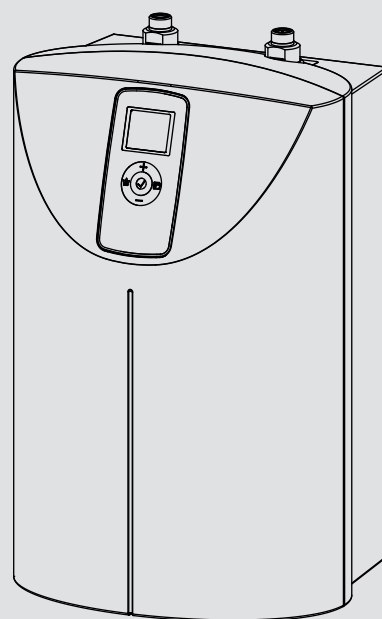


OPERATION AND INSTALLATION

Open vented (non-pressurised) small water heater

» SNE 5 t ECO AU



STIEBEL ELTRON

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OPERATION

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GUARANTEE | ENVIRONMENT AND RECYCLING

SPECIAL INFORMATION

- The appliance may be used by children aged 8 and older 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 potential risks. Children must never play with the appliance. Children must never clean the appliance or perform user maintenance unless they are supervised.
- In the case of a permanent connection, ensure the appliance can be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.
- The power cable may only be replaced (for example if damaged) by a qualified contractor authorised by the manufacturer, using an original spare part.
- Secure the appliance as described in chapter "Installation / Installation".
- The appliance must only be installed with an open (non-pressurised) tap.
- 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 extend the tap outlet with a hose.
- Drain the appliance as described in chapter "Installation / Maintenance / Draining the appliance".

OPERATION

1. General information

The chapters "Special information" and "Operation" are intended for both users 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 adjacent symbol.

► 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.

The appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in non-domestic environments, e.g. in small businesses, 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 the 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 appliance may be used by children aged 8 and older 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 potential 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 (see chapter "Settings / Configuration menu / Parameters / P1 | P2").



Material losses

The user should 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 extend the tap outlet with a hose.

2.3 Test symbols

See type plate on the appliance.

3. Appliance description

This open vented (non-pressurised) appliance maintains the water content at the set temperature, in line with the pre-selected operating mode. 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.

ECO mode with hygiene function

To save energy, the cylinder temperature is reduced by 15 °C in ECO mode and the temperature setting range is limited to between 7 and 55 °C.

During ECO mode, the hygiene function inhibits the growth of bacteria. For this, the appliance heats the water content to 73 °C for 30 minutes once a week (Saturday nights).



WARNING Burns

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



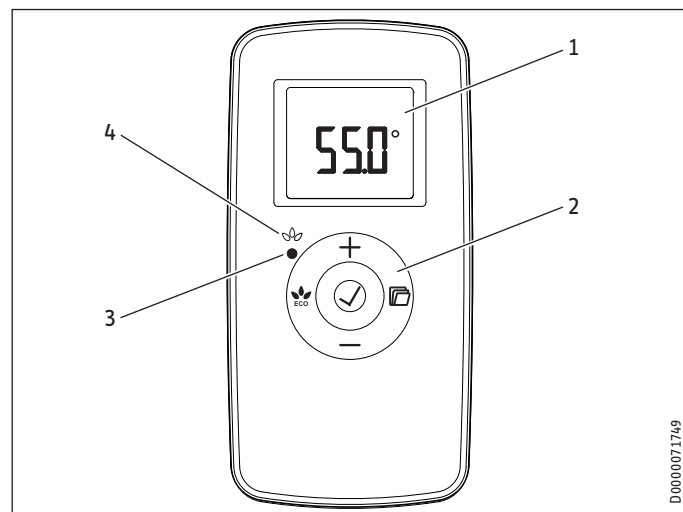
Note

- Before activating ECO mode, you must first set the day of the week and the time.
- To activate/deactivate ECO mode, press and hold the "ECO" button for at least 1 second.

Timer mode

The appliance is equipped with an integrated time switch that enables timer mode. Three configurable time programs are available for this.

3.1 Programming unit



- 1 Display
- 2 User interface
- 3 Red LED
- 4 Green LED

3.1.1 User interface

Button	Designation	Description
	"Menu" button	Call up and exit menus
	"OK" button	Selection Confirm settings
	ECO key	Activate and deactivate ECO mode
	"+" button	Call up menu items Change settings Activate and deactivate operating lock
	"-" button	Call up menu items Change settings Activate and deactivate operating lock

3.1.2 LED indicator

LED	Meaning
Red LED illuminates	Appliance heating up
Green LED illuminates	ECO mode active
Green and red LED illuminate	ECO mode active Appliance heating up
Green LED illuminates	ECO mode active
Red LED flashes	The appliance heats to 73 °C (hygiene function)
Red LED flashes	Fault (see chapter "Installation / Troubleshooting / Fault list") Call your qualified contractor.

3.1.3 Display

Backlighting

If no user action occurs for 20 seconds, the backlighting switches off. Press any button to switch the background lighting on again.

Symbols

Symbol	Description
	Time display: Indication of the current time or a programmed start time.
	Timer mode: The appliance heats in accordance with the selected time program.
	Comfort mode: The appliance maintains the set comfort temperature.
	Setback mode: The appliance maintains the selected setback temperature.
	Frost protection: The appliance is protected against frost (frost protection temperature = 7 °C). The tap and the water lines are not protected.
	Operating lock The user interface is locked.
	Heating enabled: The appliance is heating to maintain the selected set temperature.
	Temperature display
	Editable parameter: The parameter shown can be changed using "+" and "-".

4. Settings

4.1 Operating lock

To lock or unlock the programming keys, press and hold "+" and "-" simultaneously for 5 seconds.

4.2 Standard display

The standard display is continuously displayed. If no user action is performed for longer than 20 seconds while in the menu, the device automatically switches to the standard display.





The standard display shows the current set temperature as well as the "Editable parameter" symbol. You can use the "+" and "-" keys to adjust the set temperature.

If the selected set temperature corresponds to one of the values set for the comfort, setback or frost protection temperature, the symbol for the corresponding operating mode (comfort mode, setback mode, frost protection) appears in the menu bar.

The set temperature can also be changed manually when in timer mode. The changed set temperature is maintained until the next programmed start time is reached.

4.3 Standard menu

To access the standard menu, briefly press "Menu". You can now call up the following menu items using the "+" and "-" buttons:

Display	Description
	Select day of the week and time
	Select comfort temperature (factory setting = 65 °C)
	Select setback temperature (factory setting = 45 °C)
	Activate or deactivate (off) timer mode (Pro1, Pro2, Pro3)

To change the setting of a menu item, call up the relevant menu item using "+" and "-". Press "OK".

As soon as the "Editable parameter" symbol appears, you can change the setting of the menu item with "+" and "-". Press "OK" to save the setting.

To exit the standard menu, press "Menu". The standard display appears.



Note

During initial start-up and following prolonged power supply interruptions, you must set the day of the week and the time.

4.4 Configuration menu

Display	Description
I1-I3	Actual values
Pro1-Pro3	Time programs
P1-P5	Parameter

In the configuration menu, you can call up actual values, program time programs for timer mode and set parameters.

To access the configuration menu, press and hold "Menu". After approx. 3 seconds, actual value I1 is displayed.

Use "+" and "-" to switch between the individual actual values, time programs and parameters.

To exit the configuration menu, press "Menu". The standard display appears.

4.4.1 Actual values

The following actual values can be called up:

Display	Description	Unit
I1	Actual temperature	[°C] [°F]
I2	Operating time	[d]
I3	Heating time (counter is reset to 0 after reaching 9999.)	[h]

4.4.2 Time programs

There are three time programs available when using the appliance in timer mode. Time programs Pro1 and Pro2 are pre-configured at the factory. The Pro3 time program can be set in accordance with your individual preferences.

Display	Description
Pro1	Repeated: Daily Suitable for private households, for example
Pro2	Repeated: Weekdays Suitable for workplaces, for example
Pro3	user defined



Note

Ensure the day of the week and the time are set correctly when setting the time programs.



Note

Timer mode is suspended when ECO mode ("ECO" button) is activated.
Deactivate ECO mode using the "ECO" button.

OPERATION

Settings

Pro1 | Pro2

You can specify the comfort mode start and end times with time programs Pro1 and Pro2. Outside this specified time period, the appliance operates in setback mode. This results in a comfort phase and a setback phase, which are repeated daily (Pro1) or on every working day (Pro2).

These phases are factory-set as follows:

- 08:00 h - 22:00 h: Comfort mode
- 22:00 h - 08:00 h: Setback mode



Note

When time program Pro2 is enabled, the appliance operates at weekends exclusively in setback mode.

To set time programs Pro1 and Pro2 according to your preferences, proceed as follows:

- ▶ In the configuration menu, use "+" and "-" to call up the required time program.
- ▶ Press "OK".
The start time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required start time.
- ▶ Press "OK".
The end time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required end time.
- ▶ Press "OK".
The time program is configured.

Pro3

You can use time program Pro3 to specify up to 14 separate comfort phases which are repeated weekly.

To configure a comfort phase in time program Pro3, proceed as follows:

- ▶ In the configuration menu, use "+" and "-" to call up time program Pro3.
- ▶ Press "OK".
The display shows "3---".
- ▶ Press "OK".
The day of the week or a group of days is displayed.
- ▶ Use "+" and "-" to select the required day or group of days.
- ▶ Press "OK".
The start time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required start time.
- ▶ Press "OK".
The end time for comfort mode is displayed.
- ▶ Use "+" and "-" to set the required end time.
- ▶ Press "OK".
Comfort phase "3-01" has been configured. The Pro3 time program is displayed again.
- ▶ Press "OK" to configure a further comfort phase. Use "+" and "-" to select the "3---" display. Proceed as described previously.



Note

The following applies to all time programs (Pro1, Pro2, Pro3):

- If the end time is before the start time, the end time will automatically be moved to the next day of the week. The comfort phase is maintained past midnight and will end on the next day at the set end time.



Note

Activate the required time program in the standard menu (see chapter "Operation / Settings / Standard menu").



Note

To reset the selected comfort phases, activate parameter P5.

- ▶ Please note that activating parameter P5 resets all appliance settings to the factory setting.

4.4.3 Parameter

You can call up the following parameters:

Display	Description	Options
P1	Min. temperature limit	7 to 55 °C
P2	Max. temperature limit	30 to 85 °C
P3	Time format	12 h 24 h
P4	Temperature display units	°C °F
P5	Restoring factory settings	on off

To change the value of a parameter, use "+" and "-" to call up the relevant parameter. Press "OK".

As soon as the "Editable parameter" symbol appears, you can change the parameter value with "+" and "-". Press "OK" to save the selected value.

P1 | P2: Temperature limit

Parameters P1 and P2 can be used to limit the temperature setting range to a minimum (P1) and a maximum (P2) temperature.

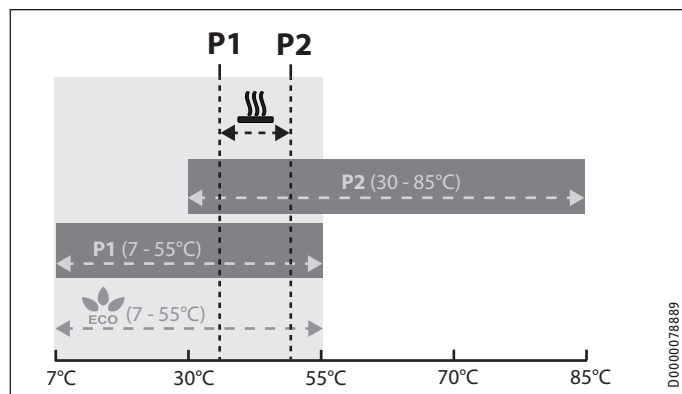
You can also limit the temperature setting range to an individual set value (30...55 °C). For this, set the same value for P1 and P2.



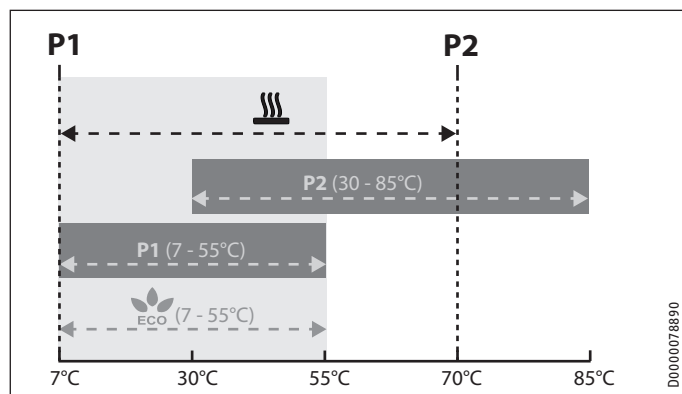
Note

The temperature limitation is an absolute higher safety function that applies for all temperature settings.

Example 1:



Example 2:



P3: Time format

Parameter P3 allows you to specify whether the time is displayed in the 12 hour or 24 hour format.

P4: Temperature display units

Parameter P4 allows you to specify whether the temperature is displayed in degrees Centigrade [°C] or in degrees Fahrenheit [°F]. Factory setting = [°C].

P5: Restoring factory settings

Activating parameter P5 resets the appliance to the factory setting.

5. 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.

Almost every type of water will deposit limescale at high temperatures. This settles inside the appliance and affects both performance and service life. The heating element should therefore be descaled if necessary. A qualified contractor who is aware of the local water quality will tell you when the next descaling is due.

6. Troubleshooting

Problem	Cause	Remedy
The appliance does not supply hot water.	The appliance is operating in frost protection mode.	Increase the set temperature ("+").
	No power at the appliance.	Check the plug / fuses in the distribution board.
The water flow rate at the tap is very low.	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 rates (< 0.4 l/min).	Change your draw-off pattern (> 0.4 l/min).

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

INSTALLATION

7. Safety

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

7.1 General safety instructions

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

7.2 Instructions, standards and regulations



Note

Observe all applicable national and regional regulations and instructions.



Note

The installation of this product must comply with the requirements of AS/NZS 3500.

8. Appliance description

The open vented (non-pressurised) appliance is only suitable for undersink installation. The appliance is intended to heat cold water for supplying a single draw-off point.

The appliance must only be installed with an open (non-pressurised) tap (see chapter "Installation / Appliance description / Accessories").

8.1 Standard delivery

The following are delivered with the appliance:

- Wall mounting bracket

8.2 Accessories

8.2.1 Required accessories

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

Mono-lever mixer taps

- MEW, MES, MES-G, MES-A

8.2.2 Additional accessories

- Strainer for the "cold water inlet" connection

9. Preparation

- Flush the water line thoroughly.

Water installation

No safety valve is required.

Taps/valves



Material losses

Sealed unvented taps are not permitted.

- Install a tap for open vented operation.

9.1 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 sufficient load bearing capacity.



Material losses

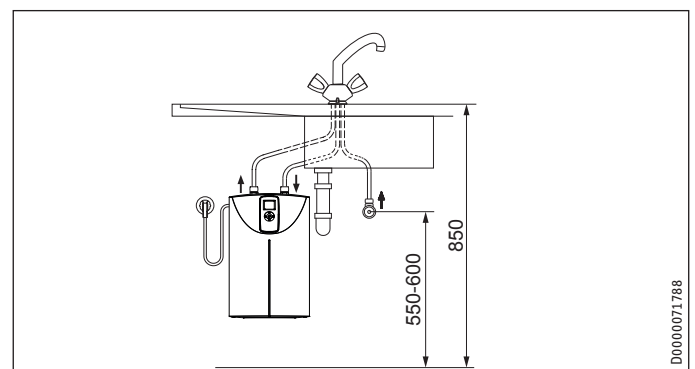
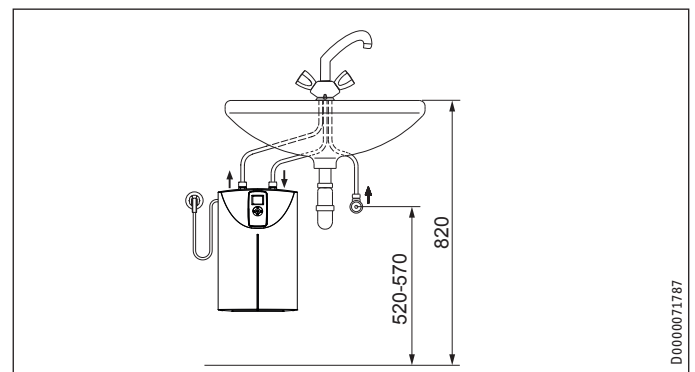
The appliance is only suitable for undersink installation. The water connections of the appliance are at the top.



Note

Make sure that the appliance is freely accessible for maintenance work.


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

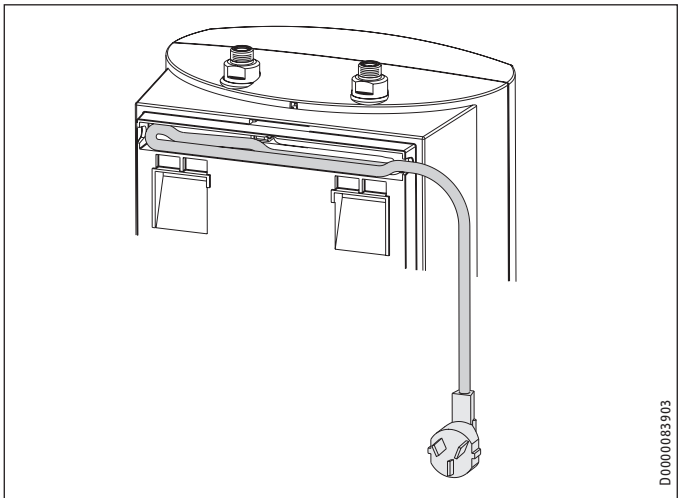


10. Installation


10.1 Appliance installation


- ▶ Mark out the drill holes.
- ▶ Drill the holes and insert suitable rawl plugs.
- ▶ Secure the wall mounting bracket using suitable screws.
- ▶ Hang the appliance on the wall mounting bracket.

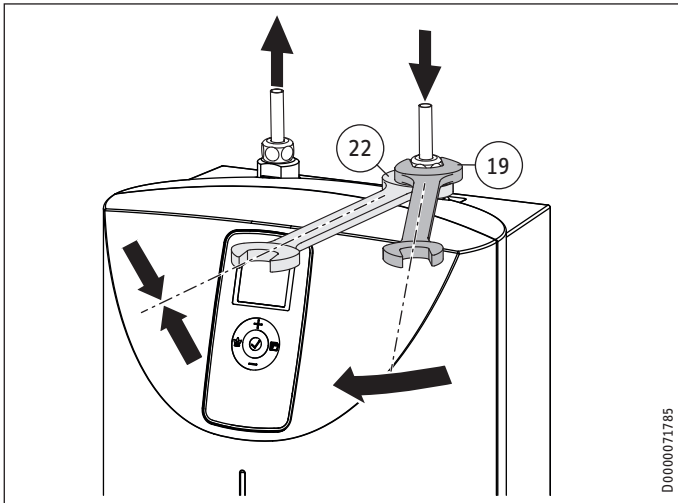
 **Note**
Surplus cable can be stored in the cable compartment.




10.2 Water connection


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

 **Material losses**
When tightening the fittings, counterhold with a suitable spanner.





 **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.

10.3 Electrical connection

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

 **WARNING Electrocutation**
In the case of a permanent connection, ensure the appliance can be separated from the power supply by an isolator that disconnects all poles with at least 3 mm contact separation.

 **WARNING Electrocutation**
Ensure that the appliance is earthed.

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

The following electrical connections are permissible:

	SNE 5 t ECO AU
Connection to a freely accessible standard socket with matching plug	X
Permanent connection to an appliance junction box with earth conductor	X

11. Commissioning

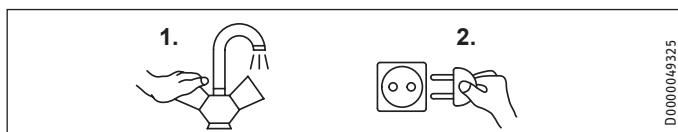


WARNING Electrocutation
Commissioning may only be carried out by a qualified contractor in accordance with safety regulations.



Note
During initial start-up and following prolonged power supply interruptions, you must set the day of the week and the time.

11.1 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 distribution board.
- Select a temperature.
- Check the entire hydraulic installation for tightness.



Note
If you fail to follow the correct sequence (first water, then power), the boil-dry protection check will respond.

Boil-dry protection

The appliance PCB carries out a boil-dry protection check during initial start-up and after every power supply interruption:

Red LED	Illuminates for 20 s	Appliance heating up
Red LED	40 s off	PCB evaluation

During the boil-dry protection check, the "Heating enabled" symbol flashes and the backlighting is switched on.



- Note**
During the boil-dry protection check ...
- the appliance must not be separated from the power supply.
 - no water may be drawn from the draw-off point.

Following a successful boil-dry protection check, the appliance maintains a set temperature of 55 °C.



Note
If the boil-dry protection check has responded, the fault code "E1" is displayed. Any repeat start-up is blocked for 5 minutes.

Proceed as follows:

- Fill the appliance with cold water.
- After a blocking time of 5 minutes, the appliance carries out a new boil-dry protection check.
- If the fault continues to be displayed, reset the appliance (P5 = on).

11.1.1 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.

11.2 Recommissioning

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

12. Appliance shutdown

- Isolate the appliance from the power supply by removing the plug or by tripping the MCB in the distribution board.
- 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 tripped.	Remedy the fault and replace the high limit safety cut-out assembly (safety fuses).
	The strainer in the cold water inlet pipe at the angle valve is blocked.	Clean / replace the strainer (see chapter "Installation / Maintenance / Cleaning the strainer").
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, the tap outlet or the tap.
The tap drips when the appliance is heating up.	An unsuitable tap is being used.	Replace the tap (see chapter "Installation / Appliance description / Accessories").
	The anti-drip function is faulty.	Replace the appliance.

Fault list

Faults are indicated by a rapid flashing of the red LED. The display shows the relevant fault code:

Fault code	Cause	Remedy
E1	Boil dry	See chapter "Commissioning / boil-dry protection".
E2	Sensor break Sensor short circuit	Check the sensor contacts. Replace the sensor if necessary.

14. Maintenance



WARNING Electrocutation

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

- Dismantle the appliance for maintenance work.

14.1 Draining the appliance

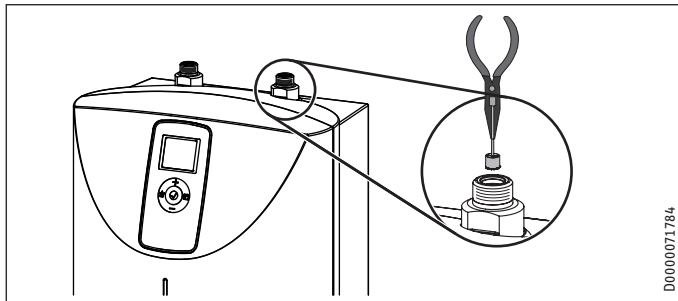


WARNING Burns

Hot water may escape during draining.

- Drain the appliance via its connectors.

14.2 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.

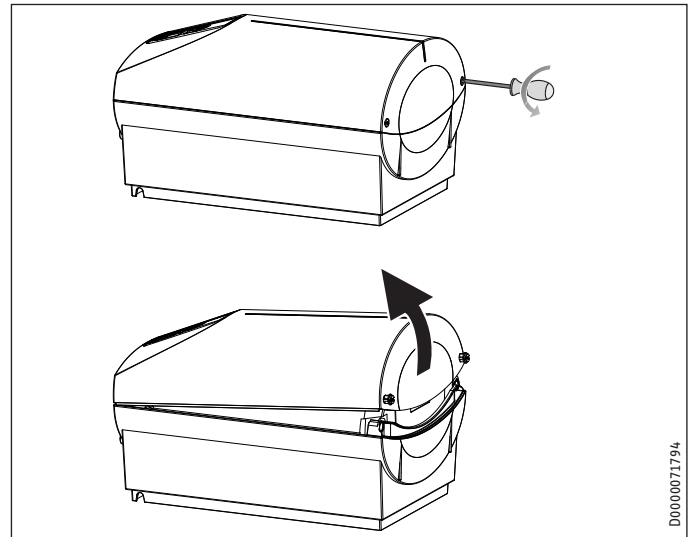
14.3 Opening the appliance



Material losses

Incorrect handling can damage the BUS connection between the programming unit and the main PCB.

- Carefully pivot the appliance cover when opening.



- Open the appliance cover by lowering the bolt screws inwards and pivot the cover upwards, then remove it.



Material losses

When closing the appliance, stow the BUS cable in the recess provided in the thermal insulation.

14.4 Descaling the appliance



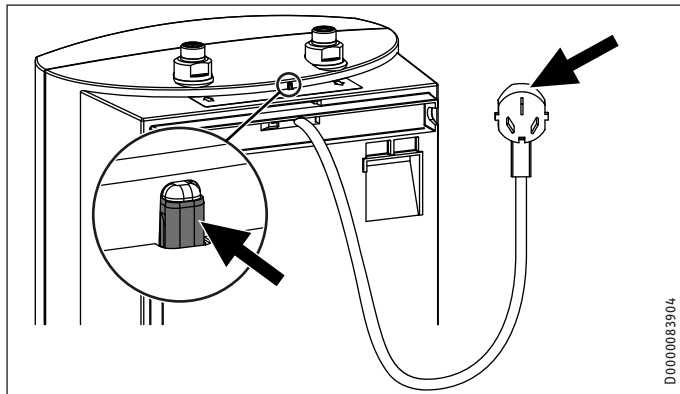
Material losses

Never treat the cylinder surface with descaling agents.

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

14.5 Checks

Earth conductor check



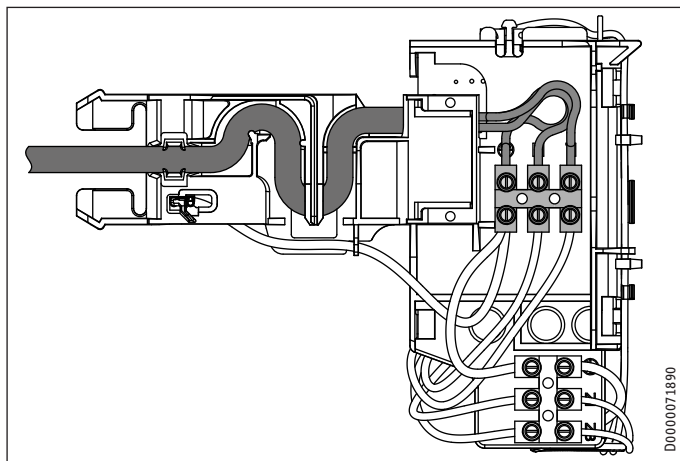
- Check the earth conductor on the test contact between the water connections and on the earth conductor contact of the power cable.

Insulation resistance

To check the effectiveness of the insulating properties of the appliance, we recommend conducting a differential current test of the earth conductor current/leakage current.

14.6 Replacing the power cable

The power cable must only be replaced by a qualified contractor with an original spare part.



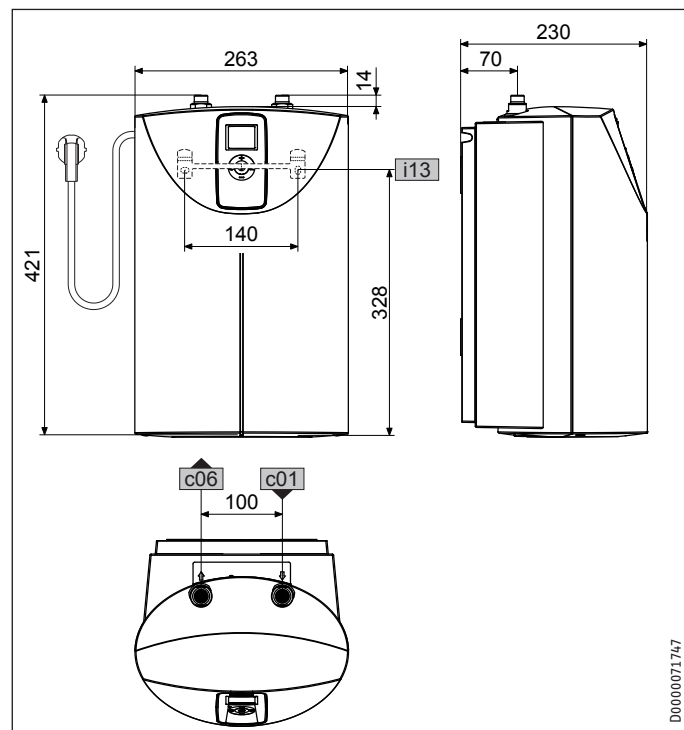
- Route the power cable along the cable guide.

14.7 Positioning the temperature sensor in its protective pipe

- Insert the temperature sensor into the protective pipe.
- Secure the temperature sensor in place below the earthed plug.

15. Specification

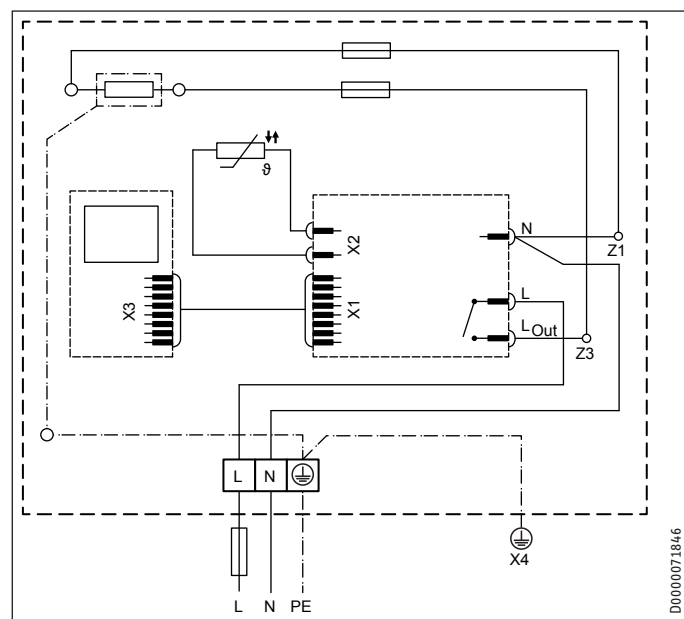
15.1 Dimensions and connections



		SNE 5 t ECO AU
c01	Cold water inlet	Male thread G 3/8 A
c06	DHW outlet	Male thread G 3/8 A
i13	Wall mounting bracket	

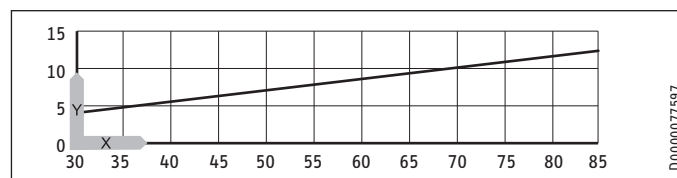
15.2 Wiring diagram

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 at 10 °C and a maximum temperature setting, see the diagram.



x Temperature in °C

y Duration in min

15.4 Country-specific approvals and certifications

See the type plate for test symbols.

15.5 Extreme operating and fault conditions

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

15.6 Data table

		SNE 5 t ECO AU
		201394
Hydraulic data		
Rated capacity	l	5
Electrical details		
Rated voltage	V	220 230 240
Rated output	kW	1.8 2.0 2.2
Rated current	A	8.3 8.7 9.1
Fuse protection	A	10
Phases		1/N/PE
Frequency	Hz	50/60
Power supply		1/N/PE
Application limits		
Available temperature range	°C	30 - 85
Max. permissible pressure	MPa	0
Max. throughput	l/min	5
Energy data		
Standby energy consumption / 24 h at 38 °C	kWh	0.09
Standby energy consumption / 24 h at 65 °C	kWh	0.20
Energy efficiency class		A
Versions		
IP-Rating		IP24 D
Type of installation		Undersink
Type		open
Material, internal cylinder		PP
Thermal insulation material		EPS
Casing material		ASA
Colour		white
Connections		
Water connection		G 3/8 A
Dimensions		
Height	mm	421
Width	mm	263
Depth	mm	230
Length of connecting cable	mm	600
Weights		
Weight	kg	3.0

Guarantee

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

We shall not provide any guarantee 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.

Stiebel Eltron Warranty for Water Heaters – Model SNE 5 t ECO AU

Who gives the warranty

1. The warranty is given by Stiebel Eltron (Aust) Pty Ltd (A.B.N. 82 066 271 083) of 294 Salmon Street, Port Melbourne, Victoria, 3207 ("we", "us" or "our").

The warranty

2. This warranty applies to Stiebel Eltron Water Heaters – Model SNE 5 t ECO AU (the "unit").
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 is 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:	294 Salmon Street, Port Melbourne, VIC 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 own 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.

NOTES

NOTES

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STIEBEL ELTRON



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