

### STEP 1: MOUNTING THE HEATER



1. Install one screw for top hanging bracket in support brace on the wall leaving a 1/4" gap between head of screw and wall surface.
2. Align the EZ-Hang slot with the screw and lower into place. Bracket can slide up and down for alignment. A spacer is included if additional space is needed.
3. Secure the lower and upper bracket to the support brace on the wall to fix in place.

Please see Use & Care Manual for more details on mounting locations.

### STEP 2: WATER CONNECTION



1. Connect cold and hot water at designated inlets.
2. Install service valves and a 150 psi rated pressure relief valve at hot water outlet.
3. Water pressure of 65 psi (448 kPa) is required to achieve maximum flow rate.

Use service valves for future service of the water heater. Expansion Tank required for installations using Recirculation.

### STEP 3: GAS CONNECTION



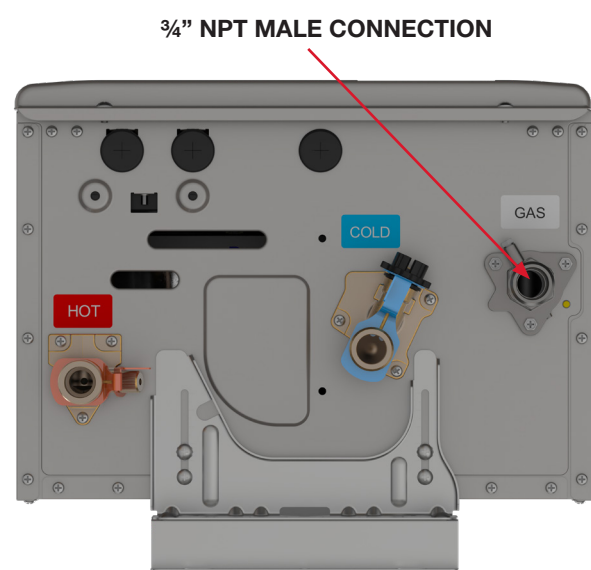
1. Ensure that all gas connections, regulator(s), and meter are sized properly for the BTU/h rating. This unit is 1/2" gas line compatible (see Gas Supply section in the Use & Care Manual).
2. Install the gas shut-off valve directly on the gas supply connection on the bottom of the water heater.
3. Connect the gas piping to the valve.
4. Check all connections and fittings for leaks.

A properly sized and installed gas supply is critical to the proper operation of this water heater. Please see National and Local Fuel Gas Code for details.

### CONDENSATION LINE



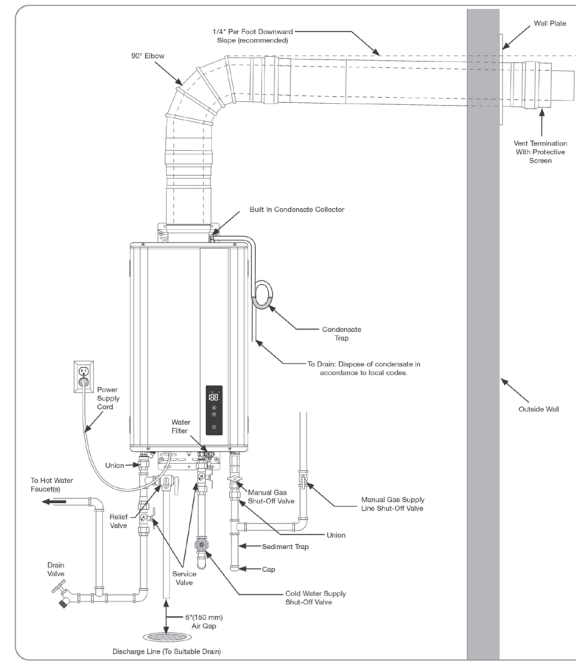
Condensate Drain trap must be connected to a drain. A 1/2" ID tube must be run to suitable drain, looped to form a trap, and filled with cup of water.



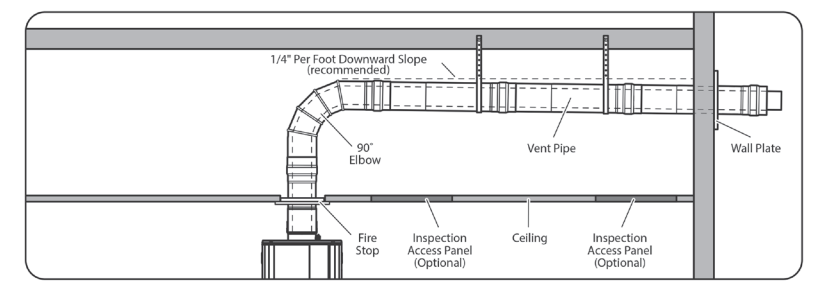
### STEP 4: VENTING



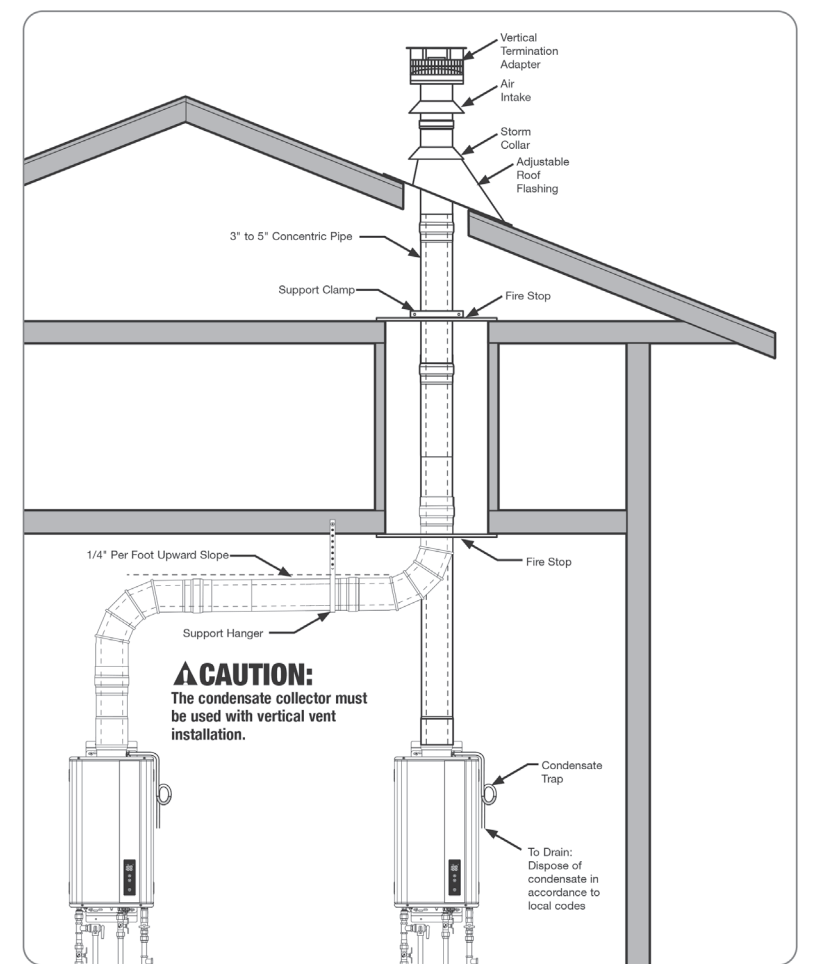
**DIRECT VENT INSTALLATION**  
Compatible with Metal Fab, Rainbow, and UBBINK standard concentric venting (3"/5").



### CONCENTRIC VENT TERMINATION



### VERTICAL VENT TERMINATION



It is recommended that the exhaust pipe have a 1/4" per foot downward slope away from the unit when venting through the wall as shown. Venting through a roof requires a 1/4" per foot upward slope toward the heater.

**CAUTION:**  
The condensate collector must be used with vertical vent installation.

SINGLE UNIT: MAX. EQUIVALENT VENT LENGTHS - STRAIGHT PIPE	
Number of 90° Elbows	Max Length 3"/5" Straight Pipe
0	43 ft. (13.1 m)
1	41.5 ft. (12.6 m)
2	38.5 ft. (12.2 m)
3	34 ft. (11.7 m)
4	28 ft. (11.3 m)
5	20.5 ft. (10.8 m)
6	11.5 ft. (10.4 m)

EQUIVALENT FT. OF ELBOWS	
	3"/5"
90°	1.6 ft
45°	9 in.

Please see Use & Care section Venting for Direct-Vent Water Heater Vent Lengths and DIP switch Adjustments for details.

### STEP 5: ELECTRICAL



1. This water heater plugs into a standard 120VAC, 3-prong grounded outlet for indoor installation.
2. Do NOT connect this water heater to a GCFI or AFCI circuit.

This water heater draws 3 to 5 watts during standby, and up to 200 watts during the freeze protection operation.



### START UP



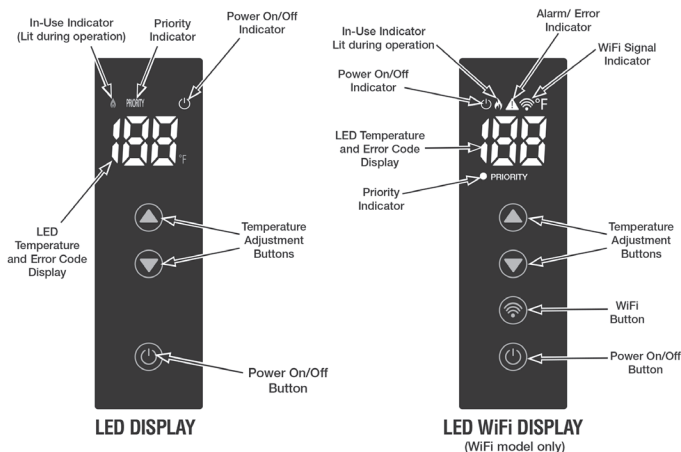
#### SETTING THE TEMPERATURE

Press the "▲" or "▼" button to adjust temperature between 100-120°F.

To adjust set point above 120°F, press the "▲" button repeatedly until 120°F shows in the display.

Hold the "▲" button until the "120" on the display starts to blink.

Press and hold the "▲" button for 5 seconds to set above 120. Maximum set point is 140°F.



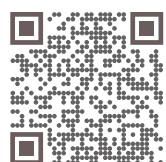
#### ENABLE (POWER ON)

Press the power On/Off button

#### DISABLE (POWER OFF)

Press the power On/Off button

Scan QR Code to download the EcoNet® App (for applicable models only)



### DIP SWITCH



All Vent Lengths						
Identify Vent Length	Identify Altitude					
	0 - 2,000 ft		2,001 - 5,400 ft		5,400 - 7,800 ft	
	Setting	Dip	Setting	Dip	Setting	Dip
All Vent Lengths	<b>A</b> (Factory Setting)		<b>B</b>		<b>C</b>	



**TROUBLESHOOTING**

If a problem occurs, the unit will stop operating and display an error code. The most common error codes on start-up are:

Error Code	Possible Cause	Solution
11	The gas shut-off valve is not fully opened.	Check shut-off valve and open completely.
12	Gas service has been interrupted.	Check gas supply.
	Low gas supply.	Contact a dealer or qualified service technician.
90	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.
P1	Not enough water flow to operate the unit.	Increase the water flow from the fixtures.



For all other codes not listed, please contact a dealer or qualified service technician.



Use QR code located on the back cover for additional troubleshooting resources



**CUSTOMER SERVICE/NEED HELP**

HAVE QUESTIONS?  
NEED HELP TROUBLESHOOTING?

Get the unit's Model and Serial Numbers ready and contact us: **US** 1.800.432.8373 / **Canada** 1.800.268.6966

Be sure to have your **Model and Serial Numbers** before calling customer service (located on the water heater's Rating Label)

OPEN TO VIEW  
INSTALL GUIDE ↓

**BEFORE YOU BEGIN**

This guide is designed to provide a high-level installation overview and address key installation questions. It is not intended to replace the "Installation Instructions" in the Use & Care Manual provided with the water heater. All instructions and installation requirements as well as any local or national codes, must be followed.

It is recommended that this product be installed and serviced by a licensed plumber or a professional service technician. Rheem is not liable for any damages or defects resulting from improper installation.



This icon will tell you which section of the use & care manual to check for more information



This icon will point out helpful Installation tips



This icon will point out information that is key to a safe installation.

**A SUCCESSFUL INSTALL STARTS HERE**

**INSPECT SHIPMENT**

- Check product for damage
- Ensure all pieces in box

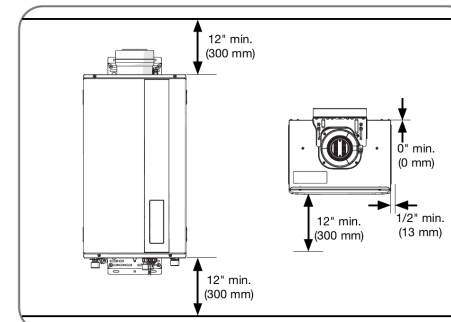


Inspect Product

**FIND INSTALL LOCATION**

Consider The Following:

- Sturdy Wall
- Gas, Water, and Power supply
- Venting Termination
- Condensate Drain
- Enough space - see below for minimum clearance required (all models)

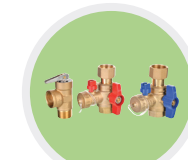


Choosing a Location

**GATHER KEY ACCESSORIES (SOLD SEPARATELY)**



Gas Shutoff Valve  
Part # RTG20074EH



Isolation Valves  
Part # RTG20326



Horizontal Vent Term.  
Twin Pipe System  
Part # RTG20281-1



Concentric Vent Term.  
Twin Pipe System  
Part # RTG20282



Expansion Tank



Crossover Valve  
Part # RTG20285



Recirculation Pump  
Part # AP17920

**TIPS & MAINTENANCE**



**DRAINING THE WATER HEATER**

WARNING: IF THE BUILDING IS TO REMAIN UNOCCUPIED FOR AN EXTENDED PERIOD, IT IS RECOMMENDED THAT THE TANKLESS WATER HEATER BE DRAINED TO PREVENT POSSIBLE DAMAGE DUE TO FREEZING CONDITIONS.



Draining the Water Heater

**FLUSHING THE UNIT**

To ensure the best continued performance from your tankless water heater, we recommend cleaning your unit every year to year and a half. This process is called "flushing." Please refer to proper flushing procedures which can be found utilizing the QR code below.

To make this servicing even easier for you to remember, we've added a Maintenance Notification Setting to remind you that it is time to flush via a flashing code "88" on your tankless display or through the EcoNet® App on your phone (Wi-Fi Models Only).

**SETTING SERVICE ALERT HOURS**

1. Press power button on the front control to turn off.
2. Turn off the gas and water by closing the shut-off valves.
3. Press and hold the "▲" or "▼" button until "1Y" is displayed
4. Press the "▲" or "▼" button until "8A" is displayed. Press and hold the power button on the display for 1 second.
4. Press the "▲" or "▼" button to choose 50", "75", "100" or "OF".

Displayed	Maintenance Notice Hour
50	500 hours
75	750 hours
100	1,000 hours
OF	OFF



Scan for additional information regarding install, servicing, and warranty registration.

**IF YOU HAVE A PROBLEM OR ISSUE WITH THIS WATER HEATER DO NOT RETURN, CALL FIRST.**

Manufacturer National Service Department

1-866-720-2076

(AP23366)

**TANKLESS EASY INSTALLATION GUIDE**

Tips for Professional Installation & Product Setup

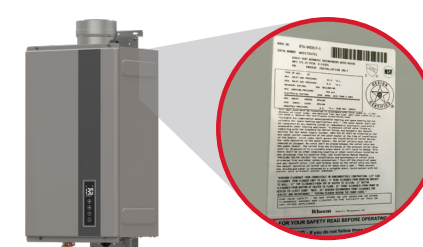


**REGISTER YOUR 15 YEAR WARRANTY\***

To register your product, scan the QR code located on the back cover. You will need your unit model and serial numbers to complete this process. These can be found on the label on the top panel inside of the tankless water heater.

\*All warranties void after 12,000 hours of operation. Warranty is provided to original customer after online product registration under residential installation.

NOTE: For Warranty Type, select "Standard" for all tankless products. The owner is required to provide proof of purchase/ownership at the time of the claim.



**PRODUCT INFORMATION**

MODEL: \_\_\_\_\_  
SERIAL #: \_\_\_\_\_  
INSTALL DATE: \_\_\_\_\_

**INSTALLER INFORMATION**

NAME: \_\_\_\_\_  
COMPANY: \_\_\_\_\_  
PHONE: \_\_\_\_\_