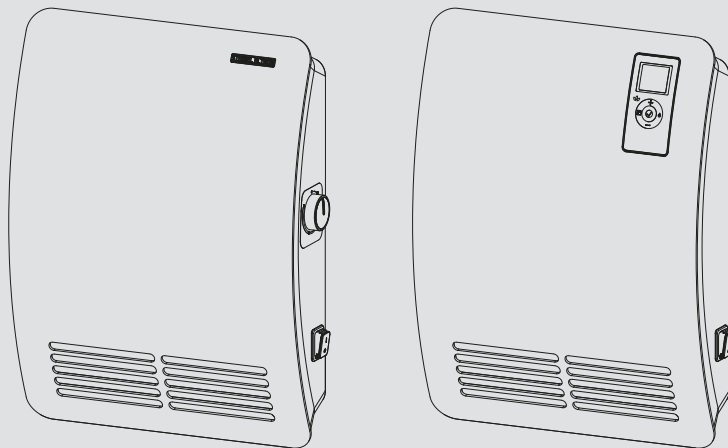


OPERATION AND INSTALLATION

Rapid heaters

- » CK 20 Plus (AU)
- » CK 20 Premium (AU)



STIEBEL ELTRON

SPECIAL INFORMATION

OPERATION

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ENVIRONMENT AND RECYCLING

WARRANTY

SPECIAL INFORMATION

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Parts of the appliance can get very hot and may cause burns. Particular caution is advised when children or vulnerable persons are present.
- To prevent the appliance from overheating, never cover it with anything.
- Never install the appliance directly below a wall socket.
- In the case of a permanent connection, ensure the appliance can be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.
- The power cable must only be replaced (for example if damaged) by a qualified contractor authorised by the manufacturer, using an original spare part.
- Secure the appliance as described in chapter "Installation / Installation".

OPERATION

1. General information

The chapters "Special information" and "Operation" are intended for both users and qualified contractors.

The chapter "Installation" is intended for qualified contractors.



Note
Read these instructions carefully before using the appliance and retain 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 (burns, scalding)

1.1.3 Keywords

KEYWORD	Meaning
DANGER	Failure to observe this information will result in serious injury or death.
WARNING	Failure to observe this information may result in serious injury or death.
CAUTION	Failure to observe this information may result in non-serious or minor injury.

1.2 Other symbols in this documentation



Note
General information is identified by the adjacent symbol.
► Read these texts carefully.

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

► This symbol indicates that you have to do something. The action you need to take is described step by step.

1.3 Information on the appliance

Symbol	Meaning
	Never cover the appliance

1.4 Units of measurement



Note
All measurements are given in mm unless stated otherwise.

2. Safety

2.1 Intended use

This appliance is designed to heat living areas.

The 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 small business, as long as it is used in the same way.

Any other use beyond that described shall be deemed inappropriate. Observation of these instructions and of the instructions for any accessories used is also part of the correct use of this appliance.

2.2 General safety instructions



WARNING Injury

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.



WARNING Injury

In closed rooms, temperatures can rapidly reach high levels. Ensure constant supervision if the appliance is operated in a small room and the persons within that room cannot regulate the appliance or leave the room on their own.



WARNING Burns

Never operate this appliance...

- if the distance from adjacent objects or other flammable materials (e.g. furniture, textiles) would be less than the minimum permissible distance.
- in rooms where it is at risk of fire or explosion as a result of chemicals, dust, gases or vapours. Ventilate the room sufficiently before heating.
- in the direct proximity of pipes or receptacles that carry or contain flammable or explosive materials.
- if an appliance component is damaged, the appliance has fallen over or there is a fault.



WARNING Burns

- Never place any flammable, combustible or insulating objects or materials on the appliance or in direct proximity to it.
- Ensure that the air intake and discharge are never blocked.
- Never place any objects between the appliance and the wall.



CAUTION Burns

Parts of the appliance can get very hot and may cause burns. Particular caution is advised when children or vulnerable persons are present.



WARNING Overheating

To prevent the appliance from overheating, never cover it with anything.



Material losses

- Ensure that the power cable is not touching the appliance.
- Never stand on the appliance.
- Never operate the appliance in the open air.

2.3 Test symbols

See type plate on the appliance.

3. Appliance description

The appliance is a wall mounted electric direct heater for areas such as workspaces, kitchens, bathrooms and similar.

The quiet fan draws in the indoor air that is heated by a bare wire heater element. The air then exits evenly through the hot air channel and the air discharge grille set into the bottom of the appliance.

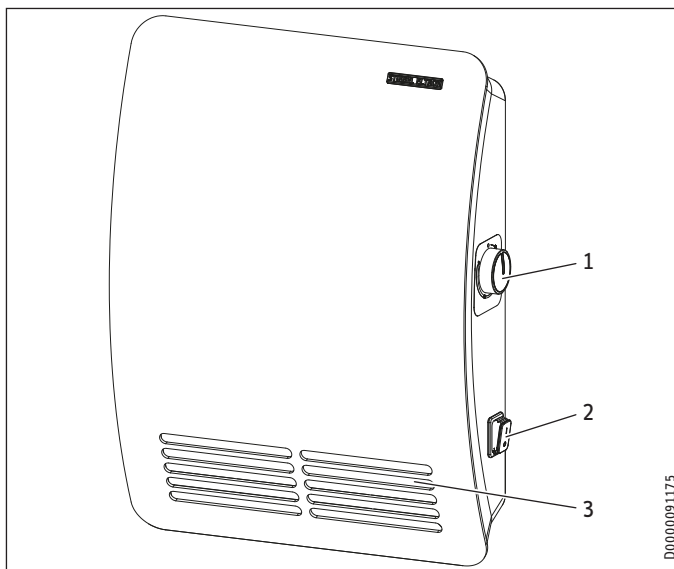
When the set room temperature is reached, it is maintained by periodic heating.

Overheating protection

The appliance is equipped with a high limit safety cut-out that switches the appliance off in case it overheats. Once the cause of the fault has been eliminated, the appliance restarts within a few minutes (cooling period).

The appliance is equipped with further overheating protection in the form of a fuse that disables the appliance irreparably in the event of severe overheating.

4. CK 20 Plus (AU) operation



- 1 Temperature selector
- 2 ON/OFF switch
- 3 Air discharge

OPERATION

CK 20 Premium (AU) operation

4.1 Switching the appliance on and off



Note

For a short time after initial start-up and after longer breaks in use, a smell may develop briefly.

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

- ▶ Switch the appliance on or off using the ON/OFF switch on the right-hand side of the appliance.
- ▶ Switch the appliance off when not in use for longer periods (e.g. during the summer months).

4.2 Selecting the room temperature

- ▶ Use the temperature selector to set the required room temperature (for setting range, see chapter "Specification / Data table").



Note

To avoid excessive power consumption when windows are open, switch the appliance off while airing.

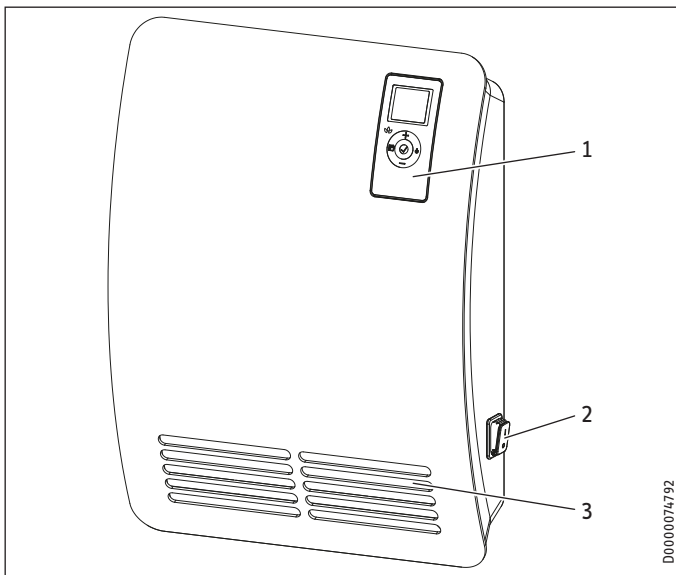
4.3 Frost protection



- ▶ Turn the temperature selector to the frost symbol.

In this position, the appliance heats automatically if the room temperature falls below the frost protection temperature (for frost protection temperature, see chapter "Specification / Data table").

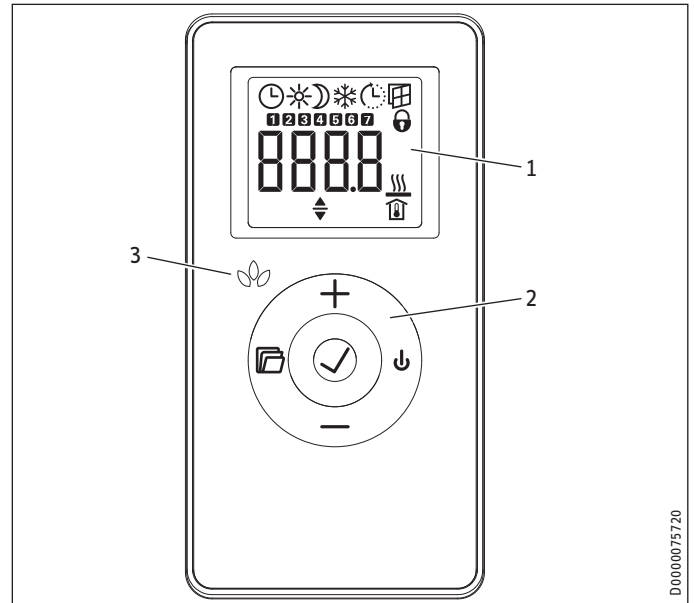
5. CK 20 Premium (AU) operation



- 1 Programming unit
- 2 ON/OFF switch
- 3 Air discharge

5.1 Programming unit

The appliance is operated using the programming unit which is located at the top right of the appliance front.



- 1 Display
- 2 User interface
- 3 Silent mode indicator with 1000 W heating stage

5.1.1 User interface

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












OPERATION

CK 20 Premium (AU) settings

5.1.2 Display

If no user action occurs for 20 seconds, the backlighting switches off. Press any button to switch the background lighting on again.

Symbols

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

5.2 Switching the appliance on and off



Note

For a short time after initial start-up and after longer breaks in use, a smell may develop briefly.

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

- ▶ Switch the appliance on or off using the ON/OFF switch on the right-hand side of the appliance.
- ▶ Switch the appliance off when not in use for longer periods (e.g. during the summer months).

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



Note

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

5.3 Standby mode



Material losses

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

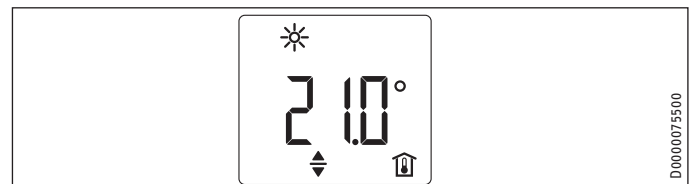
- ▶ To switch on the programming unit, press "Standby". The standard display appears.
- ▶ To put the programming unit and the heating appliance into standby mode, press "Standby". The display shows "- - - -".

6. CK 20 Premium (AU) settings

6.1 Operating lock

To lock or unlock the user interface, press and hold "+" and "-" simultaneously for 5 seconds.

6.2 Standard display



The standard display is continuously displayed. If no user action is performed for longer than 20 seconds while in the menu, the device automatically switches to the standard display.

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

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

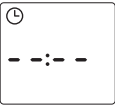






The set room temperature can also be changed manually with a time program activated. The changed set room temperature is maintained until the next programmed switching point is reached.

OPERATION

CK 20 Premium (AU) settings

6.3 Standard menu

To access the standard menu, briefly press "Menu". You can now call up the following menu items:

Display	Description
	Select day of the week and time Days of the week: 1 = Monday to 7 = Sunday
	Select comfort temperature The comfort temperature must be set at least 0.5 °C higher than the setback temperature.
	Select setback temperature
	Switch "Window open detection" function on and off
	Select time program (Pro1, Pro2, Pro3, Pro4) or deactivate (off)
	Switch "Adaptive start" function on and off
	Set silent mode Lo = quiet 1000 W base heating stage Hi = powerful 2000 W rapid heating stage

To change the setting of a menu item, call the relevant menu item up using "+" and "-". Press "OK".

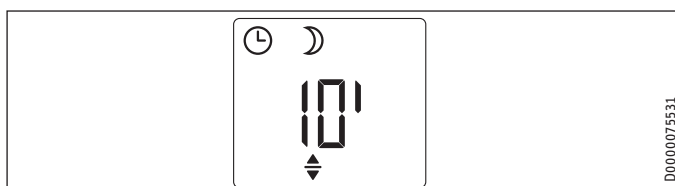
As soon as the "Editable parameter" symbol appears, you can change the setting of the menu item with "+" and "-". Press "OK" to save the setting.

To exit the standard menu, press "Menu". The standard display appears.

6.3.1 120-minute short-time timer

With the 120-minute short-time timer, you can activate comfort mode for a selected time of up to 120 minutes. During this selected time, the appliance heats to the set comfort temperature. After this, the appliance operates in setback mode.

If you wish to use the 120-minute short-time timer, select time program Pro4 from the standard menu.



The standard display shows the selected time in minutes as well as the "Editable parameter" symbol. Using the "+" and "-" buttons, you can select any length of time from 10 - 120 minutes.

To activate the short-time timer, press "OK". The appliance switches to comfort mode until the end of the selected time. The minute display flashes during this period.

If you wish to stop the short-time timer, press and hold "OK" for longer than 3 seconds.

At the end of the selected time, the appliance automatically reverts to setback mode.

6.3.2 Silent mode

You can choose between the following two heating outputs with matched fan speed:

Base heating stage

Set "Lo" in the standard menu for silent mode. The appliance heats with a heating output of 1000 W and reduced fan speed. The LED on the programming unit illuminates green.



Note

Do not operate the appliance at the base heating stage if the room where it is installed has cooled down significantly.

- ▶ If the room has cooled down significantly, switch the appliance to the rapid heating stage in order to ensure normal appliance operation.

Rapid heating stage

Set "Hi" in the standard menu for silent mode. The appliance heats with a heating output of 2000 W and fast fan speed.

Select the powerful rapid heating stage if you need to heat up a cold room rapidly to the selected temperature. Then set the base heating stage again.

When the selected room temperature has been reached, it is maintained by the appliance through periodic heating.

6.4 Configuration menu

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

In the configuration menu, you can call up actual values, set time programs and adjust parameters.

To access the configuration menu, press and hold "Menu". After approx. 3 seconds, actual value I1 is displayed.

Use "+" and "-" to switch between the individual actual values, time programs and parameters.

To exit the configuration menu, press "Menu". The standard display appears.

6.4.1 Actual values

The following actual values can be called up:

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



Note

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

6.4.2 Time programs

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

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



Note

To use a time program, select the required time program from the standard menu (see chapter "Settings / Standard menu").



Note

Ensure the day of the week and the time are set correctly when setting the time programs.



Note

The following applies to all time programs (Pro1, Pro2, Pro3):

If the end time is later than 23:59 h, the end time will automatically be moved to the next day of the week. The comfort phase is maintained past midnight and will end on the next day at the set end time.

Time programs Pro1 and Pro2

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

These phases are factory-set as follows:

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



Note

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

To adapt time programs Pro1 and Pro2 according to your needs, proceed as follows:

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

Time program Pro3

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

To configure a comfort phase in time program Pro3, proceed as follows:

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



Note

To reset the selected comfort phases, activate parameter P4.

- ▶ Please note that activating parameter P4 resets all time programs (Pro1, Pro2, Pro3) to the factory setting.

OPERATION

Cleaning, care and maintenance

6.4.3 Parameter

You can call up the following parameters:

Display	Description	Options
P1	Room temperature offset	±3 °C ±5 °F
P2	Time format	12 h 24 h
P3	Temperature display units	°C °F
P4	Reset the time programs (Pro1, Pro2, Pro3)	on off
P5	Reset relative heating time	on off

To change the value of a parameter, use "+" and "-" to call up the relevant parameter. Press "OK".

As soon as the "Editable parameter" symbol appears, you can change the parameter value with "+" and "-". Press "OK" to save the selected value.

P1: Room temperature offset

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

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

► To compensate for the difference, select an offset of P1 = -1.0.

P2: Time format

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

P3: Temperature display units

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

P4: Reset time programs

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

P5: Reset relative heating time

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

7. Cleaning, care and maintenance

The appliance contains no user serviceable parts.



Material losses

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

8. Troubleshooting

Problem	Cause	Remedy
Room does not get warm enough. Appliance does not get hot.	Temperature set too low on the appliance.	Check the temperature set on the appliance. Adjust if necessary.
	No power supply.	Check position of the ON/OFF switch, RCD and fuse/MCB in your fuse box.
	Fuse has blown.	Appliance cannot be re-started.
Room does not get warm enough although the appliance is hot.	Overheating. High limit safety cut-out limits heating output.	Eliminate the cause (dirt or obstructions at the air intake or discharge). Observe minimum clearances.
	Heat demand of the room is higher than the appliance output.	Remedy heat losses (Close windows and doors. Avoid constant venting.)
The room gets too hot.	Appliance temperature is set too high.	Check the selected room temperature. Adjust if necessary.

Problems specific to CK 20 Premium (AU)	Cause	Remedy
Window open detection does not respond.	Appliance does not detect a pronounced temperature drop when venting. (Window open detection requires a previously stable room temperature.)	Wait a while after making settings on the appliance, until the room temperature has fully stabilised.
		Avoid obstructions to air changes between appliance and indoor air. Manually switch the appliance to standby mode for the duration of venting.
	Window open detection is not enabled.	Switch on window open detection in the standard menu.
"Adaptive start" function does not work as required.	This function is only effective with a time program activated.	Use the time programs for optimised heating convenience.
	Severely fluctuating room temperature or the appliance learning procedure has not been completed.	Wait a few days for the behaviour to stabilise.
	"Adaptive start" function is not enabled.	Switch on the "Adaptive start" function in the standard menu.
"Err" or "E..." is displayed.	Internal fault detected.	Notify the qualified contractor.

If you cannot remedy the fault, contact your qualified contractor. To facilitate and speed up your request, provide the number from the type plate (000000-0000-000000).

INSTALLATION

9. Safety

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

9.1 General safety instructions

We guarantee trouble-free function and operational reliability only if original accessories and spare parts intended for the appliance are used.



WARNING Electrocutation

When installing the heating appliance in rooms with a bath or shower, observe the safety zone according to VDE 0100, section 701 [or local regulations], in accordance with the details on the appliance type plate.



CAUTION Burns

- Only mount the appliance on a vertical wall that is temperature-resistant to at least 85 °C.
- Maintain the minimum clearances to adjacent objects.



Material losses

- If connecting the appliance via a socket, ensure that this is easily accessible once the appliance has been installed.
- Never install the appliance directly below a wall socket.
- Ensure that the power cable is not in contact with any appliance components.

9.2 Instructions, standards and regulations



Note

Observe all applicable national and regional regulations and instructions.

10. Appliance description

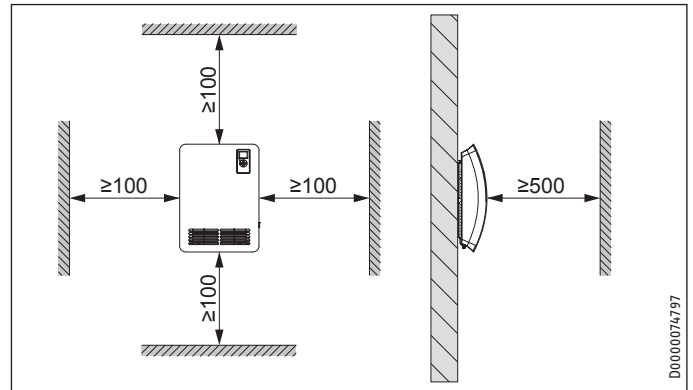
10.1 Standard delivery

The following are delivered with the appliance:

- Wall mounting bracket (hooked into the appliance)

11. Installation

11.1 Minimum clearances



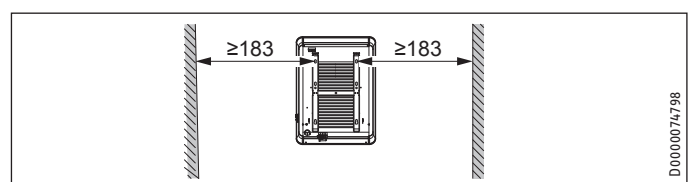
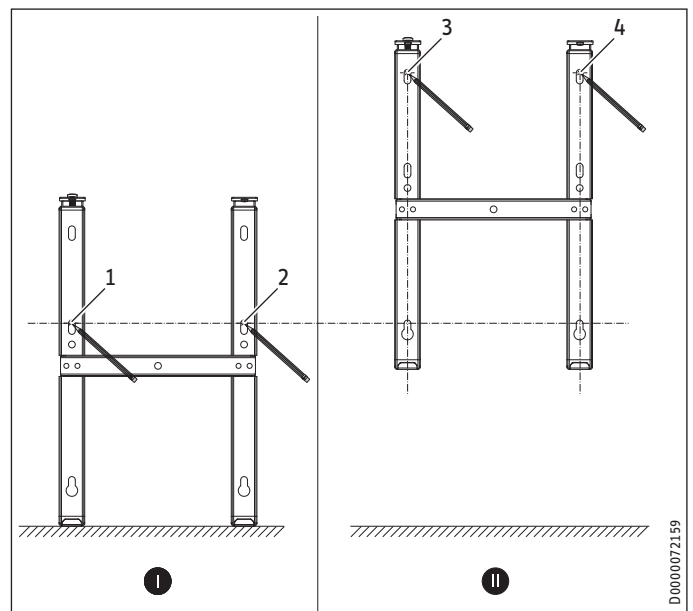
11.2 Installing the wall mounting bracket

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



Note

- The wall mounting bracket can be used as a template for wall mounting. This ensures sufficient clearance from the floor.
- Use a spirit level if the floor is uneven or sloping.



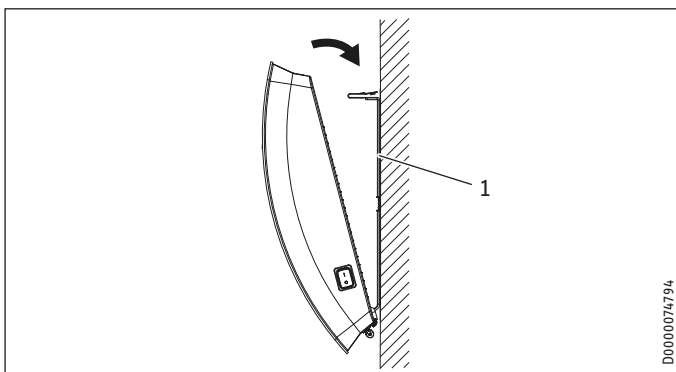
- ▶ Unhook the wall mounting bracket from the appliance.
- ▶ Place the centred wall mounting bracket horizontally on the floor. Mark holes 1 and 2.

INSTALLATION

Commissioning

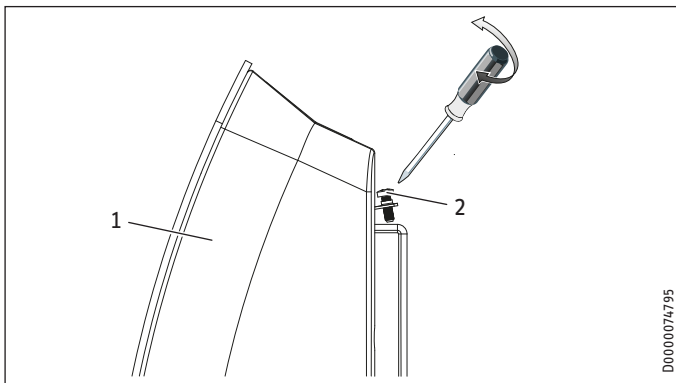
- ▶ Lift up the wall mounting bracket so that its lower holes match up with the markings you have just made on the installation wall.
- ▶ Mark holes 3 and 4 on the installation wall.
- ▶ Drill the holes at the 4 markings.
- ▶ Secure the wall mounting bracket with suitable fixing materials (screws, rawl plugs). With the vertical slots, you can compensate for an offset fixing hole.

11.3 Appliance installation



1 Wall mounting bracket

- ▶ Hook the appliance onto the bottom tabs of the wall mounting bracket by the slots in the back of the appliance.
- ▶ Place the appliance in an upright position.
- ▶ Secure the appliance by pushing it towards the wall until it audibly snaps into place in the two upper springs on the wall mounting bracket.



1 Appliance 2 Locking screw

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

11.4 Removing the appliance

- ▶ Undo and remove the locking screw from the wall mounting bracket.
- ▶ To release the appliance, push down the springs at the top of the wall mounting bracket.
- ▶ Tilt the appliance away from the wall and lift it off the bottom tabs on the wall mounting bracket.

11.5 Electrical connection



WARNING Electrocutation

- Carry out all electrical connection and installation work in accordance with relevant regulations.
- Do not install the appliance with a fixed power cable.



Material losses

- Observe the type plate. The specified voltage must match the mains voltage.
- Ensure the on-site supply cable has an adequate cross-section.

The appliance is supplied fully wired (with a mains plug), but it is also suitable for permanent connection.

11.5.1 Connection to a standard socket

- ▶ Plug the appliance into a standard socket.

11.5.2 Permanent connection to an appliance junction box



WARNING Electrocutation

In the case of a permanent connection, the appliance must be able to be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.



Material losses

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

- ▶ Trim the power cable by cutting off the plug.
- ▶ Connect the power cable to a suitable appliance junction box.

12. Commissioning

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

- ▶ Remove the protective film from the programming unit (only for CK 20 Premium (AU)).

13. Troubleshooting

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

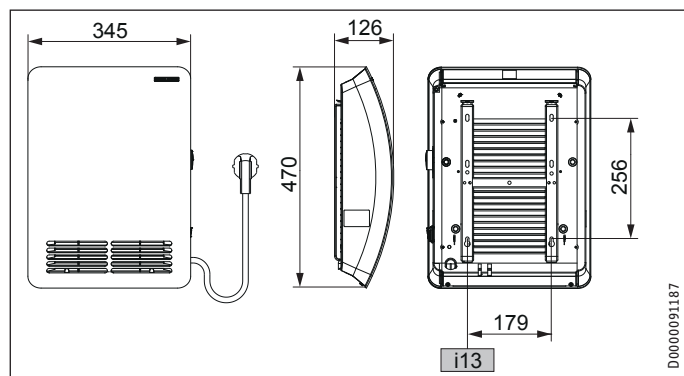
14. Appliance handover

Explain the functions of the appliance to the user. Draw special attention to the safety instructions. Hand over the operating and installation instructions to the user.

15. Specification

15.1 Dimensions and connections

CK 20 Plus (AU)

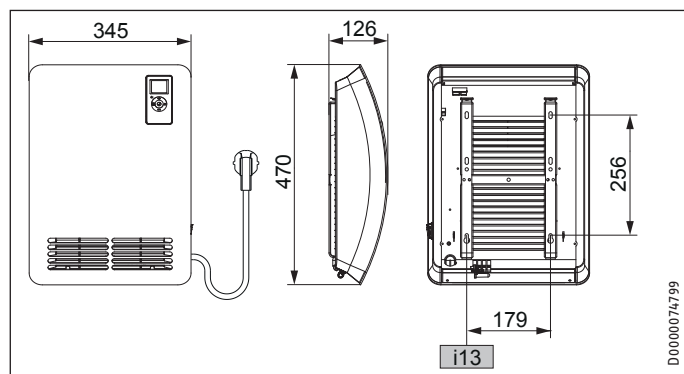


D0000091187

CK 20 Plus (AU)

i13 Wall mounting bracket

CK 20 Premium (AU)



D0000074799

CK 20 Premium (AU)

i13 Wall mounting bracket

15.2 Data table

		CK 20 Plus (AU)	CK 20 Premium (AU)
		202084	202085
Electrical data			
Connected load	W	2000	2000
Power supply		1/N/PE ~ 230 V	1/N/PE ~ 230 V
Voltage range	V	230-240	230-240
Rated current	A	8.7	8.7
Frequency	Hz	50	50
Dimensions			
Height	mm	470	470
Width	mm	345	345
Depth	mm	126	126
Weights			
Weight	kg	5.3	5.3
Versions			
Version		Wall mounted unit	Wall mounted unit
Frost protection setting	°C	7	7
IP rating		IP24	IP 24
Protection class		I	I
Colour		Alpine white	Alpine white
Values			
Output stages		1	0 - 1000 - 2000
Setting range	°C	5-35	5 - 30
Operating noise	dB(A)	48	48

Environment and recycling

We would ask you to help protect the environment. After use, dispose of the various materials in accordance with national regulations.

WARRANTY

Stiebel Eltron Warranty for Hand Dryers & Space Heaters – Models HTE, ULTRONIC, CNS, CON, CK & CKZ.

Who gives the warranty

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

The warranty

2. This warranty applies to Stiebel Eltron Hand Dryers and Space Heaters – Models HTE 4, HTE 5, ULTRONIC, CNS 100, CNS 150, CNS 200, CNS 250, CON 5, CON 10, CON 15, CON 20, CON 30, CK 20 Plus, CK 20 Premium, CK 20 S and CKZ 20 S (the "unit") manufactured after 1 January 2012.
3. Subject to the warranty exclusions we will repair or replace, at our absolute discretion, a faulty component in your unit free of charge if it fails to operate in accordance with its specifications during the warranty period.
4. If we repair or replace a faulty component to your unit under this warranty, the warranty period is not extended from the time of the repair or replacement.
5. The warranty period commences on the date of purchase of the unit. Where the date of purchase is not known, then the warranty period will commence 2 months after the date of manufacture.
6. The warranty period for a unit is shown in the table below.

Component	Warranty period
All components	5 years from the date of purchase of the unit.

Your entitlement to make a warranty claim

7. You are entitled to make a warranty claim if:
 - 7.1. you own the unit or if you have the owner's consent to represent the owner of the unit;
 - 7.2. you contact us within a reasonable time of discovering the problem with the unit;

How you make a warranty claim

8. To make a warranty claim you must provide us with the following information:
 - 8.1. The model number of the unit;
 - 8.2. A description of the problem with the unit;
 - 8.3. The name, address and contact details (such as phone number and e-mail address) of the owner;
 - 8.4. The address where the unit is installed and the location (e.g. in living room);
 - 8.5. The serial number of the unit;
 - 8.6. The date of purchase of the unit and the name of the seller of the unit;

- 8.7. The date of installation of the unit where appropriate;
- 8.8. A copy of the certificate of compliance when the unit was installed where appropriate.
9. The contact details for you to make your warranty claim are:

Name: Stiebel Eltron (Aust) Pty Ltd

Address: 294 Salmon Street,
Port Melbourne,
Victoria, 3207

Telephone: 1800 153 351
(8.00 am to 5.00 pm AEST Monday to Friday)

Contact person: Customer Service Representative

E-mail: service@stiebel-eltron.com.au
10. We will arrange a suitable time with you to inspect and test the unit.

Warranty exclusions

11. We may reject your warranty claim if:
 - 11.1. The unit was not installed by registered and qualified tradespeople, where required.
 - 11.2. The unit was not installed and commissioned:
 - (a) in Australia;
 - (b) in accordance with the Operating and Installation Guide; and
 - (c) in accordance with the relevant statutory and local requirements of the State or Territory in which the unit is installed.
 - 11.3. The unit has not been operated or maintained in accordance with the Operating and Installation Guide.
 - 11.4. The unit does not bear its original Serial Number or Rating Label.
 - 11.5. The unit was damaged by any or any combination of the following:
 - (a) normal fair wear and tear;
 - (b) connection to an incorrect power supply;
 - (c) connection to faulty equipment, such as faulty circuit breaker;
 - (d) accidental damage;
 - (e) act of God, including damage by flood, storm, fire, lightning strike and the like;
 - (f) wiring not to AS3000 Standards
 - (g) ingress of vermin.
 - 11.6. The unit was damaged before it was installed e.g. it was damaged in transit.
 - 11.7. An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.
 - 11.8. Non genuine parts other than those manufactured or approved by us have been used on the unit.

WARRANTY

12. We may charge you:
 - 12.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.
 - 12.2. for the extra time it takes our authorised service technician to access the unit for inspection and testing if it is not sited in accordance with the Operating and Installation Guide and not readily accessible for inspection.
 - 12.3. for any extra costs of our authorised service technician to make the unit safe for inspection.
13. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.
14. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.
15. If we reject your warranty claim in accordance with clause 11, we may charge you for our authorised service technician's labour costs to inspect and test the unit.
16. In order to properly test the unit we may remove it to another location for testing.

Australian Consumer Law

17. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
18. The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.

NOTES

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STIEBEL ELTRON



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