

What should I do if I need service or repair on my unit?

Contact the original installer. If you are unable to get in touch with the original installer, go to www.rinnai.us/find-dealer and filter for Authorized Service Providers. Rinnai Technical Support is available to speak with your installer while they are on site with the unit.

What do I do when my controller is flashing a code?

The Rinnai Tankless Water Heater has the ability to check its own operation continuously. If a fault occurs, a diagnostic code will flash on the display of the temperature controller. This assists with diagnosing the fault and may enable you to overcome a problem without a service call.

A list of codes and probable causes can be found in your Owner's Manual. An electronic version of the manual can be obtained from <http://www.rinnai.us>.

Please refer to the manual for information on any other code that is flashing. Some of the checks listed in the manual may need to be done by a licensed professional. Call a licensed professional for any remedy that involves gas or electricity. Call a service technician if you have any doubt or reservation about performing the remedy yourself.

Why don't I have hot water right when I turn on the tap?

Remember, the Rinnai unit does not produce instant hot water, but it does produce endless hot water. The wait time to get hot water is primarily a function of the distance between the water heater and the point of use. The Rinnai unit is producing hot water within a few seconds of first water flow from a cold start. However you must purge all the cold water out of the pipe between the Rinnai unit and your point of use. For example if your kitchen sink is 50 feet from the Rinnai unit and the water flow rate is 1 gallon per minute then it will take 90 seconds for hot water to reach your kitchen sink.

Can my Rinnai produce hot water when the power is out?

In the event of a power outage, the Rinnai unit will not operate. This is because Rinnai Tankless Water Heaters do not have a standing pilot light. They operate with an electronic ignition. The unit can be operated with a battery backup. Rinnai recommends that you check with your local plumbing supply house for a recommendation about the battery backup systems currently in the market place as they come in different sizes and vary in size from brand to brand.

Congratulations on your choice of a Rinnai Tankless Water Heater for your whole house water heating needs. Rinnai is revolutionizing the lifestyles of the modern homeowner.

Your Rinnai Tankless Water Heater...

- Produces and supplies the hot water you need for as long as you need it to multiple outlets simultaneously while maintaining a consistent temperature
- Provides up to 40 percent* in energy savings when compared to traditional natural gas or electric water heaters
- Shuts-off automatically when the flow of water stops, providing a significant energy cost savings
- Is a compact wall mounted unit, compared to hot water tanks that require a minimum 16 sq. ft. of floor space
- Reduces your carbon footprint
- Comes with an industry leading warranty

*As based on the average cost to run an electric tank water heater per the DOE Average Energy Costs (www.doe.gov).

Please take time to register your Rinnai Tankless Water Heater. To register, go to <http://www.rinnai.us/product-Registration>. Registration provides several benefits to you including:

1. Register within 30 days for optional extended 5-year labor coverage some restrictions apply. See www.rinnai.us/warranty for more details.
2. Entry into Rinnai's proprietary database which enables us to better serve you in the future allowing us to contact you with product updates and maintenance information

For a copy of the full operation and installation manual go to www.rinnai.us.

SERVICE TECHNICIAN

SERVICE TECHNICIAN PHONE

Tankless Care and Maintenance



Rinnai is continually updating and improving products; therefore, specifications are subject to change without prior notice. Local, state, provincial, federal and national fuel gas codes must be adhered to prior to and upon installation.

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Total Confidence.

TOTAL RELIABILITY.



What should I know about my Rinnai Tankless Water Heater?

During the first few weeks you use your water heater, small amounts of construction debris may be flushed out of your pipe system. Particles of solder, pipe dope, pipe tape and other installation materials can get caught in the water inlet filter. If you notice any issues with water flow, contact a licensed professional to have the cold water inlet filter cleaned. Please do not attempt to clean this filter yourself. Before cleaning, the water to the unit must be turned off and over tightening can require replacement of the filter assembly.



Is there any ongoing maintenance required for a Rinnai Tankless Water Heater?

The most common enemy of a tankless water heater is hard water, which contains high mineral concentration of calcium and magnesium ions. These deposits can cause hard scaly buildup on the heating units (like the white buildup you may see on faucets).

Over time, the limescale buildup can cause the heat exchanger within the tankless water heater to become less efficient or even clog, sending a diagnostic code to lock out the system. Avoid wasting the time and money to fix this by taking preventative steps.

Just as traditional tank water heating systems recommend annual service to increase the lifetime of the water heater, so do we. Flushing your tankless water heater is the most important maintenance practice for keeping your Rinnai unit in running order. Flushing your tankless water heater can expand its lifespan by many years, and in some cases can help your tankless water heater to last up to 20 or more years.

Rinnai recommends annual flushing unless your controller shows an LC code first. Repairs and maintenance should be performed by a licensed professional.

Is there anything I can do to help prevent limescale buildup?

To maintain peak performance and efficiency, there are scale control devices available that provide limescale and corrosion control by feeding a special blend of scale prevention compounds into the water stream.

What is a cold water sandwich effect?

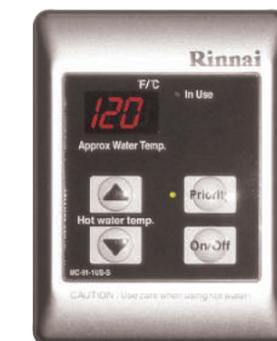
The term “cold water sandwich effect” is a term that is used to describe the introduction of cold water into the hot water supply line during frequent on/off operation of a tankless water heater. The cold water sandwich effect, when present, appears as a momentary drop in hot water temperature as it is discharged from a hot water supply outlet (i.e. shower, tub, or faucet). This phenomenon is present in the operation of all tankless style water heaters, but is minimized with the high tech design of Rinnai Tankless Water Heaters.

How do I operate the temperature controller?

Your Rinnai Tankless Water Heater comes standard with a MC-91 digital temperature controller. The controller is optional on the exterior models. On indoor models, the controller is integrated into the front panel of the unit. On outdoor models, the controller is separate and can be mounted in a suitable location. The MCC-91 (sold separately) is for commercial and hydronic applications requiring higher temperatures.

1. If the tankless water heater is off, press the ON/OFF button to turn on.
2. Press the “Priority button” on the temperature controller. The green Priority light will glow indicating that this controller is controlling the temperature and that the Rinnai Tankless Water Heater is ready to supply hot water.

TEMPERATURE CONTROLLER



Dimensions (inches):
3.5 W x 4.75 H x 0.75 D

IMPORTANT: The priority can only be changed while no hot water is running. While any hot water is running, the temperature setting can only be adjusted between 98 degrees F and 110 degrees F.

3. Press the ▲ or ▼ buttons to set the desired temperature.

All hot water sources will provide hot water at this temperature setting until it is changed at this or another temperature controller. The tankless water heater can deliver water at only one temperature setting at a time.

Rinnai