

SNO 5 Plus GB SNO 10 Plus GB

Small water heater (non-
pressurised)

2

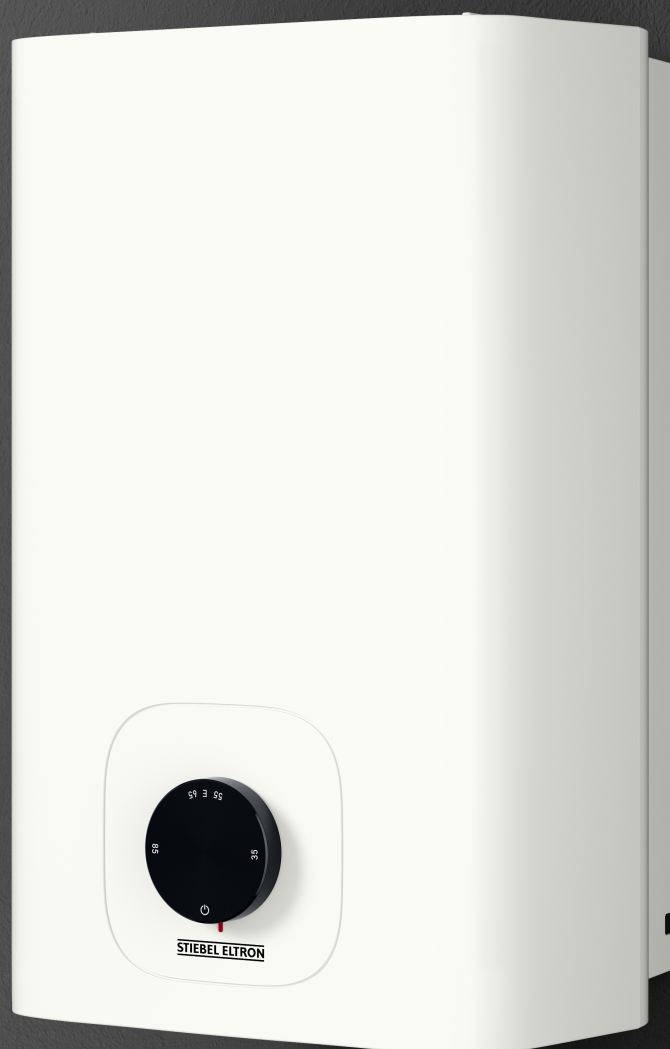


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1 Special information

- The appliance may be used by children over 3 years of age and persons with reduced physical, sensory or mental capabilities or a lack of experience and expertise, provided that they are supervised or they have been instructed on how to use the appliance safely and have understood the potential risks. Children aged 3 to 8 years may only operate the tap connected to the appliance. Children must never play with the appliance. Cleaning and user maintenance must not be carried out by children without supervision.
- When permanently connected to the power supply using a dedicated junction box, the appliance must be able to be isolated from the mains power supply by an isolator that disconnects all poles with at least 3 mm contact separation.
- The power cable may only be replaced by qualified contractors authorised by the manufacturer. Use the original spare part. Otherwise, you risk damaging the appliance.
- Never connect the appliance via an external switching facility such as a time switch.
- Secure the appliance as described in chapter "Installation / Appliance 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 block the tap outlet.
- Only use special aerators for non-pressurised water heaters.
- Never extend the tap outlet with a hose.

2 General information



► Read these instructions carefully before using the appliance and retain them for future reference.

2.1 Test mark

See type plate on the appliance.

2.2 Units of measurement

All measurements are given in mm unless stated otherwise.

2.3 Do not use any longer | Symbols in this document

Symbol	Meaning
	This symbol indicates possible property damage, equipment damage, consequential damage or environmental damage.
	General information is indicated by the adjacent symbol.
	This symbol indicates that you have to do something.

3 Safety

3.1 Structure of the warning notices

3.1.1 Section-specific warning notices

Section-specific warning notices apply to all steps in the section.

Injury

CAUTION	
	Type and source of risk Consequence(s) of failure to observe the warning notice ► Hazard prevention measure(s)

Property damage, consequential losses, environmental pollution

NOTICE	
	Type and source of risk Consequence(s) of failure to observe the warning notice ► Hazard prevention measure(s)

3.1.2 Embedded warning notices

Embedded warning notices apply only to the step immediately following the notice.

► **SIGNAL WORD: Consequence(s) of failure to observe the warning notice. Hazard prevention measure(s).** Step to which the warning notice refers

3.1.3 Key to symbols

Symbol	Type of risk
	Injury
	Electrocution
	Burns, scalding

3.1.4 Signal words

Signal word	Meaning
DANGER	Failure to observe this information will result in death or serious injury.

Signal word	Meaning
WARNING	Failure to observe this information may result in death or serious injury.
CAUTION	Failure to observe this information may result in moderate or minor injury.
NOTICE	Failure to observe this information may result in property damage, consequential losses or environmental damage.

3.2 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 must only be installed with an open (non-pressurised) tap.

The product is designed for domestic use. It can be used safely by untrained persons. This product 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.

Observation of these instructions and of instructions for any accessories used is also part of the intended use of this appliance.

NOTICE



Property damage

The appliance is designed for oversink installation.

- ▶ During installation, the water connections of the appliance must point downwards.

3.3 Safety instructions

- There is a risk of scalding at outlet temperatures in excess of 43 °C.
- The temperature selector should only be removed by a qualified contractor.
- Warning for Australia and New Zealand - This appliance may deliver water at high temperature. Refer to the plumbing code of Australia (PCA), local requirements and installation instructions to determine if additional delivery temperature control is required.
- 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 this limit.

Possible property damage

- Frost can destroy the appliance and the connected tap. Protect the appliance and the tap against frost.
- Warning - For continued safety of this appliance it must be installed, operated and maintained in accordance with the manufacturer's instructions.
- 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 block the tap outlet.
 - Only use special aerators for non-pressurised water heaters.
 - Never extend the tap outlet with a tap hose.
- Connecting the appliance via an external switching facility such as a time switch will cause an unintentional reset of the high limit safety cut-out. The appliance must not be connected to a power circuit that is regularly switched on and off by a device.

- Only a qualified contractor should carry out installation, commissioning, maintenance and repair of the appliance.
- Unsuitable spare parts and accessories may jeopardise the safety of the product and persons using the appliance. Always use original spare parts and original accessories.

4 Appliance description

4.1 Function

The open vented (non-pressurised) appliance is suitable only for oversink installation. The appliance is intended to heat cold water for supplying a single draw-off point. It must only be used with a non-pressurised tap.

4.2 Standard delivery

The following are delivered with the appliance:

- Wall mounting bracket
- Drilling template

4.3 Required accessories

A non-pressurised tap must be used for open vented operation of the appliance. STIEBEL ELTRON offers a wide range of suitable taps.

5 Installation (qualified contractors)

5.1 Installation site

NOTICE



Property damage

The water in the appliance may freeze and damage the cylinder and connections by expansion.

- ▶ Only install the appliance in a room free from the risk of frost.

NOTICE



Property damage

▶ Mount the appliance on the wall. The wall must have sufficient load bearing capacity.

NOTICE



Property damage

The appliance is designed for oversink installation.

- ▶ During installation, the water connections of the appliance must point downwards.



Ensure that the appliance is freely accessible for maintenance work.

NOTICE



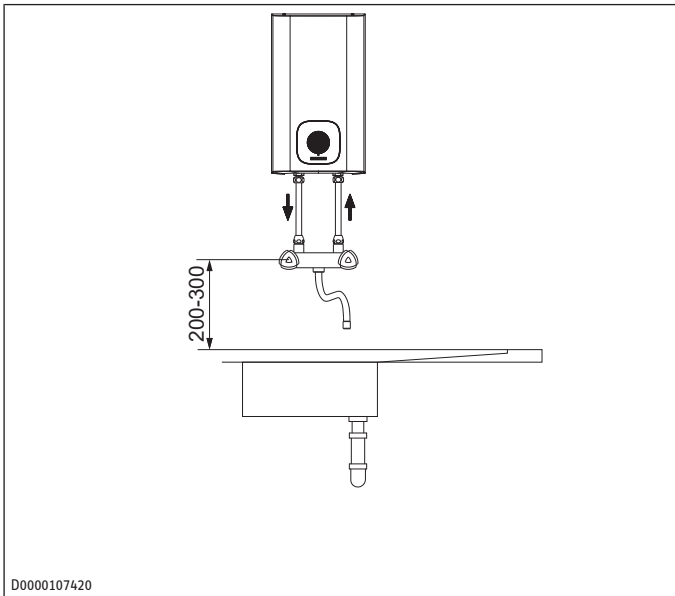
Property damage

Connecting pipe length (from tap to appliance) must not exceed 1 m.

For connection pipes >1 m:

- ▶ Install a tube aerator attachment in the overflow line.

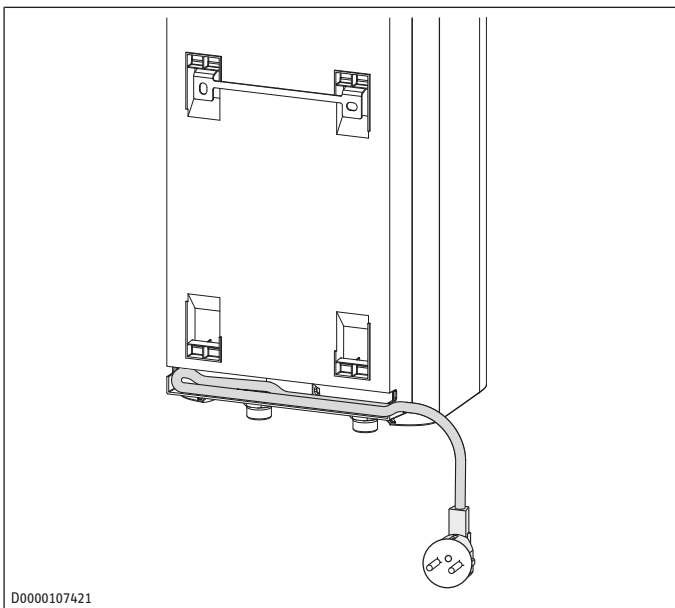
Always install the appliance vertically and near the draw-off point.



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5.2 Appliance installation

- ▶ Mark out the holes for drilling using the installation template.
- ▶ Drill the holes and insert suitable rawl plugs.
- ▶ Secure the wall mounting bracket using suitable screws.
- ▶ Hang the appliance on the wall mounting bracket.
- ▶ Surplus connecting cable can be stored in the cable storage compartment.



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5.3 Water connection

NOTICE



Property damage

The appliance may develop a leak and cease functioning.

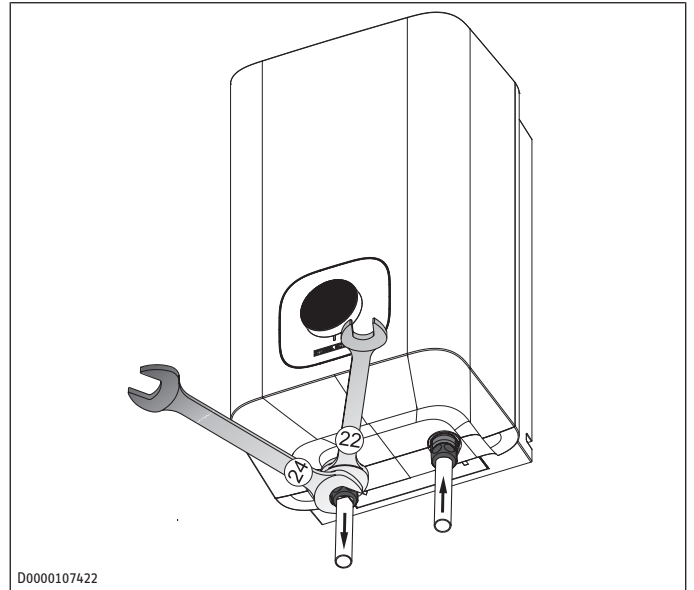
- ▶ Never subject the appliance to water pressure.
- ▶ Never interchange the water connections.
- ▶ Set the flow rate (see tap instructions). Observe the maximum permissible flow rate with a fully opened tap (see Link I Data table).

- ▶ 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"

- ▶ **NOTICE: To prevent damage to the internal appliance connections, counterhold with a suitable spanner when tightening the water connections.** Firmly secure the water connections from the tap to the appliance.

- ▶ Take care not to kink the water connections when installing them. Make sure there is no tension on the secured connections installation.



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6 Commissioning (qualified contractors)

- ▶ **NOTICE: Do not connect the power supply until the appliance is completely filled with water!**

WARNING

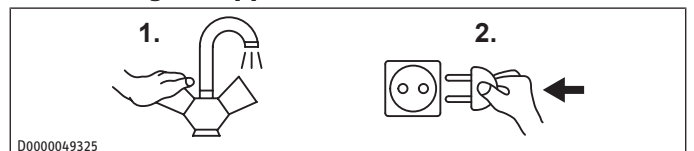


Electrocution

Incorrect installation and commissioning can cause serious injury.

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

6.1 Filling the appliance with water



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- ▶ Open the cold water inlet of the distribution board.
- ▶ 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. This process may take several minutes.
- ▶ Check the entire hydraulic installation for tightness.

6.2 Electrical connection

WARNING



Electrocution when the appliance is permanently connected to the mains

When permanently connected to the power supply using a dedicated junction box, the appliance must be able to be isolated from the mains power supply by an isolator that disconnects all poles with at least 3 mm contact separation.

WARNING



Electrocution

Ensure that the appliance is connected to the earth conductor.

NOTICE



Overvoltage

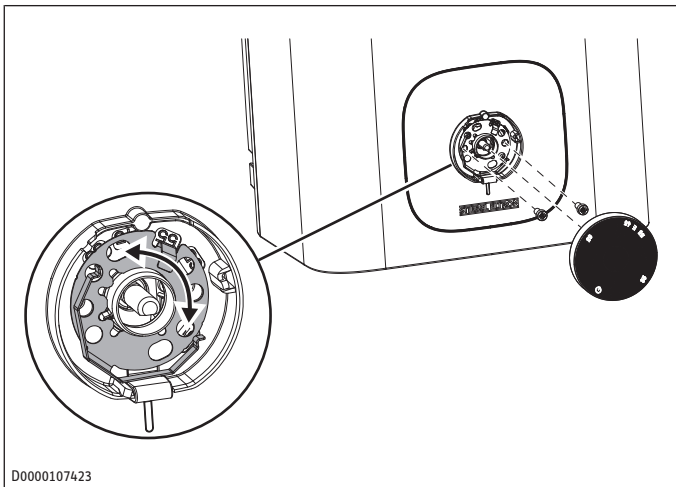
The voltage specified on the type plate must match the mains power supply.

- ▶ Establish the electrical connection by plugging in the standard plug or by a permanent connection.

The following electrical connections are permissible:

	SNO 5 Plus GB	SNO 10 Plus GB
Permanent connection to an appliance socket with earth conductor	x	x

6.3 Setting a permanent temperature limit

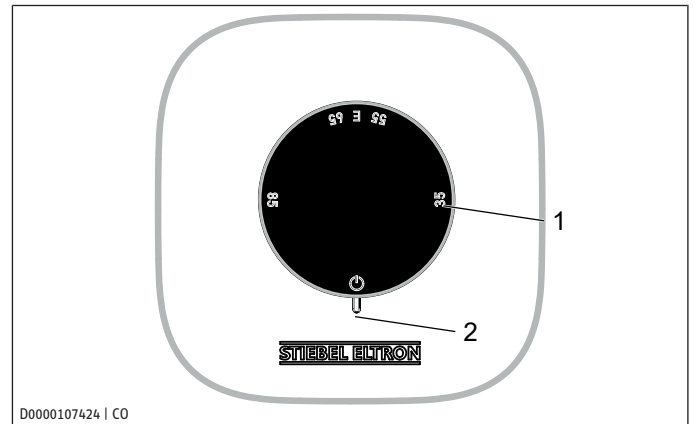


Placing the limiting ring behind the temperature selector allows you to limit the setting range of the temperature selector to a specific maximum temperature.

- ▶ Turn the temperature selector to zero (fully anti-clockwise).
- ▶ Pull off the temperature selector.
- ▶ Undo the two screws securing the limiting ring in the casing.
- ▶ Re-insert the limiting ring with the required temperature limit.
- ▶ Secure the limiting ring in the casing with the screws.
- ▶ Push the temperature selector back on its shaft in the zero position (fully anti-clockwise).

7 Operation

You can set any required hot water outlet temperature variably at the temperature selector (1). During the heating process, the heat-up and index indicator (2) lights up.



- 1 Temperature selector 2 Heat-up and index indicator

Depending on the system, the actual temperatures may vary from the set value.

- ⏻ On this setting, the appliance is protected from frost. The tap and the water line are not protected
- E Recommended energy saving setting ECO (approx. 60 °C), minor scaling
- 85 Highest temperature that can be set

NOTICE: The qualified contractor can set a permanent temperature limit on the appliance.

8 Cleaning

Almost every type of water will deposit limescale at high temperatures. Limescale will settle inside the appliance and affect its function and service life. The heating elements must 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.

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

9 Maintenance (qualified contractors)

WARNING



Electrocution

Risk of serious injury from an open appliance

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

- ▶ Dismantle the appliance for maintenance work.

9.1 Draining the appliance

WARNING



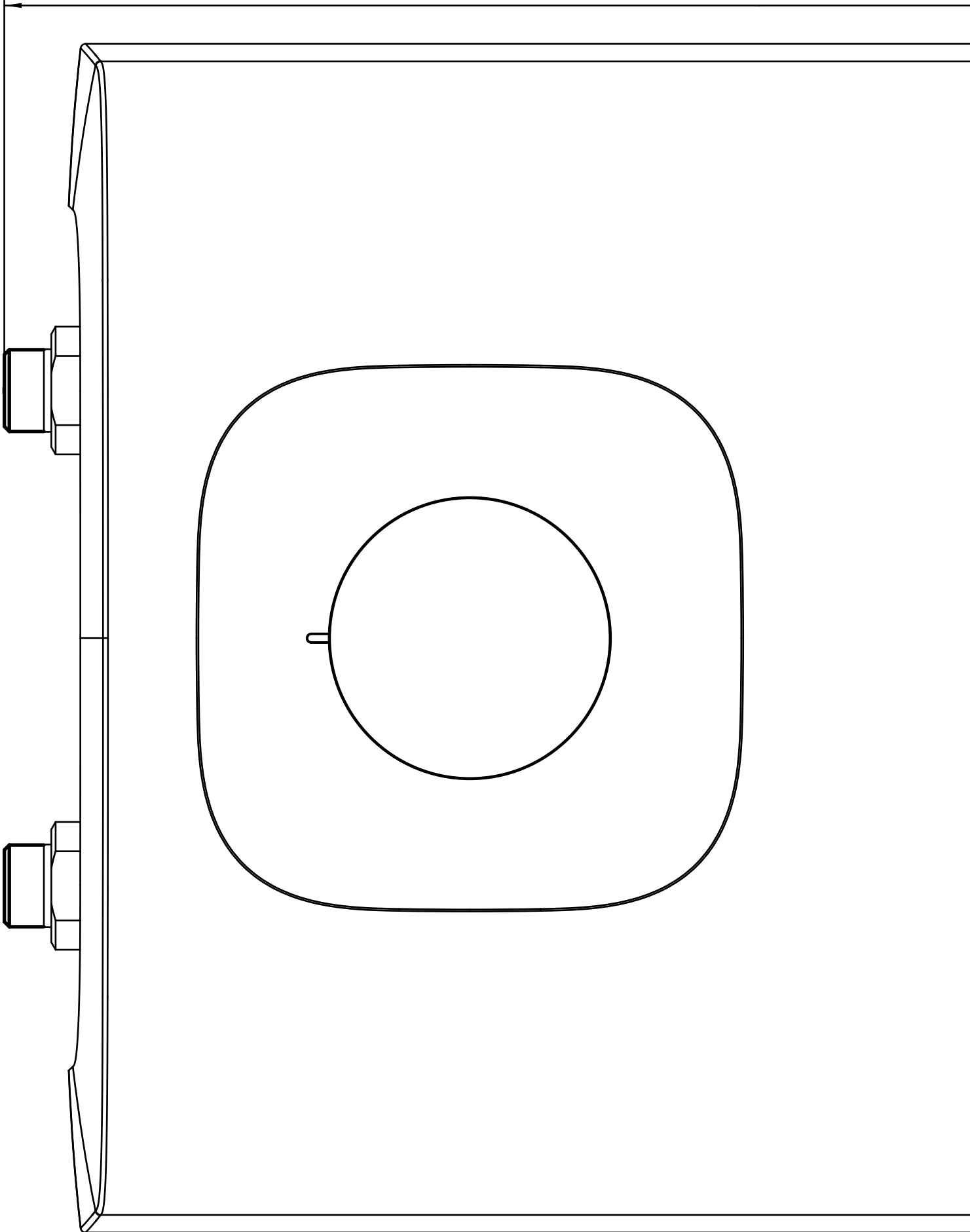
Burns

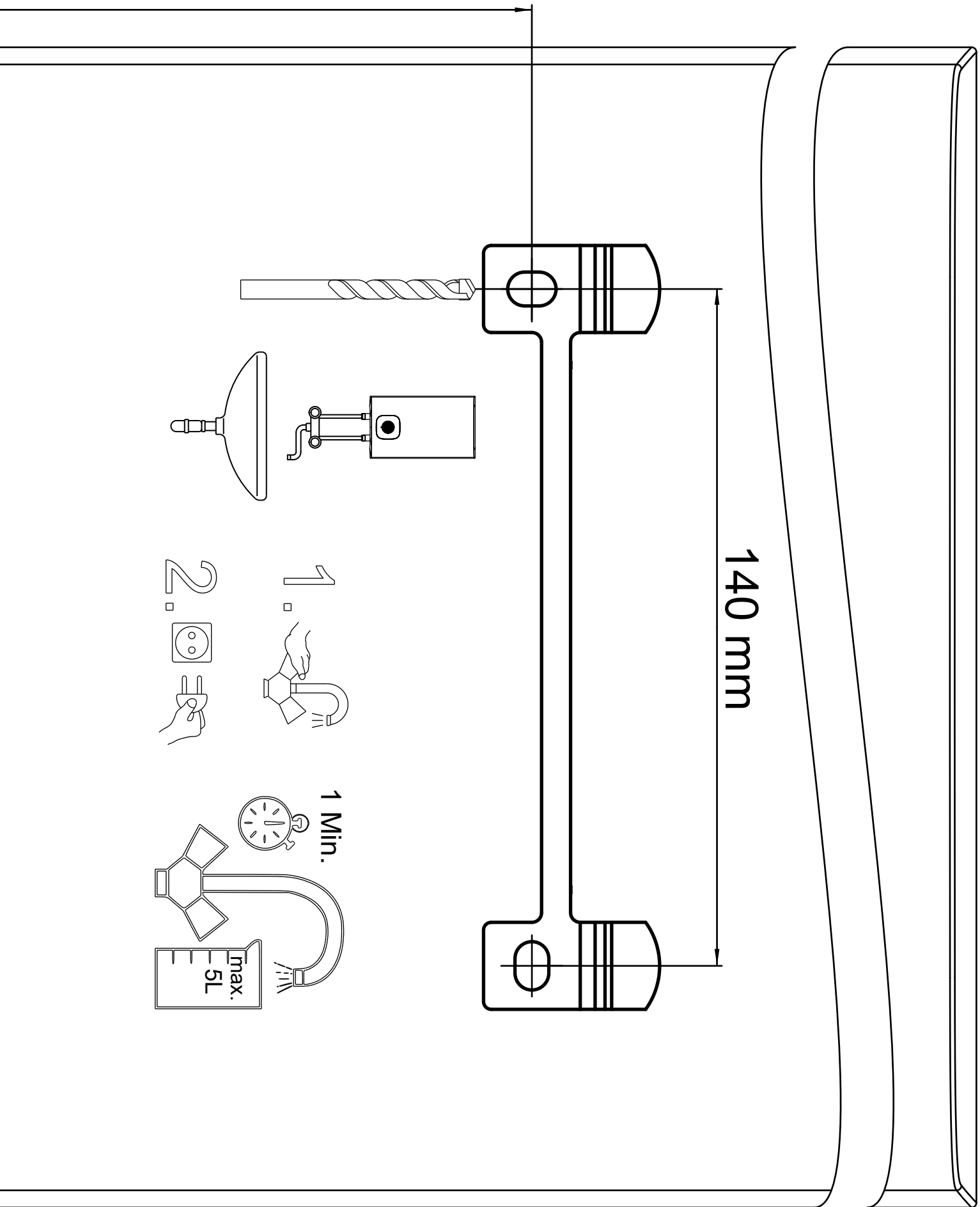
Hot water may escape when draining the appliance.

- ▶ Avoid all contact with escaping water.

- ▶ Isolate the appliance from the power supply.

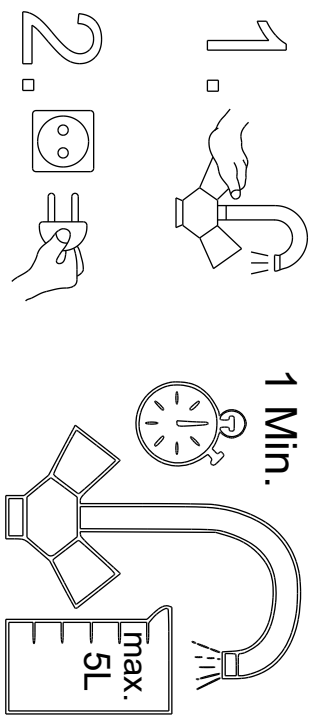
305 mm





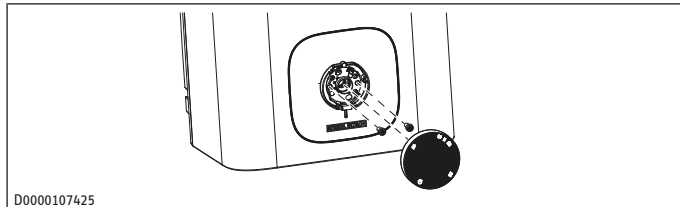
140 mm

1 Min.

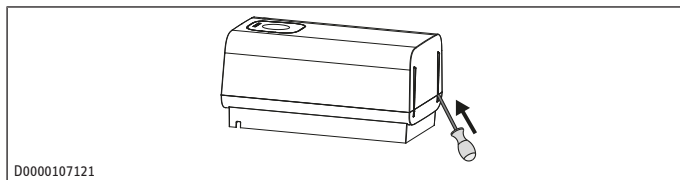


- ▶ Undo the fittings on the water connections.
- ▶ Remove the appliance from the wall mounting bracket.
- ▶ Allow the appliance to drain into a sink with the water connections pointing downwards.
- ▶ Lightly shake the appliance to aid draining.

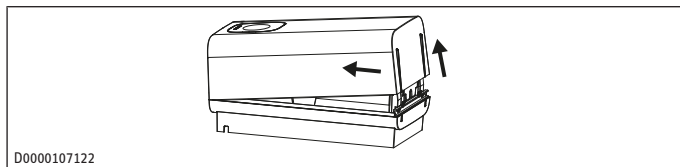
9.2 Opening the appliance



- ▶ Fully turn the temperature selector anti-clockwise.
- ▶ Pull off the temperature selector.
- ▶ Remove the two screws behind the temperature selector.
- ▶ Pull off the limiting ring.



- ▶ Insert a small screwdriver into the openings at the bottom and carefully lift the appliance cover slightly.



- ▶ Hinge the appliance cover upwards and remove it.

9.3 Descaling the appliance

NOTICE: Never treat the cylinder surface with descaling agents as these can damage the plastic.

- ▶ Open the appliance.
- ▶ 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.
- ▶ Carry out descaling in accordance with the instructions provided by the descaling agent manufacturer.
- ▶ After descaling, flush the heating element with clear water. Reassemble the appliance.

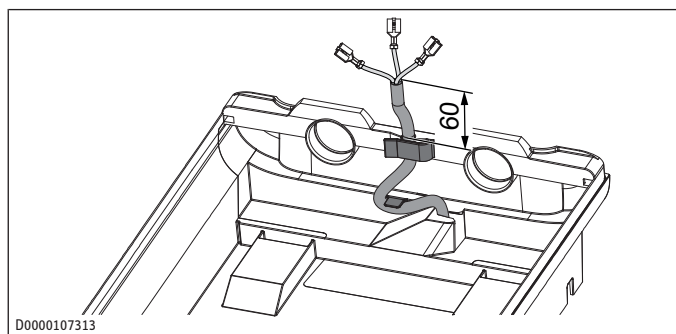
9.4 Checking the earth conductor (DGVU V3)

- ▶ Pull off the temperature selector.
- ▶ Check the earth conductor (in Germany DGVU V3 for example) across a limiting ring fixing screw and the earth conductor contact of the connecting cable.

9.5 Replacing the connecting cable

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

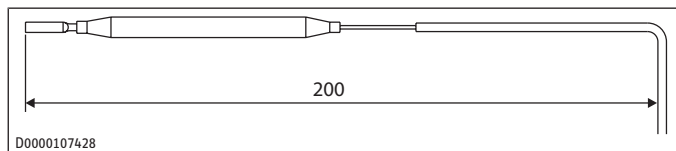
- ▶ Route the connecting cable into the cable guide (5 litre appliance only).



9.6 Positioning the temperature sensor in its protective pipe

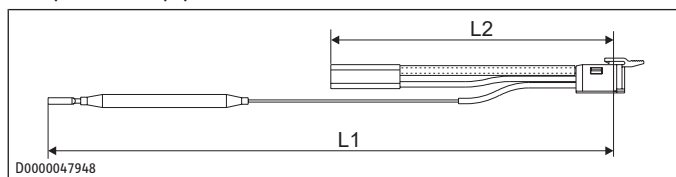
SNO 5 Plus GB

- ▶ 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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- ▶ When replacing the temperature controller and the high limit safety cut-out, guide the temperature sensors into the protective pipe.



L1	260 mm	Temperature sensor
L2	130 mm	High limit safety cut-out

10 Troubleshooting

Problem	Cause	Remedy
The appliance does not supply hot water.	The temperature selector is rotated anti-clockwise as far as it will go.	Switch the appliance on by turning the temperature selector.
	The appliance has no power.	Check the plug/fuses in the distribution board.
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.

- ▶ If you cannot remedy the fault, contact your qualified contractor.
- ▶ To facilitate and speed up your enquiry, please provide the qualified contractor with the number from the type plate.

11 Troubleshooting (qualified contractors)

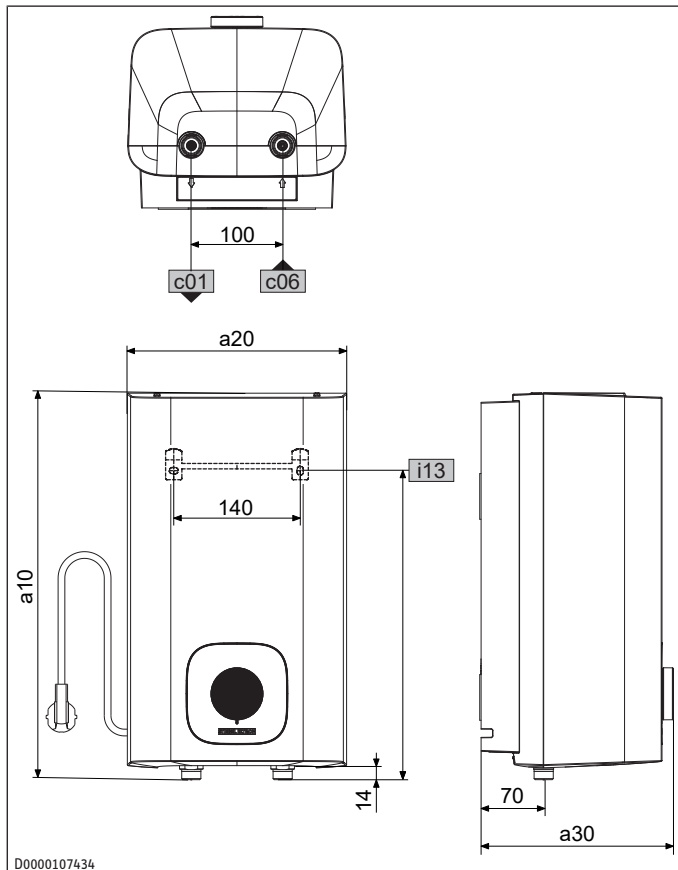
Problem	Cause	Remedy
The appliance does not supply hot water.	The high limit safety cut-out has tripped.	Remedy the cause of the fault. If necessary, replace the temperature controller. Allow the appliance to cool down. If you have isolated the appliance from the power supply, the high limit safety cut-out will be reset automatically.
Loud boiling noises inside the appliance.	The appliance is scaled up.	Descale the appliance.

12 Shutting down the system

- ▶ Isolate the appliance from the power supply by removing the plug or by switching off the MCB in the distribution board.
- ▶ Drain the appliance (see *Draining the appliance* [▶ 6]).

13 Specification

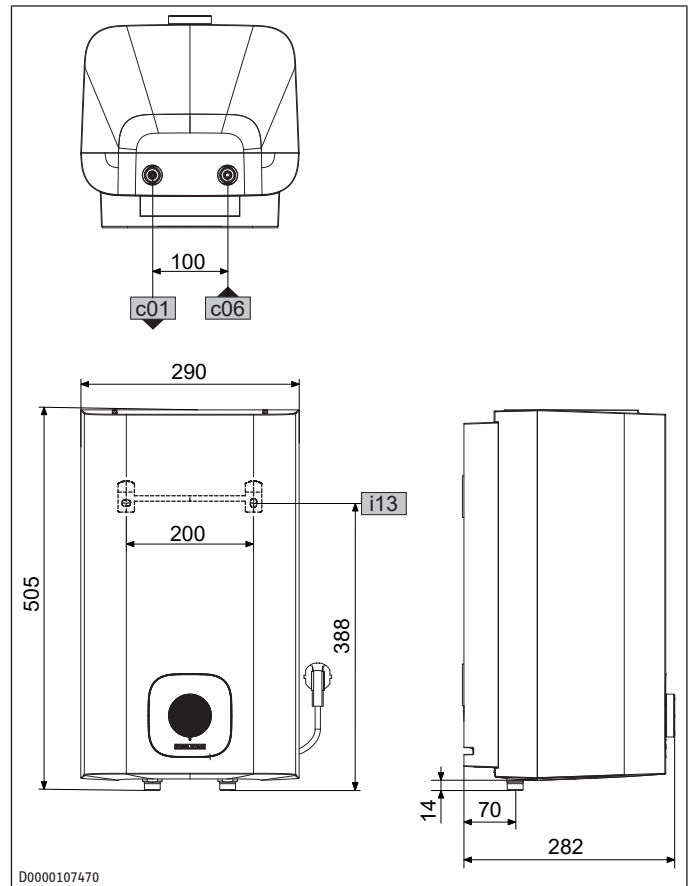
13.1 Dimensions and connections 5 litre appliance



a10	Appliance	Height	mm	423
a20	Appliance	Width	mm	240
a30	Appliance	Depth	mm	212
c01	Cold water inlet	Male thread		G 1/2 A
c06	DHW outlet	Male thread		G 1/2 A

i13	Wall mounting bracket	Height	mm	305
		Horizontal hole spacing	mm	140

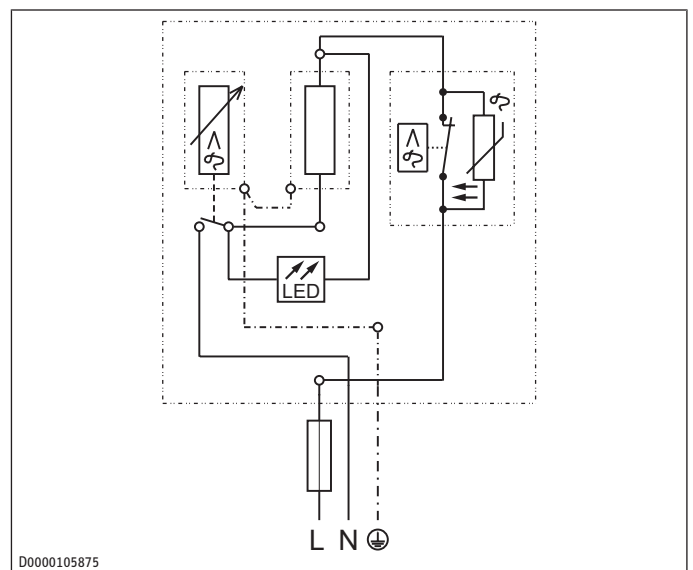
13.2 Dimensions and connections 10 litre appliance



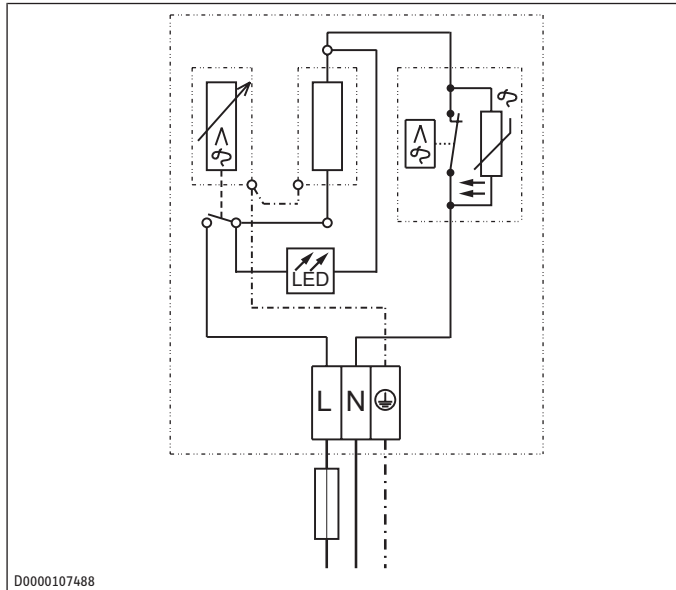
13.3 Wiring diagram

1/N/PE | 220 - 240 V

SNO 5 Plus GB



SNU 10 Plus GB



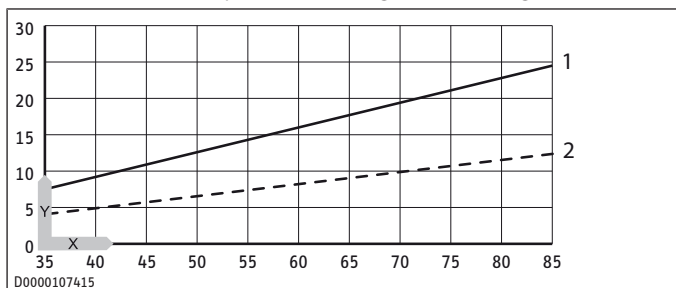
13.4 Energy consumption data

The product data complies with EU regulations relating to the directive on the ecodesign of energy related products (ErP).

	SNO 5 Plus GB	SNO 10 Plus GB
Manufacturer	204979 STIEBEL EL-TRON	204984 STIEBEL EL-TRON
Load profile	XXS	XXS
Energy efficiency class	A	A
Energy conversion efficiency	% 38	38
Annual power consumption	kWh 483	493
Default temperature setting	°C 55	55
Sound power level	dB(A) 15	15
Daily power consumption	kWh 2,23	2,29

13.5 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.



1 SNO 10 Plus (GB) 2 SNO 5 Plus (GB)
Y Heat-up time in minutes X Temperature in °C

13.6 Data table

	SNO 5 Plus GB	SNO 10 Plus GB
Hydraulic data	204979	204984
Nominal capacity	l 5	10

	SNO 5 Plus GB	SNO 10 Plus GB
Mixed water amount 40 °C (10 °C/65 °C)	l 9.3	19
Electrical data		
Rated voltage 1	V 220	220
Rated voltage 2	V 230	230
Rated voltage 3	V 240	240
Rated output 1	kW 1.8	1.8
Rated output 2	kW 2.0	2.0
Rated output 3	kW 2.2	2.2
Rated current 1	A 8.3	8.3
Rated current 2	A 8.7	8.7
Rated current 3	A 9.1	9.1
Fuse protection 1	A 10	10
Fuse protection 1	A 10	10
Fuse protection 1	A 10	10
Phases	1/N/PE	1/N/PE
Frequency	Hz 50-60	50-60
Application limits		
Temperature setting range	°C 35 - 85 °C	35 - 85 °C
Maximum permissible pressure	MPa 0.0	0.0
Maximum flow rate	l/min 5	10
Energy data		
Standby energy consumption/24 h at 65 °C	kWh 0.17	0.27
Energy efficiency class	A	A
Versions		
IP rating	IP	IP 24 D
Installation type	Oversink	Oversink
Type	Vented	Vented
Inner cylinder material	Plastic	Plastic
Thermal insulation material	EPS + VIP	EPS
Casing material	Plastic	Plastic
Colour	White	White
Connections		
Water connection	G 1/2 A	G 1/2 A
Dimensions		
Depth	mm 212	282
Height	mm 423	505
Width	mm 240	290
Weights		
Weight	kg 3.0	4.6

14 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.

15 Environment and recycling

► Dispose of the appliances and materials after use in accordance with national regulations.

Environment and recycling



- ▶ If a crossed-out waste bin is pictured on the appliance, take the appliance to your local waste and recycling centre or nearest retail take-back point for reuse and recycling.



This document is made of recyclable paper.

- ▶ Dispose of the document at the end of the appliance's life cycle in accordance with national regulations.

Comfort through Technology

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