

Central Storage  
Electric Water Heater

GPU-6.5/10EE  
GPU-6.5/10HEE



GPU-6.5EE

GPU-10EE

GPU-6.5HEE

GPU-10HEE

Online Warranty Registration



Please read these instructions and warranty information carefully before use and keep them handy for future reference.

## USER MANUAL

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# 警告事項 Warnings

## 警告

1. 必須嚴密看管兒童，防止他們接觸及把玩熱水器，以免燙傷、觸電或受傷。
2. 本產品不適用於缺少了身體、感覺或精神能力，或缺乏經驗和知識的人（包括兒童）使用，除非他們在一個了解本產品使用的人監督指導下使用，並對他們的安全負責任。
3. 若設置溫度超過50°C，會有燙傷危險，所以必須混合冷水後才使用。
4. 電源進線段應加裝漏電保護裝置，漏電保護裝置的額定動作電流應不大於30mA。

## 警告

若用戶需要安裝任何非隨機配件，必須先與本公司認可之技術人員聯絡，否則本公司將有權拒絕提供任何保養服務。

## 警告

1. 熱水器在安裝時必須裝配超溫及超壓感應排放閥（PTV），當內膽水溫升至99°C或水壓達至1000kPa，熱水會從PTV的排水管中流出。
2. 壓力釋放裝置（PTV）要定期運作測試（建議每3個月一次），以去掉碳酸鈣沉積及防止阻塞情況發生。
3. 與壓力釋放裝置連接的排放管要以一種連續向下的方式安裝在無霜的環境中，應保持向下傾斜安裝，排水管出口要保持和大氣相通，並保證排出的熱水不會危及人身安全或造成財產損壞。

## Warning

1. Do not allow children to touch or play with the water heater. Supervision is required during use, in order to prevent the danger of a scald, electrical shock or any other injuries.
2. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
3. If the temperature is set above 50°C, cold water must be mixed in to prevent the danger of a scald.
4. An electric-leakage protection device must be installed to the power inlet. The electric current of this protection device should be below 30mA.

## Warning

Please install water heater in accordance to the instructions stated on this booklet. German Pool will NOT provide warranty service on any product installed with unauthorized components or devices.

## Warning

1. The water heater must be installed together with a Pressure and Temperature Relief Valve (PTV), so that when the water temperature inside the tank rises to 99°C or when water pressure reaches 1000kPa, hot water will be released through the drain pipe of the PTV.
2. The PTV device must be tested and operated regularly (suggested once every 3 months) to remove calcium carbonate deposits and to ensure that it is not blocked.
3. The PTV drain pipe must be installed continuously downwards at an angle and the surroundings must not be frosted. The drain pipe must be left open to the atmosphere, and to ensure the hot water drips from the PTV will not endanger personal safety or cause property damage.

# 產品特點 Features

德國寶GPU系列中央儲水式電熱水爐採用先進科技及根據國際標準(IEC)生產而成，同時可接駁多個出水位使用，符合世界所有國家有關之安全標準及水務條例。除設有水線防止漏電外，更配備「五重保險裝置」，確保安全：

- 自動恆溫設備
- 超溫斷路設備
- 超溫感應排放閥
- 超壓感應排放閥
- 防倒流裝置

German Pool GPU Series Central Storage Electric water Heater is designed for multi-point application. It conforms to the Standards of International Electro-technical Commission (IEC Standards) and complies with safety standards and waterworks regulations worldwide. GPU is built-in with "5-Tier Safety Device" for absolute safety:

- Automatic Thermostatic Control
- Thermal Cutout
- Temperature Relief Valve
- Pressure Relief Valve
- Anti-Back Syphon Device

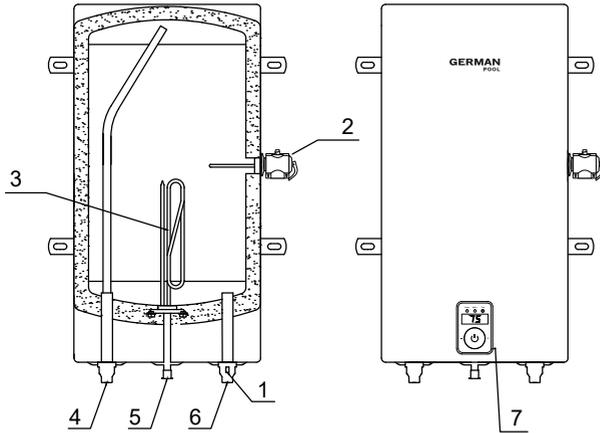
不銹鋼內膽 Stainless Steel Inner Tank	採用長期耐高溫及受高壓容器專用之日本特殊不銹鋼製造，內膽結構堅固，保證防銹、耐壓及不受水質侵蝕。 Constructed of Japanese heavy gauge stainless steel, specially made for high temperature and pressure applications. It is durable and free of rust, corrosion, deformity and hassle.	
保溫 Thermal Insulation	完密噴注式保溫層，採用高密度合成樹脂纖維絕熱法保持溫度，失溫程度達至最低，保持熱水溫度。 Maximum thermal insulation is achieved by high-density polyurethane foam injection moulded between the inner tank and outside casing.	
發熱管 Heating Element	原廠優質不銹鋼發熱管，備有獨立不同功率，符合各種不同之熱水要求。 Prime quality stainless steel heating element ensures maximum thermal efficiency even in places where different voltage applies.	
來水要求 Water Supply Source	直接自來水供應或水箱供應均可。 Main supply or water tank supply.	
額定壓力 Rated Pressure	1.0 MPa	
最大來水壓力 Max. Inlet Water Pressure	0.6 MPa	
超溫感應 Temperature Relief	水溫達到99°C時，超溫感應排放閥門便會自動打開。 When water temperature reaches 99°C, water will be released through the Temperature Relief Valve.	
溫度調節器 Thermostat	電子控制溫度調節器，可隨時調校水溫（最高溫度75°C）。 Electronic-controlled high sensitivity thermostat. Water temperature can be conveniently adjusted up to 75°C.	
防水等級 Water Resistance	IPX4	
符合規格 Conformity	機電工程署電氣產品（安全）條例。 Electrical Product (Safety) Regulation, Hong Kong.	
認證標準 Certifications	IEC 60335-2-21 IEC 60335-1	
能源標籤 Energy Label	1級能源標籤 Grade 1	
能源標籤參考編號及年份 Energy Label Reference No. / Year	(GPU-6.5HEE) (GPU-6.5EE)	(GPU-10HEE) (GPU-10EE)

\* 正常情況下，如供水系統之來水水壓超過0.6 MPa，用戶必須額外加裝減壓器將水壓調低。如來水壓力超過0.6 MPa 而用戶未有安裝減壓器，本公司有權拒絕為熱水器進行任何維修。

\* Under normal working conditions, incoming pressure should not exceed 0.6 MPa. Otherwise, a separate pressure control device is necessary. When incoming water pressure exceeds 0.6 MPa, German Pool will not provide any repair service until a pressure control device is installed.

# 產品結構 Product Structure

GPU-6.5EE/10EE GPU-6.5HEE/10HEE



- 1 防倒流裝置
- 2 超溫及超壓排放閥
- 3 發熱線（內部）
- 4 出水位（熱）
- 5 排水管
- 6 入水位（冷）
- 7 溫度調節/超溫斷路器

- 1 Anti Back Siphonage Device
- 2 Pressure & Temperature Relief Valve (PTV)
- 3 Heating Element (Inside)
- 4 Outlet (Hot)
- 5 Drain
- 6 Inlet (Cold)
- 7 Combined Thermostat/Cut-Out

# 安裝說明 Installation Instructions

## 安裝前注意

安裝必須使用原廠配件。若不按指示方法安裝及使用而引致任何損壞，本公司概不負責。安裝工作應由專業持牌水電技術人員負責。

## Pre-Installation Notice

Installation should be done by a licensed technician using the supplied parts. German Pool is not responsible for any defect or damage caused by incorrect or unauthorized installation.

## 安裝定位

熱水器應盡量安裝於接近出水龍頭之位置，以減省熱量損耗。

掛牆型號須以膨脹螺絲安裝於能負重之牆壁位置上，並調整至緊貼牆壁為佳，你也可以使用外碼將熱水器固定。

## Positioning

Position water heater near water tap / point of use in order to minimize heat loss. For wall-mount style, appropriate anchor screws must be used and wall should be strong enough to withstand the weight of water heater. Keep a minimal distance between wall and water heater. you can also use the mounting bracket for positioning.

## 排放閥及水喉接駁

每部GPU熱水器均附上超溫及超壓感應排放閥(簡稱PTV)一枚，當內膽水溫升至99°C或水壓達至1000 kPa時，熱水會經PTV排出。(如有少量水滴出，乃正常現象。)

## Connecting PTV and Inlet/Outlet Pipes

A Pressure & Temperature Relief Valve (PTV) is supplied with each GPU water heater. Water will be released through the PTV when water temperature reaches 99°C or when water pressure reaches 1000 kPa in the inner tank. (It is normal that small amount of water may drip out.)

PTV及出入水喉必須按照以下指示安裝：

PTV and water inlet & outlet must be installed according to the following instructions:

1. 取出PTV，安裝於指定位置(通常設在熱水器上半部側面，並貼有PTV標示)。
2. 連接水管時，PTV必須向下垂。PTV接出之排水喉需離地約25mm至50mm，以便排出熱水時容易察覺，確保安全。
3. 將自來水喉接駁到入水喉(藍色)，再由出水喉(紅色)接駁水喉通往各個出水龍頭。水喉管件直徑應為1/2" 英吋。
4. 接駁妥當後，打開出水龍頭(紅色熱水掣)，然後打開水源總掣讓自來水注入熱水器內。當水從龍頭流出，表示內膽滿溢，此時可關掉紅色熱水掣。

1. Fit PTV to the marked position (normally it is located on the upper side of the water heater and is labeled "PTV").
2. When connecting the pipe, the PTV must point downward. The outlet of the discharge pipe connecting the PTV must be positioned approximately 25-50mm away from the ground, so that it is easily observable when hot water is being drained to ensure safety.
3. Connect the inlet pipe (blue) with water supply. Then connect the outlet pipes (red) with supply pipe leading to points of use. The diameter of piping should be 1/2" BSP.
4. Turn on the hot water tap. Turn on water supply switch until the inner tank has been filled up with water. The inner tank has been filled up when water flows from the water tap.

# 安裝說明 Installation Instructions

## 接電方法

由電箱獨立伸延一條適合之電線（見下表）至浴室門外接駁獨立開關掣，再將電線伸延至熱水器穿進灰色線夾接到電線排上分別接上零線（N），火線（L），及地線（⊕）等。

## Electric Wiring

Use an independent wire (refer to table below) leading from the meter box and connect it to an independent on/off switch outside bathroom. Extend the wire through the grey wire grip on the water heater. Dismount the bottom plate and wire up Neutral (N), Live (L) and Earth (⊕) terminals.

本熱水器必須永久可靠地連接地線。

This water heater must be earthed at all time.

發熱線功率 (千瓦) Heating Element Rating (kW)	所需電源 (安培) Electric Current (A)	電源線最低要求 (平方毫米) Wiring (mm <sup>2</sup> )
3kW	15 A (單相1PE)	2.5 mm <sup>2</sup>

## 電源開關

設於熱水器外用以切斷電源供應之開關掣，應全極切斷電源，兩極之間應保持最少3mm距離。

## Power Switch

The external switch is used to completely disconnect water heater from power supply. It should disconnect all poles, and a contact separation of at least 3 mm must be present.

## 測試使用

水喉與電源接駁妥當及內膽注滿水後，便可進行通電。單按面板旋鈕可進入開機狀態，旋轉面板旋鈕可調節設置溫度。當溫度達到設置溫度，會自動停止加熱。

## Testing

Once the piping and wiring are connected and inner tank has been filled up with water, switch on the power. Press Turn Knob to turn on water heater, and rotate Turn Knob to adjust the set temperature. When water inside the water heater reaches the set temperature, the water heater will automatically stop heating.

### 特別注意

本熱水器必須永久可靠地連接至水管，且不能使用軟管連接。

### ATTENTION

Appliance must be securely earthed and permanently connected to the water mains, and must not be connected by a flexible hose.

# 使用說明 Operating Instructions

## ⚠ 重要注意事項

儲水式電熱水器安裝並進行通水通電測試後，如果不是繼續使用，而是先擱置一段時間後再使用，測試完畢必需進行以下程序：

1. 將電熱水器斷電斷水；
2. 將電熱水器內測試的水排清；
3. 當存放後需要正常使用前，必需將電熱水器注滿水並確定滿水後，才可以通電加熱，進入正常使用。

### 注意：

對於水源是地下水以及（有可能海水倒灌的）河水地區的使用者，必需嚴格遵照上列程序，以確保熱水器正常運作。

### NOTE:

If water source is from underground water or near river area where seawater intrusion is possible, user MUST COMPLY with all of the above steps to ensure proper function of water heater.

## ⚠ 安裝注意事項

注意：安裝熱水器時必須預留足夠空間作日後保養和維修之用。

最少預留空間：

1. 距離天花最少100毫米
2. 距離兩邊牆壁最少200毫米
3. 爐底預留最少300毫米

## ⚠ 警告

熱水器安裝環境須確保其安裝後方便維修及更換。對於因未考慮維修及更換因素，而造成後期維修及更換熱水器時產生其他附屬非熱水器損失，本公司概不負責。

## ⚠ WARNING!

After initial installation and water and electricity testings, if the storage water heater will not be put to use immediately, after testing is completed, make sure to follow these instructions:

1. Disconnect water and power source to the water heater;
2. Completely drain the residual water in the water heater;
3. When the water heater is finally put to normal use, user MUST first completely fill up the water heater with water BEFORE reconnecting the power source and commencing heating.

## ⚠ INSTALLATION REQUIREMENT

ATTENTION: When installing the water heater, must leave ample space for future maintenance and repair.

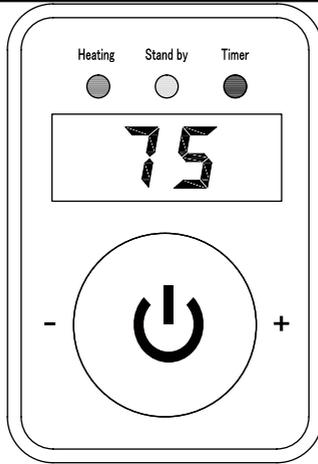
The minimum requirements are:

1. at least 100 mm space from the ceiling
2. at least 200 mm on either side of the wall
3. at least 300 mm underneath the heater

## ⚠ WARNING!

Water heater must be installed in a location that is easily accessible for repair and replacement. If water heater is installed in a location not easily accessible, German Pool will not be held responsible for any damage or loss, peripheral or otherwise, incurred during reparation and replacement.

# 使用說明 Operating Instructions



## 使用熱水器

### 1. 開關機狀態顯示：

- A. 熱水器註滿水後打開電源，此時為關機狀態，電源指示燈以黃色（Stand by）常亮，LED顯示屏無顯示；
- B. 按旋鈕後進入開機狀態，加熱指示燈以紅色（Heating）常亮（或紅色指示燈常亮5S後轉為黃燈常亮），顯示屏顯示實際溫度；加熱完成後進入保溫狀態，紅燈熄滅，轉為電源指示燈以黃色（Stand by）常亮；再次按旋鈕可關機。

### 2. 溫度調節：

開機狀態熱水器LED顯示屏顯示實際溫度，扭動旋鈕可調設定溫度，旋轉至所需設定溫度後無需操作會自動保存並退出，此後顯示實際溫度。

### 3. 定時開關機功能：

在開機狀態下，連按兩次旋鈕開啟定時開關機功能，藍燈（Timer）常亮；要關閉定時開關機功能，連按兩次旋鈕，藍燈熄滅；

## Using The Water Heater

### 1. Turn On / Turn Off:

- A. After filling up the water heater, turn on the power source. At this time, the water heater is in OFF state, the Stand by Indicator Light lights up constant in yellow, LED display panel does not light up;
- B. Rotate Turn Knob to turn on the water heater. Heating Indicator Light will light up constant in red (or red indicator light lights up 5s then change to yellow indicator light lights up constant), and Display Panel will show the current water temperature; when heating is complete, the water heater enters Keep Warm state, the red indicator light will go dark, and Stand by Indicator Light will light up constant in yellow. To turn off the water heater, press Turn Knob again.

### 2. Adjusting Water Temperature:

When the water heater is turned on, LED display panel shows current temperature. Rotate Turn Knob to adjust temperature until desired set temperature; when the water heater does not receive any further command, it will automatically confirm the set temperature then exit the setting, and display panel will revert to show the current temperature.

### 3. Timer Function:

When the water heater is turned on, press Turn Knob twice to activate Timer Function, the Timer Indicator Light will light up constant in blue; to turn off Timer function, press Turn Knob twice. The blue indicator light will go dark;

(Note: After Timer Function has been turned on, pressing the Turn Knob will not affect the Timer Function state. Even if the water heater is turned off and turned on again, the Timer Function remained turned on.)

# 使用說明 Operating Instructions

注意：開啟定時開關機功能後，按旋鈕開關機不影響定時功能的狀態，關機後再次開機，定時開關機功能依舊處於開啟狀態。

## 4. 時鐘和定時設定：

開機狀態下長按旋鈕5秒，顯示屏顯示時鐘校準「Cloc」，向右扭動旋鈕依次顯示「ton、toff」即定時開關機時間，單按旋鈕可進入對應的子功能表，進行以下調節：

### A. 時鐘校準(Cloc)

顯示“Cloc”時單按旋鈕，小時閃爍，旋轉可調節小時；調節完小時，再單按旋鈕，分鐘閃爍，旋轉可調節分鐘。調節完成再次單按旋鈕返回顯示「Cloc」，無操作可自動返回溫度顯示介面。

注意：只有時鐘校準後打開定時開關機功能，才會按正確的預設時間執行開關機，否則將按錯誤的時間執行。

### B. 定時開關機時間設定

顯示“ton”時單按旋鈕進入定時開關機時間設置，藍燈閃爍同時小時閃爍，旋轉可調節小時；調節完小時，再單按旋鈕，分鐘閃爍，旋轉可調節分鐘。調節完成再次單按旋鈕返回顯示「ton」；“toff”定時關機時間設置方法與“ton”一致。無操作可自動返回溫度顯示介面。

預設值： ton 07:00 toff 23:00

## 5. 斷電注意事項

長期斷開電源（大於3天）再次通電後需校準時鐘；定時開關機時間預設值不受斷電影響；但定時開關機功能斷電後復位，需重新開啟。

## 4. Setting the Clock & Timer Function:

When the water heater is turned on, long-press Turn Knob for 5 seconds, Display Panel will show “Cloc”. Rotate Turn Knob to the right and Display Panel will show “ton” “toff” respectively. Press the Turn Knob once to enter and adjust the sub-menu of your choice:

### A. Setting the Clock (Cloc)

When Display Panel shows “Cloc”, press Turn Knob once, and the Hour indicator will blink. Rotate Turn Knob to adjust the hour; after the hour is adjusted, press Turn Knob again once, and Minute indicator will blink. Rotate Turn Knob to adjust the minute. After the clock has been set right, press Turn Knob again once, display will revert to display “Cloc” indicating the clock has been set. If the water heater does not receive any further command, it will automatically revert to the temperature display interface.

(Note: the correct clock time must be set before using Timer Function, otherwise the Timer will be turned on/off at an incorrect time.)

### B. Setting the Timer

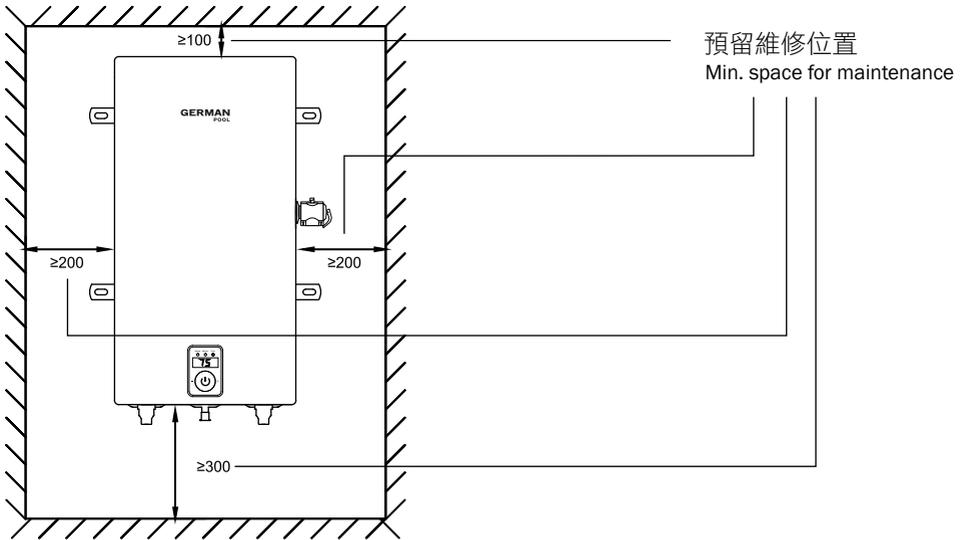
When Display Panel shows “ton”, press Turn Knob once to enter On-Timer setting. Blue indicator light and Hour indicator will blink. Rotate Turn Knob to adjust the hour; after the hour is adjusted, press Turn Knob again once, and Minute indicator will blink. Rotate Turn Knob to adjust the minute. After the on-timer has been set right, press Turn Knob again once, display will revert to display “ton”. The procedure for setting the Off-Timer is the same. If the water heater does not receive any further command, it will automatically revert to the temperature display interface.

Default timer: ton 07:00 toff 23:00

## 5. When Power Supply is Off

If the power supply is turned off for more than 3 days, when the power comes on again, the clock will need to be reset again. Default timers will not be affected by power outage; but Timer Function will have to be reset again.

# 使用說明 Operating Instructions



## 超溫及超壓排放閥 (PTV)

- 接駁PTV之排水喉出口必須向下垂，並保持開放與大氣接觸，且須確保周圍環境不會結霜。
- 超溫及超壓排放閥(PTV)之手動掣須定時撥動，以防止被水中之沉澱及礦物積聚而阻塞。
- 如發覺水從PTV之排水喉排出，請立即關掉電源及水源供應，然後致電本公司維修 (如有少量水滴出，乃正常現象。)

正常情況下，如供水系統之來水水壓超過 0.6 MPa，用戶必須額外加裝減壓器將水壓調低。(加減壓掣後，溫度及壓力排放閥會有少量水滴出，乃正常現象。)

## Pressure & Temperature Relief Valve (PTV)

- The discharge pipe connecting to the PTV must be pointing downward and be left open to the atmosphere in a frost-free environment.
- Turn the lift handle or rotational cup of the PTV regularly in order to prevent deposits in water causing blockage to the easing gear.
- When water is discharged through PTV pipe, shut off power and water supply immediately. Then contact our Customer Service Centre for repair. (It is normal that small amount of water may drip out.)

Under normal working conditions, incoming pressure should not exceed 0.6 MPa. Otherwise, a separate pressure control device is necessary. (It is normal that small amount of water may drip from PTV after installation of pressure limiting valve.)

### 注意

如來水壓力超過0.6 MPa而用戶未有安裝減壓器，本公司有權拒絕為熱水器進行任何維修。

### Note

When incoming water pressure exceeds 0.6 MPa, German Pool will not provide any repair service until a pressure control device is installed.

# 使用說明 Operating Instructions

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## 內膽排水

如要將內膽內的水排走，必須先關掉電源及水源，待剩餘之熱水冷卻後，旋開排水喉之喉蓋讓水排出。

## 水質問題

若來水水源為河水、井水、地下水或礦物質含量較高，用戶必需經常定期清洗發熱線以確保發熱線正常運作及發揮最佳製熱效能。

## 停水期間

停水時不應將熱水器內之存水用盡，否則會導致發熱線損壞。恢復供水後，應先扭開熱水掣直至有水從花灑流出。待內膽注滿水後，用戶便可重新開啟電源。

## Draining

To drain out water from the inner tank, first switch off both power and water supply. Let hot water inside the inner tank cool down. Then unscrew the drain pipe nut to release water.

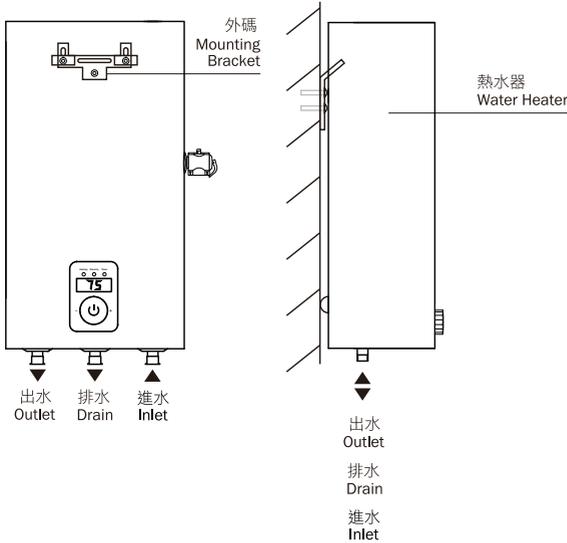
## Source of Water Supply

If the water source is a river, a well, underground water or has relatively high mineral content, user must clean the heating element regularly to ensure it will operate at optimum thermal efficiency.

## Water Shortage

During water shortage, do not drain water from inner tank. The heating element would be damaged if it is not submerged under water. When water supply resumes, turn on hot water tap and let water flows through the shower head before switching on the power.

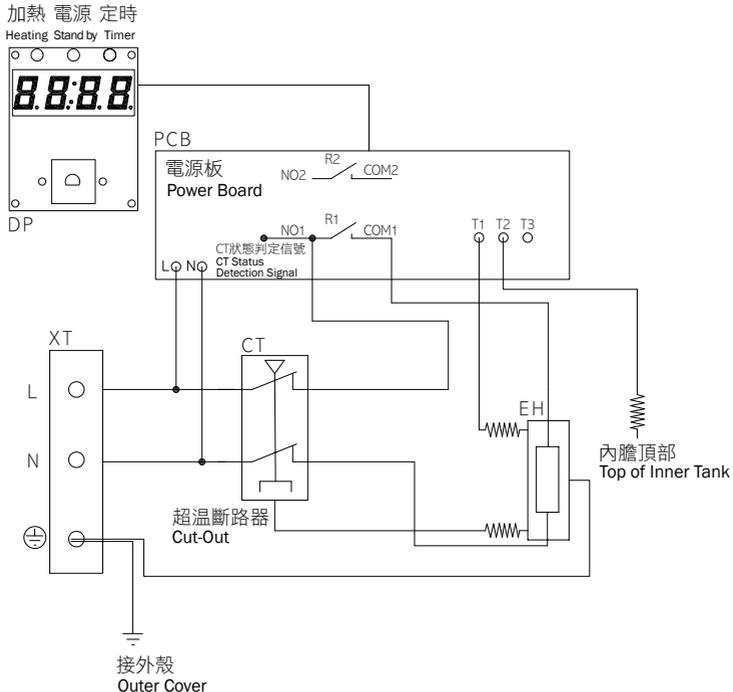
# 安裝圖 Installation Diagram



**使用外碼時注意：**確定爐的安裝位置後，請先用螺絲將外碼固定在牆上，再將爐後蓋上的方孔對準固定在牆上的外碼，向下將爐穩靠地固定掛在牆上。

**Caution:** After confirmation of installation location, properly secure the mounting bracket with screws on the wall, align the holes of the back plate of the water heater with the mounting bracket, and downwardly hang the water heater.

# 電路圖 Wiring Diagram



# 故障檢修 Troubleshooting

若顯示屏出現以下故障代碼，請聯繫德國寶客戶服務及維修中心進行檢修，嚴禁私自拆卸本機。

If LED display shows the below error codes, please contact German Pool Customer Service & Repair Centre for inspection. DO NOT disassemble this water heater by yourself.

故障代碼 Error Code	問題 Problem	解決方案 Solution
E1	電子超溫 Electronic overtemperature	待水溫降低後自動恢復 Water heater will automatically restart after water temperature drops down
E2	機械超溫 Mechanical overtemperature	聯絡維修人員上門檢查復位 Contact Customer Service & Repair Centre to inspect and reset water heater
E3	溫度傳感器T2開路/短路 Temperature sensor T2 open/short circuit	聯絡維修人員上門維修 Contact Customer Service & Repair Centre for repair
E4	溫度傳感器T1開路/短路 Temperature sensor T1 open/short circuit	聯絡維修人員上門維修 Contact Customer Service & Repair Centre for repair
E6	溫升過快 Excessive temperature rise	缺水乾燒保護，待水壓恢復正常後斷電重啟 Dry boil protection has been activated. After water pressure returns to normal, turn off the power source, then restart
----	定時開機和定時關機設置的時間間隔小於30分鐘 The time interval between On-Timer and Off-Timer is less than 30 minutes	重新設置定時開機和定時關機時間，間隔必須大於30分鐘 Please reset On-Timer and Off-Timer, the interval must be greater than 30 minutes

## 產品規格 Specification

型號 Model	GPU-6.5EE	GPU-10EE	GPU-6.5HEE	GPU-10HEE
電壓 Voltage (單相/1Phase)	220 V			
頻率 Frequency	50 Hz			
功率 Power (單相/1Phase)	3kW	3kW	3kW	3kW
容量 Capacity	25 L	40 L	25 L	40 L
機身尺寸 Dimensions	(H) 680 mm (ø) 335 mm	(H) 740 mm (ø) 390 mm	(H) 680 mm (W) 315 mm (D) 315 mm	(H) 730 mm (W) 370 mm (D) 370 mm
淨重 Net Weight	12.7 kg	19 kg	14.2 kg	20.3 kg
滿水 Filled Weight	37.3 kg	59 kg	39.2 kg	60.3 kg

產品規格及設計如有變更，恕不另行通知。  
Specifications are subject to change without prior notice.

中英文版本如有出入，一概以中文版為準。  
If there is any inconsistency or ambiguity between the English version and the Chinese version, the Chinese version shall prevail.

本產品使用說明書以 [www.germanpool.com](http://www.germanpool.com) 網上版為最新版本。  
Refer to [www.germanpool.com](http://www.germanpool.com) for the most up-to-date version of the Operating Instructions.

# 保用條款

# Warranty Terms & Conditions

此保用提供德國寶產品之機件在正常使用下壹年保用(自購買日起計算)。

Under normal operations, the product will guarantee a 1-year full warranty provided by German Pool (effective from the date of purchase).

\*貴戶須在購機十天內，以下列其中一種方式向本公司登記資料，保用手續方正式生效：

- 1) 填妥德國寶VIP手機應用程式保用登記表(掃描右方二維碼)
- 2) 填妥本公司網頁保用登記表  
[www.germanpool.com/warranty](http://www.germanpool.com/warranty)
- 3) 填妥保用卡郵寄至本公司



\* This warranty is not valid until customer registration information is received by our Service Centre within 10 days of purchase via one of the following means:

- 1) Visit our VIP App and register online: (Scan the QR Code on the right)
- 2) Visit our website and register online: [www.germanpool.com/warranty](http://www.germanpool.com/warranty)
- 3) Complete the attached Warranty Card and mail it back to our Customer Service Centre.



另請填妥以下表格並與正本發票一併保存，以便維修時核對資料。用戶提供之所有資料必須正確無誤，否則免費保用將會無效。 Please fill out the form below. This information and the original purchase invoice will be required for any repairs. Warranty will be invalidated if information provided is found to be inaccurate.

型號 Model No. :  GPU-6.5EE  GPU-10EE  GPU-6.5HEE  GPU-10HEE

機身號碼 Serial No. : \_\_\_\_\_

發票號碼 Invoice No. : \_\_\_\_\_

購買商號 Purchased From : \_\_\_\_\_

購買日期 Purchase Date : \_\_\_\_\_

1. 未能出示購買發票正本者，將不獲免費維修服務。
2. 用戶應依照說明書的指示操作。本保用並不包括：
  - 上門安裝、檢驗、維修或更換零件之人工以及一切運輸費用；
  - 因天然與人為意外造成的損壞(包括運輸及其他)；
  - 電源接合不當、不依說明書而錯誤或疏忽使用本機所引致之損壞。
3. 於下列情況下，用戶之保用資格將被取消：
  - 購買發票有任何非認可之刪改；
  - 產品被用作商業或工業用途；
  - 產品經非認可之技術人員改裝或加裝任何配件；
  - 機身編號被擅自塗改、破壞或刪除。
4. 總代理有權選擇維修或更換配件或其損壞部份。
5. 產品一經被轉讓，其保用即被視作無效。

1. Customer who fails to present original purchase invoice will not be eligible for free warranty service.
2. Customer should always follow the operating instructions. This warranty does not apply to:
  - labour costs for on-site installation, check-up, repair, replacement of parts and other transportation costs;
  - damages caused by accidents of any kind (including material transfer and others);
  - operating failures resulting from applying incorrect voltage, improper usage, and unauthorized installations or repairs.
3. This warranty is invalid if:
  - the purchase invoice is modified by an unauthorized party;
  - the product is used for any commercial or industrial purposes;
  - the product is repaired or modified by unauthorized personnel, or unauthorized parts are installed;
  - the serial number is modified, damaged or removed from the product.
4. German Pool will, at its discretion, repair or replace any defective part.
5. This warranty will be void if there is any transfer of ownership from the original purchaser.

## 客戶服務及維修中心

香港

澳門

九龍大業街59號

澳門青洲大馬路(青洲新路)

三湘九龍灣貨運中心地下B室

515號美居廣場第二期1樓A座

電話：+852 2773 2888

電話：+853 2875 2699

傳真：+852 2356 9798

傳真：+853 2875 2661

電郵：[repairs@germanpool.com](mailto:repairs@germanpool.com)

## Customer Service & Repair Centre

Hong Kong

Macau

Unit B, G/F, Sunshine Kowloon Bay

A, 1 Andar, Mei Kui Kuong

Cargo Centre, 59 Tai Yip Street,

Cheong Fase 2, No.515 Avenida

Kowloon, Hong Kong

Do Conselheiro Borja Macau

Tel : +852 2773 2888

Tel : +853 2875 2699

Fax : +852 2356 9798

Fax : +853 2875 2661

Email : [repairs@germanpool.com](mailto:repairs@germanpool.com)

此保用只適用於香港及澳門

This warranty is valid only in Hong Kong and Macau

# GERMAN POOL

## German Pool (Hong Kong) Limited



香港 (S MARK)  
安全認證



中國電器/康電行業  
十大影響力品牌

CEO

CEO非凡品牌大賞



香港優質商號



香港工商業獎



最具昇管  
創建品牌企業獎



香港中小企業  
最佳拍檔大獎



香港消費者  
推銷品牌



香港《O導》  
優質服務證書



香港名牌十年成就獎  
HONG KONG TOP BRAND TEN YEAR  
ACHIEVEMENT AWARD

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