

GERMAN
POOL

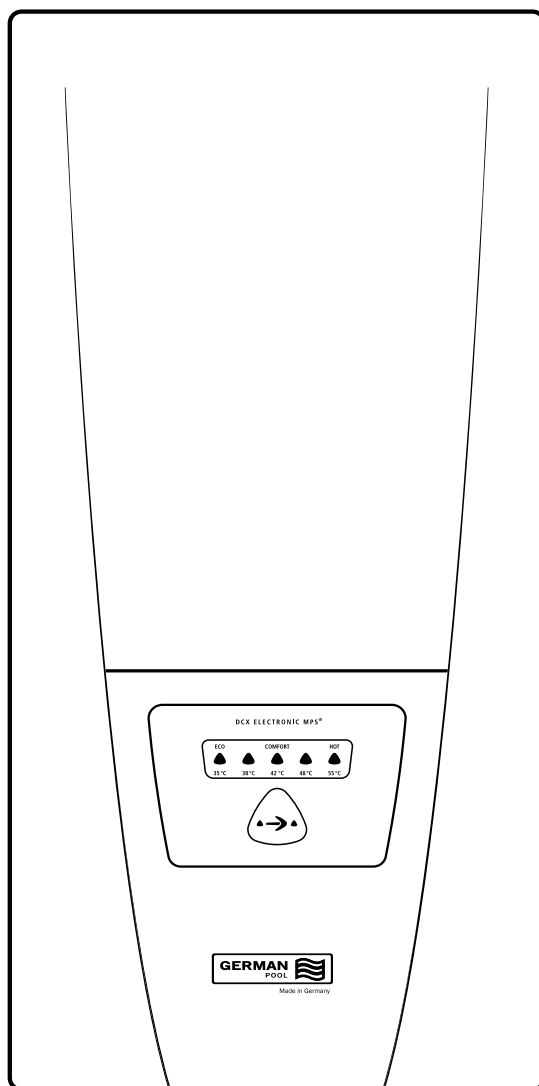


德國寶

即熱式電熱水器 | 即热式电热水器
Instantaneous Water Heater

DCX

Lay 7
2011-01-25
mp



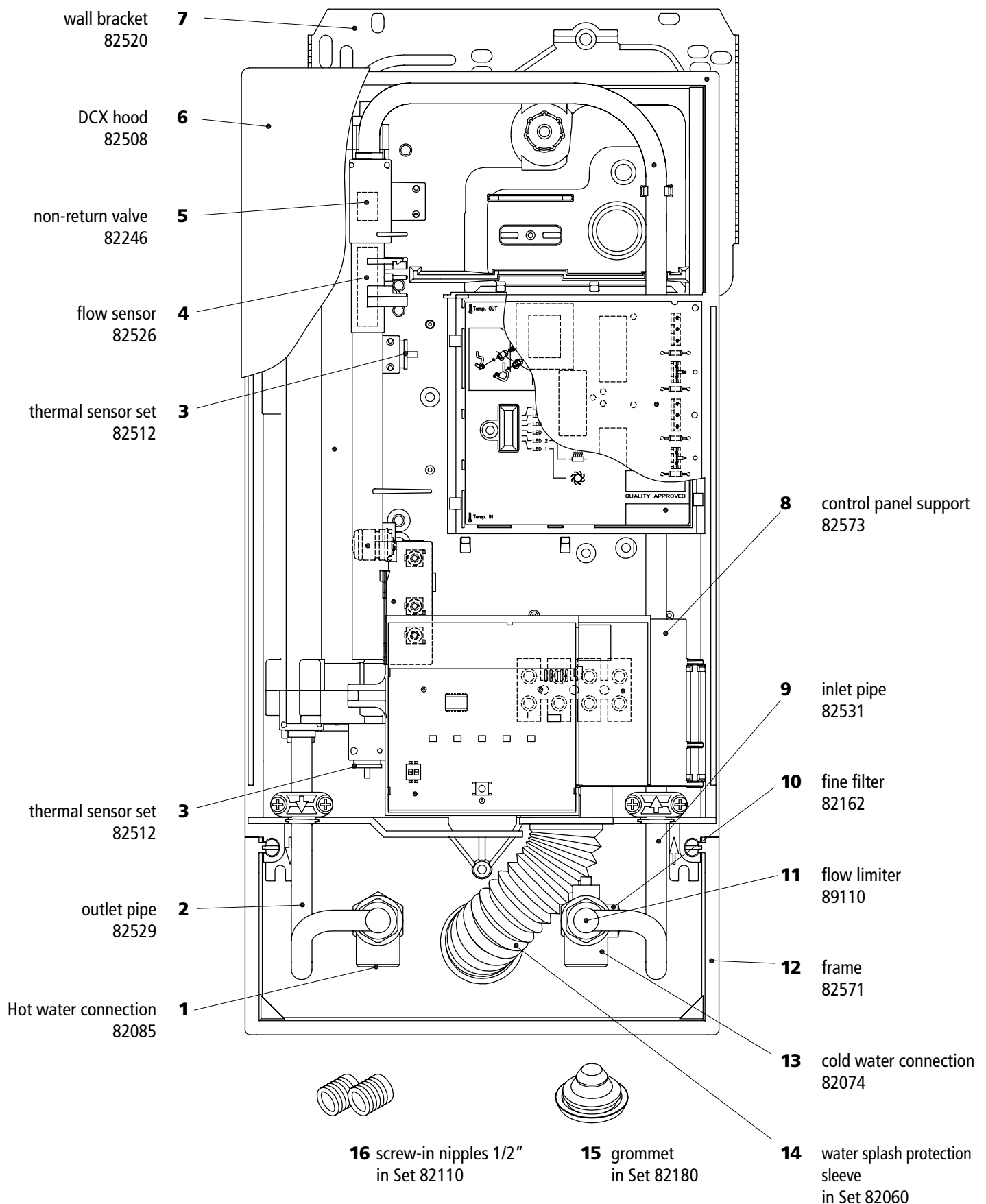
在使用之前請詳細閱讀「使用說明書」及「保用條例」，並妥為保存。
在使用之前请详细阅读「使用说明书」及「保用条例」，并妥为保存。
Please read these instructions and warranty information carefully before use and keep them handy for future reference.



使用說明書 | 使用说明书 | OPERATING INSTRUCTIONS

1. Overview

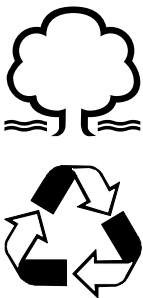
When ordering spare parts, please always specify the appliance model and serial number.



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3. Environment and recycling



German Pool is very conscious of environmental protection, and this also includes packaging materials. You can care for the environment by carefully segregating waste.

- The packaging is essential to protect the components whilst in transit. It is made from environmentally-friendly, re-usable corrugated cardboard. The plastic bags are made of recyclable polyethylene (PE).
- The plastic components of the appliance are marked with a material code so that they can be recycled at the end of their useful life. These valuable materials are 100 % recyclable, provided they are correctly segregated.

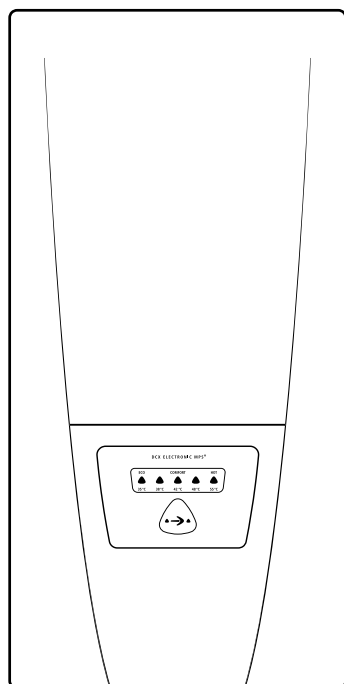


4. For your own safety

Installation, initial operation and maintenance of this appliance must only be conducted by an authorised professional, who will then be responsible for adherence to applicable standards and installation regulations. We assume no liability for any damages caused by failure to observe these instructions.

- Do not use the appliance until it has been correctly installed and unless it is in perfect working order.
- The appliance is only suitable for domestic use and similar applications inside closed, frost-free rooms, and must only be used to heat incoming water from mains supply. It is not allowed to be used with preheated water.
- The appliance must never be exposed to frost.
- The appliance must be earthed at all times.
- The minimal specific water resistance must not fall below the value stated on the label.
- The maximum water pressure must not exceed the value on the label.
- Before commissioning for the first time and each time the appliance is emptied (e.g. due to work on the plumbing system, if there is a risk of freezing or in case of maintenance), the appliance must be vented correctly in accordance with the instructions in this manual.
- Do not remove the front cover under any circumstances before switching off the mains electrical supply to the unit.
- Never make technical modifications, either to the appliance itself or the electrical leads and water pipes.
- Pay attention to the fact that water temperatures in excess of approx. 43 °C are perceived as hot, especially by children, and may cause a feeling of burning. Please note that the fittings and taps may be very hot when the appliance has been in use for some time.
- In case of malfunction, disconnect the fuses immediately. In case of leaks, cut off the cold water supply instantly. Repairs must only be carried out by the customer service department or an authorised professional.
- This appliance must not be used by any person (including children) with limited physical, sensorial or mental abilities or failing experience and/or knowledge unless they are supervised by a person responsible for their safety or received instructions about how to use the appliance. Children should be supervised in order to make sure that they do not play with the appliance.

5. Description of appliance



The instantaneous water heater DCX is a microprocessor-controlled, pressure-resistant water heater for a decentralised water supply to one or more taps.

As soon as you open the hot water tap, the instantaneous water heater switches on automatically. When the tap is closed, the appliance automatically switches off.

Its electronic control regulates the power consumption automatically depending on the feed temperature and the flow rate, thus reaching the set outlet temperature up to the appliance's power limit.

It is also possible to define the outlet temperature by mixing the hot water (55 °C) from the instantaneous water heater with cold water by the tap. However, energy and water will be saved when selecting the relative temperature to be used on the display of the instantaneous water heater, without mixing cold water from the tap.

In case of a low feed temperature and a high flow rate at the same time, it could happen that the pre-set outlet temperature is not reached which is due to the fact that the appliance exceeded its capacity. The outlet temperature can be raised by reducing the water flow at the tap.

It is possible to use the instantaneous water heater in combination with an external load shedding relay for electronically controlled instantaneous water heaters or a prepared load shedding box to operate the appliance along with an electro-mechanic cooker (refer to installing instructions). We recommend our heaters DEX and DSX as these heaters have a special operation mode for load shedding relays.

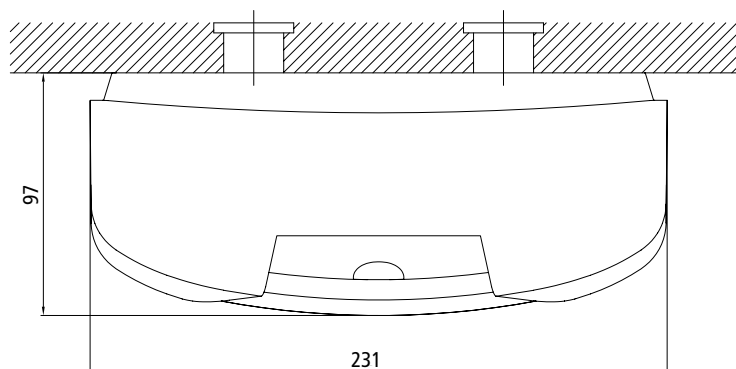
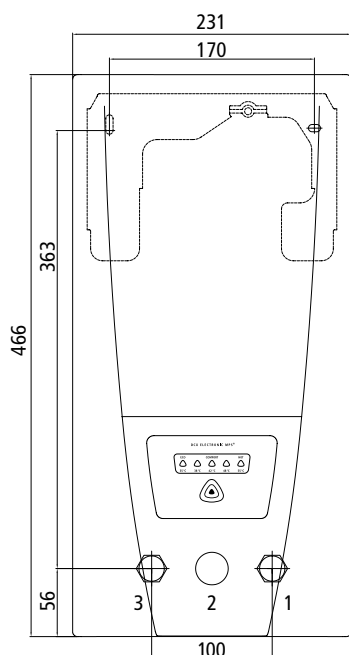
6. Technical specifications

Model	DCX			
Art.no.	3200-34217			
Rated capacity (Rated current)	16.2 kW..27 kW (25A..39A)			
Chosen capacity / current	16.2–19.4 kW (25..27A) ☐	19.0–22.6 kW (29..30A) ☐	21.6–25.8 kW (33..36A) ☐	24.4–27.0 kW (37..39A) ☐
Electrical connection	3/PE 380..415V AC			3/PE 400V AC
Min. required cable size	4,0 mm ²	4,0 mm ²	6,0 ¹⁾ mm ²	6,0 mm ²
Hot water (l/min) max. at $\Delta t = 28\text{ K}$ max. at $\Delta t = 38\text{ K}$	9,2 6,8	10,7 7,9	12,3 9,0	13,8 10,2
Rated volume	0,4 l			
Type	Pressure type 1 MPa (10 bar)			
Heating system	bare wire heating system IES®			
Required spec. water resistance @ 15 °C Spec. electrical conductivity	$\geq 1100\ \Omega\text{cm}$ $\leq 90\text{ mS/m}$			
Inlet temperature	$\leq 30\text{ °C}$			
Flow rate to switch on to max. flow rate	2,5 – 8,0 l/min ²⁾			
Pressure loss	0,2 bar at 2,5 l/min 1,3 bar at 9,0 l/min ³⁾			
Temperature range	35 °C – 38 °C – 42 °C – 48 °C – 55 °C			
Water connection	G 1/2"			
Weight (when filled with water)	3,65 kg			
VDE class of protection	1			
Noise level test certificate	PA-IX 6762/I			
Type of protection / safety	   IP25 CE			

1) When replacing a 21 kW/380V appliance the cable size of 4 mm² can be adopted.

2) Flow rate limited to achieve optimum temperature rise 3) Without flow regulator

7. Dimensions



8. Installation



Based on the national constitution guidelines a general test certificate concerning the evidence of applicability of noise behaviour is granted.

The following regulations must be observed:

- Installation must comply with all statutory regulations, as well as those of the local electricity and water supply companies.
- The specifications on the rating plate
- Technical specifications

Installation site

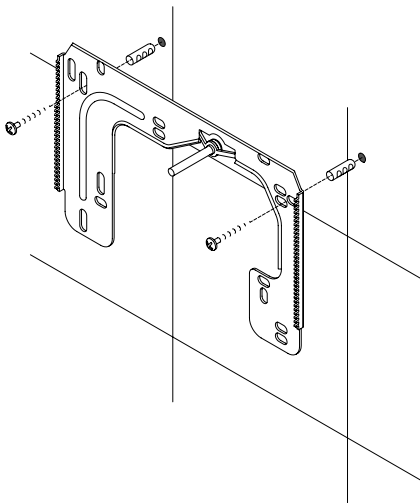
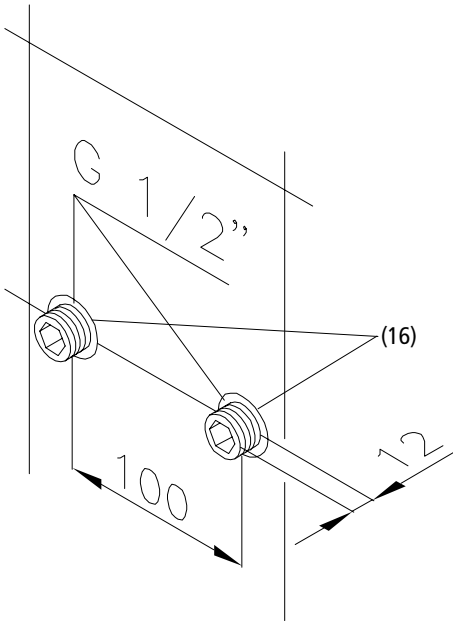
- Appliance must only be installed in frost-free rooms. Never expose appliance to frost.
- The Appliance must be wall mounted and has to be installed with water connectors downward.
- The appliance complies with protection type IP25 and may therefore be installed in protection zone 1 according to VDE 0100 part 701.
- In order to avoid thermal losses, the distance between the instantaneous water heater and the tapping point should be as small as possible.
- For maintenance work, a shut-off valve should be installed in the supplyline. The appliance must be accessible for maintenance work.
- Copper or steel connecting pipes may be used. Plastic pipes may only be used if they conform to DIN 16893, Series 2. The hot water pipes must be thermally insulated.
- The specific resistance of the water must be at least 1100 Ω cm at 15°C. The specific resistance can be asked for with your water distribution company.

8. Installation

Installing the wall bracket

If you install the instantaneous water heater DCX instead of a conventional instantaneous water heater, there is generally no need to drill holes for the wall holder. In this case, you only need to screw in the double nipples (16) as described in 2. and to secure the wall bracket.

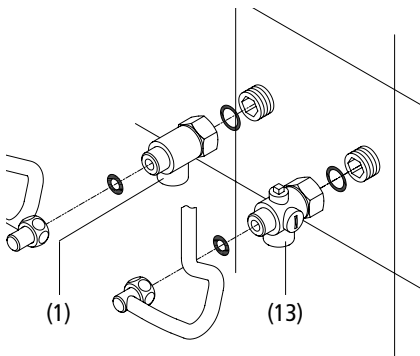
1. Thoroughly rinse the water supply pipes before installation to remove soiling from the pipes.
2. Using a 12 mm hexagon socket screw key, screw the screw-in nipples into the wall connections. After tightening, the double nipples must protrude by 12 mm.
3. Hold the included mounting template on the wall and align it so that the holes in the template fit over the connections. Mark the drill holes according to the template and drill them using a 6 mm drill. Insert the included dowels and screw in the wall bracket.
4. Offset tiling or uneven surfaces can be compensated by up to 30 mm with the aid of the spacers supplied. The spacers are fitted between the wall and wall bracket.



8. Installation

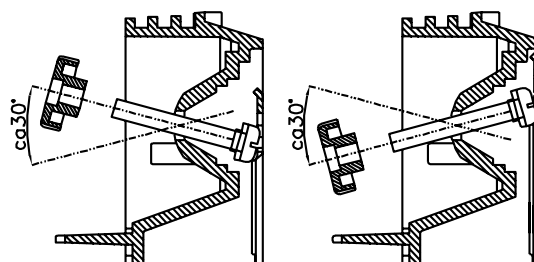
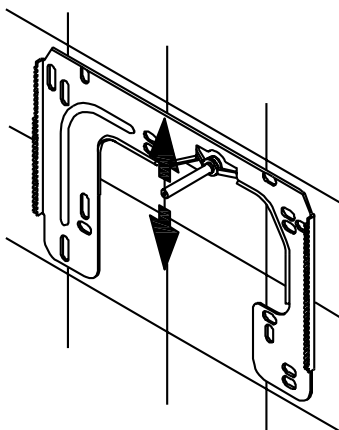
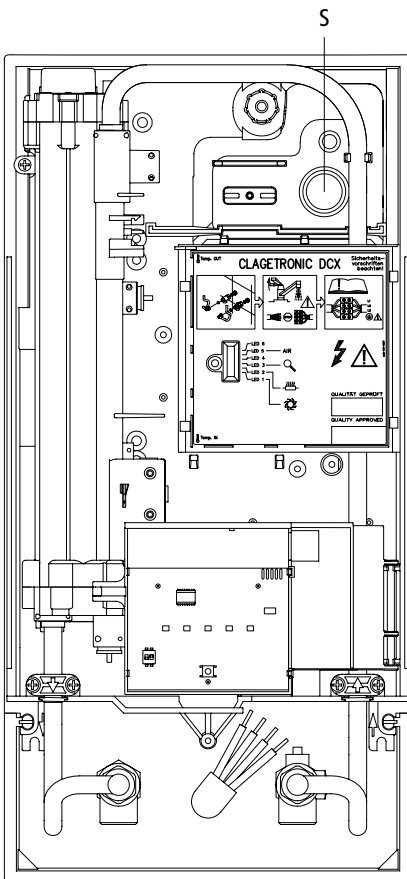
Installing connection pieces

1. As shown in the illustration, screw the cold water connection piece (13) with the union nut and the 1/2" seal onto the cold water connection.
2. Screw the hot water connection piece (1) with the union nut and the 1/2" seal onto the hot water connection.



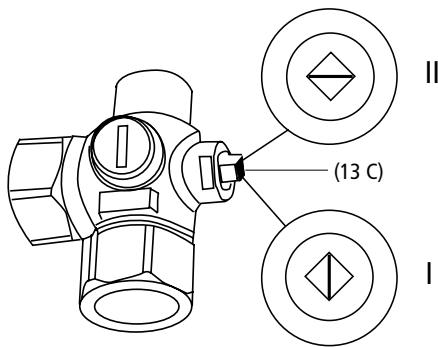
Installing the appliance

1. To open the appliance hood, take off the faceplate and unscrew the main hood screw.
 - When replacing an appliance, the electrical power supply cable may be connected in the upper part. Only in such case, follow the instructions under "Electrical connection from above".
2. Place the appliance on the heater bracket so that the threaded rod of the wall bracket fits in the provided hole of the appliance. If necessary, slight corrections are possible by carefully bending the threaded rod of the wall bracket. However, it must be possible to screw on the water connection pipes of the appliance without applying force.
3. Screw the two 3/8" union nuts of the appliance's water connection pipes, each with the 3/8" seal, onto the fittings.

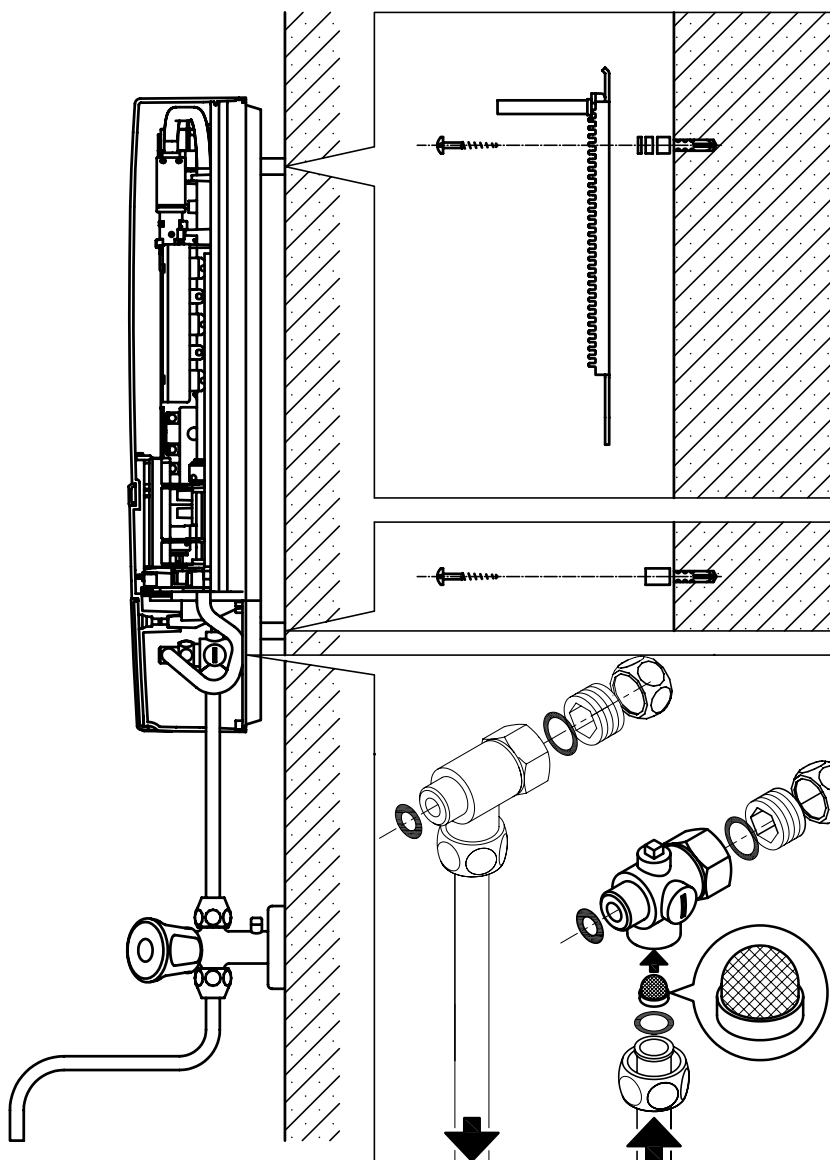


8. Installation

4. Screw the plastic knurled nut onto the threaded rod of the wall bracket.
5. Open the water supply line to the unit and slowly open the shut-off valve (13c) in the cold water connection piece (13) (Pos.I). Check all connections for leaks.
6. Next, open and close the hot water tapping valve several times until no more air emerges from the line and all air has been eliminated from the instantaneous water heater.



9. Direct connection



For direct connection, the two 1/2" screw-in nipples (16) and the 1/2" seals must be screwed into the 1/2" union nuts of the hot-water (1) and cold-water (13) connectors. The two 1/2" caps of the side outlets of the hot-water and cold-water connectors must be removed and screwed onto the open end of the screw-in nipples. The hot-water and cold-water connectors must then be screwed into the 3/8" union nut of the appliance and delivery pipe, together with the 3/8" seals.

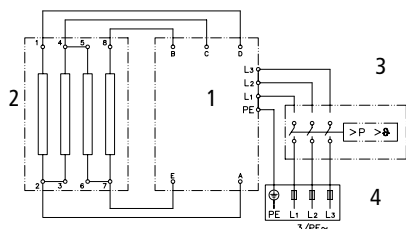
For direct connection, it is advisable to mount the appliance at a distance as illustrated alongside, using the spacer sleeves supplied. It should therefore be noted that the two fixing holes near the lower pipe connections are also used.

The flared end of the pipes must be screwed into the 1/2" side outlets of the hot-water and cold-water connectors with 1/2" union nuts and 1/2" seals. The holes required for the pipes must then be broken out of the housing with the aid of a blunt implement.

In case of direct connection please note: Put the strainer into the cold water connection!

10. Electrical connection (only by a specialist)

Wiring diagram



- 1 Electronic circuitry
- 2 Heating element
- 3 Safety pressure switch and Safety thermal cut-out
- 4 Terminal strip

Please observe:

- The installation must comply with current IEC and national local regulations or any particular regulations, specified by the local electricity supply company
- Observe the rating plate and technical specifications
- The unit must be earthed!

Structural prerequisites

- The appliance must be installed via a permanent connection. Heater must be earthed! A maximum cable size of 10 mm² must be observed.
- The electric wiring should not be injured. After mounting, the wiring must not be direct accessible.
- An all-pole disconnecting device (e.g. via fuses) with a contact opening width of at least 3 mm per pole should be provided at the installation end.
- To protect the appliance, a fuse element must be fitted with a tripping current commensurate with the nominal current of the appliance.

Load shedding box / relay

If further three-phase appliances are connected, we recommend the use of CLAGE's prepared load shedding box (art. no. 82260). Alternatively, a load shedding relay (CLAGE art. no. 82250) can be connected to phase conductor L₂.

Depending on local conditions a jitter of the load shedding relay might appear caused by low power consumption of the instantaneous hot water heater (low temperature set point or low water flow rate). In this case it has to be set a higher water temperature or higher water flow rate.

We recommend our heaters DEX and DSX as these heaters have a special operation mode for load shedding relays.

10. Electrical connection (only by a specialist)

Electrical connection from below

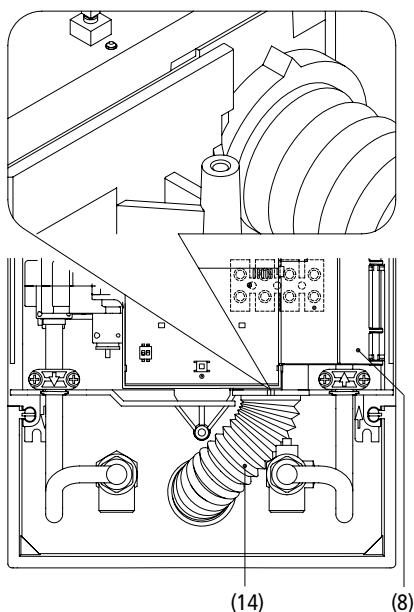
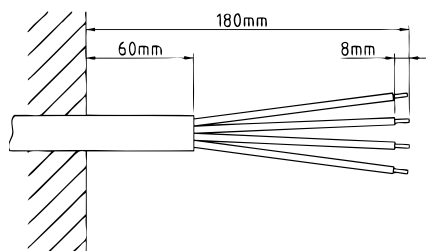
Check that the power supply is switched off prior to electrical connection!



1. Strip approximately 6 cm off the connecting cable above the wall outlet. With the smaller opening ahead, slide the water splash protection sleeve (14) over the connecting cable so that the sleeve is flush with the wall. This prevents any leaking water from coming into contact with the electrical leads. It must not become damaged! The protection sleeve must be used!
2. Open the control panel (8) rightwards.
3. Insulate the cables and plug them in the connecting terminals according to the wiring diagram. The appliance must be earthed.
4. Pull the protective sleeve over the connecting cables until the sleeve fits perfectly in the recess of the intermediate panel. Adjust the water splash protection sleeve as illustrated. Reinsert the front part of the intermediate panel. Reinsert the control panel and lock it on the heating element.
5. Place the hood on the appliance and screw in the fastening screw. After that you can reinsert the faceplate.

Note:

If necessary, the connecting terminal can be displaced to the upper part of the appliance. If you want to do so, please follow the instructions in the next chapter.



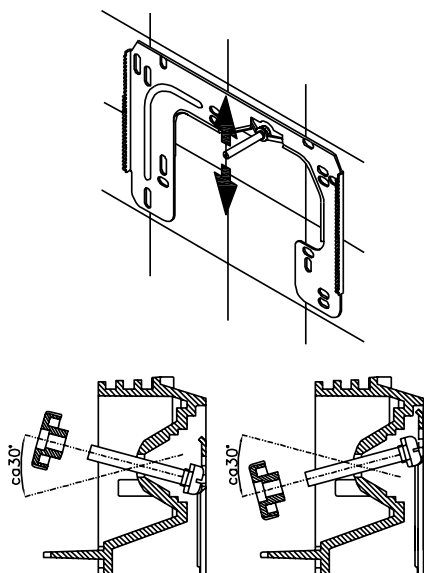
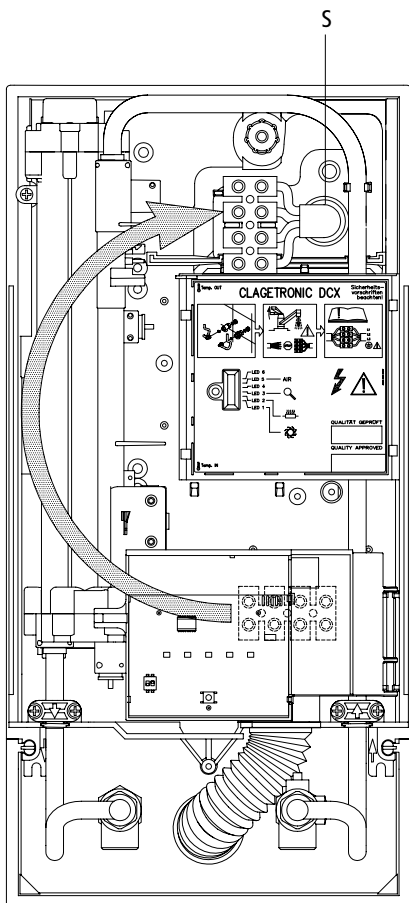
10. Electrical connection (only by a specialist)

Electrical connection from above

Check that the power supply is switched off prior to electrical connection!



1. Open the prepared breaking point (S) in the upper part of the appliance by pressing with a blunt implement (e.g. screwdriver).
2. Slit the grommet (15) to match the cable size. The opening in the grommet should be slightly smaller than the cross-section of the cable in order to ensure optimum protection against water. Fit the grommet into the opening. The protection grommet must be used!
3. Strip the cable roughly 6 cm above the point where it emerges from the wall. Hold the prepared appliance so that you can route the cable into the grommet with the other hand.
4. Place the appliance on the heater bracket (7) so that the threaded rod of the wall bracket fits in the provided hole of the appliance.
5. Unscrew the fastening screw of the connecting terminal. Displace the connecting terminal to the upper foot. Affix the connecting terminal again.
6. Insulate the cables and plug them in the connecting terminals according to the wiring diagram. The appliance must be earthed.
7. Place the hood on the appliance and screw in the fastening screw. After that you can reinsert the faceplate.

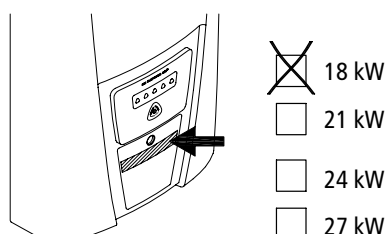
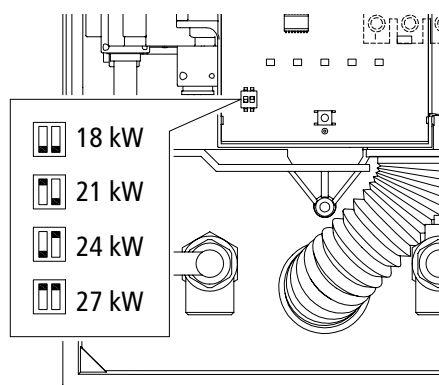
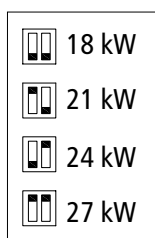


11. Initial operation



Multiple Power System:

The rated capacity (max. power consumption) is 27 kW/400V and can be changed internally to 24 kW, 21 kW or 18 kW.



1. Before making the electrical connection, fill the mains and the appliance with water by carefully opening and closing the hot water tap in order to vent completely. After every draining (e.g. after work on the plumbing system or following repairs to the appliance), the heater must be re-vented in this way before starting it up again.

Note "Selection of power rating"

(only by authorised specialist, otherwise lapse of guarantee). Upon installation of the appliance the maximum power rating can be selected.

The maximum allowable power rating at installation site depends on the local situation. It is imperative to observe all data shown in the table „Technical specifications“, in particular the required cable size and fuse protection for the electrical connection.

Moreover, the electrical installation must comply with the statutory regulations of the respective country and those of the local electricity supply company (Germany: DIN VDE 0100).

2. Switch on the power supply to the appliance.
3. Open the hot water tap.
Check the function of the appliance.
4. Explain the user how the instantaneous water heater works and hand over the operating instructions.
5. Use the online registration on our website or fill in the guarantee registration card and send it to the Central Customer Service.

Multiple Power System

(selection of power rating only by authorised specialist, otherwise lapse of guarantee)

1. Upon delivery, capacity is adjusted at 24 kW, and the DIP-switch is sealed by a sticker. If capacity shall be changed, set the switch accordingly and seal the new adjustment with the enclosed stickers.

Attention:

When replacing old units against new ones, choose one rating higher than before due to European change to a 400 V system.

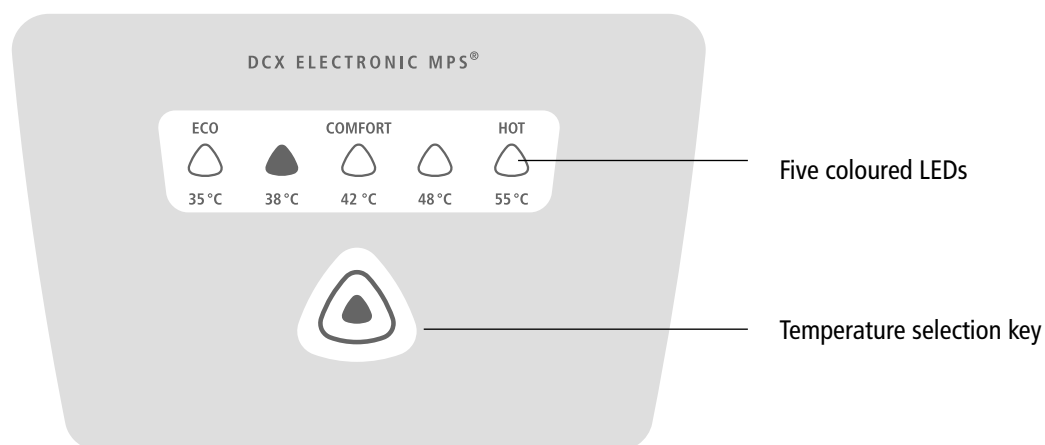
Old appliance		New appliance
18 kW 380 V	→	21 kW 400 V
21 kW 380 V	→	24 kW 400 V
24 kW 380 V	→	27 kW 400 V

After electrical connection please mark with a cross the power rating on the type plate and in the technical specifications.

12. Cleaning and maintenance

- Plastic surfaces and fittings should only be wiped with a damp cloth. Never use abrasive cleaners or solvents.
- For a good water supply, the outlet fittings (jet regulators and shower heads) should be unscrewed and cleaned at regular intervals. Every three years, the electrical and plumbing components should be inspected by an authorised professional in order to ensure proper functioning and operational safety at all times.

13. How to use



Temperature setting

The temperature selection key  allows you to quickly select one of five preset temperatures, that are typical for hot water applications: »Hand wash« 35 °C, »Shower« 38 °C, »Bath tub« 42 °C, »Kitchen« 48 °C und »Cleaning« 55 °C.

Every key press sets the temperature to the next level: 35 °C  38 °C  42 °C  48 °C  55 °C. Pressing the key  once again, starts the cycle all over.

The currently selected temperature is indicated by one of five coloured LEDs.

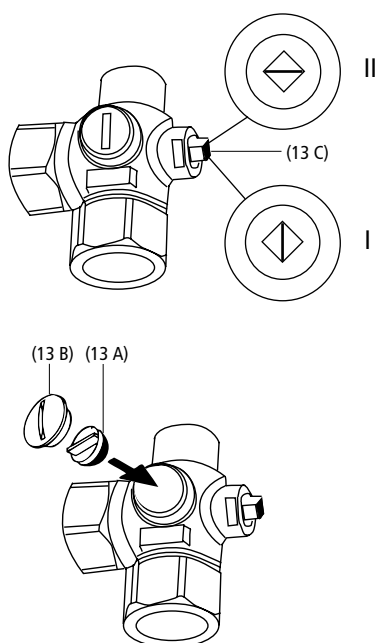
14. Maintenance work

Maintenance work must only be conducted by an authorised professional.

Cleaning and replacing the filter strainer

The cold water connection of the instantaneous water heater DCX is equipped with an integrated shut-off valve and a strainer. Soiling of the strainer may reduce the warm water output. Clean or replace the strainer as follows:

1. De-energize the instantaneous water heater by means of the house fuses and prevent inadvertent reactivation of them.
2. After opening the hood of the unit, close the shut-off valve (13 c) in the cold water connection piece (position II).
3. Unscrew the screw plug (13 b) from the cold water connection piece and take out the strainer (13 a).
4. The strainer can now be cleaned or replaced.
5. After fitting of the strainer tighten the screw plug.
6. Slowly open the shut-off valve in the cold water connection piece (position I).
7. Vent the unit by carefully opening and closing the affiliated warm water tap valve several times until air no longer emerges from the pipe.
8. Fit the hood of the unit. Then reconnect the voltage to the house fuses.



15. Venting after maintenance work

The instantaneous water heater DCX must be vented before using it for the first time. Each time the appliance is emptied (e.g. after work on the plumbing system, if there is a risk of frost or following repair work), the appliance must be re-vented before it is used again.

1. Disconnect the instantaneous water heater from the mains by deactivating the fuses.
2. Unscrew the jet regulator on the outlet fitting and open the cold water tap valve to rinse out the water pipe and avoid contaminating the appliance or the jet regulator.
3. Open and close the hot water tap until no more air emerges from the pipe and all air has been eliminated from the water heater.
4. Only then should you re-connect the power supply to the instantaneous water heater and screw the jet regulator back in.

16. Trouble-shooting and service



Your instantaneous water heater DCX was manufactured conscientiously and checked several times before delivery. Should malfunctions nevertheless occur, it is usually something small. First attempt to switch the house fuses off and on again in order to reset the electronics. Next, try to remedy the problem with reference to the following table. In doing so, you will avoid the unnecessary expense of customer service assistance.

Repairs must only be carried out by authorised professionals.

If a fault in your appliance cannot be rectified with the aid of this table, please contact the Central Customer Service Department at GERMAN POOL. Please have the details of the typeplate at hand.

Problem	Cause	Solution
Water stays cold	Master fuse tripped	Renew or activate fuse
Flow rate of hot water too weak	Outlet fitting dirty or calcified	Clean shower head, jet regulator or sieves
	Fine filter dirty or calcified	Clean fine filter
Selected temperature is not reached	Excessive water flow (winter?)	Reduce water flow rate at the outlet

German Pool Customer Service

Room 2-4, Upper G/F,

Newport Centre,
116 Ma Tau Kok Road, Tokwawan,
Kowloon, Hong Kong

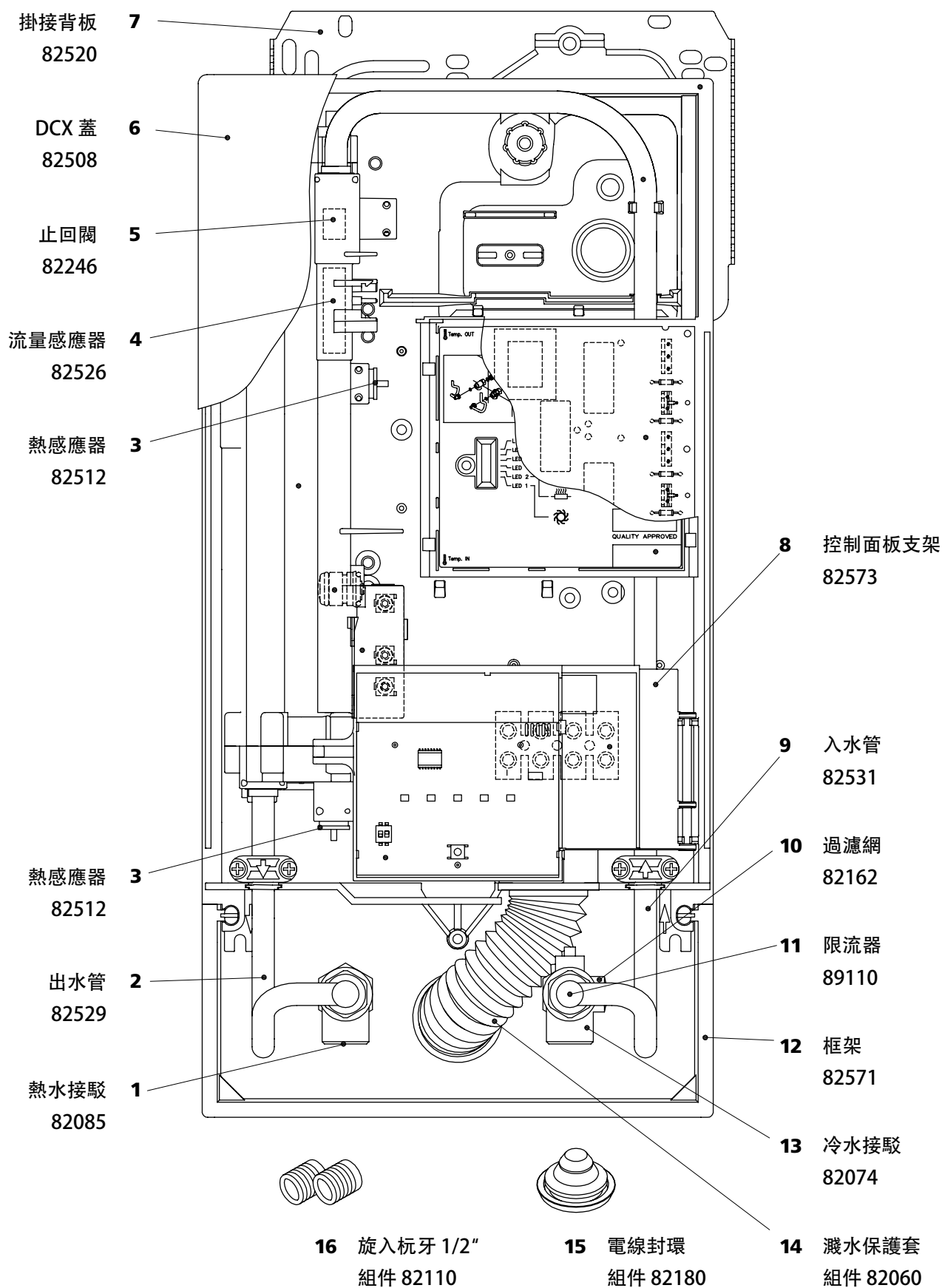
Tel: +852 2333 6249

Fax: +852 2355 7100

Email: info@germanpool.com

1. 概觀圖

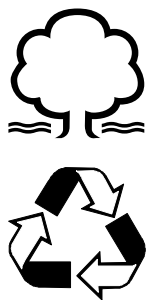
訂購時請註明熱水器型號及機身編號。



2. 內容

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3. 環保及循環再造



德國寶注重環保,選用包裝物料方面亦以環保為原則。

- 包裝物料對保護熱水器免於運送途中受損致為重要。選用的物料為環保可循環再用的紙盒,膠袋亦為可循環再用的PE塑料。
- 塑膠零件如正確分類,可100%循環再用。

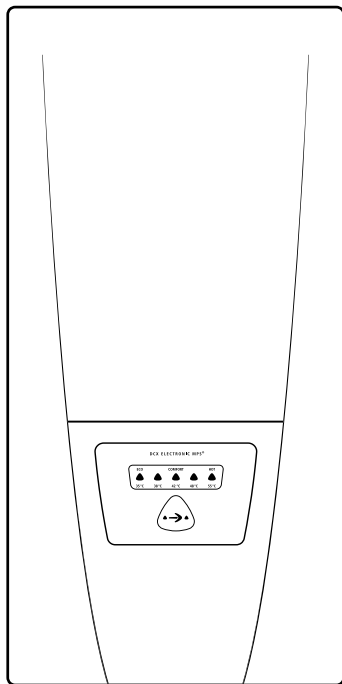


4. 安全守則

僅能由獲得授權的專業人士安裝、初步操作及保養本熱水器，以確保能遵守適用的標準及安裝規定。本公司對未遵照此指定所致損失概不負責。

- 未正確安裝完成之前，切勿使用本熱水器，除非其可依正常的運作順序運作。
- 本熱水器只適宜用於家居用途，及在封閉、不結霜的室內使用，且只可用於加熱自來水，不可搭配預熱的水源使用。
- 切勿將本熱水器置於結霜環境下。
- 本熱水器必須隨時接地。
- 最低特定供水電阻不可低於標籤上所列之數值。
- 最高水壓不得高於標籤上所列之數值。
- 初次試機前及每次需要將熱水器內的儲水排空時(例如：進行供水系統維修或有結霜可能或維修保養)，需依本說明書內之有關指示將熱水器內的空氣排出。
- 在任何情況下，切勿在關掉電源前打開前蓋。
- 切勿對本熱水器(包括熱水器機體、電線或水管)進行任何技術性改動。
- 請注意，高於43 ° C的水會被界定為熱水(對於兒童尤甚)，且可能導致燙傷。熱水器經使用一段時間後，配件和水龍頭的溫度可能非常高。
- 發生故障時，請立即切斷保險絲。如有漏水，應立即關掉冷水水源，並且必須由客戶服務部門或獲授權的專業人員維修。
- 除有負責其安全的人士監督或獲得如何使用本熱水器的指示，否則任何活動能力有限或情緒、神智有問題的人士均不可使用本熱水器。必需監督兒童以確保兒童不會玩弄熱水器。

5. 本熱水器簡介



DCX即熱式熱水器是由微電腦控制的抗壓熱水器，可將熱水供應至一個或多個水龍頭。

打開熱水水龍頭時，本即熱式熱水器隨即自動啟動。關上水龍頭時，本熱水器即自動關閉。

其電子控制系統會視入水水溫及流量自動調控耗電量，從而達到設定的出水水溫，最高以熱水器的電力限制為準。

您也可將即熱式熱水器提供的熱水(55 ° C)與水龍頭流出的冷水相混合來確定出水水溫。不過，在即熱式熱水器的螢幕上選擇待使用的相對水溫而不混合水龍頭流出的冷水，既省電又省水。

若入水水溫低且水流量高，則會因熱水器的效能已達上限而無法達到預設的出水水溫。降低水龍頭的水流量即可提高出水水溫。

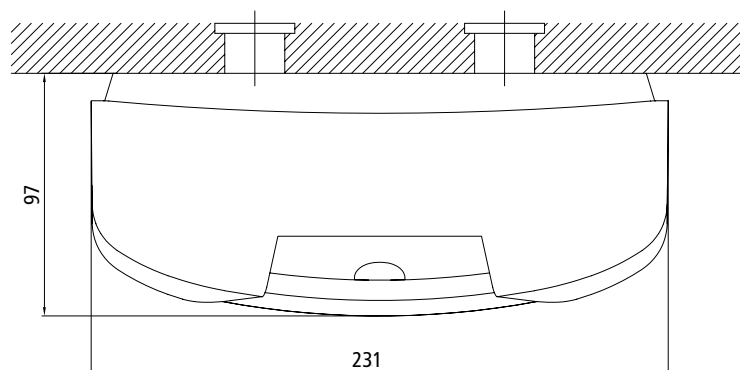
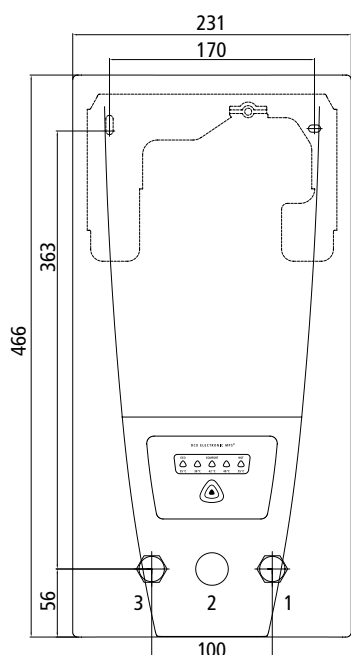
本即熱式熱水器可與電子式即熱式熱水器專用的外接減載繼電器搭配使用，或是與特製的減載盒搭配使用，以使本熱水器與機電式炊具一同運作(請參閱安裝指示)。建議使用本公司的DEX與DSX熱水器，因為這些熱水器具有特殊的操作模式可供減載繼電器使用。

6. 規格

型號	DCX			
編號	3200-34217			
額定功率/額定電流	16.2 kW..27 kW (25 A..39 A)			
選擇功率/電流	16.2 – 19.4 kW (25..27 A) ☐	19.0 – 22.6 kW (29..30 A) ☐	21.6 – 25.8 kW (33..36 A) ☐	24.4 – 27.0 kW (37..39 A) ☐
接駁電源	3/PE 380..415 V AC			3/PE 400 V AC
最低電線尺寸要求	4.0 mm ²	4.0 mm ²	6.0 ¹⁾ mm ²	6.0 mm ²
最大熱水量(公升/分)				
Δt = 28K	9.2	10.7	12.3	13.8
Δt = 38K	6.8	7.9	9.0	10.2
額定容量	0.4 l			
類型	額定壓力1 MPa (10 bar)			
加熱系統	裸露電阻絲加熱系統IES®			
要求來水電阻@15 ° C 導電性能	≥ 1100 Ωcm ≤ 90 mS/m			
入水水溫	≤ 30 ° C			
要求最低流量-最高流量	2.5 – 8.0 l/min ²⁾			
壓力損失	0.2 bar, 2.5 l/min; 1.3 bar, 9.0 l/min ³⁾			
溫度選擇	35 ° C – 38 ° C – 42 ° C – 48 ° C – 55 ° C			
水管接駁	G 1/2			
重量(入水後)	3.65 kg			
VDE防護等級	1			
噪音等級測試認證	PA-IX 6762/l			
防護/安全類別	   IP25 			

1) 更換21 kW/380 V熱水器時，可使用4 mm²的電源線。 2) 水流速率受限，以達最佳升溫效果 3) 無流量調節器

7. 尺寸



8. 安裝



根據國家機關規定，提供噪音行為適用性證明之常規測試證書。

安裝時必需遵守下列指示：

- 當地有關之電線安裝條例及安全標準。
- 電力供應商及水務署之安全條例。
- 標籤上的規格
- 技術規格

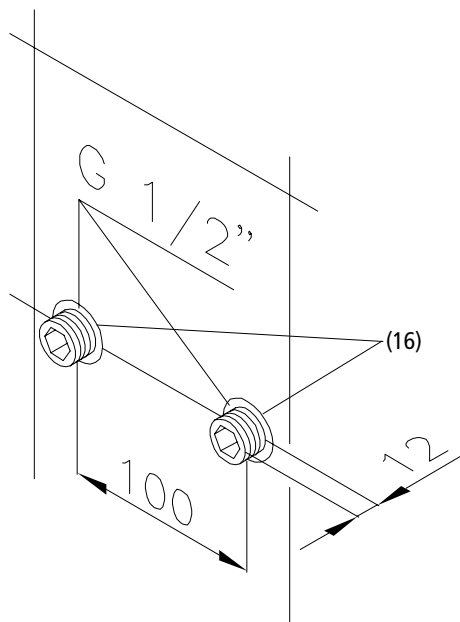
安裝地點

- 安裝地點必須全年都不結霜。
- 此熱水器只可作掛牆式安裝， 出入水接駁喉位向下。
- 熱水器的防護等級為IP25，按照VDE0100 part 701，必須安裝於保護區1內。
- 為避免失溫，應將熱水器安裝於最接近出水位置。
- 為方便保養工作，應在供水喉位置裝上閘掣。
- 可選用銅或鋼喉，如選用膠喉，該膠喉必須符合DIN16893 Series 2規格。熱水喉必須有保溫保護。
- 來水電阻最少應為1100 Ω cm 15 ° C。

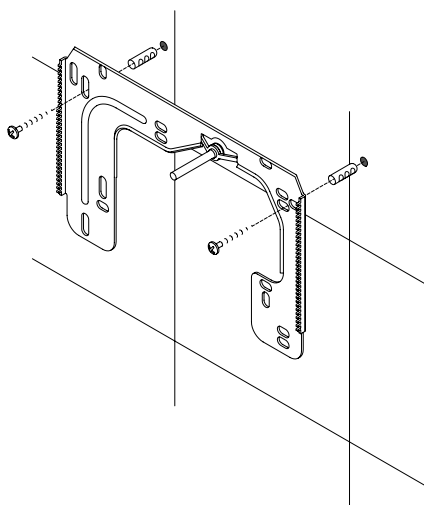
8. 安裝

安裝牆上掛碼

安裝此熱水器並不需要鑽牆裝上牆上掛碼，只需將杭牙如下列2.裝上便可。



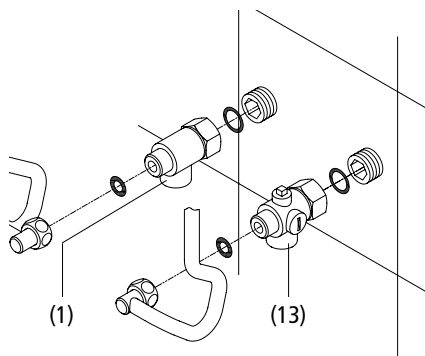
1. 安裝前先清洗供水喉管。
2. 用12mm六角螺絲鎖匙將杭牙(16)旋入牆上接駁位置，旋妥杭牙後，杭牙應外露12mm。
3. 將附上的模板放在牆上適當位置以配合冷熱水位置。根據模板位置記下鑽孔位置，用6mm鑽咀鑽孔，放入合縫釘旋入掛碼。
4. 可用附上的水平板碼調校牆面不平或傾斜情況達30mm，視乎程度，水平板碼應裝在牆壁與掛碼之間。



8. 安裝

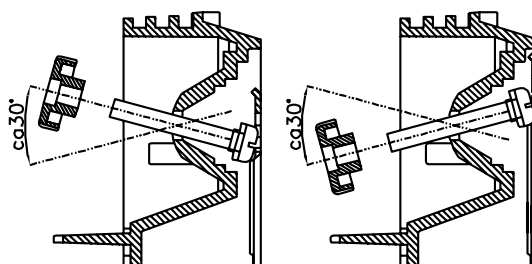
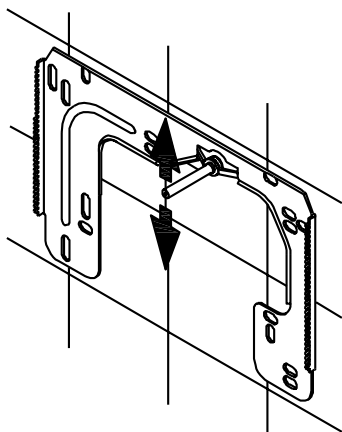
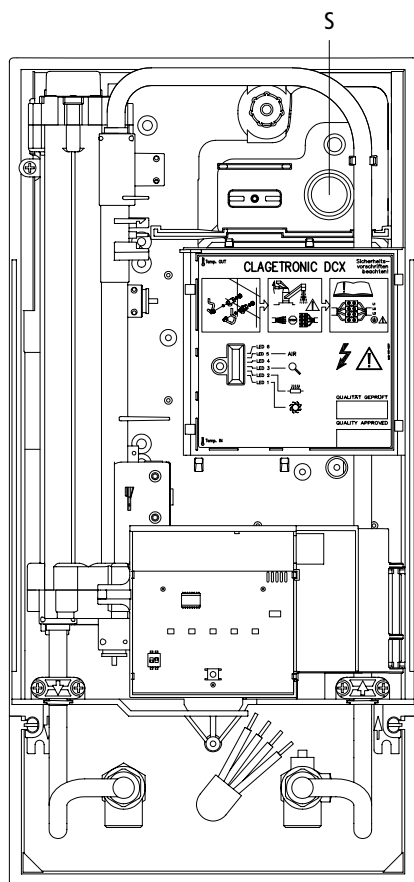
安裝接駁件

1. 如圖所示將緊固螺母密封圈與冷水進水配件連接。
2. 如圖所示將緊固螺母密封圈與熱水出水配件連接。

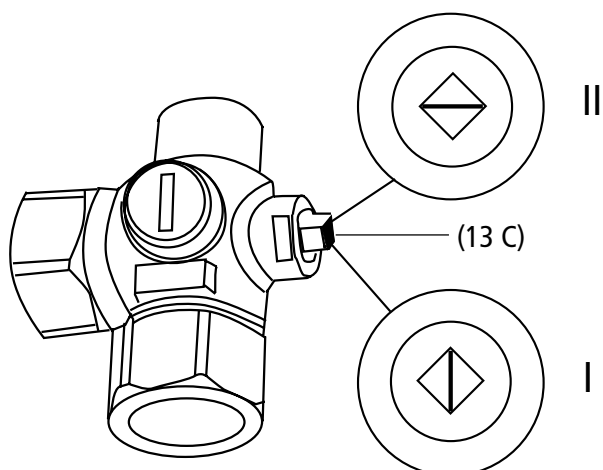


安裝熱水器

1. 若要打開熱水器外蓋，請取下面板，並鬆開主外蓋的螺絲。
 - 更換熱水器時，熱水器的上半部可能仍連接電源線。若為這種情況，請依照「從上方連接電源線」中的指示。
2. 將熱水器掛在掛接背板(8)上，如有需要可略為彎曲出水喉。
3. 將兩個3/8"緊固螺母及3/8"密封圈旋入進出入連接配件內。

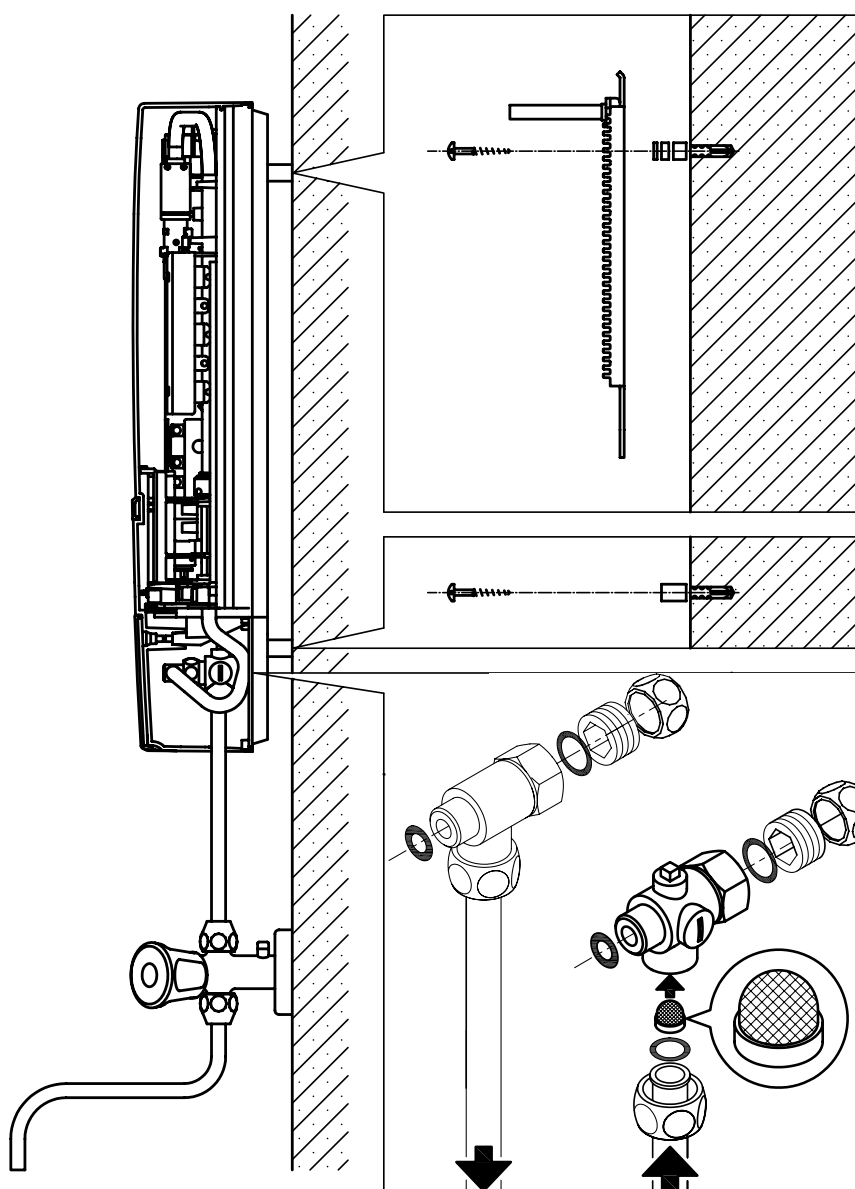


8. 安裝



4. 將膠螺母旋入牆上掛碼螺紋棒上。
5. 打開冷水供水喉，慢慢旋開閘掣 (13 c)，查看有否滲漏。
6. 接着連續打開及關閉熱水龍頭數次將熱水器內的空氣排出。

9. 直接接駁



直接接駁，2個1/2" 杙牙及1/2" 密封圈必需旋入冷熱水接駁件的1/2" 緊固螺母內。取出冷熱水接駁件的1/2" 密封帽，然後旋入杙牙的開放一端。將冷水及熱水的接連配件旋入熱水器機身及送水管的3/8" 緊固螺母及3/8" 密封圈。

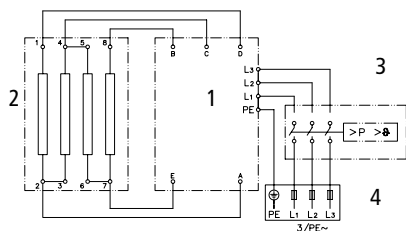
直接接駁安裝，應利用附上的水平板，盡量垂直緊貼牆身安裝，可同時利用接駁喉管下半部的固定孔固定位置。

喉管的喇叭接頭必需連1/2" 緊固螺母及1/2" 密封圈旋入冷熱喉的1/2" 接連配件。並在爐底部開孔讓冷熱水喉穿過。

直接接駁時請注意：將沙隔置於冷水入水接駁位！

10. 電線接駁(必須由合格技師負責)

線路圖



1. 電子線路
2. 發熱線
3. 安全限壓制/安全熱切斷器
4. 線排

請注意

- 必須按當地的電線安全標準安裝。
- 參照標籤上註明的技術規格。
- 熱水器必須接駁地線。

結構要求

- 必須透過永久的接駁裝置安裝本熱水器。熱水器必須接地！必須遵守 10 mm² 的電源線尺寸上限。
- 電線不應有任何毀損情形。安裝後，線路不可處於可直接觸及的狀態。
- 安裝端應提供全極點斷電裝置(如透過保險絲)，其每一極點的接觸開口至少有3公釐。
- 為保護本熱水器，應以等同於本熱水器額定電流的跳脫電流裝設保險絲元件。

減載盒/繼電器

若進一步連接三相熱水器，建議使用CLAGE的特製減載盒(貨號82260)。也可將減載繼電器(CLAGE貨號82250)連接到火線L₂。

視當地狀況而定，減載繼電器可能會因即熱式熱水器耗電量過低而跳電(低溫設定點或低水流量)。在這種情況下，就必須設定較高的水溫或較高的水流量。

建議使用本公司的DEX與DSX熱水器，因為這些熱水器具有特殊的操作模式可供減載繼電器使用。

10. 電線接駁(必須由合格技師負責)

底部標準電線接駁

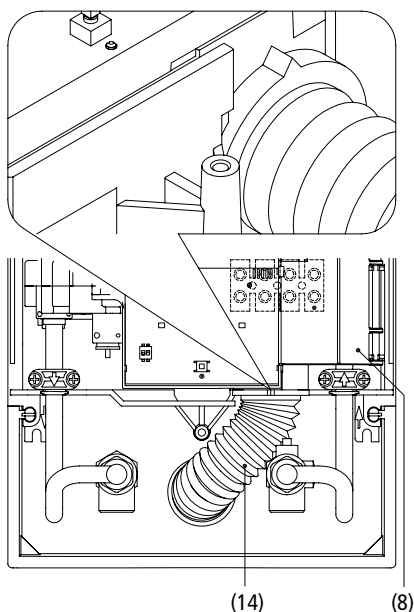
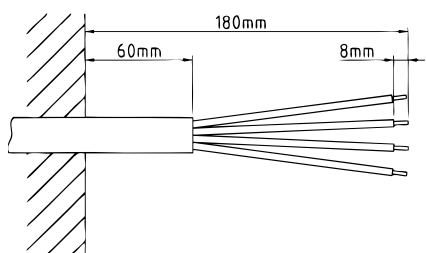
接駁電線前，請必先確定電源已關上。



1. 從牆上插座位預留6cm電線，套入濺水保護套，使保護套與牆身齊平，確保如有漏水也不會沾濕電線。
2. 打開控制板。
3. 按線路圖接上電線，此熱水器必須接駁地線。
4. 將電線的保護套拉上並套入中間層板的凹位，再蓋上中間層板的面板，再用螺絲將電路板蓋面鎖緊。
5. 用螺絲將熱水器面蓋鎖緊。

注意：

如有需要，可將接駁線插改放置於熱水器上半部，如需這樣做，請參照下一部份指示。



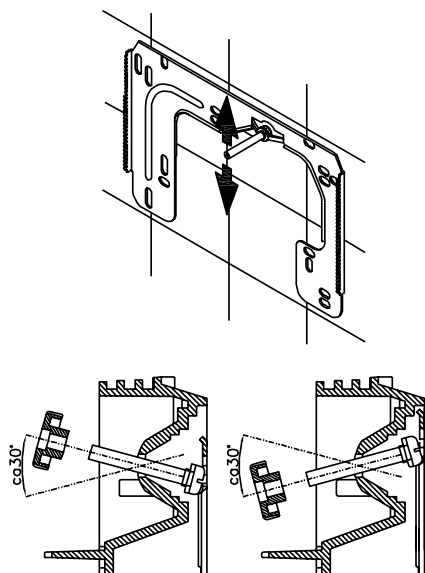
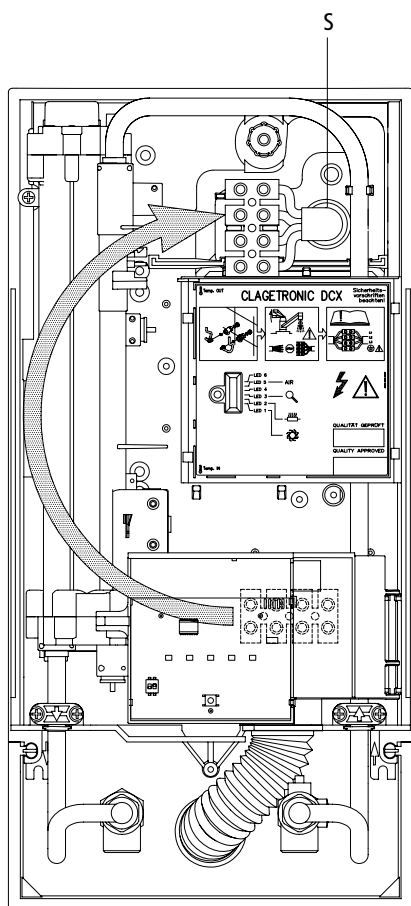
10. 電線接駁(必須由合格技師負責)

上面部份電線接駁

接駁電線前，請必先確定電源已關上。



1. 用工具(例如螺絲批)按壓預先預備的開孔位置(S)。
2. 介開電線位密封膠蓋，介開的面積應略為少於電線的面積以確保最佳的防水性能,將密封膠蓋套入入線孔。
3. 從牆身電線出線位預留約6cm電線，將電線經密封膠蓋穿入熱水器內。
4. 將熱水器掛在背碼上，背碼有螺紋的支柱應套入熱水器的孔內。
5. 旋鬆電線接駁線插的螺絲，將線插移往上部位置，再接駁線插。
6. 按照第23頁的線路圖接駁電線，此熱水器必需接駁地線。
7. 裝回及固定外殼，然後裝回面板。



11. 初步操作

1. 接上電源前，請先將水注入供水喉管及熱水器內：小心開關熱水水龍頭，以將熱水器內的空氣排出。每次將熱水器內的儲水排空後(如進行供水系統維修或熱水器後續維修後)，必須將熱水器內的空氣再次排出，然後再啟動熱水器。

注意「功率選擇」

(僅能由獲授權的專業人員調整，否則保固作廢。)初次接上電源後，選擇最大功率。

最大可容許功率需視乎安裝地點情況而定。務必注意「技術規格表」所提供的資料，特別是電源線尺寸的規定及用於連接電線的保險絲防護裝置。

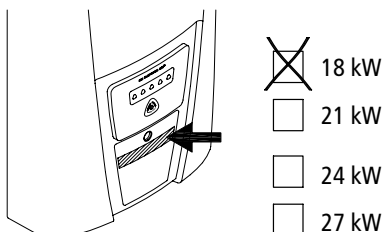
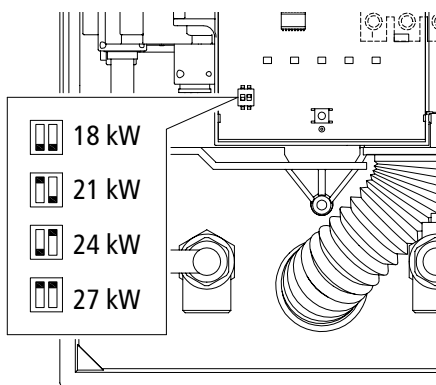
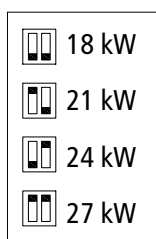
此外，所有電線安裝均須遵照安裝地點所在國家及電力公司的有關法規(德國：DIN VDE 0100)。

2. 開啟熱水器電源。
3. 打開熱水水龍頭。
檢查熱水器的功能。
4. 向使用者說明即熱式熱水器的運作方式，並交付操作指示。
5. 利用線上註冊(本公司網站網址)註冊熱水器，或填寫保證註冊卡，然後將之寄回總公司客服部。



多功率系統

額定功率(最高功率)為27kW/400V及可調校為24kW, 21kW或18kW。



多功率系統

(僅能由獲授權的專業人員選擇功率，否則保固作廢)

1. 交貨時，熱水器效能已調整為24 kW，且DIP開關以貼紙密封。若需變更效能，請相應設定開關，並用隨附的貼紙將新的調整設定密封起來。

注意：

更換新的部件時，請選擇較先前為高的功率(因為歐洲改採400 V系統)。

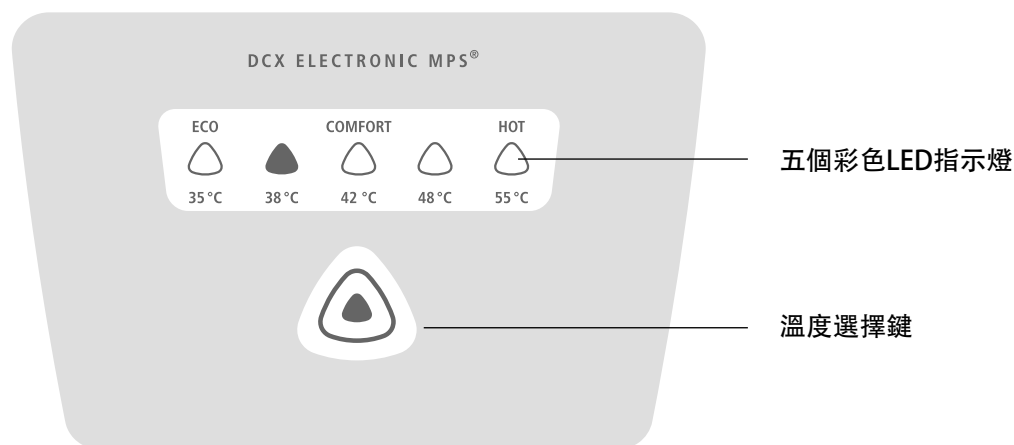
舊型熱水器	新型熱水器
18 kW 380 V	21 kW 400 V
21 kW 380 V	24 kW 400 V
24 kW 380 V	27 kW 400 V

接上電線後，請在面板及技術規格表上的功率上打一個叉。

12. 清潔及保養

- 必須使用濕布清潔塑膠表面及配件，切勿使用腐蝕性清潔劑或溶劑。
- 要供水系統運作良好，需定時清洗出水喉配件，每三年應由合格技師檢查熱水器、電源接駁及水喉配件以確保熱水器性能及操作安全。

13. 使用指示



溫度設定

您可利用溫度選擇鍵  快速選擇熱水器常用的五種預設溫度之一：

「洗手」35°C、「淋浴」38°C、「泡澡」42°C、「廚房」48°C及「清洗」55°C。

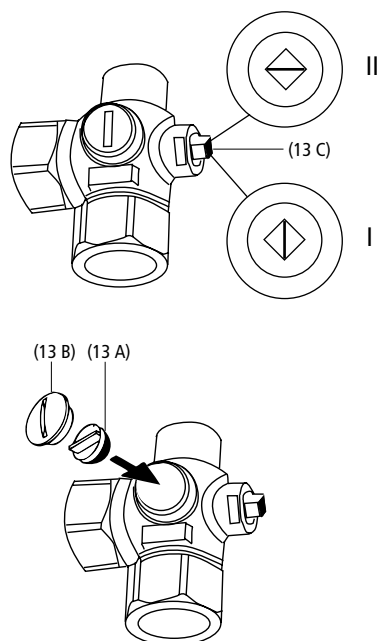
每按一下按鍵即可將溫度設為下一個等級：

35°C  38°C  42°C  48°C  55°C

再按下  鍵，即可重新循環。

本熱水器具有五個彩色LED指示燈，其中一個會亮起以指出目前所選溫度。

14. 保養



必須由合格技師負責保養。

清洗及更換沙隔

DCX熱水器的冷水入水接駁位配備有綜合式的閘制及沙隔，沙隔藏有污垢會減低熱水出水量，必須定時清理或更換：

1. 先關掉電源。
2. 打開面蓋後，關掉冷水入水喉內的閘制(13 c)
3. 旋鬆螺絲塞子(13 b)取出沙隔(13 a)。
4. 沙隔(13 a)可以清洗或更換。
5. 放回沙隔後，旋緊螺絲塞子。
6. 慢慢打開閘制。
7. 開關熱水龍頭數次將熱水器內的空氣排出。
8. 裝回面蓋，再接駁電源。

15. 保養工作後的排氣程序

初次使用即熱式熱水器DCX時，必須先將熱水器內的空氣排出。每次將熱水器內的儲水排空後(如進行供水系統維修、可能結霜或熱水器後續維修後)，必須將熱水器內的空氣再次排出，然後再使用熱水器。

1. 關掉電源總掣。
2. 開啟冷水龍頭清洗水喉以免污染熱水器及水喉配件。
3. 開啓再關閉熱水掣，直至管內不再排出空氣，使熱水器內空氣完全排出。
4. 然後再接駁電源。

16. 故障處理檢查要點



必需由合格技師維修。

如參考列表未能處理有關問題，請聯絡德國寶客戶服務部。

總代理:

德國寶(香港)有限公司

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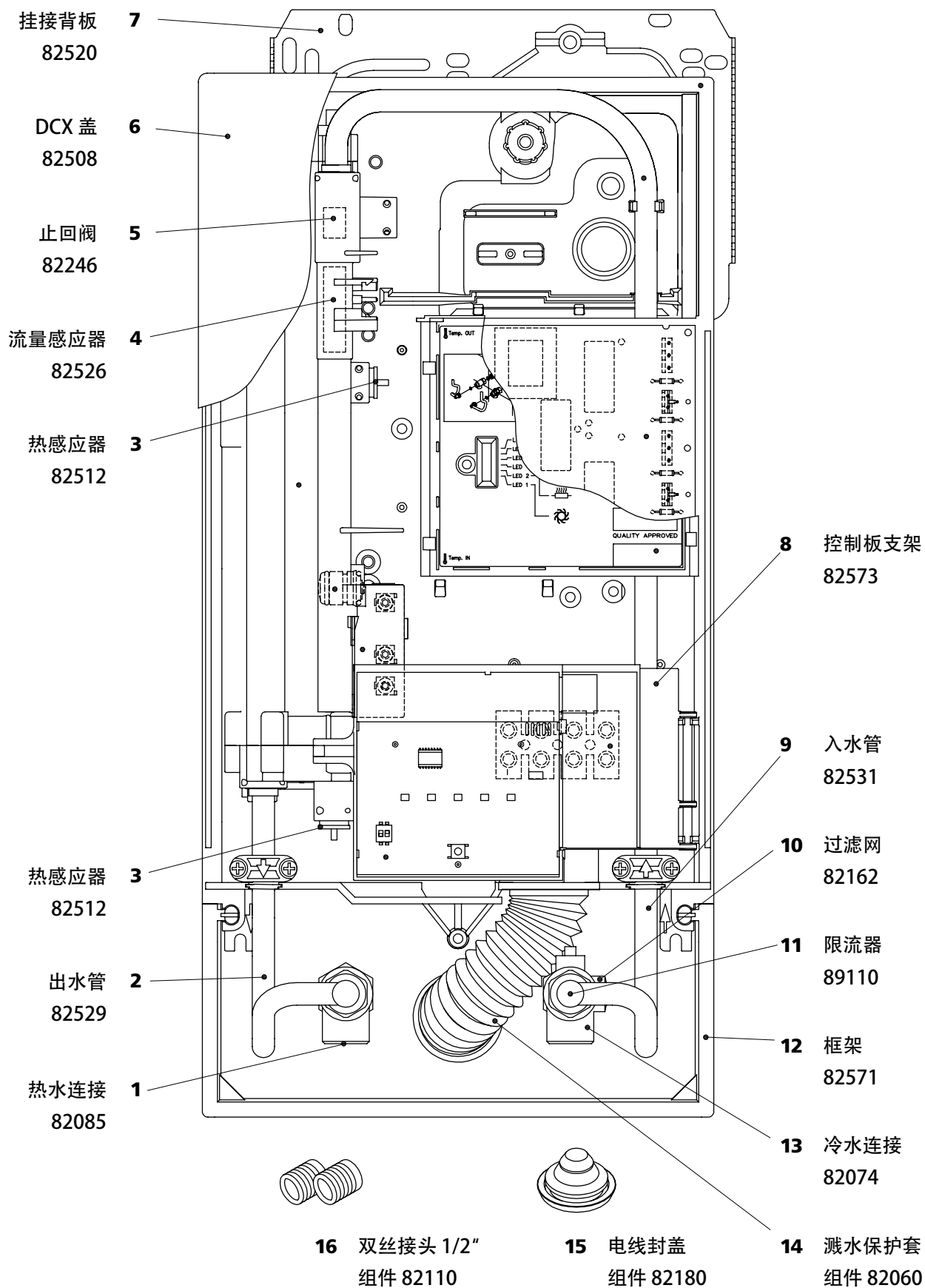
本熱水器出廠前經多次反覆測試，如有故障，一般由小問題引致。

首先可嘗試重新開關電源重設電子設定。其次可參考以下列表措施解決問題，這樣可節省不必要的維修費用。

故障	原因	措施
維持冷水水溫	主保險絲跳脫	更新或啟動保險絲
熱水流量過弱	出水喉管髒污或鈣化	清潔蓮蓬頭、噴水調節器或篩網
	濾網髒污或鈣化	清潔濾網
未達所選溫度	水流流量過大(冬季?)	降低出水口的水流量

1. 概视图

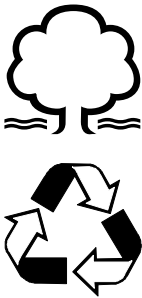
订购时请注明热水器型号及机身编号。



2. 目录

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3. 环保及循环再造



德国宝注重环保,选用包装物料方面亦以环保为原则。

- 包装物料对保护热水器免于运送途中受损致为重要。选用的物料为环保可循环再用的纸盒,胶袋亦为可循环再用的PE塑料。
- 塑料零件如正确分类,可100%循环再用。

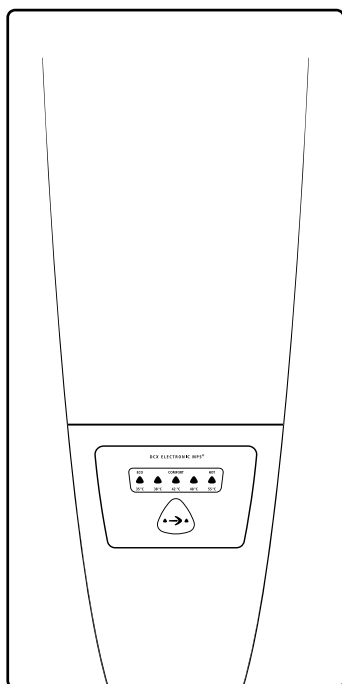


4. 安全守则

必需由获得授权的专业人员对本热水器进行安装、初始操作及保养，以确保符合适用的标准及安装规定。本公司对未遵照此规定所致损失概不负责。

- 未正确安装完成之前，切勿使用本热水器，除非其可依正常的运作顺序运作。
- 本热水器只适宜用于室内不结霜的环境作家居用途，且只可用于加热自来水，不可搭配预热的水源使用。
- 切勿将本热水器置于结霜环境下。
- 本热水器必须随时接地。
- 最低特定来水电阻不可低于标签上所列之数值。
- 最高水压不得高于标签上所列之数值。
- 初次试机前及每次需要将热水器内的储水排空时(例如：进行供水系统维修或有结霜可能或维修保养)，需按本说明书内之有关指示将热水器内的空气排出。
- 任何情况下，在关掉电源前均不可打开前盖。
- 切勿对本热水器(包括热水器机体、电线或水管)进行任何技术性改动。
- 请注意，温度高于43°C的水会被界定为热水(对于儿童尤甚)，且可能导致烫伤。热水器使用一段时间后，配件和水龙头的温度可能非常高。
- 发生故障时，请立即切断保险丝。如有漏水，应立即关掉冷水水源，并且必须由客户服务部门或获授权的专业人员维修。
- 除有负责其安全的人员监督或获得如何使用本热水器的指示，否则任何活动能力有限或情绪、神智有问题的人员均不可使用本热水器。必需监督儿童以确保儿童不会玩弄热水器。

5. 本热水器简介



DCX即热式热水器是由微电脑控制的抗压热水器，可将热水供应至一个或多个水龙头。

打开热水水龙头时，本即热式热水器随即自动启动。关上水龙头时，本热水器即自动关闭。

其电子控制系统会视入水水温及流量自动调控耗电量，从而达到设定的出水水温，最高以热水器的电力限制为准。

您也可将即热式热水器提供的热水(55°C)与水龙头流出的冷水相混合来确定出水水温。不过，在即热式热水器的屏幕上选择待使用的相对水温而不混合水龙头流出的冷水，既省电又省水。

若入水水温低且水流量高，则会因热水器的效能已达上限而无法达到预设的出水水温。降低水龙头的水流量即可提高出水水温。

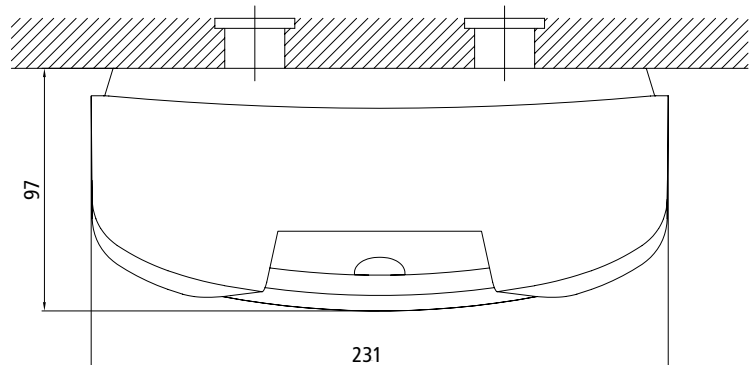
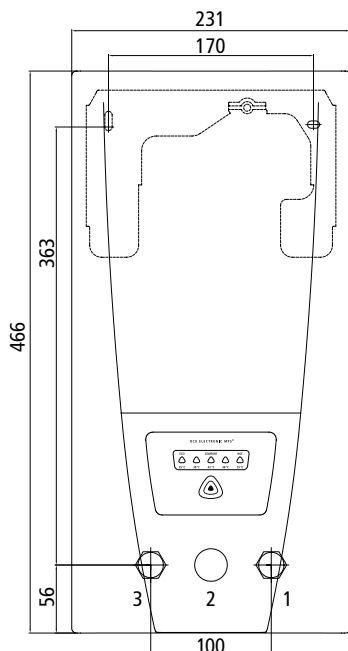
本即热式热水器可与电子即热式热水器专用的外接减载继电器搭配使用，或是与特制的减载盒搭配使用，以使本热水器与机电式炊具一同运作(请参阅安装指示)。建议使用本公司的DEX与DSX热水器，因为这些热水器具有特殊的操作模式可供减载继电器使用。

6. 规格

型号	DCX			
货号	3200-34217			
额定功率/额定电流	16.2 kW..27 kW (25 A..39 A)			
选择功率/电流	16.2 – 19.4 kW (25..27 A) ☐	19.0 – 22.6 kW (29..30 A) ☐	21.6 – 25.8 kW (33..36 A) ☐	24.4 – 27.0 kW (37..39 A) ☐
连接电源	3/PE 380..415 V AC			3/PE 400 V AC
最低电线尺寸要求	4.0 mm ²	4.0 mm ²	6.0 ¹⁾ mm ²	6.0 mm ²
最大热水量(公升/分)				
Δt = 28K	9.2	10.7	12.3	13.8
Δt = 38K	6.8	7.9	9.0	10.2
额定容量	0.4 l			
类型	额定压力1 MPa (10 bar)			
加热系统	裸露电阻丝加热系统IES®			
要求来水电阻@15°C 导电性能	≥ 1100 Ωcm ≤ 90 mS/m			
入水水温	≤ 30 °C			
要求最低流量-最高流量	2.5 – 8.0 l/min ²⁾			
压力损失	0.2 bar, 2.5 l/min; 1.3 bar, 9.0 l/min ³⁾			
温度选择	35 °C – 38 °C – 42 °C – 48 °C – 55 °C			
水管连接	G 1/2			
重量(入水后)	3.65 kg			
VDE防护等级	1			
噪音等级测试认证	PA-IX 6762/l			
防护/安全类别	   IP25 			

1) 更换21kW/380V热水器时, 可使用4mm²的电源线。 2) 水流速率受限, 以达最佳升温效果 3) 无流量调节器

7. 尺寸



8. 安装



根据国家机关规定，提供噪音行为适用性证明之常规测试证书。

安装时必须遵守下列指示：

- 当地有关之电线安装条例及安全标准。
- 电力供应商及自来水公司之安全条例。
- 标牌上的规格
- 技术规格

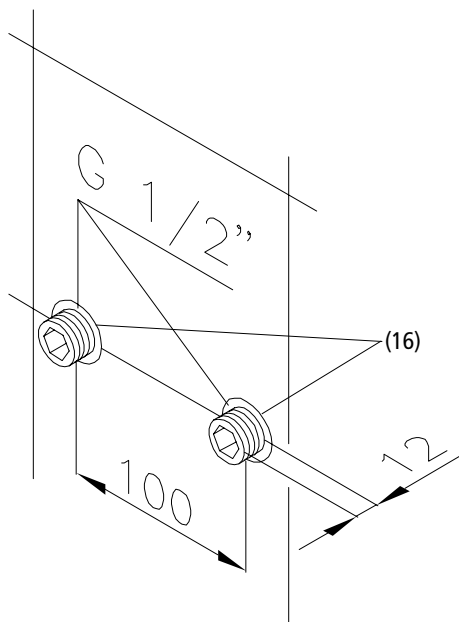
安装地点

- 安装地点必须全年都不结霜。
- 此热水器只可作挂墙式安装， 出入水连接龙头位向下。
- 热水器的防护等级为IP25， 按照VDE0100 part 701， 必须安装于保护区1内。
- 为避免失温， 应将热水器安装于最接近出水位置。
- 为方便保养工作， 应在供水龙头位置装上截止阀。
- 可选用铜或钢龙头， 如选用胶龙头， 该胶龙头必须符合DIN16893 Series 2规格。热水龙头必须有保温保护。
- 来水电阻最少应为1100Ωcm 15°C。

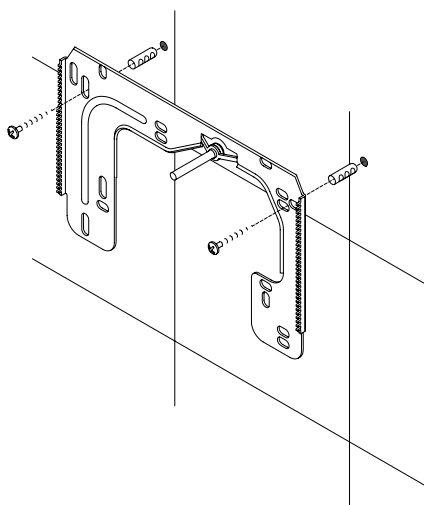
8. 安装

安装挂接背板

安装此热水器不需要钻墙装上挂接背板，只需将双丝接头如下列2.装上便可。



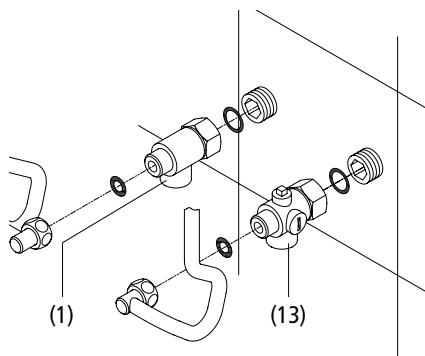
1. 安装前先清洗供水管。
2. 用12mm六角螺丝锁匙将双丝接头(16)旋入墙上连接位置，旋妥双丝接头后，双丝接头应外露12mm。
3. 将附上的模板放在墙上适当位置以配合冷热水位置。根据模板位置记下钻孔位置，用6mm钻头钻孔，放入合缝钉旋入托架。
4. 可用附上的水平板调校墙面不平或倾斜情况达30mm，视乎程度，水平板应装在墙壁与托架之间。



8. 安装

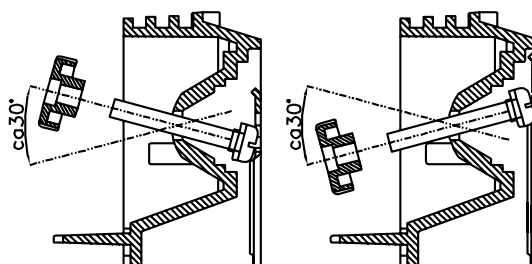
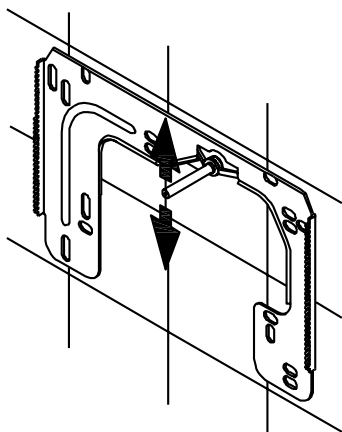
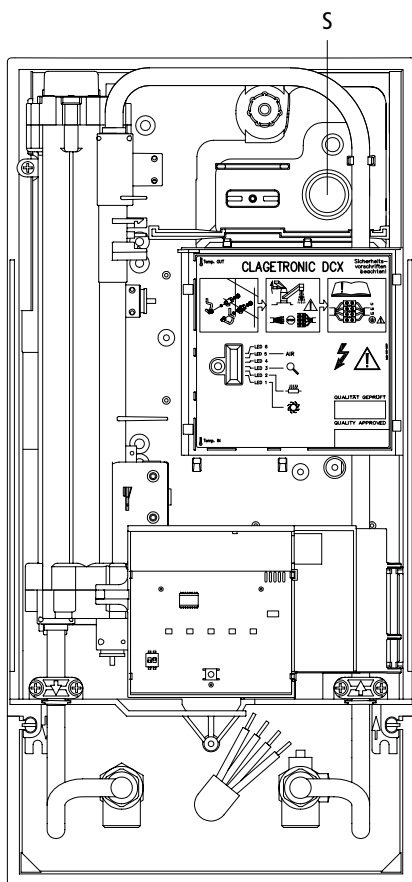
安装连接件

1. 如图所示将紧固螺母密封圈与冷水进水配件连接。
2. 如图所示将紧固螺母密封圈与热水出水配件连接。

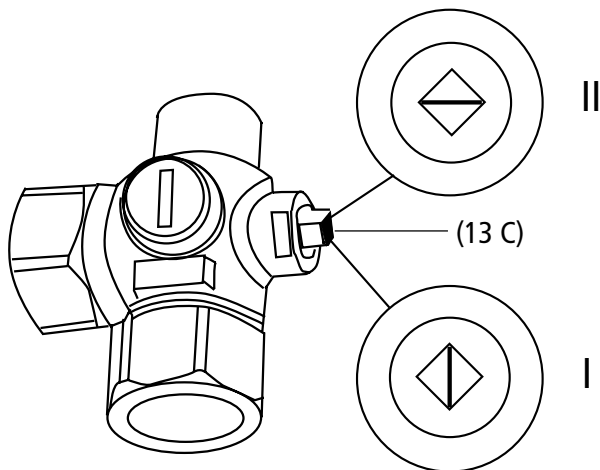


安装热水器

1. 若要打开热水器外盖，请取下面板，并松开主外盖的螺丝。
 - 更换热水器时，热水器的上半部可能仍连接电源线。若为这种情况，请依照「从上方连接电源线」中的指示。
2. 将热水器挂在挂接背板(8)上，如有需要可略为弯曲出水龙头。
3. 将两个3/8"紧固螺母及3/8"密封圈旋入进出连接配件内。

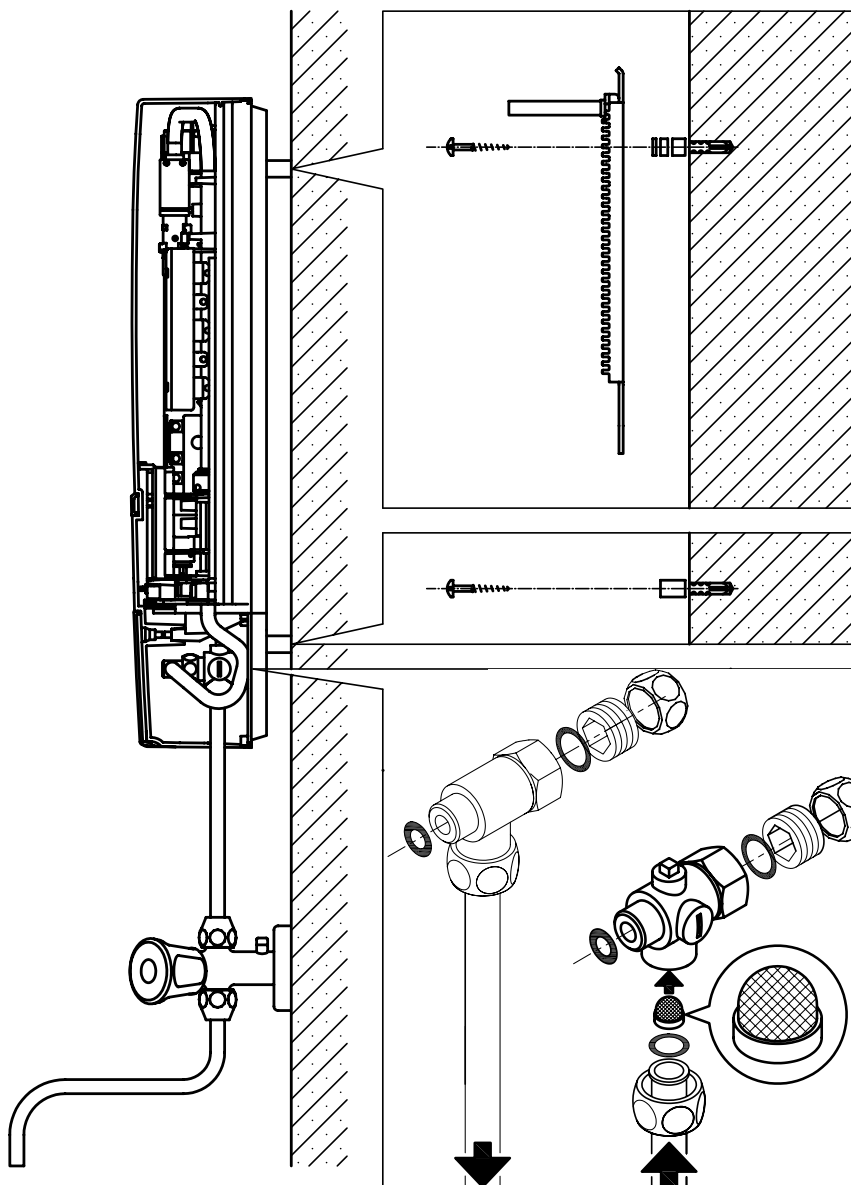


8. 安装



4. 将胶螺母旋入挂接背板螺纹棒上。
5. 打开冷水供水龙头，慢慢旋开截止阀(13 c)，查看有否渗漏。
6. 接着连续打开及关闭热水龙头数次将热水器内的空气排出。

9. 直接连接



直接连接，2个1/2"双丝接头及1/2"密封圈必需旋入冷热水连接件的1/2"紧固螺母内。取出冷热水连接件的1/2"密封帽，然后双丝接头的开放一端。将冷水及热水的接连配件旋入热水器机身及送水管的3/8"紧固螺母及3/8"密封圈。

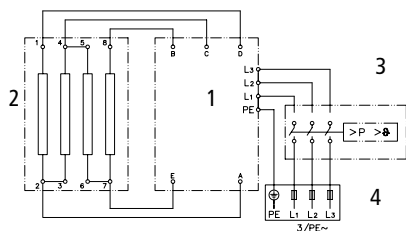
直接连接安装,应利用附上的水平板,尽量垂直紧贴墙身安装,可同时利用连接龙头管下半部的固定孔固定位置。

龙头管的喇叭接头必需连1/2"紧固螺母及1/2"密封圈旋入冷热龙头的1/2"接连配件。并在炉底部开孔让冷热水龙头穿过。

直接连接时请注意：将滤网置于冷水入水连接位！

10. 电线连接(必须由合格技师负责)

线路图



1. 电子线路
2. 发热元件
3. 安全限压开关/安全热切断器
4. 端子板

请注意

- 必须按当地的电线安全标准安装。
- 参照标牌上注明的技术规格。
- 热水器必须连接地线。

结构要求

- 必须通过永久的连接装置安装本热水器。热水器必须接地！必须遵守10mm²的电源线尺寸上限。
- 电线不应有任何毁损情形。安装后，线路不可处于直接可触及的状态。
- 安装端应提供全极式断电装置(如通过保险丝)，各极之间应至少有3mm的距离。
- 为保护本热水器，应以等同于本热水器额定电流的跳闸电流装设保险丝组件。

减载盒/继电器

若进一步连接三相位热水器，建议使用CLAGE的特制减载盒(货号82260)。也可将减载继电器(CLAGE货号82250)连接到火线L₂。

视当地状况而定，减载继电器可能会因即热式热水器耗电量过低而跳电(低温设定点或低水流量)。在这种情况下，就必须设定较高的水温或较高的水流量。

建议使用本公司的DEX与DSX热水器，因为这些热水器具有特殊的操作模式可供减载继电器使用。

10. 电线连接(必须由合格技师负责)

底部标准电线连接

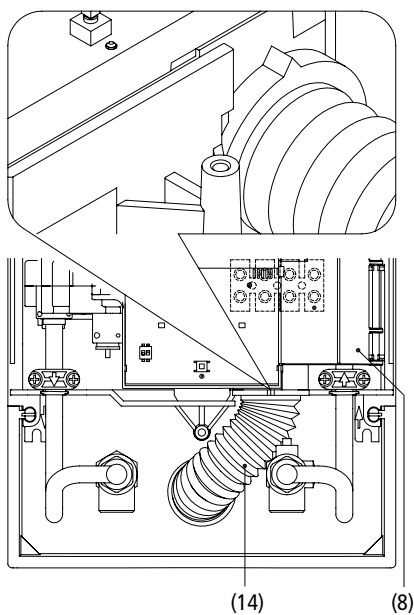
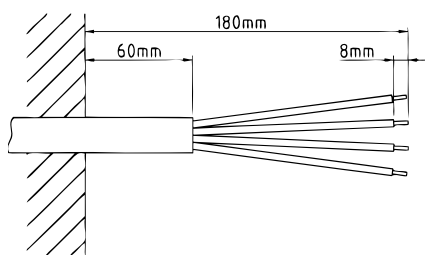
连接电线前，请务必先确定电源已断开。



1. 从墙上插座位预留6cm电线，套入溅水保护套，使保护套与墙身齐平，确保如有漏水也不会沾湿电线。
2. 打开控制板。
3. 按线路图接上电线，此热水器必须连接地线。
4. 将电线的保护套拉上并套入中间层板的凹位，再盖上中间层板的面板，再用螺丝将电路板盖面锁紧。
5. 用螺丝将热水器面盖锁紧。

注意：

如有需要，可将连接端子改放置于热水器上半部，如需这样做，请参照下一部份指示。



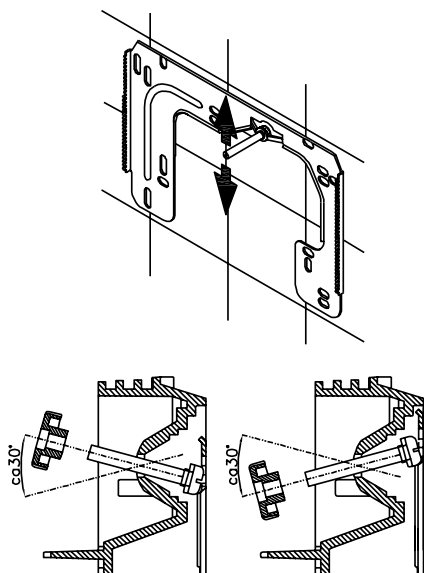
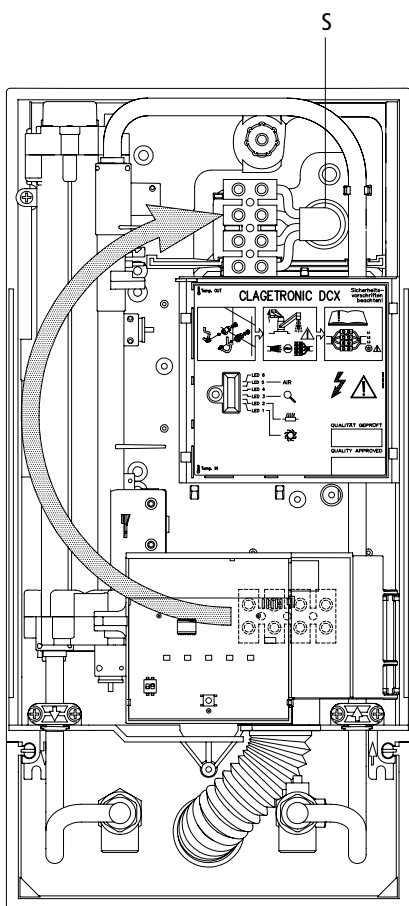
10. 电线连接(必须由合格技师负责)

上面部份电线连接

连接电线前, 请务必确定电源已断开。



1. 用工具(例如螺丝刀)按压预先预备的开孔位置(S)。
2. 割开电线位密封胶盖, 割开的面积应略为少于电线的面积以确保最佳的防水性能, 将密封胶盖套入线孔。
3. 从墙身电线出线位预留约6cm电线, 将电线经密封胶盖穿入热水器内。
4. 将热水器挂在背板上, 背板有螺纹的支柱应套入热水器的孔内。
5. 旋松电线连接端子的螺丝, 将端子移往上部位置, 再连接端子。
6. 按照第23页的线路图连接电线, 此热水器必需连接地线。
7. 装回及固定外壳, 然后装回面板。



11. 初始操作

1. 接上电源前，请先将水注入供水龙头管及热水器内：小心开关热水水龙头，以将热水器内的空气排出。每次将热水器内的储水排空后(如进行供水系统维修或热水器后续维修后)，必须将热水器内的空气再次排出，然后再启动热水器。

注意「功率选择」

(必需由获授权的专业人员调整，否则保证失效。)初次接上电源后，选择最大功率。

最大可容许功率需视乎安装地点情况而定。务必注意「技术规格表」所提供的数据，特别是电源线尺寸的规定及用于连接电线的保险丝防护装置。

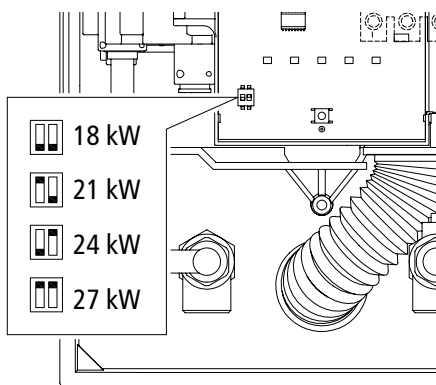
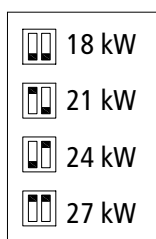
此外，所有电线安装均须遵守安装地点所在国家及电力公司的有关法规(德国：DIN VDE 0100)。

2. 开启热水器电源。
3. 打开热水水龙头。
检查热水器的功能。
4. 向使用者说明即热式热水器的运作方式，并交付操作指示。
5. 利用在线注册(本公司网站网址)注册热水器，或填写保证注册卡，然后将其寄回总公司客服部。



多功率系统

额定功率(最高功率)为27kW/400V及可调校为24kW、21kW或18kW。



多功率系统

(必需由获授权的专业人员选择功率，否则保证失效。)

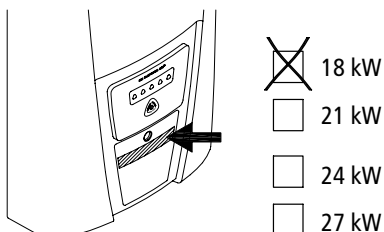
1. 交货时，热水器效能已调整为24kW，且DIP开关以贴纸密封。若需变更效能，请相应设定开关，并用随附的贴纸将新的调整设定密封起来。

注意：

更换新的部件时，请选择较先前为高的功率(因为欧洲改采400V系统)。

旧型热水器		新型热水器
18 kW 380 V	→	21 kW 400 V
21 kW 380 V	→	24 kW 400 V
24 kW 380 V	→	27 kW 400 V

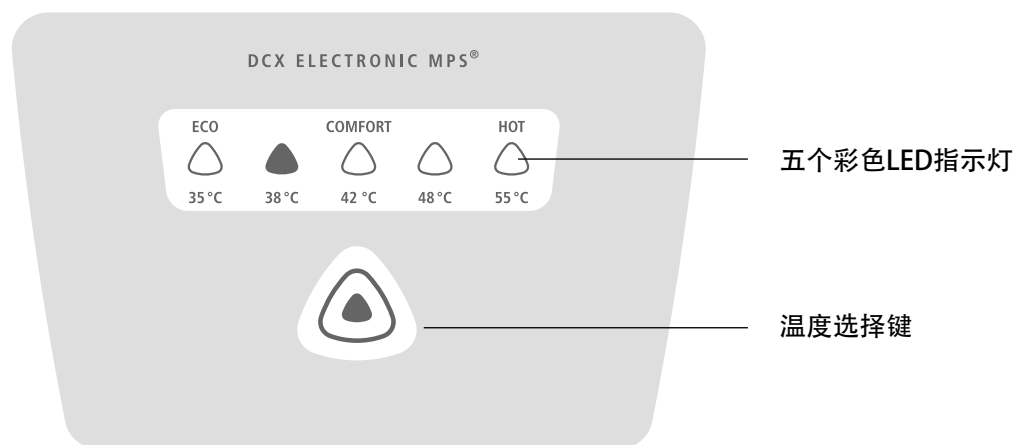
接上电线后，请在面板及技术规格表上的功率上打一个叉。



12. 清洁及保养

- 必须使用湿布清洁塑料表面及配件，切勿使用腐蚀性清洁剂或溶剂。
- 要供水系统运作良好，需定时清洗出水龙头配件，每三年应由合格技师检查热水器、电源连接及水龙头配件，以确保热水器性能及操作安全。

13. 使用指示



温度设定

您可利用温度选择键  快速选择热水器常用的五种预设温度之一：

「洗手」35° C、「淋浴」38° C、「泡澡」42° C、「厨房」48° C及「清洗」55° C。

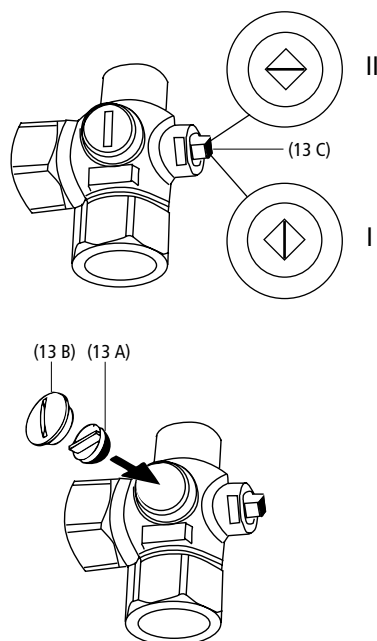
每按一下按键即可将温度设为下一个等级：

35° C  38° C  42° C  48° C  55° C

再按下  键，即可重新循环。

本热水器具有五个彩色LED指示灯，其中一个会亮起以指出目前所选温度。

14. 保养



必须由合格技师负责保养。

清洗及更换滤网

DCX热水器的冷水入水连接位配备有综合式的截止阀及滤网，滤网藏有污垢会减低热水出水量，必须定时清理或更换：

1. 先关掉电源。
2. 打开面盖后,关掉冷水入水龙头内的截止阀(13 c)。
3. 旋松螺丝塞子(13 b)取出滤网(13 a)。
4. 滤网(13 a)可以清洗或更换。
5. 放回滤网后，旋紧螺丝塞子。
6. 慢慢打开截止阀。
7. 开关热水龙头数次将热水器内的空气排出。
8. 装回面盖，再连接电源。

15. 保养工作后的排气程序

初次使用即热式热水器DCX时，必须先将热水器内的空气排出。每次将热水器内的储水排空后(如进行供水系统维修、可能结霜或热水器后续维修后)，必须将热水器内的空气再次排出，然后再使用热水器。

1. 关掉电源总开关。
2. 开启冷水龙头，清洗水龙头以免污染热水器及水龙头配件。
3. 开启再关闭热水开关，直至管内不再排出空气，使热水器内空气完全排出。
4. 然后再连接电源。

16. 故障处理检查要点



必需由合格技师维修。

如参考列表未能处理有关问题，请联络德国宝客户服务部。

总代理：

德国宝(香港)有限公司

香港九龙土瓜湾马头角道116号新宝
工商中心高层地下2-4室

服务部电话：2333 6249

传真：2355 7100

营业部电话：2333 6245

传真：2365 6009

电邮：info@germanpool.com

本热水器出厂前经多次反复测试，如有故障，一般由小问题引致。

首先可尝试重新开关电源重设电子设定。其次可参考以下列表措施解决问题，这样可节省不必要的维修费用。

故障	原因	措施
维持冷水水温	主保险丝跳闸	更新或启动保险丝
热水流量过弱	出水龙头管脏污或水垢固结	清洁花洒头、喷水调节器或筛网
	滤网脏污或水垢固结	清洁滤网
未达所选温度	水流流量过大(冬季?)	降低出水口的水流量

請填妥以下空格並與發票一併保存，以便維修時核對資料。用戶提供本公司之所有資料必須正確無誤，否則免費保用將會無效。
請填妥以下空格并与发票一并保存，以便维修时核对资料。用户提供本公司之所有资料必须正确无误，否则免费保用将会无效。
Please fill out the form below. This information and the purchase invoice will be required for any repairs. Warranty will be invalid if information provided is found to be inaccurate.

型號 | 型号 | Model No. : ☐ DCX

機身號碼 | 机身号码 | Serial No. : _____

購買商號 | 购买商号 | Purchased From : _____

發票號碼 | 发票号码 | Invoice No. : _____

購買日期 | 购买日期 | Purchase Date : _____

保用條例

此保用提供德國寶產品之機件在正常使用下壹年保用(自購買日起計算)。

貴戶須在購機十天內，以下列其中一種方式向本公司登記資料，保用手續方正式生效：

- 1) 填妥本公司網頁內之保用登記表格
www.germanpool.com/warranty
- 2) 填妥保用登記卡，並連同購機發票之副本一併郵寄到客戶服務總部 (本公司將不發還發票副本或登記卡)。

1. 未能出示購買發票正本者，將不獲免費維修服務。

2. 用戶應依照說明書的指示操作。本保用並不包括：

- 任何附件及輔助裝置；
- 因天然與人為意外造成的損壞 (包括運輸及其它)；
- 電源接合不當、不依說明書而錯誤或疏忽使用本機所引致之損壞。

3. 於下列情況下，用戶之保用資格將被取消：

- 購買發票有任何非認可之刪改；
- 產品被用作商業或工業用途；
- 產品經非認可之技術人員改裝或加裝任何配件；
- 機身編號被擅自塗改、破壞或刪除。

4. 如用戶自攜熱水器或部份配件到本公司維修部檢查或維修，本公司將會收取檢查或測試費用。

5. 總代理有權選擇維修或更換配件或其損壞部份。

6. 產品一經被轉讓，其保用即被視作無效。

7. 香港客戶：

保用只在香港、九龍及新界區有效，東涌、愉景灣及離島須額外收取交通費用。

國內客戶：

個別區域或會收取額外交通費用，詳情請致電全國服務熱線查詢。

保用条例

此保用提供德国宝产品的机件在正常使用下壹年保用(自购买日起计算)。

用户须在购机十天內，以下列其中一种方式向本公司登记资料，保用手续方正式生效：

- 1) 填妥本公司网页内的保用登记表
www.germanpool.com/warranty
- 2) 填妥保用登记卡，并连同购机发票的副本一併郵寄到客户服务总部 (本公司将不发还发票副本或登记卡)。

1. 未能出示购买发票正本者，将不获免费维修服务。

2. 用户应依照说明书的指示操作。本保用并不包括：

- 任何附件及辅助装置；
- 因天然或人为意外造成的损坏 (包括运输及其它)；
- 电源接合不当、不依说明书而错误或疏忽使用本机所引致的损坏。

3. 于下列情況下，用户之保用资格将被取消：

- 购买发票有任何非认可的删改；
- 产品被用作商业或工业用途；
- 产品经非认可的技术人员改装或加装任何配件；
- 机身编号被擅自涂改、破坏或删除。

4. 如用户自携热水器或部份配件到本公司维修部检查或维修，本公司将会收取检查或测试费用。

5. 总代理有权选择维修或更换配件或其损坏部份。

6. 产品一旦被转让，其保用即被视作无效。

7. 香港客戶：

保用只在香港、九龍及新界區有效，東涌、愉景灣及離島須額外收取交通費用。

國內客戶：

个别区域或會收取額外交通費用，詳情請致電全國服務熱線查詢。

Warranty Terms & Conditions

Under normal operations, the water heater will receive a 1-year full warranty provided by German Pool (effective starting from the date of purchase).

This warranty is not valid until Customer's registration information is returned to and received by our Service Centre within 10 days of purchase via one of the following methods:

- 1) Visit our website and register online:
www.germanpool.com/warranty
- 2) Complete all fields on the attached Warranty Card and mail it back to our Customer Service Headquarters along with a photocopy of the purchase invoice (Warranty Card and invoice copy will not be returned to Customer)

1. Customer who fails to present original purchase invoice will be disqualified for free warranty.

2. Customer should always follow the operating instructions. This warranty does not apply to:

- any accessories and auxiliary devices;
- damages caused by accidents of any kind (including transport and others);
- operating failures resulted by incorrect voltage, improper operations and unauthorized installations or repairs.

3. This warranty is invalid if:

- purchase invoice is modified by unauthorized party;
- product is used for any commercial or industrial applications;
- product is repaired or modified by unauthorized personnel, or unauthorized parts are installed;
- serial number is modified, damaged or removed from the product.

4. Regardless of warranty status, all walk-in requests for water heater repair or replacement service at our Customer Service Centre are subject to testing and handling charges.

5. German Pool will, in its discretion, repair or replace any defective part.

6. This warranty will be void if there is any transfer of ownership from the original purchaser.

7. Hong Kong: Service area includes Hong Kong Island, Kowloon and New Territories. Repairs in Tung Chung, Discovery Bay or other outlying islands are subject to extra service charges.

Mainland China: Repairs in certain regions are subject to extra service charges. Please call our China Customer Service Hotline for enquiries.

客戶服務部 | 客户服务部 | Customer Service Centre

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香港《S MARK》
安全認證



中國櫥櫃/家電行業
十大影響力品牌



CEO非凡品牌大賞



香港優質商號



香港工商業獎



2007
最具潛質
創建品牌企業獎



香港中小企業
最佳拍檔大獎



香港消費者推崇品牌



香港《Q嘜》
優質服務證書



香港卓越名牌
HONG KONG
PREMIER BRAND

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www.germanpool.com