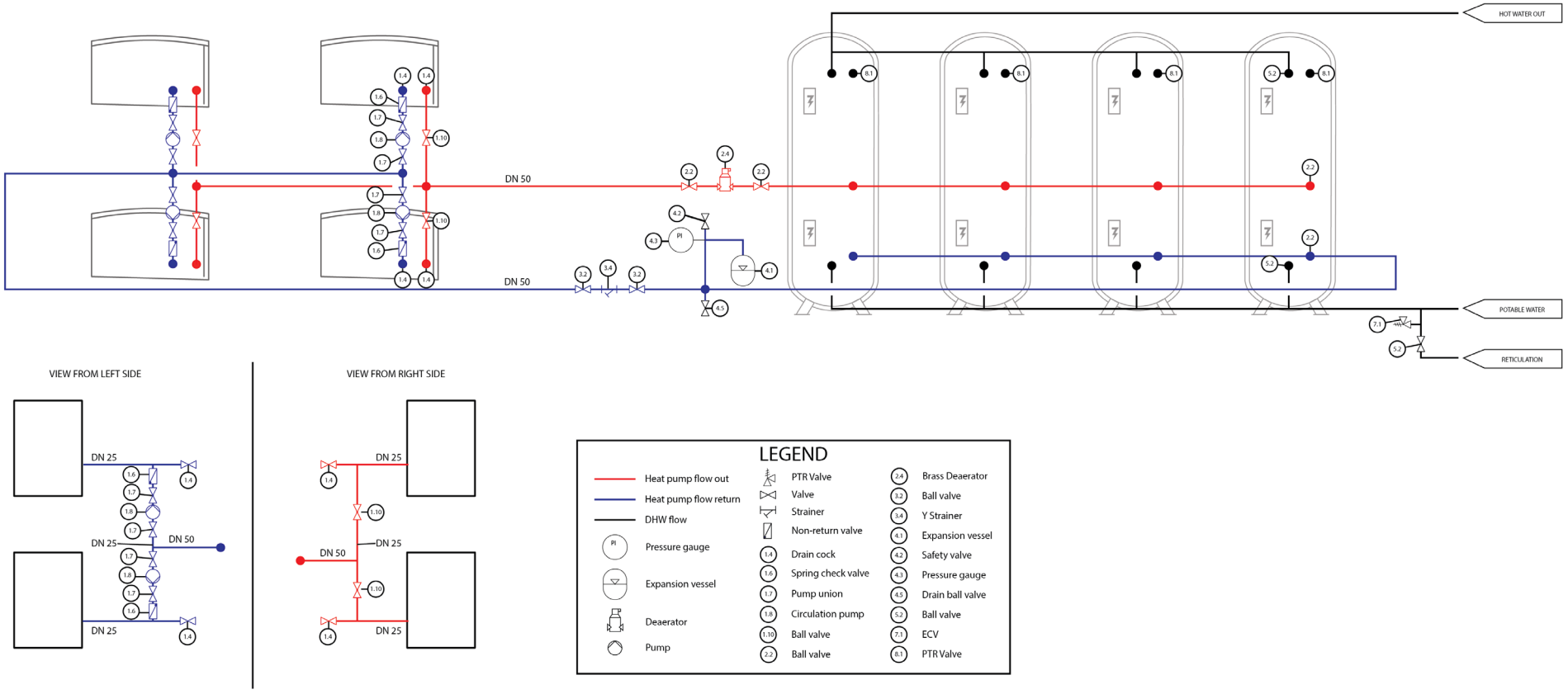


Figure 1. Hydraulic installation layout using 4 heat pumps and 4 tanks. Note the same plumbing principle applies regardless of the number of heat pumps and tanks (one heat pump to one tank relationship will always be maintained).

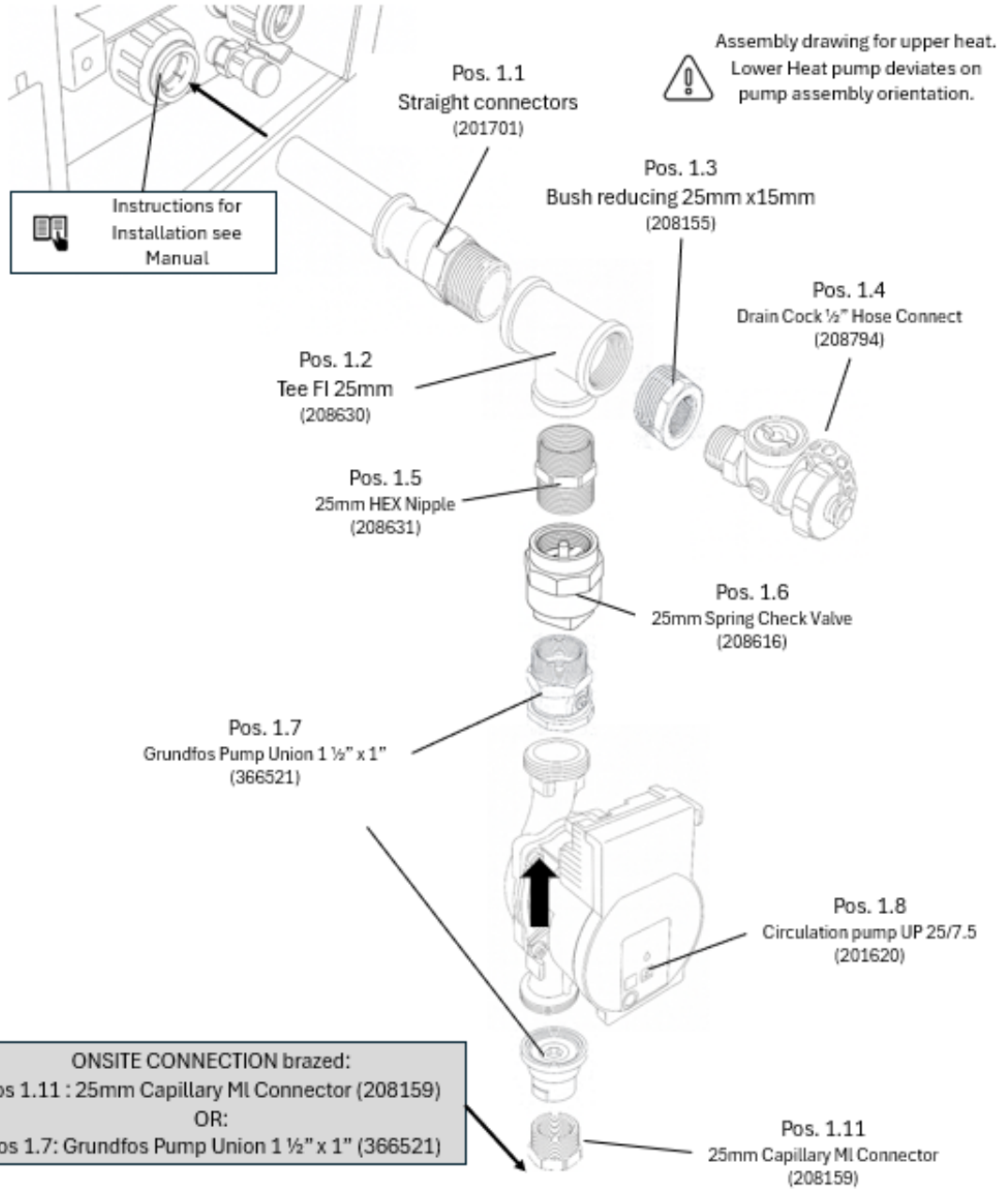
Hydraulic Components (Supplied and Assembly)

Heat Pump Connection Assembly Package - Flow

Flow for each Heat Pump

STIEBEL ELTRON

			Quantity				
Pos.	Description	Art. Nr.	CM-T22	CM-T33	CM-T44	CM-T55	CM-T66
1.1	Straight connectors	201701	2	3	4	5	6
1.2	Tee FI 25mm	208630	2	3	4	5	6
1.3	Bush reducing 25mm x15mm	208155	2	3	4	5	6
1.4	Drain Cock ½" Hose Connect	208794	2	3	4	5	6
1.5	25mm HEX Nipple	208631	2	3	4	5	6
1.6	25mm Spring Check Valve	208616	2	3	4	5	6
1.7	Grundfos Pump Union 1 ½" x 1"	366521	2	3	4	5	6
1.8	Circulation pump UP 25/7.5 PCV	201620	2	3	4	5	6
1.9	Cover for Circulation pump UP 25/7.5 PCV	208847	2	3	4	5	6
1.11	25mm Capillary MI Connector	208159	2	3	4	5	6



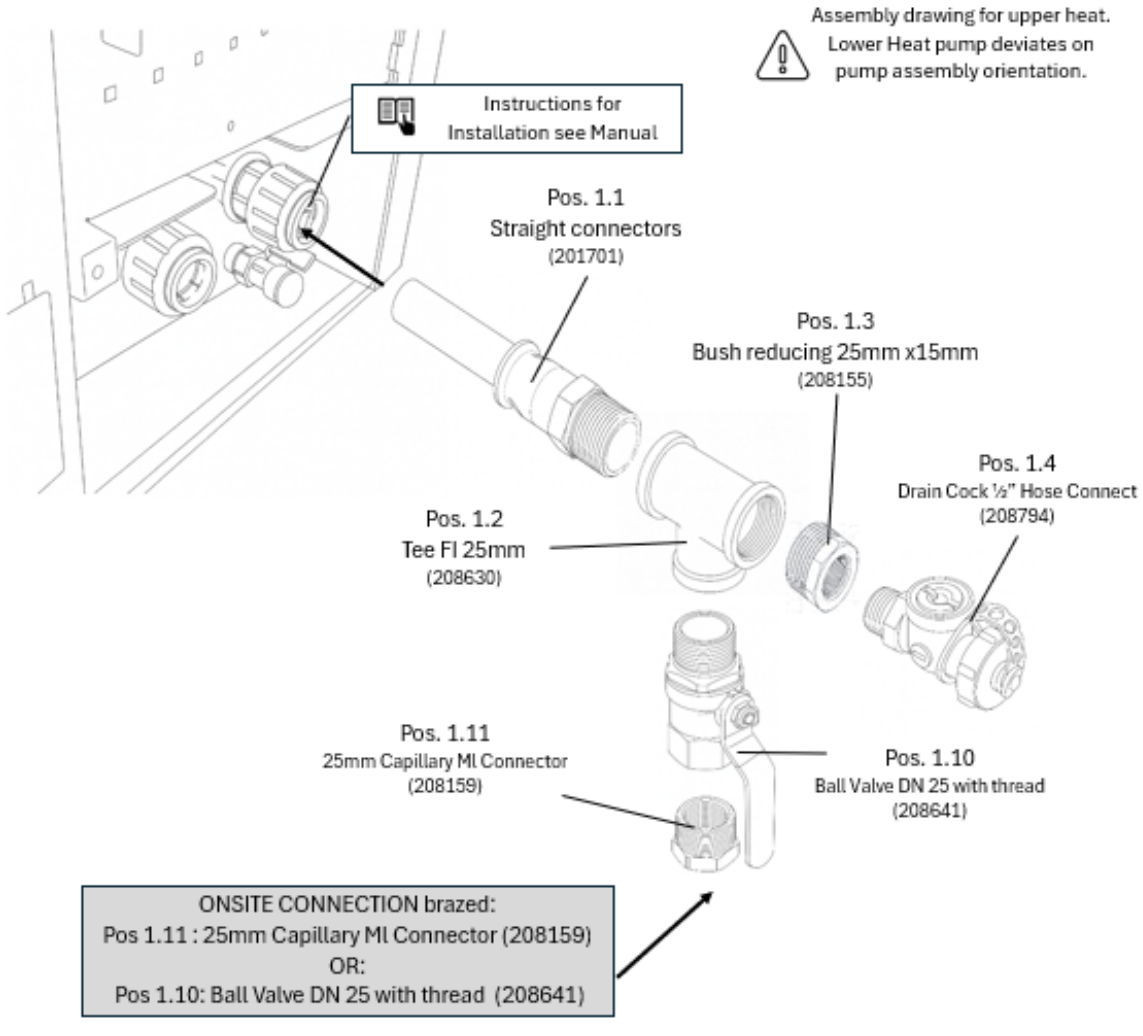
Hydraulic Components (Supplied and Assembly)

Heat Pump Connection Assembly Package - Return

Return for each Heat Pump

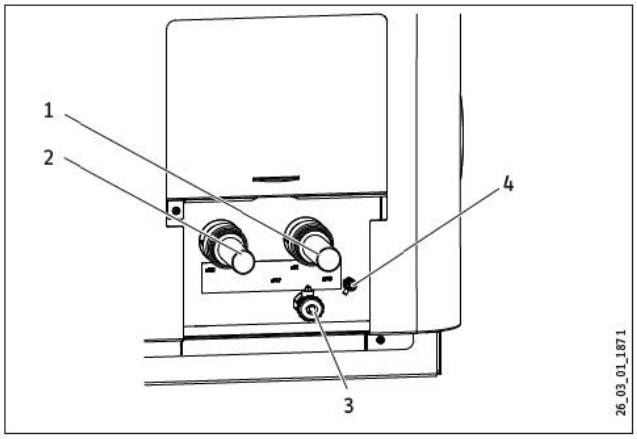
STIEBEL ELTRON

			Quantity				
Pos.	Description	Art. Nr.	CM-T22	CM-T33	CM-T44	CM-T55	CM-T66
1.1	Straight connectors	201701	2	3	4	5	6
1.2	Tee FI 25mm	208630	2	3	4	5	6
1.3	Bush reducing 25mm x15mm	208155	2	3	4	5	6
1.4	Drain Cock ½" Hose Connect	208794	2	3	4	5	6
1.11	25mm Capillary MI Connector	208159	2	3	4	5	6
1.10	Ball Valve DN 25 with thread	208641	2	3	4	5	6



Connecting the Heat Pumps

Base of the heat pump

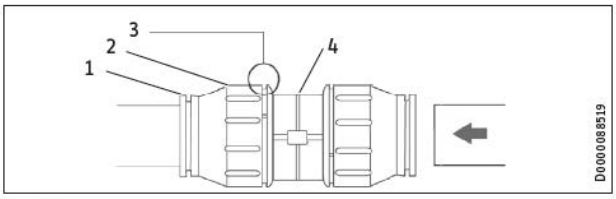


1 Heating flow
2 Heating return
3 Drain
4 Ventilation

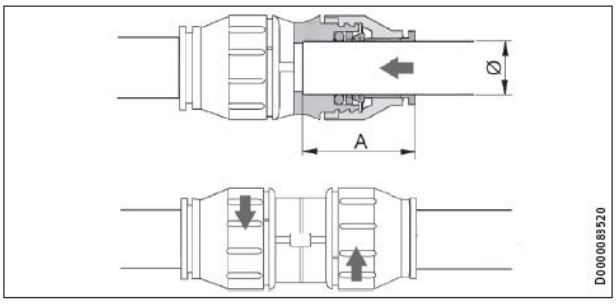
› Connect the heat pump to the heating circuit. Check for tightness.

Making the push-fit connection

The connector must be in its relaxed position before the pipe is inserted. In this position, there is a small gap between the screw cap and main body.



1 Retainer
2 Screw cap
3 Gap between screw cap and main body
4 Main body



Pipe Ø	28 mm
Depth of insertion A	max. 44 mm

Material losses
Pipe ends must be deburried.
› Always use a pipe cutter to trim pipes.

› Push the pipe past the O-ring into the push-fit connector until it reaches the prescribed insertion depth.
› Tighten the screw cap by hand against main body as far as it will go. This secures the push-fit connection.

Electric Overview

All wiring must comply with AS/NZS 3000. The drawings provided are intended as general guidance only and may not show every safety component required for full compliance.

1.5 Electrical safety
Only licensed electricians must perform work on the electrical connections to and from the commercial hot water installation. Both sides of the electrical box have high voltage connections that must be handled with extreme care by qualified contractors only.

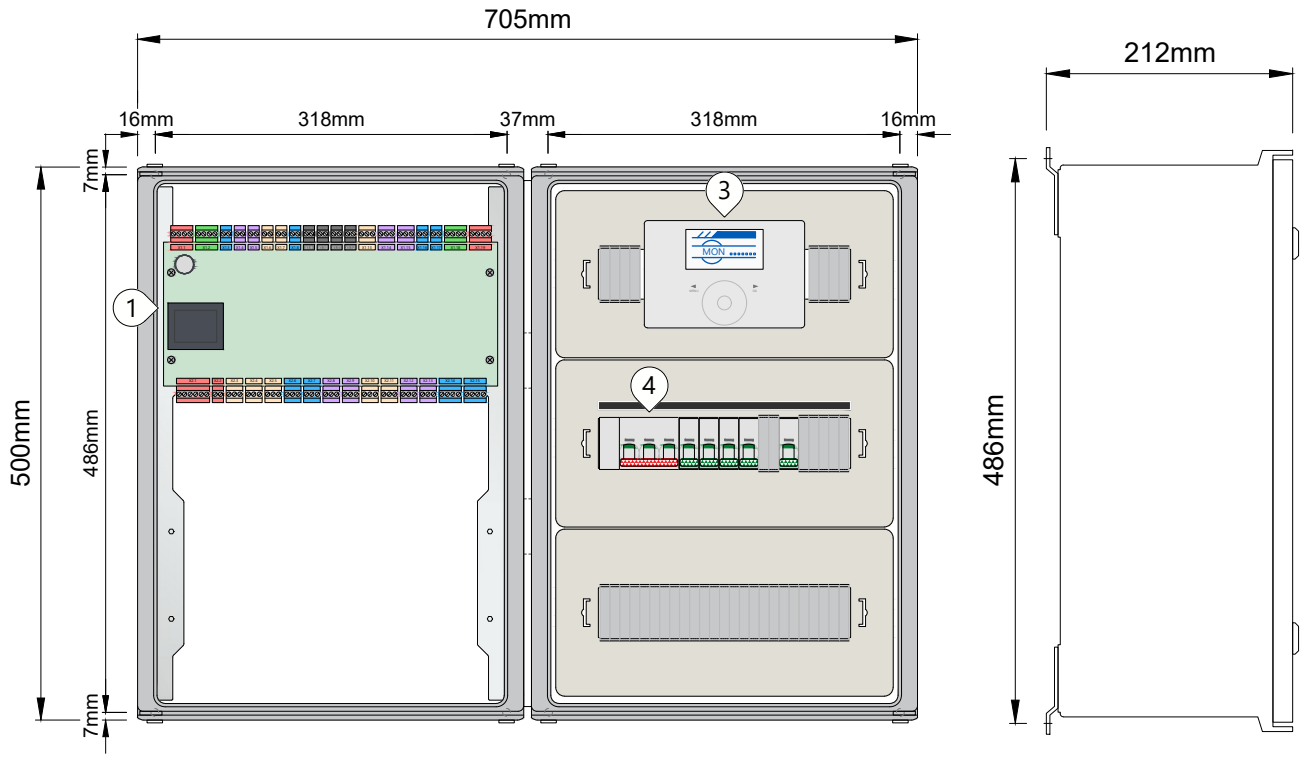
• To fully isolate an individual heat pump from power, note that both the isolators for the respective HP and HP controls have to be switched off. Do not under any circumstances perform work on a heat pump without switching both isolators off.

• Mains in isolation can be deactivated to sever the entire installation from power. This will also deactivate the heating elements HWU in each tank. If emergency operation of only the elements is required, Mains in has to remain active.

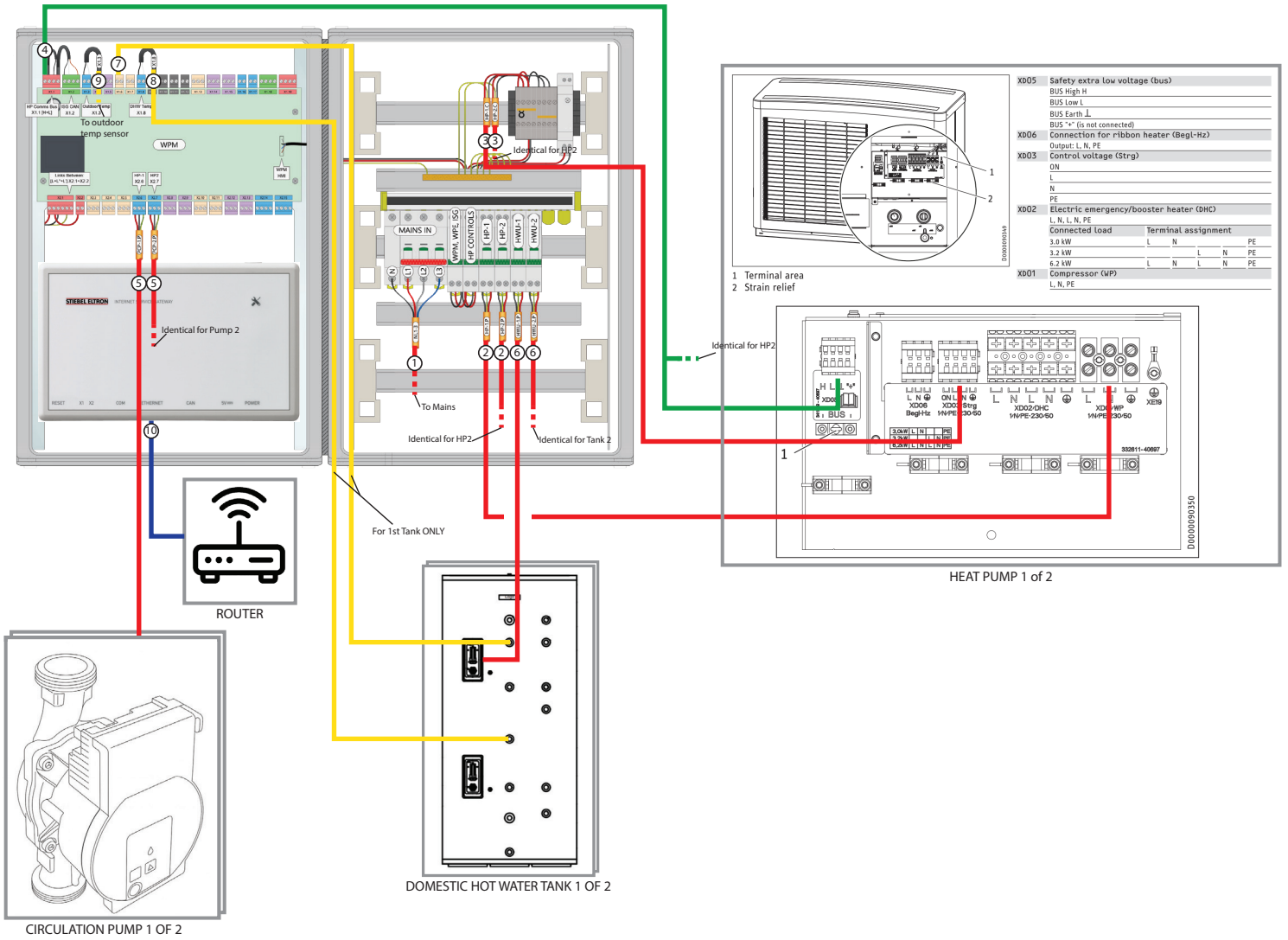
• In a Free install set up where the electrical enclosure box is distant from the heat pumps, separate isolators for easy isolation of the heat pumps need to be installed close to the heat pump.

Electrical Requirements

	CMT11-10-800	CMT22-10-800	CMT33-10-800	CMT44-10-800	CMT55-10-800	CMT66-10-800
Voltage/Phase	400-415V/3Ph+N/50Hz					
Power input (kW)	7.6	15.2	22.8	30.4	38	45.6
Max Current per Phase (A) (running, incl pumps)	20	33	33	52	65	65
Min Circuit Size per Phase (A)	25	45	45	70	85	85
Conductor Cross Sectional Area	Refer to AS/NZS 3000 & AS/NZS 3008					



Electrical wiring diagram for 1-1 and 2-2 pack



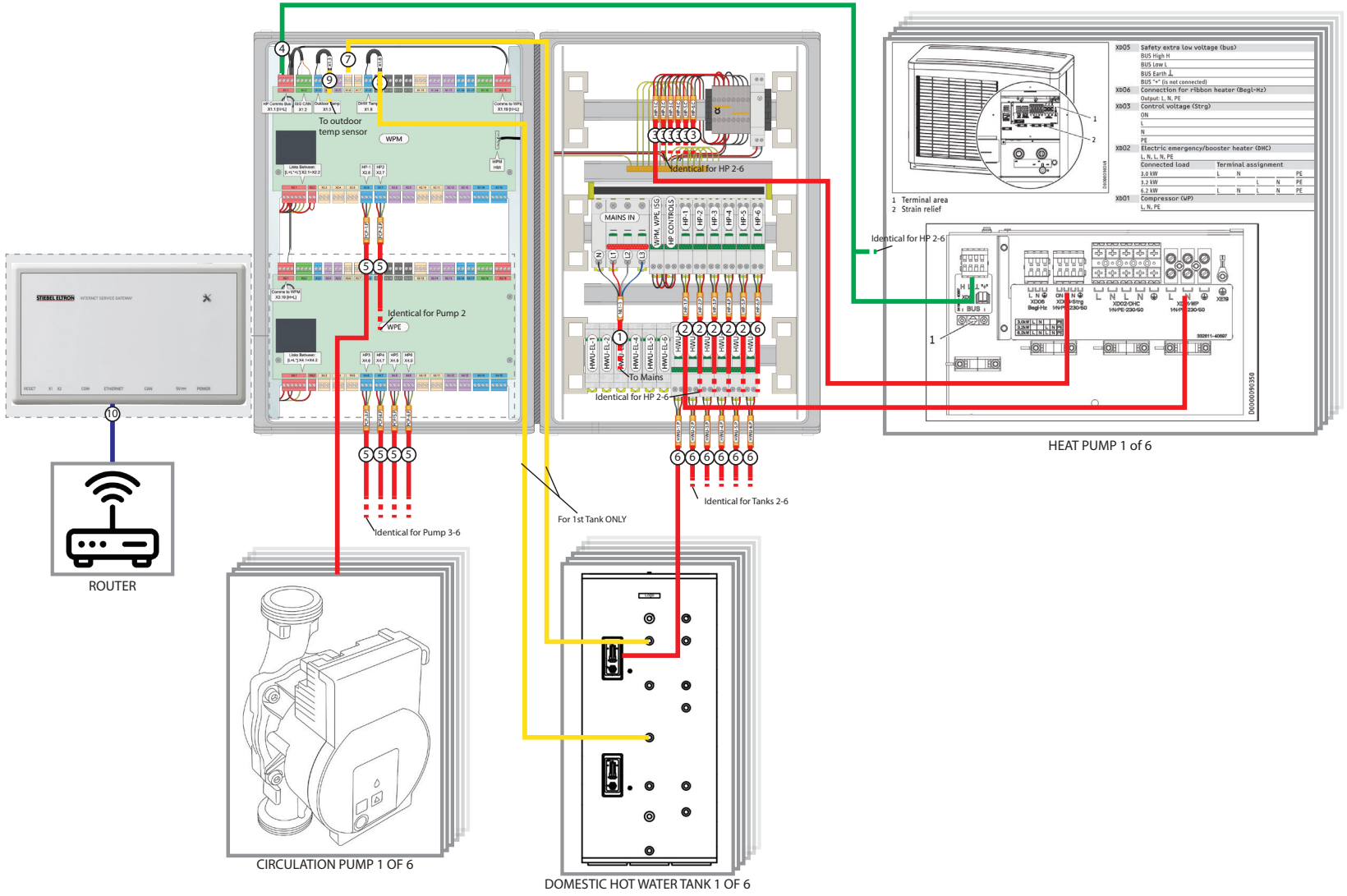
REV	DATE	DESCRIPTION	DRN	CHK	APP
1	08/10/2025	FIRST REVISION			
2	14/11/2025	X1.6 CONNECTION ADDED, CLARITY ADJUSTMENTS			
3	18/11/2025	MAIN POWER SPECIFICATION INFORMATION CHANGED			

SIZE: SCALE:
TEMPLATE:

STIEBEL ELTRON

CMT 22 ELECTRICAL BOX CONNECTIONS
EQUIVALENT FOR CMT 11

Electrical wiring diagram for 3-3, 4-4, 5-5 and 6-6 pack



REV	DATE	DESCRIPTION	DRN	CHK	APP
1	08/10/2025	FIRST REVISION			
2	13/11/2025	X1.6 CONNECTION ADDED, CLARITY ADJUSTMENTS			
2	28/11/2025	MAIN POWER SPECIFICATION INFORMATION CHANGED			

SIZE: SCALE:
TEMPLATE:

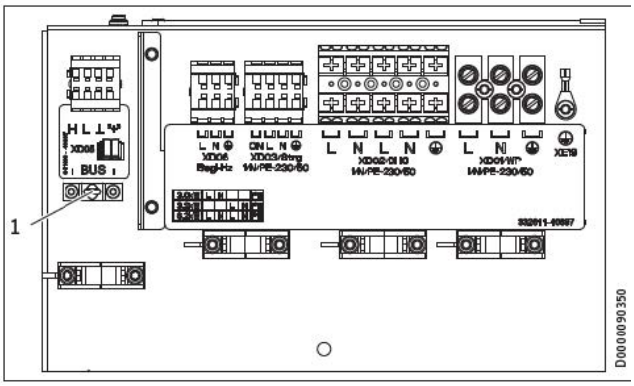
STIEBEL ELTRON

CMT 66 ELECTRICAL BOX CONNECTIONS
EQUIVALENT FOR CMT 33-55

Electric Installation
Heat Pump Connection

Terminal assignment

› Connect the cables according to the following diagram.



1 Earth terminal for screening the ELV lead

› Earth the ELV lead by inverting the screen over the cable sheath and clamping it undedr the earth terminal.
› Check that the strain relief fittings are working as intended.

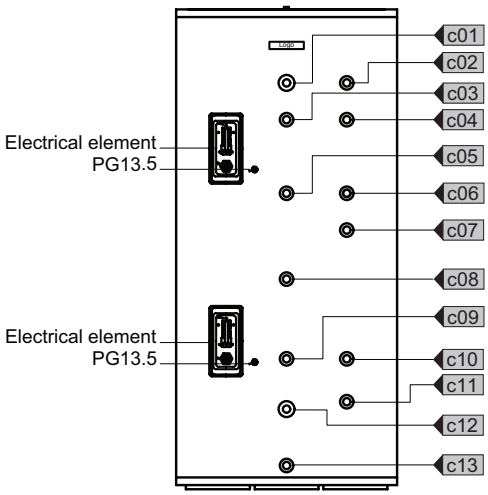
XD05	Safety extra low voltage (bus)					
	BUS High H					
	BUS Low L					
	BUS Earth					
	BUS "+" (is not connected)					
XD06	Ribbon heater (Begl-Hz)					
	Output L, N, PE					
XD03	Control Voltage (strg)					
	ON					
	L					
	N					
	PE					
XD02	Electric emergency/booster heater (DHC)					
	L, N, L, N, PE					
	Connected load	Terminal assignment				
	3.0 kW	L	N			PE
	3.2 kW			L	N	PE
	6.2 kW	L	N	L	N	PE
XD01	Compressor (WP)					
	L, N, PE					

Electric Installation
Tank Connection

CMT Packages:

› Recommended in 2nd from TOP to have maximum efficiency and runtimes
› If quicker recovery is required or at very high flow rates/ heat losses from the building, lower placements maybe advisable

Optional Lower Element
Lower elements should be used as either manual backup with external switch in case of a service or failure, or contractors to be used to be set up as failure operation from the heat pumps/



Part		SCE 800 WP
c01	Hot water outlet	G1 1/4"
c02	TP Valve Hole	G3/4"
c03	Temp sensor	G1/2"
c04	Mg Anode	G3/4"
c05	Temp sensor	G1/2"
c06	Circulation	G1"
c07	Heat Pump heating flow	G1 1/4"
c08	Temp sensor	G1/2"
c09	Temp sensor	G1/2"
c10c	Circulation	G1"
c11	Heat Pump heating flow	G1 1/4"
c12	Cold water inlet	G1 1/4"
c13	Drain water	G1"

Filling Instructions
Pre Process Checks

WARNING
Before commencing with commissioning it is important to ensure all conditions are within the set parameters and the instructions are followed. The parameters are critical to optimal operation and safety requirements.

- Check expansion vessel for pre charge pressure (SET to 0.8 - 1.2 bar).
- Fill the heat pump heating circuit with water (1.5 bar MAX)
- Safety valves are **NOT** for bleeding air.
- Fill the heating circuit carefully per the following instructions. **DO NOT** turn on the pumps and controller until the circuit is completely full of water and all air is eliminated.
- The water used **MUST** adhere to the characteristics in the table below. The mains water supply provided by the water utilities company generally complies to these characteristics. Warranty will be void if the characteristics are not within the limits.
- Flush the heat pump heating circuit, to remove any debris, prior to final connection to the heat pumps.

Quick Quide:

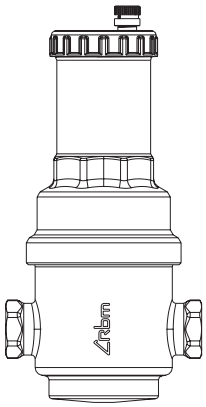
Acceptable Water Characteristics within Warranty

pH	5.5 - 9.5
Hardness	Not greater than 200 mg/L
Chlorides	Not greater than 200 mg/L
Saturation Index	Between -1.0 to +0.4 @ 65°C
Total Dissolved Solids	Not greater than 500

Filling Instructions
Procedure

Filling

1. Open the valve at the top of the deaerator to allow trapped air to expel to atmosphere during the filling process.
Refer to item 2.4 on **Figure 1.**



The deaerator MUST be installed at the highest point within the heating circuit plumbing.

2. Fill the system with water at the lowest point within the heating circuit. A suitable drain/fill point **MUST** be included in the plumbing circuit (at the lowest point) and a suitable 3/4inch drain ball valve and cap is provided.
Refer to item 4.5 on **Figure 1.**

Water pressure within the closed heating circuit MUST not exceed 1.5 bar. The pressure can be easily read and monitored via the gauge. Refer item 4.3 on figure 1.

Potable hot water supply to the building.

Potable water supply.
(Incl building return connection point)

Initial heating circuit fill point.
Note: should be at the lowest point possible

Venting

3. Close the ball valve on the return side of the heating circuit in **ALL** relevant location at each heat pump (for example if there are 4 heat pumps there will be 4 valves).
Refer to item 1.10 on **Figure 1.**

4. Connect up a suitable drain hose to the 1st heat pump at the provided drain valve point with a 1/2inch threaded connection. There should be one at the return connection at the back of each heat pump in the system.
Refer to item 1.4 on **Figure 1.**

Ensure the discharge end of the hose is placed in an appropriate tundish or drain to accept water.

Open the valve at the hose connection point and turn on the water supply to flush the 1st heat pump thoroughly with fresh water.
Repeat the same process for each heat pump within the system.

5. Once the flushing procedure is complete it is essential to remove all air from the heating circuit.

Close all the drain valves on all heat pumps.
Refer item 1.4 on **Figure 1.**

Open all ball valves on all heat pumps.
Refer item 1.10 on **Figure 1.**

Proceed to completely fill the heating loop and coils within the system with the deaerator remaining open during this process.

6. Once all air has been eliminated the deaerator valve can be closed. make sure the pressure within the closed loop heating circuit is 1-1.5 bar.

The commissioning process with the potable water supply and return from the building can now commence per the instructions below.

Commissioning
Disclaimer

The information in this installation and commissioning guide is provided to aid the successful and correct installation of the Stiebel Eltron CMT and CMP commercial hot water packages. Sole reliance on this guide is not advised, and it should always be read in concert with all other relevant product manuals, safety guidelines and the national plumbing code (PCA 2022) detailed in part 3 of the NCC 2022.

WARNING
This appliance may deliver water at high temperature. Refer to the plumbing code of Australia (PCA), local requirements and installation instructions to determine if additional delivery temperature control is required.

WARNING
For repair work on the heat pump, both circuit breakers always have to be switched off, HP Controls and HP Inverter Supply!

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

Before a system commissioning can be booked with STIEBEL ELTRON, the following steps must be completed:

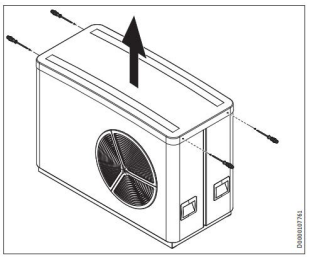
- Ensure all required pre-installation and setup tasks are finalised.
- Complete the Commissioning Job Form for commercial hot water projects via our website:
  https://www.stiebel-eltron.com.au/commissioning

Heat Pump Setting

WARNING
If the appliance is operated in cascade mode (more than one hp) set the DIP switch on every board. Carry out the following steps.

Power **MUST** remain switched **OFF**.

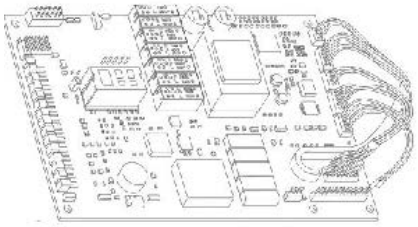
1. Remove the Lid.



Remove the four screws on edges and lift.

2. Set the DIP switch as shown.

IWS Board

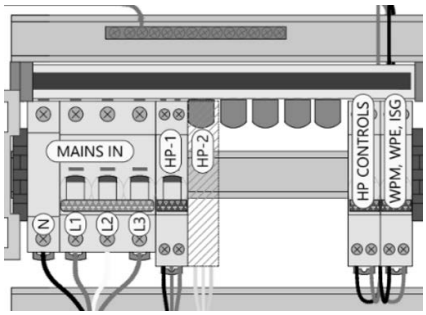


DIP Switch Setting

R = ON	1 = ON
K = ON	2 = OFF
S = OFF	3 = OFF
A = ON	8 = ON

Disconnect the plug X12.3 on the IWS of all heat pumps.

3. Switch on Main Menu / HP Controls / WPM Controller.

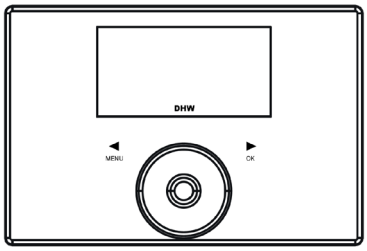


Press and hold the RESET button on each IWS for 10 seconds.

4. Connect the plug X12.3 of heat pump 1 to the IWS. Flashing middle green light should become static. If not, check the wiring.

Check if the heat pump successfully communicates to the controller in the menu.

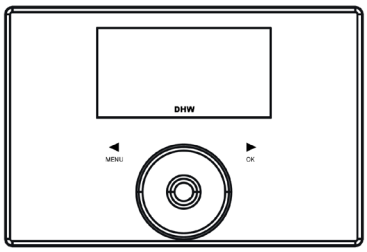
Main Menu
↓
Diagnostics
↓
System
↓
Heat Pump Types



If further heat pumps, repeat these steps.
If heat pump initialisation was not successful, see section Troubleshooting.

5. Start Relay Test. Are the circulation pumps assigned to the correct heat pump?

Main Menu
↓
Diagnostics
↓
Relay Test
↓
Relay Test WPM/WPE



Check outputs

X2.6 > HP1 | X2.7 > HP2 | X4.6 > HP3 | X4.7 > HP4 | X4.8 > HP 5 | X4.9 > HP 6

6. Switch on all circuit breakers.

Commissioning
WPM Controller Setting

Before full operation of the CHW system commences, the below parameters need to be entered on-site into the WPM heat pump manager.

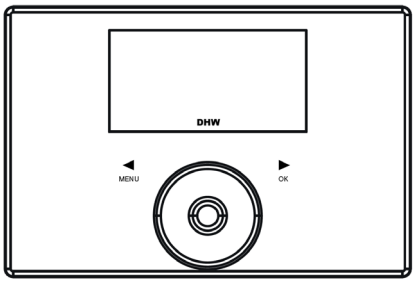
Use code **1000** to unlock advanced settings.

Required Settings WPM

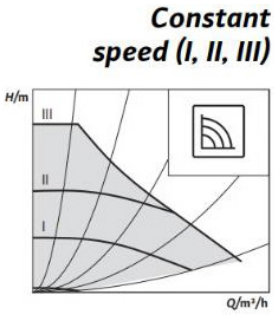
Parameter	Parameter Path	Setting
Comfort Temperature	Settings - DHW - DHW Temperatures (°C)	60
Eco Temperature	Settings - DHW - DHW Temperatures (°C)	60
DHW Mode	Settings - DWW - Standard Setting	Parallel Operation
DHW Hysteresis	Settings - DHW - Standard Setting (K)	5
DHW Stages	Settings - DHW - Standard Setting	Amount of HPs
DHW Learning Function	Settings - DHW - Standard Setting	Off
DHW Output Summer	Settings - DHW - Standard Setting - DHW Output HP (KW)	Amount of HPs x 8
DHW Output Winter	Settings - DHW - Standard Setting - DHW Output HP (KW)	Amount of HPs x 8
External Heat Source	Settings - DHW - External Heat Source	Supported

Commissioning
Circulation Flow Setting

To start the heating process, put it in DHW Mode on the start page of the controller.

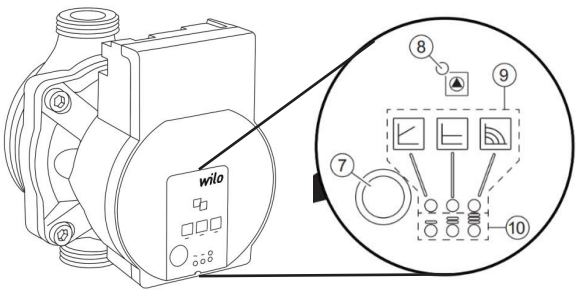


2. Set to Constant Speed > Stage I, II, III > Flow rate of 10 – 15 Liters/min per HP.



The volume flow should be equal on all heat pumps.

1. Settings on the pump can be made by using the green button (7).



Where can I find the volume flow rate reading?

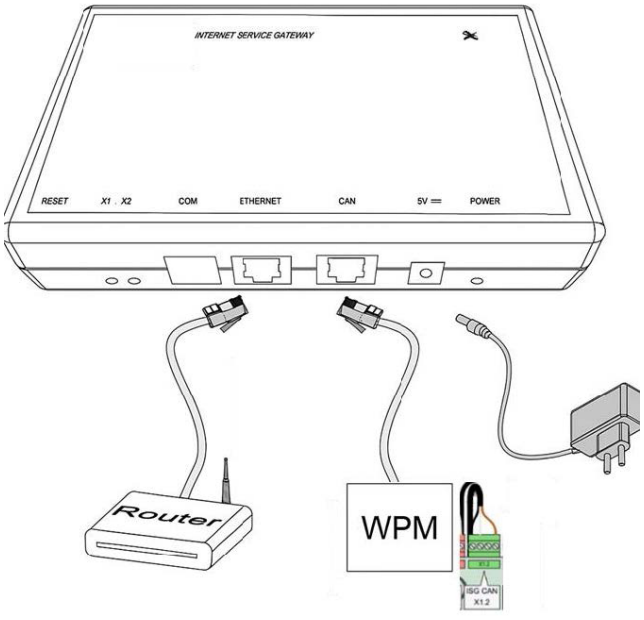
Menu
↓
Info
↓
Heatpump
↓
Process Data
↓
Water Flow Rate

ISG Commissioning and Servicewelt

1. Locate the ISG behind the electrical enclosure to connect the hot water service to the internet portal.

This will enable local and remote access, monitoring of the system, and provide the interface for any BMS integration.
Remote access is facilitated via the SERVICEWELT platform.

2. Three cord connections need to be in place.



- Ethernet for a physical connection to the router or network.
- CAN cable from ISG to WPM X1.2 BUS accessories port (pre installed).
- Power plug (Pre installed).

3. Ensure X1 light is green and X2 flashing red. This signals you are ready to proceed.

4. There are two options to complete the registration process.

A. Download the MyStiebel App

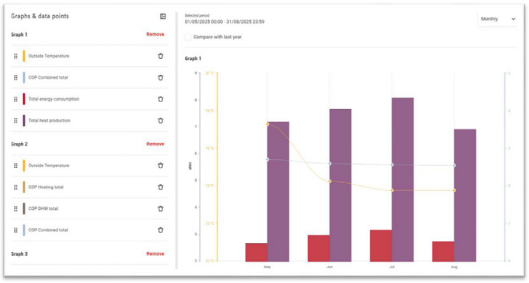
Follow the steps to connect a new hydronic heat pump in the interface, and the ISG will show up. Complete registration.

Once connected, contact the STIEBEL ELTRON service department and provide the details used during sign up. STIEBEL ELTRON will provide a login for desktop access.

B. Detect the I.P. of the ISG connected to the network. Open a browser window and enter the IP address or use http://servicewelt.

Click establish connection in the right hand Portal Status window and complete registration.

Once connected, contact the STIEBEL ELTRON service department and provide the details used during sign up. STIEBEL ELTRON will provide a login for desktop access through the SERVICEWELT portal.



Commissioning

Element Testing and First Heat Pump Testing of Tank

1. Start setting the top element to the lowest temperature setting and check operation of elements with the amp meter.

2. Wait untill the thermostat cuts off the elements through exceeding set temperature and confirm no current draw.

3. Set elements to desired temperature to finalise settings. If top elements are used for redundancy set to 60°C.

Commissioning

Commissioning Check List

Troubleshooting

If heat pump initialisation was not successful, a RESET WPM must be performed.

Switch off the power supply to the WPM and the heat pumps.

- Disconnect bus connection X12.3 on the IWS on all heat pumps.
- Switch on the control voltage from the WPM and the heat pumps.
- Reset the WPM. Service code 7777 is required for this.
- Press and hold the RESET button on each IWS for 10 seconds.
- The next steps are described in the chapter Commissioning | 10 Heat Pump Settings.

For repair work on the heat pump, both circuit breakers always have to be switched off, HP Controls and HP Inverter Supply!

WARRANTY | AUSTRALIA
WPL Air Source Hydronic Heat Pumps

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 STIEBEL ELTRON Commercial Hot Water CMT systems using the following heat pump models - WPL-A 07, WPL-A 10.2, WPL-A 13.2 and WPL-A 17.2.
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. This is to be determined by the serial number on the data plate of the relevant component.
6. The warranty period applies only to components supplied by Stiebel Eltron. It does not apply to components supplied by others, such as plumbing system components (examples - pressure limiting valves, isolating valves, none return valves) and electrical system components (examples - electrical switches, solenoid valves, electrical cables and fuses) but not limited to these.
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 is not limited to being used in a motel, hotel, mining camp or nursing home.
8. A Pressure Limiting Device MUST be installed in cold water supply to the hot water system and be set to a maximum water pressure of 550kPa. The warranty period for a unit used for commercial applications in hot water mode is shown in the table below.

Component	Parts (yrs)	Labour (yrs)
Heat pump	2	2
Tanks	3	2

All other components such as controllers, valves, pumps, sensors, frames, insulation, electric heating elements and electric wiring connecting systems attract a 1 year parts and labour warranty and are not included in the above warranty table.

Extended warranty periods are available on request, refer to details and conditions below in relevant section.

Your entitlement to make a warranty claim

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

How you make a warranty claim

10. To make a warranty claim you must provide us with the following information:
10.1 The model number of the component in question and whether it is part of a Stiebel Eltron Commercial Hot Water package;
10.2 A description of the problem with the unit;
10.3 The name, address and contact details (such as phone number and e-mail address) of the owner;
10.4 The address where the unit is installed and the location (e.g. in laundry);
10.5 The serial number of the component in question and whether it is part of a Stiebel Eltron Commercial Hot Water package;
10.6 The date of purchase of the unit and the name of the seller of the unit;
10.7 The date of installation of the unit;
10.8 A copy of the certificate of compliance when the unit was installed.
11. 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

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

Warranty exclusions

13. We may reject your warranty claim if:
13.1 The unit was not installed by registered and qualified tradespeople.
13.2 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.
d. in accordance with the site parameters in the Operating and Installation guide such that safe assessment and/or access requires machinery or is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous, service will be refused. Any work required to gain reasonable or safe access to the appliance will be chargeable by the attending service person and the hire of elevated working equipment or cranes to remove or replace components is the sole responsibility of the asset owner.
13.3 The unit has not been operated or maintained in accordance with the Operating and Installation Guide.
13.4 The unit does not bear its original Serial Number for Rating Label.
13.5 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. Refer to the water quality parameter table 1
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.
13.6 The unit was damaged before it was installed e.g. it was damaged in transit.
13.7 An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.
13.8 Non genuine parts other than those manufactured or approved by us have been used on the unit.
13.9 This warranty does not apply to colour degradation/damage caused by direct UV exposure.
14. We may charge you:
14.1 for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.
14.2 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.
14.3 for any extra costs of our authorised service technician to make the unit safe for inspection.
15. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.
16. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.
17. 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.
18. In order to properly test the unit we may remove it to another location for testing.

	Min	Max
Chlorides	N/A	250 mg/L
pH	6	9.5
Total Dissolved Solids (TDS)	N/A	600 mg/L
Hardness	N/A	200 mg/L
Langlier saturation Index	-1.00	+0.4

The Langlier saturation index must be calculated at 80°C water temperature

Australian Consumer Law

19. 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.
20. The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.
21. Extended Warranty options and conditions.

Option 1

Stiebel Eltron offer a comprehensive commissioning service via our highly trained personnel and skilled technicians. This service ensures the system is operating at its optimum with all parameters checked and verified from start up. If this option is chosen the warranty period is shown in the table below and full details are provided in the commissioning service documentation.

Component	Parts (yrs)	Labour (yrs)
Heat Pump	3	3
Tanks	5	3

All other components such as controllers, valves, pumps, sensors, frames, insulation, electric heating elements and electric wiring connecting systems attract a 2 year parts and labour warranty and are not included in the above warranty table.

Option 2

Stiebel Eltron offer a comprehensive preventative maintenance service via our highly trained personnel and skilled technicians. This service spans over a period of 10 years ensuring worry free operation. Note commissioning by Stiebel Eltron (Option 1 above) is a pre-requisite.

If this option is chosen the warranty period is shown in the table below and full details are provided in the contract.

Component	Parts (yrs)	Labour (yrs)
Heat Pump	10	10
Tanks	10	10

All other components such as controllers, valves, pumps, sensors, frames, insulation, electric heating elements and electric wiring connecting systems attract a 3 year parts and labour warranty and are not included in the above warranty table.

Please contact Stiebel Eltron to discuss the requirements of the extended warranties mentioned above. Refer to the back page of this document for contact details or email our technical department on technical@stiebel-eltron.com.au.

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STIEBEL ELTRON