



Technical Service Department

Technical Service Bulletin

1-800-432-8373

Tankless Water Heaters



Winterizing OWNER OCCUPIED Homes

Tankless water heaters can be damaged by freezing conditions. While the water heater is equipped with a freeze protection electric heater that prevents freezing down to an ambient temperature of approximately -30°F (-34°C) without wind, this heater only prevents water inside the water heater from freezing. If piping to the water heater is allowed to freeze, the water heater and pipes may malfunction or leak due to freezing water.

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

NOTE: Unplugging or disconnecting the power supply to the water heater will also disconnect the power to the electric heater. Any power loss to the water heater will also disable the freeze protection while power is out.

If precautions are not taken, resulting damage repairs 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 internal components of the water heater.

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

1. Remember to have power, gas, and water connected to the tankless water heater for proper internal freeze protection.
2. Running Water Freeze Protection:
 - a. During any freeze conditions you should drip both hot and cold faucets to ensure water movement throughout the plumbing design to make sure water is moving on both lines.
 - i. Open both hot and cold water faucets slightly until the water stream is approximately 1/8 in. (0.3 cm). Be sure to check the flow periodically.
3. Insulate both hot and cold pipes to ensure best practices.

If the water heater is to remain idle for an extended period of time, the power and water to the appliance should be turned off and the water heater and piping should be drained.

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

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.