General Installation and Warranty Terms
Operator's manual

Upright electric water heater
High-performance upright water heater
Multipurpose water heater
Auxiliary gas water heater
Built-in water heater
Solar upright water heater
Double-jacket upright water heater
Horizontal water heater

Please provide this document to the user

Dear customer,

You have selected our water heater for heating your water.

Thank you for the confidence you have shown in us.

You have purchased an attractive unit which was constructed according to the state of the art and which meets all the appropriate regulations. Our continuously developed and improved enameling as well as constant quality inspection during production give our water heaters technical advantages that will serve you for years to come.
Our CFC-free insulation ensures extraordinarily low standby-energy consumption.
Installation and startup should be performed only by an authorized installer according to this guide.
This short brochure contains all the essential instructions for proper installation and operation. Nevertheless, allow your installer to explain the function of the appliance and how to operate it. Of course you may also contact our customer service and sales department for any questions you have.
Please read these instructions carefully and in full. Keep them in a safe place and pass them on to any subsequent user.

We hope you enjoy your upright or horizontal water heater.

1. OPERATING REQUIREMENTS AND IMPORTANT NOTES

This appliance is intended only for heating water within enclosed spaces and may be installed only by approved specialists (in accordance with the relevant norms, such as ÖNORM B2531-1).
The appliance may be used only under the conditions specified on the specification label (such as: ÖNORM H 5195-1).
The tanks are intended for use only under the conditions specified on the specification label.

In addition to the legally recognized national regulations and norms (Austria: ÖVE, ÖNORM, etc.), the connection requirements of the local electric and water utility companies as well as the installation and operation manual must be adhered to. The hot water preparation must conform to the prevailing norms (such as ÖNORM H 5195-1).

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°.

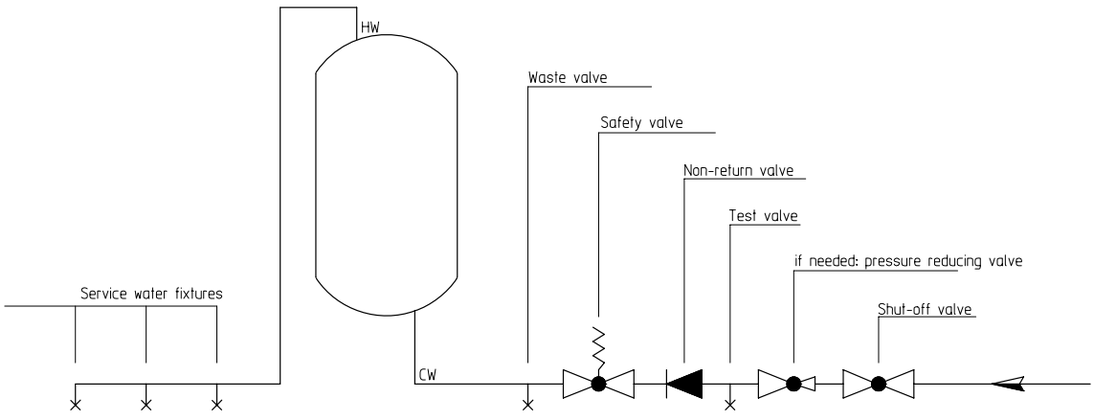
2. SERVICE WATER CONNECTION (PRESSURE-TIGHT)

All water heaters which indicate a rated pressure of 10 bar (formerly: atü or kp/cm^2) on the specification label (in Switzerland 6 bar) are pressure-tight tanks and can be plumbed pressure-tight with the corresponding line pressure (in Switzerland 6 bar).

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 B2531-1 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 B2531-1:



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 1988-8 or ÖNORM B 2531-1.
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

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).

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.

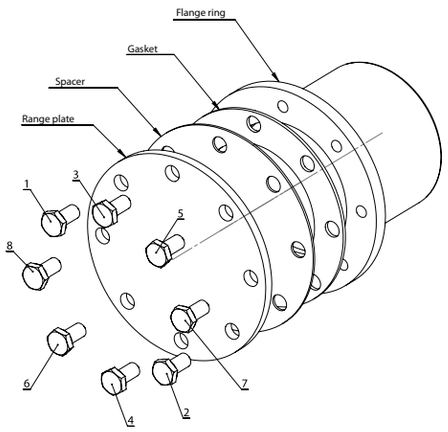
Due to the hysteresis of the thermostat (±7 °K) and potential dissipation losses (cooling of the pipelines) the temperatures can deviate by ±10 °K.
If the water heater is heated via its heat exchanger, ensure that the hot water temperature cannot exceed 85 °C under any circumstances, as it could trigger the safety temperature limiter of the electric heater, and shut the heater down.

Important: all built-in metallic parts, such as coiled radiators, finned tube ribbed pipe radiators and/or integrated heaters, are to be installed after being electrically insulated with respect to the storage tank. To protect the built-in parts from corrosion, contact resistance of approx. 600 Ω is to be provided (unless already installed in the parts in the factory).

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.



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 three 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 bare-tube heat exchanger is not used when operating the water heater (such as when electric heating only is used), fill it completely with an appropriate glycol mixture to prevent corrosion caused by the resulting condensed water. The filled bare-tube heat exchanger is not permitted to be closed off at both ends after filling (expansion pressure caused by temperature rise).

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, firsts 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 is 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 electrochemical 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.
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 external current anode has a virtually unlimited service life. Its function must be checked regularly via the control lamp. The lamp indicates two operating conditions:
Green: Everything is OK.
Flashing red: Fault, contact customer service!

The connection cables of the external current anode may not be extended or cut under any circumstances, as this could result in reverse polarity or malfunctions of the anode. Ensure also that a continuous power supply is guaranteed.

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 empties 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 vales on the connected fittings.
Partial emptying can also be accomplished through the safety valve into the expansion water funnel (drip catch). For this the safe 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.

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 (in Switzerland more than 6 bar) 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 18 Nm - 22 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) To make a proper warranty claim as provided for by the manufacturer, the installed sacrificial anode must have been inspected and this inspection documented by a technician at intervals of no more than 2 operating years. During maintenance works, it is advisable to open the cleaning and service flange in order to check the tank for any possible washing-in of foreign objects and contaminations, and to remove these if necessary.
The external current anode has a virtually unlimited life expectancy. Its function must be regularly checked by noting the inspection lamp. This indicates two conditions:
green: System OK.
flashing red: Fault: Contact customer service! No corrosion protection is active!
The prerequisite for proper function is that the container is filled with water.
Conductivity of at least 150 µs is required to ensure that the external current anode functions properly.

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. For proper operation of the water heater a corresponding potable water quality which meets national codes and laws (such as the Federal Ordinance on the Quality of Drinking Water TWV; Federal Law Gazette II Nr. 304/2001) must be used.

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 $I_{\Delta N} \leq 30mA$ 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.

WARRANTY, GUARANTEE AND PRODUCT LIABILITY

Warranty is made according to the legal provisions of the Republic of Austria and the EU.

1. The prerequisite for honoring of warranty terms on the part of the manufacturer (hereinafter referred to as Manufacturer) is presentation of a paid invoice for the purchase of the appliance in question, whereby the identity of the appliance including model and fabrication number must be indicated on the invoice and presented by the claim applicant. The General Terms and Conditions, Terms and Conditions of Sale and Delivery of the manufacturer shall apply exclusively.

2. The assembly, installation, wiring and startup of the appliance in question must, to the extent that this is prescribed legally or in the installation and operation guide, have been performed by an authorized electrical technician or installer who has followed all the required regulations. The hot water tank (excluding outer jacket or plastic cover) must be protected from exposure to direct sunlight to prevent discoloration of the polyurethane foam and possible cracking of plastic parts.

3. The area in which the appliance 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. 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. 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 in the context of product liability.

4. Warranty claims will not be honored for:
inappropriate transport, normal wear and tear, intentional or negligent damage, use of force of any kind or description, mechanical damage or damage caused by frost or also by exceeding the operating pressure stated on the rating plate, even if only once, use of connection fittings that do not comply with the standard, use of defective tank connection fittings and unsuitable and defective service fittings. Breaking of glass and plastic components, possible colour differences, damage due to improper use, in particular non-observance of the mounting and operating instructions (Operating and Mounting Instructions), damage by external influence, connecting to incorrect voltage, corrosion damage as a consequence of aggressive waters (water not suitable for drinking) in accordance with the national regulations (e.g. Austrian ordinance on drinking water, TWV – Fed. Law Gazette II No. 304/2001), deviations between the actual drinking water temperature at the tank fitting and the specified hot water temperature of up to 10°K (hysteresis of the controller and possible cooling due to pipelines), Continued use, despite the occurrence of a defect, unauthorised modifications to the device, installation of additional components that were not tested together with the device, improperly carried out repairs, Insufficient water conductivity (min. 150 µs/cm) operational wear of the magnesium anode (wearing part), natural formation of boiler scale, lack of water, fire, flood, lightning, overvoltage, power failure or other types of force majeure. Use of non-original and company-external components such as e.g. heating elements, reactive anode, thermostat, thermometer, ribbed tube heat exchanger, etc., Parts installed in an uninsulated condition with respect to the storage tank, ingress of foreign particles or electrochemical influences (e.g. mixed installations), failure to observe the design documents, unpunctual and undocumented renewal of the installed protective anode, no or improper cleaning and operation, as well as any deviations from the standard that reduce the value or functionality of the device only slightly. Fundamental compliance with all regulations in ÖNORM B 2531, DIN 1988 (EN 806), DIN 1717, VDI 2035 or the corresponding national regulations and laws must be ensured.

5. A justified claim must be reported to the closest customer service location of the manufacturer. The latter reserves the right to replace or repair a defective part or to decide whether a defective appliance shall be replaced with a working one of equal value. The manufacturer furthermore expressly reserves the right to require that the purchaser return the appliance in question. The time of a repair or a replacement is determined by the production.

6. Repairs made under warranty are to be performed only by persons authorized by the manufacturer. Replaced parts become the property of the manufacturer. If any repairs to the water heater become necessary as part of necessary service work, these are charged at the cost of repair and prorated material cost.

7. Any work performed without our express order, even this is done by an authorized installer, will void the warranty. Assumption of the costs for repairs performed by third parties presumes that the manufacturer was requested to eliminate the defect and did not or did not in timely fashion meet his obligation for replacement or repair.

8. The warranty period will not be renewed or extended as a result of a guarantee and warranty claim, service or maintenance work.

9. Transport damage will only be inspected and if appropriate recognized if it has been reported in writing to the manufacturer no later than the weekday following delivery.

10. Claims exceeding the terms of the warranty, in particular those for damage and consequential damages, are precluded insofar as these are legally permissible. Pro rata work times for repairs as well as the costs for restoring the equipment to its original condition must be paid in full by the purchaser. The guarantee provided extends according to this guarantee declaration only to the repair or replacement of the appliance. The provisions of the Terms of Sales and Delivery of the manufacturer remain, insofar as they are not altered by these guarantee conditions, fully in effect.

11. There is a charge for services provided outside of the context of these guarantee conditions.

12 In order for a warranty claim to be honored by the manufacturer, the appliance must be paid for in full to the manufacturer and the claimant must have met all his obligations to his vendor in full.

13. The enamelled internal boiler for water heaters is warranted for the specified period from the delivery date provided all warranty terms described under Points 1 to 12 are observed with in full. If the warranty terms have not been met, the legal warranty requirements of the respective country from which the appliance was shipped shall prevail.

14. Claim satisfaction according to prevailing Austrian Product Liability Law:
Claims for compensation under the title of product liability are only justified if all prescribed measures and necessities for fault-free and approved operation of the appliance have been met. This includes among other things the prescribed and documented anode replacement, connection to proper operating voltage, prevention of damage due to improper use, etc. From these conditions it can be concluded that if all requirements are met (norms, installation and operation guide, general guidelines, etc.), the device or product fault resulting in the secondary damages would not have occurred. Furthermore it is mandatory that for processing of the claim the necessary documentation such as the part number and manufacturing number of the water heater, the seller's invoice and that of the executing license holder as well as a description of the malfunction for a laboratory study of the appliance in question (absolutely required, since a specialist will study the appliance and analyze the cause of failure) be provided. To prevent misidentification of the water heater during transport, it must be marked with a highly visible and legible marking (preferably including address and signature of the end customer). Corresponding pictorial documentation indicating the extent of the damage, the installation (cold water line, hot water outlet, heating outgoing and return, safety fixtures, expansion tank if present) as well as the defect location on the water heater is also required. Furthermore the manufacturer reserves the express right to require that the purchaser provide all the documents and equipment and equipment parts necessary for clarification. The prerequisite for performing services under the title of product liability is that it is the claimant's obligation to prove that the damage was caused by the manufacturer's product. Damage compensation according to the Austrian Product Liability Law is subject to a 500 Euro deductible. Until the entire matter is clarified and the circumstances as well as determination of the causal factors are established, the manufacturer is held faultless. Non-observance of the operating and installation guide and/or the relevant norms is considered negligent and will result in a liability disclaimer within the scope of compensation for damages.

The illustrations and data are not binding and may be modified without notice when technical improvements are made.
Subject to printing errors and technical changes.
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