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## Rheem GHE100SU-200

# Rheem Triton GHE100SU-200NG Commercial Natural Gas Water Heater

Instruction Manual

## 1. INTRODUCTION

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your Rheem Triton GHE100SU-200NG Commercial Natural Gas Water Heater. Please read this manual thoroughly before attempting any installation or operation. Retain this manual for future reference.

The Rheem Triton series is designed for commercial applications, offering advanced features for efficiency and reliability, including an integrated leak detection system and smart monitoring capabilities.

## 2. SAFETY INFORMATION

**WARNING:** Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Read the installation, operating, and maintenance instructions thoroughly before installing or servicing this equipment.

- All installation and service must be performed by a qualified professional.
- Ensure proper ventilation as specified in local codes and this manual.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Before performing any service or maintenance, disconnect all power to the unit and shut off the gas supply.
- This water heater operates with natural gas. Verify the gas type before installation.
- Regularly inspect for leaks and signs of corrosion.

## 3. PRODUCT FEATURES

The Rheem Triton GHE100SU-200NG Commercial Water Heater incorporates several advanced features for enhanced performance and ease of use:

- **LeakSense Integrated Leak Detection System:** Provides highly accurate leak detection, capable of identifying leaks as small as a grain of sand, with real-time alerts to prevent damage.
- **EcoNet Monitoring Technology:** Allows for performance updates and alerts to be sent via mobile devices, enabling remote monitoring and control.
- **Full-Color LCD Display:** Offers an intuitive interface for monitoring status, adjusting settings, and accessing diagnostic information.
- **Built-in Condensate Neutralizer:** Helps reduce the acidity of condensate water for safe drainage, protecting plumbing.

systems.

- **Flexible Venting Options:** Supports various PVC venting choices, simplifying installation and conversion from standard to high-efficiency gas systems.
- **Multiple Water Connection Points:** Designed for simplified and flexible installations, reducing the need for extensive water line rework.
- **ASME-Grade Steel Patented Triple Pass Heat Exchanger:** Maximizes efficiency and extends tank life.
- **Full Modulation:** Optimizes BTU input to match specific water heating demands, enhancing energy efficiency.



Figure 1: Front view of the Rheem Triton GHE100SU-200NG Commercial Natural Gas Water Heater, showing the LCD display and various connection points.

## 4. SETUP AND INSTALLATION

**IMPORTANT:** Installation of this commercial water heater must be performed by a licensed and qualified professional in accordance with all local, state, and national codes and regulations.

1. **Site Selection:** Choose a location that provides adequate clearance for maintenance, proper ventilation, and is protected from freezing temperatures. Ensure the floor can support the weight of the water heater when full.
2. **Unpacking:** Carefully remove the water heater from its packaging. Inspect for any shipping damage.





Figure 2: Rheem Triton Commercial Water Heater securely packaged within a wooden shipping crate.

3. **Water Connections:** Connect the cold water inlet and hot water outlet to the appropriate plumbing lines. The Triton features multiple 5 water connection points for installation flexibility.
4. **Gas Connection:** Connect the natural gas supply line to the water heater's gas inlet. Ensure all gas connections are leak-tested by a qualified technician.
5. **Venting:** Install the venting system according to the manufacturer's instructions and local codes. The Triton supports various flexible PVC venting options.
6. **Electrical Connection:** Connect the water heater to the appropriate electrical supply as specified in the wiring diagram.
7. **Condensate Drain:** Connect the condensate drain line to an approved drainage system. The built-in neutralizer ensures safe disposal.
8. **LeakSense Activation:** Ensure the LeakSense system is properly connected and activated during commissioning.
9. **System Fill and Purge:** Fill the water heater with water and purge all air from the system before starting.



Figure 3: Dimensions of the Rheem Triton GHE100SU-200NG Commercial Water Heater, showing a height of 77 inches and a width of 26-3/16 inches.

## 5. OPERATING INSTRUCTIONS

Once installed and commissioned by a qualified professional, operating the Rheem Triton GHE100SU-200NG is managed primarily through its integrated LCD display and EcoNet technology.

1. **Power On:** Ensure the electrical supply and gas supply are turned on. The unit's LCD display should illuminate.
2. **Initial Setup (Professional Only):** During initial startup, a qualified technician will configure settings such as desired water temperature, operating modes, and network connectivity for EcoNet.
3. **Temperature Adjustment:** Use the controls on the full-color LCD display to adjust the set water temperature. Refer to the on-screen menu for navigation.
4. **Monitoring with EcoNet:** Download the EcoNet app to your mobile device and connect it to your water heater (if configured during installation). This allows for remote monitoring of performance, energy usage, and receipt of alerts.
5. **Status Indicators:** The LCD display will show current operating status, error codes (if any), and maintenance reminders.

6. **Shutdown:** To shut down the unit, turn off the gas supply valve and then disconnect the electrical power.

## 6. MAINTENANCE

Regular maintenance is crucial for the longevity and efficient operation of your Rheem Triton water heater. All maintenance should be performed by a qualified service technician.

- **Annual Inspection:** Schedule an annual inspection by a qualified technician to check all components, including the burner, heat exchanger, venting system, and safety devices.
- **Tank Flushing:** Periodically flush the tank to remove sediment buildup. The frequency depends on water quality.
- **Anode Rod Inspection/Replacement:** Inspect and replace the anode rod as needed to protect the tank from corrosion.
- **Pressure Relief Valve Test:** Test the temperature and pressure relief (T&P) valve annually to ensure it is functioning correctly.
- **Condensate Drain Cleaning:** Clean the condensate drain line and trap regularly to prevent blockages.
- **LeakSense System Check:** Verify the functionality of the LeakSense system during routine maintenance.
- **Preventive Maintenance Alerts:** Pay attention to alerts from the EcoNet system or the LCD display, which may indicate upcoming maintenance needs.

## 7. TROUBLESHOOTING

This section provides general troubleshooting guidance. For complex issues, contact a qualified service technician.

Problem	Possible Cause	Solution
No Hot Water / Insufficient Hot Water	<ul style="list-style-type: none"> <li>• Gas supply off</li> <li>• Pilot light out (if applicable)</li> <li>• Thermostat setting too low</li> <li>• Sediment buildup</li> <li>• Burner malfunction</li> </ul>	<ul style="list-style-type: none"> <li>• Check gas valve</li> <li>• Relight pilot (refer to unit label)</li> <li>• Adjust temperature setting</li> <li>• Flush tank (professional service)</li> <li>• Contact service technician</li> </ul>
Water Leakage	<ul style="list-style-type: none"> <li>• Loose connections</li> <li>• T&amp;P valve discharge</li> <li>• Tank corrosion</li> <li>• LeakSense activation</li> </ul>	<ul style="list-style-type: none"> <li>• Tighten connections (professional service)</li> <li>• Check water pressure/temperature</li> <li>• Contact service technician immediately</li> <li>• Address source of leak and reset system</li> </ul>
Unusual Noises	<ul style="list-style-type: none"> <li>• Sediment buildup</li> <li>• Expansion/contraction of pipes</li> </ul>	<ul style="list-style-type: none"> <li>• Flush tank (professional service)</li> <li>• Normal operation, but persistent loud noises require inspection</li> </ul>
Error Code on LCD	<ul style="list-style-type: none"> <li>• System malfunction</li> <li>• Sensor issue</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the unit's diagnostic menu or contact a service technician with the specific code.</li> </ul>

## 8. SPECIFICATIONS

Attribute	Detail
Brand	Rheem

Attribute	Detail
Model Number	GHE100SU-200
Power Source	Natural Gas
Efficiency	98%
Capacity	200 Gallons
Special Feature	Leak Detection (LeakSense)
Color	Silver
Style	Indoor Installation
Mounting Type	Wall
Item Weight	0.01 ounces
Certification	ASME
UPC	020352685946
Dimensions (Approx.)	77 inches (Height) x 26-3/16 inches (Width)

## 9. WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty certificate included with your product or visit the official Rheem website. Warranty terms and conditions may vary.

For technical support, service, or to locate a qualified Rheem service professional, please contact Rheem customer service or visit their official website. When contacting support, please have your model number (GHE100SU-200) and serial number ready.

**Rheem Official Website:** [www.rheem.com](http://www.rheem.com)



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