STIEBEL ELTRON

www.stiebel-eltron.com.au/sustainability

Sustainability Statement



AU


STIEBEL ELTRON
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German innovation.
Global sustainability.

For over 100 years, STIEBEL ELTRON has been designing and manufacturing high-performance solutions for building services. With more than 50 years of heat pump experience, we have become a global leader in electric technologies that deliver hot water, heating, cooling with precision and efficiency.

Our systems are developed and produced in our own European manufacturing facilities — with full control over engineering, testing, and sustainability. We believe the path to net zero buildings starts with electrification. That’s why we invest in long-term, scalable solutions designed for both today’s compliance and tomorrow’s climate challenges.

Less Waste. Lower Carbon. More Performance.

Sustainability starts with our own operations. We have established targets to significantly reduce the carbon emissions of our manufacturing activities by 2030.

Our key initiatives include:

- Certified to ISO 14001 (environment), ISO 50001 (energy), ISO 45001 (health & safety), and ISO 9001 (quality).
- Energy efficiency measures in all facilities: LED lighting upgrades, high-efficiency systems, smart load management.
- Water-saving systems and compressed air leak reduction.
- Transition to a fully electric vehicle fleet.

Packaging matters too.

We've reduced plastic use in packaging by 40% since 2019 and aim to reduce it by another 40% by 2025. For larger products, we use reusable wooden crates and are shifting toward fully recyclable packaging materials.

There is no planet B

Tested to World Leading Standards

Unlike many systems on the market, STIEBEL ELTRON heat pumps are not rebadged or sourced from third parties. We manufacture every system ourselves and test them under harmonised European standards for performance, acoustics, and safety:

- **EN 14511** – Defines heating capacity and COP under real conditions
- **EN 14825** – Measures seasonal efficiency (SCOP)
- **EN 12102** – Ensures accurate, lab-tested acoustic performance
- **EN 378** – Governs refrigerant safety in heating and cooling systems

These standards enable transparent, repeatable performance data – supporting compliance, planning, and peace of mind. In contrast, Australia currently lacks comprehensive local testing standards for heat pumps, making performance comparisons less reliable.

Repairable. Recyclable. Responsible.

Our products are designed to last — and to be maintained.

Repair-first design:

› Modular components
› Online spare parts portal
› Spare parts available for 15 years after a model is discontinued

Recyclability focus:

› Materials selected with end-of-life separation in mind
› Products assessed for recyclability during development
› Ongoing efforts to minimise landfill through better packaging and product design discontinued

This approach reduces waste, extends product life, and aligns with circular economy principles.







Responsible Supply Chains

STIEBEL ELTRON is committed to fair labour, safe workplaces, and ethical practices across all levels of our supply chain.

Our group-wide policies include:

› Code of Conduct
› Supplier Code of Conduct
› Code on Human Rights & Working Conditions
› Sustainable Procurement Guidelines
› Whistleblower and compliance reporting system

We conduct regular risk assessments and expect suppliers to meet our environmental, labour, and ethical standards. These frameworks help us manage risk and ensure our products reflect our values.

Aligned with the UN Sustainable Development Goals

Our sustainability efforts are aligned with the United Nations SDGs. We focus on areas where we can have the greatest impact:



SDG 4: STIEBEL ELTRON promotes equal access to education by offering all employees high-quality training opportunities, including apprenticeships, dual study programs, and personal development initiatives. With a strong focus on skills development, leadership training, and innovation, the company contributes to a well-trained and motivated workforce aligned with SDG 4 goals.





SDG 5 and 10: STIEBEL ELTRON fosters an inclusive, discrimination-free workplace by promoting diversity and equal opportunity in both its operations and supply chain. Leadership development programs are open to all employees based on merit, supporting equal access to advancement and contributing to the goals of SDGs 5 and 10.



SDG 7: We support the energy transition by developing energy-efficient, renewable-based technologies such as heat pumps and ventilation systems. With a strong focus on sustainability, product durability, and reducing environmental impact, the company contributes to greater clean energy access and improved energy efficiency, advancing SDG 7 goals.

Sustainable Development Goals





SDG 9 and 12: STIEBEL ELTRON is committed to reducing its greenhouse gas emissions, achieving climate neutrality in Germany by 2040, and improving resource efficiency through certified management systems and upgraded production processes. By promoting recycling, durable product design, and transparent sustainability reporting, the company actively supports SDGs 9 and 12.



SDG 13: STIEBEL ELTRON contributes to climate protection by offering highly efficient, electricity-based solutions for heating, cooling, hot water, and ventilation, significantly reducing energy use and CO_2 emissions. As a technology leader in heat pumps and a sustainability-driven business, the company integrates climate measures into its operations and strategies, supporting SDG 13.

We embed these principles into our operations, product design, and supply chain practices.
Read more about our sustainability commitments here: www.stiebel-eltron.com.au/sustainability

STIEBEL ELTRON

Efficient hot water made simple

High efficiency, low impact – R290 refrigerant and WiFi control



Energy Efficiency

ServiceWelt Compatibility

Timer Function

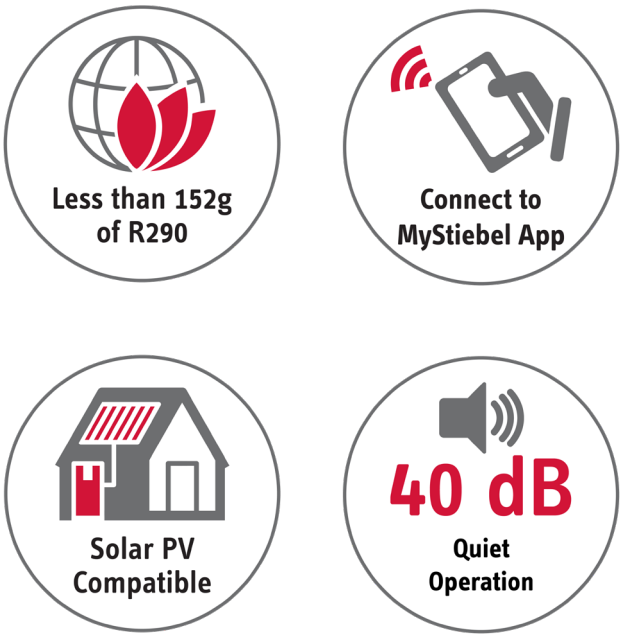
Why Choose the SHP-O Plus?

PREMIUM EFFICIENCY. ULTRA-LOW GWP. BUILT FOR PERFORMANCE.

Hot water, intelligently delivered with Wi-Fi app control and R290 refrigerant. Designed and manufactured by STIEBEL ELTRON – a global leader in heat pump technology.

KEY Product features

› Ultra-low GWP R290 refrigerant (GWP = 0.02)
› MyStiebel App (remote monitoring + control)
› Compatible with solar PV
› Smart hygiene & legionella control program
› Quiet operation at just 40.7 dB(A)
› Available in 200L and 300L
› Energy Class A+
› Engineered and manufactured by STIEBEL ELTRON
› ServiceWelt remote commissioning
› Premium aftersales support through STIEBEL ELTRON's Australia-based service team





Performance Comparison Table

Parameter	SHP-O 200 Plus	SHP-O 300 Plus
Storage Capacity L	200	300
Max Temp via Heat Pump	65°C	65°C
Operating Range	-7°C to +43°C	-7°C to +43°C
COP (EN16147 / A20)	4.27	4.21
Recovery Rate @45°C rise (est.)	~57 L/hr	~60 L/hr
Noise Level @3m	40.7 dB (A)	40.7 dB (A)
Refrigerant	R290 (GWP 0.02)	R290 (GWP 0.02)
Heat Pump Input	0.45 kW	0.44 kW
Boost Element	1.5 kW	1.5 kW
Power Supply	220-240 V	220-240 V
Energy Efficiency	A+	A+

Warranty & After-Sales Support

STIEBEL ELTRON backs its products with a premium warranty and direct manufacturer support:

- 5-Year Cylinder Warranty
- 5-Year Parts & Labour
- Register online for full warranty terms. Conditions apply.
- Fast-tracked local support through our Australian service team.

50 YRS of Heat Pumps



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