

9- TROUBLE SHOOTING GUIDE

Are you having problems with your water heater?

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

TOLL FREE 1 (877) 474-6473

The following table represents some of the most common technical support questions we receive. Before calling us, please read thoroughly to see if your question or problem is addressed.

PROBLEM	POSSIBLE CAUSE	SOLUTION
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 0.3 GPM (1.1 LPM). 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.	Flow rate is too high.	Depending on your incoming water temperature and the kW of your heater, your water flow rate may exceed the physical heating capacity of your water heater. Reduce the flow rate by installing an aerator
	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 120 or 240 volts.	The heating elements on your water heater are design for 120 or 240 volts. When used with a lower voltage, they produce less heating power. You may need to upgrade to a larger input heater.
	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.
	Voltage less than 120 or 240 volts.	The computer chips in your tankless water heater are programmed with the expectation that your incoming line voltage is 120 or 240 volts. If you have less than 120 or 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.
The water temperature at the faucet is less or greater than the temperature setting of my water heater.	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.
	Water temperature at the faucet is too hot	Check your flow for too little flow, wrong aerator size, or internal part failure. Call us for technical assistance.