



**TSB#C1702 40 DEGREE WATER
(RGH199W Model)**

**NOTICE: THE FOLLOWING EXPLAINS/CLARIFIES QUESTIONS REGARDING THE
40 DEGREE OR LESS INCOMING WATER ISSUE!
Follow these instructions to identify.**

⚠ WARNING

Ensure all electrical power to the appliance is turned OFF before continuing with this process. Failure to do so could result in property damage, serious personal injury, or death.

HTP has found on some RGH199W models, that when the incoming water temp reaches 40 degrees F or less the unit will lock itself into low fire mode regardless of the flow rate.

This is caused by a glitch in software programming. This glitch cannot be reset and will only self-correct when the incoming water temp rises above 40 degrees F.

It does not show an error code and the symptom of the issue is it only provides short burst of hot water.

In this case the board must be replaced. Part # 7855P-406
Rev 12 Board and must have Rev 9 or later Display

- Turn power off to the unit
- Unplug all wire Molex connections to the board
- Remove the old board and replace with the new
- Plug all wire molex connections back in the board
- Verify all dip switch settings
- Turn the power back on
- Verify all control parameters and settings
- Let the unit warm up
- Then test water flow and performance

All further/future shipments have been checked at the factory
We apologize for any inconvenience.
For Further Assistance, Contact Technical Support at
1-800-323-9651 or techsupport@htproducts.com