



Technical Service Department

Technical Service Bulletin

1-800-432-8373



Where the water heater may be exposed to freezing conditions, even for a short period of time, be sure to drain all water from the unit as instructed below. Exposure to freezing conditions can occur from down draft of venting system or from installation in areas exposed to cold air. The water heater is equipped with a Freeze Protection Electric Heater. As long as electricity is supplied to the water heater, it prevents freezing inside the water heater down to an ambient temperature of approximately minus 30°F (-34°C) (without wind conditions). This device only protects the internal components of the water heater. It does NOT protect piping and valves. Therefore, piping and valves should be wrapped with insulating material (**Note the electric freeze protection should not be used if the heater is not filled with water**).

If precautions are not taken, resulting damage will not be covered under the warranty. NOTE: Use of agents such as anti-freeze is not permitted as they may cause damage to the water heater's internal components.

(Unit drained for extended shut down)

1. Turn off the switch on the remote control to turn OFF the heater and unplug power supply cord or disconnect power at cut off point. The display should be blank.
2. Shut off gas supply to Tankless Water Heater.
3. Shut off the water supply to the water heater using installer supplied shutoff valve.
4. Open hot water taps to drain the plumbing system. If water continues to flow after 5 minutes, a plumbing crossover is present and must be corrected before proceeding.
5. Open service valves (if available) or remove drain plug from hot water outlet and water filter from cold water inlet. Place a small bucket underneath the water heater to catch residual water remaining inside the water heater.
6. Reconnect water fittings and return heater to service when exposure of freezing has past.

WARNING: Failure to drain the Tankless Water Heater for extended shut down can cause serious damage to the water heater as well as property damage or personal injury.

For increased energy efficiency, use pipe insulation to insulate all the water pipes completely. **DO NOT** cover any drain or pressure relief valve(s).

NOTICE: The hot and cold pipes should be insulated to provide additional freeze protection.

WARNING: In case the pipe insulation is not rated for the appropriate weather conditions install electric heat tracing or equivalent to prevent freezing of the pipes. Do not insulate or block drain valve on the hot outlet fitting. If the pipes are allowed to freeze, the water heater and the pipes may malfunction or leak due to freezing water.