

EHC Neptune Series

Unvented Hot Water Cylinders



Installation and technical manual

**THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND
RETAINED FOR FUTURE REFERENCE.**



Unvented cylinders are a controlled service as defined in the latest edition of the building regulations and should only be fitted by a competent person. The relevant regulations are:

England and Wales – Building Regulation G3

Scotland – Technical Standard P3

N Ireland – Building Regulation P5

After installation the Benchmark log book must be completed and left, with these instructions, with the householder for future reference.



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1. Introduction

The Neptune unvented cylinder is made from Duplex Stainless Steel for excellent corrosion resistance. The Neptune has a strong rust-proofed steel case and is highly insulated with environmentally friendly foam.

It is available in 3 standard capacities: 120, 150 and 250 litres, in Direct and Indirect versions.

This manual is provided to assist the installation and maintenance of the following models

NDIR120L
NDIR150L
NDIR210L

NIND120L
NIND150L
NIND210L

The Neptune is supplied complete with all the necessary safety and control devices needed to connect to the cold water mains. All are pre-adjusted. High quality controls have been selected to combine high flowrate performance with minimum pressure drop to make the Neptune perform well in all areas, even those with poor water pressure. The Neptune is WRAS approved to show compliance with Building Regulations G3+L.

STORAGE PRIOR TO INSTALLATION

Neptune should be stored in its original packaging in an upright position in an area free from excessive damp.

2. Unpacking the unit

The Neptune comes complete with all the fittings you need to complete the installation:

Direct Models (Electric)

- Inlet control set
- Temp & Pressure relief valve
- 15mm / 22mm Tundish
- Expansion vessel
- Wall mounting bracket
- Expansion vessel hose
- 2 x 3 kW Immersion heaters
- Installation & Maintenance Instructions
- Benchmark Logbook

Indirect Models (Gas, Oil or Electric boilers)

- Inlet control set
- Temp & Pressure relief valve
- 15mm / 22mm Tundish
- Expansion vessel
- Wall mounting bracket
- Expansion vessel hose
- 1 x 3kW Immersion Heater
- Two port zone valve
- Dual Thermostat
- Installation & Maintenance Instructions
- Benchmark Logbook



Expansion vessel



15/22mm Tundish



Expansion vessel hose



Wall mount kit for expansion vessel



Temperature and pressure relief valve



Dual thermostat



High flow rate inlet control set



Immersion Heater



Two port valve

3. Choosing a site

Water supply

The Neptune operates at 3 bar (controlled by the inlet control set) and is capable of delivering over 50 litres per minute. The high quality inlet control set has been designed to make the most of the flow rates available however the performance of any Unvented system is only as good as the mains water supply. The maximum possible water demand should be assessed taking into consideration that both hot and cold services are supplied simultaneously from the mains. The water supply should be checked to ensure it can meet these requirements. If necessary consult the local water company regarding the likely pressure and flow rate availability.

If measuring the water pressure note that a high static (no flow) mains pressure is no guarantee of good flow availability. In a domestic installation 1.5 bar and 25 l/m should be regarded as the minimum. The maximum mains pressure the inlet control set can cope with is 16 bar. Consideration should be given to upgrading existing ½" (15mm) cold mains pipework to a larger size if the recommended minimum pressure/flowrate is not being achieved.

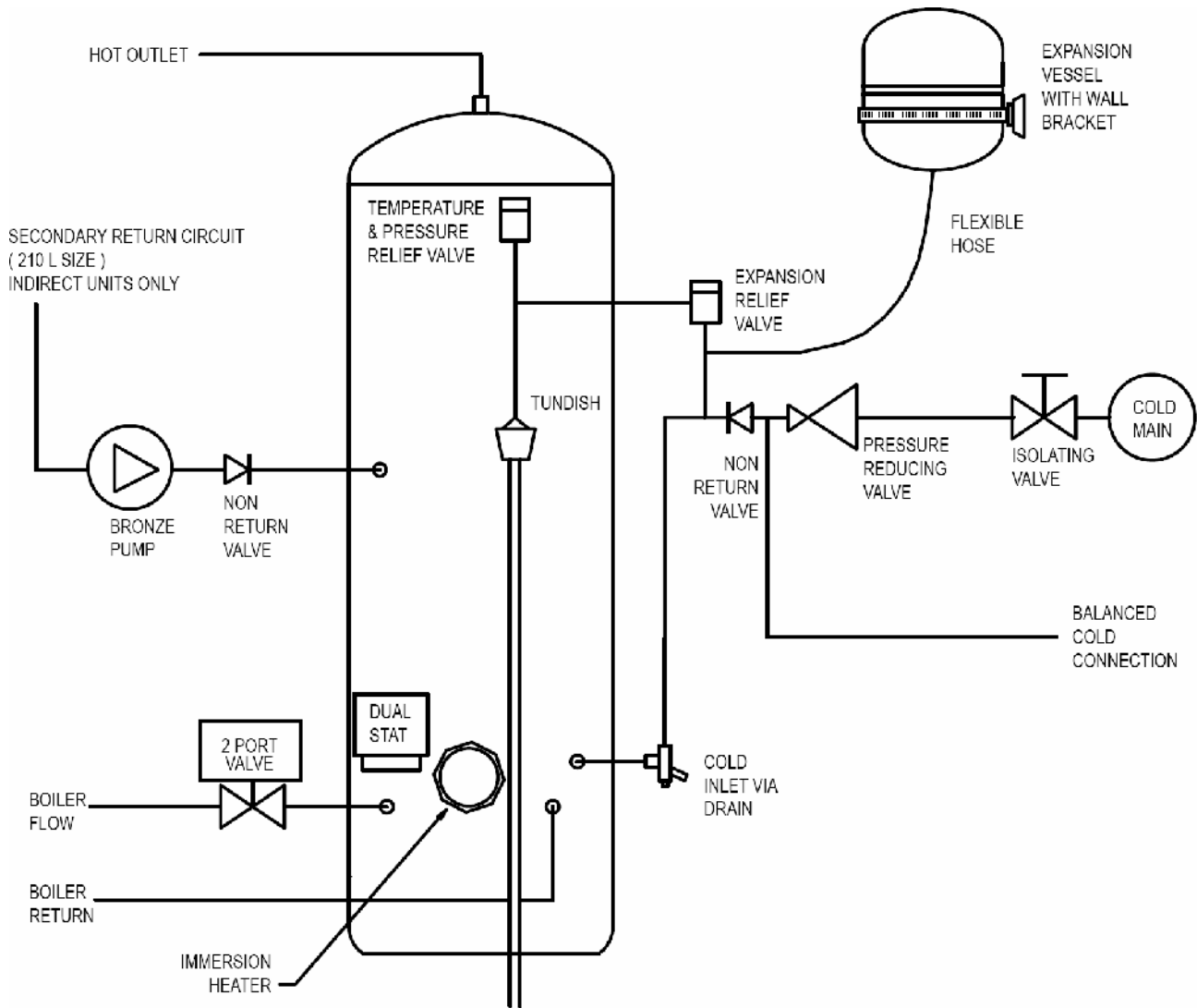
Siting the unit

The Neptune can supply outlets above it or at some distance from it. Site the unit to minimise "dead leg" distances especially to the point of most frequent use. Outlets above the Neptune will reduce the outlet pressure available by 0.1 bar for every 1m of height difference. The unit should be protected from frost. Particular care is needed if siting in a garage or outbuilding. All exposed pipework should be insulated.

The Neptune must be installed **vertically** on a flat base capable of supporting the weight of the cylinder when full (see technical specification section – page 15 – for weights). The minimum recommended cupboard size is 650mm square.

Access for maintenance of the valves should be considered. The immersion heaters are 375mm long and care should be taken that they can be withdrawn for servicing if required. The discharge pipework from the safety valves should fall continuously and terminate safely.

4. Schematic diagram



Notes:

The Pressure reducing valve, Non return valve and Expansion relief valve are combined together in the inlet control set. On 120 – 150 litre sizes there is no dedicated secondary return boss and the secondary return circuit should be tee'd into the cold feed pipe just above the drain elbow.

5. General installation

Cold mains pipework

1. Run the cold main through the building to the place where the Neptune is to be installed. Take care not to run the cold pipe near hot water or heating pipe work so that the heat pick up is minimized.
2. Identify the cold water supply pipe and fit an isolating valve (not supplied) A 22mm BS1010 stopcock can typically be used but a 22mm quarter turn full bore valve would be better as it does not restrict the flow as much. Do not use "screwdriver slot" or similar valves.
3. Make the connection to the cold feed of the cylinder and incorporate a drain valve. Position the inlet control just ABOVE the Temperature & Pressure Relief Valve (TPRV) mounted on the side of the cylinder. This ensures that the cylinder does not have to be drained down in order to service the inlet control set. Ensure that the arrow points in the direction of the water flow.

All of the pipe-work connections on the cylinder are 22mm compression and supplied complete with gland nuts and olives, packed in the Accessory Kit box. Only connect 22mm Table X copper tube to these connections. Cut the tube with a pipe cutter and ensure no sharp edges or burrs protrude. Slide both gland nut and olive onto the tube and push tube fully home into the connection, ensuring the tube fully bottoms on the connection recess. Smear the outer wall of the olive with plumbing paste and tighten gland nut in the prescribed manner. Upon filling/commissioning ensure all connections are completely watertight.



No control or isolation valve should be fitted between the expansion relief valve and the storage cylinder. The relief valve connections must not be used for any other purpose."

4. Select a suitable position for the expansion vessel. Mount it to the wall using the bracket provided. Use the hose to connect to the inlet control group. Ensure that the top of the vessel is accessible for servicing.

Balanced cold connection

5. If there are to be showers, bidets or monobloc taps in the installation then a balanced cold supply is necessary. There is a 22mm balanced connection on the inlet control set.

Hot water pipework

6. Run the first part of the hot water distribution pipework in 22mm. This can be reduced to 15mm and 10mm as appropriate for the type of tap etc. Your aim should be to reduce the volume of the hot draw off pipework to a practical minimum so that the time taken for the hot water is as quick as possible.



Do not use monobloc mixer tap or showers if the balanced cold connection is not provided. Outlets of this type can back-pressurize the unit and result in discharge.

5. General installation (continued)

Primary coil connections

7. Connect the primary connections (Indirect only) using the compression connections provided. The primary circuit must be positively pumped. Gravity circulation is not suitable. Either primary connection may be used as the primary flow – reheat times are identical either way. The primary circuit can be open vented or sealed with up to a maximum pressure of 3.5 bar.
8. If you seal the primary circuit an additional expansion vessel and safety valve is required. The boiler may be Gas, Electric, or Oil but must be under effective thermostatic control. Uncontrolled heat sources such as some AGA's, back boilers, solid fuel stoves, etc are NOT SUITABLE. Please contact our technical department for guidance.
9. Connect the two port zone valve (indirect only) into the primary flow pipework. The direction of flow arrow should be towards the primary flow connection. Again a two port zone valve should be fitted (supplied).

Secondary circulation

The Neptune can be used with secondary circulation. An appropriate WRAS approved bronze circulator should be used in conjunction with a non return valve to prevent backflow.

On large secondary circulation systems it may be necessary to incorporate an extra expansion vessel into the circuit to accommodate the increased system water volume.

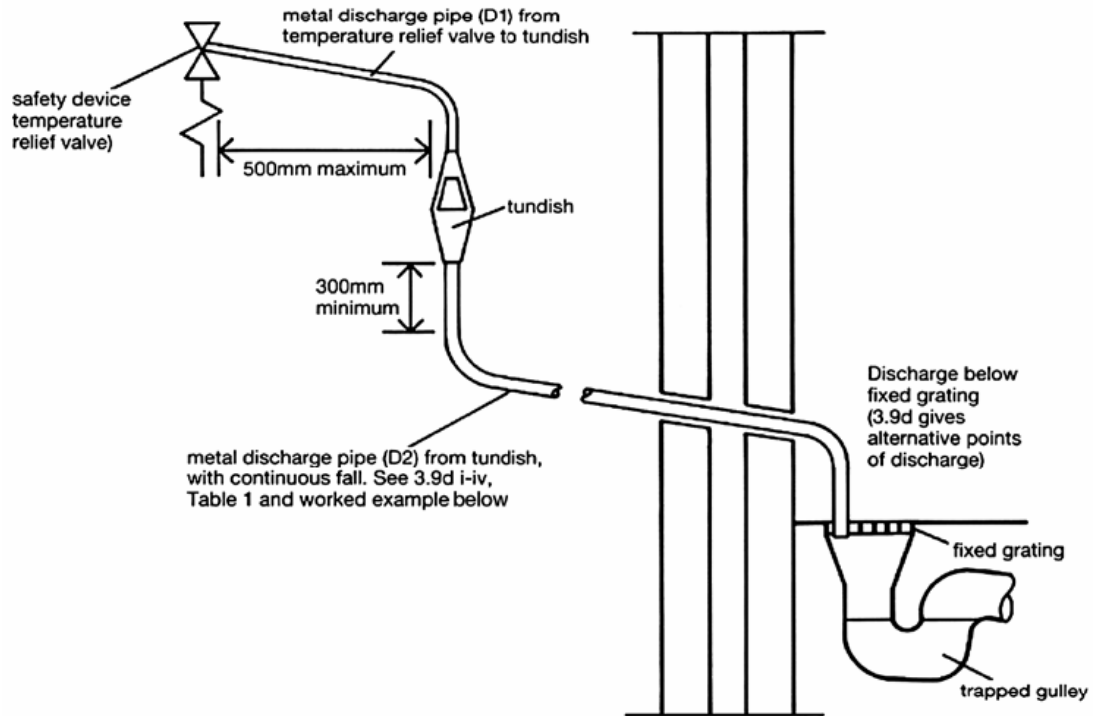
Secondary circulation should be avoided on Direct electrically heated units being used on off peak electricity tariffs. A secondary return boss is fitted as standard on 210L cylinders. On smaller sizes tee into the cold feed pipe above the drain.

Immersion heaters

Only immersion heaters with a thermal cutout may be used. To help ensure this the immersion heaters have a special 1 $\frac{3}{4}$ " thread. They are rated at 3 kW at 240 V and are of a low noise Incoloy construction. They have both a thermostat and a high limit cutout. Please order the correct replacement via us, as fitting non-approved immersions may affect your guarantee. When fitting, ensure the 'O' ring is positioned correctly on the head of the immersion heater and lubricate before fitting. Fit it by hand until almost home then tighten gently as the 'O' rings will seal easily.

The electrical supply to each immersion heaters must be fused at 13A via a double pole isolating switch to BS 3456. The cable must be 2.5mm² heat resistant (85°C HOFr) sheathed flex complying to BS 6141:1981 Table 8. Do not operate the immersion heater/s until the unit is full of water. Do not operate the immersion heater/s if any sterilisation liquid is in the cylinder as this will cause premature failure. Fit the immersion thermostat (indirect only) into the thermostat pocket. Complete the wiring – use the appropriate wiring diagrams on page 10.

6. Discharge arrangement



The above diagram is of a typical discharge pipe arrangement.
(extract from Building Regulation G3)

Note: The discharge will consist of scalding water and steam. Asphalt, roofing felt and non-metallic rainwater goods may be damaged by such discharges.

Note: It is not acceptable to discharge straight into a soil pipe. Position the inlet control group so that the discharge from both the two safety valves can be joined together via a 15mm end feed Tee. Connect the Tundish and route the discharge pipe.

The discharge pipework must be routed in accordance with Part G3 of schedule 1 of the Building Regulations.



The information that follows is not exhaustive and if you are in doubt you should seek advice.

The two safety valves will only discharge water under fault conditions. When operating normally water will not be discharged. The tundish should be vertical, located in the same space as the unvented hot water storage system and be fitted as close as possible and within 500mm of the safety device e.g. the temperature relief valve. The discharge pipe (D2) from the tundish should terminate in a safe place where there is no risk to persons in the vicinity of the discharge, be of metal and:

- A)** Be at least one pipe size larger than the nominal outlet size of the safety device unless its total equivalent hydraulic resistance exceeds that of a straight pipe 9m long i.e. discharge pipes between 9m and 18m equivalent resistance length should be at least two sizes larger than the nominal outlet size of the safety device, between 18 and 27m at least 3 sizes larger, and so on. Bends must be taken into account in calculating the flow resistance. Refer to diagram 1, Table 1 and the worked example. An alternative approach for sizing discharge pipes would be to follow BS6700 Specification for design installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages.
- B)** Have a vertical section of pipe at least 300mm long, below the tundish before any elbows or bends in the pipework.

6. Discharge arrangement (continued)

- C) Be installed with a continuous fall.
- D) It is preferable for the discharge to be visible at both the tundish and the final point of discharge but where this is not possible or practically difficult there should be clear visibility at one or other of these locations. Examples of acceptable discharge arrangements are:
1. Ideally below the fixed grating and above the water seal in a trapped gully.
 2. Downward discharges at a low level; i.e. up to 100mm above external surfaces such as car parks, hard standings, grassed areas etc. are acceptable providing that where children play or otherwise come into contact with discharges, a wire cage or similar guard is positioned to prevent contact whilst maintaining visibility.
 3. Discharges at a high level; e.g. in to metal hopper and metal down pipe with the end of the discharge pipe clearly visible (tundish visible or not) or onto a roof capable of withstanding high temperature discharges of water and 3m from any plastic guttering systems that would collect such discharges (tundish available).
 4. Where a single pipe serves a number of discharges, such as in blocks of flats, the number served should be limited to not more than 6 systems so that any installation can be traced reasonably easily. The single common discharge pipe should be at least one pipe size larger than the largest individual discharge pipe to be connected. If unvented hot water storage systems are installed where discharges from safety devices may not be apparent i.e. in dwellings occupied by blind, infirm or disabled people, consideration should be given to the installation of an electronically operated device to warn when discharge takes place.

Worked example

The example below is for G1/2 temperature relief valve with a discharge pipe (D2) having 4 No. elbows and length of 7m from the tundish to the point of discharge.

From Table 1:

Maximum resistance allowed for a straight length of 22mm copper discharge pipe (D2) from a G1/2 temperature relief valve is: 9.0m

Subtract the resistance for 4 No. 22mm elbows at 0.8m each = 3.2m

Therefore the maximum permitted length equates to: 5.8m

5.8m is less than the actual length of 7m therefore calculate the next largest size. Maximum resistance allowed for a straight length of 28mm

pipe (D2) from a G1/2 temperature relief valve equates to: 14m

As the actual length is 7m, a 28mm (D2) copper pipe will be satisfactory.

Table 1

Sizing of copper discharge pipe 'D2' for a temperature relief valve with a G1/2 outlet size (as supplied).

Size of discharge pipework	Maximum length of straight pipe (no bends or elbows)	Deduct the figure below from the maximum length for each bend or elbow in the discharge pipe
22mm	Up to 9m	0.8m
28mm	Up to 18m	1m
35mm	Up to 27m	1.4m

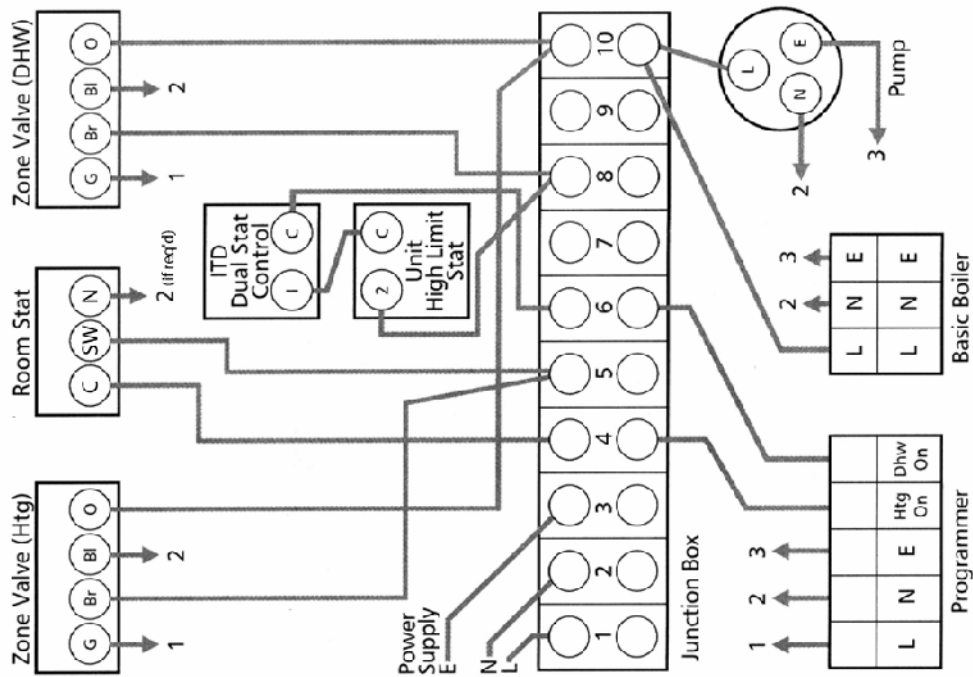
7. Electrical connections and wiring



If the Neptune cylinder is used with the EHC Fusion Boiler. An S-Plan configuration with Volt-connections on the Actuators gray and orange wire must be be used. If in doubt refer to the Fusion wiring diagram or contact the EHC Technical team.

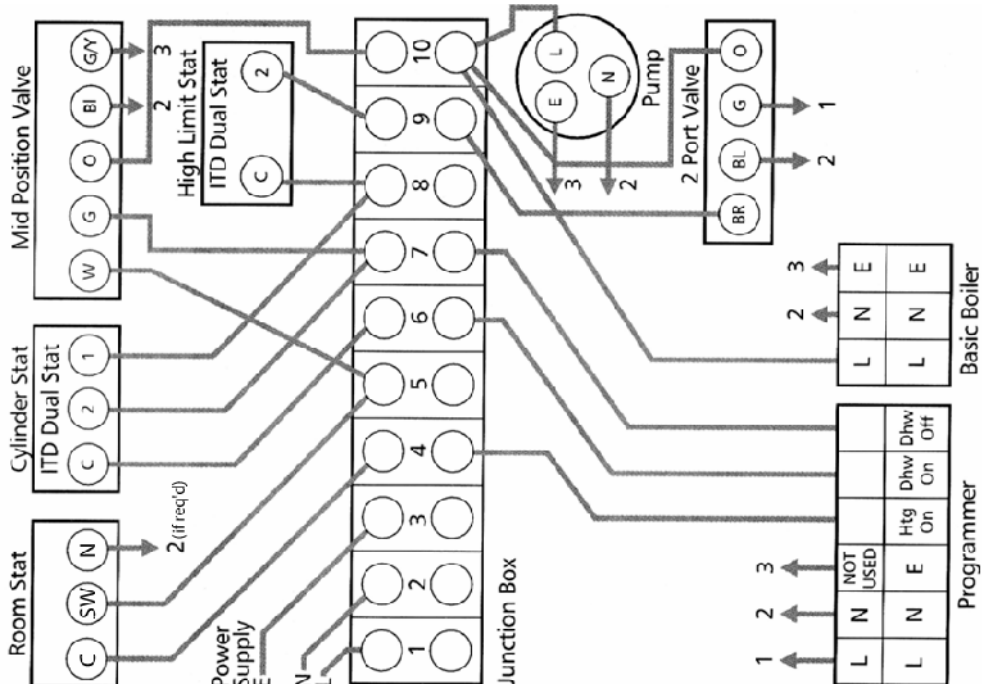
TWO 2 PORT ZONE VALVE (S-PLAN)

VARIANT DUAL THERMOSTAT WIRING



3 PORT MID POSITION VALVE (Y-PLAN) + 2 PORT VALVE

VARIANT DUAL THERMOSTAT WIRING



8. Commissioning

Filling

Check the pressure in the expansion vessel is 3 bar (45 PSI), i.e. the same as the setting of the pressure reducing valve. The valve is of the car tyre (Schrader) type. Check all the connections for tightness including any factory made connections such as the immersion heater and the temperature and pressure relief valve. Before filling, open the hot tap furthest away from the Neptune to let air out. Open the cold main isolation valve and allow the unit to fill. When water flows from the tap allow it to run for a short while to flush through any dirt, swarf or flux residue. Close the tap and open every other hot tap in turn to purge all remaining air.

Direct units

After filling with water and after sterilisation liquid has been purged, switch on the power to the immersion heaters and allow the unit to start to heat. The immersion heater is supplied preset at 55°C. Turning fully to + sets to approx 65°C.

Indirect units

Consult the boiler manufacturers commissioning instructions and fill the primary circuit. Ensure the lever on the two port valve is set to the **filling** position. When full move the lever back. Switch the programmer to Domestic Hot water (DHW) and allow the unit to start to heat. Adjust the dial of the dual thermostat to between 55°C and 65°C as required.

Storage temperature

The recommended storage temperature for both direct and indirect cylinders is 60-65°C. In hard water areas consideration should be given to reducing this to 55°C. In many healthcare applications the guidance on Legionella control and safe water delivery temperatures will require storing the water at 60-65°C, distributing at 55°C and using thermostatic mixing valves to control the final temperature. For details consult the NHS Estates Guidance on safe hot water temperatures.

Safety valve checks

During heat-up there should have been no sign of water coming from either the expansion relief valve or the temperature / pressure relief valve. Now hold both of these safety valves fully open allowing as much water as possible to flow through the tundish. Check that your discharge pipework is free from debris and is carrying the water away to waste efficiently. Release the valves and check that they reseal properly.

9. Servicing

Servicing should only be carried out by competent installers and any spare parts used must be purchased from The Electric Heating Company. NEVER bypass any safety devices or operate the unit without them being fully operational.

Draining

Isolate from the electrical supply to prevent the immersion heaters burning out. Isolate the unit from the cold mains. Attach a hose to the draining tap ensuring it reaches to a level below the unit (This will ensure an efficient syphon is set up and the maximum amount of water is drained from the unit). Open the hot tap closest to the unit and open the draining tap.

WARNING: WATER DRAINED OFF MAY BE VERY HOT!

Annual maintenance

The Neptune requires an annual service in order to ensure safe working and optimum performance. It is essential that the following checks are performed by a competent installer on an annual basis. Should your boiler be of the type that requires annual servicing then the annual servicing of the Neptune Cylinder is normally done at the same time.

- 1) Twist the cap of the expansion relief valve on the inlet control set and allow water to flow for 5 seconds. Release and make sure it resets correctly. Repeat with the pressure / temperature relief valve. In both cases check that the discharge pipework is carrying the water away adequately. If not check for blockages etc. and clear.
WARNING: THE WATER DISCHARGED MAY BE VERY HOT!
- 2) Check that any immersion heaters fitted are working correctly and that they are controlling the water at a temperature between 55°C and 65°C.
- 3) Check the pressure in the expansion vessel is charged to 3 bar. Turn off the water supply to the unit and open a hot tap first. The air valve on expansion vessel is a Schrader (car tyre) type. Air or CO₂ may be used to charge the expansion vessel.
- 4) Unscrew the head on the inlet control set and clean the mesh filter within.
- 5) The benchmark log book supplied with this unit should be updated at each service.

YOUR GUARANTEE MAY BE VOID WITHOUT PROOF OF ANNUAL SERVICING.

Spare parts

We carry the full range of spares listed below in stock. If you order before noon we will dispatch the same day for delivery the next to most locations. Tel: 01698 820533.

TS201	Inlet control set (pressure reducing valve, strainer and expansion relief valve)
TS202	Temperature & pressure relief valve
TS3	Tundish
TS4	Expansion relief valve (cartridge only)
TS105	2 port valve
TS207	Dual thermostat
TS9	Immersion heater (same on all models)
TS212	12 litre Expansion Vessel (120 & 150 ltr sizes)
TS219	19 Litre Expansion vessel (210 ltr size)
TS216	Wall mounting bracket
TS214	Expansion vessel hose (3/4" M x 3/4" F)

10. Fault finding

FAULT	POSSIBLE CAUSE	SOLUTION
Water escaping from the case	Compression fitting on hot draw off not sealing	Check / remake joint with sealing paste
Cold water at hot taps	Direct – Immersion heater not switched on or cutout has triggered	Check / reset
	Indirect – Boiler not working	Check boiler – consult boiler manufacturer's instructions
	Indirect – Motorised valve fault	Check plumbing / wiring to motorised valve
	Indirect – cut-out in dual stat has operated	Reset and investigate cause
Water discharges from expansion relief valve	If continual – pressure reducing valve (part of inlet control set) may not be operating properly	Check outlet pressure from inlet control set is 3 bar
	If continual – expansion relief valve seat may be damaged	Remove cartridge – check seat and renew if necessary
	If intermittent – expansion vessel charge may have reduced / bladder perished	With cylinder cold, check pressure in cylinder. If this is the same as the incoming mains pressure then you are getting backfeed. Install a balanced cold supply – see page 6
Water discharges from temperature and pressure relief valve	Unit has overheated – thermal controls have failed	Switch off power to boiler and immersion heaters. Leave water supply on. Wait until discharge stops. Isolate water supply and replace if faulty
Milky / cloudy water	Oxygenated water	Water from any pressurised system will release oxygen bubbles when flowing. The bubbles will settle out.
No hot water flow	Cold main off	Check and open stop cock
	Strainer blocked in pressure reducing valve	Isolate water supply and clean
	Inlet control set may be fitted incorrectly	Check and refit as required
Noise during hot water draw off – typically worse in the morning	Loose airing cupboard pipework	Install extra clips
Hot or warm water from cold tap	If tap runs cold after a minute or so the pipe is picking up heat from the heating pipework	Insulate / re-route

11. Technical Data

Materials

Inner shell – Duplex Stainless Steel
Coil – 22mm Diameter Stainless Steel
Bosses – Stainless Steel
Every Neptune cylinder is water tested to a pressure of 15 bar.

Insulation

Fire retardant polyurethane foam, nominal thickness 50mm.
The foam is CFC-Free and HCFC-Free.
The foam has an Ozone Depletion Potential of ZERO and a Global Warming Potential of One.

Casework

Zintec corrosion proofed steels throughout
Durable metallic finish outer casing

Anode

None fitted / none required

Expansion Vessel

12 Litre size with 120 and 150 Litre models
18 Litre size with 210 Litre model

Control Settings

Pressure Reducing Valve – 3 Bar
Expansion Relief Valve – 6 Bar
Pressure and Temperature Relief Valve – 7 Bar/90°C
High Limit Thermostat in Dual Thermostat – 85°C
High Limit Thermostat in Immersion Heater – 85°C

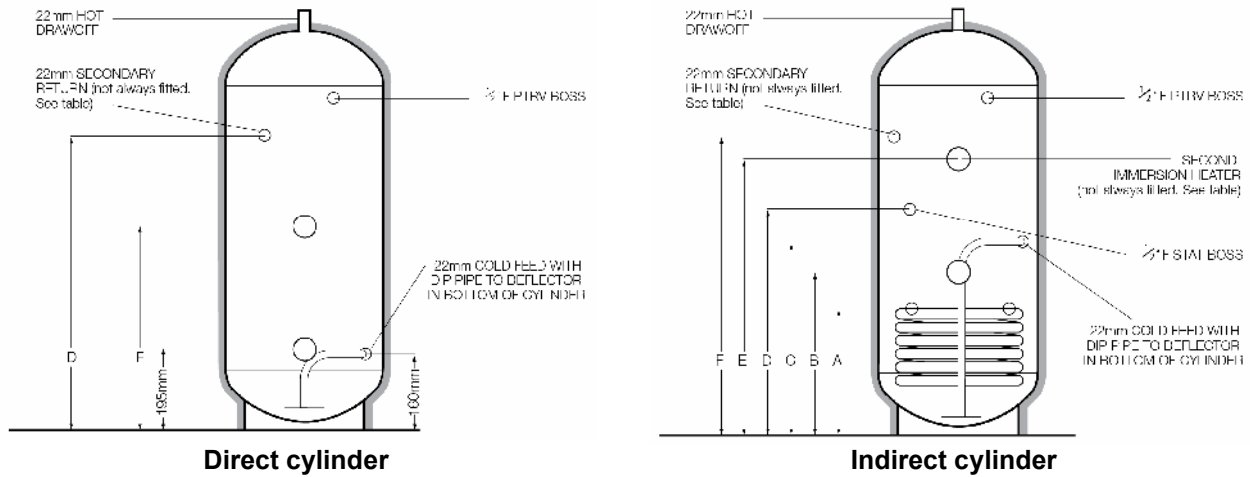
Immersion Heater

1½" BSP Parallel Threaded Head
Long Life Incoloy Sheathed Low Noise Element 14" Long
Long Life Incoloy Sheathed Thermostat Pocket 11" Long
Brazed Construction
Combined Thermostat and Safety Cut-Out
Element Rating 3kW at 240V AC

Approvals

WRAS Approved to the Water Regulations
WRC-NSF Approved to Building Regulations G3 & L
CE Compliant and fitted with a BEAB Approved Immersion Heater

12. Technical Specifications



Direct cylinder

Model No.	Capacity Litres	Rating kW	Diameter mm	Height mm	Weight Empty kg	Weight Full kg	D mm	F mm
NDIR120L	120	3kW x2	550	906	30	150	–	510
NDIR150L	150	3kW x2	550	1093	35	185	–	610
NDIR210L	210	3kW x2	550	1469	45	255	1000	810

Indirect cylinder

Model No.	Capacity Litres	Rating kW	Diameter mm	Height mm	Weight Empty kg	Weight Full kg	A mm	B mm	C mm	D mm	F mm
NIND120L	120	3kW	550	906	35	155	290	330	390	345	–
NIND150L	150	3kW	550	1093	40	190	330	370	465	385	–
NIND210L	210	3kW	550	1469	50	260	365	405	465	465	1150

Recovery times

INDIRECT	120L	150L	210L	Litres
*	14.04	15.55	22.00	Minutes
**	20.06	22.21	31.43	Minutes
DIRECT	120L	150L	210L	Litres
*	97.12	124.24	178.44	Minutes
**	138.75	177.48	254.92	Minutes

The Direct times are based upon 1 x 3 Kw element in the lower position

*Time in minutes to raise 70% of the contents of the cylinder back to 65C

** Time in minutes to raise whole contents from 15C to 65C

13. User Instructions

The Neptune cylinder is automatic in normal use and requires only annual servicing. You should employ a competent installer to perform the annual servicing. If your boiler is of the type that requires annual servicing the annual service of the cylinder is usually done at this time.

IF WATER IS FLOWING FROM THE SAFETY VALVES THROUGH THE TUNDISH THIS INDICATES A FAULT CONDITION AND ACTION IS NEEDED.

If this water is hot turn the boiler and / or the immersion heater off. Do not turn off the water until the discharge runs cool. The discharge may also stop.

CALL A COMPETENT PLUMBER OUT TO SERVICE THE UNIT.

Tell them you have a fault on an unvented cylinder. We stock all the spare parts they may need.

14. Service Record

Installation, Commissioning and Service Record

CUSTOMER DETAILS			
NAME			
ADDRESS			
	TEL No.		
INSTALLER DETAILS			
COMPANY NAME			DATE
ADDRESS			
	TEL No.		
INSTALLER NAME			REGISTRATION No.
COMMISSIONING ENGINEER (IF DIFFERENT)			
COMPANY NAME			DATE
ADDRESS			
	TEL No.		
INSTALLER NAME			REGISTRATION No.
CYLINDER DETAILS			
MODEL			
CAPACITY	LITRES	SERIAL NO.	
SERVICE RECORD DETAILS			
<p>Before completing the appropriate Service Interval Record below, please ensure you have carried out the service as described in the manufacturer's instructions and in compliance with all relevant codes of practice.</p> <p>It is recommended that your hot water system is serviced regularly and that your service engineer completes the appropriate Service Interval Record below.</p>			
SERVICE 1 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____		SERVICE 2 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____	
SERVICE 3 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____		SERVICE 4 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____	
SERVICE 5 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____		SERVICE 6 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____	
SERVICE 7 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____		SERVICE 8 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____	
SERVICE 9 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____		SERVICE 10 DATE: _____ ENGINEER/COMPANY _____ TEL NO. _____ COMMENTS _____ SIGNATURE _____	

15. Guarantee

The Neptune's stainless steel vessel carries a 25 year guarantee against faulty materials or manufacture provided that:

- It has been correctly installed as per this document and all the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by the manufacturer.
- It has not been misused, tampered with or subjected to neglect.
- It has only been used for the storage of potable water.
- It has not been subjected to frost damage.
- The unit has been serviced annually.
- The benchmark log book has been filled in after each annual service.
- The guarantee period starts from the date of purchase and no registration is required.
- The extended guarantee is not transferable, and rests with the original householder.
- The system is fed from a public water supply.

Please note that invoices for servicing may be requested to prove that the unit has been serviced annually. All the components fitted to / or supplied with the Neptune carry a 2 year guarantee.

EXCLUSIONS – THE GUARANTEE DOES NOT COVER the effects of scale build up, any labour charges associated with replacing the unit or its parts, nor any consequential losses caused by the failure or malfunction of the unit.

GUIDANCE IN THE EVENT OF A PROBLEM

If you have a problem in the first year contact the plumber who fitted the unit. Thereafter contact the plumber who carries out the annual servicing for you. If your Neptune develops a leak we will supply you with a new one. We ask for an nominal upfront payment to prevent fraud. We will require the original unit to be returned to us for inspection along with a copy of your benchmark log book. If it is confirmed that it has failed within the terms of the warranty your upfront payment will be refunded.

If a component part fails within the two year guarantee period we will send you a new one without any upfront charge. Credit card details may be taken to prevent fraud. We ask you to post the faulty part back to us within one month by recorded delivery.

If you do not return the part we will charge you for it and for the postage and packing. If your part fails after two years service, we will ask for upfront payment.



For advice, support, or further information on The Electric Heating Company's full range of electric heating products, or one of our free Product guide and installation DVDs, call now on **01698 820 533**.



The Electric Heating Company Ltd, Unit 40, Block 5, Third Road, Blantyre Industrial Estate, Blantyre, Glasgow, G72 0UP

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