



Technical Service Department

Technical Service Bulletin

1-800-432-8373



Tankless Water Heaters: Winterization

Winterizing homes UNDER CONSTRUCTION:

Tankless water heaters can be damaged by freezing conditions. If precautions are not taken, damage to the unit will not be covered by the warranty.

NOTE: Use of agents such as anti-freeze are not permitted as they may cause damage to the water heater's internal components. If pipes are allowed to freeze, the water heater and pipes may malfunction or leak due to freezing water.

The following steps should be taken to protect your water heater from freezing conditions:

1. Turn off water heater by pressing the POWER ON/OFF button on the control panel.
2. Close the gas shut-off valve(s).
3. At least 10 seconds after Step 1, unplug the water heater or disconnect the power supply at the circuit breaker box.
4. Shut off the water supply to the water heater using installer supplied shutoff valve.
5. Open hot water taps to drain the plumbing system. If water continues to flow after 5 minutes, a plumber crossover is present and must be corrected before proceeding.
6. Open service valves (if available) or using a suitable container to catch the water, remove drain plug from hot water outlet fitting and remove the water filter from the base of the cold water inlet connection.
7. Using an air compressor, blow short bursts of air (20 to 40 psi max) through the outlet water connection until there is no water present coming through the cold water inlet connection of the water heater.
8. Leave water heater as is until exposure to freezing conditions has passed.
9. Insulate hot and cold pipes from the water heater.

NOTE: 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 water outlet fitting of the water heater.

⚠ WARNING: Failure to drain the water heater can cause serious personal injury from scalding and/or product damage.

All of these water heaters are equipped with a freeze protection electric heater. This heater prevents freezing inside the water heater down to an ambient temperature of approximately -30°F (-34°C). These

temperatures are all based on temperatures without wind. This heater only protects the internal components of the water heater.

NOTE: The electric freeze protection should not be used if the water heater is not filled with water.

NOTICE:

Unplugging or disconnecting the power supply to the water heater will also disconnect the power to the electric heater.

IMPORTANT: Refer to the Use and Care Manual supplied with the water heater for the remainder of information on the installation, operation and maintenance of the water heater.