Austria Email

KDO / KDU 5/10/15L

INSTRUCTIONS FOR USE 3

NOTES

⚠ The unit can be used by children eight years old and older as well as by persons with reduced physical, sensory or mental capabilities or who lack experience and knowledge if they are supervised or if they have been trained with regard to the safe use of the unit and understand the resulting risks. Children may not play with the unit or its packaging. Cleaning and user maintenance may not be performed by children without supervision.

⚠ A defective unit may not continue to be operated.

⚠ Installation and commissioning may only be performed by qualified specialised personnel who therefore assume the responsibility for proper assembly in accordance with the applicable laws, standards and guidelines.

⚠ A safety relief valve with a nominal pressure of 0.6 Mpa (6 bar), 0.9 Mpa (9 bar) or 1.0 Mpa (10 bar) must be connected in the supply pipe of the water heater so that the nominal pressure in the boiler cannot rise too high. Also observe the information on the nameplate for this purpose.

⚠ Before connecting the unit to the mains, it must be filled with water!

⚠ The unit, including the drain opening, may only be set up in dry, frost-protected spaces. The water heater is to be completely emptied if there is a risk of freezing.

⚠ If a connection cable is damaged, immediately disconnect the power supply and call a professional!

⚠ Maintenance, cleaning and any necessary repair or service work may only be performed by specialised personnel who are qualified for this purpose. Never try to fix errors and faults yourself.

⚠ Water may drip out of the drain hole of the safety relief valve, i.e. the drain hole is to be opened at atmospheric pressure.

⚠ The safety relief valve is to be checked for proper functioning and leaks regularly. If necessary, the limescale is to be removed.

⚠ No shut-off valve or other throttling is to be installed between the water heater and the safety relief valve, as otherwise the function of the non-return valve will be impeded.

⚠ The water heater is equipped with an additional thermal fuse, which shuts off the heating at 110 °C if the thermostat is defective. These temperatures must be taken into consideration when selecting the remaining components.

Dear Customer,

You have decided to on a unit from our company.

We would like to thank you for your confidence!

Please read these operating instructions carefully before installing and operating the water heater. Keep this brochure in a safe place and, if applicable, please pass it on to subsequent owners.

You will receive a nice unit, built to the latest state of the art and which complies with the applicable standards and regulations. The unit was subjected to a proper inspection and is provided with a safety certificate and a certificate of electromagnetic compatibility.
You will find the technical specifications on a label between the two connection pipes. The installation and initial commissioning as well as necessary interventions for repair or maintenance may only be performed by a licensed expert. Within this small brochure you will find all the important information for correct installation and operation. It is still important to have your licensed expert explain the function of the unit to you and demonstrate its operation. Of course, our company is also glad to be at your disposal through the Customer Services and Sales Departments for any advice you may require.

OPERATIONAL REQUIREMENTS

This unit is only suitable for hot water preparation within closed spaces and may only be installed with due consideration of the relevant professional standards.
The unit must be used exclusively in accordance with the conditions set out on the rating plate. In addition to the legally recognised standards and regulations, the connection conditions of the local electricity and water works as well as those set out in the operating and assembly instructions must be complied with.

The room where the unit is used must be frost-free. The installation of the unit must be carried out in a place where one might reasonably expect it to be, i.e., the device must be easily accessible and available in case it needs to be replaced.

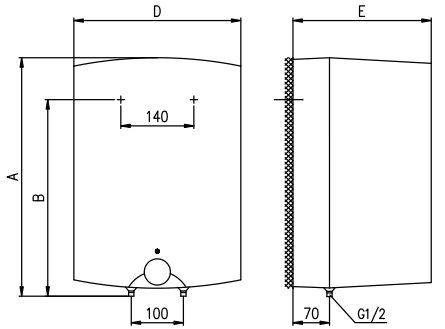
For proper operation, the drinking water quality must comply with the Drinking Water Ordinance. In order to prevent the ingress of foreign bodies, we recommend the upstream installation of a water filter.
If setting up and installing the unit in an unusual place, a potential water leakage is to be taken into consideration and therefore also a device for capturing the escaping water with a corresponding drain so that secondary damage is avoided.

Should a device, at the point of delivery, clearly display a malfunction, damage or other defect, this must not fitted, used in the system or commissioned. Subsequent complaints regarding devices with an obvious defect which have been connected and installed are expressly excluded under the warranty and guarantee.

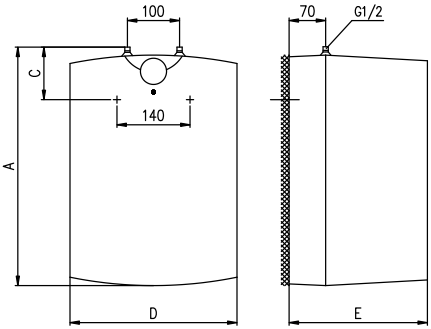
INSTALLATION

The unit is to be installed as close as possible to the tapping point according to its installation dimensions. It is to be fastened to the wall with wall screws with a nominal diameter of at least 5 mm. Depending on your needs, you can choose between an over the sink table (KDO) and an under the table mount (KDU).
The water heater must be fastened to the wall with wall screws. Installation directly on a base without a wall mount may lead to damage to the housing!

Connection and mounting dimensions of the unit [mm]



Above the sink



Below the sink

	A	B	C	D	E
KDO 5 litres	396	270		256	260
KDU 5 litres	396		144	256	260
KDO 10 litres	500	398		350	265
KDU 10 litres	500		122	350	265
KDO 15 litres	500	398		350	310
KDU 15 litres	500		122	350	310

WATER CONNECTION

The connection of the unit to the water supply must be done by an expert according to DIN 1988. The connections of the water heater are colour coded (cold water = blue; hot water = red).

The water heater can work pressure-resistant or pressure-free. The pressure-resistant connection allows for water withdrawal at several delivery points while the pressure-free system only allows one tapping point. The selection of mixed taps must be done according to the chosen connection!

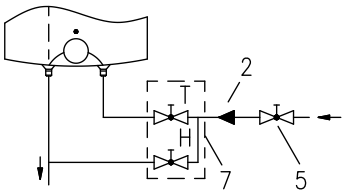
Pressure taps must be used with pressure-resistant connections. At the inlet connecting piece, a safety relief valve or a safety group must be installed for functional safety, which prevents a pressure increase in the boiler by more than 0.1 MPa (1 bar) above the nominal value.
The outlet nozzle at the safety relief valve must have an outlet for the air pressure.
When heating the water, the pressure in the boiler increases until it reaches the value set at the safety relief valve. Since the water return line back into the water line is prevented, it may occur that water drips from the outlet opening of the safety relief valve. The dripping water may be directed into the drain through the collection base. The drain pipe below the outlet of the safety relief valve must be attached in the direction straight down and in a freeze-free environment.

The dripping from the safety relief valve can be prevented. To do this, mount an expansion vessel with at least 5% volume of the water heater at the supply pipe of the water heater.

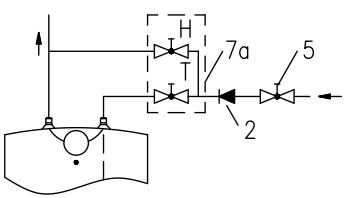
The safety relief valve is to be checked for proper functioning and leaks regularly to ensure a flawless operation. If necessary, the limescale is to be removed.
When checking, the outlet is to be opened from the safety relief valve by moving the lever or by unscrewing the valve nut (depending on the valve type). The water must flow out of the outlet nozzle of the valve, which confirms the proper functioning of the valve.

With an open system (pressure-free system), a non-return valve must be installed at the water intake of the water heater, which prevents the water from draining out of the boiler if no water is present in the water line. Only one mixing unit may be installed in this system of the connection. If the water within the unit is heated, its volume expands accordingly. This results in the outlet pipe of the fitting starting to drip. A strong tightening of the fitting can or may not prevent this expansion and dripping, but rather may result in damage to the fitting.

Open system (pressure-free system)

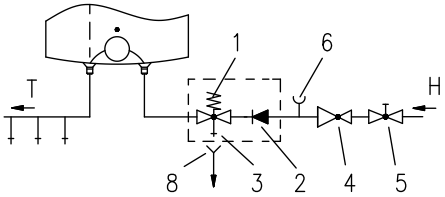


Installation above the sink

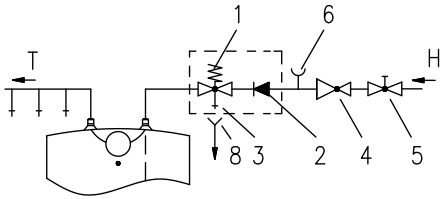


Installation below the sink

Closed system (pressure-resistant system)



Installation above the sink



Installation below the sink

Legend:

1 - Safety relief valve
2 - Backflow preventer
3 - Test valve
4 - Pressure reducer
5 - Shut-off valve
6 - Test connection
7 - Mixed tap (above the sink)
7a - Mixed tap (below the sink)
8 - Drain siphon

H - Cold water
T - Hot water

⚠ **No shut-off valve is to be installed between the water heater and the safety relief valve, as otherwise the function of the non-return valve is impeded!**

The water heater can be connected to the household water line without a reducing valve if the pressure in the line is lower than the nominal pressure. If the pressure in the line is higher than the nominal pressure, a reducing valve must be installed.

⚠ **Before connecting the device to the mains, it must be filled with water.**

During the first filling, the hot water lever on the mixed tap is to be opened. The water heater is full if the water flows out of the escape pipe of the mixed tap without any bubbles.

The following must generally be observed (pressure-resistant connection)

In order to ensure the faultless functioning of the connection fittings, these may only be installed in frost-protected spaces. The outlet of the safety valve must be open and observable and/or the outlet pipe from the drip tray (water overflow funnel) must be introduced into the sewer line so that neither frost nor blockages due to dirt and the like can result in a malfunction.
No shut-off valve or any other restriction may be installed between the safety valve and the storage tank cold water inlet.
With a **pressure-resistant connection**, the safety valve must be configured for a trigger pressure that is lower than the nominal pressure of the storage tank. Before the final connection of the storage tank, the cold water inflow pipe
must be flushed through.

Once the water has been connected and the storage tank has been filled without air bubbles, the function of the connection fittings must be checked.

When lifting or turning (ventilation) the safety valve testing knob, the water must be able to flow properly and without congestion from the excess water funnel.
To check the back-flow valve the shut-off valve is closed and no water should escape via the open test valve. Testing the safety valve must take place according to DIN 1988-8 or ÖNORM B 2531. The operation of the storage tank takes place via the hot water valve of the control device (mixing unit). Therefore the storage tank is permanently under pressure. In order to protect the inner boiler from overpressure during heating-up, the excess water that arises is drained off via the safety valve. In the event of a drop in pipeline pressure, the back-flow valve prevents the back-flow of the hot water into the cold water pipe system thereby protecting the boiler from being heated up in the absence of water. The storage tank can be separated from the cold water supply grid through the shut-off valve on the water side and therefore also in terms of pressure and can be drained off via the drainage valve if necessary. No shut-off valve may be installed between the heating element of the storage tank and the safety fitting, because this would put the safety fitting out of operation.

Important Installation Information

When installing the device due attention must be paid to the dimensional sketches and any information notices included in the package.
CAUTION: The weight of the water heater including the weight of the water content (the nominal capacity) must be taken into consideration for the selection of an installation point and/or the preparation a device mounting surface that is adequate to meet the technical loading and installation strength requirements.
The distance to the boiler systems can be found in the manufacturer's documentation and in the relevant regulations.

If a water heater is fitted with covers (cladding) in narrow small spaces or in suspended ceilings and the like, it is crucial to ensure that the connector block of the device (water connections, electrical connection room and/or boiler room) remain freely accessible and that heat accumulation is not generated. There must be sufficient free space to allow the heating flange to be removed.

In terms of the choice and/or sequence of the installation material used on the system side, due consideration must be given to potential electro-chemical processes in accordance with good engineering practice (mixed installations!). The potential equalisation of the pipelines is to take place according to DIN 50927.
This type of corrosion results in the formation of corrosion cells. There is voltage between the anode and cathode area in the corrosion cells. The proceeding processes are mutually dependent, but can take place at various distances apart from each other. Corrosion cells may occur due to different potentials, as is the case with contact corrosion. With this, various metals are in conductive contact with each other via an ion-conducting medium (water). In case of damage any failure to heed this instruction shall be deemed to represent an improper usage and will therefore result in this not being covered by the warranty provisions. Devices with electrically operated integrated heaters are equipped with a safety temperature limiter, which prevents the device being heated up beyond a maximum temperature of 110°C by switching it off (EN 60335-2-21; ÖVE-EW41, Part 2 (500)/1971). Therefore the choice of connection components (connection pipes, safety valve combinations etc.) should be made in such a way that the connection components could withstand temperatures of 110°C in case of any potential malfunction of the temperature regulator and that possible consequential damages are avoided.
The assembly and installation may only be carried out by authorised tradesmen.
The device operator has a duty to ensure that there can be no risk of physical injury by scalding with hot water to people not fully instructed in the use of the appliance.

Corrosion protection

The annealed boiler is protected with a magnesium anode rod by default. This anode consumes itself and must therefore be checked every 2 years and replaced if necessary. See DIN 4753.

Initial Commissioning

The area in which the device is operated must be frost-free.
The initial commissioning and heating must be supervised by a trained professional.
Prior to initial commissioning and connection to the electrical power supply of the plant the storage tank must be filled with water. During first filling the outlet valve on the fitting must be opened. The hot water storage tank is completely filled when bubble-free water flows out of the outflow pipe of the valve. All connections including those that are locked down in the factory (flange,...) must be checked for leaks during commissioning. Then check the plumbing for potential leaks and repair if necessary. As listed the safety group as well as the valves between the cold water feed and the hot water tank must be checked for functionality. After checking the electrical fuses (circuit breaker), turn the control knob to the desired temperature setting and check the correct temperature shutdown.
After heating up, the set temperature and the actual temperature of the extracted water should be about the same (after deducting the switch hysteresis and the line losses). When the water within the storage tank is heated, its volume is changed accordingly.

During the heating process, the excess water resulting in the inner boiler must drip out of the safety valve. This dripping is due to functional reasons and may not be prevented by increased tightening of the valves.

Warning: The hot water drainage pipe as well as parts of the safety fittings can get hot.

Decommissioning, Draining

If the storage tank is to be taken out of operation or not used for a considerable period then it should be completely isolated (all poles) from the electrical power supply (pull the plug) - switch off at the mains or disengage the automatic circuit breakers.
In rooms subject to a risk of frost, the hot water storage tank must be emptied prior to the start of the cold weather season if the device is to be unused for several days.
The draining of the domestic water is carried out for an above the table unit once the shut-off valve has been closed in the cold water feed via the drainage valve of the safety valve combination whilst all hot water valves of the connected operating mechanisms are simultaneously open. An under the table tank must be removed for emptying and then emptied accordingly.
It is also possible to partially drain the system via the safety valve in the excess water funnel (drip tray). In order to do so, the safety valve is turned to the "Test" position.

Careful: Hot water can escape when draining!

In addition, where there is a risk of frost, it is important to note that not only the water in the water heater and warm water pipes can freeze, but that the water in all the cold water pipework leading to the operating mechanisms and to the device itself can freeze too. It is therefore useful to drain off all water-carrying fittings and plumbing right back to the frost protected part of the household water system (household water connection).

If the storage system is brought back into service then it is crucial to ensure that it is filled with water and that bubble-free water emerges at the valves.

ELECTRICAL CONNECTION

Before the electrical connection is made, the storage tank must be completely filled with water!

CAUTION: You must disconnect the power before any intervention in the water heater!

The electrical connection must be made according to the valid provisions and standards. An all-pole isolating device is to be connected upstream of the unit. The water heater is connected to the mains via the connection cable.

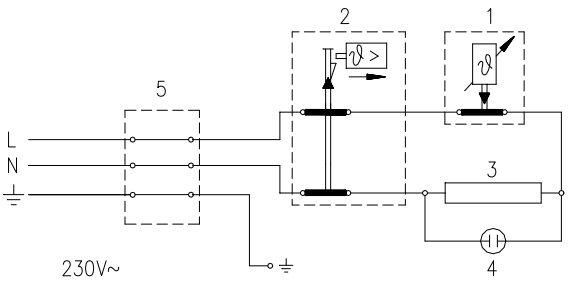
In some cases, it is necessary to replace the installed connection cable with a new cable. To do this, the plastic casing of the water heater must be removed. In order to remove this, first remove the plate on the front of the casing by carefully inserting a spanner in the slot between the plate and protective cover, first at the thermostat knob and then opposite from the knob. If the plate is loosened on both sides, it can be removed by hand. Then remove the thermostat knob and remove the fastening screw below the knob. Last unscrew all four fastening screws and the casing can be removed. Now the installed connecting cable can be removed from the connecting terminal and replaced with a new cable.

It should be noted that in case of failure (body circuit / leakage) it can trigger the RDC (Residual Current Device) come. This means that all electrical equipment is energized in this circuit.

Therefore, a separate RCD must be provided for the operation of the small memory should other electrical equipment to be used, in which an uninterruptible power supply must be guaranteed, as Freezers, refrigerators for medicines, emergency lighting, etc.

Legend:
1 - Thermostat
2 - Heating fuse
3 - Heating rod
4 - Control lamp
5 - Connecting terminal

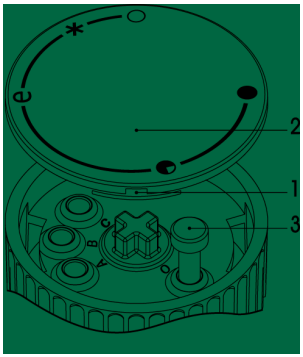
L - Phase conductor
N - Neutral conductor
⏚ - Protective conductor



Electric diagram

USE AND MAINTENANCE

Once you have connected the water heater to the water line and the electric network, the water heater is ready for operation.
By turning the thermostat knob attached to the front of the protective cover, choose the desired water temperature between "✳" frost protection and position " ● " 75 °C,. We recommend the setting position " **e** ". This is the most economical setting where the water temperature is about 35°C (10 and 15 litres) or 41°C (5 litres). Calcification and heat loss are lower with this setting than at higher temperatures. For safety reasons, it is only possible to set any maximum water temperature in the water heater after the following procedure:



a) Insert a spanner in slot 1 and remove the control knob cover 2,
b) Set the control knob limiter 3 to the desired temperature:
C- 35 °C
B- 45 °C
A- 55 °C
O- 75 °C
c) Attach the control knob cover 2 back on the control knob housing.

Due to the temperature regulator hysteresis (±7 K) and potential radiation losses (cooling of the plumbing), the temperatures quoted are subject to a tolerance of ± 10K.

The operation of the water heater is indicated by a control lamp, which illuminates until the water in the unit has reached the desired temperature or the water heater is switched off.
When the water is heated, its volume changes. With a pressure-free connection, the excess water therefore drips out of the mixed tap. With a pressure-resistant connection, the excess water drips out of the safety valve. Do not try to prevent this dripping (e.g. by tightening the mixed tap), since this may result in damage to the mixed tap and to the unit itself.

If the unit is put out of action or remains unused for a lengthy period of time, then it must be drained and completely isolated from the power supply.

In rooms permanently subject to frost damage, the water heater must be drained before the start of the cold weather season if the device will be out of action for several days and is not being operated in frost protection mode "✳".

Do not use any scouring agents to clean the device and do not use any paint thinners (such as Nitro, trichloride, etc.)

It is best to clean it using a damp cloth with a few drops of a liquid household cleaning agent. In hospitals and other public buildings, it is essential to comply with the prevailing regulations for cleaning and disinfection.

Flawless functioning and a long service life are ensured by regular service. The first check is to be performed by an expert after about 2 years of operation. During this check, the corrosion protection anode is checked and limescale is removed if necessary. The amount of calcification depends on the water quality, the water quantity and the water temperature. Based on the determined amount of calcification after 2 years of operation, the expert will recommend the time for the next inspection.

We ask you to not repair any faults of the water heater yourself, but rather to inform the nearest customer service representative.

Note:
If a water heater is connected to a pressure-free fitting in a pressure-resistant design, it should be noted that an overrun of up to ¼ litre can occur at the tap fitting during the tapping process!

TECHNICAL CHARACTERISTICS

Type		KDO 5l	KDU 5.	KDO 10l	KDU10l	KDO 15.	KDU 15.
Specified load profile		XXS	XXS	XXS	XXS	XXS	XXS
Energy efficiency class [1)]		A	A	A	A	A	A
Water treatment energy efficiency (nwh) [1)]	[%]	35.9	35.2	36.3	35.2	36.1	35.3
Annual electricity consumption [1)]	[kWh]	514	525	508	524	510	523
Daily electricity consumption [1)]	[kWh]	2,410	2,480	2,377	2,461	2,391	2,465
Temperature setting of the thermostat		e)					
"smart" value		0	0	0	0	0	0
Volume	[l]	6.2	6.6	9.8	9.9	14.8	14.9
Weight / full	[kg]	6.8 / 11.8		8 / 18		11 / 26	
Connected rating	[W]	2000					
Connection voltage	[V~]	230					
Protection class		I					
Type of protection (protection level)		IP24					
Heating time from 10 °C to 65 °C	[min]	11		20		29	
Dimensions of the packaging	[mm]	300x300x440		300x400x530		350x400x530	

1) Commission regulation EU 812/2013; EN 50440

Warranty, guarantee and product liability

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

1. A condition for the operation of guarantee services by the product manufacturer (hereinafter referred to as the PM) is the presentation of the paid invoice for the purchase of the device for which the guarantee service is being invoked, whereby the identity of the device in terms of type and serial number must be taken from the invoice and must be produced by the claimant. This is subject exclusively to the PM's general terms and conditions of business and sales and delivery conditions.

2. To the extent required by law and/or the installation and operating instructions, the assembly, installation, connection and commissioning of the device in question must have been carried out by a licensed electrician and/or installer with due regard to the necessary instructions for this. The storage tank (without external covering or plastic external covering) must be protected from direct sunlight in order to prevent discolouring of the polyurethane foam and any possible warping of plastic components.

3. The room where the unit is used must be frost-free. The installation of the device must be carried out in a place where one might reasonably expect it to be, i.e. the device must be easily accessible in case of servicing, repairs or in case it needs to be replaced. The costs for any necessary changes to the structural conditions (e.g. doors and corridors too narrow) are not covered by the guarantee and warranty offered and shall therefore be refused by the PM. When setting up, installing and operating the water heater in unusual places (e.g. lofts, living quarters with water sensitive flooring, store rooms etc.) potential water leakage must be taken into consideration and therefore a device for capturing and draining off any leaked water must be provided in order to prevent secondary damage in the sense of the product liability provisions.

4. The warranty shall not apply in the following cases:
   Improper transportation, normal wear and tear, deliberate damage or damage through negligence, any application of force whatsoever, mechanical damage or damage due to frost or resulting from exceeding the operational pressure stated on the rating plate even once, the use of connection fittings that do not comply with the applicable standards or non-functioning storage tank connection fittings, as well as unsuitable and non-functioning operating fittings, glass or plastic part breakage, any colour differences, damage through improper use, particularly by failing to observe the operating and assembly instructions (operating and installation instructions), damage caused by external influences, connection to the wrong voltage, corrosion damage due to aggressive waters not suitable as drinking water in accordance with national guidelines (such as the Austrian Drinking Water Ordinance TWV – BGBl. II no. 304/2001), divergences of the actual drinking water temperature at the storage tank instruments from the stated water temperature of up to 10°K (hysteresis of the regulator and potential cooling through plumbing), continued used despite the occurrence of a defect, unauthorised modifications to the device, installation of additional components that have not been tested together with the device, improperly executed repairs, too low conductivity of the water (at least 150 µs/cm), operational wear of the magnesium anode (wear part), natural scaling, lack of water, fire, flood, flooding and inundation, lightning strike, voltage overloading, power outages or other acts of force majeure, use of non-original third party components, e.g. heating elements, protective anode, thermostat, thermometer, finned tube heat exchanger, etc., uninsulated components introduced opposite the tank, the infiltration of foreign bodies or electro-chemical influences (e.g. mixed installations), failure to pay due care and attention to the planning

documentation, failure to renew the in-built protective anode on time and to document it, lack of or unprofessional cleaning and operation, as well as any divergences from the norm that even slightly reduce the value or the functional capability of the device. In addition, as a matter of basic principle, all regulations set out in ÖNORM B 2531, DIN 1988 (EN 806), DIN 1717, VDI 2035 or the corresponding national regulations and legislation must be complied with.

5. In case of a justifiable claim, this must be reported to the nearest PM customer services centre. They shall reserve the right to decide whether a faulty component should be replaced or repaired and/or whether a faulty device will be exchanged for a fault-free device of the same value. In addition the PM expressly reserves the right to demand that the customer return the device to which the claim applies. The time for a repair or replacement is determined by the PM!

6. Repairs under the guarantee may only be carried out by people licensed to do so by the PM. Exchanged parts shall become the property of PM. Should any repairs to the water heater be required following necessary service works these shall be invoiced to the customer as repair and pro-rata materials costs.

7. In case of third-party interference without our express instruction, any and all claims shall be null and void, even if this is done by a licensed installation technician. The acceptance of costs arising from repairs carried out by third-parties shall be subject to the PM having been requested to fix the fault and having either failed to meet their exchange or repair obligations or not having done so within a reasonable period.

8. The guarantee period shall neither be renewed nor extended as a result of the services in response to claims under the guarantee or warranty, or service and maintenance work.

9. Transport damage shall only be inspected and perhaps recognised if these are reported to the PM in writing within one working day of delivery.

10. To the extent permissible by law, any claims over and above provisions made in the guarantee, such as in particular those relating to compensation for damages and consequential losses, are excluded. Pro-rata labour hours for repairs, as well as the costs of restoring the system to its original condition must be paid by the customer at the full rate. The guarantee offered shall only cover the repair or replacement of this device in accordance with this guarantee statement. The provisions of the PM's sales and delivery conditions shall continue to apply in full provided that they are not modified through these guarantee conditions.

11. Services not provided within the framework of these guarantee conditions shall be invoiced to the customer.

12. A precondition for the fulfilment of these guarantee provisions by the PM is that, on the one hand the device has been fully paid for and, on the other hand, that the claimant has fully complied with all of his obligations towards the reseller.

13. A guarantee shall be provided for the enamelled internal boiler for water heaters, with no diminution of the guarantee provisions in accordance with Points 1 to 12 for the period offered following delivery. If the guarantee conditions are not met then the legal warranty conditions of the country to which the

goods have been delivered shall apply.

14. For the attainment of claims in accordance with Austrian product liability legislation, it should be noted that:
    Any possible claims from the product liability stated above which deal with damage caused by a failure of a product (e.g. a person receives bodily injury, health is damaged or some other bodily part is damaged by the product), are only justified when all the prescribed measures and requirements which are needed for error-free and standard compliant operation of the device have been fulfilled. This includes for example the mandatory and documented replacement of the anode, connection to the correct operating voltage, damages arising from improper operation are to be avoided etc. These provisions are to be derived from the fact that, had all instructions been complied with (standards, installation and operating instructions, general guidelines etc.) the fault in the device or product that caused the secondary damages would not have arisen. Furthermore, it is indispensable that the necessary documentation, such as for example the designation and manufacturer number of the storage tank, the seller's invoice and the concessionaire who performed the sale as well as a description of the fault are submitted for the inspection of the allegedly faulty storage tank in the technical laboratory (absolutely necessary as a trained professional will inspect the storage tank and analyse the cause of the fault). To avoid any confusion regarding the storage tank during transportation, it must be provided with a clearly legible label (preferably with the address and signature of the end user). A corresponding photographic record is required showing the extent of the damage, the installation details (cold water input, hot water output, heater flow and/or back-flow, safety fittings, and, if applicable, expansion vessel) as well as the faulty area of the storage tank. In addition the PM expressly reserves the right to demand the provision of any documentation, the device or device components by the customer deemed necessary to clarify the situation. A prerequisite for the performance of services under the heading, Product Liability, is that it is incumbent upon the damaged party to prove that the damage was caused by a product of the PM. Claims made in line with the Austrian Product Liability Act are only valid for the sums above the first EUR 500 (excess). Until such time as the entire situation and circumstances have been clarified as well as until such time as the cause that resulted in the damages has been clearly identified, the PM decidedly rejects any potential culpability. Failure to observe the operating and installation instructions as well as the relevant standards is considered negligence and leads to a disclaimer of liability in the area of compensation.

Subject to technical alterations, errors and misprints excepted.
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09/2016