Tankless Water Heaters

Care and Maintenance Guide for Homeowners

Rinnai®

Maintenance Tips You Should Know

How to Keep Your Water Heater at Peak Performance

Flushing your tankless water heater is the most important maintenance practice for optimal performance and can help extend its lifespan by many years. We recommend an annual flushing of your Rinnai Tankless Water Heater. If your controller shows a diagnostic code LC (Lime Code) or SS (Service Soon), there may be scale present, and the unit may need to be flushed. You should schedule an immediate service call from a Rinnai Independent Dealer.

What To Do if you Have Water Flow Interference

During the first few weeks, small amounts of construction debris may become trapped in your pipe system. If you notice any issues with water flow, contact a Rinnai Independent Dealer to have the cold water inlet filter cleaned. Water quality differs regionally so, depending on where you live, you may have hard water, which generally causes limescale buildup. Routine maintenance and scale control devices can help minimize limescale buildup. For information on Rinnai's Scale Cutter System, call a Rinnai Independent Dealer or go to **rinnai.us/tankless-water-heater/venting-accessories**.

What To Do if you See a Diagnostic Code

If an error occurs, a diagnostic code will flash on the display of the temperature controller. This assists with identifying the fault and may be resolved with a simple solution. Just refer to the Owner's Manual, which can also be downloaded from **rinnai.us**, for a list of diagnostic codes and probable causes/resolutions. If you are using the Control-R™ Wi-Fi Module and Mobile App, you will receive automatic email notifications if an error occurs.

Be Smart. Register Now for Your Warranty

Getting your warranty is easy. Just register within 30 days the required number of days of your purchase for the specified product at **rinnai.us/product-registration** or call us at **800-621-9419** and get a limited labor warranty or extended service plan on select tankless water heater models*.

Your registration will serve as proof of purchase and will allow us to keep you informed on product updates. For more details, visit **rinnai.us/warranty**.

Answers to Common Questions

Why don't I have hot water as soon as I turn on the tap?

Similar to a traditional tank water heater, the wait time to get hot water depends on the distance between your Rinnai and the location of any hot water faucet. With a Rinnai recirculation solution, you can get hot water faster. With a timer kit or digital controller, you can schedule recirculation to suit your family's usage patterns. Or with the motion sensor or push button accessory options, recirculation automatically begins.

Can I still get hot water if the power is out?

In the event of a power outage, the Rinnai Tankless Water Heater will not operate. However, it can operate with a battery backup system, which is available for purchase as a third-party accessory.

Does a tankless water heater work differently with low-flow faucets or showerheads?

Typically there is no effect on low-flow faucets or showerheads. If you're not getting the hot water you need, lower the temperature setting on your Rinnai Tankless Water Heater. This affects the hot/cold mix ratio and will activate the tankless unit for lower-flow fixtures. Also, many single-handled faucets have limit stops that affect the hot/cold mix at that fixture and may need to be adjusted.

How does my digital temperature controller work?

Most Rinnai Tankless Water Heaters come standard with a digital temperature controller — either integrated into the front panel of indoor tankless models or wall-mounted in a suitable location for outdoor models.

To operate the controller:

If the tankless water heater is off, press the **ON/OFF** button to turn on.

Press the **Priority** button on the temperature controller. The red **Priority** light will glow, indicating that this controller is monitoring the temperature and that the Rinnai Tankless Water Heater is ready to supply hot water.

Press the ▲ or ▼ buttons to set the desired temperature.*

*The standard temperature range for residential applications is 98° F to 140° F. The average household setting is 120° F.

Smart Home Automation for Convenient Control

Available as an added feature, the Rinnai Control-R™ Wi-Fi Module and Mobile App for Rinnai Tankless Water Heaters take control and flexibility to a new level. Now you can control your hot water from anywhere in the home. By adding Rinnai's Control-R™ Wi-Fi Module also allows owners to integrate with smart home devices such as Amazon Alexa, Google Home and Samsung SmartThings. This feature is available for new and existing Rinnai Residential and Commercial Tankless Water Heaters (2006 and newer).

• Control and monitoring
• Remote diagnostics and maintenance
• Accessibility and convenience

Control-R™
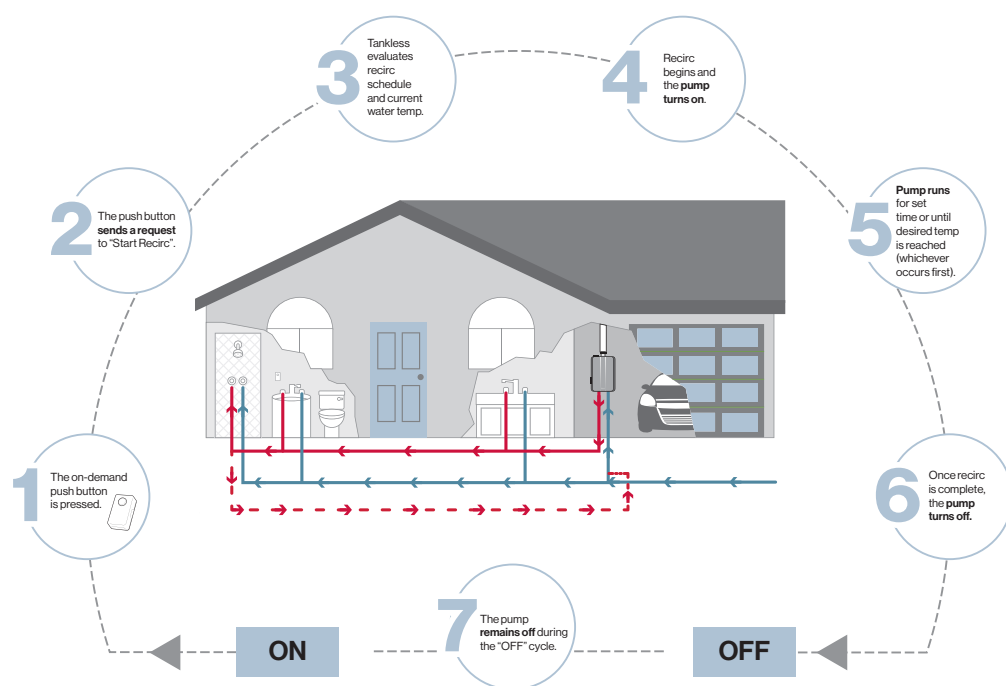
Connect for smarter hot water.

Both new and existing Rinnai Residential and Commercial Tankless Water Heaters (2006 and newer) can be remotely monitored and controlled via smart devices. For detailed information and instructions on how to install and use the Control-R™ Wi-Fi Module, refer to **rinnai.us/wifi.**

Rinnai Tankless Water Heaters

On-Demand Recirculation

Recirculation is a significant benefit offered by Rinnai Tankless Water Heaters, as it provides faster hot water at the faucet, resulting in less time waiting and less wasted water.

3 Tankless evaluates recirc schedule and current water temp.

4 Recirc begins and the **pump turns on**.

2 The push button **sends a request** to "Start Recirc".

5 **Pump runs** for set time or until desired temp is reached (whichever occurs first).

1 The on-demand push button is pressed.

6 Once recirc is complete, the **pump turns off.**

7 The pump **remains off** during the "OFF" cycle.

ON

OFF

After the recirculation cycle is complete, the pump enters into a mandatory dormant ("OFF") state **due to energy code requirements**. During this time, the pump will not turn on for any reason, even if the push button is activated. The chart below provides an example of a typical OFF intervals.

GET THE MOST FROM YOUR ON-DEMAND RECIRCULATION AND TANKLESS WATER HEATER **rinnai.us/wifi**

SCAN ME

Accessories for Optimizing Recirculation

CONTROL-R™ MODULE AND APP
Multiple timers can be set using the Control-R™ App to trigger recirculation at certain times of the day. For example, if someone wakes up every morning at 6:00am and always starts their day with a shower, a timer can be set to for the pump to turn on and start circulating hot water through the system at or just before that time so the water is hot when they turn on the shower.

PUSH BUTTONS
Push Buttons can be wirelessly paired with the Tankless Water Heater's Control-R™ Wi-Fi Module. When the button is pushed the pump starts circulating hot water.

VOICE ACTIVATION
The Rinnai Control-R™ Module is integrated with various Smart Home automation devices such as Amazon Alexa, Google Home, and Samsung SmartThings. Homeowners can now use one of twenty commands on Amazon Alexa or Google Home to trigger recirculation and can also include it as one of their Samsung SmartThings Scenes.

For more information, please consult your Owner's Manual or go to **rinnai.us** to download the electronic version.

*Some restrictions apply. Rinnai may use information obtained in accordance with its privacy policy at rinnai.us.
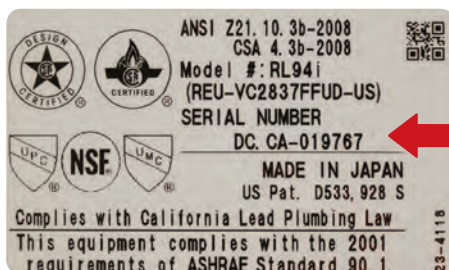
Thanks for Making a Smart Choice - Register Your Product Now

Rinnai is committed to giving you nothing less than a superior experience at every touch point. Which is why we've created this easy-to-follow maintenance guide to ensure that your tankless water heater continues to perform at the highest level. If you need any help beyond this guide, feel free to visit us at **rinnai.us** or call **800-621-9419**. Prior to contacting to us, ensure that you have your model and serial number available (found on left side panel of heater).

Model _____

Serial Number _____

Your model number and serial number can be found on the left side panel of your Rinnai Tankless Water Heater.

Scan the QR Code to register your product.

100 Years of Smart Comfort

For nearly 100 years, Rinnai has been fiercely committed to giving you a smarter kind of comfort.
With headquarters in Japan and a network of 47 subsidiaries in 17 countries, this commitment has made us one
of the world's largest gas appliance manufacturers. Our value- added products continue
to stay in step with the demands of our changing world.

Water Heating Solutions

Home Heating Solutions

Commercial Water Heating Solutions

Creating a Healthier Way of Living

Learn more about Rinnai high-performance Tankless Water Heaters, Hybrid Water Heating Systems,
Boilers, Vent-Free Fan Convectors and EnergySaver® Direct Vent Wall Furnaces at:

rinnai.us | rinnai.ca

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