

Capability Statement



A photograph showing the back of a man with short, dark hair, wearing a black jacket. The jacket has the brand name 'STIEBEL ELTRON' printed in white, bold, sans-serif capital letters across the upper back, framed by two thin white horizontal lines. The man is looking away from the camera towards a bright, out-of-focus background.

STIEBEL ELTRON

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A large, light gray, stylized '100' is positioned in the background. The '1' is a simple vertical bar, and the '0's are thick, rounded circles. The text '100YRS' and '1924-2024' is overlaid on the right-hand '0'.

100YRS
1924-2024

Pioneering progress in sustainable technology

To this day, we uphold the standards set by our founder, Dr. Theodor Stiebel: a commitment to crafting innovative products of unparalleled quality. Dr Stiebel's pioneering spirit was evident when he created the ring immersion heater in his Berlin backyard workshop in 1924, marking the inception of STIEBEL ELTRON's storied legacy. As we approach our centenary in 2024, we invite you to join us in commemorating this milestone anniversary.

The company – Facts and figures

Employees worldwide approx.	5,700
German production facilities	4
International production facilities	4
Subsidiaries	26
Representatives worldwide	120

* As of March 2024



Company profile

At STIEBEL ELTRON, our dedication lies in enhancing the home living experience through innovative home comfort solutions. With a rich history spanning over a century in pioneering home appliances, we lead the way in all-electric, energy-efficient heating, ventilation, and hot water systems.

STIEBEL ELTRON Australia embarked on its journey in Melbourne in 1995 as a licensee, gradually growing its footprint in the Australian market, focusing primarily on hot water and room heaters.

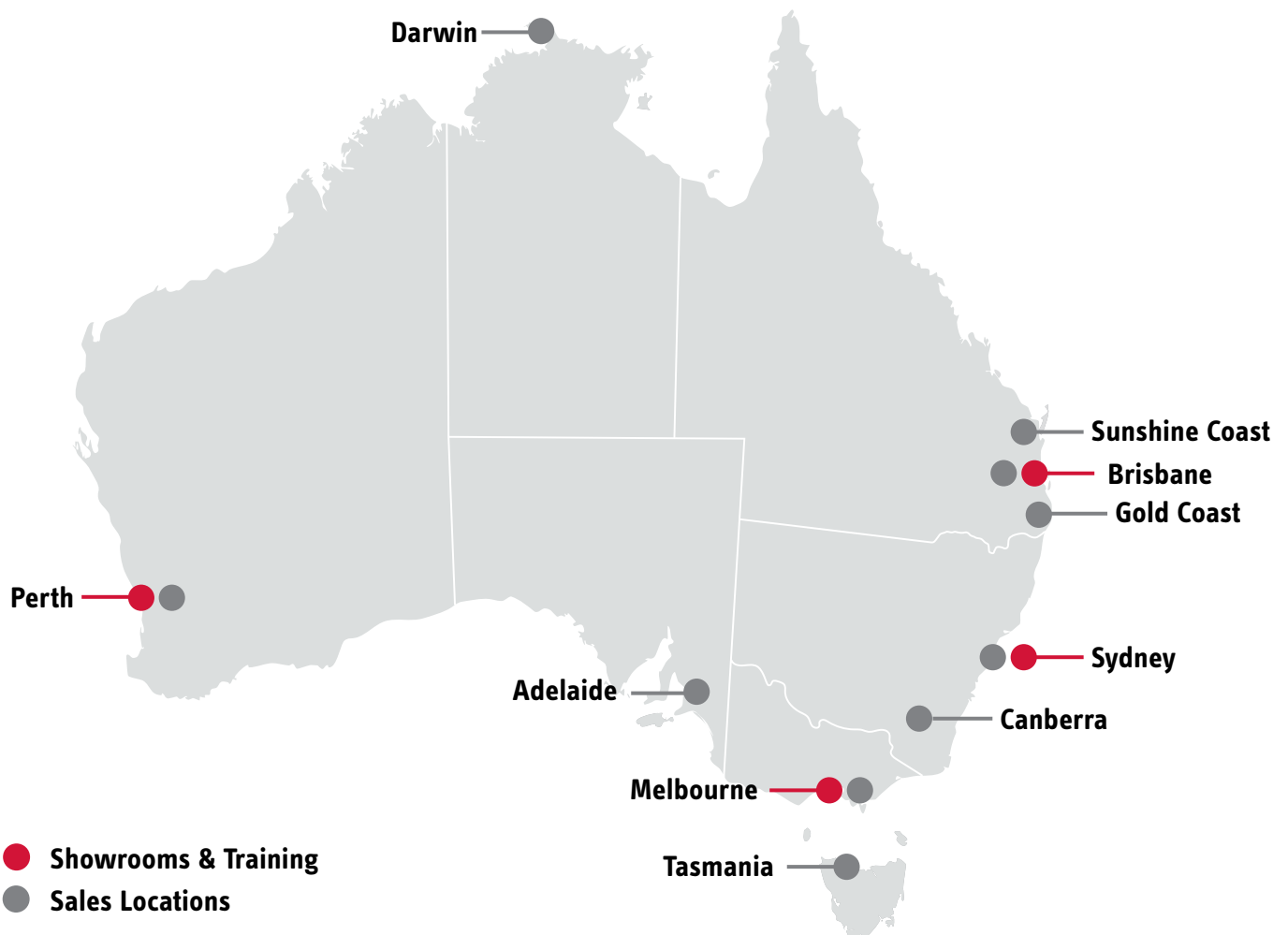
Transitioning into a subsidiary of STIEBEL ELTRON Germany in 2012, our Australian presence has flourished, boasting showrooms and sales offices across major cities like Adelaide, Brisbane, Melbourne, Sydney, and Perth.

Our operations are driven by a deep-rooted commitment to customer satisfaction. We've made significant investments in our staff, showrooms, warehouses, and a network of third-party logistics sites, all with the aim of providing a comprehensive service experience. Our Melbourne headquarters, strategically located and supported by an extensive service network, allows us to respond promptly to customer needs. From meticulous sales planning to seamless after-sales support, our dedicated in-house technicians are ready to handle every aspect of the customer journey with expertise and care.



Our National footprint

- › Head office (Melbourne)
- › Call centre (Melbourne)
- › 5 showroom locations
- › 10 sales locations
- › 124 service agents across Australia
- › 7 HVAC technicians
- › Engineering (Melbourne and Brisbane)
- › System sizing and layout assistance
- › Training facilities in all showrooms



Producing comfort technology world wide

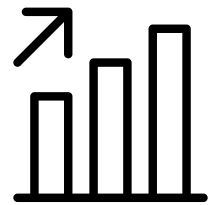
We are a global market leader and technology pioneer in home comfort and renewable energies. What makes us stand out is our technical proficiency, premium quality, innovation, reliability and customer-oriented service. The medium-sized group of companies is owned by Frank Stiebel and the Stiebel Family Trust (created by Dr Ulrich Stiebel), each of whom holds 50% equity.



Approx.

5.000

employees worldwide



More than

€1 billion

turnover; approx. 50% from abroad



Company in

family ownership

Global reach and expertise

- **Subsidiaries**
- **Manufacturing facilities**



We're dedicated to delivering well-being technology worldwide. Collaborating closely with our international teams, we ensure a deep understanding of customer needs, providing tailored technical solutions and optimal support wherever you are.

Headquarters in Germany

Located in Holzminden, our global headquarters and serves as the hub of our operations. Our energy-positive Energy Campus training centre provides seminars that equip participants with valuable insights into device technology, planning, and installation.

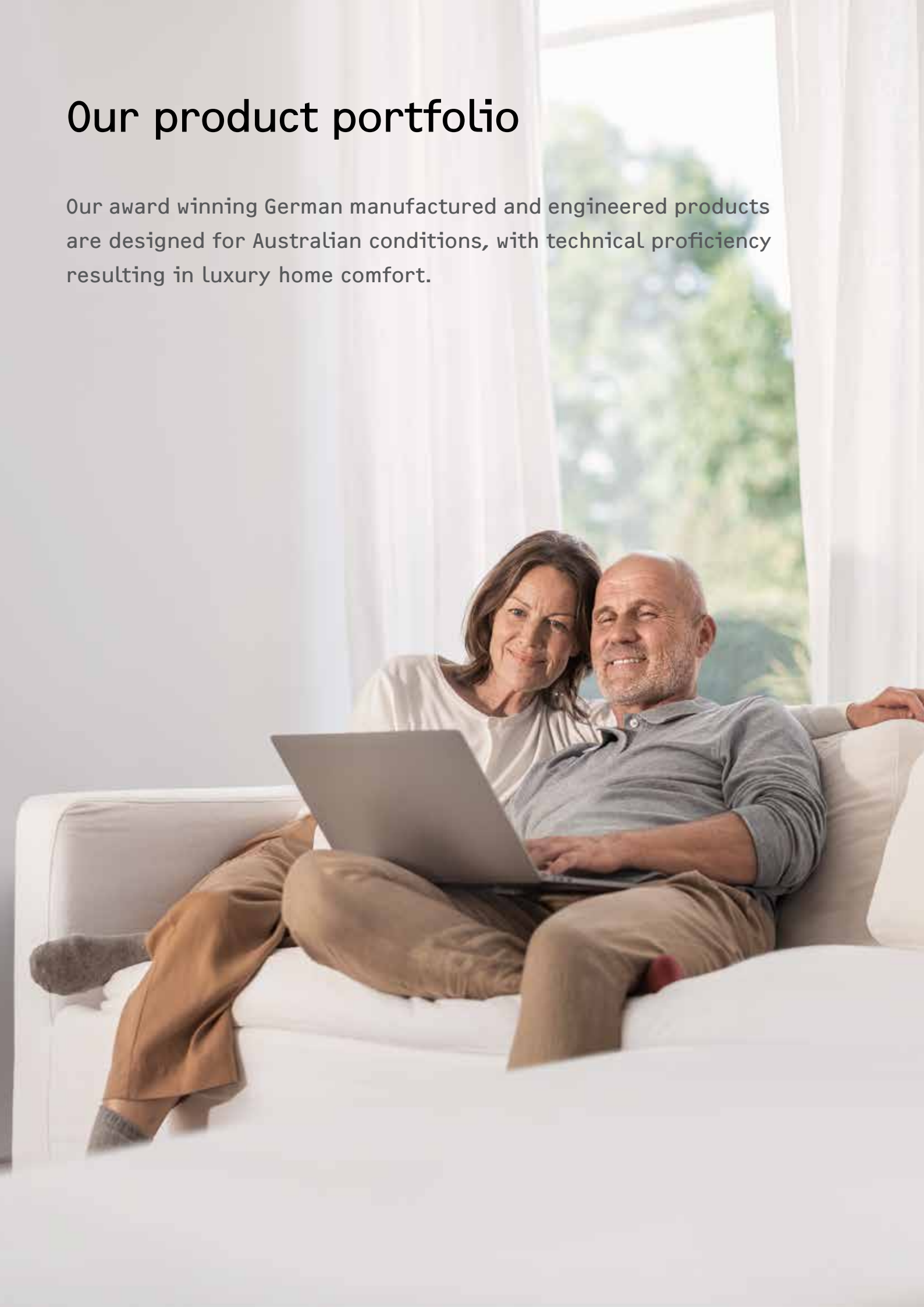


Global manufacturing facilities

- › **Holzminden, Germany:** Instantaneous water heaters, air-water heat pumps, and storage tanks.
- › **Höxter, Germany:** Production site for heat pumps.
- › **Eschwege, Germany:** Manufacturing plastic parts and small storage systems, catering to bespoke requests.
- › **Freudenberg, Germany:** Specialising in ventilation heaters with multiple functions.
- › **Hamelin, Germany:** Producing fresh water and housing stations.
- › **Poprad, Slovakia:** Producing and selling hot water heat pumps and tanks, offering specialised services.
- › **Arvika, Sweden:** Development and production of ground source heat pumps.
- › **Ayutthaya, Thailand:** Manufacturing small instantaneous water heaters for Asian and global markets since 2001.
- › **Tianjin, China:** Production of ventilation systems, heat pumps, and electric heaters since 2004.

Our product portfolio

Our award winning German manufactured and engineered products are designed for Australian conditions, with technical proficiency resulting in luxury home comfort.



Water Heaters

- › **Electric Instantaneous Water Heaters:** Provide efficient, on-demand hot water exactly where you need it, perfect for kitchens and bathrooms.
- › **Compact Storage Water Heaters:** Ideal for space-saving installations while delivering reliable hot water storage.
- › **Under Sink Water Boilers:** Offer a convenient and compact solution for instant hot water at the sink.

Heat Pumps

- › **Hot Water Heat Pumps:** Leverage renewable energy to heat your water efficiently and with significant cost savings.
- › **Air Source Hydronic Heat Pumps:** Provide a versatile and sustainable heating solution for homes and businesses, utilising ambient air for efficient space heating.
- › **Geothermal Hydronic Heat Pumps:** Harness the earth's constant temperature to deliver highly efficient and environmentally friendly heating.

Room Heaters

- › **Convection Electric Panel Heaters:** Offer a sleek and efficient solution for individual room heating.
- › **Fan Assisted Electric Room Heaters:** Provide rapid and effective warmth for areas requiring a quick boost.
- › **Underfloor Heating Mats:** Create a luxurious and comfortable warmth radiating from the floor.
- › **Hand Dryers:** Ensure hygienic and convenient hand drying in washrooms.

Ventilation Systems

- › **Centralised Heat Recovery Ventilation:** Deliver fresh, filtered air throughout new buildings while recovering up to 94% of heat for exceptional energy efficiency.
- › **Decentralised Heat Recovery Ventilation:** Offer a perfect retrofit solution for existing buildings, improving indoor air quality and reducing energy consumption.



The project journey

With a legacy spanning 100 years, 50 years of heat pumps, and 30 years of ventilation technology, we bring a wealth of experience to every stage of your appliance journey. From design and manufacture to ongoing servicing, our systematic approach ensures that we deliver future-proof systems tailored to your needs.

Enquiry & Qualification

Our sales team will engage with you to understand your objectives. We'll gather detailed information about your project goals, site specifics, and budget. Based on your needs, our sales team will present a tailored solution.

Planning & Design

Our design planning team will further refine the solution based on your project objectives, incorporating technical insights calculations to ensure an optimal design. design documentation with detailed considerations, material lists, and design specifications.

Proposal & Sales Support

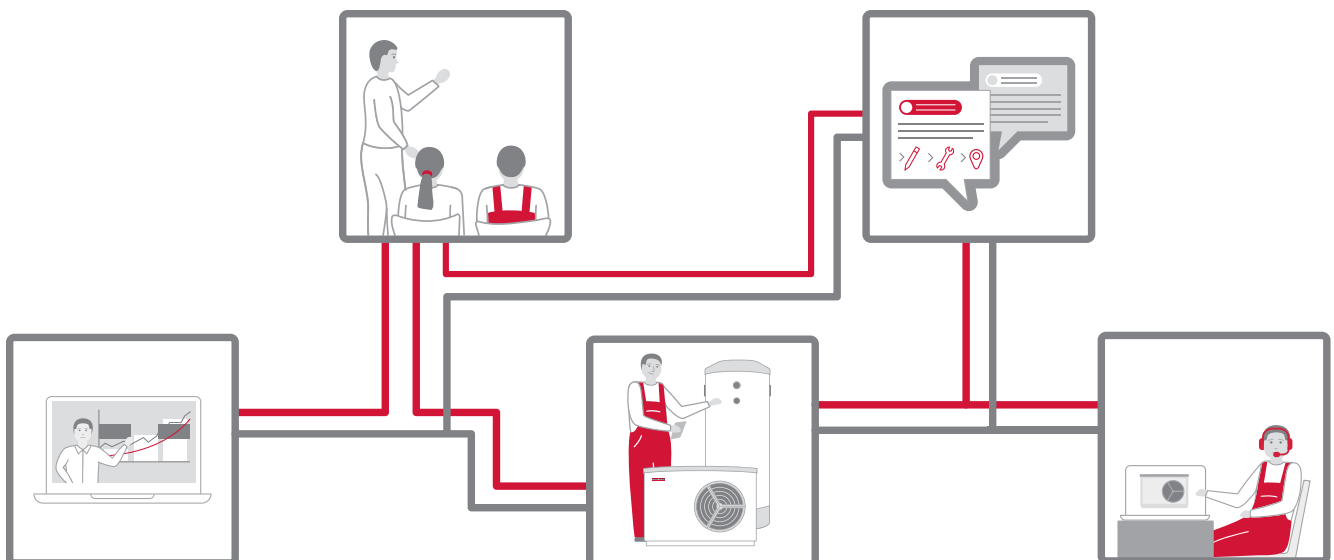
Our sales team will present a comprehensive proposal with the solution and be available to answer any questions.

Pre-Installation Support

We provide support to ensure a smooth installation process, including technical training and installation commissioning support

Post-Installation Support

We offer ongoing support, including regular maintenance services to ensure your system runs optimally.





Manufacturing excellence



FOR US, QUALITY IS THE NORM

ISO 9001

We plan our business processes in accordance with the requirements of the quality-management standard.

ISO 14001

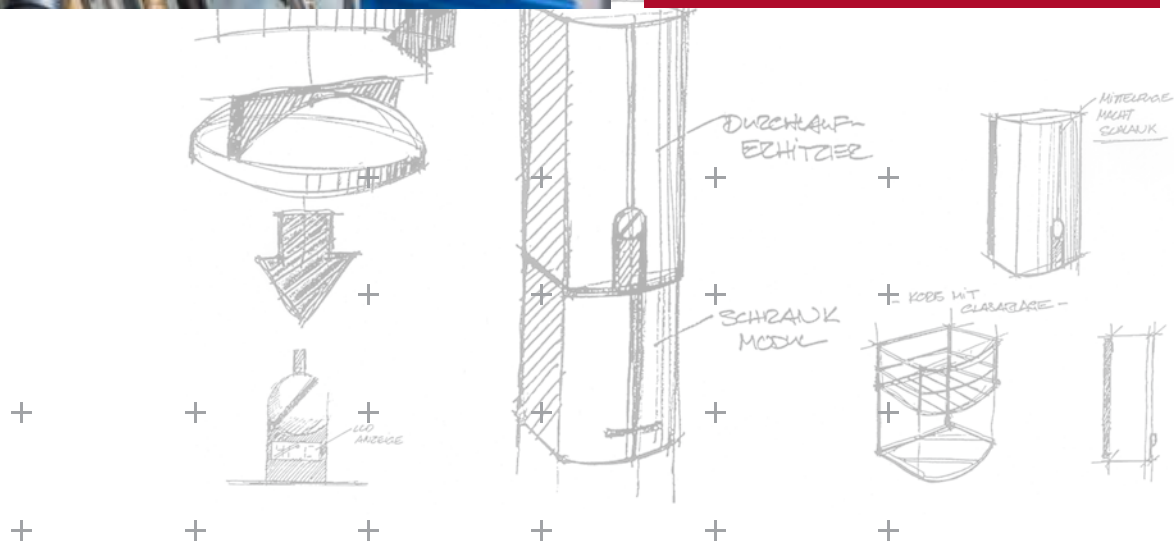
STIEBEL ELTRON undergoes a continuous optimisation process in line with the environmental management standard.

ISO 50001

We consistently record and manage the energy flows in the company in order to sustainably reduce consumption.

BS OHSAS 18001

STIEBEL ELTRON works in line with this occupational health and safety management system.



MARKET QUALITY

STIEBEL ELTRON is active in over 120 countries – and this number is rising. This also means dealing with a wide variety of climatic and legal requirements, as well as building types and customer needs. Our commitment is the same everywhere: we see ourselves as a partner in the local market and act according to local requirements. In order to do so, we develop products that suit the respective market and living conditions of the local population – for the success of our partners and the satisfaction of our customers.



MANUFACTURING QUALITY

Our success story is closely linked to our high-quality workmanship. All over the world we rely on German engineering skills. Because the best solutions are created in a traditional environment characterised by top-class engineering and highly qualified workers. After all, the only way to become a technology pioneer is if the technology itself is pioneering.



STIEBEL ELTRON



ENTERPRISING QUALITY

As an owner-managed company in Germany, we have very high standards when it comes to compliance and conduct. Our strict Code of Conduct and our leadership guidelines give us a clear focus – with regards to ethics, collaborations, partnerships and our products. The regularly verified ISO certifications confirm that our high quality standards apply throughout our company and are firmly rooted in it.



PRODUCT QUALITY

A precise interplay of all aspects is required to create what defines us: high-quality, durable products that meet all modern requirements, as well as the requirements of the respective country, our customers and partners. Because with the brand STIEBEL ELTRON, our customers buy first-class reliability – and fast service in the unlikely event that a product does not run perfectly.

Warranty information

STIEBEL ELTRON appliances impress with premium quality and reliability, from design to service. Should any issues arise, our nationwide team promptly addresses them. Exceptional customer service is our cornerstone for long-lasting partnerships.

Product	Domestic Warranty	Commercial Warranty
3 Phase Electric Instant Water Heaters	7 years full parts and labour	1 year full parts and labour
Single Phase Electric Instant Water heaters	5 years full parts and labour	1 year full parts and labour
Open Vented Compact Storage Water Heater	5 years full parts and labour	5 years full parts and labour
Open Vented Tapware (MES, MES-G, MEW)	1 year	1 year
Mains Pressure Compact Storage Water Heater	5 years cylinder 3 years all other components 1 year T&P relief valve	1 year full parts and labour 1 year T&P relief valve
HOT 2.6 N Boiling Water Unit	5 years full parts and labour	5 years full parts and labour
Mono Tap	5 years full parts and labour	5 years full parts and labour
Hot Water Heat Pumps	5 years cylinder and condenser 2 years all other components 1 year T&P relief valve	2 years cylinder and condenser 2 years all other components 1 year T&P relief valve
Air Source Hydronic Heat Pumps	5 years full parts and labour	5 years full parts and labour
Ground Source Hydronic Heat Pumps	5 years full parts and labour	5 years full parts and labour
Heat Recovery Ventilation	2 years full parts and labour	2 years full parts and labour
Hand Dryers	5 years full parts and labour	5 years full parts and labour
Room Heaters	5 years full parts and labour	5 years full parts and labour



Company information

STIEBEL ELTRON

Company name

Stiebel Eltron (Aust) Pty Ltd

ABN

82 066 271 083

Registered company address

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FAX

+61 3 9644 5091

Email

info@stiebel-eltron.com.au

Web address

www.stiebel-eltron.com.au

Certified Management Systems: ISO Certificates

ISO 9001: Applied quality management

ISO 50001: Exemplary energy management

ISO 45001: Work and health management

ISO 14001: Environmental management in development, production, and sales of electrical home heating technology and renewable energies.

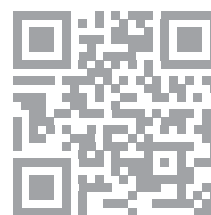
Public and Products Liability

- › STIEBEL ELTRON (Aust) Pty Ltd holds a current Public and Products Liability insurance policy.
- › Coverage includes indemnification for personal injury, property damage, and advertising injury worldwide (excluding U.S.A and Canada).
- › The policy provides coverage up to AUD \$20,000,000 per occurrence and in the aggregate.
- › A Certificate of Currency verifying the details of the insurance policy can be provided upon request.

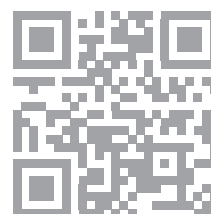
Corporate Memberships

- › Association of Hydraulic Services Consultants Australia Inc (AHSCA)
- › Hydraulic Consultants Association of Australasia (HCAA)
- › Energy Efficiency Council
- › Australian Passive House Association
- › Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH)
- › Green Building Council of Australia
- › Australian-German Chamber of Commerce
- › Master Plumbers Associations (NSW, WA, QLD)
- › Master Builders Association of Victoria
- › Housing Institute of Australia (HIA)
- › Facility Management Association

Code of conduct



Human rights



For new and interesting information on our products, visit www.stiebel-eltron.com.au or consult your local trade partner.

STIEBEL ELTRON

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