

INSTANTANEOUS GAS WATER HEATERS
AGENT: HSG Distributors CC
TEL: +27 860 474 347
FAX: +27 862 684 752

FOR YOUR SAFETY & INFORMATION

IMPORTANT: Read these instructions for use carefully so as to familiarise yourself with the appliance before connecting it to the gas supply/container. Keep these instructions for future reference

This appliance is manufactured and approved to operate on **LPG or Natural Gas** in South Africa (under permit **1156-10/1-RSA-12-A**) as specified on the unit's **Data Label**

If you smell gas:

- Turn off gas supply at cylinders or gas meter
- Extinguish all naked flames.
- Do not operate any electrical appliances.
- Ventilate the area.
- Check for leaks as detailed in this manual.

If odor persists, contact your dealer or gas supplier immediately.

Burn – back (fire in tube or chamber):

In the event of a burn – back, where the flame burns back to the jet, immediately turn off the gas supply at the control on the appliance. After ensuring the flame is extinguished, re-light the appliance as per instruction manual. Should the appliance again burn – back, close the control valve and call a service technician. Do not use the appliance until the service technician has declared that it is safe to do so.

Gas – pressure regulator

This appliance requires an LPG operating pressure of 2,8 kPa at the appliance. A suitable LPG regulator that complies with the requirements of SANS 1237 must be installed. For Natural Gas units the appliance requires an operating pressure of 1,20kPa

Pilot Flame and Burner Position:

The pilot flame is located at the base of the front of the unit, behind the service flap. The main burner is situated under the based of the cylinder, next to the pilot flame.

Important information for the user:

This appliance may only be installed by a registered LP or Natural Gas installer. All registered installers are issued with a card carrying their registration number. Ask to be shown the card before allowing the installation work to commence and make a note of the installer SAQCC number. The installer must be qualified to install the unit on the appropriate gas (LPG or Natural Gas). Upon completion of the installation, the installer is required to explain the operational details of the appliance together with the safety instructions. You will be asked to sign acceptance of the installation and be provided with a Compliance Certificate. You should only sign for acceptance of the installation when the installation is completed to your satisfaction. It is good practice to keep the details of the installer on record for future reference.

Note that your invoice is required in the event that you wish to make a guarantee claim. As this unit utilises both electricity and water piping, the user must ensure correct codes of practice are adhered to in these installations.

Important information for the installer



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This appliance may only be installed by a LP or Natural Gas installer registered with the LPGASA or SAPGA. LPG installations must be carried out in accordance with the requirements of SANS 10087-1 and Natural Gas installations must comply with SANS827.

Any fire department regulations and/or local bylaws applicable to the area must also be adhered to when installing this product. If in doubt check with the relevant authority before undertaking the installation.

When completing the installation, it is important that correct pipe sizing is adhered to and that test point pressures are checked to ensure correct performance of the unit. The cold water pressure and gas pressure readings must be noted down on the CoC after installation.

Upon completion of the installation you are required to fully explain and demonstrate to the user the operational details and safety practices applicable to the appliance and the installation.

PALOMA RHEEM SOUTH AFRICA WARRANTY CONDITIONS

Installation

The relevant Certification of Conformity must be produced along with the SAQCC number of the registered installer. The installer must note the gas operating pressure when commissioning the unit

The unit must be installed in a correct location as per the installation guideline. Gas installations must be conducted in accordance with SANS:827 and SANS:10087

The original invoice for purchase of the unit must be presented, purchase date must be clearly marked and easily verified

Warranty Process

1. In the first instance of any problem arising, the user must read the "Error Code" displayed on the unit, after attempting manual resetting of the unit as outlined in the User Guide.
2. The User must ensure that all 'external factors' have been addressed before contacting agents for advice (check gas supply, water supply and electrical supply etc)
3. The entity responsible for installation of the unit must perform a full assessment of the unit and produce the following information to the agents;
 - Gas pressure readings (standing and operating pressure readings)
 - Water pressure readings or test results (cold water inlet and hot water outlets for flow or blockages)
 - Check electrical supply is working and stable
 - Conduct all system checks as outlined in user manual
4. Warranty is on a 'bring-in' basis, service calls can be made by the agents in the Johannesburg area. If the agent is required to travel outside of this area, a travel supplement may be charged to the owner.

Warranty Conditions

1. The warranty is applicable to water heaters manufactured after 1st January 2013
2. The water heater must be installed in accordance to Paloma water heater installation instructions supplied with the unit, in accordance with relevant local regulations



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3. Where a failed component or water heater is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or water heater does not carry a new warranty
4. The warranty only covers the water heater, not any plumbing or electrical parts etc that form part of the installation. Correct and proper installations are not the responsibility of HSG Distributors and can affect warranty's validity

Warranty Exclusions

The following exclusions may cause the GWH warranty to become void and may incur a service charge and/or costs of parts and labour;

- a) Accidental damage to the water heater or any component including: Acts of God; failure due to misuse; incorrect installation; attempts to repair the water heater other than by a Paloma Accredited Service Agent or the Paloma Service Department.
- b) Where it is found there is nothing wrong with the water heater; where the complaint is related to excessive discharge from the temperature and / or pressure relief valve due to faulty plumbing; where water leaks are related to plumbing and not the water heater or water heater components; where the supply of gas, electricity or water does not comply with relevant codes or acts.
- c) Where the water heater or water heater component has failed directly or indirectly as a result of: excessive water pressure; excessive temperature and / or thermal input; corrosive atmosphere; ice formation in the pipe work to or from the water heater; ice formation in the waterways of a water heater without a frost protection system; ice formation in the water with a frost protection system where the waterways of an electricity supply has been switched off or has failed and the water heater has not been drained in accordance with the instructions; ice formation in the waterways of a water heater with a frost protection system due to an ambient temperature below -20°C (including wind chill factor); ice formation in the water ways of a water heater where the water heater has not been installed in accordance with the Paloma water heater installation instructions.
- d) Where the water heater is located in a position that does not comply with the Paloma water heater installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the water heater to floor or ground level or to a serviceable position.
- e) Repair and/or replacement of the water heater due to scale formation in the waterways or the effects of corrosive water when the water heater has been connected to a scaling or corrosive water supply as outlined in the Owner's Guide and installation instruction booklet.

SUBJECT TO ANY STATUTORY PROVISIONS TO THE CONTRARY, THIS WARRANTY EXCLUDES ANY AND ALL CLAIMS FOR DAMAGE TO FURNITURE, CARPETS, WALLS, FOUNDATIONS OR ANY OTHER CONSEQUENTIAL LOSS EITHER DIRECTLY OR INDIRECTLY DUE TO LEAKAGE FROM THE WATER HEATER, OR DUE TO LEAKAGE FROM FITTINGS AND/OR PIPE WORK OR METAL, PLASTIC OR OTHER MATERIALS CAUSED BY WATER TEMPERATURE WORKMANSHIP OR OTHER MODES OF FAILURE.

Warranty Coverage

HSG Distributors is the supplier of Paloma Gas Water Heaters in South Africa, manufactured by Paloma Industries Ltd Japan. HSG will repair, replace any component or arrange the installation of a new water heater which falls within the warranty periods specified below, as deemed necessary.



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: 0860 HSG DIS (474 347)



: 086 268 4752



: hsgdistributors



: roshan@hsqdistributors.co.za



: www.hsqdistributors.co.za

Paloma

HSG Distributors

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Domestic Use

- 10 year warranty on Copper heat exchanger,
- 3 year warranty on gas section and gas related parts
- 1 year warranty on electrical parts

Commercial Use

- 1 Year warranty on all parts and components



LPGSASA Permit No: **1156-10/1-RSA-12-A**



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🌐 : hsgdistributors

✉ : roshan@hsgdistributors.co.za

🌐 : www.hsgdistributors.co.za