

CNS 1000 Plus LCD (AU)
CNS 1500 Plus LCD (AU)
CNS 2000 Plus LCD (AU)

Wall mounted convector

2



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1 Special information

- Keep children under the age of 3 away from the appliance if constant supervision cannot be guaranteed.
- Children from the age of 3 to 8 may switch the appliance on and off, provided they are supervised or have been instructed in the safe operation of the appliance and understand any risks that may result. This is subject to the appliance having been installed as described. Children from the age of 3 to 8 must not plug the power cable into its socket or regulate the appliance.
- This appliance may be used by people (including children) with reduced physical, sensory or mental capabilities or a lack of experience and knowledge, provided that they are supervised or have been instructed on how to use the appliance safely by a person responsible for their safety.
- Children must be supervised to ensure that they do not play with the appliance.
- In closed rooms, temperatures can rapidly reach high levels. Ensure constant supervision if the appliance is operated in a small room and the persons within that room cannot regulate the appliance or leave the room on their own.
- Observe all applicable national and regional regulations and instructions.
- Parts of the appliance can get very hot and may cause burns. Particular caution is advised when children or vulnerable persons are present.
- To prevent the appliance from overheating, never cover it with anything.
- Never install the appliance directly below a wall socket.
- In the case of a permanent connection, ensure the appliance can be separated from the power supply by an isolator with at least 3 mm omnipolar contact separation.
- To prevent hazards, the power cable must only be replaced (for example if damaged) by a qualified contractor authorised by the manufacturer, using an original spare part.

2 General information



- Read these instructions carefully before using the appliance and retain them for future reference.

2.1 Symbols in this document

Symbol	Meaning
	This symbol indicates possible property damage, equipment damage, consequential damage or environmental damage.
	General information is indicated by the adjacent symbol.
►	This symbol indicates that you have to do something.
✓	This symbol indicates that you must fulfil certain prerequisites before you perform the following steps.
⇒	This symbol indicates a result or intermediate result.
□ □ ■	These symbols show you the software menu level (in this example level 3).
	This symbol indicates a reference to the corresponding page number (page 11 in this example).

2.2 Symbols on the appliance

Symbol	Meaning
	WARNING Overheating ► To prevent the appliance from overheating, never cover it with anything.
	► To prevent potential hazards, read these instructions carefully before use.
	► Do not dispose of the appliance as unsorted waste, but take it to separate collection points for reuse and recycling.

2.3 Units of measurement

All measurements are given in mm unless stated otherwise.

3 Safety

3.1 Structure of the warning notices

3.1.1 Section-specific warning notices

Section-specific warning notices apply to all steps in the section.

Injury

CAUTION	
Type and source of risk	
	Consequence(s) of failure to observe the warning notice
► Hazard prevention measure(s)	

Property damage, consequential losses, environmental pollution

NOTICE



Type and source of risk

Consequence(s) of failure to observe the warning notice

► Hazard prevention measure(s)

3.1.2 Embedded warning notices

Embedded warning notices apply only to the step immediately following the notice.

► **SIGNAL WORD: Consequence(s) of failure to observe the warning notice. Hazard prevention measure(s).** Step to which the warning notice refers

3.1.3 Key to symbols

Symbol	Type of risk
	Injury
	Electrocution
	Burns, scalding

3.1.4 Signal words

Signal word	Meaning
DANGER	Failure to observe this information will result in death or serious injury.
WARNING	Failure to observe this information may result in death or serious injury.
CAUTION	Failure to observe this information may result in moderate or minor injury.
NOTICE	Failure to observe this information may result in property damage, consequential losses or environmental damage.

3.2 Intended use

This appliance is designed to heat living spaces.

The appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in non-domestic environments, e.g. in small businesses, as long as it is used in the same way.

Observation of these instructions and of instructions for any accessories used is also part of the intended use of this appliance.

3.3 Foreseeable misuse

Any other use beyond that described shall be deemed to be outside the intended use.

3.4 Safety instructions

Injury

- Never operate this appliance ...
 - if the distance from adjacent objects or other flammable materials would be less than the minimum permissible distance.
 - in rooms where there is at risk of fire or explosion as a result of chemicals, dust, gases or vapours. Ventilate the room sufficiently before heating.

- in the direct proximity of pipes or receptacles that carry or contain flammable or explosive materials.
- if an appliance component is damaged, the appliance has fallen over or there is a fault.
- Never place any flammable, combustible or insulating objects or materials on the appliance or in direct proximity to it.
- Ensure that the air intake and discharge are never blocked.
- Never place any objects between the appliance and the wall.
- The appliance is unsuitable for use as a floorstanding appliance. Only ever operate the appliance when it is mounted on the wall mounting bracket supplied (see chapter *Installation (qualified contractors)* [► 4]).

Property damage, consequential losses, environmental pollution

- Ensure that the power cable does not touch the appliance.
- Never stand on the appliance.
- Never operate the appliance in the open air.
- We guarantee trouble-free function and operational reliability only if original accessories and spare parts intended for the appliance are used.

4 Appliance description

The appliance is a wall mounted electric direct heater.

The appliance is suitable for use as a standalone heater or as an interim heater in spring/autumn and as a booster heater for smaller rooms.

The air inside the appliance is heated by a heating element and expelled via natural convection through the air discharge at the top. Cool indoor air is drawn in through the air intake on the underside of the appliance. When the set room temperature is reached, it is maintained by periodic heating.

4.1 Standard delivery

- Wall mounted convector
- Documentation
- 1× wall mounting bracket (hooked into the appliance)

5 Installation (qualified contractors)

5.1 Installation site

CAUTION



Burns

- Only mount the appliance on a vertical wall.

NOTICE



Property damage

- Never install the appliance directly below a wall socket.
- Ensure that the power cable does not touch the appliance.

5.1.1 Installation in bathrooms

WARNING



Electrocution

When installing the appliance in rooms with a bath and/or shower, the appliance must only be connected to a standard safety socket outside safety zones 0, 1 and 2. The standard safety socket must be at least 600 mm away from a bath or shower.

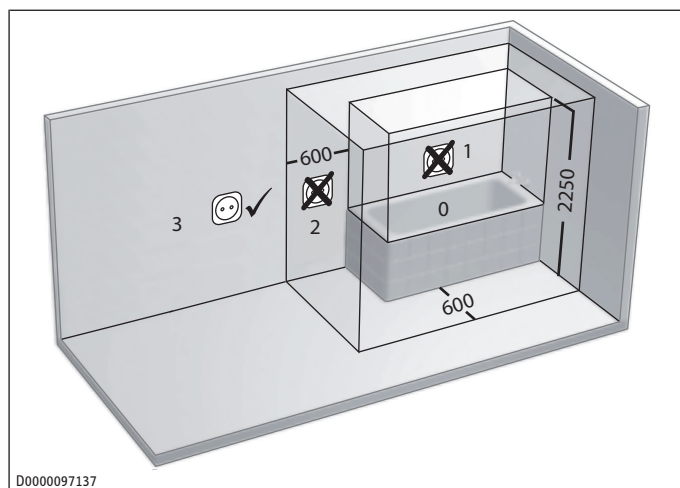
NOTICE



Property damage

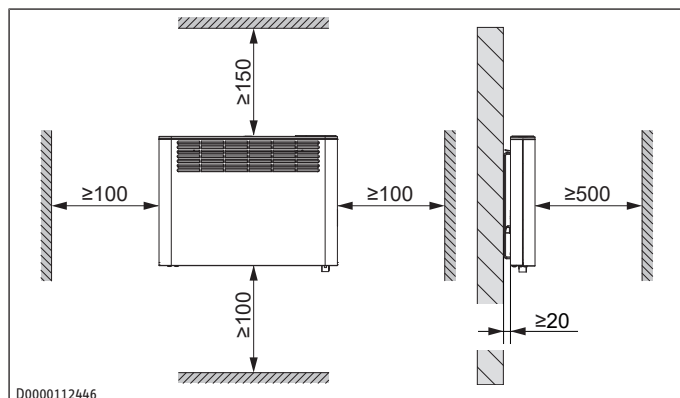
If installing the appliance in a bathroom, it must only be installed a sufficient distance away from a bathtub and/or shower. If water gets into electronic components and enclosures, a short circuit may occur or the appliance may be damaged.

- During installation, ensure that switches and other operating controls of the appliance cannot be touched by people who are in the bath or shower.

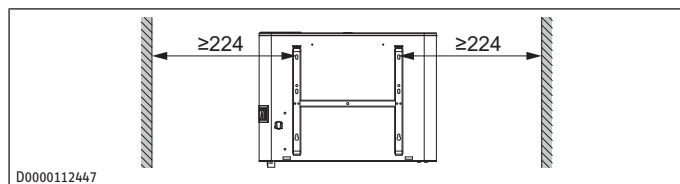


Electrical safety zones in the bathroom

5.1.2 Minimum clearances



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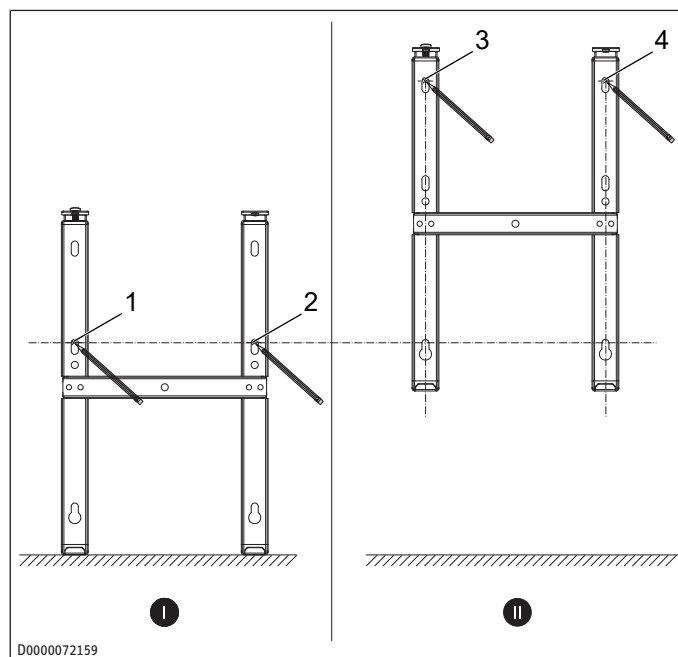
5.2 Installing the wall mounting bracket

The appliance is intended for wall mounting using the wall mounting bracket supplied.



- Only mount the appliance horizontally on the wall.
- The wall mounting bracket can be used as a template for wall mounting. This ensures sufficient clearance from the floor.

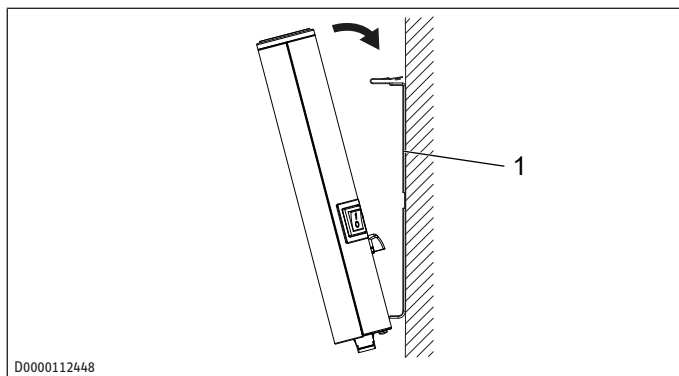
- Undo the locking screw.
- Push both hooks on the wall mounting bracket down and unhook the wall mounting bracket from the appliance.
- Place the wall retainer horizontally on the floor. Use a spirit level if the floor is uneven or sloping.



- ✓ There are no electric cables or pipes in the drilling area.

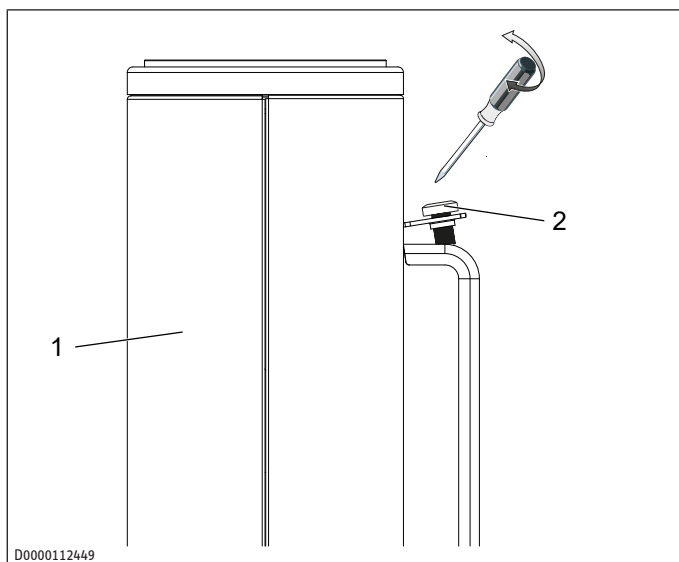
- Mark out holes 1 and 2 for drilling.
- Lift up the wall mounting bracket so that its lower slots match up with the drill hole markings on the installation wall.
- Mark out holes 3 and 4 for drilling.
- Drill the holes.
- Secure the wall mounting bracket with suitable fixing materials (screws, rawl plugs). Use the slots to compensate for any inaccuracies in the drill holes.

5.3 Installing the appliance



1 Wall mounting bracket

- ▶ Hook the appliance onto the bottom tabs of the wall mounting bracket by the slots in the back of the appliance.
 - ▶ Place the appliance in an upright position.
 - ▶ Push the appliance towards the supporting wall.
- ⇒ The appliance audibly snaps into place in the two upper springs on the wall mounting bracket.



1 Appliance

2 Locking screw

- ▶ Secure the appliance against unintentional release using the supplied locking screw on the left-hand side of the wall mounting bracket.

5.4 Electrical connection

WARNING



Electrocution

Incorrect electrical connection and installation work may lead to serious injury through electrocution and to appliance damage.

- ▶ Carry out all electrical connection and installation work in accordance with national and regional regulations.
- ▶ In the case of a permanent connection, ensure that the appliance can be disconnected from the power supply by an isolator with at least 3 mm omnipolar contact separation.
- ▶ Please note that installing the appliance with a fixed power cable is not permissible.
- ▶ Only an authorised electrician is allowed to make the permanent connection to a junction box.
- ▶ When connecting to an appliance junction box, guide the cable through a strain relief fitting.
- ▶ Connect the appliance to the earth conductor.
- ▶ Seal the trimmed cable ends again correctly with wire ferrules.

NOTICE



Property damage

If the appliance is not operated at the correct mains voltage, it will be damaged.

- ▶ Operate the appliance at the mains voltage stated on the type plate.
- ▶ Ensure the on-site supply cable has an adequate cross-section.



In a non-domestic environment and in case of particularly high demands on the appliance, such as permanent continuous operation, we recommend that the appliance is installed with a permanent connection to a junction box.

The appliance is delivered fully wired. The following electrical connections are permissible:

Connection to a standard safety socket with matching plug

- ▶ Ensure that the standard safety socket is easily accessible once the appliance has been installed.

Permanent connection to a junction box with earth conductor

- ▶ Trim the power cable so it leads directly to the junction box.
- ▶ Ensure that, after trimming the power cable, the appliance can still be removed from the wall without a problem.

6 Commissioning (qualified contractors)

The appliance is ready for operation as soon as it has been fixed to the wall and plugged into the mains.

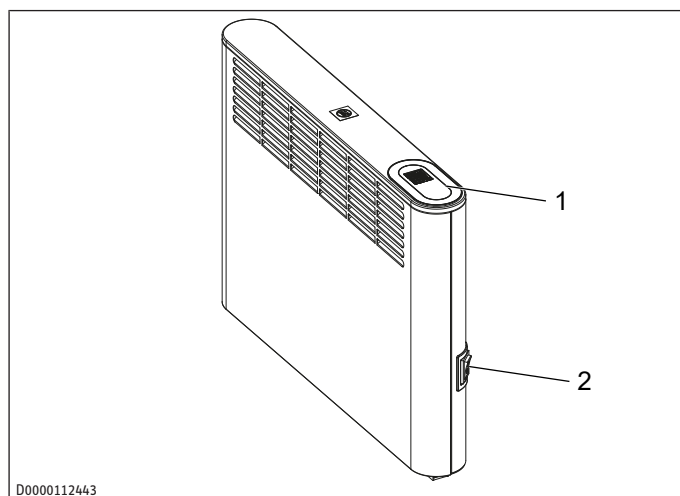
- ▶ Remove the protective film from the programming unit.



On initial start-up and after longer breaks in use, an odour may develop briefly after switching on.

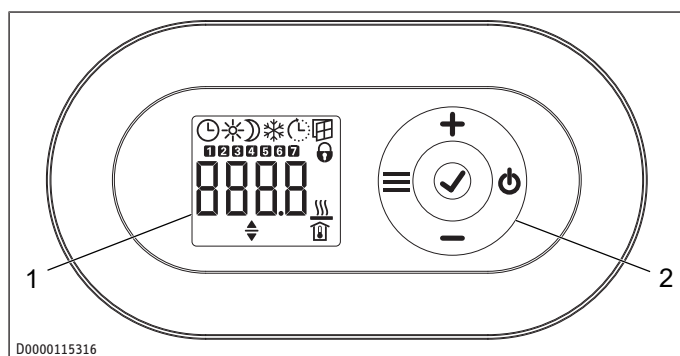
- Switch on the appliance using the ON/OFF switch.

7 Operation



1 Programming unit 2 ON/OFF switch

7.1 Programming unit



1 Display 2 Operating buttons

7.2 Operating buttons

But-ton	Designation	Description
	"Standby" button	Switch on the programming unit; Put programming unit and heating appliance into standby
	"OK" button	Selection; Confirm settings
	"Menu" button	Call up and exit menu
	"+" button	Call up menu items; Change settings
	"-" button	Call up menu items; Change settings

7.3 Display

If no button is pressed for 20 seconds, the backlighting switches off.

- Press any button to switch the backlighting back on.

Sym-bols	Description
	Time indication: Indication of the current time or a programmed start time

Sym-bols	Description
	Time program activated: The appliance heats in accordance with the enabled time program.
	Comfort mode: The appliance maintains the set comfort temperature. Default value: 21.0 °C. Use this setting for comfortable room temperatures when someone is present.
	Setback mode: The appliance maintains the selected setback temperature. Default value: 18.0 °C. Use this setting e.g. at night or when absent for several hours.
	Frost protection: The frost protection symbol is displayed if the room temperature is set to 7.0 °C. Use this setting to protect an unused room from frost damage.
	Adaptive start: With a time program activated, the heating appliance switching times are adjusted to ensure that the selected set room temperature is already reached by the programmed start time. Requirement: The "adaptive start" function is enabled (see chapter <i>Standard menu</i> [► 8]).
	Window-open detection: To avoid unnecessary energy consumption while airing the room, the appliance automatically switches to frost protection mode for one hour if a window is opened. The "Window-open detection" symbol flashes. After airing, frost protection mode can be terminated manually by pressing "+". The appliance then heats to the set room temperature again. Requirement: window-open detection is enabled (see chapter <i>Standard menu</i> [► 8]).
	Operating lock: To lock or unlock the operating buttons, press "+" and "-" simultaneously for 5 seconds.
	Heating enabled: The appliance is heating to maintain the set room temperature.
	Room temperature indication
	Editable parameter: The parameter shown can be changed using "+" and "-".
	Days of the week: 1 = Monday, 2 = Tuesday ... 7 = Sunday

7.4 Standby

NOTICE



Property damage

In standby mode, the appliance will not switch on the heating. There will be no frost protection.

- To switch on the programming unit, press "Standby".

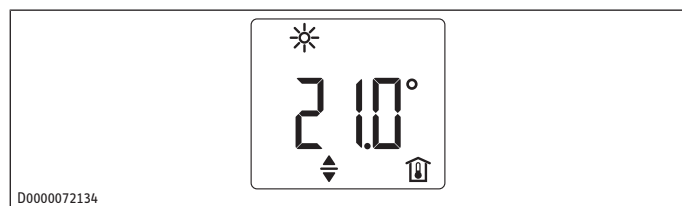
⇒ The default display appears.

- To put the programming unit and the heating appliance into standby, press "Standby".

⇒ The display shows "- - - -".

8 Settings

8.1 Default display



The default display is displayed continuously. If no user input is made for more than 20 seconds while in the menu, the appliance automatically switches to the standard display.

The default display shows the current set room temperature as well as the "Editable parameter" symbol. The "+" and "-" buttons can be used to change the set room temperature.

If the set room temperature corresponds to one of the values set for the comfort or setback temperature, the symbol for the corresponding operating mode (comfort mode, setback mode) appears in the menu bar.

The set room temperature can be changed manually when a time program is active. The new set room temperature is maintained until the next programmed switching point is reached.

8.2 Standard menu

- To call up the standard menu, press "Menu".

Menu items

Display	Description
	To select the day of the week and time: Days of the week: 1 = Monday to 7 = Sunday
	To set the comfort temperature: The comfort temperature must be set at least 0.5 °C higher than the setback temperature.
	To set the setback temperature: The setback temperature must be set at least 0.5 °C lower than the comfort temperature.
	To switch "Window-open detection" function on and off
	Select or deactivate (off) the time program (Pro1, Pro2, Pro3)
	To switch "Adaptive start" function on and off

Changing the menu item settings

- Call up the required menu item using "+" and "-".
- Press "OK".
- ⇒ The "Editable parameter" symbol appears.
- Change the menu item setting using "+" and "-".

- To save the setting, press "OK".
- To call up the standard menu, press "Menu".
- ⇒ The default display appears.

8.3 Configuration menu

Display	Description
I1-I2	Actual values
Pro1-Pro3	Time programs
P1-P5	Parameter

Calling up actual values, programming time programs and setting parameters

- To access the configuration menu, press and hold the "Menu" button for about 3 seconds.
- ⇒ The actual value I1 is displayed.
- Use "+" and "-" to switch between the individual actual values, time programs and parameters.
- To exit the configuration menu, press "Menu".
- ⇒ The default display appears.

8.3.1 Actual values

Display	Description	Unit
I1	Actual room temperature	[°C] [°F]
I2	Relative heating time (The counter can be reset via parameter P5)	[h]



The counter for relative heating time (I2) counts in full hours how long the appliance heats for. When the appliance is switched off, any heating phase of less than 60 minutes is not recorded.

8.3.2 Setting time programs (weekly timer)

Three time programs are available. Time programs Pro1 and Pro2 are pre-configured at the factory. Time program Pro3 can be set according to your individual requirements.

Display	Description
Pro1	Time program "Daily" - Repeated: Monday to Sunday
Pro2	Time program "Weekdays" - Repeated: Monday to Friday
Pro3	Time program "User-defined" - up to 14 comfort phases, user-configurable

- To use a time program, select the required time program in the standard menu (see chapter *Standard menu* [► 8]).
- When setting the time programs, ensure the day of the week and the time are set correctly.



The following applies to all time programs (Pro1, Pro2, Pro3):
If the end time is later than 23:59 h, the end time will automatically be moved to the next day of the week. The comfort phase is maintained past midnight and will end on the next day at the set end time.

Time programs Pro1 and Pro2

With time programs Pro1 and Pro2, you can specify the comfort mode start and end times. During the selected period, the appliance heats to the set comfort temperature. Outside this specified period, the appliance operates in setback mode. This results in a comfort phase and a setback phase, which are repeated daily (Pro1) or on every working day (Pro2).

These phases are factory-set as follows:

- 08:00 h - 22:00 h: Comfort mode
- 22:00 h - 08:00 h: Setback mode



When time program Pro2 is enabled, the appliance operates only in setback mode at weekends.

To configure comfort phases in time programs Pro1 and Pro2:

- ▶ In the configuration menu, call up the required time program using "+" and "-".
- ▶ Press "OK".
- ⇒ The start time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required start time.
- ▶ Press "OK".
- ⇒ The end time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required end time.
- ▶ To save the setting, press "OK".

Time program Pro3

You can use time program Pro3 to specify up to 14 separate comfort phases which are repeated weekly.

To configure a comfort phase in time program Pro3:

- ▶ In the configuration menu, call up the time program Pro3 using "+" and "-".
- ▶ Press "OK".
- ⇒ The display shows "3---".
- ▶ Press "OK".
- ⇒ A day of the week or a group of days is displayed.
- ▶ Use "+" and "-" to select the required day or group of days.
- ▶ Press "OK".
- ⇒ The start time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required start time.
- ▶ Press "OK".
- ⇒ The end time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required end time.
- ▶ Press "OK".
- ⇒ Comfort phase "3-01" has been configured.
- ▶ To configure a further comfort phase, use "+" and "-" in time program Pro3 to select display "3---". Proceed as describe above.

Resetting the time programs



Activating parameter P4 resets all time programs (Pro1, Pro2, Pro3) to the factory setting.

- ▶ To reset the selected comfort phases, activate parameter P4.

8.3.3 Parameter

Display	Description	Options
P1	Room temperature offset	± 3 °C / ± 5 °F
P2	Time format	12 h 24 h
P3	Units for temperature indication	°C °F
P4	Reset Time programs	on off
P5	Reset relative heating time	on off

Changing a parameter value

- ▶ Call up the required parameter using "+" and "-".
- ▶ Press "OK".
- ⇒ The "Editable parameter" symbol appears.
- ▶ Select the required parameter value using "+" and "-".
- ▶ Press "OK" to save the selected value.

P1: Room temperature offset

Uneven temperature distribution in the room can result in a differential between the displayed actual temperature I1 and the room temperature you measure. To compensate for this differential, a room temperature offset of ± 3 °C can be set with parameter P1.

Example: The appliance shows I1 = 21.0 °C. You have measured a room temperature of 20.0 °C. There is a differential of 1.0 °C.

- ▶ To compensate for the differential, select an offset of P1 = -1.0.

P2: Time format

Parameter P2 allows you to specify whether the time is displayed in the 12 hour or 24 hour format.

P3: Units for temperature indication

Parameter P3 is used to specify whether the room temperature is displayed in degrees Celsius [°C] or Fahrenheit [°F].

P4: Reset time programs

Activating parameter P4 resets all Time programs to the factory setting.

P5: Reset relative heating time

Activating parameter P5 resets the counter for relative heating time (I2).

9 Cleaning (users)

NOTICE



Property damage

If moisture enters the appliance, the electronic components may be damaged.

- ▶ Never spray cleaning spray into the air slot.
- ▶ Ensure that no moisture can enter the appliance.
- ▶ If a pale brownish discolouration appears on the appliance casing, wipe it off with a damp cloth.
- ▶ Clean the appliance when cold with ordinary cleaning products. Avoid abrasive or corrosive cleaning products.

10 Troubleshooting (users)

Fault	Possible cause	Remedy
Room does not get warm enough. Appliance does not get hot.	Temperature set too low on the appliance.	Check the selected room temperature. Adjust if necessary.
	No power supply.	Check position of the ON/OFF switch, RCD and fuse/MCB in your fuse box.
Room does not get warm enough although the appliance is hot.	Overheating. The high limit safety cut-out limits the heating output.	Eliminate the cause (dirt or obstructions at the air intake or outlet). Observe the minimum clearances.
	Heat demand of the room is higher than the appliance output.	Remedy heat losses (close windows and doors; avoid constant airing).
The room gets too hot.	Appliance temperature is set too high.	Check the selected room temperature. Adjust if necessary.
	Detected room temperature does not match actual room temperature.	Avoid obstructions to air flow between appliance and indoor air.
Window-open detection does not respond.	Appliance does not detect a pronounced temperature drop when airing. (Window-open detection requires a previously stable room temperature.)	After making settings on the appliance, wait a while until the room temperature has fully stabilised.
		Avoid obstructions to air flow between appliance and indoor air.
		Manually switch the appliance to standby while windows are open.
"Adaptive start" function does not work as required.	Window-open detection is not enabled.	Switch on window-open detection in the standard menu.
	This function is only effective when a time program is active.	Use the time programs for optimised heating convenience.
	Severely fluctuating room temperature or the appliance learning procedure has not been completed.	Wait a few days for the behaviour to stabilise.
	"Adaptive start" function is not enabled.	Switch on the "Adaptive start" function in the standard menu.

Fault	Possible cause	Remedy
The display shows "Err" or "E...".	Internal fault detected.	Notify a qualified contractor.

- If you cannot remedy the fault, contact your qualified contractor.
- To facilitate and speed up your enquiry, please provide the qualified contractor with the number from the type plate.

11 Troubleshooting (qualified contractors)

To prevent hazards, the power cable must only be replaced (for example if damaged) by a qualified contractor authorised by the manufacturer, using an original spare part.

12 Shutting down the system

- Use the ON/OFF switch to switch the appliance off when not in use for longer periods (e.g. during the summer months).

All settings remain intact after switching off or after an interruption to the power supply. A power reserve in the appliance ensures that the day of the week and the time are saved for several hours.

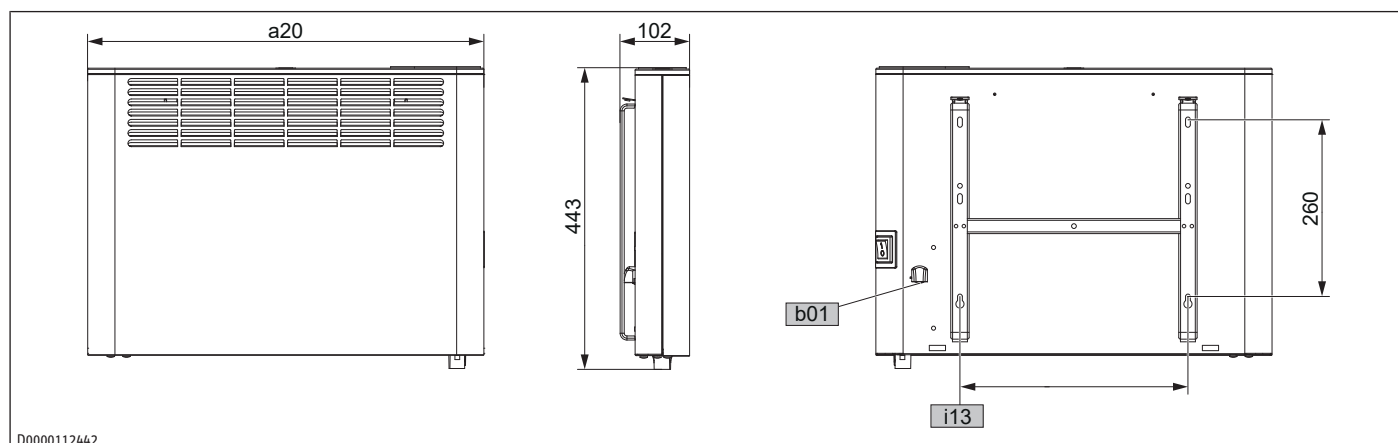
If the appliance has been switched off for a longer time with a time program activated, you will be prompted to set the day and time after switching it back on. Until this setting is made, the appliance will operate in comfort mode.

13 Removal

- Isolate all poles of the appliance from the power supply.
- Undo and remove the locking screw from the wall mounting bracket.
- To release the appliance, push down the springs at the top of the wall mounting bracket.
- Tilt the appliance forwards.
- Lift the appliance off the bottom tabs on the wall mounting bracket.
- To remove the wall mounting bracket, undo and remove the fixing screws from it.

14 Specification

14.1 Dimensions and connections



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				CNS 1000 Plus LCD (AU)	CNS 1500 Plus LCD (AU)	CNS 2000 Plus LCD (AU)
a20	Appliance	Width	mm	426	582	738
b01	Entry electrical cables					
i13	Wall mounting bracket	Horizontal hole spacing	mm	179	335	491

14.2 Data table

		CNS 1000 Plus LCD (AU)	CNS 1500 Plus LCD (AU)	CNS 2000 Plus LCD (AU)
		207539	207540	207541
Electrical data				
Connected load	W	1000	1500	2000
Power supply		1/N/PE ~240 V	1/N/PE ~240 V	1/N/PE ~240 V
Rated current	A	4.2	6.3	8.3
Frequency	Hz	50/-	50/-	50/-
Dimensions				
Height	mm	443	443	443
Width	mm	426	582	738
Depth	mm	102	102	102
Weights				
Weight	kg	4.9	6	7.7
Versions				
Frost protection setting	°C	7	7	7
Version	Wall mounted appliance	Wall mounted appliance	Wall mounted appliance	Wall mounted appliance
IP rating	IP24	IP24	IP24	IP24
Protection class	I	I	I	I
Colour	white (similar to RAL 9003)	white (similar to RAL 9003)	white (similar to RAL 9003)	white (similar to RAL 9003)
Values				
Setting range	°C	5-30	5-30	5-30

15 Warranty

Warranty Stiebel Eltron Australia Only - According to national regulations in Australia

Stiebel Eltron Warranty for Hand Dryers & Space Heaters

Who gives the warranty

- The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 294 Salmon Street, Port Melbourne, Victoria, 3207 ("we", "us" or "our").

The warranty

- This warranty applies to Stiebel Eltron Hand Dryers and Space Heaters (the "unit").
- 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, and you make a valid warranty claim in accordance with this warranty, during the warranty period.

- 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.
- The warranty period commences on the date of purchase of the unit. Where the date of purchase is not known, then the warranty period will commence 2 months after the date of manufacture.
- 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 purchase of the unit.

Your entitlement to make a warranty claim

- You are entitled to make a warranty claim if:
 - you own the unit or if you have the owner's consent to represent the owner of the unit;

- you contact us within a reasonable time of discovering the problem with the unit and in any event within 30 days.

How you make a warranty claim

- To make a warranty claim you must provide us with the following information:
 - The model number of the unit;
 - A description of the problem with the unit;
 - The name, address and contact details (such as phone number and e-mail address) of the owner;
 - The address where the unit is installed and the location (e.g. in living room);
 - The serial number of the unit;
 - The date of purchase of the unit and the name of the seller of the unit;
 - The date of installation of the unit where appropriate;
 - A copy of the certificate of compliance when the unit was installed where appropriate.
- The contact details for you to make your warranty claim are:

Name:	Stiebel Eltron (Aust) Pty Ltd
Address:	294 Salmon 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-eltron.com.au
- We will arrange a suitable time with you to inspect and test the unit.

Warranty exclusions

- We may reject your warranty claim if:
 - The unit was not installed by registered and qualified tradespeople, where required.
 - The unit was not installed and commissioned:
 - in Australia;
 - in accordance with the Operating and Installation Guide; and
 - in accordance with the relevant statutory and local requirements of the State or Territory in which the unit is installed.
 - The unit has not been operated or maintained in accordance with the Operating and Installation Guide.
 - The unit does not bear its original Serial Number or Rating Label.
 - The unit was damaged by or is faulty due to any or any combination of the following:
 - normal fair wear and tear;
 - connection to an incorrect power supply;
 - connection to faulty equipment, such as faulty circuit breaker;
 - accidental or malicious damage;
 - act of God, including damage by flood, storm, fire, lightning strike, cyclones, earthquakes, natural disasters or other similar actions of the elements;
 - wiring not to AS3000 Standards;
 - ingress of vermin.
 - The unit was damaged before it was installed e.g. it was damaged in transit.

- An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.
 - Non genuine parts other than those manufactured or approved by us have been used on the unit.
- We may charge you:
 - for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.
 - 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 or not readily accessible for inspection.
 - for any extra costs of our authorised service technician to make the unit safe for inspection.
 - You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.
 - Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your own cost.
 - If we reject your warranty claim in accordance with clause 11, we may charge you for our authorised service technician's labour costs to inspect and test the unit.
 - In order to properly test the unit we may remove it to another location for testing.

Australian Consumer Law

- 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.
- The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.

16 Environment and recycling

- Dispose of the appliances and materials after use in accordance with national regulations.



- If a crossed-out waste bin is pictured on the appliance, take the appliance to your local waste and recycling centre or nearest retail take-back point for reuse and recycling.



This document is made of recyclable paper.

- Dispose of the document at the end of the appliance's life cycle in accordance with national regulations.

STIEBEL ELTRON Australia Pty. Ltd.
294 Salmon Street | Port Melbourne VIC 3207 | Australia
info@stiebel-eltron.com.au | www.stiebel-eltron.com.au



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