

TANKLESS EASY INSTALLATION GUIDE

Tips for Professional Installation & Product Setup



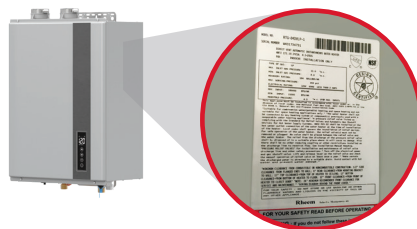
REGISTER YOUR 15 YEAR WARRANTY

To register your product, scan the QR code located on the back cover. You will need your unit model and serial numbers to complete this process. These can be found on the label on the top panel inside of the tankless water heater

All warranties void after 12,000 hours of operation.

NOTE:

For Warranty Type, select "Standard" for all tankless products. The owner is required to provide proof of purchase/ownership at the time of the claim.



PRODUCT INFORMATION

MODEL: _____

SERIAL #: _____

INSTALL DATE: _____

INSTALLER INFORMATION

NAME: _____

COMPANY: _____

PHONE: _____

BEFORE YOU BEGIN

This guide is designed to provide a high-level installation overview and address key installation questions. It is not intended to replace the “Installation Instructions” in the Use & Care Manual provided with the water heater. All instructions and installation requirements as well as any local or national codes, must be followed.

It is recommended that this product be installed and serviced by a licensed plumber or a professional service technician. Rheem is not liable for any damages or defects resulting from improper installation.



This icon will tell you which section of the use & care manual to check for more information



This icon will point out helpful Installation tips



This icon will point out information that is key to a safe installation.

A SUCCESSFUL INSTALL STARTS HERE

INSPECT SHIPMENT

- Check product for damage
- Ensure all pieces in box

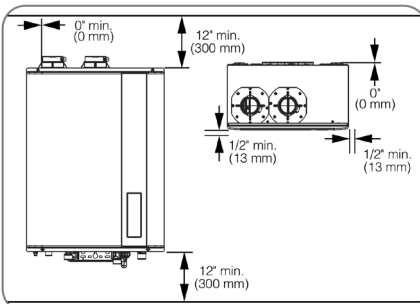


Inspect Product

FIND INSTALL LOCATION

Consider The Following:

- Sturdy Wall
- Gas, Water, and Power supply
- Venting Termination
- Condensate Neutralizer and Drain
- Enough space - see below for minimum clearance required (all models)

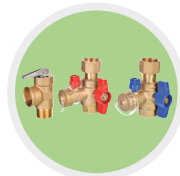


Choosing a Location

GATHER KEY ACCESSORIES (SOLD SEPARATELY)



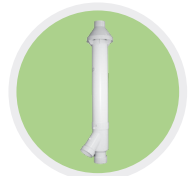
Gas Shutoff Valve
Part # RTG20074EH



Isolation Valves
Part # RTG20326



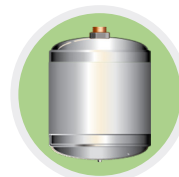
Horizontal Term. Kit
Part # 2" -SP20285,
3"- SP20286



Vertical Term. Kit
Part # 2" -SP202897,
3" - SP20245



Condensate
Neutralizer
Part # SP12151
or RXGY-A01



Expansion Tank



Recirculation Pump
Part # AP17920

Outdoor Conversion Kit (RTGH-X)

This water heater can be converted from indoor model to outdoor model if following “Outdoor Conversion Instructions”



STEP 1: MOUNTING THE HEATER



Mounting

1. Secure the mounting bracket to a support brace on the wall
2. Lower the water heater onto the bracket plate. Bracket can slide from left to right for alignment.
3. Secure the lower and upper bracket to the support brace on the wall to fix in place



Please see Use & Care Manual for more details on mounting locations.

STEP 2: WATER CONNECTION

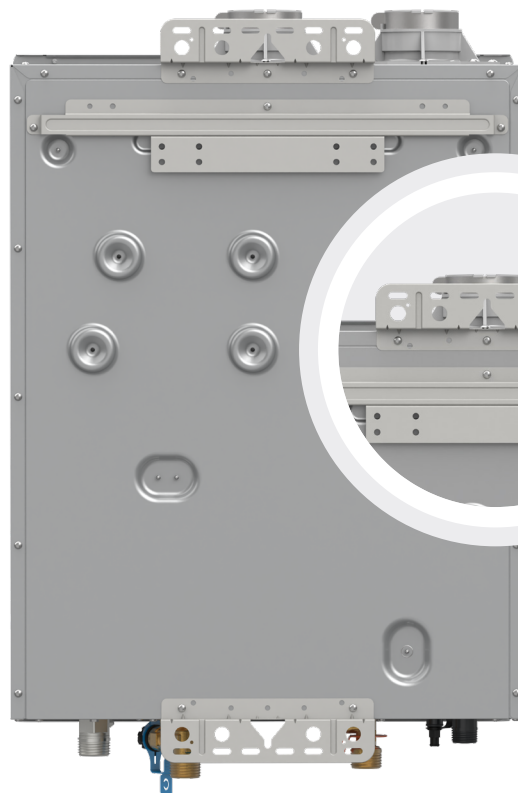


Water Quality & Supply

1. Connect cold and hot water at designated inlets
2. Install service valves and a 150 psi rated pressure relief valve at hot water outlet.
3. Water pressure of 65 psi (448 kPa) is required to achieve maximum flow rate



Use service valves for future service of the water heater. Expansion Tank required for installations using Recirculation.



STEP 3: GAS CONNECTION



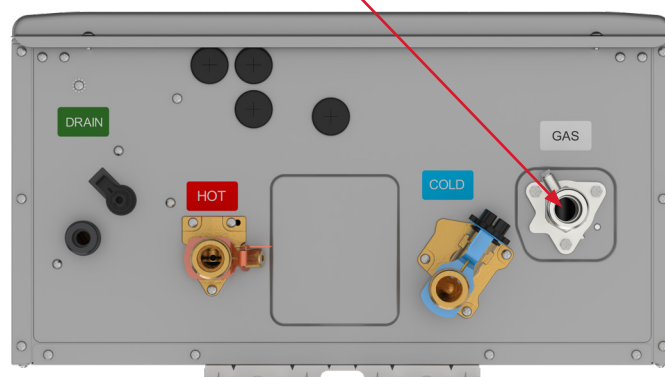
Gas Supply

1. Ensure that all gas connections, regulator(s), and meter are sized properly for the BTU/h rating. This unit is 1/2" gas line compatible (see Gas supply section of the Use & Care Manual)
2. Install the gas shut-off valve directly on the gas supply connection on the bottom of the water heater
3. Connect the gas piping to the valve
4. Check all connections and fittings for leaks



A properly sized and installed gas supply is critical to the proper operation of this water heater. Please see National and Local Fuel Gas Code for details.

3/4" NPT MALE CONNECTION



CONDENSATION LINE



Condensate

External Condensate Neutralizer should be installed in accordance with local codes.

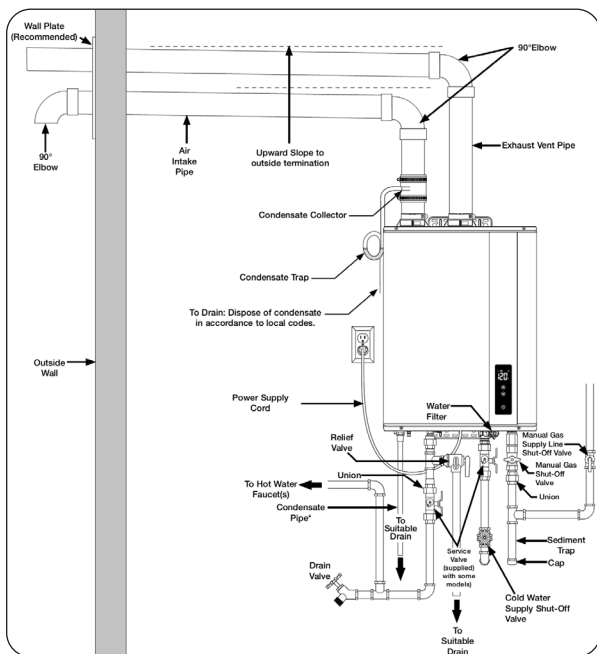
STEP 4: VENTING



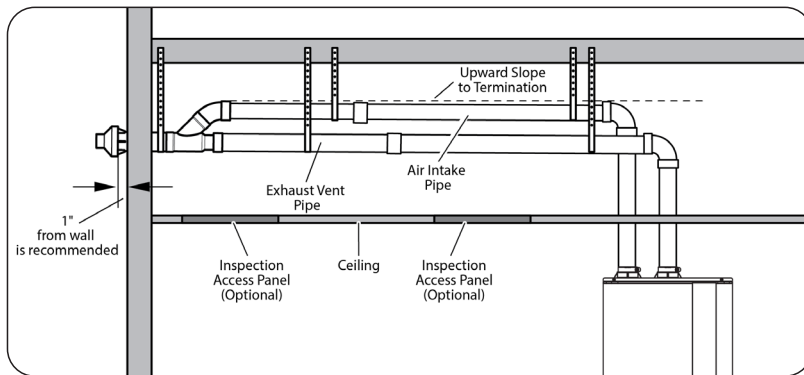
Venting

DIRECT VENT INSTALLATION

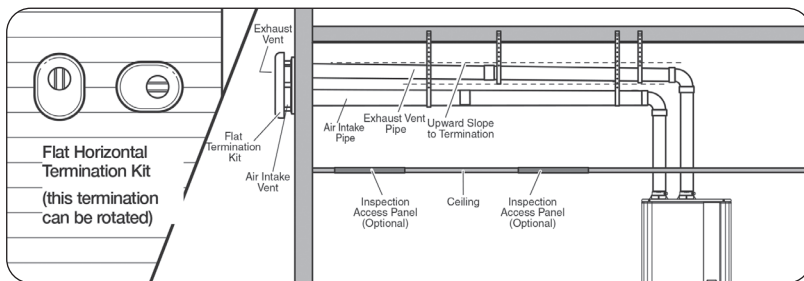
Compatible with Schedule 40 PVC, CPVC, and ABS venting (2" or 3"). (See Use and Care manual for complete list).



CONCENTRIC VENT TERMINATION

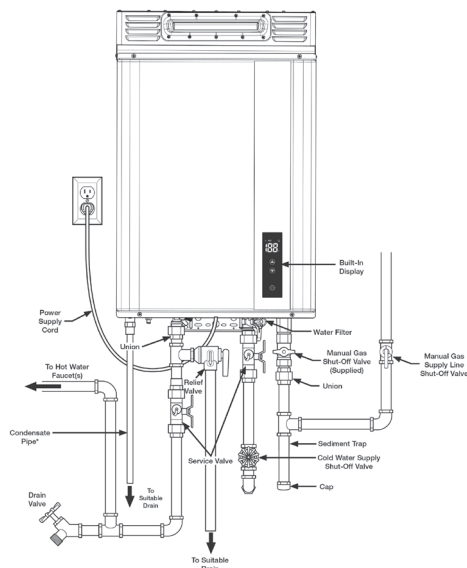


FLAT VENT TERMINATION



OUTDOOR INSTALLATION KIT

Typical Outdoor Water Heater
(Outdoor Conversion Kit Required - sold separately)



It is recommended that the air intake pipe and exhaust pipe have a 1/4" per foot upward slope away from the unit.

When not using a termination kit, extend the exhaust a minimum of 12 inches further than the air intake to ensure clean air.



2" Venting may REQUIRE a DIP switch adjustment! See chart below for vent length and altitude settings.



Please see Venting section of the Use & Care Manual for detailed venting requirements and proper clearances.

SINGLE UNIT: MAX. EQUIVALENT VENT LENGTHS - STRAIGHT PIPE

Number of 90° Elbows	Max Length 2" Straight Pipe	Max Length 3" Straight Pipe
0	60 ft. (18.3 m)	150 ft. (45.7 m)
1	54 ft. (16.5 m)	144 ft. (43.9 m)
2	48 ft. (14.6 m)	138 ft. (42.7 m)
3	42 ft. (12.8 m)	132 ft. (40.2 m)
4	36 ft. (11.0 m)	126 ft. (38.4 m)
5	30 ft. (9.1 m)	120 ft. (36.6 m)
6	24 ft. (7.3 m)	114 ft. (34.7 m)

EQUIVALENT FT. OF ELBOWS

	2" Pipe	3" Pipe
90°	6 ft. (1.83 m)	6 ft. (1.83 m)
45°	3 ft. (0.9 m)	3 ft. (0.9 m)

STEP 5: ELECTRICAL



Electrical Wiring

1. This water heater plugs into a standard 120VAC, 3-prong grounded outlet for indoor installation. Hard wiring is required for outdoor installation. Refer to “Outdoor Conversion Instructions” for outdoor installation.
2. Do NOT connect this water heater to a GCFI or AFCI circuit.



This water heater draws 3 to 5 watts of current during standby, and up to 200 watts during the freeze protection operation.

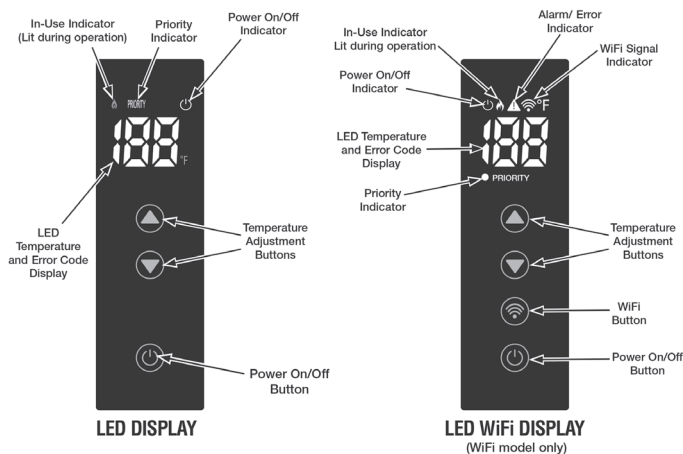
INTAKE EXHAUST



START UP



Start Up



SETTING THE TEMPERATURE

Press the “▲” or “▼” button to adjust temperature between 100-120°F.

To adjust set point above 120°F, press the “▲” button repeatedly until 120°F shows in the display.

Hold the “▲” button until the “120” on the display starts to blink.

Press and hold the “▲” button for 5 seconds to set above 120. Maximum set point is 140°F.

ENABLE (POWER ON)

Press the power On/Off button

DISABLE (POWER OFF)

Press the power On/Off button



Scan QR Code
to download the
EcoNet® App (for
applicable mod-
els only)





2" Vent System Diameter

Identify Vent Length	Identify Altitude					
	0 - 2,000 ft		2,001- 5,400 ft		5,400 - 7,800 ft	
		Dip		Dip		Dip
MUST CHANGE FACTORY DIP SETTING	A-0 (Factory Setting)			—		—
6 to 21 feet (1.8 to 6.4 meters)	A-1		B-1		C-1	
21 to 42 feet (6.4 to 12.8 meters)	A-2		B-2		C-2	
42 to 60 feet (12.8 to 18.3 meters)	A-3		B-3		C-3	

3" Vent System Diameter

Identify Vent Length	Identify Altitude					
	0 - 2,000 ft		2,001- 5,400 ft		5,400 - 7,800 ft	
		Dip		Dip		Dip
6 to 45 feet (1.8 - 13.7 meters)	A-0 (Factory Setting)		B-0		C-0	
45 to 150 feet (13.7 to 45.7 meters)	A-1		B-1		C-1	



TROUBLESHOOTING

If a problem occurs, the unit will stop operating and display an error code. The most common error codes on start-up are:

Error Code	Possible Cause	Solution
11	The gas shut-off valve is not fully opened.	Check shut-off valve and open completely.
12	Gas service has been interrupted.	Check gas supply.
	Low Gas Supply	Contact a dealer or qualified service technician.
	Check Dip Switch settings.	Refer to Dip Switch chart.
29	Condensation Trap is clogged.	Contact a dealer or qualified service technician.
90	Air intake or vent exhaust opening may be blocked.	Remove any blockage. (Air intake requires 12 in. [30 cm] of clearance.)
	The vent pipes on the vent termination may not be connected properly.	Contact a dealer or qualified service technician.
P1	Not enough water flow to operate the unit.	Increase the water flow from the fixtures.



For all other codes not listed, please contact a dealer or qualified service technician.



Use QR code located on the back cover for additional troubleshooting resources

CLEARING ALARMS

1. Turn off all hot water faucets.
2. Turn off the water heater by pressing the Power ON/OFF button.
3. Wait 5 minutes and then restart the water heater. Press the POWER ON/OFF button.
4. Turn on a hot water faucet and check the display for errors.
5. If the error remains, turn off the faucet and water heater. Unplug the water heater from power source. Wait 30 seconds and plug back in. Repeat steps 1 thru 4.
6. If error code still remains, turn off faucet and water heater. Call for service assistance at the number listed in the Customer Service box below.



CUSTOMER SERVICE/NEED HELP

HAVE QUESTIONS?
NEED HELP TROUBLESHOOTING?

Get the unit's Model and Serial Numbers ready and contact us: **US** 1.800.432.8373 / **Canada** 1.800.268.6966

Be sure to have your **Model and Serial Numbers** before calling customer service (located on the water heater's Rating Label)

TIPS & MAINTENANCE



DRAINING THE WATER HEATER

WARNING: IF THE BUILDING IS TO REMAIN UNOCCUPIED FOR AN EXTENDED PERIOD, IT IS RECOMMENDED THAT THE TANKLESS WATER HEATER BE DRAINED TO PREVENT POSSIBLE DAMAGE DUE TO FREEZING CONDITIONS.



Draining the Water Heater



Scan for additional information regarding install, servicing, and warranty registration.

FLUSHING THE UNIT

To ensure the best continued performance from your tankless water heater, we recommend cleaning your unit every year to year and a half. This process is called “flushing.” Please refer to proper flushing procedures which can be found utilizing the QR code below.

To make this servicing even easier for you to remember, we’ve added a Maintenance Notification Setting to remind you that it is time to flush via a flashing code “88” on your tankless display or through the Econet® App on your phone (Wi-Fi Models Only).

SETTING SERVICE ALERT HOURS

1. Press power button on the front control to turn off.
2. Turn off the gas and water by closing the shut-off valves.
3. Press and hold the “▲” or “▼” button until “1Y” is displayed.
4. Press the “▲” or “▼” button until “8A ” is displayed. Press and hold the power button on the display for 1 second.
4. Press the “▲” or “▼” button to choose 50”, “75”, “100” or “OF”.

Displayed	Maintenance Notice Hour
50	500 hours
75	750 hours
100	1,000 hours
OF	OFF

IF YOU HAVE A PROBLEM OR ISSUE WITH THIS WATER HEATER DO NOT RETURN, CALL FIRST.

Manufacturer National Service Department
1-866-720-2076

(AP23365)

Print 2D
Bar Code
Here