

320442-000

Quick Guide To Hot Water

Read and follow the printed Installation Instructions that came with your water heater for model-specific information, important warning and safety notices. Follow all local codes. If you lack the necessary skills to install, troubleshoot, or repair your water heater, get help from a qualified person.



1 This Heat Pump Water Heater must be installed indoors, in either a conditioned (heated/cooled) or unconditioned space. A room size of at least 750 cubic feet is recommended. The unit can be installed in spaces as small as 128 cubic feet with an accessory ducting kit purchased separately. Refer to the Installation Instructions for specific installation details. Most codes require this water heater to be installed in a metal drain pan. The location must be free of flammable vapors, chemicals, lint and dust.

Heat Pump Water Heaters produce condensation (water) just like air conditioners do. This condensation must be drained to an adequate drain. Some installations (such as basements) may require the use of a condensate pump (purchased separately—with a capacity of at least one gallon per hour) to remove condensation. Refer to the Installation Instructions for information about installing a condensate pump. This unit also has an air filter that must be cleaned periodically.

Before removing the old water heater, first turn the circuit breaker marked "Water Heater" OFF. Some homes use fuses that must be removed. Some water heaters also have a disconnect switch that should be turned off. Follow all local codes.



2 Because circuit breakers can be mismarked, always check the incoming power with a voltmeter or circuit tester to make sure the circuit you are working on is OFF.

Open a hot water faucet and let the hot water run until it's cool. Then shut off the cold water supply to the water heater. (Leaving the hot water faucet open will help the tank drain.)

Connect a garden hose to the drain valve. Place the other end of the hose in a drain or outside. (You could also use buckets.) Open the water heater's drain valve (may require a flat head screwdriver). While the water heater is draining, read the Installation Instructions that came with your new water heater. Disconnect the power and water lines and remove the old water heater.



3 Almost all homes have check valves in the plumbing system and most homes now need a thermal expansion tank installed near the water heater. The expansion tank is attached to the cold water inlet line. To operate properly, the expansion tank must be pressurized with air. Refer to the expansion tank's instructions for details.

The Temperature and Pressure Relief Valve (T&P) is an important safety device. It opens to relieve pressure if the water temperature or pressure is too high. Use the new T&P that came with your new water heater. Don't reuse the old T&P valve. Note: If the T&P valve drips, install an expansion tank and check the incoming water pressure (should be between 50 and 60 psig).

The Temperature and Pressure Relief Valve (T&P) discharge pipe should be terminated near a floor drain with an air gap of no more than 6 inches between the end of the discharge pipe and the drain. Some localities require terminating the T&P discharge pipe outside. In cold climates, we recommend using a floor drain. In all cases, follow local codes. Read the Instruction Manual for important details. Warning: Do not plug or cap the T&P discharge pipe.



4 Install the hot and cold water lines. The connections are threaded and require Teflon® tape or pipe joint compound approved for potable water. The water heater connections contain non-metallic parts. Do not solder pipes while they are connected to the water heater. Turn the cold water back on and check for leaks.

Open a hot water faucet and let the water run full for at least three minutes to ensure the tank is completely full of water. Once the tank is completely full, turn the faucet off and check all connections for water leaks and repair if necessary.

Install two condensate drain lines according to the Installation Instructions. See the Installation Instructions for details. These lines must not be connected to the T&P discharge line in a single (common) pipe. Run all pipes separately. The condensate lines should slope toward a floor drain or into a condensate pump. If you are using a condensate pump, it can be wired to shut off the Heat Pump should the condensate pump fail. See the Installation Instructions for details.

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5 Consult the Installation Instructions and the wiring diagram and labels on the water heater. Make sure your home's wiring and circuit breakers are in good condition and are correct for the model you are installing. This unit is for 240 volt single phase AC only. Do not use 208 volt AC. Remove the louvered access panel on the left side of the unit to access the electrical junction box. Connect the power wires and ground wire. The green or copper ground wire must be connected to the water heater's green ground wire. Follow local codes.

Review the Installation Checklist in the Installation Instructions and make sure every step has been followed before turning power on. Make corrections or repairs as necessary.

Replace the cover on the electrical junction box. Replace the louvered access panel. Reinstall the air filter and make sure the air filter is properly seated. Reinstall the screw that holds the filter in place.



6 Turn the circuit breaker on (or replace the fuses) and turn the disconnect on (if you have one). Verify that the button lights up (red). If it does not, check your home's electrical power supply (wiring and circuit breaker). Touch the power button which will then display a green light.

Press the "Efficiency" button. The unit will first run a diagnostic check which will take about 8 minutes. If the diagnostic check indicates any problems, refer to the Diagnostic Codes in the Installation Instructions. After the 8 minute diagnostic check, the heat pump's fan will turn on. Note: The fan will not run if the tank temperature is less than 59°F or the ambient air temperature is below 45°F or above 109°F (this is normal).

Set the desired operating mode. For standard installation, the Hybrid mode offers the best combination of efficiency and hot water delivery. See "Adjusting the User Interface Module/Operational Modes" section in the Installation Manual for more information. Adjust the thermostat to the desired temperature setting as described in the "Adjusting the User Interface Module/Operational Modes" section. We recommend a temperature setting no higher than 120°F. See the Installation Instructions and the unit's labels for important safety information about scalding.



7 When the air filter needs cleaning, place the water heater in Standby Mode by pressing the power button (the button turns red when in Standby Mode). Remove the filter retaining screw and slide the filter out horizontally from the shroud. Inspect the air filter monthly and clean as needed. Vacuum the air filter or wash it in warm water and hand dishwashing soap. Allow the filter to dry before reinstalling it. This unit should never be operated without an air filter in place. Press the power button to turn the water heater back on. The Installation Instructions list Routine Preventative Maintenance items that should be performed on this unit.

Heat Pump Water Heaters make condensation (water). Once the unit is operating in either Efficiency or Hybrid mode, check the condensation lines to make sure they are draining properly and do not leak. Water coming from the top plastic cover (see areas noted by red line/arrows in image above) usually means the condensation pipes are clogged.

Refer to the Diagnostic Codes section of the Installation Instructions if an error message is displayed on the User Interface Module.

TROUBLESHOOTING

If you don't have enough hot water, try shifting to the Hybrid mode (see the Installation Instructions or Step 6 above for details).

If you have no hot water, make sure the unit is getting power (the power button should be lit up—red or green). If the power button is not lit, check your electrical supply (wiring, circuit breakers, fuses, etc.). If the power button is red, press the power button to turn the unit on (the button will turn green—see Step 6). If the power button is green and there is no hot water (or other problems), read the error messages on the display and refer to the Diagnostic Codes and other information in the Installation Manual. Remember there is an 8 minute self-test delay whenever the unit's electrical supply is turned on or interrupted.

Refer to the Diagnostic Codes and Troubleshooting Chart sections of the Installation Instructions.

Note that a Condensate Drain Alarm Fault usually indicates a problem with the condensate pump (if an accessory condensate pump is installed). An unplugged condensate pump or a tripped Ground Fault Circuit Interrupter (GFCI) or circuit breaker can also cause this symptom.

The air filter must be cleaned regularly according to the method described in the Installation Instructions.

If water is noticed coming from the top of the unit (around the plastic shroud), that usually indicates that the condensate drain system is clogged. A qualified service technician may be needed to clean the condensate drain system.

Most leaks are from plumbing connections, not the tank. If you suspect a leak, check all connections carefully.

Drips from the Temperature and Pressure (T&P) Relief Valve discharge pipe usually mean you need a thermal expansion tank or your home's water pressure is too high. (see Step 3). Warning: Do not cap or plug the T&P discharge pipe.

For additional troubleshooting information, visit www.hotwater101.com or call the toll-free number listed on the water heater or in the Installation Instructions. Copyright MMXII All Rights Reserved