



Return to HEIZ24

Please fill out and enclose with the return package to Heiz24!

Order Nr.:

Reason for return (please mark with a cross):

- I would like my money back, Heiz24 article could not resolve my problem (only possible within 14 days of reception)
- The item I ordered was not delivered / wrong delivery
- The item is not as described (please describe below)
- The item arrived damaged (please describe below)
- The item was damaged by us during installation (e.g. incorrectly connected)

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- Delivered Heiz24 article is defect, please send us a REPLACEMENT ARTICLE (please do not forget to describe the defect!)
(The item will be checked by us after return)

The following defect has occurred:

For problems with a Heiz24 REFURBISHED item (not always applicable for every article depending on equipment)

- Do you have complete instructions & did you follow them? Yes No
If not, please ask us for instructions by e-mail BEFORE you return the item!
Errors are usually due to incorrect configuration.
- Is the Heiz24 product exactly the same as your old product? Yes No
- Has an expert heating specialist looked at the controls and the boiler? Yes No
- Has the power supply to the control unit been checked? Yes No
- Have the settings in the service menu been configured correctly?
(from the old device according to the instructions) Yes No
- Have you already restored the control unit supplied by us to the factory settings and carried out a RESET (according to the instructions)? Yes No
- Have all pots been set correctly & all connectors been set correctly (from the old device)? Yes No
- Are all DIP-switches set right for your heating system?
(according to the instructions, not present on all devices) Yes No
- Analysis of faults by the technician is available Yes No
- Have you checked the boiler thermostat & safety temperature limiter (warmed up) Yes No

Note:

- + In the event of malfunctions of the control unit, please study the instructions received.
- + For returns/defects that are due to incorrect settings, we unfortunately have to charge a flat-rate fee of €59.00 incl. VAT.

Have the sensors been checked for the correct resistance values? Yes No

Important!!! Incorrect sensor values lead to incorrect behavior or standstill of the control unit.

Sensors	Shown Temp. °C	Measured resistance	Reference resistance
External sensor			
Boiler sensor			
Domestic water sensor			
Flow sensor 1			
Flow sensor 2			