marmony®
infrared marble heating system

5 year warranty

TÜVRheinland CERTIFIED
GS geprüfte Sicherheit
www.tuv.com ID 0000025343

Hergestellt in Deutschland
Permanente interne Fertigungskontrolle

EN 24

OPERATING AND ASSEMBLY INSTRUCTIONS MARMONY® MODELS

- M800 JURA
- C780 CARRARA

08/2021

CONTENTS

Dear customer,

We would like to thank you for placing your trust in our product.

The marble heating system we use, which has been certified by TÜV Rheinland as a finished production with TÜVGS and ENEC24, consists of locally sourced Jura marble (model M800), which has developed its appearance over around 140,000,000 years. This means that each slab of the marble is unique and features totally different, individual patterns and shading. We only use the highest quality rock sections. The individual design also includes so-called ‘calcite veins’, which are sometimes perceived as cracks depending on the light conditions or personal preference. This is part of the natural stone and is not an issue in terms of the quality and durability of the marble slab.

The colour shading may be very different in some cases. Sometimes, plates feature inclusions of ancient animals. This is proof of the history of the development of the stone which spans a million years and you now have this slab of marble on your wall as a home accessory.

Calcite veins, colour shading and inclusions truly are a miracle of nature and provide proof of this being a natural product. They are therefore not grounds for a complaint.

We hope you enjoy using your marmony infrared heating system.

The marmony® team

1. WARNINGS

Please read all the information provided in these instructions carefully and in full. Please ensure that you retain these instructions and pass them on to any future owners of the product.

The device is only suitable for room heating within closed rooms.

- The heater may only be used with a room thermostat which meets the requirements of the Ecodesign Directive 2009/125/EC. These requirements are met by the room thermostats which are available as an optional extra in the Marmony MTC series.

Warning!
Do not cover the marble heating plate! Fire hazard due to heat accumulation!

Caution! – Some parts of the product may become very hot and cause burns. Particular caution must be exercised when children and vulnerable people are present.

- Children under 3 years must be kept away from the device unless they are being supervised at all times.

- Children over the age of 3 and under the age of 8 may only switch the device on and off under supervision or when they have been informed about how to use the device safely and have an understanding of the dangers which may result from this. This is subject to the condition that the device is positioned or has been installed in its normal place of use. (See 2 and 3 Distances and Assembly)

- Children over the age of 3 and under the age of 8 may not insert the plug into the socket, regulate the device or carry out the user maintenance.

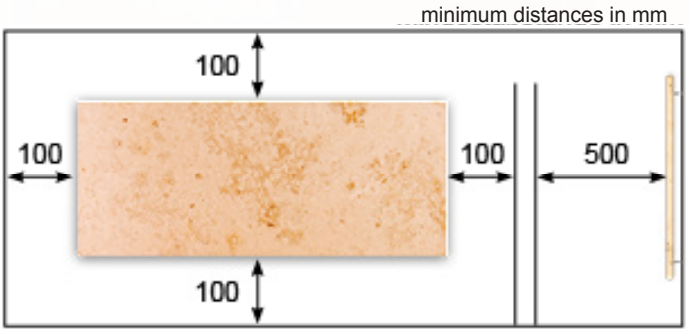
- This device may be used by children aged 8 and above, as well as persons with reduced physical, sensory or mental capabilities or those lacking experience and knowledge if they are supervised or have been informed about how to use the device safely and understand the resulting dangers. Children must not play with the device. Cleaning and user maintenance must not be carried out by children without supervision.

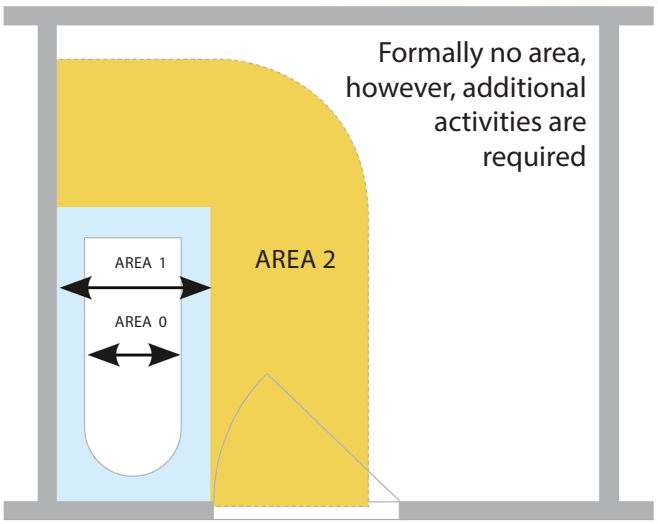
- Flammable substances (e.g. flooring adhesive) may only be processed if it has been ensured that the marble heating plate has been cooled to room temperature.

- During assembly, ensure that no cables or wires are located behind the marked drill holes!
- The marble heating plate may only be operated with a Schuko socket provided on the site which has been fitted with a circuit breaker (automatic fuse) or residual current operated circuit breaker.
- A permanent electrical installation, e.g. flush-mounted installation with appliance connection box, may only be installed by a qualified electrician.
- Installation in wet rooms: (see 2, Distances).
- The connection wire (special cable) may not be changed. The connection wire may only be replaced by a member of the customer service team authorised by marmony®.
- **Warning!** The marble heating plate may not be assembled under a socket.
- **Warning!** The marble heating plate may not be used if the marble slab is damaged. In the event of an error, disconnect the device from the mains (switch off or remove fuse).
- **Warning!** The silicone power supply cable required in accordance with DIN-VDE and EN standards is specially designed to be highly temperature resistant for marble heating plates but may not be placed under mechanical stress like a normal power cable because otherwise the protective sleeve may be damaged. Do not crush or pull the power supply cable of the heater or subject it to any other mechanical stress. Lay the cable so that damage is avoided (standing on and rolling over the cable). Where necessary, rotate the marble heating plate by 180 degrees in order to prevent the power supply cable from sagging on the floor. You can also hang the excess cable length behind the plate.
- The universal dowels included in the scope of supply are approved for all standard masonry (concrete, solid brick, sand-lime solid brick, solid brick made from lightweight concrete, aerated concrete, vertical coring brick, sand-lime perforated brick). For all other building materials, e.g. plasterboard, the correct dowels are available from specialist stores.
- **Warning!** The marble heating plate must not be assembled on a flammable base. A non-flammable plate must be installed if necessary.
- **Warning!** The cable of the room thermostat and radio receiver may not come into contact with the marble heating plate. The necessary distance of at least 40 cm must be observed.

2. MINIMUM DISTANCES

Minimum distances





- The devices can be installed horizontally or vertically on any non-flammable interior wall.
- Ceiling installation is not permitted!
- The marble heating plate is not suitable for installation in wardrobes (heat accumulation due to covering), under benches and with the lower edge over 1.80 m above the floor.
- Assembly underneath a wall socket is not permitted.
- The minimum distances which are specified, especially to flammableobjects, such as curtains, upholstered furniture etc. must be observed.
- For installation and assembly in wet rooms and bathrooms, VDE 0100 Part 701 regulations apply. The safety distance of 60 cm (area 2) to bathtubs and shower trays must be observed. Assembly in areas 0, 1 and 2 is not permitted!
- In the event of assembly in a bathroom, the marble heating plate and the room thermosvtat are to be affixed such that the switch and control unit cannot be touched by anyone in the bathtub or shower.

3. ASSEMBLY

Before starting to assemble your infrared marble heating plate, we recommend that you read the Annex to the operating instructions regarding the mechanism and optimum installation conditions!

Please note that, during assembly, your marble heating plate weighs approx. 22 kg. Where appropriate, ask someone else to assist with the assembly processes in order to suspend the marble heating plate in the wall mounts which have already been secured in place.

You will need the following tools to assemble your marble heating plate:

Pencil
Phillips screwdriver size 2
13 combination wrench
Drilling machine with 8 mm stone drill
(optional 6 mm drill for securing the room thermostat)
Pocket rule
Spirit level

The following assembly parts are included in the scope of delivery with your marble heating plate:

Drill template
4 x 8 mm universal dowels (masonry)
4 x raised countersunk screws 6x50 mm
2 x wall mounts
4 x hexagon nuts with flange and locking teeth M8 (pre-assembled)
2 x knurled nuts M8 (serves as the lower wall spacer, pre-assembled)

1. Open the packaging of your marble heating plate.
2. Remove the drill template.
3. Hold the drill template on the wall on which you wish to installyour marble heating plate (Consider the selection of the assembly location! Vertical or horizontal assembly? Socket provided on the site? Minimum distances observed?).
4. Adjust the drill template using a spirit level (before doing so, pierce the drill template at the selected fixing holes using a nail or pencil). Use the pencil to transfer the 4 fixing roles from the drill template onto the interior wall.
5. Drill the pre-marked fixing holes (8 mm drill) for the wall mounts and then insert one of the 8 mm dowels which have been provided into each drill hole.
6. Secure both wall mounts with the Phillips screws which are also included in the scope of delivery. Use the slots to align the wall mounts too if necessary!

7. Screw a hexagonal nut into both upper threaded bolts on the heating plate (suspended in the wall mount) with flange (A) towards the end of the thread and ensure that the flange is pointing away from the heating plate.
   See Fig. 3 (pre-assembled at the factory for upright assembly)

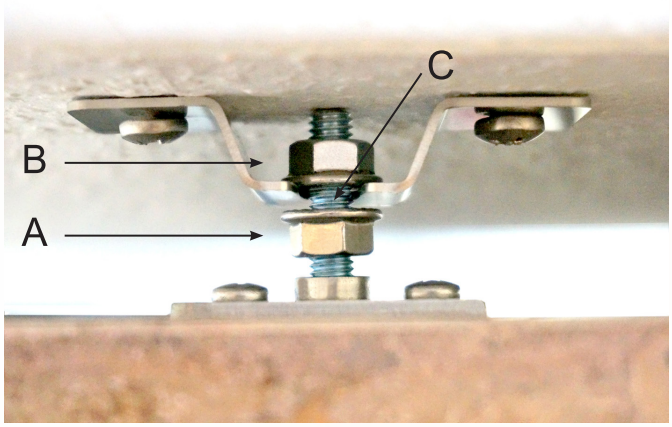


Fig. 3

8. Next, also screw a hexagonal nut with flange (B) approx. 10 mm onto both upper threaded bolts. The flange must be pointing towards the marble heating plate (pre-assembled at the factory for upright assembly).
9. On each of the lower threaded bolts, for approx. 10 mm turn a white knurled nut which came with the product for use as a wall spacer so that the thread head is pointing towards the marble heating plate.
10. Now suspend the marble heating plate with the threaded bolts in the assembled wall mounts so that the pre-assembled hexagon nuts are positioned in front of and behind the suspension opening (C). Take the weight of approx. 22 kg into consideration and, where necessary, ask someone else to help.
11. Where necessary, turn the lower white knurled nuts until the marble heating plate is in a vertical position.
12. **Important!** Now use both front hexagonal nuts to secure the upper fixing points to the wall mount with a 13 combination wrench to prevent the heating plate from coming out.

Ensure that the marble heating plate fits into the retaining plates well and is not tilted. Caution! There is a risk of the marble plate breaking if it is secured improperly.

The electrical connection

The marble heating plate you have purchased is equipped for an electrical connection with the room thermostats in the marmony MTC series, which are available as optional extras. With the components included in the scope of supply, you do not need a qualified electrician in order to set up the electrical connection of your marble heating plate.

4. COMMISSIONING

Before using the device for continuous heating operation, the following initial commissioning steps must be carried out:

1. Heat the marble heating plate for at least 90 minutes (if there is a room thermostat, set this to the maximum setting).
2. Leave the marble heating plate to cool for 60 minutes (switch off the room thermostat or switch it to the minimum setting).
3. Then set the room thermostat to the desired room temperature.

During the initial commissioning process, an odour may be released! (Any residual moisture in the marble escapes)

Heating operation

The heater is controlled via the room thermostat in the marmony MTC series, which is an optional extra. Setting the room temperature controller to a higher temperature means that the heater is switched on for a longer period of time (see operating instructions for the room temperature controller).

Protection against overheating

Your marble heating plate is equipped with 2 integrated temperature monitors for your safety, which switch off independently at a temperature of above 120 °C. After the marble heating plate has cooled down, the temperature monitors switch on again by themselves. This prevents the marble heating plate from overheating, e.g. in the event that it is accidentally covered.

Warning!
Do not cover the marble heating plate!
Fire hazard due to heat accumulation!

Cleaning the device

Your marble heating plate must be switched off and cooled before cleaning. **Important!** Disconnect the mains plug.
Attention! The heated marble heating plate must not be “rinsed” with cold water under any circumstances. The surface of the cooled marble heating plate can be cleaned by wiping it with a soft cloth moistened with water and then dried. No abrasives or other chemical cleaning products may be used because they may damage the surface.

Important information

Our marble heating plate is made from natural German stone. Therefore, the markings, colour and processes are never exactly the same. Accordingly, deviations from brochures and samples do not constitute a reason for a complaint or return.

Faults

If your marble heating plate does not emit any heat, please check whether the room temperature controller has been set to the desired temperature and/or whether the circuit breaker (automatic fuse) in the electricity distribution is switched on and the fuse is in proper working order. In the event of any faults, please contact your specialist electrical workshop, your specialist retailer or the Marmony customer service team.

Warranty

We provide a 5-year warranty for the marble heating plate you have purchased in accordance with our Warranty Terms.

Technical data

Supply voltage: 230 V, 50 Hz
Power output: 800 W ± 5%
Current consumption: 3.47 A
Protection class II double insulated
Protection type IP 34
Temperature control: external (optional)
Dimensions: 1000 x 400 x 20 (60*) mm
(The heating plate can be assembled in a landscape or portrait orientation.)
Weight approx. 22 kg
**Device depth including wall spacer*

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E-mail: support@carstensen.de
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ANNEX TO OPERATING INSTRUCTIONS

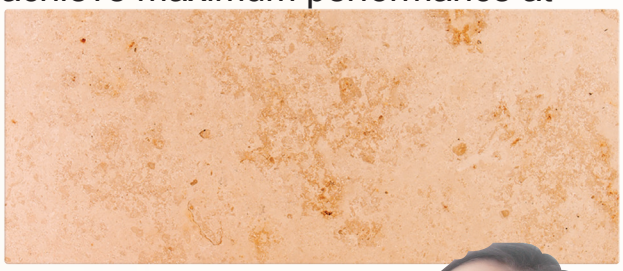
Mechanism of infrared heat and optimum installation conditions

MORE EFFICIENT THAN WE THOUGHT - INFRARED HEATERS

Even the ancient Romans used natural stone for heating purposes. In the Roman thermal spas and baths, marble, which is a natural stone, was an element that was often used for flooring and walls, as well as seating and reclining areas. A well thought-out system made the warm natural stone into a well-being oasis,mostly using hot water.

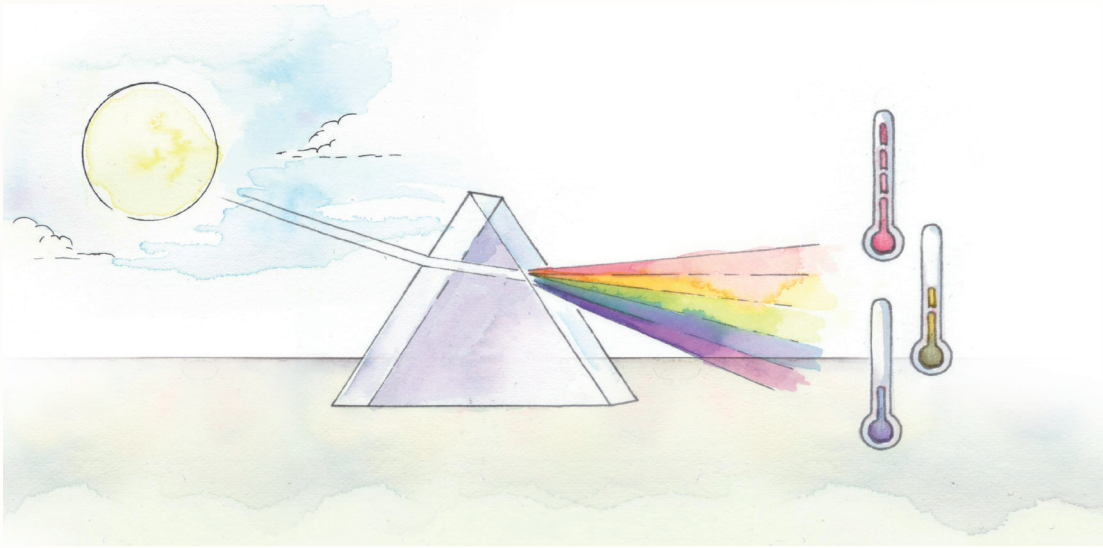
The hot stone system used by the Romans has been redesigned for the modern day. Around 30 years ago, the modern era for natural stone heaters began on a large scale. However, the technical stone processing facilities in combination with our modern heating conductors were not yet available. This means that the first heaters were nowhere near as effective as they are today.

Over seven years ago, marmony® GmbH rewrote the history of natural stone infrared heaters and created maximum efficiency with a new generation of heat conductors and new stone processing techniques. The combination of heat conductors with 1/100 mm precision and milled heat conductor channels in the natural stone with tolerances of around 1/10 mm enable us to achieve maximum performance at minimum consumption levels. Our 800 Watt natural stone heater, for example, has 13,400 mm of heating channels integrated in it. This is only possible with highly complex precision systems

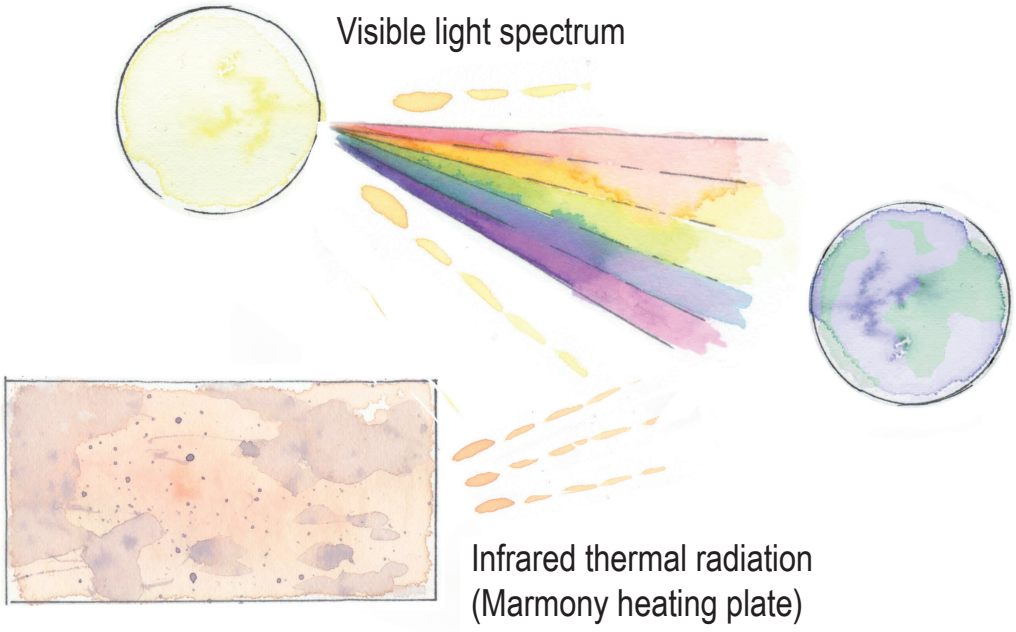


This is how we created a natural stone heater that uses electricity as a heat source. We have been able to make this so efficient that, in most applications, our heating is more cost-effective from an overall cost perspective than standard oil or gas heaters.

WHAT ACTUALLY IS INFRARED?



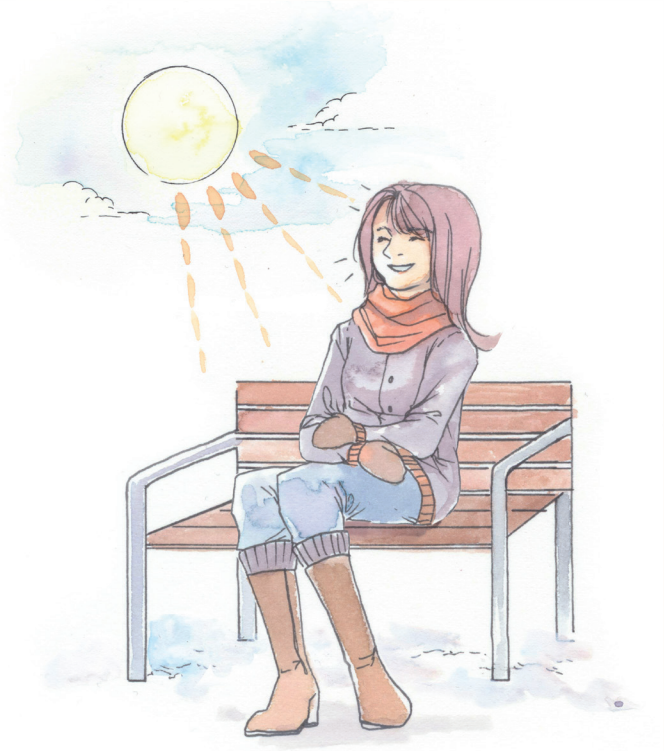
Infrared radiation was discovered around 1800 by Friedrich Wilhelm Herschel whilst he was trying to measure the temperature of the various colours of sunlight. In order to carry out this experiment, he let sunlight pass through a prism and placed a thermometer in the individual colour ranges. He noticed that the thermometer displayed the highest temperature beyond the red end of the visible spectrum. As a result of the temperature increase he observed, he concluded that sunlight continues beyond the red colour range.



People can only see part of the light spectrum. This is limited from approx. 380 nm (violet) to approx. 780 nm (red).

IN DETAIL

Everyone knows that infrared radiation can be used as a natural heating method. When you feel the warmth of the sun in winter despite it being icy and below zero outside, you are experiencing the effect of infrared radiation. This is even more noticeable in the spring or autumn. It is cold when you stand in the shade and warm when you move into the sunlight. The positive heat radiation is therefore felt by our bodies and we experience this as a pleasant warmth.



This can, of course, be expressed much more scientifically. We think it's better to show you some graphical examples.

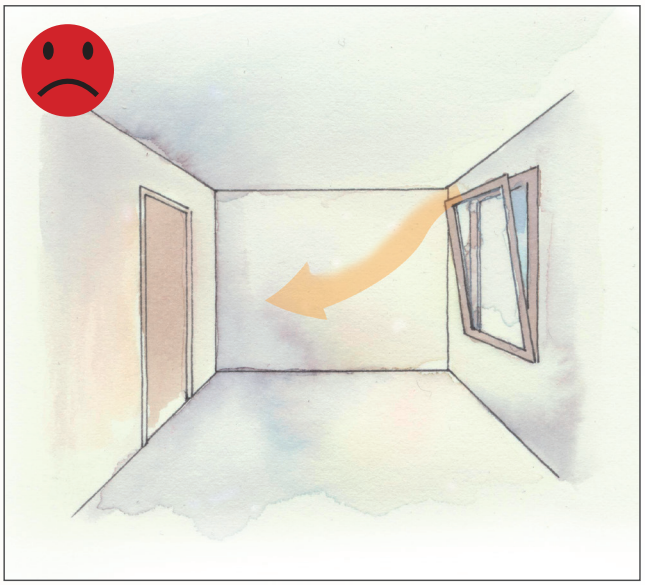
Normal heaters primarily warm up the air and not objects. With infrared heaters, it is primarily objects, i.e. the body, that receive the heat and are warmed up. The heat that is stored is then gradually passed back into the room, meaning that all the walls and objects function like thermal stores. This heat is largely retained, even if you ventilate a space.

Natural stone infrared heaters are developed according to the same principle. That is why you perceive the heat to be around 3 °C warmer on your body than the actual room temperature (air).

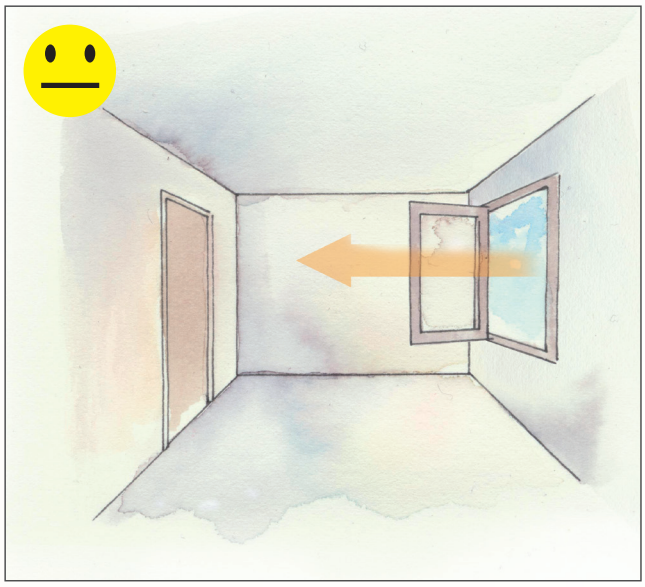
In terms of your heating, this means that the air is not used as a medium for heating but, rather, the heat warms up your body and the objects/walls etc. directly using the thermal radiation. If you heat the room to 18 °C air temperature, the temperature will feel pleasant and around 21 °C. Even just this 3 °C saving leads to significantly lower heating costs (3 °C temperature reduction corresponds to approx. 20 % heating expenses).

PROPER VENTILATION

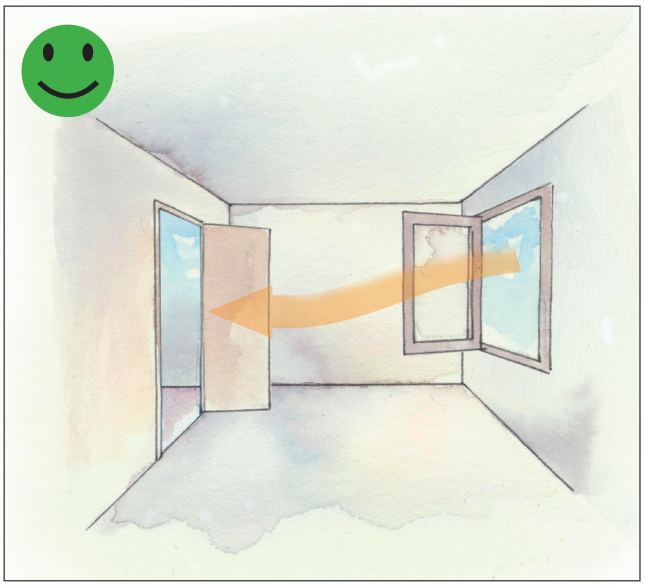
Representation of the duration of a complete air exchange cycle in a standard room



with the window tilted approx.
30 minutes

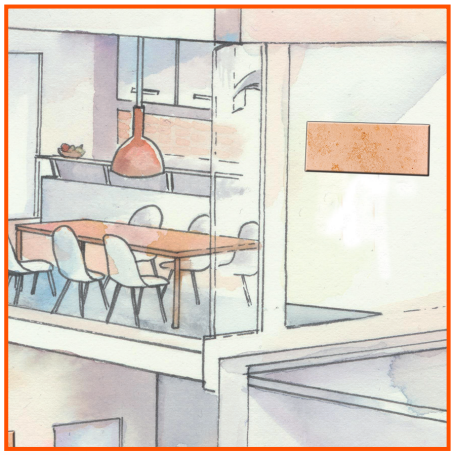


with the window open approx.
10 minutes

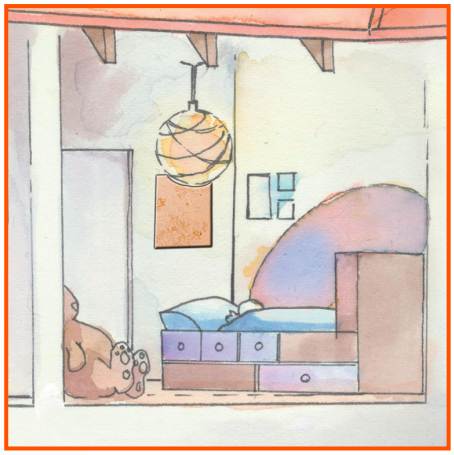


with the window open and
door open approx. 2 minutes

POSSIBILITIES FOR USE AT HOME

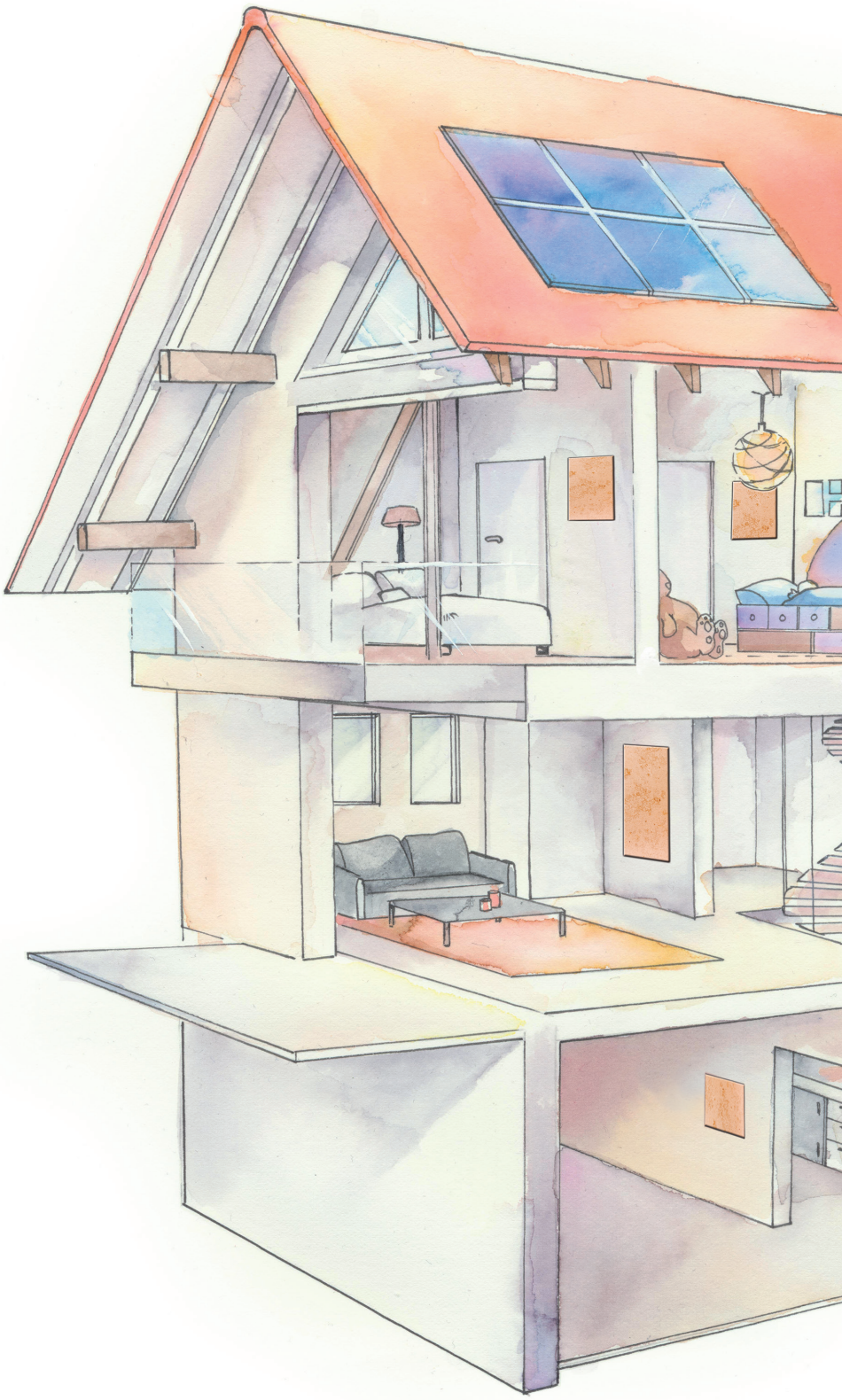


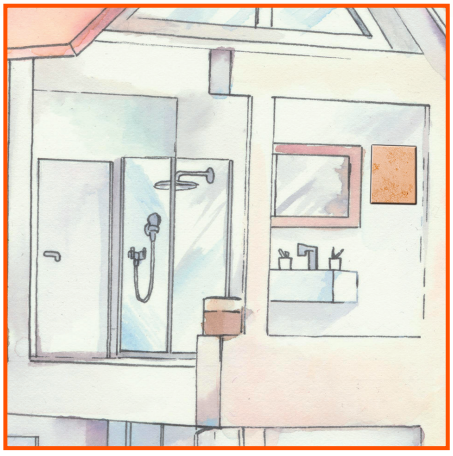
In the kitchen



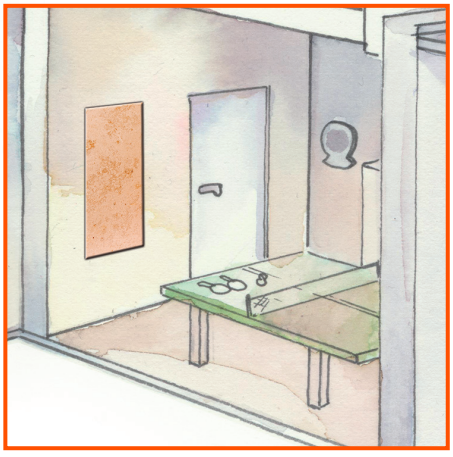
In the children’s room

In the living room





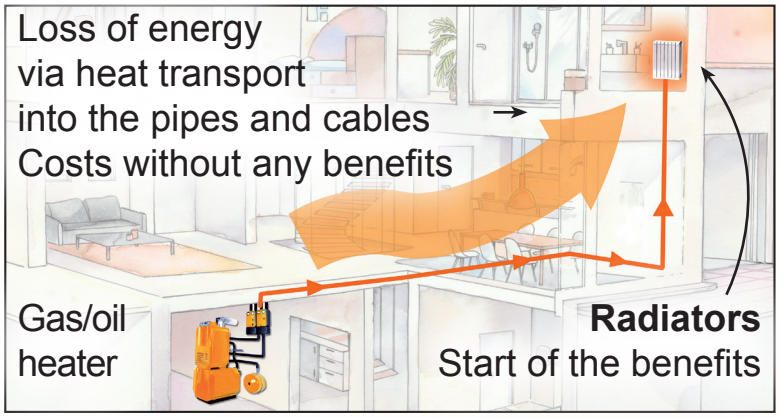
In the bathroom and sanitary facilities



In the hobby room

WHAT YOU NEED TO KNOW

1. Conventional heating system Heater

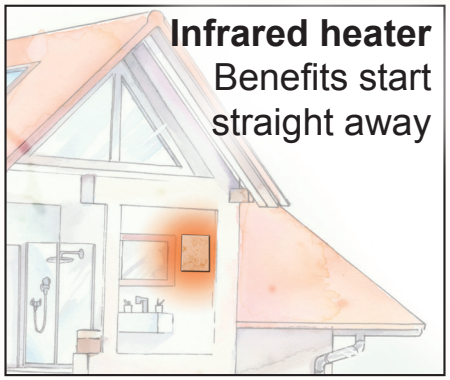


Additional costs for oil, gas, pellet, fireplace heating systems as a result of:

- Space for the heating system
- Fuel storage
- Fireplace maintenance
- Chimney sweep
- Limited service life
- Defective pipes etc.

2. Electric heating

Meter



No additional costs:

- No heating and/or storage space
- No fireplace
- No maintenance
- No chimney sweeping necessary
- Unlimited service life
- No defective pipes and cables

No conduction losses and costs for pumping.
Costs equal benefits 100%

The latest technology allows you to save thanks to modern, electric heating using a natural stone infrared heater. Standard heating systems mean that you incur costs even when the heating is switched off.

A standard heating system has a service life of 10-20 years. Even after 5 years, the servicing and maintenance costs increase regardless of the level of energy consumption. As a worst-case scenario, the cost of a new boiler or faulty pipes is generally not taken into account in the procurement costs.

You want to heat (e.g. only one room) in the transitional months. This is no problem with a natural stone infrared heater and only requires one click on the thermostat.

Infrared heat

At this level of radiant heat, people perceive the temperature to be 2-3 °C higher than the actual room temperature. This means that a room temperature of 19 °C is sufficient to maintain the same heating effect as a conventional heater would at 22 °C. The reduction in the room temperature by 1 °C leads to an energy saving of 6-7%.

Individual heating

This provides great potential to make energy savings, especially in the transitional periods, as you often only need to heat individual rooms during this time period. With infrared natural stone heaters, you can heat individual rooms without necessarily having to turn on the entire heating system.

Thermal store

With conventional heating systems, ventilating a room exchanges large quantities of air and therefore heat, which leads to a high level of energy loss. Since the heat from infrared natural stone heaters is primarily stored in walls and objects, only a small amount of heat is lost to the outside when the air is refreshed.

Saving potential

The temperature differences between the floor and ceiling are very low with infrared heating, which prevents unnecessary heating of the air under the ceiling. This also creates significant saving potential.

Health benefits

Infrared heat differs significantly from other heating methods with regard to a balanced room climate. No other heating method creates such a good balance in terms of the humidity level in the room as infrared heaters. In addition to the feel-good factor, this also provides numerous health benefits.

Improves the room climate

Nowadays, an increasing amount of insulation is installed in buildings during renovation work, which also means that windows are becoming increasingly tightly sealed. The primary goal of this is to prevent heat loss. However, on the other hand, this also has a negative effect on the air circulation in the room. “Draughty” windows, which are avoided nowadays, provided a regular exchange of air in the room when they were used and therefore also led to movement of air. Nowadays, this is almost entirely prevented with the new insulation methods. This means that problems with damp in rooms are on the increase.

New buildings often have forced venting for this reason alone to counteract the “excess sealing” of the rooms. Sometimes old buildings also have too much insulation or incorrect insulation. Residents often only start to notice the consequences of this a long time after the “modernisation” of the building: mould growth and mould spores in the living space. Infrared heat counteracts this effect with even distribution of heat and the direct effect on the objects in the room in combination with the regulation of the humidity level.

Infrared heat counteracts mould growth

By regulating the humidity and drying out the walls to a healthy extent, you can even achieve a renovation effect on walls with infrared heat if you have problems with damp, provided that the damp is not a result of excessive water getting in from the outside.

Air circulation in rooms

A further example of the changes that have taken place in terms of room ventilation is the modern furniture style:
In the past, cupboards were raised off the floor on feet and there was a gap between the furniture and the wall. Modern cupboards are often placed directly on the floor and are in direct contact with the floor, as well as with the wall they are positioned against and to which they are fixed. The natural air circulation that took place with old construction styles both above and behind the cupboard is not possible with this modern style of furniture. Again, this encourages damp and mould growth. Box-spring beds are an example of this from current furniture trends.

Infrared heat has lots of positive effects on the room climate

In addition, infrared natural stone heaters have a positive effect on the human body:

Infrared radiation does the following:

- keeps your feet warm and keeps your head “cool” thanks to even temperature distribution in the room.
- increases blood flow to the skin
- strengthens the immune system
- promotes metabolic processes
- warms up the walls in the room to a cosy level
- keeps the humidity level consistent
- keeps dust formation to a minimum, which is excellent for people suffering from allergies and asthma

No dust turbulence

Dust turbulence, created with traditional heaters where there is constant air circulation, is therefore reduced to a minimum. This therefore has a particularly positive effect on those who suffer from allergies and other sensitivities.

Please note:

These are general findings about infrared heating. You can find detailed information online, e.g. using Wikipedia and popular search machines. Lots of theses and studies confirm the positive health aspects of infrared heat and support the use of infrared heaters. However, they have not all been proven scientifically. marmony® GmbH does not want to use ones that have not been proven scientifically to advertise its products. Tens of thousands of happy customers provide great proof that our products are excellent.

Infrared natural stone heaters are operated with electricity and do not require any maintenance. They can be used wherever there is a 230 V mains connection and no expensive installation work is required. Assemble - connect - feel great!

Infrared natural stone heaters

- do not lose heat through pipes
- have a long service life as there are no wearing parts
- do not give off any exhaust emissions
- are, if operated with green electricity, the cleanest heating method imaginable
- do not create any noise or smell

There are an unbelievable number of applications and possibilities for use, such as

- Replacement for night storage heaters and individual oil stoves (direct burners)
- Replacement for wood burners that may no longer be operated because of the fine dust
- As an alternative to installing an expensive oil or gas heating system in new buildings
- In rental apartments (tenants settle electricity consumption directly with the supplier, meaning fewer problems are associated with billing extra costs)
- In combination with photovoltaic systems
- If there is a shortage of space (no additional heating room, oil tank or fireplace required)
- Additional heating (e.g. in rooms which do not have central heating e.g. the cellar, hobby rooms, garage etc.) or if a heating system does not achieve the desired level of heat
- Renovation and development
- As a replacement for defective and old heaters

Heating with electricity is more cost-effective than people often think:

- Energy is used where it is needed, meaning that there are no energy losses in energy transport (e.g. heat loss during transport of hot water from the burner to the radiator)
- Energy is used where it is needed, meaning that hot water is not produced just for storage, such as with night storage heaters or boilers; optimum use of energy via the thermostat
- Infrared heaters mainly warm up the objects, walls and ceilings in the room and do not primarily heat the air. This saves you money when you ventilate the space because these objects, walls and ceilings etc. “heat up again for free” as soon as you have finished ventilating the room.

Optimum infrared radiation

And you can achieve the effect of a 3 °C temperature increase up to a distance of approx. 4.5 metres away from the natural stone infrared heater. That is why heating power of over 800 Watt is generally not of benefit because even 1,500 Watt devices do not have a greater range.

Infrared lights

Natural stone infrared heaters are also often mistakenly confused with infrared lights. These devices are also called “infrared lights” even though they actually use NIR (near infrared) and therefore have a wavelength just below that of actual infrared light.

Proven by physics

Infrared heat isn’t something spiritual but can be proven with physics. Each body above the absolute temperature zero point emits infrared light. This is also used, for example, in night vision devices. In a temperature range of between 60 °C and 110 °C, infrared light can also be used effectively as heat energy.

Definition of infrared heaters

Infrared heaters are heaters that match the following description:
Individual heaters that emit over 50% of the proportion of radiation into the room. The radiation that an infrared heater emits corresponds to natural infrared radiation in sunlight below the visible range.

RECOMMENDED ASSEMBLY CONDITIONS

Now you have found out a bit about infrared heaters, we will focus on the following question: What is the best way of assembling my marmony® infrared heater?
Please take into consideration that infrared heat, like sunbeams, cannot heat around a corner. You should assemble your marmony® infrared heater such that the heat rays are effective in the place you spend the most time. In general, interior walls are preferable to prevent heat loss to the exterior wall. However, the product can be assembled on an exterior wall without any problems, especially if the wall is insulated. Do not assemble opposite windows because infrared radiation penetrates the glass and is therefore lost in the form of reflection heat, which may reduce the cost effectiveness of the product.
You can suspend your marmony® infrared heater in both a portrait and landscape orientation and the height at the centre should be approx. 120 cm to 140 cm above the floor. Ceiling assembly and assembly locations in which the lower edge of the plate is over 180 cm high are not permissible.

Heating time:

Your marmony® infrared heater consists of a German slab of Jura marble which is approx. 2 cm thick and in which 13,400 mm of heating conductors are integrated. Since this massive slab of stone weighs approx. 22 kg, the device needs a certain period of time to heat it up. Depending on the outside temperature, it may take approx. 30 minutes to achieve an optimum “operating temperature”. This heat stored in the marble heating plate is available for you to use in the subsequent heating period after switching off the heating plate. This means that you do not have any energy losses.

Your marmony® infrared heater provides you with the best value for money if your rooms are heated on a continuous basis. As a result, the heat stored in walls, furniture and objects contributes to your wellbeing as passive thermal radiation. For all heating systems, the decrease at night should be a maximum of 2-3 degrees Celsius regardless of whether the system uses gas, wood, heating oil or electricity; any additional decrease in the temperature does not lead to energy savings, but even has a negative influence on the energy consumption for the day.

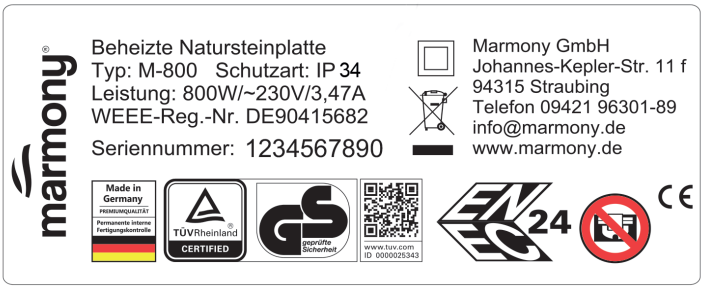
Note: The first time that very cold rooms are heated and in which the walls and ceilings are very cold, the infrared heater will take longer to achieve a perceived comfortable temperature than a convection heater. However, this disadvantage is balanced out significantly with normal heating (temperature compensation 3-5 degrees Celsius).

YOUR SAFETY IS OUR RESPONSIBILITY

We are responsible for your safety, day after day. This is ensured by tested parts of the highest quality standards. During production here, each heating system undergoes a standardised process with lots of testing stations. After the final endurance test, each product gets a CV with all its system data. This is checked and documented by TÜV Rheinland with the test seal, in addition to monitoring of the production facility, and permanent monitoring by an external engineering firm.

This product has been tested in accordance with the most recent guidelines from TÜV Rheinland. In addition to the safety testing, we also have the extended ENEC 24 test. Furthermore, our manufacturing facilities are monitored by TÜV Rheinland and checked once a year at the production facilities. Our certificates are always up to date. You can check this online at www.certipedia.de. Enter “Marmony” on Certipedia or scan the QR code next to the TÜV logo.

Each system undergoes lots of stages of testing. Each step, from high-voltage testing to the various measuring points and the endurance test, are documented in a CV for each system. All the values can be checked here using the serial numbers.



Example of type plate M-800

Real monitoring is only ensured when your employees provide their name and signature every day to vouch for consistent quality. That is why we always manufacture our products in Germany, with no exceptions.

Conformity information

Marmony® hereby confirms that this device complies with the fundamental requirements and the other relevant provisions:

- Directive 2014/53/EU
- RoHS Directive 2011/65/EU
- Ecodesign Directive 2009/125/EC

The full declarations of conformity can be found at:
www.marmor-infrarotheizung.de/service-downloads-bedienungsanleitung/

Customer information regarding the Ecodesign Directive 2009/125/EC

The marmony® marble heating system supplied in this package complies, in combination with the optional room thermostats in the marmony® MTC series, with the standards set out in the Ecodesign Directive 2009/125/EC for single room heaters. The conformity has been proven by an independent German testing organisation with a test report.

The operation of electrical single room heaters has only been permissible according to the Ecodesign Directive since 01/01/2018 with room thermostats which meet these requirements.

Old appliances which were sold before 01/01/2018 are not affected by this, but can be retrofitted with a new room thermostat at any time
in order to provide even more energy-efficient heating.

Warranty

For the marmony® marble heating system which has been supplied, we provide a 5-year warranty in accordance with our warranty terms.

Please see the separate Warranty Terms which are enclosed for more information on this.

WARRANTY TERMS

The warranty services includes the territory of the Federal Republic of Germany and Austria. Should there be any faults with the materials or manufacturing errors during this period of time, as guarantor, the manufacturer shall provide one of the following services at its discretion within the framework of the warranty:

- free repair of the goods or
- free exchange of the goods for an equivalent item

(where applicable, this includes a successor model in the event that the original item is no longer available). If you wish to raise a warranty case, please contact the guarantor:

marmony® GmbH
Johannes-Kepler-Straße 11f
D-94315 Straubing

Tel. : +49 (0) 800-540 54 54
E-Mail: support@carstensen.de

Requirements

- The prerequisite for a warranty service is that our devices demonstrate a manufacturing or materials fault within the statutory warranty period.
- Warranty services will only be provided if the defective product is presented within the warranty period with the proof of purchase (including the purchase date, model name, serial number and retailer name). We reserve the right to refuse to provide the free warranty service if no clear proof of purchase is provided.
- The product must have been purchased from a retailer in Germany or Austria. Further, a prerequisite for a warranty claim is that the product must still feature the original type plate with a legible marmony serial number.
- A prerequisite for a claim with regard to the warranty service is that the guarantor is allowed to check any warranty claim by means of having the goods in question sent in for inspection. Please also always contact the guarantor before retuning the goods so that you can be provided with a returns label. Packages which have not been prepaid will not be accepted. The goods may only be shipped in the original transport packaging supplied by the guarantor! If you no longer have the original packaging, please contact the guarantor. Damage resulting from deficient packaging is excluded from the warranty service. In order to apply for the warranty service, **a copy of the receipt for the goods shipment must be enclosed** so that the guarantor can review compliance with the warranty period. Without a copy of the receipt, the guarantor may refuse to provide the warranty service.

Content and scope of the warranty service

The warranty service includes a detailed examination of the device, during which it is determined in advance whether a warranty claim exists.

The warranty does not apply to damages caused as a result of the following cases:

- Misuse or improper use.
- Incorrect positioning or improper installation or faults caused by failure to comply with the installation or operating instructions.
- External influences as a result of mechanical influences, (shock, impact, fall, other uses of force) and environmental influences, such as lightning strike, overvoltage, dampness, unsuitable cleaning products and effects for which we are not responsible.
- Any warranty claims shall become invalid in the event that repairs, interventions or changes by unauthorised persons have been carried out on the device.

IMPORTANT: Transport damages do not constitute a warranty claim! The goods must be checked on receipt by the transport service provider immediately for any damage (breakage) and any damage must be reported to us. Any transport damage which is reported with a delay can no longer be claimed from the transport service provider. Only the guarantor decides whether a warranty service is provided.

We have the right to repair the device or have the device repaired or to exchange the device. Should a repair or exchange not be possible, we have the right to exchange the device for an equivalent product. No additional claims outside the scope of the above-mentioned warranty services relating to consequential damages or any consequential losses caused by the device may be made. The statutory entitlements of the customer against us or against third parties shall remain unaffected by this. Liability within the scope of this warranty shall be limited to the amount of the acquisition value/purchase price of the product.

Warranty period:

The warranty period comprises 60 months and begins for each device at the point in time of handover of the device to the customer. Warranty cases do not lead to an extension of the warranty period. The warranty service which is provided does not bring about a new warranty period. This applies to all warranty services which are provided, in particular for any spare parts which are installed or for the replacement delivery of a new device.

Warranty claims:

We must be informed of any warranty claims before the expiry of the warranty period, within two weeks of the defect being identified. When reporting the warranty claim, details of the fault, the device and the point in time the fault was identified must be provided. An invoice or other proof of purchase with a date must be provided as proof of the warranty. If the above-mentioned details or documents are not provided, the customer shall have no claim under the warranty.

marmony®

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