

Direct

INSTALLATION MANUAL V2 2021

DIRECT UNVENTED ELECTRIC WATER HEATER WITH **INTERNAL** EXPANSION

IMPORTANT

This range of water heaters and unvented water storage cylinders should only be installed as per these instructions by a competent & certified heating installer. By installing this product you agree to be bound by the purchasing and warranty terms and conditions found in this manual and on our website.



INTRODUCTION

This UK manufactured product is made from Duplex stainless steel, providing durability and long-lasting resistance against corrosion. It is highly insulated with environmentally friendly foam, and enclosed in a rust resistant outer steel case.

The Direct is a Direct Electric Water Heater as defined under the current ErP Directive and available in seven sizes from 90-300litres.

The cylinder is approved to comply with G3 Building Regulations and the United Kingdom Water Supply (Water Fittings) Regulations / Scottish Water Byelaws.

This Direct cylinder comes supplied with all necessary safety & control devices needed to connect to the water mains. If for any reason you suspect this may not be the case, please contact us (see back page).

Please ensure that you have understood this manual before starting the installation, and leave this guide with the end user once the installation is complete.

For information on potential Warranty Exclusions – please see the appendix of this installation manual.

BENCHMARK

The Benchmark scheme places responsibilities on both manufacturers and installers. The purpose is to ensure that customers are provided with the correct equipment for their needs, that it is installed, commissioned and serviced in accordance with the manufacturer's instructions by competent persons and that it meets the requirements of the appropriate Building Regulations and relevant electrical qualifications. The Benchmark Checklist can be used to demonstrate compliance with Building Regulations and should be provided to the customer for future reference.

Installers are required to carry out installation, commissioning and servicing work in accordance with the Benchmark Code of Practice which is available from the Heating and Hotwater Industry Council who manage and promote the scheme.

Visit www.centralheating.co.uk for more information.

COMPONENT LISTING

Cold Water Inlet Set	LOOSE
15 x 22mm Tundish	LOOSE
Temperature & Pressure Relief Valve	FITTED
Immersion Heater(s) - Capacity and configuration dependant	FITTED
Installation Manual	LOOSE
Benchmark Logbook - Found at the back of this manual	LOOSE

GENERAL INSTALLATION REQUIREMENTS

The cylinder must be installed, commissioned and maintained by a competent installer holding a current G3 unvented qualification, and/or being a member of a competent persons' scheme. Once the unit is installed and commissioned, the user must be given an explanation of the operation of the cylinder and its key safety components. In addition, the end user must be given this installation manual for future reference.

STORAGE AND HANDLING

Care must be taken when handling the product. Seek assistance when moving the product as required, and follow safe working practices and lifting techniques to avoid injury or product damage. Before installation, the cylinder must be stored upright in its original packaging, on a secure, level surface within a dry and frost-free environment.

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SITING THE UNIT

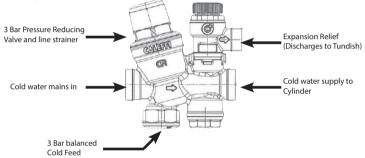
This product must be installed vertically on a flat base that is capable of supporting the maximum-fill weight of the cylinder. For each metre an outlet is above the cylinder, the supply pressure of the hot water will be reduced by 0.1 bar.

The minimum recommended cupboard size is 650mm square as the product diameter can vary (capacity and configuration dependant) between 475mm to 580mm. This is to ensure that there is access to the cylinder safety controls/immersion heaters and for future valve maintenance or replacement during service. Therefore, please ensure all connections are outward facing towards a door or similar opening for this purpose.

Areas subject to freezing should be avoided. If the cylinder is sited outside of a heated area of the dwelling, such as a garage or outbuilding, ensure the provision of adequate frost protection, such as insulation of exposed pipework. Pipe lengths must be kept to a minimum to ensure minimal losses.

COLD WATER INLET CONTROL SET

Included in your unvented safety components is a multibloc inlet control group. This single unit is standard issue for many unvented water systems, and comprises of many different safety valves, housed into a single brass casting. This is detailed as follows:



WATER SUPPLY

We recommend that the maximum on-site water demand be assessed and the water supply be tested to ensure it meets the following requirements.

It must be noted that a high mains water pressure does NOT always guarantee a high flow rate. Ensure a working (not static) condition site pressure reading is taken. The minimum mains water supply requirements should be 0.15MPa (1.5 bar) working pressure, and a 20 litres per minute flow rate is available. Where mains inlet pressures may exceed 10 bar, then an additional upstream pressure reducing device should be fitted in addition to the cold water inlet set provided by us.

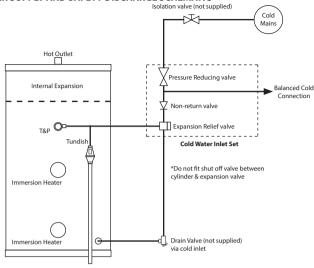
The mains supply pipe-work should be a minimum of 22mm. This could warrant the replacement of any existing 1/2" (15mm) cold mains pipe-work.

The water supply must be of a wholesome water quality, defined as Fluid Category 1 in the Water Supply Regulations 1999. In areas of hard water content (CaCO3) greater than 200ppm, treatment should be installed.

CHANGE OF WATER SUPPLY

The changing or alternation of one water supply to another can be detrimental on the operation and/or life expectation of the product and its accessories. Where a water supply changeover occurs, e.g. a rainwater tank supply, bore water supply, desalinated water supply, public reticulated water supply or water brought in from another supply, then water chemistry information should be sought. or should be tested to ensure the supply will meet the requirements given in these guidelines for our manufacturer's warranty to apply.

CYLINDER SUPPLY AND SAFETY DISCHARGE SCHEMATIC



GENERAL INSTALLATION AND COMMISSIONING

PLEASE NOTE - THE WATER CONNECTION BOSSES AND THE OLIVES & GLAND NUTS SUPPLIED AS STANDARD ON THIS DIRECT ARE THREADED 3/4" BSP.

COLD MAINS PIPEWORK

The cold mains pipework should be a minimum of 22mm, through to the cylinder installation to ensure that hot water flow requirements for taps and shower heads are met. Care should be taken to avoid inefficiency and heat transfer where cold water pipes run adjacent to hot water or heating pipework. Install an isolating valve (not supplied) to the cold mains pipework. A 22mm BS1010 stopcock or a quarter turn full-bore lever valve should be used rather than a screwdriver slot or other similar valve. Make the connection to the cold feed of the cylinder, incorporating a drain valve.

Position the inlet control set above the Temperature and Pressure Relief Valve (T&P) found on the side of the cylinder. This ensures the cylinder does not need to be drained in order to service the inlet control. Ensure the directional flow arrow on the inlet control follows the flow of water.

A balanced cold supply is required in the property if there are to be any showers, bidets, or monobloc taps in the installation (or wherever mixing/blending water fittings are installed). Connection to the balanced cold outlet will facilitate this requirement ensuring both hot and cold outlets are automatically balanced upon filling.

EXPANSION OF HEATED WATER

Rather than using an external expansion vessel, the expansion of heated water inside the cylinder is accommodated by an air 'bubble' (entrapment of air) at the top of the cylinder. A composite disc creates this space within the cylinder, which rises and falls as needed as the water heats or cools. The levels of water and

air are established upon filling automatically, and does not require specific set-up.

Annual servicing will still be required – please see our guidance further in this manual for help with this.

HOT WATER PIPEWORK

The majority of the hot water distribution pipework should be 22mm, possibly reduced to 15mm or 10mm dependant on the type of tap. Keep the hot draw off pipework to a minimum to maximise the transfer speed of hot water from cylinder to outlet.

If the balanced cold connection is not provided, do not use monobloc mixer taps or showers. This would cause the unit to back pressurise and result in discharge. Ensure that the top of the vessel is accessible for servicing.

SECONDARY CIRCULATION

We do not recommend a secondary return system with electrically heated cylinders. We would rather advise the use of a trace heated circuit. Where secondary circulation is unavoidable, a circulator suitable for potable water must be used in conjunction with a non-return valve to prevent backflow. The return connection should be made with a swept tee into the cold feed pipework directly above the drain connection. If you have any doubts over the total volume of water in a large secondary circulation system, you may wish to install an additional expansion vessel if necessary.

IMMERSION HEATER

All standard supply is with immersion heater elements of 3 Kilowatt output at 240 Volts, Incoloy elements, double pole thermal isolation an 1¾" BSP threaded head.

ELECTRICAL CONNECTION - 3kW - FIGURE 1

This appliance must be earthed. It is suitable for a 240 volt A.C. supply only. The electrical installation should only be carried out by a suitably qualified electrician in accordance with latest I.E.E. regulations. Ensure the electrical supply is isolated before working on the system.

The electrical supply to each immersion heater must be fused at 13A via a double pole isolating switch with a separation of at least 3mm to both poles to BS 3456.

The cable must be 2.5mm² heat resistant (85°C HOFR) sheathed flex complying to BS6141:1981 Table 8. Do not use a cable of lesser rating.

For immersion heaters other than 3kW consult wiring requirements supplied with the immersion heater.

Do not operate the immersion heater(s) until the unit is full of water. If any sterilization liquid is in the cylinder do not operate the immersion heater(s) as this will cause premature failure.

This device must be earthed.

Earth connection, (green & yellow), should be made firmly to the earth post marked "E", using the terminal attachments provided. Live connection, (brown), from the mains supply cable to the thermostat terminal marked "L". Neutral connection, (blue), from the mains supply cable to the thermostat terminal marked "N"."

WIRING - 3kW

Our 3kW immersion heaters MUST be wired in 2.5mm heat resistant cable, as failure to do so can cause nuisance tripping. We will be unable to support your installation until this has been corrected. For alternative rated immersion heaters consult the instructions supplied with the item.

COMMERCIAL /HEAVY DUTY USE

For commercial/heavy duty installations with constant usage/reheat requirements or where an external programmer designed for immersion heaters is not present then Titanium immersion heaters must be fitted in order to comply with the warranty.

RECOMMENDED TEMPERATURE SETTINGS

For domestic usage a temperature set of 55°C-60°C is the norm. This is above the growth temperature area for Legionella and low enough to prevent nuisance tripping and unnecessary scaling.

THERMOSTAT OPERATION

The thermostat has an adjustable control operating between 20°C and 65°C. The usual desired domestic setting is between 55°C and 60°C. The thermostat is supplied set at 60°C. For setting the stat, turn fully clockwise to the maximum, and then anticlockwise (back off) approximately a quarter of its travel. Then make minor adjustments to suit your personal taste.

THERMAL CUTOUT

If the cylinder begins to overheat (80°C), the thermal cut-out will activate, isolating both the live and negative connections within the immersion heater. This may also happen during a power spike. For resetting, isolate the power supply and allow the cylinder to cool down. Remove the head cap and press the high limit cut-out reset button on top of the thermostat. Should nuisance tripping occur, consult a qualified electrician to investigate the power supply and/or the thermostat itself.

REPLACEMENT IMMERSION HEATERS - ALL TYPES

Replacement immersion heaters are available in all formats for your water heater. These should be obtained via ourselves to ensure the correct specification is supplied, and our warranty not compromised. The standard heater has incoloy elements, a 1¾" BSP threaded head and standard rating of 3kW at 240 volts. Check the label detail on the head before ordering, as alternative specifications are available.

The 'O' ring on the head of the immersion heater should be correctly positioned and lubricated with a WRAS approved silicon lubricant before fitting. Screw in by hand until almost sealed and then gently finish tightening as the 'O' rings will seal easily. Remake the wiring connection as per instructions provided.

INSULATION OF THE TEMPERATURE & PRESSURE RELIEF VALVE

Components for insulating the T&P are supplied in order to retain heat and energy. Installation instructions are provided with the insulation cover.

DISCHARGE ARRANGEMENT

The diagram opposite was taken directly from UK government Building Regulations Part G: 2016.

This information is not exhaustive. If in doubt, seek advice. Full details of Building Regulation G3, is available from: www.planningportal.gov.uk

The discharge from both the temperature, and expansion relief valves can be joined together via a 15mm end feed tee. Water should only be discharged when there is a fault with the system, and be visible at the tundish. (Consider a safety device to alert those of impaired vision or mobility when this occurs.)

Discharge water must not be allowed to collect in the pipe-work but rather flow freely to the tundish. This should be vertically mounted, in a visible location, in the same space as the cylinder, and fitted as close as possible within 600mm of the safety device (the relief valves). The discharge pipework must be in accordance with Part G3 of the Building Regulations. These are as follows:

- The discharge pipe (D2) from the Tundish should have a vertical section of pipe 300mm long below the Tundish before any elbows or bends in the pipework.
- This pipe should then be installed with a continuous fall of at least 1 in 200 thereafter.
- The pipe must be at least one pipe size larger than the nominal outlet size of the safety device (unless its total equivalent hydraulic resistance exceeds that of a straight pipe 9m long i.e. discharge pipes between 9m and 18m equivalent resistance length should be at least two sizes larger than the nominal outlet size of the safety device, between 18 and 27m at least 3 times larger and so on.) Bends must be taken into

account in calculating the flow resistance. An alternative approach for sizing discharge pipes would be to follow the BS6700 Specification for the design installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages.

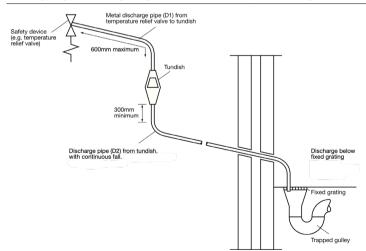
Discharge pipework should terminate in a safe place where there is no danger to persons in the vicinity of the discharge. Examples of acceptable discharge arrangements include:

- To a trapped gully with the outlet below a fixed grating and above water seal.
- Downward discharges to low level, within 100mm, above external surfaces such as a car park, hard s
 tanding, grassed area with a protective wire cage to prevent contact but retaining visibility of discharge.
- Into a metal hopper at high level with a metal downpipe and a clearly visible termination point or onto a roof capable of withstanding high temperature discharge at least 3m away from any plastic guttering.

Building Regulation G3 allows non-metallic pipework within the tundish discharge (D2). The discharge pipe (D2) should be made of a) metal or b) another material that has demonstrated it can safely withstand high temperature water discharges and is clearly and permanently marked to identify the product and the performance standard. The discharge should not be connected to a soil discharge stack unless it can be demonstrated of safely withstanding high temperature water discharges, in which case it should;

- 1. Contain a mechanical seal, not a water trap, which allows water into the branch pipe but not foul drain air to be ventilated through the tundish.
- 2. Be a separate branch pipe with no sanitary appliances connected to it.
- 3. Plastic pipes used as branch pipes with the discharge should be Polybutalene (PB) or cross linked polythene (PEX) complying with national standards such as Class S of B7291-2:2006 or Class S of B57291-3:2006 respectively.
- 4. Be continuously marked with a warning that no sanitary appliances should be connected to the pipe.
- 5. Plastic pipes should be joined and assembled with fittings appropriate to the circumstances in which they are used as set out in BS EN 1043-1:2002

Queries regarding specific discharge arrangements should be directed to your local building control office.



COMMISSIONING - FILLING THE SYSTEM

Check all connections for water tightness including factory made connections, as these may become loose in transit. The expansion vessel should be 3 bar (45PSI).

The hot tap furthest away from the cylinder should be opened before filling the system to purge air and flush any disturbed particles

The pipes should be flushed before use. The remaining taps should be opened in turn to purge air from the system before turning on the electrical supply.

For Direct Units: Fully fill and flush the system before activating the immersion heaters and allowing the unit to heat up. The immersion heater is supplied pre-set at 60° C. Turning fully to + is approximately 65° C.

STORAGE TEMPERATURE

A storage temperature of 55-60°C is normal for domestic usage.

SAFETY VALVE CHECK

A problem is occurring if water is released from either safety valve during the heat up process (temperature relief and expansion relief.) This must be rectified before continuing. Both valves should be opened slowly one at a time, and then together, allowing as much water as possible through the tundish. Check that the discharge pipework is cleared of obstruction, free flowing, and without spillage over the tundish. Check that the valves reseat correctly when released.

DRAINING PROCESS

Isolate the unit from the electric supply to prevent immersion heater burn out. Isolate the unit from the cold mains. Attach a hose to the draining tap. Ensure this reaches to a level below the unit for creating an effective siphon so that the maximum amount of water is drained from the unit. Open the hot tap closest to the unit and open the draining tap.

Caution: Water drained off may be hot.

SERVICE AND MAINTENANCE

- Servicing must be carried out annually by competent installers.
- · Any spares used must be purchased from us.
- Safety devices must not be bypassed. Do not use the unit if safety features are not fully operational.
- Proof of annual servicing is required to avoid invalidating your manufacturer's guarantee.
- Upon installation of the unit the installer must complete the accompanying commissioning certificate at the rear of this manual.

ANNUAL SERVICING PROCESS

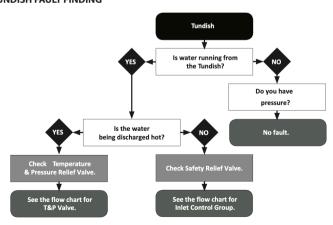
This must be conducted by a competent installer on an annual basis, ideally at the same time as the annual boiler service:

- 1. The expansion relief valve should be eased open to allow water to flow for a minimum of 5 seconds. Close the valve and make sure it resets correctly. Repeat this procedure with the temperature & pressure relief valve. Ensure that the discharge pipework is cleared and allowing a free flow of discharge.
- 2. Ensure all fitted immersion heaters are working correctly. They should be controlling the water temperature between 55°C and 60°C.
- 3. This cylinder has no external expansion vessel. The internal air gap must be serviced via the following steps that will re-establish the level of the internal water baffle.
- a) Isolate the cold mains supply to the cylinder
- b) Turn on a hot tap outlet
- c) Open the T&P valve until water stops flowing from both the relief valve and the tap.
- d) Close both the relief valve and the hot tap
- e) Turn the incoming cold mains on and allow the cylinder to fill
- f) Reopen the hot tap until water flows and then close
- 4. Remove the head on the inlet control set and clean the mesh filter within.
- 5. Update the benchmark service record supplied after every service by the installer.

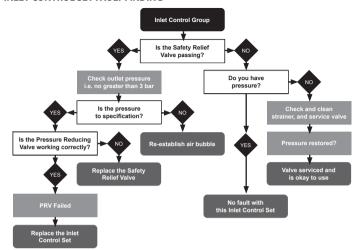
CYLINDER FAULT FINDING

PROBLEM	POSSIBLE CAUSE	REMEDIATIVE ACTION
	Potential discharge from T&P valve	Follow tundish/T&P fault finding
	Potential discharge from Expansion relief valve due to fault at PRV	Follow inlet control set fault finding
Water is visible at tundish	Back pressure from system	Check all cold connections into mixer outlets are fed from the balanced cold service from the inlet control valve. If not, additional PRV's must be fitted.
Expansion valve opens when cylinder is heated	Baffle/air bubble has lost charge	Follow service process to re-establish internal air gap
Cylinder appears to be leaking from inside the steel case	Loose cylinder connection - notably from hot water outlet	Check all connection points including the immersion heaters and the hot outlet to ensure that these are not leaking, and remake joints if necessary.
Noise when operating tap or shower	Vibrating/insecure pipework	Ensure that all pipework is secured to the wall with pipe clips as appropriate.
Reduced water flow	Possible external water works being carried out	Check with local authorities and wait for works to be completed
Reduced water flow	Lodged debris from mains at Inlet control set or PRV sticking	Strip & clean PRV/inline filter, or replace inlet control set.
No hot water available	Possible immersion heater failure	Follow immersion heater fault finding

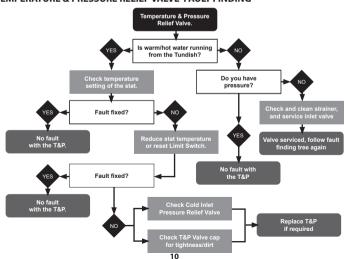
TUNDISH FAULT FINDING



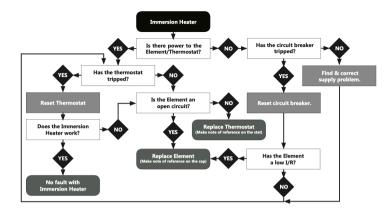
INLET CONTROL SET FAULT FINDING



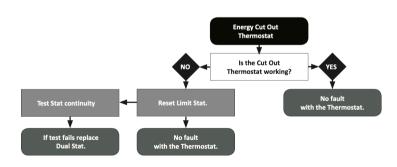
TEMPERATURE & PRESSURE RELIEF VALVE FAULT FINDING



IMMERSION HEATER FAULT FINDING



ENERGY CUTOUT FAULT FINDING



MAINS PRESSURE HOT WATER STORAGE SYSTEM COMMISSIONING CHECKLIST

This Commissioning Checklist is to be completed in full by the competent person who commissioned the storage system as a means of demonstrating compliance with the appropriate Building Regulations and then handed to the customer to keep for future reference.

Failure to install and commission this equipment to the manufacturer's instructions may invalidate the warranty but does not affect statutory rights.

mer name: Telephone number:								
Address:								
Cylinder Make and Model								
Cylinder Serial Number			\neg					
Commissioned by (PRINT NAME):	Registered Operative ID Number							
Company name:	Telephone number:							
Company address:								
	Commissioning date:							
To be completed by the customer on receipt of a Building Regulations Compliance Cer	rtificate*:							
Building Regulations Notification Number (if applicable)								
ALL SYSTEMS PRIMARY SETTINGS (indirect heating only)								
Is the primary circuit a sealed or open vented system?	Sealed			Open				
What is the maximum primary flow temperature?					°C			
ALL SYSTEMS								
What is the incoming static cold water pressure at the inlet to the system?				bar				
Has a strainer been cleaned of installation debris (if fitted)?		Yes		No				
Is the installation in a hard water area (above 200ppm)?		Yes		No				
If yes, has a water scale reducer been fitted?		Yes		No				
What type of scale reducer has been fitted?								
What is the hot water thermostat set temperature?				°C				
What is the maximum hot water flow rate at set thermostat temperature (measured at	high flow outlet)?			I/min				
Time and temperature controls have been fitted in compliance with Part L of the Buildin	ng Regulations?			Yes				
Type of control system (if applicable)	Y Plan	S Plan		Other				
Is the cylinder solar (or other renewable) compatible?				No				
What is the hot water temperature at the nearest outlet? °C								
All appropriate pipes have been insulated up to 1 metre or the point where they become concealed Yes								
UNVENTED SYSTEMS ONLY								
Where is the pressure reducing valve situated (if fitted)?								
What is the pressure reducing valve setting?				bar				
Has a combined temperature and pressure relief valve and expansion valve been fitted and discharge tested?				No				
The tundish and discharge pipework have been connected and terminated to Part G of the Building Regulations Yes								
Are all energy sources fitted with a cut out device?		Yes		No				
Has the expansion vessel or internal air space been checked?				No				
THERMAL STORES ONLY								
What store temperature is achievable?					°C			
What is the maximum hot water temperature?					°C			
ALL INSTALLATIONS								
The hot water system complies with the appropriate Building Regulations				Yes	П			
The system has been installed and commissioned in accordance with the manufacturer's instructions Yes								
The system controls have been demonstrated to and understood by the customer Yes								
The manufacturer's literature, including Benchmark Checklist and Service Record, has been explained and left with the customer Yes								
Commissioning Engineer's Signature								
Customer's Signature								
(To confirm satisfactory demonstration and receipt of manufacturer's literature)								

^{*}All installations in England and Wales must be notified to Local Authority Building Control (LABC) either directly or through a Competent Persons Scheme. A Building Regulations Compilance Certificate will then be issued to the customer.



SERVICE RECORD

It is recommended that your hot water system is serviced regularly and that the appropriate Service Record is completed.

Service Provider

Before completing the appropriate Service Record below, please ensure you have carried out the service as described in the manufacturer's instructions.

SERVICE 01	Date:	SERVICE 02	Date:	
Engineer name:		Engineer name:		
Company name:		Company name:		
Telephone No:		Telephone No:		
Comments:		Comments:		
Signature		Signature		
SERVICE 03	Date:	SERVICE 04	Date:	
Engineer name:		Engineer name:		
Company name:		Company name:		
Telephone No:		Telephone No:		
Comments:		Comments:		
Signature		Signature		
SERVICE 05	Date:	SERVICE 06	Date:	
Engineer name:			I	
Company name:		Engineer name:		
Telephone No:		Company name: Telephone No:		
Comments:		Comments:		
Signature		Signature		
SERVICE 07	Date:	SERVICE 08	Date:	
Engineer name:		Engineer name:		
Company name:		Company name:		
Telephone No:		Telephone No:		
Comments:		Comments:		
Signature		Signature		
SERVICE 09	Date:	SERVICE 10	Date:	
Engineer name:		Engineer name:		
Company name:		Company name:		
Telephone No:		Telephone No:		
Comments:		Comments:		
Signature		Signature		

GUARANTEE AND EXEMPTIONS

The cylinder carries a 25-year guarantee against faulty materials or manufacturing, based upon the following conditions:

- Correct installation as per this document and all relevant standards, regulations, and codes of practice in force at the time.
- The Benchmark Commissioning Checklist has been completed
- · The unit has been serviced annually.
- The product has not been modified in any way, other than by us.
- There has not been any misuse, tampering, or neglect of the cylinder.
- · It has only been used for the storage of potable water
- It has not been subjected to frost damage
- The system is fed from a public mains water supply
- Storage temperatures have not exceeded 65°C
 Installations made only in the United Kingdom.
- •*The water chemistry used in the system is found to be above the maximum allowances*
- Units are not installed with uncontrollable heat sources (e.g. wood burning stoves)
- For commercial or heavy-duty installations where constant usage and reheating is required, titanium immersion heaters must be fitted to comply with the warranty
- The guarantee period starts from the date of purchase.
- The extended guarantee is not transferable and rests with the original householder.

FXCLUSIONS

- The effect of scale build-up on the unit or its components
- Any labour charges associated with replacing the unit or its parts
- · Any consequential losses caused by the failure or malfunction of the unit.

Note: Invoices for servicing may be requested to prove that the unit has been serviced annually. All the components fitted to/or supplied with the cylinder carry a 2-year guarantee. The guarantee starts when the cylinder is first filled.

CLAIMS

On the rare occasion of a fault occurring, we will only consider sensible claims that are submitted in full at the time when the faulty part/unit is returned to us.

We will not cover any installer claims for excessive travelling where the installer has accepted a job more than 30 miles from their base of operations.

Removal costs cannot be recovered for the collection of a faulty unit from a difficult to reach area or

where cylinder access has been restricted (as per this manual guidance.)

Claims will not be accepted for units that have not been installed in accordance with this manual. PROBLEM GUIDANCE

When a problem arises, your first point of contact is the plumber who fitted the unit (in the first year), followed by the plumber who carries out the annual servicing of your unit for you.

If your cylinder begins to leak, we will supply you with a new one. To prevent fraud, we request an up-front payment in this case while we establish the cause of the fault. The original unit must be returned to us for inspection along with a copy of your service record and commissioning checklist. Your upfront payment will be refunded as soon as it is confirmed that the cylinder has failed within the terms of our warranty.

If a component part fails within the two-year guarantee, we will send you a new one with an upfront charge. Your credit card details may be required to prevent fraud. We ask you to post the faulty part back to us by recorded delivery within a month. A refund will be issued once the part has been tested and proven to be at fault

APPENDIX - WATER CHEMISTRY

This water heater is manufactured to suit the water conditions of most public reticulated water supplies. However, there are some known water chemistries which can have detrimental effects on the cylinder. If you are unsure of your water chemistry, you may be able to obtain the relevant water chemistry information from your local water supply authority.

*Our warranty will not apply where water stored in the storage cylinder exceeds at any time any of the following levels: - TOTAL HARDNESS 200mg/L, TOTAL DISSOLVED SOLIDS 600mg/L

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"Company" means Ultraflow UK.
"Conditions" means the terms an ms of side set out in this document and any special terms and conditions answer in

writing by the Company and the Buyer "Contract" means the contract for the purchase and sale of the Goods
"Goods" means the goods which the Company is to supply and which the Buyer agrees to buy in accordance with these White Supress the price for the Conditional including temperatured and incurrence (if and 1.2 has reference in these Condition

renew one price with the Good increasing transport and manance or any 1.2 any reference in these Conditions 1 provision of a statute shall be construed as a reference to that provision as amended re-enacted or extended at the rele time 1.3 The heading in these Conditions are for convenience only and shall not affect their intercentation

2. BASGO 67.4EE

2.1 the Company half will and the Buyer shall purchase the Goods in accordance with: 2.1.1 the Company's quotation (if a provided by the Support or support of the Company and accepted by the Buyer, or support of the Support of the Company has company and accepted by the Buyer, or support of the Support

which shall grown the Combact to the sections of any other term, subject to which they such quotations or offer in acceptant, who accepts a supported the beaution of the control of the properties of the success of the control of the company of the supported the success of the control of the supported the success of the control of the supported the control of the control of the success of the control of the success of the control of the success of the s

and dimensions without notice.

2.7 For the auditiance of doubt nothing in these Conditions or any Contract shall confer on any third party any beg nor the right to enforce any term of these Conditions or any Contract whather purposed to the Contracts Bights of Thir

Parties) Act 1999 or otherwise 3. THE PRICE AND PAYMENT

3. The Fire CLA ON MOMENT
In The New adult to entire the state of the ST of days from the date after which time the Price may be advanted only to walk for 20 days from the date after which time the Price may be advanted by the Company of the MID to advantage and the MID to advantage of the MID to all the Openage and the MID to advantage of the MID to all the MID to advantage and the MID to advantage of the MID to all the MID to advantage of the MID to all the MID to advantage of the MID to all the MID to advantage of the MID to all the MID to advantage of the Company are they the Company to advantage of the MID to advantag

temperature distinctions.

This Third can all up of the management by the buyer in the Company is exclusive an exclusive particular to the Company is exclusive and the Company is the Company in the Company

payment of the hirs and VM shall be done within the agrees process one—we want to the process of the first payment shall be of the seasons.

2.6 If the Report field to make any payment on the due due them without prejudice to any other right or remoty available to the common to recognize the company and the sentitled to a Lit cornect the common to required any further deliments to the Department of the common to the company and the common to the common to the company and the company and the company and the company and the company may think fit (notwithstanding any purported appropriation by

the Buyer) and 3.6.3 charge the Buyer interest (both before and after any judgement) on the amount unpaid at the rate of \$% annum above Barclays Bank PLC base rate from time to time until payment in full is made (a part of a month be full mornfs for the purpose of calculating interest).

full month for the purpose of calculating interest)
4.11 EGODOS
4.11. The quantity and description of the Goods shall be as set out in the Company's quotation or in the Company's offer
(as the case may be); and
4.12 the quality and specification for the Goods shall be as set out in the Company's quotation or (where there is no quotation)

All the quality and questionates from the color shall be an extent in the Company Appreciation or injusted may be a few quality and questionates for the color and produced and produced and produced and produced and produced and produced and question question and produced and question conjugated for the Company in the Inquire produced part of the Inquire part of the Inqui

against an instructioning our priority constructioning the cost of autocuration materials used; partiage charges and experie es incurred by the Company in carrying out any work in respect of the Goods or offerwise as a result of annotation 4.5 All designs, sketchs, or similar articles supplied by or submitted in confidence by the Company shall remain the property of the Company and may not be disclosed by nor used by nor copied or otherwise reproduced by the Buyer without the prior written consent of the Company. DELIVERY OF GOODS

S. DELETION COCKSSS.

1. District continual angued in centifung the Company shall deliver the Goods to such delivery address as it specified by the Boyer. It is believed to the continual angued in centificial and the Goods at the delivery address and that delivery address and the company of any took or transcriber to efficient age to develop a purious or benefit to purious per internal transcriber purious per internal transcriber and person and the continual angued and the continual person a

the Company is melting the Color than type is delivered by the Company is selected at the Disterey Date, upon giving SHI When the Goods are the delivered in which we have a shared with the Confidence or any district and under by the Company is shall are upon a more of the installments in actual case with these Confidence or any district plant by the Super Company is shall are upon a more of the installments in actual case with these Confidence or any district plant by the Super in actual case of the Super in the second case of the Super in the Super in the second case of the Super in the Super

incurred by the Company
A RIKK AND RETENTION OF TITLE

6. RISCAMD RETENTION OF TITLE

of goods supplied by the Company shall be at the Buyer's risk immediately upon delivery to the Buyer or into custody on
the Buyer is behalf or to the Buyer of risks. The Buyer shall effect adequate insurance of the goods against all risks to their
timorice value of the goods, such insurance to the effects defend the risk of the delivery until properly in the goods that be also
the Buyer as hereinafter provided.

2. Importanty in the goods supplied betweender will pass to the Buyer when full payment has been made by the Buyer to

the Company for :-6.2.1 the goods of the subject of this contract.

4.2.1 the good of the adopted of the contract.

4.2.1 the good of the adopted of the contract that the contract that the good of the contract that the good of the

A.C. at if the Buyer, not being a company, commits any act of bankruptcy, makes a proposal to his or her creditors for a compromise or does anything which would entitle a potition for a Bankruptcy Chele to be presented. As 3 if the Buyer, being a company, does anything or fails to do anything which would entitle an administrator or an administrative receiver or a receiver to take possession of any assets or which would entitle any person to present a petition for

administrative receive or a receiver to take possession of any assets or which would entitle any persons to present a port sending up or to apply from a administration on excellent forms to the sending up or to apply from a administration on excellent forms to other than the properties of the properties and the properties are the properties and the properties are the prop

6 chard who and graph (4) have of at a lajer to purpose (5) have if the graph (4) by provided a suffix provided to the graph of the graph (4) have in the Carryonny.

6. You have separately the Recover shall sell have of the according construct to allow a Williams of the Recover shall facilities before a

4.7 in the event that the beyon shall sell any of the goods pursuant to closes (5) been of the beyon shall formist inform the form the form that the property of the forming in members of the first of the shall be an included in the shall be a shall b

All littles (this is an access to expense to the second of affication or removal. 0.9 in the event that, before property in the goods has passed to the Buyer under paragraph (3) if the goods or any of them are lost, stolen, damaged or distroyed: -6.9.1 the Buyer shall forthwith inform the Company in writing of the fact and circumstances of such loss, theft, damage

or destruction. 6.9.2 the Buyer shall assign to the Company the benefit of any insurance claim in respect of the goods so

damaged or distroyed.

7. MRBANTESANICLABILITY-FORPHOLYESTSALLEDINTHEUKONLY 7.1 Subject to the following provisions, the Company warrants that the Goods will be five from defects in material and workmanking for a period of 24 months from their delayers to the Buyer, unless a period of different charations is psecrified in the product intallation instructions in respect of the period. nd for its sparific warranty terms, or sparified components thereof and/or its specific warranty terms, or specified components thereof.

7.2 The warranty in clause 7.1 is given by the Company subject to the following condi-7.2 The warranty in clause 7.1 is given by the Company subject to the nectwing Company.
7.2.1 the Company shall be under no liability in respect of any defect in the Goods arising from any information drawing design

22.1 to 4 company hald be under to labelly in respect dury detect. In the Goods already from any information during our confections supplied by the back allow in specific and possible of the possible of the company of perfect and implied to the expect and the company of perfect and implied to the company of perfect and implied to the company of the

to the Company.

7.3 The Europe shall not make any statement or representation or give any warranty to any third party in respect of any Goods 7.3 The Buyer shall not make any statement or representation or give any warranty to any third party in respect of any Goods other than in the term said or cyler by the Company to the Buyer in these Conditions or shall the Buyer have any wardness to commit the Company to provide any service in relation to the Goods. The Buyer shall indeemify the Company sayainst all losses, damages, cost, claim, demands, labidities and expenses in concern of warfered by the Company in respect of or arising out of any such statement, representation or warranty made or given by the Buyer in contravention of this clause.

7.4 The Company is labidity to the Buyer in Company in respect of any and the Company in respect of any single could be supported by the Buyer in contravention of this clause.

out of any such statement, representation or warranty maid or given by the Buyer in contravention of this clause.

74 All the Company, Missilly to the Buyer for "74. All came for injury equality for the Company of th or common law or otherwise are

hereby excluded:
2.8 if the Company fails to deliver the Goods for any reason other than any cause beyond the Company's reasonable control
or the Buyer's fault then the Company shall only be lable to the Buyer for and the Company's lability shall be initiated to
the excess (if any) of the cost to the Buyer (in the chapeast available marked) of similar goods to repize these not delivered

the recent life in grant of the costs to the thop per in the changest analysis and all the recent life of the costs of the changest analysis and the costs of the changest analysis and the changest ana

convention with the Contract shall not insend the how of the Goods.

The Company shall not be label to the layer of the cond.

The Company shall not be label to the layer of the condense the in its based of the amount by reason of my shall not be a proper to the company. The condense the condense the latest the layer of the company and the company that the condense t ortion with the Contract shall not exceed the Price of the Goods

1.12 of disults for any reason whatsoever of suppliers or sub-contractors of the Company;
7.12.0 for completeness or inaccuracy of any technical information which it is the responsibility of the Buyer to provide
8. INSOL

2. This down applies if: 1.1 the byer makes any composition or valuately arrangement with its creditors being as reducible of tem becomes in the control of the control

and notifies the Buyer accordingly 8.2 iff this clause applies then without prejudice to any other right or remody available to the Company the Company shall be entitled to stop any Goods in transit, cancel the Contract or suspend any further deliveries un-der the Contract without any judicity to the Buyer and if the Goods have been delivered but not paid for the Prior shall be immediately due and payable notwithstanding any previous agreement or arrangement to the contrary 9. HEALTH AND SAFFTY INFORMATION

9 HEATH AD LATETY WEGGMANDO.

The Bloom are presented as with the Company to ensure that the provisions of all instruction manuals including has and safely instructions and any other information or document relating to the use of the Social provided by the Company and safely instructions and any other information or document relating to the control of the Company of the Company

10. GMBRAL

11.1 The Central or is personal to the Buyer which may not assign or dispose of any of fix rights or obligations or otherwise deletypes are yell its obligations under the Central velocute the written consent of the Central or General Deletypes of the Central or the Central or otherwise deletypes are yell its obligations under the Central and to sub-central or otherwise deletypes are yell its obligations under the Central or otherwise deletypes are yell its obligations when the Central or otherwise deletypes are yell its obligations when the Central or otherwise deletypes are yell its obligations when the Central or otherwise deletypes are yell its obligations when the Central or otherwise deletypes are yell its obligation of the Central or otherwise deletypes are yell in the Central or otherwise are yell

12.3 Apy rotion required or permitted to be given by within pairty to the other under these Conditions shall be in writing include you a familiar addressed of a discussion of the other pairty and report of the condition of the other shall be an entire of the condition of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the conditions of the other shall be an entire of the condition of the other shall be an entire of the condition and the other shall be an entire of the conditions and the other shall be an entire of the conditions and the other shall be an entire of the conditions and the other shall be a shall

authority to be invaled of unknowness in whose or in part to the valency of the other provision or instead consists and the meniadar of the provision in quantities hall not be affected thereby.

10.6 The Contract and these Conditions shall be governed by the laws of England 10.7 The parties hereby submit to the non-ex-clusive jurisdiction of the English court. 10.3 The Buyer with informity the Company for all costs and dumages, including atterneys fees, suffered by the Company as a result of the Buyers actual or threatened breach of these terms and conditions.

11. N. POLYMAKIUN This Company will provide the Boyer on request with information as to the proper and safe use of the Goods and the Boyer at all times closy and comply with the Company's instructions or other information reliating to the use of the Goods Specific product warranty terms are available on request.
Terms & Conditions may change without prior notice being given, for up to date terms please visit www.ultraflouruk.com.cc



Ultraflow UK Limited 103 Lockfield Avenue Enfield EN3 7PY Tel: 020 8443 5111 Email: sales@ultraflowuk.com