

EHG/EHG S (WiFi) Frequent Ask Questions (FAQ)

Where to purchase?

Where can I purchase an EHG/EHG S (WiFi) water heater?

You can visit any Rheem appointed dealers that are listed in RheemSingapore.com.

Functionalities

What are the differences for EHG/EHG S Vs EHG/EHG S (WiFi) water heater?

The EHG Series of Smart WiFi Electric Storage Water Heaters come with connectivity that allow user to control via a mobile app

What is the maximum water pressure?

0.8MPa (8bar)

What are the benefits of EHG/EHG S water heater?

Smart connectivity, anti-Corrosion Incoloy Heating Element and Pressure Relief Valve (PRV)

What are the safety protections on Rheem water heater?

Auto reset thermostat and Double Poles Thermal Cut Out

What is the maximum temperature setting?

It can be adjusted up to 75°C

Why does the water heater keep dripping?

Whenever the pressure in the heater tank reaches 0.8MPa (8bar), the PRV will start to drip from drain hole. This is perfectly normal. A drainpipe should be connected to a floor trap.

Why water heater leaking?

If it is leaking from water piping, please contact any authorized plumber. If it is leaking from the body of the water heater, it could possibly be caused by issues relating to inner tank aging. Please contact Rheem service hotline.

Why turn on water tap but water not hot?

Manual Reset Thermal Cut Out may have been operated; check by removing the service cover as stated in the user manual. If in doubt, please contact Rheem service hotline.

Why turn on water tap but no water?

It could possibly be main water supply accidentally turned off.

Where can I install Rheem heater?

Ideally, in the bathroom and only install indoors.

Should I leave the WiFi heater switch "ON" at all times?

Yes. Without power on, you are unable to control from your mobile app.

Which Bandwidth should I choose for WiFi connectivity?

Only 2.4GHz Bandwidth allows for pairing. Once connected, you can either use your home WiFi network or 4G/5G to control the heater.

What if I cannot connect to my Wifi network?

It could possibly be due to the distance of your router to your water heater. If it is too far, there is a chance that the heater may not be able to receive the WiFi signal. In this case, you may want to consider installing a mesh/extender router, to be placed near the installed heater.

What if my home WiFi is down?

In case the WiFi signal is lost/down, you can still control the heater through the display panel.

Will I be informed if the Wifi signal is off?

Yes, a notification will be sent to registered mobile app whenever the heater power is being turned off.

How can I select the right capacity of storage water heater?

- 25L (2 Showers)
- 30L (2-3 Showers)
- 40L (3-4 Showers)
- 50L (4-5 Showers)
- 55L (4-5 Showers)
- 60L (5-6 Showers)
- 80L (6-7 Showers)
- 90L (6-7 Showers)
- 100L (6-8 Showers)

Installation

Does Rheem provide installation?

No, after purchasing the heater, you may approach our dealers for them to recommend a qualified plumber/electrician to install for you. Installation fee may apply.

Can I install myself?

Yes, if you are qualified electrician/plumber. Otherwise, you may contact Rheem service hotline, and we can help to arrange for an authorized plumber to assist you with installation. Installation fee may apply.

Warranty & Service

How can I submit my warranty?

You can register for warranty online at www.rheemsingapore.com/warranty-registration

How long is the warranty?

Rheem offers warranty against manufacturer defects against tank leaks for 5 years and other parts for 1 year.

What is Rheem service hotline number?

6872 2043

What is Rheem servicing hours?

Rheem after sales service operates from Mon-Fri, 9am to 5pm.

How long to be served after contacting Rheem hotline?

Rheem commits to attending to customers within 3 working days.

Will there be a charge for labour or transport within warranty period?

No, but owner should show proof of purchase to verify if product is still under warranty.

How much will I be charged when warranty is over?

Labour and transport are \$50 excluding GST. Cost of parts may vary depending on requirement.

How often do I need to service Rheem's heater?

You are advised to release pressure in the water heater by lifting the PRV lever once every 6 months. For other parts of the water heater, you can monitor randomly.