



Technical Service Department

Technical Service Bulletin

800-432-8373



TANKLESS GAS – Burner Assembly cleaning instructions

Bulletin Scope:

- This service bulletin is to provide instructions on how to perform a cleaning service to the burner assembly on -3 tankless units.

Key Details:

- These instructions are intended for qualified service technicians to assist in repairing and servicing the water heater.

Service Bulletin Type:

- Field Service Communication

Scope:

- **Model Description:** -3 Tankless
- **Marketing Models:** ALL (see Appendix A)
- **Base Models:** ALL
- **Variants:** ALL

Tools Required:

- Phillips Head Screwdriver (at least 8" long and magnetic)
- Small wire brush (3/4" to 1")
- Steel wool, emery cloth, or fine sandpaper (no less than 100 grit)
- Air compressor with hose and air gun.
- *Some models may require a Safety bit (Tamper-resistant Torx screws) to remove screws (2) at the gas valve.*

Warnings:

- During this procedure, you may encounter sharp edges; wearing PPE is recommended.
- Turn GAS, ELECTRICITY, and WATER OFF before starting.
- Read the entire instructions before starting this procedure.

Plumber / Servicer Actions:

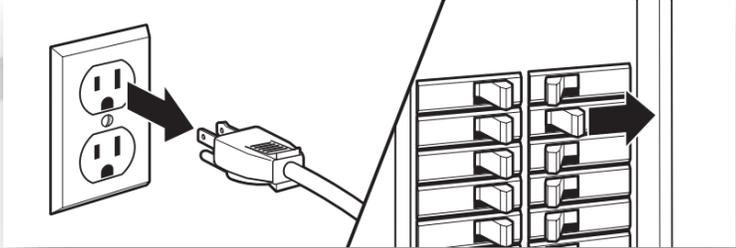
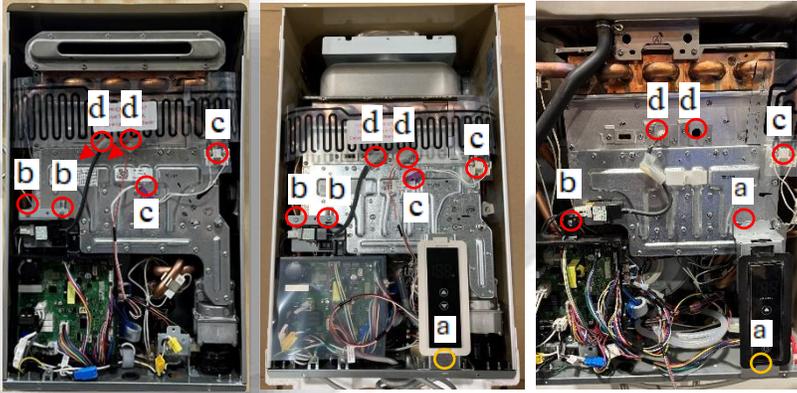
1. Follow the service instructions to perform the burner assembly cleaning procedure.
2. Contact Rheem technical service (800-432-8373) for support with any questions regarding troubleshooting.
 - a. Provide unit serial number at time of call.



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<u>Service Steps:</u>	<u>Supporting Details/Images:</u>	
<p>1. Prior to conducting the cleaning procedure, turn off power to the unit. This can be done in a variety of ways including unplugging the power cord or turning off power at the breaker.</p> <ol style="list-style-type: none"> Turn Power OFF. Turn Water OFF. Turn Gas OFF. 	 <p>Example: Unplugging power cord/flipping breaker switch</p>	
<p>2. After turning off power, remove the front cover by unscrewing the 4 screws on the front corners of the unit. After removing the screws, lift the cover up from the bottom and pull it away from the unit to remove.</p> <p>a) Carefully unhook the OHL (Overheat limiter film wrap) and let the two sides hang out of the way. Note: do not scratch, bend, or tear the OHL because it will leave the unit inoperable.</p>	 <p>Unit prior to front cover removal</p>	 <p>Unit after front cover is removed</p>
<p>3. After removing the front cover:</p> <ol style="list-style-type: none"> Remove the Display (INDOOR) Remove the screws to disassemble the display bracket from the water heater. Remove upper screw on Control Board tray Remove the OHL (Overheat limiter) socket. Disconnect the purple connector Unplug the Igniter and Flame rods by pulling the connector “down/left” as indicated with the arrow (d) 	 <p>NON-CONDENSING UNIT CONDENSING UNIT</p>	



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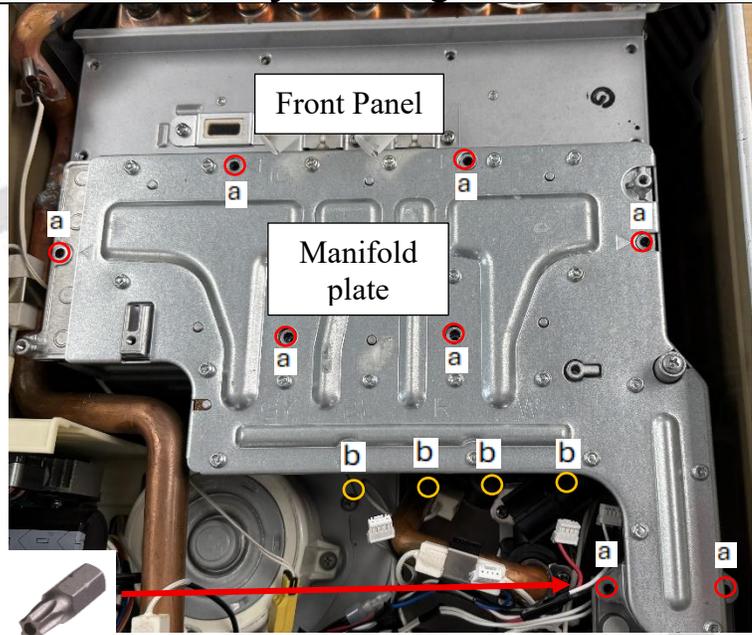


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4. Remove Manifold plate,
 - a) Remove the screws from the manifold plate using a Philips head screw driver.

Long screws belong to the Manifold plate and gas valve.

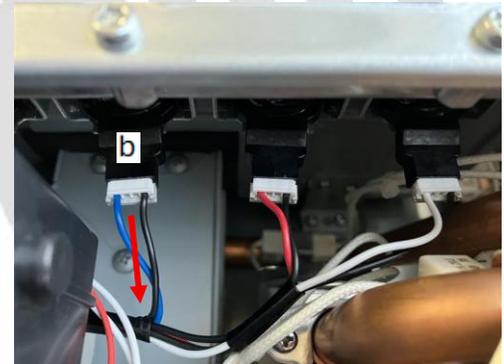
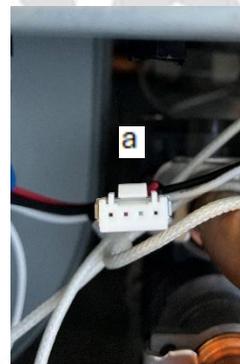
****Early versions would need Tamper-resistant Torx Screwdriver bit set to remove the 2 screws on the gas valve*



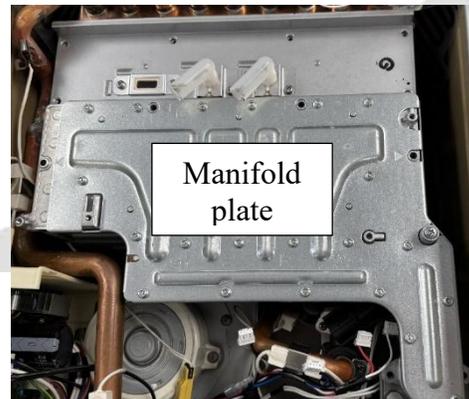
SOLENOID REMOVAL PROCESS

5. Remove the small solenoid (4) connections below the manifold.
 - a) Use your fingers to release the clip.
 - b) Pull the white molar connector down.

GY – BL – R – W stands for Gray – Blue – Red – White wires/connectors, mixing up the order/connections would lead to performance issues.



6. Pull the Manifold plate off the burner box and gas valve.





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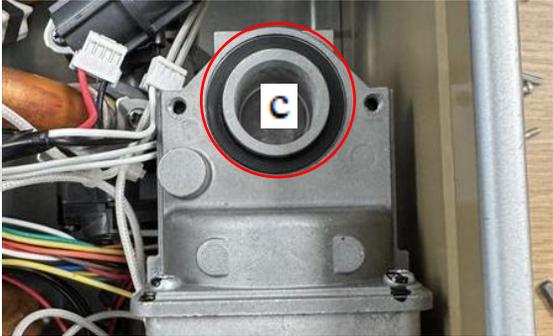
<p>7. Remove Front Panel</p> <p>a) Remove the following screws from the front panel.</p> <p><i>Short screws belong to the front panel.</i></p> <p>b) Pull the front panel off of the burner box.</p>	
<p>8. Remove the Burner Assembly</p> <p>a) Remove the following screws from the burner assembly (use magnetic screwdriver)</p> <p><i>Short screws belong to the burner assembly.</i></p> <p>b) Pull the burner assembly out of the burner box.</p> <p>***Be careful not to allow screws to fall beneath the burner box because they may damage the fan assembly below.</p>	
<p>9. Cleaning instructions:</p> <p>a) Clean the flame rod with steel wool, emery cloth, or fine sandpaper. (remove all the carbon buildup on the flame rod).</p> <p>b) Clean the manifold holes (Manifold Plate) with the wire brush (reference image). Ensure that each hole can allow gas to flow through properly without enlarging the openings.</p> <p>c) Clean the burner ribbons with the air compressor gun. Remove all the carbon build up and debris.</p>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>BURNER ASSEMBLY</p> <p>Burner Ribbons</p> </div> <div style="text-align: center;"> <p>HEAT EXCHANGER</p> </div> </div> <div style="text-align: center; margin-top: 20px;"> <p>MANIFOLD PLATE</p> </div>



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<p>10. Proceed to reassemble the burner box.</p> <ul style="list-style-type: none"> a) Reinsert the burner assembly (3 screws). b) Reinsert the Burner box front panel (8 screws) c) Before reinstalling the Manifold Plate, it's very important to ensure the gasket presence in the gas valve area (see image) 	
<ul style="list-style-type: none"> d) Reinstall the Display (INDOOR) <i>Use the screws to secure the display bracket to the water heater.</i> e) Reinstall upper screw on Control Board tray f) Reinstall the OHL (Overheat limiter) socket. <i>Reconnect the purple connector</i> g) Plug the Igniter and Flame rods. h) Plug the small solenoid connections below the manifold. <p><i>GY – BL – R – W stands for Gray – Blue – Red – White wires/connectors, mixing up the order/connections would lead to performance issues.</i></p>	 <p style="text-align: center;">NON-CONDENSING UNIT CONDENSING UNIT</p>
<p>i) Next, reinstall the Front Cover. Drop it down from the top and tilt the lower end of the door back into place. Then reinstall the four screws. Ensure that all screws are securely fastened, and that completes this repair. Your unit should again look as shown in the image on the right.</p>	
<p>j) Finally, ensure that the power cord is plugged in and that the breaker is turned on and after that the unit is ready for operation.</p>	



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APPENDIX A

List of Models affected

VARIANT	MARKETING MODEL	VARIANT	MARKETING MODEL	VARIANT	MARKETING MODEL
701100	RUTGH-95DVLN-3	701169	RTGH-68DVLN-3	701245	RTG-70DVLP-3
701101	RUTGH-95DVLP-3	701170	RTGH-68DVLP-3	701246	RTG-70XLN-3
701120	CECOH160DVLN-3	701171	RTGH-84DVLN-3	701248	RTG-70XLP-3
701121	CECOH160DVLP-3	701172	RTGH-84DVLP-3	701250	RTG-84DVLN-3
701122	CECOH180DVLN-3	701173	RTGH-90DVLN-3	701251	RTG-84DVLP-3
701123	CECOH180DVLP-3	701174	RTGH-90DVLP-3	701252	RTG-84XLN-3
701124	CECOH200DVELN-3	701175	RTGH-95DVELN-3	701254	RTG-84XLP-3
701125	CECOH200DVELP-3	701176	RTGH-95DVELP-3	701256	RTG-95DVELN-3
701129	CRMTGH95DVELN-3	701177	RTGH-95DVLN-3	701257	RTG-95DVELP-3
701130	CRMTGH95DVELP-3	701178	RTGH-95DVLP-3	701258	RTG-95DVLN-3
701131	CRTGH-84DVLN-3	701179	RUTGH-68DVLN-3	701259	RTG-95DVLP-3
701132	CRTGH-84DVLP-3	701180	RUTGH-68DVLP-3	701260	RTG-95XELN-3
701133	CRTGH-90DVLN-3	701181	RUTGH-84DVLN-3	701262	RTG-95XELP-3
701134	CRTGH-90DVLP-3	701182	RUTGH-84DVLP-3	701264	RTG-95XLN-3
701135	CRTGH-95DVELN-3	701183	RUTGH-90DVLN-3	701266	RTG-95XLP-3
701136	CRTGH-95DVELP-3	701184	RUTGH-90DVLP-3	701268	RMTG70DVLN-3
701137	CRTGH-95DVLN-3	701185	RUTGH-95DVELN-3	701269	RMTG70DVLP-3
701138	CRTGH-95DVLP-3	701186	RUTGH-95DVELP-3	701270	RMTG70XLN-3
701139	DCRTGH84DVLN-3	701203	CRUTGH-84DVLP-3	701271	RMTG70XLP-3
701141	DCRTGH95DVELN-3	701204	CRUTGH-90DVLN-3	701280	RMTG84DVELN-3
701143	DCRTGH95DVLN-3	701205	CRUTGH-90DVLP-3	701281	RMTG84DVELP-3
701144	DCRTGH95DVLP-3	701206	CRUTGH-95DVELN-3	701282	RMTG84XELN-3
701145	ECO160DVLN-3	701207	CRUTGH-95DVELP-3	701283	RMTG84XELP-3
701146	ECO160DVLP-3	701208	CRUTGH-95DVLN-3	701288	RMTG95DVELN-3
701147	ECO180DVELN-3	701209	CRUTGH-95DVLP-3	701289	RMTG95DVELP-3
701148	ECO180DVELP-3	701217	CRTGH-68DVLN-3	701290	RMTG95XELN-3
701151	ECO200DVELN-3	701218	CRTGH-68DVLP-3	701291	RMTG95XELP-3
701152	ECO200DVELP-3	701219	DCRTGH90DVLN-3	701292	RUTG-70DVLN-3
701161	RMTGH84DVLN-3	701220	DCRTGH68DVLN-3	701293	RUTG-70DVLP-3
701162	RMTGH84DVLP-3	701221	CRUTGH-68DVLP-3	701294	RUTG-70XLN-3
701165	RMTGH95DVELN-3	701222	CRUTGH-84DVLN-3	701296	RUTG-70XLP-3
701166	RMTGH95DVELP-3	701244	RTG-70DVLN-3	701298	RUTG-84DVLN-3



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701299	RUTG-84DVLP-3	702890	RHCTGH-90DVLN-3	703703	FDTG-R95DVELN-3
701300	RUTG-84XLN-3	702891	RHCTGH-95DVELN-3	703704	FDTG-R95DVELP-3
701302	RUTG-84XLP-3	702892	RHCTGH-95DVLN-3	703705	FDTG-R70DVELN-3
701304	RUTG-95DVELN-3	702893	RHCTGH-95DVLP-3	703706	FDTG-R70DVELP-3
701305	RUTG-95DVELP-3	703052	FDTG-70DVLN-3	703707	ECOR200XELN-3
701306	RUTG-95DVLN-3	703053	FDTG-70DVLP-3	703708	RUTG-R70XELP-3
701307	RUTG-95DVLP-3	703054	FDTG-70XLN-3	703709	FDTG-R95XELN-3
701308	RUTG-95XELN-3	703055	FDTG-70XLP-3	703710	FDTG-R95XELP-3
701310	RUTG-95XELP-3	703056	FDTG-84DVLN-3	703711	FDTG-R70XELN-3
701312	RUTG-95XLN-3	703057	FDTG-84DVLP-3	703712	FDTG-R70XELP-3
701314	RUTG-95XLP-3	703058	FDTG-84XLN-3	703713	RMTGR70DVELN-3
701316	ECO160DVLN-3	703059	FDTG-95XLN-3	703714	RMTGR70DVELP-3
701317	ECO160DVLP-3	703060	FDTG-95XLP-3	703715	RTG-R70DVELN-3
701318	ECO160XLN-3	703061	FDTGH-68DVLN-3	703716	RTG-R70DVELP-3
701319	ECO160XLP-3	703062	FDTGH-68DVLP-3	703717	RUTG-R95DVELP-3
701320	ECO180DVELN-3	703063	FDTGH-84DVLN-3	703718	ECOR160DVELN-3
701321	ECO180DVELP-3	703064	FDTGH-84DVLP-3	703719	ECOR160DVELP-3
701322	ECO180XELN-3	703065	FDTGH-90DVLN-3	703720	ECOR160XELN-3
701323	ECO180XELP-3	703070	FDTG-84XLP-3	703721	ECOR160XELP-3
701324	ECO200DVELN-3	703071	FDTG-95DVELN-3	703722	RMTGR70XELN-3
701326	ECO200DVELP-3	703072	FDTG-95DVELP-3	703723	RMTGR70XELP-3
701327	ECO200XELN-3	703073	FDTG-95DVLN-3	703724	RTG-R70XELN-3
701328	ECO200XELP-3	703074	FDTG-95DVLP-3	703725	RTG-R70XELP-3
701615	CRUTGH-68DVLN-3	703075	FDTG-95XELN-3	703726	RUTG-R70XELN-3
701744	RMTGH90DVELN-3	703076	FDTG-95XELP-3	703727	ECOR200DVELN-3
701745	RMTGH90DVELP-3	703077	FDTGH-90DVLP-3	703728	ECOR200DVELP-3
702514	CECOH160DVELN-3	703078	FDTGH-95DVELN-3	703729	RMTGR95DVELN-3
702515	CECOH160DVELP-3	703079	FDTGH-95DVELP-3	703730	RMTGR95DVELP-3
702516	CRMTGH95DVLN-3	703080	FDTGH-95DVLN-3	703731	RTG-R95DVELN-3
702517	CRMTGH95DVLP-3	703081	FDTGH-95DVLP-3	703732	RTG-R95DVELP-3
702888	RHCTGH-68DVLN-3	703701	RUTG-R70DVELN-3	703733	RUTG-R95DVELN-3
702889	RHCTGH-84DVLN-3	703702	RUTG-R70DVELP-3	703734	ECOR200XELP-3
				703735	RMTGR95XELN-3
				703736	RMTGR95XELP-3
				703737	RTG-R95XELN-3
				703738	RTG-R95XELP-3
				703739	RUTG-R95XELN-3