

喧 PROFESSIONAL

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(TR) EGE SENSORLU AYDİNLATMA İTH. İHR. TIC. VF PAZ, Ltd. STI.

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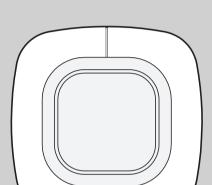






STENGE PROFESSIONAL

Intelligent Lighting for Professionals.



IR Quattro COM 1 IR Quattro COM 1 AP IR Quattro COM 2 IR Quattro DIM

IR Quattro HD COM 1 IR Quattro HD COM 1 AP IR Quattro HD COM 2 IR Quattro HD DIM

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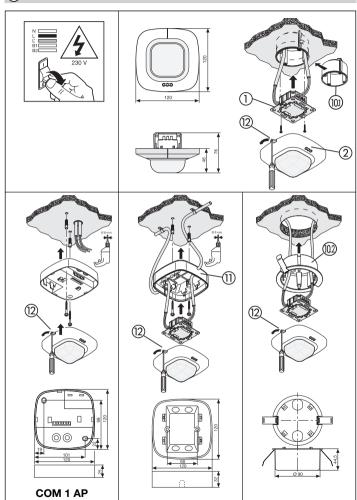












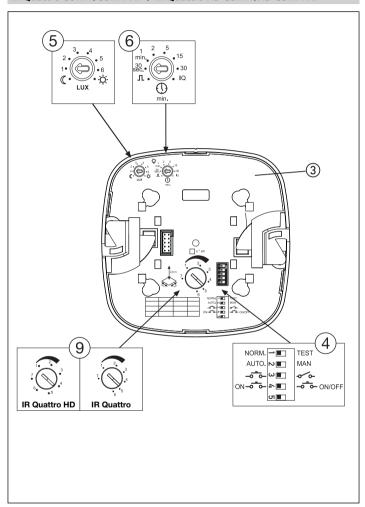








IR Quattro COM 1/COM 1 AP / IR Quattro HD COM 1/HD COM 1 AP













	8	IR Quattro		IR Quattro HD			
	Ø	Presence	Radial	Tangential	Presence	Radial	Tangential
2,50 m	1	2,6 m x 2,6 m	2,6 m x 2,6 m	2,8 m x 2,8 m	3,6 m x 3,6 m	3,6 m x 3,6 m	4 m x 4 m
	2	2,9 m x 2,9 m	2,9 m x 2,9 m	2,8 m x 2,8 m	4 m x 4 m	4 m x 4 m	4 m x 4 m
	3	3,2 m x 3,2 m	3,2 m x 3,2 m	2,8 m x 2,8 m	4,6 m x 4,6 m	4,6 m x 4,6 m	5 m x 5 m
	4	3,4 m x 3,4 m	3,4 m x 3,4 m	3,8 m x 3,8 m	5,2 m x 5,2 m	5,2 m x 5,2 m	6 m x 6 m
	5	3,6 m x 3,6 m	3,8 m x 3,8 m	4,7 m x 4,7 m	5,8 m x 5,8 m	5,8 m x 5,8 m	8 m x 8 m
	6	4,1 m x 4,1 m	4,2 m x 4,2 m	5,6 m x 5,6 m	6,8 m x 6,8 m	6,8 m x 6,8 m	13 m x 13 m
	7	4,7 m x 4,7 m	4,7 m x 4,7 m	6,6 m x 6,6 m	7,8 m x 7,8 m	7,8 m x 7,8 m	18 m x 18 m
2,80 m	1	2,8 m x 2,8 m	2,8 m x 2,8 m	2,8 m x 2,8 m	3,8 m x 3,8 m	3,8 m x 3,8 m	4 m x 4 m
	2	3,1 m x 3,1 m	3,1 m x 3,1 m	3 m x 3 m	4,4 m x 4,4 m	4,4 m x 4,4 m	4,5 m x 4,5 m
	3	3,5 m x 3,5 m	3,5 m x 3,5 m	3,8 m x 3,8 m	5,1 m x 5,1 m	5,1 m x 5,1 m	5,5 m x 5,5 m
	4	3,9 m x 3,9 m	3,9 m x 3,9 m	4,5 m x 4,5 m	5,5 m x 5,5 m	5,5 m x 5,5 m	6,5 m x 6,5 m
	5	4,2 m x 4,2 m	4,2 m x 4,2 m	5,4 m x 5,4 m	5,9 m x 5,9 m	5,9 m x 5,9 m	8,5 m x 8,5 m
	6	4,4 m x 4,4 m	4,4 m x 4,4 m	6,1 m x 6,1 m	6,9 m x 6,9 m	6,9 m x 6,9 m	17 m x 17 m
	7	4,7 m x 4,7 m	4,7 m x 4,7 m	7,1 m x 7,1 m	7,9 m x 7,9 m	7,9 m x 7,9 m	20 m x 20 m
3,00 m	1	2,8 m x 2,8 m	2,8 m x 2,8 m	2,8 m x 2,8 m	4 m x 4 m	4 m x 4 m	4 m x 4 m
	2	3,2 m x 3,2 m	3,3 m x 3,3 m	3,3 m x 3,3 m	4,8 m x 4,8 m	4,8 m x 4,8 m	5 m x 5 m
	3	3,6 m x 3,6 m	3,8 m x 3,8 m	4,7 m x 4,7 m	5,6 m x 5,6 m	5,6 m x 5,6 m	6 m x 6 m
	4	3,7 m x 3,7 m	4,2 m x 4,2 m	5,4 m x 5,4 m	5,8 m x 5,8 m	5,8 m x 5,8 m	7 m x 7 m
	5	3,8 m x 3,8 m	4,7 m x 4,7 m	6,1 m x 6,1 m	6 m x 6 m	6 m x 6 m	9 m x 9 m
	6	4,2 m x 4,2 m	4,7 m x 4,7 m	6,6 m x 6,6 m	7 m x 7 m	8 m x 8 m	20 m x 20 m
	7	4,2 m x 4,2 m	4,8 m x 4,8 m	7 m x 7 m	8 m x 8 m	8 m x 8 m	22 m x 22 m
3,50 m	1	2,8 m x 2,8 m	4,7 m x 4,7 m	4,7 m x 4,7 m	4,8 m x 4,8 m	5 m x 5 m	6 m x 6 m
	2	3,2 m x 3,2 m	5,2 m x 5,2 m	5,6 m x 5,6 m	5 m x 5 m	5,5 m x 5,5 m	6 m x 6 m
	3	3,6 m x 3,6 m	5,6 m x 5,6 m	7,5 m x 7,5 m	5,4 m x 5,4 m	6 m x 6 m	6 m x 6 m
	4	3,7 m x 3,7 m	6,6 m x 6,6 m	9,1 m x 9,1 m	5,8 m x 5,8 m	7 m x 7 m	9,5 m x 9,5 m
	5	3,8 m x 3,8 m	7,1 m x 7,1 m	9,9 m x 9,9 m	6,2 m x 6,2 m	8 m x 8 m	13 m x 13 m
	6	4,2 m x 4,2 m	7,5 m x 7,5 m	11 m x 11 m	7,2 m x 7,2 m	9,5 m x 9,5 m	20,5 m x 20,5 m
	7	4,2 m x 4,2 m	8,6 m x 8,6 m	12 m x 12 m	8,2 m x 8,2 m	11 m x 11 m	28 m x 28 m









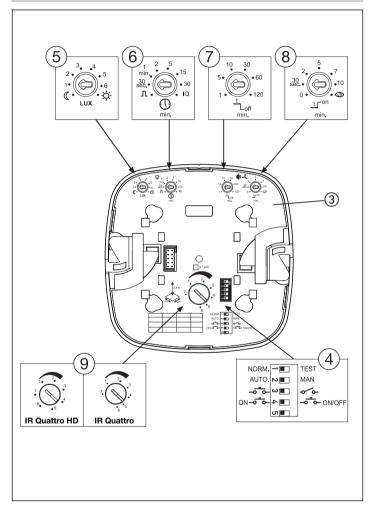
	\sim	I	R Quattro		IR Quattro HD		
	Ø	Presence	Radial	Tangential	Presence	Radial	Tangential
4,00 m	1	-	3,8 m x 3,8 m	3,8 m x 3,8 m	-	6 m x 6 m	7 m x 7 m
	2	_	3,8 m x 3,8 m	4,7 m x 4,7 m	_	6 m x 6 m	7,5 m x 7,5 m
	3	_	3,8 m x 3,8 m	5,6 m x 5,6 m	_	6 m x 6 m	8 m x 8 m
	4	-	4,7 m x 4,7 m	7,5 m x 7,5 m	-	7 m x 7 m	12 m x 12 m
	5	-	4,7 m x 4,7 m	7,5 m x 7,5 m	-	8 m x 8 m	15 m x 15 m
	6	_	5,6 m x 5,6 m	8,5 m x 8,5 m	_	8 m x 8 m	20 m x 20 m
	7	-	7,5 m x 7,5 m	10 m x 10 m	-	8,4 m x 8,4 m	24 m x 24 m
5,00 m	1	-	_	-	-	6 m x 6 m	8 m x 8 m
	2	-	_	-	-	6,3 m x 6,3 m	11 m x 11 m
	3	_	_	_	_	6,7 m x 6,7 m	14 m x 14 m
	4	-	_	-	-	7 m x 7 m	17 m x 17 m
	5	-	_	-	-	7,4 m x 7,4 m	20 m x 20 m
	6	-	_	-	-	7,7 m x 7,7 m	24 m x 24 m
	7	_	_	-	_	8,1 m x 8,1 m	27 m x 27 m
6,00 m	1	-	-	-	-	7 m x 7 m	9 m x 9 m
	2	-	-	-	-	7,1 m x 7,1 m	12 m x 12 m
	3	-	-	-	-	7,3 m x 7,3 m	16 m x 16 m
	4	-	_	-	-	7,4 m x 7,4 m	19 m x 19 m
	5	-	-	-	-	7,5 m x 7,5 m	23 m x 23 m
	6		-	-	-	7,7 m x 7,7 m	26 m x 26 m
	7	-	-	-	-	7,8 m x 7,8 m	30 m x 30 m
8,00 m	1		-	-		7,4 m x 7,4 m	11 m x 11 m
	2	-	_	_	-	7,5 m x 7,5 m	15 m x 15 m
	3	-	-	_	-	7,7 m x 7,7 m	19 m x 19 m
	4	_	-	-	-	7,8 m x 7,8 m	24 m x 24 m
	5	-		-	-	7,9 m x 7,9 m	28 m x 28 m
	6		-	-		8,1 m x 8,1 m	32 m x 32 m
	7	-	-	-	-	8,2 m x 8,2 m	36 m x 36 m







IR Quattro COM 2 / IR Quattro HD COM 2

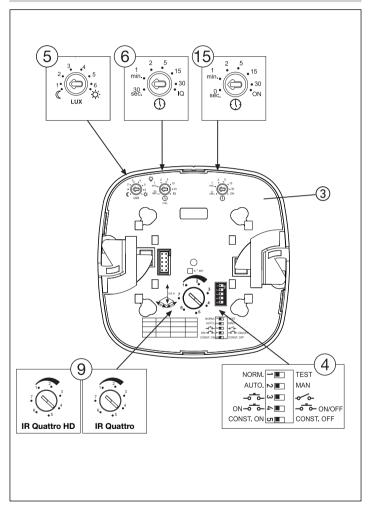








IR Quattro DIM / IR Quattro HD DIM





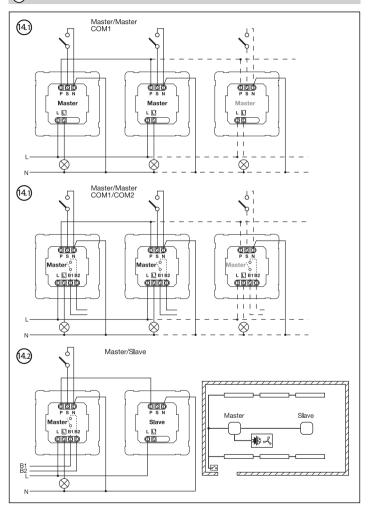










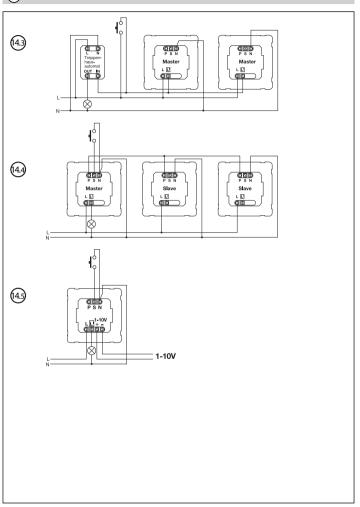




















Operating instructions

Dear Customer,

Congratulation on purchasing your new STEINEL sensor and thank you for the confidence vou have shown in us. You have chosen a high-quality product that has been manufactured. tested and packed with the greatest care.

Please familiarise vourself with these instructions before attempting to install the product because prolonged, reliable and trouble-free operation will only be ensured if it is fitted and used properly.

We hope your new STEINEL sensor will bring you lasting pleasure.



Safety warnings

- Disconnect the power supply before attempting any work on the sensor!
- During installation, the electric power cable to be connected must be dead. Therefore, switch 'OFF' the power first and use a voltage tester to make sure the wiring is off circuit.
- Installing the sensor involves work on the mains power supply. This work must therefore be carried out professionally in accordance with the applicable national wiring regulations and electrical operating conditions (VDE 0100).
- Terminal B 1, B 2 is a switching contact for low-energy circuits, no higher than 1 A. This must be provided with appropriate fuse protection.
- Control output DIM 1-10 V must only be used for connecting electronic ballasts with electrically isolated control signal.

Assembly/Installation (3) (see chart on page 2)

The sensor is only intended for concealed, indoor installation in ceilings (apart from the COM 1 AP - surface-mounted - option). A clamping-type ceiling adapter or surface-mounting adapter is not included

Sensor and load module come ready assembled and must be plugged together after fitting the load module and setting the potentiometers/dip switches. The sensor module must then be locked in position at the catch mechanism (12), using a screwdriver if necessary.

Accessories:

Kaiser junction box for stud walls EAN no.: 4007841 000370 Clamping-type ceiling adapter EAN no. 4007841 002855 Surface-mounting adapter, EAN no.: 4007841 000363 Guard cage,

EAN no.: 4007841 003036 Service remote control. EAN no.: 4007841 000387 User remote control. EAN no.: 4007841 003012

System components

- (1) Load module
- ② Sensor module
- (3) Sensor base
- (4) Dip switches
 - (1) Normal/test mode
 - (2) Semi-/fully automatic mode
 - (3) Button/switch
 - (4) 'ON' / 'ON'-'OFF' button
 - (5) DIM option Constant lighting control 'ON'/'OFF'

- (5) Twilight setting
- (6) Time setting
- Switching output 1 (7) HVAC stay-'ON' time
- Switching output 2 HVAC switch-'ON' delay
- Switching output 2
- Reach setting
- Kaiser stud-wall junction box, optional
- (ii) Clamping-type ceiling adapter, optional
- Surface-mounting adapter IP 54, optional
- (2) Locking mechanism
- (3) Assembly/Installation
- (i) Parallel-connected configurations
- (15) Stav-'ON' time Orientation light
- DIM option









How it works / Basic function

The infrared presence detectors from the Control PRO range control lighting as well as heating, ventilation and air-conditioning (COM 2 only), e.g. in offices, schools, public buildings or at home, in relation to ambient light level and the presence of persons.

The pyro-sensor with highly advanced lens provides a square detection zone, as the typical shape of a room, in which the smallest of movements are sensed. The presence detector's switching outputs and reach are set at the potentiometers and dip switches or by using

the optional remote control.

Presence Control has a low intrinsic power consumption.

Presence Control PRO

IR Quattro COM 1 / COM 1 AP (surface-mounted) IR Quattro HD COM 1 / COM 1 AP (surface-mounted)

1 switching output operating in relation to brightness setting and presence of persons.

Settings:

- Brightness setting
- Stay-'ON' time, pulse mode, IO mode

Presence Control PRO

IR Quattro COM 2 IR Quattro HD

1 switching output as COM 1. An additional 2nd switching output for operating HVAC (heating/ventilation/air-conditioning) in relation to the presence of persons.

Settings:

- Stay-'ON' time
- Switch-'ON' delay - Room surveillance

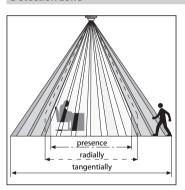
Presence Control PRO IR Quattro DIM IR Quattro HD DIM

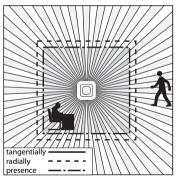
1 switching output operating in relation to brightness setting and presence of persons.

Settings:

- Brightness setting
- Stay-'ON' time, IQ mode
- Orientation light
- Constant lighting control

Detection zone





Reliable presence detection largely depends on the number, condition and arrangement of the lens segments. The IR Quattro with its square detection zone of 49 m² divided up into 13 levels and 1760 switching zones senses the smallest of movements. With

a square detection zone covering an area of 64 m², the IR Quattro HD has 4800 switching zones that provide even greater precision. These reaches can be adjusted to suit specific requirements at the setting potentiometer. The square detection zone and the capability of interconnecting master/slave versions provide the basis for creating optimum configurations quickly and easily.

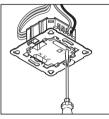


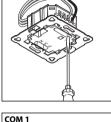


Electrical installation/Automatic mode

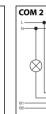
In selecting the wiring leads, it is important to meet the wiring regulations laid down in VDE 0100 (see Safety warnings on page 20). The following applies to wiring presence detectors: Section 6 of VDE 0100 520 permits the use of a multipleconductor cable containing both the mains-voltage wires as well as the control lines (e.g. NYM 5 x1.52) for the wiring between sensor and electronic ballast. The mains supply lead must be no greater than 10 mm in diameter. The clamping range of

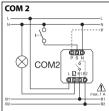
the mains terminal is designed for a maximum of 2 x 2.5 mm². When installing the surfacemounting version, connect a circuit breaker (16 A) on the line side.

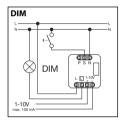


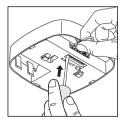


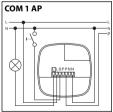
COM1

















Technical Specifications	
Dimensions (H x W x D):	120 x 120 x 76 mm
Power supply:	230 – 240 V, 50 Hz / 60 Hz
Capacity, switching output 1:	230 V relay
(COM 1/COM 2)	resistive load of 2000 W max. ($\cos \varphi = 1$)
	1000 VA max. ($\cos \varphi = 0.5$)
Electronic ballast:	Max. 'ON' current 800 A/200 μs
(COM 1/COM 1 AP/COM 2/DIM)	30 x (1 x 18 W), 25 x (2 x 18 W)
	25 x (1 x 36 W), 15 x (2 x 36 W)
	20 x (1 x 58 W), 10 x (2 x 58 W)
	Pay attention to specific 'ON' currents of electronic ballasts!
	A relay or contactor must be provided on line side for higher
	switching capacities.
Capacity, switching output 2:	Presence
(COM 2 only)	max. of 230 W/230 V
	1A max., $(\cos \phi = 1)$ for HVAC (heating/ventilation/air conditioning)
Square detection zones:	IR Quattro IR Quattro HD
	max. of 4 x 4 m (16 sq.m.) max. of 8 x 8 m (64 sq.m.)
	max. of 5 x 5 m (25 sq.m.) max. of 8 x 8 m (64 sq.m.)
	max. of 7 x 7 m (49 sq.m.) max. of 20 x 20 m (400 sq.m.):
Light-level setting:	10 – 1000 lux, ∞ / daylight /
	DIM 100 – 1000 lux control threshold
Switching output 1:	30 sec. – 30 min., pulse mode (approx. 2 sec.),
Time setting	IQ mode (automatic adjustment to the usage profile)
Switching output 2:	COM2 only, for HVAC
Time setting	0 sec. – 10 min. switch-'ON' delay
	1 min. – 2 hrs. stay-'ON' time
	Automatic room surveillance
DIM:	30 sec. – 30 min.,
Time setting	IQ mode (automatic adjustment to the usage profile)
Control output:	1 – 10 V / max. of 50 electronic ballasts, max. of 100 mA
Installation height:	2.5 m – 8 m (IR Quattro)
(mounted to ceiling)	2.5 m – 10 m (IR Quattro HD)
Installation site:	indoors
Sensors:	13 detection levels, 1760 switching zones (IR Quattro)
12	13 detection levels, 4800 switching zones (IR Quattro HD)
IP rating:	IP 20
Protection class:	<u> </u>
Temperature range:	0° C to +40° C







Functions - Settings by DIP switch

COM 1 + COM 2

DIP 1

Normal mode / Test mode (NORM / TEST)

Test mode has priority over all other settings on the presence detector and serves the purpose of checking for proper working order as well for testing the detection zone. Irrespective of american setting the detection zone.

bient light level, the presence detector activates the light to stay 'ON' for approx. 8 sec. in response to movement in the room (blue LED flashes when movement is detected). All userselected potentiometer settings apply in normal mode. The presence detector can also be set by means of the blue LED without any load connected.

DIP 2

Semi-automatic mode (MAN) / fully automatic mode (AUTO) Semi-automatic mode: (MAN)

The light now only switches 'OFF' automatically. Light is switched 'ON' manually. Light must be requested using the

button and stays 'ON' for the time set at the potentiometer. (pressing twice switches 'ON' for 4 hours).

Fully automatic mode: (AUTO)

The light automatically switches 'ON' and 'OFF' in relation to brightness when someone is present. Light can be switched 'ON' and 'OFF manually at any time. This temporarily interrupts

the automatic switching function. Irrespective of the settings selected, light stays 'ON' for 4 hours after manually pressing the button twice or switches 'OFF' after manually pressing the button once. Pressing the button before the 4 hours elapse returns the Presence Control IR Quattro to the normal operating mode.

DIP 3

Button/switch

Tells the sensor how to interpret the incoming signal. Assigning external buttons/switches allows you to operate the detector as a semi-automatic unit and override it manually at any time.

- Operation either by button or switch
- Several buttons possible on one control input
- Only use illuminated pushbutton with neutral conductor connected

■ Cable length between sensor and switch < 50 m

DIP 4

'ON'/'ON'-'OFF' button

In the 'ON'-'OFF' setting, the light can be switched 'ON' and 'OFF' manually at any time (except in pulse mode: no manual 'OFF').

In the 'ON' setting, light can no longer be switched 'OFF' manually. The stay-'ON' time starts from the beginning again each time the button is pressed.

DIM

DIP 5

Constant light 'ON'/'OFF'

Provides a constant level of brightness. Detector measures the prevailing level of daylight and activates sufficient artificial light to achieve the required level of brightness. As daylight changes, the switched-in artificial lighting component is adjusted accordingly. In addition to the daylight component, artificial light is also switched 'ON' and 'OFF' in relation to whether or not persons are present.







Functions - Settings by potentiometer

COM 1 + COM 2

Potentiometer (5)

Twiliaht settina

The chosen response threshold can be infinitely varied from approx. 10 - 1000 lux.

Control dial turned fully clockwise: MAX daylight mode Control dial turned fully anti-clockwise: MIN night-time operation

Depending on the site of installation, the setting may need to be corrected by 1-2 marks on the scale.

Examples of use	Brightness settings
Night-time mode	min
Corridors, foyers	1
Stairs, escalators, moving walkways	2
Washrooms, toilets, switchrooms, canteens	3
Sales floor, kindergartens, nursery school rooms, sports halls	4
Work environments: Offices, conference and meeting rooms, precision assembly activities, kitchens	5
Working areas requiring good light: Laboratory, technical drawing, precision work	>=6
Daylight mode	max

Note: Depending on the site of installation, the setting may need to be corrected by 1 - 2 marks on the scale. Brightness is measured directly at the sensor.

Potentiometer (6)

Time setting

Stay-'ON'- time for switching output 1 Setting 30 sec. - 30 min.

The chosen stay-'ON' time is infinitely variable from a minimum of approx. 30 sec. to a maximum of 30 min. Light is calibrated after 3 min. When the threshold is exceeded, the sensor switches 'OFF' after the stay-'ON' time expires.

Pulse mode (except DIM)

If the dial is set to ☐ (fully anticlockwise), the unit is in pulse mode, i.e. the output is switched 'ON' for approx. 2 sec. (e.g. for stairwell lighting timer). Afterwards, the sensor does not respond to movement for approx. 8 sec.

Day mode is the only mode possible here because of dazzle by light from external sources.

Turned fully clockwise: The stay-'ON' time is self-learning and adjusts dynamically to user

behaviour. The optimum time cycle is determined by means of a learning algorithm.

The shortest time is 2 min., the longest 20 min.







COM 2

Potentiometer (7)

Stay-'ON' time for switching output 2 HVAC

Setting 1 sec. - 2 hr.

- Turned fully clockwise: max
- · Turned fully anti-clockwise: min

Potentiometer (8)

Switch-'ON' delay for switching output 2 HVAC

- · Setting 0 sec. 10 min.
- Turned fully clockwise:
 Room surveillance
- Turned fully anti-clockwise: 0 sec. (OFF)

Turning the potentiometer to the "Surveillance" setting reduces the sensitivity of the "Presence" switching output. The contact only closes on detecting a pronounced

movement, signalising with a high degree of certainty that persons are present. The stay-'ON'- time remains active. The switch-'ON' delay is inactivated.

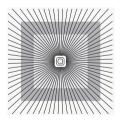
Potentiometer (15)

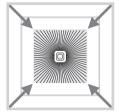
Basic brightness (DIM option)

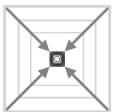
Provides basic illumination for the selected stay-'0N' time when ambient light falls below the selected brightness threshold that is set. This can be dimmed to 10% of maximum light intensity. As soon as a person enters the scene, the detector switches either to 100% light intensity (constant-lighting)

controller 'OFF') or adjusts to the preselected brightness level (constant-lighting controller 'ON'). When no movement is being detected, the detector dims back to basic brightness after the stay-'ON' time expires. This is switched 'OFF' when stay-'ON' time (1 min. – 30 min.) has expired or the daylight component is sufficient to exceed the selected level of brightness. In the 'ON' setting, the detector switches basic brightness 'ON' and 'OFF' as soon as the level of light falls below the brightness threshold.

Reach adjustment







Potentiometer (9)

Adjusts reach to specific requirements. See table on pages 4 – 5 showing Technical Specifications for selecting settings to suit specific requirements.



Parallel-connected configurations

When using several detectors, they must be connected to the same phase!

It is possible to operate as many as 10 sensors.



A parallel-connected configuration also permits the use of several masters. In this case, each master operates the lighting group in accordance with the level of brightness it measures. Delay times and brightness thresholds are selected at each master as required. The switched load is spread among the individual masters. Presence is still detected collectively by all detectors. The presence output can be picked off from any master.

(14.2) Master/slave

The master/slave configuration permits detection of movement in large-type rooms or spaces (load connected = master, no load =

slave). The level of brightness prevailing in the room is only evaluated at the master. The slaves report movements detected to the master. Lighting or HVAC is switched 'ON' and 'OFF' by the master only.

(4.3) Two detectors linked with an external stairwell lighting timer Old building / building modernisation

External light source activated by button. No twilight mode, day mode only.





Remote control

Using the remote control, functions can be conveniently activated from the floor. Note: The pulse mode cannot be overridden by the remote control. Switch pulse mode 'OFF' manually.

Presence Control remote control unit: EAN no.: 4007841 000387







Malfunction	Cause	Remedy
Light does not switch 'ON'	No supply voltageLux setting too lowNo motion detection	Check supply voltage Slowly increase lux setting until light switches 'ON' Ensure unobstructed sensor vision Check detection zone
Light does not switch 'OFF'	Lux setting too high Stay-'ON' time running out Interference from sources of heat, e.g.: fan heater, open doors and windows, pets, light bulb/halogen floodlight, moving objects	■ Reduce lux setting ■ Wait until stay-'ON' time elapses; reduce stay-'ON' time if necessary ■ Use stickers to mask out stationary sources of interference
Sensor switches 'OFF' in spite of persons being present	■ Stay-'ON' time too short ■ Light-level threshold too low	■ Increase stay-'ON' time ■ Change light threshold
Sensor does not switch 'OFF' quickly enough	■ Stay-'ON' time too long	■ Reduce stay-'ON' time
Sensor does not switch 'ON' quickly enough when approached from the front	 Reach is reduced when approached from the front 	 Install additional sensors Reduce distance between two sensors
Sensor does not switch 'ON' when persons are present in spite of it being dark	■ Lux setting too low	 Sensor deactivated by switch/button? Semi-automatic mode? Increase light-level threshold







(€ Declaration of Conformity

This product complies with

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC
- RoHS Directive 2002/95/EC.

Functional Warranty

This Steinel product has been manufactured with utmost care, tested for proper operation and safety and then subjected to random sample inspection. Steinel guarantees that it is in perfect condition and proper working order.



The warranty period is 36 months and starts on the date of sale to the consumer. We will remedy defects caused by material flaws or manufacturing faults. The warranty will be met by repair or replacement of the defective parts at our own discretion. The warranty shall not cover damage to wear parts, damage or defects caused by improper treatment or maintenance. Further consequential damage to other objects is excluded.

Claims under the warranty will only be accepted if the product is sent fully assembled and well packed complete with a brief description of the fault as well as a receipt or invoice (date of purchase and dealer's stamp) to the appropriate Service Centre.

Repair service:

Our Customer Service Department will repair faults not covered by warranty or after the warranty period. Please send the product well packed to your nearest Service Centre.



