

OVERCOMING FLUCTUATING TEMPERATURE

MODELS: ALL MODELS



WARNING

ELECTRICITY IS EXTREMELY DANGEROUS
SO TAKE EXTRA PRECAUTIONS WHEN
PERFORMING ANY WORK TO THE HEATER

“Why your water turns cold in the middle of use”

Common Scenario:

Hot water is very hot out of the tap, requiring a lot of cold water to be added with it in order to attain a useable hot water temperature. The addition of too much cold will overpower hot water demand from the tankless water heater. This slows the flow within the tankless water heater, decreasing it below activation point, which shuts the element(s) off. The end result is nothing but cold water coming out of the outlet.

Possible solutions:

NOTE: Follow each step (if it pertains to your model) before proceeding to the next. After each step, test hot water flow to see if hot water remains constant without turning cold.

1. All models: check for restrictions in outlets, which would limit hot water demand and may assist in deactivation scenario. For sinks, remove faucet aerator on end of sink. Flush and clean screen and reinstall. For showers, remove showerhead and flush. If plugged with mineral deposits, clean according to manufacturer's suggestions or replace. (Note: if showerhead is wand style/hand held, corrugated tube connecting to head may be too restrictive. Enlarging tube or using a normal showerhead may be the solution.)
2. Check for plumbing crossover, which would cause or assist in deactivation scenario. Turn off circuit breaker(s) to tankless electric water heater. To check for crossover, open all hot water outlets (hot only no cold added). Go back to the heater and shut off cold-water isolation valve (not supplied with the heater). The water flow out of your hot water taps should stop. Go around and check all hot water outlets to make sure the water has stopped running. If water is continuously running out of any outlet, then you have a crossover. This means that cold water, somewhere, is entering back into the hot water pipes after the heater. This will create a backpressure of water in the pipes and could deactivate the heater. This problem must be corrected in order for the unit to function properly.
3. Shut off circuit breaker to the unit. Remove front cover. Locate power selector screw. Loosen screw and move from 'HI' to 'LOW' setting. Retighten screw. Shut off water supply at the inlet service valve. Unscrew filter cap and swap brass venturis located at either end of the venturi spring. (See diagram 10 on page 10 of owner's manual) Reinsert venturi spring with venturis and tighten filter cap. Open water supply on inlet service valve. Open hot water tap to purge air out of the heater coil. With hot water tap still open, turn on circuit breaker to the unit. This will result in cooler hot water temperatures and allow for less cold water to be added preventing heater deactivation.

For Powerstream RP12PT: Remove nameplate and lower temperature setting on temperature adjustment spindle. (See diagram 5 on page 6 of owner's manual). This will result in cooler hot water temperatures and allow for less cold water to be added preventing heater deactivation.