

# CARING FOR YOUR WATER HEATER



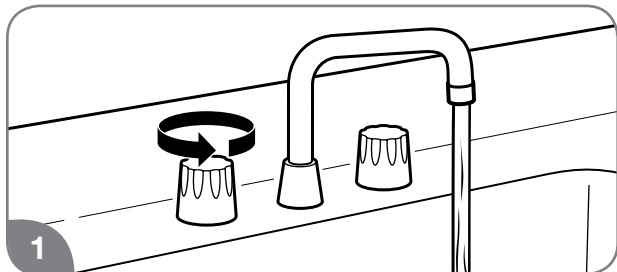
## Service Error Code Chart

Your water heater has an electronic diagnostic system built into it. When the water heater finds a problem, it displays an error code in the LED display on the remote control. The following chart lists the error codes along with their possible problem and solution. Using this chart may help you diagnose and/or fix a problem you may be experiencing. Please refer to this chart before calling for service assistance.

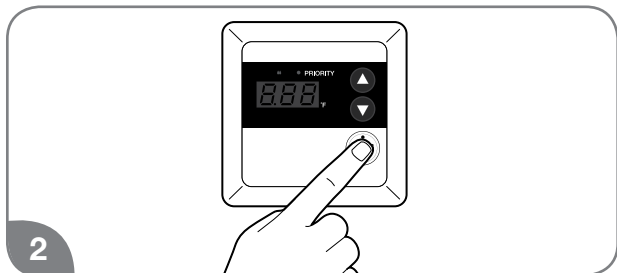
**⚠ DANGER: Shock Hazard** – Make certain power to the water heater is OFF before removing protective cover for any reason. Electric shock will cause death or serious personal injury.

**⚠ WARNING: For Your Safety**, DO NOT attempt repair of electrical wiring, gas piping, remote control, burners, vent connectors, or other safety devices. Refer repairs to a qualified service technician.

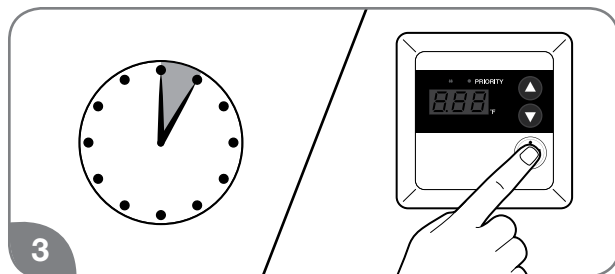
### When an error code is displayed:



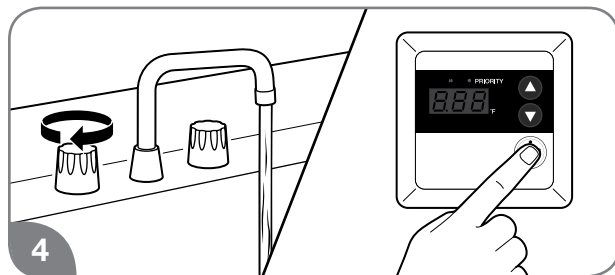
1 Turn off all the hot water faucets.



2 Turn off the water heater by pressing the POWER ON/OFF button on the remote control.



3 Wait about 5 minutes; then restart the water heater by pressing the POWER ON/OFF button.



4 Turn on a hot water faucet and recheck the remote control display.

### If the error code remains in the display:

1. Turn off the hot water faucet.
2. Turn off the water heater.
3. Follow the error code chart information.
4. Restart the water heater, turn on a hot water faucet, and recheck the remote control display.

### If the error code is still shown:

1. Turn off the hot water faucet.
2. Turn off the water heater.
3. Make note of the displayed error code and call for service assistance. See "Call for Assistance" section on page 26.

**NOTICE:** If the displayed error code is not listed in the chart, immediately turn off the water heater and call for service assistance.

<http://waterheatertimer.org/Troubleshoot-Rheem-Tankless-water-heater.html>

Resources for the homeowner

<http://waterheatertimer.org/How-to-install-gas-water-heater.html>

Install tank-type gas water heater yourself same day

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## Service Error Code Chart (cont.)

Error Code	Possible Cause	Solution
1L	Water heater has buildup of lime deposits.	Contact a dealer or qualified service technician.
05	Air intake or vent exhaust opening may be blocked.	Remove any blockage. (Air intake requires 12 in. [30 cm] of clearance.)
	The vent pipes on the vent termination may not be connected properly.	Contact a dealer or qualified service technician.
11	The gas shut-off valve is not fully opened.	Check shut-off valve and open completely.
12	Gas service has been interrupted.	Contact your gas utility company.
	LP gas is running low (LP models only).	Refill or replace your LP gas container.
13	If this code is still displayed after taking the numbered steps above.	Contact a dealer or qualified service technician.
14	Water heater is overheating.	Contact a dealer or qualified service technician.
15	The heat exchanger is too hot.	Check for blockage in the vent. Contact a dealer or qualified service technician.
29	Neutralizer is clogged.	Contact a dealer or qualified service technician.
31	Faulty inlet thermistor.	Contact a dealer or qualified service technician.
33	Faulty outlet thermistor.	Contact a dealer or qualified service technician.
61 or 99	Faulty blower motor.	Contact a dealer or qualified service technician.
65	Faulty water flow solenoid.	Contact a dealer or qualified service technician.
92	The neutralizer needs to be replaced soon.	The unit can be used for a while, but contact a dealer or qualified service technician.
93	The neutralizer must be replaced.	The unit cannot be used until the neutralizer is replaced. Contact a dealer or qualified service technician.
P1	Not enough water flow to operate the unit.	Increase the water flow from the fixtures.

## IF YOU NEED SERVICE



### Call for Assistance

- All questions, adjustments, repairs, and/or routine maintenance should be directed to your installer, plumbing contractor, or licensed service agent. If your contacts have moved or are not available, please refer to the telephone directory, commercial listings, or local utility company for qualified service assistance.
- If your problem has not been solved to your satisfaction, contact the Rheem National Service Department at the following address:

Rheem  
National Service Department  
1241 Carwood Court  
Montgomery, Alabama 36117  
Phone: 1-800-432-8373

#### When contacting the manufacturer, the following information will be requested:

- Model and serial number. (See the ratings plate on the front of the water heater.)
- Address where the water heater is located.
- Name and address of installation contractors (page 8) and all qualified service companies that have worked on the water heater.
- Original installation date. (See page 8.)
- Dates any service or preventive maintenance was performed.
- Details of the persisting problem.
- List of businesses that have tried to fix this problem, along with dates of service.