

Operating and Mounting Instructions

Pressure-proof large storage tank of the series

Multi-purpose free-standing tank
VT-N 800-FFM, VT-N 1000-FFM
VT-S 800-FFM, VT-S 1000-FFM

High-performance free-standing coil tank
VT-N 800-FRM, VT-N 1000-FRM
VT-S 800-FRM, VT-S 1000-FRM

Multi-purpose free-standing coil tank
VT-N 800-FRMR, VT-N 1000-FRMR
VT-S 800-FRMR, VT-S 1000-FRMR

Please pass on to the user

Technology
that makes you
feel good



Id.Nr.: 233754-4

Dear customer!

You have decided for water heating using a free-standing tank produced by our company.

We thank you for your trust.

You will receive an elegantly shaped device that was constructed in accordance with the state of the art and the applicable regulations. The highly developed enamelling based on continuous research as well as an ongoing quality control during the production provide our hot water tanks with technical characteristics that you will always value. An extraordinarily low consumption of standby energy is ensured by the environmentally friendly ECO Skin insulation. To the benefit of the environment, the ARA licence of Austria Email AG allows you to dispose of you device's packaging material in a suitable manner.

The installation and first commissioning must be performed by a licensed plumber and in accordance with these instructions only.

You will find all important information for a correct assembly and operation in this small brochure. Nevertheless, let your concessionary explain to you how the device functions and demonstrate its operation. Naturally, our company is also gladly at your disposal to provide any advice.

Enjoy the use of your free-standing tank.



Table of Contents	Page
1. Hot Water Demand	4
2. Energy Saving	4
3. Operating Requirements	4
4. Service Water Connection	5
5. Circuit Connection and Screw-mounted Heating	6
6. Flange Ports	6
7. Important Assembly Instruction	6
8. Corrosion Protection	7
8.1 Series VT-N FFM	7
8.2 Series VT-N FRM und FRMR	7
8.3 Series VT-S FRM und FRMR	8
9. Dimensioned Sketch	9
9.1 E free-standing tank	
VT-N 800-FFM, VT-N 1000-FFM	
VT-S 800-FFM, VT-S 1000-FFM	9
9.2 Multi-purpose free-standing tank	
VT-N 800-FRM, VT-N 1000-FRM	
VT-S 800-FRM, VT-S 1000-FRM	10
9.3 High-performance free-standing coil tank	
VT-N 800-FRMR, VT-N 1000-FRMR	
VT-S 800-FRMR, VT-S 1000-FRMR	11
10. Temperature Display, Temperature Control for Charge Pumps	12
11. First Commissioning	12
12. Decommissioning, Emptying	12
13. Check, Maintenance, Care	13
14. Warranty and Guarantee	14

1. Hot Water Demand

The hot water demand in a household depends on the number of persons, the sanitary installations of the apartment or the house, and the individual habits of the user.

The following table provides a few standard values regarding consumption figures.

	Hot Water Demand in litres		Required tank water quantity in litres	
	with 37 °C	with 55 °C	with 80 °C	with 60 °C
Full bath	150 - 180		55 - 66	78 - 94
Shower	30 - 50		11 - 18	16 - 26
Washing hands	3 - 6		1 - 2	1,6 - 3,1
Hair wash (short hair)	6 - 12		3 - 4,4	4,2 - 6,3
Hair wash (long hair)	10 - 18		3,7 - 6,6	5,2 - 9,4
Use of bidet	12 - 15		4,4 - 5,5	6,3 - 7,8
Washing dishes				
for 2 persons per day		16	10	14
for 3 persons per day		20	12,5	18
for 4 persons per day		24	15,2	21,5
House cleaning per bucket of cleaning water		10	6,3	9

The temperature of the cold water required for mixing up to the specified hot water temperature was assumed as being at approx. 12°C.

2. Energy Saving

As a result of the high-quality, environmentally friendly ECO Skin insulation, your multi-purpose free-standing tank is a real energy saver.

Low tank water temperatures (not below 60°C) prove to be particularly economical. This helps to save energy and reduces furring in the container. A circuit connection should be avoided as far as possible.

3. Operating Requirements

The tanks must be used exclusively in accordance with the conditions specified on the rating plate. Aside from the legally approved national regulations and standards, the connecting requirements of the local power company and waterworks, as well as the Mounting Operating Instructions must be complied with.

The room in which the device is operated should remain free of frost. The device must be mounted at a location that is reasonably to be expected, i.e. the device must be easily accessible in the case of any necessary maintenance or repairs. In the case of heavily calciferous water, we recommend the upstream integration of a customary antiliming device or a maximum operating temperature of approx. 65°C.

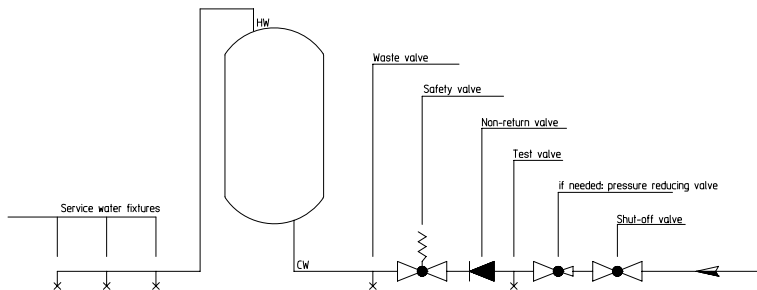
An appropriate quality of drinking water is required for proper operation. To avoid possible ingresses of particles, we recommend the upstream integration of a water filter.

4. Service Water Connection

Pressure-proof connection

Any warranty for our water heaters shall be rejected in case of use of unsuitable or inoperative tank connector fittings as well as any exceedance of the specified operating pressure.

All water heaters of the series VT-N are provided with a rating plate bearing the designation 6 bar, those of the series VT-S are designated 10 bar. These are pressure-proof tanks that are connected applying a line pressure up to the height specified. **A pressure reducing valve must be installed in the cold water supply line, should the line pressure be higher.** The water plumbing must be performed by means of a certified diaphragm safety valve or a diaphragm safety valve combination (connector fitting for pressure-proof storage tanks) only! A safety valve combination consists of a shutoff, test, swing check, drain and safety valve with an expansion water drip and is installed between the cold water supply line and the cold water supply of the storage tank in the order **as drawn**.



Principally, the following must be observed:

In order to ensure a flawless function of the connector fitting, the same must be mounted in frost-protected rooms only. The drain of the safety valve must be open and observable or the outlet pipe from the drop collector (expansion water funnel) must lead into the sewer, so that neither frost nor clogging by dirt or anything similar may cause any malfunction. Furthermore it must be observed that the drain pipe of the safety valve be installed with a continuous downward inclination.

No shutoff valve or other throttling must be installed between the safety valve and the cold water supply of the storage tank.

The safety valve must be set to a response pressure that is below the pressure rating of the tank. The cold water supply line must be rinsed out before the tank is finally connected. After completed plumbing and bubble-free filling of the tank, the connector fitting must be checked for functionality.

- a) In order to avoid a blockage of the airing facility of the safety valve due to furring, the airing facility of the safety valve must be operated from time to time during operation of the system. It must be observed whether the valve closes again after releasing the airing facility and whether the water in place runs off completely through the funnel or the blow-off pipe.
- b) In the case of safety valves that are installed ahead of water heaters, it must be observed whether the safety valve responds during heating of the water heater. This is identifiable by the penetration of water out of the blow-off pipe.

Performance: **operator, plumber**

Time interval: **every 6 months**

Maintenance and repairs:

If no penetration of water occurs during heating of the water heater or in the event of a permanent leak of the safety valve, an attempt must be made to loosen the valve by repeated operation of the airing facility or to rinse out any possible foreign object (e.g. fur particle) on the seal component.

If this cannot be achieved, then the appropriate repair by a plumber must be initiated. The complete safety valve must be replaced in the case of any damages to the valve seat or sealing ring.

Performance: **operator**

Time interval: **yearly**

To test the non-return valve, the shutoff valve is closed and no water must run out of the opened test valve.

The storage tank is operated by the hot water valve of the service fitting (mixer tap). Therefore, the storage tank is constantly under line pressure. In order to protect the internal boiler from overpressure during heating, the appearing expansion water is discharged through the safety valve. In order to avoid damages to the hot water tank from overpressure, it is absolutely necessary to replace any furred safety valves. The non-return valve prevents the hot water from flowing back into the cold water supply network in the case of a loss of line pressure, and thus protects the boiler from heating up without water. By means of the shutoff valve, the storage tank can be separated in relation to water and thus also from the cold water supply network, and emptied through the drain valve, if required.

5. Circuit Connection and Screw-mounted Heating

A circuit connection must be avoided as far as possible due to significant losses of energy. If a complex service water network makes a circulation line necessary, then this must be insulated well and the circulation pump be controlled using a timer. Multi-purpose free-standing tanks are provided with a circuit connecting pipe with an external thread. Equally, a 6/4" coupling sleeve is installed, which may be used for the installation of an electric screw-mounted heater serving as a supplementary or reheating unit (see also paragraph 7).

6. Flange Ports

Depending on the system design, electric built-in heating units or heat exchangers may be installed to the boiler flange $\varnothing 240$ (diameter inside $\varnothing 175$ mm, hole circle $\varnothing 210$ mm, 12 x M 12) (see also paragraph 7).

Electric built-in heating units must be installed in such a way that the temperature control sensor is located at the top.

7. Important Assembly Instruction

All metallic plug-in (built-in) components with larger metallic surfaces (e.g. capacitor of plug-in heat pumps, finned tube exchangers, electric heating units) must be installed in such a way that they are insulated electrically from the tank.

In order to protect the aforementioned plug-in (built-in) components against corrosions from leaking currents, we recommend that a defined transition resistance of approx. 600 Ω (unless already installed in the components by the manufacturer) be provided.

In the event of any damage, the non-observation of this regulation shall represent an improper use and thus an exclusion of the terms and conditions of warranty.
 Accessory parts by AUSTRIA EMAIL AG for these multi-purpose free-standing tanks, such as

built-in electric heaters series R and series P
screw-mounted electric heaters series SH
built-in finned tube heat exchangers series RWT

are constructed in accordance with the aforementioned requirements and may be installed – under observation of the relevant mounting instructions – without any additional measures.

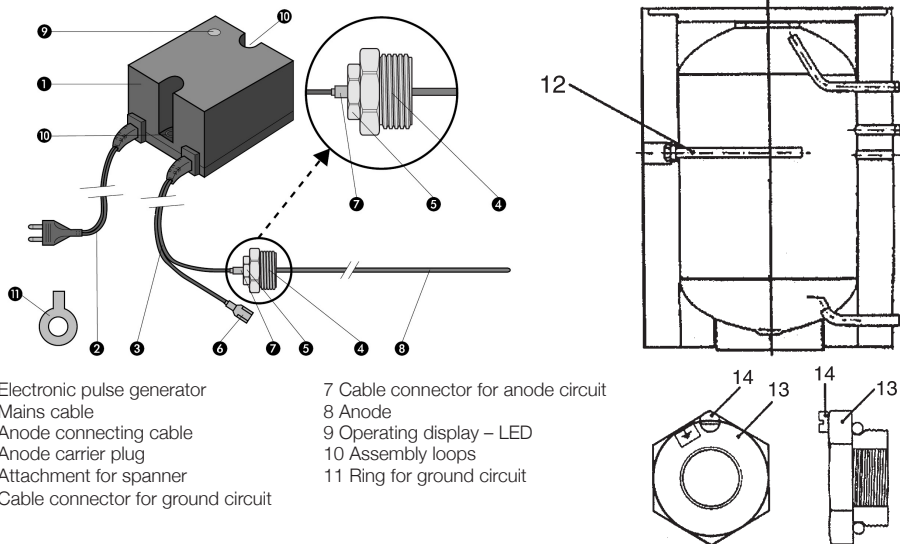
8. Corrosion Protection

8.1 Series VT-N FFM

The enamelled boiler of the series VT-N FFM is protected by a standard magnesium bar anode (maintenance see paragraph 14).

A maintenance-free external current anode (accessory) may be installed as follows using a reduction union piece (accessory).

Replacement of magnesium anode with 5/4" union piece against external current anode



- | | |
|--------------------------------------|-------------------------------------|
| 1 Electronic pulse generator | 7 Cable connector for anode circuit |
| 2 Mains cable | 8 Anode |
| 3 Anode connecting cable | 9 Operating display – LED |
| 4 Anode carrier plug | 10 Assembly loops |
| 5 Attachment for spanner | 11 Ring for ground circuit |
| 6 Cable connector for ground circuit | |

Remove magnesium anode (12). Clean thread; screw in transition piece (13) with O ring (no hemp). Apply sealing paste to the thread of the external current anode (4) before screwing in. Screw external current anode (8) into the transition piece (13). Connect connecting cable (3) from casing (1) to the external current anode (7) using plug.

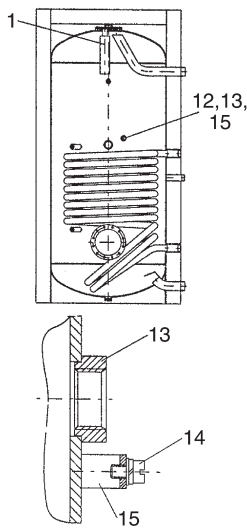
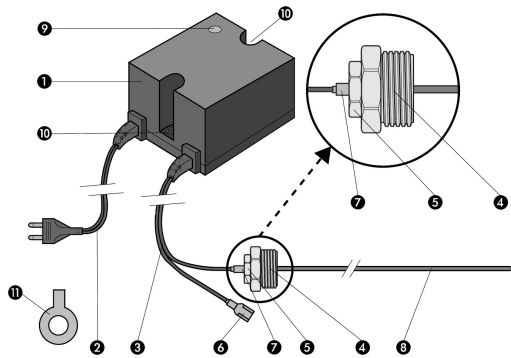
Caution: Connect ground cable (6) to transition piece using screw M6 (14).

8.2 Series VT-N FRM and FRMR

The enamelled boiler of the series VT-N FRM & FRMR is protected by a standard magnesium bar anode (maintenance see paragraph 14), which is screwed into a 5/4" coupling sleeve at the front of the boiler.

A maintenance-free external current anode (accessory) may be installed as follows at the 3/4" coupling sleeve and at approx. half the boiler height using a reduction union piece at the front.

Installation of external current anode



- | | |
|--------------------------------------|-------------------------------------|
| 1 Electronic pulse generator | 7 Cable connector for anode circuit |
| 2 Mains cable | 8 Anode |
| 3 Anode connecting cable | 9 Operating display – LED |
| 4 Anode carrier plug | 10 Assembly loops |
| 5 Attachment for spanner | 11 Ring for ground circuit |
| 6 Cable connector for ground circuit | |

Remove screw plug (12). Apply sealing paste to the thread of the external current anode (8) before screwing in. Screw Correx external current anode (8) into the 3/4" coupling sleeve (13) using a 1/2" reduction union piece. Connect connecting cable (3) from casing (1) to the external current anode (7) using a flat plug connection.

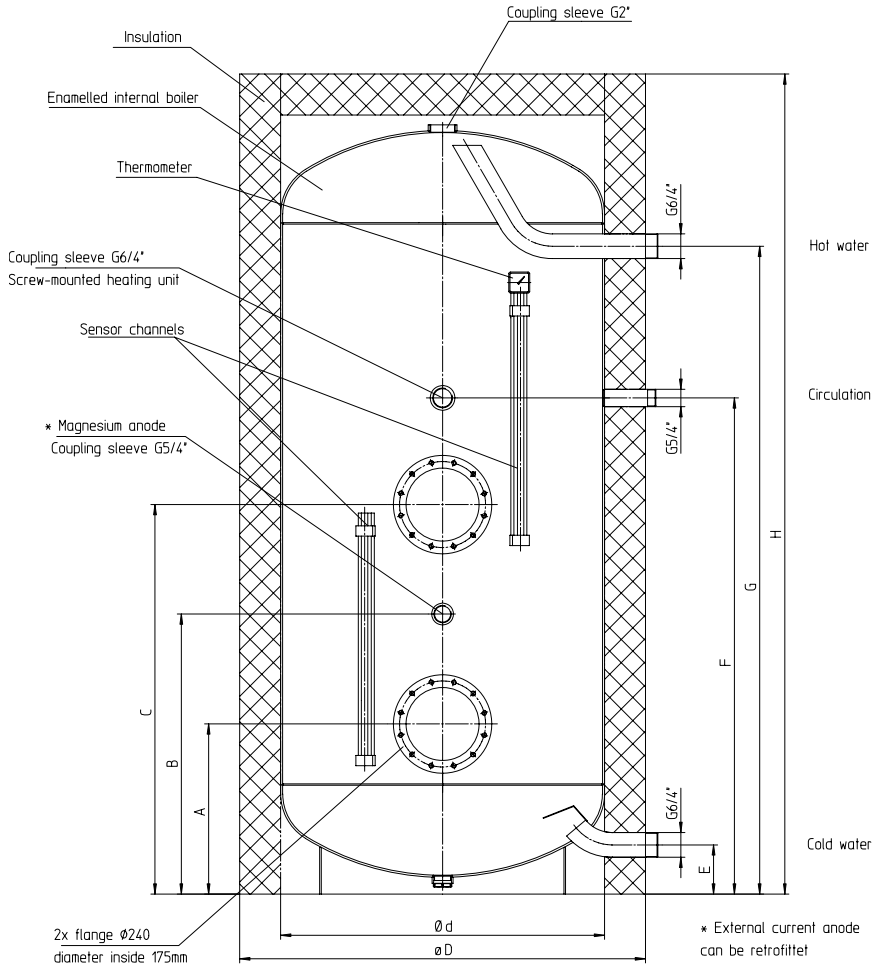
Caution: Connect ground cable (6) to grounding clip (15) using screw M6 (14).

8.3 Series VT-S FRM and FRMR

The enamelled boiler of the series VT-S FRM & FRMR is protected by a standard external current anode.

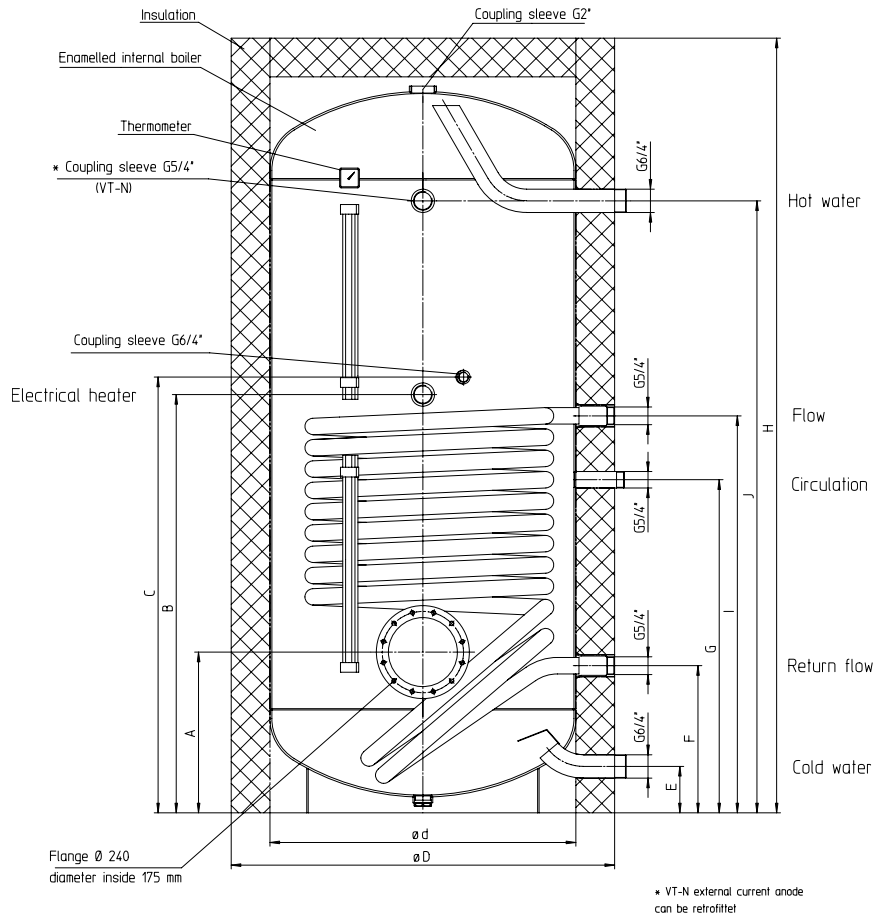
9. Dimensioned Sketch

9.1 E free-standing tank VT-N 800-FFM, VT-N 1000-FFM VT-S 800-FFM, VT-S 1000-FFM



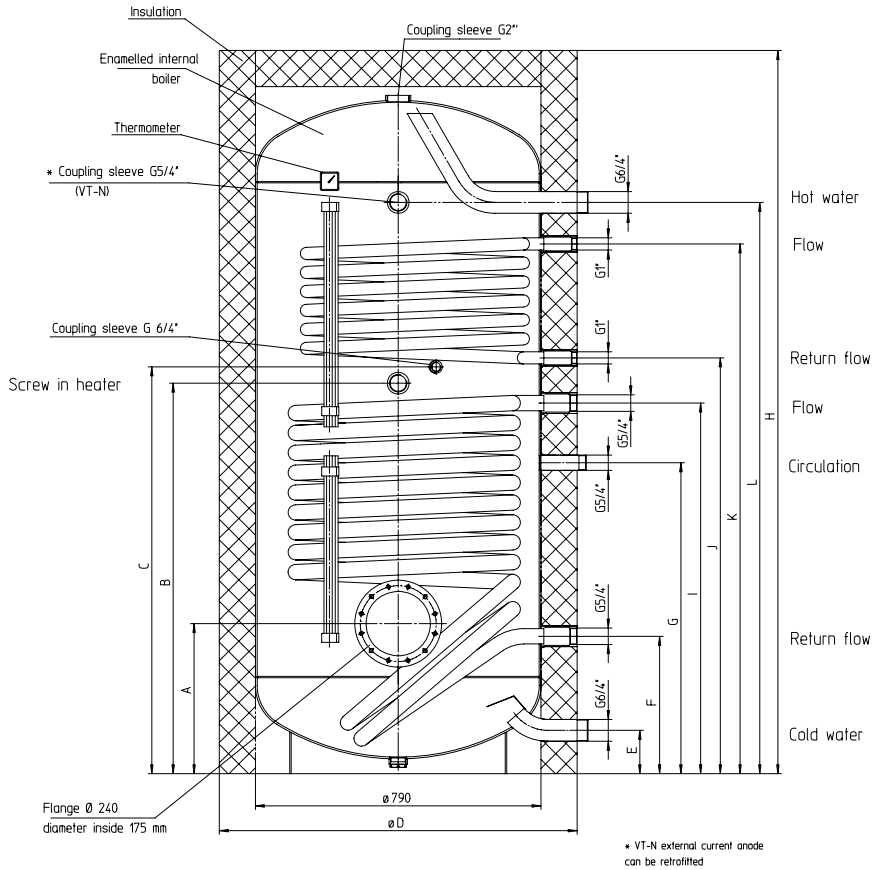
Type	Rated volume Litres	Dimensions in mm									Installati- on depth of flange	Tipping height	Weight
		H	ØD	Ød	A	B	C	E	F	G			
VT-N 800-FFM	800	2000	1000	790	415	683	950	120	1210	1580	850	1960	210
VT-S 800-FFM	800	2000	1000	790	415	683	950	120	1210	1580	850	1960	237
VT-N1000-FFM	1000	2350	1000	790	415	768	1120	120	1395	1920	850	2300	259
VT-S 1000-FFM	1000	2350	1000	790	415	768	1120	120	1395	1920	850	2300	295

9.2 Multi-purpose free-standing tank VT-N 800-FRM, VT-N 1000-FRM, VT-S 800-FRM, VT-S 1000-FRM



Type	Rated volume Litres	Dimensions in mm										Heating coil			NL performance index as per DIN 4708	Tipping height	Weight kg	
		H	ØD	Ød	A	B	C	E	F	G	I	J	Heating surface m ²	Volume Liter				Tube dimension Ø mm
VT-N 800-FRM	800	2000	1000	790	415	1080	1125	120	380	860	1025	1580	2,00	13,1	33,7	21,0	1960	239
VT-S 800-FRM	800	2000	1000	790	415	1080	1125	120	380	860	1025	1580	2,76	22,5	42,4	24,0	1960	279
VT-N 1000-FRM	990	2350	1000	790	415	1255	1300	120	380	1025	1190	1920	2,40	15,7	33,7	26,0	2300	270
VT-S 1000-FRM	975	2350	1000	790	415	1255	1300	120	380	1025	1190	1920	3,51	28,6	42,4	33,0	2300	344

9.3 High-performance free-standing coil tank VT-N 800-FRMR, VT-N 1000-FRMR, VT-S 800-FRMR, VT-S 1000-FRMR



Type	Rated volume Liter	Dimensions in mm											Lower heating coil			Top heating coil			NL performance index as per DIN 4708	Tipping height	Weight kg		
		H	ØD	Ød	A	B	C	E	F	G	I	J	K	L	Heating surface m ²	Volume Liter	Tube dimension Ø mm	Heating surface m ²				Volume Liter	Tube dimension Ø mm
VT-N 800-FRMR	800	2000	1000	790	415	1080	1125	120	380	860	1025	1150	1465	1580	2,00	13,1	33,7	1,2	7,8	33,7	9/21	1960	257
VT-S 800-FRMR	800	2000	1000	790	415	1080	1125	120	380	860	1025	1150	1465	1580	2,76	22,5	42,4	1,2	7,8	33,7	9/24	1960	295
VT-N 1000-FRMR	980	2350	1000	790	415	1255	1300	120	380	1025	1190	1335	1785	1920	2,40	15,7	33,7	1,2	7,8	33,7	11/26	2300	288
VT-S 1000-FRMR	950	2350	1000	790	415	1255	1300	120	380	1025	1190	1335	1785	1920	3,51	28,6	42,4	1,2	7,8	33,7	11/33	2300	345

10. Temperature Display, Temperature Control for Charge Pumps

All devices are provided with two openings for the installation of a temperature display and/or a charge pump control, which are sealed using a rectangular plastic cover in the condition as delivered. After removal of this cover, a capillary thermometer (model ATH) or a combined capillary tube thermometer – charge pump controller (accessory ATR) may be installed, as required. The double sensor channel for uptake of the capillary sensors is provided with a cross-section for insertion of 2 \varnothing 7mm sensors or 1 x \varnothing 7mm + 1 x 14 mm semi-circular sensors (see paragraph 10). In the event that controllers are installed, it must be ensured that the boiler temperature cannot exceed 95° C in practical use.

11. First Commissioning

The tank must be filled with water before the heating is switched on.

The first-time heating up of the device must be monitored!

The expansion water created in the internal boiler during the heating process must drip from the safety valve.

Automatic switching-off of the temperature controller, any electric heating unit or heat pump that may be installed and/or the boiler must be checked.

Caution: the hot water drain pipe as well as parts of the safety fitting may become hot.

After completed heating-up, the set temperature, the actual temperature of the water withdrawn and any temperature display that may be installed should correspond approximately.

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 $\pm 10^\circ\text{K}$.

12. Decommissioning, Emptying

If the tank is taken out of operation or not used for a longer period of time, then it must be emptied and disconnected all-pole (in the case of electric heating) from the electric power grid. Turn off the lead switch or the automatic cutout.

In rooms with a permanent risk of frost, the water heater must be emptied before the start of the cold season, insofar as the device remains out of operation for several days and is not operated in an anti-frost setting.

The service water is emptied through the drain valve of the safety valve combination after closing the shutoff valve in the cold water supply line and under simultaneous opening of all hot water valves of the connected service fittings. Emptying may also be performed through the safety valve into the expansion water funnel (drop collector). For this purpose, the safety valve wheel is turned to the »Test« position.

Caution: hot water may exit during emptying.

The tank is emptied up to the level of cold water inflow connecting piece. The residual water remaining does not represent a risk, even in the case of frost.

In the case of a risk of frost, it must be observed also that not only the water in the water heater and in the hot water lines can freeze, but also in all cold water supply lines to the service fittings and to the device itself. Therefore, it is advisable to empty all fittings and lines holding water (also heating circuit = heating coil) back to the frost-safe part of the domestic water system (domestic water supply).

If the tank is put back into operation, then it must bindingly be observed that it is filled with water and that water exits bubble-free at the hot water valves.

The first heating process must be performed and monitored by a licensed expert.

13. Check, Maintenance, Care

- a) During heating, the expansion water must drip visibly from the drain of the safety valve (the expansion water drips from the valve of the mixing tap in the case of an unpressurised connection). The expansion water quantity is approx. 3.5% of the tank's rated volume when fully heated (~ 85° C). The function of the safety valve must be checked regularly. When the safety valve test knob is lifted or turned to the position »Test«, the water must flow freely from the safety valve unit into the drain funnel.
Caution: thereby, the cold water supply and parts of the storage tank connector fittings may become hot.
If the water heater is not heated up or hot water is withdrawn, then no water must drip from the safety valve. If this is the case, then either the water line pressure is too high or the safety valve is defect. If the water line pressure exceeds 6 bar, then a pressure reducing valve must be installed. Please call a plumber immediately, of whom it is recommended that he should also perform an annual check of the system.
- b) The boiler scale as well as the furring that forms in the internal boiler of the tank must be removed by an expert after one to two years of operation in the case of heavily calciferous water. The cleaning is performed through the flange opening after emptying: de-install heating flange, clean the tank; a new seal must be used when the flange is mounted. The internal tank of the water heater with special enamelling must not get in contact with boiler scale solvents – do not use an antiliming pump.
Finally, the device must be rinsed thoroughly and the heating process be monitored in the same way as during the first commissioning.
- c) In order to be entitled to any claims for warranty, as provided on the side of AE AG, the installed reactive anode requires checking by an expert in intervals of max. 2 years of operation. External current anodes that may be installed are maintenance-free; check control lamp occasionally. Check the mains connection and the anode plug-in termination as well as the ground connection in the event of any malfunction. Do not switch off the external current anode during periods of standstill, unless the boiler was emptied.
- d) Do not use any abrasive cleaning agents and paint thinners (such as nitro, trichlor etc.) to clean the device.
The best cleaning method is to use a damp cloth added with a few drops of a liquid household cleaner.

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.

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), Insufficient water conductivity (min. 150 µs/cm) operational wear of the magnesium anode (wearing part), 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., Parts installed in an uninsulated condition with respect to the storage tank, 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. Fundamental compliance with all regulations in ÖNORM B 2531, DIN 1988 (EN 806), DIN 1717, VDI 2035 or the corresponding national regulations and laws must be ensured.
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. The enamelled internal boiler for water heaters is warranted for the specified period from the delivery date provided all warranty terms described under Points 1 to 12 are observed with in full. If the warranty terms have not been met, the legal warranty requirements of the respective country from which the appliance was shipped shall prevail.
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. Misprints and technical changes reserved.



Austria Email

Austria Email AG

Austriastraße 6

A-8720 Knittelfeld

Telefon: (03512) 700-0

Fax: (03512) 700-239

Internet: www.austria-email.at

E-Mail: office@austria-email.at

Austria Email in your area?

For addresses and telephone numbers of our subsidiaries,
visit our homepage at **www.austria-email.at**

Print errors and changes of all kinds are reserved.
Reproduction prohibited.