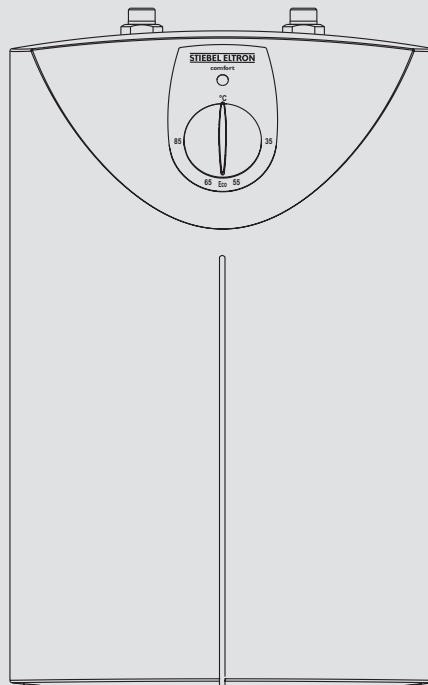


**GEBRAUCHS- UND MONTAGEANLEITUNG
OPERATING AND INSTALLATION INSTRUCTIONS
NOTICE D'UTILISATION ET DE MONTAGE
GEBRUIKS- EN MONTAGEAANWIJZING
INSTRUKCJA OBSŁUGI I MONTAŻU
NÁVOD K POUŽITÍ A K MONTÁŽI
KEZELÉSI ÉS SZERELÉSI UTASÍTÁS
ИНСТРУКЦИЯ ПО МОНТАЖУ И ЭКСПЛУАТАЦИИ**

OFFENER (DRUCKLOSER) WARMWASSERSPEICHER | OPEN (PRESSURELESS) WATER HEATER |
CHAUFFE-EAU OUVERT (A ÉCOULEMENT LIBRE) | OPEN (DRUKLOZE) WARMWATERBOILER |
POJEMNOŚCIOWE, BEZCIŚNIENIOWE OGRZEWACZE WODY | BEZTLAKOVÝ ZÁSOBNÍKOVÝ
OHŘÍVAČ TEPLÉ VODY | NYITOTT (NYOMÁS NÉLKÜLI) MELEGVÍZ TÁROLÓ | ОТКРЫТЫЙ
(БЕЗНАПОРНЫЙ) НАКОПИТЕЛЬНЫЙ ВОДОНАГРЕВАТЕЛЬ

- » SNU 10 SL comfort
- » SNU 10 SLi comfort



STIEBEL ELTRON

Technik zum Wohlfühlen

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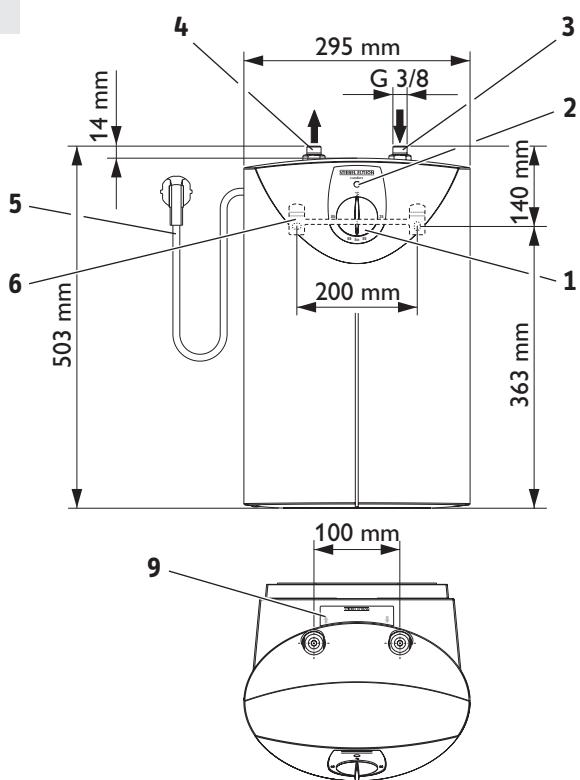
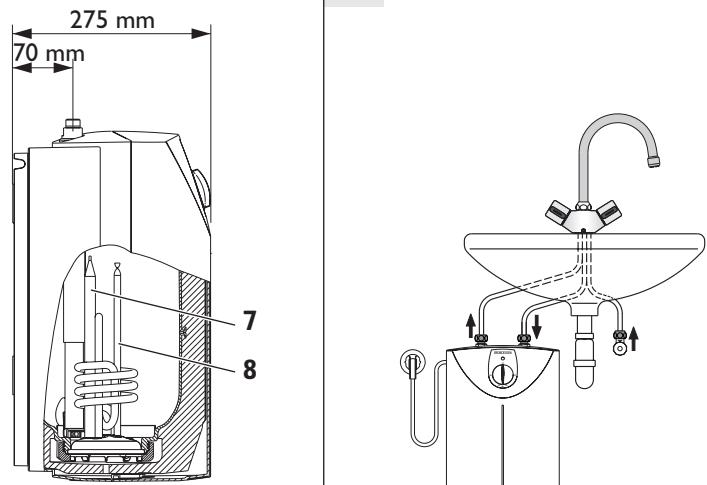
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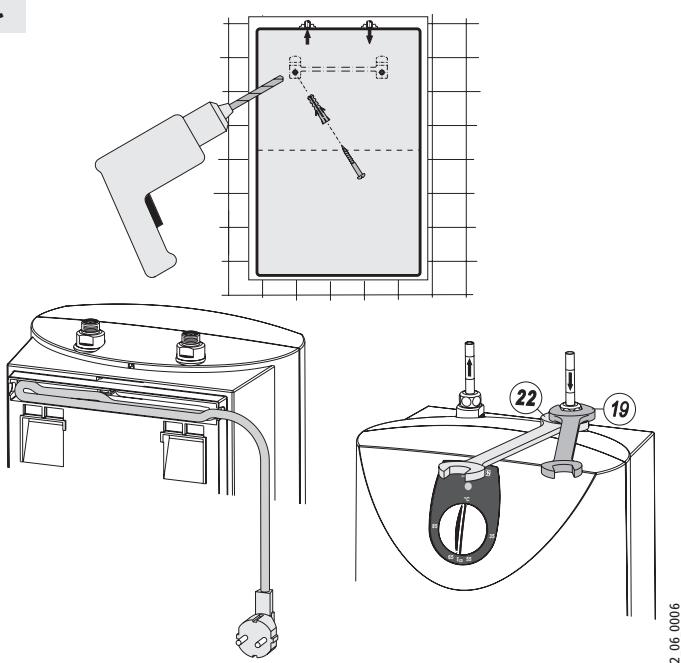
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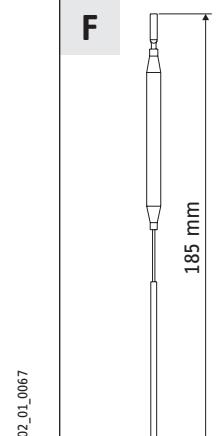
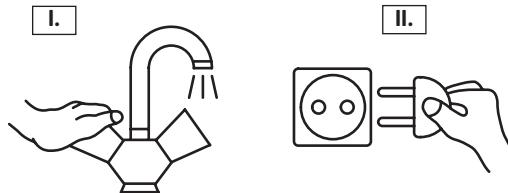
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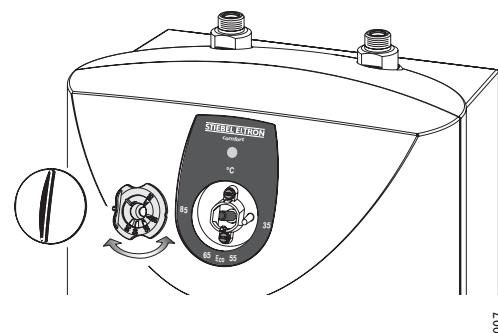
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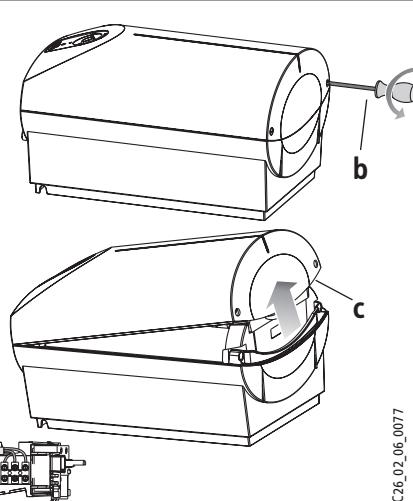
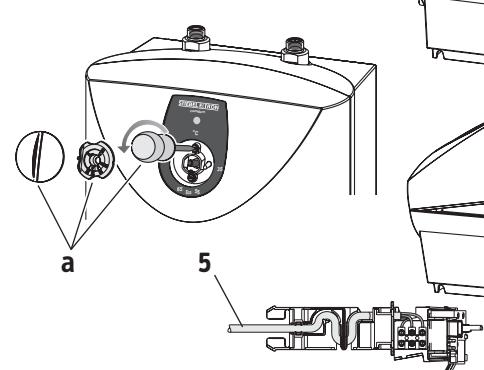
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1. Operating Instructions for the user and engineer

1.1 Description of Unit

The open (pressure-less) water heater constantly maintains the water content at the preset temperature.

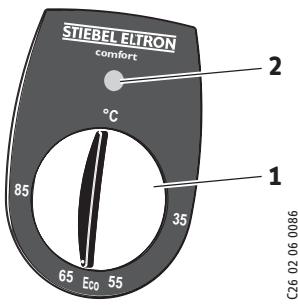
On heating, the expansion water drips through the outlet fitting.

Only fittings for open (pressureless) water heaters may be installed. We recommend Stiebel Eltron fittings: for order no. see 1.7 „Special accessories”.

The “thermostop” function (thermal separation) prevents heating of the tempering fitting in standby mode.

1.2 The most important points in brief

- Set the desired hot water temperature at the temperature selector (1)
- The unit is heating when the display (2) lights.



1.3 Operation

Temperature setting

°C = cold. On this setting, the unit, but not the fitting or water pipe, is protected from frost

Eco = recommended energy-saving setting (approx. 60 °C), low limescale formation

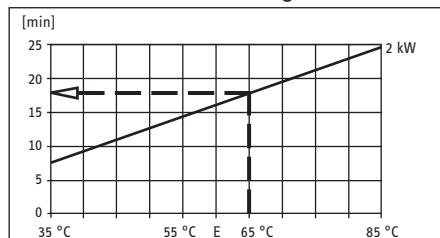
85 = max. temperature setting.

Note:

On request, the engineer can restrict the temperature on the unit (see 2.8 "First Use") so that the temperature can be set anywhere up to the temperature limit.

Heating time:

If the entire water content is used, the heating time is that shown on the diagram.



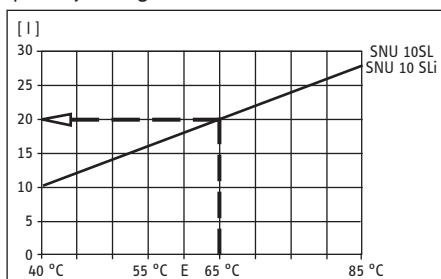
Example:

Temperature setting: 65 °C

Heating time: approx. 18 minutes

Mixed water quantity:

Using the temperature, you set a mixed water quantity for e.g. 40 °C.



Example:

Temperature setting: 65 °C

Cold water feed: 15 °C

Mixed water quantity: approx. 20 l

1.4 Important Note



- The water heater must not be pressurized. Never block the fitting outlet and do not use a Perlator or hose with jet controller.
- If the temperature is set higher than 45 °C, very hot water can flow immediately!
- Keep children and the disabled (physical/mental) away from this unit unless they are supervised by a person responsible for their safety or have been given instructions on how to use it.
- Ensure that children do not adjust the temperature (to a high temperature) on the unit when playing - **Risk of scalding!**
- We recommend the use of the temperature restrictor set by the engineer, unless absolutely necessary otherwise.
- To avoid risk of accidental resetting of the protective temperature restrictor in the event of a fault, the unit must not be connected via a timer switch.

Limescale can block the outlet and hence pressurize the heater.

Signs of limescale are boiling sounds and reduced water flow. In this case have the unit and fitting descaled by an engineer

The thermostat knob may only be removed by an engineer.

All information in these Operating and Installation Instructions must be observed. The instructions contain important information for safety, operation and maintenance of the unit.

1.5 Care and Maintenance

To clean the unit, simply wipe with a damp cloth. Do not use abrasive or aggressive cleaning agents.



Maintenance work should only be performed by an engineer.

1.6 What to do if . . . ?

...there is no hot water:

Check the thermostat, plug and fuse.

...there is a boiling sound from the unit:

Have the unit and fitting descaled by an engineer.

...see also 3. „Fault repair by the user and engineer”.

If an engineer is called for a problem, to help him resolve this more quickly and efficiently, please give him the information below on the unit rating plate (9):



1.7 Special accessories

Stiebel Eltron order numbers:

• Two-handle tempering fittings

- for bathroom:
WST-W 07 44 27
WST 22 24 30
WSM 22 24 31

- for kitchen:

- WST-K 07 44 28
WUT 22 24 32
WUM 22 24 33

• Single lever mixer fittings

- for bathroom:
MEW 22 24 39
- for kitchen:
MES 22 24 40
MESB 22 24 41
MESL 22 24 42



2. Installation Instructions for the engineer

Installation and electrical connection may only be carried out by an engineer in accordance with these instructions.

2.1 Unit Type A

- 1 Temperature selection knob
- 2 Indicator light
- 3 Cold water connection (blue)
- 4 Hot water connection (red)
- 5 Electrical connection line
- 6 Suspension rail
- 7 Protective pipe for protected temperature restrictor with reset function
- 8 Protective pipe for thermostat
- 9 Rating plate

2.2 Description of Unit

Open (pressureless) water heater for under-sink fitting, to supply a water tap, for heating cold water to EN 806.

Only fittings for open (pressureless) water heaters may be installed.

We recommend Stiebel Eltron fittings: for order no. see 1.7 „Special accessories”.

2.3 Technical Data

Current data on the rating plate.

Type	SNU 10 SL SNU 10 SLi
Nominal capacity	10 l
Design	open
Weight	4.6 kg
„thermostop“ - function	present
Heating power	see unit rating plate
Voltage	230 V
Flow rate, max.	10 l/min
Protection to EN 60529	IP 24 D
Connection line with plug	approx. 650 mm
Temperature setting range (fully adjustable)	approx. 35 °C - 85 °C

Table 1

2.4 Regulations and Conditions

- Perfect function and operating safety can only be guaranteed with the original Stiebel Eltron accessories and spare parts designed for the unit.
- The conditions of the local electricity supply company and competent water supply authority must be observed.
- The fitting outlet serves for ventilation. Do not block the outlet connector or fitting swivel arm. **Do not use a perlator or hose with jet regulator.**
- An earthed socket is required for connection of the unit which must remain freely accessible after installation of the unit. If the unit is permanently connected to the AC network (unit connection socket), it must be able to be isolated from the network via a separation gap of at least 3 mm in all poles. Installation with direct (fixed) electrical lines is not permitted.

2.5 Important Notes

⚠ If this unit is exposed to water pressure, the container may leak and cause water damage.

If the water connections on the unit are transposed, the unit will not function and the components may be damaged.

2.6 Installation Site B

The heater should be installed in a frost-free room, vertically with water connections at the top.

2.7 Unit Installation C

- Mount the suspension rail, position using mounting template. Select fixing materials according to the strength of the wall. Excess line length can be stored in the cable holder provided.
 - Suspend the unit.
 - Fit the water connections, set the flow rate (max. 10 l/min, see Description of Fitting). The colour marking of the fitting connections and heater must be allocated as follows:
- | | |
|------------|-----------------------------|
| right blue | = cold water connection (3) |
| left red | = hot water connection (4). |

2.8 First Use D

(By the engineer only!)

- I. Open the hot water fitting or set the one-hand mixer to "warm" until the water emerges free from bubbles.
- II. Connect the electrical plug and select the temperature.

⚠ Danger of running dry!

If the sequence is changed, the protective temperature restrictor will trip in. In this case, add water and isolate the unit from the power supply briefly to reset the running dry protection.

III. Temperature setting restrictor G :

Only if the restricted temperature setting is required is the max. temperature set via the restrictor ring. To do this, pull off the thermostat knob and restrictor ring. Set the restrictor ring to the desired max. setting and push the thermostat knob back on.

- IV. Remove protective film from controls.

Unit hand-over:

Explain to the user how the unit works and how to operate it. Point out any possible dangers (scalding). Give him these Installation and Operating Instructions for safe keeping.

2.9 Service Notes

⚠ Before all work, first isolate the unit from the power supply and remove the unit from the wall.

• Open unit H :

- a Pull off thermostat and temperature restrictor ring. Remove screw.
- b Lower locking bolt
- c Swivel housing cover aside and remove.

• Replace electrical power line:

To replace the connecting line use Stiebel Eltron part no. 02 06 71 (5, for order no. see 1.7 „Special Accessories”), or an H05VV-F3x1.0 line. Lay the connecting line in the guide H !

Circuit diagram E

• Positioning of thermostat sensor in protective pipe:

When replacing or removing the thermostat, insert the sensor 185 mm into the protective pipe F and attach below the earth plug.

• Drain unit:

The unit is drained via the connector.

• Descaling:

Remove heating flange, remove coarse scale by careful tapping, immerse heating element in limescale remover up to the flange plate.

• Checking earth conductor to BGV A3:

Disconnect the plug and remove the thermostat. Test at the thermostat fixing screw and earth contact of the connection line.

3. Fault Repair for the user and engineer

Fault	Cause	Rectification	
No hot water despite hot water fitting being fully open.	No power.	User / Engineer:	Check fuses on domestic system.
	Limescale on jet regulator.	User / Engineer:	Clean or replace jet regulator on fitting.
	Protective temperature restrictor (STB) has tripped.	Engineer:	Eliminate cause of fault (replace thermostat). Note: STB resets automatically when the unit power supply is switched off.
Boiling sound in heater.	Limescale in heater.	Engineer:	Descale unit.

Table 2



4. Environment and recycling

Recycling of obsolete appliances

Appliances with this label must not be disposed off with the general waste. They must be collected separately and disposed off according to local regulations.



5. Guarantee

For guarantees please refer to the specific terms and conditions of supply for your country.



The installation, electrical connection and first operation of this appliance should be carried out by a qualified installer.

The company does not accept liability for failure of any goods supplied which accordance with the manufacturer's instructions.

Who gives the warranty

1. The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 6 Prohasky Street, Port Melbourne, Victoria, 3207 ("we", "us" or "our").

The warranty

2. This warranty applies to Stiebel Eltron Water Heaters - Models DHE 18 AU, DHE 27 AU, DEL 18 AU, DEL 27 AU, DHB-E 13 AU, DHB-E 13, DHB-E 18 AU, DHB-E 27 AU, HDBE 13 AU, HDBE 18 AU, HDBE 27 AU, DHF 13 C AU, DHF 15 C AU, DHC 4, DHC 6, DHC 8, SN 5, SN 10, SNU 5 and SNU 10 (the "unit") manufactured after 1 May 2015.

3. Subject to the warranty exclusions we will repair or replace, at our absolute discretion, a faulty component in your unit free of charge if it fails to operate in accordance with its specifications during the warranty period.

4. If we repair or replace a faulty component to your unit under this warranty, the warranty period is not extended from the time of the repair or replacement.

5. The warranty period commences on the date of completion of the installation of the unit. Where the date of completion of installation is not known, then the warranty period will commence 2 months after the date of manufacture.

6. The warranty period for a unit used for domestic purposes is shown in the table below. Domestic purposes means that the unit is used in a domestic dwelling.

Component	Warranty period
All components	5 years from the date of completion of the installation of the unit.

7. The warranty period for a unit used for commercial purposes is shown in the table below. Commercial purposes means that the unit is used for a non-domestic purpose and includes but not limited to being used in a motel, hotel, mining camp or nursing home.

Component	Warranty period
All components	1 year from the date of completion of the installation of the unit.

Your entitlement to make a warranty claim

8. You are entitled to make a warranty claim if:

8.1. you own the unit or if you have the owner's consent to represent the owner of the unit;

8.2. you contact us within a reasonable time of discovering the problem with the unit;

How you make a warranty claim

9. To make a warranty claim you must provide us with the following information:

9.1. The model number of the unit;

9.2. A description of the problem with the unit;

9.3. The name, address and contact details (such as phone number and e-mail address) of the owner;

9.4. The address where the unit is installed and the location (e.g. in laundry);

9.5. The serial number of the unit;

9.6. The date of purchase of the unit and the name of the seller of the unit;

9.7. The date of installation of the unit;

9.8. A copy of the certificate of compliance when the unit was installed.

10. The contact details for you to make your warranty claim are:

Name: Stiebel Eltron (Aust) Pty Ltd
Address: 6 Prohasky Street, Port Melbourne, Victoria, 3207
Telephone: 1800 153 351
(8.00 am to 5.00 pm AEST Monday to Friday)
Contact person: Customer Service Representative
E-mail: service@stiebel.com.au

11. We will arrange a suitable time with you to inspect and test the unit.

Warranty exclusions

12. We may reject your warranty claim if:

12.1. The unit was not installed by registered and qualified tradespeople.

12.2. The unit was not installed and commissioned:

(a) in Australia;

(b) in accordance with the Operating and Installation Guide; and

(c) in accordance with the relevant statutory and local requirements of the State or Territory in which the unit is installed.

12.3. The unit has not been operated or maintained in accordance with the Operating and Installation Guide.

12.4. The unit does not bear its original Serial Number or Rating Label.

12.5. The unit was damaged by any or any combination of the following:

(a) normal fair wear and tear;

(b) connection to an incorrect water supply;

(c) connection to water from a bore, dam or swimming pool;

(d) connection to an incorrect power supply;

- (e) connection to faulty equipment, such as damaged valves;
- (f) foreign matter in the water supply, such as sludge or sediment;
- (g) corrosive elements in the water supply;
- (h) accidental damage;
- (i) act of God, including damage by flood, storm, fire, lightning strike and the like;
- (j) excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.

12.6. The unit was damaged before it was installed
e.g. it was damaged in transit.

12.7. An unauthorised person has modified, serviced, repaired or attempted to repair the unit without our consent.

12.8. Non genuine parts other than those manufactured or approved by us have been used on the unit.

13. We may charge you:

13.1. for any additional transport costs if the unit is installed more than 30 kilometres from our closest authorised service technician.

13.2. for the extra time it takes our authorised service technician to access the unit for inspection and testing if it is not sited in accordance with the Operating and Installation Guide and not readily accessible for inspection.

13.3. for any extra costs of our authorised service technician to make the unit safe for inspection.

14. You must ensure that access to the unit by our authorised service technician is safe and free from obstruction.

15. Our authorised service technician may refuse to inspect and test the unit until you provide safe and free access to it, at your cost.

16. If we reject your warranty claim in accordance with clause 12, we may charge you for our authorised service technician's labour costs to inspect and test the unit.

17. In order to properly test the unit we may remove it to another location for testing.

Australian Consumer Law

18. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

19. The Stiebel Eltron warranty for the unit is in addition to any rights and remedies you may have under the Australian Consumer Law.

Deutschland
STIEBEL ELTRON GmbH & Co. KG
Dr.-Stiebel-Straße | D-37603 Holzminden
Tel. 0 55 31 702 0 | Fax 0 55 31 702 480
Email info@stiebel-eltron.de
www.stiebel-eltron.de

Verkauf Tel. 0180 3 700705 | Fax 0180 3 702015 | info-center@stiebel-eltron.com
Kundendienst Tel. 0180 3 702020 | Fax 0180 3 702025 | kundendienst@stiebel-eltron.com
Ersatzteilverkauf Tel. 0180 3 702030 | Fax 0180 3 702035 | ersatzteile@stiebel-eltron.com
Vertriebszentren Tel. 0180 3 702010 | Fax 0180 3 702004

Australia
STIEBEL ELTRON Australia Pty. Ltd.
6 Prohasky Street | Port Melbourne VIC 3007
Tel. 03 9645-1831 | Fax 03 9645-4366
Email info@stiebel.com.au
www.stiebel.com.au

Czech Republik
STIEBEL ELTRON spol. s r.o.
K Hájů m 946 | CZ-15500 Praha 5-Stodůlky
Tel. 2-511 16111 | Fax 2-355 12122
Email info@stiebel-eltron.cz
www.stiebel-eltron.cz

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Madal Allé 21 | DK-5500 Diddelfart
Tel. 63 41 66 66 | Fax 63 41 66 60
Email info@pettinaroli.dk
www.pettinaroli.dk

France
STIEBEL ELTRON S.A.S.
7-9, rue des Selliers
B.P. 85107 | F-57073 Metz-Cédex 3
Tel. 03 87 74 38 88 | Fax 03 87 74 68 26
Email info@stiebel-eltron.fr
www.stiebel-eltron.fr

Great Britain
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www.applied-energy.com

Hungary
STIEBEL ELTRON Kft.
Pacsirtamező u. 41 | H-1036 Budapest
Tel. 012 50-6055 | Fax 013 68-8097
Email info@stiebel-eltron.hu
www.stiebel-eltron.hu

Netherlands
STIEBEL ELTRON Nederland B.V.
Daviottenweg 36
Postbus 2020
NL-5202 CA's-Hertogenbosch
Tel. 073-6 23 00 00 | Fax 073-6 23 11 41
Email stiebel@stiebel-eltron.nl
www.stiebel-eltron.nl

Austria
STIEBEL ELTRON Ges.m.b.H.
Eferdinger Str. 73 | A-4600 Wels
Tel. 072 42-47367-0 | Fax 07242-47367-42
Email info@stiebel-eltron.at
www.stiebel-eltron.at

Poland
STIEBEL ELTRON sp.z o.o.
ul. Instalatorów 9 | PL-02-237 Warszawa
Tel. 022-8 46 48 20 | Fax 022-8 46 67 03
Email stiebel@stiebel-eltron.com.pl
www.stiebel-eltron.com.pl

Sweden
STIEBEL ELTRON AB
Friggagatan 5 | SE-641 37 Katrineholm
Tel. 0150-48 7900 | Fax 0150-48 7901
Email info@stiebel-eltron.se
www.stiebel-eltron.se

Switzerland
STIEBEL ELTRON AG
Netzibodenstr. 23c | CH-4133 Pratteln
Tel. 061-8 16 93 33 | Fax 061-8 16 93 44
Email info@stiebel-eltron.ch
www.stiebel-eltron.com

Thailand
STIEBEL ELTRON Asia Ltd.
469 Moo 2, Tambol Klong-Jik
Ampur Bangpa-In | Ayutthaya 13160
Tel. 035-22 00 88 | Fax 035-22 11 88
Email stiebel@loxinfo.co.th
www.stiebeleltronasia.com

United States of America
STIEBEL ELTRON Inc.
17 West Street | West Hatfield MA 01088
Tel. 4 13-247-3380 | Fax 413-247-3369
Email info@stiebel-eltron-usa.com
www.stiebel-eltron-usa.com

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