DEE 1521 DEE 2127

Dimplex

Assembly and operating instructions



Instantaneous water heater



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1 Notes on safe operation

1.1 General safety instructions

1.1.1 General notes

- Read this manual prior to use and keep it safe.
- Observe the safety instructions and warnings.
- Comply with national and regional regulations, technical rules and guidelines.
- Document any work carried out.

1.1.2 Intended use

The device has been developed to heat up potable water. The device is designed for domestic use only. If the use is identical to domestic use, the device can also be used in non-domestic environments, e.g. in offices.

Any other use is not intended.

- Mount and use the device as described in the text and illustrations.
- This device is intended to be used at altitudes up to 2,000 m above sea level.
- The device must only be installed in rooms protected from frost.
- Only install the device in closed systems.
- Observe the country specific regulations, guidelines and standards applicable to potable water.

<u>∧</u> ATTENTION!

In the event of faults or water leaking from the device, immediately disconnect it from the power supply and shut the cold water inlet.

1.1.3 Installation

The installation instructions are designed for professionals in water installations, heating and electrical engineering. The instructions in all system-relevant manuals must be followed. Failure to observe the instructions can leads to property damage or injury and even loss of life.

- Read the installation instructions prior to installation (see chapter 4.).
- You must comply with the legal regulations applicable in the country of installation as well as the regulations of the local energy and water supply companies.
- Install the device in cold water and potable water circuits (closed circuits).
- Only a licensed professional may perform the installation.
- Always switch off the power supply before opening the device.
- To avoid dangerous situations, repairs and maintenance may only be performed by licensed professionals.
- The device is suitable for connection to plastic pipes tested by the DVGW (German Technical and Scientific Association for Gas and Water).
- The device belongs to protection class 1 and must be connected to the protective earth.
- The device must be permanently connected to the power supply.
- The conductor cross section must be adapted to the power to be installed (see chapter 9.).

i NOTE

The earthed pipes of the device can make it appear as though the device is earthed. The device must be connected to the protective earth.

- An all-pole circuit breaker must be provided to meet applicable safety standards. The contact opening must be at least 3 mm.
- Ensure that the maximum and minimum inlet water pressure matches the value specified by the manufacturer (see chapter 9.).
- Taps and fittings must be approved for use with equipment that operates in a closed circuit (under pressure).

i NOTE

The inlet temperature must be no more than 55 °C.

ATTENTION!

If the device receives heated water, e.g. via a solar system, the selected or maximum permissible temperature may be exceeded. In this case, place a thermostat valve upstream of the device to limit the temperature.

ATTENTION!

Before installing the device, ensure that the power supply is disconnected and the water supply is shut off.

- Establish the water connection before connecting the electricity.
- According to standard EN 60335-2-35, instantaneous water heaters used for shower applications must be limited to a maximum of 55 °C (see chapter 4.9.2.).
- The specific electrical resistance of the water must not be less than 1300 Ohm/cm. Ask the local water utility company about the electrical resistance of the water.
- The device is suitable for the water supply of several points of use, including bathtubs.
- On the rear of the device, create only those openings that are necessary for installation. If you are re-installing the device, any openings that are not used must be sealed water tight.
- Live parts must not be accessible after mounting.

1.1.4 Cleaning, maintenance

- Do not use any abrasives or solvents or alcoholbased products for cleaning.
- Do not use steam cleaners.
- Maintenance may only be performed by licenced professionals.
- Prior to any maintenance work, disconnect the device from the power.
- If limescale forms, clean or replace the spray regulator or shower heads.

1.1.5 Children and impaired persons

This device may be used by children aged 3 years and above as well as persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge provided that they have been given supervision or instruction concerning use of the device in a safe way and understand the risks involved.

Children must no play with the device.

Cleaning and maintenance must not be performed by unsupervised children.

2 Information on the device

2.1 Declaration of conformity

This product complies with European and national requirements in terms of design and operating behaviour.



The CE marking declares the conformity of
the product with all applicable EU legisla tion providing for the affixing of this mark-

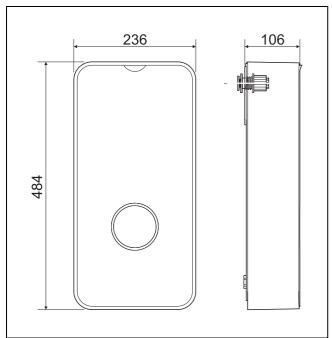
ing.

The full text of the declaration of conformity is available on the internet at: www.dimplex.de.

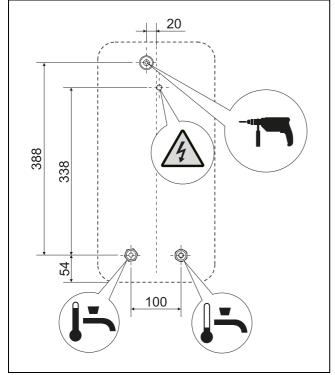
2.2 Included in the scope of supply

- Isolating valve
- Connecting nipple 1/2" (2x)
- Screws (4x)
- Dowels (4x)
- Flat gaskets (4x)
- Flow limiter disc
- Jumpers (2x)
- Fastening material
- Documents for the device

2.3 Dimensions

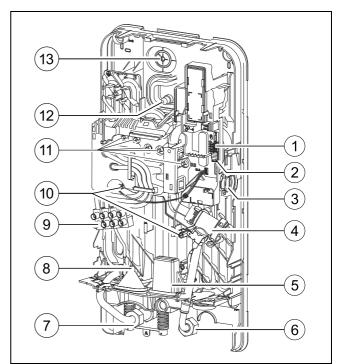


All dimensions are in mm



Cable entry, mounting dimensions in mm

2.4 Device overview



- 1 Jumpers (device configuration)
- 2 Reset button
- 3 Volume flow meter
- 4 Water filter and flow limiter
- 5 Feeding the power supply line
- 6 Cold water inlet ¹/₂"
- 7 Hot water outlet ¹/₂"
- 8 Lower cable entry
- 9 Clamp
- 10 Temperature sensors
- 11 Heating resistors
- 12 Upper cable entry
- 13 Fixing position

2.5 Transport and storage

The device must be stored in a dry place that is protected from frost.

During handling:

- Do not drop the device.
- Transport the device in its original packaging and use a suitable means of transport.
- Only remove the device from its packaging at the installation area.

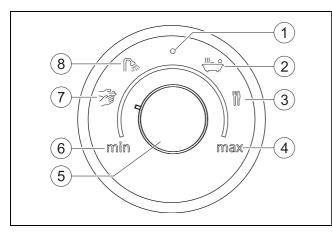
3 Operating manual

Carefully read and observe the detailed safety instructions at the start of this manual.

i NOTE

The device heats the water flowing through it.

3.1 Control panel



- 1 Operating status LED
- 2 Temperature preselection for the bathtub
- 3 Temperature preselection for washing dishes
- 4 Maximum temperature
- 5 Temperature selection dial
- 6 Minimum temperature
- 7 Temperature preselection for washing hands
- 8 Temperature preselection for showering

3.2 Before commissioning the device

i NOTE

The initial commissioning of the device must be performed by a qualified professional. All required information for the proper operation of the device must be made available to customers.

Never operate the device without water supply. This can damage the heating elements.

3.3 Switching the device on/off

Switching on

Open the hot water tap. The device is switched on. The water heats up as it flows through the device.

Switching off

Close the hot water tap.

3.3.1 LED status display

LED	Device status
Off	The device is switched off
White LED	The device is switched on
The white LED flashes (once a second)	The device is not reaching the set temperature. The device has reached the performance limit (see chapter 8.).
The white LED flashes (twice a second)	Ventilation mode is active, the device switches on with a delay.
Red LED	Malfunction of the device (see chapter 8.)
The white LED flashes 4 times	The water inlet temperature is higher than the temperature selected on the device (solar). The device does not heat up.

3.4 Setting the temperature

The setting range for the domestic hot water temperature is 20 °C to 60 °C.

To select a hot water temperature within this range, turn the temperature selection dial left or right.

To avoid wasting energy and prevent premature calcification of the device, select the desired temperature as precisely as possible on the device.

i NOTE

The device makes it possible to regulate the potable water temperature precisely and can therefore be connected directly to the shower. If the device is nevertheless operated with a thermostatic fitting, the temperature recommended by the fitting's manufacturer must be set on the device. If there are no clear specifications, we recommend setting a temperature of 50 °C.

3.4.1 Temperature preselection

The following positions are recommended for hand washing, showering, bathing and dishwashing uses:

Operation	Approximate temperature	
Washing hands		35 °C
Showering		38 °C
Filling the bathtub		42 °C
Washing dishes		48 °C

To make the selection, turn the temperature selection dial to the corresponding symbol and select the desired operating mode.

3.4.2 Minimum and maximum temperature

In addition to the specified temperatures, it is possible to set another temperature in the range of 20 °C to 60 °C.

Minimum temperature

To set the minimum temperature of 20 °C, turn the dial as far left as possible.

Maximum temperature

To set the maximum temperature of 60 °C, turn the dial as far right as possible.

i NOTE

Under certain usage conditions and for short periods of time, the water temperature can reach up to 70 °C. The hot water outlet pipes can reach equally high temperatures and there is a risk of scalding if you come into contact with them.

Temperature reduction see chapter 4.9.2..

ATTENTION!

Risk of scalding in case of contact with hot water. Always check the pre-set water temperature.

3.4.3 Winter mode

i NOTE

In winter, the inlet temperature can be particularly low and the selected temperature might not be reached. In this case, reduce the volume flow on the hot water tap until the desired hot water temperature is reached.

3.5 Re-commissioning after a blackout

After a blackout, leave the hot water tap running until hot water comes out.

3.6 Re-commissioning after an interruption to the water supply

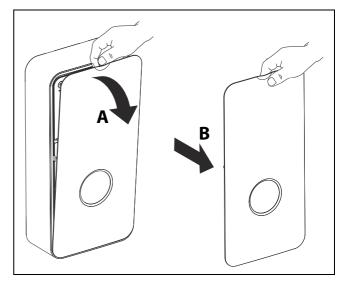
- Disconnect the device from the power supply (switch off the fuses).
- Open the hot water tap until all air has been flushed out of the pipes.
- Close the hot water tap.
- Switch the fuses back on.
- Open the hot water tap and let the water run for at least one minute.
- It is only then that the device is in operation again.

3.7 Cleaning

- Do not use any abrasives or solvents or alcoholbased products.
- Do not use steam cleaners.
- Clean the outer cases with a mild detergent.
- Remove dirt and calcium residue.

3.8 After-sales service

Whenever you call after-sales service, state the E number of the device. The E number is on the type plate underneath the front plate.



Remove the front plate and make a note of the E number on the type plate.

4 Installation

4.1 Important notes

i NOTE

Installation, electrical connection and commissioning may only be carried out by licensed professionals.

i NOTE

For proper installation and operation of the product, comply with all applicable national and regional regulations, technical rules and directives.

ATTENTION!

Before commencing installation work, switch off the power supply in the distribution cabinet and turn off the water supply.

⚠ ATTENTION!

If preheated water is used, the hot water temperature on the device may exceed the set maximum temperature. To avoid scalding, install a thermostatic valve upstream of the device to limit the inflow temperature.

i NOTE

Only remove the device from its packaging at the installation area. Handle the device with care.

i NOTE

Establish the water connections first. Disconnect the electrical connections from the power supply and ensure that they are grounded.

i NOTE

Flush the device before turning on the power supply. To do this, open the hot water tap completely and let the water run for about 1 minute.

4.2 Selecting an installation location

i NOTE

Choose a wall that is sufficiently stable to bear the weight of the device. Use the fastening material supplied with the device.

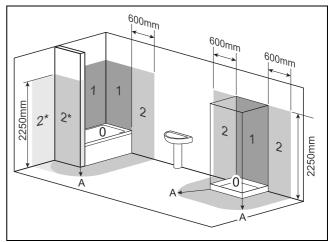
Select dowels to suit the wall composition. Mount the device vertically so that the hydraulic connections are at the bottom.

Installation location.

- Comply with applicable guidelines.
- Install the device in a room where the temperature never drops below 5 °C.
- Do not install the device in locations that are more than 2,000 m above sea level.
- Install the device near the most frequently used tap to minimise heat loss and waiting times.
- Install the device in a place where maintenance work can be performed.
- Install the device under consideration of the voltage specified on the type plate.

Protection area

		Acceptable mounting area
See section "5.1 Elec- trical connection"	-	Protection area 1 and above



Protection areas

- 0 Protection area 0
- 1 Protection area 1
- 2 Protection area 2
- 2* Without the wall, protection area 2 must extend to 600 mm from the bathtub
- A 600 mm radius from bathtub or shower

4.3 Unpacking the device and removing the casing

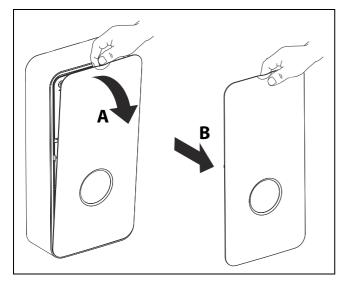
i NOTE

If transport damage is visible, the device must not be installed.

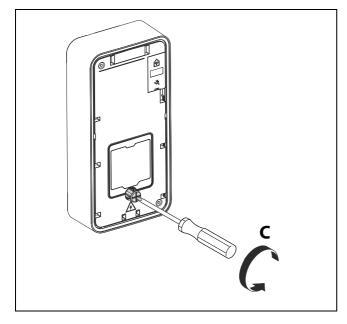
Unpack the device.

Dispose of the packaging according to the applicable recycling regulations.

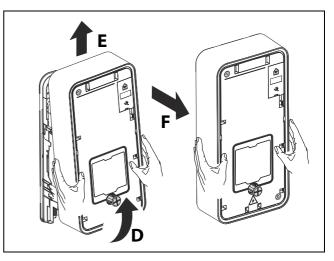
Remove the front panel of the device (A, B).



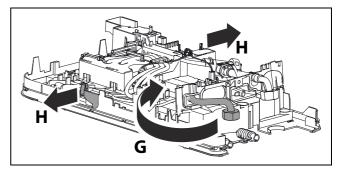
Loosen the fastening screw of the casing (C).



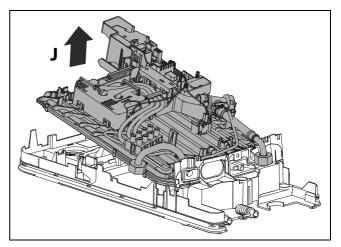
Loosen (D, E) and remove the casing (F).



Turn the domestic hot water pipe (G). Open the side fastening elements of the hydraulic block (H).



Remove the hydraulic block from the back side (J).



4.4 Water connection

i NOTE

Ensure that the piping can withstand a maximum pressure of 10 bar and a maximum temperature of 90 °C.

i NOTE

Any dirt present can lead to a reduction in the volume flow or even clogging. Flush the water circuit prior to installing the device.

Accessories

i NOTE

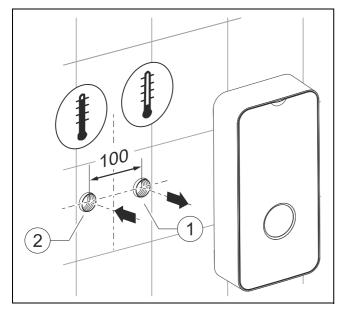
The accessories included in the scope of supply of supply must be used as shown in the "Water connection accessories" graphic.

i NOTE

Only use taps and fittings that are approved for use with equipment that operates in a closed circuit (under pressure).

Water connection markings

Mark cold water and hot water lines accordingly to avoid confusion.

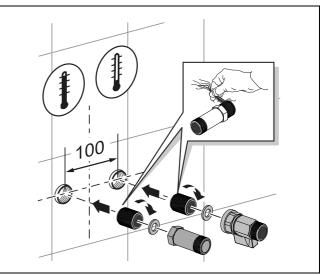


- 1 Cold water inlet (G ¹/₂")
- 2 Hot water outlet (G ¹/₂")

Installing water connection accessories

i NOTE

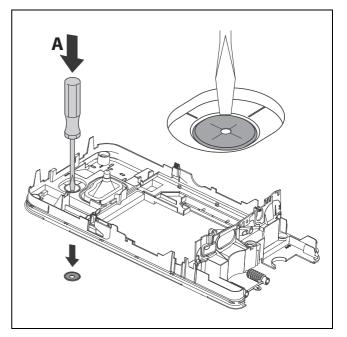
When installing the isolating valve, ensure that the handle of the isolating valve faces downwards.



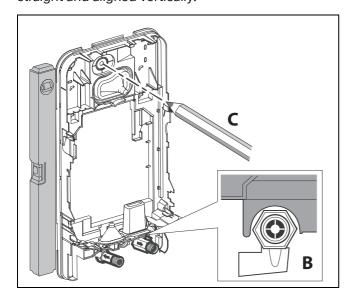
Water connection accessories

4.5 Attaching the rear of the device

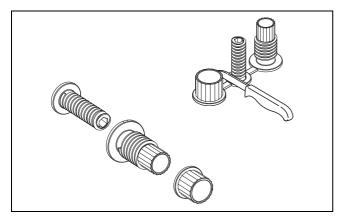
Establish an opening (A) on the rear of the device.



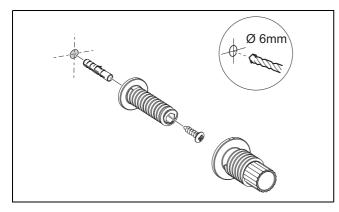
Support the device on the cold water accessory to make it easier to mark the wall (B). Mark the drill hole (C). Make sure that the device is straight and aligned vertically.



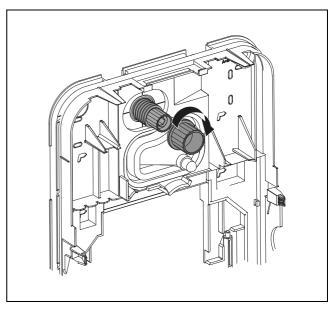
Separate the parts for attaching the device.



Drill marking, insert dowel and screw the device mounting parts onto the wall.



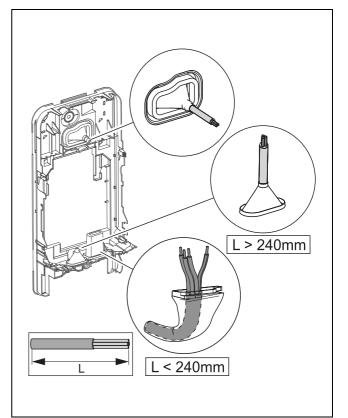
Mount the rear of the device onto the wall.



4.6 Cable entry, device alignment

The power supply line can be inserted at three different positions:

- a. upper connection
- b. lower connection
- c. lower connection for short cables

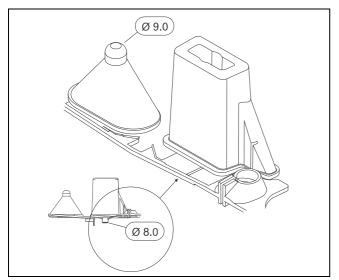


Possible positions for cable entry

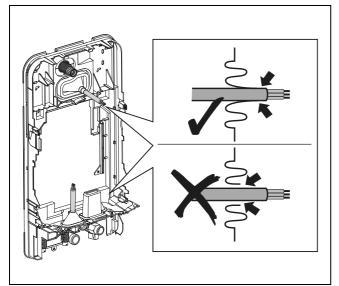
i NOTE

The opening of the cable entry must tightly enclose the power supply line so that no water can enter. If necessary, seal the cable entry.

Adjust the cable entry to the diameter of the power supply line.



Feed the power supply line through the cable entry, making sure that it is well sealed.

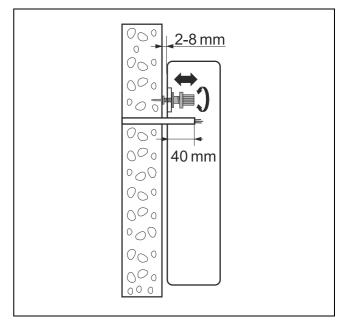


Correct cable entry (top section of the graphic)

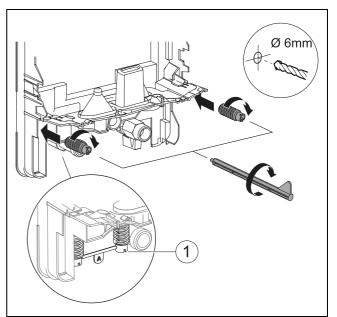
i NOTE

The power supply cable must be inserted at least 40 mm into the device, unless you have chosen the lower connection point for short cables.

Unevenness between the device and the wall in the range of 2-8 mm can be compensated by adjusting the upper mounting device.

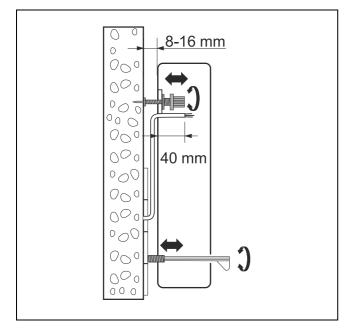


If necessary, use the lower spacers (1) to align the rear of the device parallel to the wall.

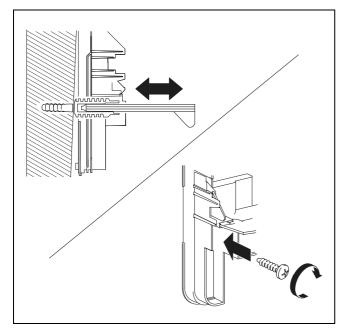


If the power supply cable has to be laid behind the rear wall of the device, sufficient space must be left between the device and the wall. A maximum of 16 mm can be compensated by adjusting the upper mounting device.

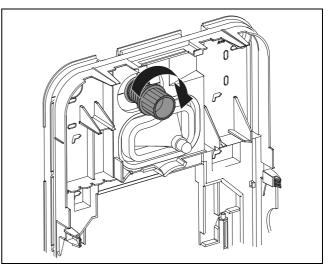
Use the lower spacers to align the rear of the device parallel to the wall.



For additional safety, the spacers can be screwed to the wall.



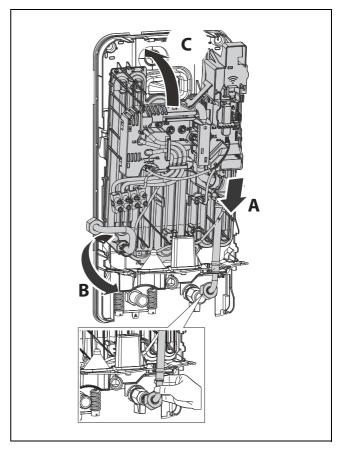
Finally, tighten the upper fastening device.



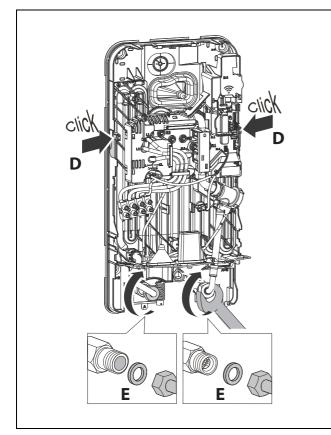
4.7 Mounting the hydraulic block

Fit the cold water flexi hose (A) and hot water pipe (B) into the sealing diaphragm.

Swivel the hydraulic block upwards (C).



Engage the hydraulic block in the lateral holders (D).

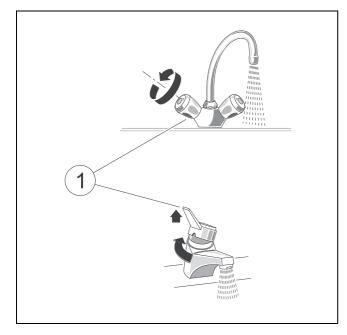


Attach flat gaskets (E) to the water connections and tighten water connections. Check that the system is sealed tight.

4.8 Purging the device

Open the water inlet.

Open the hot water valve (1) for one minute to purge the device.



4.9 Specifying the operating parameters

The following parameters can be pre-set:

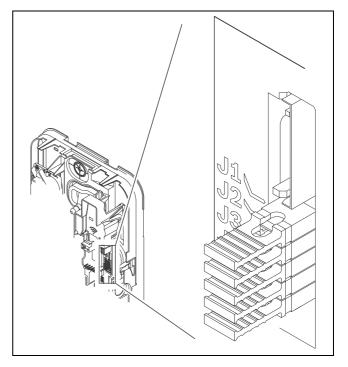
- maximum electrical power
- maximum hot water temperature
- Priority switching in connection with other consumers (e.g. electric heating, stove).

Several parameters can be defined.

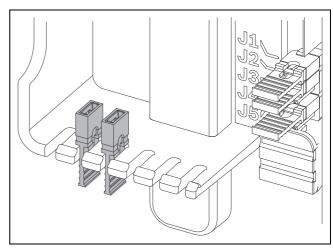
ATTENTION!

This must only be performed by licensed professionals. Disconnect the device from the power supply prior to performing any work.

Set the parameters with the included link cables.



Retain removed link cables.



4.9.1 Specifying the maximum electrical power

Specify the maximum power of the device using link cables **J2** and **J3** according to the table below.

DEE 1521	DEE 2127	Link cables J2 / J3
21 kW (Default setting)	27 kW (Default setting)	
18 kW	24 kW	
15 kW	21 kW	

If you change the default setting, note the new maximum power on the type plate of the device.

i NOTE

If you are changing the power of the device, check which flow limiter should be used (see chapter 9.).

4.9.2 Specifying the maximum temperature

Set the maximum hot water temperature generated by the device using link cables **J4** and **J5** according to the table below.

Maximum temperature	Link cables J4 / J5
60 °C => default setting	Jan Ja
53 °C => required if the device is oper- ated on a shower	A REAL PROPERTY AND A REAL
48 °C => power saving setting	
42 °C => special protection of persons in need	

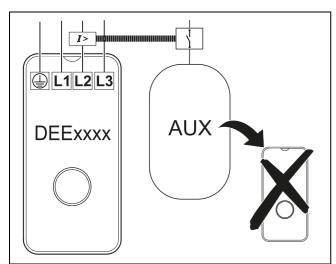
4.9.3 Providing a load shedding circuit

If the device is to have priority in connection with other consumers such as electric storage heaters, a special load shedding relay (accessory BZ 45L21) is required. Only electronic load shedding relays guarantee proper functionality.

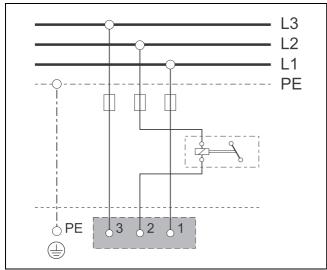
In this type of installation, the secondary device is switched off when the primary device starts

i NOTE

If installed with other devices, the instantaneous water heater can only be used as the primary device. The instantaneous water heater cannot be used as the secondary device (AUX).



Secondary device connection



Load shedding principle

Remove link cable **J1** to activate "load shedding relay" mode in the electronics of the device, see table below.

Load shedding relay	Link cable J1
Deactivated => default setting	AJJ
Activated => function of the instantaneous water heater has priority over other consumers	AND AND

5 Electrical connection

General notes

ATTENTION!

This must only be performed by licensed professionals. Disconnect the device from the power supply prior to performing any work.

ATTENTION!

The device must have a separate connection in the distribution box and be protected by a 30 mA residual current circuit breaker and protective earth.

i NOTE

In areas with frequent lightning strikes, provide additional lightning protection equipment.

5.1 Electrical connection

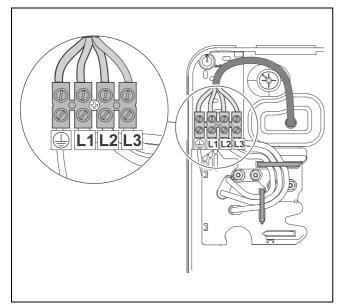
The supply connection terminal block can be mounted at the top or bottom of the device.

The electrical connection can be established in three different ways:

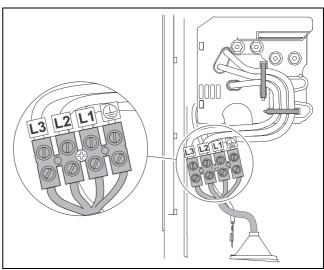
- Connection at the top
- Connection at the bottom
- Connection at the bottom for short cables

Establish electrical connections according to the position of the power supply line.

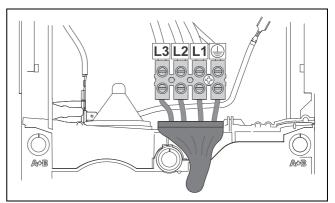
The connection terminals must be arranged to correspond to the figures below.



Connection at the top



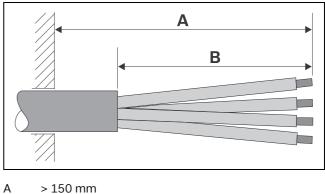
Connection at the bottom



Connection at the bottom for short cables

Maximum length for short power line

The maximum cable length for short power lines is 70 mm.



 $B \leq 70 \text{ mm}$

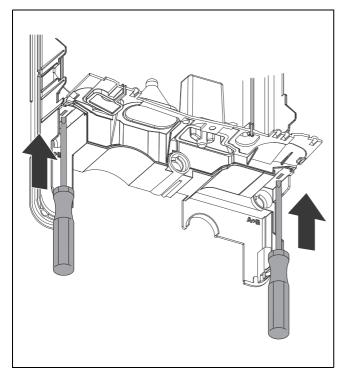
s ≤70mm

i NOTE

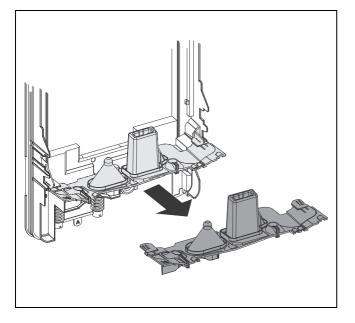
The opening of the cable entry must tightly enclose the power supply line so that no water can enter. If necessary, seal the cable entry.

Procedure for the connection at the bottom for short cables

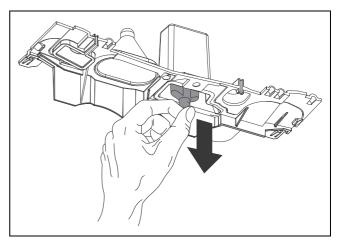
Loosen the snap-in connection by pushing it with a screwdriver.



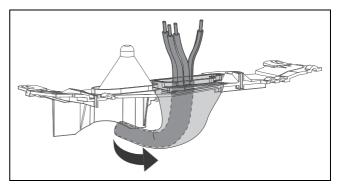
Remove the sealing membrane of the device.

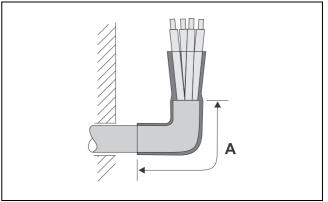


Pull on the end of the cable entry to unfold the cable guard.



Cut the end of the cable entry according to the diameter of the power supply cable so that it seals tight. Guide the power supply line through the cable entry so that at least 10 mm of the sheathing of the power supply line is covered.

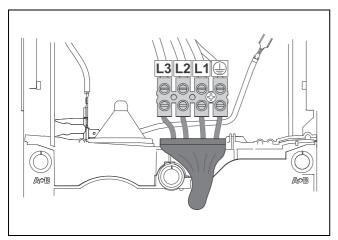




Dimension for sheathing of the power supply line

A ≥ 10 mm

Snap the sealing diaphragm back onto the rear wall. Connect the supply line to the connection terminals of the device.

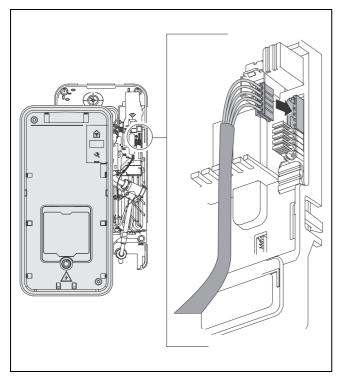


i NOTE

Position the power supply line so that the cover of the device can be fastened without obstruction.

5.2 Installing the device covers

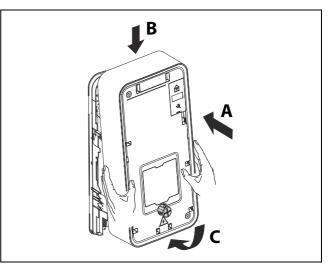
Before attaching the cover, connect the control cable of the control panel to the printed circuit board.



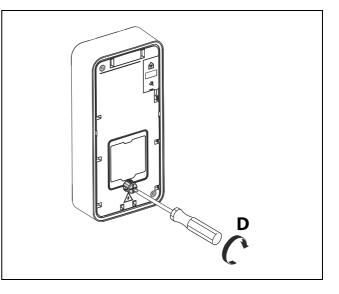
i NOTE

If the control panel is not connected, the device is set to a temperature of 42 $^{\circ}\mathrm{C}.$

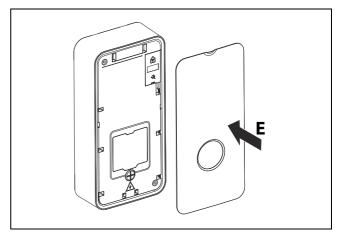
Affix the cover of the device (A, B, C).



Tighten the fastening screw of the cover (D).



Attach the front panel (E)



6 Commissioning the device

i NOTE

The initial commissioning of the instantaneous water heater must be performed by a licensed professional. All required information for the proper operation of the device must then be made available to the customer.

- Open the inlet valve.
- Check that all connections are tight.
- Switch on the fuses in the distribution system.

Initial commissioning

i NOTE

To start, the device needs a minimum water pressure and minimum flow rate (see chapter 9.).

Open the hot water tap completely and let the water run.

First, the LED flashes (twice a second) for venting operation.

For safety reasons, the device only starts heating the water after approx. 1 minute (LED lights up).

If the device does not heat the water:

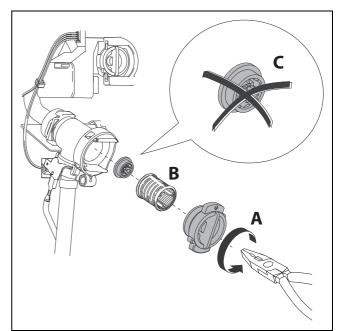
- Replace the aerators in domestic hot water taps.
- Remove the flow limiter of the shower.
- Open the closure (A) and clean the filter (B) of the device (see next figure)
- Remove the flow limiter (C) of the device (see next figure).

Tell users how the device works and show them how to operate it.

Hand all device documents to the user.

i NOTE

If the device does not switch on due to the volume flow in the inlet being too low, remove the flow limiter of the device.



Removing the flow limiter of the device

7 Maintenance

ATTENTION!

This must only be performed by licensed professionals. Disconnect the device from the power supply and shut off the water supply before carrying out any maintenance work.

Inspection, maintenance and repair

- Inspection, maintenance and repair may only be performed by authorised professionals.
- Only use genuine spare parts from the manufacturer. No liability is accepted for damage caused by spare parts not supplied by the manufacturer.
- Replace seals removed during maintenance work with new ones.

i NOTE

After performing maintenance work, press the reset key See section "2.4 Device overview" to restart the device.

8 Faults

Maintenance work that requires opening of the device must only be performed by licensed professionals.

The following table describes solutions for possible problems.

Problem	Cause	Solutions	To be performed by
The water flow rate is	The aerator in the tap is clogged.	Clean or replace the aerator.	Operator or professional
too low.	The flow rate in the shower head is limited.	Remove the flow limiter in the shower head or replace the shower head.	Operator or professional
	The water filter in the device is clogged.	Clean the water filter, see chapter 6.	Licensed professional only
	The volume flow in the device is reduced by the flow limiter.	Remove the flow limiter, see chapter 6.	Licensed professional only
The device cannot be switched on.	The residual current circuit breaker in the instrumentation cabinet has tripped.	Check the residual current circuit breaker in the instrumentation cabinet.	Operator or professional
Water is not heated suf- ficiently.	The performance limit has been reached: => The white LED flashes once a second.	Reduce the volume flow on the tap.	Operator
	The volume flow is too high and/ or the cold water inlet tempera-	Reduce the volume flow on the cor- ner valve.	Operator or professional
	ture is too low (winter)	Check the flow limiter (see chapter 6.), and, if necessary, use a different flow limiter to reduce the water volume flow.	Licensed professional only
The device intermit- tently does not provide hot water.	The device detects air in the water and temporarily switches off the heating resistors. => The white LED flashes twice a second	Wait until the system has been vented.	Operator
The red LED flashes.	Fault in the device.	Close the hot water tap and open it again. If the fault persists: Notify after-sales service	Operator

9 Technical data

9.1 Technical device information

Name	Unit		DEE 1521			DEE 2127	
		15	18	21	21	24	27
Nominal power	kW	15	18	21	21	24	27
Nominal voltage	V		400 3~	I		400 3~	
Fuse / circuit breaker	Α	25	25	32	32	40	40
Minimum cable cross-section1)	mm ²		4	ł	4	(6
Mixed water at nominal power with temperature	e increase of						
12 °C to 38 °C (without flow limiter)	l/min	8.1	9.8	11.6	11.6	13.0	14.6
12 °C to 38 °C (with flow limiter)	l/min	5.0	7	.6	7.6	9	.4
12 °C to 60 °C	l/min	4.4	5.3	6.2	6.2	7.1	7.9
Minimum volume flow at commissioning ²⁾	l/min	2.5		2.5			
Minimum pressure at commissioning ³⁾	MPa (bar)		0.04 (0.4)			0.04 (0.4)	
Water use case with specific electrical resist- ance of 15 °C	Ωcm		≥ 1300			≥ 1300	
Nominal pressure	MPa (bar)		1.0 (10)			1.0 (10)	
Maximum permissible inlet temperature	°C		55			55	
Flow limiter	l/min (Colour)	5.0 (Orange)		.6 nite)	7.6 (White)		.4 low)
Maximum grid impedance at connection point	Ω		0.170			0.117	

¹⁾ Depending on the installation, a larger cable diameter might be required.

²⁾ During the initial commissioning of the device, the minimum volume flow must be 3.5 l/min.

 $^{\rm 3)}$ The pressure drop in the water fitting is added to this value.

9.2 Energy consumption related product data

Where applicable to the product, the following information is based on requirements of Regulations (EU) 812/2013 and (EU) 814/2013.

Name	Symbol	Unit	DEE 1521	DEE 2127
Specified load profile			S	S
Energy efficiency class of domestic hot water preparation			А	А
Energy efficiency of domestic hot water preparation	յ _{wh}	%	39	39
Annual energy consumption	AEC	kWh	476	476
Annual fuel consumption	AFC	GJ	-	-
Other load profiles			-	-
Energy efficiency of domestic hot water preparation (other load profiles)	յ _{wh}	%	-	-
Annual energy consumption (other load pro- files, average climate conditions)	AEC	kWh	-	-
Annual fuel consumption (other load profiles)	AFC	GJ	-	-
Regulation of the temperature or pressure monitor (factory settings)	T _{set}	°C	60	60
Interior sound power level	L _{WA}	dB	15	15
Off-peak operating performance data			No	No
Special precautions for assembly, installation or maintenance (if applicable)		See incl	luded product document	ation
Intelligent controller			No	No
Daily energy consumption (average climate conditions)	Q _{elec}	kWh	2.188	2.190
Daily fuel consumption	Q _{fuel}	kWh	-	-
Nitrogen oxide emission (only for gas and oil)	NO _x	mg/kWh	-	-
Weekly fuel consumption with smart control	Q _{fuel, week, smart}	kWh	-	-
Weekly electricity consumption with smart control	Q _{elec, week, smart}	kWh	-	-
Weekly fuel consumption without smart control	Q _{fuel, week}	kWh	-	-
Weekly electricity consumption without smart control	Q _{elec, week}	kWh	-	-
Storage volume	V	I	-	-
Water mixed to 40 °C	V ₄₀	I	-	-

10 Disposal



The device must not be disposed of in ordinary domestic waste. At the end of its service life, please take the device to the available return and collection points.

11. Warranty, service

The warranty conditions are listed below.

Warranty certificate

valid for Germany and Austria.

The following conditions, which describe the requirements and scope of our warranty service, do not affect the seller's warranty obligations under the purchase contract with the end user. We provide a warranty for the devices subject to the conditions below:

Subject to the following conditions, we will remedy free of charge any defects in the device that are demonstrably due to a material and/or manufacturing defect, if they are reported to us immediately upon discovery and within 24 months of delivery to the end user or, in case of commercial use, within 12 months of delivery. If the defect becomes apparent within 6 months of delivery, it is presumed to be a material or manufacturing defect.

This device is only covered by this warranty if it is bought from a company in a member state of the European Union, it is operated in Germany or Austria at the time the defect manifests itself and the warranty services can be provided in Germany or Austria.

Defects that we accept as being covered by the warranty will be remedied by either repairing the defective parts free of charge or replacing them with faultless parts at our discretion. We will not bear any extraordinary costs of remedying defects due to the device's type or location of use. The end user must ensure that the device is freely accessible. Removed parts that we take back become our property. The warranty period for repairs and spare parts ends with the end of the original warranty period for the device. The warranty does not cover easily breakable parts which only have an insignificant effect on the value or usability of the device. The original receipt with purchase and/or delivery date must be shown.

To obtain a warranty for underfloor heating mats, the test report included in the design documentation or installation instructions must be completed and sent to the address below within four weeks of the installation of the heating system.

A warranty is not valid if the end user or a third party has not observed the relevant VDE regulations, the regulations of the local utility company or our installation and operating instructions. Any improper modifications and work carried out by the end user or third parties voids any liability for the resulting consequences. The warranty covers parts acquired from the supplier. Parts not purchased from the supplier and device or system defects that can be traced back to parts not purchased from the supplier are not covered by the warranty.

If the defect cannot be rectified or we refuse or unreasonably delay the rectification of the defect, the manufacturer will either deliver a replacement free of charge or pay compensation for the diminished value. In the event of a replacement delivery, we reserve the right to claim an appropriate usage charge for the previous usage period. Further or other claims, in particular those for compensation for damage occurring outside the device, are excluded unless liability is mandated by law. In the event of liability under section 478 of the German Civil Code, the maximum amount of the Supplier's liability is limited to the Supplier's service charges.

Service

The Robert Bosch Hausgeräte GmbH services Dimplex devices on our behalf.

When you contact our after-sales service, please have the following information at hand:

- You address and phone number,
- Product no. (E no.), see type plate,
- Production date (PD), see type plate,
- Complaint what is not working?

Germany

Phone:	+ 49 89 69 339 339
Fax:	+ 49 89 20 355 199
Email (spare parts):	spareparts@bshg.com

Austria

Phone:	+ 43 810 240 260
Fax:	+ 43 605 755 1212
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Contact

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