

DE

ALLGEMEINE ANSCHLUSS- UND GARANTIEBESTIMMUNGEN

Bedienungsanleitung

EN

GENERAL INSTALLATION AND WARRANTY TERMS

Operator's manual

FR

CONDITIONS GÉNÉRALES DE RACCORDEMENT ET DE GARANTIE

Notice d'utilisation

IT

DISPOSIZIONI GENERALI DI COLLEGAMENTO E DI GARANZIA

Istruzioni per l'uso

ES

CONDICIONES GENERALES DE CONEXIÓN Y DE GARANTÍA

Instrucciones de uso

NL

ALGEMENE INSTALLATIE- EN GARANTIEBEPALINGEN

Gebruikershandleiding

SAFETY INSTRUCTIONS

General

- This tank can be used by children eight years old and older as well as by persons with reduced physical, sensory or mental capabilities or who lack experience and knowledge if they are supervised or if they have been trained with regard to the safe use of the tank and understand the resulting risks. Children may not play with the tank or its packaging. Cleaning and user maintenance may not be performed by children without supervision.
- The tank may only be installed and operated as described in this manual or the associated technical information. Any other use is not proper and is therefore impermissible.
- A defective tank may not continue to be operated.
- There is a risk of scalding from hot water or hot components (e.g. fittings, hot water outlet pipe, etc.).
- When using an electric immersion heater, proper corrosion protection is to be ensured.

Installation and commissioning

- Installation and commissioning may only be performed by qualified specialised personnel who therefore assume the responsibility for the proper assembly according to the applicable laws, standards and guidelines.
- The tank is mounted to a sufficient load-bearing wall using a wall mount (note the total weight of the filled tank) or is placed on a flat horizontal surface after mounting the included adjustable feet. Ensure that the subsurface at the installation location has a sufficient load-bearing capacity.
- The tank may only be set up in dry, freeze-protected spaces. The tank is to be completely emptied if there is a risk of freezing.
- The rated pressure specified on the nameplate may not be exceeded.
- When installing the tank, a possible water leak is to be considered and a corresponding collection container (including drain) is to be installed in a drainage object.
- Following the commissioning, the tank and all connections are to be checked for leak tightness.

Electrical Connection

- Only qualified specialised personnel may connect the tank to fixed lines while observing the relevant professional standards and laws.
- A ground fault circuit interrupter with a trip current of $I_{\Delta n} \leq 30\text{mA}$ must be installed upstream from the electrical circuit.
- Before working on the tank, this is to be de-energised, checked for the absence of voltage and secured against being switched on again.
- If a connection cable is damaged, immediately disconnect the power supply (circuit breaker) and call a professional!
- Connection cables may not be extended or cut through in any way.

Servicing

- Maintenance, cleaning and any necessary repair or service work may only be performed by specialised personnel who are qualified for this purpose.
- Never try to fix errors and faults yourself.
- Necessary service and maintenance intervals are to be observed in accordance with these operating and assembly instructions.

1. OPERATING REQUIREMENTS AND IMPORTANT NOTES

This device is only suitable for hot water preparation within closed spaces, and may only be installed by licensed professionals (with due consideration to the relevant professional standards e.g. ÖNORM B2531, ÖNORM EN 806).

The tank can only be used in accordance with the conditions indicated on the rating plate if the medium used complies with the European Drinking Water Ordinance. Furthermore, a minimum conductivity of $\geq 150 \mu\text{S/cm}$ must be available in order to ensure adequate corrosion protection.

In addition to the legally recognised guidelines and standards (Austria: ÖVE, ÖNORM etc.), the connection conditions of the local electricity and water works, as well as those set out in the installation and operating instructions, must be complied with. Hot water preparation must be done in compliance with the applicable standards (e.g. ÖNORM H 5195). The heating water must have a pH value between 8 and 9.5.

The area in which the appliance will be used must be kept above freezing. It must be installed in a location which allows for access in case of any necessary maintenance, repair or replacement. The costs for any necessary changes to the structural conditions (e.g. doors and passages too narrow) are not governed by the guarantee and warranty declaration and therefore shall be rejected on the side of manufacturer. This means that any construction which hinders work on the appliance must be removed by the customer. When erecting, installing and operating the water heater in unusual locations (e.g., attics, interior rooms with water-sensitive floors, closets, etc.), provision must be made for possible water leakage and means provided for catching the water with a corresponding drain to avoid secondary damage. The appliance may be installed and operated only in the intended configuration and on a horizontal surface which is appropriate for the weight of the tank when it is full of water. When water with high lime content is used, we recommend installing a commercially available water softener and operating at a maximum temperature of approx. 65° .

For proper operation of the hot water storage, a drinking water quality according to the national regulations and laws (drinking water ordinance) is necessary.

All stated limit values for various substances (e.g. nitrate $<50 \text{ mg/l}$, nitrite $<0.1 \text{ mg/l}$, chloride $<200 \text{ mg/l}$, iron $<0.2 \text{ mg/l}$, sulphate $<250 \text{ mg/l}$, pH value ≥ 6.5 and ≤ 9.5 , conductivity at least $150 \mu\text{S/cm}$) must be observed. The water may only be decalcified to a maximum of 8°dH .

The connection threads for cold water, hot water and circulation are designed „flat-sealing“ as G threads according to ÖNORM ISO 228. For other sealing aids, e.g. hemp or Teflon tape, care must be taken to ensure that the corrosion protection layer (enamel) is not damaged by excessive sealing in the interior of the connection pipe. Furthermore, the galvanic series of voltages must be taken into account in order to avoid contact corrosion between the tank connection and the connecting piece.

In order to protect the sealing surfaces of the connection threads from corrosion, they are wetted with oxidation enamel or a lacquer protection layer. For this reason, in the case of a flat-sealing connection of the hot water tank, the end face of the connecting thread must be cleaned by means of a wire brush or abrasive paper before installation in order to obtain a clean, adequate sealing surface.

Important: All metallic components such as SH, RWT, and/or EBH are to be inserted electrically insulated from the memory. To protect the built-in parts from corrosion, a transition resistance of about 600Ω is to be provided (if not yet installed in the built-in parts at the factory).

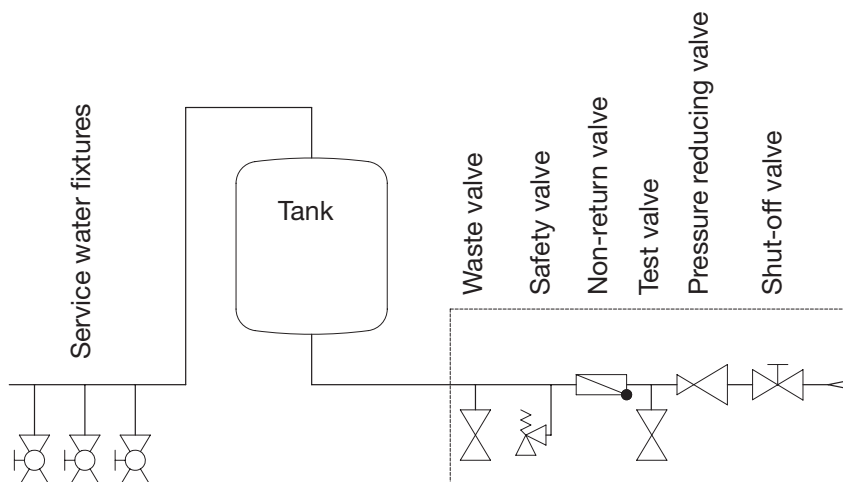
2. SERVICE WATER CONNECTION (PRESSURE-TIGHT)

All hot water heaters which have the designation nominal pressure greater than 0 bar (atmospheric pressure) on their rating plate are pressure-resistant accumulators and can be loaded with the maximum operating pressure indicated on the rating plate. If the line pressure is higher, a pressure reducing valve provided by the user must be installed in the cold water supply line.

If inappropriate or non-functioning fittings are used, or if the specified operating pressure is exceeded, all guarantees, warranties and product liability for our water heaters are void. Therefore only pressure-rated fittings may be used. Component-inspected safety devices are to be provided in the cold water supply line according to the connection diagram shown below. A prototype-inspected safety group to DIN 1988 or ÖNORM B2531 for closed water heaters must be installed in the cold water line.

The water connection may be made only through an inspected membrane safety valve or membrane safety valve combination fitting (not a piston valve)! A safety valve combination consists of a shut-off, test, non-return, waste and safety valve with expansion water drain and is installed between the cold water feed line and cold water inlet of the tank in the order shown:

Tank connection to DIN 1988 and ÖNORM B2531:



Always observe the following:

To ensure proper function of the fitting, the latter must be installed only in a frost-protected space. The safety valve runout must be open and visible and the waste line of the drip catcher (expansion water funnel) must be routed to the waste water duct so that neither frost nor obstructions caused by dirt and such can cause a problem. Ensure that the drip cup or item to be drained is free of deposits and soiling.

No shut-off valve or other restriction may be installed between the safety valve and cold water inlet of the water heater. The safety valve must be set to a response pressure which is less than the rated pressure of the tank.

Before finally connecting the tank, flush the cold water line.

After making the water connection and air-bubble free filling of the tank, check the fitting for proper function.

When lifting or turning (venting) the safety valve test button, the water must flow out freely and without backing up through the expansion water outlet funnel.

The discharge openings of the safety valves (domestic water and heating circuits) must open out into an appropriate drainage object in order to avoid any damage caused by the escape of operating fluid.

To check the return valve, the shut-off valve must be closed and no water may flow out from the opened test valve. The safety valve must be checked according to DIN 1988 or ÖNORM B2531.

The water heater is operated using the hot water valve on the service water fitting. This means the tank is under continuous line pressure. To protect the internal boiler against overpressure when heating up, the expansion water created is dispersed through the safety valve every time it is heated. The return valve prevents hot water from flowing back into the cold water line when there is a pressure drop and thus protects the boiler from heating when no water is present.

The shut-off valve can be used to isolate the tank on the water side and thereby eliminate the pressure from the cold water supply, also allowing use of the waste valve when necessary.

In order to allow for a trouble-free repair, a removal or exchange of the device, it is necessary to establish the connection of the tank by means of a detachable connection (Dutch). Tank leaks as a result of an improper connection and resulting damage and consequential damage are excluded from the warranty and product liability.

3. CIRCULATION CONNECTION

Due to significant energy loss, a circulation connection should be avoided when possible. If a highly branched service water network requires a circulation line, this must be well insulated and the circulation pump controlled via a timer and thermostat. The switching temperature of the thermostat should be kept low (45°C). The circulation connection piece has an external thread.

4. HEATING INSERTS

Important: All metallic components such as SH, RWT, and/or EBH are to be inserted electrically insulated from the tank. To protect the built-in parts from corrosion, a transition resistance of about 600 Ω is to be provided (if not yet installed in the built-in parts at the factory).

Screw-in heater

Water heaters whose model name contains an „M.“ are fitted with a 1 1/2" sleeve which can be used to install an electric screw-in heater for supplementary or auxiliary heating. Screw-in heaters are designed technically as supplementary heating, and should not be used for continuous heating (failure due to natural calcification is not a sufficient reason for claim). It is also important to ensure that when an SH heater is used in enamelled hot water tanks, an insulated design is available opposite the tank (see RWT).

Ribbed tube heat exchanger

All metallic insert (flush mounted) components having a larger metallic surface area (e.g., condenser insert heat pumps, ribbed tube heat exchangers, electric heaters) must be electrically isolated from the water heater. In order to protect these insert (flush mounted) components against current-induced corrosion, we recommend installing a defined contact resistance of approx. 600 Ω (unless already installed in the components ex works). The water heaters may not be transported with the ribbed tube heat exchanger installed. Installation must be performed on-site. Attention must be paid to full overlapping of screw threads on all coupling sleeves. When installing a ribbed tube heat exchanger, make sure that the storage tank is still protected against corrosion.

Therefore, an appropriate external current anode or magnesium reactive anode must be mounted when the magnesium reactive anode is removed from the storage tank with the flange plate during assembly of a ribbed tube heat exchanger.

Electric built-in heater

Appliances with electrically powered built-in heaters are equipped with a safety temperature limiter which turns off further heating of the appliance at a temperature of max. 110 °C (EN 60335-2-21; ÖVE-EW41, Part 2 (500)/1971). Therefore, select the connection components (pipe fittings, circulation, safety valve combination, etc.) such that they will resist temperatures of 110 °C in the event of any possible malfunction of the thermostat and thus preventing consequential damage.

Assembly and installation may be performed only by authorized specialists.

A built-in heater, installed via the flange, is provided for continuous operation.

The built-in or screw-in heaters must be installed or designed with insulation (at least 600 Ω), as otherwise the tank interior may corrode.

If the corrosion protection is built-in to the flange plate as standard, alternative corrosion protection must be provided if the flange plate is removed.

Due to the hysteresis of the thermostat (± 7 K) and potential dissipation losses (cooling of the pipelines) the temperatures can deviate by ± 10 K.

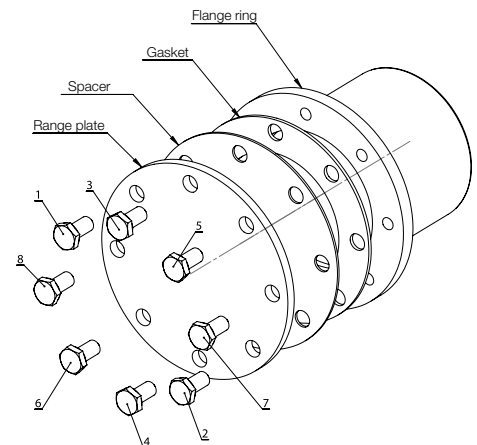
If the water heater is heated via its heat exchanger, ensure that the hot water temperature cannot exceed 85 °C under any circumstances, as it could trigger the safety temperature limiter of the electric heater, and shut the heater down.

5. FLANGE INSERTION OPENING

Depending on the system design, electric built-in heaters or heat exchangers can be installed on the boiler flange Ø240 mm (clear diameter Ø173 mm, hole circle Ø210 mm, 12 x M12) and Ø180 (clear diameter Ø117 mm, hole circle Ø150 mm, 8 x M12).

Built-in electric heating elements are to be installed so that the thermostat probe is at the top.

The screws must be tightened in a cross pattern with a tightening torque of 23 Nm - 25 Nm.



6. CENTRAL HEATING CONNECTION

The pipe register resp. the double shell must be rinsed prior to commissioning in order to remove any possible contaminations (e.g. scale) from the heating circuit. The heating water must be treated in accordance with the national regulations and standards (e.g. ÖNORM H5195-1) during commissioning and comply with the regulations.

Water heater with register

The bare-tube heat exchangers installed in the storage tank can be connected to a water heater if the pressure and temperature correspond to the data stated on the specification label. Forced circulation using a pump is required.

When installing a water heater with register a shut-off member must be installed in the flow line to prevent back-heating into the heating circuit when the central heating and heat pumps are turned off or for electrical operation.

The outgoing and return flow must, however, never be shut off, since otherwise the water in the register cannot expand and there is a risk of damaging the water heater. The bare-tube heat exchanger must be properly rinsed before performing the initial installation (we also recommend installing a dirt filter). If the heat exchanger is not connected, the connections must be sealed tightly to prevent condensation water.

Double-jacketed water heater

The double-jacketed water heater may be connected only to water heaters with max. 110°C outflow temperature and 3 bar pressure. When using a feed pump this can be controlled using the feed pump regulator (see Section 9). When installing a water heater with double jacket, a shut-off valve or circulation brake must be installed to prevent back-heating into the heating circuit. The outgoing and return flow must never be shut off, since water contained in the double jacket cannot expand and there is a risk of damaging the boiler. Observe the following filling requirement: When placing in service, first the interior boiler and then the central heating system (fill double jacket). When draining, first empty the double jacket and then the interior boiler. During operation you must ensure that the pressure in the interior boiler does not drop below the pressure in the heating circuit (double jacket). If this requirement is not observed, there is a danger that the interior boiler can become damaged due to excessive relative pressure in the double jacket. The guarantee, warranty and liability of the manufacturer is void in such cases.

7. IMPORTANT INSTALLATION NOTES

When installing the appliance, follow the dimensional drawings and any included caution labels.

NOTE: Be sure to take into account the weight of the water heater filled (with the rated capacity) when selecting a mounting location so as not to overload the bearing area.

For acceptable distance from combustion devices, refer to the manufacturer's documentation as well as the prevailing codes. If a water heater is fitted with additional cladding, or is located in small, narrow areas or between walls, be sure that all connections (water fittings, electrical connection space and any installed heater) remain freely accessible and that no heat can accumulate. A clear area of 500mm must be provided for a heating flange.

When selecting and arranging the materials used for installing the appliance, use caution and consider possible electro-chemical reactions (mixed installation!). The pipelines must be potential-compensated according to DIN 50927.

This type of corrosion results in formation of corrosion elements. In corrosion elements there is a voltage present between the anode and cathode area. The resulting processes are mutually dependent, but can take place at various distances from each other. Corrosion elements may occur due to differing potentials, as is the case with contact corrosion. This means various metals come into electrical contact with each other through an ion-conducting medium (water).

If especially aggressive water is present which requires installation-side special solutions, the possible necessity of special versions of the water heater should also be considered (ask one of our representatives or contact us directly).

Non-observance of this specification may be considered improper use and result in voiding of the warranty.

This device is not designed to be used by persons (including children) with physical, sensory or mental disabilities or lacking experience and/or lacking knowledge, unless these are supervised by a person who is responsible for their safety or have received instructions on how to use this device from any such person. Children should be supervised in order to ensure that they do not play with this device.

The operator of the system must ensure that there is no hazard to persons from spraying with hot water, especially when non-trained persons use the appliance.

8. CORROSION PROTECTION

The enamelled boiler is protected by a magnesium rod-type anode as standard. The magnesium rod-type anode is sacrificial and must therefore be inspected every 2 years (see DIN 4753) and replaced as necessary (2/3 of the material). The degradation products of the magnesium anode can precipitate as dissolved matter in the bottom area of the tank and also be rinsed out from the tank during the water withdrawal. For the anodes to function properly, the water requires a minimum conductivity of 150 µS/cm.

When retrofitting an external current anode, ensure that all magnesium rod-type anodes (e.g. in built-in heater) are removed to prevent interference and malfunctions of the external current anode.

See Point 12, Par. C for details on servicing the anode.

The impressed current anode has a virtually unlimited service life. Its function must be regularly monitored via the control lights (green, yellow, red).

Warning: If the red LED is lit, no corrosion protection is active! Corrosion protection is only guaranteed if the green LED lights up continuously.

Should the red or yellow LED light up or flash, please inform Customer Services immediately.

The connection cable of the impressed current anode may in no case be extended or cut, because otherwise a possible polarity reversal or malfunction of the anode may occur. In addition, it is to be ensured that a permanent power supply is ensured.

Important: All metallic components (e.g. heaters, pipe register) must be introduced in a manner that is electrically isolated from the tank.

9. TEMPERATURE INDICATOR, THERMOSTAT FOR FEED PUMP

When installing external thermostats, ensure that the boiler temperature cannot rise above 95°C during normal operation.

10. INITIAL STARTUP

The area in which the appliance is operated must be kept below freezing.

Initial startup and heating must be monitored by a technician.

Before first starting up and connecting to the electrical mains, the tank must be filled with water. When first filled the outlet valve on the fitting must be opened. The water heater is completely filled when water runs out of the outlet valve with no air bubbles. All connections, including those made on the user side (flange, anode sleeve,...) must be checked for proper sealing when starting up. Then check the pipelines for any leakage and remedy this as needed. As described under 2. above, the safety group as well as the valves between cold water inlet and water heater must be checked for proper function. After inspecting the electrical fuses (circuit breakers), turn the thermostat knob (for electric upright and horizontal water heaters) to the desired temperature setting and check for the correct temperature shut-off.

After the tank is fully heated, the set temperature, the actual temperature of the water removed and any built in temperature indicator must closely agree (after deducting the switching hysteresis and line losses).

As the water in the tank is heated, its volume changes.

During the heat-up cycle the resulting expansion water in the internal boiler must drip from the safety valve. This dripping is normal and may not be defeated by increased tightening of the valves.

Check for automatic shut-off of the system and any attached electric heater insert or the boiler.

Caution: The hot water outlet pipe as well as parts of the safety fitting can become hot to the touch.

11. SHUTTING DOWN, EMPTYING

If the water heater will be shut down or not used for an extended period of time, disconnect it completely from the mains (for electric heating models) by turning off the power switch or circuit breaker.

In frost-prone areas the water heater must be emptied before the cold time of year if the appliance will not be used for several days.

Empty the service water - after closing the shut-off valve in the cold water supply line - by opening the drain valve on the safety valve combination and simultaneously opening all hot water valves on the connected fittings.

Partial emptying can also be accomplished through the safety valve into the expansion water funnel (drip catch). For this the safety valve should be turned to the "...M..." position.

Caution: Hot water can splash when emptying the tank!

When there is a risk of freezing, note that not only the water in the water heater and in the hot water lines can freeze, but also in all cold water lines to the fittings and to the appliance itself. It is therefore recommended that you empty all water-carrying fittings and lines (including the heater circuit = register) all the way back to the frost-safe section of the water utility connection on the house.

When the water heater is restarted, be sure that it is filled with water and water runs out of the fittings without air bubbles. In addition, as with the first commissioning, the tank and all connections must be checked for leaks.

12. INSPECTION, MAINTENANCE, CARE

- a) During the heat-up phase the expansion water must drip noticeably from the safety valve drain. When fully heated (~ 80° C) the expansion water makes up approximately 3.5% of the rated capacity of the water heater.

Regularly check for proper function of the safety valve. When lifting or turning the safety valve test knob to the "Test" position, the water must flow unhindered from the safety valve body into the funnel.

Caution: The cold water inlet and parts of the water heater fitting can get hot during this process. If the tank is not heated up or hot water removed, no water is allowed to drip from the safety valve. If this is the case, either the water line pressure is greater than the permitted value or the safety valve is defective. If the water line pressure is greater than permitted, a pressure reducing valve must be used.

- b) If the service water has a high lime content, removal of the scale formed in the interior boiler as well as of the free lime particles must be performed by a technician every one to two operating years. Cleaning is done through the flange opening – remove heater flange, clean tank, and use a new gasket when reassembling the flange. The screws must be tightened in a cross pattern with a tightening torque of 23 Nm - 25 Nm. The special enameled inner container of the water heater must never come into contact with scale solvent. Do not work with the decalcification pump! Then flush the unit thoroughly and perform the heat-up cycle as for initial startup of the unit.

- c) In order to make a legitimate claim under the guarantee provided by the manufacturer, the in-built protective anode requires a documented inspection by a specialist at a maximum interval of 2 years of operation. For service work, it is also appropriate to open the cleaning and service flange, in order to check the tank for the possible ingress of foreign bodies and impurities and to remove them if necessary.

The impressed current anode has a virtually unlimited service life. Its function must be regularly monitored via the control lights (green, yellow, red).

Warning: If the red LED is lit, no corrosion protection is active! Corrosion protection is only guaranteed if the green LED lights up continuously.

Should the red or yellow LED light up or flash, please inform Customer Services immediately.

A conductivity value of the medium of $\geq 150 \mu\text{S}/\text{cm}$ is necessary for proper functioning of the external current anode.

- d) Never use abrasive cleaners or paint thinners (such as nitro solvents, trichloro-ethylene, etc.) for cleaning the unit. Recommended is a damp cloth with an additional few drops of liquid household cleaner. In hospitals and other public buildings, the prevailing regulations for cleaning and disinfection must be observed.

- e) The water heater may be used only according to the conditions specified on the specification label. In addition to the legally recognized national codes and norms, the connection specifications of the local electric and water utility companies as well as the installation and operating guide must be followed.

- f) The area in which the unit is operated must be kept from freezing. The unit must be installed in a location where it can be easily accessed for maintenance, repair and possible replacement. When water with high lime content is used, we recommend installing a commercially available water softener, since the natural calcium formation is not a basis for any claims under the terms of the manufacturer's warranty.

13. ELECTRICAL CONNECTIONS

General notes:

Connection to the mains must be made in accordance with the prevailing national codes and norms, the corresponding wiring specifications of the local electric and water utility as well as the data in the installation and operation guide and must be performed only by an authorized electrical technician. The prescribed protection measures must be performed with care, so that in case of a fault in or failure of the electrical supply to the water heater no additional electrical devices are affected (e.g., freezer chests, rooms used for medical purposes, animal husbandry, etc.).

In areas containing a bathtub or shower the appliance must be installed according to the national laws and regulations (such as ÖVE-SEV or VDE).

The Technical Connection Requirements of the responsible electric utility company must be followed.

A GFCI switch with a tripping current of $I_{\Delta N} \leq 30\text{mA}$ must be located ahead of the supply circuit.

All cables and wires to and from the appliance must be fixed in place.

The electrical installation must have an isolating device for all conductors with contact opening of at least 3mm. This requirement can be met for example by using a circuit breaker.

Before electrical startup the water heater must be filled with water.

In accordance with safety regulations the water heater must be disconnected from power before performing any maintenance or repair work, secured against restarting and checked for absence of power. Work on the electrical components must be performed only by an authorized electrical technician.

The electrical connection must adhere to the schematic diagram displayed in the wiring area of the water heater.

14. RECYCLING AND DISPOSAL

- Always dispose of materials according to environmental, recycling and waste management standards.
- All appliances, wearing parts, defective components and environmentally hazardous liquids and oils must be disposed of or recycled according to applicable waste disposal regulations without harming the environment. **They must not be disposed of as household waste.**
- Dispose of packaging made of cardboard, recyclable plastics and synthetic filler materials in an environmentally responsible manner through appropriate recycling systems or at a recycling centre.
- Please observe the applicable national and local regulations.

15. EC-DECLARATION OF CONFORMITY

The manufacturer Austria Email AG / Austriastraße 6 / 8720 Knittelfeld / Austria

herewith declares, that the hot water storage tanks / water heater, described enclosed, fulfill the provisions of the following relevant Community harmonization legislation:

- Directive 2009/125/EC of the European Parliament and of the Council of October 21st, 2009 on the establishment of a framework for the setting of eco design requirements for energy related products
- The delegated regulation (EU) No 814/2013 of the commission of 2. August, 2013

The following standards and technical specifications of hot water storage tanks have been applied:

- DIN EN 12897 Water supply – Specification for indirectly heated unvented (closed) storage water heaters; German version EN 12897:2006; EN 12897:2016
- The tank is produced according to the requirements of DIN 4753-1, DIN 4753-7. The inside of tank is enamelled according to the quality assurance of DIN 4753 Part 3

ppa. Ing. Gerd Schwandter

GUARANTEE, WARRANTY AND PRODUCT LIABILITY

The warranty will be fulfilled in accordance with the current legal provisions of the Republic of Austria as well as with those of the EU.

1. A condition for the operation of guarantee services by the product manufacturer (hereinafter referred to as the PM) is the presentation of the paid invoice for the purchase of the device for which the guarantee service is being invoked, whereby the identity of the device in terms of type and serial number must be taken from the invoice and must be produced by the claimant. This is subject exclusively to the PM's general terms and conditions of business and sales and delivery conditions.
2. To the extent required by law and/or the installation and operating instructions, the assembly, installation, connection and commissioning of the device in question must have been carried out by a licensed electrician and/or installer with due regard to the necessary instructions for this. The storage tank (without external covering or plastic external covering) must be protected from direct sunlight in order to prevent discolouring of the polyurethane foam and any possible warping of plastic components.
3. The room in which the equipment is operated must be free of frost. The assembly of the equipment must be carried out at a location which can be reasonably expected i.e. the equipment must be easily accessible and replaceable in the event of necessary maintenance, repair and possible replacement. The costs for any necessary changes to the structural conditions (e.g. doors and corridors too narrow) are not covered by the guarantee and warranty offered and shall therefore be refused by the PM. When setting up, installing and operating the water heater in unusual places (e.g. lofts, living quarters with water sensitive flooring, store rooms etc.) potential water leakage must be taken into consideration and therefore a device for capturing and draining off any leaked water must be provided in order to prevent secondary damage in the sense of the product liability provisions.
4. The warranty shall not apply in the following cases:
Improper transportation, normal wear and tear, deliberate damage or damage through negligence, any application of force whatsoever, mechanical damage or damage due to frost or resulting from exceeding the operational pressure stated on the rating plate even once, the use of connection fittings that do not comply with the applicable standards or non-functioning storage tank connection fittings, as well as unsuitable and non-functioning operating fittings, glass or plastic part breakage, any colour differences, damage through improper use, particularly by failing to observe the operating and assembly instructions (operating and installation instructions), damage caused by external influences, connection to the wrong voltage, corrosion damage due to aggressive waters not suitable as drinking water in accordance with national guidelines (such as the Austrian Drinking Water Ordinance TWV – BGBl. II no. 304/2001), Deviations of up to 10 K in the stated hot water temperature compared to the actual drinking water temperature from the storage tank (hysteresis of the regulator and possible cooling as a result of pipelines), continued use in spite of a defect, unauthorised modifications to the device, installation of additional components which have not been tested with the device, improperly performed repairs, insufficient conductance of the water (at least 150 µS/cm), operational wear and tear of the magnesium anode (consumable part), natural limestone formation, water deficiency, fire, flood, flooding, lightning strike, excess voltage, power failure and other force majeure, use of non-original and third party components, e.g. heating rod, protective anode, thermostat, thermometer, finned tube heat exchanger etc. components installed in a way that is non-insulated with regard to the storage tank, influx of foreign material and electrochemical installations (e.g. mixing installations), non-observance of the planning documents, late and non-documented renewal of the installed protective anode, faulty installation and connection of the external current anode (e.g., no permanent power supply), lack or improper cleaning and operation as well as deviations from the standard, which only slightly impair the value or the functionality of the device. Furthermore, the original installation at the place of assembly may not be altered or retrofitted before an inspection by the manufacturer or a commissioned expert. Any changes to the original installation on site will result in the immediate exclusion of all possible claims from the warranty or guarantee as well as product liability claims. In addition, as a matter of basic principle, all regulations set out in ÖNORM B 2531, DIN 1988 (EN 806), DIN 1717, VDI 2035 or the corresponding national regulations and legislation must be complied with.
5. In case of a justifiable claim, this must be reported to the nearest PM customer services centre. They shall reserve the right to decide whether a faulty component should be replaced or repaired and/or whether a faulty device will be exchanged for a fault-free device of the same value. In addition the PM expressly reserves the right to demand that the customer return the device to which the claim applies. The date of a repair or an exchange will be defined by the producer within 5 days!
6. Repairs under the guarantee may only be carried out by people licensed to do so by the PM. Exchanged parts shall become the property of PM. Should any repairs to the water heater be required following necessary service works these shall be invoiced to the customer as repair and pro-rata materials costs.
7. All warranty claims shall expire in the event of unauthorised third party interventions, even if these are carried out by a licensed installer. The acceptance of costs arising from repairs carried out by third-parties shall be subject to the PM having been requested to fix the fault and having either failed to meet their exchange or repair obligations or not having done so within a reasonable period.