

**STIEBEL ELTRON**

# **DHCE 6/50, 8/50**

English

**Instantaneous water heater - Operation and installation instructions**

This water heater must be installed (water and electrical installation), commissioned and serviced by approved service technicians in accordance with these instructions.

# General information

## General information

The chapter **Operation** is intended for users and qualified installers.

The chapter **Installation** is intended for qualified installers.



**Read these instruction carefully before using the appliance and retain them for future reference. If the appliance is passed on to a third party please hand these instructions to the new user.**



**- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.**



**- Children should be supervised to ensure that they do not play with the appliance.**



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



**WARNING:**  
**THIS APPLIANCE DELIVERS WATER NOT EXCEEDING 50°C IN ACCORDANCE WITH AS 3498. REFER TO AS/NZS 3500.4, LOCAL REQUIREMENTS AND INSTALLATION INSTRUCTIONS TO DETERMINE IF ADDITIONAL DELIVERY TEMPERATURE CONTROL IS REQUIRED.**

# Operation Instruction for the user and the qualified installer

## 1. Operation and installation instruction

### 1.1 Description of the unit.

The DHCE.../50 fully electronic instantaneous water heater heats the water while it is flowing through the unit. The indicator light will show when the heater is in operation, and the temperature can be adjusted by turning the knob at the front of the unit, which controls the operation of the heater electronically.

### 1.2 Using the unit

1. Adjust the temperature using at the selector.

Level • → heats the water to a temperature of ~ 40°C

Level •• → heats the water to a medium temperature of ~ 45°C

Level ••• → heats the water to a maximum temperature of ~ 50°C

**Note:** In case incoming water flow is too high or cold water temperatures are low temperatures may not be reached.

2. Turn the hot water valve on. The indicator light will show at the front of the unit (a)

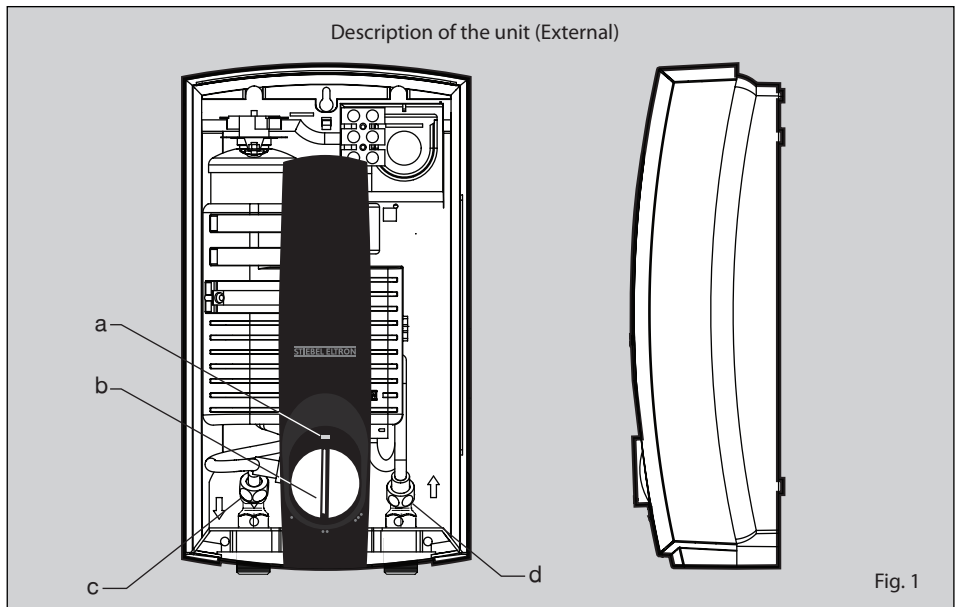


Fig. 1

### 1.3 Description of the unit (External)

- a. Indicator Light
- b. Temperature Control knob

- c. Hot Water Outlet Pipe
- d. Cold Water Inlet Pipe

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# Operation Instruction

 for the user and the qualified installer

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The DHCE.../50 water heater unit is to be installed in a closed, frost-free room (disconnected units are to be stored in a frost-free location, since there will always be some water left in the unit) The water heater is to be installed vertically on a wall (water connection downwards).



### **Warning :**

For electrical heating appliances equipped with a heat cutoff device that does not reset automatically, if you would like to reset the unit, the mains power supply must be disconnected first.

### **1.4 This model features an automatic cut-off device that functions when the water temperature is unusually high.**



In the event that the thermostat cut off from operating, please refrain from taking any action. Please contact the Stiebel Eltron Service Centre for further inspections and repairs to be made. Call 1800 153 351 (Australia).

# Operation Instruction for the user and the qualified installer

## 2. First Operation



Before turning on the water heater to start operation open all of water valves fully at every point, so that water is able to flow through the heater and expel air from the pipe and the tank, until the water flow is constant. Please ensure that the water heater is functioning correctly, and close the valve again.



### **WARNING:**

When selecting an appropriate water temperature, the temperature may be dangerously high, especially for children. Keep away from the hot water outlet, as it may cause a potential scalding hazard.

- The indicator light will show.
- The DHCE.../50 Water Heater features a temperature control knob at the front of the unit, whereby 3 temperature levels may be selected.

### 2.1 Adjusting Water Flow

If the required temperature is not reached, you may adjust the flow rate by turning the combination valve or water flow control device (Fig. 2, No.12).



The hot water temperature depends on the power of the unit, the cold water temperature and the flow volume.

This appliance is designed for domestic use. It can be used safely by untrained persons. 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.



### **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.

# Operation Instruction for the user and the qualified installer

## 3. Technical Data

Type		DHCE 6/50	DHCE 8/50
Norminal capacity	l.	0.45	
Design		Close outlet	
Max. water pressure		1000 kPa	
Min. water pressure to activate unit		200 kPa	
Water connection		G ½" (External thread) (15mm)	
Dimension (W x H x D)	mm.	200 x 360 x 110	
Weight	kg.	2.0	
Electrical connection		1/N/PE/AC 220..240 V.	
Rated power (kW)    Rated current (A.)		kW - A	kW - A
	220 V	6.0 - 27.3	8.0 - 36.4
	230 V	6.6 - 28.7	8.7 - 37.8
	240 V	7.1 - 29.6	9.5 - 39.6
Safety device		Manual reset thermostat	

## 4. Regulations and Provisions

- Regulations of the local power supply company should be observed.
- Regulations of the water supply company should be observed
- Read & study the technical data.
- Install the unit vertically on the wall.
- Electrical connection to be secured.

**Installation must comply with AS/NZS 3500.4**



The device must be capable of being isolated from the mains, for example by fuses, with an isolating distance of at least 3.5 mm. in all poles.

## 5. Important notes

- Make sure the data on the unit rating plate is current
- Install the unit so that it is flush with the wall
- Material for the water installation:

# Operation Instruction for the user and the qualified installer

Steel, copper, or plastic piping systems. If plastic piping systems are being used, the following instructions are to be respected.

- Temperature : max 50 °C
- Pressure : max 1000 kPa



The unit must be connected to the protective earth conductor (see electric circuit diagram).

## 6. Installation location



The instantaneous water heater should be installed in an enclosed frost-free area, if possible close to the drawing-off point (when dismantled, the unit is to be stored in a place not subject to frost, because there will always be some residual water left inside). The unit is to be installed vertically, as in Example (Fig. 1)

## 7. Care and maintenance



All the information in these instructions for operation and installation must be followed carefully. They provide important information regarding safety, operation, and maintenance of the unit.

A damp cloth is sufficient to clean the outside of the unit. Do not use any foaming or abrasive cleaning agents!



Maintenance work may only be carried out by a qualified installer.



When carrying out any work, disconnect the unit from the mains.

# Guarantee

## 8. Guarantee

For guarantees please refer to the respective terms and conditions of supply for your country.



The installation, electrical connection and first operation of this appliance should be carried out by a qualified installer.



The company does not accept liability for any failure caused by improper installation and / or unauthorized installers.

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# Fault elimination for the user

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## 9. Fault elimination for the user

<b>Fault</b>	<b>Cause</b>	<b>Rectification</b>
No hot water despite water flow through the unit.	- The water flow volume required for the unit to turn it on has not been reached.	- Increase flow volume
	- Water flow too high	- Reduce water flow
	- Heating setting too low	- Turn knob to the right (max. position)



# Installation Instruction for the qualified installer

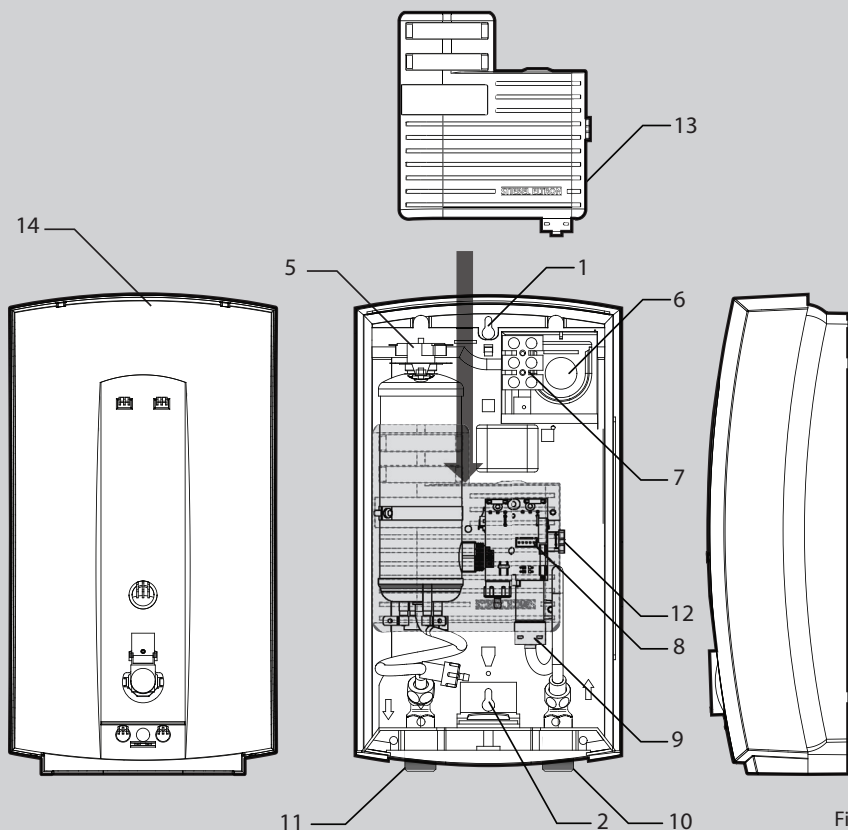
## Description of the unit (internal)

1. Upper mounting hole
2. Lower mounting hole
3. Depth for mounting screw (Fig. 6 No.3)
4. Distance of the connection cable (Fig. 5 No.4)
5. Thermostat
6. Cable entry with seal

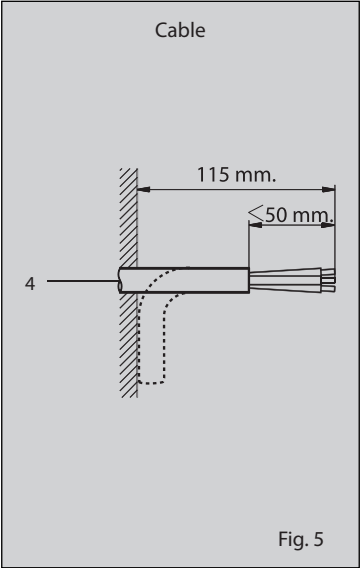
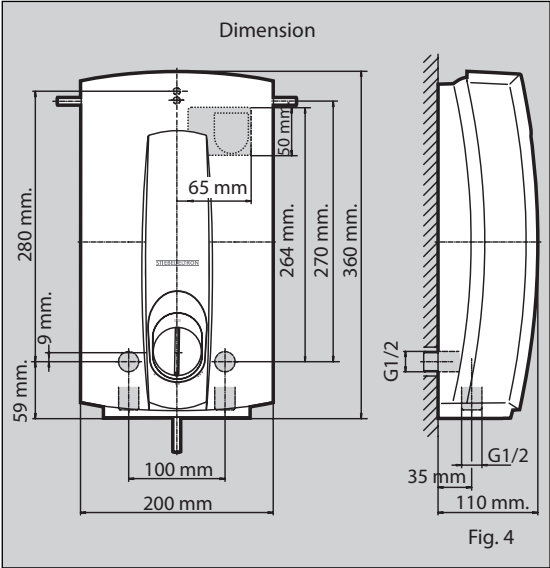
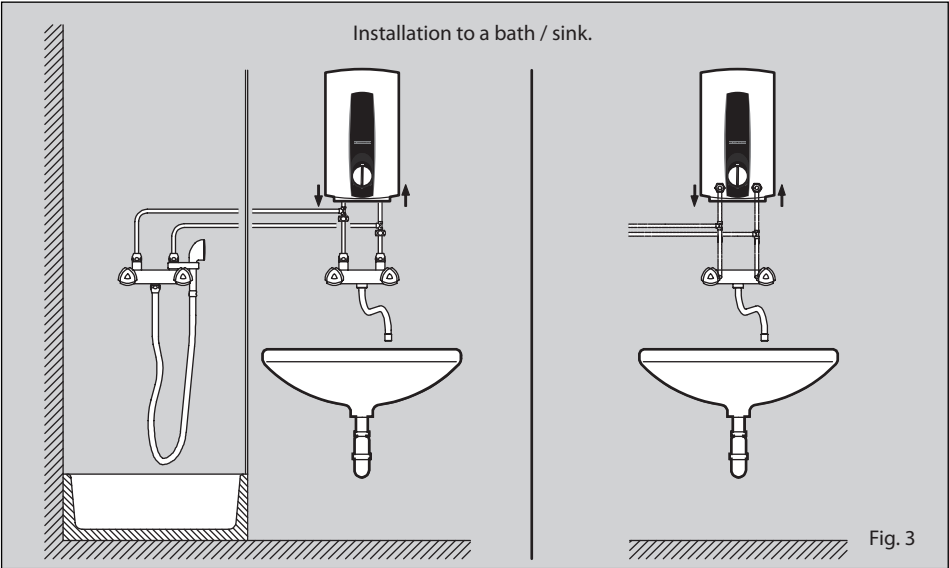
7. Electrical connection
8. Plug connecting the circuit board to the cover
9. Reed switch
10. Cold water connection
11. Hot water connection
12. Flow Limiter
13. Circuit board cover

14. Cover

Description of the unit (Internal)



# Installation Instruction for the qualified installer



# Installation Instruction for the qualified installer

Using the installation template to drill the holes

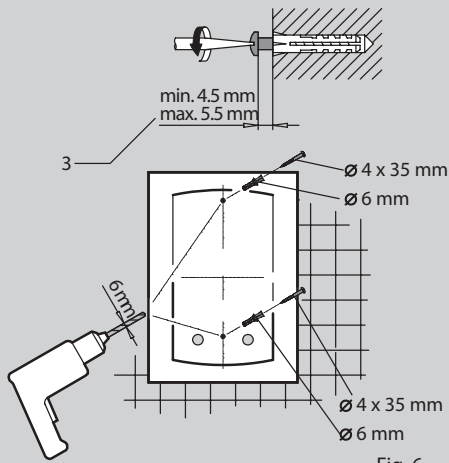


Fig. 6

Wiring diagram

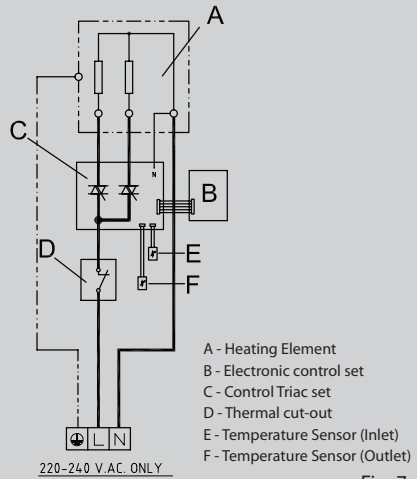


Fig. 7

Wall Mounting

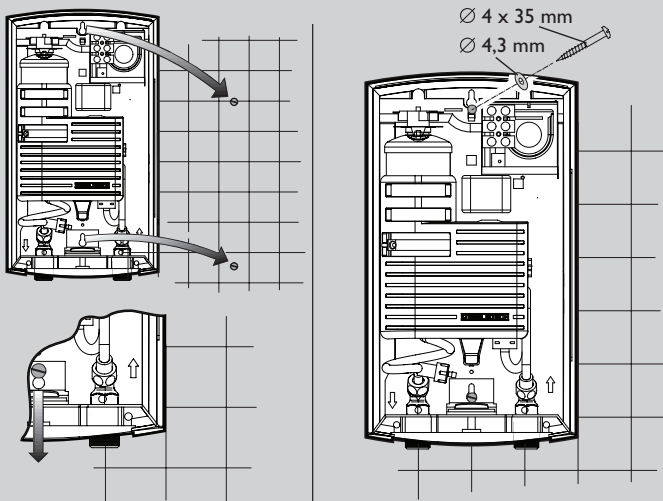


Fig. 8

# Installation Instruction for the qualified installer

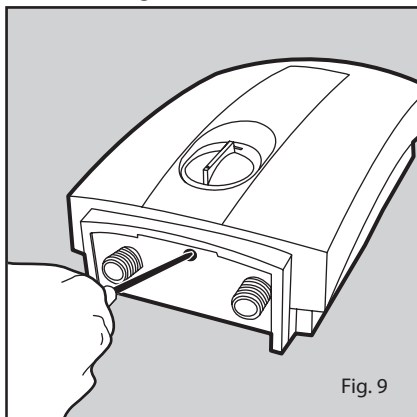
## Installation

Preparation before installation of the unit:

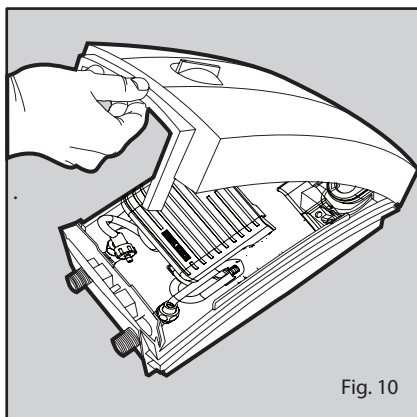
- Before taking any action, always switch off the water heater's main circuit breaker first.

- Place a drilling guide at the drilling position in order to drill a hole in the wall (Fig. 6).

- Insert a wall plug and screw in (the depth of the protruding screw head must be correct) (Fig. 6 No.3).

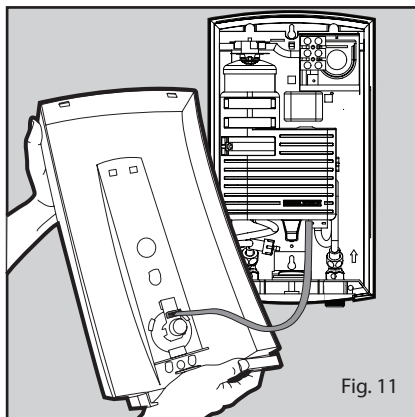


- Remove the screw from underneath the water heater to open the cover of the unit.

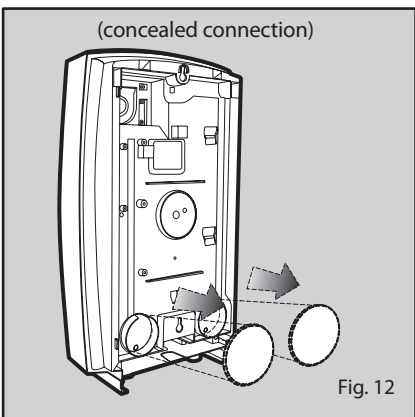


- Open the cover of the unit.
- **Remove the plug connecting the cover of the unit.**

- Inspect the internal components. The cable must be in good condition,

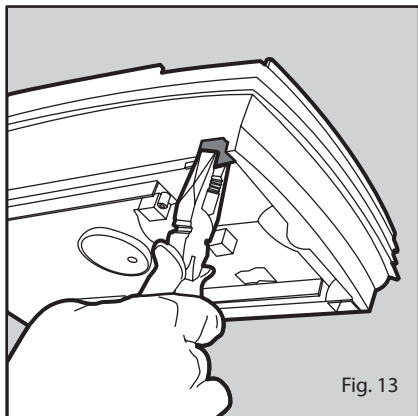


- Create an opening for the water inlet in the case of wall-embedded and wall-mounted pipes.

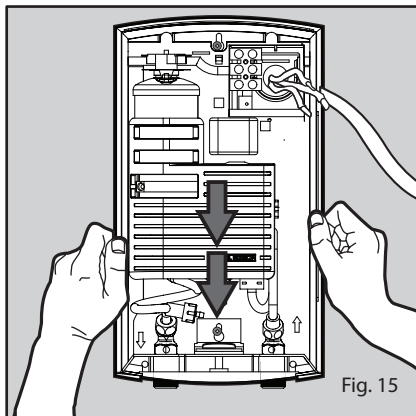


# Installation Instruction for the qualified installer

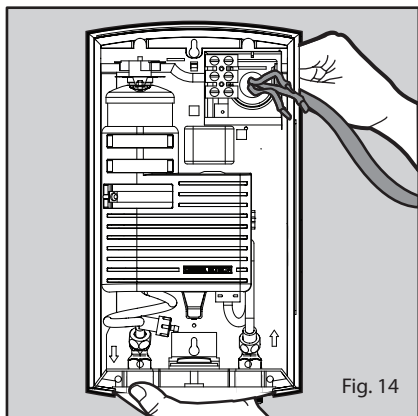
- In the case of laying the cable from above and from the side, create an opening for the electric cable using a pair of pliers to pinch or break the plastic chip on the side or on the top of the heater as appropriate, so that the cable is tightly secured to the unit.



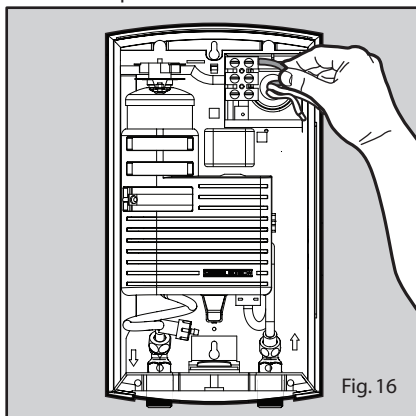
- A circuit breaker or power control switch should be installed before the unit. The size of the circuit breaker must correspond to the voltage of the heater (check the size of the circuit breaker in the Technical Information section).



- Hang the heater on the screws mounted on the wall, and slide the heater down into position.

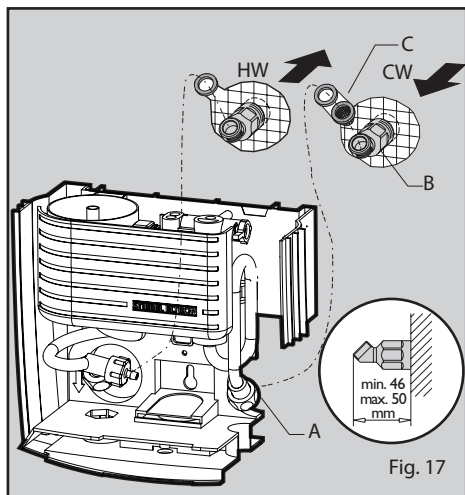


- Insert the cable through the rubber seal at the rear of the unit. Please ensure that the power is turned off at the mains.



- Measure and cut the insulation at the end of the wire in preparation.
- Insert the wires into the respective openings according to the diagram, and fasten the screws to secure the wires tightly. Please ensure that the correct size of wire is used.

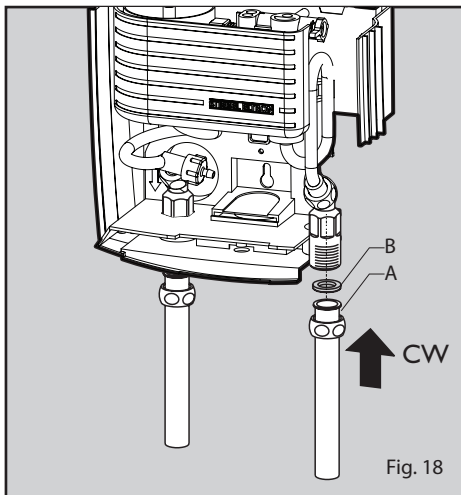
# Installation Instruction for the qualified installer



## Connecting Water Pipes (concealed connection)

Connecting the water heater to a wall-embedded water pipe:

- Connect the nipple joints (Fig. 17/B) to the cold water inlet pipe and the hot water outlet pipe embedded in the wall at an appropriate position and depth (please pay attention to the distances shown in the diagram).
- Screw the joints on the unit (Fig. 17/A) to the joints (both hot and cold water), using a rubber leakage gasket (Fig. 17/C) between the joints.



## Installing Water Heater wall-mounted

Connecting the water heater to a wall-mounted water pipe:

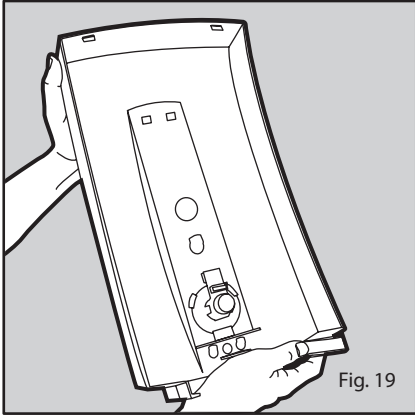
- Connect the prepared water pipe to the pre-assembled nipple joint.
- Screw the joints on the unit (Fig. 18/A) to the pipe (both hot and cold water), using a rubber leakage gasket (Fig. 18/B) between the joints.



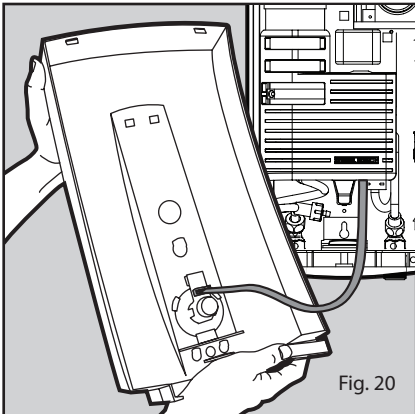
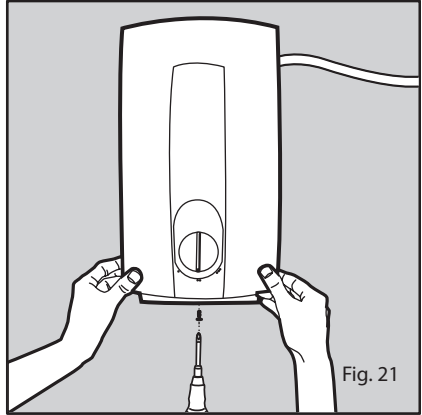
The cold water pipe must be turned on in order to rinse it before installation. Pressure-resistant equipment must be used in compliance with accepted standards.

# Installation Instruction for the qualified installer

- Install the cover. Connect the power cord between the circuit board and the cover.



- After installation is complete, close the casing and screw in tightly.



## Stiebel Eltron Warranty for Water Heaters – Models DHCE

### 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 DHCE 6/50, DHCE 8/50 and DHCE 8/60 (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.

STIEBEL ELTRON (AUST) Pty Ltd  
Free call 1800 153 351 (Australia) | [stiebel.com.au](http://stiebel.com.au)

Part no. 7901-312238

Part name : OPERATING INSTRUCTION DHCE.../ 50

Product code : DHCE 6/50 : 233639 / DHCE 8/50 : 233640