

# MULTIPOINT SS H 50/80 & 100

Fitting Instructions and User Guide

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The HWA Charter Statement requires that all members adhere to the following:

- To supply fit for purpose products clearly and honestly described.
- To supply products that meet, or exceed appropriate standards and building and water regulations.
- To provide pre and post sales technical support.
- To provide clear and concise warranty details to customers.

# 1.0 INTRODUCTION

Thank you for purchasing a Heatrae Sadia Multipoint SS unvented water heater. The Multipoint SS water heater is manufactured in the UK to the highest standards and has been designed to meet all the latest relevant safety specifications.

## 1.1 IMPORTANT POINTS

The Multipoint SS must be installed and commissioned by a competent person. Please read and understand these instructions before installing the Multipoint SS. Following installation and commissioning, the operation of the Multipoint SS should be explained to the user and these instructions left with them for future reference.

This appliance can be used by children aged from 8 years and above and persons with reduced physical sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Children must be supervised to ensure they do not play with the appliance.

The Multipoint SS hot water cylinder is of unvented type. Its installation is subject to Building Regulation G3 (England and Wales), Technical Standard P3 (Scotland) or Building Regulation P5 (Northern Ireland). Installation must be carried out by a competent person.

Electrical installation must be carried out in accordance with the current IEE Wiring Regulations.

Prior to installation the unit should be stored in an upright position in an area free from excessive damp or humidity.

## 1.2 PACK CONTENTS

Before commencing installation please check that the following components have been supplied in the Installation Kit:

- Multipoint SS Unit (x1)
- Expansion vessel 3/4" BSP male, precharge pressure 3.5bar (x1)
- Expansion vessel wall mounting bracket (x1)
- Pressure reducing valve 3.5 bar, 22mm x 22mm compression (x1)
- Single check valve 22mm x 22mm compression (x1)
- Pressure (expansion) Relief Valve 1/2"BSP x 1/2"BSP female, factory set at 6 bar (x1)
- Tundish, 22mm x 15mm compression (x1)
- 3/4" compression nuts (x2)
- Copper olive, 22mm (x2)
- Element plate tool (x1)
- Mounting brackets (x4)
- User Instructions
- Guarantee Card

## 2.0 TECHNICAL SPECIFICATION

Electrical Rating	3.0kW @ 240v / 2.8kW @ 230v
Capacity	50,80 & 100 litres
Weight (100 Litre)	30Kg (empty), 130Kg (full)
Weight (80 Litre)	24Kg (empty), 104Kg (full)
Weight (50 Litre)	18Kg (empty), 68Kg (full)
Operating pressure	0.35 MPa (3.5 bar)
Rated pressure	0.6 MPa (6.0 bar)
Expansion vessel charge pressure	0.35 MPa (3.5 bar)
Expansion relief valve setting	0.6 MPa (6.0 bar)
Minimum supply pressure	0.08 MPa (0.8 bar)
Maximum supply pressure to PRV	1.6 MPa (16.0 bar)
Temperature / Pressure Relief Valve	90°C / 1.0 MPa (10.0 bar)

Supplier's name or trade mark	Multipoint		
Supplier's model identifier	50L H	80L H	100L H
Storage volume V in litres	50.0	80.0	100.0
Mixed water at 40°C V40 in litres	82	120	159
The declared load profile	M	M	L
The water heating energy efficiency class of the model	D	D	D
The water heating energy efficiency in %	34.3	34.5	34.5
The annual electricity consumption in kWh	1497	1486	2968
Daily fuel consumption in kWh	7.110	7.040	14.070
The thermostat temperature settings of the water heater, as placed on the market by the supplier	60°C		
Specific precautions that shall be taken when the water heater is assembled, installed or maintained and disposed of at end of life	See Section 2 to 6		

Table: Technical parameters in accordance with European Commission regulations 814/2013 and 812/2013

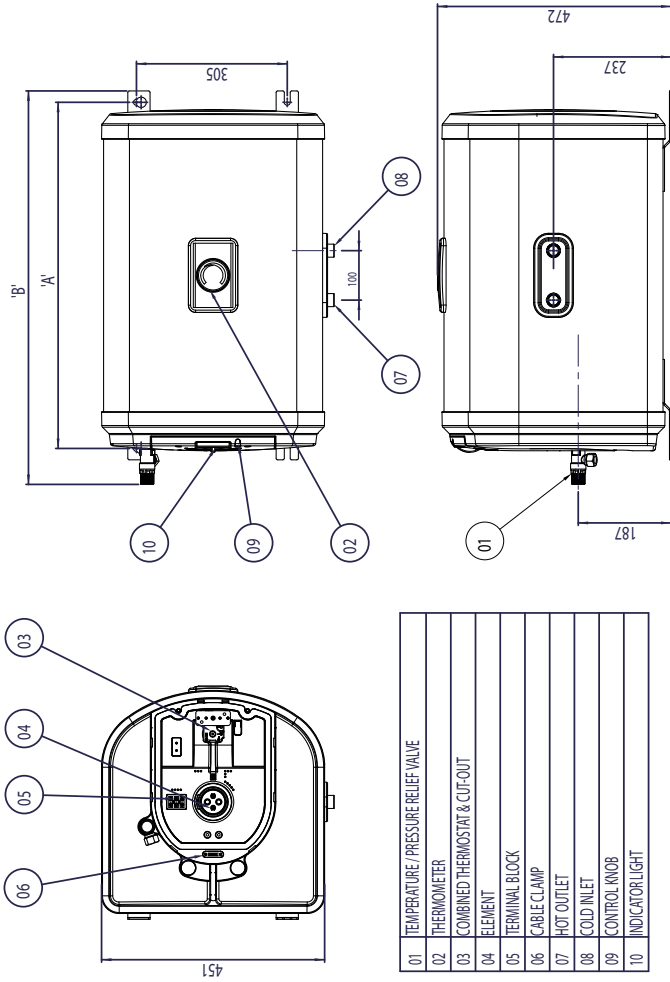
## PERFORMANCE

TABLE 01: Multipoint SS Performance; Heatup, Recovery & Heat Loss

MODEL	HEAT UP TIME (MINS)	RECOVERY (MINS)	STANDING HEAT-LOSS kWh/24hr
50 litre 3.0kW	49	36	0.6
80 litre 3.0kW	76	51	0.8
100 litre 3.0kW	93	58	1.0

- Heat up times are based on heating from 20°C through 45°C temperature rise.
- Recovery times are based on heating 70% of capacity through 45°C.
- Standing heat losses are based on an ambient air temperature of 20°C and a stored water temperature of 65°C.

DIAGRAM 01: MULTIPOINT SS WATER HEATER- DIMENSIONS & IMPORTANT FEATURES



DIMENSION	50 LITRE	80 LITRE	100 LITRE
A	700	958	1146
B	785	1043	1231

## 3.0 INSTALLATION

Warning: this appliance must be earthed. It is suitable for A.C. supply only. Electrical installation must be carried out by a competent electrician and be in accordance with the latest I.E.E. wiring regulations.

Ensure the electrical supply is switched off before making any connections to the Multipoint SS.

The Multipoint SS unvented water heater is factory fitted with a Temperature/Pressure Relief Valve which must not be removed, blocked or restricted in any way.

Expansion MUST be accommodated within the system. The expansion vessel & check valve provided in the installation kit must be installed and will fulfill this function.

### 3.1 LOCATION

1. Using Diagram 01 and the dimensions table as a guide mark the positions of the fixing points. Drill and plug the wall with suitable fixings.
2. Fix the top two fixings first followed by the bottom two fixings.
3. The Multipoint SS must be level and horizontally wall mounted using the wall brackets fitted to the heater. The water connections must always be at the bottom of the unit.
4. Enough space should be left below the unit for pipe connections and above the unit for access to the Temperature/Pressure Relief Valve (400 mm minimum). Refer to Diagram 01 and the Dimensions Table to determine a suitable position for the heater.
5. Ensure that the wall can support the full weight of the unit and that there are no hidden services (electricity, gas or water) below the surface of the wall.
6. DO NOT install where the unit may freeze.
7. DO NOT install in direct sunlight or where the unit is open to the elements.
8. The latest IEE wiring regulations may contain restrictions concerning the installation of these units in bathrooms.

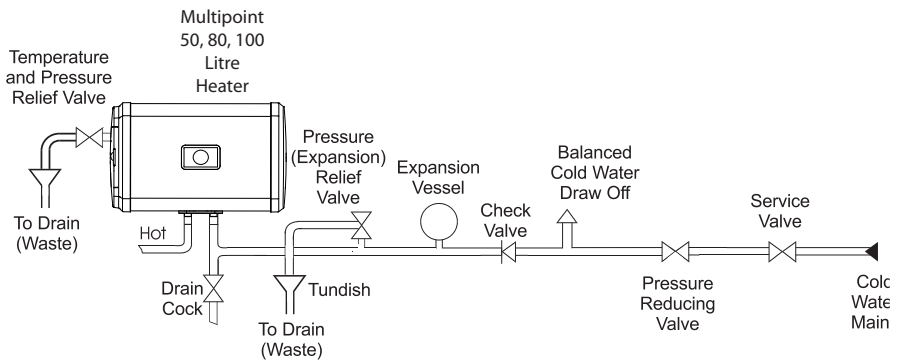
**NOTE: THE MULTIPOINT WATER HEATER IS HEAVY. PRIOR TO FIXTURE ENSURE THE WALL IS STRONG ENOUGH TO TAKE THE WEIGHT OF THE WATER HEATER WHEN FULL.**

No other valves should be placed between the expansion valve and the Multipoint SS cylinder. The expansion valve connection must not be used for any other purpose.

### 3.2 PLUMBING

1. To make installation of the Multipoint SS easier it is supplied with a Non Return Valve, Expansion Vessel and Pressure Relief Valve.
2. Plumb the Multipoint water heater as shown below in Diagram 02. Ensure the Pressure Reducing Valve is installed in the correct orientation by reference to the direction of the flow arrow marked on it.
3. The water connections to the unit are 3/4" BSP male with Ø22 mm compression fittings suitable for Ø22 mm copper pipe.
4. Inlet and outlet are colour coded accordingly for hot and cold. Several hot outlets via conventional taps can be served, however, individual site demands should be considered when choosing capacity and the number of outlets.
5. It is recommended that a WRAS listed isolating valve (not supplied) is fitted on the cold water supply to the heater before the Pressure Reducing Valve.
6. Plumbers Paste must not be used as it can impair the operation of the valves.

DIAGRAM 02: PLUMBING SCHEMATIC





### 3.3 DISCHARGE

It is a requirement of Building Regulations that any discharge from an unvented system should be visible and safely conveyed away from the system without danger to persons in or about the building where it is installed. The discharge pipe should be fitted in accordance with the requirements and guidance notes of Building Regulations. Building Regulation G3 Requirements and Guidance section 3.9 are reproduced in the following sections.

Information Sheet No.33 available from the British Board of Agreement gives further advice on discharge pipe installation. For discharge pipe arrangements not covered by G3 Guidance or BBA Info sheet No. 33 advice should be sought from your local Building Control Officer. The discharge pipework will convey any discharge from the unvented cylinder Temperature and Pressure Relief Valve. (A discharge pipe will also be required from the Expansion Valve fitted to the Cold Water Combination Valve) Where practical this can be feed into the discharge pipe from the Multipoint SS. It is recommended that an additional tundish is fitted into this discharge pipe to give an early indication of operation of the Expansion Valve.

In some instances it may be possible to discharge into an internal waste system and soil stack. To do this a self sealing waste valve must be fitted into the discharge pipe after the tundish to prevent foul odours or back-pressurisation from the waste system entering the building via the tundish. In these systems it is essential that the tundish is fitted in a visible position as the final point of discharge will not be visible. Consult the manufacturer's recommendations with respect to the correct fitting, orientation and waste and soil stack materials selection. It will also be necessary to get dispensation from your local Building Control Officer to discharge in this manner. Discharges from an unvented system can be up to 95°C for several minutes, ensure any waste or soil pipe connected to the discharge can safely accept these conditions.

#### G3 REQUIREMENT

"...there shall be precautions...to ensure that the hot water discharged from safety devices is safely conveyed to where it is visible but will not cause danger to persons in or about the building."

Water may drip from the discharge pipe of the pressure-relief device and that this pipe must be left open to the atmosphere.

The expansion relief valve is to be operated regularly to remove lime deposits and to verify that it is not blocked.

The discharge pipe connected to the pressure relief device is to be installed in a continuously downward direction and in a frost free environment

### G3 GUIDANCE SECTION 3.9

The discharge pipe (D1) (see Diagram 03, page 12) from the vessel up to and including the tundish is generally supplied by the manufacturer of the hot water storage system. Where otherwise, the installation should include the discharge pipe(s) (D1) from the safety device(s). In either case the tundish should be vertical, located in the same space as the unvented hot water storage system and be fitted as close as possible and within 600mm of the safety device e.g. the temperature / pressure relief valve.

The discharge pipe (D2) from the tundish should terminate in a safe place where there is no risk to persons in the vicinity of the discharge, preferably be of metal and:

- a. 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 two pipe sizes larger, and so on. Bends must be taken into account in calculating the flow resistance. Refer to table 02 page 12 and the worked example.
- b. Have a vertical section of pipe at least 300mm long below the tundish before any elbows or bends in the pipework.
- c. Be installed with a continuous fall.
- d. Have discharges visible at both the tundish and final point of discharge, but where this is not possible or is practically difficult there should be clear visibility at one or other of these locations.

An alternative approach for sizing discharge pipes would be to follow BS6700:1987 Specification for design, installation, testing and maintenance of services supplying water for domestic use within buildings and their cartilages, appendix E, section E2 and table 21.

Examples of acceptable discharge arrangements are:

- i. Ideally below a fixed grating and above the water seal in a trapped gully.
- ii. Downward discharges at low level; i.e. up to 100mm above external surfaces such as car parks, hard standings, grassed areas etc. are

acceptable providing that where children may play or otherwise come into contact with discharges a wire cage or similar guard is positioned to prevent contact, whilst maintaining visibility.

- iii. Discharges at high level; e.g. into a metal hopper and metal down pipe with the end of the discharge pipe clearly visible (tundish visible or not) or onto a roof capable of withstanding high temperature discharges of water and 3m from any plastics guttering system that would collect such discharges (tundish visible).
- iv. Where a single pipe serves a number of discharges, such as in blocks of flats, the number served should be limited to not more than 6 systems so that any installation discharging can be traced reasonably easily. The single common discharge pipe should be at least one pipe size larger than the largest individual discharge pipe (D2) to be connected. If unvented hot water storage systems are installed where discharges from safety devices may not be apparent i.e. in dwellings occupied by blind, infirm or disabled people, consideration should be given to the installation of an electronically operated device to warn when discharge takes place.

Note: The discharge will consist of scalding water and steam. Asphalt, roofing felt and non-metallic rainwater goods may be damaged by such discharges.

Worked example of discharge pipe sizing:

The example below is for a G1/2 temperature relief valve with a discharge pipe (D2) having 4 No. elbows and length of 7m from the tundish to the point of discharge.

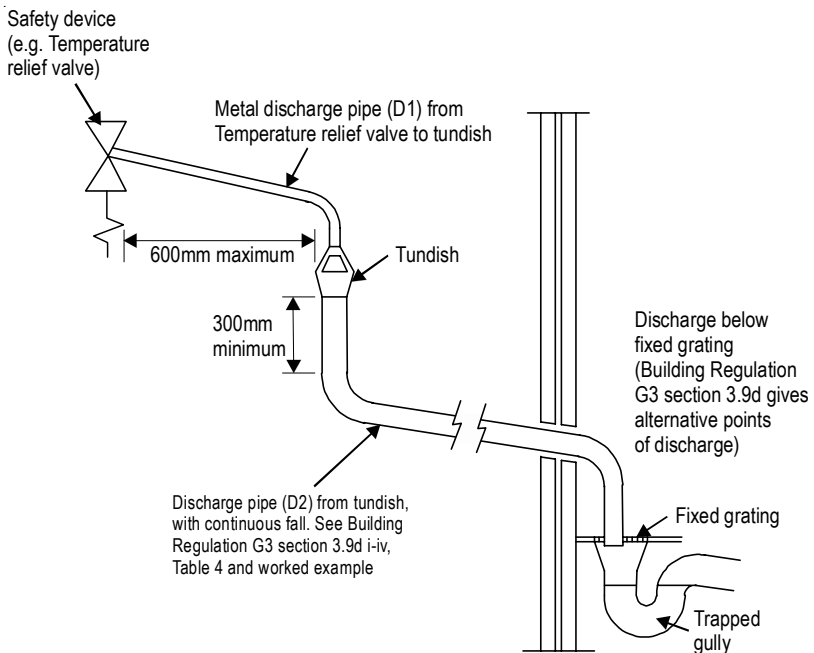
From Table 02:

- Maximum resistance allowed for a straight length of 22mm copper discharge pipe (D2) from a G1/2 temperature relief valve is 9.0m.
- Subtract the resistance allowed for 4 No. 22mm elbows at 0.8m each = 3.2m
- Therefore the permitted length equates to: 5.8m 5.8m is less than the actual length of 7m therefore calculate the --next largest size.
- Maximum resistance allowed for a straight length of 28mm pipe (D2) from a G1/2 temperature relief valve equates to 18m
- Subtract the resistance of 4 No. 28mm elbows at 1.0m each = 4.0m
- Therefore the maximum permitted length equates to 14.0m
- As the actual length is 7m, a 28mm (D2) copper pipe will be satisfactory.

TABLE 02: Sizing of copper discharge pipe (D2) for common T&P relief valve sizes.

Valve outlet size	Minimum size of discharge pipe D1	Minimum size of discharge pipe D2 from tundish	Maximum resistance allowed, expressed as a length of straight pipe (i.e. number of elbows or bends)	Resistance created by each bend.
G1/2	15mm	22mm 28mm 35mm	up to 9m up to 18m up to 27m	0.8m 1.0m 1.4m
G3/4	22mm	28mm 35mm 42mm	up to 9m up to 18m up to 27m	1.0m 1.4m 1.7m
G1	28mm	35mm 42mm 54mm	up to 9m up to 18m up to 27m	1.4m 1.7m 2.3m

DIAGRAM 03: DISCHARGE PIPE ARRANGEMENT



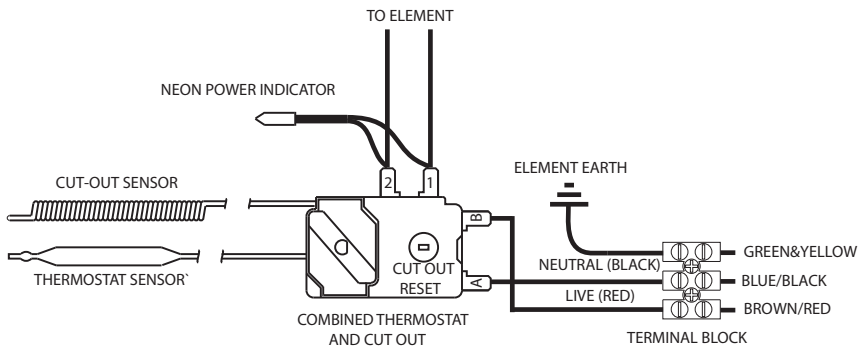
### 3.4 ELECTRICAL

WARNING: THIS APPLIANCE MUST BE EARTHED. IT IS SUITABLE FOR A.C. SUPPLY ONLY. DISCONNECT THE ELECTRICAL SUPPLY BEFORE REMOVING THE BASE COVER. INSTALLATION MUST BE IN ACCORDANCE WITH THE CURRENT I.E.E. REGULATIONS.

1. The electrical supply to the property must be checked to ensure it is of sufficient current rating and voltage.
2. The immersion heater supply must include a 16A MCB in the circuit.
3. The circuit must incorporate a double pole isolating switch with a contact separation of at least 3mm in both poles.
4. The supply cable should be 2.5mm<sup>2</sup> 3 core HOFR sheathed and must be routed via the cable seal and entry provided with the outer sheath of the cable firmly secured by tightening the screws on the cable clamp.
5. The wires are colour coded as follows:
 

Green and Yellow	EARTH	⊕
Brown	LIVE	(L)
Blue	NEUTRAL	(N)
6. The Multipoint SS water heater has one heating element. The heating element is controlled by a combined thermostat and thermal cut out, refer to Diagram 04 for wiring details.
7. DO NOT OPERATE THE IMMERSION HEATER UNTIL THE MULTIPPOINT SS HAS BEEN FILLED WITH WATER.

DIAGRAM 04: WIRING DIAGRAM



# 4.0 COMMISSIONING

## 4.1 PLUMBING

**WARNING:** Water that is left standing in a stainless steel water cylinder for long periods without draw-off will become de-oxygenated and potentially corrode the vessel material. If the installation is to be left unused following installation and commissioning, the water cylinder must be drained or regularly flushed (once a week) through with fresh mains water.

1. Check that all installation and discharge pipe requirements have been met.
2. Check that all water connections are tight.
3. Open a hot water tap, turn on mains water supply to the Multipoint SS.
4. Allow Multipoint SS to fill and leave hot tap running for a short while to purge any air and flush out the pipework. Close the hot tap and check the system for leaks.
5. Manually test the operation of the Temperature/Pressure Relief Valve and the Pressure (expansion) Relief Valve. Ensure water flows freely from the valves and through the discharge pipes.

## 4.2 ELECTRICAL

### PRELIMINARY CHECKS

Ensure all power supplies are switched off.

Check all electrical connections are tight.

Check all earth bonding links are connected, tight and un-damaged.

Check earth continuity, short circuits, polarity and resistance to earth.

1. Do not switch on the electrical supply until the Multipoint SS has been filled with water and checked for leaks.
2. Check that all electrical requirements have been met.
3. Check that all electrical connections are tight.
4. Switch on the electrical supply. The indicator light will illuminate during heating. When the set temperature is reached the indicator light will go out.
5. The set temperature can be adjusted by rotating the control knob. This can be set to give temperatures in the range 10°C to 70°C. In hard water areas it is advised that the maximum temperature is restricted to prevent build up of scale.

## 5.0 EXPLANATION TO USER

1. The Multipoint SS unvented heater stores water at the temperature set on the adjustable control knob. This can be set to give temperatures in the range 10°C to 70°C. In hard water areas it is advised that the maximum temperature is restricted to prevent build up of scale. To avoid risk of freezing when the heater is not in use for long periods during the winter months, do not switch off the electrical supply and set the thermostat to its minimum position. N.B. This will not protect other system pipework.
2. The indicator lights will be illuminated when the unit is heating.
3. To ensure the heater continues to operate at its optimum performance it should be periodically maintained in accordance with the instructions given under the section headed MAINTENANCE.

### IMPORTANT NOTES TO USER

- DO NOT BLOCK OR RESTRICT THE DISCHARGE FROM ANY SAFETY VALVE FITTED.
- DO NOT TAMPER WITH ANY SAFETY VALVE FITTED.
- IF WATER DISCHARGES FROM ANY SAFETY VALVE FITTED SWITCH OFF THE ELECTRICAL SUPPLY TO THE UNIT IMMEDIATELY. CONTACT THE HEATRAE SADIA SERVICE TEAM (TEL: 0844 8711530) OR AN APPROVED INSTALLER. DO NOT TURN THE ELECTRICAL SUPPLY ON AGAIN UNTIL THE UNIT HAS BEEN CHECKED AND APPROVED BY A QUALIFIED INSTALLER.

## 6.0 MAINTENANCE

**WARNING: DISCONNECT FROM ALL ELECTRICAL SUPPLIES BEFORE BEGINNING ANY WORK ON THE MULTIPOINT SS. FLUID CONTAINED IN THE CYLINDER MAY BE VERY HOT!**

To ensure the continued safe and efficient operation of the Multipoint SS it should be regularly maintained.

Maintenance should be carried out by a competent person and any replacement parts used should be authorised Heatrae Sadia Multipoint SS spare parts.

It is recommended that maintenance is carried out annually and should include the checks detailed in the sections on page 16 & 17.

## 6.1 DESCALING

Little maintenance is required, however in hard water areas the unit will require periodic descaling to ensure efficient operation. To descale the unit:

1. Switch off and disconnect the electrical supply. Turn off the water supply to the unit.
2. Open a hot tap to relieve any system pressure. Empty unit by opening the drain cock in the inlet pipework.
3. Remove the terminal cover by removing the two supporting screws holding it in place.
4. Disconnect the electrical terminals to the element. Withdraw the thermostat and thermal cut-out capillary tubes from the pockets on the element plate.
5. Remove the element plate assembly by unscrewing the element backnut using the element tool provided (NOTE: a quantity of water may still be present in the container, it is recommended that a container be placed under the unit to collect any spillage).
6. Remove any loose scale from the container. Carefully clean off any scale from the element and thermostat pocket. DO NOT clean scale from interior container walls.
7. Re-assemble the element plate assembly fitting a new sealing gasket. Rewire the unit with reference to Diagram 04 (wiring diagram).
8. Re-commission the unit following the INSTALLATION and COMMISSIONING instructions.

## 6.2 SAFETY VALVES

The Temperature/Pressure Relief Valve and the Pressure (Expansion) Relief Valve should be regularly checked. To check the valves:

1. Manually operate the valve by twisting the cap. Ensure water flows freely from the valves and through the discharge pipes (NOTE: the water discharged may be very hot). Ensure the valves reseal correctly when released.
2. Clean the strainer incorporated in the Pressure Reducing Valve.  
To inspect and clean the strainer turn off the mains water supply to the heater and open a hot tap to relieve the system pressure. Unscrew the black cap from the Pressure Reducing Valve and remove. The strainer will be removed with the cap. Wash any particulate matter from the strainer under COLD CLEAR WATER ONLY. Replace the cap assembly ensuring the sealing ring is correctly fitted. Do not use any other type of sealant. Close hot tap, open mains stop cock and check for leaks.



## 6.3 EXPANSION VESSEL PRECHARGE PRESSURE

The Expansion Vessel should have a precharge pressure of 3.5 bar (51 p.s.i.). This can reduce over time and eventually require re-charging. To do this:

1. Turn off water supply to the unit; open a hot tap to relieve system pressure.
2. Remove dust cap from top of Expansion Vessel.
3. Check pre-charge pressure using a tyre pressure gauge. If the pressure is lower than 3.5 bar (51 p.s.i.) it should be recharged using a tyre pump (Schraeder Valve type). **DO NOT OVER CHARGE.**
4. Re-check pressure and when correct replace dust cap.
5. Turn on mains water supply and close hot tap.

## 7.0 SPARE PARTS

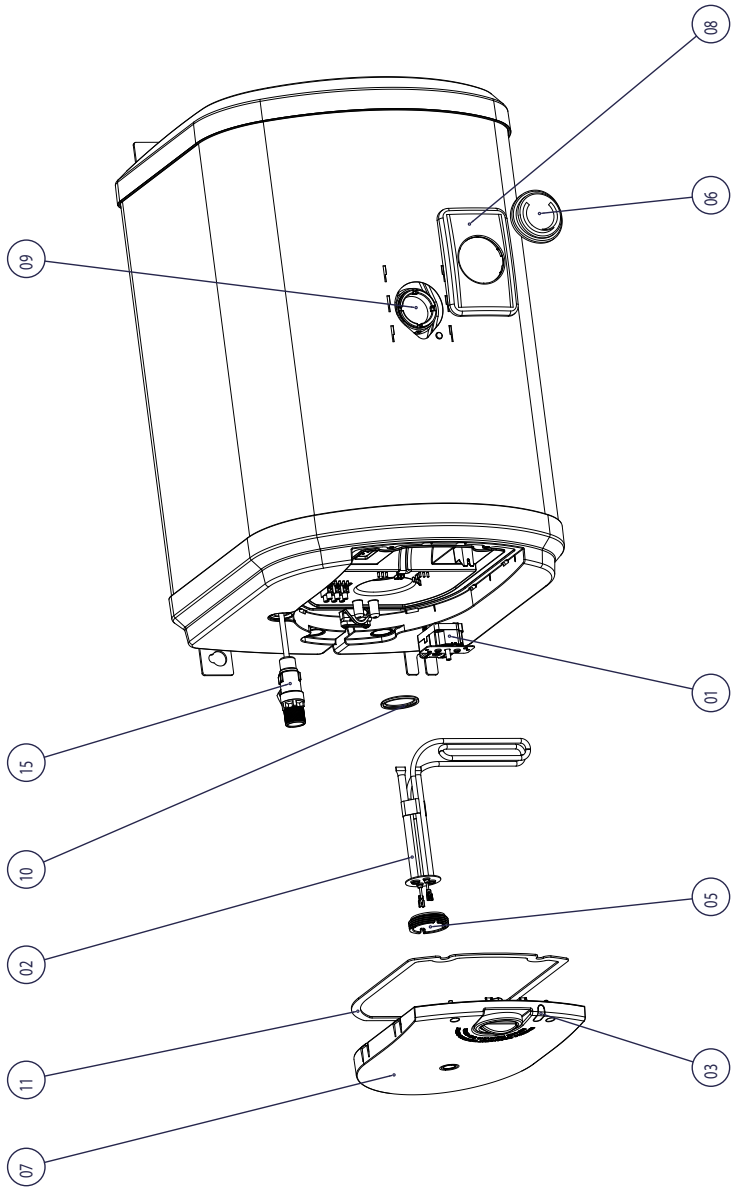
The following comprehensive list of spare parts is available for your Multipoint SS water heater. Please refer to the Rating Label on the side of your heater before ordering to ensure the correct spare part is obtained.

Do not replace with parts not recommended by Heatrea Sadia. This will invalidate your guarantee and may render the installation dangerous.

TABLE 03: Spare parts list

	PART DESCRIPTION	PART NUMBER
1	Thermostat / Thermal Cut Out	95 607 256
2	Element Plate Assembly - 3.0kW	95 606 994
3	Indicator Light	95 615 063
4	Element Tool (Not Shown)	95 607 861
5	Element Backnut	95 607 869
6	Thermometer	95 607 258
7	Electrical Cover & Screws (x2)	95 614 116
8	Thermometer Bezel	95 605 087
9	Blanking Plate	95 605 881
10	Element Gasket	95 611 822
11	Electrical Cover Gasket	95 611 015
12	Pressure Reducing Valve (Not Shown)	95 605 082
13	Expansion Relief Valve 6 Bar (Not Shown)	95 605 083
14	Compression Nuts & Olives (Not Shown)	95 607 253
15	Temperature and Pressure Relief Valve	95 605 084
16	Expansion Vessel 12ltr (Not Shown)	95 607 316
17	Expansion Vessel Bracket (Not Shown)	95 607 317
18	Tundish (Not Shown)	95 605 838

DIAGRAM 05: SPARE PARTS



# 8.0 FAULT FINDING

**WARNING: DISCONNECT FROM ALL ELECTRICAL SUPPLIES BEFORE BEGINNING ANY WORK ON THE MULTIPOINT SS. FLUID CONTAINED IN THE CYLINDER MAY BE VERY HOT!**

The Multipoint SS should give trouble free operation, however should a problem occur, the table below should enable most faults to be identified with ease.

Fault Finding should be carried out by a competent person and any replacement parts used should be authorised Heatrae Sadia Multipoint SS spare parts.

**TABLE 04: Fault finding table**

FAULT	POSSIBLE CAUSE	REMEDY
Water not heating	Electrical supply fault. Thermal cut out tripped.	Check electrical supply. Check cut out. If operated then reset. Check thermostat & replace if necessary.
	Thermostat setting to low or faulty.	Check and adjust setting if required. Replace if necessary.
Discharge of water from pressure relief valve (continuously).	Excessive mains water pressure.	Check pressure from pressure reducing valve. Replace if greater than 3.5bar (51psi)
	Expansion relief valve fault.	Replace expansion relief valve.
Discharge of water from pressure relief valve (intermittently).	Loss of pressure from expansion vessel.	Check and if necessary recharge expansion vessel precharge pressure.
Discharge of water from temperature/pressure relief valve and/or water/steam from pressure relief valve	Thermostat and thermal cut out fault.	Replace combined thermostat & thermal cut out.
No water flow	Product incorrectly installed.	Check inlet & outlet connections are correct. Check valves are installed in accordance with flow direction marks.
	Mains water supply not turned on.	Check mains water supply is turned on.
	Blockage in mains water supply.	Check mains water supply for obstructions. Check expansion relief valve. Check strainer in pressure reducing valve.
"Milky water"	Oxygenated water	Water from a pressurised system releases oxygen bubbles when flowing. The milkiness will disappear after a short while.

## 9.0 ACCESSORIES

The heater can be used to supply several hot water outlets via conventional taps. Individual site demands should be considered when choosing capacity and the number of outlets to be served.

A Thermostatic Blending Valve can be used in conjunction with the Multipoint Water Heater. Heatrae Sadia supply both TMV2 approved (Pack U3, code number 95 970 354) and TMV3 approved (Pack U7 95 970 360) Thermostatic Blending Valves.

# 10.0 GUARANTEE

This Multipoint SS is guaranteed against faulty materials and manufacture provided that:

- The Multipoint SS has been installed in accordance with the installation and service instructions and all relevant Codes of Practice and Regulations in force at the time of installation, and that all necessary controls and safety valves have been fitted correctly.
- Any valves and controls fitted are of Heatrae Sadia recommended type and specification.
- The Multipoint SS has not been modified or tampered with in any way, and has been regularly maintained as detailed in these instructions.
- The domestic hot water cylinder has only been used for the storage of wholesome water as defined by the Water Supply (Water Fittings) Regulations 1999.
- Within 60 days of installation the user completes and returns the guarantee registration card supplied with the unit in order to register the product.
- It has only been used for the storage of potable water. (Max 250mg/l chloride)
- Following commissioning the unit is put into service within a period of 7 days. If this is not the case it must either be drained or regularly flushed as required in the section “Commissioning -Warning”

The unit is not guaranteed against damage by frost and the immersion heater is not guaranteed against excessive scale build-up.

Periodic loss of charge pressure from the expansion vessels is normal (indicated by an intermittent discharge of water from the pressure relief valves) and is not covered under the product guarantee.

The following guarantee periods apply from the date of purchase:

Stainless steel hot water cylinder	15 years
All other components	2 years

This guarantee does not affect your statutory rights.

## 11.0 ENVIRONMENTAL INFORMATION

This product is manufactured from many recyclable materials. At the end of its useful life it should be disposed of at a Local Authority Recycling Centre in order to realise the full environmental benefits.

Insulation of the domestic hot water cylinder is by means of an approved CFC/HCFC free polyurethane foam with an ozone depletion factor of zero and a Global Warming Potential (GWP) of 3.1.

The Multipoint SS does not contain any substances harmful to health; it does not contain any asbestos.

## 12.0 SPARES STOCKISTS

For the fast and efficient supply of spares please contact the stockists listed below:

Advanced Water Company Ltd.  
Unit D5 Enterprise way  
Vale park, Evesham  
Worcs, WR11 1GS  
Tel: 01386 760066  
Fax: 01386 760077

Electric Water Heating Co.  
2 Horsecroft Place, Pinnacles  
Harlow, Essex, CM19 5BT  
Tel: 0845 0553811  
E-Mail: [sales@ewh.co.uk](mailto:sales@ewh.co.uk)

SPD  
Units 9 & 10 Hexagon Business Centre  
Springfield Road, Hayes  
Middlesex, UB40 0TY  
Tel: 020 8606 3567

Parts Center  
Tel: 0845 2709800  
[www.partscenter.co.uk](http://www.partscenter.co.uk)

Newey & Eyre  
Specialist Products Division  
Please contact your local branch

UK Spares Ltd.  
Tower Lane, Warmley  
Bristol, BS30 8XT  
Tel: 0117 961 6670

William Wilson Ltd.  
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## HEATRAE SADIA

The quality name in water heating

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