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› [Stiebel Eltron](#) /

› [Stiebel Eltron Tempra 15 Plus Electric Tankless Whole House Water Heater User Manual](#)

Stiebel Eltron Tempra 15 Plus

Stiebel Eltron Tempra 15 Plus Electric Tankless Whole House Water Heater User Manual

Model: Tempra 15 Plus

Brand: Stiebel Eltron

1. INTRODUCTION

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your Stiebel Eltron Tempra 15 Plus Electric Tankless Whole House Water Heater. Please read this manual thoroughly before installation or use and retain it for future reference. Proper installation and adherence to these instructions are crucial for optimal performance and safety.

2. SAFETY INFORMATION

Important Safety Instructions:

- Installation must be performed by a qualified electrician and plumber in accordance with all national, state, and local electrical and plumbing codes.
- Disconnect power to the unit at the circuit breaker before performing any service or maintenance.
- Do not operate the water heater if it is damaged or malfunctioning. Contact qualified service personnel.
- Ensure proper grounding of the unit to prevent electrical shock.
- Maintain adequate clearance around the unit for ventilation and service access.
- 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.

3. PRODUCT OVERVIEW

The Stiebel Eltron Tempra 15 Plus is an advanced electric tankless water heater designed to provide continuous hot water. It features digital temperature control and Advanced Flow Control technology to ensure a consistent hot water supply.



Figure 3.1: Front view of the Stiebel Eltron Tempra Plus Electric Tankless Water Heater, showcasing its sleek design and digital display.

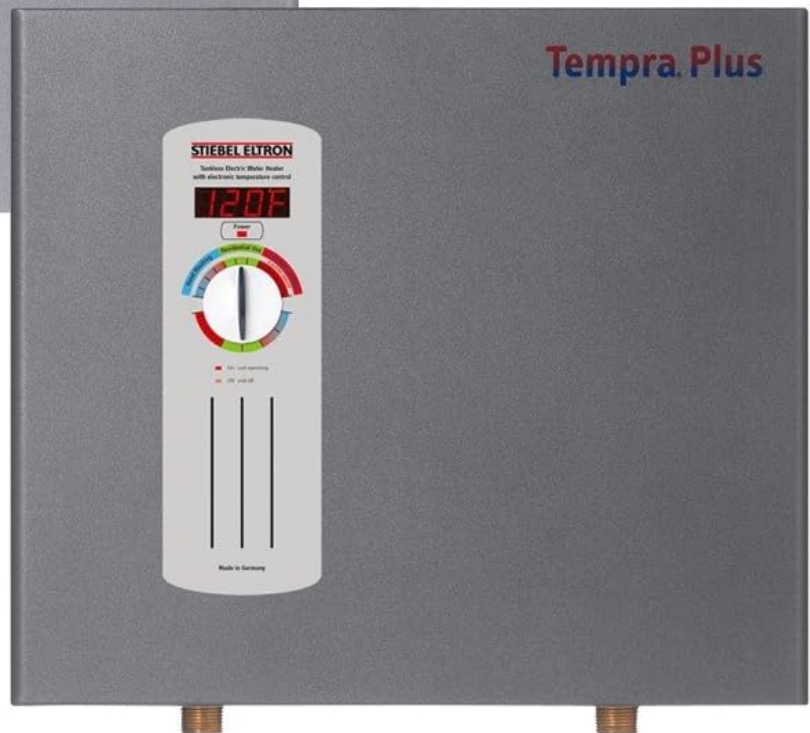
Tempra® vs Tempra® Plus Exclusive Features



Tempra.

Every Tempra® is equipped with electronic control to provide consistent hot water temperature even if flow rates vary, plus intelligent self-modulating technology that continually saves energy by ensuring the least amount of electricity is used to heat the water.

Tempra® Plus models offer the additional comfort of an Advanced Flow Control™ that provides the desired hot water temperature even when demand exceeds capacity, plus the convenience of a digital display.



Tempra. Plus

Figure 3.2: A visual comparison highlighting the exclusive features of the Tempra Plus models, including Advanced Flow Control and a digital display, compared to standard Tempra units.

Tempra is about the size of a briefcase and it needs no venting.



Figure 3.3: A person holding the Stiebel Eltron Tempra Plus unit, demonstrating its compact size, comparable to a briefcase, and emphasizing that no venting is required.

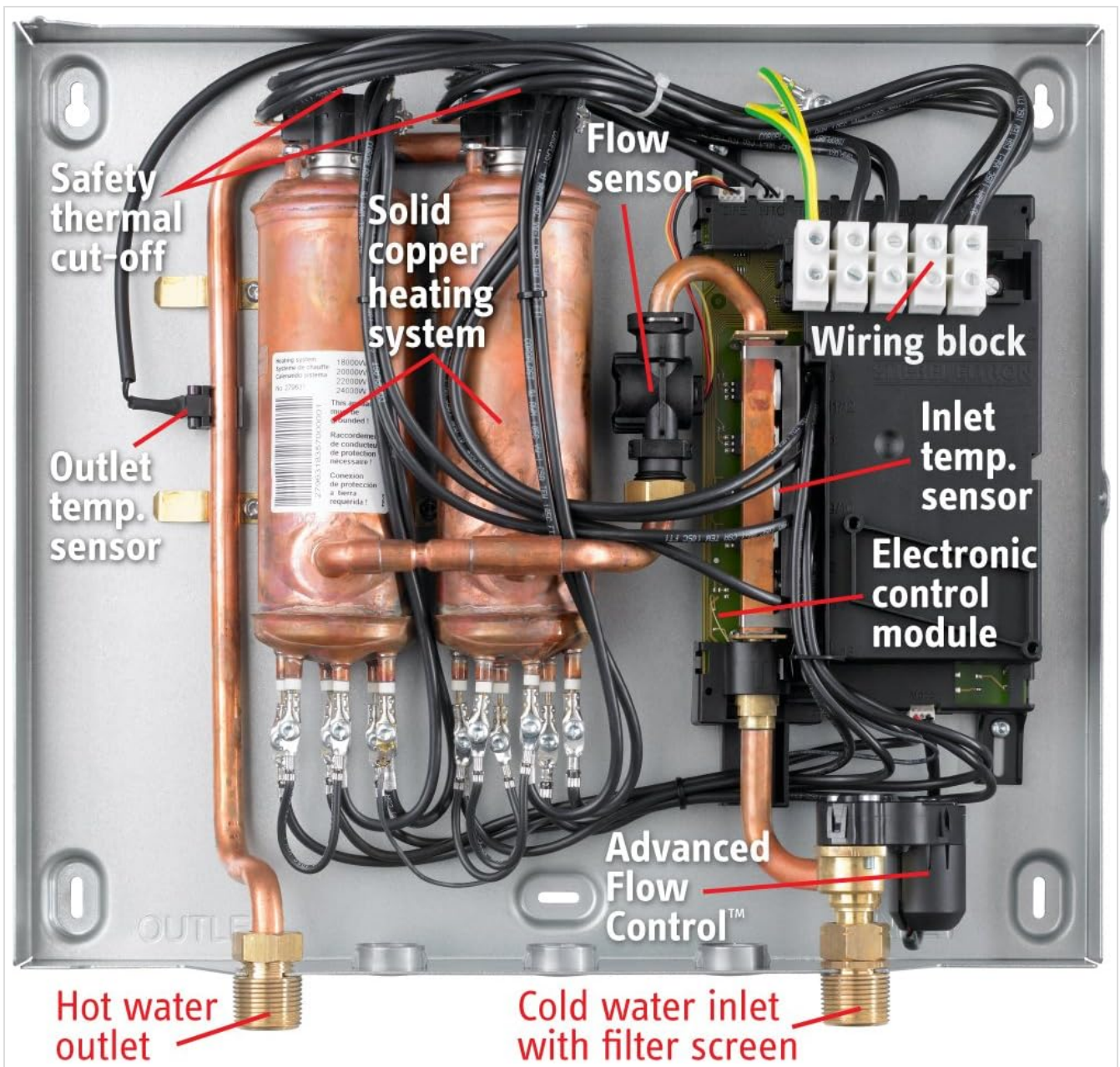


Figure 3.4: Internal view of the Stiebel Eltron Tempra Plus, detailing key components such as the solid copper heating system, flow sensor, wiring block, inlet/outlet temperature sensors, and the Advanced Flow Control mechanism.

Video 3.1: This video demonstrates the Advanced Flow Control technology in Stiebel Eltron Tempra Plus tankless water heaters, explaining how it maintains consistent hot water temperature even during high demand, preventing cold water surprises.

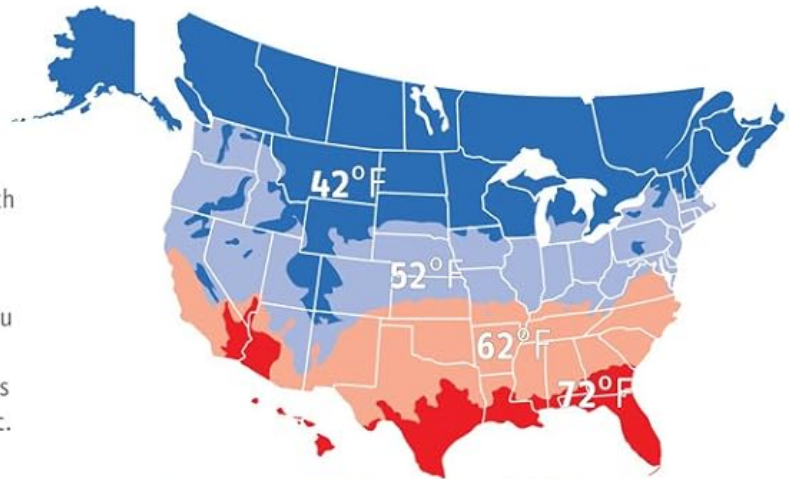
4. INSTALLATION

Proper installation is critical for the safe and efficient operation of your Tempra 15 Plus water heater. Refer to the detailed installation instructions provided in the separate installation guide that accompanies your unit. Below is a general overview and important considerations:

4.1 Sizing and Location

The Tempra 15 Plus is designed for whole-house applications. Ensure the unit is appropriately sized for your household's hot water demand and incoming cold water temperature. The unit should be installed in a dry, frost-free location with adequate access for maintenance.

- 1 Use the map to find the approximate ground water temperature where you live.
- 2 Check the column on the table with your ground water temperature to see how many fixtures can be supplied at the same time with hot water.
- 3 Use your actual maximum flow rate to fine-tune these recommendations. If you know you have 1.5 GPM low flow showerheads, for instance, then 3 GPM would supply 2 showers at the same time, or 1 shower plus 1 sink, etc.



	42°F	52°F	62°F	72°F
Tempra® 12 & 12 Plus <small>DRAWS 50 A - Requires minimum 100 A electric service</small>				
MAX. FLOW RATE FROM UNIT	1.3 GPM	1.6 GPM	1.9 GPM	2.5 GPM
SIMULTANEOUS FIXTURES				
Tempra® 15 & 15 Plus <small>DRAWS 60 A - Requires minimum 100 A electric service</small>				
MAX. FLOW RATE FROM UNIT	1.6 GPM	1.9 GPM	2.4 GPM	3.1 GPM
SIMULTANEOUS FIXTURES				
Tempra® 20 & 20 Plus <small>DRAWS 80 A - Requires minimum 125 A electric service</small>				
MAX. FLOW RATE FROM UNIT	2.1 GPM	2.5 GPM	3.1 GPM	4 GPM
SIMULTANEOUS FIXTURES				
Tempra® 24 & 24 Plus <small>DRAWS 100 A - Requires minimum 150 A electric service</small>				
MAX. FLOW RATE FROM UNIT	2.6 GPM	3.1 GPM	3.8 GPM	5 GPM
SIMULTANEOUS FIXTURES				
Tempra® 29 & 29 Plus <small>DRAWS 120 A - Requires minimum 200 A electric service</small>				
MAX. FLOW RATE FROM UNIT	3.1 GPM	3.7 GPM	4.6 GPM	6 GPM
SIMULTANEOUS FIXTURES				
Tempra® 36 & 36 Plus <small>DRAWS 150 A - Requires minimum 300 A electric service</small>				
MAX. FLOW RATE FROM UNIT	3.9 GPM	4.6 GPM	5.7 GPM	7.5 GPM
SIMULTANEOUS FIXTURES				
MAX. FLOW RATE CALCULATED FOR 105°F WATER				
FIXTURE FLOW RATES (AND TYPICAL RANGES)	SHOWER 1.5 GPM (RANGE 1.5-2.5)	KITCHEN SINK 1.5 GPM (RANGE 1.0-2.2)	BATHROOM SINK 0.5 GPM (RANGE 0.5-1.0)	

Model	Voltage	Power	Breaker required	Copper wire required
Tempra® 15 & 15 Plus	240 V	14.4 kW	2 x 30 A DP	2 x 10 AWG
	208 V	10.8 kW	2 x 30 A DP	2 x 10 AWG

UNIT REQUIRES APARATO REQUERIDO	Minimum 100 A electrical service 2 separate dedicated 30 A breakers 2 separate runs 10 AWG copper wire	If you have questions about the operation or installation of this product, please call. Si usted tiene preguntas sobre la operación o instalación de este producto, por favor llámenos para obtener ayuda.	Stiebel Eltron 800.582.8423
	Mínimo 100 A servicio eléctrico 2 disruptores separados de 30 A 2 cables de cobre separados de 10 AWG		

Figure 4.1: The Stiebel Eltron Tempra and Tempra Plus Tankless Electric Water Heater Sizing Guide, illustrating how to determine the appropriate model based on ground water temperature, desired flow rates, and simultaneous fixture usage across different regions of the United States.

4.2 Electrical Requirements

The Tempra 15 Plus requires a 240V electrical supply. Consult the specifications table for exact amperage and wire gauge requirements. A dedicated circuit with appropriate circuit breakers is mandatory.

4.3 Plumbing Connections

Connect the unit to the cold water inlet and hot water outlet lines. Ensure all connections are watertight. Flexible stainless steel hoses are recommended for connection to the unit. The cold water inlet side of the unit contains a small filter screen that requires annual cleaning.

5. OPERATING INSTRUCTIONS

The Tempra 15 Plus features digital temperature control for precise hot water management.

5.1 Setting Temperature

Use the digital display and controls on the front of the unit to set your desired hot water temperature. The unit will automatically adjust its heating elements and flow rate (via Advanced Flow Control) to maintain this temperature.

5.2 Advanced Flow Control

The Advanced Flow Control feature automatically adjusts the water flow rate to ensure a consistent output temperature, even during periods of high demand. This prevents sudden temperature fluctuations often experienced with other tankless water heaters.

6. MAINTENANCE

Regular maintenance ensures the longevity and efficiency of your water heater.

- **Annual Filter Cleaning:** The cold water inlet has a filter screen that should be cleaned annually to prevent sediment buildup and maintain optimal flow.
- **Descaling:** In areas with hard water, periodic descaling may be necessary to remove mineral deposits from the heating elements. Consult a qualified plumber for this procedure.
- **Visual Inspection:** Periodically inspect the unit for any signs of leaks, corrosion, or damage. Address any issues promptly.

7. TROUBLESHOOTING

If you experience issues with your Tempra 15 Plus, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
No hot water	No power to unit; Circuit breaker tripped; Inlet filter clogged	Check circuit breaker; Ensure unit is powered; Clean inlet filter.
Inconsistent water temperature	High flow demand exceeding unit capacity; Sediment buildup; Incorrect temperature setting	Reduce simultaneous hot water usage; Clean inlet filter; Adjust temperature setting.

Problem	Possible Cause	Solution
Low hot water flow	Clogged inlet filter; Mineral buildup in pipes or unit	Clean inlet filter; Descale unit (professional service recommended).
Unit displays error code	Internal malfunction	Refer to the full instruction manual for specific error code meanings or contact customer support.

For issues not listed here or if problems persist, contact Stiebel Eltron customer support or a qualified service technician.

8. SPECIFICATIONS

Feature	Detail
Model	Tempra 15 Plus
Voltage	240 Volts
Wattage	14.4 kW (14400 watts)
Amperage	60 Amps (requires 2 x 30A double-pole breakers)
Minimum Circuit Breaker	2 x 30A DP
Recommended Wire Size	2 x 10 AWG
Product Dimensions	1"W x 1"H (Note: This dimension seems incorrect from source, typical units are larger. Refer to actual product documentation for precise dimensions.)
Item Weight	16.1 pounds
Special Features	Digital temperature control, Advanced Flow Control
Maximum Flow Rate	2.6 Gallons Per Minute (GPM)
Mounting Type	Wall
UPC	094922100634

9. WARRANTY INFORMATION

The Stiebel Eltron Tempra 15 Plus comes with a manufacturer's warranty. The warranty covers:

- **7 years** for leakage
- **3 years** for parts

Please retain your proof of purchase for warranty claims. For full terms and conditions, refer to the warranty card included with your product or visit the official Stiebel Eltron website.

10. SUPPORT

For technical assistance, service, or further information regarding your Stiebel Eltron Temptra 15 Plus water heater, please contact Stiebel Eltron customer support:

- **Website:** www.stiebel-eltron-usa.com
- **Phone:** 800.582.8423 (as indicated in the sizing guide image)

When contacting support, please have your model number (Temptra 15 Plus) and serial number ready.