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Issue Date: November 4, 2016

IMPORTANT TANKLESS GAS SERVICE BULLETIN

Notice to Return or Repair Units with Incorrect Computer Chip

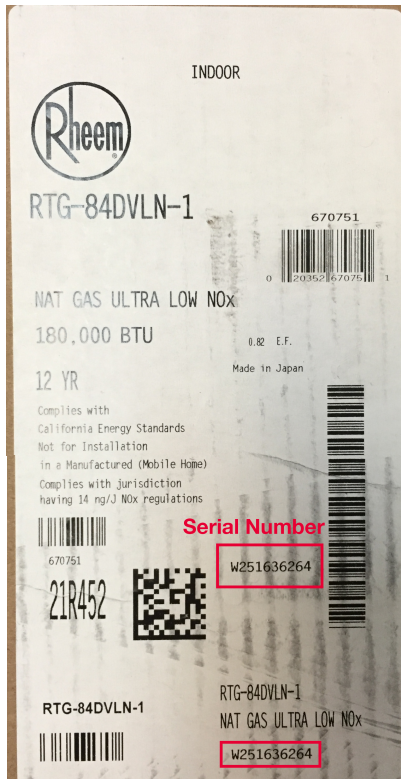
Our records indicate that certain models of Rheem Tankless Gas water heaters may have the wrong computer chip installed. Serial Numbers W1216XXXXX to W3116XXXXX, manufactured from March 31st, 2016 to July 29th, 2016 are impacted.

Potential Symptoms of incorrect computer chips are:

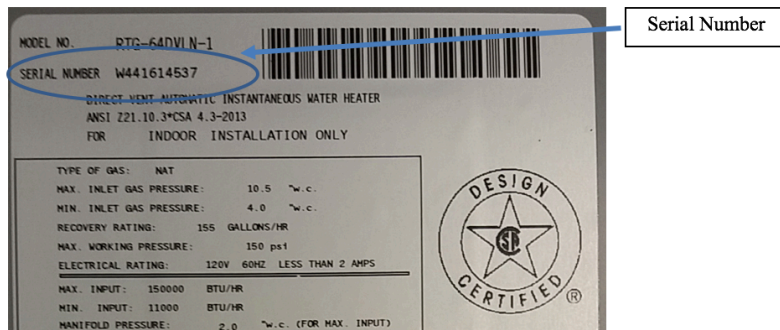
Error Code 82: Condensing chips in mid-efficiency units and vice versa.

Error Code 13: Indoor programming chip in outdoor unit.

Error Code 11: Improper gas fuel chip in unit.



Serial number location on carton label



Location of rating plate on side of unit (primary location).



Location of rating plate on bottom of unit (secondary location).

Units may operate with no error codes, however, they will be operating with inefficient gas flow.

If you are the installer/owner and the unit has been installed, please contact Rheem Technical Support toll free at 800-432-8373 from 8:00am to 7:00pm CST Monday through Sunday for assistance.

If you are the supplier and still have this unit in stock, please contact the Rheem Order Center toll free at 800-621-5622 from 7:30am to 5:00pm CST Monday through Friday for assistance in returning these units.

Rheem apologizes for any inconvenience this may have caused you, and we thank you for your understanding.

Rheem Heating and Cooling
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