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**Author:** Aljosa Markocic

**SUBJECT:** Possible sticker unclarity – Altherma floor-standing vs. wall-mounted

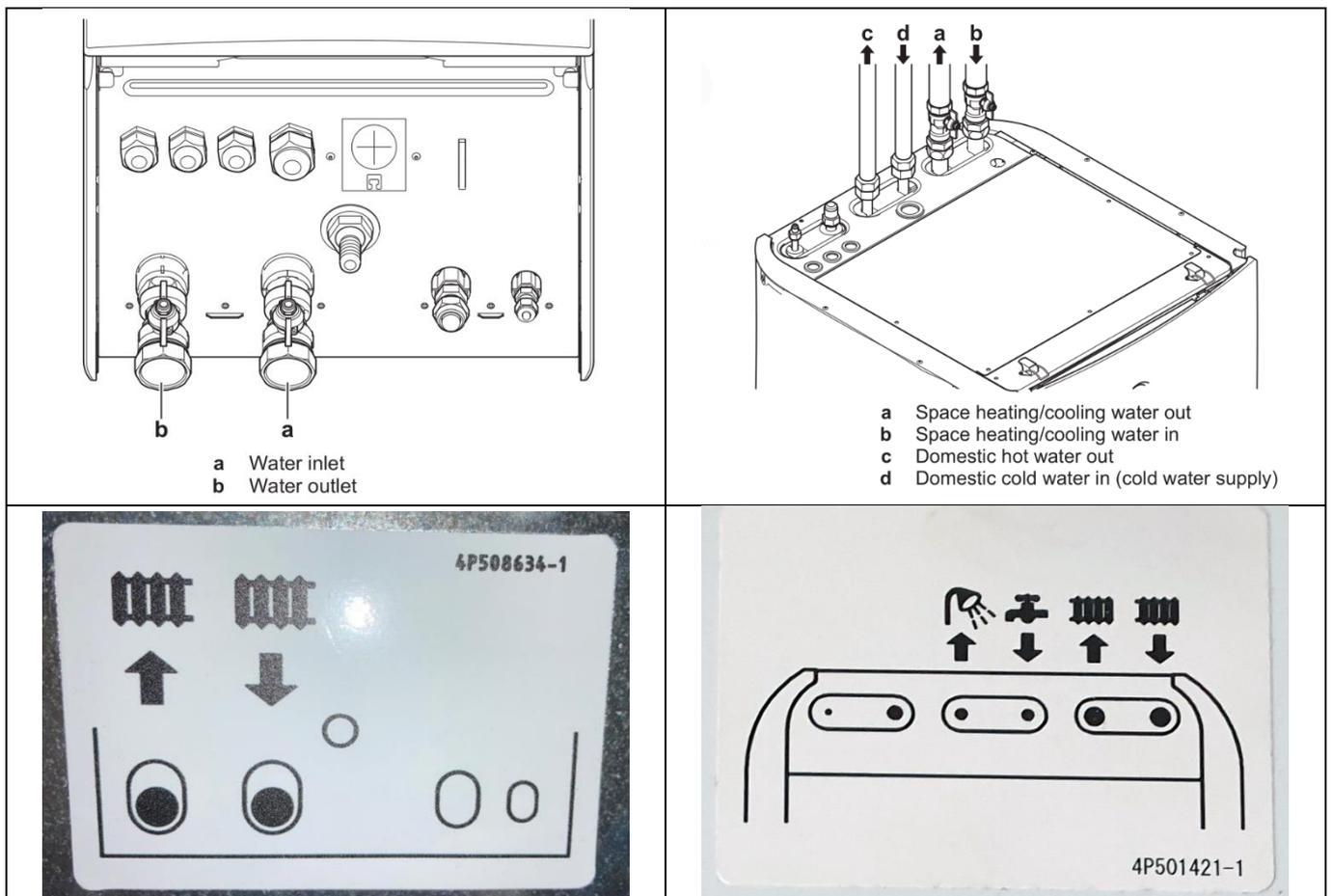
Dear Madam,  
Dear Sir,

With this Rapid news we want to inform you on the possible misunderstanding of stickers on units, which designate the outlet and inlet for connection to heating circuits on Altherma models.

**Description**

Due to the difference in sticker design, positioning and orientation, it could easily happen that the graphic is misinterpreted, and piping is connected in reverse i.e. the leaving water pipe is connected to the inlet of the unit and the return water pipe is connected to the outlet of the unit. If the leaving and return water pipes are not properly connected, the heating system will not operate as designed.

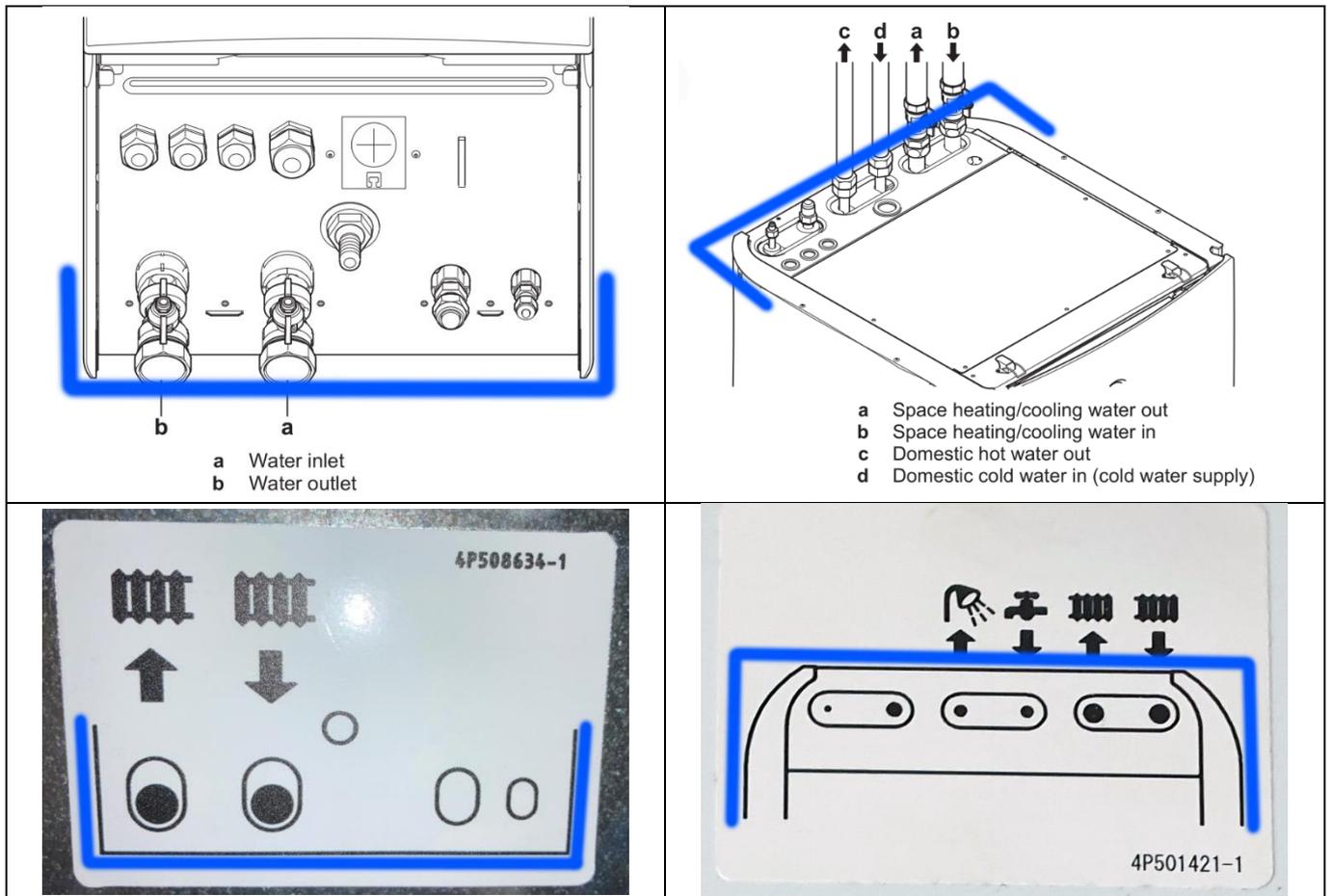
The table below compares diagrams from the installer reference guide to the stickers on the units.



### Explanation

In the past we have received reports from the field, where the sticker was rotated by 180°. Following the sticker without giving it any thought could easily lead to inlets and outlets being improperly connected.

To avoid this happening in the future, please find the explanation below. While it may appear obvious at first glance, as mentioned before, a rotated sticker can cause unnecessary confusion.



The blue outlines are meant to emphasize the designations for the left, right and back panels of the unit. What is important to keep in mind is that it's always the back panel that is being shown on the sticker. Keeping this in mind, even if the sticker is rotated, makes identifying inlets and outlets a simple task.

Information herewith provided is subject to change without notice.

