6 Troubleshooting

6.1 Fault Assessment and Troubleshooting

Problems	Possible Causes	Corrective Actions
Digital display is not activated	No power or incorrect wiring	Check breakers at main electrical panel to ensure it is not tripped. If tripped, reset breaker. Check that water heater is wired correctly.
	Not enough flow	Turn on hot water at fixture.
No hot water	No power or incorrect wiring	Check breakers at main electrical panel to ensure it is not tripped. If tripped, reset breaker. Check that water heater is wired correctly.
	Overtemperature protection has been triggered	The water heater is equipped with software that turns off the heating elements when water temperatures reach a dangerous level. Turn off hot water, wait several minutes for water to cool.
	Flow rate is too low	Each model water heater has an activation flow rate. If the water flow is less than this flow level, unit will not heat water. Increase the flow rate.
Hot water supply is warm, but it does not get hot	Temperature set point is too low	Increase the temperature set point, Be cautious of scald risk.
	Flow rate is too high	Reduce flow rate.
	Voltage less than 240 VAC (120 VAC for GE04SNLPDG)	The heating elements on your water heater are designed for 240 VAC applications. When used a lower voltage, the water heater will produce less hot water.
	No power or incorrect wiring	Check breakers at main electrical panel to ensure it is not tripped. If tripped, reset broker. Check that water heater is wired correctly.
	Mixing too much cold water	Tankless water heaters do not require mixing as much cold water as a conventional storage water heater. Adjust handle of fixture or mixing valve on faucet to reduce the amount of cold water mixed.
	Cold inlet temperature may be lower during winter months	This is normal. The colder inlet water requires more heat to reach the temperature set point. Increase the temperature set point.
Water is too hot	Temperature set point too high	Reduce temperature set point.

6.2 Diagnostic Codes

Error Code	Fault description and troubleshooting step
E1	Over temperature protection If the outlet water temperature is >149 °F (65 °C), stop heating; When the outlet water temperature is <140 °F (60 °C), resume the heating operation; When the outlet water temperature >158 °F (70 °C), stop working and display E1. After troubleshooting, power off and restart to restore.
E3	Inlet water temperature sensor failure (after troubleshooting, power off and restart to recover).
E4	Outlet water temperature sensor failure (after troubleshooting, power off and restart to recover).

NOTICE
If the unit is still out of function after you have taken step above, please contact after sales service by phone or e-mail.