

eero

eero SN10001 installation guide

INTRODUCTION

This guide takes you through setup and installation of the eero SN10001 to extend your eero network outside. Because eero SN10001 is designed to operate outdoors, it's essential to follow the instructions and warnings in this guide to avoid harm to you or damage to your device or property.

Installation instructions covered in this guide:

- Determine how you are connecting your eero SN10001 to your network.
- Check for clearance above and below your desired location.
- Mount the bracket.



Scan the QR code to watch the installation video.

SYSTEM REQUIREMENTS

eero SN10001 is meant to extend your existing eero network. If you do not have an eero system, learn more at [eero.com](#)

eero SN10001 can be powered via a PoE+ switch or injector with a CAT5e (or better) Ethernet cable, or via the 30W Outdoor PoE+ power adapter.



You will need the eero app. If you do not have the app, scan the QR code to download it and follow the instructions to set up your network.

TOOLS REQUIRED FOR INSTALLATION

- Phillips screwdriver
- Pencil or marker
- Power drill and drill bit (9/64 in. when using anchors; 7/64 in. when not using anchors)—as needed
- Level—as needed
- Ladder or step stool—as needed

Need help?

If you require further support during the installation process, reach out to eero Customer Support by email at support@eero.com or by phone in the U.S. at +1-877-659-2347. [eero.com/setup](#)

CONTENTS AND OPTIONAL ACCESSORIES

	eero SN10001
	30W Outdoor PoE+ power adapter, 18.6 ft. (may be sold separately)
	Mounting bracket
	M22 connector

Included Accessories

	Wood or fiber cement	Vinyl siding or pole	Stucco	Concrete, brick, or cement
	✓	✓	✗	✗
	✗	✓	✗	✗
	✓	✗	✗	✓
	✗	✗	✗	✓

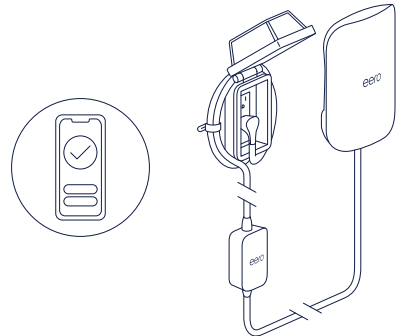
Not included accessories

BAND-IT™ straps, zip ties, or stainless steel hose clamp	✗	✗	✓	✗
Brick anchors	✗	✗	✗	✓
Zip ties, P-clips, outdoor adhesive cable clips, grounding wire, and vinyl clips without fasteners	As needed			

01 Determine how you are connecting to your network.

Connecting wirelessly to your existing eero network?

Before mounting your eero SN10001, check for wifi connectivity in your desired location. Plug your eero SN10001 into your outdoor outlet via the AC adapter, and add it to your eero network. After confirming the eero SN10001 has been connected, unplug it and proceed to the next step.



Setting up a wireless point-to-point link?

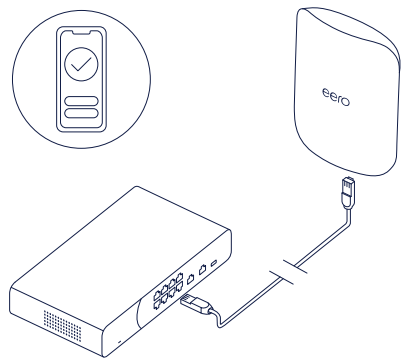
You can use two eero SN10001s that have a clear line of sight between them to wirelessly connect two structures. For more instructions, visit [eero.com/setup/point-to-point](#)



856-00284-12 XYMD

Using a wired connection to your existing eero network?

Before mounting your eero SN10001, make sure the CAT5e (or better) Ethernet cable being used to power the eero and connect to your eero network is rated for outdoor use and is long enough to reach your desired location.



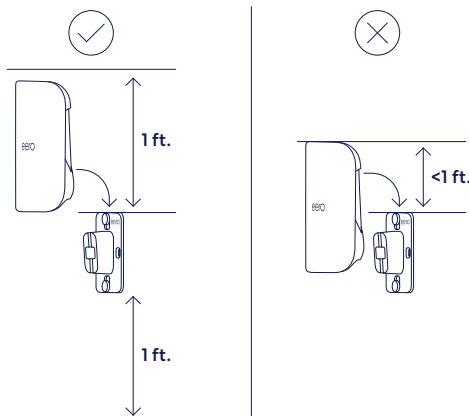
Power up the eero and connect to your existing eero network.

To power your eero, use a PoE+ switch or injector and a CAT5e (or better) Ethernet cable.

Once you connect your eero SN10001 to your existing eero network, the eero app will automatically add it to your network. If it isn't added automatically, the app will detect that an eero device is ready to be added—and then prompt you to add it to the network. Once you've validated your connection, unplug the Ethernet cable and continue with the installation.

02 Check for clearance above and below your desired location.

For best results, mount the eero SN10001 at a height of 6 to 15 ft. and free from obstructions. Ensure at least 1 ft. of clearance above the desired location so it can slide onto the mounting bracket—and at least 1 ft. of clearance below the desired location to avoid any surface (like a shelf) where water may pool.



03 Mount the bracket.

For your safety, the eero device's longevity, and to maintain your warranty, follow these guidelines prior to drilling holes:

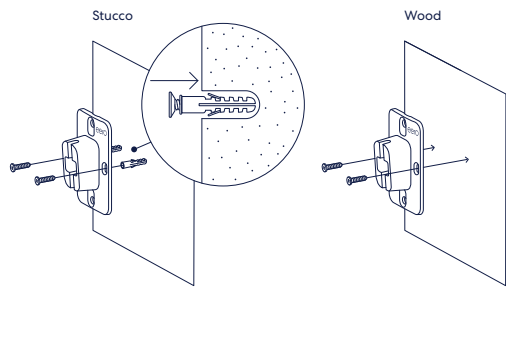
- The device must be installed with ports facing downward for it to function properly and to prevent water accumulation and ingress. This is required for proper installation and failure to do so will void the warranty.
- Check for hidden wires/pipes before drilling holes to avoid damage during installation.
- Do not use a flat Ethernet cable, as the M22 connector will not seal correctly around the cable.
- In environments with frequent electrical surges, grounding the 30W Outdoor PoE+ power adapter is recommended. Ground wire is not included.

CAUTION: When mounting this device in elevated locations, use precautions to ensure that the device does not fall and harm bystanders or damage property.

Mounting on stucco, fiber cement, or wood:

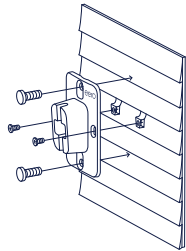
- Use the mounting bracket to mark the position of the mounting screws and a level to make sure they are at the same height. Make sure the eero logo on the mounting bracket is right side up.
- For stucco: Drill pilot holes; then insert the anchors. Pilot holes should be 9/64 in. size for the provided 30 mm anchors and #8 screws. Use the screws to attach the bracket to the anchors.
- For wood or fiber cement: Use the screws to attach the bracket to your surface.

Note: Fiber cement panels and shingles often have a downward slope. The SN10001 will operate properly at an angle. Alternatively, the retaining screws can be backed off, and the leveling screws in the bracket can be used to adjust the up/down angle. If the leveling screws are not used, they may be removed.



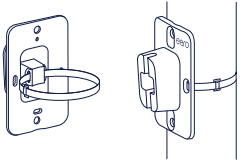
Mounting on vinyl siding:

- Insert vinyl siding clips at a joint between siding panels.
- Secure the bracket to the clips with the included screws. The combination of the clips and the brackets will pinch the siding material. Tighten the clip screws to maximize retention force. Make sure the eero logo on the mounting bracket is right side up.
- Use the leveling screws to bring the back of the mounting bracket vertical. Hand-tighten at least 1/2 turn beyond the point where the bracket is approximately level.



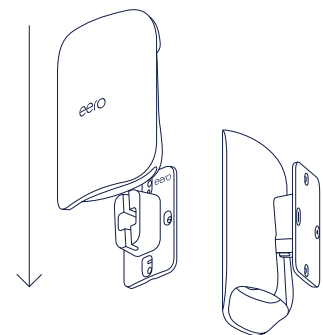
Mounting on a pole:

- Insert the BAND-IT™ or stainless steel hose clamp (not included in the kit) through the slot on the back of the mounting bracket.
- Ensure the eero logo on the mounting bracket is right side up and tighten the clamp around the pole.



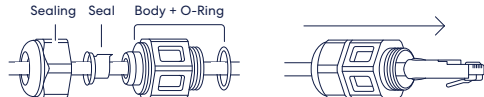
Connect the device to the mounting bracket.

- Place the eero SN10001 on the mounting bracket, making sure the eero logo is right side up.
- When lowered, the eero SN10001 should click securely into place.

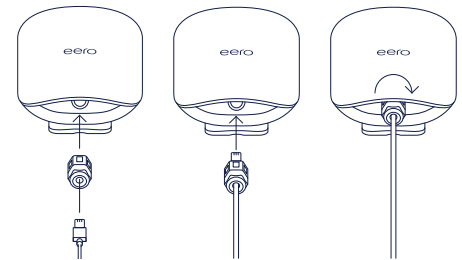


Connect the 30W Outdoor PoE+ power adapter or Ethernet cable.

- If you are using the outdoor 30W Outdoor PoE+ power adapter, go to step 2 below. If you are using an Ethernet cable, insert the Ethernet cable through the M22 connector as shown.



- Plug in the Ethernet cable. Screw the M22 connector into the eero SN10001 base. Hand-tighten until the cable is sealed.



Once the seal is completely closed around the cable and your eero is powered on, you're done!

WARRANTY, SAFETY, AND LEGAL

READ ALL SAFETY INFORMATION BEFORE USING THE DEVICE. FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

CHOKING HAZARD: Small parts contained in your device and its accessories may present a choking hazard to small children. Your device and adapter can withstand outdoor use and contact with water under certain conditions. However, your device is not intended for underwater use and may experience temporary effects from exposure to water. Do not intentionally immerse your device in water. Do not spill any food, oil, lotion, or other abrasive substances on your device. Do not expose your device to pressurized water, high-velocity water, or extremely humid conditions (such as a steam room). Do not expose your device to saltwater or other conductive liquids. To protect against electric shock, do not place cord, plug, or device in water or other liquids. If your device gets wet from immersion in water or high-pressure water, carefully disconnect all cables without getting your hands wet and wait for them to dry completely before powering it on again. Do not attempt to dry your device with an external heat source, such as a microwave oven or a hair dryer. To avoid risk of electric shock, do not touch your device or any wires connected to your device during a lightning storm while your device is powered. If your device appears to be damaged, discontinue use immediately.

To power your device, use only a Power-over-Ethernet (PoE+) switch or injector and a CAT5e (or better) Ethernet cable, or an eero 30W Outdoor PoE+ power adapter (model number: SN1001). Plug your power adapter into a power source that is easily accessible and near the equipment that it will be plugged into. Your device may get warm during normal use. In direct sun and high temperatures, avoid touching the device, as it can get quite hot.

PRODUCT SPECIFICATIONS
Device name: eero SN10001
Model number: SN10001
Electrical rating: PoE: 25.5W | 802.3bt
Operating temperature: 40°F–108°F (4°C–42°C)
Storage temperature: 40°F–108°F (4°C–42°C)
Operating altitude: Tested to meet IP66 standards.
+9,800 ft. (<3,000 m)

FCC COMPLIANCE INFORMATION
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules, which are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modification of this device without the express permission of eero can void the user's authority to operate the equipment. This device has been tested and meets applicable limits for Radio Frequency (RF) exposure. This equipment should be installed and operated with a minimum distance of 30 cm between the radiator and your body.

Regulatory information can be found in the eero app by selecting your eero then Device Information. In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle your device in accordance with your local laws and regulations. Additional safety, compliance, recycling, and other important information regarding your device can be found at [eero.com/compliance](#)

TERMS OF SERVICE, PRIVACY NOTICE, AND LIMITED WARRANTY
1-year limited warranty. For warranty info, privacy policy, terms of service, trial and subscription terms, and more, visit [eero.com/legal](#). If purchased from eero.com, Amazon.com, or from authorized resellers located in the United States, then the warranty is provided by, and the party responsible for FCC compliance is, eero LLC, PO Box 77880, San Francisco, CA 94107, USA

eero 660 3rd Street 4th Floor, San Francisco, CA 94107

ARTWORK **710-0118** ASSEMBLY NUMBER 856-00284

FILE NAME **eero Model SN10001_INSTALLATION_GUIDE_WSL_ARTWORK_US**

DESIGN Desiree Portugues

PRODUCTION Kjell

MODIFIED May 21st, 2024

VERSION **12**

DIELINE 465-01199 DELIVERABLE Installation Guide/WSL

SIZE Flat: 243 mm x 252 mm / Folded: 81 mm x 126 mm

PAPER 64GSM uncoated wood-fiber paper

FINISH TBD

INK



INK Warning: Ink must be mineral oil free.

CHANGE LOG
Rev 01 Initial Design
Rev 02 Removed "FPO" from illustrations; incremented revision
Rev 03 Updated content; updated illustrations; release for EVT Beta testers
Rev 04 Updated content; updated illustrations; release for EVT Beta testers
Rev 05 Updated content and layout
Rev 06 Updated content and layout
Rev 07 Updated content and layout
Rev 08 Updated leveling screw icon on chart
Rev 09 Updated legal copy
Rev 10 Copy updates on page 7
Rev 11 May 10th copy updates
Rev 12 Modifications to chart based on Nick's feedback from 05/16/24. Pw/light and add barcode to first page