

Frequently Asked Questions



Residential Tankless Water Heaters

Q: Do Rinnai Tankless Water Heaters require electricity?

A: Tankless Water Heaters require 120 volts AC, 60 Hz and less than 5 amps. Interior units can be plugged into the wall, no electrician required.

Q: Can Rinnai Tankless Water Heaters be used on RV's and Houseboats?

A: No, Rinnai units require an electrical outlet and special venting

Q: Can a Rinnai Tankless Water Heater be used to heat a pool or spa?

A: Rinnai Tankless Water Heaters cannot be used directly for heating pools or spas. The chemicals would damage the unit. They can possibly be used indirectly. See manufacturer's specifications for more details.

Q: What does the Rinnai Tankless Water Heater warranty cover?

A: Rinnai offers an industry leading warranty on the heat exchanger, parts and labor. See www.rinnai.us for details.

Q: What type of periodic maintenance does a Rinnai Tankless Water Heater require?

A: In-line screen filter should be checked periodically for debris: (The period between filter checks will be dependent on water quality), Ensure that incoming water is turned off. The filter is located on the inlet fixture below the cabinet. Unscrew plug to remove. Expect some water drain off. Filters a cylindrical screen. Also, flush the unit periodically (The period between flushes will be dependent on water quality). The unit will flash a code on control pad letting you know when it needs to be flushed.

Q: Can a Rinnai external Tankless Water Heater be used in cold climates?

A: Yes, the Rinnai unit provides freeze protection for the unit as low as -4°F for the exterior model, as long as you have both power and gas to the appliance. The pipes feeding the unit MUST be heat-traced or insulated to provide freeze protection to them. Rinnai strongly recommends the installation of an optional drain down system on units installed outside in cold climates.

Q: Can you use a circulation system with a Rinnai Tankless Water Heater?

A: Rinnai recommends one of the three methods for circulating:

- Demand type circulation systems
- Circulating through a small tank or tankless water heater
- Circulating through the Rinnai unit

Q: Can a Rinnai Tankless Water Heater be used in commercial applications like restaurants, hotels and schools?

A: Yes. All units except Value Series model can be used for commercial installations. For larger applications multiple units may be necessary.