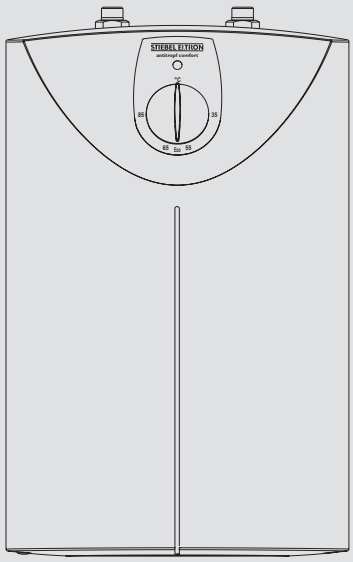
BEDIENUNG UND INSTALLATION
OPERATION AND INSTALLATION
UTILISATION ET INSTALLATION
GEBRUIK EN INSTALLATIE
OBSLUHA A INSTALACE
OBSŁUGA I INSTALACJA
HASZNÁLATI ÉS TELEPÍTÉSI ÚTMUTATÓ
ЭКСПЛУАТАЦИЯ И МОНТАЖ

Offener (druckloser) Warmwasser-Kleinspeicher | Open vented (non-pressurised) small water heater | Mini-ballon d'eau chaude à écoulement libre | Open (drukloze), kleine warmwaterboiler | Malý beztlakový zásobník teplé vody | Otwarty (bezciśnieniowy) mały pojemnościowy ogrzewacz wody | Nyitott rendszerű (nyomásmentes) kisméretű melegvíztároló | Открытый (безнапорный) компактный накопительный водонагреватель

» SNU 5 SL antitropf comfort
» SNU 5 SLi antitropf comfort



STIEBEL ELTRON

OPERATION

1. General information

The chapters "Special Information" and "Operation" are intended for both the user and qualified contractors.

The chapter "Installation" is intended for qualified contractors.

Note
Read these instructions carefully before using the appliance and retain them for future reference.
Pass on the instructions to a new user if required.

1.1 Safety instructions

1.1.1 Structure of safety instructions

KEYWORD Type of risk
Here, possible consequences are listed that may result from failure to observe the safety instructions.
► Steps to prevent the risk are listed.

1.1.2 Symbols, type of risk

Symbol	Type of risk
	Injury
	Electrocution
	Burns (burns, scalding)

1.1.3 Keywords

KEYWORD	Meaning
DANGER	Failure to observe this information will result in serious injury or death.
WARNING	Failure to observe this information may result in serious injury or death.
CAUTION	Failure to observe this information may result in non-serious or minor injury.

1.2 Other symbols in this documentation

Note
General information is identified by the symbol shown on the left.
► Read these texts carefully.

Symbol	Meaning
	Material losses (appliance damage, consequential losses and environmental pollution)
	Appliance disposal

► This symbol indicates that you have to do something. The action you need to take is described step by step.

1.3 Units of measurement

Note
All measurements are given in mm unless stated otherwise.

2. Safety

2.1 Intended use

This open vented (non-pressurised) appliance is designed for heating domestic hot water. The appliance can supply one draw-off point.

This appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in a non-domestic environment, e.g. in a small business, as long as it is used in the same way.

Any other use beyond that described shall be deemed inappropriate. Observation of these instructions and of instructions for any accessories used is also part of the correct use of this appliance.

2.2 General safety instructions

WARNING Burns
There is a risk of scalding at outlet temperatures in excess of 43 °C.

WARNING Injury
The temperature selector should only be removed by a qualified contractor.

WARNING Injury
The appliance may be used by children aged 8 and up and persons with reduced physical, sensory or mental capabilities or a lack of experience and know-how, provided that they are supervised or they have been instructed on how to use the appliance safely and have understood the resulting risks. Children must never play with the appliance. Children must never clean the appliance or perform user maintenance unless they are supervised.

Where children or persons with limited physical, sensory or mental abilities are allowed to use this appliance, we recommend a permanent temperature limit. A qualified contractor can set the limit.

Material losses
Protect the appliance and its tap against frost.

Material losses
Never subject the appliance to water pressure. The tap outlet has a vent function. Scale build-up can block the outlet and subject the appliance to pressure.
- ▶ Never seal the tap outlet.
- ▶ Only use special aerators for non-pressurised water heaters.
- ▶ Never use a hose with aerator to extend the tap outlet.

Material losses
Connecting the appliance via a time switch will cause an unintentional reset of the high limit safety cut-out.
- ▶ Never connect the appliance to the power supply via a time switch.

2.3 CE designation

The CE designation shows that the appliance meets all essential requirements according to the:

- Low Voltage Directive
- Electromagnetic Compatibility Directive

2.4 Test symbols

See type plate on the appliance.

3. Appliance description

The open vented (non-pressurised) appliance constantly maintains the water content at the pre-selected temperature. The appliance may only be installed with taps for open vented (non-pressurised) water heaters (see chapter "Installation / Appliance description / Accessories").

thermostop function

The thermostop function (thermal separation) prevents the tap becoming hot in standby mode.

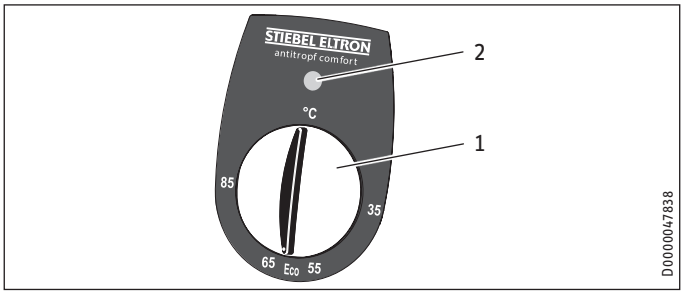
Anti-drip function

The anti-drip function prevents expansion water from escaping from the tap during heating. When water is heated, gas bubbles are formed. The amount of gas bubbles depends on the water quality. At temperatures > 75 °C the rising gas bubbles can cause residual water to drip from the tap outlet.

Subject to design, some taps have a tendency to drip for a short while after being closed. This dripping is caused by residual water escaping from the tap outlet and is not linked to expansion water.

3.1 Operation

The required DHW outlet temperature can be set at the temperature selector. The heat-up indicator illuminates during the heat-up process.



1 Temperature selector
2 Heat-up indicator

°C = Cold. On this setting, the appliance is protected from frost. The tap and the water line are not protected.

Eco = Recommended energy saving setting (approx. 60 °C), minor scaling

85 = Maximum selectable temperature

Note
A qualified contractor can set a temperature limit on the appliance (see chapter "Installation / Settings / Setting the temperature limit").

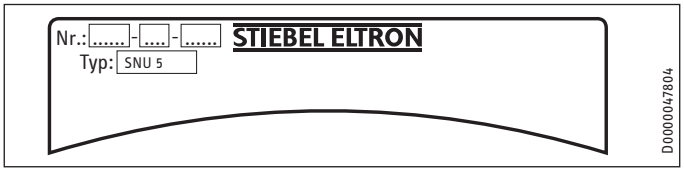
4. Cleaning, care and maintenance

- ▶ Never use abrasive or corrosive cleaning agents. A damp cloth is sufficient for cleaning the appliance.
- ▶ Check the tap regularly. You can remove limescale deposits at the outlet using commercially available descaling agents.

5. Troubleshooting

Problem	Cause	Remedy
The appliance does not supply hot water.	The temperature selector is set to "°C".	Switch the appliance on by turning the temperature selector.
	No power to the appliance.	Check the plug and the fuses/MCBs in the fuse box.
Water can only be drawn at a reduced rate.	The aerator in the tap is scaled up.	Descale / replace the aerator.
Loud boiling noises inside the appliance.	The appliance is scaled up.	Have the appliance descaled by a qualified contractor.
Water drips from the tap outlet during the heat-up process.	Frequent minimal draw-off amounts (< 0.4 l/min).	Change your draw-off pattern (> 0.4 l/min).

If you cannot remedy the fault, notify your qualified contractor. To facilitate and speed up your request, provide the number from the type plate (000000-0000-000000).



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INSTALLATION

6. Safety

Only a qualified contractor should carry out installation, commissioning, maintenance and repair of the appliance.

6.1 General safety instructions

We guarantee trouble-free function and operational reliability only if original accessories and spare parts intended for the appliance are used.

6.2 Instructions, standards and regulations

Note
Observe all applicable national and regional regulations and instructions.

7. Appliance description

The open vented (non-pressurised) appliance is only suitable for undersink installation. The appliance is intended to supply one draw-off point for heating cold water.

7.1 Standard delivery

Delivered with the appliance:

- Wall mounting bracket

7.2 Accessories

7.2.1 Required accessories

The following taps are available as accessories for open vented operation:

Mixer taps

- WST, WUT

Mono lever mixer taps

- MEW, MES, MEWC

Sensor tap

- WEN

7.2.2 Further accessories

- Strainer for the "cold water inlet" connection

8. Preparations

▶ Flush the water line thoroughly.

Water installation

A safety valve is not required.

Taps

Sealed taps are not permitted.

▶ Install an open tap.

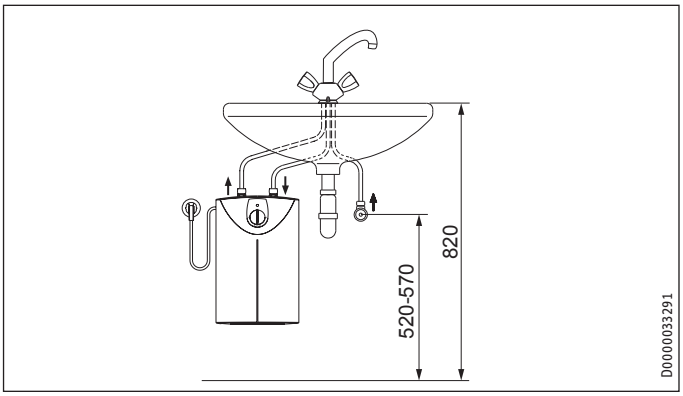
8.1 Installation site

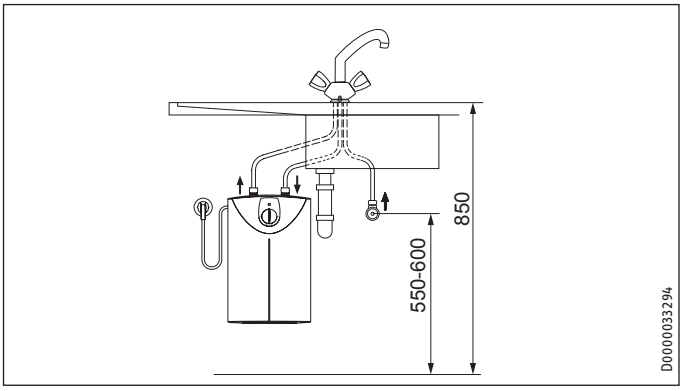
Material losses
Install the appliance in a room free from the risk of frost.

Material losses
Mount the appliance on the wall. The wall must have a sufficient load-bearing capacity.

Note
The appliance is only suitable for undersink installation. The water connections of the appliance point upwards.

Always install the appliance vertically and near the draw-off point.



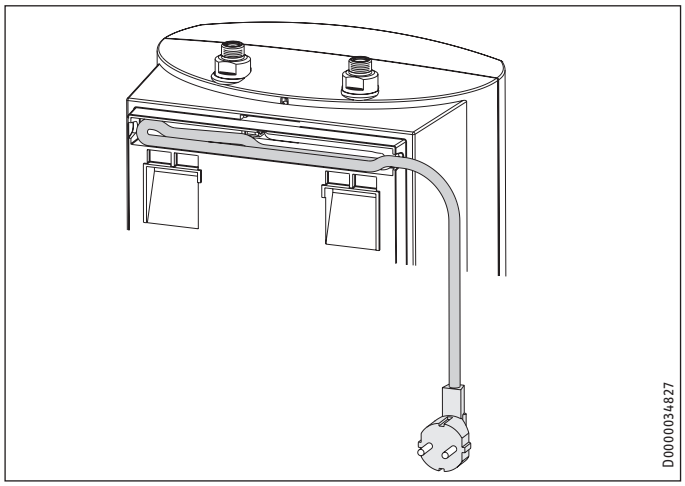


9. Installation

9.1 Appliance installation

- ▶ Mark out the drill holes using the installation template (see middle part of these instructions).
- ▶ Drill the holes and insert suitable rawl plugs.
- ▶ Secure the wall mounting bracket using suitable screws.
- ▶ Hang the appliance on the wall mounting bracket.

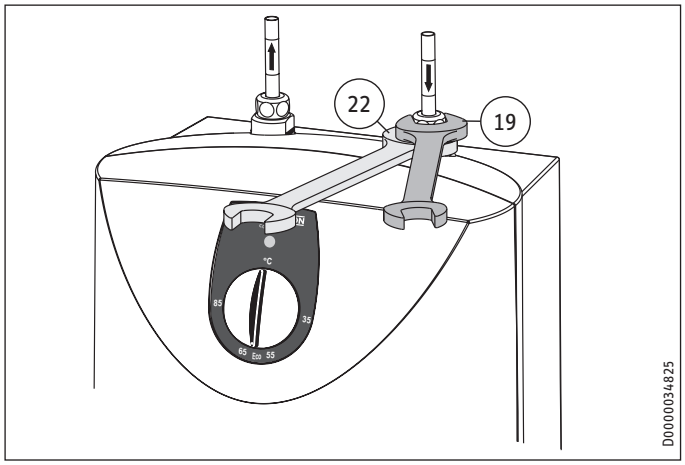
Note
Surplus cable can be stored in the cable compartment.



9.2 Water connection

Material losses
Carry out all water connection and installation work in accordance with regulations.

Material losses
Counterhold with a suitable spanner when tightening the fittings.



Material losses
The appliance may develop a leak and cease functioning.
- ▶ Never subject the appliance to water pressure.
- ▶ Never interchange the water connections.
- ▶ Set the flow rate (see tap instructions). Observe the maximum permissible flow rate with a fully opened tap (see chapter "Installation / Specification / Data table").

Match up the colour coding on the tap water connections and the appliance:

- R. h. side blue = "Cold water inlet"
- L. h. side red = "DHW outlet"

▶ Secure the water connections from the tap to the appliance.

Note
Ensure that the water connections are not kinked during installation. Prevent any tensioning during installation.

9.3 Power supply

WARNING Electrocution
Carry out all electrical connection and installation work in accordance with relevant regulations.

WARNING Electrocution
Ensure the appliance can be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.

Material losses
The voltage specified on the type plate must match the mains voltage.
- ▶ Observe the type plate.

The following electrical connections are permissible:

	SNU 5 SL 1 kW	SNU 5 SLi
Connection to a freely accessible standard socket	X	X
Permanent connection to an appliance junction box with earth conductor	X	X

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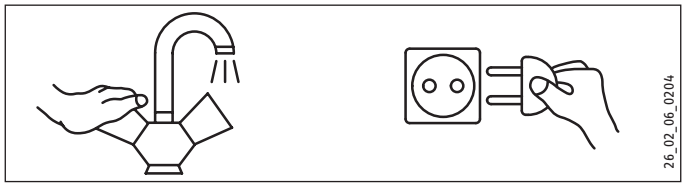
10. Commissioning

WARNING Electrocution
Commissioning may only be carried out by a qualified contractor in accordance with safety regulations.

10.1 Initial start-up



- ▶ Either open the DHW valve of the tap or set the mono lever mixer tap to "hot" until the water that flows out is free of air bubbles.
- ▶ Insert the plug into the standard socket or set the fuse/MCB in the fuse box.
- ▶ Select a temperature.

Note
If you fail to follow the correct sequence (first water, then power), the high limit safety cut-out will respond.
Proceed as follows:
- ▶ Fill the appliance with water.
- ▶ Briefly disconnect the appliance from the power supply.

10.1.1 Appliance handover

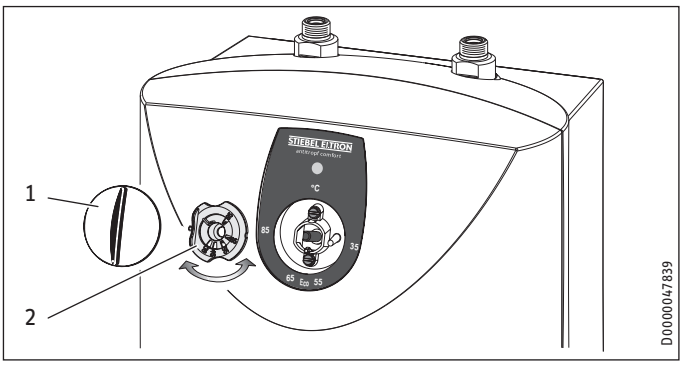
- ▶ Explain the functions of the appliance to the user. Show the user how to operate the appliance.
- ▶ Make the user aware of potential dangers, especially the risk of scalding.
- ▶ Hand over these instructions and, if applicable, the instructions for any accessories.

10.2 Recommissioning

See chapter "Installation / Commissioning / Initial start-up".

11. Settings

11.1 Setting the temperature limit



1 Temperature selector
2 Limiting ring

Placing the limiting ring behind the temperature selector allows you to limit the setting range of the temperature selector to a specific maximum temperature.

- ▶ Turn the temperature selector to zero (fully anti-clockwise to "°C").
- ▶ Pull off the temperature selector and the limiting ring.
- ▶ Push the limiting ring with the required maximum setting onto the adjusting shaft.
- ▶ Fit the temperature selector in the zero setting (°C).

12. Shutdown

- ▶ Isolate the appliance from the power supply by removing the plug or by tripping the fuse/MCB in the fuse box.
- ▶ Drain the appliance (see chapter "Installation / Maintenance / Draining the appliance").

13. Troubleshooting

Problem	Cause	Remedy
The appliance does not supply hot water.	The high limit safety cut-out has responded.	Remedy the cause of the fault. If necessary, replace the temperature controller. Allow the appliance to cool down. If you have isolated the appliance from the power supply, the high limit safety cut-out will be automatically reset.
	The strainer is contaminated.	Clean / replace the strainer in the "cold water inlet" connection.
Loud boiling noises inside the appliance.	The appliance is scaled up.	Descale the appliance.
The tap drips for a while after it has been closed.	The residual water is not held in the tap outlet.	Replace the aerator in the tap outlet or the tap.
The tap drips when the appliance is heating up.	An unsuitable tap is being used, e.g. a WAT anti-drip tap.	Replace the tap (see chapter "Installation / Appliance description / Accessories").
	The anti-drip function is faulty.	Replace the appliance.

14. Maintenance

WARNING Electrocution
Before any work on the appliance, disconnect all poles of the appliance from the power supply.

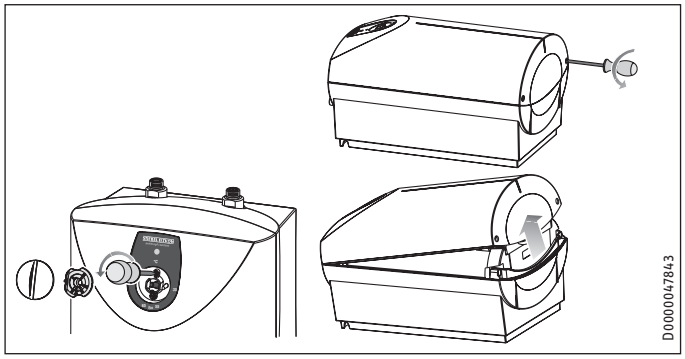
▶ Dismount the appliance for maintenance work.

14.1 Draining the appliance

WARNING Burns
Hot water may escape during the draining process.

▶ Drain the appliance via the connector.

14.2 Opening the appliance



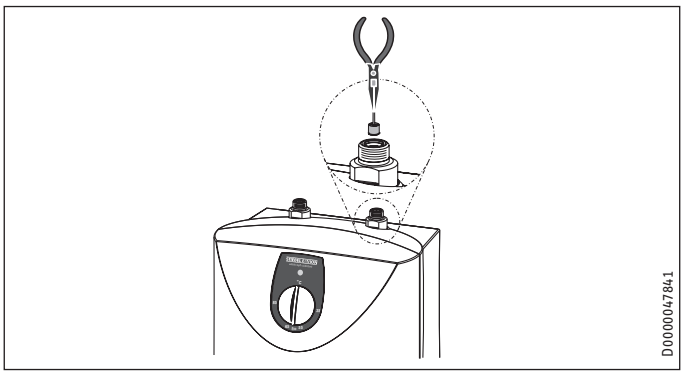
▶ Pull off the temperature selector and the limiting ring.
▶ Remove the screws underneath the temperature selector.
▶ Open the appliance cover by lowering the bolt screws inwards and pivot the cover upwards, then remove it.

14.3 Descaling the appliance

Material losses
Never treat the cylinder surface with descaling agents.

▶ Remove the flanged immersion heater.
▶ Carefully tap the heating element to remove large limescale deposits.
▶ Immerse the heating element up to the flange plate in descaling agent.

14.4 Cleaning the strainer



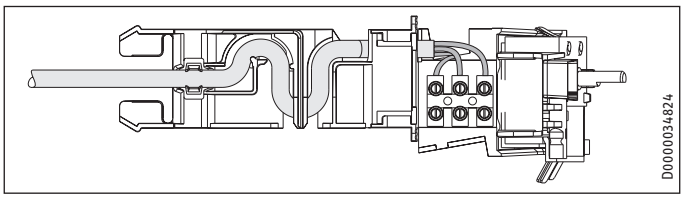
▶ Detach the "cold water inlet" connection.
▶ Using pliers, remove the strainer from the "cold water inlet" connection.
▶ Descale or replace the strainer.

14.5 Checking the earth conductor

▶ Pull off the temperature selector and the limiting ring.
▶ Check the earth conductor (in Germany, e.g. BGV A3) across a temperature controller fixing screw and the earth conductor contact of the power cable.

14.6 Replacing the power cable

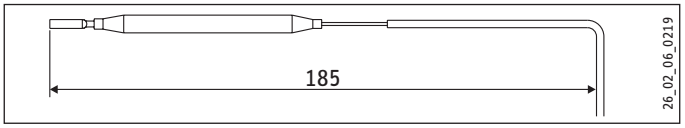
The power cable must only be replaced by a qualified electrician with the original spare part. Alternatively, the H05VV-F3x1.0 cable may be used.



▶ Route the power cable along the cable guide.

14.7 Positioning the temperature sensor in its protective pipe

▶ When replacing the temperature controller, guide the temperature sensor into its protective pipe.
▶ Secure the temperature sensor in place below the earthed plug.



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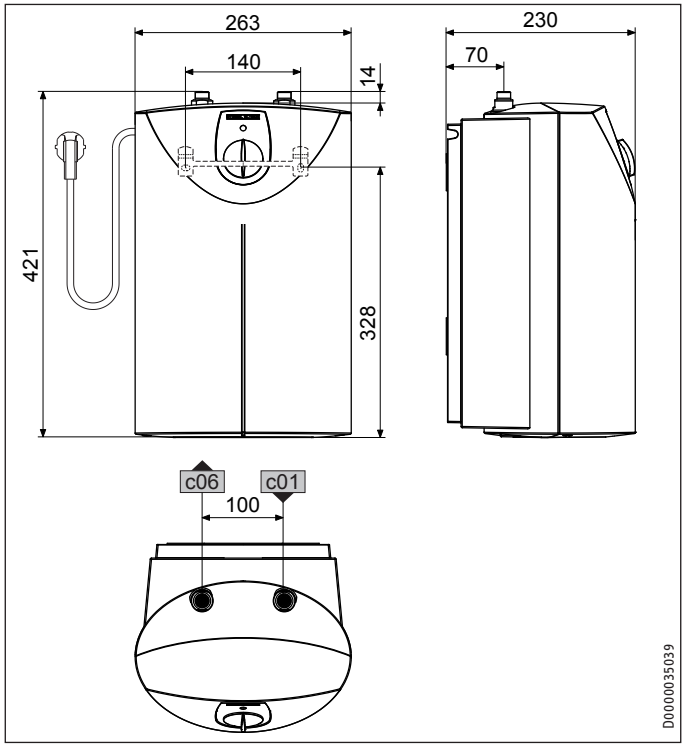
15. Specification

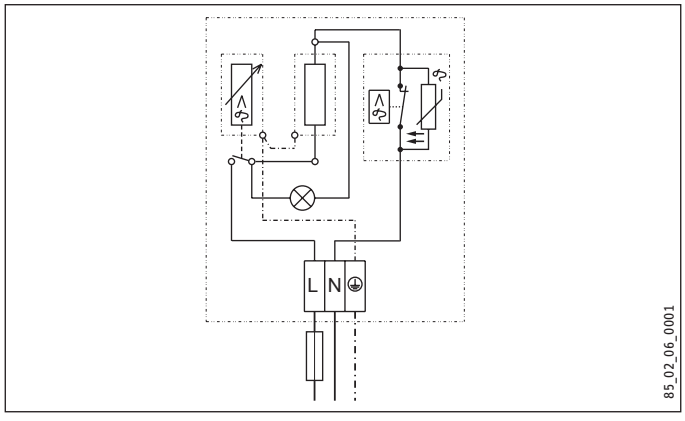
15.1 Dimensions and connections



			SNU 5 SL 1 kW	SNU 5 SLi
c01	Cold water Inlet	Male thread	G 3/8 A	G 3/8 A
c06	DHW outlet	Male thread	G 3/8 A	G 3/8 A

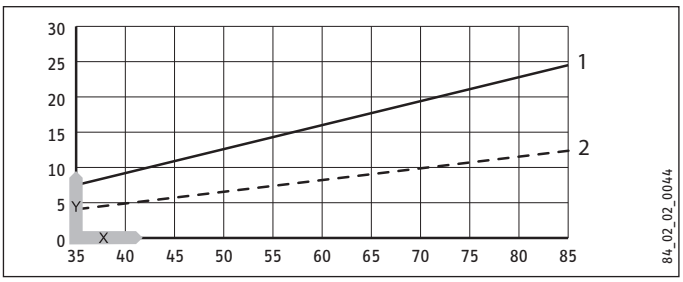
15.2 Wiring diagram

1/N/PE ~ 220 - 240 V



15.3 Heat-up diagram

The heat-up period depends on the degree of scaling and residual heat. For the heat-up time for a cold water supply of 10 °C and a maximum temperature setting, see the diagram.



x Temperature settings in °C
y Duration in min
1 1 kW appliance
2 2 kW appliance

15.4 Country-specific approvals and certifications

The test symbols can be seen on the type plate.

15.5 Extreme operating and fault conditions

In the case of faults, a peak temperature up to 100 °C may briefly occur in the system.

15.6 Data table

		SNU 5 SL 1 kW			SNU 5 SLi			SNU 5 SLi		
		221116			221121			229467		
Hydraulic data										
Nominal capacity	l	5			5			5		
Mixed water volume 40 °C	l	10			10			10		
Electrical data										
Rated voltage	V	220	230	240	220	230	240	220	230	240
Rated output	kW	0.9	1.0	1.1	1.8	2.0	2.2	1.8	2.0	2.2
Rated current	A	4.1	4.3	4.5	8.3	8.7	9.1	8.3	8.7	9.1
Fuse/MCB rating	A	10	10	10	10	10	10	10	10	10
Phases		1/N/PE			1/N/PE			1/N/PE		
Frequency	Hz	50/60			50/60			50/60		
Application limits										
Temperature setting range	°C	35 - 85			35 - 85			35 - 85		
Max. permissible pressure	MPa	0			0			0		
Max. flow rate	l/min	5			5			5		
Energy data										
Standby power consumption over 24 h at 38 °C	kWh	0.09			0.09			0.09		
Standby energy consumption/24 h at 65 °C	kWh	0.2			0.2			0.2		
Energy efficiency category		A			A			A		
Versions										
IP rating		IP24			IP24			IP24		
Type		Open vented			Open vented			Open vented		
Type of installation		Undersink			Undersink			Undersink		
Internal cylinder material		PP			PP			PP		
Thermal insulation material		Polystyrene			Polystyrene			Polystyrene		
Casing material		PS			PS			PS		
Colour		white			white			white		
Connections										
Water connection		G 3/8			G 3/8			G 3/8		
Dimensions										
Depth	mm	230			230			230		
Height	mm	421			421			421		
Width	mm	263			263			263		
Weights										
Weight	kg	3.0			3.0			3.0		

Guarantee

The warranty conditions of our German companies do not apply to appliances acquired outside of Germany. In countries where our subsidiaries sell our products, it is increasingly the case that warranties can only be issued by those subsidiaries. Such warranties are only granted if the subsidiary has issued its own terms of warranty. No other warranty will be granted.

We shall not provide any warranty for appliances acquired in countries where we have no subsidiary to sell our products. This will not affect warranties issued by any importers.

Environment and recycling

We would ask you to help protect the environment. After use, dispose of the various materials in accordance with national regulations.

26_02_06_0011

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.

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