

# SERVICE CONTACT FORM

## FRESH HOT WATER STATIONS

Dear Customer,

We place great emphasis on offering the best possible quality and strive to ensure and improve on this continuously by using efficient quality control methods. In order to allow us to respond as quickly as possible, we would ask you to fill out our service contact form fully and give us as many details as possible. We will do everything we can to assist you as quickly as possible.

### CONTACT DETAILS / CONSIGNEE

#### Customer / Contact Address

Name	
Company	
Street	
Zip code, city	
Country	

#### Location of System

Street	
Zip code, city	

#### Preferred form of contact

E-mail	
Phone	

#### Best time to call

Desired date	
Mornings	Afternoons

### MODEL INFORMATION FOR TACOTHERM FRESH FRESH HOT WATER STATIONS

	TacoTherm Fresh 40	TacoTherm Fresh Mega	TacoTherm Fresh Tera
Circulation:	no	yes	
Cascading:	no	yes (number: 2	3 4 5)
Article number			Software number
Delivery datedatum			Prod. order number
Defect detected on			Startup

### DESCRIPTION OF PROBLEM

Please make sure to include a hydraulic diagram. Include any photos separately.

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## GENERAL INFORMATION ABOUT THE SYSTEM

Only provide details of relevance for the system.

### 1. Type of project

New building      Complete refurbishment      Refurbishment of central boiler station

### 2. Type of building

Single family dwelling      Multiple-family dwelling      Residential estate      Office building  
Public building      Industry

Number of buildings

Details of building

### 3. Pipe materials

CrNi      Fe      C u      Plastic      Mixed system

### 4. Number of hot water consumers

Washbasin      Kitchen      Bathtub      Shower  
Flood showers / Other

### 5. Storage size

Storage content total      lt      Distributed to      Storage unit

### 6. How is the storage unit heated?

### 7. Storage temperature

°C

### 8. Information on water

Water treated on primary side      yes      no      Water hardness  
Water treated on secondary side      yes      no      Water hardness

### 9. Details of hydraulic installation

Thermal circulation valves installed      yes      no  
External circulation pump      yes      no

### 10. Adjustment level on pump

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### CONTROLLER SETTINGS

Description	Settings
5.1 Temperature nominal	
5.2 Temperature max	
5.3 Circulation	
5.4 Tap flow sensor	
5.5 Circulation flow	
5.6 Circulation comfort	
5.7 Circulation max. flow	
5.8 Circulation min. flow	
5.9 Circulation duration	
5.10 Circulation pause	
5.11 Circulation overrun	
5.12 Circulation difference temperature	
5.13 Circulation hysteresis	
5.14 Circulation calibration	
6.5.1 Max. speed	
6.5.2 Min. speed	

### ONLY TO BE FILLED IN FOR CASCADE INSTALLATIONS

#### 11. Installation connected in a Tichelmann system

Primary side yes    no

Secondary side yes    no

**12 Only master station has circulation connection** yes    no

**13. All controllers have same setting** yes    no

**14. Cascade controller installed** yes    no

**15. Valve fitted in cold water pipe** yes    no

**16. Is the switch-off threshold approx. 5 l below the switch-on threshold** yes    no

**17. In a two-way cascade, is bridge circuit R2 - R1 set up** yes    no

Cascade controller threshold setting when devices are switched on		Settings
2nd threshold	approx. 15 – 20 l/min	
3rd threshold	approx. 35 – 40 l/min (only with 3 devices)	
4th threshold	approx. 75 l/min (only with 4 devices)	
5th threshold	approx. 115 l/min (only with 5 devices)	

A decision regarding any warranty claim can only be made following examination of the complaint.  
Please return the fully filled out form by e-mail to: [group@taconova.com](mailto:group@taconova.com)

Place

Date