



TECHNICAL SERVICE DEPARTMENT  
Technical Service Bulletin  
1-800-432-8373

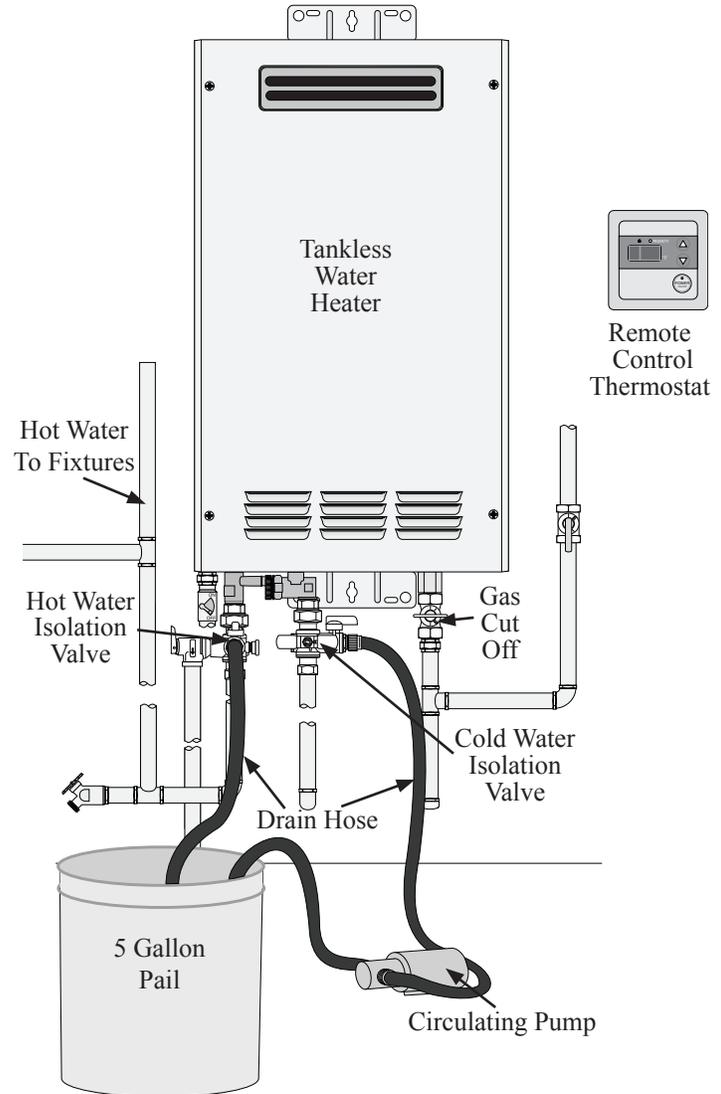


## Lime and Scale Flushing Procedure

Lime and scale flushing procedure for tankless water heaters. In areas with hard water conditions the tankless water heater can develop lime and scale deposits in the heat exchanger. These deposits can restrict the water flow and degrade the performance of your water heater. These instructions are to provide a safe and effective means to remove lime and scale build up in the heat exchanger of your tankless water heater. If you are not comfortable with this procedure, then seek the assistance of a plumbing professional.

**Flushing Procedure with Isolation Valves.** If your tankless water heater is not installed with isolation valves, it is recommended that you seek the assistance of a plumbing professional.

1. Turn off the electricity and gas, to the tankless water heater. Do not perform this procedure with power or gas turned on; damage to the water heater can occur.
2. Shut off the main water supply valve to the tankless water heater. Consult the instructions provided by the isolation valve manufacturer for specifics in using their valve assemblies.
3. Attach a small garden hose on each drain valve. Connect the cold water hose to the output of a small circulation pump. A pond pump or similar model can be used for this application.
4. Pour approximately five gallons of **virgin food grade white vinegar** into a pail.
5. Place the inlet hose of the pump, and the drain hose from the hot water heater into the pail.
6. Open the drain valves and turn on the pump. Allow solution to circulate for approximately 45 minutes to an hour.
7. Turn off the pump and drain the vinegar from water heater. Close the cold water drain valve.
8. Open the main cold water supply valve and allow fresh water to flush through the water heater for at least 5 minutes to remove all traces of vinegar from the system.
9. Close the cold water main valve and remove water filter screen located in cold water inlet of water heater. Clean the screen of any sediment or dirt and reinstall the filter. See the Use and Care Manual provided with your tankless water heater for detailed instructions.



10. Turn on the water shutoff valves, run a hot water tap to purge any air from the water lines and check the system for any leaks.
11. Turn on gas, electricity, and remote control thermostat and set the desired temperature.
12. Run hot water from several locations to check the operation and performance of the water heater.

*If you have difficulties please contact the Technical Service Department at 1-800-432-8373 or your local service agent.*