



MODEL NUMBER:

SERIAL NUMBER:

# INFORMATION MANUAL

This Information Manual is for the Tankless water heater Models.

T 12 2, T 14 2, T 16 2, T-18-4, T-24-4, T-28-4 and T-36-6.



# ATTENTION:

**IF YOU ARE NOT A LICENSED PLUMBER OR A LICENSED ELECTRICIAN,  
YOUR WARRANTY MAY BECOME INVALID IF YOU ATTEMPT TO  
INSTALL OR SERVICE THE UNIT YOURSELF.**

FOR MORE DETAILED SCHEMATICS AND WIRING DIAGRAMS  
VISIT, [www.HOTWATERHEATER.COM](http://www.HOTWATERHEATER.COM).

2040A WHITFIELD PARK AVENUE, SARASOTA, FLORIDA 32423. 800 826 5537

Caution: This product has more than one power-supply connection point. Disconnect all power supplies before servicing.

For supply connections use #6 AWG or larger wires suitable for t least 90\* C.

MAXIMUM PSI IS 150 LBS.

Tankless, Inc.

QUAL

ST WATER HEATERS



## INSTALLATION INSTRUCTIONS

- 1- REMOVE THE FRONT COVER.
- 2- REMOVE THE TOP COVER.
- 3- MOUNT ON THE WALL.

**A-** There are two holes in the back of the box for the all units. Mount the heater to the wall and secure it to the wall with screws thru the bracket. We recommend using a level and marking the wall for screw placement.

**B-** Install all piping and fittings by using glue, joint compound or solder. Let all fittings dry, cure , or cool before turning on the water. There should be at least 18” of copper pipe before and after the heating unit before the use of PVC or any other non copper pipe is used.

**C-** As with any water heating device there must be a pressure relief valve installed with the unit and plumbed to the outside. This part is supplied by the manufacturer and must be installed by the plumber and plumbed to the outside to validate your warranty.

**D-** Connect the electric supply wires from the breaker panel using 90\* C wiring to L-1 and L-2 terminals inside the heater using one, two, or three pairs of 90\* C wires with ground. Your unit will be labeled with the breaker requirements for that unit.

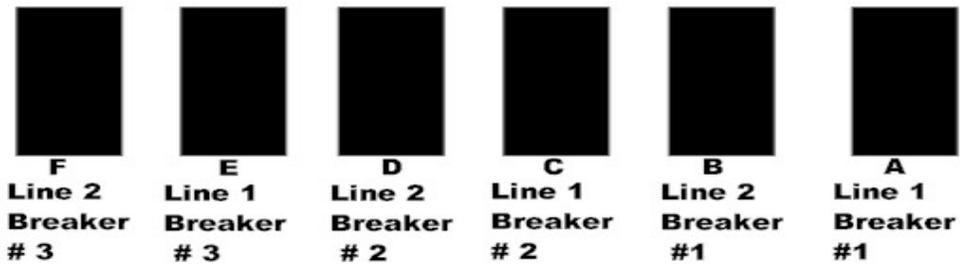
- E- Turn on the main water supply. Fill the heater and piping system with water. Check for leaks and fix if necessary. After filling the heater with water and checking for leaks, purge air out of all sinks tubs, etc. You may need to remove dirt from the faucet strainers to prevent dirt from clogging the faucets.
- F- **While the water is still running, turn on the the main breaker(s).** The pilot light will illuminate and after one minute you can turn off the water.



QUALITY,

C.  
WATERS

G- Check for proper phasing as shown on the label on the page



**Installation instructions: Wiring for all Tankless, Inc. electric heaters**

- 1. Pull in correct wire and breakers per national electrical code and the required breakers as shown on the master label on the front panel. You may have one, two, or three breakers. Ground is not shown but is also necessary.**
- 2. Install and tighten wires from proper breaker and line as shown above.**
- 3. Test voltage to be sure step 2 was done properly.**

VOLTAGE FROM	A TO B =	208 to 240
VOLTAGE FROM	C TO D=	208 to 240
VOLTAGE FROM	E TO F=	208 to 240
VOLTAGE FROM	A TO C =	0
VOLTAGE FROM	B TO D =	0
VOLTAGE FROM	D TO F =	0

**IF THIS IS NOT THE READING YOU GET THE UNIT IS NOT WIRED PROPERLY.**

**DO NOT TURN ON ANY BREAKERS UNTIL YOU CORRECT THIS PROBLEM. YOU WILL VOID YOUR WARRANTY.**

below.

These tests must be done to validate your warranty. The unit will not operate properly if it is not properly phased.

- H- Your tankless heater is ready for operation.
- I- Install all covers to completely enclose unit and tighten screws provided.

## Troubleshooting

There is a pilot light on the right side of the heater that will come on when the breaker is engaged.

There are two lights on each side of the heater that indicate the operation of the specific elements that they are connected to. The elements and thermostats are numbered from right to left. The lights are numbered from bottom to top on the right side and then to the left side of the unit.

If any one of these four lights do not come on when the heater is operating under a full load then

1. Shut off the breakers and the pilot light will go out.
2. Test the thermostat that relates to the light for continuity. If there is no continuity it will have to be replaced.

3. Test the element that relates to the light for proper ohms. The ohms reading on the element should be a steady reading as shown on the following schedule.

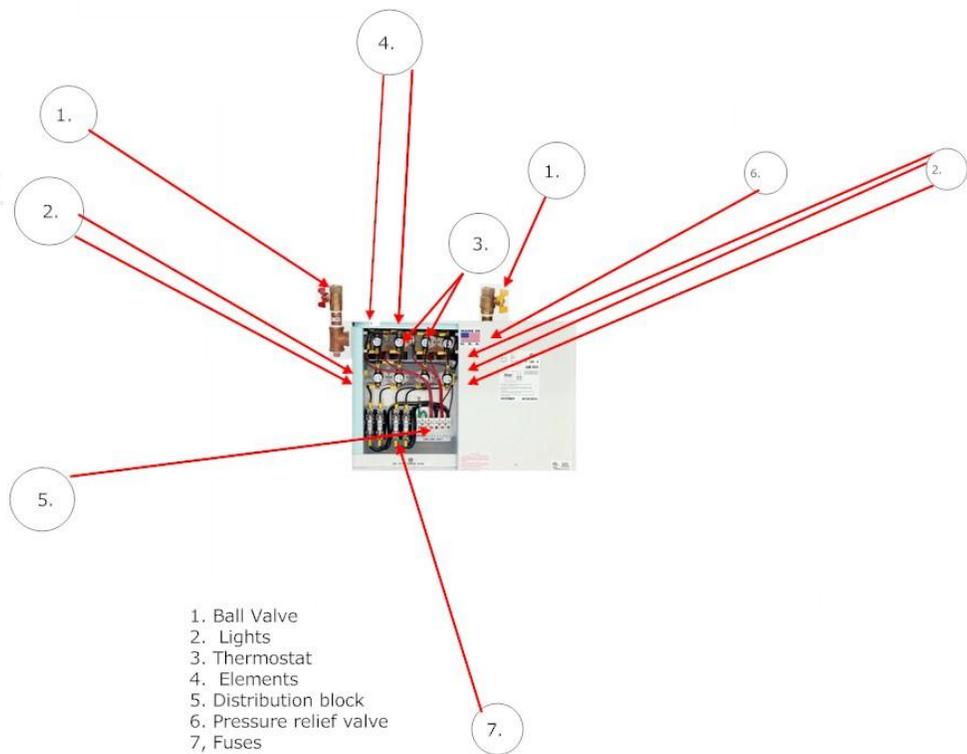
T 12 2	10 ohms
T 14 2	8 ohms
T 16 2	7 ohms
T 18 4	13 ohms
T 24 4	10 ohms
T 28 4	8 ohms
T 36 6	10 ohms

If the ohms reading is 0 or it is not steady and close to the numbers above it will have to be replaced.

4. Check each of the fuses for continuity and replace if necessary. These are for safety and if one of them has failed you need to assess why and fix the problem before operating the heater again. It could be an element that failed, caused a short, and burnt the fuse.
5. Check each of the bottom thermostats for continuity and replace if necessary. These are safety thermostats and normally do not wear out. If one of them has failed

you need to assess what caused the problem and fix it before using the heater again.

6. The assembly drawing shown below relates to the T 24 4 unit but all parts are comparable for other heaters in the line. It should help answer any questions you may have about how the unit operates.





# Tankless, Inc.

QUALITY, ENERGY-SAVING, TANKLESS HOT WATER HEATERS