

INSTALLATION GUIDE

V1.0 MANUAL
FOR INSTANTANEOUS ONLY

Instantaneous Water Heater



THE FUTURE OF WATER HEATING
IT'S ALL IN THE DETAIL

Instantaneous Water Heater

INTRODUCTION

Please read the whole manual before attempting installation and follow these installation instructions carefully following the correct operating instructions to ensure longevity of this Strom Instantaneous Water Heater. These instructions must be conserved and given to any new user.

These Strom Instantaneous Water Heaters come with a full 2-year warranty from the date of purchase. The warranty relates to any manufacturing defects and covers the replacement of any faulty parts and labour costs during the first year of warranty, the balance of the warranty is parts-only. The warranty will not cover damage to the water heater through poor installation, and any consequent water damage or leaks into the unit - All plumbing must be checked before the unit is left with the end user for normal operation and water tightness. The warranty will not cover charges that have not been organised by Strom Ltd.

IMPORTANT NOTICE

- For your satisfaction and safety, read all instructions before installing or using this Instantaneous Water Heater.
- This appliance should be connected to a public mains water feed.
- Use of this water heater may not be suitable for children, some elderly operators, people with reduced physical, sensorial or mental capacities unattended due to the risk of scalding should the unit be incorrectly operated.
- Your Strom Instantaneous Water Heater MUST be installed and maintained regularly by a qualified professional in accordance with current electrical and plumbing regulations.
- If the chloride content exceeds 200ppm a filtration system should be fitted, failure to do so may invalidate your warranty.
- This device has been designed for internal use only, if the system may be exposed to frost please drain down the system completely, and DO NOT attempt to use the device if you suspect it is frozen.
- Always ensure that the flow temperature is not excessive before use. If the water is too hot, please increase the flow before the outlet at the isolator and wait for the temperature to reduce.
- The heater is not designed for modification in any way, please do not fit anything to the unit unless otherwise recommended and authorised by Strom.
- When commissioning, the water valve should be adjusted to increase or decrease the water flow to the unit, this in turn will control the temperature of water from the unit, slower increases the temperature, faster decreases the temperature.
- Each unit is tested at our factory before its departure, a little residual water is normal, and the product should be flushed through before use.
- Never try to operate this device if your water supply is blocked or turned off, doing so could cause premature failure of your device.

Instantaneous Water Heater

INTRODUCTION

- Any damage to the wiring or integrity of your device should be assessed by a qualified electrician, and the device should not be used until the unit or wiring has been repaired.
- The minimum water supply available at the point of install is 0.2 Bar.
- The unit must be installed in a vertical position with the connections facing downwards and should not be installed in an area with high magnetic interference.
- If the unit is not to be used for a prolonged period of time please drain down and isolate the electrical supply of the product.

Instantaneous Water Heater

RELEVANT STANDARDS

BY FITTING THIS INSTANTANEOUS WATER HEATER YOU AGREE:

- YOU HAVE CARRIED OUT VOLTAGE AND LOAD TESTS TO DETERMINE THE CORRECT SIZED BREAKER & CABLE ARE USED.
- YOU HAVE CHECKED THAT THE RECOMMENDED FLOW RATE AS SPECIFIED WITH THIS UNIT IS SUFFICIENT FOR THE APPLICATION.
- THAT THE WATER HEATER IS FITTED IN A MANNER AND LOCATION WHERE IT CANNOT BE ACCESSED BY UNAUTHORISED/UNQUALIFIED PERSONS.
- TO BE BOUND TO THE TERMS AND CONDITIONS ON THE LAST PAGE OF THIS MANUAL.
- THE WATER HEATER HAS BEEN RECEIVED IN GOOD CONDITION.
- AN ELECTRICAL CERTIFICATE WILL BE PROVIDED IMMEDIATELY AFTER A LIVE CONNECTION HAS BEEN MADE TO THE WATER HEATER, THIS IS A CONDITION OF THE WARRANTY. PART P REGULATIONS CLEARLY STATE THAT WHEN ANY NEW CIRCUIT OR ALTERATION TO AN EXISTING CIRCUIT HAS OCCURED A CERTIFICATE MUST BE PROVIDED.

Model	SEIH7KTS2	SEIH9KTS2	SEIH11KTS2	SEIH13KTS2
Power	7KW	9KW	11KW	13.5KW
Voltage	230V	230V	230V	230V
Current	30.4A	39.1A	47.8A	58.7A
Min. Rec.Breaker Size	32A	40A	50A	63A
Min. Rec. Cable Size	4mm ²	6mm ²	10mm ²	10mm ²
Working Pressure	0.2 - 6.0 Bar	0.2 - 6.0 Bar	0.2 - 6.0 Bar	0.2 - 6.0 Bar
Rec. Flow Rate (lts per minute)	3.6	4.7	5.8	7
Water Connections	½" BSP	½" BSP	½" BSP	½" BSP

RECOMMENDED FLOW RATE IS FOR A TOTAL OUTPUT TEMPERATURE OF 40 DEGREES CELSIUS BASED ON AND INCOMING MAINS TEMPERATURE OF 10 DEGREES CELSIUS ($\Delta T=30$ DEGREES CELSIUS)

Instantaneous Water Heater

BEFORE INSTALLATION

This installation must only be carried out by qualified professionals and installed to all relevant national and local electrical and plumbing regulations. Failure to do this could render the installation both illegal and dangerous.

The following considerations and calculations should have been performed prior to the products purchase:

1. The selected Instantaneous Water Heater has a sufficient heat output to provide the correct temperature & flow of water required for the application.
2. You have performed a voltage and load calculation based on the conditions at the installation. Typically the UK single phase supply is 230V, all our technical data is based on this, however you should do a measurement and correctly determine the correct input voltage, this will determine the size of breaker required. All our breaker recommendations are only that and should be checked against your requirements. Strom Electric Water Heaters are fixed resistance devices, as a result as Voltage goes up so too does the draw of the appliance, all our Water Heaters are rated at 230V therefore any variance from this must be considered when calculating the correct breaker and cable size.
3. The maximum rated pressure of the units is 6bar, where water pressure is approaching this limit, or where dynamic pressure varies and may exceed this a pressure reducing set on the mains supply should be installed.

Before installation, please ensure the following:

1. Your Instantaneous Water Heater appliance is intact and free of damage.
2. Please make sure the mains power supply, water pressure, earthing condition, and cabling reach the standards required for installation as required by all relevant regulations & laws.
3. Never try to operate this device if your water supply is blocked or turned off, doing so could cause premature failure of your device.
4. Any damage to the wiring or integrity of your device should be assessed by a qualified electrician, and the device should not be used until the unit or wiring has been repaired.

During installation, please ensure the following:

1. The appliance is properly earthed in accordance with all current regulations and laws.
2. The unit is positioned upright with all plumbing connections at the bottom of the unit.
3. This water heater may cause a small amount of water expansion due to residual heat after operation. In most systems this is easily accommodated by the distribution pipework and water supply system. In instances where problems may occur such as the existence of upstream non return valves close to the heater then it is recommended that a small shock arrestor/expansion vessel is fitted.
4. During the installation please test water flow is achieved at the tap before connecting the power supply. If the heater is activated without water supply the unit may be damaged.

Instantaneous Water Heater

BEFORE INSTALLATION

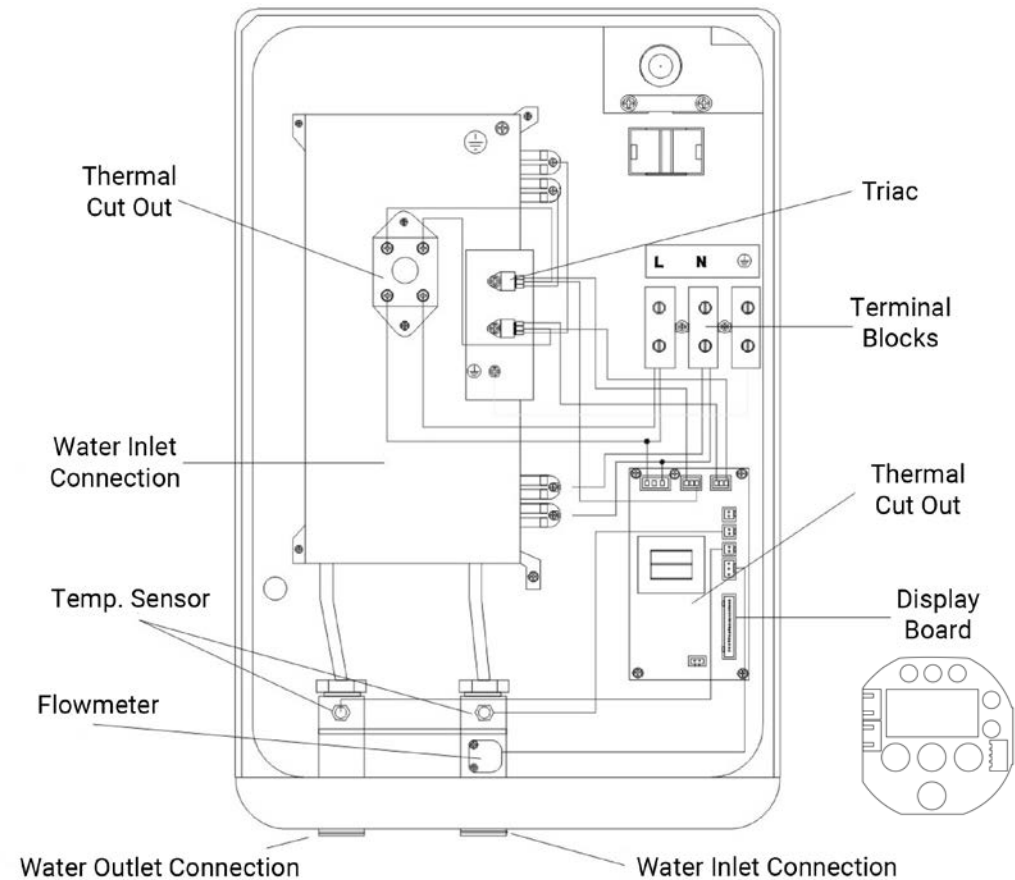
IMPORTANT:

It is important that once you start installing this unit you do not leave it unattended with power connected or water in the circuits unless the whole installation and all steps have been completed.

If you intend to leave this unit unattended without completing the installation you should ensure that no leaks are present or possible, and that the electric have been isolated.

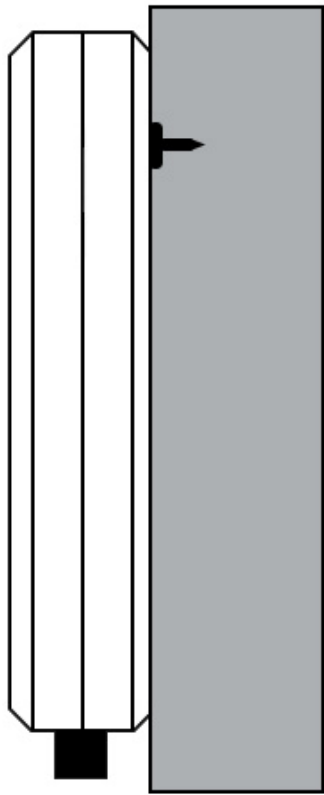
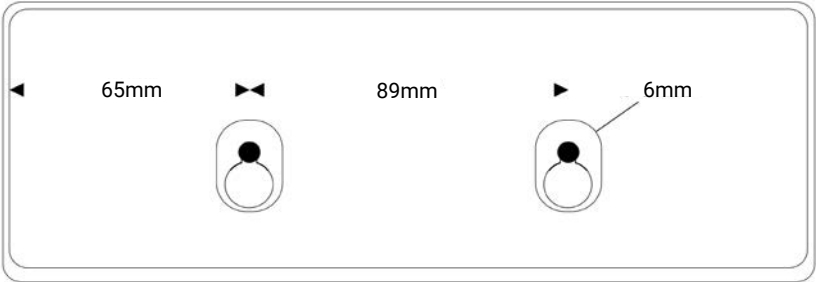
Instantaneous Water Heater

PRODUCT SCHEMATIC

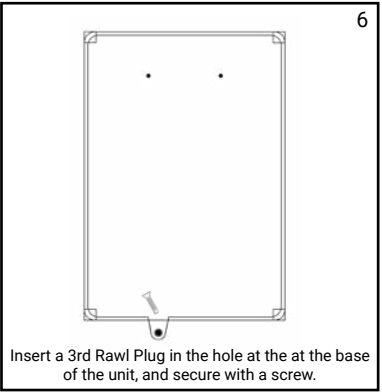
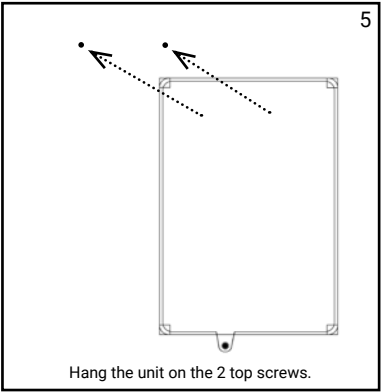
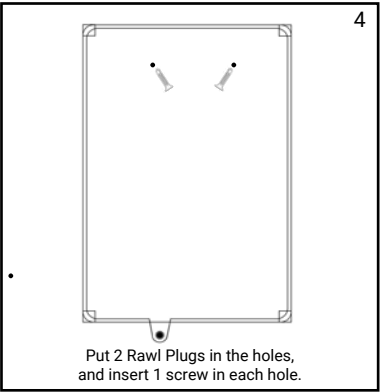
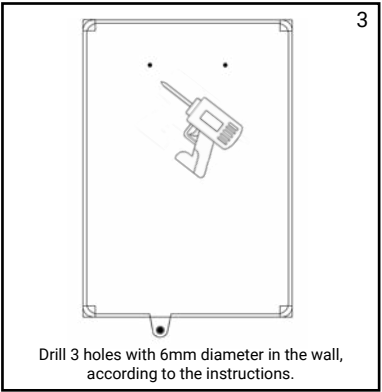
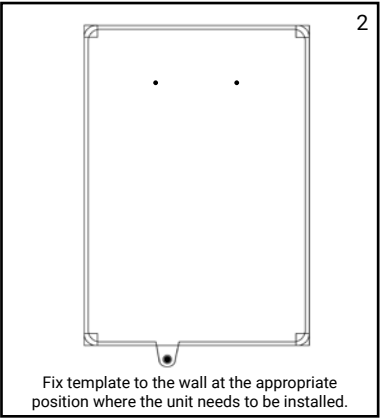
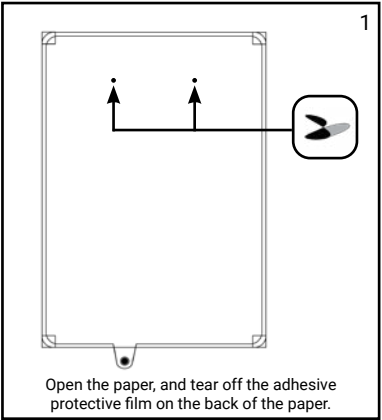


Instantaneous Water Heater

PRODUCT MOUNTING



Images not to scale.



Images not to scale.

Instantaneous Water Heater

INSTALLATION

IMPORTANT: When installing this product the water connections should always be made. At no point during the water heaters installation or use should there ever be power applied to it when there is no water within the internal pipework and element. Once installed before turning off the water supply to the unit you must isolate its electric supply, operating the unit while there is no water can cause premature failure and invalidate your warranty.

Water Connections

- The connections for mains water inlet and outlet must be carried out according to the colour scheme and labelling marked on the Water Heater.
- When tightening or loosening threaded connections, always use suitable tools such as open-end adjustable spanners. Do not use pipe wrenches, extensions or unsuitable tools that may cause damage or water leaks.
- High temperature flexible hoses are recommended for all connections, however if you are using irons please ensure that you secure both connections and do not apply more torque than necessary as you may split in the internal pipework of the Water Heater or weaken it, both will render the warranty void and increases the chances of a leak that would not be covered by the warranty.
- These connections are ½" for connection to 15mm pipe with service valve on the inlet for flow restriction.

Flushing The Unit

Ensuring that the isolating valve before the cold water inlet is fully open, open all hot water outlets on the hot water circuit one at a time and run until all air has ceased coming out of the tap, it is important to wait a moment until all spluttering has stopped.

Once all air has been purged from the water heater and pipe work, close all outlets and spend time to check all connections for any signs of leaks. This includes internal connections. Every water heater is pressure tested within our factory before dispatch however during transit of this product vibrations could potentially cause factory made connections to loosen.

Electrical connections

Once your water connections have been completed and the water heated has been filled then you can begin to make your electrical connections. The minimum recommended cable and breaker sizes for this unit can be found in the specification table provided on page.....

REMEMBER: There are external conditions at an installation that can affect or have an impact on what size cables or breakers are required to be used such as length of cable run, cable type used and whether the cable is clipped or unclipped. The guidance provided on our specification page is the minimum requirement based on an exact 230v supply, variance on this value will require you to conduct further calculation to determine the correct sizes are required.

Regretfully, Strom Limited cannot assist with these calculations as they are based on external factors.

Instantaneous Water Heater

UNIT OPERATION

There are four buttons available on this touch screen display:

Power – Presses to this button will switch the unit between being on and standby.

Menu – When the unit is in its on state, hold this button down for four seconds to lock the desired temperature set on this unit, repeat this process to remove the lock. When the unit is in its standby state if held down for four seconds this will access a setting to change between displaying temperature in Celsius or Fahrenheit.

Up and Down Arrows – When the unit is in its on state these buttons can be used to alter the desired temperature of the water. When the unit is in its standby state these buttons can be used to alter the selection in the temperature unit menu.

Commissioning

Once all aspects of the installation have been completed you will be required to set a desired temperature following the instructions in the previous paragraph. After the desired temperature has been set simply open an outlet and ensure that the water heater is displaying and physically reaching the desired temperature set. If you are not achieving the desired temperature set on this unit then you will need to make adjustment to your flow rates.

REMEMBER: As this is an instantaneous water heater, the most fundamental factor that will determine the total output temperature is the flow rate set. The desired temperature set will only be able to control a temperature that is lower than the temperature that the flow rate will allow. If you are unable to achieve the desired temperature you have set then you will likely be required to reduce the flow rate until the desired temperature is achieved.

The recommended flow rate for this unit can be found in the specification table provided on page 4 before making adjustment to the flow rates, please ensure that any isolation valves before the outlets being used are fully open.

This means if you are installing this water heater to multiple outlets, the flow can be set by just one isolation valve situated on the incoming main feeding the water heater ensuring a balanced performance across all outlets.

Open just one of the outlets and allow the water to flow out of it. Use a weir cup / flow cup to measure the flow rate of the water and then use the isolation valve on the incoming main prior to the water heater to adjust this flow rate until it matches the recommended flow rate (or reduce further if higher temperatures are required). Once this is achieved close the open outlet. If required, check all other outlets to ensure you are achieving the same performance.

If it is likely that more than one outlet will be used simultaneously then the accumulative flow rate should not exceed the recommended flowrate. For example if your recommended flow rate is 7 litres per minute for a 40 degree celsius temperature and you want two taps open at the same time. If performance is balanced equally, each tap should have a flow rate of 3.5 litres per minute.

IMPORTANT: Any troubleshooting steps that would require opening the unit up should be performed by a qualified and competent persons only after being fully isolated from the electrical supply.

Instantaneous Water Heater

TROUBLESHOOTING

Issue	Solution
Display is not lighting up	• Check consumer unit to ensure breaker hasn't tripped. • Check Power Supply. • Check for a loose connection between PCB & Display board • Contact the Strom Technical department on 03333442474 should the issue not be down to the previous suggestions.
Water is too hot	• Increase flow rate. • Reduce desired hot water temperature.
Water is too cold	• Reduce flow rate. • Increase desired hot water temperature. • Check inlet filter and flow sensor for signs of sediment, debris or limescale and remove. • Check consumer unit to ensure breaker hasn't tripped. • Check power supply. • Contract the Strom Technical department on 03333442474 should the issue not be down to the previous suggestions.
E1 error code is displayed	• Water has overheated. Isolate power to the unit and flush the system with cold water by opening a tap. Open the unit and reset thermal cut-out. • Check for a loose or weak connection between temperature sensor and PCB. • Contract the Strom Technical department on 03333442474 should the issue not be down to the previous suggestions.
E2 error code is displayed	• Check for a loose or weak connection between the internal CT and PCB. • Contract the Strom Technical department on 03333442474 should the issue not be down to the previous suggestions.
E3 error code is displayed	• Check for a loose or weak connection between the temperature sensor and PCB. • Contract the Strom Technical department on 03333442474 should the issue not be down to the previous suggestions.

Instantaneous Water Heater

WARRANTY INFORMATION

All Strom products are supplied in accordance with standard terms & conditions (available on request or via our website). This policy also applies in addition to our terms and conditions to any Strom Electric Water Heaters and by fitting this product you are agreeing to be bound by these terms & conditions and this policy.

This policy sets out the warranty period and exclusions which apply to Water Heaters, for other products please see our website or their corresponding manuals. This policy is subject to our standard terms and conditions and should be read in conjunction with those terms. We reserve the right to amend this policy at any time.

Warranty details:

Subject to the exclusions set out below and any applicable points in our terms and conditions, faulty parts and products will be replaced free of charge by Strom, or one of its representatives during the applicable warranty period. Where work is carried out by personnel not associated with Strom, or without Strom's knowledge we will be unable to cover the associated costs, parts, and labour charges.

Exclusions:

1. This policy only applies where:

- i. The product is installed and used strictly in accordance with the Terms and Conditions and the instructions supplied with the product.
- ii. The failure is not due to accident, misuse, abuse, unsuitable water conditions (including contaminants or inappropriate water pressure), limescale build up, or to any alteration, modification or repair by any party not expressly nominated by Strom.
- iii. Unsuitable water conditions include:
 - a) Private water supplies that are not regulated by water authorities.
 - b) Hard water that is left untreated.
 - c) Water additives that lead to product corrosion.

2. This warranty does not cover damage resulting from non-operation of the product or consequential damage to any other goods, furnishings or property.

3. This warranty does not apply to any consumables associated with the product.

4. Installations that have not been carried out by person/s that do not hold the relevant qualifications required in their field to carry out the works undertaken. An electrical installation certificate from a qualified electrician must be provided for your install, failure to supply this certificate will render any warranties null and void.

5. Warranties are non-transferable and must be purchased as new from one of our distributors. Warranty Periods: This Strom Instantaneous Water Heater comes with a standard out of box warranty of 2 year from the date of purchase. The warranty relates to any manufacturing defects and covers the replacement of any faulty parts and labour costs during the first year of warranty, the balance of the warranty is parts-only.

Instantaneous Water Heater

TERMS & CONDITIONS

CONDITIONS OF SALE

1: DEFINITIONS

"Buyer" means the person who accepts a quotation of the Company for the sale of the Goods or whose order for the Goods is accepted by the Company **"Company"** means Strom Limited. **"Conditions"** means the terms and conditions of sale set out in this document and any special terms and conditions agreed in writing by the Company and the Buyer **"Contract"** means the contract for the purchase and sale of the Goods **"Goods"** means the goods which the Company is to supply and which the Buyer agrees to buy in accordance with these conditions **"Price"** means the price for the Goods including transport and insurance (if any).

1.1 Any reference in these Conditions to any provision of a statute shall be construed as a reference to that provision as amended re-enacted or extended at the relevant time. 1.2 The headings in these Conditions are for convenience only and shall not affect their interpretation.

2: BASIS OF SALE

2.1 The Company shall sell and the Buyer shall purchase the Goods in accordance with 2.11 the Company's quotation (if provided by the Company and accepted by the Buyer), or 2.12 (if the Company does not submit a quotation and following a request or purported order from the Buyer for Goods) in accordance with the Company's offer to the Buyer (if accepted by the Buyer) subject in either case to the Conditions which shall govern the Contract to the exclusion of any other terms, subject to which any such quotation or offer is accepted, or purported to be accepted. 2.2 Any variation to these Conditions (including any special terms and conditions agreed between the parties) shall be inapplicable unless agreed in writing by the Company. 2.3 Any advice or recommendation given by the Company or its employees or agents to the Buyer or its employees or agents as to the storage application or use of the Goods which is not confirmed in writing by the Company is followed or acted upon entirely by the Buyer at their risk and accordingly the Company shall not be liable for any such advice or recommendation which is not so confirmed. 2.4 Any typographical clerical or other error or omission in any sales literature quotation price list acceptance of offer invoice or other document or information issued by the Company shall be subject to correction without any liability on the part of the Company. 2.5 All specifications, drawings, particulars of weight and dimension and performance data contained in any of the Company's literature are approximate only. 2.6 The Company reserves the right to improve, amend, or modify any specifications, designs and dimensions without notice. 2.7 For the avoidance of doubt nothing in these Conditions or any Contract shall confer on any third party any benefit nor the right to enforce any term of these Conditions or any Contract whether pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise.

3: PRICE & PAYMENT

3.1 The Price shall be either:- 3.1.1 The Company's quoted price which shall only be valid for 30 days from its date after which time the Price may be altered by the Company and shall be subject to the Company requesting; or 3.1.2 where no price has been quoted the Price listed in the then current price list of the Company sent by the Company to the Buyer from time to time. 3.2 Except as otherwise stated in the Company's quotation or in any price list of the Company or otherwise agreed in writing between the Buyer and the Company, all prices are given by the Company to include the Company's charges for transport and insurance. 3.3 The Price and any other sums payable by the Buyer to the Company is exclusive of any applicable Value Added Tax, which the Buyer shall be additionally liable to pay to the Company. 3.4 (Subject to any special terms agreed in writing between the Buyer and the Company,) the Company may invoice the Buyer for the Price of the Goods on or at any time after delivery of the Goods; for any installment of the Goods unless the Goods are to be collected by the Buyer or the Buyer wrongfully fails to take delivery of the Goods, in which event the Company shall be entitled to invoice the Buyer for the Price at any time after the Company has notified the Buyer that the Goods are ready for collection or (as the case may be) the Company has tendered delivery of the Goods.

3.5 Save as otherwise agreed in writing, payment of the Price and VAT shall be due within the agreed period from the date of the invoice without deduction or set off.

Time for payment shall be of the essence 3.6 If the Buyer fails to make any payment on the due date then without prejudice to any other right or remedy available to the Company the Company shall be entitled to:

3.6.1 cancel the contract or suspend any further deliveries to the Buyer; 3.6.2 appropriate any payment made by the Buyer to such of the Goods (or the Goods supplied under any other contract between the Buyer and the Company) as the Company may think fit (notwithstanding any proposed appropriation by the Buyer) and 3.6.3 charge the Buyer interest (both before and after any judgement) on the amount unpaid at the rate of 8% per cent per annum above Barclays Bank PLC base rate from time to time until payment in full is made (a part of a month being treated as a full month for the purpose of calculating interest).

4: THE GOODS

4.1 The quantity and description of the Goods shall be as set out in the Company's quotation or in the Company's offer (as the case may be); and 4.2 the quality and specification for the Goods shall be as set out in the Company's quotation or (where there is no quotation) in the Company's literature and brochure for the Goods in question.

4.2 The Buyer shall be responsible to the Company for ensuring the accuracy of the terms of any order and any information supplied for the Company as to its requirements (including but without limitation the use to which the Goods will be put and any applicable specification) submitted by the Buyer and for giving the Company any necessary information relating to the Goods within a sufficient time to enable the Company to perform the Contract in accordance with its terms. 4.3 If the Goods are to be manufactured or any process is to be applied to the Goods by the Company in accordance with a specification submitted by the Buyer the Buyer shall indemnify the Company against all losses damages costs, claims, demands, liabilities and expenses awarded against or incurred by the Company in connection with or paid or agreed to be paid by the Company in settlement of any claim for infringement of any patent copyright design trade mark or other industrial or intellectual property rights of any other person which results from the Company's use of the Buyer's specification or from compliance by the Company with the Buyer's instructions whether express or implied. 4.4 No order which has been accepted by the Company may be cancelled by the Buyer except with the agreement in writing of the Company and on terms that the Company's use of the Buyer's specification and that the Buyer shall indemnify the Company in full against all loss (including loss of profit) costs (including the cost of all labour and materials) used damages charges and expenses incurred by the Company in carrying out any work in respect of the Goods or otherwise as a result of cancellation.

4.5 All designs, sketches, or similar articles supplied by or submitted in confidence by the Company shall remain the property of the Company and may not be disclosed by nor used by nor copied or otherwise reproduced by the Buyer without the prior written consent of the Company.

5: DELIVERY OF GOODS

5.1 Unless otherwise agreed in writing the Company shall deliver the Goods to such delivery address as is specified by the Buyer to the Company at such time as the Goods or part thereof (as the case may be) are ready for delivery. 5.2 The Buyer shall be responsible for offloading the Goods at the delivery address and shall advise the Company of any local or internal laws, byelaws or rules relating to parking or loading of vehicles at the delivery address. 5.3 The Buyer shall be responsible for ensuring that access to the delivery address is wholly by a road with a surface capable of withstanding the weight and size of a vehicle carrying the Goods. 5.4 Any dates quoted for delivery of the Goods are approximate only and the Company shall not be liable for any delay in delivery of the Goods howsoever caused. Time for delivery shall not be of the essence unless previously agreed by the Company in writing. The Goods may be delivered by the Company in advance of the Delivery Date upon giving reasonable notice to the Buyer. 5.5 Where the Goods are to be delivered in instalments

each delivery shall constitute a separate contract and failure by the Company to deliver any one or more of the instalments in accordance with these Conditions or any claim by the Buyer in respect of any one or more instalments shall not entitle the Buyer to treat the Contract as a whole as repudiated. 5.6 If the Buyer fails for any reason whatsoever to take delivery of the Goods or fails to give the Company adequate delivery instructions at the time stated for delivery (otherwise than by reason any cause beyond the Buyer's reasonable control or by reason of the Company's fault) then without prejudice to any other right or remedy available to the Company the Company may: 5.6.1 store the Goods until actual delivery and charge the Buyer for the reasonable costs (including insurance) of returning the Goods to the Company's premises, storage and for transport, packaging and insurance for re-delivery of the Goods; or 5.6.2 sell the Goods at the best price readily obtainable and (after deducting all reasonable storage and selling expenses) account to the Buyer for the excess over the Price or charge the Buyer for any shortfall below the Price. 5.8 Goods may not be returned to the Company except by prior written permission of an authorised officer of the Company and such return shall be subject to payment by the Buyer of handling and re-stocking charges, transport and all other costs incurred by the Company.

6. RISK AND RETENTION OF TITLE

6.1 Goods supplied by the Company shall be at the Buyer's risk immediately upon delivery to the Buyer or into custody on the Buyer's behalf or to the Buyer's Order. The Buyer shall effect adequate insurance of the goods against all risks to the full invoice value of the goods, such insurance to be effective from the time of delivery until property in the Goods shall pass to the Buyer as hereinafter provided. 6.2 Property in the goods supplied hereunder will pass to the Buyer when full payment has been made by the Buyer to the Company for:- 6.2.1 the goods of the subject of this contract. 6.2.2 all other goods the subject of any other contract between the Buyer and the Company which at the time of payment of the full price of the goods sold under this contract have been delivered to the Buyer but not paid for in full. 6.3 All property in the goods supplied hereunder passes to the Buyer in accordance with paragraph (3) above.

6.3.1 The Buyer shall hold the goods in a fiduciary capacity for us and shall store the same separately from any other goods in the Buyer's possession and in a manner which enables them to be identified as our goods. 6.3.2 The Buyer shall immediately return the goods to the Company should the Companies authorised representative so request. All the necessary incidents associated with a fiduciary relationship shall apply.

6.4 The Buyer's right to possess the goods shall cease forthwith upon the happening of any of the following events, namely:- 6.4.1 if the Buyer fails to make payment in full for the goods within the time stipulated in clause 3 hereof.

6.4.2 if the Buyer, not being a company, commits any act of bankruptcy, makes a proposal to his or her creditors for a compromise or does anything which would entitle a petition for a Bankruptcy Order to be presented. 6.4.3 if the Buyer, being a company, does anything or fails to do anything which would entitle an administrator or an administrative receiver or a receiver to take possession of any assets or which would entitle any person to present a petition for winding up or to apply for an administration order.

6.5 The Buyer hereby grants to the Company an irrevocable license to enter at any time any vehicle or premises owned or occupied by the Buyer or in the possession of the Buyer for the purposes of repossessing and recovering any such goods the property in which has remained in the Company under paragraph (2) above. The Company shall not be responsible for and the Buyer will indemnify the Company against liability in respect of damage caused to any vehicle or premises in such repossession and removal being damaged which it was not reasonably practicable to avoid. 6.6 Notwithstanding paragraph (4) hereof and subject to paragraph (5) hereof, the Buyer shall be permitted to sell the goods to third parties in the normal course of business. In this respect the Buyer shall act in the capacity of the Companies commission agent and the proceeds of such sale:- 6.6.1 shall be held in trust for us in a manner which

enables such proceeds to be identified as such, and; 6.6.2 shall not be mixed with other monies nor paid into an overdraft bank account. The Company, as principal, shall remunerate the Buyer as commission agent a commission depending upon the surplus which the Buyer can obtain over and above the sum, stipulated in this contract of supply which will satisfy the Company. 6.7 In the event that the Buyer shall sell any of the goods pursuant to paragraph (4) hereof, the Buyer shall forthwith inform the Company in writing of such sale and of the identity and address of the third party to whom the goods have been sold. 6.8 If, before property in the goods

passes to the Buyer under paragraph (3) above the goods are or become affixed to any land or building owned by the Buyer it is hereby agreed and declared that such affixation shall not have the effect of passing property in the goods to the Buyer. Furthermore if, before property in the goods shall pass to the Buyer under paragraph (3) hereof, the goods are or become affixed to any land or building (whether or not owned by the Buyer), the Buyer shall:- 6.8.1 ensure that the goods are capable of being removed without material injury to such land or building. 6.8.2 take all necessary steps to prevent title to the goods from passing to the landlord of such land or building. 6.8.3 forthwith inform the Company in writing of such affixation and of the address of the land or building concerned. The Buyer warrants to repair and make good any damage caused by the affixation of the goods to or their removal from any land or building and to indemnify the Company against all loss damage or liability the Company may incur or sustain as a result of affixation or removal.

6.9 In the event that, before property in the goods has passed to the Buyer under paragraph (3) hereof, the goods or any of them are lost, stolen, damaged or destroyed. 6.9.1 The Buyer shall forthwith inform the Company in writing of the fact and circumstances of such loss, theft, damage or destruction. 6.9.2 The Buyer shall assign to the Company the benefit of any insurance claim in respect of the goods so lost, stolen, damaged or destroyed.

7: WARRANTIES AND LIABILITY FOR PRODUCTS INSTALLED IN THE UK ONLY

7.1 Subject to the following provisions, the Company warrants that the Goods will be free from defects in material and workmanship for a period of 24 months from their delivery to the Buyer, unless a period of different duration is specified in the product installation instructions in respect of that product and/or its specific warranty terms, or specified components thereof. 7.2 The warranty in clause 7.1 is given by the Company subject to the following conditions:- 7.2.1 The Company shall be under no liability in respect of any defect in the Goods arising from any information drawing design or specification supplied by the Buyer. 7.2.2 The Company shall be under no liability in respect of any defect arising from fair wear and tear wilful damage negligence abnormal working conditions, failure to follow the Company's instructions (whether oral or in writing) misuse or alteration or repair of the Goods without the Company's approval. 7.2.3 The Company shall not be liable for any consequential damages occurred to the Buyer, or the Buyer's customer's property, caused by failure of the Company's Goods. Any such costs incurred shall be claimed by the Buyer or the Buyer's customer's insurance party.

7.2.4 The above warranty does not extend to parts materials equipment not manufactured by the Company in respect of which the Buyer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to the Company. 7.3 The Buyer shall not make any statement or representation or give any warranty to any third party in respect of any Goods other than in the terms made or given by the Company to the Buyer in these Conditions nor shall the Buyer have any authority to commit the Company to provide any service in relation to the Goods. The Buyer shall indemnify the Company against all losses, damages, costs, claims, demands, liabilities and expenses incurred or suffered by the Company in respect of or arising out of any such statement, representation or warranty made or given by the Buyer in contravention of this clause. 7.4 The Company's liability to the Buyer for:- 7.4.1 death or injury resulting from its own or that of its employees' agents' or subcontractors' negligence; and 7.4.2 damage suffered by the Buyer as a result of

any breach of the obligations implied by Section 12 of The Sale of Goods Act 1979 shall not be limited. 7.5 Subject as expressly provided in these Conditions all other warranties, conditions or terms whether implied by statute or common law or otherwise are hereby excluded. 7.6 If the Company fails to deliver the Goods for any reason other than any cause beyond the Company's reasonable control or the Buyer's fault then the Company shall only be liable to the Buyer for and the Company's liability shall be limited to the excess (if any) of the cost to the Buyer (in the cheapest available market) of similar goods to replace those not delivered over the Price of the Goods. 7.7 The Buyer shall examine all Goods delivered forthwith following receipt of the same. Any claim by the Buyer which is based on any defect in the quality or condition of the Goods or their failure to correspond with specification shall (whether or not delivery is refused by the Buyer) be notified to the Company within 7 days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after discovery of the defect or failure. If delivery is not refused and the Buyer does not notify the Company accordingly the Buyer shall not be entitled to reject the Goods and the Company shall have no liability for such defect or failure and the Buyer shall be bound to pay the Price as if the Goods had been delivered in accordance with the Contract. In no event shall the Buyer be entitled to reject the Goods on the basis of any defect or failure which is so slight that it would be unreasonable for the Buyer to reject them. 7.8 The Company shall be entitled to examine any Goods which are the subject of any claim by the Buyer and to remove such Goods or any part thereof for testing. No tests carried out by the Buyer will be recognised by the Company unless carried out strictly in accordance with a method previously agreed by the Company as being suitable for the purpose. 7.9 Where any valid claim in respect of any of the Goods which is based on any defect in the quality or condition of the Goods or their failure to meet specification is notified to the Company in accordance with these Conditions the Company shall be entitled to repair or replace the Goods (or the part in question) free of charge or at the Company's sole discretion refund to the Buyer the Price (or a proportionate part of the Price) but the Company shall have no further liability to the Buyer. 7.10 Where failed Goods are returned to the Company and subsequently found to have no fault found or failed due to reason(s) outside these terms and conditions, the Company reserves the right to claim any subsequent costs entailed, from the Buyer. 7.11 Without prejudice to the provisions of clauses 7.5, 7.6, 7.7, 7.9 and 7.10 the entire liability of the Buyer under or in connection with the Contract shall not exceed the Price of the Goods. 7.12 The Company shall not be liable to the Buyer or be deemed to be in breach of the contract by reason of any delay in performing or any failure to perform any of the Company's obligations in relation to the Goods if the delay or failure was due to any cause beyond the Company's reasonable control. Without limiting the foregoing, the following shall be regarded as causes beyond the Company's reasonable control: 7.12.1 act of god, explosion, flood, tempest, or inclement weather, fire or accident; 7.12.2 war or threat of war, sabotage or insurrection, civil disturbance or requisition; 7.12.3 acts, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any Governmental, Parliamentary or Local Authority; 7.12.4 imports or exports, regulations or embargos; 7.12.5 breakdown of plant, machinery or vehicles; action or trade disputes (whether employees of the Company or of a third party); 7.12.6 difficulties in obtaining raw materials, labour, fuel, parts or machinery; 7.12.7 power failure, failure of tele-communications lines, failure or breakdown of plant, machinery or vehicles; 7.12.8 theft or malicious damage; 7.12.9 defaults for any reason whatsoever of suppliers or sub-contractors of the Company; 7.12.10 incompleteness or inaccuracy of any technical information which it is the responsibility of the Buyer to provide.

8: INSOLVENCY OF THE BUYER

8.1 This clause applies if: 8.1.1 the Buyer makes any composition or voluntary arrangement with its creditors (being an individual or firm) becomes bankrupt or (being a company) becomes subject to an administration order or sequestration order or goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction) or a moratorium comes into force in respect of the Buyer (within the meaning of the Insolvency Act 1986); or 8.1.2 an encumbrancer takes possession of a receiver or administrator is appointed of any of the property or assets of the buyer; or 8.1.3 the Buyer ceases or threatens to cease to carry on business; or 8.1.4 the Company reasonably apprehends that any of the events mentioned above is about to occur in relation to the Buyer and notifies the Buyer accordingly. 8.2 If this clause applies then without prejudice to any other right or remedy available to the Company the Company shall be entitled to stop any Goods in transit, cancel the Contract or suspend any further deliveries under the Contract without any liability to the Buyer and if the Goods have been delivered but not paid for the Price shall become immediately due and payable notwithstanding any previous agreement or arrangement to the contrary.

9: HEALTH & SAFETY INFORMATION The Buyer agrees and undertakes with the Company to ensure that the provisions of all instruction manuals including health and safety instructions and any other information or document relating to the use of the Goods provided by the Company with the Goods are fully implemented so as to ensure so far as is reasonably practicable that the Goods will be safe and without risk to health at all times, whether it is being installed, used, cleaned or maintained by a person at work and that all such manuals instructions or documents remain with the Goods.

10: GENERAL

10.1 The Contract is personal to the Buyer which may not assign or dispose of any of its rights or obligations or otherwise delegate any of its obligations under the Contract without the written consent of the Company. 10.2 The Company shall be entitled to assign its rights and obligations under the Contract and to sub-contract or otherwise delegate any of its obligations under the Contract. 10.3 Any notice required or permitted to be given by either party to the other under these Conditions shall be in writing including a facsimile addressed to that other party at a registered office or principal place of business or such other address as may at the relevant time have been notified pursuant to this provision to the party giving the notice and shall be deemed to have been received by the party to whom it was addressed, if sent by facsimile upon its transmission if during a normal business day and otherwise on the next business day and if sent by post, 72 hours after posting. 10.4 No waiver by the Company of any breach of the Contract by the Buyer shall be considered as a waiver of any subsequent breach of the same or any other provision 10.5 If any provision of these Conditions is held by a Court or other competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions and the remainder of the provision in question shall not be affected thereby. 10.6 The Contract and these Conditions shall be governed by the law of England and Wales. The parties hereby submit to the non-exclusive jurisdiction of the English courts. 10.8 The Buyer shall indemnify the Company for all costs and damages, including attorneys' fees, suffered by the Company as a result of the Buyers actual or threatened breach of these terms and conditions.

11: INFORMATION

The Company will provide the Buyer on request with information as to the proper and safe use of the Goods and the Buyer shall at all times obey and comply with the Company's instructions or other information relating to the use of the Goods.

Specific product warranty terms are available on request.



THE FUTURE OF WATER HEATING
IT'S ALL IN THE DETAIL

www.stromltd.com
STROM LIMITED 2024


STROM
IT'S ALL IN THE DETAIL