

STIEBEL ELTRON

SimpleX by Stiebel Eltron

Dear Consumer

Congratulations on your purchase of a SimpleX water heater.
If this is an upgrade from another brand, you will notice a difference in both performance & operating noise levels.

The “clunk” you hear when the HOT tap is turned on, is an indication of power being initiated to the heating element.

To hear this, you must have a minimum water flow rate of 4 litres per minute.

The Maximum flow rate from this unit is 7.5 Litres per minute.

At the Maximum flow rate (7.5Ltrs), the unit will produce a 25°C rise above the incoming cold water temperature.

Summer cold water $23^{\circ}\text{C} + 25^{\circ}\text{C} = 48^{\circ}\text{C}$

Winter cold water $17^{\circ}\text{C} + 25^{\circ}\text{C} = 42^{\circ}\text{C}$

If you require hotter water, slow the flow of hot water down. As an instantaneous water heater, the slower the flow of water, the longer the water is exposed to the heat source (element), the hotter the water will be. At 5 Litres per minute, the heater will produce a rise of 35°C

If you don't believe your heater is working correctly, obtain a thermometer & measure both the hot & cold water temperatures.

If your unit has suddenly lowered its performance, you may have blown a fuse. As this unit is a 3 phase electric water heater, 1 phase not operating will decrease the heating performance by 1/3.

If you still have an issue with the water heater, please visit our website & download a “Warranty Request” form, or contact us on 1800 153 351.

Your unit comes with a 12 Month warranty. To ensure your problem is covered under warranty, we will need a copy of the original purchase invoice or installers invoice, plus the Serial # of the unit, which can be found on a sticker on the bottom of the unit.

A service technician will only be dispatched upon obtaining these details. Our current call out charges for Non Warranty issues are listed on our website.

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Ph: 1800 153 351
www.higgins-agencies.com.au