

IMPORTANT CUSTOMER INFORMATION – PLEASE READ

Warranty Activation

Your Stiebel Eltron Product is covered by the manufacturer's warranty for the period of 24 months from the date of purchase. This is subject to the following conditions.

- The product has been correctly installed according to the manufacturer's instructions.
- The product is used only on the supply circuit or voltage detailed on the rating plate.
- The product is only operated within the parameters outlined in the products technical specification.
- The product has been used in accordance with the instructions supplied at the time of delivery.

The product has not been tampered with, modified or an attempted repair made by anyone other than a Stiebel Eltron UK Limited Approved Agent or without consent from Stiebel Eltron UK Limited.

Cosmetic damage should be reported in the first instance and is not covered by accidental damage from the installer or end user or as a result of misuse of the product.

Product Registration

It is necessary that your product is registered with us in case of a service visit being required so we can identify that your product is in warranty. If your product is not registered with us proof of purchase including the purchase date will be required in order for us to undertake any repairs.

RENEWABLE PRODUCTS

Renewable products are defined as follows (Air Source Heat Pumps, Ground Source Heat Pumps, Water Source Heat Pumps, Solar Thermal, and Heat Recovery Ventilation Units).

There are 2 levels of warranty for your Stiebel Eltron Renewable Product.

Standard Warranty

This covers your appliance for 12 months parts and labour from date of commissioning.

Enhanced Warranty

This covers your appliance for 24 months parts and labour from date of commissioning.

In order to qualify for the Enhanced Warranty the installer must fill in the Commissioning Sheets provided in their Installer Pack and send them in to Stiebel Eltron UK Limited for approval.

Stiebel Eltron UK Ltd will check the commissioning sheets when they are returned by the installer. If we are satisfied that the commissioning has been undertaken correctly we will notify the customer that they have qualified for the enhanced warranty. Those details will be held on our system and there will be no requirement for product registration.

Please check with your installer that they have Commissioning Sheets.

Spare copies can be obtained by contacting our office on 0151 346 2300