# Saga Coil - SC

150-200-300 I.

ΕN



SAFETY INFORMATION
O&M INFORMATION
INSTALLATION MANUAL
TDS - TECHNICAL DATA SHEET



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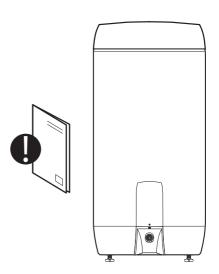
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#### 1. SAFETY INSTRUCTIONS

#### 1.1 General information

- Read the following safety instructions carefully before installing, maintaining or adjusting the water heater.
- Personal injury or material damage may result if the product is not installed or used in the intended manner.
- Keep this manual and other relevant documents where they are accessible for future reference.
- The manufacturer assumes compliance (by the end-user) with the safety, operating and maintenance instructions supplied and (by the installer) with the fitting manual and relevant standards and regulations in effect at the date of installation.



# Symbols used in this manual:

⚠ WARNING Could cause serious injury or death			
△ CAUTION	Could cause minor or moderate injury or damage to property		
0	DO NOT		
•	DO		

# 1.2 Safety instructions for users

	<b>△</b> WARNING					
0	The overflow from the safety valve must NOT be sealed or plugged.					
0	The product must NOT be covered over the cover on the front.					
0	The product must NOT be modified or changed from its original state.					
0	Children must NOT play with the product or go near it without supervision.					
0	The product should be filled with water before the power is switched on.					
0	Maintenance/settings should only be carried out by persons over 18 years of age, with sufficient understanding					

	△ CAUTION
0	The product must not be exposed to frost, over-pressure, over-voltage or chlorine treatment. See warranty provisions.
0	Maintenance/settings should not be carried out by persons of diminished physical or mental capacity, unless they have been instructed in the correct use by someone responsible for their safety.

# 1.3 Safety instructions for installers

1.5 30	1.5 Safety instructions for installers						
	⚠ WARNING						
0	The overflow from the safety valve must NOT be sealed or plugged.						
•	Any overflow pipe from the safety valve shall be in a suitable dimension and must be uninterruptable, undamaged and frost-free with a fall to a suitable drain or gulley.						
0	Fixed electric fittings should be used for installation in new homes or when changing an existing electrical setup in accordance with regulations. A mains cable with plug for wall socket can be used when replacing the product without changing the electrical setup.						
0	The mains cable should withstand 90°C. A strain reliever must be fitted.						
•	The product should be filled with water before the power is switched on.						
•	The relevant regulations and standards, and this installation manual, must be followed.						
U	The relevant regulations and standards, and this installation manual, must be followed.						

	△ CAUTION							
0	The product should be placed in a room with a gully/drain, in accordance with current local regulations. Alternatively, fit an automatic stop valve with sensor and overflow from safety valve to drain. Liability for consequential damage will only apply if this is followed.							
9	The product should be properly aligned vertically and horizontally, on a floor or wall suitable for the total weight of the product when in operation. See type plate.							
•	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm over the highest point.							

#### 2. PRODUCT DESCRIPTION

#### 2.1 Product identification

Identification details for your product can be found on the type plate fixed to the product. The type plate contains details of the product in accordance with EN 12897:2016 and EN 60335-2-21, as well as other useful data. See Declaration of Conformity at www.osohotwater.com for more information.

OSO products are designed and manufactured in accordance with:

<ul> <li>Pressure vessel standard</li> </ul>	EN 12897:2016
<ul> <li>Safety standard</li> </ul>	EN 60335-2-21
<ul> <li>Welding standard</li> </ul>	EN ISO 3834-2

# OSO Hotwater AS is certified for

<ul> <li>Quality</li> </ul>	ISO 9001
• Environment	ISO 14001
<ul> <li>Work environment</li> </ul>	ISO 45001

#### 2.2 Intended use

Saga Coil is designed to supply homes with hot running water. The product can be used with alternative energy sources.

# 2.3 CE marking



The CE mark shows that the product complies with the relevant Directives. See Declaration of Conformity at www.osohotwater.com for more information.

The product complies with Directives for:

Low voltage
 Electromagnetic compatibility
 Pressurised equipment
 LVD 2014/35/EU
 EMC 2014/30/EU
 PED 2014/68/EU

Any safety valve(s) used should be CE-marked and comply with the PED 2014/68/EU.

#### 2.4 Technical data

NRF no.	Product code:		Weight kg.	Dia. x Height mm.	Freight vol. m³	Heating time hours ∆t 65°C	Heat loss W
8000962	SC 150 - 3 kW/1x230V+HX 0.8m <sup>2</sup>	3.0	34	ø570 x 1010	0.37	-	52
8000963	SC 200 - 3 kW/1x230V+HX 1.0m <sup>2</sup>	3.5	42	ø570 x 1260	0.47	-	64
8000964	SC 300 - 3 kW/1x230V+HX 1.1m <sup>2</sup>	5.5	54	ø570 x 1710	0.62	-	84

This product has IP classification IP21

#### 2.5 ErP data - Technical Data Sheet

	Model-no.	Model name		ErP E	ErP	Energy		Thermo-	Volume	
Brand							AEC - kWh/a	stat set-	40°C	
				promer	Natiliy	e11. /o		ting °C	water	
OSO Hotwater AS	11009722	Saga Coil - SC 150		-	В	-	-	75	251	
OSO Hotwater AS	11009723	Saga Coil - SC 200		-	С	-	-	75	355	
OSO Hotwater AS	11009724	Saga Coil - SC 300		-	С	-	-	75	539	
Regulation: 2017/1369/EU - Regulation: EU 812/2013   Directive: 2009/125/EC - Regulation: EU 814/2013										
Heat loss tested acc. to standard: EN 12897										

# 3. INSTALLATION INSTRUCTIONS

# 3.1 Products covered by these instructions

800 0962 Saga Coil - SC 150 800 0963 Saga Coil - SC 200 800 0964 Saga Coil - SC 300

# 3.2 Included in delivery

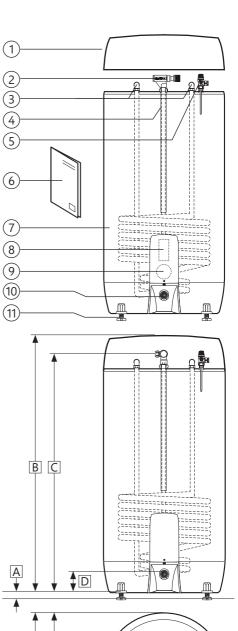
Ref no.	Antall	Beskrivelse				
1	1	nsulated top cover (factory-fitted)				
2	1	Mixer valve (factory-fitted)				
3	2	Elbow brass for coil (included)				
4	1	Tube for temperature sensor				
5	1	Safety valve PT (factory-fitted)				
6	1	Installation manual (this document)				
7	1	Hot water heater with built-in coil				
8	1	Thermostat				
9	1	Heating element 3 kW 1x230V				
10	1	Drain valve (factory-fitted)				
11	3	Feet (factory-fitted)				

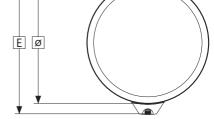
#### 3.3 Product dimensions

All dimensions in mm.

Product	А	В	С	D	E	ø
SC 150	0-40	1010	960	125	655	570
SC 200	0-40	1260	1210	125	655	570
SC 300	0-40	1710	1660	125	655	570

Tolerance +/- 5 mm (not dimension A).



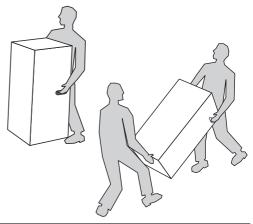


# 3.3.1 Delivery

The product should be transported carefully as shown, with packaging. Use the handles in the box.

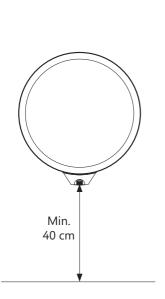
# **△** CAUTION

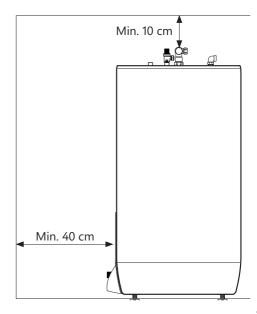
Pipe stubs, valves etc. should not be used to lift the product as this could cause malfunctions.



# 3.4 Requirements for installation location and positioning

	⚠ CAUTION
0	The product should be placed in a room with a gully/drain, in accordance with current local regulations. Alternatively, fit an automatic stop valve with sensor and overflow from safety valve to drain.
•	The product should be placed in a dry and permanently frost-free position.
0	The product should be placed on a floor or wall suitable for the total weight of the product when in operation. See type plate.
0	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm over the highest point.
•	The product should be easily accessible in the home for servicing and maintenance.





#### 3.5 Pipe installation

The product is designed to be permanently connected to the mains water supply. Approved pipes of the correct size should be used for installation. The relevant standards and regulations must be followed.

Product	CW	HW	Overflow (2)	Sensor (3)	Coil (4)
SC 150 - 300	1/2" / ø15 mm ring clamp	1/2" / ø15 mm ring clamp	1/2" / ø15 mm ring clamp	ø10 / 1/2" internal	ø22

# 3.5.1 Incoming water pressure

The efficiency of the product depends on the incoming cold water pressure. The water pressure should be min. 2 bar and max. 6 bar throughout the day. Excessive water pressure can be adjusted by installing a pressure reduction valve.

# 3.5.2 Fitting cold and hot water pipes (CW-HW) and overflow pipes

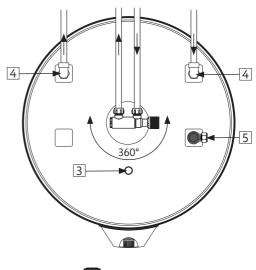
- A) Turn the mixer valve to the desired position.
  - Tighten ring clamp to the cylinder (see 3.5.3)
- B) CW/HW pipes of suitable size run to mixer valve and tightened (see 3.5.3)
  - With larger pipes, a reducer with 1/2" internal thread may be used.
- C) Overflow pipe (1) in a suitable dimension can be run to safety valve
  - Connects to the 1/2" / Ø15 mm outlet (2) on the safety valve
  - Must be fitted uninterruptable, undamaged and frost-free with a fall to the drain.

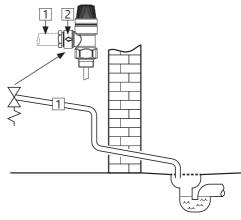
#### 3.5.3 Connection to coil

The product is equipped with pipe elbow connectors to the coil (4). The elbows has a 3/4" ring clamp connection for flow/return pipes. Fit pipes of suitable material/quality and tighten the ring clamps.

## 3.5.4 Connection to solar heating/hot water/ HW circulation/sensor tube

SC comes with a sensor tube (ø10 mm internal) factory-fitted (3). This is intended for a temperature sensor to control any external heat source connected to the coil. The sensor slot can be removed if the connector is to be used for a different function.





The product can be heated with water from solar collectors. OSO can supply a kit to utilise alternative energy sources, which prioritises solar heat over the electric heating element.

The product is equipped with a factory fitted P&T 10 bar/90-95°C pressure and temperature valve (5).

#### 3.5.5 Torque settings

Component	Torque
Ring clamp connection to CW/HW (ø15)	40 Nm (+/- 3)
Ring clamp connection to cylinder (ø22)	60 Nm (+/- 5)

#### 3.5.6 Fitting instructions

0

# **⚠** WARNING

• The product shall be filled with water before the power is switched on.

Any overflow pipe from the safety valve shall be in a suitable dimension and must be uninterruptable, undamaged and frost-free with a fall to a suitable drain or gulley.

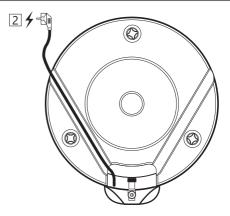
#### **⚠** CAUTION

- The product shall be placed in a room with a gully/drain, in accordance with current local regulations. Alternatively, fit an automatic stop valve with sensor and overflow from safety valve to drain.
- The product shall be properly aligned vertically and horizontally, on a floor or wall suitable for the total weight of the product when in operation. See type plate.
- The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm over the highest point.

#### 3.5.7 Installation recommendation

#### RECOMMENDATION

- Allow clearance to the floor. Screw the feet out a minimum of 15 mm from the bottom of the product.
- Mains cable for wall socket (2) should be hidden under the channels in the bottom of the product.
- If a non-return valve is fitted a reduction valve and expansion vessel should be fitted (to stop dripping from the safety valve).
- If the maximum water pressure exceeds 6 bar in a 24-hour period, a reduction valve and expansion vessel shall be fitted.
- For installation in a rooms which does not conform to the wetroom standard, a watertight drip tray with overflow pipe  $\geq$  18 mm. inside diameter should be fitted under the product, in addition to an automatic stop cock with sensor. This will prevent possible material damage.



# 3.5.8 Pressure drop table coil

Product information:		Pressure drop (mbar) at volume flow:					Cw value (m³/t):		
Coil sur-		540 L/h	900 L/h	1800 L/h	2700 L/h	3600 L/h	4500 L/h	5400 L/h	Volume flow @
Product	face m²	(0,15L/s)	(0,25 L/s)	(0,50 L/s)	(0,75 L/s)	(1,00L/s)	(1,25 L/s)	(1,50 L/s)	1 bar pressure drop
SC 150	0.8	26	65	220	457	775	1160	1620	4.15
SC 200	1.0	35	82	283	586	1000	1520	2130	3.60
SC 300	1.1	37	91	284	590	1015	1530	2140	3.59

#### 3.6 Electrical installation

Fixed electric fittings should be used for installation in new homes or when changing an existing electrical setup in accordance with regulations. A mains cable with plug for wall socket can be used when replacing the product without changing the electrical setup. Any fixed electric fittings must be installed by an authorised electrician. The relevant standards and regulations must be followed.

#### 3.6.1 Electrical components

Component	Note
Safety thermostat	85°C thermal cut-out
Work thermostat	50-75°C adjustable
Heating element	2,8 kW 1-phase 230 V
Mains cable with plug	Heat-resistant
Internal wires	Heat-resistant

#### 3.6.2 Electrical connections in the junction box

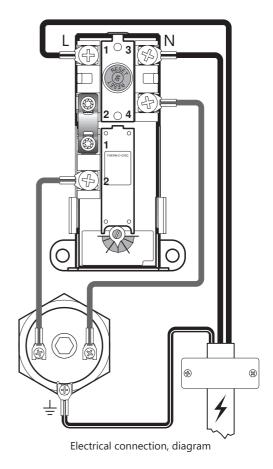
## ⚠ WARNING

Constant voltage present at terminals L and N. Before any electrical work is done, the power supply must be disconnected and secured against activation while the work is in progress.

- A) Live wire (L) connected to point '1' on the safety thermostat.
- B) Neutral wire (N) connected to point '3' on the security thermostat.
- C) Earth, yellow wire with green stripe ( connected to terminal on the heating element (hexagonal brass)
- D) Internal wires from the element to the thermostat are connected to point '4' on the safety thermostat and point '2' on the work thermostat. See illustration.

#### 3.6.3 Torque settings

Component	Torque
G1 1/4" heating element	60 Nm (+/- 5)
Thermostat screws	2 Nm (+/- 0.1)
Screw on the element head	2 Nm (+/- 0.1)



# 3.6.4 Fitting instructions

	⚠ WARNING
•	The product should be filled with water before the power is switched on.
0	Fixed electric fittings should be used for installation in new homes or when changing an existing electrical setup in accordance with local regulations. A mains cable with plug for wall socket can be used when replacing the product without changing the electrical setup.
0	The mains cable should withstand 90°C. A strain reliever must be fitted.

	△ CAUTION
•	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm over the highest point.
•	In case of damage to the mains cable and plug, it should be replaced with a specially adapted mains cable from the manufacturer.

3.6.5	5 Fitting recommendation
	RECOMMENDATION
-	The mains cable supplied should be used with fixed electric fittings by removing the plug for the wall socket. (Heat-resistant)
-	Mains cable for wall socket/wall box should be hidden under one of the channels in the bottom of the product.
-	For products with $\leq$ 2kW capacity, a $\geq$ 10A fuse / $\geq$ 1.5# wire should be used*. For products with $\leq$ 3kW capacity, a $\geq$ 15A fuse / $\geq$ 2.5# wire should be used (230V).

#### 4. INITIAL COMMISSIONING

## 4.1 Filling with water

First check that all pipes are connected correctly. Then proceed as follows:

- A) Open a hot tap leave it open
- B) Turn the adjustable knob on the mixer valve all the way to '+'.
- C) Open the cold water supply to the product. Check that the water from the open hot water tap is flowing freely, without any air locks. Close hot tap. Filling/emptying coil: Follow the instructions for an external heat source.

### 4.2 Turning on the power

When the cylinder has been filled with water, the power can be switched on.

 A) Insert plug into specified wall socket or turn on on switch/fuse.

#### 4.3 Setting the mixer valve

The outgoing hot water temperature from the product to the taps in the home can be adjusted with the knob on the mixer valve. Adjusting the mixer valve does not affect the temperature of the hot water in the product.

To adjust the temperature:

- A) Turn the adjustable knob (1) all the way to '+'
- B) Then turn the knob towards '-' to the desired temperature.

Turns	Temperature	
0	Approx. 70°C	
1/4	Approx. 60°C	
1/2	Approx. 50°C	
3/4	Approx. 40°C	

# 4.4 Control points

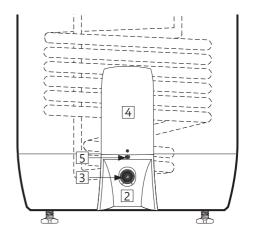
- A) Check that all pipe connections to/from the product are tight and not leaking.
- B) Check that the power supply to the product is not at risk of exposure to mechanical, thermal or chemical damage.
- C) Check that any overflow pipe from the safety valve is clear, undamaged and frost-free with a fall to the drain.
- D) Check that the product is standing firmly vertically and horizontally.

# 4.5 Emptying of water

# **△** WARNING

The water temperature in the product is 70°C and could cause scalding. Before emptying, a hot tap should be opened to the max. pressure/temperature for min. 3 minutes.

- A) Disconnect the power supply.
- B) Shut off incoming cold water supply.
- C) Open a hot tap to the maximum leave open (prevents vacuum).
- D) Open the mixer valve all the way to '+'.
- E) Remove the cover over the drain valve (2) by loosening the screw (5).
- F) Open the drain valve (3). The product empties.



After emptying, close the drain valve. Close all open taps. Adjust the mixer valve to its original setting. Refit the drain valve cover (2).

#### 4.6 Handover to end-user

1

#### THE INSTALLER MUST:

Brief the end-user on safety and maintenance instructions.

Brief the end-user on settings and emptying the product.

Hand this installation manual over to the enduser.

Enter contact details on the type plate on the product.

#### 5. USER GUIDE

#### 5.1 Settings

#### 5.1.1 Thermostat setting

The thermostat on the product is adjustable from 50-75°C. The thermostat should not be set lower than 65°C to prevent bacteria growth. To adjust the temperature:

- A) Disconnect the power supply.
- B) Remove the cover (4) low down on the front of the tank with a screwdriver.
- C) Adjust the temperature on the thermostat (7) with a screwdriver.

Fit the cover (4) before connecting the power supply. Changing the temperature setting on the thermostat only changes the temperature of the water in the tank. Temperature to the taps is adjusted on the mixer valve.

#### 5.1.2 Resetting the safety thermostat

The safety thermostat on the product cuts out when there is a risk of overheating. This is reset by removing the cover (4) and pressing the red 'RESET' button (6). If the thermostat cuts out repeatedly, contact the installer.

#### 5.1.3 Adjusting the feet

The product is equipped with three factory-fitted feet, adjustable from 0-40 mm. Screw the feet out a minimum of 15 mm from the bottom of the product. Adjust the feet individually until the product is standing firmly vertically and horizontally.

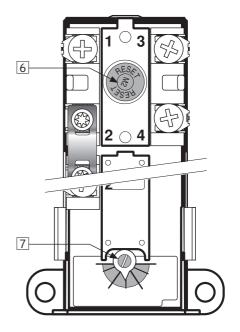
#### 5.1.4 Setting the mixer valve

The outgoing hot water temperature from the product to the taps in the home can be adjusted with the knob on the mixer valve. To adjust the temperature:

- A) Turn the adjustable knob (1) all the way to '+'
- B) Then turn the knob towards '-' to the desired temperature.

#### **⚠** WARNING

Constant voltage present in the junction box. Before any electrical work is done, the power supply must be disconnected and secured against activation while the work is in progress.



Turns	Temperature	
0	Approx. 70°C	
1/4	Approx. 60°C	
1/2	Approx. 50°C	
3/4	Approx. 40°C	

#### 5.2 Maintenance

	MAINTENANCE INSTRUCTIONS
•	Maintenance should be carried out by persons over 18 years of age, with sufficient understanding.
0	Annual inspection of safety valve:
-	Open valve for 1 min. by turning the knob (3) approx. 90 degrees to the open position.
-	Visually check that the water is flowing freely to the drain.
-	YES = OK. Close the valve by turning the knob (3) a further 90 degrees to the closed position.
-	NO = NOT OK. Disconnect power supply / shut off water supply. Contact installer.

# 6. TROUBLESHOOTING

# 6.1 Faults and fixes

If problems arise when the product is in use, check for possible faults and fixes in the table. If the problem is not shown in the troubleshoot-

ing table or you are unsure what is wrong, contact the installer (see type plate on the product) or OSO Hotwater AS - see section 7.2.

TROUBLESHOOTING		
Problem	Possible cause of fault	Possible solution
There is leakage/dripping from the safety valve/ there is often water on the floor by the cylinder in the morning	Pressure reduction valve, water meter or blocked non-return valve on the water intake.  Water pressure into the home is too high.	Fit AX expansion vessel with absorbs expansion during heating, and fit pressure reduction valve for stable water pressure inside the home. The pressure reduction valve is adjusted in according to the pressure in the expansion vessel. Contact auth. installer.
	The safety valve is worn or there are particles stuck between the membrane and the valve seat because the water is dirty	Try to flush with water through the safety valve. Open valve for approx. 1 minute. See section 5.2. If the valve still leaks, it must be replaced. Contact auth. installer.
	Leak from heating element.	Verify as follows: a) cut the electric supply, b) unscrew the cover, c) visually check whether there is a leak from the heating element. If so, replace the gasket/heating element. Contact auth. installer.
No hot water	Power supply interrupted.	Verify that the fuse is on / the plug is plugged in to the wall contact / the earth breaker has not tripped.
	Thermostat has cut out.	Press the 'RESET' button on the safety thermostat; see 'User guide'.
	Heating element is defective.	Replace heating element. Contact auth. installer.
	Leak in hot water pipe	Verify as follows: a) close the mixer valve, b) wait 2-3 hours, c) feel the mixer valve to see whether it is hot. If so, there is a leak in the hot water pipe or elsewhere. Contact auth. installer.
Not enough hot water	High consumption in the home.	Raise the temperature on the thermostat to 85°C; see 'User guide'.
		Switch to a larger OSO water heater. Contact auth. installer.
Not high enough tem- perature	The mixer valve is set for low temperatures.	Raise the temperature on the mixer valve; see 'User guide'.
	The thermostat is set for low temperatures.	Raise the temperature on the thermostat to 85°C; see 'User guide'.
	Change from cold to hot water in taps.	Contact auth. installer.
Fuse/earth breaker trips repeatedly	Possible fault in the heater's electrical system.	Verify as follows: a) cut the electric supply, b) unscrew the cover, c) visually check the junction box for any problems. If so, contact auth. installer to check. Fit the cover.
Long time before the water reaches the tap	Long stretch of pipe from water heater to tap.	Fit circulation wire or heating cable to HW pipe. Or fit an auxiliary heater by the tap. Contact auth. installer.
Knocking in the pipes when the hot tap is closed	Large pressure increase when the tap is closed quickly.	Completely normal. Fit AX expansion vessel if troublesome. Contact auth. installer.

#### 7. WARRANTY CONDITIONS

#### 1. Scope

OSO Hotwater AS (hereinafter called OSO) warrants for 2 years from the date of purchase, that the Product will: i) conform to OSO specification, ii) be free from defects in materials and workmanship, subject to conditions below. All components carry a 2-year warranty.

The warranty is voluntarily extended by OSO to 5 years for the stainless steel inner tank. This extended warranty only applies to Products purchased by a consumer, that has been installed for private use and that has been distributed by OSO or by a distributor where the Products have been originally sold by OSO. The extended warranty does not apply to Products purchased by commercial entities or for Products that have been installed for commercial use. These shall be subject only to the mandatory provisions of the law. The conditions and limitations set out below shall apply.

2. Coverage

If a defect arises and a valid claim is received within the statutory warranty period, at its option and to the extent permitted by law, OSO shall either, i) repair the defect, or, ii) replace the product with a product that is identical or similar in function, or, iii) refund the purchase price.

If a defect arises and a valid claim is received after the statutory warranty period has expired, but within the extended warranty period, OSO will supply a product that is identical or similar in function. OSO will in such cases not cover any other associated costs.

Any exchanged Product or component will become the legal property of OSO. Any valid claim or service does not extend the original warranty. The replacement Product or part does not carry a new warranty.

#### 3. Conditions

The Product is manufactured to suit most public water supplies. However, there are certain water chemistries (outlined below) that can have a detrimental effect on the Product and its life expectancy. If there are uncertainties regarding water quality, the local water supply authority can supply the necessary data.

The warranty applies only if the conditions set out below are met in full:

- The Product has been installed by a professional installer, in accordance with the instructions in the installation manual and all relevant Codes of Practice and Regulations in force at the time of installation.
- The Product has not been modified in any way, tampered with or subjected to misuse and no factory fitted parts have been removed for unauthorized repair or replacement.
- The Product has only been connected to a domestic mains water supply in compliance with the European Drinking Water Directive EN 98/83 EC, or latest version. The water

should not be aggressive, i.e. the water chemistry shall comply with the following:

- Chloride - Electric Conductivity (EC) @25°C

< 250 mg / L < 750 uS / cm > - 1,0 / < 0,8

- Saturation Index (LSI) @80°C >-1,0 / <0,8 > 6,0 / <9,5

- The immersion heater has not been exposed to hardness levels exceeding 10°dH (180 ppm CaCO3). A water softener is recommended in such cases.
- Any disinfection has been carried out without affecting the Product in any way whatsoever. The Product shall be isolated from any system chlorination.
- The Product has been in regular use from the date of installation. If the Product is not intended to be used for 60 days or more, it must be drained.
- Service and/or repair shall be done according to the installation manual and all relevant codes of practice. Any replacement parts used shall be original OSO spare parts.
- Any third-party costs associated with any claim has been authorized in advance by OSO in writing.
- The purchase invoice and/or installation invoice, a water sample as well as the defective product is made available to OSO upon request.

Failure to follow these instructions and conditions may result in product failure, and water escaping from the Product.

#### 4. Limitations

The warranty does not cover:

- Any fault or costs arising from incorrect installation, incorrect application, lack of regular maintenance in accordance with the installation manual, neglect, accidental or malicious damage, misuse, any alteration, tampering or repair carried out by a non-professional, any fault arising from the tampering with or removal of any factory fitted safety components or measures.
- Any consequential damage or any indirect loss caused by any failure or malfunction of the Product whatsoever.
- Any pipework or any equipment connected to the Product.
   The effects of frost, lightning, voltage variation, lack of water, dry boiling, excess pressure or chlorination procedures.
- The effects of stagnant (de-aerated) water if the Product has been left unused for more than 60 days consecutively.
- Damage caused during transportation. Buyer shall give the carrier notice of such damage.
- Costs arising if the Product is not immediately accessible for servicing.

These warranties do not affect the Buyer's statutory rights.

#### 7.1 Customer service

In case of problems that cannot be resolved with the aid of the troubleshooting guide in this installation manual, contact either:

- A) The installer who supplied the product.
- B) OSO Hotwater AS: Tel.: +47 32 25 00 00 oso@oso.no / www.oso.no

#### 8. REMOVING THE PRODUCT

#### 8.1 Removal

- A) Disconnect the power supply.
- B) Shut off incoming cold water supply.
- C) Empty the product of water see section 4.4.
- D) Disconnect all pipes.
- E) The product can now be removed.

#### 8.2 Returns scheme

This product is recyclable and should be taken to the environmental recycling centre. If the product is to be replaced with a new one, the installer can take the old cylinder away for recycling.



#### **OSO Hotwater AS**

Industriveien 1 3300 Hokksund - Norway Tel: + 47 32 25 00 00 oso@oso.no www.osohotwater.com

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