

Service Bulletin TWH-E1-01

Models: AE3.4, AE7.2, AE9.5, AE12, RP1P, RP2P, RP3P, RP7P, RP9P, RP12PT,
RP1, RP2, RP3, RP7, RP9, RP12, RP12T

Freeze Prevention



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WARNING

ELECTRICITY IS EXTREMELY DANGEROUS. TAKE EXTRA PRECAUTIONS AND ENSURE ALL CIRCUIT BREAKERS ARE OFF BEFORE PERFORMING ANY WORK TO THE HEATER.

Introduction

Please note that the instructions in the manual state that the water heater must not be installed in a location where it may be exposed to freezing temperatures. If the water heater is installed in a summer cottage or other location where it may be subject to freezing, the only way of assuring protection is to completely remove the heater during those times the area may experience freezing temperatures.

If the heater must be left in a space which is likely to experience freezing temperatures (less than 32° F) all water must be drained from the heater. Due to the coil shape of the heat exchanger, it can be difficult to drain all the water from the heater. Even in cases where compressed air is used to blow out the water from the heat exchanger, water may still remain in the flow switch body and tubing.

Draining procedure

The following suggestions are made only to help minimize the potential for freeze damage and are not to be construed as the recommended method for dealing with freeze possibilities. The only recommended method for preventing freeze damage is to remove the heater from the site whenever there is a chance of freezing.

Draining the heater to minimize the potential for freezing:

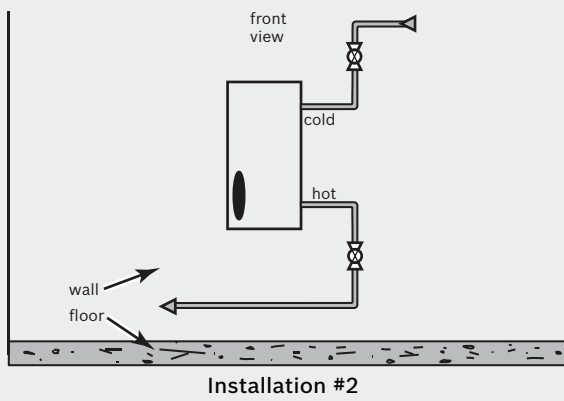
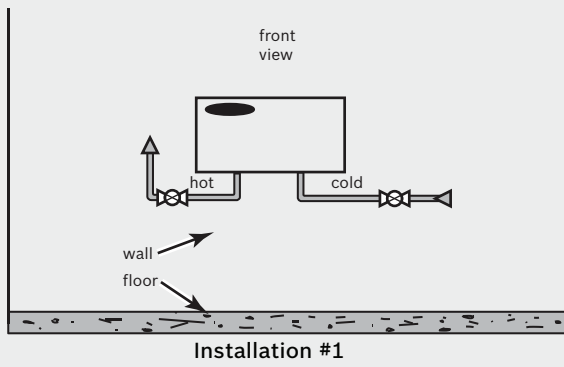
- Disconnect the electric supply.
- Shut off the cold water supply and disconnect the hot and cold water pipes from the heater. Allow water to drain from the heater. (Have a catch basin ready.)
- Blow short bursts of compressed air into the inlet of the heater to remove as much water as possible.

Leaving the heater in a freezing environment may result in damage to the heater's heat exchanger or flow switch. Additionally, water leakage from frozen components may damage electric components of the heater. **This damage is not covered under the heater's warranty.**

Heater reinstallation

If the water heater was removed due to freezing temperatures, it is important to reinstall it per the installation requirements. Water heaters installed other than the mounting orientation shown in Figure 1 may fail to operate. All models can be installed per Installation #1 as shown in Figure 1. All models except AE12, RP12PT and RP12T can be installed per Installation #2 as shown in Figure 1.

Figure 1



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