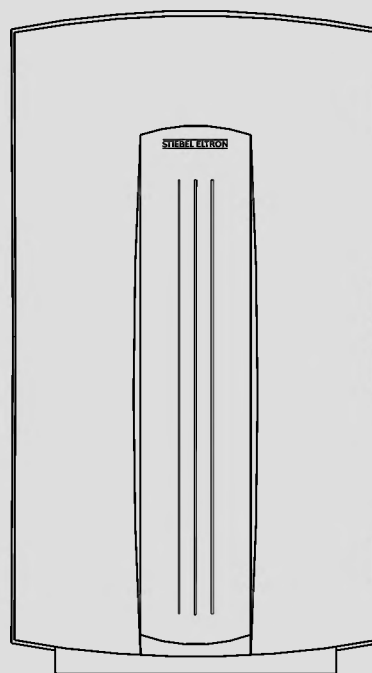


**BEDIENUNG UND INSTALLATION
OPERATION AND INSTALLATION
UTILISATION ET INSTALLATION
OPERACIÓN E INSTALACIÓN
OBSŁUGA I INSTALACJA
ЭКСПЛУАТАЦИЯ И УСТАНОВКА**

Hydraulisch gesteuerter Kleindurchlauferhitzer | Hydraulically controlled small instantaneous water heater | Petit chauffe-eau instantané à commande hydraulique | Minicalentador de control hidráulico | Hydraulicznie sterowany mały ogrzewacz przepływowy | Компактный проточный нагреватель с гидравлическим управлением

- » DHC 3
- » DHC 4
- » DHC 6
- » DHC 8
- » DHC 6 U



STIEBEL ELTRON

OPERATION

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INSTALLATION

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GUARANTEE

ENVIRONMENT AND RECYCLING

OPERATION

1. General information

The chapter "Operation" is intended for appliance 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 or 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.

OPERATION

SAFETY

1.2 Other symbols in this documentation



Note

Notes are bordered by horizontal lines above and below the text. General information is identified by the symbol shown on the left.

- Read these texts carefully.

Symbol	
	Material damage (appliance, consequential and environmental damage)
	Appliance disposal

- This symbol indicates that you have to do something. The action you need to take is described step by step.

1.3 Units of measurement



Note

Unless specified otherwise, all dimensions are given in mm.

2. Safety

2.1 Intended use

The appliance is intended for heating domestic hot water and can supply one or several draw-off points.

This appliance is designed for domestic use. It can be safely operated by untrained personnel. 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 instructions for any accessories used is also part of the correct use of this appliance.

2.2 General safety instructions



CAUTION Scalding

During operation, the tap can reach temperatures in excess of 50 °C.

There is a risk of scalding at outlet temperatures in excess of 43 °C.



WARNING Injury

The appliance may be used by children aged 8 and up and persons with reduced physical, sensory or mental capabilities or a lack of experience provided that they are supervised or they have been instructed on how to use the appliance safely and have understood the resulting risks. Children must never play with the appliance. Children must never clean the appliance or perform user maintenance unless they are supervised.



Material damage

Protect the appliance and its tap against frost.

2.3 CE designation

The CE designation shows that the appliance meets all essential requirements according to the:

- Low Voltage Directive
 - Electromagnetic Compatibility Directive
- The maximum permissible mains impedance is indicated in chapter "Specification".

2.4 Test symbols

See type plate on the appliance.

3. Appliance description

The hydraulically controlled small instantaneous water heater is switched on automatically by the hydraulic control unit.

The appliance heats the water directly at the draw-off point as and when required. The short pipe runs cause little loss of energy and water.

The DHW output depends on the cold water temperature, the heating output and the flow rate.

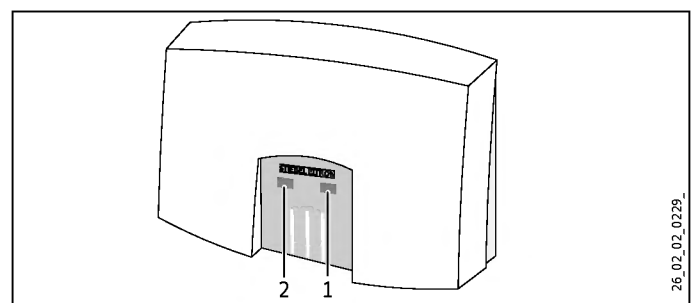
The tubular heater system is suitable for soft water areas.

The appliance is equipped with overheating protection.

4. Settings

The heating system of the appliance starts automatically and heats the water as soon as you open the DHW valve at the tap.

For appliance start-up volume, see chapter "Specification".



- 1 Power indicator
- 2 Overheating indicator



Note

In the event of the appliance overheating, the overheating indicator illuminates.

You can change the water temperature with the tap:

Increasing the temperature

- Reduce the flow rate at the tap.

Reducing the temperature

- Open the tap further or mix in more cold water.

OPERATION

CLEANING, CARE AND MAINTENANCE

Following an interruption of the water supply

See chapter "Commissioning / Recommissioning".

5. Cleaning, care and maintenance

- ▶ Never use abrasive or corrosive cleaning agents. A damp cloth is sufficient for cleaning the appliance.
- ▶ Check the taps/valves regularly. You can remove limescale deposits at the tap outlets using commercially available descaling agents.
- ▶ Have the electrical safety of the appliance regularly checked by an electrician.

6. Troubleshooting

Problem	Cause	Remedy
The appliance will not start in spite of a fully open DHW valve.	There is no mains voltage at the appliance.	Check the fuses/MCBs in your fuse box.
	The tap or shower head is scaled up or dirty.	Clean and/or descale the tap/shower head.
	The water supply has been interrupted.	Vent the appliance and the cold water inlet line (see chapter "Settings").
No hot water flowing and overheating indicator illuminated.	The appliance has overheated; heating output has been interrupted. The extracted water volume is too low.	Open the tap further. After cooling down, the appliance switches on again automatically.

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

DHC. . . No.: 000000-0000-000000

INSTALLATION

7. Safety

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

7.1 General safety instructions

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

Material damage
Observe the maximum inlet temperature. The appliance can be damaged by higher temperatures. You can limit the inlet temperature by means of a central thermostatic valve (see chapter "Appliance description / Accessories").

7.2 Instructions, standards and regulations

Note
Observe all applicable national and regional regulations and instructions.

Hardness range of the water

The hardness range of the water must not be greater than that indicated in the Specification / Data table.

8. Appliance description

8.1 Standard delivery

Delivered with the appliance:

- Cable grommet
- Connector
- Flat gaskets
- 2 fixing screws 4 x 35 and rawl plugs
- Washer
- Installation template in the centre part of these instructions
- fitted connection pipes (only for DHC 6 U)
- 2 hexagon screws (only for DHC 6 U)

8.2 Accessories

Pressure-tested taps

- WKMD twin lever kitchen tap
- WBMD twin-lever bathroom wall tap

9. Preparations

- ▶ Flush the water line thoroughly.

Water installation

- A safety valve is not required.
- Flow rate
 - ▶ Ensure that the flow rate (see chapter "Specification / Data table", On) for switching on the appliance is achieved.
 - ▶ Increase the mains water pressure if the required flow rate is not achieved with the draw-off valve fully opened.

Material damage
A ribbon heater is not permitted.

Permissible water pipe materials

- Cold water inlet pipe:
Galvanised steel pipe, stainless steel pipe, copper pipe or plastic pipe
- DHW outlet pipe:
Stainless steel pipe or copper pipe

Material damage
Plastic pipework is not permitted for the DHW line.

Taps/valves

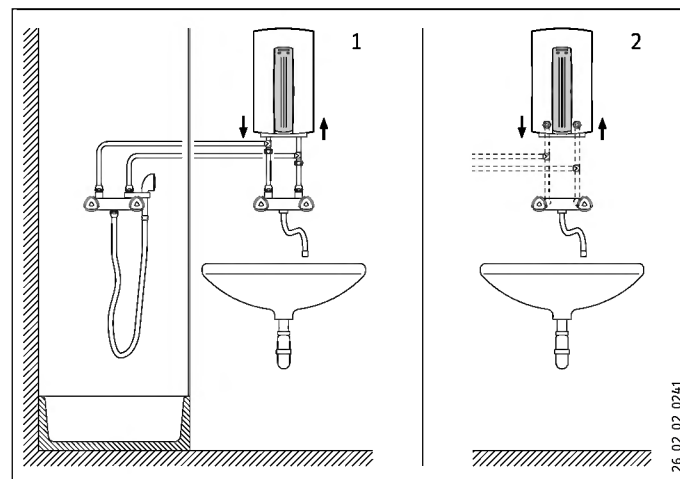
Use suitable taps (see chapter "Appliance description / Accessories"). Open taps are not permitted.

9.1 Installation site

Material damage
Install the appliance in a room free from the risk of frost.

- ▶ Always install the appliance vertically near the draw-off point.

Oversink installation DHC 3, DHC 4, DHC 6, DHC 8

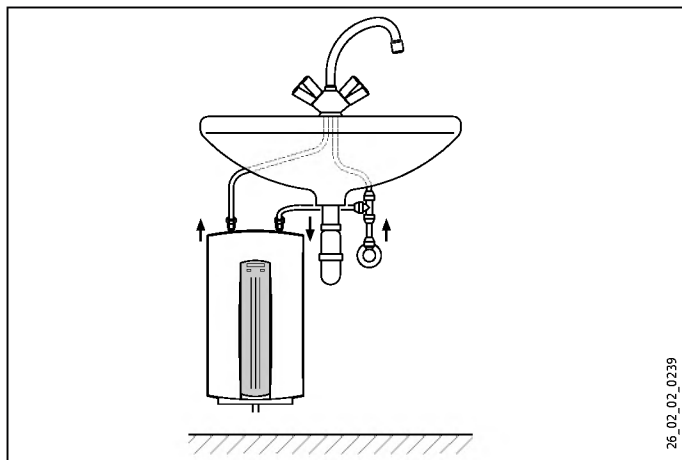


- 1 Installation on finished walls
- 2 Installation on unfinished walls

INSTALLATION

INSTALLATION

Undersink installation DHC 6 U



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9.2 Factory settings

The appliances are prepared in the delivered condition:

DHC 3, DHC 4, DHC 6, DHC 8

- Power supply from above; installation on unfinished walls
- Water connection, installation on unfinished walls

DHC 6 U

- Power supply from below, installation on finished walls
- Water connection, installation on finished walls

10. Installation

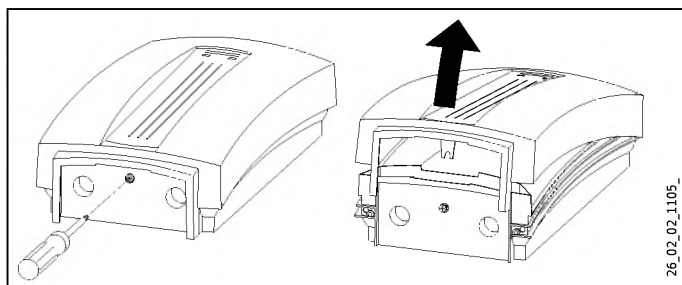


Note

- Mount the appliance on the wall. The wall must provide sufficient load-bearing capacity.

This chapter describes installations in accordance with the factory settings.

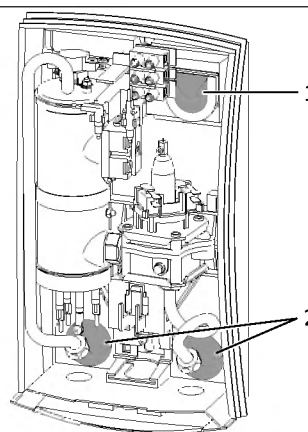
For further installation options for the DHC 3, DHC 4, DHC 6 and DHC 8 appliances, see chapter "Alternative installation options".



26_02_02_1105

- Undo the cover fixing screw by two turns.
- Remove the appliance front cover towards the front.

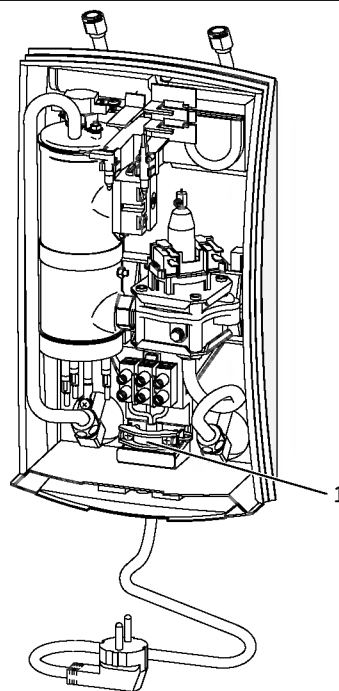
DHC 3, DHC 4, DHC 6, DHC 8



26_02_02_1113

- 1 Power supply from above
 - 2 Water connection on unfinished walls
- Cut or break out the required entries in the appliance back panel cleanly. If necessary, use a file.

DHC 6 U

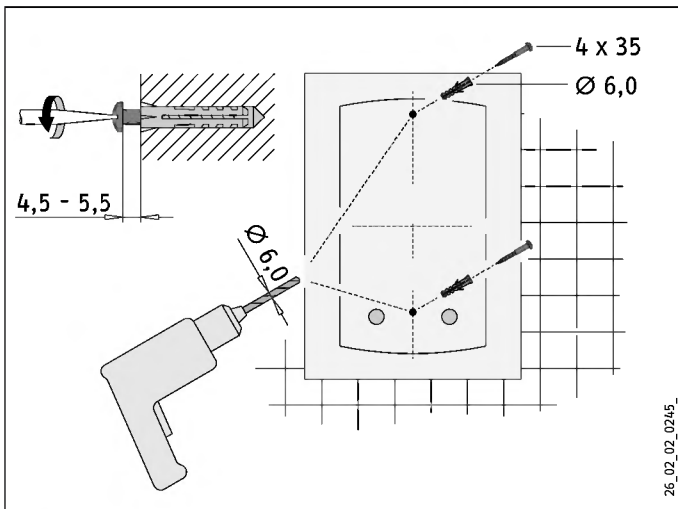


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- 1 Power supply from below

INSTALLATION

INSTALLATION

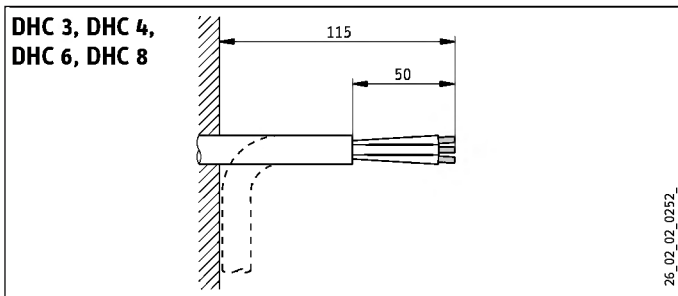


- ▶ Mark out the holes for drilling with the installation template.
- ▶ Drill the holes and insert suitable rawl plugs.

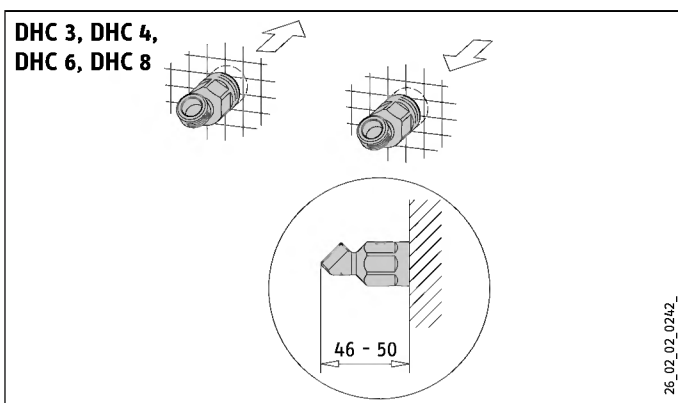
Note:

The drill holes can be used when replacing a DHC appliance. Use the supplied large washer for the upper hole.

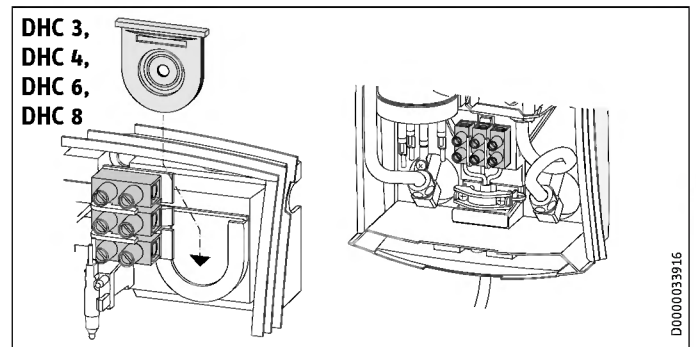
- ▶ Tighten the two fixing screws to the correct insertion depth.



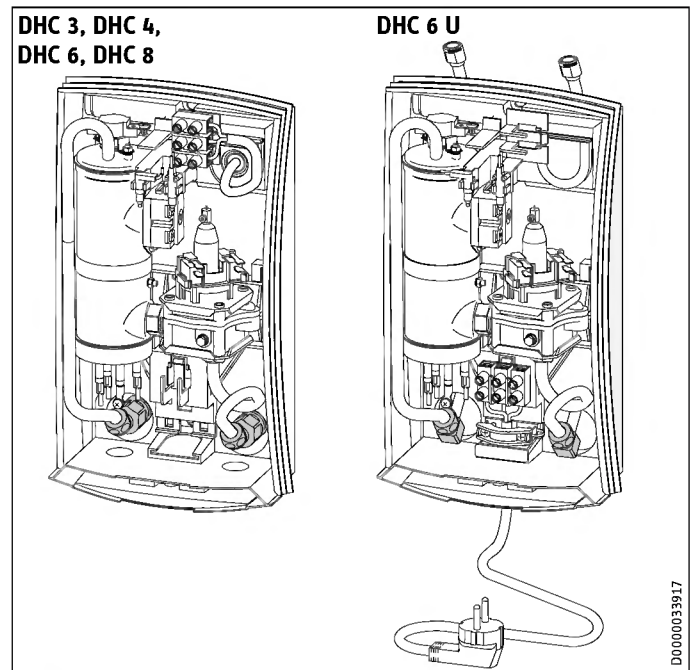
- ▶ Prepare the power cable.



- ▶ Insert both connectors. Observe the insertion depth.



- ▶ Cut an opening in the cable grommet suitable for the selected power cable.
- ▶ Install the cable grommet in the back panel.
- ▶ Route the power cable through the appliance back panel.



- ▶ Mount the appliance back panel over the screws and slide the appliance back panel downwards.
- ▶ DHC 3, DHC 4, DHC 6, DHC 8: Secure the connection pipes with the supplied flat gaskets onto the connectors.
- ▶ Align the appliance and tighten the fixing screws securely.

Connecting the power supply



Warning Risk of electrocution

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



Warning Risk of electrocution

▶ Ensure that the appliance is earthed. Connection to the power supply is only permissible in the form of a permanent connection in conjunction with the removable cable grommet. 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.

INSTALLATION

INSTALLATION



Material damage

Observe the type plate. The specified voltage must match the mains voltage.

- ▶ Connect the power cable to the mains terminal (see chapter "Specification / Wiring diagram").

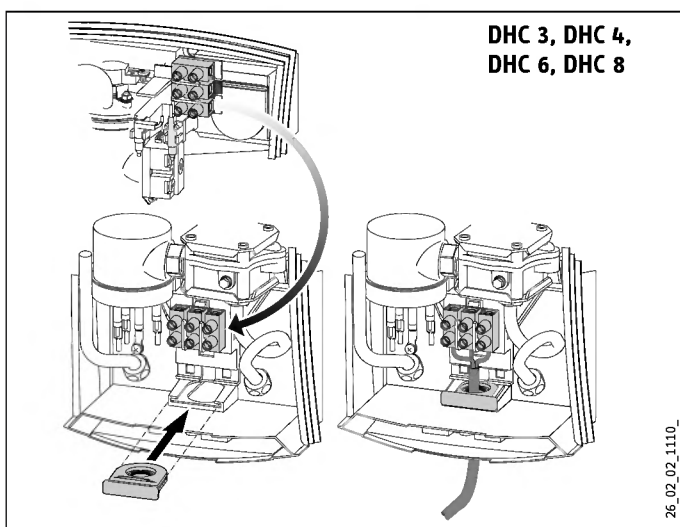
10.1 Alternative installation options only for DHC 3, DHC 4, DHC 6, DHC 8

- Power supply from above on finished walls
- Power supply from below on finished walls
- Water installation for finished walls
- ▶ Cut or break out the required entries in the appliance back panel cleanly (for positions, see chapter "Specification / Dimensions and connections"). If necessary, use a file.

Power supply from above on finished walls

- ▶ Cut an opening in the cable grommet suitable for the selected power cable (for positions of the connections, see chapter "Specification").
- ▶ Install the cable grommet in the back panel.
- ▶ Route the power cable through the appliance back panel.

Power supply from below on finished walls



- ▶ Push down the locking hook that secures the mains terminal, then remove the mains terminal.
- ▶ Reposition the mains terminal in the appliance from the top to the bottom and secure the mains terminal by sliding it under the locking hook.



Note

The control wires must not impair the differential pressure switch.

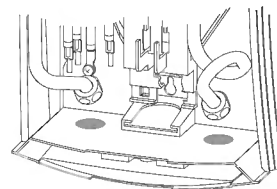
- ▶ Route the control wires on the side between the differential pressure switch and the appliance back panel.

- ▶ Cut an opening in the cable grommet suitable for the selected power cable.
- ▶ Install the cable grommet in the back panel.

- ▶ Route the power cable through the appliance back panel.

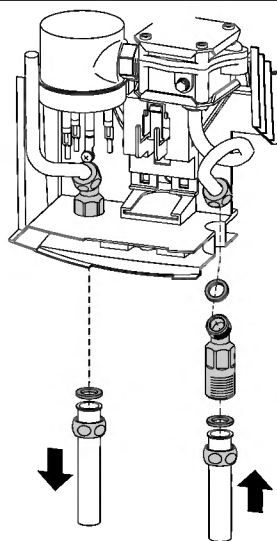
Water installation for finished walls

DHC 3, DHC 4,
DHC 6, DHC 8



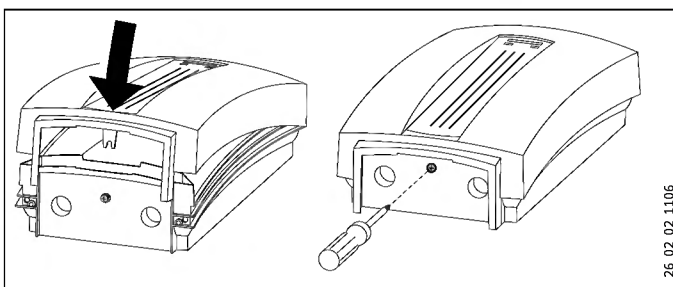
- ▶ Cut or break out the required entries in the appliance back panel cleanly. If necessary, use a file.

DHC 3, DHC 4,
DHC 6, DHC 8



- ▶ Guide the connectors through the openings in the appliance back panel and fit them with flat gaskets onto the appliance connection pipes.
- ▶ Fit the tap connection pipes with flat gaskets onto the connectors.

10.2 Completing the installation

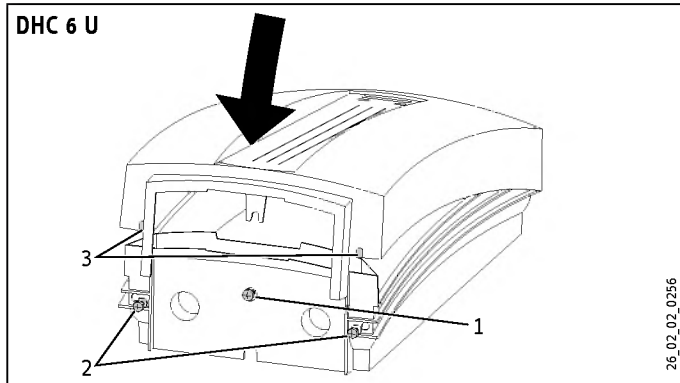


- ▶ Fit the appliance cover.
- ▶ Secure the appliance cover with the screw.

INSTALLATION COMMISSIONING

Alternative cap fixing only for DHC 6 U

In the case of a limited clearance between the appliance and the floor, use the hexagon screws supplied to secure the cap.



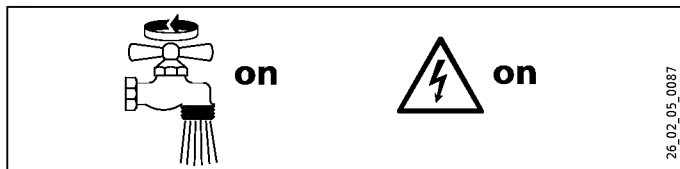
- 1 Standard fixing screw
- 2 Hexagon screws
- 3 Knock-outs
- ▶ Remove the standard screw.
- ▶ Insert the hexagon screws.
- ▶ Cleanly break or cut out the knock-outs in the appliance cap. If necessary, use a file.

11. Commissioning



Warning Risk of electrocution
Commissioning may only be carried out by an authorised contractor in accordance with safety regulations.

11.1 Commissioning



- ▶ Open and close all connected draw-off valves several times, until all air has been vented from the pipework and the appliance.
- ▶ Carry out a tightness check.
- ▶ Switch the mains power ON.
- ▶ Where required, enter a flow rate, resulting in an outlet temperature of around 35 - 40 °C.
- ▶ Check the function of the appliance.

Appliance handover

- ▶ Explain the appliance function to users and familiarise them with its operation.
- ▶ Make the user aware of potential dangers, especially the risk of scalding.
- ▶ Hand over these instructions.

11.2 Recommissioning



Material damage

After an interruption in the water supply, recommission the appliance by carrying out the following steps in order to prevent irreparable damage to the heating system.

- ▶ Isolate the appliance from the power supply by removing the fuse/tripping the MCB.
- ▶ Open the tap for one minute until the appliance and its upstream cold water inlet line are free of air.
- ▶ Switch the mains power back ON again.

- See chapter "Commissioning"

12. Shutting down

- ▶ Isolate all poles of the appliance from the power supply.
- ▶ Drain the appliance (see chapter "Maintenance").

13. Troubleshooting

Problem	Cause	Remedy
The differential pressure switch does not start the heating element, even though the DHW valve is fully open.	The sieve in the differential pressure switch is blocked.	Clean the sieve in the differential pressure switch.
No hot water flowing, even though the differential pressure switch can be heard switching on.	The flow rate is too low.	Correct the flow rate; see chapter "Maintenance".
	The high limit safety cut-out has switched the appliance off for safety reasons.	Remedy the cause of the fault. Isolate the appliance from the power supply and depressurise the water line. Press the high limit safety cut-out reset button; see chapter "Maintenance".
	The heating element is scaled up; the high limit safety cut-out has switched off due to heat build-up.	Replace the heater.
	The heater is faulty.	Replace the heater.

14. Maintenance



Warning Risk of electrocution

Before any work on the appliance, disconnect all poles from the power supply.

Draining the appliance

You can drain the appliance for maintenance work or to protect it from frost.



DANGER Scalding

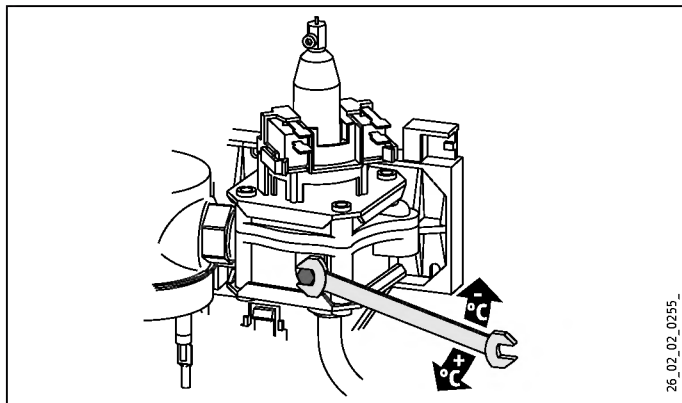
Hot water may escape when draining the appliance.

- ▶ Close the shut-off valve in the cold water supply line.
- ▶ Open all draw-off valves.
- ▶ Remove the power supply.
- ▶ Undo the water connections on the appliance.

INSTALLATION SPECIFICATION

Adjusting the flow rate

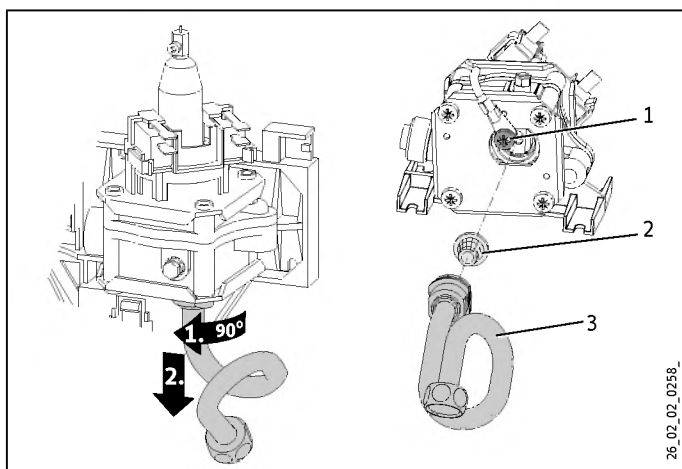
If the required temperature is not achieved, you can limit the flow rate. This will give you a higher temperature.



- ▶ Set the flow rate with the adjusting screw in such a way that the outlet temperature complies with the details in chapter "Specification / Data table".

Clean sieve

You can clean the fitted sieve after removing the cold water connection pipe.



- 1 Earth screw
- 2 Strainer
- 3 Cold water connection pipe

- ▶ Undo the earth screw by approx. two turns.
- ▶ Loosen the cold water connection pipe by turning the pipe in the differential pressure switch through 90° and pulling it down.
- ▶ Clean the strainer and replace if required.
- ▶ Reinstall the parts in reverse order.

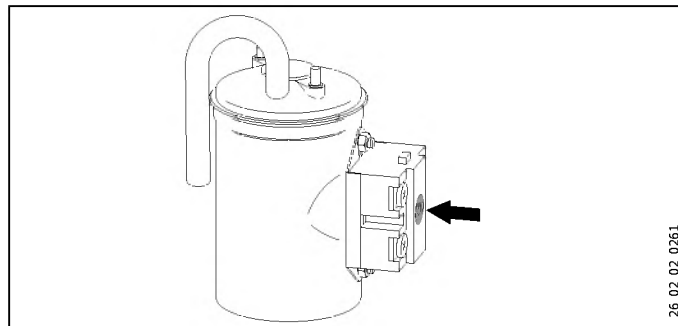


Material damage

Always secure the earth screw.

Activating the high limit safety cut-out

Once faults have been remedied, you can reactivate the high limit safety cut-out.



- ▶ Isolate the appliance from the power supply and depressurise the water line. Push in the high limit safety cut-out reset button.

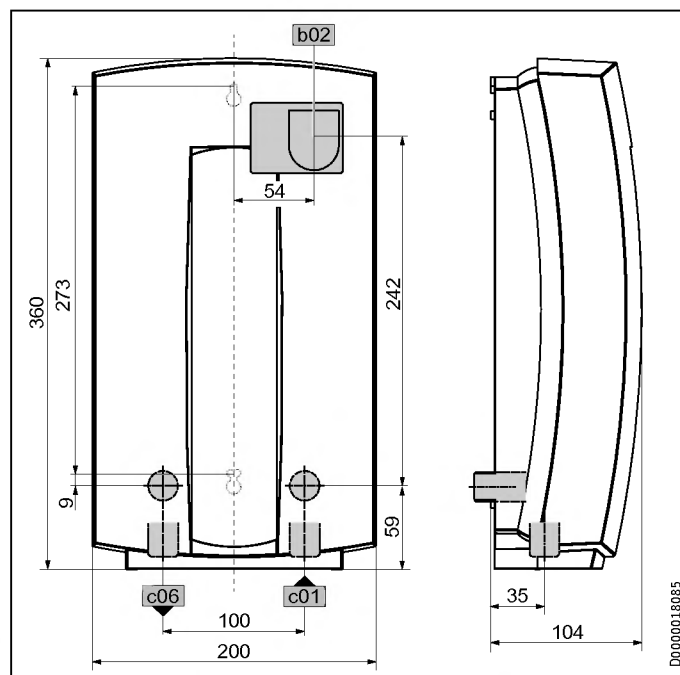
Appliance storage

- ▶ Store the dismantled appliance in a room free from the risk of frost, as water residues remaining inside the appliance can freeze and cause damage.

15. Specification

15.1 Dimensions and connections

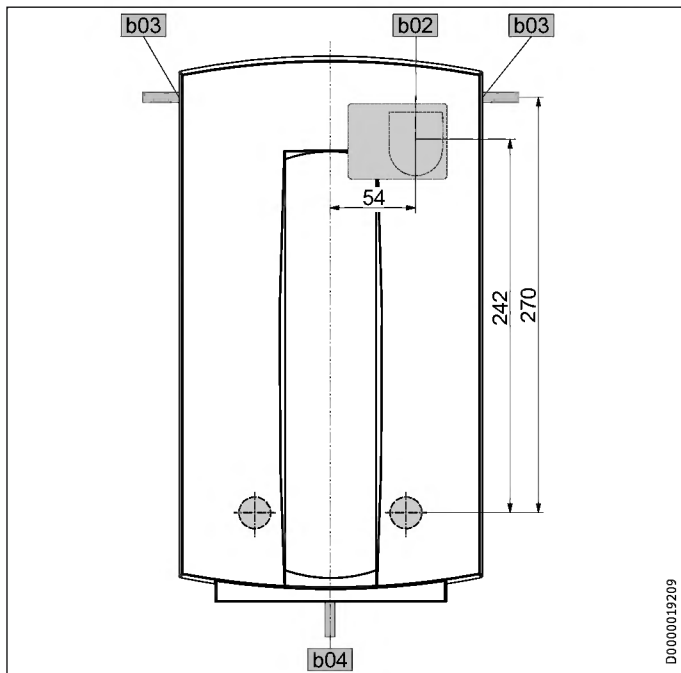
DHC 3, DHC 4, DHC 6, DHC 8



b02	Entry electrical cables 1		
c01	Cold water inlet	Male thread	G 1/2 A
c06	DHW outlet	Male thread	G 1/2 A

INSTALLATION SPECIFICATION

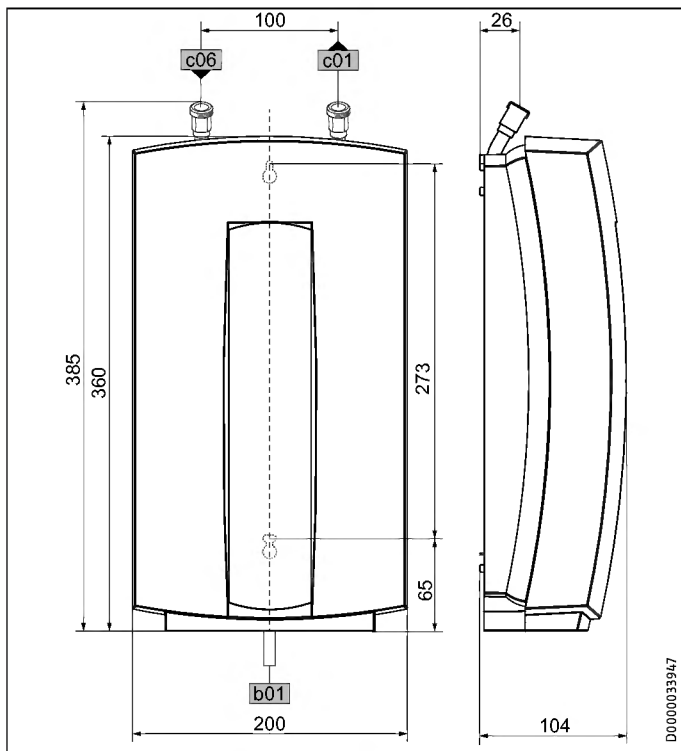
Alternative connection options DHC 3, DHC 4, DHC 6, DHC 8



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b02	Entry electrical cables 1		
c01	Cold water inlet	Male thread	G 1/2 A
c06	DHW outlet	Male thread	G 1/2 A

DHC 6 U

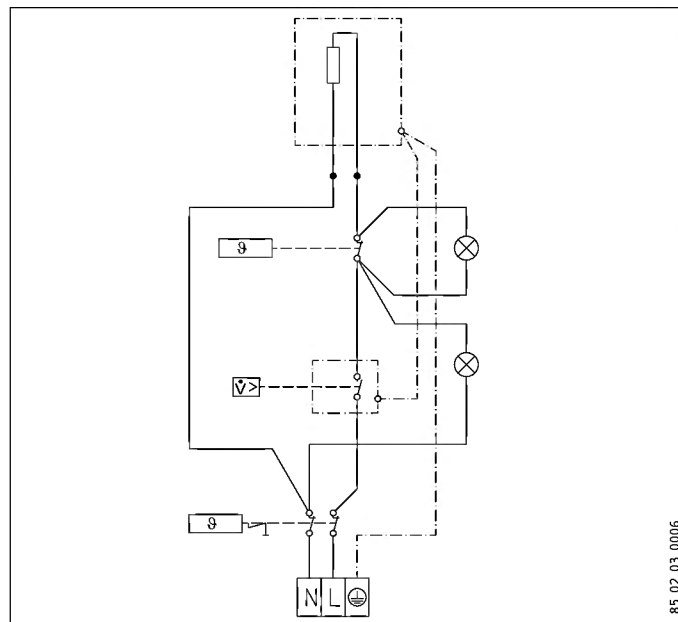


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b01	Entry electrical cables		
c01	Cold water inlet	Male thread	G 3/8 A
c06	DHW outlet	Male thread	G 3/8 A

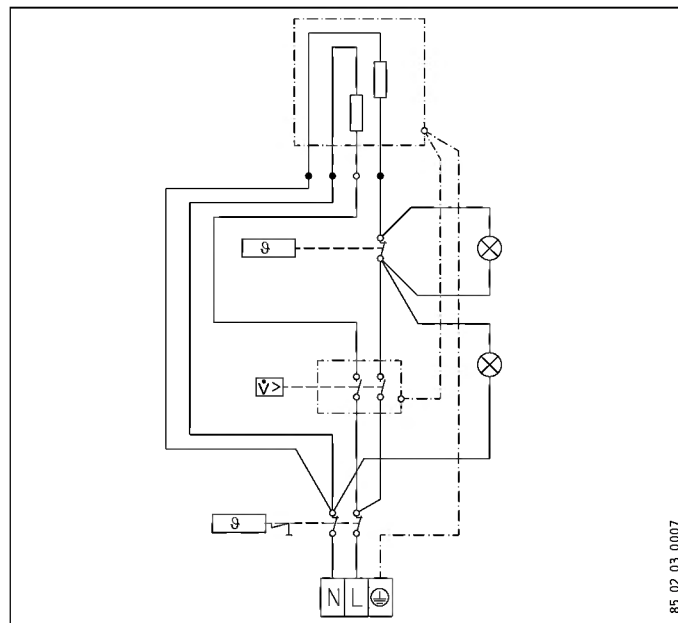
15.2 Wiring diagram

DHC 3, DHC 4
1/N/PE ~ 220 ... 240 V



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DHC 6, DHC 8, DHC 6 U
1/N/PE ~ 220 ... 240 V

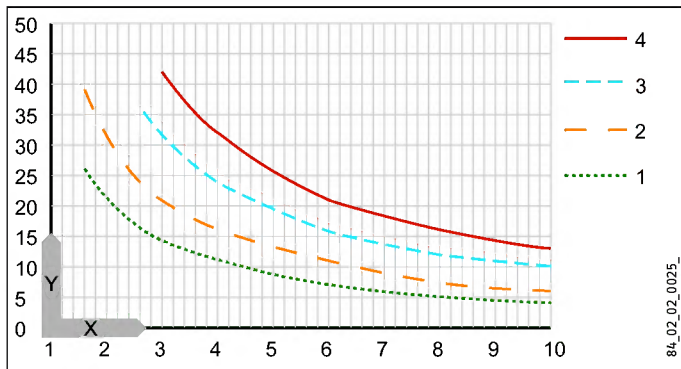


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15.3 Increasing the temperature

The following appliance temperature increases are yielded at a mains voltage of 230 V:

INSTALLATION SPECIFICATION



- x Flow rate in l/min
- Y Temperature increase in K
- 1 3.0 kW
- 2 4.4 kW
- 3 6.6 kW
- 4 8.8 kW

Beispiel	DHC 4 mit 4.4 kW
Durchflussmenge	2.5 l/min
Temperaturerhöhung	25 K
Kaltwasserzulauftemperatur	10 °C
Auslauftemperatur	35 °C

15.4 Application areas

See chapter "Data table".

INSTALLATION SPECIFICATION

15.5 Data table

		DHC 3			DHC 4			DHC 6			DHC 8			DHC 6 U		
		073478			073715			073480			073481			073479		
Electrical data																
Rated voltage	V	220	230	240	220	230	240	220	230	240	220	230	240	220	230	240
Rated output	kW	2.7	3.0	3.3	4.0	4.4	4.8	6.0	6.6	7.2	8.0	8.8	9.6	6.0	6.6	7.2
Rated current	A	12.2	13.0	13.4	18.1	19.1	20.8	27.2	28.6	30.0	36.3	38.2	40.0	27.2	28.6	30.0
Fuse/MCB rating	A	16	16	16	20	20	20	30	30	30	40	40	40	30	30	30
Phases		1/N/PE			1/N/PE			1/N/PE			1/N/PE			1/N/PE		
Frequency	Hz	50/60			50/60			50/60			50/60			50/60		
Max. mains impedance Z _{max} to DIN EN 61000-3-11	Ohm	0.47			0.47			0.32			0.24			0.32		
Connections																
Water connection		G 1/2 A			G 1/2 A			G 1/2 A			G 1/2 A			G 3/8 A		
Total alkaline earths	mol/m ³	2.5			2.5			2.5			2.5			2.6		
Total hardness (H ₂ O)	Degree d	14			14			14			14			14		
Hardness range		2 (mittelhart)			2 (mittelhart)			2 (mittelhart)			2 (mittelhart)			2 (mittelhart)		
Application limits																
Max. permissible pressure	MPa	1			1			1			1			1		
Values																
Max. permissible inlet temperature	°C	30			20			30			25			30		
On	l/min	> 1.6			> 1.6			> 2.6			> 3.0			> 2.6		
Pressure drop at flow rate	MPa	0.025			0.025			0.025			0.03			0.025		
Flow rate for pressure drop	l/min	1.6			1.6			2.6			3.0			2.6		
DHW delivery	l/min	1.7			2.5			3.7			5.0			3.7		
Delta T if presented	K	25			25			25			25			25		
Hydraulic data																
Nominal capacity	l	0.5			0.5			0.5			0.5			0.5		
Versions																
Sealed unvented type		X			X			X			X			X		
Oversink installation		X			X			X			X					
Undersink installation														X		
IP rating		IP24			IP24			IP24			IP24			IP24		
Safety category		1			1			1			1			1		
Pressure vessel material		Copper			Copper			Copper			Copper			Copper		
Heating system		Tubular heater			Tubular heater			Tubular heater			Tubular heater			Tubular heater		
Cap and back panel		Plastic			Plastic			Plastic			Plastic			Plastic		
Colour		White			White			White			White			White		
Dimensions																
Height/width/depth	mm	360	200	104	360	200	104	360	200	104	360	200	104	360	200	104
Weights																
Weight	kg	2			2.1			2.4			2.4			2.4		

ENGLISH

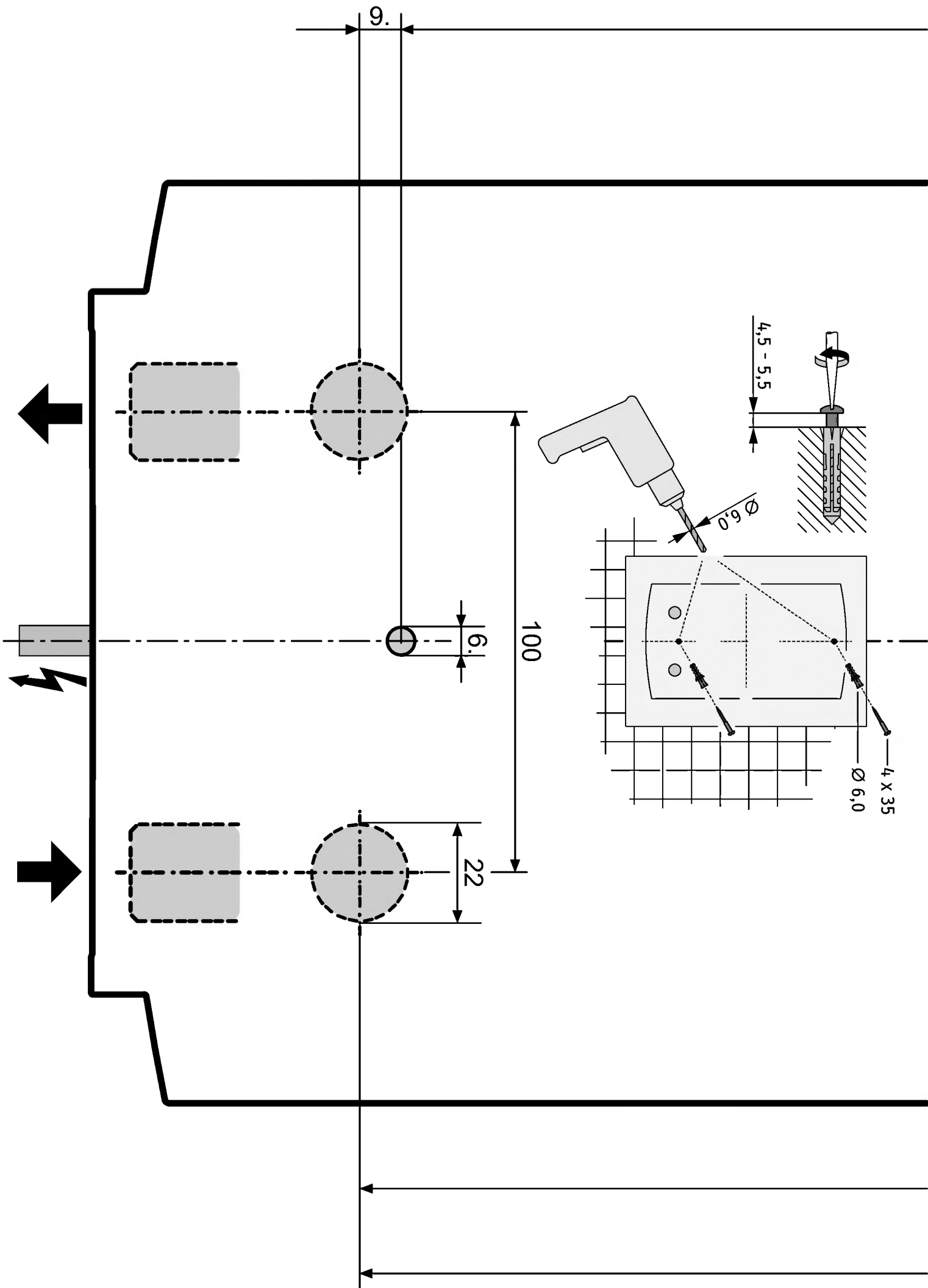
Warranty

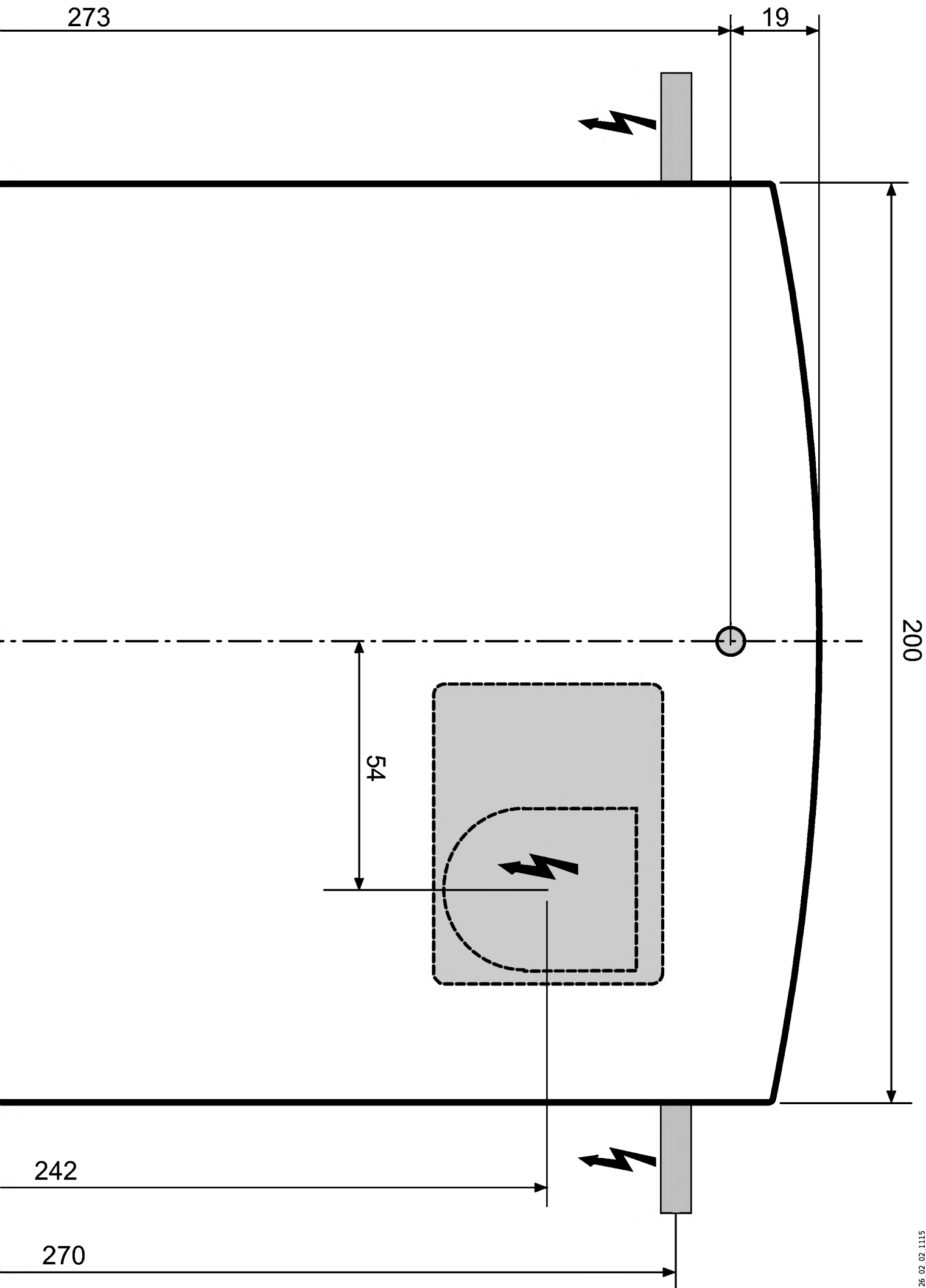
The warranty conditions of our German companies do not apply to appliances acquired outside of Germany. In countries where our subsidiaries sell our products, it is increasingly the case that warranties can only be issued by those subsidiaries. Such warranties are only granted if the subsidiary has issued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

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

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 6 Prohasky Street, Port Melbourne, Victoria, 3207 (“we”, “us” or “our”).

The warranty

2. This warranty applies to Stiebel Eltron Water Heaters – Models DHE 18 AU, DHE 27 AU, DEL 18 AU, DEL 27 AU, DHB-E 13 AU, DHB-E 18 AU, DHB-E 27 AU, HDBE 13 AU, HDBE 18 AU, HDBE 27 AU, DHF 13 C AU, DHF 15 C AU, DHC 4, DHC 6, DHC 8, SN 5, SN 10, SNU 5 and SNU 10 (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 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: 6 Prohasky 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.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 or 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.

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.

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Irrtum und technische Änderungen vorbehalten! | Subject to errors and technical changes! | Sous réserve d'erreurs et de modifications techniques! | Onder voorbehoud van vergissingen en technische wijzigingen! | Salvo error o modificación técnica! | Excepto erro ou alteração técnica | Zastrzeżone zmiany techniczne i ewentualne błędy | Omyly a technické změny jsou vyhrazeny! | A muszaki változtatások és tévedések jogát fenntartjuk! | Отсутствие ошибок не гарантируется. Возможны технические изменения. | Chyby a technické zmeny sú vyhradené! | Stand 8770

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