

# 1 Safety Information

## 1.1 Safety Definitions

This manual has safety information and instructions to help you eliminate or reduce the risk of accidents and injuries.



### DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



### WARNING

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.



### CAUTION

Indicates a hazardous situation which, if not avoided, could result in property damage and minor or moderate injury.



### NOTICE

This symbol indicates important information where there is no risk to people or property.

## 1.2 Safety Warnings and Operation Safety Guidelines

1. Follow all local regulations, or in the absence of local regulations, follow the current version of the US National Gas Code: US ANSI Z223.1/NFPA 54, and/or CSA B149.1, Natural Gas and Propane Installation Code.
2. Ground the equipment properly in accordance with all local regulations or without local regulations, using the National Electrical Code: ANSI/NFPA 70 or Canadian CSA standard C 22.1 Canadian Electrical Code Part 1.
3. Carefully plan where you plan to install the water heater. Please ensure: Your water heater will have enough flammable air and proper ventilation. Install the water heater in a location where water leaks do not damage the surrounding area. (See "3.1 Installation Instructions")
4. Check the gas type, gas pressure, water pressure and rated current on the nameplate.  
If the unit does not meet your requirements, please do not install and consult the manufacturer.
5. If any problems occur, turn off all hot water taps and turn off the gas. Then call a trained technician or gas company or manufacturer.



### WARNING

- Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, do not try to repair it; call a licensed professional. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a licensed professional to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
- Do not use substitute materials. Use only parts certified for the appliance.
- Should overheating occur or the gas supply fail to shut off, turn off the manual gas control valve to the appliance.
- Do not use an extension cord or an adapter plug with this appliance.
- Any alteration to the appliance or its controls can be dangerous and will void the warranty.
- Proper venting is required for the safe operation of this appliance.
- Ensure appliance venting is not blocked or partially blocked.
- Ensure that in cases of freezing weather the water heater and its water lines are protected to prevent freezing.
- Before operating, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- Keep the area around the appliance clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- Combustible construction refers to adjacent walls and ceiling and should not be confused with combustible or flammable products and materials.
- Combustible and/or flammable products and materials should never be stored in the vicinity of this or any gas appliance.
- Always check the water temperature before entering a shower or bath.



**WARNING**

- To protect yourself from harm, before performing maintenance:
  1. Turn off the electrical power supply by unplugging the power cord or by turning off the electricity at the circuit breaker. (The temperature controller does not control the electrical power.)
  2. Turn off the gas at the manual gas valve, usually located immediately below the water heater.
  3. Turn off the incoming water supply. This can be done at the isolation valve immediately below the water heater or by turning off the water supply to the building.



**CAUTION**

- **BURN HAZARD.** Hot exhaust and vent may cause serious burns. Keep away from the water heater unit. Keep small children and animals away from the unit.
- Hot water outlet pipes leaving the unit can be hot to touch. In residential applications, insulation must be used for hot water pipes below 36" due to burn risk to children.



**WARNING**

This product can expose you to lead, which is known to the state of California to cause cancer and birth defects or other reproductive harm. For more information, go to [www.P65warnings.ca.gov](http://www.P65warnings.ca.gov).

# 2 Features and Components

## 2.1 Components

- Touch-screen user interface for intuitive operation.
- High-power, staged burner with low NOx emissions.
- Adjustable water flow valve.
- Modulating burner control with a wide turndown ratio of 1:20.
- High-quality materials for long service life.
- Copper primary heat exchanger.

### Features

- Compact, space-saving wall-mounted design.
- Built-in Wi-Fi connectivity with voice control capability.
- Fault code and status display for quick diagnosis and servicing.
- Integrated freeze protection function.



**NOTICE**

The freeze prevention kit is designed to provide protection for the water heater down to approximately -13 °F for short term conditions only when protected from direct wind exposure. It will not protect the appliance in areas where the temperature is routinely expected to be below freezing.

Drain the water heater in the event of power outage in freezing conditions.

- The freeze prevention kit will not protect plumbing outside the appliance from freezing. Precautions should be taken.