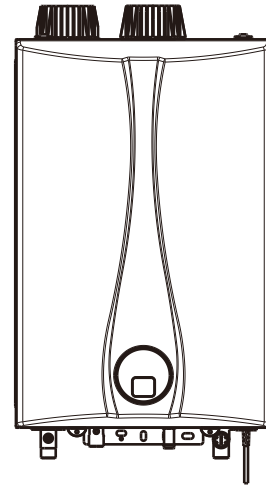


User Manual

Condensing Water Heater

Model | VW-120
VW-195



Keep this manual near this water heater for future reference whenever maintenance or service is required.

DANGER

Water heater for other than recreational vehicle installation only

READ ALL OF THE INSTRUCTIONS THOROUGHLY BEFORE OPERATING THIS WATER HEATER. This manual provides information on the installation, operation, and maintenance of the water heater. For proper operation and safety, it is important to follow the instructions and adhere to the safety precautions. A licensed professional must install the water heater according to the exact instructions of the manual.

WARNING

If the information in these instructions is not followed exactly, fire or explosion may result causing property damage, personal injury, or death.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

What to do if you smell gas

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.




Installation and service must be performed by a licensed professional.

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1. Safety Information

- The cautions issued by this user's manual include critical information for the safety while using the product. When the user fails to adhere to the following requirements can cause death, serious damages, and a great property loss.
- For safety, according to the level of danger, we have indicated by "DANGER", "WARNING", "CAUTION" and the definitions for these terms are as follow

 DANGER	When the required terms are not followed, it indicates an urgent danger that may cause death or serious bodily injury
 WARNING	When the required terms are not followed, it indicates latent danger that may cause death or serious bodily injury
 CAUTION	When the required are not followed, it indicates latent danger that may cause light injury or semi-serious injuries

- The definitions of the symbols indicated on the product and user's manual are as follows

	This symbol indicates a "Must" follow sign
	This symbol indicates a "No touch allowed" sign
	This symbol indicates a "General prohibition" sign.
	This symbol indicates a "No Fire" sign
	This symbol indicates "Grounding for prevention of electric shock"
	This symbol indicates "Caution for electric shock"

WARNING

If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

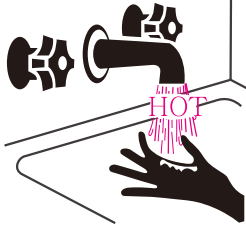


- This appliance does not have a pilot. It is equipped with an ignition device which automatically lights the burner. Do not try to light the burner by hand.
- **BEFORE OPERATING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.
- Do not return to your home until authorized by your gas supplier or the fire department.
- Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

! DANGER



To prevent burns:

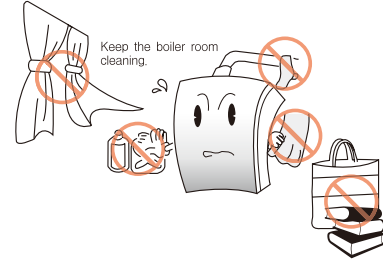
- Use the lowest operating temperature setting necessary to provide comfortably-hot water.
- If your household has children or elderly or disabled residents, consider using a lower temperature setting.
- Read all the instructions in this manual carefully before changing the temperature setting.
- Feel the water before using it on children, the elderly, or the disabled.
- If it is necessary to set the water temperature above 120°F (49°C), consider installing a thermostatically-controlled mixing valve or temperature-limiting valve. Contact a licensed plumber or your local plumbing authority for more information.

! DANGER

This water heater is set to 120 °F (49 °C) at the factory for your safety and comfort. Increasing the temperature increases the risk of accidental scalding. Water temperatures at or above 125 °F (52 °C) can cause instant scalding, severe burns, or death. Before you decide to change the temperature setting, read the following charts carefully.

Water Temperature	Time in which a young child can suffer a full thickness (3rd degree) burn
160 °F (70 °C)	Less than 1 second
140 °F (60 °C)	1 second
130 °F (55 °C)	10 seconds
120 °F (49 °C)	10 minutes
100 °F (37 °C)	very low scald risk

! WARNING



- Shut off the gas supply if the water heater is damaged. Have your installer or plumber show you the location of the gas shut off valve and demonstrate how to close the valve. If the water heater is damaged as a result of overheating, fire, flood, or any other reason, close the manual shut off valve and do not operate the water heater again until it has been inspected by a qualified technician.
- Do not store or use gasoline or other flammable liquids near this water heater. Doing so may result in fire or explosion.
- Do not place combustibles, such as newspapers or laundry, near the boiler or venting system. Doing so may result in a fire.
- Do not place or use hair sprays, spray paints, or any other compressed gases near the boiler or venting system, including the vent termination. Doing so may result in fire or explosion.
- Do not operate the water heater with the front cover opened. Doing so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage, personal injury, or death.
- Do not operate this water heater without proper venting. Doing so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage, personal injury, or death. Inspect the vent termination and air intake supply annually to ensure proper operation of the water heater. Turn off and discontinue use of the water heater if any of the vent pipes, vent elbows, or intake pipes are damaged in any way, separated at a joint, or show evidence of corrosion, rusting, or melting.
- Do not touch the power cord or internal components of the water heater with wet hands. Doing so may result in electric shock.
- Do not make any electrical connections before turning off the electrical power supply at service entrance panel. Doing so may result in severe personal injury or death.



CAUTION

- Do not attempt to repair or replace any part of the water heater, unless it is specifically recommended in this manual.
For all other service, contact an authorized technician or licensed professional. Improper adjustments, alterations, service, or maintenance may lead to property damage, personal injury, or death and will void your warranty.
- Do not operate the water heater if you feel something is wrong with it.
Doing so may result in product damage or personal injury.
- Do not allow children to operate or access the water heater.
Doing so may result in product damage or personal injury.
- Do not attempt to change the DHW water temperature while the water heater is being used.
Doing so may result in personal injury.
- Do not turn on the water heater unless the water and gas supplies are fully opened.
Doing so may damage the water heater.
- Do not turn on the water if the cold water supply shut-off valve is closed.
Doing so may damage the water heater.
- Do not use this water heater for anything other than its intended purpose, as described in this manual.
- Do not remove the front cover unless the power to the boiler is turned off or disconnected.
Failure to do so may result in electric shock.
- When servicing the controls, label all wires prior to disconnecting them.
Failure to do so may result in wiring errors, which can lead to improper or dangerous operation.
- Do not use unapproved replacement or accessory parts.
Doing so may result in improper or dangerous operation and will void the manufacturer's warranty.
- Do not place anything in or around the vent terminals, such as a clothes line, that could obstruct the air flow in or out of the water heater.
- This water heater has been approved for use in the USA and Canada only.
Using the water heater in any other country will void the manufacturer's warranty.
- Should overheating occur or the gas supply fail to shut off, turn off the manual gas valve to the appliance.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

DANGER



Vapeurs inflammables

Vapors from flammable liquids explode and catch fire causing death or severe burns. Do not use or store flammable products such as gasoline, solvents or adhesives in the same room or area near the water heater.

Keep flammable products:

1. Far away from heater.
2. In approved containers.
3. Tightly closed
4. Out of children's reach

Vapors:

1. Cannot be seen
2. Vapors are heavier than air
3. Go a long way on the floor
4. Can be carried from other rooms to the main burner by air currents.

DANGER



Hot Water Heater temperature over 125°F can cause severe burns instantly or death from scalding. Children, disabled and elderly are at the highest risk of being scalded.

Feel water temperature before bathing or showering. Temperature limiting valves are available, ask professional person.

WARNING: California proposition 65 lists chemical substances known to the state to cause cancer, birth defects, death, serious illness or other reproductive harm. This product may contain such substances, be their origin from fuel combustion (gas, oil) or components of the product itself.

A temperature and pressure relief valve listed as complying with the standard for Relief Valve and Automatic Gas Shutoff Devices for Hot Water Supply System, ANSI Z21.22, shall be installed at the time of installation of the heater in the location specified by the manufacturer. Local codes shall govern the installation of relief devices for safety operation of the water heater. The relief valve must not be removed or plugged.

FOR YOUR SAFETY READ BEFORE OPERATING

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. This water heater does not have a ce of pilot. It is equipped with an ignition device that automatically lights the burner. Do not try to light the burner by hand.
- B. **BEFORE OPERATING** smell all around the water heater area for evidence of leaking gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
WHAT TO DO IF YOU SMELL GAS
 - ✓ DO not try to light any appliance
 - ✓ DO not touch any electric switch; do not use any phone in your building.
 - ✓ Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - ✓ If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to turn the gas valve knob. Never use tools. If the knob will not turn by hand, don't try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- D. **DO** not use this water heater if any part has been under water. Immediately call a qualified service technician to inspect the water heater and to replace any damaged parts.

OPERATING INSTRUCTIONS

1. **STOP!** Read the safety information above.
2. Turn off all electric power to the appliance.
3. Do not attempt to light the burner by hand.
4. Turn the gas control manual valve (installed on the gas supply line external to the unit) clockwise (↻) to the position.
5. Wait five (5) minutes to clear out any gas. If you then smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
6. Turn the gas control manual valve (installed on the gas supply line external to the unit) counterclockwise (↺) to the full ON position.
7. Turn on all electric power to the appliance.
8. If the appliance will not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.

TO TURN OFF GAS TO APPLIANCE

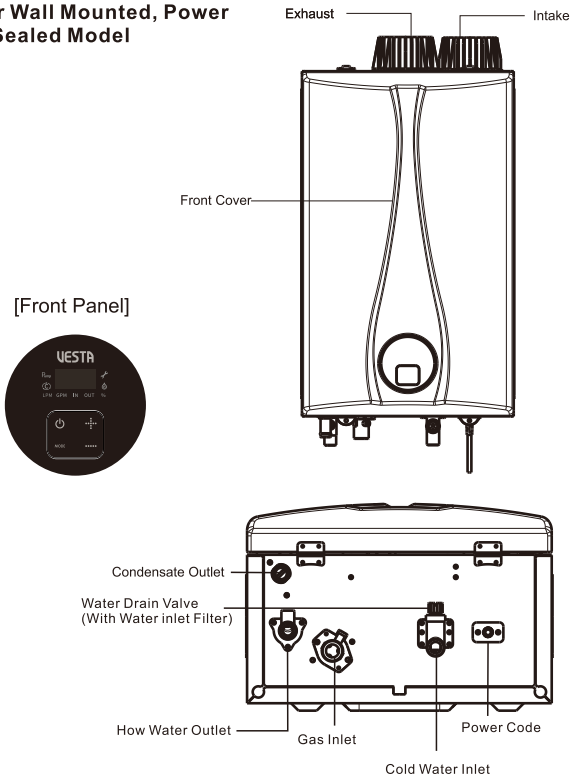
1. Turn off all electric power to the appliance if service is to be performed.
2. Turn the gas control manual valve (installed on the gas supply line external to the unit) clockwise (↻) to the full OFF position.

2. About the Water Heater

2.1 Names of Components

VW-120

※ Indoor Wall Mounted, Power Vent/Sealed Model



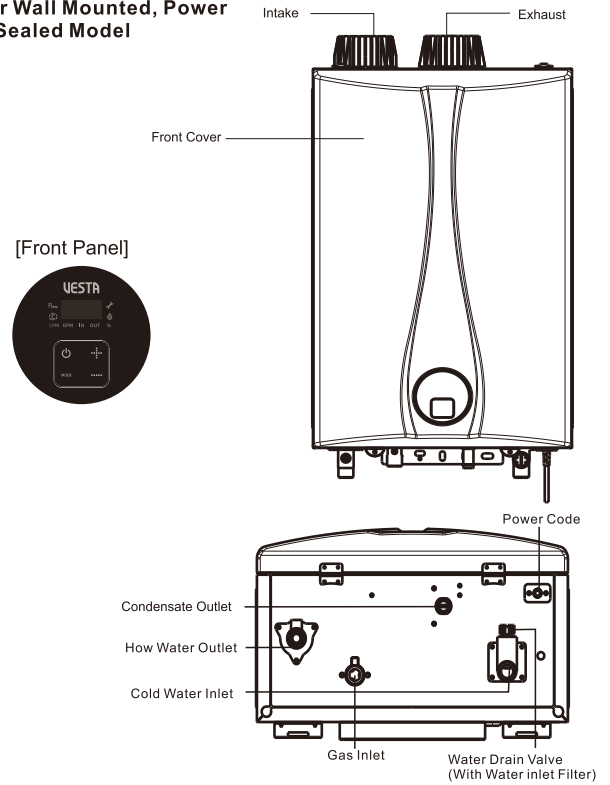
[Front Panel]



※ Above illustrations shows an example of unit configuration. The exact unit configuration installed may be slightly different.

VW-195

※ Indoor Wall Mounted, Power Vent/Sealed Model



[Front Panel]



※ Above illustration shows an example of unit configuration. The exact unit configuration installed may be slightly different.

2.2 The Front Panel



CAUTION

After installing the water heater, you must proceed to Self-adjusting Mode before using the water heater.

The front panel allows you to adjust the temperature and view the operating status or error codes. Remove the protective sheet from the front panel before using it.

2.2.1 Icons and Digital Display

The icons and digital display on the front panel provide important information required for the boiler's operation. Refer to the following table for detailed information.



2.2.1.1 Lamp display



Indicates recirculation pump operation



Indicates cascade operation

LPM

Indicates flow rate of hot water supply in LPM

GPM

Indicates flow rate of how water supply in GPM



Indicates error



Indicates gas burner operation

%

Indicates combustion load in percentage

OUT

Indicates temperature of hot water supply

IN

Indicates temperature of cold water inlet

2.2.1.2 Buttons



Turn ON / OFF

MODE

Change the Mode Button



Up Button



Down Button

3. Operating the Water Heater

3.1 Turning the Water Heater On or Off

1. To turn the water heater on or off, press the Power button



When the water heater is on, the desired water temperature (120 °F by default) will appear on the digital display.

3.2 Setting the Water Temperature



DANGER

If your household includes children, or elderly or disabled individuals, consider using a lower temperature setting.



CAUTION

Test the temperature of the water before use.

1. To set the water temperature, press the “+” or “-” buttons until the desired temperature appears on the digital display.



Temperature range

°F	98	100	102	104	106	108	110	112	114	116	118	120	130	140	150	160
°C	37	38	39	40	41	42	43	44	45	47	48	50	54	60	65	71



Notice

- Between 98 °F (37 °C) to 120 °F (50 °C), the temperature can be set in 2 °F increments.
- Between 120 °F (50 °C) to 160 °F (71 °C), the temperature can be set in 10 °F increments. To change the temperature, press the “+” button for 5 seconds.

3.3 Viewing Basic Information

1. To view information about the water heater, press the “MODE” button.




Notice

By pressing the “MODE” button repeatedly, different information will be viewed in the digital display.

4. Maintaining the Water Heater

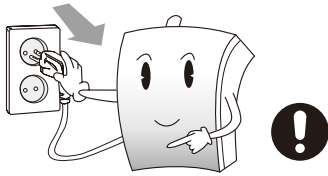
4.1 Draining the Water Heater

- To perform maintenance tasks or to prevent the water heater from freezing when it will not be used for an extended period, the water heater must be drained.

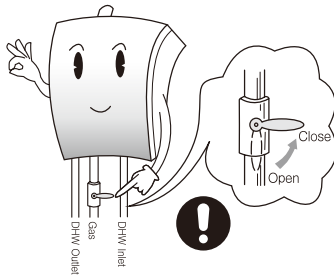
 **DANGER**

Before cleaning the water heater, make sure the water heater is turned off and the power supply is disconnected. The water heater may remain hot for few minutes after it is turned off. Wait until the water heater has cooled down before cleaning to prevent burns.

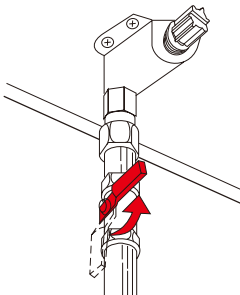
1. Please unplug the unit from the power source.



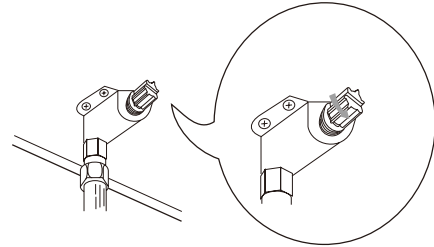
2. Please close the gas shut-off valve.



3. Close the cold water supply valve.



4. Open all hot water faucets to relieve pressure.
5. Remove the inlet and outlet drain plugs (Approximately 0.3 gallons of water will drain out)



6. Remove the water drain valve (with water filter) out of the inlet connection to the unit
7. Clean the water drain valve (with water filter) with a stiff brush under running water.
8. Replace the water drain valve (with water filter) (Be careful not to lose the O-Ring seal)
9. Close all hot water faucets.
10. Open the cold water supply valve and check that for water leak.

4.2 Maintenance Schedules



CAUTION

- A qualified technician should inspect the water heater at the beginning of every heating season and/or when there is a problem.

Owner maintenance	
Daily	<ul style="list-style-type: none"> • Check that the area where the water heater is installed is free of combustible/flammable material and air-contaminants. • Visually inspect the exterior of the water heater.
Monthly	<ul style="list-style-type: none"> • Inspect the condensate trap and the PVC fittings. • Visually inspect the piping(water and gas) for leaks. • Visually inspect the vent piping for signs of leakage and blockage.
Every 6 months	<ul style="list-style-type: none"> • Inspect the piping(water and gas) for leaks. • Inspect the vent piping for leakage and blockage. • Test to make sure the pressure relief valve is operating properly.

Service technician maintenance	
Periodically	<ul style="list-style-type: none"> • Inspect the interior of the water heater. • Clean the condensate trap and fill with fresh water. • Clean the air intake filter. • Check for leaks (water, gas, flue, condensate) • Check the system pressure(gas, water) • Check ignition and flame rod. • Check wiring connections.

5. Troubleshooting

5.1 Basic Problems

If there is a problem with the water heater, refer to the following table for possible remedies. For minor problems, turning the water heater of and then turning back on may resolve the situation. If turning the water heater of and on and attempting the remedies suggested below do not resolve the problem, contact an authorized technician, licensed professional, or technical support at 1-800-761-0053.

Category	Problem	Possible Cause(s)	What to Do
Initial operation	Water heater does not ignite when water is running.	<input type="checkbox"/> Are the gas and water pipes connected properly?	<input type="checkbox"/> Check for correct plumbing or crossed piping to the unit. <input type="checkbox"/> Check the water inlet filter for debris.
	Unit attempts to ignite but fails	<input type="checkbox"/> Is there air in the gas line? <input type="checkbox"/> Is the gas supply pressure sufficient?	<input type="checkbox"/> Turn of the water heater and then turn it back on. <input type="checkbox"/> Have your installing contractor check the gas supply pressure. <input type="checkbox"/> Ensure the water heater is powered by 120 V-1 PH-60 Hz.
Temperature	Hot water is not produced when a faucet is opened.	<input type="checkbox"/> Are the gas and water supply valves fully open? <input type="checkbox"/> Is the water supply cut off to the household? <input type="checkbox"/> Is gas being provided by the gas meter? <input type="checkbox"/> Is there enough gas (for LP) in the tank? <input type="checkbox"/> Is the water inlet filter clogged? <input type="checkbox"/> Is the power button turned on?	<input type="checkbox"/> Fully open the gas and water supply valves. <input type="checkbox"/> Check the water inlet filter for debris. <input type="checkbox"/> Check the power status of the water heater.
	No water is available when a faucet is opened.	<input type="checkbox"/> Is the water supply cut off? <input type="checkbox"/> Is the water heater frozen? <input type="checkbox"/> Are the pipes frozen?	<input type="checkbox"/> Open the cold water supply. <input type="checkbox"/> Check if the water heater and/or the pipes are frozen.
	The hot water is not at the correct temperature.	<input type="checkbox"/> Is the hot water faucet sufficiently open?	<input type="checkbox"/> Fully open the hot water faucet.
	Water takes a long time to become hot after opening the hot water faucet.	<input type="checkbox"/> Have you allowed enough time for the cold water in the pipes to drain out?	<input type="checkbox"/> Even though the unit may be operating properly, the cold water contained in the piping will need to flow through the faucet before the hot water can reach the faucet. Wait for several minutes.
	The water is too hot.	<input type="checkbox"/> Are the gas and cold water supply valves fully open? <input type="checkbox"/> Is the water temperature setting appropriate?	<input type="checkbox"/> If the cold water supply temperature is too high, it is possible for the temperature to be higher than the temperature set on the front panel. Decrease the water temperature on the front panel. <input type="checkbox"/> If only a small amount of hot water is required, it is possible for the temperature to be higher than the temperature set on the front panel. Decrease the water temperature on the front panel. <input type="checkbox"/> If the cold water supply passes through a solar pre-heating system, it passes for the delivered water temperature to be higher than the temperature set on the front panel.
	The water is not hot enough.	<input type="checkbox"/> Are the gas and cold water supply valves fully open? <input type="checkbox"/> Is the water temperature setting correct?	<input type="checkbox"/> Fully open the gas and cold water supply valves. <input type="checkbox"/> Check the water temperature setting.
	Fluctuation in hot water temperature.	<input type="checkbox"/> Is the water inlet filter clogged?	<input type="checkbox"/> Clean the water inlet filter for debris.

5.2 Displayed Error Code

If an error code appears on the digital display, refer to the following chart for the reason, and a possible remedy for the situation.

Error Code	Cause
A0	Abnormal operation: fow control valve
A1	Abnormal operation: by-pass valve
A2	Abnormal operation: fan
A3	Abnormal operation: data communication
A4	Overheating of heat exchanger
A5	Overheating
A6	Ignition error
A7	Abnormal operation: gas valve relay
A8	Abnormal operation: gas valve
A9	Exhaust temperature overheating
AA	Abnormal operation: inlet water sensor
AB	Abnormal operation: heat exchanger temperature sensor
AC	Abnormal operation: hot water temperature sensor
AD	Clog of condensate trap or no water in condensate trap
AE	Blockage of fue Pipe

If any of these remedies does not resolve the problem, contact technical support at 1-800-761-0053.

LIMITED PARTS WARRANTY

TANKLESS WATERS HEATERS VW SERIES – RESIDENTIAL USE ONLY

Limited Parts Warranty

Subject to the terms and conditions specified herein, VESTA Corporation warrants to the original purchaser that the parts in its VW Series Tankless Water Heater units(VW Units) are free defects in materials and workmanship for Five(5) years form the gate of installation. If any parts are determined to be defective, VESTA Corporation will provide free replacement parts during the warranty period. The cost and expenses of labor for replacing such defective parts shall be borne by, and the responsibility, the customer.

Extended Warranty Period for Heat Exchangers

VESTA Corporation warrants to the original purchaser that the primary and wet recuperative heat exchanger(s) ("Heat Exchangers") in the VW Units are free from defects in material and workmanship for Twelve(12) years from the date of installation. If any Heat Exchangers are determined to be defective, VESTA Corporation will provide free replacement parts during the warranty period. The cost and expenses of labor for replacing such defective Heat Exchangers shall be borne by, and the responsibility of, the customer.

The warranty period for parts (including Heat Exchangers) shall be reduced to three (3) years from date of installation if VW Unit is used in a hot water or not all circulating water flows through the VW Unit and / or storage tank applications.

This Limited Warranty Does Not Cover: Any coagulation or blockage in the Heat Exchanger caused by trapped sediment, heavy calcification, lime deposits minerals and/or other waterborne buildup. Such coagulation, blockage, and/or build up shall not be considered to be *defects in material or workmanship*. Therefore any malfunction or damage resulting from such causes is not covered by this limited warranty. Further this limited warranty shall NOT cover:

1. Commercial use of VW Unit. Or use of the unit as a pool-heater of spar-heater, or any use other than domestic/residential hot water production.
2. Installations by other than qualified contractors.
3. Installations and use of unit for purposes other than those specified by the instructions supplied with this VW Unit.
4. Any unit which is improperly installed or moved from its original place of installation.
5. Any unit which has been repaired or relpaced with other than parts supplied by VESTA.
6. Any unit modified in any way, misused or damaged or which has been used contrary to our written instructions. Any product installed in an improper environment (e.g. corrosive, dusty, chemically contaminated, excessive lint, and etc.)
7. Any damages due to misapplication, incorrect sizing, accidents, abuse or improper installation.
8. Any damage to the unit caused by failure to maintain the unit properly, improper voltage, electrical surge, contaminated fuel, improper water pressure and/or quality, flooding, freezing, fire, lightning, or Acts of God.
9. Any damage caused by operating unit when it is not supplied with potable water at all times.
10. Any damage caused by introducing pool water, spa water, or any chemically treated water into unit.
11. Freeze damage that occurs due to failure to take proper preventive measures as described in the installation manual.

12. Condensate damage due to improperly installed or lack of a condensate trap (drain).
13. Any unit not installed in compliance with all applicable local & provincial codes, ordinances, and good trade practices.
14. Nicks, scratches or discoloration of decorative finishes.
15. Gas: incorrect gas pipe sizing, incorrect gas meter sizing, incorrect gas type, and/or gas pressures that fall outside the unit's specified range.
16. Water: incorrect water pipe sizing, water pressures that fall outside the unit's specified range, recirculation flow rates that fall outside the unit's specified range (air removal), and/or lack of proper air removal in a closed-loop circulation system.
17. Damages caused by supply of power voltages that fall outside the unit's specified range.
18. Any failures caused by improper plumbing, gas piping and wiring while installing the unit.
19. Any failures from sediment, rust, corrosion, etc. introduced from outside the unit.
20. Any failures due to defects in materials or workmanship (mechanical and/or electrical parts) that are not part of VW Unit.

This limited warranty does not cover any cost or expenses related to the removal of defective parts and/or installation of replacement parts, including cost of all labor and material connected therewith (other than the replacement parts), and transpotaion to and from VESTA Corporation.

The limited warranty does not provide any warranty for the workmanship of an installer connected with the installation of VW Unit, or shall not be construed as imposing a liability of any nature for unsatisfactory performance by such installer, which liability is expressly disclaimed.

Exclusion and Limitation of Damages

VESTA Corporation shall not be liable for any special, incidental, indirect or consequential damages that may arise in connection with the defects in VW Unit or its parts.

The maximum liability of VESTA Corporation in connection with this limited warranty shall not in any case exceed the price of the part determined to be defective, or the price of the unit if the entire unit is determined to be defective.

Such "special," "incidental," "indirect" or "consequential" damages excluded from this limited warranty include, without limitation, injury to persons or property, loss of use, failure to install drain pan, expenses of inspection, obtaining substitute goods, transportation, etc.

Owner's Responsibilities

This warranty is issued to the original purchaser only. This product must be used and cared for in accordance with the instruction manual. You are responsible for required periodic maintenance or service such as lubrication, cleaning the strainer, and cleaning the components. See your instruction manual for details. You must be able to verify the installation date of the product against which you make any warranty claim. The original bill of sale, installer's invoice or other similar document is required to verify the warranty. If you cannot show evidence of the actual date of installation, warranty coverage will be considered to start on the date the product is shipped from our distributor.

The attached warranty card must be filled out completely and returned to VESTA Corporation. Failure to do so will prevent or delay our being able to contact you (or the person residing at this address) in case of a recall or important product safety alert.

Your warranty information will be held strictly confidential

WARRANTY & PRODUCT REGISTRATION CARD

Register your water heater unit

Thank you for purchasing VESTA Tankless water heater product.

Filling out this form will help you obtain more efficient warranty service in case there is a problem with your product and also allow us to update you of any warranty and/or safety notice regarding your unit.

Fill out this form and mail it to the address at the bottom for your benefits.

Date of Purchase:

Date of Installation:

Purchased from:

Model No.:

Serial No.:

Date of Installation:

Installer Information

Installed by:

Installer's License No.:

Address:

Phone:

Home Owner Info

Name:

Address of installation:

Phone:

VESTA Warranty Department

2711 LBJ freeway, Suite#320
Farmers Branch, Texas 75234

Memo



User Manual

Condensing Water Heater

Version : 1.0 (May 30, 2016)

Getting Service

If your water heater requires service, you have several options for getting service:

- Contact Technical Support at 1-800-761-0053 or on the website: www.vestahws.com
- For warranty service, always contact Technical Support first.
- Contact the technician or professional who installed your water heater.
- Contact a licensed professional for the affected system (for example, a plumber or electrician).

When you contact Technical Support, please have the following information at hand:

- Model number
- Serial number
- Date purchased
- Installation location and type
- Error code, if any appears on the front panel display