

## 8 - 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**

**support@ecosmartUS.com**

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
Unit is not heating at all (water is flowing but the unit is not heating at all — the outgoing water temperature is the same as my cold water supply) and/or 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 incorrect. Refer to page 14 for proper wiring layout.
	Internal part failure.	Please call us for technical assistance.
Unit is not heating at all (water is flowing but the unit is not heating at all the outgoing water temperature is the same as my cold water supply) The digital display DOES light up.	Internal part failure.	Please call us for technical assistance.
	Flow rate is too low / water pressure is too low	Your water heater has an activation flow rate of approximately 0.3 GPM. If your water flow rate is less than this level, your unit will not activate. Increase the flow rate
	Activation temperature too low	The water heater will turn on when the temperature of the water at the inlet of the Smart Boost falls below the activation temperature (when the tank is not providing hot water). Increase activation temperature.
Unit is heating but the water temperature is not hot enough.	User temperature setting too low.	Turn up the temperature setting on the unit.
	Voltage less than 240 volts.	The heating elements on your unit are designed for 240 volts. When use with a lower voltage, they produce less heating power.
	Mixing too much cold water	You may 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. Also, your tank may be completely out of hot water and is mixing cold water. Give the tank time to recover or reduce the amount of water you are using.
The water temperature at my faucet is less than the temperature setting of my water heater.	Voltage less than 240 volts.	The computer chips in your unit 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 unit's digital display and cause it to read slightly higher than the actual output temperature. To compensate for this, increase the setting on your unit 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 unit if you need/want hotter water.
	Thermal loss due to long pipe run	As the hot water from the unit 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 unit if you need/want hotter water.
Pre-existing water tank is not heating.	Incorrect wiring.	The unit may be wired incorrectly. Refer to page 14 for proper wiring layout.
	Relay switch is defective.	Please call us for technical assistance
Unit displays 999 as inlet and/or outlet temperature	Thermistor on corresponding channel is defective	The unit may be wired incorrectly. Refer to page 14 for proper wiring layout.