

# GIRARD TANKLESS WATER HEATER

## CUSTOMER SERVICE

As a customer service person, you are asked to answer questions to resolve customer concerns.

By far, the majority of the questions stem from the customers lack of understanding as to the operation of the water heater.

Keep in mind that a Demand water heater operates differently than a tank water heater.

1. **A Demand water heater makes hot water instantly, ONLY when a hot water faucet is turned on.** A tank water heater has a storage tank that keeps water hot, waiting for the hot water faucet to be turned on.
2. A Demand water heater operates primarily with the hot water side, **ONLY**. The temperature adjustment is by the use of a DIAL that the customer sets. With a tank water heater, you turn on the hot and mix with cold to get a comfortable temperature. This is what we are all used to. With an RV, you will have a 6 or 10 gallon storage tank. It heats the water to 130 to 140 degrees. This is so that you can take a longer shower, before the water begins to get cold, since, as hot water goes out, cold water comes in.
3. With the Demand/Tankless water heater, it will make hot water as long as the faucet is turned on and you have a

water source and someplace to get rid of the water. You set the dial to your comfort zone.

4. You will be provided with several instructional tools to help walk the customer through the operation process. All of this information is on line at, [greenrvproducts.com](http://greenrvproducts.com) the site will include an operational video as well as manuals. We will also supply you with CDs, hang tag and other information that you can send by mail or email, to the customers.
5. As you know, there is a big difference between the retail customer and a servicing dealer. We will provide to you, the manuals etc. that can be provided to the dealer. You are not expected to become proficient in our product, but if you at least read the information, you will have the knowledge to answer or direct the customer to the answer. Our customer service line is located in California. You or the customer can call them. You can refer your customers if you wish. The number is: [866-559-1221](tel:866-559-1221) ask for customer service. The hours are 8:30AM – 4PM (EST) MON – FRI.

**Customer Complaint: The water gets Hot and then gets Cold.**

This is one of the most common complaints that we get. For obvious reasons, this is most noticeable in the shower.

Cause and correction:

- Customer has not purged the air out of the water lines.  
This is accomplished by opening and closing the hot and cold water faucets at the shower, sinks, outside shower and or faucets, clothes washer, dish washer, and flush toilet. If air is in the line, they will hear a hissing sound. This procedure will be done at the beginning of the season and will **not be required again**, until the next spring, if the RV was winterized. On a rare occasion the customer will say that the water heater blower will come on when the cold water faucet is turned on or when the toilet is flushed. Again, this is air in the line and they should purge the system.
- Dial set on High all the time.  
The dial is designed to allow the customer to adjust the temperature to their liking. We have found that some customers will leave the dial set on high. During the summer months the incoming water, city water or from tank, temperature can be rather high. If the customer leaves the dial on high, the water heater can cycle on the limit switch. This is the protection device, to keep the customer from getting burned. If the customer is leaving the dial on high, simply have them turn it down to the  $\frac{1}{2}$  or  $\frac{3}{4}$  line, on the dial, and this should solve the problem.
- Customer is mixing cold with the hot water.  
The Tankless water heater, operates on the hot side **ONLY**, most of the time. If the customer has not been told how to operate the water heater, most customers will use it

like a regular water heater. This is not their fault. We provide a hang tag and CD for the customer. Tell the customer to use the hot side only and adjust the dial, as needed. The only time the customer will ever need to mix cold is if the water is too hot, even when the dial is turned to low.

**Customer Complaint: Water temperature stays too hot or too cold when the dial is rotated.**

Confirm that the dial is operating properly. The simple way to test, is to set the dial to low and turn on the hot faucet only. (You have to wait for the hot water to get from the water heater to the faucet). On low the temperature should be **warm**. If this works, turn the dial to high and wait for the water to get to the faucet. It should be **hot**. If it is warm on low and hot on high, the dial is working properly. If the water stays the same temperature on both hot and cold, the dial is not working. This means that the dial is wired wrong or the dial is defective. The service and installation manual will explain.

**Customer Complaint: Water pressure to low.**

Low water pressure is normally not the fault of the water heater, but it can affect its operation. As the customer moves around the country, every RV Park has different water pressure. Our DIAL will accommodate for the different pressures. The water heater works best at 1 to

1.5 GPM. If the customer complains about low pressure, these are some possibilities.

- Does the customer have an incoming water restrictor on the city water line? If so, it should be removed. They are rarely required.
- If they have an in line water filter, is it clean. If it is too dirty, it will slow the water flow.
- Are the water strainers at the faucets and the shower, dirty? Clean or replace.
- Screen on the water heater. There is a small screen on the cold water inlet. The dealer can remove the cold water line and look at the screen. If it is dirty, clean. This should be the last thing that they check.
- Low park pressure. If the pressure in the park is low, I suggest filling the fresh water tank and running off the pump.

**Customer Complaint: Water heater will not start when hot side of faucet is turned on.**

- Check for blown fuse.
- Confirm **hot** water faucet is turned on.
- Go outside and remove cover. Confirm on/off switch is turned ON. This switch should stay in the on position, the entire camping season.
- **Reset Button—with the outside door off. Look to the upper left side of the chamber. You will see a WHITE**

switch with wires attached (high limit switch). In the middle of this switch is a button. Push in to reset. If the water heater comes on, that was the problem. If this is required multiple times, replace the switch.

- If this does not resolve the problem, refer to a service person.

These are the things that we normally hear from the retail customer. Beyond that the service manual can be used to explain most other problems. This is where the service people come in.