



[Manuals.plus](#) /

› [Rinnai](#) /

› Rinnai RE199eN Tankless Water Heater User Manual

## Rinnai REU-VE2737WD-US-N

# Rinnai RE199eN Tankless Water Heater User Manual

Model: REU-VE2737WD-US-N

## INTRODUCTION

---

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Rinnai RE199eN Non-Condensing Natural Gas Tankless Water Heater. Please read this manual thoroughly before installation or use and keep it for future reference.

The Rinnai RE199eN is a high-efficiency outdoor tankless water heater designed to provide a continuous supply of hot water for your home. Its compact design allows for flexible installation in various outdoor spaces.

## SAFETY INFORMATION

---

**WARNING:** Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Refer to this manual. For assistance or additional information, consult a qualified installer, service agency, or the gas supplier.

**Professional Installation Recommended:** It is strongly recommended that this water heater be installed by a qualified technician. Do not attempt to install this unit without professional assistance.

- Ensure proper ventilation if installed in an enclosed outdoor space.
- Verify gas type (Natural Gas) matches the unit's specifications.
- Keep flammable materials away from the water heater.
- Do not block the exhaust or air intake vents.

## PRODUCT FEATURES

---

- **Smart Design:** Improved internal layout for easier installation and serviceability.
- **LED Display:** Provides service reminders and error codes for quick diagnostics.
- **Continuous Hot Water:** Delivers up to 9.8 GPM, sufficient for multiple fixtures simultaneously.
- **Compact Size:** Designed to be the size of a small suitcase, saving valuable space.

- **Energy Efficient:** Heats water only when necessary, conserving energy.
- **Optional Wi-Fi Control:** Compatible with Rinnai Controlr module (not included) for smart home integration.



*Figure 1: Front view of the Rinnai RE199eN Tankless Water Heater.*

# Rinnai.

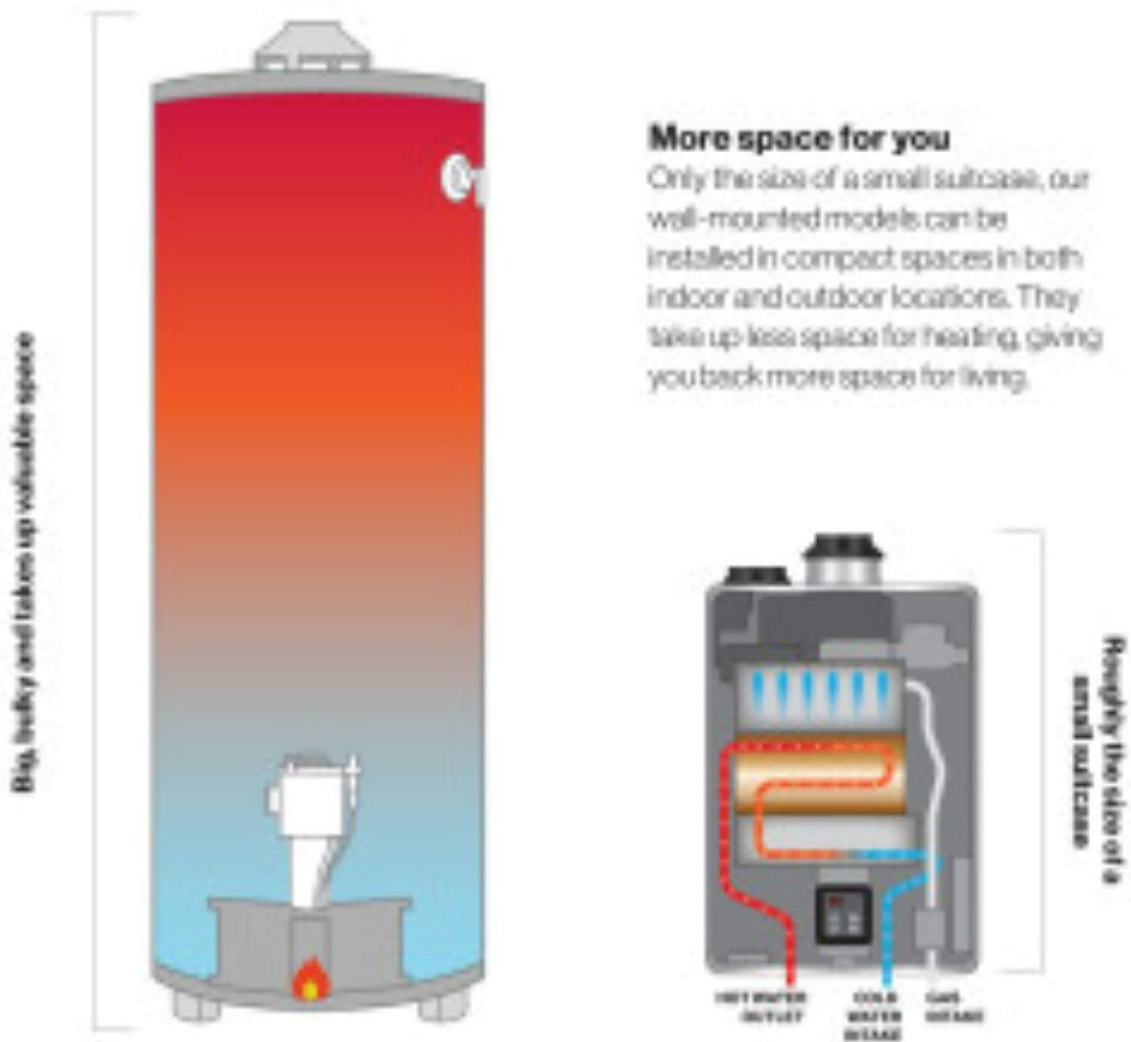


Figure 2: Space-saving design comparison. The tankless unit is significantly smaller than a traditional tank water heater.

## SETUP AND INSTALLATION

The Rinnai RE199eN is designed for outdoor installation. Proper planning and adherence to local codes are crucial for safe and efficient operation.

### Pre-Installation Checklist:

- **Location:** Choose an outdoor location with adequate clearance and protection from extreme weather.
- **Gas Supply:** Ensure the gas line size is sufficient (recommended 3/4 inch) for the unit's BTU requirements.
- **Water Connections:** Plan for hot and cold water line connections.
- **Electrical Supply:** The unit requires an electrical connection (120V AC).
- **Ventilation:** Ensure proper clearance for exhaust and air intake.



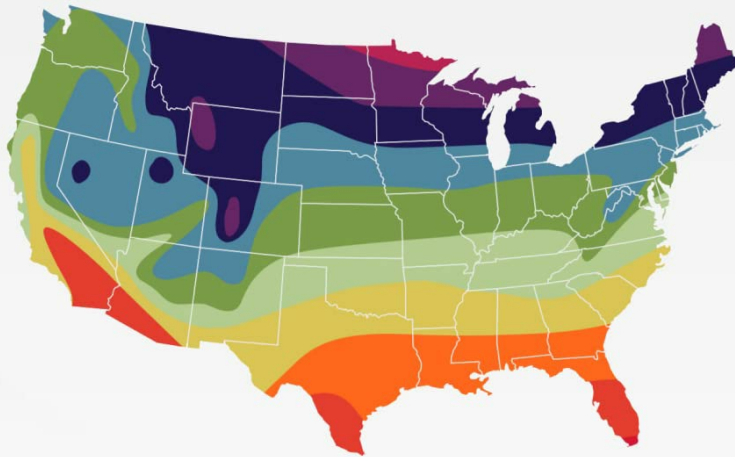
*Figure 3: Example of an outdoor installation.*

### **Groundwater Temperature Impact:**

The maximum flow rate (GPM) of your tankless water heater is affected by the incoming groundwater temperature. Refer to the Groundwater Temperature Map to understand the expected performance in your region.



## Groundwater Temperature Map



Use your location on the map to correlate legend for average ground water temperature in the U.S.

**75° F** Hawaii & Puerto Rico

**35°-42° F** Alaska & Canada


| Non-Condensing Model: RE199i/e<br>BTU: 199,000                                      | Groundwater Temperature | Max Flow Rate (GPM) | Simultaneous Shower Use |
|---|-------------------------|---------------------|-------------------------|
|  | 35° F                   | 3.8                 | 3 shower icons          |
|   | 37° F                   | 3.9                 | 3 shower icons          |
|   | 42° F                   | 4.2                 | 3 shower icons          |
|   | 47° F                   | 4.5                 | 3 shower icons          |
|   | 52° F                   | 4.8                 | 3 shower icons          |
|   | 57° F                   | 5.2                 | 4 shower icons          |
|   | 62° F                   | 5.6                 | 4 shower icons          |
|   | 67° F                   | 6.2                 | 4 shower icons          |
|   | 72° F                   | 6.8                 | 5 shower icons          |
| 77° F   | 7.6                     | 5 shower icons      |                         |

Figure 4: Groundwater Temperature Map and Flow Rate Chart. This chart helps determine the unit's performance based on regional water temperatures.

### Dimensions:



Figure 5: Product dimensions for installation planning.

## OPERATING INSTRUCTIONS

---

Your Rinnai tankless water heater is designed for automatic operation. Hot water is produced on demand when a hot water tap is opened.

### Initial Startup:

1. Ensure all gas and water connections are secure and leak-free.
2. Open a hot water tap to allow water to flow through the unit.
3. Turn on the gas supply to the unit.
4. Plug in the unit to the electrical outlet.
5. The unit will initiate its startup sequence. Hot water should be available shortly.

### Temperature Adjustment:

The LED display allows you to set the desired hot water temperature. Refer to the detailed installation manual for specific instructions on adjusting the temperature settings.

## MAINTENANCE

---

Regular maintenance ensures the longevity and efficiency of your Rinnai tankless water heater. It is recommended to have a qualified technician perform annual maintenance.

### Recommended Maintenance Tasks:

- **Flushing:** Periodically flush the heat exchanger to remove mineral buildup, especially in areas with hard water.
- **Vent Inspection:** Check the exhaust and air intake vents for obstructions or damage.
- **Filter Cleaning:** Clean any inline filters as per the full manual's instructions.
- **General Inspection:** Inspect all connections for leaks and ensure the unit is free from debris.

## TROUBLESHOOTING

The LED display on your Rinnai water heater can show error codes to help diagnose issues. Consult the full installation manual for a comprehensive list of error codes and their solutions.

### Common Issues and Solutions:

| Problem                  | Possible Cause  | Solution  |
|--------------------------|---|---|
| No Hot Water             | No gas supply, power outage, water flow too low.                            | Check gas valve, verify power, ensure adequate water flow (open tap fully).                                 |
| Inconsistent Temperature | Mineral buildup, fluctuating water pressure, incorrect temperature setting. | Perform heat exchanger flush, check water pressure, adjust temperature setting.                             |
| Error Code Displayed     | Specific system fault.  | Note the code and refer to the detailed manual's troubleshooting section or contact a qualified technician. |

If issues persist, contact a qualified Rinnai service professional.

## SPECIFICATIONS

| Feature                    | Detail                      |
|----------------------------|-----------------------------|
| Brand                      | Rinnai                      |
| Model Number               | REU-VE2737WD-US-N (RE199eN) |
| Product Dimensions (W x H) | 14.05" x 27.24"             |
| Item Weight                | 53.1 pounds                 |
| Special Feature            | LED Display                 |
| Color                      | Silver                      |
| Wattage / Heat Output      | 199,000 BTU                 |
| Maximum Flow Rate          | 9.8 Gallons Per Minute      |
| Efficiency                 | 0.81 UEF                    |
| Mounting Type              | Wall                        |

| Feature           | Detail      |
|-------------------|-------------|
| Fuel Type         | Natural Gas |
| Installation Type | Outdoor     |

## WARRANTY AND SUPPORT

---

Rinnai offers a comprehensive warranty for your tankless water heater:

- **Heat Exchanger:** 15-year residential guarantee
- **Parts:** 5-year residential guarantee
- **Labor:** 1-year residential guarantee

For detailed warranty information, product guides, and additional support resources, please refer to the official Rinnai website or the full installation manual. You can find the Installation Manual (PDF) [here](#).

To locate a qualified Rinnai PRO technician for installation or service, visit the "Find a Rinnai PRO" page on the Rinnai website.