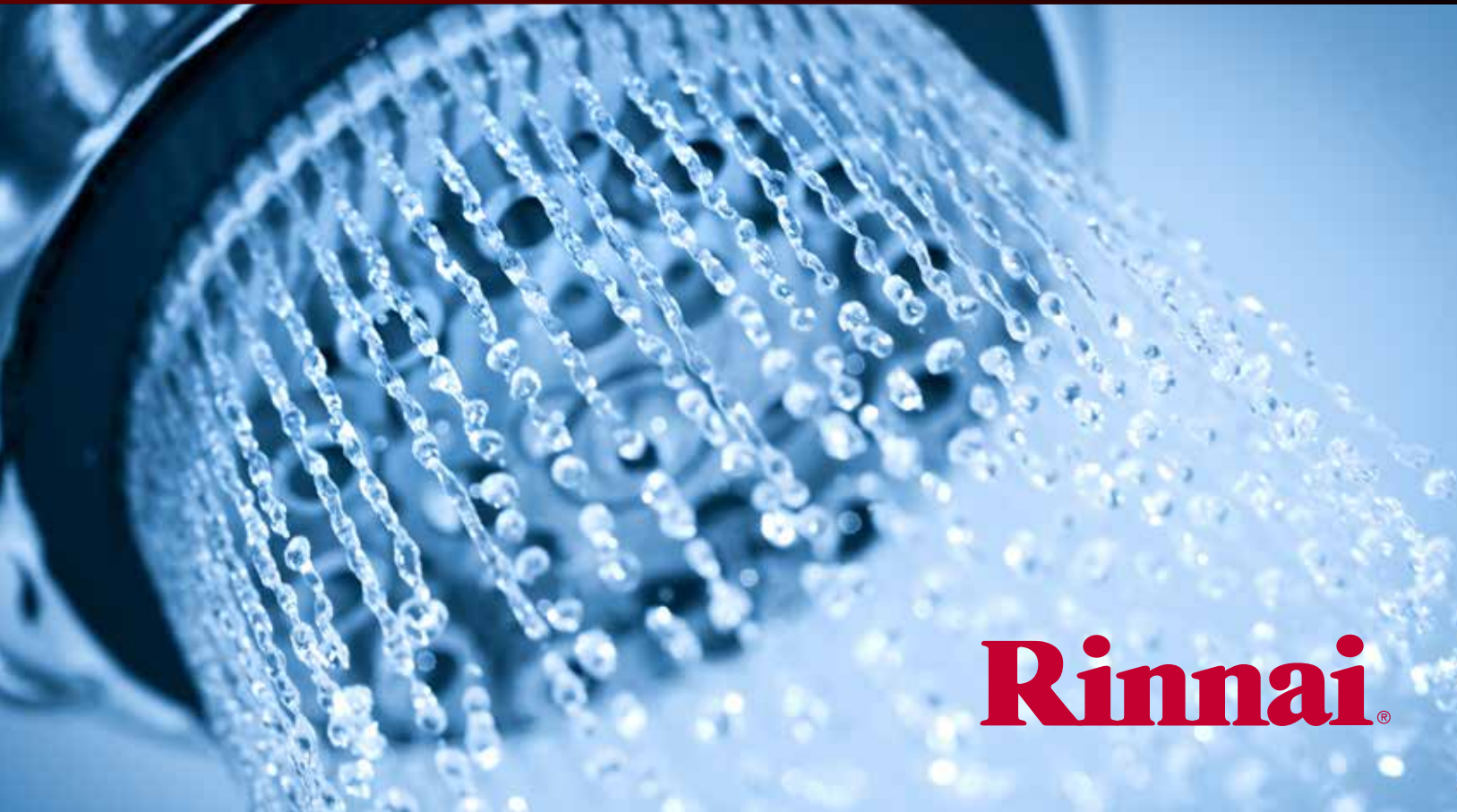


RINNAI NEW HOMEOWNER WELCOME GUIDE



RINNAI TANKLESS WATER HEATERS



Rinnai®

RINNAI TANKLESS WATER HEATERS

CONGRATULATIONS ON YOUR CHOICE OF A RINNAI TANKLESS WATER HEATER FOR YOUR WHOLE HOME WATER HEATING NEEDS.

For nearly 100 years, we at Rinnai have been fiercely committed to delivering nothing less than a superior experience at every touch point. Beyond manufacturing the highest quality products, we stand behind all that we make. We inspire comfort, confidence and peace of mind with every solution we provide.

For your convenience, we have created this easy to follow maintenance and care guide. For additional information, you can visit our website at rinnai.us. If you need further assistance, please contact us at 800-621-9419 and have your model number and serial number ready. Write the model and serial number here to retain for your records:

Model Number: _____

Serial Number: _____



Your model number and serial number can be found on the left side panel of your Rinnai Tankless Water Heater.

REGISTER YOUR PRODUCT

Register within 30 days of your purchase at rinnai.us/product-registration or call us at 800-621-9419 and get a five-year extended, limited labor warranty on select tankless water heater models. Your registration serves as your proof of purchase and will allow us to keep you informed on product updates. Some restrictions apply. Go to rinnai.us/warranty for more details. Rinnai may use information obtained in accordance with its privacy policy at rinnai.us.

MAINTENANCE INFORMATION

Water Flow Interference

During the first few weeks you use your tankless water heater, small amounts of construction debris may be trapped in your pipe system. If you notice any issues with water flow, contact a Rinnai independent dealer to have the cold water inlet filter cleaned.

Water quality differs regionally and depending on where you live, there may be hard water and limescale buildup which can cause interference in your hot water flow. To maintain peak performance and efficiency, routine maintenance, and in areas with hard water, scale control devices help minimize limescale buildup. For information on Rinnai's Scale Cutter System, call a Rinnai independent dealer or go to rinnai.us/tankless-water-heater/venting-accessories.

Routine Maintenance

Flushing your tankless water heater is the most important maintenance practice for optimal performance and can help extend its lifespan by many years.

Rinnai recommends annual flushing of your tankless water heater unless your controller shows a diagnostic code (LC, 00 or LC0-LC09) before that time which indicates the need to do so. Repairs and maintenance should always be performed by a Rinnai independent dealer.

TEMPERATURE CONTROLLER

Basic Models and Operation

Most Rinnai Tankless Water Heaters come standard with an MC-91-1US or MC-91-2US digital temperature controller — either integrated into the front panel of indoor tankless models or wall-mounted in a suitable location for outdoor models. Rinnai RUR Series Tankless Water Heaters come standard with an MC-195T controller that also regulate the recirculation function.

INTEGRATED
TEMPERATURE CONTROLLER



To operate the controller:

1. If the tankless water heater is off, press the ON/OFF button to turn on.
2. Press the “Priority button” on the temperature controller. The green Priority light will glow indicating that this controller is controlling monitoring the temperature and that the Rinnai Tankless Water Heater is ready to supply hot water.
3. Press the ▲ or ▼ buttons to set the desired temperature.

For more information on how to use these controllers including instructions on how to set the timer on the MC-195T, please consult your Owner’s Manual or go to rinnai.us for an electronic version of the Owner’s Manual.

TANKLESS SERVICE OR REPAIR

If your Rinnai Tankless Water Heater needs service or repair, contact your installing dealer. If you are unable to get in touch with the original installer, go to rinnai.us/find-dealer to find a Rinnai independent dealer near you.

Troubleshooting

The Rinnai Tankless Water Heater is self-monitored. If a fault occurs, a diagnostic code will flash on the display of the temperature controller. This assists with identifying the fault and may be resolved with a simple solution.

Please refer to the Owner’s Manual for a list of diagnostic codes and probable causes/resolutions. An electronic version of the manual can be obtained from rinnai.us.

FREQUENTLY ASKED QUESTIONS

Why Don’t I Have Hot Water As Soon As I Turn On The Tap?

Unless you have a Rinnai recirculation solution, tankless water heaters do not produce instant hot water, but a Rinnai Tankless Water Heater does produce an endless supply of hot water. Just like with a tank water heater, the wait time to get hot water is dependent on the distance between your Rinnai and the location of any hot water faucet. It is normal to have a 1-2 second slight temperature drop as the water clears the line.

Can I Still Get Hot Water if The Power Is Out?

In the event of a power outage, the Rinnai Tankless Water Heater will not operate. However, it can operate with a battery backup system, which are available as third party accessories.

Does a tankless water heater work differently with low-flow faucets or showerheads?

Typically there is no effect on low-flow faucets or showerheads. If you find you are not getting the hot water you need, counterintuitively, lower the temperature setting on your tankless water heater. This affects the hot/cold mix ratio and will activate the tankless unit for lower flow fixtures.

Also remember many single handled faucets have limit stops that affect the hot/cold mix at that fixture and may need to be adjusted.

Rinnai®

A tradition of **TRUE RELIABILITY.**

For nearly 100 years, we at Rinnai have been fiercely committed to delivering nothing less than a superior experience at every touch point.

Beyond manufacturing the highest quality products, our people stand behind all that we make—before, during and long after installation. From the 24/7/365 technical support for professionals, to our national network of independent installers for homeowners, to on-staff engineers who can assist with choosing the right products and sizes—we're inspiring confidence right along with the comfort our solutions provide.



Rinnai®

Learn more about Rinnai high-performance Tankless Water Heaters, Hybrid Tank-Tankless Water Heaters, Boilers, Vent-Free Fan Convectors and EnergySaver® Direct Vent Wall Furnaces at:

www.rinnai.us

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Toll-Free: 1-800-621-9419 • Phone: 678-829-1700 • www.rinnai.us

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