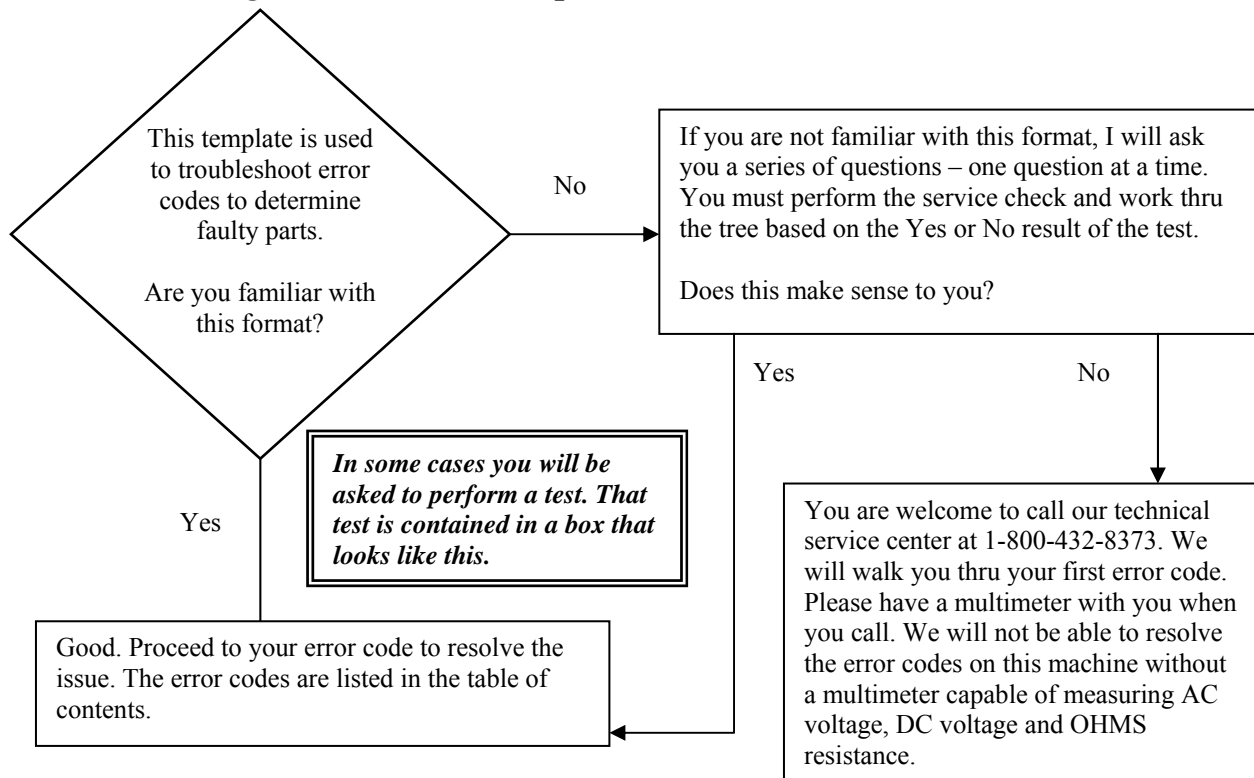


Troubleshooting

- When measuring **resistance** of a part, turn off the electric power and be sure to disconnect the part completely before measuring (from connector or terminal). Resistance checks are performed on the part while it is disconnected from the control board.
- **Electrical checks** are performed with the connectors in place and the unit turned on. (Indoor Model Only) When performing maintenance and/or servicing the water heater without front cover, push the air filter switch down. Without pushing it down, Error Code [21] is displayed.
- All Molex connections only go to one location and fit one way. You do not need to force a connection. Connections are also color coded to aid in reassembly.
- **CAUTION** When performing maintenance and/or servicing the water heater, turn off the electric power, gas shutoff valve and water shutoff valve. Wait for the water heater to become cool. Be careful to avoid injury on the sharp edges.
- **WARNING** Shock hazard - line voltage is present. Before servicing the water heater, turn off the electric power to the water heater at the main disconnect or circuit breaker. Failure to do so could result in severe personal injury or death.

Troubleshooting Format and Example



Unit Will Not Power On

Explanation: Nothing happens when water is flowing through unit. At a minimum check the following in all cases:

1. Make sure unit is connected to proper 3 prong, grounded power supply and circuit breakers are on.
2. Clean cold inlet water supply filter. Ensure you have at least the minimum flow rate required to fire unit. Turn on several fixtures to make sure.
3. On new installations ensure hot and cold water lines are not crossed. Make sure the unit is plumbed cold in to cold inlet. Unit will not fire off if water is running backwards.

