OSO
HOTWATER

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Wally - W

30 - 50 - 80 - 100 - 120 l.

EN

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

OSO HOTWATER

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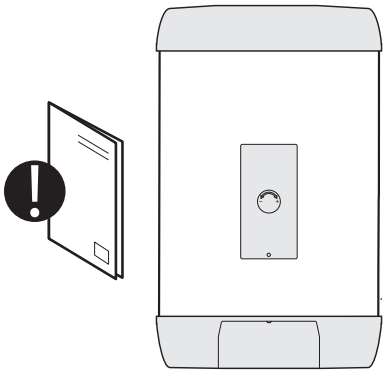
CONTENTS

1. SAFETY INSTRUCTIONS

1.1 General information

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



Symbols used in this manual:

⚠ WARNING	Could cause serious injury or death
⚠ CAUTION	Could cause minor or moderate injury or damage to property
⊘	DO NOT
❗	DO

❗	This document should be kept in a suitable place where it is accessible for future reference.

1.2 Safety instructions for users

⚠ WARNING	
⊘	The overflow from the safety valve must NOT be sealed or plugged.
⊘	The product must NOT be covered over the cover on the front.
⊘	The product must NOT be modified or changed from its original state.
⊘	Fitting an external control unit managing the power supply to the product is NOT allowed without approval from the manufacturer.
⊘	Children must NOT play with the product or go near it without supervision.
❗	The product shall be filled with water before the power is switched on.
❗	Maintenance/settings shall only be carried out by persons over 18 years of age, with sufficient understanding

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

1.3 Safety instructions for installers

⚠ WARNING	
⊘	The overflow from the safety valve must NOT be sealed or plugged.
⊘	Fitting an external control unit managing the power supply to the product is NOT allowed without approval from the manufacturer.
❗	The discharge pipe from any safety device shall be at least one pipe size larger than the nominal outlet size of the safety device (< 9m length). The discharge pipe shall have continuous fall to drain, be uninterruptable and frost-free at all times.
❗	The electrical supply to the heater shall be done in accordance with current local regulations and best practice by a qualified electrician. The product is intended for permanent supply.
❗	The mains cable shall withstand 90°C. A strain reliever must be fitted.
❗	The product shall be filled with water before the power is switched on.
❗	The relevant regulations and standards, and this installation manual, must be followed.

⚠ CAUTION	
❗	The product shall be placed in a room with a floor drain. The manufacturer assumes no responsibility whatsoever if this provision is not followed.
❗	The product shall be properly aligned vertically and horizontally, on a floor or wall suitable for the total weight of the product when in operation. See type plate.
❗	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm under the base plate when wall-mounted.

2. PRODUCT DESCRIPTION

2.1 Product identification

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

OSO products are designed and manufactured in accordance with:

- Pressure vessel standard EN 12897:2016
- Safety standard EN 60335-2-21
- Welding standard EN ISO 3834-2

OSO Hotwater AS is certified for

- Quality ISO 9001
- Environment ISO 14001
- Work environment ISO 45001

2.2 Intended use

The Wally series is designed to supply homes with hot running water. The product is designed for installation on a wall, but can also stand on the floor.

2.3 CE marking

CE

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

The product complies with Directives for:

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

The safety valve(s) used must be CE marked and conform to PED 2014/68/EU.

2.4 Technical data

NRF no.	Product code:	IP class	Capacity persons	Weight kg.	Dia. x Height mm.	Freight vol. m^3	Heating time hours Δt 65°C	Heat loss W
8000461	W 30 - 2kW/1x230V	IP21	1.0	12	ø435 x 542	0.13	1.0	-
8000462	W 50 - 2kW/1x230V	IP21	1.5	16	ø435 x 705	0.17	1.6	-
8000463	W 80 - 2kW/1x230V	IP21	2.0	21	ø435 x 1025	0.24	2.8	-
8000464	W 100 - 2kW/1x230V	IP21	5.0	26	ø435 x 1245	0.25	3.3	-
8000465	W 120 - 2kW/1x230V	IP21	2.5	34	ø435 x 1485	0.31	4.0	-

2.5 ErP data - Technical Data Sheet

Brand	Model-no.	Model name	Tap profile	ErP Rating	Energy eff. %	AEC kWh/a	Thermo-stat set-ting °C	Volume 40°C water
OSO Hotwater AS	11003156	Wally - W 30	S	C	34.2	539	70	52
OSO Hotwater AS	11003157	Wally - W 50	M	C	37.1	1384	70	84
OSO Hotwater AS	11003158	Wally - W 80	M	C	36.4	1411	60	113
OSO Hotwater AS	11003159	Wally - W 100	L	C	38.6	2653	60	142
OSO Hotwater AS	11003160	Wally - W 120	L	C	38.0	2694	60	187
Regulation: 2017/1369/EU - Regulation: EU 812/2013			Directive: 2009/125/EC - Regulation: EU 814/2013					
Efficiency-tested according to standard: EN 50440: 2015								

2.6 Spare parts

NRF no.	Designation	Product description:	Dimension
801 5005	RGK 1"	Element - 2 kW/1x230V - 1-tube - Inc 825	Length 320 mm.
800 0207	TS2	Thermostat - 59T/66T 50-75°C 1-phase long stem	2-pole
801 5155	Mains cable	Cable with 1 x plug 2.5# - 2+earth	Length 3 m.
801 5519	Connecting cable	Internal cable - 2.5# ,180°C / Saga, fork+fork	Length 205 mm
801 3531	FLEX 27	Flexi-hose bend/straight - for CW/HW supply	1/2" x 1/2"
92094	SV-387 FLEX	Safety valve - 9 bar, ø15mm x 1/2" - 1/2" ext. thread overflow	ø15 mm ring clamp

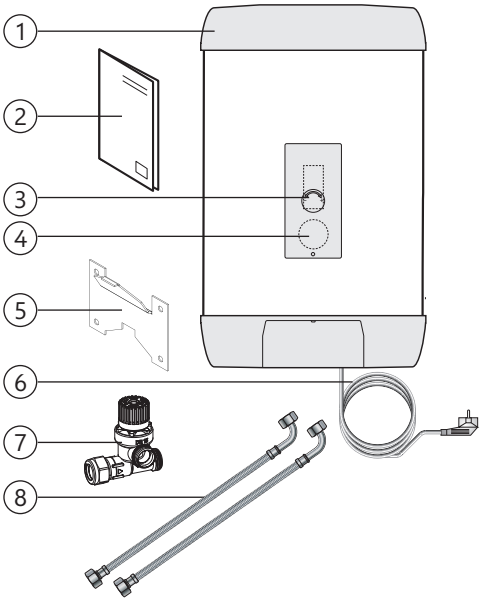
3. INSTALLATION INSTRUCTIONS

3.1 Products covered by these instructions

800 0461 Wally - W 30
800 0462 Wally - W 50
800 0463 Wally - W 80
800 0464 Wally - W 100
800 0465 Wally - W 120

3.2 Included in delivery

Ref no.	Pcs.	Description
1	1	Water heater
2	1	Installation manual (this document)
3	1	Thermostat with ext. temp. adjustment
4	1	Heating element
5	1	Wall bracket
6	1	Mains cable with plug (factory-fitted)
7	1	Safety valve, 9 bar (supplied loose)
8	2	CW/HW flexi-hose - 1/2" x 1/2" pipe thread

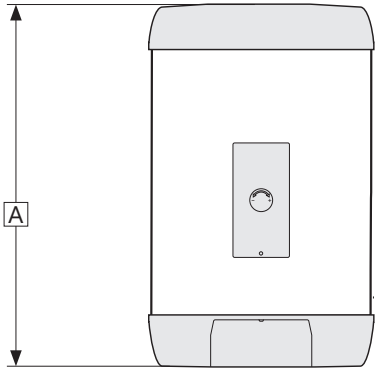


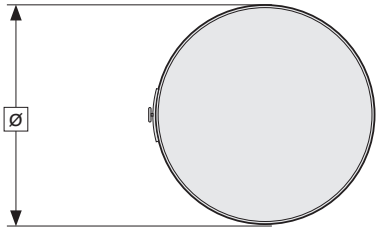
3.3 Product dimensions

All dimensions in mm.

Product.	A	ø
W 30	542	430
W 50	705	430
W 80	1025	430
W 100	1245	430
W 120	1485	430

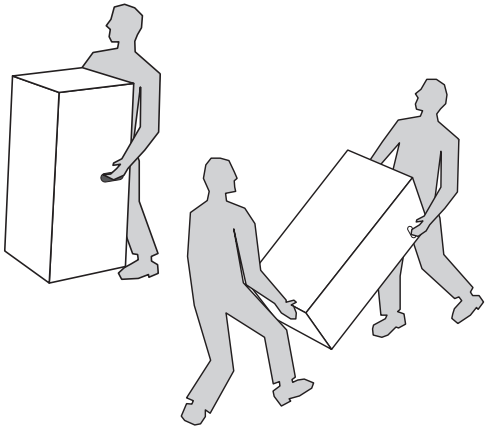
Tolerance +/- 5 mm.





3.3.1 Delivery

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



⚠ CAUTION

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

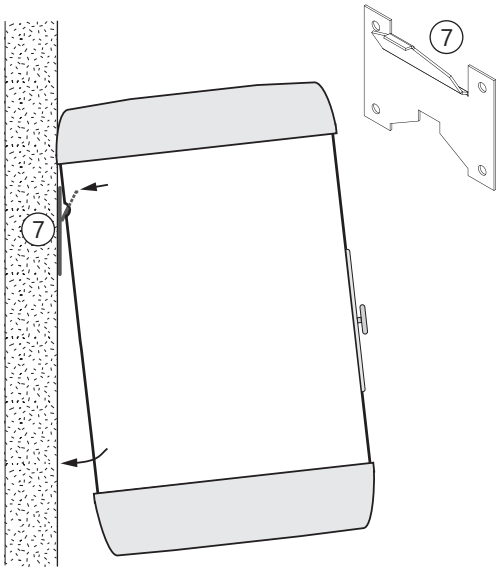
3.3.2 Wall bracket

The product can be mounted on the floor or wall and is supplied with a wall bracket (7) from the factory. Original wall brackets must be used for installation. Check that the floor or wall will withstand the full weight of the product in operation. The minimum distance from ceiling to wall bracket is 25 cm., see section 3.4 and illustration below.

Wooden wall: Bracket should preferably be fixed with four screws to wall beams, at least two vertically above each other in studs/beams. Use 8 mm. French wood screws. For other types of wall, suitable fastening materials must be selected for any given wall design.

Installation of heater on bracket:

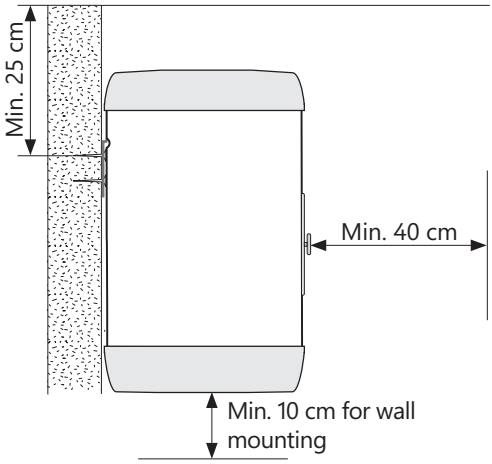
The product should be tilted down slightly on the bracket before turning it against the wall, see illustration. Make sure that the product is lowered all the way down to the bracket and that the back of the product is in full contact with both bracket and wall.



3.4 Requirements for installation location and positioning

⚠ CAUTION	
❗	The product shall be placed in a room with a floor drain. The manufacturer assumes no responsibility whatsoever if this provision is not followed.
❗	The product shall be placed in a dry and permanently frost-free position.
❗	The product shall be fixed to a wall structure suitable for the total weight of the product when in operation.
❗	The minimum distance from the ceiling to the centre of the upper screw hole on the wall bracket is 25 cm. due to the space required for fitting. See diagram below.
❗	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm under the base plate when wall-mounted.
❗	The product shall be easily accessible in the home for servicing and maintenance.

⚠ WARNING
Ensure that the product is lowered completely onto the bracket and that the back of the product is in full contact with both the bracket and the wall.



3.5 Pipe installation

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

Product.	COLD WATER (conn. 1)	HOT WATER (conn. 2)	Overflow (conn. 3)	CW supply (conn. 4)
W 30-120	1/2" ext. pipe thread	1/2" ext. pipe thread	1/2" ext. pipe thread	ø15mm ring clamp / 1/2" pipe thread

3.5.1 Incoming water pressure

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

3.5.2 Fitting the safety valve

The safety valve supplied must be mounted on the cold water supply to the heater. Use the ø15 mm ring clamp connection on the valve (4). Important: The valve has a built-in non-return valve and MUST be mounted with the water flow towards the heater; see arrow on valve (6). The arrow should point to the CW connection to the heater (1).

3.5.3 Fitting cold and hot water hoses and overflow pipes

A) Remove the front and base vanity covers (D) of the product by gently pulling them off. CW and HW hoses (S) are fitted to their respective connections and tightened to the correct torque (see 3.5.4).

B) The HW hose is taken to the hot water connection to the home and tightened (see 3.5.4).

C) The CW hose is connected to the cold water connection to the safety valve (5) and tightened (see 3.5.4).

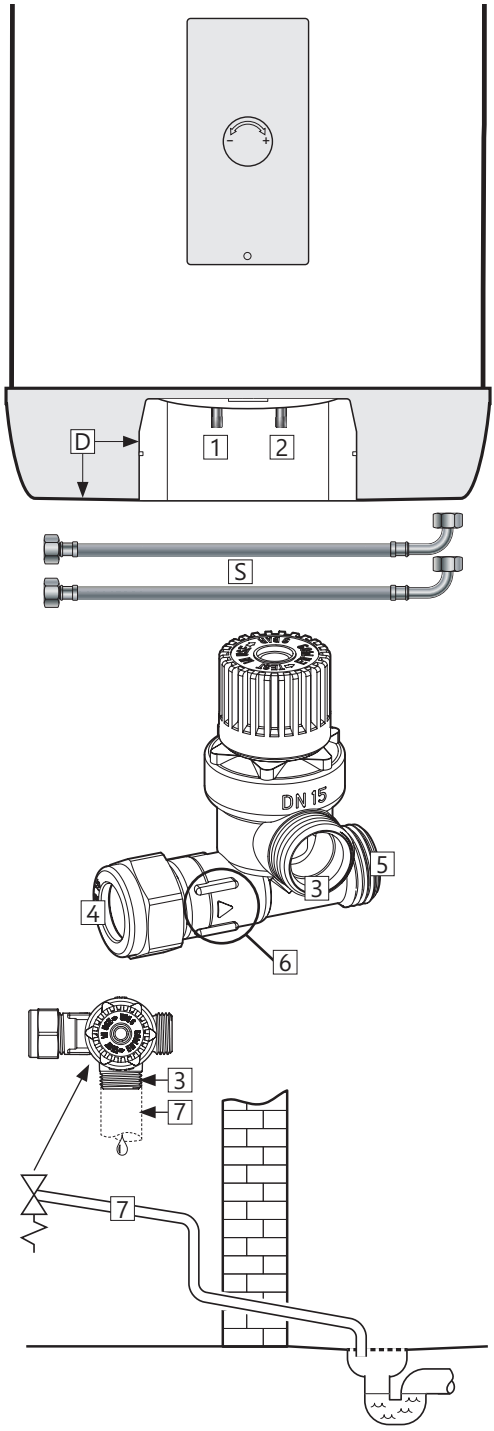
D) Overflow pipe (7) ≥ 18 mm inside run to the overflow on the safety valve (3);

- Connect to 1/2" outside thread.
- Uninterruptable and frost-free with a fall to a suitable drain or gulley.

All pipe connections shall be checked for leaks when water is turned on, and again after approx. 3 months of operation. Then annually. Refit vanity covers (D) before starting up.

3.5.4 Torque settings

Component	Torque
Hose nut on CW/HW connection	20 Nm (+/- 3)
Hose nut to safety valve	20 Nm (+/- 3)



3.5.5 Fitting instructions

⚠ WARNING	
❗	The product shall be filled with water before the power is switched on.
❗	The discharge pipe from any safety device shall be at least one pipe size larger than the nominal outlet size of the safety device (< 9m length). The discharge pipe shall have continuous fall to drain, be uninterruptable and frost-free at all times.

⚠ CAUTION	
❗	The product shall be placed in a room with a drain, in accordance with local rules. Alternatively, fit an automatic stop valve with sensor and overflow from safety valve to drain.
❗	The product shall be properly aligned vertically and horizontally. The product shall be fixed to a wall structure suitable for the total weight of the product when in operation.
❗	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm under the base plate when wall-mounted.

3.5.6 Installation recommendation

RECOMMENDATION	
❗	Min. distance from ceiling to wall bracket is 25 cm to allow space for hanging. See diagram in section 3.4.
-	If a non-return valve or water meter is fitted, a pressure reduction valve and expansion vessel should be fitted to avoid dripping from the safety valve.
-	If the maximum water pressure exceeds 6 bar in a 24-hour period, a reduction valve and expansion vessel shall be fitted.

3.6 Electrical installation

Fixed electric fittings should be used for installation in new homes or when changing an existing electrical setup in accordance with regulations. A mains cable with plug for wall socket can be used when replacing the product without changing the electrical setup. Any fixed electric fittings must be installed by an authorised electrician.
Fitting or retrofitting an external power supply control unit to the product or its power supply must only be performed by an authorized electrician. The control unit must be approved by the product manufacturer.
The relevant standards and regulations must be followed.

3.6.1 Electrical components

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

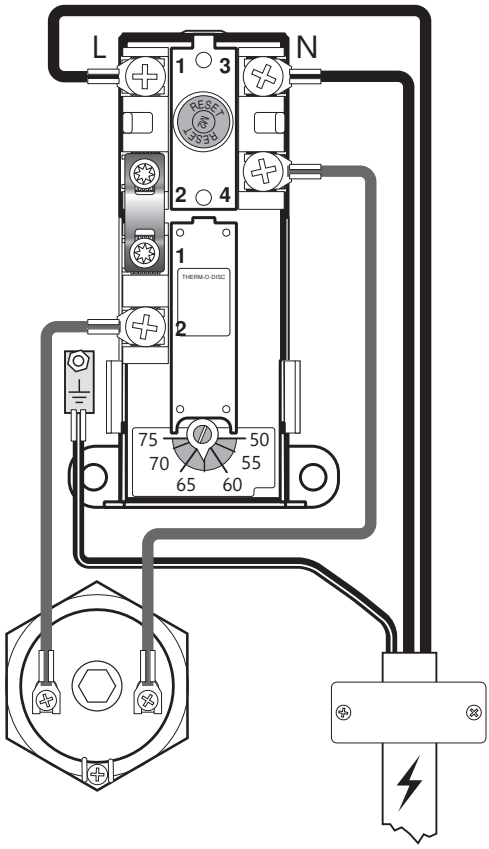
3.6.2 Electrical connections in the junction box

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

A) Live wire (L) is connected to point '1' on the safety thermostat.
B) Neutral wire (N) is connected to point '3' on the safety thermostat.
C) Yellow wire with green stripe ⏚ – Earth – is connected to the earth terminal on the inner tank; see illustration.
D) Internal wires from the element to the thermostat are connected to point '4' on the safety thermostat and point '2' on the working thermostat respectively. See illustration.

3.6.3 Torque settings

Component	Torque
1" heating element	38 Nm (+/- 5)
Thermostat screws	2 Nm (+/- 0.1)
Screw on the element head	2 Nm (+/- 0.1)



Electrical connection, diagram

3.6.4 Fitting instructions

⚠ WARNING	
⊘	Fitting an external control unit managing the power supply to the product is NOT allowed without approval from the manufacturer.
❗	The product shall be filled with water before the power is switched on.
❗	The electrical supply to the heater shall be done in accordance with current local regulations and best practice by a qualified electrician. The product is intended for permanent supply.
❗	The mains cable shall withstand 90°C. A strain reliever must be fitted.

⚠ CAUTION	
❗	The product must have a clearance for servicing of 40 cm in front of the cover / 10 cm under the base plate when wall-mounted.
❗	In case of damage to the mains cable and plug, it shall be replaced with a specially adapted mains cable from the manufacturer.

3.6.5 Fitting recommendation

RECOMMENDATION	
-	The mains cable supplied should be used with fixed electric fittings by removing the plug for the wall socket. (Heat-resistant)
-	Mains cable for wall socket should be laid where it is not exposed to harmful contact.
-	For products with ≤ 2kW capacity, a ≥ 10A fuse / ≥ 1.5# wire shall be used. For products with ≤ 3kW capacity, a ≥ 15A fuse / ≥ 2.5# wire shall be used.

4. INITIAL COMMISSIONING

4.1 Filling with water

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

A) Open a hot tap – leave it open

B) Open the cold water supply to the product.

Check that the water from the open hot water tap is flowing freely, without any air locks.

A) Close hot tap.

4.2 Turning on the power

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

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

4.3 Temperature adjustment of tap water

The outgoing hot water temperature from the product to the taps in the home is mixed automatically. The home is supplied with water that maintains a temperature approx. 10°C lower than the set temperature of the thermostat. For temperature adjustment, see section 5.1.1.

4.4 Control points (min. annual)

A) Check that all pipe connections to/from the product are tight and not leaking.

B) Check that the power supply to the product is not at risk of exposure to mechanical, thermal or chemical damage, and is not connected to a non approved power supply control unit.

C) Check that any overflow pipe from the safety valve overflow (9) is uninterruptable, undamaged and frost-free slopingl to the drain.

D) Check that the product is hanging securely vertically and horizontally.

4.4 Control points (min. annually)

⚠ WARNING
The water temperature in the product is up to 90°C and could cause scalding. Before emptying, a hot tap should be opened to the max. pressure/ temperature for min. 3 minutes.

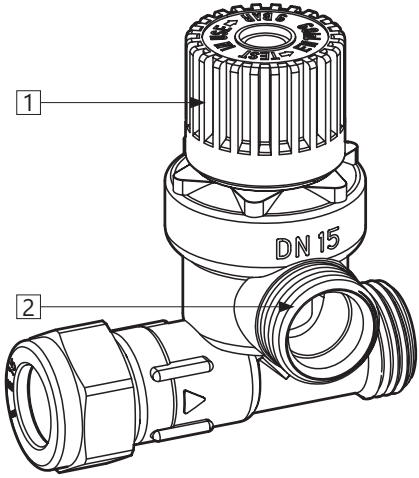
A) Disconnect the power supply.

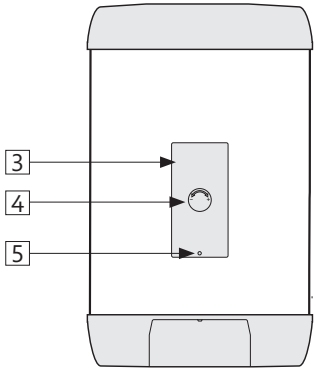
B) Shut off incoming cold water supply.

C) Open a hot water tap to maximum and leave open (prevents a vacuum).

D) Twist the knob on the safety valve (1) approx. 90 degrees counterclockwise to the open position.

The product empties. After emptying, close the safety valve by turning the knob (1) further counterclockwise. Close all open taps.





4.6 Handover to end-user

THE INSTALLER MUST:
Brief the end-user on safety and maintenance instructions.
Brief the end-user on settings and emptying the product.
Hand this installation manual over to the end-user.
Enter contact details on the type plate on the product.

5. USER GUIDE

5.1 Settings

5.1.1 Thermostat setting

The product thermostat is adjustable from 50-75°C. The thermostat should not be set lower than 60°C to prevent bacteria growth. To adjust the temperature, the knob (4) should be used. The knob is connected to the temperature setting (7) on the thermostat:

Adjust the thermostat temperature setting up or down as desired by turning the knob towards plus (+) or minus (-). Knob turned all the way to plus will give approx. 75°C in the heater. Knob turned all the way to minus gives approx. 50°C.

Changing the temperature setting on the thermostat changes the temperature of the water in the tank. Increasing the temperature of the tank will result in a higher available hot water volume.

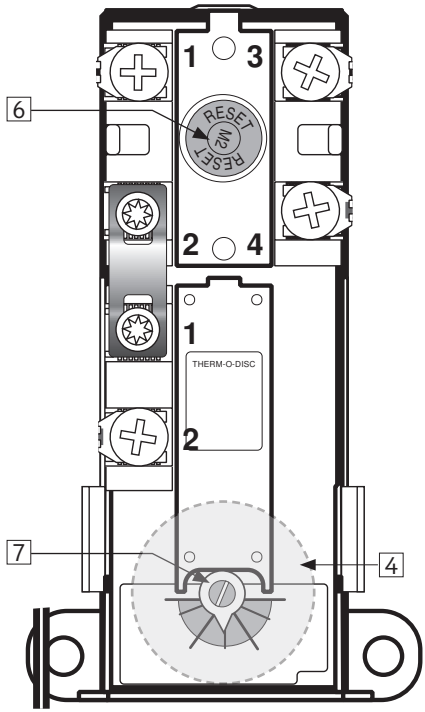
The product is designed with automatic mixing of the tap water and will supply the home with hot water at a temperature approx. 10°C below the set temperature set on the thermostat.

5.1.2 Resetting the safety thermostat

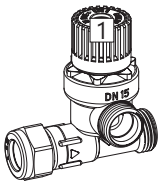
The safety thermostat on the product cuts out when there is a risk of overheating. This is reset by disconnecting the power supply and removing the cover - pull out the adjustment knob (4) and loosen the screw (5) securing the cover (3). Then press the red "RESET" button (6). If the thermostat cuts out repeatedly, contact the installer.

The cover panel and adjustment knob must be refitted before the power is switched on.

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



5.2 Maintenance

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

6. TROUBLESHOOTING

6.1 Faults and fixes

If problems arise when the product is in use, check for possible faults and fixes in the table. If the problem is not shown in the troubleshooting table or you are unsure what is wrong, contact the installer (see type plate on the product) or OSO Hotwater AS - see section 7.1.

TROUBLESHOOTING		
Problem	**Possible cause of fault**	**Possible solution**
There is leakage/dripping from the safety valve/ there is often water on the floor by the cylinder in the morning	Pressure reduction valve, water meter or blocked non-return valve on the water intake. Water pressure into the home is too high.	Fit AX expansion vessel with absorbs expansion during heating, and fit pressure reduction valve for stable water pressure inside the home. The pressure reduction valve is adjusted in according to the pressure in the expansion vessel. Contact auth. installer.
	The safety valve is worn or there are particles stuck between the membrane and the valve seat because the water is dirty	Try to flush with water through the safety valve. Open valve for approx. 1 minute. See section 5.2. If the valve still leaks, it must be replaced. Contact auth. installer.
	Leak from heating element.	Verify as follows: a) cut the electric supply, b) unscrew the cover, c) visually check whether there is a leak from the heating element. If so, replace the gasket/heating element. Contact auth. installer.
No hot water	Power supply interrupted.	Verify that the fuse is on / the plug is plugged in to the wall contact / the earth breaker has not tripped.
	Thermostat has cut out.	Press the 'RESET' button on the safety thermostat; see section 5 'User guide'.
	Heating element is defective.	Replace heating element. Contact auth. installer.
	Leak in hot water pipe	Verify as follows: a) close the water supply, b) wait 2-3 hours, c) feel the hot water hose to see whether it is hot. If so, there is a leak in the hot water pipe or elsewhere. Contact auth. installer.
Not enough hot water	High consumption in the home.	Raise the temperature on the thermostat to 75°C; see section 5 'User guide'. Switch to a larger OSO water heater. Contact auth. installer.
Not high enough temperature	The thermostat is set for low temperatures.	Raise the temperature on the thermostat to 75°C; see section 5 'User guide'.
	Change from cold to hot water in taps.	Contact auth. installer.
Fuse/earth breaker trips repeatedly	Possible fault in the heater's electrical system.	Verify as follows: a) cut the electric supply, b) unscrew the cover, c) visually check the junction box for any problems. If so, contact auth. installer to check. Fit the cover.
Long time before the water reaches the tap	Long stretch of pipe from water heater to tap.	Fit circulation wire or heating cable to HW pipe. Or fit an auxiliary heater by the tap. Contact auth. installer.
Knocking in the pipes when the hot tap is closed	Large pressure increase when the tap is closed quickly.	Completely normal. Fit AX expansion vessel if troublesome. Contact auth. installer.

7. WARRANTY CONDITIONS

1. Scope
OSO Hotwater UK Ltd. (hereinafter called OSO) warrants for 2 years from the date of purchase, that the Product will: i) conform to OSO specification, ii) be free from defects in materials and workmanship, subject to conditions below. All components carry a 2-year warranty.
The warranty is voluntarily extended by OSO to 25 years for the stainless steel inner tank. This extended warranty only applies to Products purchased by a consumer, that has been installed for private use and that has been distributed by OSO or by a distributor where the Products have been originally sold by OSO.
The extended warranty does not apply to Products purchased by commercial entities or for Products that have been installed for commercial use. These shall be subject only to the mandatory provisions of the law. The conditions and limitations set out below shall apply.

2. Coverage
If a defect arises and a valid claim is received within the statutory warranty period, at its option and to the extent permitted by law, OSO shall either; i) repair the defect, or; ii) replace the product with a product that is identical or similar in function, or; iii) refund the purchase price.
If a defect arises and a valid claim is received after the statutory warranty period has expired, but within the extended warranty period, OSO will supply a product that is identical or similar in function. OSO will in such cases not cover any other associated costs. In addition, for every year after the statutory warranty period, the claimant must contribute 4 % of the list price of the cylinder in question to OSO.
Any exchanged Product or component will become the legal property of OSO. Any valid claim or service does not extend the original warranty. The replacement Product or part does not carry a new warranty.

3. Conditions
The Product is manufactured to suit most public water supplies. However, there are certain water chemistries (outlined below) that can have a detrimental effect on the Product and its life expectancy. If there are uncertainties regarding water quality, the local water supply authority can supply the necessary data.
The warranty applies only if the conditions set out below are met in full:

- The Product has been installed by a professional installer, in accordance with the instructions in the installation manual and all relevant Codes of Practice and Regulations in force at the time of installation.
- The Product has not been modified in any way, tampered with or subjected to misuse and no factory fitted parts have been removed for unauthorized repair or replacement.
- The product has been connected to the public power grid and it has not been connected to an external power supply control unit not approved by OSO.
- The Product has only been connected to a domestic mains water supply in compliance with the European Drinking Water Directive EN 98/83 EC, or latest version. The water should not be aggressive, i.e. the water chemistry shall comply with the following:

- Chloride	< 250 mg / L
- Electric Conductivity (EC) @25°C	< 750 uS / cm
-Saturation Index (LSI) @80°C	> - 1,0 / < 0,8
- pH level	> 6,0 / < 9,5

- The immersion heater has not been exposed to hardness levels exceeding 5°dH (180 ppm CaCO3). A water softener is recommended in such cases.
- Any disinfection has been carried out without affecting the Product in any way whatsoever. The Product shall be isolated from any system chlorination.
- The Product has been in regular use from the date of installation. If the Product is not intended to be used for 60 days or more, it must be drained.
- The immersion heater element must be removed for inspection on service after 5 years. The threads must be checked for corrosion. If signs of corrosion are evident, the element must be replaced. Subsequently the element must be removed and examined every 3 years. Failure to do so in areas of aggressive water may result in the element separating from the cylinder with consequential escape of water.
- Service and/or repair shall be done according to the installation manual and all relevant codes of practice. Any replacement parts used shall be original OSO spare parts.
- The Service record / Benchmark logbook has been completed and updated after each annual service. Invoices should be kept as proof of service.
- The Commissioning Checklist / Benchmark certificate has been completed at the time of installation.
- Any third-party costs associated with any claim has been authorized in advance by OSO in writing.
- The purchase invoice and/or installation invoice, a water sample as well as the defective product is made available to OSO upon request.

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

4. Limitations
The warranty does not cover:

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

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

7.1 Customer service

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

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

8. REMOVING THE PRODUCT

8.1 Removal

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

8.2 Returns scheme

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