

Best Practices to Restart a Dormant Tankless Electric Water Heater

Avoid water heater damage due to plumbing shut offs or lack of use during COVID-19

When the water supply to a tankless electric water heater is shut off for plumbing repairs, a water main break, or not in use for an extended period, it is possible for air pockets, sediment, and debris to have collected. This can cause a water heater to burn out prematurely and may permanently damage the unit.

To ensure a safe restart of a Richmond[®] tankless electric water heater, it is important to purge completely the inlet water line with a high and unrestricted volume of water for 5 minutes.

FOLLOW THESE STEPS:

- 1** Turn OFF power via circuit breaker(s) or local disconnect switch to the heater.
- 2** Fully open both inlet and outlet valves (if installed) on the heater.
- 3** Remove all faucet spout aerators and/or screens. Check for any debris or sediment within the aerator/screen and remove by rinsing thoroughly.
- 4** Turn ON (fully open) all hot water faucets and fixtures supplied by the heater.
- 5** For 5 minutes, allow a continuous, unrestricted, high volume of water to flow and fully flood heating chambers so that all micro air bubbles are flushed out.
- 6** With water continuing to flow, turn ON power via circuit breaker(s) or local disconnect switch to the heater.
- 7** Heated water will be detected at the fixture within 1 minute.
Note: Smaller kW units may have a lower than expected warm water temperature until flow rate is adjusted by the replacement of aerators.
- 8** Turn OFF water at the faucet using fixture handle. Do not turn off water source or shut off ball valves (inlet or outlet). Replace all faucet spout aerators and screens.

Water heater will now operate as originally installed.

The Centers for Disease Control and Prevention provides additional information and guidance for reopening buildings after prolonged shutdown or reduced operation to ensure the safety of your occupants, building water system, and devices. <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>