

Hybrid Water Heater

Easy Installation Guide

Tips for Professional Installation & Product Setup



Register your 10 Year Warranty

To register your product, scan the QR code located on your water heater. You will need your unit model and serial numbers to complete this process.

Product Information

Model: _____

Serial #:

Install Date: _____

Installer Information

Name: _____

Company: _____

Phone: _____

Before You Begin

This Quick Start Guide provides a high-level installation overview and addresses key installation questions and considerations. It is not intended to replace the “Installation Instructions” in the Use & Care Manual provided with the water heater. All instructions and installation requirements as well as any local or national codes, must be followed.

It is recommended that this product be installed and serviced by a licensed plumber or a professional service technician. Rheem is not liable for any damages or defects resulting from improper installation.

Prepare for Installation:

Inspect Your Shipment

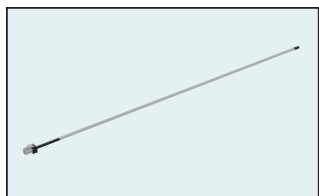
Carefully remove the water heater from its packaging. Ensure all pieces are included in the box and there are no visible signs of damage to the unit.

Select Installation Location

When determining the best location for your heat pump water heater, consider all of the following factors to ensure your water heater performs at an optimal level.

- Room air volume and ducting requirements
- Sound and noise considerations
- Minimum clearance for filter access and serviceable components
- Power supply
- Drain for condensation

Gather Key Accessories (sold separately)



AP19134 – Leak Sensor



AS50618A – Shutoff Valve



SP20883 – Vibration Isolation Kit



SP20884 – 8" Diameter UL Certified Termination Kit



SP20885 – 7" Diameter UL Certified Termination Kit



SP20886 – 6" Diameter UL Certified Termination Kit



SP20887 – 5" Diameter UL Certified Termination Kit



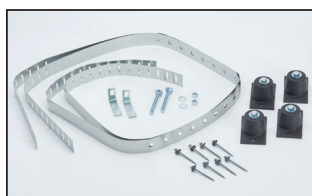
SP20888 – 8" Collar for Flex Venting



SP20889 – 25' Flexible 8" Diameter Duct Kit



SP20890 – 8" Rigid Elbow Duct Kit



SP20882 – Earthquake Isolation Kit



FR-80 – Little Firefighter Water Heater Front Restraint

Installing the Water Heater

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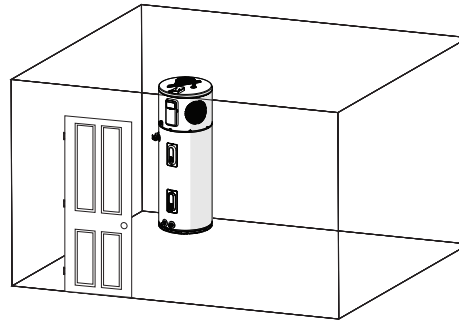
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Non-Ducted Installations

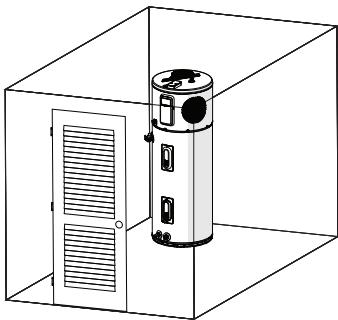
Rooms larger than 700 ft³

Room size: Larger than 700 ft³ (e.g. 7' x 10' x 10').

Requirements:
No additional ventilation needed

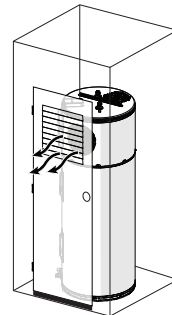


Rooms or closets smaller than 700 ft³ with louvered doors



Room size:
Smaller than 700 ft³ (e.g. 7' x 10' x 10').

Requirements:
Full louvered door OR
two louvers top and bottom¹



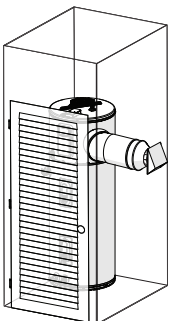
Room: Small Closet

Requirements:

- Air gap under door equal to 18 in² (0.75" clearance)
- Louver must be located the same height on door as the air exhaust on heater
- Heater air exhaust must be positioned towards louver within one foot of door

Note! For all non-ducted applications, ensure that the air exhaust vent is oriented to be facing away from any walls or solid surfaces to ensure proper dissipation of cooled air. If heat pump operation results in a 15 degree or more drop in room temperature, air circulation is inadequate.

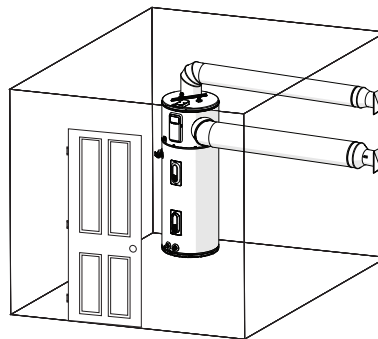
Ducted Installations



Heater: Ducted With Inlet or Outlet Duct

Room size:
For all closet installations (size smaller than 400 ft³)

Requirements:
Full louvered door²



Heater: Ducted With Inlet and Outlet Duct

Room size:
Any size room

Requirements:
No additional ventilation needed

MINIMUM CLEARANCES (WITHOUT DUCTING)		
REAR	SIDES	TOP
0"	0"	6"

FOR EASIER SERVICEABILITY		
REAR	SIDES	TOP
6"	6"	6"

Note! Heat pump water heater will operate in rooms less than 700 ft³ down to 450 ft³ but at reduced energy efficiency and reduced performance output. Reduced energy efficiency and performance has not been evaluated by Rheem Manufacturing and not recommended for optimal performance of the unit.

¹Minimum louver free opening area required for not ducted room installation application will be 3.25 sq ft.

²Minimum louver free opening area required for ducted closet installation application will be 2.9 sq ft.

Sound Reduction

While Rheem heat pump water heaters are among the quietest in the industry, typically making less sound than a standard refrigerator, proper installation procedures to reduce noise from vibration, pipes, ducting or other factors should be followed to help ensure homeowner satisfaction.

Location

Avoid locating the water heater directly adjacent to living spaces whenever possible. Also consider adjoining rooms (such as bedrooms) that may be on the other side of the wall where heater is installed.

Flex piping

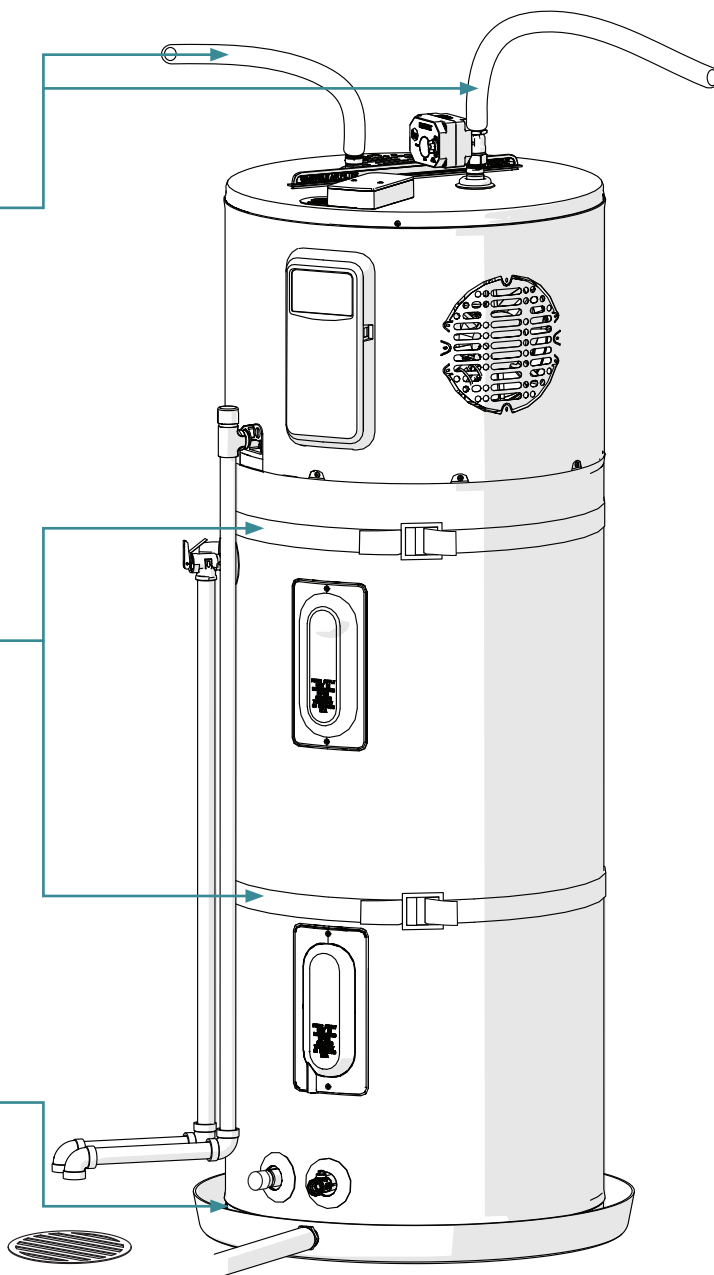
Flexible piping (such as PEX) is recommended for both hot and cold water connections. This will reduce potential rattling or vibration sounds. Be sure condensation lines are adequately secured and will not vibrate during unit operation.

Earthquake strapping

When selecting strapping for the heater, mesh straps such Little Firefighter (#FR-80) should be used. Alternately, be sure to properly insulate metal straps. Note: all straps must be placed around the lower section of the water heater, not on the top heat pump portion.

Vibration kit

Any time the heater is installed on a floor other than solid concrete, it is recommended that vibration isolation products be used.



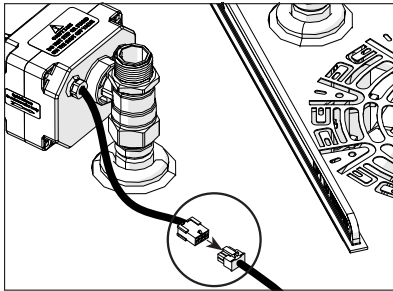
Water and Electrical Connection

The graphic below illustrates typical installation for top water connections. For side water connection installation consult the Use & Care Manual.

Shutoff Valve

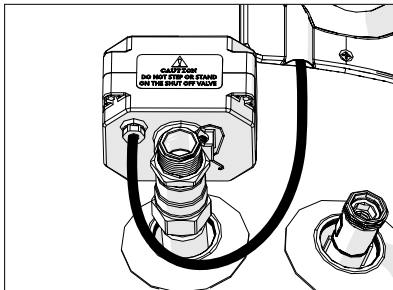
The shutoff valve is not pre-installed. Install the shutoff valve within the length of the provided connector, following the instructions below.

Top Connect

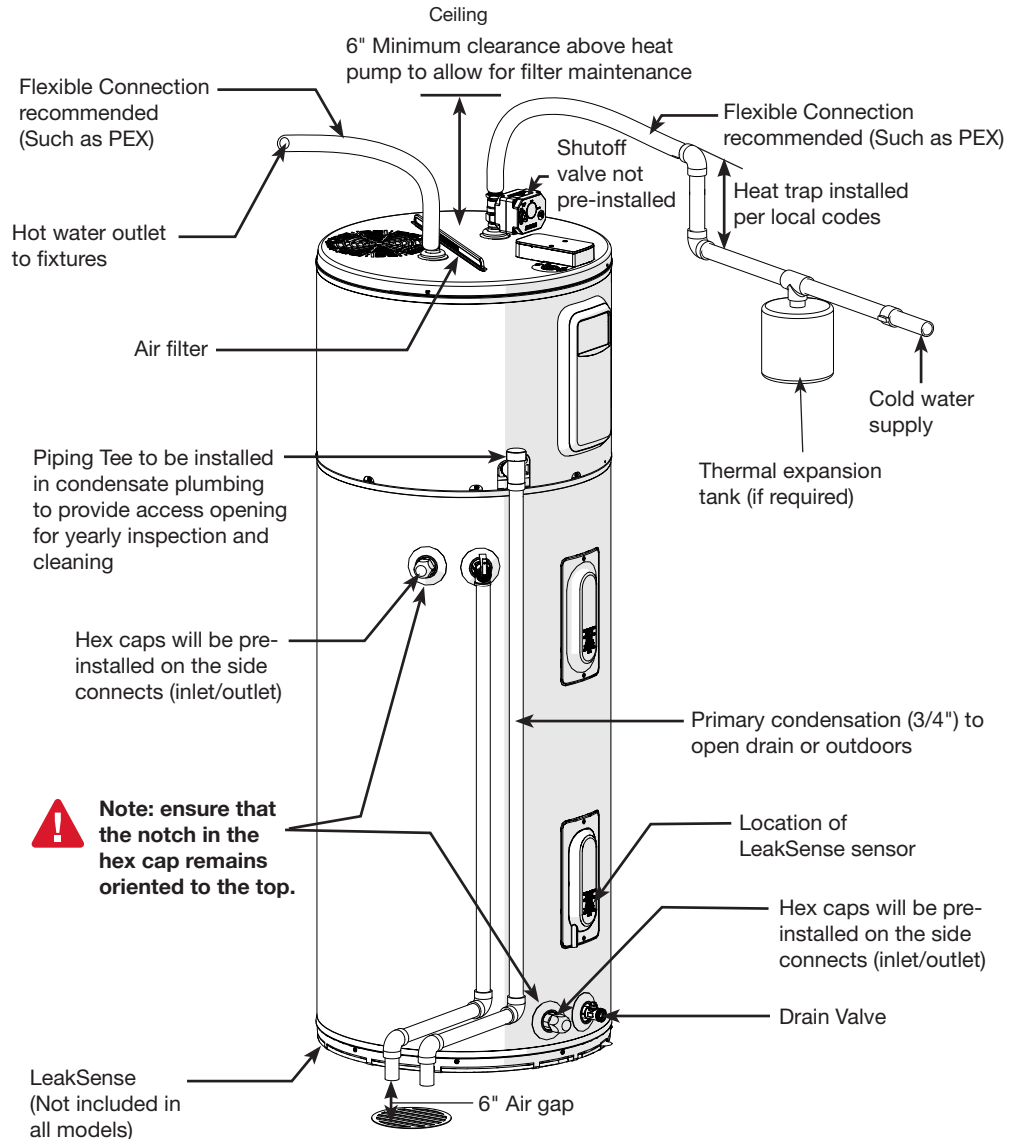


Use jumper cable provided in the shutoff valve box for the connection.

Side Connect



Jumper cable is not needed.



Protip: Drain pan not shown in illustration for visual reference to LeakSense.

All LeakSense units should be installed with a pan to avoid false positives in leak detection.

Electrical



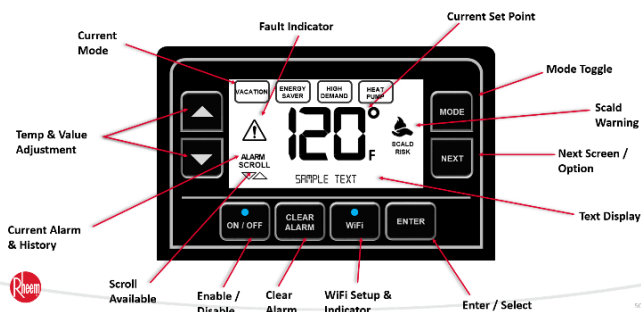
Electrical Wiring



This water heater requires a 240v electrical connection with either a 15 or 30 amp available circuit (see Use & Care manual for this model's specific requirements). If electrical panel upgrade is required, consult a licensed electrician.

Basic Controls and Troubleshooting

User Interface



EcoNet® App Navigation

Units with Hot Water Availability Feature



Enabling/Disabling Unit



Adjusting Temperature



Setting Mode of Operation



Troubleshooting

ERROR CODE	ERROR CODE DETAILS	RECOMMENDED ACTIONS
A107	Water detected by the LeakGuard™ system	This is very common at install, due to incidental contact with water or moisture 1. Check the water heater for active leaks 2. Allow the sensor system to dry thoroughly
A108	Condensate line blockage or evap thermistor failure	1. Visually inspect for freezing condition in upper jacket. If present, contact Rheem technical support 2. If not present, inspect condensate line for clogged condition or improper routing
T131	Clean Filter Reminder	Air filter routine maintenance reminder 1. Set mode to Electric or OFF 2. Remove air filter and clean by washing with a mild detergent 3. Dry air filter and reinstall 4. Set unit to desired mode
T132	Unit is not keeping up with hot water demand	This is common with installations where ambient air and incoming water temperatures are variable 1. Is your hot water usage higher than normal? 2. Has the ambient temperature around your WH changed? Issue can usually be corrected by changing the operation mode, water temp setting, or implementation of a schedule
A129	Element Relay Failure	Contact Rheem Technical Support and advise error code A129
A004	Discharge Suction Trip	Contact Rheem Technical Support and advise error code A004
A005	Discharge Temp High	Contact Rheem Technical Support and advise error code A005
A006	Suction Temp Too Low	Contact Rheem Technical Support and advise error code A006
Rheem Technical Support : 1-800-432-8373		