

Richmond® *Encore*® S/SR-Series

Super High Efficiency Condensing
Tankless Gas Water Heaters

THE NEW STANDARD IN TANKLESS



These products meet a stringent set of our company's internally defined sustainability standards.

Richmond®
The Water Heater Experts™

DELIVERING MORE OF WHAT YOU WANT

Now, it's easier than ever to give homeowners an advanced, continuous hot water solution with the new Richmond® Encore® S- and SR-Series Condensing Tankless Water Heaters. They're intelligently designed for compatibility with many applications, offer uncomplicated installations and service, and are backed by unmatched support.

ONE UNIT FOR INDOOR OR OUTDOOR INSTALLATION*
*Outdoor kit required

**COMPACT, SPACE-
SAVING DESIGN**

CONTINUOUS HOT WATER
(Built-in Recirculation Pump
-SR-Series only)

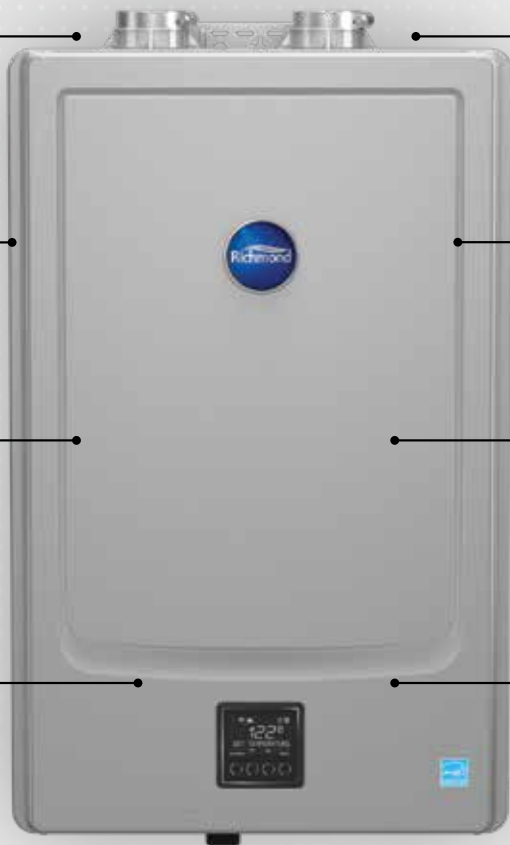
**INTEGRATED FULL-TEXT
DIGITAL CONTROLS**
(With EcoNet® capability built-in
on SR-Series)

**LONG PVC VENT RUNS AND
FLEX VENT CAPABILITY**
(Up to 50')

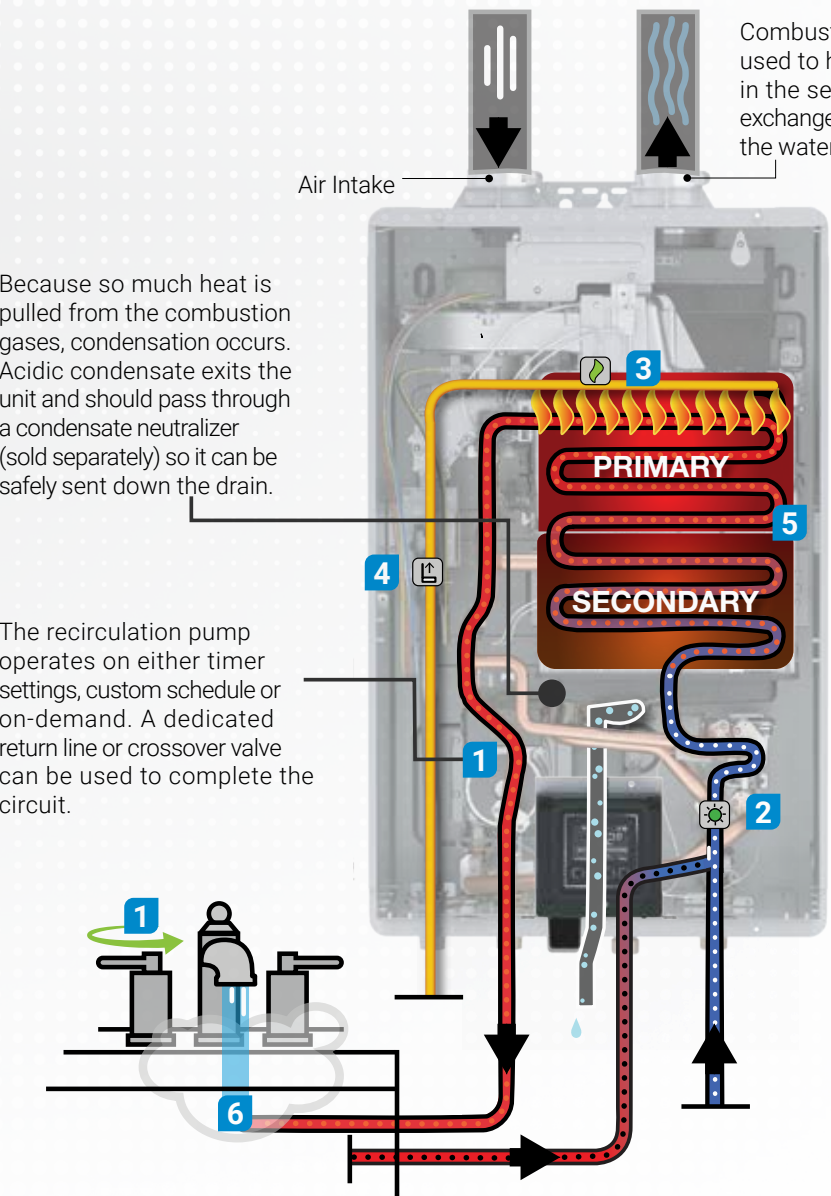
**BEST-IN-CLASS
ENERGY EFFICIENCY¹**

ONE UNIT FOR BOTH
NATURAL GAS AND
LP APPLICATIONS
(Gas conversion kit included)

**RELIABLE
TEMPERATURE CONTROL**
(Can be adjusted for any household use)



HOW A RICHMOND® ENCORE® SR-SERIES SUPER HIGH EFFICIENCY CONDENSING TANKLESS GAS WATER HEATER WORKS



- 1 A hot water faucet is opened, which starts the water flow.
OR
1 The built-in recirculation pump (SR-Series) cycles water through the water heater.
- 2 Cold water entering the unit passes through the flow sensor, which activates the ignitor (.4 GPM). The water then flows into the secondary heat exchanger, followed by the primary.
- 3 The ignitor in the unit sparks before gas is introduced.
- 4 The gas valve opens and sends gas to the burners to heat the water.
- 5 Heat from the flame is transferred to the water in the primary heat exchanger. Any remaining heat is transferred to water in the secondary heat exchanger.
- 6 Hot water exits the water heater and travels to the open faucet. Once the faucet is closed, the flow sensor stops detecting the flow and the water heater goes to a ready state. Our exclusive Hot Start Programming™ feature will minimize cold water bursts if the faucet is opened again within 5 minutes.

EASY TO INSTALL. EASY TO SERVICE. **EASY TO SELL.**



Faster Servicing

Disassemble with a single Phillips screwdriver for faster servicing



Maintenance Notice Setting

Get service reminders to maintain optimal performance—customizable alert is based on water quality and maintenance frequency (set at 500, 750 or 1,000 hours)



Reduced Callbacks

Integrated full text display means no more DIP switches to adjust and confidence that the unit is up and running before you leave

Built-in Recirculation Pump (SR-Series)

Helps save up to 12,000 gallons of water from being wasted down the drain annually

that's over **\$1,000**
in water costs over
15 years²

SMALL IN SIZE.
**BIG ON
PERFORMANCE.**

Super High Efficiency

Best-in-class 0.96 UEF¹

High-Altitude Compliant

Up to 10,200 feet³

Exclusive Hot Start Programming™

No need for a buffer tank! Eliminates cold water bursts for continuous hot water even in stop and start situations.

More Reliable Temperatures

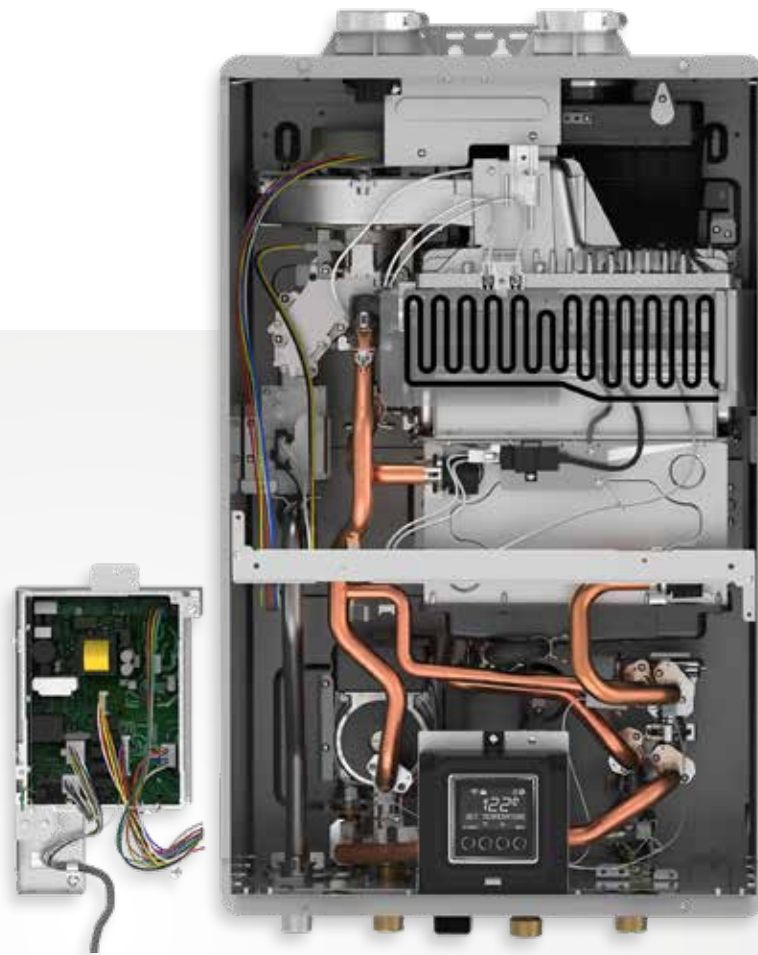
Best-in-Class Turn Down Ratio (TDR)¹ means Richmond® SR-Series can achieve tighter control over temperature output even during lower demand.

Extra Durability

Dual stainless steel condensing heat exchanger with down-fire pre-mix burner is designed to last and backed by the industry's most comprehensive 15-year warranty¹

Enhanced Safety

Exclusive Overheat Film Wrap feature is designed to shut down the system in the event that the heat exchanger overheats.



Saves Money & Energy

Best-in-class energy efficiency leads to big energy cost savings

Up to 36% in
energy costs
per year⁴

ENERGY EFFICIENT.
ENVIRONMENTALLY FRIENDLY.

Shower, do the dishes, and wash the laundry—all while improving air quality by reducing greenhouse gas NOx emissions⁵ up to 65% for a cleaner environment.

Uses up to 36%⁵ less energy than a 50-gallon tank to help minimize your impact on the environment.



These products meet a stringent set of our company's internally defined sustainability standards.

NOT JUST BETTER,
SMARTER.

Built-in EcoNet® Wi-Fi (SR-Series) lets homeowners optimize Richmond® SR-Series Condensing Tankless from their smart phone. Control temperature and recirculation modes and receive important information alerts like:

- Mobile alerts for notifications / maintenance reminders⁶
- Energy and water usage reports



Outdoor Conversion Kit Available
Part number: RTGH-SX



FITS IN MORE PLACES & TIGHT SPACES

Install Where You Need To

Richmond® Encore® S- and SR-Series Condensing Tankless provide maximum install flexibility with its compact size and industry-best 1/2" side to side clearance¹

Use In More Regions

Richmond® Encore® S- and SR-Series Condensing Tankless are ready for more climates and landscapes with high altitude compatibility

Tank to Tankless Upgrades Made Easy

Longer vent runs, ability to use room air, ability to flex vent in existing B-vent and ability to run on a 1/2" gas line allow for a cleaner, faster and easier installation

Common Vent

Can common vent two tankless units for fewer wall penetrations making it easier to install and offering more flexible options

ROOM AIR INTAKE FOR GREATER FLEXIBILITY



Richmond® Encore® S- and SR-Series Condensing Tankless can be installed either with direct vent (outside air) or non-direct vent (room air) intake. Room air intake allows maximum installation flexibility in an open area like a basement or garage, as well as in smaller spaces like a closet with full louvered door.

Room air volume must meet the National Fuel Gas Code, ANSI Z223.1 /NFPA 54. When minimum room air volume is not available, install direct venting. Consult with the product use and care manual for venting and air intake requirements.

DESIGNED TO MAKE YOUR JOB EASIER

The quick hang sliding bracket system is designed to make one-person installations safe and simple. Just mount the hanging bracket to the wall, slide the unit on to align it and secure at top and bottom.

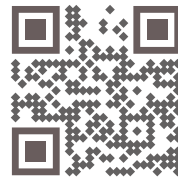


BUILT-IN RECIRCULATION SETTINGS

- Select from 3 settings on the SR-Series:
- Timer Based (Performance or Energy Saver)
 - Custom Schedule (operates in Performance mode during select times)
 - On-demand

HELP YOUR CUSTOMERS START SAVING TODAY

Learn more at
RichmondWaterHeaters.com/MoreHotWater
or ask your local distributor



Richmond® Encore® S- and SR Series Tankless Specifications

Richmond Model Number		RMTGHS84iN (P) RMTGHSR84iN (P)	RMTGHS10iN (P) RMTGHSR10iN (P)	RMTGH-S11iN (P) RMTGH-SR11iN (P)
Gas Input Rate	MAX	157,000 BTU/h	180,000 BTU/h	199,900 BTU/h
	MIN	11,000 BTU/h	11,000 BTU/h	11,000 BTU/h
Uniform Energy Factor (UEF)		0.96		
Gallons Per Minute (GPM)	MAX (35°F)	8.4	10.1	11.2
	45°F Rise	6.9	7.9	8.8
	67°F Rise	4.6	5.3	5.9
Number of Bathrooms ⁷				
Temp. Range		85°F - 140°F		
Temp. Setting from Factory		120°F		
Installation Type		Indoor (Outdoor Conversion Kit sold separately: RTGH-SX)		
Heat Exchanger Material		Primary: Stainless Steel – Secondary: Stainless Steel		
Minimum Activation Flow		0.4 GPM		
Minimum Continuous Flow		0.26 GPM		
Maximum Altitude		10,200 ft.		
Ultra Low NOx		Meets 14 ng/J NOx requirements – SCAQMD Rule 1146.2 compliant		
Warranty		15 Year Heat Exchanger 5-Year Parts 1-Year Labor		

CONTACT US

**Customer Service,
Warranty and Parts:**
800.621.5622

Technical Service:
800.HEATER3
(800.432.8373)

EcoNet® Support:
800.255.2388

**Plumber Support
Group:**
866.339.2388



¹Based on comparison of Richmond® S/SR Series Super High Efficiency Condensing Tankless models against similar models from leading tankless competitors. ²Based on continuous built-in recirculation pump (SR-Series only, S-Series compatible with external pump accessory) compared to average water loss of residential water piping. ³Please refer to the Use & Care Manual for additional details and instructions. ⁴Based on comparison of Richmond® S/SR Series Super High Efficiency Condensing Tankless models against standard residential 50-gallon tank type model with like fuel type. Savings for Liquid Propane models may be higher. ⁵Based on reduction in energy usage comparison of Richmond® S/SR Series Super High Efficiency Condensing Tankless models against standard residential atmospheric 50-gallon tank type model with like fuel type, not to exceed 75,000 BTU. ⁶Wi-Fi broadband internet connection required. Download the EcoNet® App from the App Store® or Google Play® to set up your EcoNet Smart Thermostat. Receipt of notifications depend on home Wi-Fi set up. Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates. ⁷Based on simultaneous showers using 2.5 GPM flow rate pre-mixed with cold water line. Flow rates vary depending on temperature of incoming cold water and water heater set temperature. Refer to flow rate curves for accurate sizing.

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