

Troubleshooting Procedure

Subject:
E28 – Thermostatic Safety Switch



Applicable Models:

501[11,12,21,22]1261 – GU26
501[11,12,21,22]1321 – GU32

Description:

Unit stops providing hot water and displays E28 which cannot be reset by powering off then on or unplugging.

Causes:

1. Earlier models are equipped with a sensitive switch that can trigger easily; these models should replace the PCB Main Controller with the latest revision
2. Unit is used in a recirculation loop with returning water being overheated
3. Abnormal venting conditions causing the unit to overheat and exhaust improperly

Remedy:

1. Reset the switch by the heat exchanger tank; follow attached instructions
2. Replace the PCB with a most current revision if needed; call 1-877-934-7455 to order
3. Lower unit temperature setting to less than 140F

Note:

The overheat switch is required by ANSI Z21.10.3 standard as a safety device and should not be disabled; however, in cases where recirculation pump is low flow and when a high flow tap is used, the unit goes into high fire producing latent heat that is later absorbed into the return loop after the high flow tap is closed. Low flow pump may not dissipate heat quickly enough and can cause the water in the return line to overheat. In such rare cases, a pump with 4gpm at 10ft head is recommended as a remedy. Also note that improper ventilation (blockage) can also be a cause for overheating. Please make sure all possible causes are investigated.

Thermostatic Switch Reset Procedure

Remove Front Panel:

- a. Loosen two screws
- b. Push the front panel downward to remove

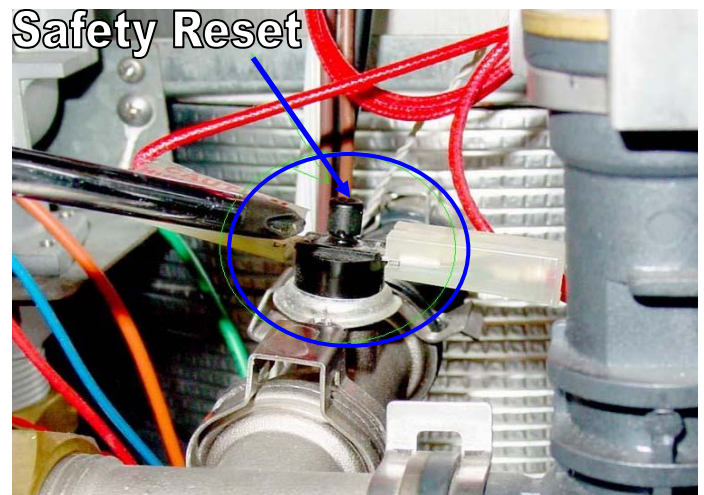


Make sure the unit is powered off and unplugged from electrical outlet

Locate the tank outlet thermostatic safety switch located on top of the "T" coming out of the reservoir tank

Press down on the small black nipple button on the switch until a small click is felt

Plug the unit back in and power on; unit should resume normal function



Consumer Notice: The information and instruction in this bulletin are intended for use by skilled professionals. These instructions should not be performed by consumers. Call your professional person for help.