

Rinnai® FAQ's

What type of regular maintenance does a Rinnai Tankless Water Heater require?

There are two types of periodic maintenance that your service technician should perform to keep your Rinnai tankless water heater in top shape. It's important to note, the time in between necessary maintenance will depend on the water quality in your home.

1. The in-line screen filter should be checked periodically for debris and cleaned.
2. The unit should be flushed periodically to keep it free of scale and lime, which can shorten the water heater's lifespan over time. This process should be completed by a professional installer. Please contact an installer near you.

Can I set the temperature higher than 140°F?

For your safety, Rinnai tankless water heaters come with a maximum temperature default setting of 120°F to help prevent scalding. However, by following these simple steps, you can increase the temperature to 140°F if you choose. **Because of code and liability reasons your plumber cannot raise the temperature above 120°F.**

Follow the six (6) step process to adjust your temperature:

1. Unplug the unit. For safety, always unplug any appliance before continuing.
2. Remove the front cover by removing the screws behind the plastic tabs on the 4 corners of the plate.
3. Locate the dip switches, which are located under the bottom right corner beneath the label.
4. Find dip switch number 6 and turn it on. You may use a small screwdriver if necessary.
5. Replace the front cover, securing it with the screws and reclip the plastic tabs.
6. Plug the unit back in.

How do I flush clean my Rinnai tankless water heater?

13-Step Tankless Water Heater Flushing Procedure

Over time, a tankless water heater may accumulate mineral build up which can erode the walls inside your tank's heating chamber. To properly maintain and clean your tankless water heater, it's important to flush those mineral deposits at least once a year. We recommend having an experienced plumber provide this service for you. Follow this simple process to ensure optimal tankless water heater performance and efficiency. Please read all of the instructions before beginning, as you'll want to have all of the necessary supplies ready for the process.

1. Turn off the power source for your tankless water heater.
2. Shut off the main gas or turn off the circuit breaker for electrical devices.

3. Close (turn off) the three water valves attached to your tankless water heater.

- * This prevents cold water from flowing into the water heater and hot water from coming out during the cleaning process.

- * The water valves consist of a cold-water valve (colored blue), a hot water valve (colored red) and a main valve that runs the water into your home.

4. Remove the purge port valve caps slowly from the purge valves located on each of the cold and hot water valves.

- * The purge valves have small handles that resemble the letter "T."

- * This procedure is done to relieve any pressure that has built inside the valves and will prevent excess hot water from shooting out during the cleaning process.

- * There may be pressure when removing the purge port valve caps, so it's vital to confirm the hot water valve is completely shut off for your safety.

- * Handle each cap carefully so the rubber sealing discs stay in place. These are needed for your valves to function properly.

5. Attach hosing lines to each of the three valves.

- * Consult the manual provided by the tankless water heater manufacturer or contact the manufacturer directly for exact instructions regarding this procedure.

- * In some cases, this procedure may require you to use a sump pump and connect hoses to discharge and flush water from the tankless water heater cold and hot water valves.

6. Open the purge port valves by twisting them perpendicular to the position of the cold and hot valves.

7. Use 4 gallons (15.1 liters) of undiluted white vinegar to clean your tankless water heater. Never use chemical solutions of any kind.

- * Since your home's drinking and bathing water mostly likely flows through your tankless water heater, using chemical cleaning solutions could be extremely harmful to your health.

8. Follow the instructions included in your manufacturer's manual to perform the flushing and draining procedure.

- * This procedure may take up to 45 minutes.

9. Once the flushing process is complete, close the purge port valves by twisting the T-shaped handles.

10. Disconnect and remove the hosing lines from each valve.

11. Replace the purge port valve caps onto the purge valves.

- * Tighten the caps completely and firmly. However, take care not to over-tighten or break the rubber sealing discs inside the caps.

12. Refer to the manufacturer's manual for exact instructions on how to safely restart your water heater.

* This may require you to rotate and open the cold and hot water valves, so they are parallel to the position of the main valve.

13. Choose a sink tap inside and turn on the hot water slowly to allow the air to pass through the pipe.

* Continue to run the water until it runs steadily without air escaping (you may recognize this by a slight sputtering sound). It may take to 2 or 3 minutes for all the air pockets to escape.

For more information please visit:

<https://www.rinnai.us/>

or

<https://www.youtube.com/user/rinnaivideos>