

NOTE: These units are equipped with a built-in recirculation pump. These pumps are shipped with the default mode as "OFF". To activate the recirculation pump see: "Recirculation Setup" below.

STEP 1: MOUNTING THE HEATER Mounting

1. Install one screw for top hanging bracket in support brace on the wall leaving a 1/4" gap between head of screw and wall surface.
2. Align the EZ-Hang slot with the screw and lower into place.
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

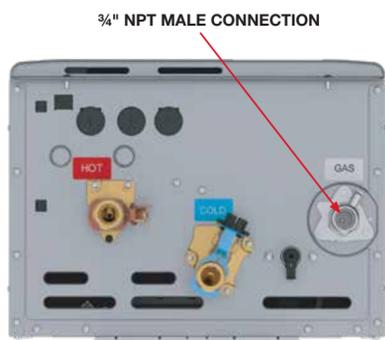
1. Connect cold and hot water at designated inlets.
2. Install service valves and a 150 psi rated pressure relief valve at hot water outlet.
3. Water pressure of 65 psi (448 kPa) is required to achieve maximum flow rate.

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 in 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.

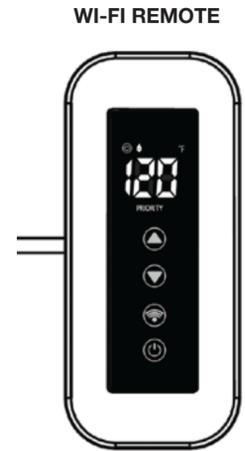
A properly sized and installed gas supply is critical to the proper operation of this water heater. Please see National and Local Fuel Gas Code for details.



STEP 4: WI-FI REMOTE CONTROL Remote Control

WI-FI REMOTE

1. Display will be connected to the unit via a 10ft cable.
2. Run cable through wall to display location.
3. Use 2 screws to mount back of wall mount to desired location on the wall.
4. Ensure screw is flush to wall and does not protrude as it will interfere with the display.
5. Pull wire through designated route at the top left of the mount.
6. Rest display in "cup" at the bottom of mount and push into retention clips at the top.
7. Have enough slack in wire to plug into the bottom of the display.
8. Ensure wire is tucked inside of the retention clip.
9. Front cover snaps onto the back of wall mount kit.



STEP 5: ELECTRICAL Electrical Wiring

1. The water heater requires properly grounded 120 VAC/60Hz power supply.
2. An ON/OFF switch must be provided and installed for the incoming 120 VAC power supply.
3. Do NOT connect grounding wire to a circuit that requires a GCFI or ACFI.

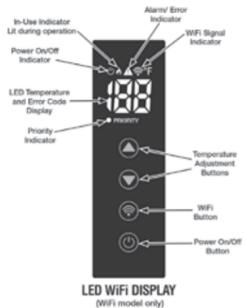
Refer to the Electrical Wiring section of the Use & Care Manual for proper wiring. Improper wiring can cause damage to the heater.

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

Wiring should be performed by a qualified electrician in accordance with local codes.



START UP Start Up



SETTING THE TEMPERATURE - WI-FI REMOTE

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

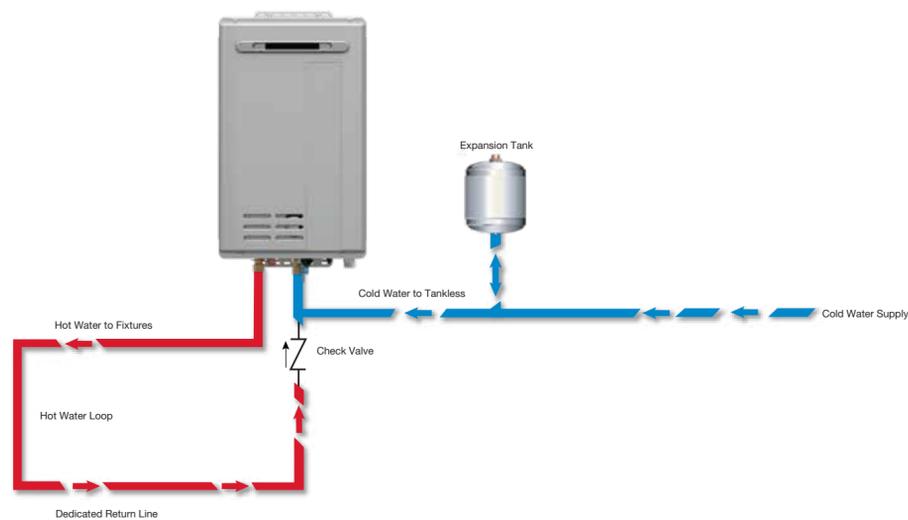
DISABLE (POWER OFF)

Press the power On/Off button



RECIRCULATION SETUP Recirculation

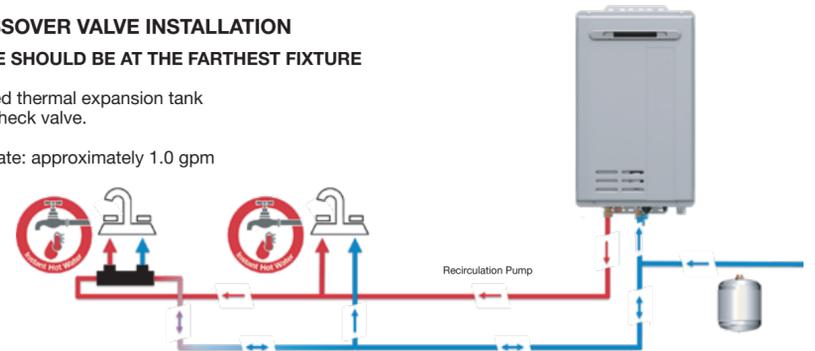
OPTION 1: (PREFERRED): DEDICATED RETURN LINE INSTALLATION



OPTION 2: CROSSOVER VALVE INSTALLATION
CROSSOVER VALVE SHOULD BE AT THE FARTHEST FIXTURE

Install a properly sized thermal expansion tank downstream of the check valve.

- Crossover Flow Rate: approximately 1.0 gpm



CROSSOVER VALVE INSTALLATION EXAMPLE:



RECIRCULATION DIP SWITCH SETTINGS Recirculation

Pump Mode Name	Timer Based		On-Demand
	Timer Perf (Performance Mode)	Timer E-Saver (Energy Saver Mode)	On-Demand (EcoNet App ONLY)
Description	Pump cycles ON every 15-30 minutes	Pump cycles ON every 30-60 minutes	Activated via EcoNet App Interface
Benefits	Best for instant hot water availability	Better energy savings, though may result in lukewarm water between cycles	Ensures hot water availability when needed
DIP Switch Setting	Change the first switch on "DIP 2" to the ON position (UP). Performance mode is selected.	To select Energy Saver mode, change the first switch on "DIP 2" and the fourth switch on "DIP 1" to the ON position (UP).	To enter On Demand Mode • Ensure Switch 1 on DIP 2 and switch 4 on DIP 1 are off • In less than one minute. • Turn Switch 1 on DIP 2 on-off-on-off • Press the Adjust Button • The LED will flash one time
Notes:	Schedule Mode: Set specific times of day/week for operation in the EcoNet App		On Demand Activation is only accessible via the app.



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.
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.

CLEARING ALARMS - WI-FI REMOTE

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.



Use QR code located with the unit for additional troubleshooting resources



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)

OPEN TO VIEW
INSTALL GUIDE ↓

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



Choosing a Location

GATHER KEY ACCESSORIES (SOLD SEPARATELY)



Crossover Valve
Part # RTG20285



Gas Shutoff Valve
Part # RTG20074EH



Isolation Valves
Part # RTG20326



Pipe Cover
Part # RTG20367



Flush Kit
Part # RTG20124

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. SEE DRAINING THE WATER HEATER IN THE USE & CARE MANUAL.



Draining the Water Heater

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



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

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

Manufacturer National Service Department
1-866-720-2076

(AP23965 Rev 01)

Print 2D Bar Code Here

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. Warranty is provided to original customer after online product registration under residential installation.

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: _____