



# Electric Tankless Water Heater

## INSTRUCTION & OPERATION MANUAL



### TANKLESS WATER HEATER-

- AHS11D
- AHS14D
- AHS16D
- AHS18D
- AHS21D
- AHS24D
- AHS27D



**TECHNICAL ASSISTANCE PLEASE CALL 1-888-818-4328**

AMERICAN HEAT MANUFACTURER LLC  
7709 West 20th Avenue  
Hialeah, FL 33014  
Tel: 305-556-5266 Fax: 305-556-9171  
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UL/499, UL834, CSA 22.1

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## **IMPORTANT SAFETY INFORMATION**

As when installing or using any high voltage electrical appliance, basic safety precautions should always be followed. Under no circumstances should you attempt to clean, install, inspect, repair, disassemble, or otherwise service this Tankless Heater without first shutting off all power to the unit directly at the breaker box. **SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

**THIS PRODUCT MUST BE INSTALLED BY A QUALIFIED ELECTRICIAN AND PLUMBER, HEATING, MECHANICAL CONTRACTOR IN ACCORDANCE WITH ALL NATIONAL, STATE, PROVINCIAL, AND LOCAL ELECTRICAL AND PLUMBING CODES.**

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

### **“CAUTION”**

**THIS PRODUCT HAS MORE THAN 1 POWER SUPPLY CONNECTION POINT. DISCONNECT ALL POWER SUPPLY BEFORE SERVICING. THIS EQUIPMENT MUST BE USED ONLY WITH APPROVED SEPERATE SUPPLEMENTARY OVER CURRENT PROTECTION ASSEMBLIES.**

**This manual should be left with the unit after installation and should be retained for future reference.**

**THIS UNIT WAS TESTED WITH BOTH WATER AND ELECTRICAL CONNECTIONS SIMULATING A STANDARD INSTALLATION PRIOR TO SHIPPING.**



## ABOUT YOUR ELECTRIC TANKLESS WATER HEATER

Congratulations on the purchase of your American Heat Tankless -Electric Tankless Water Heater! You have purchased one of the most technologically advanced electric Tankless -Electric Tankless Water Heaters on the market today.

Your new Tankless -Electric Tankless Water Heater features advanced water flow rate and temperature sensors designed to modulate power to the heating elements to maintain a precise user-selected output water temperature between 80F and 140F (subject to incoming water temperature and power of the selected model).

At any time, if you have any questions, please contact your Authorized Dealer, or contact us directly at:

**American Heat**  
**7709 WEST 20<sup>TH</sup> AVE. HIALEAH, FL 33014 USA**  
**Toll Free: 1-888-818-4328 / Tel: 305-556-5266 / Fax: 305-556-9171**

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## 1. BEFORE YOU INSTALL THIS PRODUCT

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

By installing this product, you acknowledge the terms of the manufacturer's warranty and your Authorized Dealer's return policies. Units that have been installed cannot be returned. If you have any questions regarding the warranty or product return policies, please consult your Authorized Dealer prior to installation.

Open the box and carefully unpack the Tankless Heater. Inspect all components. Including the Tankless Heater the box will also include the following:

## 2. SELECTING A LOCATION TO INSTALL

Due to the small size of your Electric Tankless Water Heater, it is designed to be wall mounted. HOWEVER, improper installation, adjustment, alteration, service or maintenance can cause serious injury and/or property damage.

This product is designed to be installed indoors only. You may be able to install your unit in an outdoor location as long as it is mounted in a suitable enclosure that protects it from rain, splashed water, direct sunlight, debris, and insects. This product should NOT be installed in a location where it may be subject to freezing temperatures. If the water inside your Tankless Water Heater unit freezes, it can cause severe and permanent damage that is not covered under your warranty. If you suspect that your Tankless Water Heater unit may have frozen, do not turn on the unit until it has thawed and you have inspected the system for leaks.

When selecting an installation location, give consideration to your existing plumbing configuration, location of your main electrical panel. You should give consideration to future servicing. Do NOT locate the unit in a location that is difficult to access. In most cases, installing your new Tankless -Electric Tankless Water Heater in the same location as your old appliance will make the most sense.

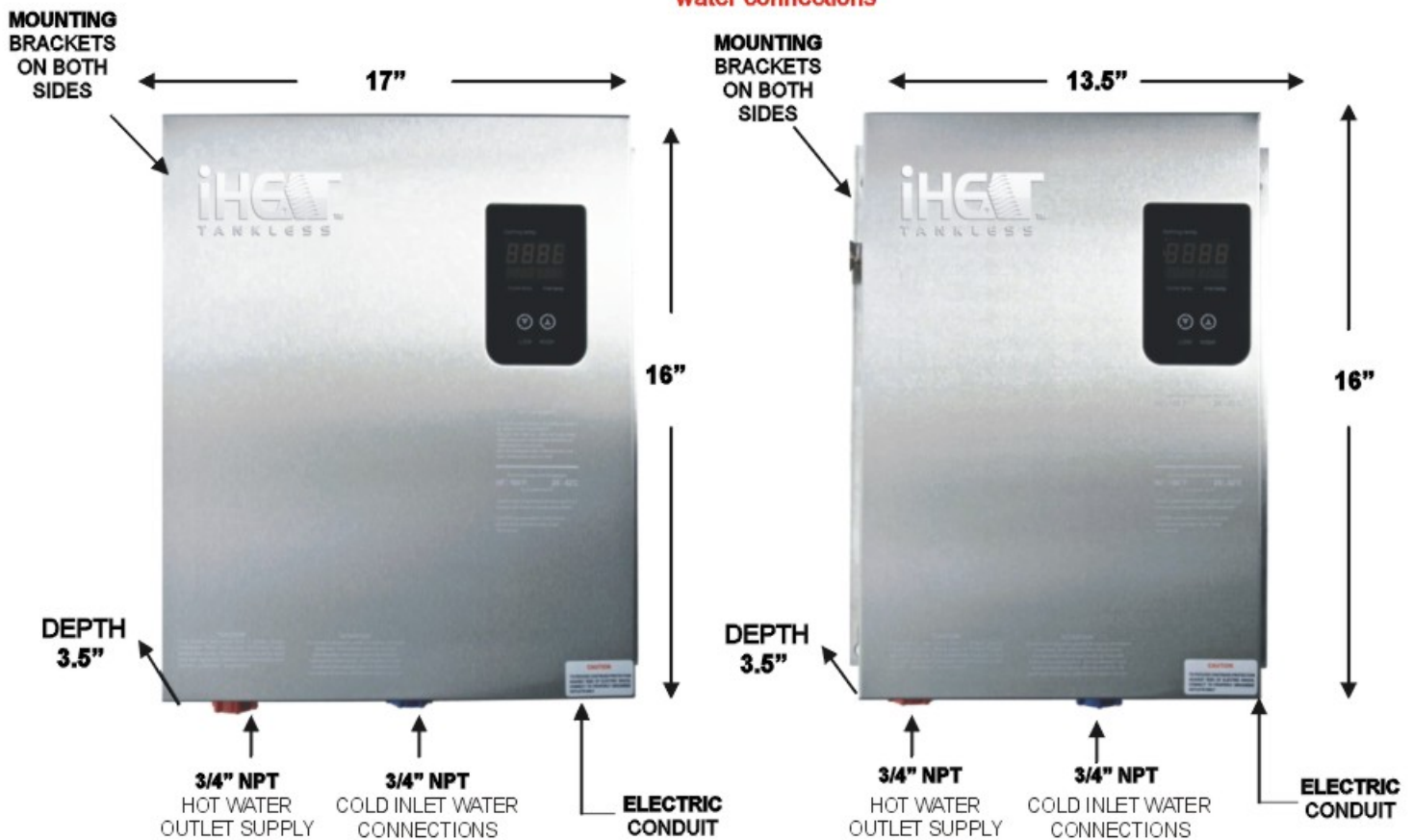
Regardless of your installation location, the INSTALLATION must CONFORM to the requirements of the authority having jurisdiction or, in absence of such requirements, to the latest revision of the Canadian Electrical Code, CAN/CSA C22.2#64 Part 1, and/or any local regulations in Canada, or the National Electrical Code, ANSI/NFPA (Latest Edition) and/or any local regulations and codes in the USA. Reference should also be made to local Electric utility regulations and other codes in effect in the area in which the installation is to be made. Combustible materials should be kept at least 24 inches away from your ELECTRIC TANKLESS WATER HEATER and the output hot water pipe. Under normal operation, the cover of your unit will only warm slightly to the touch, however, it is always best to be overly cautious when dealing with a high voltage appliance.

You should avoid installing your unit in a location prone to excessive humidity, moisture, or dust, or in an area where it may be splashed with water or other liquids. Do NOT install under water pipes or air conditioning lines that might leak or condense moisture that could then drip onto the unit. Do NOT install above electrical boxes or junctions.

### 3. MOUNTING ELECTRIC TANKLESS WATER HEATER

Make sure that the mounting surface is solid and secure, and ensure that the unit is level prior to securing the screws. For ease of installation and servicing, we recommend that this product be installed in an upright position with the inlet and outlet water connections at the bottom of the unit. **Recommended Clearances:** Above and below unit: 12 inches, Front panel: 6 inches

**CAUTION:** Clearance to combustible materials should be kept at a minimum of 24 inches away from the unit and the outlet water connections





## 4. PLUMBING / MECHANICAL INSTALLATION

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

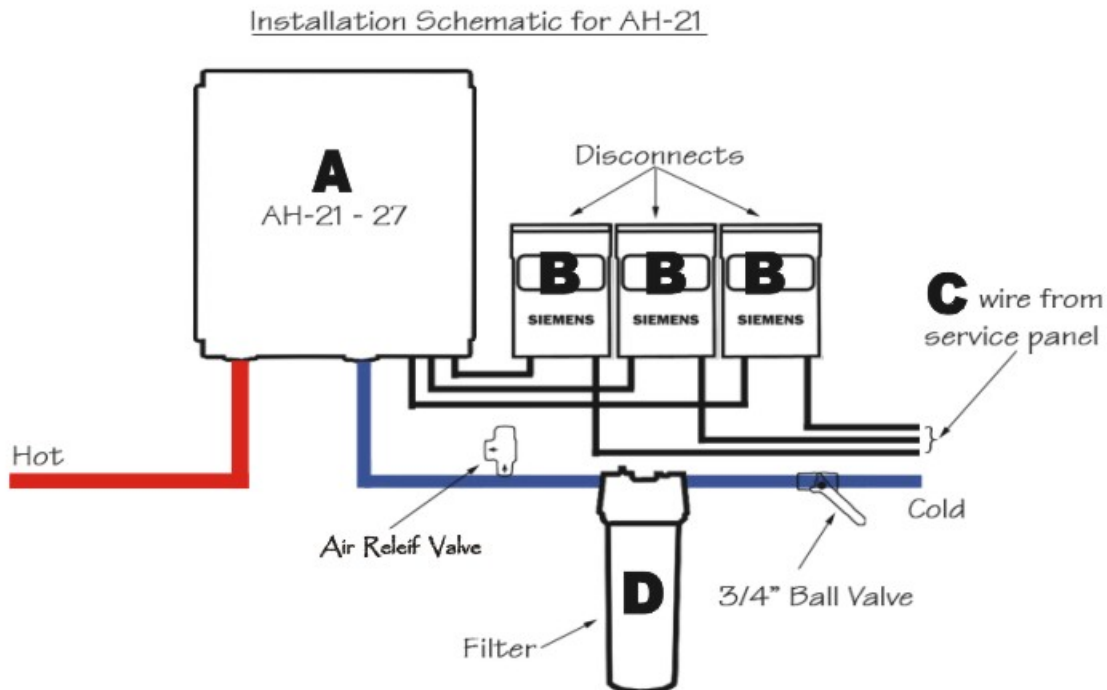
Please follow all plumbing instructions carefully. This product must be installed by a licensed and qualified plumber in accordance with all applicable national, state, provincial, and local plumbing codes.

### IMPORTANT NOTES:

1. DO NOT SOLDER ANY PIPES WITH UNIT CONNECTED TO PIPES - IF YOU DO, YOU MAY DAMAGE THE FLOW SENSOR AND VOID THE WARRANTY.
2. A  $\frac{3}{4}$ " tee fitting is provided LOOSE with a pressure relief valve and air elimination fitting. Install these components to the stub fitting from the left side of the unit (as you look at it). These fittings should be installed using Teflon tape, or pipe dope sealant or as code practices allow, the relief valve must be installed in accordance to governing jurisdictions. The air elimination fitting is provided to assist in eliminating the air from the heat exchanger and protect the elements and may not eliminate air from the SYSTEM, standard hydronic piping practices may require additional air elimination to be provided.
3. Install air vents, valves, expansion tanks, flow control valves, isolation valves, etc. (PROVIDED BY OTHERS) as per code requirements.
4. The unit is designed to operate only when FLOW SENSOR senses flow through system.
5. Prior to activating (powering up) unit and allowing unit to heat, PURGE ALL AIR FROM YOUR SYSTEM, FAILURE TO DO SO MAY cause an air-lock in your unit and "dry-fire" a heating element, if this occurs you must replace the failed element.
6. Carefully check your connections to your system for any LEAKS, prior to leaving the unit.

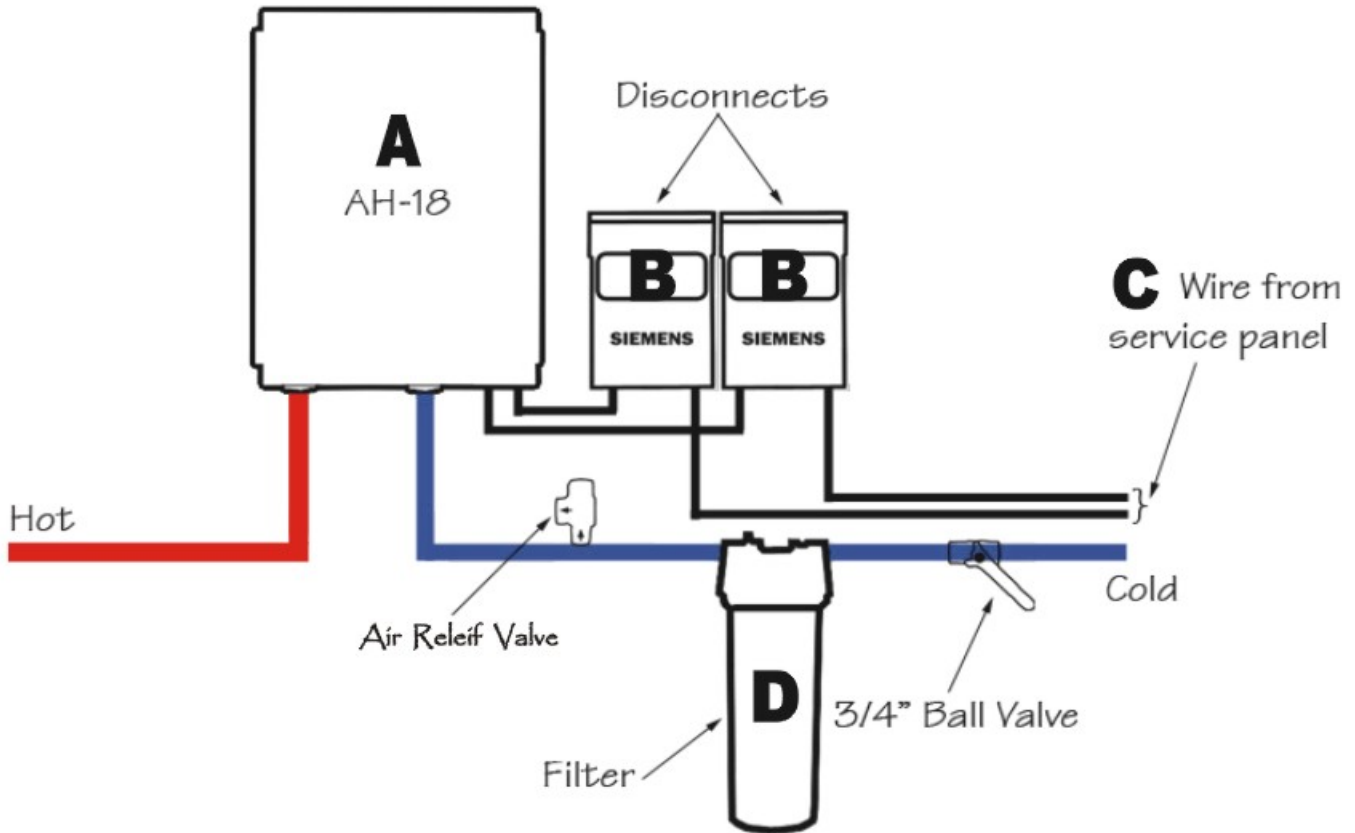
Figure 1. – Typical Domestic Installation Diagram

**CAUTION :it is very important to follow your local building and or commercial building codes.**



**Figure 1. – Typical Domestic Installation Diagram**

Installation Schematic for AH-18



**TEMPERATURE RISE CHART**

Flow rate (gpm) @ Temperature Rise in (F)

Model	Temp. Rise	65	60	55	50	45	40	35	30	25	20	15
AHS11D	GPM	1.2	1.3	1.4	1.5	1.7	1.9	2.1	2.5	3.0	3.8	5.0
AHS14D	GPM	1.5	1.6	1.7	1.9	2.1	2.4	2.7	3.2	3.8	4.8	6.4
AHS16D	GPM	1.7	1.81	1.98	2.18	2.42	2.72	3.11	3.63	4.35	5.44	7.26
AHS18D	GPM	1.9	2.0	2.2	2.5	2.7	3.1	3.5	4.1	4.9	6.1	8.2
AHS21D	GPM	2.2	2.5	2.7	3.0	3.3	3.8	4.3	5.0	6.0	7.5	10.0
AHS24D	GPM	2.51	2.72	2.97	3.27	3.63	4.08	4.66	5.44	6.53	8.16	10.88
AHS27D	GPM	2.83	3.2	3.5	3.8	4.2	4.8	5.5	6.4	7.6	9.6	12.7

## 5. ELECTRICAL INSTALLATION

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY AND COMPLETELY BEFORE INSTALLATION AND BEFORE USE. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE OR SERIOUS PERSONAL INJURY OR DEATH, AND VOID YOUR WARRANTY.**

This product must be installed by a licensed and qualified electrician in accordance with all applicable national, state, provincial, and local electrical codes.

**As with all electrical appliances, under no circumstances should you attempt to install, repair or disassembled this Tankless Heater without first shutting off all power to the unit directly at the fuse or breaker box. SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

All wiring (wire gauge) and circuit protection (breakers) must comply with the U.S. National Electrical Code (NEC) in the U.S.A., or the Canadian Electrical Code (CEC) in Canada. Failure to do so could result in property damage and / or personal injury, and void your warranty.

Note: the Canadian Electrical Code generally requires that all supply wires and corresponding circuit protection (breakers) used for Tankless - Tankless Water Heater applications be sized to a minimum of 125% of the maximum current rating of the heater (see model specifications below for details).

Before installing this product, ensure that the home has sufficient electrical power available to handle the maximum amperage load of the applicable model.

**Figure 1. – Electrical Specifications by Model**

Model	AHS27D	AHS24D	AHS21D	AHS1R8	AHS16D	AHS14D	AHS11D
Elements	3	3	3	2	2	2	2
Voltage	240	240	240	240	240	240	240
Max KW Watts Each Supply	27 27000 9kW	24 24000 8kW	21 21000 7kW	18 18000 9kW	16 16000 8kW	14 14000 7kW	11 11000 5.5kW
Max AMPS	112	100	87.5	75	67	58	46

**Install the following breakers in the main electrical panel based on the model being installed:**

MODEL	AHS27D	AHS24D	AHS21D	AHS18D	AHS16D	AHS14D	AHS11D
Breakers for Main Electrical Panel Without the Sub-Panel	Quantity 3 Di-Pole 50 AMP Breakers	Quantity 3 Di-Pole 40 AMP Breakers	Quantity 3 Di-Pole 40 AMP Breakers	Quantity 2 Di-Pole 50 AMP Breakers	Quantity 2 Di-Pole 40 AMP Breakers	Quantity 2 Di-Pole 40 AMP Breakers	Quantity 2 Di-Pole 30 AMP Breakers



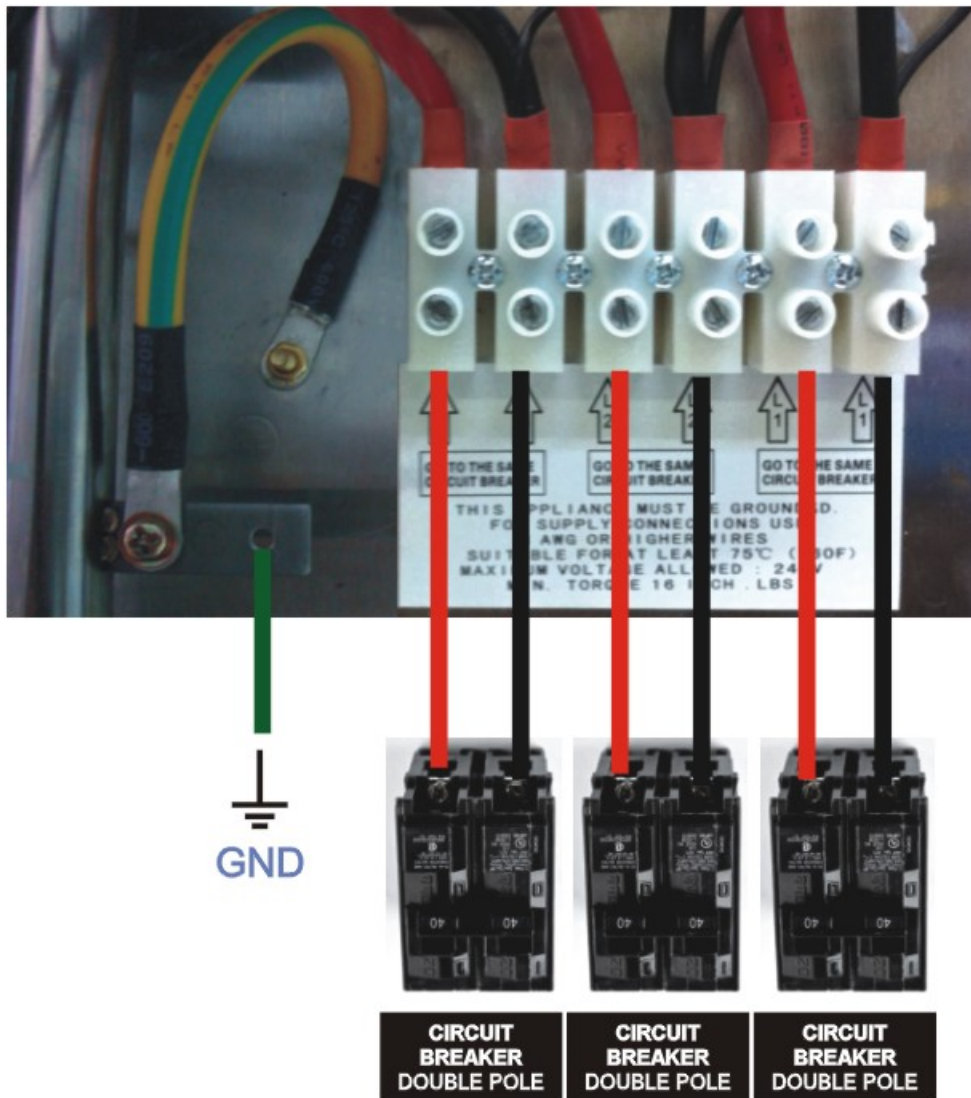
## 5.1 ELECTRICAL INSTALLATION (CONTINUED)

1. Disconnect all power sources before opening terminal box and working within.

Read all nameplates and markings CAREFULLY and wire per instructions and in accordance to ALL applicable national, state, provincial, and local electrical codes.

**CAUTION:** Models AHS27D, AHS24D, and AHS21D Take care to ensure that you have made the correct connections. You must follow the wire connection as shown in Figure 2 to ensure proper operation of the unit. If you cross a set of wires, the unit will not operate correctly even though it turns on and otherwise appears to function properly

**Figure 2. Wire Connections to Breakers :**  
**Models AHS27D, AHS24D, & AHS21D**



**CAUTION:** Models AHS27D, AHS24D, and AHS21D The figure above shows you a typical electrical installation. By no means at all may you be able to reconfigure the wiring shown above, as this may cause **SERIOUS INJURY** and or **DEATH**. It is very important to **FOLLOW** your local and municipal building codes when installing this Electric Tankless Water Heater. The configuration above also shows that each individual heating element, or (Circuit needs to have it **OWN CIRCUIT BREAKER NO EXCEPTIONS**)

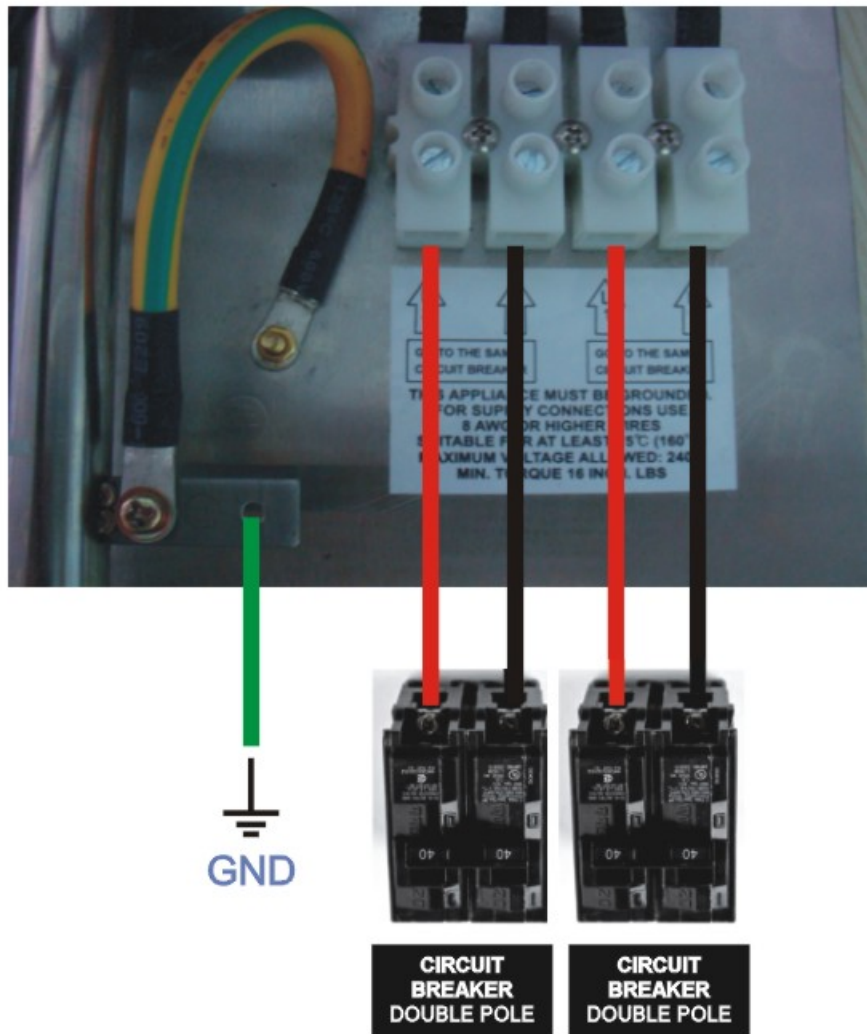


1. Disconnect all power sources before opening terminal box and working within.

Read all nameplates and markings CAREFULLY and wire per instructions and in accordance to ALL applicable national, state, provincial, and local electrical codes.

**CAUTION: Models AHS11D, AHS14D, AHS16D, and AHS18D .** Take care to ensure that you have made the correct connections. You must follow the wire connection as shown in Figure 2 to ensure proper operation of the unit. If you cross a set of wires, the unit will not operate correctly even though it turns on and otherwise appears to function

### Figure 3. Wire Connections to Breakers : Models AHS11D, AHS14D, AHS16D, and AHS18D



**CAUTION: Models AHS11D, AHS14D, AHS16D, and AHS18D** The figure above shows you a typical electrical installation. By no means at all may you be able to reconfigure the wiring shown above, as this may cause **SERIOUS INJURY** and or **DEATH**. It is very important to **FOLLOW** your local and municipal building codes when installing this Electric Tankless Water Heater. The configuration above also shows that each individual heating element, or (Circuit needs to have it **OWN CIRCUIT BREAKER NO EXCEPTIONS**)

### STEP 1

Using a suitable wire gauge that meets all applicable electrical codes for the size of breakers used, run two pairs of wires and a ground wire from the main breaker panel to the Tankless - Tankless Water Heater unit. Note: For the model AH27, AH24, or AH21, you need to run 3 pairs of wires and ground wires, 2 pairs of wires and ground wires

### STEP 2

A separate ground conductor for each incoming circuit is required.

### STEP 3

DOUBLE CHECK the electrical connections to make sure they are correct and that all wire connections are tight and secure. Also confirm that the correct breaker size and wire gauge has been used and confirm that the unit has been connected to a ground in accordance with applicable codes.

### STEP 4

Confirm that the plumber has purged air from the SYSTEM prior to turning on power to the Tankless - Tankless Water Heater-unit. Refer to STEP 4 in the Plumbing Installation/ Mechanical section

## 6 STARTING ELECTRIC TANKLESS WATER HEATER

The new Tankless -Electric Tankless Water Heater was introduced to (whether NEW or EXISTING) must be thoroughly cleaned, flushed, and drained and PURGED. Any foreign material circulating through the system could be detrimental to the Tankless -Electric Tankless Water Heater, the pump in the system and/or other components and may lead to problems. The air vent provided with your new unit is for the purpose of assisting in removing air from the UNIT, additional air vents should be installed at high points of the system to assist in air removal that accumulates in the system.





**• IT MUST BE NOTED AGAIN – ALL EXCESS AIR MUST BE REMOVED FROM THE SYSTEM (INCLUDING THE TANKLESS -ELECTRIC TANKLESS WATER HEATER) BEFORE THE ELECTRICAL POWER IS ON.**

### IMPORTANT NOTES:

**As with all electrical appliances, under no circumstances should you attempt to install, repair or disassembled this Tankless Heater without first shutting off all power to the unit directly at the fuse or breaker box. SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.**

**When any maintenance is performed on the Tankless Heater or the home's plumbing system that may introduce air into the plumbing pipes, it is important to turn the power off to the Tankless Heater and purge the air out of the lines before allowing the unit to power up. FAILURE TO DO SO COULD CAUSE PERMANENT DAMAGE TO THE HEATING ELEMENTS.**

## 7. OPERATION INSTRUCTION

1. Turn on the circuit breaker to bring electrical power to the unit, then the heater will stay in standby status.
2. While the heater is in the standby status, let water go through it, press  button to activate the heater and decrease the temperature, keep touching this button for 3 seconds, the heater will turn off automatically.
3. While the heater is in the standby status, let water go through it, press  to activate the heater and increase the temperature, keep touching this button for 3 seconds, the heater will turn off automatically.
4. The min. water flow to activate the heater is 0.4GPM (1.5L/Min), the heater will turn on automatically while there is water flow goes through.
5. Press  and  at the same time could convert the temp. display between degree Fahrenheit and degree Celsius.
6. Temp. setting range is from 80°F (26°C) to 140°F (60°C)
7. The display screen will light off in 5 seconds while in the standby or power off status, or without detecting water flow. It will display the real temperature while you touch the buttons.
8. Error detection function.

There is a self-testing function of the PCB board. While there is any component of the heater fails during the working, the PCB board could detect it automatically and the display screen will show the corresponding error codes for different failures, user could learn the error code instruction and find maintenance solution through reading SECTION 8 in this manual.



## Are you having problems with your Tankless Heater Appliance?

Do not return your heater to your Authorized Dealer. Please call our customer service dept.

**U.S.A. (888) 818-4328**

or call your Authorized Dealer for assistance. Before it, please read the following trouble-shooting instructions firstly.

All units are thoroughly tested before they leave our factory. In rare instances, your unit could arrive with internal or external damage that may affect its performance. All units are factory tested as follows:

#### Pressure Integrity Test

Each unit is pressure tested at 180 PSI to insure against leaks. This is over 3.5 times the water pressure that the unit will experience in a typical residential installation.

#### Electrical Integrity Test

Each unit is connected to a special testing module that sends a 1,000 volt current surging through the unit for 1 millisecond to verify that there are no short circuits and that the unit's circuitry is properly configured.

#### Specifications Level Test

Each unit is temporarily attached to a testing station that duplicates the conditions present in a typical residential installation. The unit is turned on and the temperature of the water produced by the unit is measured at several flow rates to insure that the proper temperature rise specifications are met and that the unit self-regulates with the varying flow rates.

1. The following are some of the most common technical support questions we receive. Before calling us, please read thoroughly to see if your question or problem is addressed.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Tankless Heater is not heating at all (water is flowing but the unit is not heating at all - the incoming water temperature is the same as my cold water supply) - the digital display does NOT light up.	No power or insufficient power to heater / incorrect wiring	Make sure the breakers at main electrical panel have not tripped and that they are on. You may have a faulty breaker or unit may be wired incorrectly.
	Flow rate is too low / water pressure is too low	Your Tankless Heater has an activation flow rate of approximately 0.25 gallons per minute. If your space flow rate is less than this level, your unit will not activate. Increase the flow rate.
Tankless Heater is not heating at all (water is flowing but the unit is not heating at all - the incoming water temperature is the same as my cold water supply) - the digital display DOES light up.	See "Space heater is heating, but the water temperature is not hot enough"	
	Internal part failure	Please call us for technical assistance.
Tankless Heater is heating, but the water temperature is not hot enough	User temperature setting too low	Turn up the temperature setting on the unit (see General Operating Instructions section of this manual).
	Flow rate is too high	Depending on your incoming water temperature and the power output of your model, your water flow rate may exceed the physical heating capacity of your Tankless Heater. Reduce the flow rate at the faucet or close the shut-off valve installed on the inlet side of your heater slightly to reduce the water flow rate. (see General Operating Instructions section of this manual).
	Crossed wires	If this is a new installation, have your electrician double check the wiring. It is possible that the wiring is incorrect.
	Voltage less than 240 volts	The heating elements in your Tankless Heater are designed for 240 volts. When used with a lower voltage, they produce less heating power. You may need to upgrade to a larger model. Call your Authorized Dealer for more information.
	Mixing too much cold water	You do not need to mix as much cold water with your tankless Tankless Heater compared to when you use a conventional Tank Heater. You may also have an anti-scald feature on your faucet that is mixing cold water. These types of faucets can usually be adjusted to reduce the amount of cold water mixed. (see General Operating Instructions section of this manual)

The water temperature at my supply is less than the temperature setting of my Tankless Heater.	Voltage less than 240 volts	The computer chips in your Tankless Heater are programmed with the expectation that your incoming line voltage is 240 volts. If you have less than 240 volts, it may affect the reading on your Tankless Heater's digital display and cause it to read slightly higher than the actual output temperature. To compensate for this, increase the setting on your Tankless Heater if you need / want hotter water.
	Anti-Scald pressure/balancing valve or tempering valve.	Your faucet may have an anti-scald feature or a tempering valve that automatically mixes cold water even when you turn your control lever or handle to full hot. These devices are usually adjustable so you can turn off the cold mix completely. You can compensate for this by increasing the setting on your Tankless Heater if you need / want hotter water.
	Thermal loss due to long pipe run	As the hot water from the heater runs through the hot water delivery system to your faucet, some heat will be lost especially if it has a long distance to travel or the pipes are cold. This is normal. You can compensate for this by increasing the setting on your Tankless Heater if you need / want hotter water.
If you are experiencing any other problem, please call us for technical assistance.		

2. Following is an instruction of how to use a USB dish to test the heater with trouble shooting.

There is a USB port on the bottom enclosure of heater, while inserting the USB dish into the heater, the heater will enter self-testing procedure automatically. The above display screen will display "USB" and "-" (1HZ blinking), screen in left side will display the current testing status, during the testing period, it will display "tEst", after finishing the test, will display "END", screen in right will display the testing procedures and testing result with error codes.

During the testing period, if it detects water flow, it will start testing the heating elements, the longest testing time could reach 120 seconds. The testing would be closed in advance once discovering any errors. After the testing, it will generate a IHEAT.TXT text file. automatically in the USB dish. The heater will go back to standby status while user pulls out the USB dish. Users could connect the USB dish to a computer to read the text file which could show the current working status and error codes of the heater.

Note: The USB dish has to be the FAT file system.

If there is any problem with your tankless heater appliance, please use a USB dish to test the heater as above instructions, then call and send the IHEAT.TXT text file to our customer service dept.

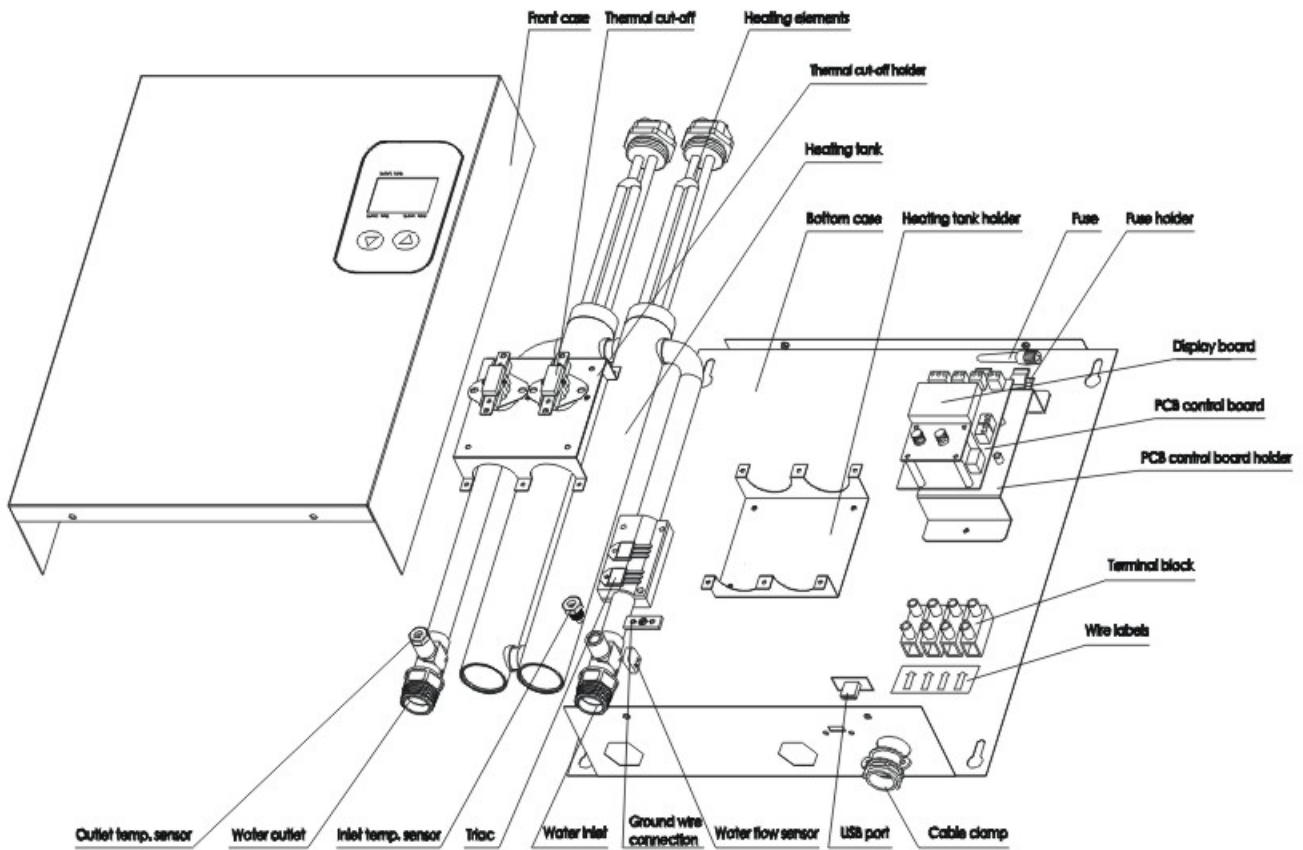


## Error code instructions and trouble-shooting

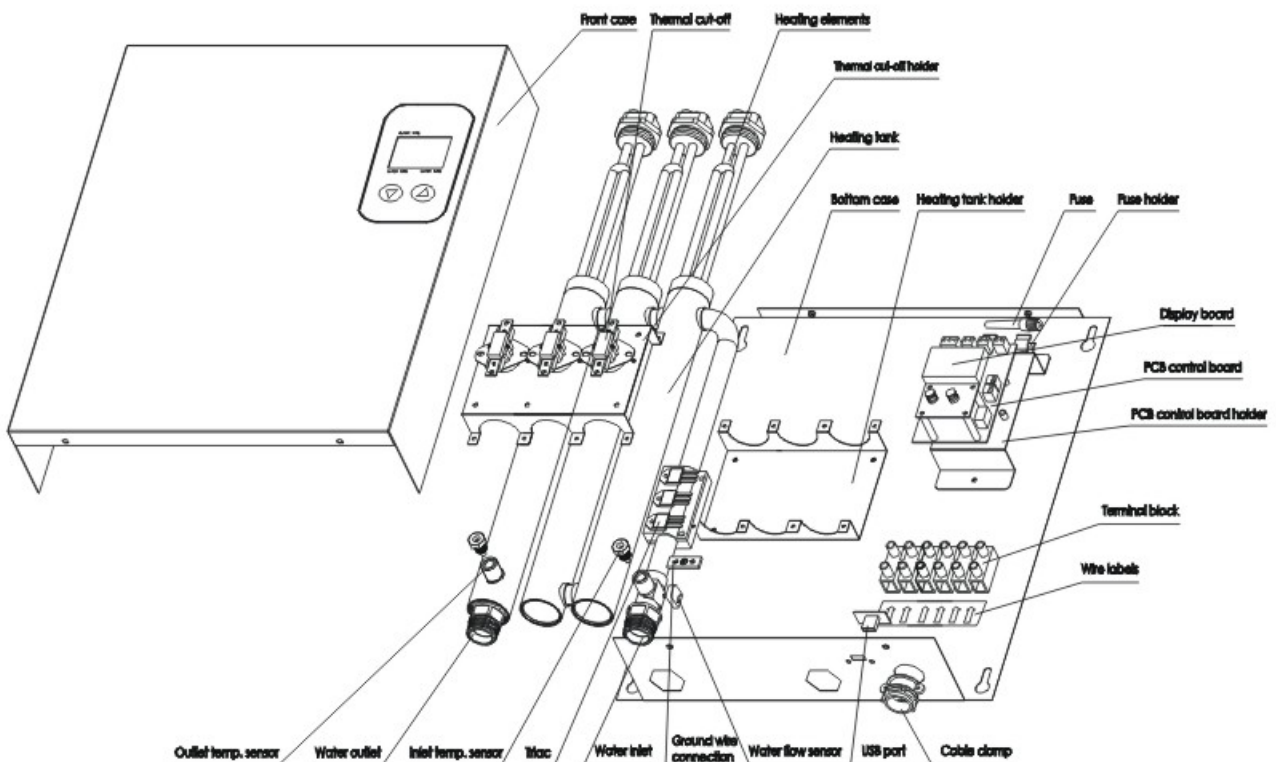
Error Code	Problem/Possible cause	Solution
E11	Resistance of inlet temperature sensor is not consistent	Replace the inlet temperature sensor
E12	The inlet temperature sensor is disconnected	Connect the inlet temperature sensor and heater firmly
E21	Resistance of outlet temperature sensor is not consistent	Replace the outlet temperature sensor
E22	The outlet temperature sensor is disconnected	Connect the outlet temperature sensor and heater firmly
E31	Water flow signal is interrupted, breakdown of water flow sensor or no water flow	1.Check the water flow whether it is smooth, please make sure it reaches the Min. water flow activation rate 1.5L/Min 2.Replace the water flow sensor.
E32	No water flow signal, breakdown of water flow sensor or no water flow	1.Check the water flow and make sure it reaches the Min. water flow activation rate 1.5L/Min 2.Replace the water flow sensor
E41	The first heating element doesn't work	1.Check the wire whether it is disconnected 2.Check the heating elements whether it is disconnected
E42	The second heating element doesn't work	3.Check the triac whether it is disconnected 4.Make sure the waterway is smooth
E43	The third heating element doesn't work	5.Replace the corresponding heating element
E51	Power on but PCB power board couldn't command work	Replace the PCB power board
E52	Failure of PCB power board / display board	Replace the PCB power board / display board
E60	Overheat protection Possible cause: 1.Water flow is too low 2.Power setting error 3.Outlet temperature sensor fails	1.Enlarge the water flow 2.Setting the correct power level 3.Check and replace the outlet temperature sensor

Note: If maintain the heater following above solution, the heater still fails, then should need to replace the PCB power board.

## Explosive view of model AHS11D, AHS14D, AHS16D, AHS18D



## Explosive view of model AHS21D, AHS24D, AHS27D





## RESIDENTIAL & COMMERCIAL LIMITED WARRANTY

**PRODUCT WARRANTY:** AMERICAN HEAT MANUFACTURER, LLC. warrants to the original purchaser at the original address or the authorized transferee of such purchaser (collectively, the "Buyer") the AMERICAN HEAT Tankless, Subject to the terms and conditions set forth herein, each American Heat Tankless water heater is warranted against mechanical or electrical failure due to manufacturing defects for a period of (3) year from the date of manufacture and is warranted against leaks due to manufacturing defects for a life time, and heating elements will carry a (1) year warranty under normal use and service, provided that the Product is installed within sixty (60) days from date of shipment/purchase and (ii) installed by a licensed electrician and plumber (specific proof required) and maintained in accordance with written instructions. In order for the Product warranty to become effective, the original purchaser must have proof of purchase from the approved distribution channels.

### **SUCH WARRANTIES DO NOT COVER:**

Product failure caused by liming, sediment buildup, chemical corrosion, chlorine/chloride corrosion, or freezing. Product failure caused by the failure to remove air from system prior to or during operation. Product misuse, tampering or misapplication, accidental damage, improper installation or the application of improper voltage. Costs incurred for shipping, delivery, handling, and/or administrative charges. Product failure due to lightning, flood or other natural or manmade calamities. Labor charges of any kind.

**LIMITATION OF REMEDIES AND DAMAGES:** American Heat Manufacturer, LLC liability and Buyer's exclusive remedy hereunder will be limited solely, at company's option, to repair or replacement by AMERICAN HEAT with respect to any claim made within the applicable warranty period referred to above. Without limiting the generality of the foregoing, all warranty items shall be returned by Buyer, at its sole expense, to AMERICAN HEAT for replacement or repair. American Heat Manufacturing LLC, is not responsible for labor charges to remove and/or replace the defective part (s), or any incidental or consequential expenses. AMERICAN HEAT reserves the right to accept or reject any such claim in whole or in part. In the event that the original owner wishes to return the Tankless Water Heater for repair, the owner must first secure written authorization from American Heat. The owner shall be required to show proof of purchase date, and to pay all transportation cost to return the defective part (s) for repair or replacement. Warranty is void if owner cannot furnish American Heat with a proof of purchase with date of purchase, and that the original serial numbers have not been tampered with. AMERICAN HEAT will not accept the return of any product without prior written approval in the form of a (RGA) Return Goods Authorization, and approved by AMERICAN HEAT, and all such approved returns shall be made at Buyer's sole expense. NO RETURNS WILL BE ACCEPTED BY AMERICAN HEAT WITHOUT A RGA NUMBER AND AMERICAN HEAT ASSUMES NO RESPONSIBILITY FOR PRODUCT RETURNED WITHOUT WRITTEN AUTHORIZATION. PRODUCT SHOULD BE WRAPPED AND PACKAGED SECURELY TO AVOID SHIPPING DAMAGE. AMERICAN HEAT WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

## PARTS REPLACEMENT PROCEDURE (UNDER WARRANTY)

Have your licensed electrician determine the exact parts that are defective and require replacement. Please note that technical support is available for qualified technicians only (licensed electricians and/or plumbers). Technical support that involves potentially dangerous electrical conditions is not available to an unqualified person. When contacting American Heat Manufacturer LLC., please be sure that the technician has the following information on hand: Copy of your original proof of purchase. Be sure that the technician has read the "Operation and Maintenance Manual" and "Troubleshooting Manual" and has both in hand.

If, at the sole discretion of American Heat Manufacturer, LLC. a component requires repair or replacement under the terms of this Manufacturer's Limited Warranty, the part must be purchased and paid for under our "Bill and Credit" terms and will be shipped via standard ground delivery. All shipping charges are not included and are the responsibility of the Buyer. If faster shipping service is desired, the Buyer must select and pay for same.

The replacement part purchased under our "Bill and Credit" terms is purchased via credit card and upon return of the defective parts American Heat Manufacturer, LLC Inc. Will determine the cause of failure, and if under warranty will issue a full credit less shipping charges. The returned part must be received by American Heat, Manufacturer, LLC within thirty (30) days of shipment of the replacement part. American Heat Manufacturer, LLC. will evaluate the returned part within ten (10) days, and if determined to be defective and covered under terms of this warranty, full credit for the part will be issued.

**Return warranty parts to:**  
7709 WEST 20<sup>TH</sup> AVENUE  
HIALEAH, FLORIDA 33014  
Tech Support: 763-225-3377  
Fax: 305-556-9171