

TROUBLESHOOTING GUIDE

Please call or email our customer experience and technical support team for any help you may need.

BRAND	CALL	EMAIL
EcoSmart®	877-474-6473	eco.support@eemax.com

The following table represents some of the most common technical support questions.

PROBLEM	POSSIBLE CAUSE	SOLUTIONS
Water heater is not heating at all (water is flowing but the unit is not heating - the outgoing water temperature is the same as the cold water supply) - the digital display does NOT light up.	No power or incorrect wiring.	Make sure the breakers at main electrical panel are ON. You may have a faulty breaker or unit may be wired incorrectly.
	Flow rate is too low / water pressure is too low.	Your water heater has an activation flow rate of approximately 0.5 GPM. If your water flow rate is less than this level, your unit will not activate. Increase the flow rate.
Water heater is not heating at all (water is flowing but the unit is not heating - the outgoing water temperature is the same as the cold water supply) The digital display DOES light up.	Internal part failure.	Please call us for technical assistance.
Water heater is heating, but the water temperature is not hot enough.	User temperature setting too low.	Turn up the temperature setting on the unit.
	Flow rate is too high	Depending on your incoming water temperature and the power output of your model, your water flow rate may exceed the physical heating capacity of your water heater. Reduce the flow rate by installing an EcoSmart Flow Regulator. Use the chart in section 6 to find out which flow regulator works best for your particular model.
	Crossed wires.	If it's a new installation, have your electrician double check the wiring. Is possible that the wiring is incorrect.
	Voltage less than 240 volts.	The heating elements on your water heater are design for 240 volts. When used with a lower voltage, they produce less heating power. You may need to upgrade to a larger model.
	Mixing too much cold water.	You do not need to mix as much cold water with your tankless water heater compared to when you use a conventional water heater. You may also have an anti-scald feature on your faucet that is mixing cold water. These types of faucets can usually be adjusted to reduce the amount of cold water mixed.
The water temperature at the faucet is less than the temperature setting of my water heater	Voltage less than 208 volts.	The computer chips in your tankless water heater are programmed with the expectation that your incoming line voltage is 240 volts. If you have less than 240 volts, it may affect the reading on your water heater's digital display and cause it to read slightly higher than the actual output temperature. To compensate for this, increase the setting on your water heater if you need / want hotter water.
	Anti-Scald pressure/ balancing valve or tempering valve.	Your faucet may have an anti-scald feature or a tempering valve that automatically mixes cold water even when you turn your control lever or handle to full hot. These devices are usually adjustable so you can turn off the cold mix completely. You can compensate for this by increasing the setting on your water heater if you need/want hotter water.
	Thermal loss due to long pipe run	As the hot water from the heater runs through the hot water delivery system to your faucet, some heat will be lost especially if it has long distance to travel or the pipes are cold. This is normal. You can compensate for this by increasing the setting on your water heater if you need/want hotter water.

TROUBLE SHOOTING GUIDE *CONT.*

ERROR CODES

DISPLAYED NOTIFICATION MESSAGE	DESCRIPTION	CAUSE	UNIT BEHAVIOR
A70	Outlet Temperature too high	Outlet temperature is > (setpoint + 20°F)	Unit turns off power to the heating element until outlet temperature is less than setpoint. This notification is disabled if c05 or b10 notifications are present
A74	Intel or outlet temperature below freezing	Inlet or outlet temperature < 35°F	Unit turns off power to the heating element until both inlet and outlet temperature > 35°F
b00	Inlet thermistor disconnected	Inlet temperature < 0°F	Unit keeps heating with assumed 65°F inlet temperature
b10	Both thermistors disconnected	Inlet and outlet temperature < 0°F	Unit keeps heating with assumed 65°F inlet temperature, flow and latest self-calibration
c05	Outlet thermistor Disconnected	Outlet temperature < 0°F	Unit keeps heating with assumed 65°F inlet temperature, flow and latest self-calibration
d85	Flow too high, inlet temperature too low	Power demand > 100% or unit capacity	Unit continues to operate, however set temperature will not be reached

SPARE PARTS

ITEM NO.	PART NAME (TOP LEVEL)	EEMAX PART NUMBER
1	Inlet manifold sub-assembly 12kW	EX78033-00
2	Outlet manifold sub-assembly for 12kW	EX78034-00
3	Inlet manifold w/ sensors & flowmeter sub-assembly for 18/27kW	EX78033-01
4	Outlet manifold w/ sensors sub-assembly for 18/27kW	EX78034-01
5	Gaskets pack for 12kW	EX78035-00
6	Gaskets pack for 18/27 kW	EX78035-01
7	Heat Element replacement kit for 12kW	EX78038-00
8	Heat Element replacement kit for 18kW	EX78038-01
9	Heat Element replacement kit for 27kW	EX78038-02
10	Thermistors kit for 12kW	EX78039-00
11	Thermistors kit for 18/27kW	EX78039-01
12	Flowmeter & sensor replacement kit for 12kW	EX78040-00
13	Flowmeter & sensor replacement kit for 18/27kW	EX78040-01
14	Kit for 12kW	EX78041-00
15	Kit for 18kW	EX78041-01
16	Kit for 27kW	EX78041-02
17	Triac Kit with yellow plug wiring for 12kW	EX08001-03A
18	Triac Kit with red plug wiring for 12kW	EX08001-03B
19	Triac kit with yellow plug & wiring for 18kW	EX08001-04A
20	Triac kit with red plug & wiring for 18kW	EX08001-04B
21	Triac kit with yellow plug & wiring for 27kW	EX08001-05A
22	Triac kit with red plug & wiring for 27kW	EX08001-05B
23	Triac kit with blue plug & wiring for 27kW	EX08001-05C
24	Spare PCBA for 12kW	EX09100-350
25	Spare PCBA for 18kW	EX09100-356
26	Spare PCBA for 27kW	EX09100-357
27	Transformer for 12 kW	EX08209-03
28	Transformer for 18/27kW	EX08209-04