



**Below you will find questions that are asked on a regular basis and may help answer any question you have.**

## **Electric Water Heaters**

### **What does unvented mean?**

Unvented tends to mean a pressurised system fed from mains cold water.

### **Do I require header tank and pressure pumps?**

No, no additional header tank is required. As long as you have adequate water pressure in short what pressure water you put into the water heater is the same pressure you have coming out of the water heater.

### **Do I require an additional wall bracket?**

No, all our electric water heaters come with the wall bracket and require no additional support.

### **Do I require any additional wall fittings?**

Depending on what material you are fitting the electric water heater on, you will require some heavy duty wall bolts for the wall bracket to be connected to the wall. We suggest M12 wall bolts.

### **Do I require any additional fittings to fit the water heater?**

The water heater itself comes with manual and power cord ( 10 & 15 litre ). Depending on location you will require additional fittings which we call unvented fitting kit A & B / safety kit. This can be bought with the water heater, additionally or from your local plumbing supplies shop.

### **Warranty?**

All our electric water heaters come with a 5 year tank warranty, this means IF the water heater fails within the first 5 years of purchase we will repair or replace at no additional cost to you. Electrics come with a 12 month warranty and as with the water heater should be serviced regularly.

### **Service?**

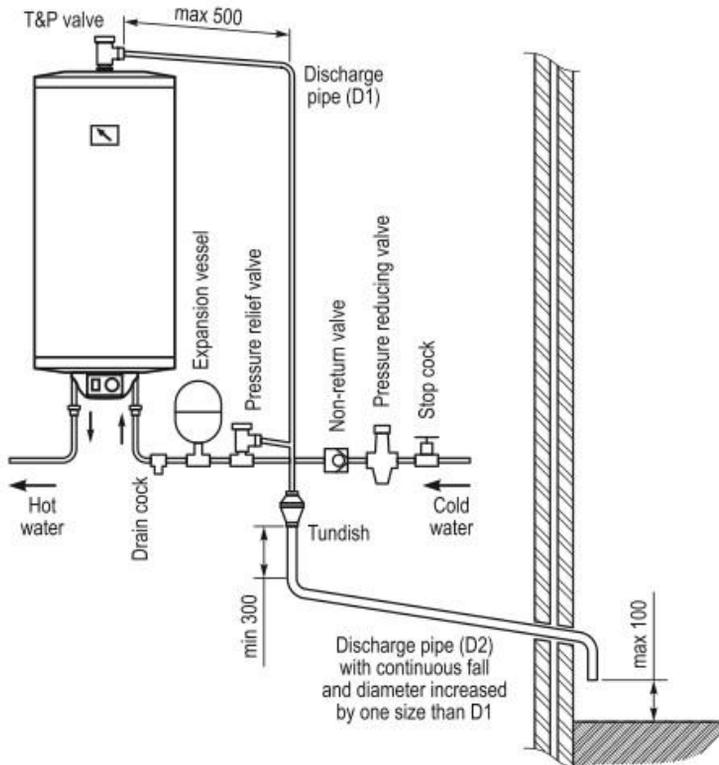
Yes, like any machine or operation the water heater requires a service, we suggest every 12 months after the first 3 years of purchase to make sure the water heater is operating at maximum efficiency and all parts are working as they should.

### **Replacement Parts?**

The water heater comes with 2 sacrificial anodes which protect the tank against harmful corrosive agents in the water. Being sacrificial they are designed to corrode and we suggest replacing at every service. All replacement parts are available through Platinum Water Heaters.

### Unvented fitting kit A & B / safety kit?

These kits are designed to offer additional safety to the water heater and person using the water heater. They are also mandatory by building regulations part G3 when installing in a British property. G3 building regulations can be found on our website.



### Water heater protection?

Platinum Water Heaters come standard with anti freeze, anti pressure and temperature control. 30 litre onwards also come with a dedicated temperature and pressure relief port for a T&P to be fitted in an event on an electrical failure.

### T&P Valve?

30 litre onwards come with a dedicated port at the top of the unit to fit a ½" T&P valve. In the rare event of a electrical failure the T&P acts as a mechanical valve which will relieve any over temperature / over pressure in the water heater and be direct through the tundish to your waste pipe. This is mandatory on electric water heaters and should NOT be overlooked.

### **How to contact Platinum Water Heaters?**

We have dedicated departments of trained staff ready to help and assist with purchase, technical, trade or deliveries. You can email us through our website or the following contact information:

Platinum Water Heaters  
83 Ducie Street  
Manchester  
M1 2JQ  
Tel: 01283 520643  
Email: [sales@platinumwaterheaters.co.uk](mailto:sales@platinumwaterheaters.co.uk)  
Web: [www.platinumwaterheaters.co.uk](http://www.platinumwaterheaters.co.uk)

### **Can we visit your showroom?**

I'm afraid our offices are not open to the public, we have 3 branches located in England in which people can collect their items however our showroom is not open for public use.

### **Are you only internet based?**

No, we have 3 branches in England. Each branch holds stock and is readily available for next day delivery.

### **Delivery?**

Our cut off time is 12 noon, orders placed after 12 noon will be processed on the next working day.

E.G. order Monday at 10.30am receive item on Tuesday.

Order Monday 12.30pm receive item on Wednesday.

We offer 2 types of delivery standard and next day. Next day is TNT 24 express (Next working day up to 6.00pm). Standard delivery is 2-3 working days.

Both services require signature from purchases upon delivery.

### **Damages?**

Any damages must be reported to Platinum Water Heaters within 7 days of despatch. Upon notice we will issue an email stating that you claim to have damages and the address you will need to send the item back to for either a refund or replacement. If damages are found to be purchaser responsibility there may be an additional stocking / damages charge.

### **Cancellation?**

Cancellations are accepted, however some may incur a stocking charge and delivery cannot be refunded.