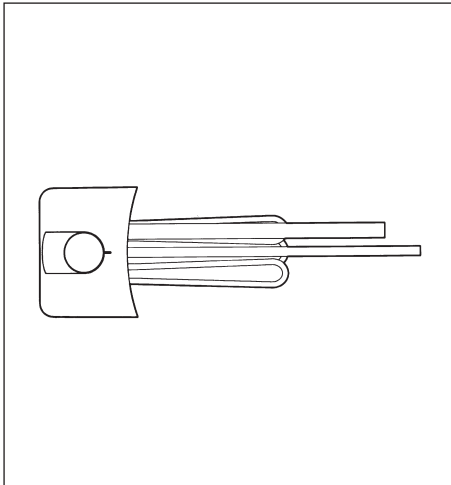


Operator's Manual and Installation Instructions

Fitted Heaters (R series)

Please provide to user



Technology for a
cosy home

AE
Austria Email

Dear Client!

The range of electrical fitted heaters of Austria Email AG is manufactured in conformity with the applicable rules and regulations. Their safety is tested according to ÖVE (Association of Austrian Electrical Engineers) and/or VDE (Association of Austrian Electrical Engineers) requirements.

Installation and commissioning must be performed exclusively by a licensed installation firm in accordance with these instructions.

This small brochure includes all important information for the correct installation and operation of the fitted heater. Notwithstanding the aforesaid, you are kindly requested to ask your franchise owner to demonstrate the operation of the unit and explain its function. Of course, our Customer Service Department and Sales Department will be more than happy to provide support and advice as well.

The team of Austria Email AG is confident that your electrical fitted heater will give you years of trouble-free service.



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Information for: **U = User**
 E = Expert

1. Function

U E

The electrical fitted heaters of the R series are the main heater for electrically heated hot water heaters. Under normal circumstances, they do not require any maintenance or other service intervention. However, if the lime concentration of the water is very high, it may be necessary to remove the boiler scale at certain intervals.

The user sets the desired temperature using the control dial. During the heating interval determined by the relevant utility, the temperature controller automatically switches the heater on and off (when the selected water temperature for the storage tank is reached). When the water temperature drops, for instance when water is retrieved from the tank or as a result of natural cooling, the heater is switched on again until the actual water temperature in the storage tank coincides with the preselected water temperature again.

2. Saving energy

U E

Selecting a low water temperature setting for the water in the storage tank saves a lot of energy. Consequently, it is advisable to set the infinitely variable temperature controller to the lowest temperature setting required for your actual hot water consumption. This reduces your electricity consumption and the lime deposits in the tank.

3. Operation and temperature setting

U E

With the infinitely variable temperature controller, set the intank water temperature that suits your requirements, or select one of the three suggested settings. In this way, you can ensure that your fitted heater works **efficiently** without wasting energy.

To help you select an appropriate setting, the temperature control dial of the electrical heater features 4 suggested settings marked as follows:

- Setting: * Frost protection for the tank
- Setting: < approximately **40° C**, hand-hot tank water
- Setting: •• approximately **65° C**, moderately hot tank water This setting is recommended to avoid accidental scalding with hot water. Furthermore, the heater uses energy very sparingly if this setting is selected. The heat losses are small and the formation of boiler scale is largely prevented.
Low active standby energy consumption
- Setting: ••• approximately **85° C**, hot tank water

Caution:

Turning the controller counter-clockwise until the limit stop does not set the unit to zero or switch the unit off. If the unit feeds on daytime electricity, do not select a temperature setting higher than •• (approx. 65°C).

Due to the hysteresis of the temperature control ($\pm 7^\circ\text{K}$) and possible radiation losses (cooling-down of the pipelines), the temperature specifications are subject to an accuracy of $\pm 10^\circ\text{K}$.

4. Operating conditions

U E

Use fitted heater exclusively in the conditions specified on the rating plate (operating pressure, heating time, supply voltage etc.). **The electrical connection must be made according to the wiring diagram on the inside of the protection cover.**

Apart from the nationally acknowledged rules and regulations (ÖVE = Association of Austrian Electrical Engineers, VDE = Association of German Electrical Engineers, ÖNORM = Austrian standard and DIN = German standard, etc.), the connection conditions of the local power station and waterworks as well as the Operator's Manual and Installation Instructions must also be observed.

If the lime concentration of the water is very high, we recommend fitting a commercially available decalcifier upstream of the water tank.

This fitted heater is particularly suitable for the installation in freestanding enamelled tanks and units with twin envelope. However, due to its special design, the units can also be fitted in third-party products with enamelled, plastic coated or hotdip galvanised boilers. **A combination with CrNi (NIRO) boilers is problematic and not recommended (necessary measures: see item 5.4).**

For the installation in enamelled boilers, our fitted heaters, screw-in heaters and fitted gilledpipe heat exchangers are designed with insulated heating elements in connection with a protective current discharge resistor and therefore comply with the state of the art – in particular concerning the protection against corrosion of enamelled boilers. All built-in heating components are suitable for pressure-resisting operation and the heating of drinking or heating water up to a max. operating pressure of 10 bar (150 psi).

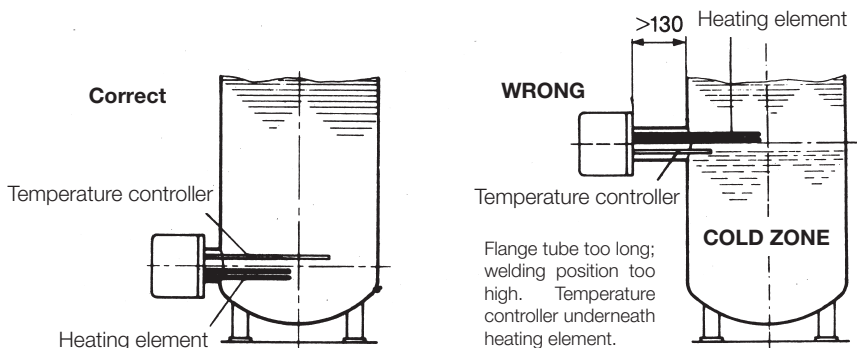
This device is not designed to be used by persons (including children) with physical, sensory or mental disabilities or lacking experience and/or lacking knowledge, unless these are supervised by a person who is responsible for their safety or have received instructions on how to use this device from any such person. Children should be supervised in order to ensure that they do not play with this device.

5. Assembly, installation and safety information E

5.1 Allgemeine Einbau- und Sicherheitshinweise E

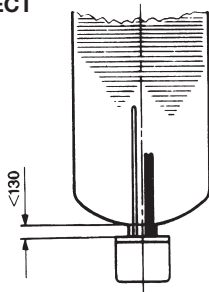
In operation, the heating element and the sensor protection tube must be surrounded on all sides by sufficient water. The water flow resulting from thermal influences should not be impeded. The fitted heater features a safety temperature limiter that switches off any further heating of the unit when the water temperature reaches max. 130° C (EN 60335 -2-21; ÖVE-EW41, Pt 2 (500) / 1971). Therefore, when selecting the connection components (connection pipes, safety valve combinations, etc.), it is necessary to ensure that the connection components will withstand temperatures of 130° C so that any consequential damage in the event of a malfunction of the temperature controller is prevented. The assembly and installation must be performed exclusively by authorised trade personnel.

Installation position:



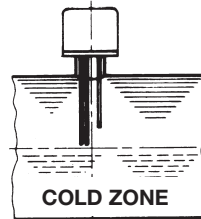
b) vertical installation from underneath to be used exclusively for REU 1-... and RDU-1... types.

CORRECT



WRONG

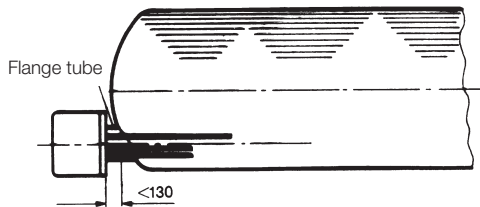
Heater too high and fitted in wrong position (protection cover on top).



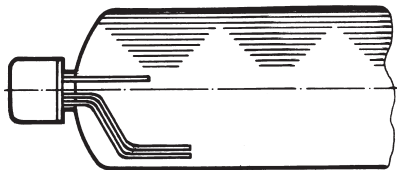
c) horizontal installation in a horizontal tank.

CORRECT

All types can be used for horizontal tanks with eccentric flange

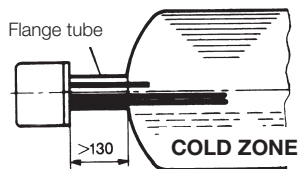


For horizontal tanks with central flange, use only RUL 1-2/5.



WRONG

Flange tube too long; welding position too high.

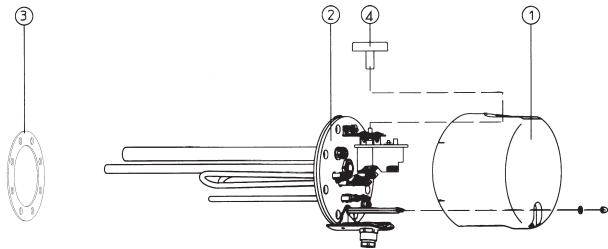


The length of the flange tube must not exceed max. 130mm in order to ensure that the temperature sensor and the heating element extend far enough into the boiler. The heater must be fitted as low in the boiler as possible so that the entire content of the boiler is heated evenly. It is not essential that the heating elements extend throughout the available installation depth. In front of the boiler flange, some mounting space is required (installed length + 100mm). Boiler scale affects the function of the heater. If the lime concentration of the water is very high, it is necessary to take appropriate measures, for instance lowering the temperature, installation of softening equipment, removal of the boiler scale.

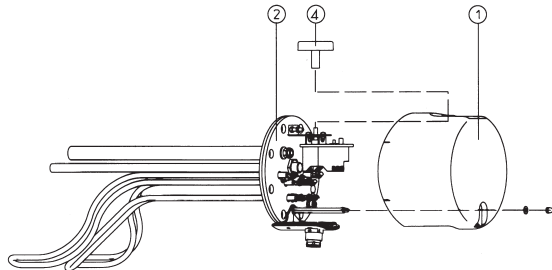
5.2 Exploded views

E

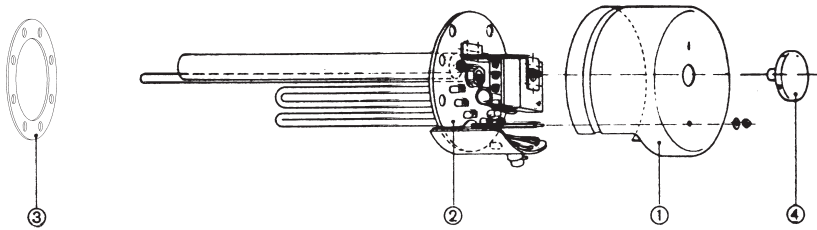
(The number of tubular heating elements of the individual type series differs.) For type series REU, RDU, RSW, RDW 18 –



For type RUL 18 – 2/5

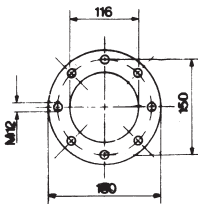


For type RDW, RSW 2 –

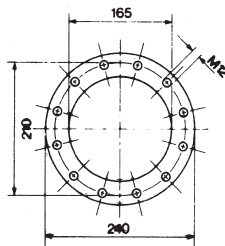


Suitable boiler flanges:

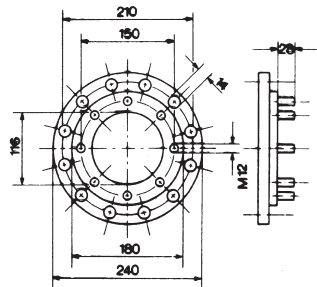
**For all types
R...18...(180 Ø)**



**For all types
R...2...(240 Ø)
12 holes**



**Intermediate flange
Type ZF 240-12
240 Ø, 12 holes**



5.3 Intermediate flangeType ZF 240-12240 Ø, 12 holes

E

Apart from the legally acknowledged rules and regulations, the connection conditions of the local power station and waterworks must also be observed.

1. Remove protection cover, Pos. 1.
2. Install heating flange, Pos. 2, with gasket, Pos. 3, in the boiler. During installation, the sensor protection tube of the temperature controller must be above the tubular heating elements (refer to "Notes on Installation").
3. Fasten heating flange, Pos. 2, with M 12 flange bolts (max. torque: 22 Nm). Tighten flange bolts (after tightening a bolt, proceed with the bolt in the diagonally opposite position). Check the screw connection of the heating elements and if required retighten to a torque of 2-3 Nm.
4. Make the electrical connection according to the wiring diagram (see Items 5/6). Important – do not forget to connect the protective conductor!
5. Attach protection cover and fasten with nut, put on enclosed control dial, Pos. 4.
6. Do not operate until the tank is filled with water.

The installation of the heating element and commissioning must be carried out by a skilled person who assumes the responsibility for the proper execution and configuration in his/her capacity as a professional.

5.4 Notes about protection against corrosion

E

The fitted heater is designed for installation in a tank with inside enamelling with a protection anode. As delivered, the type series R...18 –... (flange diameter: 180mm) is equipped with an anode with a diameter of 22 mm, length: 390 mm.

For enamelled boilers (third-party products), it is necessary to integrate an appropriate anode protection in the boiler according to the manufacturer's specifications.

The protection anodes must be replaced when more than 3/4 of the material has been consumed. After approximately 2 years of operation, the anode should be checked for the first time.

The following measures are required in the event of a combination with CrNi (NIRO) tanks or CrNi heat exchangers and built-in components in plastic coated tanks:

- a) **Disconnection of the protective current discharge resistor in order to ensure an insulated installation of the heating element.**
- b) **Disconnection of the anode – earth connection cable if the relevant type is equipped with an anode.**

5.5 Connecting water to the tank

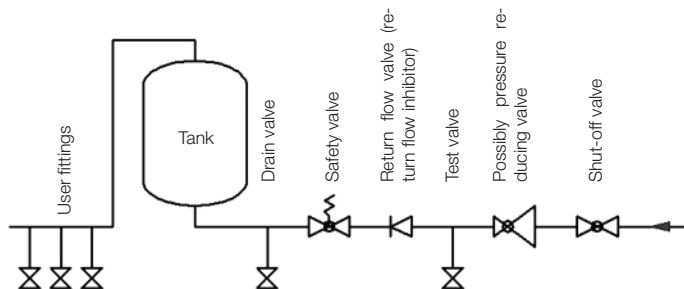
E

The assembly, connection and usage instructions of the hot water heater (boiler), as well as ÖNORM (Austrian standard) B2531 T1 or DIN (German standard) 1988, must be observed at all times.

Pressure-resistant connection

Any warranty is voided if inappropriate or defective tank connection fittings are used and/or if the stated operating pressure is exceeded. To make the water connection, it is mandatory to use a type-approved diaphragm safety valve or a diaphragm safety valve combination – connection fitting for pressure-resistant tanks! A safety valve combination consists of shutoff valve, test valve, return flow valve, drain valve and safety valve with expansion water discharge. It is installed between the cold water supply line and the cold water inlet (blue) of the tank in the **sequence shown below**.

Tank connection to DIN 1988 and ÖNORM B2531-1:



5.6 Electrical connection

E

The installation of the heating element and commissioning must be carried out by a skilled person who assumes the responsibility for the proper execution and configuration in his/her capacity as a professional. As a basic rule, the electrical connection should be made as indicated on the enclosed, type-specific wiring diagram! Make sure the supply voltage is correct! All accessible metal parts of the tank must be covered by the safety/protection measure.

An allpole disconnector with 3 mm contact gap width must be integrated in the power supply line. An automatic circuit-breaker may also be used as the disconnecting device. The connecting cable must be introduced into the connection space of the fitted heater through the attachment bolting. A cable grip (strain relief device) must be used for protection against pulling and twisting.

The connection with the power grid must be implemented in conformity with the applicable national regulations and standards, the relevant connecting requirements of the local power company and waterworks, as well as the standards of the Mounting and Operating Instructions, and must be performed exclusively by a licensed electrician. The stipulated protective measures must be executed carefully, so that no other power-supplied devices are affected thereby in the event of a malfunction or failure of the hot water tank's power supply (e.g. freezer, rooms used for medical purposes, units for intensive care, etc.).

In rooms with bathtubs or showers, the device must be installed in accordance with the national laws and regulations (e.g. of ÖVE-SEV or VDE).

The technical connecting requirements (TAB) of the relevant energy supply company must absolutely be observed.

A residual current circuit breaker with a tripping current $I_{\Delta N} \leq 30 \text{mA}$ must be connected in series before the electric circuit.

The device must only be connected with permanently laid lines.

An allpole disconnecting unit with at least 3mm contact clearance must be connected in series before the device. This requirement is fulfilled e.g. by an automatic cutout.

It is imperative that the hot water tank is filled with water prior to electrical startup.

In accordance with the safety regulations, the hot water tank must be switched powerless, secured against being switched on again and checked for powerlessness prior to any intervention. Interventions to the electrics of the device must only be performed by a licensed electrician.

As a rule, the electrical connection must be performed in accordance with the circuit diagram affixed inside the connecting area of the tank!

Version with contactor control –RSW types

ÖVE (Association of Austrian Electrical Engineers) or VDE (Association of German Electrical Engineers) tested control contactors fitted outside the housing of the fitted heater, for instance in a control cabinet of the fixed installation, must be used for installations and control contactors. Separate control contactors must be used for the safety temperature limiter and the temperature controller. The contactors must bear an inscription/label indicating their safety function for the water heater. (TR and STB (security temperature limiter)).

The output data for the choice of the contactors is given in the table (Section: Technical Data) in the »Switching group« column. The STB (security temperature limiter) contactor must be designed for the total output of the switching groups. When the installation has been completed, the function of the contactors must be checked to ensure they work properly.

5.7 Commissioning

U E

Commissioning: before the unit is switched on electrically for the first time, the tank must be filled with water. As the water heats up, the expansion water produced in the inner boiler must drip from the safety valve if the connection is pressureproof and from the overflow combination set if the connection is unpressurised.

Caution: The hot water discharge pipe and parts of the safety fitting can get hot.

After the tank has heated up fully, the temperature setpoint, the actual temperature of the retrieved water and the hot water quantity display should coincide roughly.

6. Checking, maintenance, care

U E

If the lime concentration of the water is very high, it is necessary to have a skilled person remove the boiler scale and freely deposited lime from the tank's inner boiler after one to two years of operation. Cleaning is performed through the flange opening – remove fitted heater, clean tank, use new gasket when reinstalling the heating flange. Any contact between the specially enamelled inside tank of the hot water heater and boiler cleansing compound must be avoided – do not work with decalcification pump.

Subsequently, flush the unit thoroughly and observe the heating process as if the unit was commissioned for the first time.

It is recommended to contact a skilled person to check the functionality of the fitted protection anode after each two years of operation. Ensure that the protective current discharge resistor is neither damaged nor removed during maintenance work.

Do not use any scouring cleaning agents or paint diluters (such as nitro, trichlor etc.) to clean the unit. It is best to clean the unit with a moist rag, adding a few drops of a liquid domestic cleaning agent.

7. Malfunctions

U

If the water in the tank is not heated, please check whether the circuit-breaker (MCB) in the distributor or the fuse has tripped. Also check the setting of the temperature controller.

Please do not attempt to repair the defect in any other case. Either contact a licensed electrician or call our customer service department. A skilled person can often repair the unit in no time at all. When you call us to notify us of a defect, please always quote the type name and fabrication number, which you can look up on the rating plate of your fitted heater.

8. Technical data - electrical fitted heaters

E

Flange diameter 180mm (REU 18, RDU 18, RSW 18, RUL 18) – splash- proof version. Flange diameter 240mm (RDW 2, RSW 2) – drip-proof version. Height of the protection cover: 150 mm

Infinitely variable temperature controller, setting range from 40° C to approximately 85° C as well as frost protection setting. The flange gasket is enclosed.

REU: Single-phase version for direct connection ~ 230 Volt

RDU: Three-phase version for direct connection 3 ~ 400 Volt

RSW: For horizontal installation, three-phase version for contactor control.

RUL: For horizontal tanks with central flange, reconnectable version for direct connection.

RDW: Only for horizontal installation, three-phase version for direct connection, reconnectable heater ratings.

RSW: Only for horizontal installation, three-phase version for contactor control 3 ~ 400 Volt, reconnectable heater ratings.

Type	No-nominal output kW	Nominal voltage V	Connection		Number of heating elements	Switching group			Installed length mm	Installation options			Flange diameter		Mark of conformity	
			direct	via external contractor		1	2	3		horizontal	vertical from below	in horizontal tank only	mm	OVE	VDE	
																kW
REU 18-1.7	1,7	-230	x	-	1	1,7	-	-	450	x	x	-	180	x	x	
REU 18-2.0	2,0	-230	x	-	1	2,0	-	-	450	x	x	-	180	x	x	
REU 18-2.5	2,5	-230	x	-	1	2,5	-	-	450	x	x	-	180	x	x	
REU 18-3.3	3,3	-230	x	-	1	3,3	-	-	450	x	x	-	180	x	x	
RDU 18-2.5	2,5	3-400	x	-	3	2,5	-	-	450	x	x	-	180	x	x	
RDU 18-3.0	3,0	3-400	x	-	3	3,0	-	-	450	x	x	-	180	x	x	
RDU 18-3.8	3,8	3-400	x	-	3	3,8	-	-	450	x	x	-	180	x	x	
RDU 18-5.0	5,0	3-400	x	-	3	5,0	-	-	450	x	x	-	180	x	x	
RDU 18-6.0	6,0	3-400	x	-	3	6,0	-	-	450	x	x	-	180	x	x	
RDW 18-7.5	7,5	3-400	x	-	3	7,5	-	-	450	x	x	-	180	x	x	
RDW 18-10.0	9,9	3-400	x	-	3	9,9	-	-	450	x	x	-	180	x	x	
RSW 18-12.0	12,0	3-400	-	x	3	12	-	-	530	x	-	-	180	x	x	
RSW 18-15.0	15,0	3-400	-	x	3	15	-	-	630	x	-	-	180	x	x	
RUL 18-2.5 reconnectable to...	2,0 2,65 4,1 4,65	-230 -230 3-400 3N-400	x x x x	- - - -	3 3 3 3	2 2,65 4,1 4,65	- - - -	- - - -	500 500 500 500	x x x x	- - x x	x x x x	180 180 180 180	x x x x	x x x x	
RDW 2-9 U reconnectable to...	6,0 7,5 9,0	3-400 3-400 3-400	x x x	- - -	6 6 6	6 7,5 9	- - -	- - -	450 450 450	x x x	- - -	- - -	240 240 240	x x x	x x x	
RSW 2-24 U reconnectable to...	12,0 16,0 24,0	3-400 3-400 3-400	- - -	x x x	6 6 6	12 12 12	- 4 12	- - -	530 530 530	x x x	- - -	- - -	240 240 240	x x x	x x x	
RSW 2-45 U reconnectable to...	20,0 30,0 35,0 45,0	3-400 3-400 3-400 3-400	- - - -	x x x x	9 9 9 9	15 15 15 15	- 15 15 5	5 630 630 630	630 x x x	x x x x	- - - -	- - - -	240 240 240 240	x x x x	x x x x	

Table for the determination of the connected load (kW, fitted heater type) to heat the tank water from 10° C to 85° C (reduction factor if tank water is to be heated from 10° C to 65° C: multiply value given in the table by 0.73). Flange tube at the lowest point of the boiler.

Aufheizzeit	aufzuheizender Behälterinhalt													
	150l		200l		250l		300l		500l		800l		1000l	
	kW	R...Type	kW	R...Type	kW	R...Type	kW	R...Type	kW	R...Type	kW	R...Type	kW	R...Type
8	1,7	REU 18-1,7	2,3	REU 18-2.5 RDU 18-2.5	2,9	REU 18-3.3 RDU 18-3.0	3,5	RDU 18-3.8	5,7	RDW 18-6.0	9,1	RDW 2-9 U	11,5	RSW 2-24 U
6	2,3	REU 18-2.5 RDU 18-2.5	3,1	REU 18-3.3 RDU 18-3.0	3,9	RDU 18-3.8	4,6	RDU 18-5.0	7,5	RDW 18-7.5	11,7	RSW 2-24 U	15,1	RSW 2-24 U
4	3,4	RDU 18-3.8	4,6	RDU 18-5.0	5,7	RDU 18-6.0	6,8	RDW 18-7.5	11,3	RSW 18-12.0	18,1	RSW 2-45 U	22,7	RSW 2-24 U
3 1/3	4,1	RDU 18-5.0	5,5	RDU 18-6	6,8	RDW 18-7.5	8,2	RDW 18-10.0	13,6	RSW 18-15.0	21,8	RSW 2-24 U	27,2	RSW 2-45 U

Please note for electrical connection: The fitted heater types REU, RDU, RUL, RDW can be connected directly to the mains. For the fitted heater types RSW, there needs to be a contactor in the distributor so that the temperature sensor installed in the fitted heater is able to switch the voltage for the heating elements via a control line.

Warranty, Guarantee and Product Liability

The warranty is granted in accordance with the statutory provisions of the Republic of Austria, as well as of the EU.

1. Prerequisite for the provision of warranty services by Austria Email AG (hereinafter referred to as AE AG) shall be the presentation of the paid invoice for the purchase of the device for which the warranty service is claimed, whereby the identity of the device with regard to the model and the manufacturing number must be evident from the invoice and must be documented by the claimant. The General Terms and Conditions, Terms and Conditions of Sale and Delivery of AE AG shall apply exclusively.
2. To the extent required by the law, respectively in the Operator's Manual and Installation Instructions, the assembly, erection, connection and commissioning of the unit for which the claim is presented must have been carried out by a licensed electrician or installation firm, duly observing all applicable rules. The tank (without outer shell and plastic outer shell) must be protected from sunshine to avoid discolouring of the PU foam and potential warping of plastic components.
3. The room in which the device is operated must be free of frost. The unit must be mounted in a location that may reasonably be expected, i.e. it must be possible to access and replace the unit without difficulty for the purpose of necessary maintenance, repairs and possible replacement. The costs for any necessary changes to the structural conditions (e.g. doors and passages too narrow) are not governed by the guarantee and warranty declaration and therefore shall be rejected on the part of AE AG. If the water boiler is set up and operated in uncommon locations (e.g. attics, living rooms with water-sensitive floors, store rooms, etc.), the possibility of water leakage must be taken into account and provisions made for collecting and discharging the water leakage in order to prevent secondary damage within the meaning of product liability.
4. The following is not covered by the warranty and guarantee:
inappropriate transport, normal wear and tear, intentional or negligent damage, use of force of any kind or description, mechanical damage or damage caused by frost or also by exceeding the operating pressure stated on the rating plate, even if only once, use of connection fittings that do not comply with the standard, use of defective tank connection fittings and unsuitable and defective service fittings. Breaking of glass and plastic components, possible colour differences, damage due to improper use, in particular non-observance of the mounting and operating instructions (Operating and Mounting Instructions), damage by external influence, connecting to incorrect voltage, corrosion damage as a consequence of aggressive waters (water not suitable for drinking) in accordance with the national regulations (e.g. Austrian ordinance on drinking water, TWV – Fed. Law Gazette II No. 304/2001), deviations between the actual drinking water temperature at the tank fitting and the specified hot water temperature of up to 10°K (hysteresis of the controller and possible cooling due to pipelines), natural formation of boiler scale, lack of water, fire, flood, lightning, overvoltage, power failure or other types of force majeure. Use of non-original and company-external components such as e.g. heating elements, reactive anode, thermostat, thermometer, ribbed tube heat exchanger, etc., ingress of foreign particles or electrochemical influences (e.g. mixed installations), failure to observe the design documents, unpunctual and undocumented renewal of the installed protective anode, no or improper cleaning and operation, as well as any deviations from the standard that reduce the value or functionality of the device only slightly. Basically, all the regulations of ÖNORM B 2531, DIN 1988 (EN 806), DIN 1717, VDI 2035 or the corresponding national regulations and laws must also be observed.
5. In the case of an authorised complaint, this must be reported to the next available customer service location of AE AG. The same reserves the right to decide whether a defect component shall be replaced or repaired or whether a defect device shall be replaced by an equivalent fault-free device. Furthermore, AE AG explicitly reserves the right to request that the rejected device be returned by the buyer.
6. Repairs under warranty must be performed exclusively by persons authorised to do so by AE AG. Replaced parts shall remain the property of AE AG. If a repair of the hot water heater should be required in connection with necessary service work, the Manufacturer shall invoice these as repair and prorated material costs.
7. Any intervention by third parties without our express instruction, even if performed by a licensed electrician, shall have the effect of voiding the warranty. Costs for repairs carried out by third parties shall be replaced only if AE AG has previously been requested to remove the defect and if AE AG shall have failed to satisfy its obligation to replace the defective item or repair the defect or if it shall have failed to do so within a reasonable period of time.
8. Neither the performance of works under warranty or guarantee, nor the performance of service and maintenance works shall renew or extend the term of warranty.
9. Transport damage shall be investigated and possibly accepted only if it is reported to AE AG in writing on the next following workday after delivery at the latest.
10. Claims over and above the warranty, if legally permissible, in particular claims with respect to compensation of damages and consequential damages, shall be excluded. Prorated labour time for repairs as well as the costs of restoring the original condition of the unit must be paid in full by the buyer. In accordance with this warranty declaration, the warranty shall apply only to repair or replacement of the unit. The provisions of the Terms and Conditions of Sale and Delivery of AE AG shall, unless amended by these Terms and Conditions of Warranty, remain fully in place.
11. Services that are not performed within the scope of these Terms and Conditions of Warranty shall be charged.
12. No claims under warranty shall be considered by AE AG unless full payment for the device has been made to AE AG and unless the claimant has fully satisfied all obligations arising to him vis-à-vis the seller.
13. An additional guarantee for a period of 5 years from the date of delivery shall be granted for the enamelled internal boiler on hot water tanks under full maintenance of the terms and conditions of warranty in accordance with paragraphs 1 to 12. If the terms and conditions of warranty are not fulfilled, the statutory warranty provisions in the country of delivery shall apply.
14. With regard to the assertion of claims pursuant to the Austrian Product Liability Act it must be noted:

Potential claims under the title of product liability relating to the regulation of damages due to a defective product (e.g. a human's body is injured, his health is damaged or any corporeal property differing from the product is damaged) shall only be justified if all the prescribed measures and requirements for flawless and normal operation of the unit have been fulfilled.

These include e.g. the mandatory and documented anode replacement, the connection to the correct operating voltage, any damage due to improper use must be avoided, etc. These standards are based on the assumption that if all the regulations (standards, assembly and operating instructions, general guidelines, etc.) are observed, the defect in the unit or product causal for occurrence of the secondary damage would not have occurred. It is further imperative that all the documentation necessary for handling of a claim, such as e.g. the type and fabrication number of the unit, the vendor's invoice and the invoice of the licensed electrician or installation firm, as well as a description of the malfunction be provided, as well as the defective unit itself for examination in the lab (absolutely necessary, as the unit will be investigated by an expert and the cause of the defect analysed). In order to exclude any possibility of mistaken identity of the unit during transportation, the unit must be labelled with a clearly legible label (ideally with the end customer's address and signature). Appropriate photographic documentation of the extent of damage, the installation (cold water inflow, hot water outflow, heating inflow and outflow, safety fittings, expansion vessel if applicable), as well as the defective part of the tank is required. AE AG further expressly reserves the right to demand the submission of documentation and units or unit components by the buyer for the purpose of clarification.

The damaged party's full burden of proof that the damage was caused by the product of AE AG is prerequisite for the payment of any benefits under the title of product liability. Claims for damages pursuant to the Austrian Product Liability Act are moreover justified only for any amount exceeding the amount of 500 euros (deductible amount). Until all the facts and circumstances as well as the problem causally underlying the defect have been ascertained, any possible fault on the part of AE AG shall be ruled out explicitly. Any non-observance of the operating and assembly instructions as well as the relevant standards shall be deemed negligence and shall result in an exclusion of any liability for damages.

The figures and data are not binding and may be amended without notice in the interest of technical improvement.
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