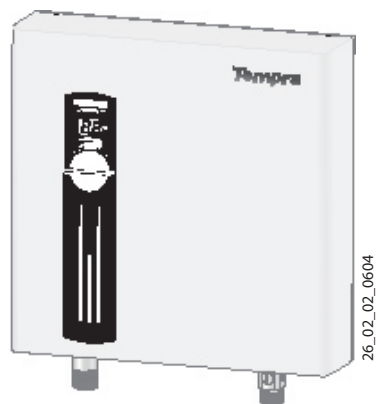


Temptra™ 12, Temptra™ 15, Temptra™ 20,
Temptra™ 22, Temptra™ 24, Temptra™ 29, Temptra™ 36

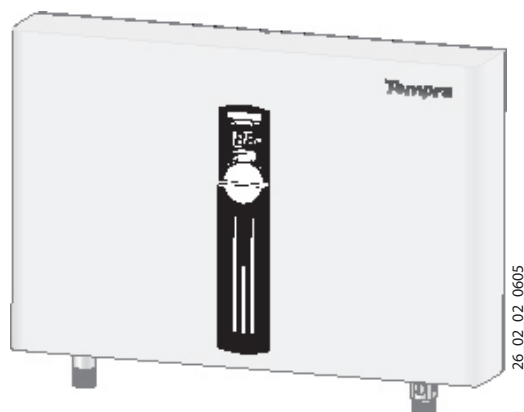
English

TANKLESS ELECTRIC WATER HEATERS
INSTALLATION INSTRUCTIONS FOR THE LICENSED
PLUMBER AND ELECTRICIAN

TEMPRA 12, TEMPRA 15, TEMPRA 20, TEMPRA 24



TEMPRA 22, TEMPRA 29, TEMPRA 36



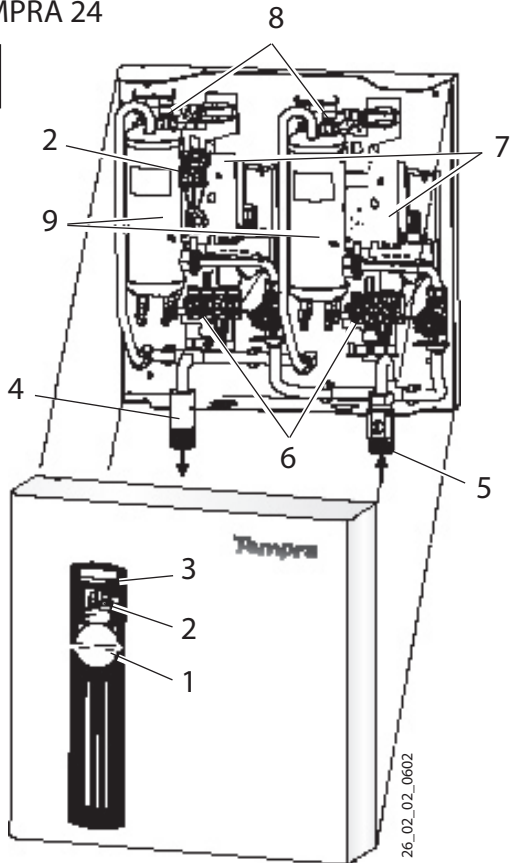
English Table of contents	
Table showing temperature increase above ambient water temperature	2
General	6
Mounting the unit	6
Water connections	6
Electrical connections	7
Putting the water heater into operation	7
Normal maintenance	7
Technical Data	7
Troubleshooting	8
Spare parts	8
Warranty	9

English	Maximum temperature increase above ambient water temperature
Español	Aumento máximo de temperatura del agua fría entrante
Français	Maximum temperature increase above ambient water temperature

Warm water flow rate Flujo de agua caliente Débit d'eau chaude			GPM					l/min				
Warm water outlet temperature Temperatura del agua caliente Température de sortie d'eau chaude			105 °F					40 °C				
Cold water inlet temperature agua fría temperatura de entrada Température d'entrée d'eau froide			°F °C									
			39	50	59	68	77	4	10	15	20	25
TEMPRA 12	@ 208 V	9 kW	0.95	1.14	1.36	1.70	2.27	3.58	4.30	5.16	6.44	8.59
	@ 220 - 240 V	12 kW	1.26	1.51	1.82	2.27	3.03	4.77	5.73	6.87	8.59	11.46
TEMPRA 15	@ 208 V	10,8 kW	1,14	1,36	1,63	2,04	2,72	4,30	5,16	6,19	7,73	10,31
	@ 220 - 240 V	14,4 kW	1,51	1,82	2,18	2,72	3,63	5,73	6,87	8,25	10,31	13,75
TEMPRA 20	@ 208 V	14,4 kW	1,51	1,82	2,18	2,72	3,63	5,73	6,87	8,25	10,31	13,75
	@ 220 - 240 V	19,2 kW	2,02	2,42	2,91	3,63	4,84	7,64	9,16	11,00	13,75	18,33
TEMPRA 22	@ 208 V	16,2 kW	1,70	2,04	2,45	3,06	4,09	6,44	7,73	9,28	11,60	15,47
	@ 220 - 240 V	21,6 kW	2,27	2,72	3,27	4,09	5,45	8,59	10,31	12,37	15,47	20,62
TEMPRA 24	@ 208 V	18 kW	1,89	2,27	2,72	3,41	4,54	7,16	8,59	10,31	12,89	17,18
	@ 220 - 240 V	24 kW	2,52	3,03	3,63	4,54	6,05	9,55	11,46	13,75	17,18	22,91
TEMPRA 29	@ 208 V	21,6 kW	2,27	2,72	3,27	4,09	5,45	8,59	10,31	12,37	15,47	20,62
	@ 220 - 240 V	28,8 kW	3,03	3,63	4,36	5,45	7,26	11,46	13,75	16,50	20,62	27,49
TEMPRA 36	@ 208 V	27 kW	2,84	3,41	4,09	5,11	6,81	10,74	12,89	15,47	19,33	25,78
	@ 220 - 240 V	36 kW	3,78	4,54	5,45	6,81		14,32	17,18	20,62	25,78	
Warm water outlet temperature Temperatura del agua caliente Température de sortie d'eau chaude			113 °F					45 °C				
Cold water inlet temperature agua fría temperatura de entrada Température d'entrée d'eau froide			°F °C									
			39	50	59	68	77	4	10	15	20	25
TEMPRA 12	@ 208 V	9 kW	0.83	0.97	1.14	1.36	1.70	3.14	3.68	4.30	5.16	6.44
	@ 220 - 240 V	12 kW	1.11	1.30	1.51	1.82	2.27	4.19	4.91	5.73	6.87	8.59
TEMPRA 15	@ 208 V	10,8 kW	1,00	1,17	1,36	1,63	2,04	3,77	4,42	5,16	6,19	7,73
	@ 220 - 240 V	14,4 kW	1,33	1,56	1,82	2,18	2,72	5,03	5,89	6,87	8,25	10,31
TEMPRA 20	@ 208 V	14,4 kW	1,33	1,56	1,82	2,18	2,72	5,03	5,89	6,87	8,25	10,31
	@ 220 - 240 V	19,2 kW	1,77	2,08	2,42	2,91	3,63	6,71	7,86	9,16	11,00	13,75
TEMPRA 22	@ 208 V	16,2 kW	1,49	1,75	2,04	2,45	3,06	5,66	6,63	7,73	9,28	11,60
	@ 220 - 240 V	21,6 kW	1,99	2,33	2,72	3,27	4,09	7,54	8,84	10,31	12,37	15,47
TEMPRA 24	@ 208 V	18 kW	1,66	1,95	2,27	2,72	3,41	6,29	7,36	8,59	10,31	12,89
	@ 220 - 240 V	24 kW	2,21	2,59	3,03	3,63	4,54	8,38	9,82	11,46	13,75	17,18
TEMPRA 29	@ 208 V	21,6 kW	1,99	2,33	2,72	3,27	4,09	7,54	8,84	10,31	12,37	15,47
	@ 220 - 240 V	28,8 kW	2,66	3,11	3,63	4,36	5,45	10,06	11,78	13,75	16,50	20,62
TEMPRA 36	@ 208 V	27 kW	2,49	2,92	3,41	4,09	5,11	9,43	11,05	12,89	15,47	19,33
	@ 220 - 240 V	36 kW	3,32	3,89	4,54	5,45	6,81	12,57	14,73	17,18	20,62	25,78
Warm water outlet temperature Temperatura del agua caliente Température de sortie d'eau chaude			125.6 °F					52 °C				
Cold water inlet temperature agua fría temperatura de entrada Température d'entrée d'eau froide			°F °C									
			39	50	59	68	77	4	10	15	20	25
TEMPRA 12	@ 208 V	9 kW	0.71	0.81	0.92	1.06	1.26	2.69	3.07	3.48	4.03	4.77
	@ 220 - 240 V	12 kW	0.95	1.08	1.23	1.42	1.68	3.58	4.09	4.64	5.37	6.36
TEMPRA 15	@ 208 V	10,8 kW	0,85	0,97	1,10	1,28	1,51	3,22	3,68	4,18	4,83	5,73
	@ 220 - 240 V	14,4 kW	1,14	1,30	1,47	1,70	2,02	4,30	4,91	5,57	6,44	7,64
TEMPRA 20	@ 208 V	14,4 kW	1,14	1,30	1,47	1,70	2,02	4,30	4,91	5,57	6,44	7,64
	@ 220 - 240 V	19,2 kW	1,51	1,73	1,96	2,27	2,69	5,73	6,55	7,43	8,59	10,18
TEMPRA 22	@ 208 V	16,2 kW	1,28	1,46	1,66	1,92	2,27	4,83	5,52	6,27	7,25	8,59
	@ 220 - 240 V	21,6 kW	1,70	1,95	2,21	2,55	3,03	6,44	7,36	8,36	9,67	11,46
TEMPRA 24	@ 208 V	18 kW	1,42	1,62	1,84	2,13	2,52	5,37	6,14	6,97	8,06	9,55
	@ 220 - 240 V	24 kW	1,89	2,16	2,45	2,84	3,36	7,16	8,18	9,29	10,74	12,73
TEMPRA 29	@ 208 V	21,6 kW	1,70	1,95	2,21	2,55	3,03	6,44	7,36	8,36	9,67	11,46
	@ 220 - 240 V	28,8 kW	2,27	2,59	2,94	3,41	4,04	8,59	9,82	11,15	12,89	15,27
TEMPRA 36	@ 208 V	27 kW	2,13	2,43	2,76	3,19	3,78	8,06	9,21	10,45	12,08	14,32
	@ 220 - 240 V	36 kW	2,84	3,24	3,68	4,26	5,04	10,74	12,27	13,93	16,11	19,09

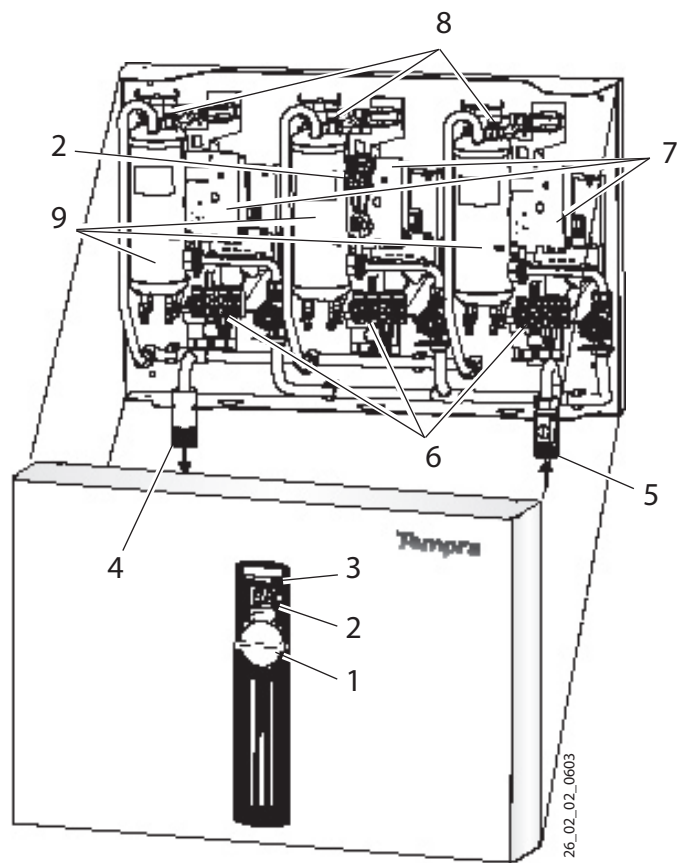
TEMPRA 12, TEMPRA 15, TEMPRA 20,
TEMPRA 24

A



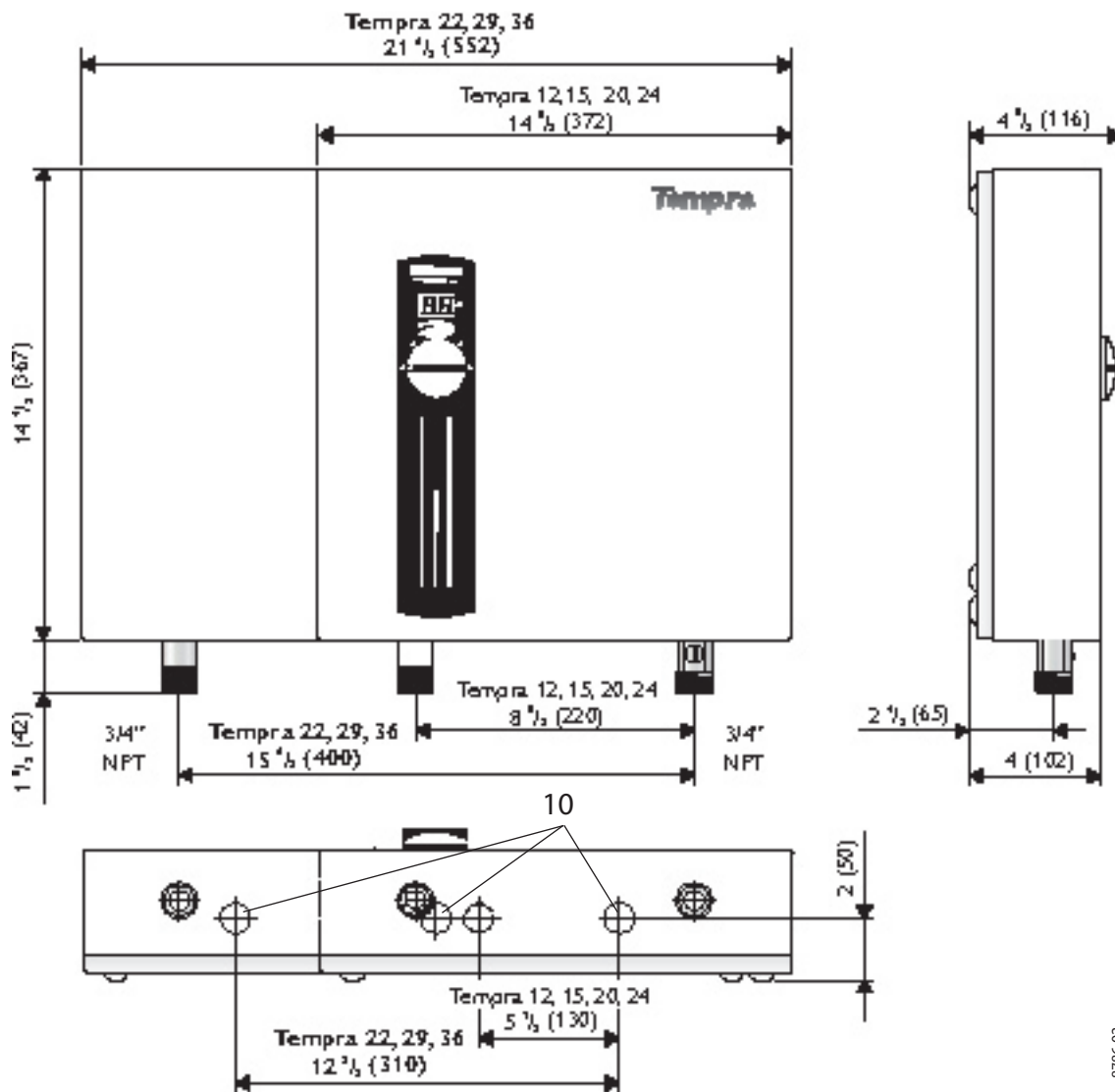
26_02_02_0602

TEMPRA 22, TEMPRA 29, TEMPRA 36



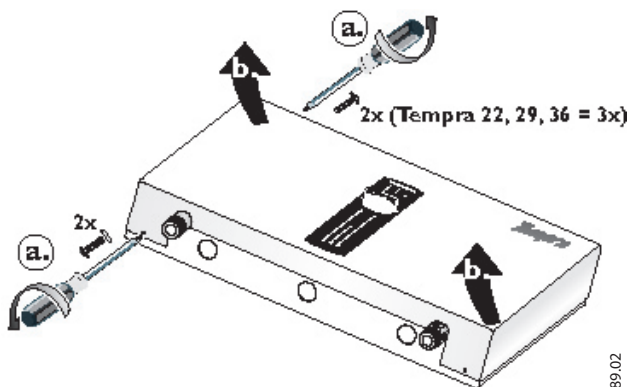
26_02_02_0603

B

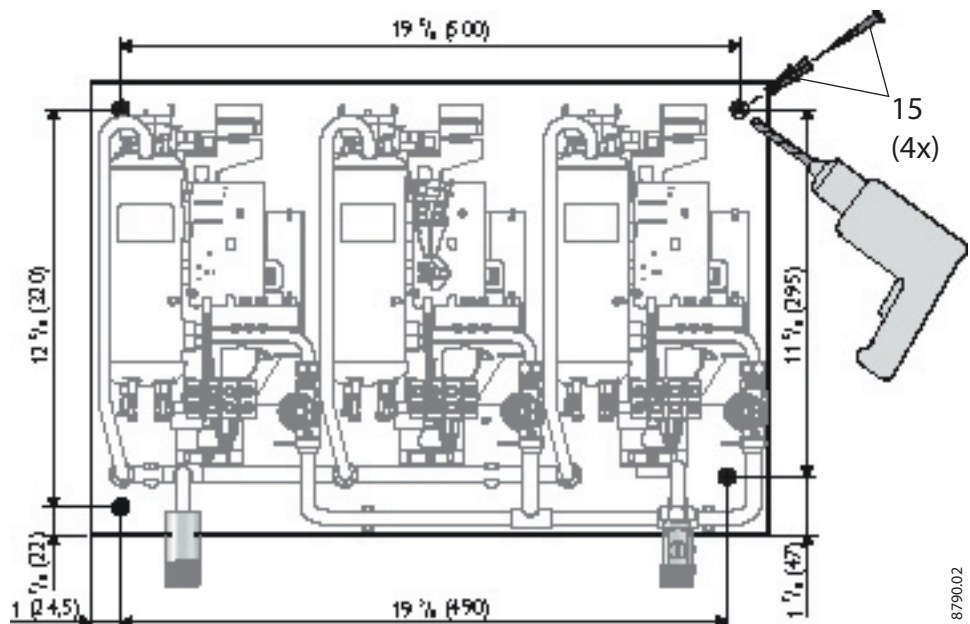
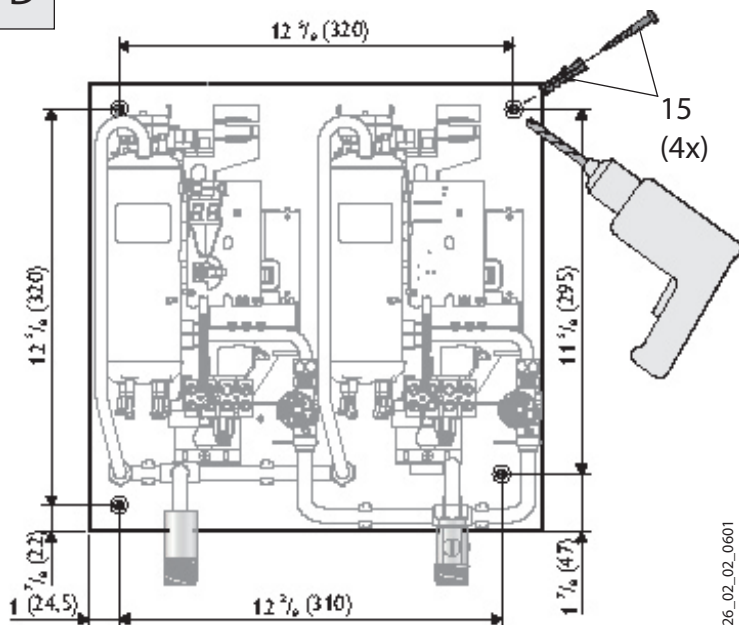


8786.02

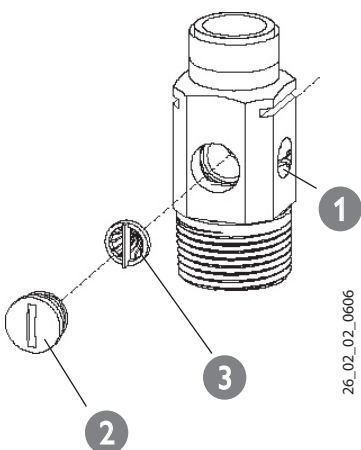
C



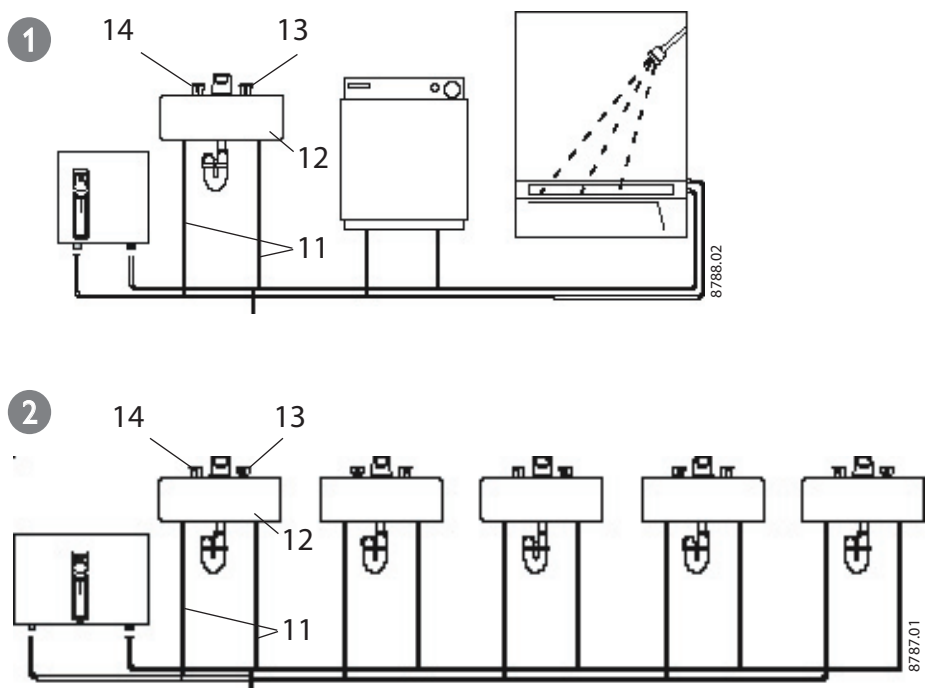
D



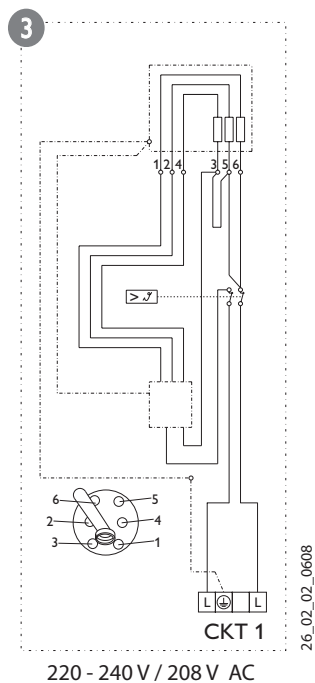
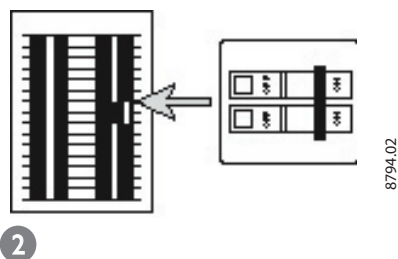
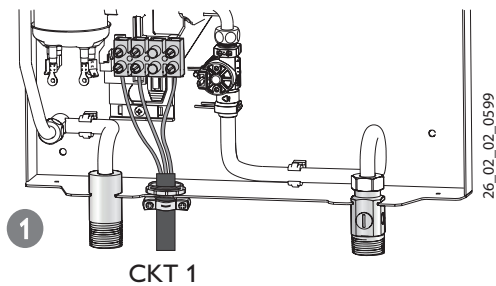
E



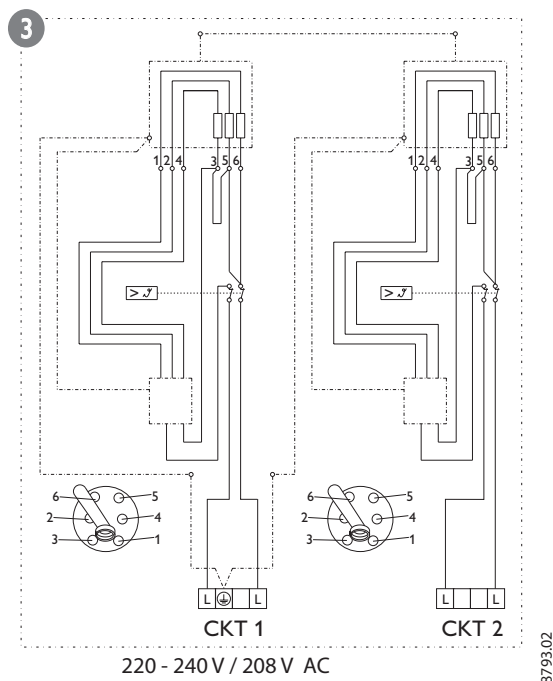
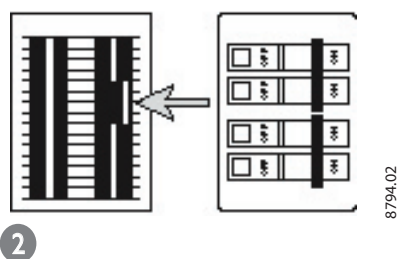
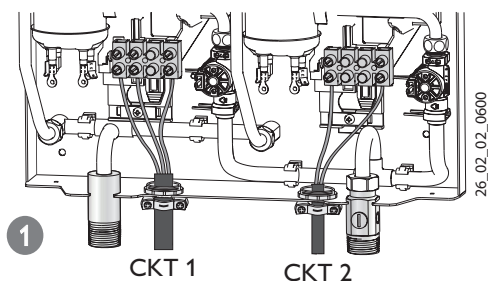
F



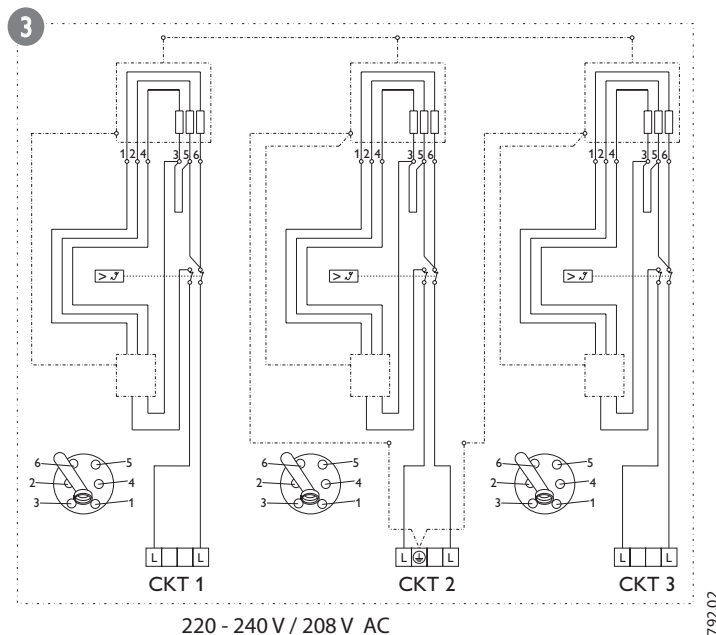
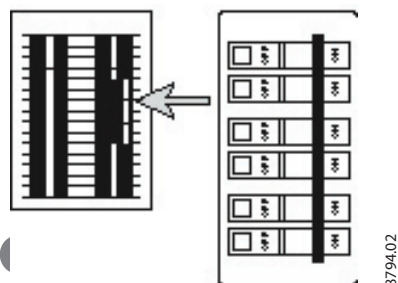
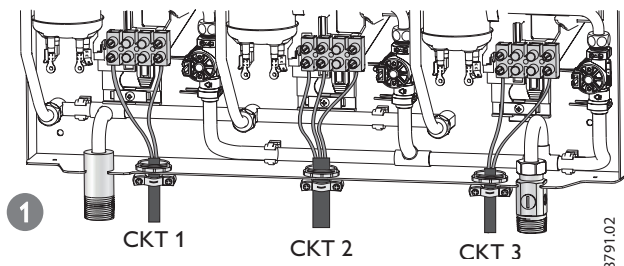
G TEMPRA 12



H TEMPRA 15, TEMPRA 20, TEMPRA 24



I TEMPRA 22, TEMPRA 29, TEMPRA 36



THIS MANUAL MUST BE READ CAREFULLY BEFORE ATTEMPTING TO INSTALL THE TEMPRA WATER HEATER. IF YOU DO NOT FOLLOW THE SAFETY RULES OR THE INSTRUCTIONS OUTLINED IN THIS MANUAL, THE UNIT MAY NOT OPERATE PROPERLY AND IT COULD CAUSE PROPERTY DAMAGE, SERIOUS BODILY INJURY AND/OR DEATH.

STIEBEL ELTRON, INC. WILL NOT BE LIABLE FOR ANY DAMAGES BECAUSE OF FAILURE TO COMPLY WITH THE INSTALLATION AND OPERATING INSTRUCTIONS OUTLINED IN THIS MANUAL OR BECAUSE OF IMPROPER USE. IMPROPER USE INCLUDES THE USE OF THIS APPLIANCE TO HEAT ANY LIQUID OTHER THAN WATER. FAILURE TO COMPLY WITH THE INSTALLATION AND OPERATING INSTRUCTIONS OR IMPROPER USE VOIDS WARRANTY. NEVER REMOVE THE UNIT'S COVER UNLESS THE ELECTRICITY IS TURNED OFF.

IF YOU HAVE ANY QUESTIONS REGARDING THE INSTALLATION OR OPERATION OF THIS WATER HEATER, OR IF YOU NEED AN ADDITIONAL INSTALLATION MANUALS, PLEASE CALL OUR TECHNICAL SERVICE LINE AT 800-582-8423 (USA AND CANADA ONLY). IF YOU ARE CALLING FROM OUTSIDE THE U.S. OR CANADA, PLEASE CALL USA 413-247-3380 AND WE WILL REFER YOU TO A QUALIFIED STIEBEL ELTRON SERVICE REPRESENTATIVE IN YOUR AREA.

Legend to figures

- 1 Temperature adjustment knob
- 2 Temperature display
- 3 „Power“ light
- 4 Hot water connection
- 5 Cold water connection
- 6 Wiring block
- 7 Electronic control unit
- 8 Safety thermal cut out
- 9 Heating system
- 10 Knock-outs for wires
- 11 Water supply line for faucet installation
- 12 Sink
- 13 Cold valve (right)
- 14 Hot valve (left)
- 15 Screws and plastic wall anchors

General

The TEMPRA units are designed to supply hot water for a house, apartment or certain commercial applications. Unlike a conventional storage type water heater the TEMPRA tankless water heater does not store hot water. Instead, water is heated instantaneously as it flows through the unit. The TEMPRA offers greater energy efficiency than storage type water heaters due to the absence of stand-by losses and reduced hot water pipe runs.

The input of heat into the water is controlled electronically. The TEMPRA will deliver any water temperature between 86 °F (30 °C) and 125 °F (52 °C). Please set the desired temperature using the knob on the front cover. The LED displays the temperature that the unit will produce in °C. Please use the conversion table on the unit in order to obtain degree Fahrenheit. The maximum temperature is electronically limited to 125 °F (52 °C).

Recommended is a setting of 108 °F (42 °C) to 116 °F (47 °C).

In case the “Power” light is flashing while the unit operates, the water flow rate exceeds the heating capacity of the unit. Reduce the hot water flow rate in order to let the unit achieve the set point temperature.

In case you have questions regarding the way you plan to use the TEMPRA, please call our technical service line at 800-582-8423 (USA and Canada). For service outside the U.S. and Canada, please call us at USA 413-247-3380. You can also e-mail us at info@stiebel-eltron-usa.com or fax us at USA 413-247-3369.

One TEMPRA can be used for the following applications.

 **1** Typical residential installation

 **2** Typical commercial installation

Mounting the unit

 UNIT MUST BE INSTALLED IN A VERTICAL POSITION WITH THE WATER FITTINGS POINTING DOWNWARD. DO NOT INSTALL UNIT WHERE IT WOULD ROUTINELY BE SPLASHED WITH WATER. ELECTRIC SHOCK MAY RESULT.

1. Install TEMPRA as close as possible to the main hot water draw-off points.
2. Install TEMPRA in a frost free area. If frost may occur, remove unit before freezing temperatures set in.
3. Leave a minimum of 5" of clearance on all sides for servicing.
4. Remove the cover .
5. Mount unit securely to wall by putting four screws through mounting holes . Screws and plastic wall anchors for mounting on masonry or wood are provided.

Water connections

1. All plumbing work must comply with national and applicable state and local plumbing codes.
2. A pressure reducing valve must be installed if the cold water supply pressure exceeds 150 PSI (10 bar).
3. Make certain that the cold water supply line has been flushed to remove any scale and dirt.
4. An isolating valve  **1** is an integral part of the cold water inlet. This valve allows the unit to be isolated for maintenance purposes.
5. The cold water connection (inlet) is on the right side of the unit, and the hot water connection (outlet) is on the left side of the unit.

 NOTE: EXCESSIVE HEAT FROM SOLDERING ON COPPER PIPES NEAR THE TEMPRA MAY CAUSE DAMAGE.

6. Tankless water heaters such as the TEMPRA are not required to be equipped with a Pressure and Temperature Relief Valve (P&T). If the local inspector will not pass the installation without a P&T, it should be installed on the hot water outlet side of the unit.
7. The TEMPRA is designed for connection to copper tubing, PEX tubing or a braided stainless steel hose with a 3/4" NPT female tapered thread. If soldering near the unit is necessary, please direct the flame away from the housing of the unit in order to avoid damage.
8. When all plumbing work is completed, check for leaks and take corrective action before proceeding.

Electrical connection

⚠ WARNING: BEFORE BEGINNING ANY WORK ON THE ELECTRIC INSTALLATION, BE SURE THAT MAIN BREAKER PANEL SWITCHES ARE "OFF" TO AVOID ANY DANGER OF ELECTRIC SHOCK. ALL MOUNTING AND PLUMBING MUST BE COMPLETED BEFORE PROCEEDING WITH ELECTRICAL HOOK-UP. WHERE REQUIRED BY LOCAL, STATE OR NATIONAL ELECTRICAL CODES THE CIRCUITS SHOULD BE EQUIPPED WITH A "GROUND FAULT INTERRUPTER".

1. All electrical work must comply with national and applicable state and local electrical codes.
2. The TEMPRA should be connected to properly grounded dedicated branch circuits of proper voltage rating. Ground must be brought to the "Ground" at the circuit breaker panel.

G A TEMPRA 12 can be connected to a single circuit. Use a supply cable protected by a double pole breaker (see 2).

The TEMPRA 15 to TEMPRA 36 must have multiple power sources.

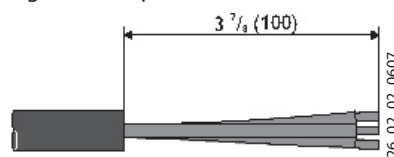
H A TEMPRA 15, 20 or a TEMPRA 24 require two independent circuits. Use two supply cables protected by two separate double pole breakers (see 2).

I A TEMPRA 22, 29 or a TEMPRA 36 require three independent circuits. Use three supply cables protected by three separate double pole breakers (see 2).

Please refer to the technical data table for the correct wire and circuit breaker size. In

all cases, make sure that the unit is properly grounded.

3. Cut the electrical connection cable to length and strip.



4. The wire must be fed through the knock-outs located between the hot and cold water connections **G** - **I** 1. The "live" wires must be connected to the slots on the terminal block marked L and L. The ground wire must be connected to slot marked with the ground symbol (see 3).
5. Reinstall the cover with screws.

⚠ WARNING: AS WITH ANY ELECTRIC APPLIANCE, FAILURE TO ELECTRICALLY GROUND UNIT MAY RESULT IN SERIOUS INJURY OR DEATH.

Putting the water heater into operation

⚠ WARNING: OPEN HOT WATER FAUCET FOR A FEW MINUTES UNTIL WATER FLOW IS CONTINUOUS AND ALL AIR IS PURGED FROM WATER PIPES. THE UNIT'S COVER MUST BE INSTALLED BEFORE THE CIRCUIT BREAKERS ARE TURNED ON.

1. Turn on circuit breakers to bring electrical power to the unit.
2. Adjust the water temperature to the desired level using the knob on the front cover of the unit. The TEMPRA displays the tem-

perature in degree Celsius. There is a conversion table on the front cover that helps to convert from degree Celsius to degree Fahrenheit.

3. Turn on hot water and wait twenty seconds until temperature has stabilized.
4. Check the water temperature with your hand and make sure that it does not feel too hot. Reduce if necessary.
5. Explain to the user how the unit works and familiarise him or her with its use. Advise the user about possible hazards (hot water temperature up to 125 °F / 52 °C). Hand over these instructions, to be kept for future reference.

Normal maintenance

STIEBEL ELTRON TEMPRA tankless water heaters are designed for a very long service life. Actual life expectancy will vary with water quality and use. The unit itself does not require any regular maintenance. However, to ensure consistent water flow, it is recommended to periodically remove scale and dirt that may build up at the aerator of the faucet(s) or in the shower head. **E** Also, the TEMPRA has a built in filter screen **3** that should be cleaned from time to time. In order to do this, turn off the cold water supply at the isolating valve **1** and remove the cap **2** of the filter screen. Clean screen and put the screen and cap back into their original position.

⚠ OTHER THAN THE FILTER SCREEN, THE TEMPRA DOES NOT CONTAIN ANY PARTS SERVICEABLE BY THE LAY PERSON. IN CASE OF MALFUNCTION PLEASE CONTACT A LICENSED PLUMBER OR ELECTRICIAN.

Technical Data

Model	TEMPRA 12		TEMPRA 15		TEMPRA 20		TEMPRA 22		TEMPRA 24		TEMPRA 29		TEMPRA 36	
Phase	1		1		1		1		1		1		1	
Voltage V	208	240	208	240	208	240	208	240	208	240	208	240	208	240
Wattage kW	9	12	10.8	14.4	14.4	19.2	16.2	21.6	18	24	21.6	28.8	27	36
Max. amp. load A	44	50	2 x 26	2 x 30	2 x 35	2 x 40	3 x 26	3 x 30	2 x 44	2 x 50	3 x 35	3 x 40	3 x 44	3 x 50
Min. required circuit breaker size A	60	60	2 x 40	2 x 40	2 x 50	2 x 50	3 x 40	3 x 40	2 x 60	2 x 60	3 x 50	3 x 50	3 x 60	3 x 60
Required wire size AWG COPPER	6	6	2 x 8	2 x 8	2 x 8	2 x 8	3 x 8	3 x 8	2 x 6	2 x 6	3 x 8	3 x 8	3 x 6	3 x 6
Min. water flow to activate unit GPM / l/min	0.29 / 1.1		0.58 / 2.2		0.58 / 2.2		0.87 / 3.3		0.58 / 2.2		0.87 / 3.3		0.87 / 3.3	
Nominal water volume GAL / l	0.13 / 0.5		0.26 / 1.0		0.26 / 1.0		0.39 / 1.5		0.26 / 1.0		0.39 / 1.5		0.39 / 1.5	
Working pressure PSI / bar	max. 150 / 10													
Tested to pressure PSI / bar	300 / 20													
Weight lbs. / kg	14.3 / 6.5		17.6 / 8.0		17.6 / 8.0		24.7 / 11.2		17.6 / 8.0		24.7 / 11.2		24.7 / 11.2	
Dimensions height depth width	inch / mm		14 ⁴ / ₈ / 367 4 ⁵ / ₈ / 116											
14 ⁵ / ₈ / 372 14 ⁵ / ₈ / 372 14 ⁵ / ₈ / 372 21 ⁶ / ₈ / 552 14 ⁵ / ₈ / 372 21 ⁶ / ₈ / 552 21 ⁶ / ₈ / 552														
Water connections NPT	3/4"													

- Suitable for supply with water up to 107.6 °F / 42 °C
- Tankless water heaters are considered a non-continuous load
- Conductors should be sized to maintain a voltage drop of less than 3 % under load

Troubleshooting

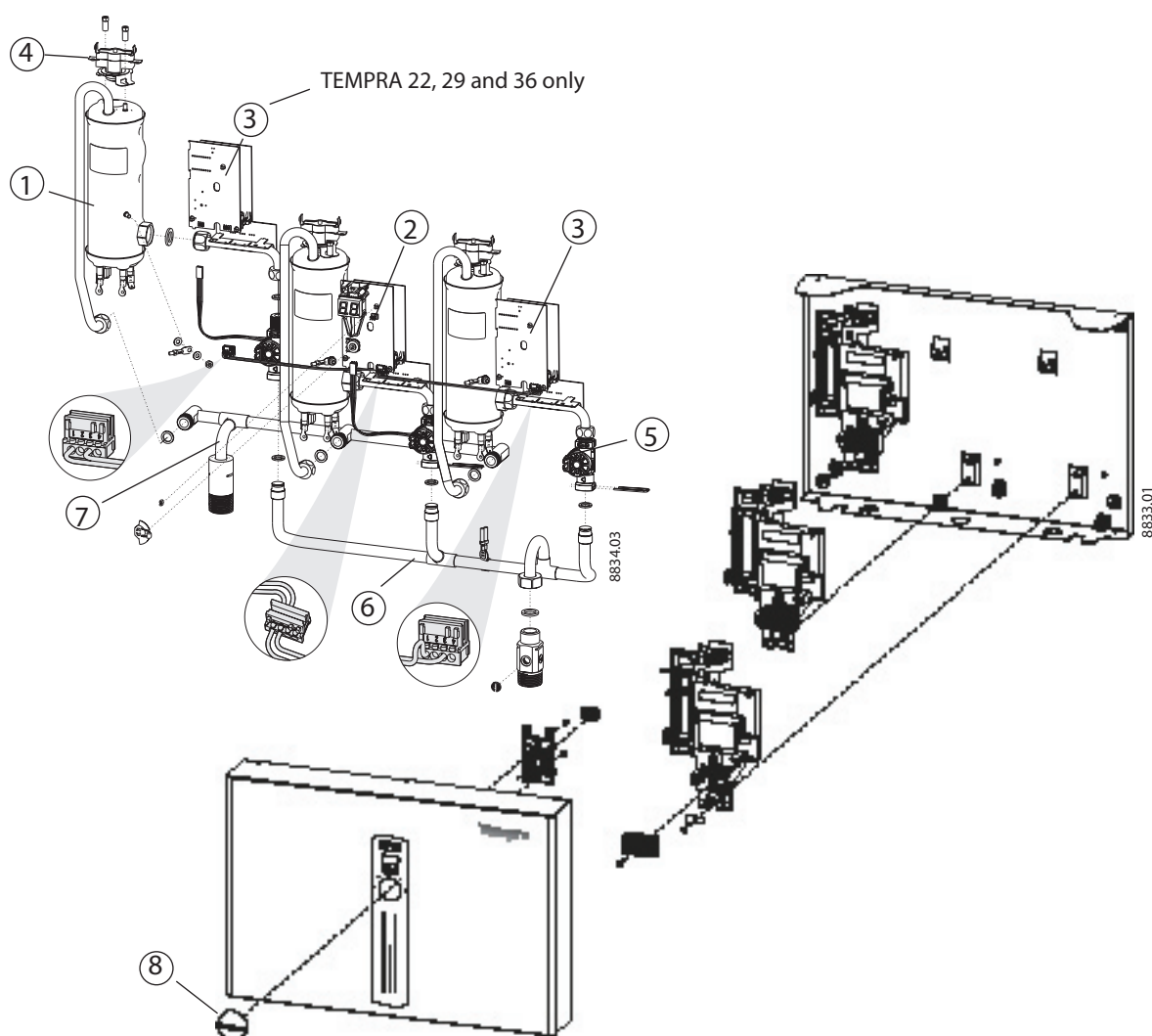
Symptom	Possible Cause	Solution
No hot water	– circuit breakers off – safety thermal cut-out tripped – not enough flow rate to activate unit	– turn circuit breakers on – reset thermal cut-out – clean filter screen at unit – clean faucet aerator or shower head
Water not hot enough	– water flow rate too high – voltage too low	– reduce water flow rate until light on front cover stops blinking – supply correct voltage to unit
LED displays one of the following fault codes: 91, 92, 93, 94, 95, 96, 97	– problem with electronic control module	– contact STIEBEL ELTRON.

If you are not able to resolve a problem please contact us toll free at 800-582-8423 before removing the unit from the wall. STIEBEL ELTRON is happy to provide technical assistance. In most instances, we can resolve the problem over the phone.

Spare parts

No. Spare part	Model	TEMPRA 12	TEMPRA 15	TEMPRA 20	TEMPRA 22	TEMPRA 24	TEMPRA 29	TEMPRA 36
① Heating system		26 65 84	26 90 25	24 91 58	26 90 25	26 65 84	24 91 58	26 65 84
② Electronic control device: Master		26 47 17						
③ Electronic control device: Slave		26 47 18						
④ Safety thermal cut out		26 65 83	17 03 05	17 03 05	17 03 05	26 65 83	17 03 05	26 65 83
⑤ Flow sensor		26 65 85						
⑥ Cold water connection		26 65 86	26 65 87	26 65 87	26 65 88	26 65 87	26 65 88	26 65 88
⑦ Warm water connection		26 65 90	26 65 91	26 65 91	24 91 68	26 65 91	24 91 68	24 91 68
⑧ Temperature adjustment knob		16 35 73						

J



WARRANTY

RESIDENTIAL & COMMERCIAL WARRANTY: STIEBEL ELTRON WARRANTS TO THE ORIGINAL OWNER THAT THE TEMPRA TANKLESS ELECTRIC WATER HEATER WILL BE FREE FROM DEFECTS IN WORKMANSHIP AND MATERIALS FOR A PERIOD OF THREE YEARS FROM THE DATE OF PURCHASE. SHOULD THE PART(S) PROVE TO BE DEFECTIVE UNDER NORMAL USE DURING THIS PERIOD, STIEBEL ELTRON, INC. WILL BE RESPONSIBLE FOR REPLACEMENT OF THE DEFECTIVE PART(S) ONLY. STIEBEL ELTRON, INC. IS NOT RESPONSIBLE FOR LABOR CHARGES TO REMOVE AND/OR REPLACE THE DEFECTIVE PART(S), OR ANY INCIDENTAL OR CONSEQUENTIAL EXPENSES.

SHOULD THE OWNER WISH TO RETURN THE TANKLESS ELECTRIC WATER HEATER FOR REPAIR, THE OWNER MUST FIRST SECURE WRITTEN AUTHORIZATION FROM STIEBEL ELTRON, INC. THE OWNER SHALL BE REQUIRED TO SHOW PROOF OF PURCHASE DATE, AND TO PAY ALL TRANSPORTATION COSTS TO RETURN THE DEFECTIVE PART(S) OR TANKLESS ELECTRIC WATER HEATER FOR REPAIR OR REPLACEMENT. WARRANTY IS VOID IF WATER HEATER HAS BEEN INSTALLED OR USED IMPROPERLY OR IF DESIGN HAS BEEN ALTERED IN ANY WAY.

STIEBEL ELTRON, INC.
17 West Street
West Hatfield, MA 01088, USA
PHONE: 800-582-8423 or 413-247-3380
FAX: 413-247-3369
E-Mail info@stiebel-eltron-usa.com
www.stiebel-eltron-usa.com

GARANTÍA

GARANTÍA RESIDENCIAL Y COMERCIAL: STIEBEL ELTRON GARANTIZA LA MANO DE OBRA Y LAS PIEZAS DE LOS CALENTADORES ELÉCTRICOS SIN TANQUE DHC, POR UN PERIODO DE TRES AÑOS A PARTIR DE LA FECHA DE COMPRA. EN CASO QUE ALGUNA PARTE O PARTES SE DAÑEN DURANTE ESTE PERIODO, STIEBEL ELTRON, INC SE RESPONSABILIZA A CAMBIAR LA PARTE(S) DEFECTUOSA(S) ÚNICAMENTE. STIEBEL ELTRON, INC NO SE HACE RESPONSABLE POR GASTOS DE MANO DE OBRA EN QUE SE INCURRAN PARA REMOVER Y/O REEMPLAZAR LA(S) PARTE(S) DEFECTUOSA(S), O CUALQUIER GASTO ACCIDENTAL O COMO CONSECUENCIA DEL PROBLEMA.

EN CASO QUE EL PROPIETARIO DESEE REGRESAR EL CALENTADOR DE AGUA ELÉCTRICO SIN TANQUE PARA QUE SEA REPARADO, EL PROPIETARIO DEBE OBTENER UNA AUTORIZACIÓN POR ESCRITO DE STIEBEL ELTRON, INC. Y ESTAR PREPARADO PARA PROBAR LA FECHA DE ADQUISICIÓN, ASÍ COMO, PAGAR POR TODOS LOS COSTOS DE TRANSPORTACIÓN PARA REGRESAR LA(S) PARTE(S) DEFECTUOSA(S) O EL CALENTADOR DE AGUA PARA REPARACIÓN O REEMPLAZO. LA GARANTÍA SERÁ ANULADA SI EL CALENTADOR DE AGUA HA SIDO INSTALADO O USADO INADECUADAMENTE O SI EL DISEÑO HA SIDO ALTERADO DE CUALQUIER MANERA.

STIEBEL ELTRON, INC.
17 West Street
West Hatfield, MA 01088, USA
PHONE: 800-582-8423 or 413-247-3380
FAX: 413-247-3369
E-Mail info@stiebel-eltron-usa.com
www.stiebel-eltron-latino.com

GARANTIE

GARANTIE APPLICABLE AUX UTILISATEURS PRIVÉS ET COMMERCIAUX: STIEBEL ELTRON GARANTIT AU PROPRIÉTAIRE INITIAL QUE LE CHAUFFE-EAU INSTANTANÉ ÉLECTRIQUE TEMPRA EST EXEMPT DE DÉFAUTS DE FABRICATION ET DE MATÉRIAUX PENDANT UNE PÉRIODE DE TROIS ANS À COMPTER DE LA DATE D'ACHAT. EN CAS DE DÉFAUT AVÉRÉ D'UNE OU PLUSIEURS PIÈCES LORS D'UNE UTILISATION NORMALE DURANT CETTE PÉRIODE, STIEBEL ELTRON, INC. N'EST RESPONSABLE QUE DU REMPLACEMENT DE LA OU DES PIÈCES DÉFECTUEUSES. STIEBEL ELTRON, INC. N'EST PAS RESPONSABLE DES FRAIS DE MAIN-D'ŒUVRE DÉCOULANT DE LA DÉPOSE ET/OU DU REMPLACEMENT DE LA OU DES PIÈCES DÉFECTUEUSES NI DES ÉVENTUELS FRAIS ACCESSOIRES OU INDIRECTS.

SI LE PROPRIÉTAIRE SOUHAITE RENVOYER LE CHAUFFE-EAU INSTANTANÉ ÉLECTRIQUE POUR RÉPARATION, IL DOIT D'ABORD OBTENIR L'AUTORISATION ÉCRITE DE STIEBEL ELTRON, INC. LE PROPRIÉTAIRE SERA TENU DE PRODUIRE LA PREUVE DE LA DATE D'ACHAT ET DE SUPPORTER TOUS LES FRAIS DE TRANSPORT INHÉRENTS AU RENVOI DE LA OU DES PIÈCES DÉFECTUEUSES OU DU CHAUFFE-EAU INSTANTANÉ ÉLECTRIQUE POUR RÉPARATION OU REMPLACEMENT. LA GARANTIE NE COUVRE PAS LES INSTALLATIONS OU UTILISATIONS INCORRECTES DU CHAUFFE-EAU NI LES MODIFICATIONS DE CONCEPTION ÉVENTUELLES.

STIEBEL ELTRON, INC.
17 West Street
West Hatfield, MA 01088, USA
PHONE: 800-582-8423 or 413-247-3380
FAX: 413-247-3369
E-Mail info@stiebel-eltron-usa.com
www.stiebel-eltron-usa.com