

**EZ TANKLESS**

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**EZ ULTRA HE**

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**OPERATION  
& INSTALLATION  
MANUAL**

did you want this letter in here too???

Dear User,

Thank you for buying this energy efficient gas water heater. We appreciate your confidence in our products. Before installation and operation of this gas water heater, please thoroughly read the User Manual. Please keep this manual for the guidance of installation or maintenance.

- The installation, maintenance should be proceeded by the authorized person by our company. Otherwise, our company will not be responsible for any accident caused by the wrong installation and maintenance.
- Please install the flue pipe correctly that make the waste gas exhausted outside. There should be floor drain inside the installation location that can discharge the water from the safety valve to outside.
- Please use the specified gas type and power supply shown in the nameplate.
- Please make sure the power outlet should be connected with earth wire. The power-supply system should be connected with earth wire as well.
- The power outlet should be installed in the dry place.
- Please make sure it's ventilated inside the bathroom. In the condition of waste gas leakage and blocked caused by not installing the flue pipe, please do not use the gas water heater. Otherwise it would make the accident by carbon monoxide poisoning.
- Children and the people do not know how to use the gas water heater are not allowed using the gas water heater alone.
- Please do not directly take shower once the hot water comes out. You should detect the hot water temperature by hand first to make sure the water temperature is in proper.
- It's forbidden to modify the gas water heater and open the covers of the gas water heater.
- It's forbidden to plug in/out the power cable with wet hand.
- Please do not drink the hot water from the gas water heater. And do not wash your hand with the condensing water.
- When the temperature is lower than 0 °C in winter or the gas water heater is not used for long time, please take measure to protect the gas water heater as page 14.

## EZ ULTRA HE GAS TANKLESS WATER HEATER SPECIFICATIONS

Maximum Gas Consumption BTU/h	70,000
Minimum Gas Consumption BTU/h	12,500
Hot Water Supply at 45f Temperature Rise	3.4GPM
LPG (Propane) Inlet Pressure	11" WC
NG (Natural Gas) Inlet Pressure	8" WC
Exhaust System	Forced Exhausted Type
Flue Diameter	2.25" OD
Ignition System	Automatic Ignition
Electric Supply	110V/60Hz
Rated Power	24W
Safety Devices	Flame Sensors, Thermal Limit Switch, Thermal Fuse Fan, RPM Sensor, Surge Protect Fuse
Usable Water Pressure	8-100 PSI
Water Connection	1/2" MECH 1/2"NPT w/included fitting
Gas Connection	1/2" MECH 1/2"NPT w/included fitting
Energy Efficiency Level	> 92%

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*Note: Please ensure that the contents of this manual have been fully understood prior to installation or operation of this gas tankless water heater.*

# 1.0 LIMITED WARRANTY

## WHAT IS COVERED?

The EZ Tankless warranty covers any defects in materials or product workmanship when the product is installed and operated in accordance with written installation instructions contained herein, subject to the terms outlined within this limited warranty document. This warranty is applicable only to products that are installed by a state qualified or licensed contractor, or installations approved by EZ Tankless through the return of included warranty card and documentation demonstrating proof of installation.

## HOW LONG DOES COVERAGE LAST?

ITEM	PERIOD OF COVERAGE
Heat Exchanger	5 Years*
All other parts and components	1 Year*
Reasonable Labor	1 Year*†

\*Warranty period begins from date of purchase unless proper proof of installation is provided, in which case warranty period begins from date of installation.

†Warranty only covers labor deemed necessary and performed by EZ Tankless tech support staff at our repair center in Fowler, Indiana.

## WHAT WILL EZ TANKLESS PROVIDE?

EZ Tankless will repair or replace the product or any part or component that is considered defective in materials or workmanship, except as set forth below: EZ Tankless will provide parts with free shipping for most repairs. EZ Tankless will perform labor and pay shipping costs to repair the product if deemed necessary by EZ Tankless. All repairs must be performed using genuine EZ Tankless parts.

If EZ Tankless determines that repair of a product is not possible, EZ Tankless will replace with a comparable product, at EZ Tankless' discretion. If a component or product returned to EZ Tankless is found to be free of defects in material or workmanship, or damaged by improper installation or during return shipping, the warranty claim for product, parts and labor may be denied.

## 2.0 WHAT'S INCLUDED?

1 x EZ Ultra HE Tankless Water Heater



1 x Expandable Screw



2 x Expandable Rubber



2 x Mounting Screws



2 x Self-tapping screw



Flue pipe



Condensed Water Pipe of Connector



Lower baffle



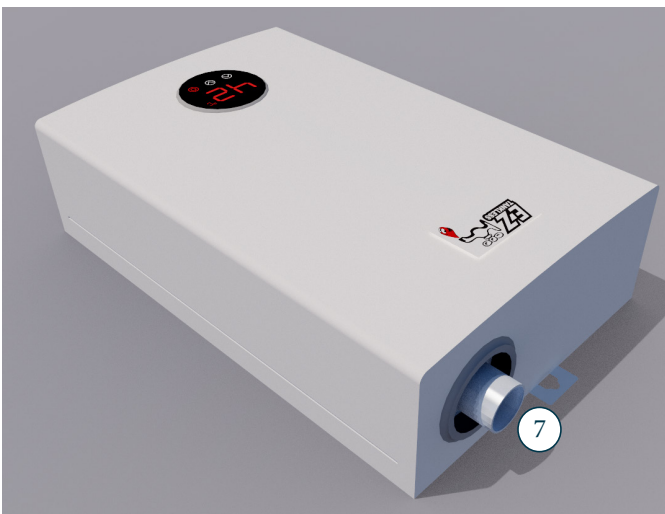
3 x NPT connector 1/2"

## 3.0 FEATURES & BENEFITS

The EZ Ultra HE is a gas condensing tankless water heater designed to provide hot water for all your household hot water needs.

- **Intelligent Computer Control System** – The built in CPU chip measures the volume, pressure, and temperature of the incoming water while taking into account the desired outgoing water temperature and adjusts the unit to the correct parameters to ensure the desired temperature is reached.
- **High Efficiency Condensing Technology** – Before the water is passed through the burn chamber it runs through a heat exchanger that utilizes the exhaust fumes thermal energy, thus preheating the water before it enters the burn chamber which in turn operates at a lower BTU than tradition tankless technology. The fan speed is also regulated according to the set temperature and volume of water being used.
- **Low Water Pressure Start-Up** – The EZ Ultra HE will fire at 0.6 GPM at a pressure as low as 3pst.
- **Temperature Memory** – Upon startup, the unit will operate to the last set temperature used. If the unit is powered off or unplugged it will remember the last temperature used so when power returns it's still set at your desired temperature.
- **Touch Temperature Setting** – The temperature is adjusted using the 'up' and 'down' arrows on the front of the unit. The temperature ranges from 35°C (95°F) - 65°C (149°F).
- **Multiple Safety Features** – The self-inspecting characteristics on the EZ Ultra HE include flameout protection, dual gas valve insurance device, over pressure of flue-exhaust, detection and evacuation of leftover combustion gases from subpar ignition, and (2) two thermal limit switches.

- |                       |                      |
|-----------------------|----------------------|
| ① Touch Control Panel | ⑤ Gas Inlet          |
| ② Temperature Display | ⑥ Power Cord         |
| ③ Water Inlet         | ⑦ Flue Outlet        |
| ④ Water Outlet        | ⑧ Condensation Drain |



## 4.0 INSTALLATION

Contact your local licensed plumber for a proper installation of the EZ Ultra HE tankless water heater. Do not install this unit by yourself if you are not a licensed plumber. The EZ Ultra HE uses a forced exhaust which must be installed according to the instructions in this manual and all local codes.

### 4.1 NOTICES FOR INSTALLATION

01. Do not install this tankless water heater in any room with poor ventilation (closet, bathroom, cabinet, etc.) unless the door has a 12" x 24" vent installed at the bottom.
02. Do not use this tankless water heater with any other gas type than the one labeled on the unit.
03. The tankless water heater should be installed at a serviceable height (do not install this unit in an area that is hard to get to).
04. The unit should have 12" of clearance on every side from any electricity (outlet, breaker box, etc), combustibles (cleaners, gas, etc.), as well as windows and doors.
05. This tankless water cannot be installed outdoors. It must be installed indoors in a heated room.
06. It is recommended to mount the unit to a concrete backer board if planning to install on drywall.
07. The (GFCI recommended) outlet for the power cord should be above all water connections and at least 12" away from the unit. It is also recommended to use a surge protector at the outlet.

### 4.2 INSTALLATION (CONTINUED)

01. Drill a hole according to the measurements on page 5 and fix expansion bolt into the hole.
02. Hang the unit onto the expansion bolt and screw down the nut. Then screw in the bottom brackets using two expansion bolts.
03. The (waves symbol) on the bottom of the heater indicated cold water inlet, the (shower head symbol) indicates hot water outlet, and the (flame symbol) indicates gas connection.
04. Both the cold water inlet and hot water outlet are ½" male mechanical connections. Be sure to use 1/2" NPT fittings.
05. Flush the water line before connecting it to the unit.
06. It is recommended to install service valves on the water connections (hot and cold). They serve as both shut off valves and serviceable valves to flush your tankless water heater semi-annually.
07. The cold water inlet connection is the far right connection on the bottom of the unit and the hot water outlet connection is located at the far left bottom of the unit.
08. Connect the condensation drain tube to the condensation water outlet and place the tube into a drain or bucket to catch the condensation.



### **4.3 – INSTALLATION OF THE GAS PIPE**

01. Contact your local gas supplier for installation of the gas line to the tankless water heater.
02. Install a shut off valve at the unit.
03. Natural Gas must be at 8” WC, Propane must be at 11” WC.
04. Always check for gas leaks after connecting the gas line to the unit. An electronic gas detector works best, but soapy water in a spray bottle works as well (bubbles indicate leak).

### **4.4 – INSTALLATION OF EXHAUST PIPE**

The EZ Ultra HE is a forced exhaust tankless water heater which must be vented to the outside using either the flue provided or 2” PVC. The flue can be used horizontally through an exterior wall or vertically through the roof.

01. The flue cannot be connected to any other existing flues or chimneys. It must stand alone either through an exterior wall or through the roof.
02. Use a metal wall thimble if the flue is to touch any flammable surfaces (wood, insulation, siding).
03. See pictures on side of page for clearance requirements.
04. Tape all joints on the flue using aluminum heat tape to prevent exhaust leakage.

## 5.0 SAFETY PRECAUTIONS

01. Always check water temperature by hand before entering shower or bath. The temperature may have been changed. Do not touch the unit cover or the flue outlet while in use.
02. Do not insert objects into the flue outlet. On colder days steam may discharge from the flue outlet. This condition is normal for high efficiency appliances.
03. The vent should be positioned away at least 12" away from flammable materials such as trees, shrubs, etc.

### 5.1 HOT WATER RISK

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01. Hot water is dangerous, especially for the young and the elderly or the infirm. The EZ Tankless water heater allows you to precisely control the temperature of your hot water, ensuring safe water temperature. Water temperature over 125°F can cause severe burns instantly or death from scalding.
02. Hot water can cause first degree burns with exposure for as little as:
  - 3 Seconds at 140°F
  - 20 Seconds at 130°F
  - 8 Minutes at 120°F
03. Test the temperature of the water with your elbow to ensure adequate temperature before placing a child in the bath or shower.
 

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04. Do not leave children or an infirm person in the bath unsupervised.

### 5.2 SCALDS-FIRST AID GUIDANCE

01. Remove clothing & jewelry - remove all wet clothing, quickly, as wet clothing retains the heat.
02. Apply cold water for 30 minutes - immediately submerge the burnt area in cold water for 30 minutes to reduce the heat in the skin, preventing deeper burning. Never use butter, oils, or ointment to cover the burn, as they may retain the heat.
03. Keep the individual warm - place a blanket around the affected individual.
04. Seek medical advice - call your medical advice hotline and describe the scalding properties, follow their directions to provide further treatment if necessary. Assess the severity of the burn, it is serious if: Larger than the size of the casualty's hand; On the face, hands, feet; or a deep burn – Call 911.

## 6.0 INITIAL SETUP AND OPERATION

*Note: These steps should be followed for every new location or water source*

### 1. ON/OFF SWITCH

Turn the systems power on. Display will light up with temp.



### 2. INITIAL TEMPERATURE SETTING: BETWEEN 40-50C



	CELSIUS	FAHRENHEIT
	35	95
	36	97
	37	99
	38	100
	39	102
Recommended	40	104
	41	106
	42	108
	43	109
	44	111
	45	113
	46	115
	47	117
	48	118
	49	120
	50	122
	51	124
	52	126
	53	127
	54	129
	55	131
	56	133
	57	135
	58	136
	59	138
	60	140
	61	142
	62	144
	63	145
	64	147
	65	149

### 3. WATER SOURCE

Inlet water source should be at least 1 GPM filtered water at a minimum of 8PSI. Lower water flow or a lower water pressure may result in unit failing to ignite.

### 4. AFTER FIRST IGNITION ADJUSTMENTS

If you're using mixing valves (**sinks, showers w/one handle**) anywhere in the home we do recommend setting the heater at a lower water temp setting in combination with using more hot water in the mixture. This will guarantee that there is at least 1GPM running through the heater.

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## 6.1 SPECIAL NOTES - INSTALLATIONS

### 1. WELL WATER INSTALLATIONS

Due to the fluctuation in water pressure when using on a well water system, users may experience fluctuations in water temperature. Fluctuations can be rectified with use of a water pressure regulator. When using a well system with a pump switch set to 40-60PSI, it is best to set your water pressure regulator at 45PSI. Alternatively, if using a pump switch set to 30-50PSI, it is recommended to set your water pressure regulator at 35PSI. This ensures more a consistent pressure entering the unit which will help stabilize the water temperature.

### 2. BASEMENT INSTALLATIONS IN COLD WEATHER CLIMATES

The EZ Ultra HE does not come provided with freeze protection. If exposed to freezing temperatures, the water in the heat exchanger can freeze and can damage the pipework within the heat exchanger. When performing a basement wall installation, it is recommended to install on a sub-frame (e.g 2x4) to create a air buffer between the wall and the back of the unit. This is to reduce risk of freezing through direct contact with basement walls. Typically basement walls are poorly insulated & thus surface temperatures can be much colder than the ambient room air.

### 3. MIXING VALVES

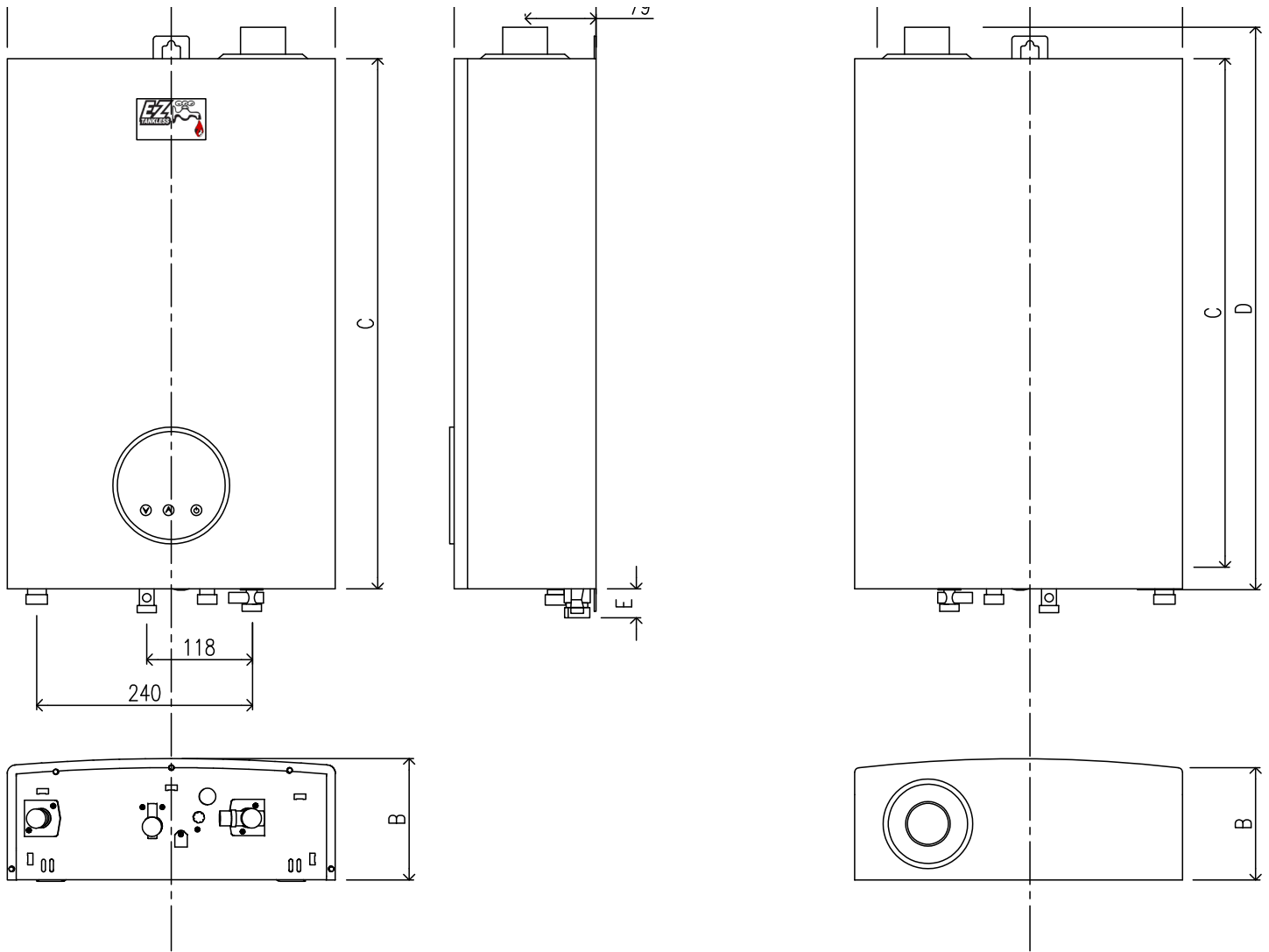
Modern mixing valves use a thermostatic temperature valve to control hot and cold water to faucets, showerheads, and tub fixtures. These devices can often cause an issue when used in conjunction with a tankless water heater set at a high temperature. When water temp is set above 110-120F, these valves will add cold water to adjust the temperature to keep from scalding. An unwanted effect of this is that the hot water flow may drop below required levels to keep the heater running. There are a number of recommendations to reduce the risk:

- a. Lower the water temperature setting on the water heater. Suggested settings of approx. 42C are ideal in many scenarios.
- b. Adjust the temperature setting on the mixing valve. (See manual for each individual fixture.)
- c. Replace showerhead with a high flow rate showerhead. It is common for a mixing valve fixture used in conjunction with a water saving showerhead to cause ignition issues with most tankless water heaters. Be sure to use a showerhead with at least a 2GPM flow rate in conjunction with a mixing valve fixture to limit issues.

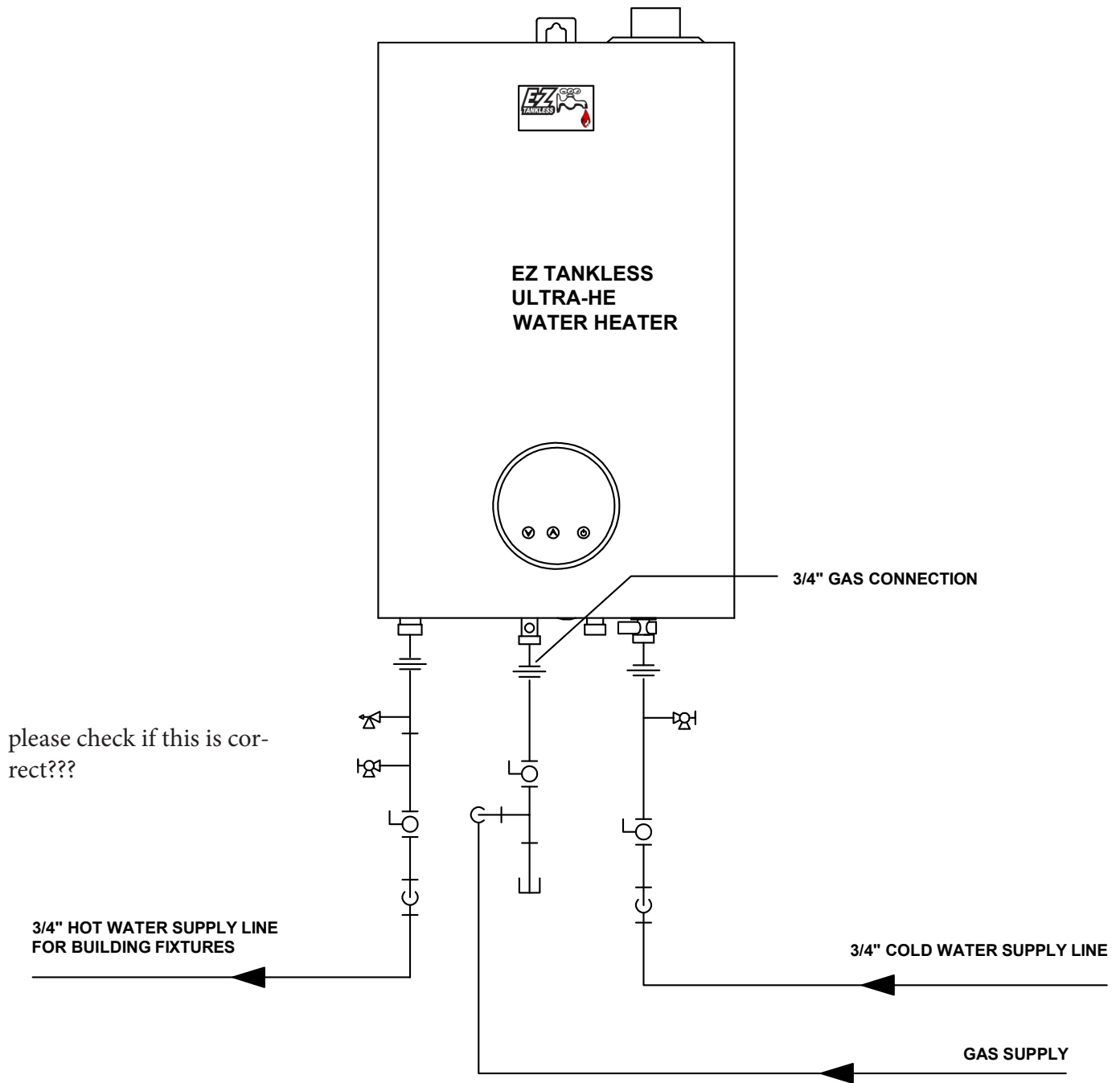
### 4. USE A SURGE PROTECTOR

The EZ Ultra HE uses many sensors that are based on resistors. It is important to protect the electronics of the EZ Ultra HE system by plugging the units power cord into a surge protector.

where do i need to show width? there?



DIM	DESCRIPTION	
<b>A</b>	Width	13-7/8" or 351mm
<b>B</b>	Depth	4-7/8" or 125mm
<b>C</b>	Height - Unit	22-7/8" or 566mm
<b>D</b>	Height - Including Brackets	24-5/16" or 618mm
<b>E<sub>1</sub></b>	Hot Water Outlet (from wall)	3/4" or 20mm
<b>E<sub>2</sub></b>	Gas	1-3/4" or 42mm
<b>E<sub>3</sub></b>	Water MLET	2-1/4" or 52mm







please check if this is correct???

3/4" HOT WATER SUPPLY LINE FOR BUILDING FIXTURES

3/4" COLD WATER SUPPLY LINE

GAS SUPPLY

**KEY**

	3/4" Ball Valve		Pressure Relief Valve
	3/4" Union		Boiler Drain Valve
	XXXXX		

This drawing is not an engineered drawing. It is intended for use only as a guide and does not act as replacement for professionally engineered installation drawings. This drawing is not intended to portray a complete installation system. The project engineer and/or installation contractor should determine the necessary components for configuration of the system being installed. This drawing does not imply compliance with local building code requirements. It is the responsibility of the project engineer and/or contractor to ensure that the installation is fully in accordance with the applicable building code through the authority having jurisdiction. Obtain approval with local building code officials prior to installation.

# 7.0 OPERATION OF THE EZ ULTRA HE

## 7.1 – INITIAL USE

Before operating the unit make sure connections are sealed (water and gas) as well as proper installation of the flue. After confirming, proceed as follows:

01. Open the cold and hot water valve at the unit.
02. Open the closest hot water tap, after confirming water is flowing through the unit close the tap.
03. Plug the unit into the wall outlet (surge protector recommended).
04. Turn on the gas valve at the unit.

*WARNING – To prevent scalding, start with the water heater set at 42°C and run only hot water through your shower head. Adjust the water temperature up or down according to feel. Depending on your region and time of year you should be able to keep the unit within 42°C-50°C. Be careful when using water above 50°C as it can cause scalding.*

## 7.2 – DISPLAY INSTRUCTIONS

### FUNCTION OF THE DISPLAY

01. Under normal working conditions the unit will show the set temperature.
02. An error code will appear in the set temperature mark if there is a malfunction.

### TEMPERATURE REGULATION INDICATION

01. Temperature symbol will light while in operation.

### FLAME INDICATOR

01. Flame symbol will appear while in operation.

### CHILD LOCK INDICATOR

01. The child lock indicator will appear if being used. This prevents the water heater from being set above 48°C.

### FUNCTION KEYS

- ^ = Raise Temperature
- v = Lower Temperature
- ø = Power

## 7.3 – USING THE DISPLAY

### TEMPERATURE REGULATION

01. Press the power button. The unit will come set at 42°C.
02. Use the up and down arrows to change the temperature. You may change the temperature in 1° increments from 35°C - 48°C. The temperatures available after 48°C are 50°C, 55°C, 60°C, and 65°C.
03. While running, the temperature can only be adjusted between 35°C - 48°C to prevent scalding. If you need to set the temperature above 48°C you'll need to stop running the hot water to adjust the temperature.

**TIP\*** Upon first ignition, the unit may fail to light because of air in the gas line. If so, turn the hot water off and back on again and repeat until the unit fires up. If the unit fails to light after several attempts please call our tech support line at (765)885-5125.

04. The water heater will shut down once the hot water tap is closed. The unit will remain in stand-by mode until hot water is being used again. The temperature will not be displayed while in stand-by mode. Once the unit is called upon for hot water again the temperature will light back up to the last set temperature.

### NOTICE\*\*

- The temperature of the water may decrease slightly as it runs through your water lines to the hot water tap, therefore use the set temperature as reference and adjust according to feel.
- If the amount of water being passed through the unit exceeds the gallon per minute that the unit can keep up with the unit will slow the flow down so that it can accurately heat the water.
- You may need to change the temperature of the water from summer to winter as the incoming ground water temperature fluctuates.

## OPERATION OF WATER HEATER

### 7.4 – TIME-OUT PROTECTION –

The EZ Ultra HE will shut down after 50 minutes of continuous operation. If you need to use hot water longer than 50 continuous minutes, close the hot water tap and open it back up to re-fire the unit.



## CAUTIONS AND SAFETY TIPS

- Make sure that if the unit is installed in a small room or closet that there is a 12"x24" vent in the door.
- This water heater is intended for indoor use only. Do not install outdoors.
- Check the flue frequently for any clogs to prevent CO2 poisoning.
- Do not touch the flue while in operation to prevent burns.
- Any combustibles (cleaners, gas, etc.) should be kept away from the water heater.
- If you detect the smell of gas do not operate the water heater -
  01. Close the gas valve at the unit
  02. Call your local gas supplier to come check the leak
  03. Notify maintenance staff if you live in an apartment or condo
  04. If you hear any abnormal noise, outside of normal operation, contact your local plumber or EZ Tankless to check the problem. Do not operate the unit until the problem is solved.
  05. Do not open the cover of the unit unless instructed by EZ Tankless to avoid accidental damage.

## 8.0 RECOMMENDED EZ ULTRA HE MAINTENANCE

Please check the water heater regularly as instructed below.

Every 3-6 months do a routine maintenance check of the gas and water lines for leaks, abnormal noises while in operation, blockage of condensation drain, blockage of exhaust through the flue, and make sure you are maintaining a safe distance from the water heater and any combustibles.

### 1. CHECK THE GAS HOSE AND REGULATOR FOR ANY DEFECTS

Propane regulators, especially single stage regulators, defect at a high rate predominantly due to age. Most single stage regulators will eventually allow a higher pressure than the 11"WC required by the EZ Ultra HE. When this happens the unit will not ignite. This is the most common fault that causes ignition failure with LPG tankless water heaters.

### 2. CHECK THE EXHAUST VENT FOR BLOCKAGE REGULARLY

Debris, animals, or insects may enter the exhaust vent at anytime. Be sure to regularly check the exhaust vent for any blockage. A blockage of the exhaust vent will cause inconsistent water temperatures as well as potential damage to internal components.

### 3. CLEAN INLET WATER FILTER SCREEN REGULARLY

Located just inside of the water inlet fitting on the bottom of the EZ Ultra HE is a filter screen. This screen is used to keep sediment and small debris from entering the heat exchanger. Be sure to regularly check this screen for any debris that it may have caught. Remove the screen from the inlet using a small pick or screwdriver, blow away or rinse away any debris that may have accumulated and reinstall the filter screen into the water inlet before next use.

### 4. FLUSH UNIT ONCE A YEAR

With the heating of water through a heat exchanger comes the build up of minerals over time throughout the water heater parts and components. It is recommended to flush your tankless water heater with distilled white vinegar at least once per year when used on a regular basis, to ensure continued use and to avoid parts damage. Videos can be found at [www.eztankless.com](http://www.eztankless.com).

### 5. ALWAYS KEEP COVER OF UNIT CLEAN

The cover of your water heater will become hot during use. It is not recommended to place any stickers, magnets, or other decorative material on the cover of the EZ Ultra HE. Be sure to wipe away any dirt or debris that may be on the cover before each use.

## NON-MALFUNCTIONING SYMPTOMS & SOLUTIONS

SYMPTOMS	SOLUTIONS
White smoke coming from flue	White smoke can be caused from the hot air exiting the exhaust into cooler temperatures outside. This is normal.
Failing to light upon first use after installation or first use after sitting dormant	There may be air in the gas line. Open and close the hot water tap (allow the unit to attempt to fire before closing the tap) until successful ignition occurs.
Fan still spinning after unit shuts down	The fan will continue to run after the unit shuts down for a short time to exhaust all air out of the unit.
Unit will not fire with low flow	The flow of water must be at or above 0.6 gallons per minute for the unit to recognize water flow and kick on.
Water coming out of pressure relief valve	Open the pressure relief valve to relive any built up pressure inside the heat exchanger.

## ERROR CODES

Error codes will be displayed in the temperature read-out if there is a malfunction. Call EZ Tankless if you have any questions (765)885-5125

ERROR CODE	ERROR CODE DESCRIPTION	CONFIRMATION & SOLUTIONS
01	Inlet Temp Probe Malfunction	Inlet temperature has either failed or is dirty. You may try cleaning the probe with white vinegar. If that does not work it will need to be replaced.
10 / 11 / 12	False Fire / Ignition Error / Accidental Flameout	Lack of Gas. The gas valve has either been turned off or the unit isn't receiving accurate gas pressure. It can also be caused by loose or corroded wires. Remove cover to ensure all wires are connected and in good condition.
13	Limit Switch Error	The Limit Switch has failed and needs to be replaced.
30 / 31 / 32 / 40	Flue or Fan Failure	Make sure the flue is not blocked or covered in any way. The fan wire may have come unplugged. Fan needs to be replaced.
50 / 51	High Temperature Protection	The temperature of the water is exceeding 140°F. Turn the temperature down between 42°C-49°C.
55	Solar Function	Non Malfunction
60	Outlet Temperature Probe Malfunction	The outlet temperature sensor either needs to be cleaned or replaced.
80	Timing Protection	Non Malfunction, you have exceeded the 50 minute run time of the unit. Turn off your hot water tap then reopen to restart the unit.

## 6.0 TROUBLESHOOTING

### ARE WE DOING A TROUBLESHOOTING FOR THIS HEATER???

#### Q1. WHEN THE HOT WATER TAP IS OPENED, AND THE EZ DELUXE IS NOT RESPONDING.

A. If you are running water through the system, but do not see a showerhead image on the display, the heater is failing to sense the water flow. This will require one of the following to resolve the issue:

1. Flush the unit. Flushing the unit with Distilled White Vinegar will help to clean the magnetic turbine located inside of the flow sensor housing.
2. Disassemble and clean the flow sensor housing by hand. Please call our tech support department for access to our tech support videos (Note: Tech support videos are intended for advanced technicians only).
3. Replace the flow sensor housing. If after cleaning the flow sensor housing by hand the system still fails to sense water flow, the flow sensor housing may need to be replaced.

#### Q2. THE DISPLAY SHOWS AN 'E0' ERROR CODE WHEN TRYING TO IGNITE.

A. This is an error on the inlet water temperature probe. We recommend trying to clean it before replacing it. It is located on the flow sensor housing located on the bottom right of the unit where the water first enters. It will have a set of two black wires coming off of it and held in by one or two screws. Turn the water off to the unit then remove the two screws holding the temperature probe in place. Once removed, clean the probe with white vinegar and reinstall it. If the unit continues to show an E0 after cleaning the probe then it will need to be replaced.

#### Q3. THE DISPLAY SHOWS AN 'E1' ERROR CODE WHEN TRYING TO IGNITE.

A. Does the unit show an 'E1' error code every time the unit tries to ignite or sporadically?

1. Should the unit be showing the 'E1' error code only occasionally, we recommend flushing the system with distilled white vinegar.
2. Should the unit be showing 'E1' every single time it tries to fire:
  - A. Check to make sure that only EZ Tankless vent is being used. Be sure that the vent is installed in a horizontal manner, through an exterior wall and vented outdoors. Check that there is nothing blocking the proper flow of air through the intake or exhaust.
  - B. After verifying proper flow of air through the vent system, remove the front cover of the unit (Be careful as the display should remain attached for this test.) Once the front cover is removed, while viewing into the combustion chamber windows, open a water source to allow the heater to try to fire. If the unit fires on the right side of the burners, but only the right side before going to the 'E1' error code, your unit will need a motherboard replacement.
3. If your unit is showing 'E1' error code and the above steps have been taken to address the issue without resolution, please call EZ Tankless Tech Support for further assistance.

#### Q4. THE DISPLAY SHOWS AN 'E2' ERROR CODE WHEN TRYING TO IGNITE.

A. Please call EZ Tankless support for assistance.

**Q5. THE DISPLAY SHOWS AN 'E4' ERROR CODE WHEN TRYING TO IGNITE.**

A. This is an error in the fan sensor, fan motor, or motherboard. Remove the front cover of the EZ Deluxe, keeping the display wires attached. Locate the fan in the bottom left corner of the unit. Run a hot water tap. Watch the fan blades and observe how they are spinning. If the fan increases to high speed when the unit senses water flow, but the unit shows an 'E4' error code, the fan sensor is faulty and requires replacement. If the fan spins very slowly and the unit goes to E4, the motherboard needs replaced. If the fan does not spin at all, the fan motor is faulty and requires replacement.

**Q6. THE DISPLAY SHOWS AN 'E5' ERROR CODE WHEN TRYING TO IGNITE.**

A. This is an error of the limit switch or limit switch wire. Remove the front cover of the EZ Deluxe, keeping the display wires attached. Locate the limit switch in the top left corner. Remove the wires from the limit switch. Complete the circuit between the two wires using a piece of wire, or by sliding the two tabs together (A video of this test can be found on our web site). Run water through a hot water tap connected to your EZ Tankless Deluxe unit kit. If the unit fires and runs while the wires are "jumped", a new limit switch is required. If, after jumping the limit switch wires, the unit still returns an 'E5' error code, the thermal fuse in the wire may have been blown.

1. To Diagnose: Follow the wire back to the motherboard. Remove the wire from the motherboard, and using a flathead screwdriver, complete the circuit between the two prongs inside of the socket from which the limit switch wire had been removed. If the unit runs as it should, a new limit switch is required.

**Q7. THE DISPLAY SHOWS AN 'E6' ERROR CODE WHEN TRYING TO IGNITE.**

A. This is an error on the outlet water temperature probe. We recommend trying to clean it before replacing it. It is located to the left of the fan on the outgoing water line. It will have a set of two white wires coming off of it and held in by one bolt. Turn the water off to the unit then remove the bolt holding the temperature probe in place. Once removed, clean the probe with white vinegar and reinstall it. If the unit continues to show an 'E6' after cleaning the probe then it will need to be replaced.

## CONTACT US

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