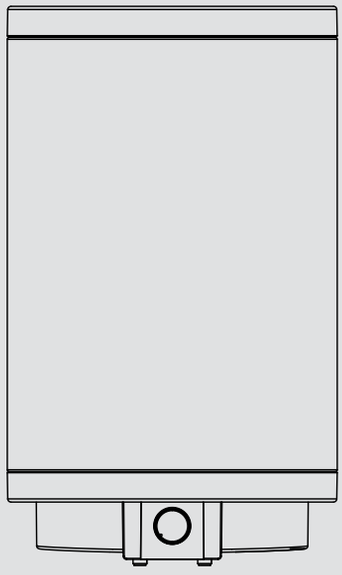
OPERATION AND INSTALLATION

Wall-mounted DHW cylinder

» PSH 20 Plus
» PSH 30 Plus



STIEBEL ELTRON

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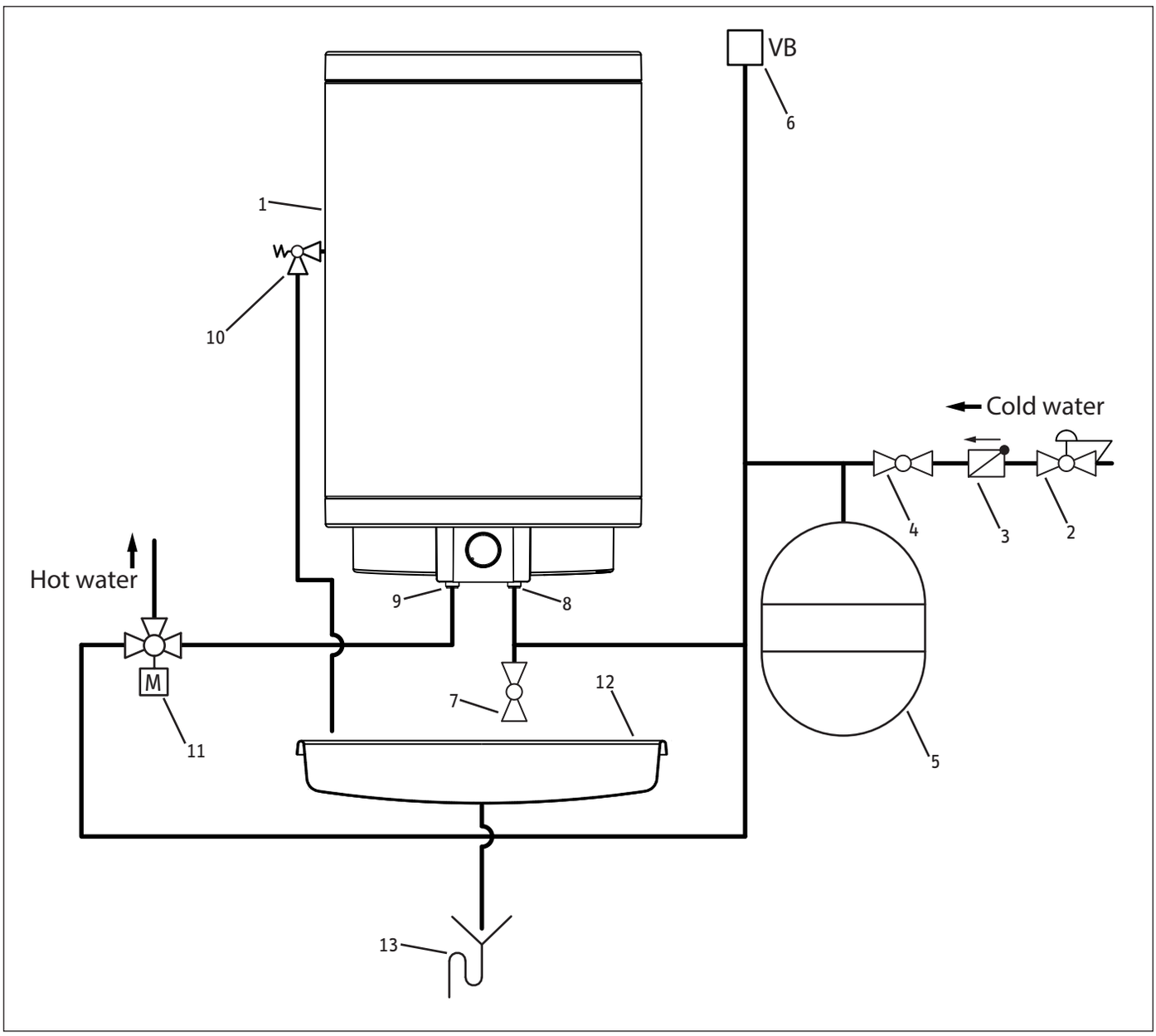
SPECIAL INFORMATION

- Only use a permanent connection to the power supply. The appliance must be able to be separated from the power supply by a circuit breaker that disconnects all poles.
- Mount the appliance in position as described in chapter 10, “Preparations”, pg. 7.
- Observe the maximum permissible pressure (see chapter 16.4, “Data table”, pg. 13).
- Drain the appliance as described in the chapter 15.1, “Draining the appliance”, pg. 10.
- Size the drain so that water can drain off unimpeded when the T&P relief valve is fully opened.
- Plumb the discharge pipe of the T&P relief valve with a constant downward slope and in a room free from the risk of frost.
- The safety valve discharge opening must remain open to the atmosphere. Do not immerse it in water.

Suggested plumbing schematic for PSH Plus



1 PSH Plus
2 Pressure reducing valve (70 psi [0.48 MPa], required, not provided)
3 Check valve (recommended, not provided)
4 Ball valve (recommended, not provided)
5 Expansion tank (required, not provided)
6 Vacuum breaker (required, not provided)
7 Boiler drain valve (recommended, not provided)
8 Cold water inlet
9 Hot water outlet
10 Temperature & pressure (T&P) relief valve (150 psi [1.03 MPa], provided)
11 Mixing valve (recommended, not provided)
12 PSH drain pan (recommended, not provided)
13 Drain

OPERATION

1. General information

The chapters "Operation" and "Special Information" are intended for both the user and qualified technicians.

The chapter "Installation" is intended for qualified technicians.

Note
Read these instructions carefully before using the appliance and keep them for future reference.
Pass on the instructions to a new user if required.

1.1 Safety instructions

1.1.1 Structure of safety instructions

KEYWORD Type of risk
Here, possible consequences are listed that may result from failure to observe the safety instructions.
▶ Steps to prevent the risk are listed.

1.1.2 Symbols, type of risk

Symbol	Type of risk
	Injury
	Electrocution
	Burns

1.2 Other symbols in this documentation

Note
General information is identified by the symbol shown on the left.
▶ Read these texts carefully.

Symbol	Meaning
	Material losses (appliance and collateral losses, environmental pollution)
	Appliance disposal

2. Safety

2.1 Intended use

The appliance is intended for heating domestic hot water and can supply one or more tapping points.

This appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in a non-domestic environment, e.g. in a commercial setting, as long as it is used in the same way.

Any other use beyond that described shall be deemed inappropriate. Using the appliance for heating fluids other than water or water supplemented with chemicals, such as brine, is also deemed inappropriate.

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

WARNING
To reduce the risk of excessive pressures and temperatures in this water heater, install temperature and pressure protective equipment required by local codes and no less than a combination temperature and pressure relief valve certified by a nationally recognized testing laboratory that maintains periodic inspection of production of listed equipment or materials, as meeting the requirements for Relief Valves and Automatic Gas Shut-off Devices for Hot Water Supply Systems, ANSI Z21.22. The valve must be marked with a maximum set pressure not to exceed the marked maximum working pressure of the water heater, and orient it or provide tubing so that any discharge from the valve exits only within 6 inches above, or at any distance below, the structural floor, and does not contact any live electrical part. The discharge opening must not be blocked or reduced in size under any circumstances.

2.2 General safety instructions

WARNING Burns
During operation, the tap and T&P relief valve can reach temperatures in excess of 140°F (60°C).
There is a risk of scalding at outlet temperatures in excess of 109°F (43°C).

Material losses
The user should insulate the water lines and the T&P relief valve to protect them from freezing.

Note
The appliance is under pressure. During the heat-up process, water will expand and increase in pressure. Without an expansion vessel, the water will drip from the T&P relief valve.
▶ Ensure that an expansion vessel is installed in line with the water heater.
▶ If water continues to drip when heating is completed, please inform the installer.

2.3 Test symbols

See the type plate on the appliance for testing information and certification details.

3. Register your product

You must register this product within 90 days of purchase on our web site in order to activate the standard warranty or to be eligible for the extended warranty. Go to our web site at www.stiebel-eltron-usa.com and click on "Register Your Product".

Before beginning the registration process, we suggest that you gather the necessary information which will be as follows:

Type, Example: PSH 30 Plus (from label that is on the unit)
Number listed after "Nr."
Place of Purchase
Purchase Date
First & Last Name
Email address
Physical Address
Phone Number
Installation Date

IF YOU HAVE ANY QUESTIONS CONCERNING THE REGISTRATION PROCESS OR WARRANTY OPTIONS, PLEASE CONTACT STIEBEL ELTRON USA DIRECTLY AT (800)582-8423.

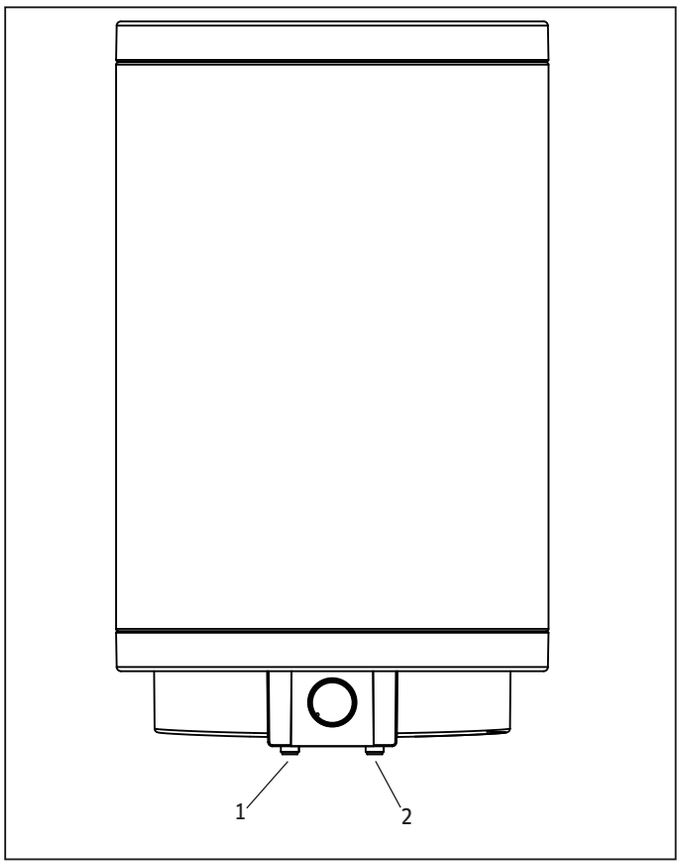
4. Appliance description

The appliance heats DHW using an electric resistance element. You can adjust the temperature using the temperature knob. The water is heated automatically to the required temperature.

The internal steel cylinder is coated with special "Co Pro" enamel and is equipped with a sacrificial anode. The anode protects the interior of the tank from corrosion. When the sacrificial anode becomes worn, it will need to be replaced.

Frost protection

The appliance is also protected against freezing by the temperature setting "*", provided that the appliance is supplied with power. The appliance switches on when necessary and heats the water to avoid freezing. The frost protection measure does not protect the water supply lines and the T&P relief valve from freezing.

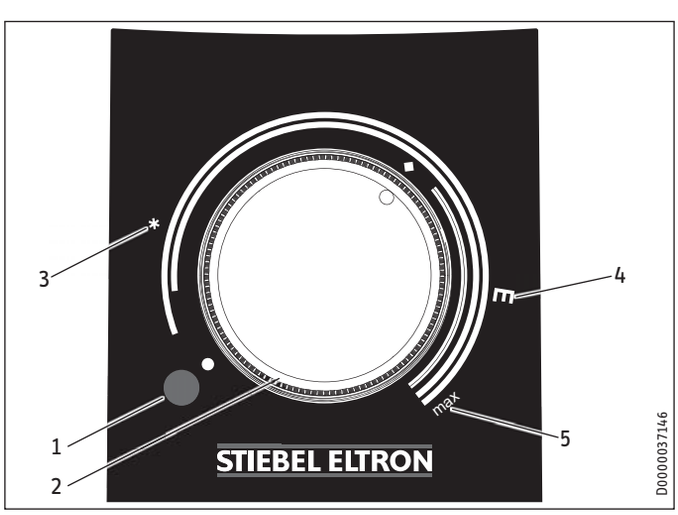


1 Hot water outlet stub
2 Cold water inlet stub

5. Settings

The temperature can be freely adjusted. It is factory set to 125°F (52°C).

Turn the knob clockwise to increase the temperature setting, and counter-clockwise to decrease it.



1 ON/OFF indicator
2 Temperature knob
3 Frost protection
4 Recommended energy saving position, low scaling, 140°F (60°C)
5 Maximum temperature setting, 167°F (75°C)

Depending upon the system, the actual water temperatures at the tapping points may be lower than the set value.

WARNING Burns
There is a risk of scalding at outlet temperatures in excess of 109°F (43°C).
Setting the temperature above 125°F (52°C) is not recommended without the installation of a mixing valve.

ON/OFF indicator

The ON/OFF indicator illuminates when water is being heated.

5.1 Holiday and absence

- If the appliance will not be used for a few days, set the temperature knob to a position between the frost protection and energy saving settings.
- If the appliance is not to be used for a longer period, set it to frost protection to conserve energy. If there is no risk of frost you may disconnect the appliance from the power supply.
- To protect against Legionella, heat the water once 140°F (60°C) before using hot water again.

6. Cleaning, care and maintenance

- Have the electrical safety of the appliance and the function of the T&P relief valve regularly checked by a qualified technician.
- Have the sacrificial anode initially checked by a qualified technician after the first year. The qualified technician should then determine the intervals at which it must be checked thereafter.
- Never use abrasive or corrosive cleaning agents. A damp cloth is sufficient for cleaning the exterior of the appliance.

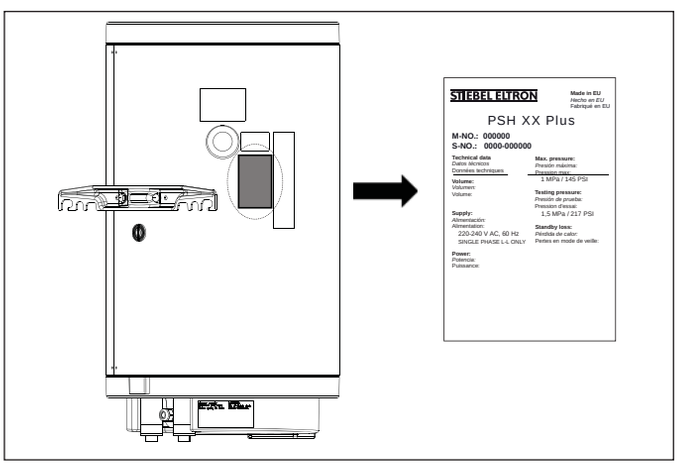
Scaling

- Almost every type of water will deposit lime at high temperatures. This settles inside the appliance and affects both the performance and service life. The heating elements must therefore be descaled from time to time. A qualified technician who knows the local water quality will tell you when the next service is due. Contact the water supplier or local plumbing inspector for additional information.
- Check the taps/faucets regularly. You can remove lime scale deposits at the outlets using commercially available descaling agents.
- Regularly activate the T&P relief valve to prevent it from becoming blocked e.g. by lime scale deposits.

7. Troubleshooting

Problem	Cause	Remedy
The water does not heat up and the ON/OFF indicator does not illuminate.	There is no power.	Check the fuses/circuit breakers in your fuse box.
The water does not heat up sufficiently and the ON/OFF indicator is illuminated.	The temperature is set too low.	Select a higher temperature.
	The appliance is heating, for example, after large amounts of DHW have been drawn.	Wait until the ON/OFF indicator goes out.
The flow rate is low.	The aerator in the tap or shower head is scaled up or contaminated.	Clean and/or descale the aerator or shower head.

If you cannot remedy the fault, notify your qualified technician. To facilitate and speed up your inquiry, please provide the numbers from the type plate (000000 and 0000-000000):



INSTALLATION

8. Safety

Only a qualified technician should carry out installation, commissioning, maintenance and repair of the appliance.

8.1 General safety instructions

We guarantee trouble-free function and operational reliability only if original accessories and spare parts intended for the appliance are used and if the installation is performed as described in this manual.

8.2 Instructions, standards and regulations

Note
Observe all applicable national, state and local regulations and instructions.

9. Appliance description

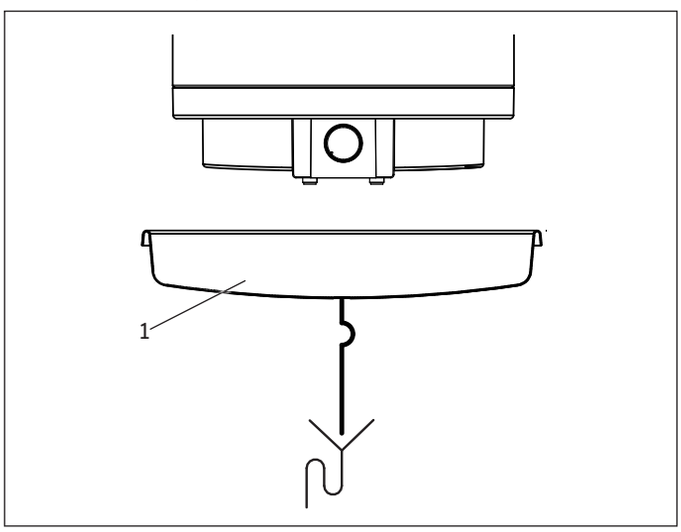
9.1 Standard delivery

The following are delivered with the appliance:

- T&P relief valve

9.2 Accessories

- PSH Plus drain pan



1 PSH Plus drain pan

The optional drain pan can be mounted below the appliance. The drain pan will route away water from an activated T&P relief valve or a leaking appliance.

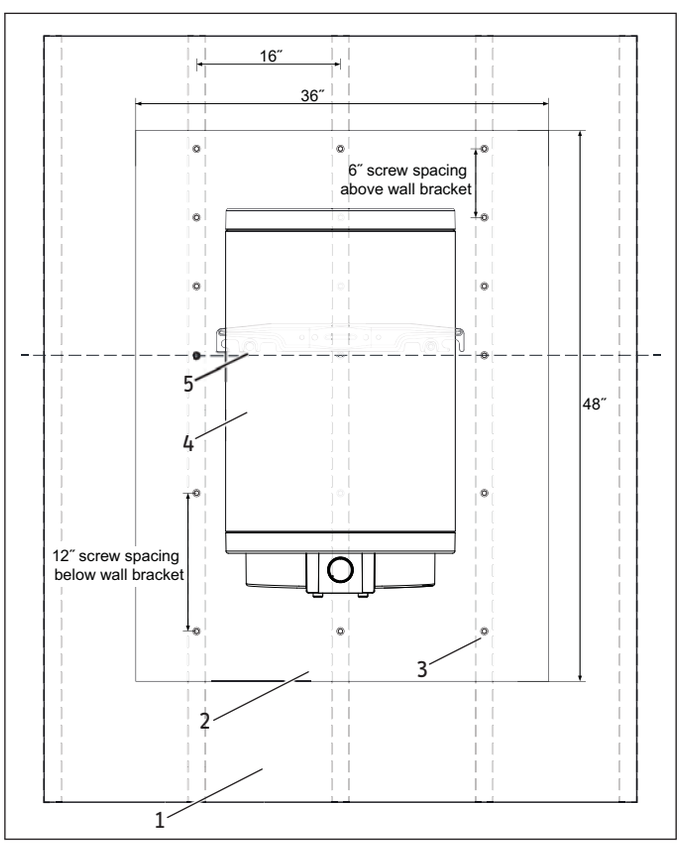
10. Preparations

Material losses
Mounting a water heater that does not meet the structural requirement needed may lead to significant damage to the water heater and the installation location.
Ensure that all fasteners used are of sufficient penetration depth into a suitable material to support the full weight of the appliance with an acceptable additional factor of safety.

Before installing the appliance, ensure that the mounting location will sufficiently hold the filled weight of the appliance with a factor of safety of at least 50%. Consult a qualified installer or a structural engineer to evaluate whether the appliance can be safely mounted in the desired location. Failure to properly evaluate the installation location for structural integrity could result in damage to the water heater and the installation location.

10.1 Installation site

The instructions below describe the mounting process for an installation space with wooden studs. If the appliance will be installed in a space without wooden studs, follow a similar construction procedure with comparable weight and loading considerations. Consult Stiebel Eltron for more information if you are unsure about mounting the appliance with the materials you have at hand.



1 Stud (wood, 16″ on center)
2 ¾″ plywood sheet
3 Wood screws (at least #10 x 2½″ long)
4 PSH Plus
5 Tee nut, washer, & ½″ bolt

Note
Ensure that the temperature knob will be accessible from the front when the appliance is secured in place.

The appliance is designed to be permanently wall-mounted to a solid surface. Ensure the wall offers adequate load bearing capacity. Consult the specification table for the filled weight of your appliance.

There should be a suitable drain near the appliance to drain off water in the case of activation of the T&P relief valve.

Always install the appliance vertically in a room free from the risk of freezing and as close as possible to the draw-off points.

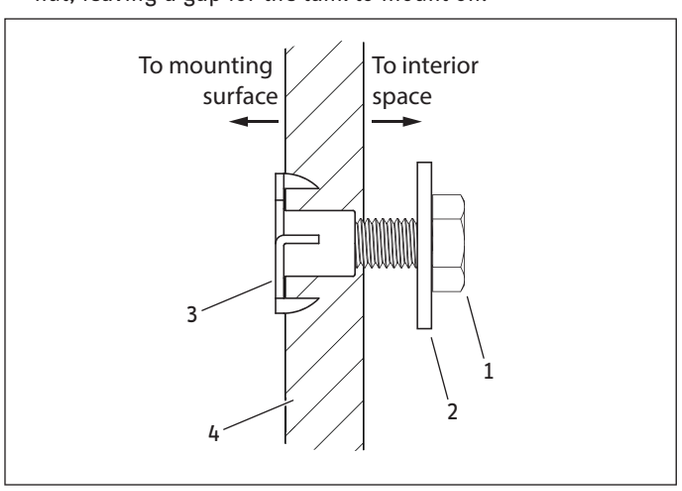
The appliance may not be fitted in a corner since the screws for fixing the appliance to the wall must remain accessible.

10.2 Securing the plywood backing sheet

This procedure calls for mounting a ¾″ plywood sheet to the wall attaching to at least 3 wooden studs, or another wall surface using comparable means. Mount the appliance to the plywood sheet using ½″ diameter fasteners.

▶ Transfer the dimensions for the holes to be drilled on the plywood sheet (see chapter 16.1, “Dimensions and connections”, pg. 11).

▶ Drill a hole in the plywood to fit the ½″ tee nuts into the back side of the sheet. Thread the ½″ bolt and washer into the tee nut, leaving a gap for the tank to mount on.

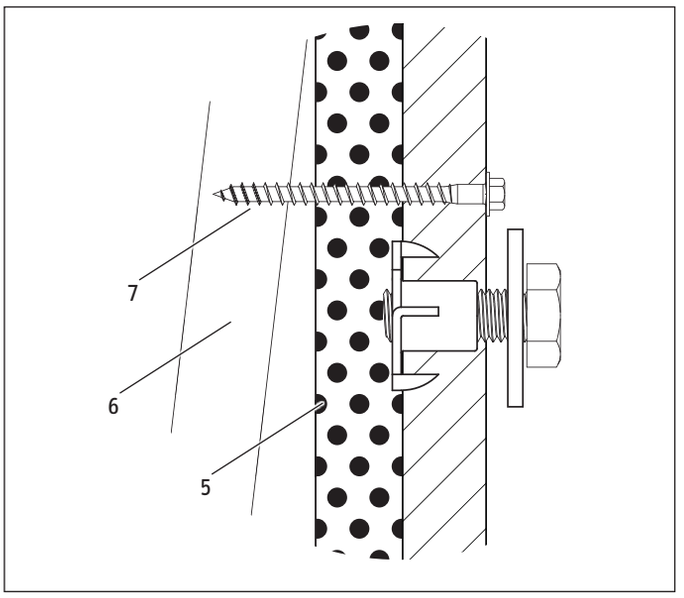


1 ½″ x 1¼″ bolt
2 Washer
3 ½″ tee nut
4 ¾″ plywood

▶ Find the wall studs and mark their location. This is the most secure means of mounting the sheet on the wall.

▶ Secure the plywood sheet to the studs with screws at least size #10 x 2½″ long. Space the screws every 6″ above the location of the tee nuts, and every 12″ below. Use a level to align the sheet horizontally.

▶ It is recommended to mount the plywood onto 2x6 studs, but an installation on 2x4 studs is acceptable if mounted to at least 3 studs. If studs are spaced farther apart than 16″, use a wider plywood sheet and make sure to mount to at least 3 studs.

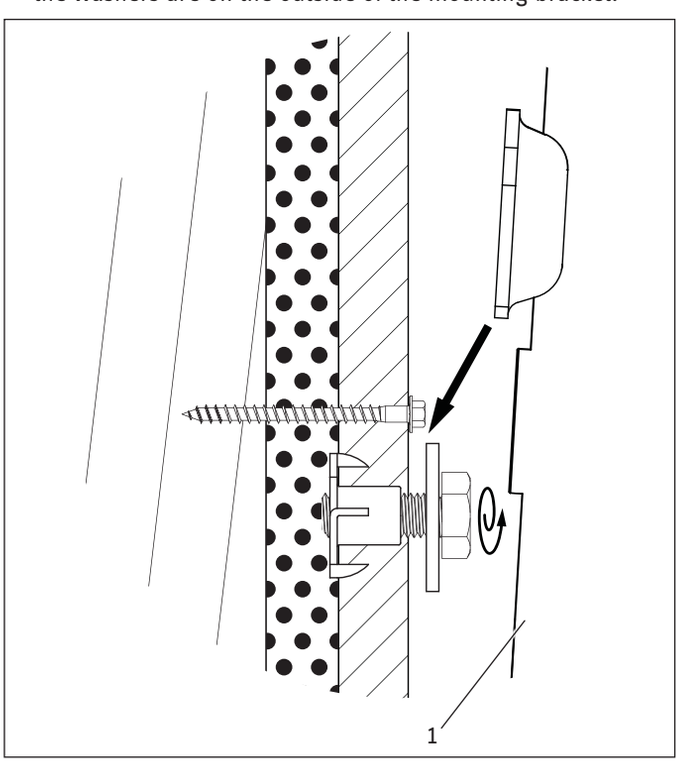


5 ¾″ drywall
6 2″x6″ stud
7 #10 x 2½″ wood screw

10.3 Mounting onto the plywood backing sheet

The mounting bracket attached to the appliance has hook-in slots.

▶ Lift the appliance and mount it onto the ½″ bolts. Make sure the washers are on the outside of the mounting bracket.



1 PSH Plus

▶ Tighten the bolts onto the washer and the bracket.

11. Installation

11.1 Water connection

Material losses
Carry out all water connection and installation work in accordance with regulations.

Operate the appliance only with pressure-tested taps.

- Connect the hydraulic connections with flat gaskets or with PTFE tape and pipe thread sealant. The connecting nipples are bare steel. Use only brass or stainless steel unions or adapters to connect directly to the tank.

11.1.1 Permissible materials

Material losses
When using plastic piping, observe the manufacturer's data and use piping with very low oxygen permeability..

Cold water line

Only dielectric unions, brass or stainless steel connections can be made directly to the cold and hot water line.

11.1.2 Fitting the T&P relief valve

Note
The supplied T&P relief valve must be used.

Note
If the water pressure is greater than 87 psi (0.6 MPa), install a pressure reducing valve in the "cold water inlet".

The maximum permissible pressure must not be exceeded (see chapter 16.4, “Data table”, pg. 13).

- Please note that, depending on the static pressure, you may need a pressure reducing valve.
- Size the drain so that water can drain off unimpeded when the T&P relief valve is fully opened.
- Fit the discharge pipe of the T&P relief valve with a constant downward slope and in a room free from the risk of frost.
- The safety valve discharge opening must remain open to the atmosphere. Do not immerse in water.

11.2 Power supply

WARNING Electrocution
Carry out all electrical connection and installation work in accordance with relevant regulations.
Only use a permanent connection to the power supply. The appliance must be able to be separated from the power supply by a circuit breaker that disconnects all poles. Before any work on the appliance, disconnect all poles from the power supply. Ensure that the appliance is grounded.

Material losses
Observe the type plate. The specified voltage must match the mains voltage.

12. Commissioning

12.1 Commissioning

Note
Fill the appliance with water prior to electrical connection. If you switch on the appliance while empty, the high limit safety cut-out will activate and need to be reset.

- Thoroughly flush out the cold water line before connecting the appliance, so that no foreign material gets into the water heater or T&P relief valve.
- Open the shut-off valve in the cold water feed line.
- Open a draw-off point until the appliance has filled up and the piping is free of air.
- Turn the temperature knob to maximum.
- Switch the on the circuit breaker connected to the appliance.
- Check the function of the appliance. Turn the temperature knob down to the minimum setting. Ensure that the thermostat switches off.
- Turn the temperature knob back to the energy saving setting.
- Check that the T&P relief valve is working correctly.

12.1.1 Appliance handover

- Explain the function of the appliance and T&P relief valve to users and familiarize them with their operation.
- Make users aware of potential dangers, especially the risk of scalding.
- Hand over these instructions.

12.2 Recommissioning

See chapter 12.1, “Commissioning”, pg. 9.

13. Shutting down

- Disconnect the appliance from the mains at the circuit breaker/fuse. If possible, lock out the breaker so that it cannot be accidentally activated.
- Drain the appliance. See chapter 15.1, “Draining the appliance”, pg. 10.

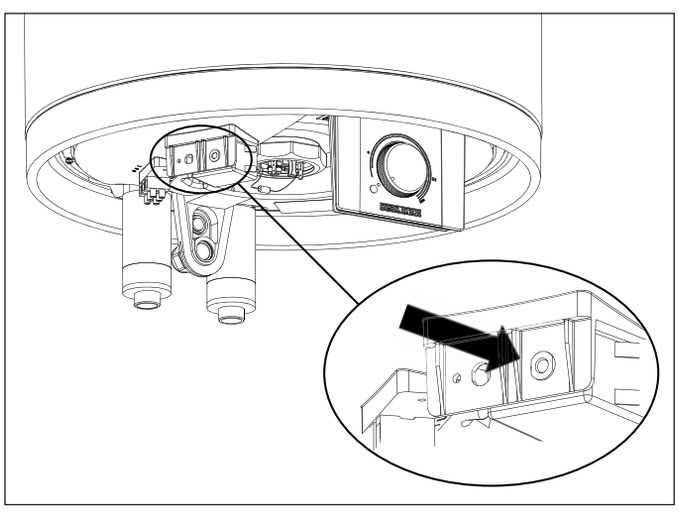
14. Troubleshooting

Note
The high limit safety cut-out can activate at temperatures below 5°F (–15°C). The appliance may be subjected to these temperatures during storage or transport. If the appliance does not heat during the initial commissioning, the high limit safety cut-out switch may need to be reset.

Fault	Cause	Remedy
The water does not heat up and the ON/OFF indicator does not illuminate.	The high limit safety cut-out has responded because the controller is faulty.	Remedy the cause of the fault. Replace the controller.
	The high limit safety cut-out has responded because the temperature has fallen below 5°F (-15°C).	Press the reset button (see diagram).
The water does not heat up and the ON/OFF indicator illuminates.	The heating element is faulty.	Replace the heating element.
The water does not heat up sufficiently and the ON/OFF indicator illuminates.	The temperature controller is faulty.	Replace the temperature controller.
The heat-up time is very long and the ON/OFF indicator illuminates.	The heating element is scaled up.	Descale the heating element.
The T&P relief valve drips when heating is switched off.	The valve seat is contaminated.	Clean the valve seat.
	Water pressure is too high.	Install a pressure reducing valve.
	An expansion vessel was not installed.	Install an expansion vessel in line with the appliance (see plumbing schematic).

Reset key, high limit safety cut-out

If the high limit safety cut-out has activated, it should be reset. Shut off the circuit breaker connected to the appliance before removing the bottom cover and resetting the switch.



15. Maintenance

WARNING Electrocution
Carry out all electrical connection and installation work in accordance with relevant regulations.
Before any work on the appliance, disconnect all poles of the appliance from the power supply.

If you need to drain the appliance, observe chapter 15.1, “Draining the appliance”, pg. 10.

15.1 Draining the appliance

WARNING Burns
Hot water may escape during the draining process.

If is necessary to drain the cylinder for maintenance or to protect the whole installation from freezing, proceed as follows:

- ▶ Close the shut-off valve in the cold water feed line.
- ▶ Open the DHW valves of all draw-off points until the appliance is fully drained.
- ▶ Drain any residual water from the T&P relief valve.

15.2 Checking / replacing the sacrificial anode

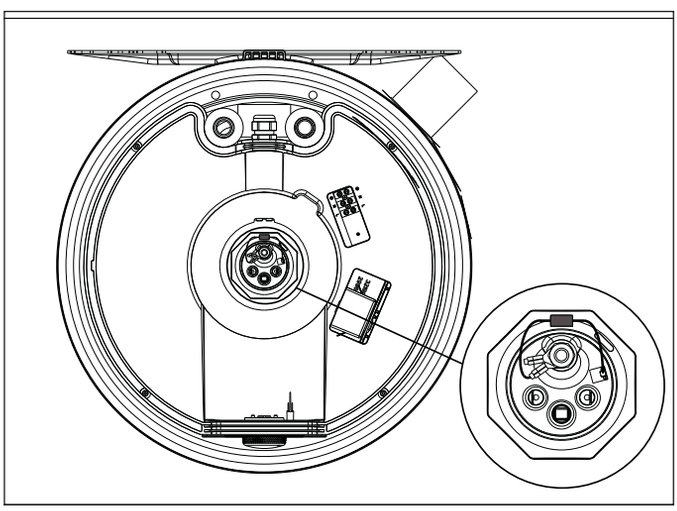
- ▶ Check the sacrificial anode after the first year of use and replace if necessary.
- ▶ Next, decide the time intervals at which further checks should be carried out.

15.3 Descaling

- ▶ Remove loose scale deposits from the water heater.
- ▶ If necessary, descale the inner cylinder with commercially available descaling agents.
- ▶ Only descale the flange after disassembly and never treat the cylinder surface and sacrificial anode with descaling agents.

15.4 Anti-corrosion protection

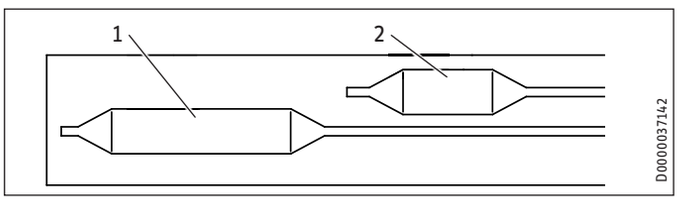
Ensure that while carrying out maintenance work the anti-corrosion protection resistor (560 Ω) is not damaged or removed. Reinsert the anti-corrosion protection correctly after replacement.



15.5 Replacing the power cable

DANGER Electrocution
The power cable must only be replaced (for example if damaged) by a qualified technician.

15.6 Replacing the combined controller/limiter

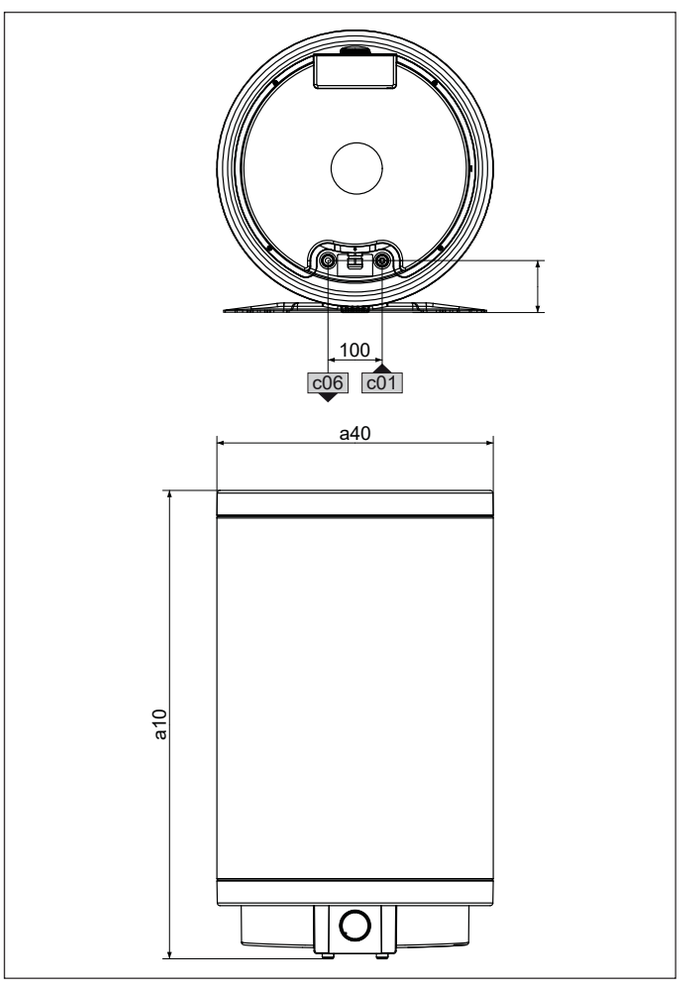


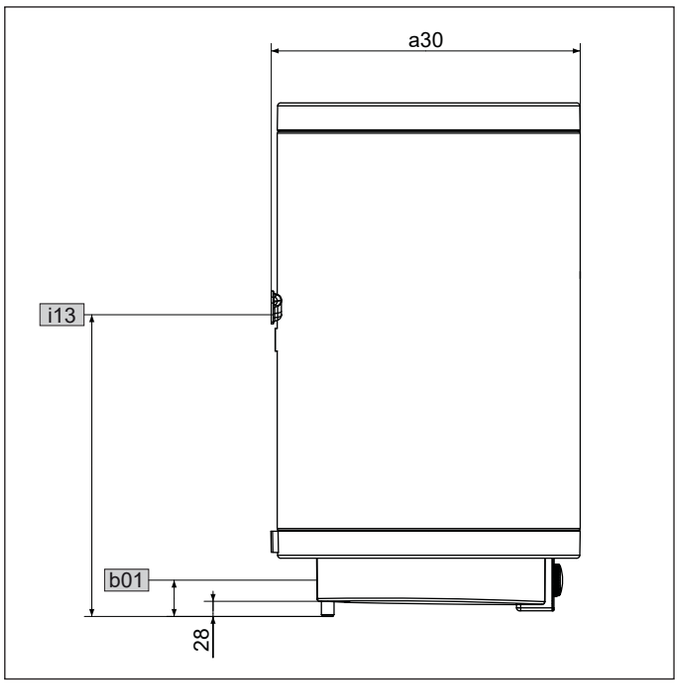
1 Controller sensor
2 Limiter sensor

▶ Insert the controller sensor and the limiter sensor into the sensor well as far as they will go.

16. Specification

16.1 Dimensions and connections

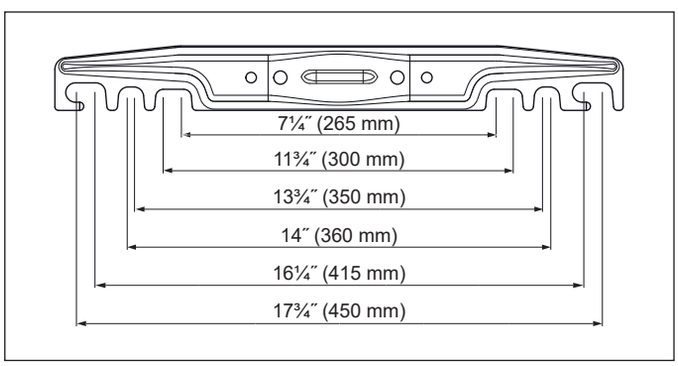




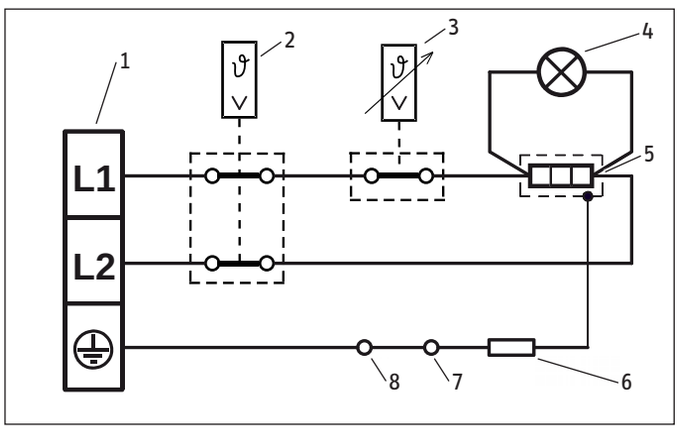
			PSH 20 Plus	PSH 30 Plus
a10	Appliance	Height	36¼″ (922 mm)	48⅜″ (1229mm)
a30	Appliance	Depth	20½″ (520 mm)	20½″ (520 mm)
a40	Appliance	Diameter	20″ (510 mm)	20″ (510 mm)
b01	Electrical cable entry	Threaded fitting	PG 16	PG 16
		Height	2⅜″ (61 mm)	2⅜″ (61 mm)
c01	Cold water inlet	Male thread	¾″ NPT male	¾″ NPT male
		Rear clearance	3¾″ (95 mm)	3¾″ (95 mm)
c06	DHW outlet	Male thread	¾″ NPT male	¾″ NPT male
		Rear clearance	3¾″ (95 mm)	3¾″ (95 mm)
i13	Mounting bracket	Height	20½″ (521 mm)	32½″ (826 mm)

Wall mounting bracket

20 - 30 gal



16.2 Wiring diagram

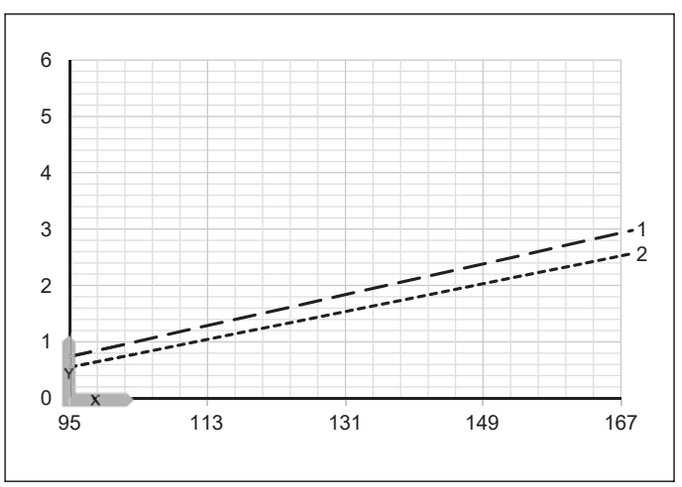


1 Terminal
2 High limit safety cut-out
3 Temperature controller
4 ON/OFF indicator
5 Heating element
6 Resistor (560 Ω)
7 Anode
8 Cylinder

16.3 Heat-up diagrams

The heat-up time depends on the cylinder capacity, cold water inlet temperature and heating output.

Graph assumes 59°F (15°C) cold water inlet temperature:

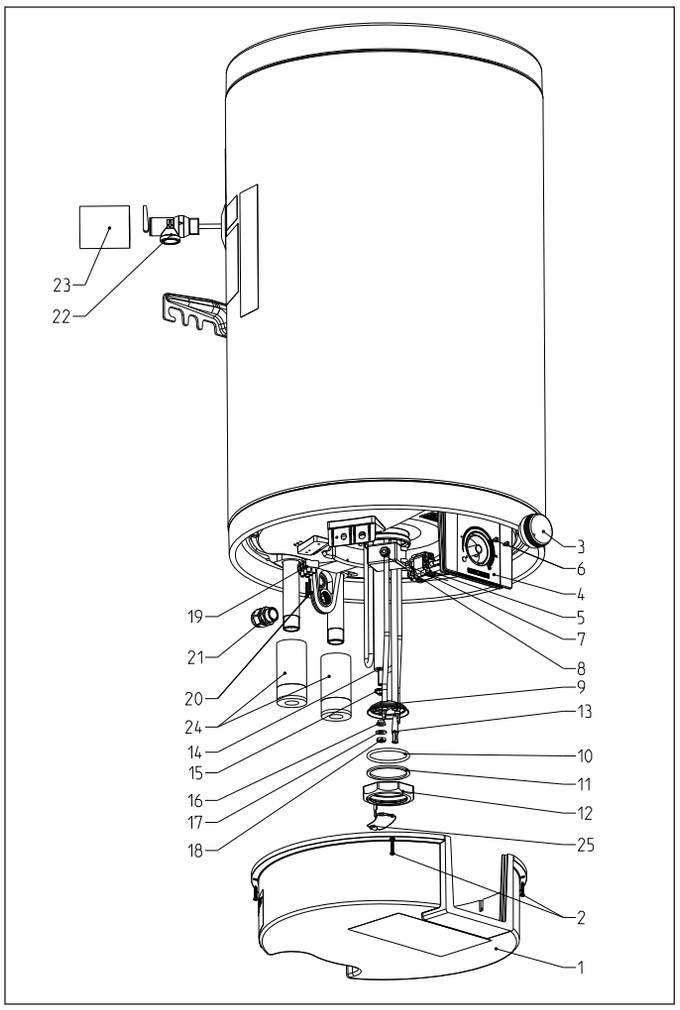


X Temperature setting [°F]
Y Heat-up time [h]
1 PSH 30 Plus
2 PSH 20 Plus

16.4 Data table

	PSH 20 Plus	PSH 30 Plus
Part number	235968	235969
Hydraulic data		
Nominal capacity	21 gal (80 l)	32 gal (120 l)
Mixed water volume 104°F [59°F-->149°F](40°C [15°C-->65°C])	37 gal (139 l)	58 gal (221 l)
Electrical data		
Wattage	3.0 kW	3.0 kW
Rated voltage	220-240 V	220-240 V
Amperage draw	13.1 A	13.1 A
Phases	1/N/PE	1/N/PE
Frequency	50/60 Hz	50/60 Hz
Heat-up time - 59°F-->140°F (15°C-->60°C)	1.42 hr	2.14 hr
Application limits		
Temperature setting range	86-167°F (30-75°C)	86-167°F (30-75°C)
Max. permissible pressure	150 psi (1.0 MPa)	150 psi (1.0 MPa)
Test pressure	217 psi (1.5 MPa)	217 psi (1.5 MPa)
Max. permissible temperature	203°F (95°C)	203°F (95°C)
Max. flow rate	6.2 gpm (23.5 l/m)	6.2 gpm (23.5 l/m)
Min./max. conductivity, drinking water	100-1500 µS/cm	100-1500 µS/cm
Energy data		
Standby energy consumption/24 hr at 149°F (65°C)	0.729 kWh	1.073 kWh
Versions		
IP rating	IP25	IP25
Frost protection setting	42°F (27°C)	42°F (27°C)
Colour	white	white
Dimensions		
Height	36¼″ (871 mm)	48⅜″ (1178 mm)
Depth	20½″ (520 mm)	20½″ (520 mm)
Diameter	20″ (510 mm)	20″ (510 mm)
Weights		
Weight, full	238.5 lb (108.2 kg)	350.8 lb (159.1 kg)
Weight, empty	62.2 lb (28.2 kg)	86.2 lb (39.1 kg)

16.5 Spare parts



No.	Spare part	PSH 20 Plus	PSH 30 Plus
1	Cap 510 sp. part	327349	327349
2	Screw 7981-3,9x22-C-Z		
3	Knob pl. sp. part	327350	327350
4	Front sticker STE sp. part	327351	327351
5	Glow lamp TBF/SLTS sp. part	327352	327352
6	Screw M4x6 B DIN 7985-4.8 A3F 2		
7	Thermostat GTLH 11 sp. part	327353	327353
8	Thermal fuse sp. part	327354	327354
9	Heating elem. 3000 W sp. part	327355	327355
10	Flange gasket sp. part	327356	327356
11	Insulation ring sp. part	327357	327357
12	Union nut sp. part	327358	327358
13	Rubber bolt sp. part	327359	327359
14	Sacrificial anode sp. part	327360	327361
15	Gasket the anode sp. part	327362	327362
16	Bushing distance pl. sp. part	327363	327363
17	Washer 125-A 8,4-140 HV-ZN		
18	Nut I4035-M 8-05-ZN		
19	Terminal block 10 E/3 sp. part	327364	327364
20	Screw DIN 7981-2,9x22		
21	Fitting PG 16 sp. part	327365	327365
22	T&P valve 3/4" sp. part	327366	327366
23	Inuslation T&P valve 80x68 sp. part	326659	326659
24	Insulating sleeve 22x90 sp. part	315040	315040
25	Resistor compl. sp. part	327367	327367
	Cable loop sp. part	327368	327368
	Insulating bushing sp. part	315041	315041

17. Warranty

Subject to the terms and conditions set forth in this limited warranty, Stiebel Eltron, Inc. (the “Manufacturer”) hereby warrants to the original purchaser (the “Owner”) that each PSH Plus Domestic Hot Water Heater (the “Heater”) shall not (i) leak due to defects in the Manufacturer’s materials or workmanship for a period of six (6) years from the date of purchase or (ii) fail due to defects in the Manufacturer’s materials or workmanship for a period of two (2) years from the date of purchase. As Owner’s sole and exclusive remedy for breach of the above warranty, Manufacturer shall, at the Manufacturer’s discretion, send replacement parts for local repair; retrieve the unit for factory repair, or replace the defective Heater with a replacement unit with comparable operating features. Manufacturer’s maximum liability under all circumstances shall be limited to the Owner’s purchase price for the Heater.

This limited warranty shall be the exclusive warranty made by the Manufacturer and is made in lieu of all other warranties, express or implied, whether written or oral, including, but not limited to warranties of merchantability and fitness for a particular purpose. Manufacturer shall not be liable for incidental, consequential or contingent damages or expenses arising directly or indirectly from any defect in the Heater or the use of the Heater. Manufacturer shall not be liable for any water damage or other damage to property of Owner arising, directly or indirectly, from any defect in the Heater or the use of the Heater. Manufacturer alone is authorized to make all warranties on Manufacturer’s behalf and no statement, warranty or guarantee made by any other party shall be binding on Manufacturer.

Manufacturer shall not be liable for any damage whatsoever relating to or caused by:

1. any misuse or neglect of the Heater, any accident to the Heater, any alteration of the Heater, or any other unintended use;
2. acts of God and circumstances over which Manufacturer has no control;
3. installation of the Heater other than as directed by Manufacturer and other than in accordance with applicable building codes;
4. failure to maintain the Heater or to operate the Heater in accordance with the Manufacturer’s specifications;
5. operation of the Heater under fluctuating or excessive water pressure or in the event the Heater is supplied with non-potable water, for any duration;
6. improper installation and/or improper materials used by any installer and not relating to defects in parts or workmanship of Manufacturer;
7. moving the Heater from its original place of installation;
8. exposure to freezing conditions;
9. water quality issues such as corrosive water, hard water, and water contaminated with pollutants or additives;
10. not continuously supplying the unit with water aka “dry-firing”.

Should Owner wish to return the Heater to Manufacturer for repair or replacement under this warranty, Owner must first secure written authorization from Manufacturer. Owner shall demonstrate proof of purchase, including a purchase date, and shall be responsible for all removal and transportation costs. If Owner cannot demonstrate a purchase date this warranty shall be limited to the period beginning from the date of manufacture stamped on the Heater. Manufacturer reserves the right to deny warranty coverage upon Manufacturer’s examination of the Heater. This warranty is restricted to the Owner and cannot be assigned.

Some States and Provinces do not allow the exclusion or limitation of certain warranties. In such cases, the limitations set forth herein may not apply to the Owner. In such cases this warranty shall be limited to the shortest period and lowest damage amounts allowed by law. This warranty gives you specific legal rights and you may also have other rights which vary from State to State or Province to Province.

Owner shall be responsible for all labor and other charges incurred in the removal or repair of the Heater in the field. Please also note that the Heater must be installed in such a manner that if any leak does occur, the flow of water from any leak will not damage the area in which it is installed.

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

The company does not accept liability for failure of any goods supplied which have not been installed and operated in accordance with the manufacturer‘s instructions.

Environment and recycling

Please help us to protect the environment by disposing of the packaging in accordance with the national regulations for waste processing.

This Warranty is valid for U.S.A. & Canada only. Warranties may vary by country. Please consult your local Stiebel Eltron Representative for the Warranty for your country.

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Subject to errors and technical changes!

Stand 8643