

**THE FASTEST WAY TO
PROVIDE UNLIMITED HOT
WATER WHENEVER AND
WHEREVER YOU WANT.**



/ **Compact, efficient, very quick and elegant**, the new Aures electric instantaneous water heaters are the ideal solution for having **hot water immediately ready** right after you open the tap.

/ No more time and energy wasted while waiting for hot water, sparing you from shivering in the shower.

/ Choose the right model for your needs and get ready to **enjoy the pleasure of instant hot water**.

/ **Quality, efficiency and reliability** at all times are ensured by the unique **Ariston expertise**.

 **ARISTON**



AURES MULTI

ELECTRIC INSTANTANEOUS
MULTI POINT WATER HEATERS

HOT WATER | HEATING

AURES MULTI POINT

FEATURES AND BENEFITS



MULTI POINT

Can supply hot water simultaneously to more than one water point



FLOW SENSOR

Only heat the water when the tap is turned on



TOTAL SAFETY

Rest assured that your safety is taken care of with Double Safety Thermostat



COMPACT SIZE

Compact size that blends into your living spaces



EASY INSTALLATION

Light weight provides for easy installation and maintenance



ENERGY EFFICIENT

Only heat the water to the temperature that you need, eliminating standing heat loss and water wastage



ITALIAN DESIGN

Designed by Umberto Palermo, the Aures range embodies a sleek, clean and harmonious aesthetic, perfect for every home



The warranty period is valid from your purchase date (please retain proof of purchase) and on condition that the unit was installed by a qualified electrician in accordance with the instructions enclosed in the unit.

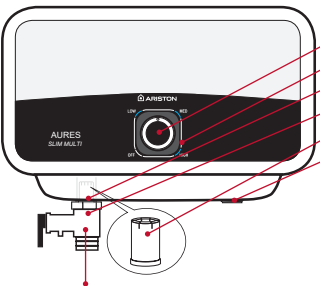


COMFORT REGULATION:

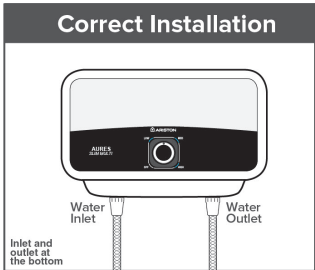
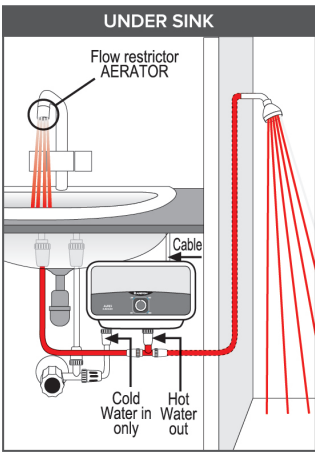
/ Set the desired performance with an easy to use power dial

INSTALLATION (WALL MOUNTED ONLY)

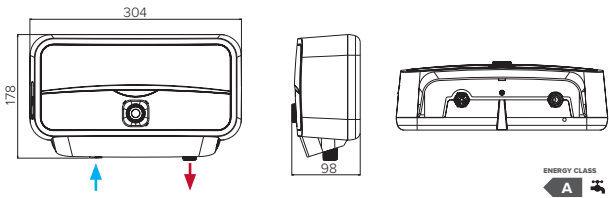
MULTI POINT can supply more water points at the same time (pressurised).



Unit must be installed with Pressure Relief Valve (supplied)



TECHNICAL INFORMATION



	AURES MULTI	AURES MULTI 3 PHASE
Model Name	Aures SM 5 EU	Aures SM 12 TR EU
Product Code	3520021	3520031
ErP Class	A	
Power (KW)	5	12
Type	Multi point installation - Hidden	
Voltage (V)	220 - 240	400 - 415
Phase	Single Phase	Three Phase
Ampere (A)	22,7	30
Recommended fuse rating (Amps)	30	40
Recommended Cable Size	4mm ²	6mm ²
Frequency (Hz)	50/60	
Heating Element	Copper	
Working Pressure (Min - Max)	50kPa ~ 800kPa	50kPa ~ 800kPa
Max Working Temp (°C)	50	
IPX Rating	IP24	IP24

UNDERSTANDING PERFORMANCE

The temperature and flow rate of the water entering the product determines how well it performs.

Flow rate - For higher performance (temperature), reduce the flow rate (use the below chart for guidance).

PERFORMANCE		
MODEL	ΔT (°C)	FLOW RATE (L/MIN)
AURES SM 5 EU Multi Point	20	3,6
	25	2,9
	30	2,4
AURES SM 12 TR EU Multi Point	20	8,6
	25	6,9
	30	5,7

Ambient water temperature – The product can only heat the water by a certain amount of degrees (ΔT). In winter when the incoming water temperature is colder, the output water temperature will be less. Please reduce the flow rate to compensate.

2nd of January 2021

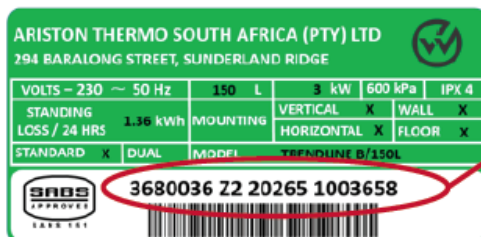
To Whom It May Concern,

RE: WARRANTY PERIODS

This letter serves to confirm the warranty periods for the following products:

Type	Description	Warranty Period
ESWH	Trendline Highline Class B Compact Andris Lux	5 years on cylinder 1 year on electrical components 1 year on gasket and flange lid 2 years on valves
EIWH	Aures Slim Aures Slim Multi	1 year on heating element 2 years on tank, product and accessories
GIWH	Fast Evo Fast R	2 years on product
SWH	Solarline Thermo DR	5 years on cylinder 1 year on electrical components 1 year on gasket and flange lid 2 years on valves 5 years on solar collector, excluding glass

The warranty period will commence from the date of purchase or installation, failure to provide proof of this will result in the date of manufacture being used as indicated on the serial label:



3680036 22 20265 1003658

Product reference

Randomly assigned number

Year (2020) / Manufacturing day (265)

► Please quote the full 21 character number when reporting a service call

Whilst the product or spare parts are still under warranty, Ariston Thermo SA must be contacted for prompt assistance.

Under no circumstances must the unit be removed from the installation. Ariston Thermo SA reserves the right to require proof that the product installation complies before a service call would be registered.

Ariston Thermo South Africa (Pty) Ltd

294 Barolong St., Icon Park, Sunderland Ridge, Centurion, 0157, South Africa. P.O Box 8446, Centurion 0046

T: +27 (0)87 943 7471 F: +27 (0)87 941 7403 E: info@heattech.co.za

www.heattech.co.za / www.ariston.com

Reg No 2010/022406/07

Ariston Thermo SA will repair or replace defective units/parts at its own discretion inclusive of labour costs during the warranty period. After repairs or replacements take place, the warranty time frame continues from the original date registered, not from the repaired or replacement date.

Should you require any further assistance regarding Warranty or After Sales Service, kindly contact the Ariston Thermo SA Call Center.

You can reach us via the following contact details:

Call Center *010 745 9911*
Reception *010 745 9910*
e-mail: *service.za@aristonthermo.com*

After Sales Service Times:

<i>Monday to Friday</i>	<i>07:30 to 18:00</i>
<i>Saturday, Sundays and Public Holidays</i>	<i>07:30 to 15:00</i>

Upon successful registration of a warranty incident, the end-user will receive an SMS with a reference number and the appointed Service Center's information.

The Service Center will make contact with the end-user within an hour to set an appointment.

Ariston Thermo SA will endeavor to assist all warranty incidents within a 24-hour period.

Please refer to Ariston Thermo SA/Heat Tech's Water Heater Warranty T&C's for further information.

Regards,

Raymond Saayman
Parts and Service Manager

Ariston Thermo South Africa (Pty) Ltd

294 Barolong St., Icon Park, Sunderland Ridge, Centurion, 1502, South Africa. P.O Box 8446, Centurion 0046

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WARRANTY PROCEDURE

Herewith a kind reminder to our valued customers of the Ariston/Heat Tech Warranty Procedure.

1.) Warranty periods on Ariston/Heat Tech Geysers:

- 5 Years on Inner Cylinder
- 1 Year on Electrical (Element & Thermostat)
- 2 Years on Safety Valve & Drain Cock

2.) Please always urge your customers to utilize qualified plumbers to do installations of Ariston/Heat Tech geysers.

3.) Please always inform your customers when selling Ariston/Heat Tech geysers, that they should never remove the geyser from the original installation during the warranty period, as this will automatically void the warranty. All geysers must remain in position and untampered with, allowing our service agent to inspect the reported problem.

4.) Please never accept the return of a geyser to your store, and please never offer a replacement geyser from the store to the customer. This would effectively mean that the geyser has been removed from the installation, which voids the warranty, and Ariston/Heat Tech will then not be able to assist either the store, nor the end user customer.

5.) Kindly educate your customers to **follow the below warranty procedure to avoid disputes or misunderstandings in future :**

a.) After the customer has determined that the problem with the water heater is related to, AND covered under the warranty conditions, the customer has to report the problem DIRECTLY to our Service Centre. All geysers must remain in position and untampered with, allowing our service agent the opportunity to inspect the reported problem.

b.) When reporting the problem to our Service Call Centre, the customer or end user will be required to provide the following information:

- Geyser Serial Number
- DOM (Date of Manufacturing)
- Geyser Size
- Proof of purchase/installation date
- End Users Name, Surname, Contact Telephone Number(s) & e-mail address
- Installation Address
- Merchant Name (i.e. where geyser was purchased)
- The Problem with the geyser
- In some cases the end user customer may be requested to provide indicative photo(s) of the installation.

c.) Customers can contact the Ariston/Heat Tech After Sales Service Department at:

- Contact Number 1: 079 921 0118
- Contact Number 2: 087 943 7470
- e-mail : service@heattech.co.za
- Operating Hours: Mon to Fri 07:30 to 18:00
- Sat to Sun 07:30 to 15:00

d.) It may be preferable for yourself and/or end user to rather send an e-mail to service@heattech.co.za whereby providing the required information, saving time, and thereby having a record of the reported incident.

e.) The customer will be given a reference number for the incident reported.

f.) Ariston/Heat Tech Service Agent will then contact the end user customer to make the necessary further arrangements.

May we please ask that you distribute to, and advise your relevant staff accordingly.

Kind regards ,

INSTALLATION AND WARRANTY INSTRUCTIONS

IT IS THE RESPONSIBILITY OF THE INSTALLER TO INFORM THE END USER OF THE INSTALLATION, MAINTENANCE & REPAIR REQUIREMENTS FOR THIS WATER HEATER IN ACCORDANCE WITH SANS 10254 AND THE MANUFACTURERS REQUIREMENTS.

INSTALLATION INSTRUCTIONS - PLUMBING
TO BE INSTALLED BY A QUALIFIED PLUMBER AND TO COMPLY WITH
SANS 10254 & 10252-1
INSTALLER TO ISSUE A PLUMBING CERTIFICATE OF COMPLIANCE

This water heater must be fitted with the supplied TP VALVE before installation. Always fit this water heater with a PRESSURE CONTROL VALVE and EXPANSION CONTROL VALVE (which may be combined in one unit) not exceeding the kPa rating of the water heater as stated on the serial label. TP VALVE and EXPANSION VALVE overflow pipes must be led separately to the outside of the building in a continuous downward direction, in a frost free ambient with the outlets being left open to the atmosphere, and in case of the TP VALVE must be copper. The EXPANSION VALVE is designed to drip under normal operating conditions and must never be plugged.

1. Flush the cold water supply line prior to connecting.
2. Check that the control valve is free from dirt.
3. Ensure all piping and water heater brackets are securely fixed.
4. After connecting the installation, open one or more hot water taps and open the cold water to dispel air from the system.
5. Close all hot taps to bring water heater under pressure.
6. Check all plumbing connections for leaks.
7. Installation diagrams must be complied with in all respects.
8. The installation of a drip tray is required where water leaking from the water heater or connections could cause consequential damage.

INSTALLATION INSTRUCTIONS - ELECTRICAL
ELECTRICAL WORK TO BE CARRIED OUT BY A QUALIFIED ELECTRICIAN
AND TO COMPLY WITH SANS 10142-1
WARNING: THIS APPLIANCE MUST BE EARTHED & BONDED

1. Heat resisting round 2.5mm² (minimum) 3 core stranded cable should be used to connect the electrical supply.
2. A double pole isolator switch to be installed within 1m of the water heater - correctly rated for the element size.
3. Circuit breaker on distribution board to be correctly rated for the element size.
4. Turn off the circuit breaker on the distribution board as well as the isolator at the water heater.
5. Remove the electrical access panel.
6. Cut away tips of old electrical wire, stripping away the insulation.
7. Connect and tightly secure electrical connection to the thermostat / terminal block. Ensuring thermostat is tightly inserted into the element.
8. Replace electrical access panel.
9. Ensure the water heater is full of water before switching on electricity, even for testing purposes.
10. Heating element will burn out if turned on without water.

INSTALLATION INSTRUCTIONS - WALL MOUNTING

1. Remove brackets from the floor mounting position and bolt to side of the unit in the wall mounting position.
2. Bolt unit to the wall using suitable rated fixation bolts.

NOTE: 200L & 250L UNIT MAY NOT BE WALL MOUNTED

MAINTENANCE INSTRUCTIONS

SWITCH OFF ELECTRICAL SUPPLY BEFORE ATTEMPTING ANY MAINTENANCE OR REPAIRS ON THE WATER HEATER

REPLACEMENT OF THERMOSTAT

1. Disconnect wiring, remove thermostat by pulling it out of it's pocket.
2. Fit new thermostat, ensuring the stem of the thermostat is not bent or damaged in any way. On electronic models, ensure that the metallic thermostat bulb is inserted before the wired probe.
3. Reconnect wiring to thermostat ensuring connections are clean, tight and secure.
4. Set thermostat to 60° C or as required by user.

REPLACEMENT OF ELEMENT

1. Drain water from the water heater.
2. Remove thermostat as above and remove flange lid from cylinder.
3. Remove old element and gasket from flange lid.
4. Fit new element and gasket to flange lid.
5. Refit flange lid, and replace thermostat as above.

REPLACEMENT OF ANODE

1. The magnesium anode installed in a vitreous enamel lined steel water heater will slowly dissipate whilst protecting the cylinder.
2. The life of the cylinder may be extended by replacing the anode.
3. Inspect the anode yearly, and if required, replace the anode.
4. Replacement of the anode should be carried out at minimum 2 year intervals, during the warranty period, to ensure protection of the steel cylinder.
5. The life expectancy of the anode would be dependent on the water quality in the area, which the water authority can advise on.
6. A guideline below (as reference only):

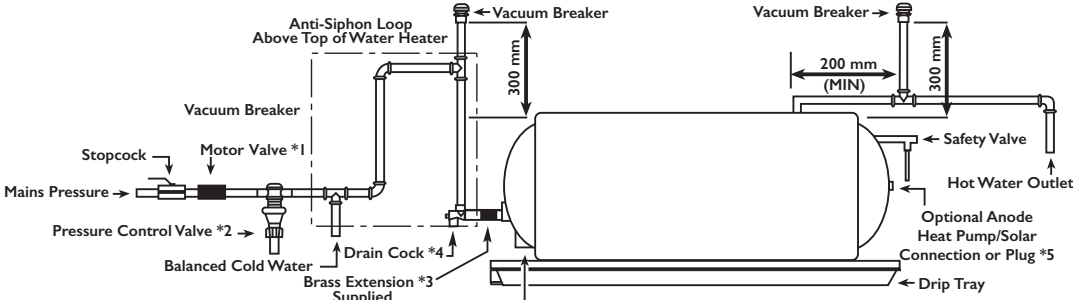
TOTAL DISSOLVED SOLIDS	RECOMMENDED
PPM	REPLACEMENT
0 - 400	3 Years
400 - 600	2 Years
Over 600	1 Year

Fitment of an aluminium anode is recommended for harsh water conditions.

7. When water is supplied from a borehole or well, anodes should be replaced at least once a year.
8. Replace anode as follows:
 - (a) Drain water heater.
 - (b) Remove anode cover and unscrew anode from cylinder.
 - (c) Fit new anode and replace anode cover.

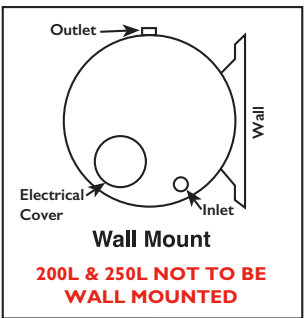
THE ANODE IS A MAINTAINABLE COMPONENT

ALL PIPE WORK AND COMPONENTS CONNECTED TO THE INLET, OUTLET AND T&P VALVE SHOULD BE THERMALLY INSULATED FOR 2 METERS. THE THERMAL INSULATION SHALL COMPLY WITH THE REQUIREMENTS OF SANS 10252-1, SANS 10254, SANS 10400-XA AND SANS 204.



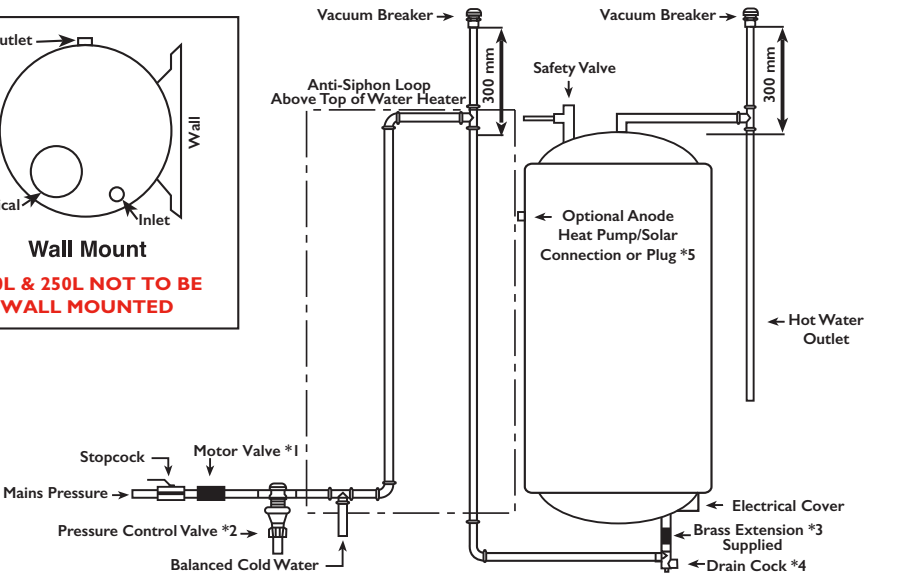
HORIZONTAL INSTALLATION

THIS WATER HEATER IS FITTED WITH A MAGNESIUM ANODE THAT REQUIRES PERIODIC REPLACEMENT



Wall Mount

200L & 250L NOT TO BE WALL MOUNTED



VERTICAL INSTALLATION

50L & 250L SHOULD NOT BE INSTALLED VERTICALLY.

- *1 Optional extra for certain models only
- *2 Refer to the serial label for the correct pressure rating of the water heater.
- *3 Supplied on certain models only.
- *4 Solar or heat pump compatible when used in conjunction with a dual drain cock.
- *5 When not using the additional socket for solar or heat pump - ENSURE THAT THE SOCKET IS PLUGGED.

The following minimum installation clearance must be allowed for on the electrical side of the water heater in the event of having to remove the element, thermostat or the anodes and 500mm on the opposite side.

50L - 500mm	100L - 700mm	150L - 950mm	200L - 1500mm	250L - 1500mm
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WARRANTY *T & C Apply

This water heater is warrantied against faulty materials and/or workmanship not withstanding anything to the contrary contained herein. The company will repair or at it's own discretion, replace a defective unit or parts inclusive of labour costs during the warranty period. The repaired or replaced part, or water heater, warranty will still be calculated from original date of manufacture, not from the repaired or replacement date.

The period of warranty is calculated from the date of manufacturing as indicated on the serial plate. This is the only warranty given and it expressly excludes all other warranties, expressed or implied by law. The warranty expressly covers the water heater only and does NOT cover any other part or parts of the installation which may, because of the failure or defect of the water heater become damaged in any way whatsoever and under no circumstances shall the manufacturer be liable for any direct, indirect or consequential loss suffered by the consumer and/or third party.

The warranty is subjected to the following:

- (a) The water heater is installed in accordance with SANS 10142-1: (Electrical) and SANS 10254 & 10252-1 (Plumbing) and in accordance with any other applicable national and local regulations.
- (b) The water heater is installed according to the manufacturers installation requirements.
- (c) The water heater is maintained and serviced yearly.
- (d) The anode is inspected yearly and replaced at least every second year for municipal water supplies.
- (e) The serial plate is not damaged or tampered with in any way.
- (f) The water heater is subjected to normal use with municipal water supply and proper installation by qualified personnel.
- (g) This warranty will exclude any failure due to hard water conditions.
- (h) Elements burnt out due to no water, or element and thermostat terminals burnt / melted are excluded from this warranty.
- (i) The above warranty is subject to only genuine replacement parts being used whilst the inner cylinder is still under warranty.
- (j) The above warranty shall however be completely invalidated if any repairs are effected by the customer or others on his behalf in an attempt, to remedy the alleged fault.
- (k) Under no circumstances must the unit be removed from the installation.
- (l) Sufficient access to the water heater for either repairs or replacement is the responsibility of the end user. The manufacturer will not make good or reassemble any ceilings or cupboards.
- (m) As per SANS 10254, no one-way valve or stop cock allowed between the water heater and expansion relief valve.

WARRANTY PERIODS *T & C apply

Cylinder	5 Years
Electrical Components	1 Year
Gaskets	1 Year
Drain Cock and T&P Valve	2 Years
Anode (consumable, service required)	None


HEATTECH
Manufactured by: HEAT TECH GEYSERS (PTY) LTD
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After-Sales Service: 087 943 7470 / service@heattech.co.za