

Control Unit Diagnostics

Models: C1210ESC, C1210ES, C1050ES, C950ES, 940ES, 940ESO, 830ES



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Introduction

- ▶ The water heater comes equipped with a diagnostic mode built into the unit's software. This provides the user with a variety of real-time parameters and a historical log of error code faults to be used for troubleshooting and informational purposes.

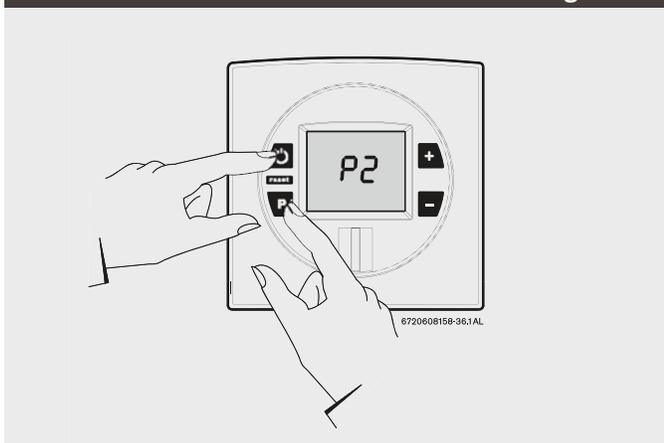
Tools needed:

- ▶ None

Accessing the diagnostic mode

1. Press On/Off button on water heater to Off position.
2. Press and hold the program (P) button while pressing the On/Off button to the On position. (Fig. 1)
3. Release the program (P) button when '188' appears on the display. The display should read 'P2'. If not, repeat process. (Fig. 1)

Figure 1



4. Press the (+) button on the control panel until the display reads 'P4'. You are now in the diagnostic mode of the control unit.
5. Press the program (P) button once and the display should read 'E'.
6. Use the (+) and (-) buttons on the control unit to scroll through the different diagnostic modes available. (Fig. 2)

Figure 2

Diagnostic menu	
E	Entry/Exit into sub-modes
0d	Set-point temperature (°F)
1d	Inlet water temperature (°F)
2d	Outlet water temperature (°F)
3d	Water flow (gallons/min)
4d	Gas type (LP or NG)
5d	Fan speed (Hz)
6d	Burner power (%)
7d	Maximum power (kW)
8d	Back flow temperature (°C)
9d *	Flue gas temperature (°C)
1F	Most recent error/failure
2F	2nd most recent error
3F	3rd most recent error
4F	4th most recent error
5F	5th most recent error
6F	6th most recent error
7F	7th most recent error
8F	8th most recent error
9F	9th most recent error
10F	10th most recent error

* 9d available only on models GWH C800 ES/ C920ES/ C920ESC

7. Once in the selected diagnostic mode of your choice, press the (**P**) button to display the diagnostic information.
EXAMPLE: To read the flow rate in gallons per minute while the unit is flowing water, scroll to the '3d' mode and press the (**P**) button. A reading of 25 on the display would indicate the heater is reading a flow rate of 2.5 gallons per minute.
8. Once the information is obtained, press the program (**P**) button again to return to the diagnostic mode menu and scroll to additional diagnostic information.

Exiting the diagnostic mode

1. Press the On/Off button to Off then back On again to return heater to normal function.



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