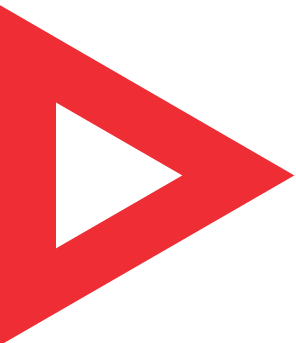
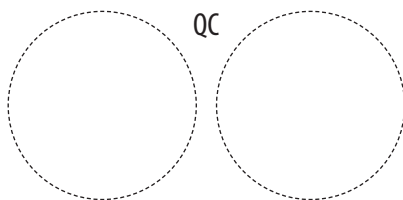


Cat. No./ Serial No.

Date of manufacture



Galmet
creating smart solutions

Installation and Operating Manual / Warranty Card

Water heater

type **SGW(S): Maxi / Maxi Plus / M / Medium**

SGW(S) Maxi

- 250 l
- 300 l
- 400 l
- 500 l
- 700 l
- 1000 l

SGW(S) Maxi Plus

- 300 l
- 400 l
- 500 l

SGW(S)M

- 300 l
- 400 l
- 500 l

SGW(S) Medium

- 160 l
- 200 l
- 300 l
- 400 l
- 500 l

Anode

- magnesium
(as standard)
- titanium

 Please read the instructions carefully before beginning the installation and use of the product.

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1. Device description

The main part of the heater is a hot water tank that is made of sheet steel covered with vitreous enamel. The usable warm water heater is equipped with high capacity heating coil designed for heat pumps as well as for high power central heating boilers. The holes in the tank bottoms are plugged. Cold water supply connections from the water supply and hot usable water disposal are located on one side of the heater's body. In addition, an opening for connecting the circulation and a temperature sensor has also been provided. The tank is equipped with two magnesium anodes: one is positioned in an inspection hole (screw M8), and the second one is located in the upper bottom plate (5/4" plug for 250-500 l capacities and 2" plug for 700-1000 l capacities).

1.1. Remember

1. Before installation of the heater it is recommended to read the installation and user manual that comes with the device.
2. Do not start using a water heater that is not filled with water.
3. Do not operate the internal DHW heater and the external boiler water heater without a fully operational relief valve (proper functioning of the relief valve must be checked every 14 days by turning its cap left or right to induce an outflow of water from a discharge port located on the side of the valve. Following that, turn the cap in the opposite direction until it snaps in place and press down to the valve body. If there is no outflow of water while turning the cap, the valve is not operational. A continuous outflow of water after returning the cap to its previous position indicates valve head contamination. In such a case, flush the valve several times by turning the cap to open the outflow of water. Caution - there is a possibility of hot water outflow. The company will not be responsible for improper functioning of the relief valve caused by wrong installation or errors within the system, e.g. missing a pressure reducing valve in the cold water removal system. For the DHW storage tank, maximum pressure of full opening of relief valve must not exceed 0,67 MPa, whereas for boiler water tank, maximum pressure of full opening of relief valve in a closed system must not exceed 0,35 MPa.
4. Proper protection of a boiler operating with the heater guarantees proper protection of the heating coil in the heater.
5. At least once a year have the heater flushed by a specialised contractor.
6. At least once every 18 months replace the magnesium anode in the DHW tank - not covered by warranty.
7. Eliminate contamination by using filters to extend the service life of the tank and ensure proper functioning of the relief valve.
8. If tanks operate in a very aggressive environment (e.g. in a cow-house etc.), purchase a product specifically prepared for use in such an environment (the Manufacturer will prepare parts susceptible to accelerated corrosion by providing chemical protection).
9. Do not prevent water from dripping from the relief valve – do not plug the discharge port of the relief valve. If water continuously leaks from the relief valve, it indicates that the water main system pressure is too high, or that the relief valve is defective. Discharge port of the relief valve should be oriented downwards. It is recommended to place a funnel underneath the relief valve to collect and drain water. A hose can also be fitted over the discharge port to remove water flowing when the relief valve is being opened. The hose should be heat resistant up to +80°C, with internal diameter of 9 mm and max. length of 1,2 m, run to a drain with a downgrade (min. 3%) in an environment of temperature not lower than 0°C. The hose must be protected against bottleneaking (squeezing, plugging) and its discharge end should be visible (in order to verify operation of the valve).
10. „Galmet Sp. z o.o.“ Sp. K. reserves the right to introduce any modification without prior notification.
11. The heating coil should be flushed by the installer before the first use (besides, installing a filter is recommended to remove any impurities). If the heating coil is not used (e.g. due to the use of an electric resistance heater), it must be completely filled with an appropriate glycol mixture in order to prevent corrosion caused by condensed water. After filling, the heating coil must not be closed on both sides (thermal expansion of air).
12. The tank has an outer casing made of artificial leather (skay, PVC foil), while the thermal insulation is made of polyurethane or polystyrene foam. It is not allowed to manipulate open fire directly next to the tank, as it may damage the outer casing as well as the thermal insulation.
13. All maintenance and installation works must be performed in accordance with applicable health and safety regulations.
14. Unpleasant scents and darkening of the water from the heater may be the result of a hydrogen sulphide, which is formed by reducing the sulphate content of bacteria that live in oxygen-free water. If cleaning the tank, replacing the magnesium anode and starting with a temperature above 60°C will not yield result, we recommend using a titanium anode.
15. If the heating coil is not used (e.g. due to the use of an electric heater), it must be completely filled with a suitable glycol mixture to prevent corrosion caused by condensed water. After filling, the coil cannot be closed on both sides (air expansion by temperature).

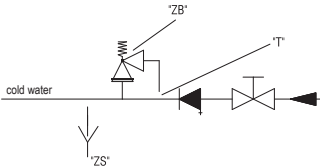
2. Installation / 3. Troubleshooting

2. Installation

The HEATER should be INSTALLED by an appropriately licensed installer. Installation must be confirmed in the warranty card. Due to its design, the heater must be installed VERTICALLY only. The heater must be connected directly to the water main system (with the capability of disconnecting it, e.g. for maintenance) of pressure not exceeding 0.6 MPa, whereas the minimal pressure must not be smaller than 0.1 MPa (approx. 1 at). In the case when the water main system pressure exceeds 0,6 MPa, it is necessary to reduce the pressure with a pressure reducing valve. The relief valve, such as the ZB8 FACH Cieszyn, must be installed on the cold water supply pipe, however relief valve equipped with the feature of reducing water pressure in the heater by redirecting it to the supply system, the water supply system within 5 m from the relief valve should sustain water temperature of +90°C. The discharge port of the relief valve must be opened to the atmosphere at all times. It is allowable to connect the heater in a manner providing several water outlet points. The heating coil of the water exchanger can be supplied from a low temperature water boiler protected in accordance with PN-91/B-02413, operating in an open system, or from a CH low temperature water boiler operating in a closed system (with a membrane expansion vessel) in accordance with PN-91/B-02414.

In order to protect the pumps, three-way valve and exchanger from dirt, a mesh-type filter shall be installed in the circuit. We recommend flushing of the entire heating system prior to installation. All connected branching shall be thermally insulated. If the system operation assumes the usable warm water heating priority using the three-way valve, we recommend following the installation instructions provided by the manufacturer of the three-way valve.

To shut down the heater for a short period of time, turn off the power plug from the wall socket.



In order to drain the tank it is necessary to:

1. Close the cold water inlet before the valve or the relief group.
2. Open the „ZS“ drain valve.
3. Open the hot water faucet so the air could flow through to the tank.

3. Troubleshooting

MALFUNCTION	CAUSE	METHOD OF REMOVAL
The relief valve does not open (also at the attempt of blowing-through).	- Relief valve is seized.	- Clean or replace the valve.
Relief valve leaks.	- The faying surface of the relief valve is contaminated or damaged. - Water pressure is too high.	- Clean or lap the faying surface of the relief valve. - Use a pressure regulator.
DHW water is dirty.	- Plenty of deposit in the tank, or the magnesium anode is used up.	- Clean the tank of any deposit, or replace the magnesium anode (not covered by the warranty).



It is NECESSARY to use a dielectric connectors (made out of a plastic material - electrically nonconductive) between the hot and cold water connections and the installation's connections in order to avoid iron-copper contact, also in case where the relief group is connected directly to the tank. This extends the life of the water tank and prevents electrolysis phenomena, especially when the water is acidic (pH <7).



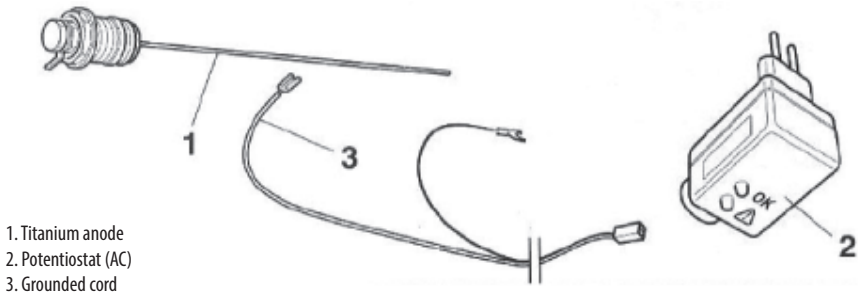
The symbol presented beside signifies that it is prohibited to dispose of worn electrical and electronic devices together with other waste. These products should be delivered to assigned waste collection points for waste processing. A proper recycling of electrical and electronic devices helps to protect the natural environment and prevents negative impact on human health.

4. Titanium, maintenance-free, active anode

4. Titanium, maintenance-free, active anode

4.1. Pros of the titanium anode

- reliable, durable protection
- low consumption of anodes
- no sludge on the anode
- not required regeneration
- guaranteed long-term operation of the tank



NOTE! Before installing the anode CORREX, remove existing protective magnesium anode.



1. Cable supplied bipolar, connecting the anode CORREX and potentiometer plug must not be lengthened.
2. A random change in polarity causes the acceleration of corrosion.
3. It is recommended to use the socket 230 V in a short distance from the tank.

4.2. Troubleshooting

LED CONTROL	CAUSE	METHOD OF REMOVAL
ON - green colour	- Anode CORREX working properly. Full protection against corrosion.	-
OFF	- Lack of electricity.	- Check the voltage 230V.
ON - red colour	- Lack of water in the tank. - Cables between the electronic part and the anode is connected incorrectly. - Lack of contact between the ground (tank) and the electrical part of the anode. - The anode is contacted with the mass of the tank.	- Fill the tank with water. - Put the cables at the anode. - Check and clean the rust all connections. - Properly isolate the anode from the tank.

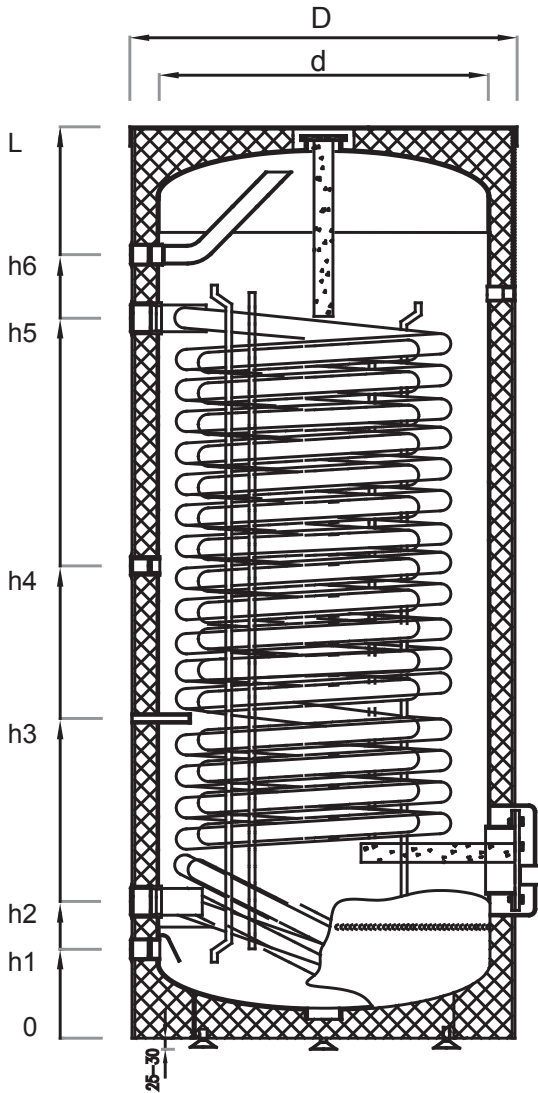
5. Technical specification

5.1. Technical specification of the SGW(S) Maxi water heaters 250, 300, 400, 500

Specification	Unit	SGW(S) Maxi 250	SGW(S) Maxi 300	SGW(S) Maxi 400	SGW(S) Maxi 500
Heating coil	-	CH / heat pump	CH / heat pump	CH / heat pump	CH / heat pump
Storage capacity ¹	l	236	284	376	471
Maximum allowable temperature	°C	95	95	95	95
Maximum working pressure	bar	10	10	10	10
Coil surface	m ²	3,0	3,8	5	6
Coil capacity	l	20,9	26,5	34,9	41,9
Demand for heating water from CH boiler	m ³ /h	3	3	3	3
Coil power (80/10/45°C)	kW	71,5	91	108	114
Coil power (80/10/60°C)	kW	61	77,5	89	99
Coil power (50/10/45°C)	kW	22	28	37	39
Demand for heating water	m ³ /h	3	3	3	3
Dimensions					
h1 - Cold water inflow height	mm	130	130	150	180
h2 - CH water outflow height	mm	215	215	235	265
h3 - Sensor cover height	mm	385	540	560	610
h4 - Circulation height	mm	770	770	840	870
h5 - CH hot water inflow height	mm	895	1035	1285	1415
h6 - DHW outflow	mm	1080	1355	1475	1650
L - Device height	mm	1285	1615	1750	1950
d - Tank diameter (without insulation)	∅	550	550	600	630
D - Diameter (including insulation)	∅	670	670	700	755
Insulation made of hard polyurethane foam	mm	55	55	45	60
External enclosure	-	PVC film			
Hydraulic connections					
Cold water / hot water	Gw	1"	1"	1"	1"
Circulation	Gw	3/4"	3/4"	3/4"	3/4"
CH circuit / heat pump (supply / return)	Gw	5/4"	5/4"	5/4"	5/4"
Flange	∅	180/120	180/120	180/120	180/120
Sensor cover	R	3/8"	3/8"	3/8"	3/8"
Thermometer	Gw	1/2"	1/2"	1/2"	1/2"
Magnesium anode	An.	5/4"	5/4"	5/4"	5/4"
Weight (empty)	kg	160	185	227	261

¹ In accordance with the Commission Regulation (EU) 812/2013, 814/2013.

5.2. Scheme of the SGW(S) Maxi water heaters 250, 300, 400, 500



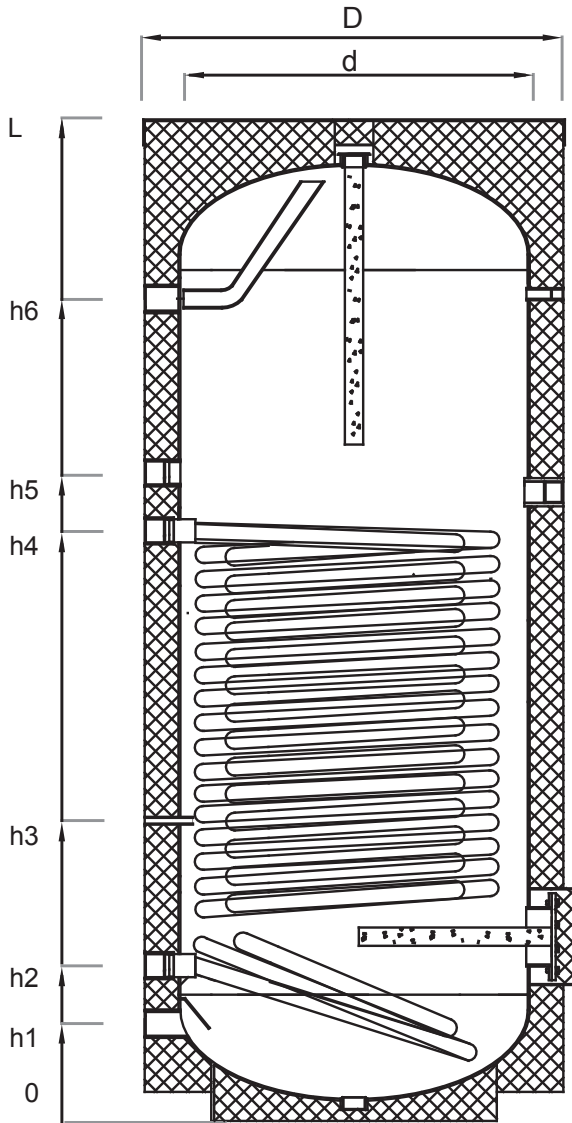
5. Technical specification

5.3. Technical specification of the SGW(S) Maxi water heaters 700, 1000

Specification	Unit	SGW(S) Maxi 700	SGW(S) Maxi 1000
Heating coil	-	CH / heat pump	CH / heat pump
Storage capacity ¹	l	657	973
Maximum allowable temperature	°C	95	95
Maximum working pressure	bar	10	10
Coil surface	m ²	6,5	6,5
Coil capacity	l	45,4	45,4
Demand for heating water from CH boiler	m ³ /h	3	3
Coil power (80/10/45°C)	kW	138	138
Coil power (80/10/60°C)	kW	108	108
Coil power (50/10/45°C)	kW	39	39
Demand for heating water	m ³ /h	3	3
Dimensions			
h1 - Cold water inflow height	mm	215	245
h2 - CH water outflow height	mm	395	445
h3 - Sensor cover height	mm	755	745
h4 - CH hot water inflow height	mm	1175	1075
h5 - Circulation height	mm	1355	1195
h6 - DHW outflow	mm	1715	1565
L - Device height	mm	2060	1960
d - Tank diameter (without insulation)	∅	700	900
D - Diameter (including insulation)	∅	855	1055
Insulation made of hard polyurethane foam	mm	70	70
External enclosure	-	PVC film	
Hydraulic connections			
Cold water / hot water	Gw	6/4"	6/4"
Circulation	Gw	5/4"	5/4"
CH circuit / heat pump (supply / return)	Gw	5/4"	5/4"
Flange	∅	280/205	280/205
Sensor cover	R	3/8"	3/8"
Thermometer	Gw	1/2"	1/2"
Magnesium anode	An.	2"	2"
Weight (empty)	kg	350	530

¹ In accordance with the Commission Regulation (EU) 812/2013, 814/2013.

5.4. Scheme of the SGW(S) Maxi water heaters 700, 1000



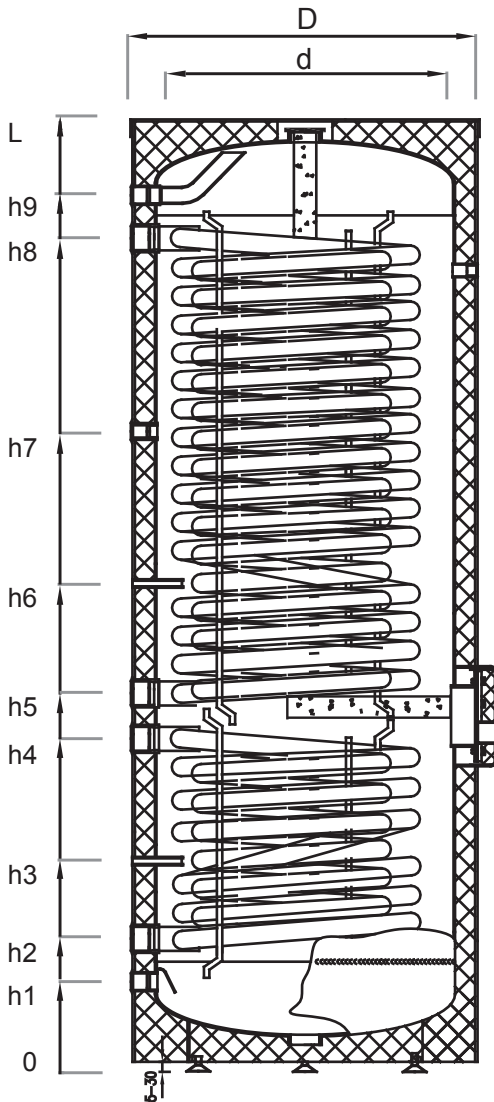
5. Technical specification

5.5. Technical specification of the SGW(S) Maxi Plus water heaters 300, 400, 500

Specification	Unit	SGW(S) Maxi Plus 300	SGW(S) Maxi Plus 400	SGW(S) Maxi Plus 500
Heating coil	-	solar / heat pump	solar / heat pump	solar / heat pump
Storage capacity ¹	l	293	373	465
Maximum allowable temperature	°C	95	95	95
Maximum working pressure	bar	10	10	10
Coil surface	m ²	1,0/2,2	1,5 / 3,8	1,8 / 4,8
Coil capacity	l	6,5/14,5	9,8 / 25	11,5 / 31,5
Demand for heating water from CH boiler	m ³ /h	1,6/1,6	1,9 / 1,9	1,9 / 1,9
Solar coil power (80/10/45°C)	kW	26	34	38
Heat pump coil power (50/10/45°C)	kW	22,5	28,5	35
Demand for heating water	m ³ /h	3	3	3
Dimensions				
h1 - Cold water inflow height	mm	130	160	180
h2 - CH water outflow height	mm	215	245	265
h3 - Sensor cover height	mm	335	425	410
h4 - CH hot water inflow height	mm	495	565	645
h5 - CH water outflow height	mm	615	675	755
h6 - Sensor cover height	mm	835	835	960
h7 - Circulation height	mm	935	955	1265
h8 - CH hot water inflow height	mm	1095	1405	1645
h9 - DHW outflow	mm	1355	1560	1730
L - Device height	mm	1615	1750	1950
d - Tank diameter (without insulation)	∅	550	600	630
D - Diameter (including insulation)	∅	670	700	755
Insulation made of hard polyurethane foam	mm	55	45	60
External enclosure	-	PVC film		
Hydraulic connections				
Cold water / hot water	Gw	1"	1"	1"
Circulation	Gw	3/4"	3/4"	3/4"
CH circuit / heat pump (supply / return)	Gw	5/4"	5/4"	5/4"
Flange	∅	180/120	180/120	180/120
Sensor cover	R	3/8"	3/8"	3/8"
Thermometer	Gw	1/2"	1/2"	1/2"
Magnesium anode	An.	5/4"	5/4"	5/4"
Weight (empty)	kg	165	217	281

¹ In accordance with the Commission Regulation (EU) 812/2013, 814/2013.

5.6. Scheme of the SGW(S) Maxi Plus water heaters 300, 400, 500



5. Technical specification

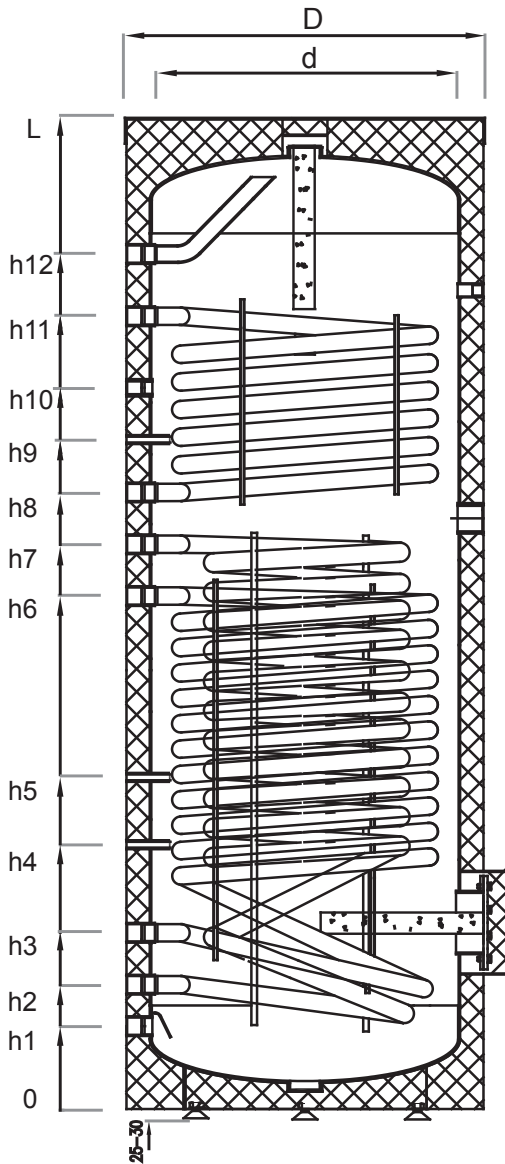
5.7. Technical specification of the SGW(S)M water heaters 300, 400, 500

Specification	Unit	SGW(S)M 300	SGW(S)M 400	SGW(S)M 500
Heating coil	-	solar / CH / add. source	solar / CH / add. source	solar / CH / add. source
Storage capacity ¹	l	295	391	488
Maximum allowable temperature	°C	95	95	95
Maximum working pressure	bar	10	10	10
Coil surface	m ²	1,0 / 0,7 / 1,0	1,8 / 1,1 / 1,0	2,0 / 1,1 / 1,0
Coil capacity	l	7/4,9/7	12,6/7,7/7	14/7,7/7
Demand for heating water from CH boiler	m ³ /h	2,7	3	3
Solar coil power (70/10/45 °C)	kW	24	43	48
CH coil power (70/10/45 °C)	kW	17	26,4	26,4
Add. source coil power (70/10/45 °C)	kW	24	24	24
Dimensions				
h1 - Cold water inflow height	mm	130	160	180
h2 - Water outflow I height	mm	210	240	255
h3 - Solar water outflow II height	mm	290	325	355
h4 - Solar sensor cover I height	mm	390	475	525
h5 - Sensor cover II height	mm	490	625	655
h6 - Solar water inflow II height	mm	670	905	1005
h7 - Water inflow I height	mm	750	990	1105
h8 - CH water outflow height	mm	880	1090	1205
h9 - Sensor cover height	mm	980	1190	1305
h10 - Circulation height	mm	1080	1290	1405
h11 - CH hot water inflow height	mm	1160	1410	1545
h12 - DHW outflow	mm	1350	1600	1645
L - Device height	mm	1615	1750	1950
d - Tank diameter (without insulation)	∅	550	600	630
D - Diameter (including insulation)	∅	670	700	755
Insulation made of hard polyurethane foam	mm	55	45	60
External enclosure	-		PVC film	
Hydraulic connections				
Cold water / hot water	Gw	1"	1"	1"
Circulation	Gw	3/4"	3/4"	3/4"
CH circuit / heat pump (supply / return)	Gw	5/4"	5/4"	5/4"
Flange	∅	180/120	180/120	180/120
Sensor cover	R	3/8"	3/8"	3/8"
Thermometer	Gw	1/2"	1/2"	1/2"
Magnesium anode	An.	5/4"	5/4"	5/4"
Weight (empty)	kg	145	175	225

¹ In accordance with the Commission Regulation (EU) 812/2013, 814/2013.

5. Technical specification

5.8. Scheme of the SGW(S)M water heaters 300, 400, 500



5. Technical specification

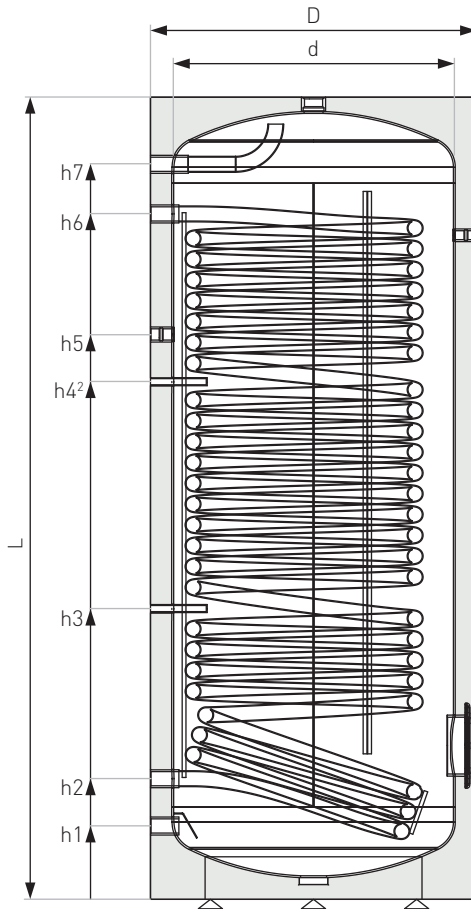
5.9. Technical specification of the SGW(S) Medium water heaters 160, 200, 300, 400, 500

Specification	Unit	SGW(S) Medium 160	SGW(S) Medium 200	SGW(S) Medium 300	SGW(S) Medium 400	SGW(S) Medium 500
Heating coil	-	CH / heat pump	CH / heat pump	CH / heat pump	CH / heat pump	CH / heat pump
Storage capacity ¹	l	160	193	297	386	484
Maximum allowable temperature	°C	95	95	95	95	95
Maximum working pressure	bar	10	10	10	10	10
Coil surface	m ²	1,4	2,0	2,7	3,8	4,3
Coil capacity	l	9,8	14,0	18,9	26,5	30,5
Demand for heating water from CH boiler	m ³ /h	3	3	3	3	3
Coil power (80/10/45°C)	kW	44,8	50,0	64,0	91,0	102,0
Coil power (80/10/60°C)	kW	28,0	40,0	55,0	77,5	87,0
Coil power (50/10/45°C)	kW	10	14	19	28	31
Demand for heating water	m ³ /h	3	3	3	3	3
Dimensions						
h1 - Cold water inflow height	mm	130	130	130	155	180
h2 - CH water outflow height	mm	205	205	205	255	280
h3 - Sensor cover I height	mm	370	370	435	615	560
h4 - Sensor cover II height ²	mm	-	-	-	1095	1260
h5 - Circulation height	mm	555	555	650	1195	1370
h6 - CH hot water inflow height	mm	685	900	1250	1450	1615
h7 - DHW outflow	mm	760	975	1355	1555	1735
L - Device height	mm	920	1140	1615	1750	1950
d - Tank diameter (without insulation)	∅	550	550	550	600	630
D - Diameter (including insulation)	∅	670	670	670	700	755
Insulation made of hard polyurethane foam	mm	55	55	55	45	60
External enclosure	-	PVC film				
Hydraulic connections						
Cold water / hot water	Gw	1"	1"	1"	1"	1"
Circulation	Gw	3/4"	3/4"	3/4"	3/4"	3/4"
CH circuit / heat pump (supply / return)	Gw	1"	1"	1"	1"	1"
Flange	∅	180/120	180/120	180/120	180/120	180/120
Sensor cover	R	3/8"	3/8"	3/8"	3/8"	3/8"
Thermometer	Gw	1/2"	1/2"	1/2"	1/2"	1/2"
Magnesium anode	An.	5/4"	5/4"	5/4"	5/4"	5/4"
Weight (empty)	kg	76	95	125	185	235

¹ In accordance with the Commission Regulation (EU) 812/2013, 814/2013.

² Only in SGW(S) Medium 400-500 water heaters.

5.10. Scheme of the SGW(S) Medium water heaters 160, 200, 300, 400, 500



² Only in SGW(S) Medium 400-500 water heaters.

6. Declaration of Conformity

DECLARATION OF CONFORMITY

„GALMET Sp. z o.o.” Sp. K.
48-100 Głubczyce, Raciborska 36

declares that the following product:

SGW(S) Maxi 250, SGW(S) Maxi 300, SGW(S) Maxi 400, SGW(S) Maxi 500, SGW(S) Maxi 700, SGW(S) Maxi 1000, SGW(S) Maxi Plus 300, SGW(S) Maxi Plus 300, SGW(S) Maxi Plus 300, SGW(S)M 300, SGW(S)M 300, SGW(S)M 300, SGW(S) Medium 160, SGW(S) Medium 200, SGW(S) Medium 300, SGW(S) Medium 400, SGW(S) Medium 500

Intended use:

The water heaters are intended for heating and storage of the DHW.
The wall thickness of the jackets and the bottoms,
as well as the material the exchangers were made of are listed below:

Type	Diameter [Ø]	Bottoms	Material	Jackets	Material
		Material thickness		Material thickness	
SGW(S)...160	550	3	S235JR	3	S235JR
SGW(S)...200	550	3		3	
SGW(S)...250	550	3		3	
SGW(S)...300	550	3		3	
SGW(S)...400	600	4		4	
SGW(S)...500	630	4		4	
SGW(S)...700	700	4		4	
SGW(S)...1000	900	5		5	

To which this declaration applies to is compliant with the following directives:

Pressure Equipment Directive (PED): 2014/68/UE

Głubczyce 19.07.2016

(Place and date)

PREZES Zarządu

Stanisław Galara

(Authorized persons signature)

7. Product fiche (according to EU Regulation No 812/2013)

7.1. SGW(S) Maxi

1	EN - Supplier's name or trade mark	Galmet					
2	EN - Supplier's model identifier	SGW(S) Maxi 250	SGW(S) Maxi 300	SGW(S) Maxi 400	SGW(S) Maxi 500	SGW(S) Maxi 700	SGW(S) Maxi 1000
3	EN - Energy efficiency class	B	B	C	B	C	C
4	EN - Standing loss [W]	63	65	95	82	106	131
5	EN - Storage volume [L]	236	284	376	471	657	973

7.2. SGW(S) Maxi Plus

1	EN - Supplier's name or trade mark	Galmet		
2	EN - Supplier's model identifier	SGW(S) Maxi Plus 300	SGW(S) Maxi Plus 400	SGW(S) Maxi Plus 500
3	EN - Energy efficiency class	B	C	B
4	EN - Standing loss [W]	65	95	82
5	EN - Storage volume [L]	293	373	465

7.3. SGW(S)M

1	EN - Supplier's name or trade mark	Galmet		
2	EN - Supplier's model identifier	SGW(S)M 300	SGW(S)M 400	SGW(S)M 500
3	EN - Energy efficiency class	B	C	B
4	EN - Standing loss [W]	67	95	82
5	EN - Storage volume [L]	295	391	488

7.4. SGW(S) Medium

1	EN - Supplier's name or trade mark	Galmet				
2	EN - Supplier's model identifier	SGW(S) Medium 160	SGW(S) Medium 200	SGW(S) Medium 300	SGW(S) Medium 400	SGW(S) Medium 500
3	EN - Energy efficiency class	B	B	B	C	B
4	EN - Standing loss [W]	57	60	65	95	82
5	EN - Storage volume [L]	160	193	297	386	484

8. Guarantee terms and conditions

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The guarantor "Galmet Sp. z o.o." Sp. K., with its registered office in Głubczyce, at ul. Raciborska 36, hereinafter referred to as the manufacturer guarantees that the product (hereinafter referred to as the equipment) covered by the hereby guarantee card is free from any defects in material and workmanship.

1. Execution of the buyer's rights, resulting from the hereby guarantee depends on fulfilment of the terms and conditions indicated in the guarantee card.
2. The guarantee periods are as follows:
 - for the enamel coated tank - SG(S), SGW(S), SGW(S)B, SGW(S) horizontal - 60 months¹²
 - for the other parts - 24 months.
3. The defects revealed during the guarantee period should be reported to the importer/seller. Free-of charge repairs of the defects arose due to reasons attributable to the manufacturer will be conducted within the period specified in the binding regulations from the date of accepting the complaint as valid by the importer/seller.
Attention – do not disassemble the heater.
4. While making a complaint to the importer/seller the following data should be provided: catalogue and serial number of the equipment (situated on the name plate sticker or on the first page of the guarantee card), date of purchase, description of the defect, accurate assembly address and contact telephone number.
5. Presentation by the user of the purchase invoice or receipt from the cash register as well as guarantee card – correctly filled, complete, stamped by the store and assembler and not containing any adjustments is a condition for carrying out of the guarantee repair of the equipment. The guarantee card should be kept for the entire exploitation period of the equipment.
6. At least once every 18 months the magnesium anode in the equipment should be replaced – replacement is not covered by the guarantee service. Confirmation of purchase of the anodes should be kept, as well as any records in the guarantee card about their replacement. Regular replacement of the magnesium anode is a condition for maintaining the guarantee for the tank.
7. It is not allowed to assemble the heater without operational safety valve. Confirmation of purchase and the guarantee card of the safety valve should be kept available for inspection.
8. Safety valve have to be assembled directly in front of the heater on the pipe supplying it with cold water. Only valves acceptable by adequate organs should be used, adjusted to storage water heaters. Safety valve should be used according to the operating manual for the valve.
9. It is strictly forbidden to assemble additional equipment (e.g. shut-off valve, check valve etc.) between the safety valve and the heater. It is only recommended to assemble a three-way-adapter in order to empty the heater.
10. Assembly and activation of the equipment constituting the subject of the guarantee have to be conducted with due diligence by a qualified electrician or assembler, according to the principles specified by the legal provisions and operating and assembly manual.
11. The equipment should be protected against direct sun exposure, so as to avoid discolouration of the polyurethane or polystyrene foam, as well as any possible damage to the elements made of plastic.
12. The heater should not be assembled in rooms, where the ambient temperature may fall below 0°C.
13. The heater has to be assembled in covered places, unexposed to atmospheric conditions (rain, snow, sun radiation, etc.).
14. Pipes or tubes made of plastic unadjusted to operating in the temp. 95°C and pressure 1.0 MPa should not be used for connection of the heaters.
15. The heater should be assembled in a manner ensuring free access (e.g. for maintenance, repair or replacement).
16. The manufacturer shall bear no liability for any possible inconvenience or costs related to structural changes of the building/rooms, necessary due to conditions in the place for assembly of the equipment (e.g. too narrow doors or corridors) – these are not covered by the guarantee or any surety; any demands for incurring of such costs shall be rejected by the manufacturer. If assembly of the water heater has to be conducted in an untypical place (e.g. in the attic, in accommodation spaces with floor sensitive to water, warehouses etc.) the given place shall be protected against any possible water leakage and assembly of equipment used for water storage and drainage shall be taken into consideration, so as to avoid secondary damages.
17. The manufacturer may refuse to repair a product under guarantee, if the damage being the result of corrosion was caused by aggressive water – based on the Regulation of the Minister of Health of 29.03.2007 on the quality of water intended for human consumption (Journal of Laws No. 61 item 417 as amended) – or due to not sufficient water conductivity (at least 150 µS/cm-1).
18. Any mechanical damages of the tank should result in loss of the guarantee.
19. The guarantee does not include the following:
 - 19.1. damages resulting from incorrect transportation,
 - 19.2. normal wear of the heater,
 - 19.3. intentional damages or damages being result of carelessness,

8. Guarantee terms and conditions

- 19.4. mechanical damages or damages resulting from atmospheric conditions (e.g. frost) and exceeding of the acceptable working pressure, indicated on the name plate,
 - 19.5. malfunctions resulting from application of fittings inconsistent with the binding norms,
 - 19.6. breakdowns caused by assembly of exploitation of inoperative or damaged safety valves,
 - 19.7. damages being the result of incorrect use,
 - 19.8. damages being the result of not following the principles contained in the operating manual,
 - 19.9. cases of any differences in temperature of the domestic hot water between the faucet and indication on the thermometer in the tank up to 12°C (among other things it may be affected by thermostat hysteresis, the distance between the tank and the delivery point, low temperature in the room, in which the heater is assembled),
 - 19.10. cases related to natural formation of limescale,
 - 19.11. damages arose as a result of fire, flood, lightning stroke, overvoltage in electrical installations w or any fortuitous events,
 - 19.12. breakdowns resulting from use of non-original spare parts outside the offer of Galmet, such as heater, magnesium anode, titanium anode, thermostat, thermometer, gaskets etc.,
 - 19.13. occurrence of electrochemical corrosion (e.g. due to lack of dielectric joints in mixed systems),
 - 19.14. damages being the result of non-replacement of magnesium anodes within the deadlines specified in the guarantee card,
 - 19.15. necessity of periodical cleaning of the tank from the accumulated deposits,
 - 19.16. replacement of magnesium anode,
 - 19.17. replacement of consumable fluids (other than water), assembly and disassembly of equipment covered by the hereby guarantee.
20. The method for repair shall be specified by the manufacturer.
 21. Multiple repairs will not include the following: heater adjustment, replacement of magnesium anode, replacement of gaskets, nor any element wearing during normal operation of the equipment.
 22. The manufacturer shall exclude their liability by virtue of any surety for physical damages of the equipment. The buyer shall be entitled to a guarantee based on principles, within period and mode specified in the hereby guarantee document, subject to par. 24 and 25.
 23. The guarantee for the consumable goods shall not exclude, limit, or suspend any rights of the buyer, resulting from nonconformity of the goods with the contract.
 24. The hereby guarantee terms and conditions shall be the only ones granted by the manufacturer. Any other terms and conditions shall not be accepted, unless they shall be granted by the manufacturer in writing.
 25. To all matters not settled in the hereby terms and conditions provisions of the Civil Code shall apply.

¹ On condition of replacement of magnesium anode at least once every 18 months. The replacement shall not be included in the guarantee services (purchase receipts for the anodes should be kept, as well as any records in the guarantee card about their replacement).

² In case of application of titanium anode in the tank (permanently connected to the electricity network) payable inspections should be mandatorily conducted, checking correct function of the equipment. Such inspections may be ordered only to authorised assemblers or manufacturer. The first inspection should be carried out after 12 months from the date of activation of the equipment, and the subsequent ones every 24 months. All the inspections have to be recorded in the guarantee card and the receipt for the performed services should be kept.

NOTICE – during all the period of use of the equipment confirmation of its purchase should be kept (receipt of invoice) as well as the guarantee card – correctly filled, complete, stamped by the store and assembler and not containing any adjustments.

WARRANTY CARD



No.	Date of receipt	Description of the repair	Date of workmanship	Serviceman's signature

Date of repair:	Date of repair:	Date of repair:	Date of repair:
Range of repair:	Range of repair:	Range of repair:	Range of repair:
Service's seal:	Service's seal:	Service's seal:	Service's seal:
Owner's name and address:	Owner's name and address:	Owner's name and address:	Owner's name and address:
Owner's signature:	Owner's signature:	Owner's signature:	Owner's signature:

WARRANTY CARD



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Warranty coupon 1	Warranty coupon 2	Warranty coupon 3	Warranty coupon 4
Type:	Type:	Type:	Type:
Factory no.:	Factory no.:	Factory no.:	Factory no.:
Date of sale:	Date of sale:	Date of sale:	Date of sale:
Seller's stamp and signature:	Seller's stamp and signature:	Seller's stamp and signature:	Seller's stamp and signature:

Installation confirmation
Type:
Factory no.:
Date of sale:
Seller's stamp and signature: