

GERMAN
POOL



德國寶

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

GPI-M5



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。
在使用之前請詳細閱讀「使用说明书」及「保用条例」，并妥為保存。
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

Environment and Recycling

GERMAN POOL is very conscious of environmental protection, and this extends to its packaging materials. You can help 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 polythene (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.

Contents

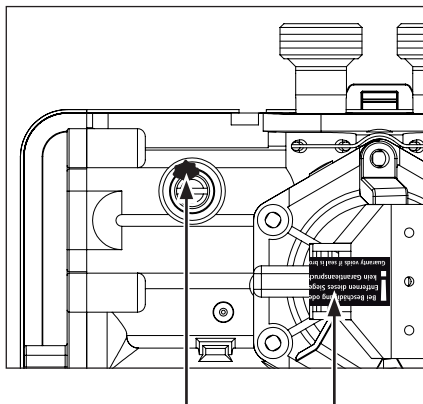
Safety notes	3
The following must be observed	4
Installing the appliance	4
Examples for installation	5
Electrical connection	6
Putting into service	6
Adjusting the water flow	7
Technical specifications	7
Intended use, operation	8
Purging	9
Maintenance and cleaning	9
Customer service	10
Layout of appliance and spareparts	11

Safety notes



- Installation, commissioning and maintenance of this appliance may only be undertaken by an authorized technician who will then be responsible for adherence to the applicable standards and installation regulations.
- The appliance may only be used when correctly installed and in perfect working order!
- The appliance must be installed in a frost-free room! The appliance may never be exposed to frost.
- The appliance must be completely filled with water before being switched on!
- The appliance and its wiring and piping must not be modified in any way!
- The front cover of the appliance must never be opened before disconnecting the appliance from the mains power supply!
- Be careful! When the appliance has been in use for some time, the fittings may be very hot!
- Be careful! When the appliance has been in use for some time, the fittings may be very hot!
- The appliance must be earthed at all times!
- 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.

The following must be observed



The heater is installed as shown in the immediate vicinity of the outlet in a frost-free room. Note the following during installation:

- Observe the statutory regulations of the respective country, as well as those of the local electricity and water supply companies.
- Check technical data and the information on the rating plate.
- Ensure that all accessories are removed from the packing materials.
- Easy access to the appliance shall be guaranteed at all times. An external shut-off valve shall be installed.
- Thoroughly rinse the water pipes before connection.
- Optimum operation is ensured at a water flow pressure of 0.2–0.4 MPa (2–4 bar), see also paragraph “Adjusting the water flow”. Pressure shall not exceed 1 MPa (10 bar).
- **Important Note: DO NOT BREAK SEAL!**
Warranty voids if seal is broken!

Installing the appliance

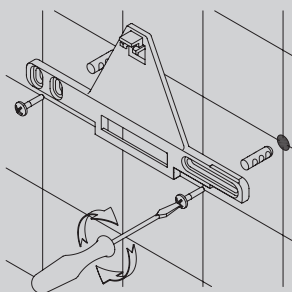


fig. 1

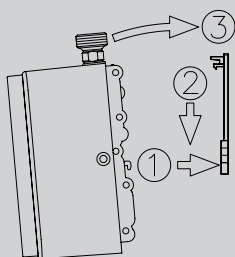
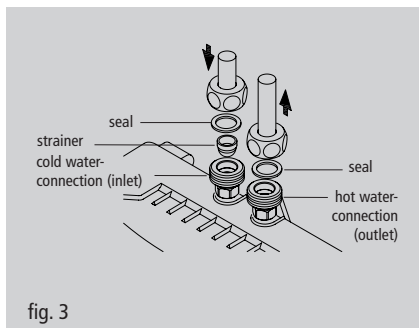


fig 2

- Secure the wall bracket to the wall with screws and suitable wall plugs (see fig. 1).
- Place the appliance on the wall bracket (see fig. 2).

Installing the appliance

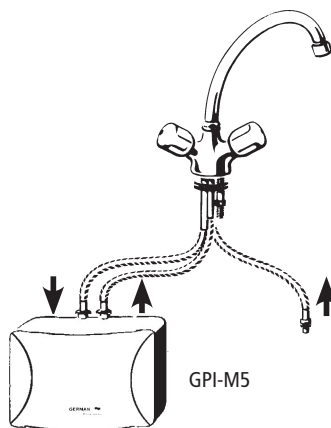
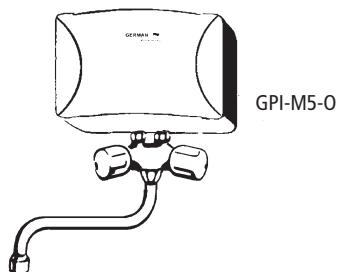


- The appliance is good for oversink and undersink installation according to the examples of installation below of this page. For oversink installation the water connectors must point vertically downwards, for undersink installation the water connectors must point vertically upwards.
- Pipe connection (see fig. 3): Cold water inlet (blue) and hot water outlet (red) are marked by coloured round points on the rating plate. Connect the colour marked tap pipes to the water inlet/outlet accordingly. Avoid any kind of mechanical pressure exerted on the appliance, e.g. by water pipes etc.

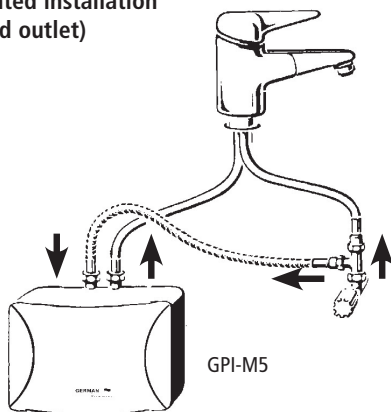
Principle for installation

fig. 4

Vented installation with special open outlet tap



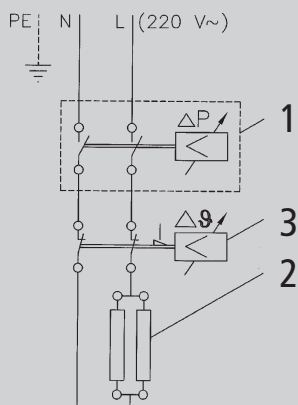
Unvented installation (closed outlet)



Electrical connection

Circuit diagram

fig. 6



- 1 Differential pressure switch (GPI-M5)
- 2 Heating element
- 3 Safety thermal cut-out

Fill the appliance completely with water by repeatedly opening and closing the hot water tap before connecting to electrical power. The heating element may be damaged if this is not done!

- The installation must comply with current IEC regulations or national local regulations or any particular regulation specified by the local electricity supply company!
- The mains cable must be permanently connected via connecting box as shown in the circuit diagram. The earth conductor must be connected.
- A circuit breaker in accordance with IEC with a contact opening gap of at least 3 mm for each pole must be provided on the mains side of the connecting box.
- If the heater is delivered with a permanently mounted plug on the power cable, ensure that the socket for this plug is correctly earthed and protected by a fuse or circuit breaker.
- To protect the appliance, a fuse element must be fitted with a tripping current commensurate with the nominal current of the appliance.

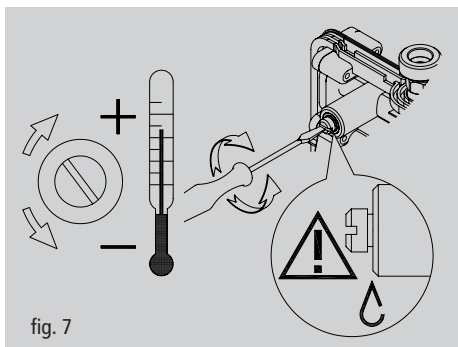
Putting into service



Do not switch on the electric power at this time!

1. Open the hot-water tap and allow water to flow until it emerges free of air bubbles.
 2. Now close the circuit breaker. Hot water is delivered.
- Explain the functions of the heater to the user and ensure that he knows how to use it.
 - Hand over these operating instructions to the user.

Adjusting the water flow



The temperature and the flow depend on the conditions at the installation site.

In case of quite low or high inlet temperatures, you may reduce or increase the flow at the flow adjustment to achieve the desired hot water temperature (see fig. 7 how to adjust the screw).

Careful! Don't turn the adjustment screw further than the indent mark in order to avoid water leakage.

Technical specifications

Type	GPI-M5
capacity	0.1 l
system	1 MPa (10 bar)
heating system	IES system: bare resistance element
required water resistance at 15 °C	$\geq 800 \Omega \text{ cm}$
electric supply	1/N/PE 220 V ~ 240 V
nom. power rating	5.2 kW
nominal current	24 A
req. min. cross-section	2.5 mm ²
hot water output at $\Delta t = 25 \text{ K}$	3.3 l/min
switching off @	1.7 l/min
weight filled with water approx.	1.3 kg
dimensions	H 13.2 x W 18.7 x D 8.0 cm
protection class acc. to VDE	1
type of protection acc. to VDE	IP 24 (IP 25: oversink installation)
approval marks	see rating plate

Intended use, operation



This small instantaneous water heater shall supply a single outlet and shall only be used for heating incoming water from mains supply with a specific water resistance of $\geq 800 \Omega \text{ cm}$ at 15°C . Use for any other purpose is not permitted. When the hot water tap is open, the heater switches on automatically and heats the water as it passes through the appliance. The hot water temperature depends on the flow rate (see diagram).

For this reason:

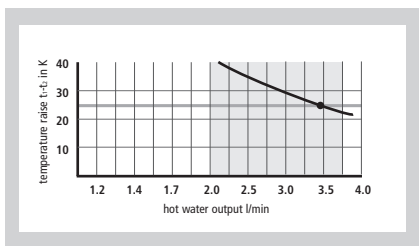
- slightly close the tap for higher temperatures
- or

- mix with cold water for lower temperatures.

Varying inlet temperatures and available pressure may affect the outlet temperature.

In winter, when the incoming water is cold, the desired outlet temperature can often be achieved only by reducing the flow rate.

If the flow rate or the water pressure is too low, or if the hot water tap is closed, the heater switches off automatically. For a satisfactory water output, we recommend the use of optional special jet regulator and/or hand shower.



Purging



To prevent damage to the appliance, the instantaneous water heater must be purged from air before using it for the first time. Each time it 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 purged from air before it is used again.

- 1 Disconnect appliance from the mains by disactivating the fuses.
- 2 Next, open and close the hot water tap valve several times until no more air emerges from the pipe and all air has been eliminated from the water heater (approx. 1 minute).
- 3 Only then should you reconnect the power supply to the unit.

Maintenance and cleaning



- Clean the heater and the taps only by wiping with a damp cloth. Do not use abrasive cleaners or solvents.
- Clean the jet regulator or the hand-shower regularly and replace as necessary.
- Dirt and scale deposited in the pipes and heater will affect the function of the heater. Typical indications of this are a reduced rate of flow or noisy flow. In such cases, have the heater inspected by a technician and, if necessary, have the filter in the cold-water inlet cleaned.

Customer service

The following table will help you to determine and rectify the reasons for possible problems.

If you cannot rectify the fault with the aid of this table, please contact:

German Pool Customer service

Room 2 & 3, Upper Ground Floor, New Port Centre

116 Ma Tau Kok Road Tokwawan - KOWLOON

Telephone: 2333-6249 • Fax: 2365-6009

DHL a/c no. 96615 2409

FedEx a/c no. 1856 46961

We can either give you the name and address of an authorised customer service company or repair the heater ourselves.

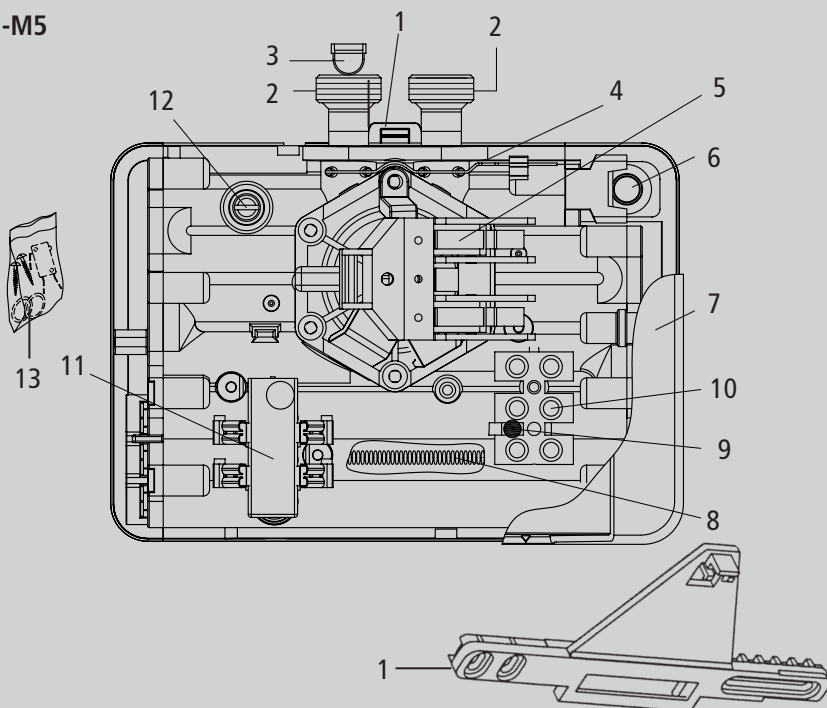
In the latter case, please send in the heater (at your cost and risk) with details of the problem and a copy of the sales invoice.

Fault	Cause	Action
no water flows	water supply is turned off	open the main water valve / the shut-off valve
water flows more slowly than expected	the jet regulator is not fitted	fit the special GERMAN POOL jet regulator
	water pressure is not sufficient	check the water flow pressure
	dirt in the pipes	remove any dirt from the filter, valves and/or taps, check the technical data
the heater switches itself on and off	water pressure is varying, flow rate is too low	remove any dirt, increase the flow water pressure, close other taps, open the shut-off valve further
water remains cold, although signal lamp is on	faulty heating element	replace heating element (by authorized technician)
	electric supply incorrect	check the electric supply
	circuit breaker has tripped safety thermal cut-out has tripped	have the fault rectified by a technician and reset the safety thermal cut-out / circuit breaker
appliance does not switch on and the water remains cold	water connections mixed up	check installation
	water pressure is not sufficient	adjust the water flow (see fig. 7), open the shut-off valve, check water pressure
	dirt in the pipes	remove dirt from the inlet and outlet pipes
hot water temperature varies	water pressure varies	stabilise the water flow pressure, avoid using other taps in the same circuit (i.e. toilets, washing machines)
	supply voltage varies	check the supply voltage
hot water temperature too low	flow rate is too high inlet temperature is too low	adjust the flow either at the tap, the valve or the flow adjustment screw
	power supply is too low	measure the temperatures and flow rate and compare with the technical data, check the power supply

Layout of appliance and spareparts

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

GPI-M5



Pos. Description GPI-M5

- 1 wall bracket
- 2 water connector
- 3 filter
- 4 fastening earth clip
- 5 microswitch
- 6 cable seal
- 7 appliance hood
- 8 heating wire

Pos. Description GPI-M5

- 9 signal lamp
- 10 3-pole terminal block
- 11 safety thermal cut-out
- 12 flow adjustment screw
- 13 set of small spare parts
(for spare requirements,
not included in delivery)

目錄

安裝及使用說明.....	14
安全指示	14
安裝說明	14
安裝指示	15
安裝要點	16
電線接駁	17
開始操作	17
調節流量	18
技術規格	18
操作應用.....	19
排清熱水器喉管內空氣.....	20
保養及清潔	20
檢查要點	21
重要部件名稱.....	22

德國寶即熱式電熱水器型號GPI-M5

安裝及使用說明

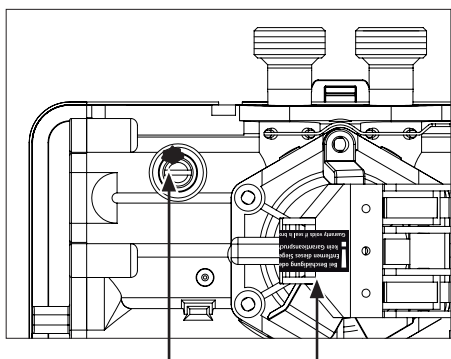
安裝及使用熱水器前請先詳細閱讀本說明。

安全指示



- 必須由符合規格的技术員安裝、測試及保養本熱水器。
- 熱水器需在正確安裝及在正常操作狀況下方可使用。
- 在開啟電源前需確保熱水器已注滿水。
- 切勿改動熱水器及其電線及喉管。
- 在關掉電源前切勿打開面蓋。
- 注意！當熱水器使用一段時間後，水喉配件會變得很熱。
- 熱水器必需接駁地線

安裝說明



必需選用原廠提供的配件安裝

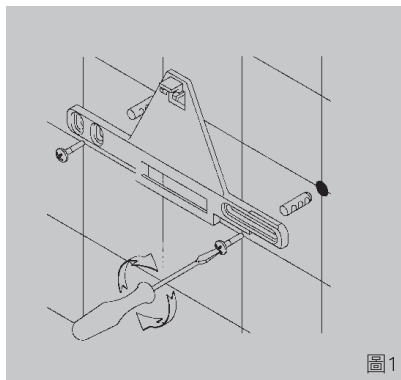
並注意下列要點：

- 留意及遵照有關供電及水務條例。
- 查看技術資料及標籤上的數據。
- 確保從包裝箱內取出所有配件。
- 確保熱水器安裝後可以容易接觸得到，應加裝閘掣。
- 接駁前先清洗水管。
- 最佳操作水壓為 0.2-0.4 MPa (2-4 bar) ，水壓不應超過1 MPa (10 bar) 。

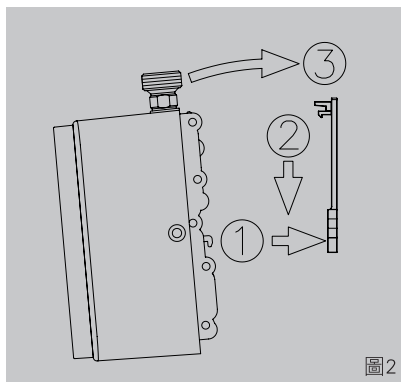
請注意：

切勿擅自撕開或移動封條貼紙，否則有關保養即告無效！

安裝指示

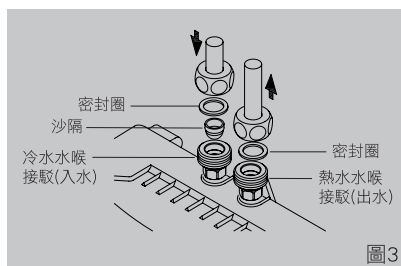


- 將掛碼以螺絲及定縫銷 (膨脹螺絲) 安裝於牆上 (圖1)



- 將熱水器掛在掛碼上 (圖2)

- 熱水器可裝在星盆上面或下面。星盆下安裝接水管座應垂直向上，星盆上安裝時，接水管座應垂直向下。



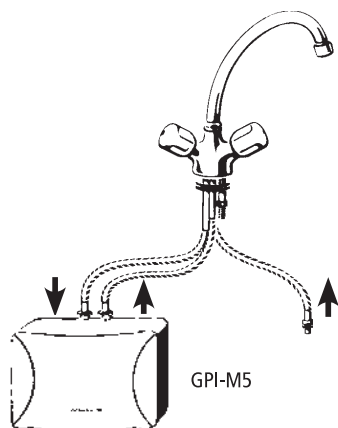
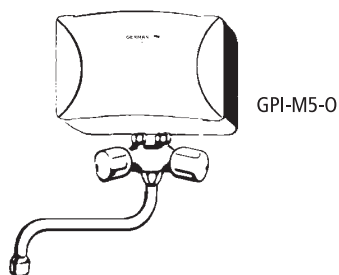
- 水管接駁 (圖3)
冷水進水管(藍色)及熱水出水管(紅色) 均有清楚標示，請按水管顏色接駁入水及出水喉管。

安裝指示

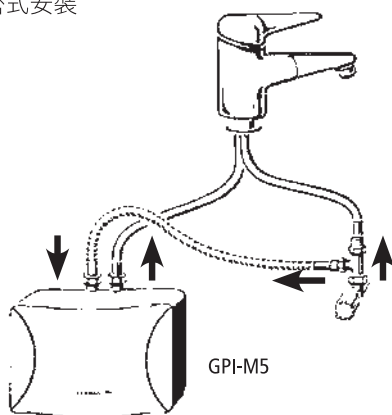
- 安裝後，檢查所有接駁位有沒有漏水。
為確保進水最佳流量，請將提供的流量調節器安裝在龍頭出水口。

安裝要點

- 開放式安裝(必需選用特殊開放式龍頭)。



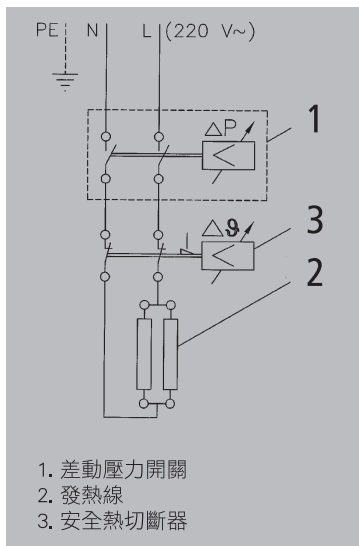
- 封密式安裝



電線接駁

為保護發熱線，接駁電線前先重覆開關水龍頭以注滿水入熱水器內，才開啟電源。

- 安裝必需遵照有關電線安裝條例。
- 主要電源線必需經接駁箱如線路圖所示固定安裝。必需接駁地線。
- 必須在接駁箱電線供電一方提供電路斷路器，每極之間應保持最少 3mm 距離。
- 如熱水器電源線之插頭為固定裝置，需確保此插頭的插蘇配備有地線及有適當菲士或斷路器保護。



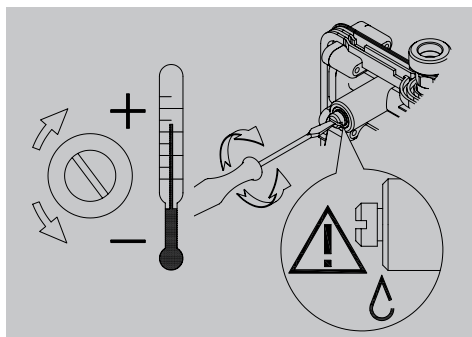
開始操作



不要在此時開啟電源。

1. 先打開熱水龍頭，排出熱水器內空氣後再讓水排出。
2. 此時開啟電源，水會被加熱然後排出。

調節流量



溫度與流量會因應安裝的環境情況而定。
如入水溫過低或過高, 可調低或調高流量
以達至所需溫度。

技術規格

型號	GPI-M5
容量	0.1 L
額定壓力	1 MPa (10 bar)
加熱系統	裸露元件式 (IES系統)
要求來水電阻於 15°C	$\geq 800 \ \Omega \text{ cm}$
電源電壓	1/N/PE 220 V ~ 240 V
額定功率	5.2 kW
額定電流	24 A
電線要求	2.5 mm ²
熱水流量 $\Delta t=25 \text{ K}$	3.3 L/min
關閉流量 @	1.7 L/min
注水後重量	1.3 kg
呎吋	(H) 13.2 x (W) 18.7 x (D) 8.0cm
VDE 防護等級	1
VDE 防護形式	IP 24 (IP 25 : 星盆上安裝)
批準標誌	參考規格標籤

操作應用



打開熱水龍頭後，水開始流入熱水器的管道系統並開始加熱。熱水水溫與水流量及進水水溫息息相關。因此：

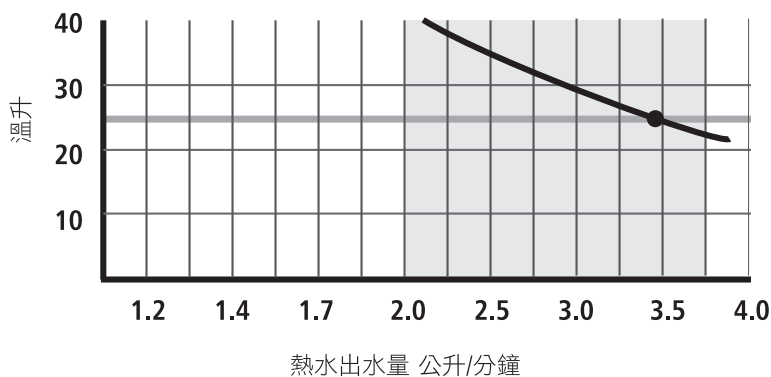
- 將出水水量調細，出水水溫會相應提高。
- 水流量調大，出水溫度相應變低。

不同的進水溫度及壓力會影響出水溫度。

冬季當來水水溫較低，要達至要求的出水溫度可將出水流量調細。

如來水流量或水壓太低，或關閉熱水龍頭，熱水器會自動關掉。

要使熱水出水效果理想，請裝上附帶的流量調節器。



排清熱水器喉管內空氣



為防止損壞熱水器, 初次使用時必需排清熱水器喉管內的空氣。熱水器每次排清喉管內的水後(例如喉管工程或維修後), 必需將喉管內的空氣排出才可使用。

1. 先關掉電源。
2. 重覆打開及關閉熱水龍頭數次, 直至沒有空氣排出。
3. 然後再開啟電源。

保養及清潔



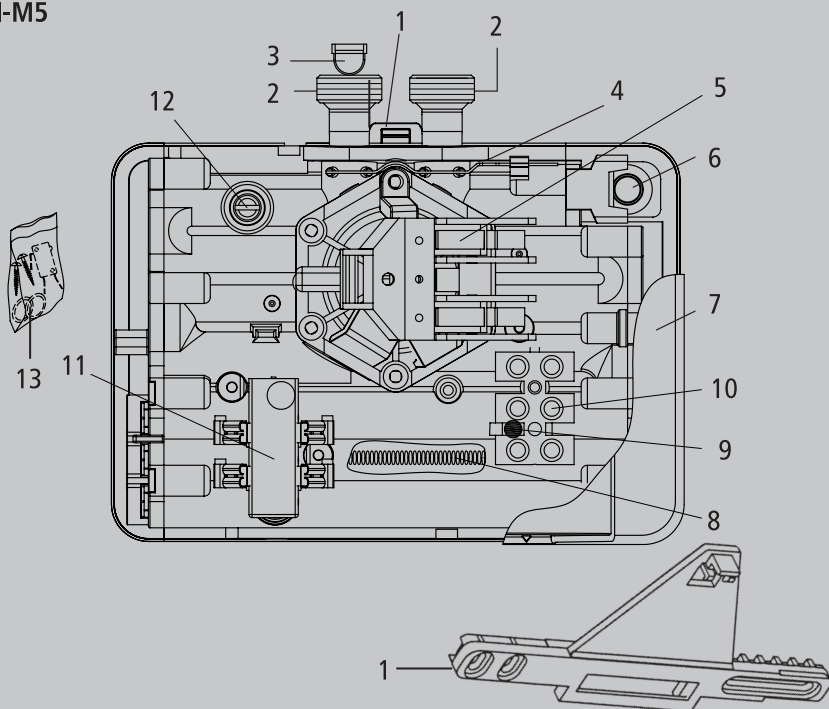
- 用濕布清潔熱水器及龍頭。切勿用強烈清潔劑。
- 請定時清洗限流器。
- 污垢及喉管內的沉澱物會影響熱水器運作, 如水流減少或水流發出聲響, 表示熱水器內有水垢或沉澱物, 需找技術員檢查熱水器。如有需要, 可清洗冷水入水位的過濾器。

檢查要點

故障	原因	措施
沒有水流出	供水系統終斷	開啟供水系統開關掣 / 閘掣
水流量較預期慢	沒有安裝流量調節掣	裝上流量調節掣
	水壓不足	檢查來水水壓
	喉管內有污垢	清洗過濾器、制閥或水龍頭內的污垢；查看技術數據
熱水器自動開啟及關閉	水壓變動，流量太低	清理積聚污垢，增加水流壓力，關閉其他水龍頭，再打開制閥
指示燈亮着，出水為冷水	發熱線損壞	由合格技師更換發熱線
	供電電源不正確	檢查供電系統
	斷路器啟動	由合格技師重設斷路器及熱切斷器
	安全熱切斷器啟動	檢查安裝
熱水器不能開著及出冷水	水管接駁錯誤	調節流量
	供水水壓不足	開啟閘掣
	水管內有污垢	清洗水管內污垢
熱水水溫不平均	水壓不平均	穩定供水水壓 避免使用同一供水系統內的其他水龍頭(例如：洗手間，洗衣機)
	供電電壓不平均	檢查供電電壓
熱水水溫太低	流量過高 入水水溫太低	從水龍頭、掣閥或流量調器調校流量
	供電電量太低	量度水溫，流量與技術數據比較，檢查供電電量

重要部件名稱

GPI-M5



- | | |
|---------|--------------------------|
| 1. 掛牆背碼 | 7. 外殼 |
| 2. 接水喉管 | 8. 兩組發熱線 |
| 3. 過濾器 | 9. 指示燈 |
| 4. 地線接碼 | 10. 3 極接線排 |
| 5. 微動開關 | 11. 熱切斷器 |
| 6. 電線封蓋 | 12. 流量調校旋鈕 |
| | 13. 配件(特別要求配件, 一般不包括在盒內) |

目录

安全指示 24

安装说明 24

安装指示 25-26

安装要点 26

电线连接 27

调节流量 28

技术规格 28

操作应用 29

排清热水器管道内空气 30

保养及清洁 30

检查要点 31

重要部件名称 32

德国宝即热式电热水器型号GPI-M5

安装及使用说明

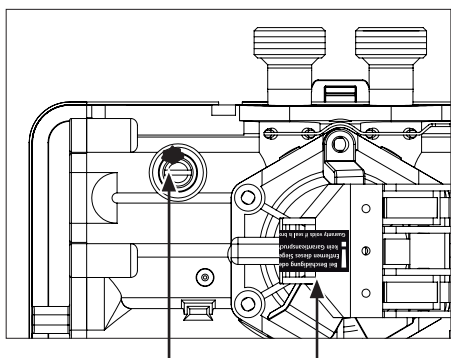
安装及使用热水器前请先详细阅读本说明。

安全指示



- 必须由符合规格的技术员安装、测试及保养本热水器。
- 热水器需在正确安装及在正常操作状况下方可使用。
- 在开启电源前需确保热水器已注满水。
- 切勿改动热水器及其水管。
- 在关掉电源前切勿打开棉盖。
- 注意！当热水器使用一段时间后，水龙头配件会变得很热。
- 热水器必须接地。

安装说明



必需选用原厂提供的配件安装，并注意下列要点：

- 留意及遵照有关供电及水务条例。
- 查看技术资料及标签上的数据。
- 确保从包装箱内取出所有配件。
- 确保热水器安装后可以容易接触得到，应加装截止阀。
- 连接前先清洗水管。
- 最佳操作水压为0.2–0.4 MPa (2–4bar)，水压不应超过1MPa (10bar)。

请注意：

切勿擅自撕开或移动封条贴纸，否则有关保修即告无效。

安装指示

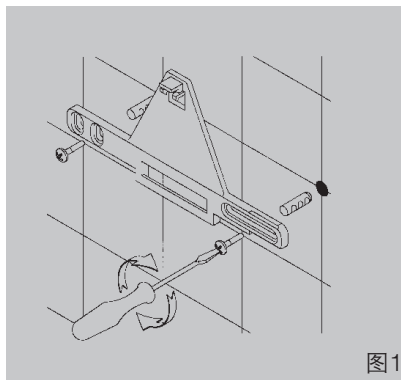


图1

- 用螺钉及膨胀螺丝将挂架安装于墙上 (图1)

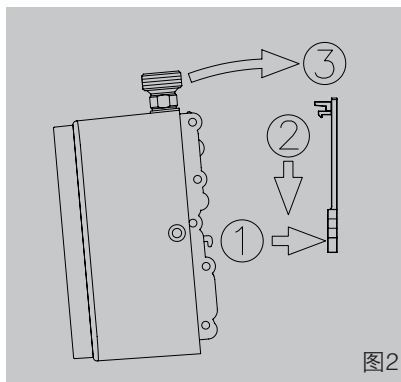


图2

- 将热水器挂在挂架上 (图2)

- 热水器可装在水盆上面或下面。水盆下安装接水管座应垂直向上，水盆上安装时，接水管座应垂直向下。

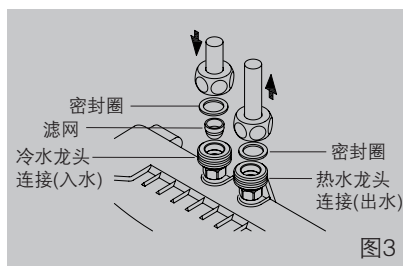


图3

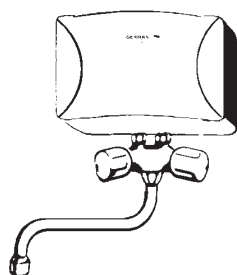
- 水管连接 (图3)
冷水进水管 (蓝色) 及热水出水管 (红色) 均有清楚标示，请按水管颜色连接入水及出水龙头。

安装指示

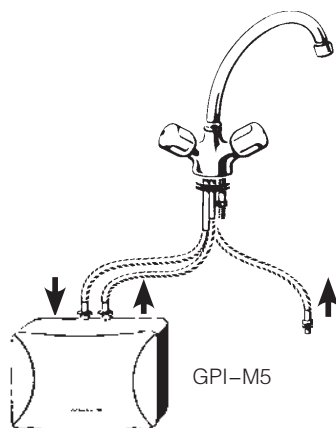
- 安装后，检查所有连接位有没有漏水。
为确保进水最佳流量，请将提供的流量调节器安装在龙头出水口。

安装要点

- 开放式安装（必需选用特殊开放式龙头）。

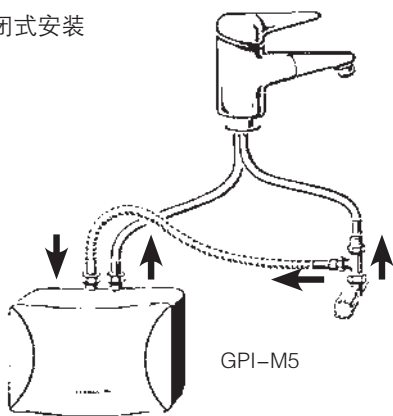


GPI-M5-0



GPI-M5

- 封闭式安装

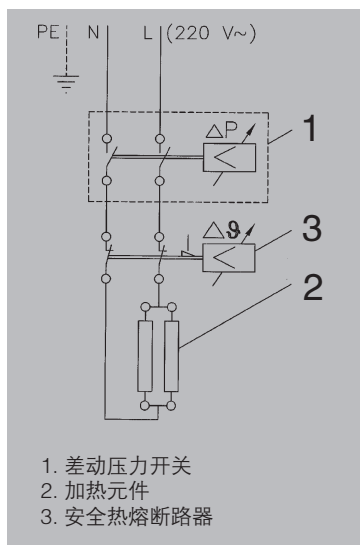


GPI-M5

电线连接

为保护加热元件，连接电线前先重复开关水龙头以注满热水器，才开启电源。

- 安装必需遵照有关电线安装条例。
- 主要电源线必需经连接箱如线路图所示固定安装。必需连接地线。
- 必须在连接箱电线供电一方提供电路断路器，每极之间应保持最少 3mm 距离。
- 如热水器电源线之插头为固定装置，需确保此插头的插座备有地线，并有适当保险丝或断路器保护。



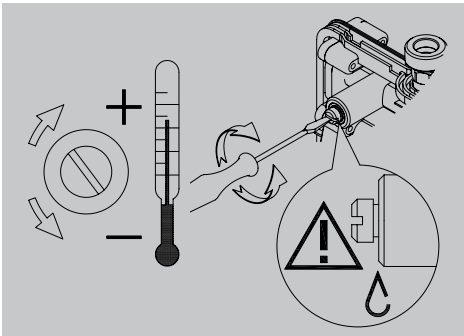
开始操作



不要在此时开启电源。

1. 先打开热水龙头，排出热水器内空气后再让水排出。
2. 此时开启电源，水会被加热然后排出。

调节流量



温度与流量会因安装的环境情况而定。
如入水水温过低或过高，可调低或调高
流量以达到所需温度。

技术规格

型号	GPI-M5
容量	0.1 L
额定压力	1MPa (10bar)
加热系统	裸露组件式 (IES系统)
要求来水电阻于15℃	$\geq 800 \Omega \text{ cm}$
电源电压	1/N/PE 220 V ~ 240 V
额定功率	5.2 kW
额定电流	24 A
电线要求	2.5 mm ²
热水流量 $\Delta t=25 \text{ K}$	3.3 L/min
关闭流量 @	1.7 L/min
注水后重量	1.3 kg
尺寸	(H) 13.2 × (W) 18.7 × (D) 8.0cm
VDE 防护等级	1
VDE 防护形式	IP 24 (IP 25: 水盆上安装)
批准标志	参考规格标签

操作应用



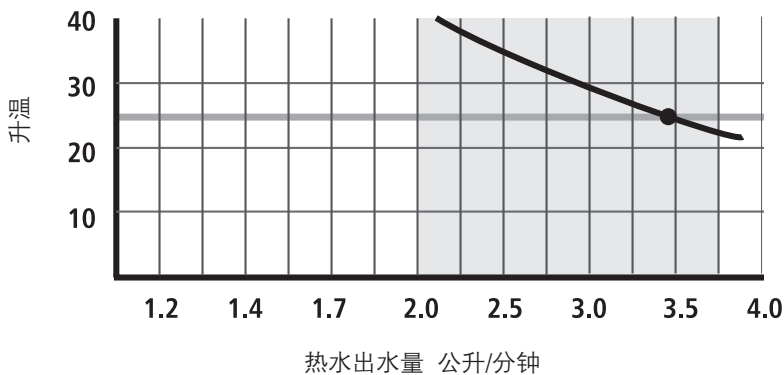
打开热水龙头后，水开始流入热水器的管道系统并开始加热。热水水温与流量及进水水温息息相关。因此：

- 将出水水量调小，出水水温会相应提高。
- 水流量调大，出水水温会相应变低。

不同的进水温度及压力会影响出水温度。冬季来水水温较低，要达到要求的出水温度可将出水流量调小。

如来水流量或水压太低或关闭热水龙头，热水器会自动关掉。

要使热水出水效果理想，请装上附带的流量调节器。



排清热水器管道内空气



为防止损坏热水器，初次使用时必需排清热水器管道内的空气。热水器每次排清管道内的水后（例如管道工程或维修后），必需将管道内的空气排出才可使用。

1. 先关掉电源。
2. 重复打开及关闭热水龙头数次，直至没有空气排出。
3. 然后再开启电源。

保养及清洁



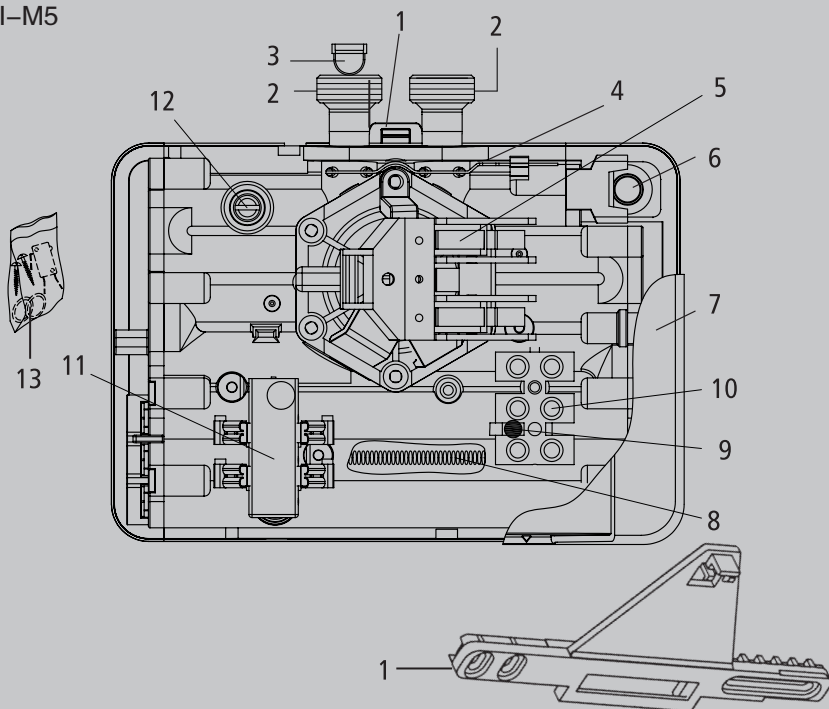
- 用湿布清洁热水器及龙头。切勿用强烈清洁剂。
- 请定时清洗限流器。
- 污垢及管道内的沉淀物会影响热水器工作，如水流量减少或水流发出响声，表示热水器内有水垢或沉淀物，需找技术员检查热水器。如有需要，可清洗冷水入水位的过滤器。

检查要点

故障	原因	措施
没有水流出	供水系统终断	开启供水系统主水阀/截止阀
水流量较预期慢	没有安装流量调节器	装上流量调节器
	水压不足	检查来水水压
	管道内有污垢	清洗过滤器、水阀或水龙头内的污垢；查看技术数据
热水器自动开启及关闭	水压变动，流量太低	清理积聚污垢，增加水流压力，关闭其他水龙头，在打开截止阀
指示灯亮者，出水为冷水	加热元件损坏	由合格技师更换加热元件
	供电电源不正确	检查供电系统
	断路器启动	由合格技师重设断路器及热断路器
	安全热熔断路器启动	检查安装
热水器不能打着及出冷水	水管连接错误	调节流量
	供水水压不足	开启截止阀
	水管内有污垢	清洗水管内污垢
热水水温不均	水压不稳	稳定供水水压 避免使用同一供水系统内的其他水龙头（例如：洗手间、洗衣机）
	供电电压不稳	检查供电电压
热水水温太低	流量过高 入水水温太低	从水龙头、水阀或流量调节器调校流量
	供电电量太低	量度水温，流量与技术数据比较，检查供电电量

重要部件名称

GPI-M5



- | | |
|---------|---------------------------|
| 1. 挂墙背板 | 7. 外壳 |
| 2. 接水管 | 8. 两组加热元件 |
| 3. 过滤器 | 9. 指示灯 |
| 4. 接地夹 | 10. 3极接线板 |
| 5. 微动开关 | 11. 热熔断路器 |
| 6. 电线封盖 | 12. 流量调校旋钮 |
| | 13. 配件 (特别要求配件, 一般不包括在盒内) |

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。
请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. : ☐ GPI-M5

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；
 - 機身編號被撞白塗改、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，保用手续方正生效：

- 1) 填妥本公司网页內的保用登記表格
www.germanpool.com/warranty
- 2) 填妥保用登記卡，并连同购机发票的副本一併郵寄到客户服务总部(本公司将不发达发票副本或登记卡)。

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. 于下列情况下，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；
 - 机身编号被撞白涂改、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. 香港客户：
保用只在香港、九龍及新界區有效，東涌、愉景灣及离岛須額外收取交通費用。

国内客户：
个别区域或会收取额外交通费用，详情请致电全国服务热线查询。

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

香港

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GERMAN
POOL



德國寶

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香港 (S MARK)
安全認證



中國電機/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



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 (O 獎)
優質服務證書



香港卓越名牌
HONG KONG
PREMIER BRAND

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