

## **INSTALLATION INSTRUCTIONS AND HOMEOWNER MANUAL**

**MODELS: 27 kW, 21 kW, 18 kW, 16 kW, 14 kW & 11 kW**

### **IMPORTANT SAFETY INFORMATION**

As when installing or using any high voltage electrical appliance, basic safety precautions should always be followed. Under no circumstances should you attempt to clean, install, inspect, repair, disassemble, or otherwise service this water heater without first shutting off all power to the unit directly at the breaker box.

**SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

**THIS PRODUCT MUST BE INSTALLED BY A QUALIFIED ELECTRICIAN AND PLUMBER IN ACCORDANCE WITH ALL FEDERAL, PROVINCIAL, AND LOCAL ELECTRICAL AND PLUMBING CODES.**

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

**This manual should be given to the homeowner after installation and should be retained for future reference.**

## **ABOUT YOUR TANKLESS WATER HEATER**

Congratulations on the purchase of your Econobec tankless water heater! You have purchased the most technologically advanced tankless water heater on the market today. Your Econobec tankless water heater is produced for all countries where the necessary electrical needs are met and backed by the industry's most comprehensive warranty.

The characteristics of your new tankless water heater are the most advanced for several reasons: advanced water flow rate and temperature sensors designed to modulate power to the heating elements to maintain a precise user-selected output water temperature between 26.5 °C (85 F) and 51.5 °C (125 F) (subject to incoming water temperature and power of the selected model).

To get the best performance and energy savings from your tankless water heater, it is important that it be installed in accordance with our instructions and the electrical and plumbing codes applicable to your area, and that you read this manual thoroughly for important operating instructions and tips.

At any time, if you have any questions, please contact your authorized dealer, or contact us directly at:

**info@econobec.com**  
**Toll free: 1-888-955-0733**

- 1. BEFORE YOU INSTALL YOUR WATER HEATER**
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- 3. MOUNTING YOUR WATER HEATER**
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## 1. BEFORE YOU INSTALL THIS PRODUCT

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

By installing this product, you acknowledge the terms of the manufacturer's warranty and your authorized dealer's return policies. Water heaters that have been installed cannot be returned. If you have any questions regarding the warranty or product return policies, please consult your authorized dealer prior to installation.

Open the box and carefully unpack the water heater and parts. Inspect all components. The contents of your box should include the following: The tankless water heater and this guide.

## 2. SELECTING A LOCATION TO INSTALL

Your tankless water heater can be installed just about anywhere! Due to the small size of your water heater, it can be mounted in many small spaces, including closets, under sinks, in pantries, or under stair storage areas. However, there are some important guidelines to follow that will ensure that your installation is both safe and convenient in the event that future servicing is required:

This product is designed to be installed indoors only. You may be able to install your unit in an outdoor location as long as it is mounted in a suitable enclosure that protects it from rain, splashed water, direct sunlight, debris, and insects. This product should NOT be installed in a location where it may be subject to freezing temperatures. If the water inside your tankless water heater freezes, it can cause severe and permanent damage that is not covered under your warranty. If you suspect that your tankless water heater may have frozen, do not turn on the heater until it has thawed and you have inspected the system for leaks. We highly recommend that you contact us if you suspect that your tankless water heater may have been frozen with water inside it.

When selecting an installation location, give consideration to your existing plumbing configuration, location of your main electrical panel, and location of your bathrooms, kitchen, and laundry area. Try to choose a location that does not require you to make major plumbing alterations, that is close to your main electrical panel (this will reduce the amount of wire that you need to install), and that is physically close to the hot water applications (faucets) that you use most often. By locating the heater close to the points-of-use, you will reduce the amount of time it takes for the hot water to travel from the water heater to your faucet. You should also give consideration to future servicing. Do NOT locate the water heater in a location that is difficult to access. In most cases, installing your tankless water heater in the same location as your old conventional tank-type water heater will make the most sense.

Regardless of your installation location, your water heater should be installed in a manner that will NOT allow combustible materials to come in contact with the water heater or outlet water pipe. Combustible materials should be kept at least 60 cm (24 inches) away from your water heater and the output hot water pipe. Under normal operation, the cover of your water heater will only warm slightly to the touch, however, it is always best to be overly cautious when dealing with a high voltage appliance. Make sure that the water heater and the outlet hot water pipe are out of the reach of children so they cannot tamper with the temperature controls or injure themselves by touching the hot water outlet pipe. The output water pipe can get very hot.

This product does NOT require venting.

You should avoid installing your tankless water heater in a location prone to excessive humidity, moisture, or dust, or in an area where it may be splashed with water or other liquids. Do NOT install under water pipes or air conditioning lines that might leak or condense moisture that could then drip onto the heater.

Do NOT install above electrical boxes or junctions.

If you plan to install your water heater on a second floor or in a heated attic space, make sure that you follow all code requirements for such installations as required for your area. We recommend that you install a drip pan (connected to a safe drain) below the water heater to avoid property damage in the unlikely event of a leak. Alternatively, you can install an active water leak detector and shutoff valve designed to turn off your water supply in the event that a leak is ever detected.

### 3. MOUNTING YOUR WATERHEATER

Your Econobec tankless water heater should be secured to the mounting surface with 4 screws (minimum 2.6 cm (1 inch) long) using the built-in mounting brackets on each side of the heater. Make sure that the mounting surface is solid and secure, and ensure that the unit is level prior to securing the screws. For ease of installation and servicing, we recommend that this product be installed in an upright position with the inlet and outlet water connections at the bottom of the unit. However, installing the unit in another position is acceptable as the flow sensor will not be affected by orientation.

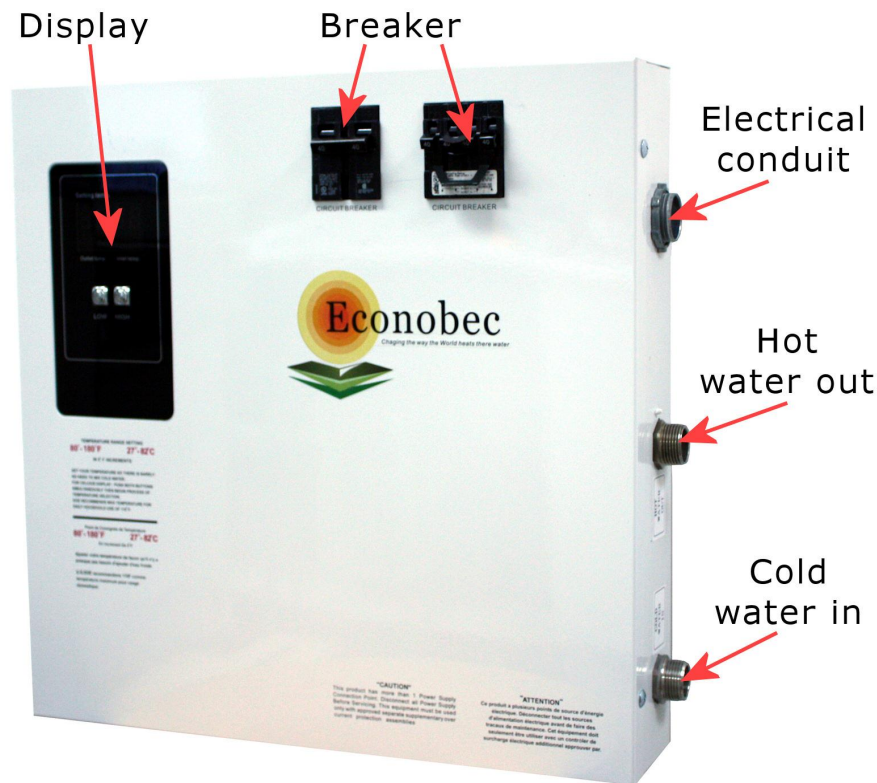
#### Recommended Clearances:

Above and below heater: 30,5 cm (12 inches)

To front panel: 15,5 cm (6 inches)

To sides: 15,5 cm (6 inches)

**CAUTION: Combustible materials should be kept at least 61 cm (24 inches) away from your water heater and the output hot water pipe.**



## 4. PLUMBING INSTALLATION

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

Please follow all plumbing instructions carefully. This product must be installed by a licensed and qualified plumber in accordance with all applicable federal, provincial, and local plumbing codes.

### IMPORTANT NOTES:

- 1. DO NOT SOLDER ANY PIPES WITH UNIT CONNECTED TO PIPES - IF YOU DO, YOU MAY DAMAGE THE FLOW SENSOR AND VOID THE WARRANTY.**
- The Econobec tankless water heater is equipped with both computer-controlled and electromechanical auto-resetting thermostat switches for high-limited temperature protection. Since this product does not use a storage tank, the use of a temperature / pressure relief valve (T&P) is not required for most installations. UL Standard 499 does NOT require that a pressure relief valve be used. However, a T&P valve may be required to meet installation codes in your area. If one is required, install the pressure relief valve in accordance with your code and ensure that it operates correctly and that air is purged from the valve prior to installing your water heater. When connecting to Flex or PVC pipe, we recommend that a T&P valve be used for added safety. If a pressure relief valve is used, it should be connected to a drain.
- The maximum recommended operating water pressure is 7.03 kg/cm<sup>2</sup> (100 PSI). If your water pressure is higher than this, we recommend that a pressure reduction valve be installed on your main incoming water supply line prior to installing your tankless water heater.
- Serious internal damage to your water heater can occur if you over-tighten the water heater inlet hose connections at the unit or if you solder any pipe to the inlet and outlet connections. Such damage is NOT covered under the warranty.
- We recommend that all water pipe within 1m (3 feet) of the inlet and outlet hoses be copper although other forms of plastic tubing are acceptable as well, as long as they are classified for high temperatures.

### STEP 1

**IMPORTANT:** Bring the HOT WATER and COLD WATER lines to the heater. We recommend that a manual shut-off valve (ball valve) be installed on the inlet side of the water heater so there is a convenient shut-off point available in the event that future maintenance or servicing is required.

Before connecting these pipes to the water heater hoses if used it is extremely important to FLUSH the lines to eliminate all plumbing paste or residue in the lines caused by any welding or soldering.

### STEP 2

Connect the HOT WATER line to the water heater marked HOT WATER OUT (1 inch connector) located in the middle of the right side of the water heater when facing unit. Connect the COLD WATER line to the water heater marked COLD WATER IN (1 inch connector) on the lower, right side when facing unit. DO NOT USE TEFLON TAPE OR PASTE on compression fittings.

### STEP 3

**IMPORTANT:** After tightening both compression fittings at the water heater, open several hot water faucets and allow water to run through the water heater for at least 2 to 3 minutes. This process purges all the air from the water lines and MUST be performed prior to turning on the power at the unit. FAILURE TO FOLLOW THIS STEP CAN CAUSE PERMANENT DAMAGE TO THE HEATING ELEMENTS. When any maintenance is performed on the water heater or the home's plumbing system that may introduce air into the plumbing pipes, it is important to turn the power off to the water heater and purge the air out of the lines before allowing the unit to power up.

## STEP 4

Carefully inspect all connections, unions, and the pressure relief valve (if installed) for leaks.

## STEP 5

If your water heater is installed on a second floor, heated attic, or other location where water damage could occur in the unlikely event of a leak, we highly recommend that a drip pan (minimum 2.6 cm (1 inch) deep) be installed and connected to a suitable drain. Alternatively, you can install an active water leak detector and shut-off valve designed to turn off your water supply in the event that a leak is ever detected.

# 5. ELECTRICAL INSTALLATION

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH , AND VOID YOUR WARRANTY.**

This product must be installed by a licensed and qualified electrician in accordance with all applicable federal, provincial, and local electrical codes.

**As with all electrical appliances, under no circumstances should you attempt to install, repair or disassembled this water heater without first shutting off all power to the unit directly at the fuse or breaker box. SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

### **DIRECT CONNECTION TO THE HOME'S MAIN ELECTRICAL PANEL.**

All wiring (wire gauge) and circuit protection (breakers) must comply with the U.S. National Electrical Code (NEC) in the U.S.A., or the Canadian Electrical Code (CEC) in Canada. Failure to do so could result in property damage and / or personal injury, and void your warranty.

**Note:** the Canadian Electrical Code generally requires that all supply wires and corresponding circuit protection (breakers) used for domestic hot water heating and hydronic heating applications be sized to a minimum of 125 % of the maximum current rating of the heater (see model specifications below for details).

Before installing this product, ensure that the home has sufficient electrical power available to handle the maximum amperage load of the applicable model.

Figure 1. - Electrical Specifications by Model

Model	27 kW	21 kW	18 kW	16 kW	14 kW	12 kW	8 kW	6 kW
Elements	3	3	2	2	2	2	2	2
Voltage	208 - 240 V	208 - 240 V	208 - 240 V	208 - 240 V	208 - 240 V	208 - 240 V	208 - 240V	208 à 240V
Max. KW	27	21	18	16	14	12	8	6
Max. Amp	112	92	75	70	60	50	35	26
Min. recommended Amps to home	200	200	125	100	100	100	60	60
Breaker needed	125 amps	100 amps	80 amps	80 amps	70 amps	60 amps	40 amps	30 amps

### STEP 1

Install an appropriate breaker in the home's main electrical panel based on the model being installed (see Figure 1).

### STEP 2

Using a suitable wire gauge that meets all applicable electrical codes for the size of breakers used, run one pair of wires and a ground wire from the home's main breaker panel to the tankless water heater.

### STEP 3

Remove the cover of the water heater. Attach the pair of wires to the two terminal blocks (see Figure 2).

Figure 2 : Interior of the water heater (Models from 6 to 18 kW)

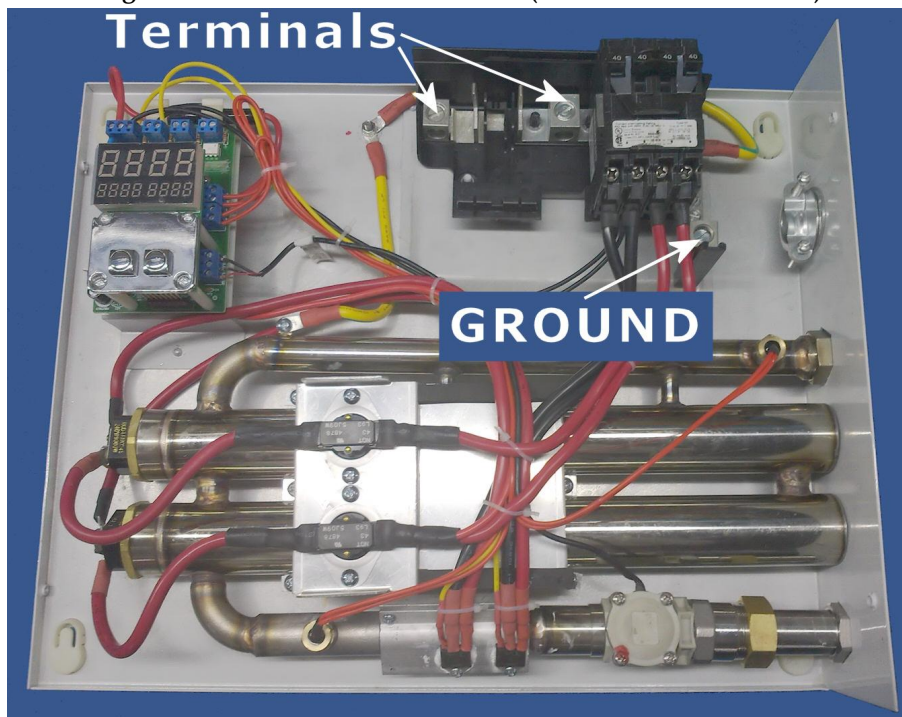


Figure 3 : Interior of the water heater (Models from 21 to 27 kW)



Make sure the wires are secured firmly into place in the terminal block. A loose wire could cause a short.

#### STEP 4

Connect the ground wire to the terminal marked GROUND.

**DO NOT TOUCH ANY OTHER COMPONENTS IN THE HEATER.**

#### STEP 5

**DOUBLE CHECK** the electrical connections to make sure they are correct and that all wire connections are tight and secure. Also confirm that the correct breaker size and wire gauge has been used and confirm that the unit has been connected to a ground in accordance with applicable codes.

#### STEP 6

Confirm that the plumber has purged air from the water lines prior to turning on power to the water heater. Refer to STEP 3 in the Plumbing Installation section.

The water heater is now installed and ready to use! Follow the General Operating Instructions below to complete the set-up. We highly recommend that this be done in conjunction with the homeowner.

## 6. GENERAL OPERATING INSTRUCTIONS & SETTING THE TEMPERATURE

For the most part, operating your new tankless water heater is very similar to using any traditional water heating system. However, it is very important that you carefully read all of the set-up procedures and operating instructions and tips to ensure the maximum performance and energy savings from your new water heater. We recommend that all members of the household read these General Operating Instructions.

### How your new water heater works:

Your Econobec tankless water heater does not store hot water like a conventional tank-type water heater. It contains very high powered heating elements that are capable of heating water instantly on-demand as you need it. As soon as you turn on a hot water faucet, a sophisticated flow sensor recognizes that you have turned on the water. This sensor measures the water flow rate while another sensor measures the incoming water temperature. This information is transmitted continually to the computer logic controls which decide how much power to send to the heating elements to heat the water to your desired temperature.

Since your new water heater works on a demand basis, it will absolutely never run out of hot water no matter how many back to back showers you run!

It is important to keep in mind that all tankless water heaters are subject to a maximum flow rate that they can handle all at once. If you exceed this flow rate, the heater will not be capable of fully heating the water. How much water you will be able to demand from your water heater at any given time will depend on the model you have selected and your incoming water temperature. **If you live in an area of the country where inlet water temperatures average 13 °C (55 F) or you have cold winters, you will probably NOT be able to run multiple large water demands at the same time, however, you will be able to run all your hot water applications back to back without ever having to wait. You will enjoy UNLIMITED HOTWATER. SEE FIGURE 4.**

**Moreover, since a tankless water heater eliminates the ongoing thermal losses caused by storing hot water in a tank, you will enjoy significant energy savings over a conventional water heater.**

**When you use hot water in your home with a conventional water heater, you need to mix a considerable volume of cold water to cool the hot water down to a safe, comfortable level for showering and bathing, etc. You need to do this with a traditional tank-type water heater because they are set at extremely high temperature setting to prevent them from running out of hot water quickly.**

**With a tankless water heater, you will generally set the temperature at a much lower level since it is capable of heating your water on demand. This level will be much closer to the actual temperature at which you feel comfortable showering or bathing ( between 40,6 and 46 °C ( 105 and 115 F ) MAXIMUM ). Accordingly, when you use your faucet controls to run a shower or bath, you will no longer have to mix as much cold water, in fact, you may mix very little or no cold water. This is perfectly normal and means that you are no longer wasting energy by overheating your water.**

Figure 3. Maximum flow rate at 40.6 °C (105 F) output temperature (based on 240 V input power)

Incoming Water Temperature	27 kW	21 kW	18 kW	16 kW	14 kW	11 kW	8 kW	6 kW
4,5 °C (40 F)	10. 6 l/min 2. 8 GPM	9. 5 l/min 2. 2 GPM	8. 7 l/min 1. 9 GPM	6.4 l/min 1.7 GPM	5.7 l/min 1.5 GPM	4.5 l/min 1.2 GPM	3. 2 l/min 0. 85 GPM	2. 25 l/min 0. 6 GPM
7,2 °C (45 F)	11. 7 l/min 3. 1 GPM	10. 2 l/min 2. 4 GPM	9. 5 l/min 2. 0 GPM	6. 8 l/min 1. 8 GPM	6. 1 l/min 1. 6 GPM	4. 9 l/min 1. 3 GPM	3. 4 l/min. 0. 9 GPM	2. 45 l/min. 0. 65 GPM
10.0 °C (50 F)	12. 5 l/min 3. 3 GPM	11. 4 l/min 2. 6 GPM	10. 2 l/min 2. 2 GPM	7. 6 l/min 1. 9 GPM	6. 4 l/min 1. 7 GPM	5. 3 l/min 1. 4 GPM	3. 8 l/min. 0. 95 GPM	2. 65 l/min. 0.7 GPM
12.8 °C (55 F)	14. 0 l/min 3. 7 GPM	12.5 l/min 2. 9 GPM	11. l/min 2. 4 GPM	8. 3 l/min 2. 2 GPM	7. 2 l/min 1. 9 GPM	5. 7 l/min 1. 5 GPM	4. 1l/min 1. 1 GPM	2. 85 l/min. 0. 75 GPM
15.6 °C (60 F)	15. 5 l/min 4. 1 GPM	13.6 l/min 3.2 GPM	12. 5 l/min 2. 7 GPM	9. 1 l/min 2. 4 GPM	7. 9 l/min 2. 1 GPM	6. 4 l/min 1. 7 GPM	4. 5 l/min 1. 2 GPM	3. 2 l/min. 0. 85 GPM
18.3 °C (65 F)	17. 5 l/min 4. 6 GPM	15.5 l/min 3.6 GPM	14. 4 l/min 3. 1 GPM	10. 2 l/min 2. 7 GPM	9. 1 l/min 2. 4 GPM	7. 2 l/min 1. 9 GPM	5. 1 l/min. 1. 35 GPM	3. 6 l/min. 0. 95 GPM
21.1 °C (70 F)	19. 7 l/min 5. 2 GPM	17.8 l/min 4.1 GPM	16. 3 l/min 3. 5 GPM	11. 7 l/min 3. 1 GPM	10. 2 l/min 2. 7 GPM	7. 9 l/min 2. 1 GPM	5. 4 l/min. 1. 65 GPM	3. 95 l/min. 1. 05 GPM
23.9 °C (75 F)	23. 1 l/min 6. 1 GPM	20.4 l/min 4.8 GPM	18. 9 l/min 4. 1 GPM	13. 6 l/min 3. 6 GPM	12. 1 l/min 3. 2 GPM	9. 5 l/min 2. 5 GPM	6. 8 l/min. 1. 8 GPM	4. 75 l/min. 1. 25 GPM
26.7 °C (80 F)	27. 6 l/min 7. 3 GPM	24.6 l/min 5.7 GPM	22. 7 l/min 4. 9 GPM	16. 7 l/min 4. 4 GPM	14. 4 l/min 3. 8 GPM	11. 4 l/min 3. 0 GPM	8. 4 l/min. 2. 2 GPM	5. 7 l/min 1. 5 GPM

#### Setting the output water temperature:

The user controls on your new tankless water heater are very easy to operate. The digital display will show your current set water temperature at all times that the water heater is running.

To set the temperature, start by turning on any water faucet. The digital display will light up and give you the current temperature setting of the unit. To increase this setting, press the button on the right marked "Increase." To lower the setting, press the button marked "Decrease." You can set the temperature at any level between 27 °C (80F) and 52 °C (125 F) (for residential usage) and 82 °C (180 F) (for commercial usage) in increments of 2.8 °C (5 F). To change the digital display from Fahrenheit to Celsius, simply press both buttons at the same time.

Most people feel comfortable showering or bathing at a temperature between 37 and 41 °C (98 and 105 F). We recommend that you set the output water temperature of your water heater at either 40.5 or 43.3 °C (105 or 110 F). This will ensure you have adequate hot water to meet all of your household needs while also maximizing your available water flow rate, reducing the risk of scalding to children and the elderly, and increasing the energy savings you achieve.

Note: All newer model dish washing machines are equipped with an internal heating element, and most clothes washing detergents are now designed for use in cold or warm water. There is no longer a need set your water heater to a temperature above 52 °C (125 F). Temperatures above this level (which most traditional water heaters are set to deliver) can cause serious scalding injuries to small children or elderly persons in your home.

If you ever detect a water leak from your water heater, turn off the water supply at the shut-off valve on the inlet side of the water heater, turn off the power to the heater at the breakers and your main electrical panel and call us for technical assistance.

## 7. MAINTENANCE

Your new electric tankless water heater requires no maintenance. However, to ensure maximum performance of your water heater and to reduce the risk of a water leak, we do recommend the following maintenance:

1. You should inspect the CONNECTIONS on the inlet and outlet of the water heater at least on an annual basis for any signs of damage or failure. Any signs of damage, cracks, leakage or weakness should be replaced. Take care not to over-tighten the connections. Serious internal damage to your water heater can occur if you over-tighten the water heater connections at the unit.
2. On a regular basis and at least every 5 years you should call a licensed and qualified plumber to inspect and/or replace the rubber seals of each element.

### IMPORTANT NOTES:

**As with all electrical appliances, under no circumstances should you attempt to install, repair or disassembled this water heater without first shutting off all power to the unit directly at the fuse or breaker box. SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

**When any maintenance is performed on the water heater or the home's plumbing system that may introduce air into the plumbing pipes, it is important to turn the power off to the water heater and purge the air out of the lines before allowing the unit to power up. FAILURE TO DO SO COULD CAUSE PERMANENT DAMAGE TO THE HEATING ELEMENTS.**

**If you have a water supply with a high level of mineralization (hard water), you should increase the frequency of your maintenance. Inspection once a year is recommended.**

## TROUBLESHOOTING GUIDE

Are you having problems with your water heater?

Do not return your heater to your authorized dealer. Please call our customer service department.

Toll Free 1-888-955-0733

Installer: \_\_\_\_\_

or call your authorized dealer for assistance. Please read the important user information included with this package.

All units are thoroughly tested before they leave our factory. In rare instances, your unit could arrive with internal or external damage that may affect its performance. All units are factory tested as follows:

### Pressure Integrity Test

Each unit is pressure tested at 12.7 kg/cm<sup>2</sup> (180 PSI) to insure against leaks. This is over 3.5 times the water pressure that the unit will experience in a typical residential installation.

### Electrical Integrity Test

Each unit is connected to a special testing module that sends a 1,000 volt current surging through the unit for 1 millisecond to verify that there are no short circuits and that the unit's circuitry is properly configured.

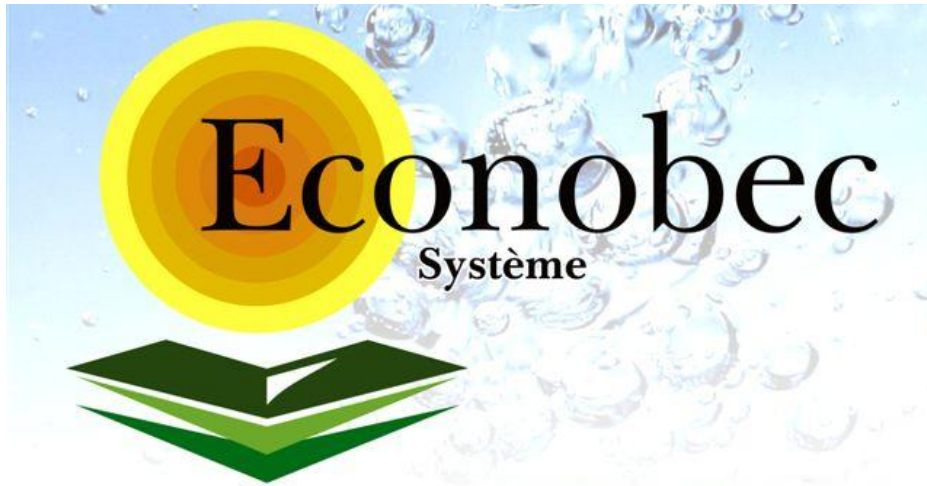
## Specifications Level Test

Each unit is temporarily attached to a testing station that duplicates the conditions present in a typical residential installation. The unit is turned on and the temperature of the water produced by the unit is measured at several flow rates to insure that the proper temperature rise specifications are met and that the unit self-regulates with the varying flow rates.

The following are some of the most common technical support questions we receive. Before calling us, please read thoroughly to see if your question or problem is addressed.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Water heater is not heating at all (water is flowing but the unit is not heating at all - the incoming water temperature is the same as my cold water supply) - the digital display does NOT light up.	No power or insufficient power to heater / incorrect wiring	Make sure the breakers in tankless water heater and main electrical panel have not tripped and that they are on. You may have a faulty breaker or unit may be wired incorrectly.
	Flow rate is too low / water pressure is too low	Your water heater has an activation flow rate of approximately 0.25 gallons per minute. If your water flow rate is less than this level, your unit will not activate. Increase the flow rate.
Water heater is not heating at all (water is flowing but the unit is not heating at all - the incoming water temperature is the same as my cold water supply) - the digital display DOES light up.	Internal part failure	Please call us for technical assistance.
Water heater is heating, but the water temperature is not hot enough	User temperature setting too low	Turn up the temperature setting on the unit (see General Operating Instructions section of this manual).
Water heater is heating, but the water temperature is not hot enough	Flow rate is too high	Depending on your incoming water temperature and the power output of your model, your water flow rate may exceed the physical heating capacity of your water heater. Reduce the flow rate at the faucet or close the shut-off valve installed on the inlet side of your heater slightly to reduce the water flow rate. (see General Operating Instructions section of this manual).
Water heater is heating, but the water temperature is not hot enough	Crossed wires	If this is a new installation, have your electrician double check the wiring. It is possible that the wiring is incorrect.
Water heater is heating, but the water temperature is not hot enough	Voltage less than 240 volts	The heating elements in your water heater are designed for 240 volts. When used with a lower voltage, they produce less heating power. You may need to upgrade to a larger model. Call your authorized dealer for more information.

## 9. WARRANTY INFORMATION & WARRANTY CARD



### **MANUFACTURER'S LIMITED 10 YEAR 100% PARTS REPLACEMENT WARRANTY for domestic use only For manufacturing defects**

### **1 year warranty for all other applications**

Econobec, the Manufacturer, warrants this product to be free of defects in materials and workmanship. When installed by a licensed plumber and electrician (proof required), this water heater is covered by a 10 YEAR PARTS REPLACEMENT WARRANTY (including heating elements) to the original purchaser when installed at the address indicated on the Warranty Registration Card.

In the event of a defect in materials or workmanship, Econobec will, at its sole discretion, repair or replace the defective component(s), including ground shipping to the address indicated on the Warranty Registration Card. This warranty does NOT include express shipping, however, the homeowner can choose to pay for upgraded express shipping if desired. In the event that it is deemed by Econobec that a simple field repair is not viable or certain to correct the defect, it will immediately send by ground transport a temporary replacement unit to be used while the homeowner's defective unit is being repaired. The malfunctioning unit should be sent back to Econobec for repair and refurbishment. The homeowner will have the option of getting his or her repaired unit back for re-installation and returning the temporary replacement, or keeping the temporary replacement heater instead. This warranty includes ground transportation of the temporary replacement unit only. The homeowner can choose to pay for upgraded express shipping, and is responsible for all other freight costs and labour costs.

### **EXCLUSIONS:**

This limited warranty shall be the exclusive warranty made by the manufacturer and is made in lieu of all other warranties, expressed or implied (whether written or oral), including but not limited to, warranties of merchantability and fitness for a particular purpose. The rights and remedies provided under this warranty are exclusive and in lieu of any other rights or remedies.

The Manufacturer and its authorized dealers shall NOT be liable for incidental, consequential, special, or contingent damages or expenses arising, directly or indirectly, from any defect in the water heater or the use of the water heater. Manufacturer and its authorized dealers shall NOT be liable for any water damage arising directly or indirectly from any defect in the water heater component parts or from its use.

**This warranty** does not include damage resulting from accident, misuse, neglect, or alteration.

**This warranty** is void if the product is not installed in accordance with relevant electrical and plumbing codes and in accordance with the installation procedures specified by Econobec.

**This warranty** does not include labour or shipping or replacement parts or replacement products unless specifically specified in this warranty.

**The associated breakers** are not included in this warranty and are guaranteed by their respective manufacturer.

**This warranty** is voided if any replacement part installed in the water heater was not purchased from or approved by Econobec.

The warranty may be transferred to a subsequent homeowner upon payment of a 100.00 \$ CDN transfer fee to Econobec.

**ALL RETURNS WITHIN 30 DAYS FROM DATE OF PURCHASE CARRY A 30% RESTOCKING FEE. AFTER 30 DAYS FROM DATE OF PURCHASE THERE WILL BE NO RETURNS. ALL SALES ARE FINAL AFTER 30 DAYS . ECONOBEC AND ITS AUTHORIZED DEALERS ARE NOT RESPONSIBLE FOR ANY OTHER CHARGES OR EXPENSES INCURRED OTHER THAN THE ORIGINAL PURCHASE PRICE OF THE UNIT.**

If you require warranty service or parts replacement, please contact Econobec or the person who installed the water heater.

Please have proof of purchase and proof of installation by a licensed plumber and/or electrician available when you call.

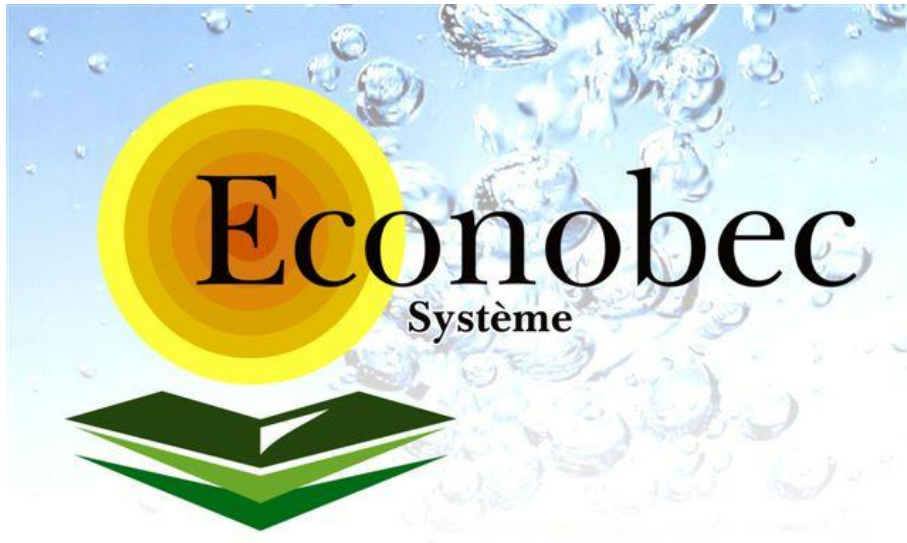
**IMPORTANT:** You must register your warranty with Econobec within 30 days of receipt of your water heater, even if it has not yet been installed. If installed at a later date, please send proof purchase, proof of installation by licensed plumber and electrician so we can update your file. To register your warranty, please complete the warranty card enclosed with this manual.

**You must mail in or fax your Warranty/Registration card 30 days from date of purchase. Mail one and keep the other for your records.**

Post one exemplar and keep the other with your papers.

**To be covered by the 10 YEAR WARRANTY, you MUST:**

3. Install the water heater according to the installation instructions above;
4. Provide the required information for the warranty registration;
5. With your **PROOF OF PURCHASE**
6. Return this card to Éconobec, 300 rue Miner, Cowansville, J2K 3Y7, Qc.
7. or with email to [info@econobec.com](mailto:info@econobec.com) (PDF format)
8. or fax it to 1-450-263-1299



## WARRANTY REGISTRATION

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ PROVINCE: \_\_\_\_\_ ZC: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_ PLACE OF PURCHASE: \_\_\_\_\_

Water heater model: \_\_\_\_\_

Kind of utilization: \_\_\_\_\_

I.e.: Domestic water, pool, floor heating, agricultural usage, commercial usage, etc.

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**INSTALLING PLUMBER:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

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**INSTALLING ELECTRICIAN:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_



## WARRANTY REGISTRATION

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ PROVINCE: \_\_\_\_\_ ZC: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_ PLACE OF PURCHASE: \_\_\_\_\_

Water heater model: \_\_\_\_\_

Kind of utilization: \_\_\_\_\_

I.e.: Domestic water, pool, floor heating, agricultural usage, commercial usage, etc.

**INSTALLING PLUMBER:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**INSTALLING ELECTRICIAN:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

