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> [APUS Natural Gas Tankless Water Heater 140,000 BTU \(Model AP-AWH-Q20NG\) Instruction Manual](#)

APUS AP-AWH-Q20NG

APUS Natural Gas Tankless Water Heater

Model: AP-AWH-Q20NG | 140,000 BTU | 6.8 GPM

1. INTRODUCTION

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your APUS Natural Gas Tankless Water Heater. Please read this manual thoroughly before installation and keep it for future reference.



Figure 1: APUS Natural Gas Tankless Water Heater overview, highlighting 140,000 BTU, Natural Gas compatibility, and multi-point supply.

2. SAFETY INFORMATION

Your safety and the safety of others are paramount. This water heater must be installed and serviced by a qualified professional in accordance with all local codes and regulations. Failure to follow these instructions could result in fire, explosion, property damage, personal injury, or death.

- **Gas Safety:** Ensure proper ventilation and gas line connections. Check for gas leaks after installation.
- **Water Pressure:** Do not exceed the maximum water pressure specified in the technical specifications.
- **Electrical Safety:** Ensure the unit is properly grounded and connected to a dedicated circuit.

- **Freeze Protection:** The unit includes built-in freeze protection. However, in extremely cold climates or during power outages, additional measures may be required.
- **Overheat Protection:** The unit is equipped with overheat protection. Do not tamper with safety devices.



Figure 2: Overview of the 8 advanced safety features integrated into the water heater.

3. PACKAGE CONTENTS

Verify that all components are present before beginning installation:

- Tankless Water Heater x1
- Vent Pipe x1
- Manual Instruction x1
- Installation Card x1
- Assembly Kit x1 (includes expanded screws, rubber, mounting screws, self-tapping screws, PTFE tape, tee valve, check valve, return pipe thread plug, stainless steel bellows hose)
- Zero Cold Water Piping Installation Accessories



Figure 3: Detailed view of all items included in the package for installation.

4. SETUP AND INSTALLATION

Professional installation is recommended for this appliance. Refer to the included Installation Guide Card for precise measurements and detailed steps.

4.1 Location Requirements

Install the unit indoors in a location with adequate ventilation, away from flammable materials, and where it is protected from freezing temperatures. Ensure sufficient space around the unit for maintenance and airflow.

4.2 Mounting the Unit

Use the provided installation guide card to mark drilling points on the wall. Securely mount the unit using the supplied screws and hardware. Ensure the unit is level and firmly attached to a structural support.

4.3 Connecting Pipes

Connect the gas inlet, water inlet, and water outlet pipes. Use PTFE tape on threaded connections for a watertight seal, except for gas connections where appropriate sealant should be used. Ensure all connections are tight and leak-free.

4.3.1 Zero Cold Water Technology Piping

This unit features Zero Cold Water Technology. For optimal performance, connect the return water pipe as shown in the installation diagrams. This ensures instant hot water without waiting for cold water to clear the lines.

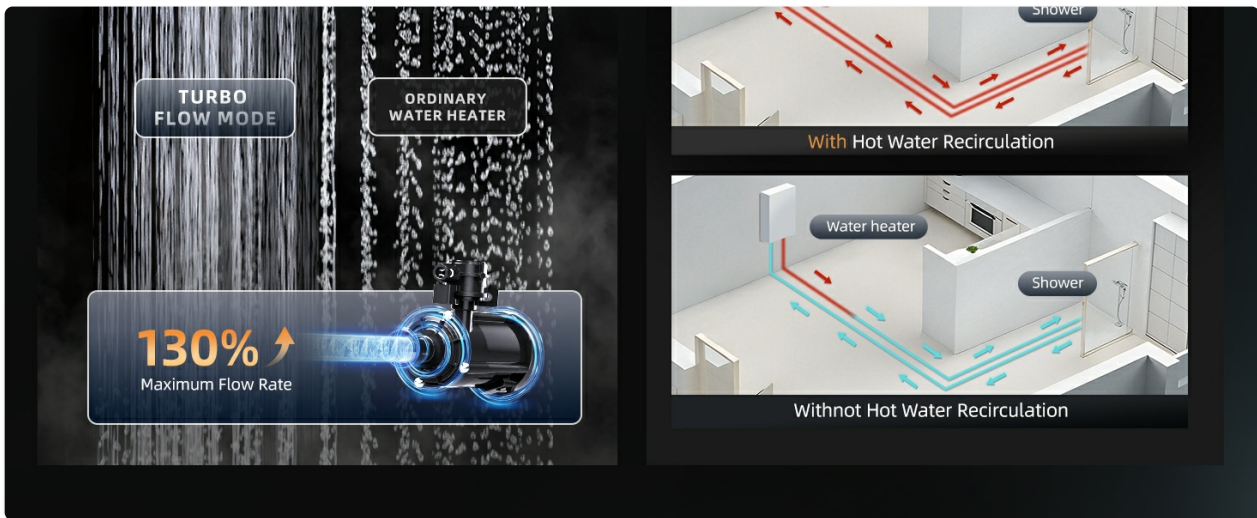


Figure 4: Comparison of water flow with and without Zero Cold Water Technology.

4.4 Connecting Flue Pipe

Install the flue pipe with the anti-downdraft device, ensuring the arrow faces upwards. Angle the flue pipe downward by 3°-5° for proper drainage. Secure connections with self-tapping screws and apply aluminum foil tape to the joints for a sealed exhaust system.

4.5 Electrical Connection

Connect the power cord to a 120V electrical outlet. Ensure the circuit can handle the unit's power requirements (44W rated power, 85W circulation boost).

4.6 Wi-Fi Setup

Follow the instructions in the APP Quick Guide (included in the manual) to connect your water heater to your Wi-Fi network. This enables smart remote control via the mobile app.

Your browser does not support the video tag.

Video 1: Step-by-step guide on how to install the 140,000 BTU Tankless Water Heater, covering mounting, pipe connections, and flue installation.

5. OPERATING INSTRUCTIONS

The APUS Tankless Water Heater offers intuitive controls and smart features for optimal hot water delivery.

5.1 Control Panel

The unit features an LED display and touch controls for easy operation. The display shows the current water temperature and operating mode. Buttons allow for power on/off, temperature adjustment, and mode selection.

5.2 Temperature Adjustment

Adjust the desired water temperature from 95°F to 140°F using the up and down arrow buttons on the control panel or via the mobile app. The unit maintains a precise temperature with a $\pm 1^\circ\text{F}$ accuracy.

5.3 Smart Season Comfort Mode

Activate Smart Season Comfort Mode for automatic temperature adjustments based on incoming water temperature. This ensures consistent hot water year-round without manual changes.



Figure 5: Smart Seasonal Sensing automatically adjusts water temperature for comfort.

5.4 App Remote Control

Once connected to Wi-Fi, use the dedicated mobile app to control your water heater remotely. You can preheat water, adjust temperatures, monitor performance, and receive alerts from anywhere.



Figure 6: Remote control of the water heater via the mobile app.

6. MAINTENANCE

Regular maintenance ensures the longevity and efficiency of your tankless water heater.

6.1 General Cleaning

Periodically wipe down the exterior of the unit with a soft, damp cloth. Do not use abrasive cleaners or solvents.

6.2 Freeze Protection

The unit has built-in freeze protection. For areas prone to extreme cold, ensure the unit is installed in a heated space or consider additional insulation for exposed pipes. If the unit is to be left unused in freezing temperatures, drain the water heater completely to prevent damage.



Figure 7: Anti-freeze protection for reliable operation in cold conditions.

7. TROUBLESHOOTING

If you encounter issues with your water heater, refer to the detailed troubleshooting section in the full instruction manual. Common issues may include:

- **No Hot Water:** Check gas supply, water flow, and power connection.
- **Inconsistent Temperature:** Verify water pressure and ensure Smart Season Comfort Mode is correctly configured or adjust manually.
- **Error Codes:** Refer to the manual for specific error code meanings and solutions.

For persistent issues, contact APUS customer service.

8. SPECIFICATIONS

Feature	Specification
Brand	APUS
Model Number	AP-AWH-Q20NG
Product Dimensions (H x W x D)	21.26" x 13.58" x 7.09"
Item Weight	33.9 pounds
Power Source	Natural Gas
Heating Capacity	140,000 BTU
Maximum Flow Rate	6.8 Gallons Per Minute
Minimum Activation Flow	0.79 GPM

Feature	Specification
Maximum Temperature	140 Degrees Fahrenheit
Voltage	120 Volts
Efficiency	High Efficiency
Mounting Type	Wall
Special Features	LED Display, Smart Seasonal Technology, Turbo Flow Mode, WiFi Remote Control, Zero-Cold-Water Technology



Figure 8: Technical Specifications Table.

9. WARRANTY AND SUPPORT

Your APUS Tankless Water Heater is backed by a **2-year protection plan**. For any inquiries, technical assistance, or warranty claims, please contact our customer service team. We offer **24/7 US support** to ensure your satisfaction.

Contact Information: Refer to your product packaging or the full instruction manual for the most current contact details.