Step 1. Mount the Water Heater
After selecting a suitable location as outlined in the Use and Care Manual, locate a sturdy surface. The water heater should be mounted onto a stud or framing behind the dry wall. It is not recommended to mount the water heater directly to drywall without some type of rigid support, such as a wood stud or steel framing. Appropriate fasteners should be used.

Mark the center line of the water heater and install the keyway mounting bracket on the wall using the enclosed screws.

Lift the water heater up and align the keyhole slots on the back of the unit with the hooks on the mounting bracket and lower into place. Level the water heater and secure with additional fasteners at the bottom. Use washers to ensure the water heater is secured.

See the “Water Heater Installation” section of the “Installation Instructions” in the Use and Care Manual for details.

Step 2. Install Vent Pipe
The vent system for this water heater is designed for use with solid core, Schedule 40 PVC pipe only. DO NOT use fasatin® cell core PVC pipe. Other alternative pipe material is listed in the “Venting” section of the Use and Care Manual. Complete and fill out the Installation Checklist. Also, fill out the Product Information block with the water heater’s model and serial number.

With no flue running, turn on the water, the gas, and the electricity to the water heater. Wait 90 seconds to allow water heater to complete startup system checks. Press the Power button on the remote control as it will beep and a green light will come on. The remote will display “100” the first time you turn it on.

Press the up arrow key to adjust the unit to your desired temperature up to 120°F. Higher temperature values are available. See “Setting Water Temperature” in the Use and Care Manual.

Go to a nearby fixture or faucet, such as a tub, and turn on the hot water only. The water heater will begin to turn on fan first, with a few “clicks” from the gas valve and the igniter until it lights. Once it has lit, the unit will ramp-up to match the water flow. Check the water temperature after about 30 seconds, it should be within a couple degrees of the thermostat setting.

Troubleshooting
If a problem occurs, the unit will stop operating and display an error code. Note the error code and stop the water flow. The most common error codes on start-up are:

11: Failed to ignite: Check the gas and purge any air lines.
12: Lost flame: Check the gas supply, maybe insufficient.
P1: Not enough water flow: Try another fixture or faucet.
No Display: Check the connections in Steps 2 and 3.

Step 7. Mount the Remote Control (Optional)
Remote will have a magnet on the back for easy mounting directly to the unit cabinet. It mounting on the cabinet, step to step it if mounting on a more accessible wall location, continue reading.

Select an easily accessible location for the remote to be installed, such as the laundry room. Secure the remote wall plate to the wall using the screws provided or appropriate fasteners. The wall plate may be attached to a standard electrical box and the remote wires routed through the wall.

If the remote is more than 10 feet from the water heater (the length of the wire provided), use a 2-conductor, 18-gauge thermostat wire. DO NOT use twisted pair wire, such as telephone or network cable. They will cause the remote to malfunction.

Connect the remote wires, one to each of the screw terminals on the back of the control. Plug the wire under one or both strain reliefs and route the wire out the bottom “knockout” or into the wall.

Secure the remote to the mounting plate using the small screw to fasten the remote at the bottom. See the “Remote Control Installation” section of the “Installation Instructions” in the Use and Care Manual for details.

Step 8. Connect Electrical
This water heater plugs into a standard 120VAC, 3-point grounded circuit. DO NOT use any ground adaptors. The water heater may be hard-wired if required by local codes. DO NOT connect this water heater to a GFCI or AFCI circuit. The water heater only draws a maximum of 3 amps of current. Multiple water heaters may be installed in the same circuit if needed.

See the “Electrical Wiring” section of the “Installation Instructions” in the Use and Care Manual for details.

Step 5. Install Gas Lines
A properly sized and installed gas supply is critical to the proper operation of this water heater. The gas supply connection is a ¾” male NPT fitting; the minimum pipe size must be ¾” or larger. Flexible connectors may be used; however, the BTU capacity rating on the connector must exceed the maximum input rating of the water heater. DO NOT use connectors with a rating lower than that of the water heater as improper operation can occur.

Install the gas shut-off valve, included with the water heater, directly on the gas fitting on the bottom of the water heater. Check the gas piping. It is recommended to have a union near the water heater, as well as a drip leg between the main gas supply valve and the water heater. Check for any leaks using a soapy water mix.

See the “Gas Supply” section of the “Installation Instructions” in the Use and Care Manual or the National Fuel Gas Code for details.

Step 6. Install Condensate Drain
NOTICE: REMOVE THE FACTORY SHIPPING CAP FROM THE DRAIN CONNECTION. INSTALL A DRAIN LINE AND RUN TO A SUITABLE DRAIN. THE WATER HEATER WILL NOT FUNCTION PROPERLY AND ERROR OUT WITH A CODE 29 IF THIS STEP IS NOT COMPLETED PROPERLY.

Slide a ½” inner diameter drain hose over the bottom of the water heater. Secure the hose with a clamp.

Run this drain hose to an open drain. DO NOT pinch or collapse the hose.

Leave an air gap between the end of the hose and the drain. The condensate water must be allowed to run free into the drain.

See the “Condensate” section of the “Installation Instructions” in the Use and Care Manual.

Step 3. Install Vent Termination
This guide covers a basic two-pipe, side wall installation only. Instructions may vary depending on the termination style and location. Select a location for the vent termination.

From the outside, locate and mark a center line for the exhaust vent location. Mark a center line 5-½” to the right of the center of the exhaust for the air intake vent. Ensure that the exhaust vent location is at least 12” below or from a window or door. Check all clearances as listed in the “Venting” section of the “Installation Instructions” in the Use and Care Manual.

At each center mark, cut a 2-½” hole through the wall. The intake pipe vent should extend out 1’ to 6’ from the finished wall surface. The exhaust pipe must extend 12” past the intake, 1’ to a maximum of 18’ from the finished wall surface. Seal around the vent pipe at the wall with caulking. Flashing may be used as needed.

See the “Venting” section of the “Installation Instructions” in the Use and Care Manual for details.

Step 4. Install Water Lines
Draining the Water heater
When a building is without electricity, water, or gas, the water heater should be drained to prevent freezing in winter conditions. Shut off gas, if located on the water heater, connect a hose to the drain valve on the hot water side and open the valve. Remove the cold water inlet filter to allow all water into the system so it will drain.

See the “Freeze Protection” section of the “Installation Instructions” in the Use and Care Manual for details.
**Installation Accessories**

**Condensing Termination Kits**
The PVC vent terminations allow for an aesthetic and easy installation of the High Efficiency Tankless Water Heaters.

**Horizontal Vent Termination**
- Low Profile Design for two pipe Direct Vent, 1-1/4" PVC or CPVC venting.
- Installed Dimensions: 11-1/2" x 3 x 1-1/4"
  - SP20285 - for 1-1/4" PVC Venting
  - SP20286 - for 1-1/4" CPVC Venting

**Horizontal or Vertical Concentric Termination**
Combines a 2-pipe vent system to a single concentric through wall or roof penetration.
- Designed for two pipe Direct Vent, 1-1/4" PVC or CPVC venting.
- Installed Dimensions: 30" long x 7-1/4" dia.
  - SP20287 - for 1-1/4" PVC Venting
  - SP20288 - for 1-1/4" CPVC Venting

**Cosmetic Pipe Covers**
These cosmetic pipe covers enhance the installation of the water heater.
- Providing protection from tampering and hiding the plumbing.
  - RTG20124 - for RTG Series models

**EZ-Link™ Cable**
Easily connect two Tankless units together. When connected the units will operate as a single system.
- Compatible with all current models.
  - RTG20040 - for 2 units

**Flush Kit**
The Tankless Flush Kit connects to the service valves for an easy way to flush and de-scale your tankless water heater.
- RTG20134 - includes brushing, SCOT, and 5 gallon bucket

**Service Valves**
- 1/2" SLIP FIT Secure Line with Clamp
- 3/4" NPT PIPE THREAD with Service Drain
- 3/4" NPT PIPE THREAD with Pressure Tap

**EZ-Installation Guide**

**Tips for a Proper Installation**
- Gas Supply Requirements
- Venting Requirements
- Water Connections
- Remote Installation
- Power Requirements

This guide is designed to provide a high-level installation overview and address key installation questions. It does not supplement the “Installation Instructions” in the Use and Care Manual provided with the water heater. All instructions and installation requirements, as well as any local or national codes, must be followed.

**Included Accessories**

**Problems or Questions**
**Do Not Return This Water Heater to the Store**

**Call Customer Service and Support**
We are here to answer any questions you may have about your Tankless Water Heater or any Tankless Parts and Accessories.

For Technical Support Call 1-800-632-8373

Open 7 Days a Week • 7 am - 7 pm CST

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