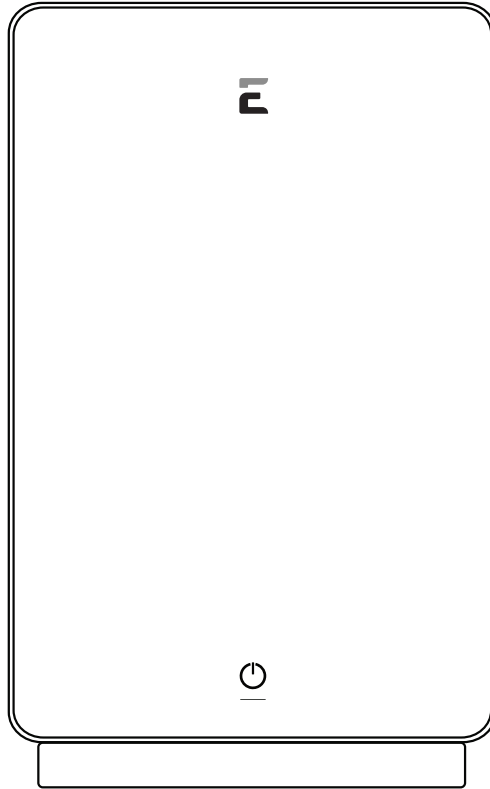




SHiE-11/18/27

# SHiE SERIES MANUAL

SMARTHOME ELECTRIC TANKLESS WATER HEATER  
INSTALLATION, USE AND CARE INSTRUCTIONS



VOICE COMMANDS



REMOTE CONTROL



WIFI CONNECTED



SMART ON/OFF



SMART APP



TUNER



SCHEDULE & TIMER



ERROR DETECTION

**E** Ecotemp  
315-A Industrial Road  
Summerville, SC 29483  
866-356-1992

**SMARTHOME ELECTRIC TANKLESS WATER HEATER**

**MODEL #:**  
**SHIE-11**

**Intertek**  
4002422

**RATING:** 240Vac, 40Hz, 11000W

**FLOW RATE:** 0.6 - 3.2 GPM

**REQUIRED RATING OF CIRCUIT BREAKER:**  
**1 x 40 AMP\***

(\*) 40 AMP Breakers will be required if not using our Smart-APR.

**CONFORMS TO UL STD. 499**  
**CERTIFIED TO CSA STD. C22.2 NO.64-10**

**CAUTION & ATTENTION**  
FOR HOUSEHOLD AND INDOOR USE ONLY

**E** Ecotemp  
315-A Industrial Road  
Summerville, SC 29483  
866-356-1992

**SMARTHOME ELECTRIC TANKLESS WATER HEATER**

**MODEL #:**  
**SHIE-18**

**Intertek**  
4002422

**RATING:** 240Vac, 40Hz, 18000W

**FLOW RATE:** 0.6 - 4.2 GPM

**REQUIRED RATING OF CIRCUIT BREAKER:**  
**2 x 40 AMPS\***

(\*) 40 AMP Breakers will be required if not using our Smart-APR.

**CONFORMS TO UL STD. 499**  
**CERTIFIED TO CSA STD. C22.2 NO.64-10**

**CAUTION & ATTENTION**  
FOR HOUSEHOLD AND INDOOR USE ONLY

**E** Ecotemp  
315-A Industrial Road  
Summerville, SC 29483  
866-356-1992

**SMARTHOME ELECTRIC TANKLESS WATER HEATER**

**MODEL #:**  
**SHIE-27**

**Intertek**  
4002422

**RATING:** 240Vac, 60Hz, 27000W

**FLOW RATE:** 0.6 - 4.5 GPM

**REQUIRED RATING OF CIRCUIT BREAKER:**  
**3 x 40 AMPS\***

(\*) 40 AMP Breakers will be required if not using our Smart-APR.

**CONFORMS TO UL STD. 499**  
**CERTIFIED TO CSA STD. C22.2 NO.64-10**

**CAUTION & ATTENTION**  
FOR HOUSEHOLD AND INDOOR USE ONLY

**! DANGER**

Water temperature over 125° F (52° C) can cause severe burns instantly or death from scalds. Children, disabled and elderly are at the highest risk of being scalded. See instruction manual before setting temperature at water heater. Feel water before bathing or showering. Temperature limiting valves are available, see manual.

PLEASE NOTE: ELECTRIC TANKLESS WATER HEATERS ARE FOR INDOOR PERMANENT INSTALLATIONS ONLY. THIS MANUAL AND ALL ECOTEMP CONTENT IS SUBJECT TO CHANGE WITHOUT NOTICE. PLEASE VISIT SUPPORT.ECOTEMP.COM FOR MORE INFORMATION.

# SAFETY INFORMATION

**⚠ CAUTION!** When a Household Electric Tankless Water Heater source is connected to a certified household electric storage tank water heater, provisions must be made to limit the heat source temperature not to exceed that of the water heater thermostat setting.

**⚠ CAUTION!** If the water heater has been retrofitted with supplemental heating equipment, you must adjust both the thermostat controlling the supplemental heat source located in the water piping and the thermostat on the water heater behind the access panel to the same temperature. Failure to adjust both thermostats to the same temperature can cause loss of proper temperature control.

**⚠ CAUTION!** To reduce the risk of electric shock or fire, use only on a utility supply having a maximum 125/250 volt, three wire system.

**⚠ CAUTION!** To reduce the risk of electrical shock, connect ground to water heater. For detailed information refer to instructions.

**⚠ DANGER!** To reduce the risk of electric shock, disconnect from power supply before replacing temperature-limiting device.

**⚠ CAUTION!** To reduce the risk of excessive pressures and temperatures in this water heater, install temperature and pressure protective equipment required by local codes and no less than a combination temperature and pressure relief valve certified by a nationally recognized testing laboratory that maintains periodic inspection of production of listed equipment or materials, as meeting the requirements for Relief Valves and Automatic Gas Shutoff Devices for Hot Water Supply Systems, ANSIZ21.22. This valve must be marked with a maximum set pressure not to exceed the marked maximum working pressure of the water heater, install the valve into an opening provided and marked for this purpose on the water heater, and orient it or provide tubing so that any discharge from the valve is only within 6 inches above, or at any distance below, the structural floor, and does not contact any live electrical part. The discharge opening must not be blocked or reduced in size under any circumstances.

**⚠ NOTICE!** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- [ ] Reorient or relocate the receiving antenna.
- [ ] Increase the separation between the equipment and receiver.
- [ ] Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- [ ] Consult the dealer or an experienced radio/TV technician for help.

# SAFETY INFORMATION CONT.

**⚠ WARNING!** When using electrical appliances, follow safety precautions to reduce the risk of fire, electric shock or injury to persons should be followed, including:

- **READ ALL INSTRUCTIONS BEFORE USING THIS WATER HEATER.**
- This **SMARTHOME** electric tankless water heater must be grounded. Connect only to properly grounded electrical system. See ELECTRICAL CONNECTIONS found on page 15-18.
- Install this **SMARTHOME** electric tankless water heater only in accordance with the provided installation instructions and using a qualified electrician to have it properly installed.
- Use this **SMARTHOME** electric tankless water heater only for its intended use as described in this manual.
- If power is not available adjacent to the water heater, contact a qualified electrician to have a receptacle properly installed.
- As with any appliance, close supervision is necessary when used by children.
- Do not operate this **SMARTHOME** electric tankless water heater if it is not working properly, or if it has been damaged or dropped.
- Only qualified service personnel should service this **SMARTHOME** electric tankless water heater. Contact the support staff at [support.Eccotemp.com](http://support.Eccotemp.com) when questions arise or service is required.

## KEEP THESE INSTRUCTIONS

The manufacturer and/or distributor is not responsible for damages caused by improper installation, or failure to follow the instructions in this manual.

**⚠ NOTE!** A QUALIFIED, LICENSED TECHNICIAN IS RECOMMENDED TO INSTALL THE WATER HEATER AND CONDUCT ALL SUBSEQUENT SERVICE WORK AND/OR MAINTENANCE.

**⚠ CAUTION!** Hydrogen gas can be produced in a hot water system served by this heater that has not been used for a long period of time (generally 2 weeks or more). Hydrogen gas is extremely flammable. To reduce the risk of injury under these conditions, it is recommended that the hot water faucet be opened for several minutes at the nearest and most distant sink being served by this **SMARTHOME** electric tankless water heater before using any electrical appliance connected to the hot water system (i.e. Dishwasher). If hydrogen gas is present, there will probably be an unusual sound such as air escaping through the faucet as the water begins to flow. There should be no smoking or open flame near the faucet at this time.

**⚠ NOTICE!** This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**⚠ WARNING!** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

# ECCOTEMP SMARTHOME ELECTRIC TANKLESS WATER HEATER

## USE & CARE MANUAL

With Installation Instructions for the Installer

APPLICATION	INSTALLATION	TYPE	SHIE-11 CAPACITY	SHIE-18 CAPACITY	SHIE-27 CAPACITY
Mid-Size Home	Indoor	Electric	1.8 GPM	2.5 GPM	4.5 GPM

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### CONGRATULATIONS

You have just purchased a new Eccotemp **SMARTHOME** Electric Tankless Water Heater. The SHIE Series of Eccotemp **SMARTHOME** Electric Tankless Water Heaters will increase the efficiency and reliability of heating water in your home. You can find them on a label on the water heater and/or packaging.

We highly suggest you take the time to read through all of the safety and installation procedures in this manual before attempting to install your new **SMARTHOME** Electric Tankless Water Heater.

Should you have any questions, please feel free to visit our help desk located at: [support.eccotemp.com](http://support.eccotemp.com)

### PLEASE RETAIN THE INSTRUCTION MANUAL FOR FUTURE REFERENCE

### FOR YOUR RECORDS

Write your serial number here: # \_\_\_\_\_  
 You can find them on a label on the appliance and/or packaging. Staple sales slip or canceled check here. Proof of the original purchase date is needed to obtain service under the warranty.

### READ THIS MANUAL

Inside you will find many helpful hints on how to use and maintain your water heater properly. A little preventive care on your part can save you time and money over the life of your water heater. You will find many answers to commons problems in the Troubleshooting Guide. If you review the chart of Troubleshooting Tips first, you may not need to call for service.

### READ THE SAFETY INFORMATION

Your safety and the safety of others are very important. There are many important safety messages in this manual and on your water heater. Always read and obey all safety messages.

**⚠** This is the safety alert symbol. Recognize this symbol as an indication of Important Safety Information! This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and the words: **"DANGER", "WARNING", "CAUTION" or "NOTICE"**. These words mean:

- ⚠ DANGER!** An imminently hazardous situation that will result in death or serious injury.
- ⚠ WARNING!** A potentially hazardous situation that could result in death or serious injury and/or damage to property.
- ⚠ CAUTION!** A potentially hazardous situation that may result in minor or moderate injury.
- ⚠ NOTICE!** Attention is called to observe a specified procedure or maintain a specific condition.

PLEASE NOTE: ELECTRIC TANKLESS WATER HEATERS ARE FOR INDOOR PERMANENT INSTALLATIONS ONLY. THIS MANUAL AND ALL ECCOTEMP CONTENT IS SUBJECT TO CHANGE WITHOUT NOTICE. PLEASE VISIT [SUPPORT.ECCOTEMP.COM](http://SUPPORT.ECCOTEMP.COM) FOR MORE INFORMATION.

# GENERAL INFORMATION

Eccotemp **SMARTHOME** electric tankless models can replace traditional tank water heaters, thereby conserving water and reducing energy waste.

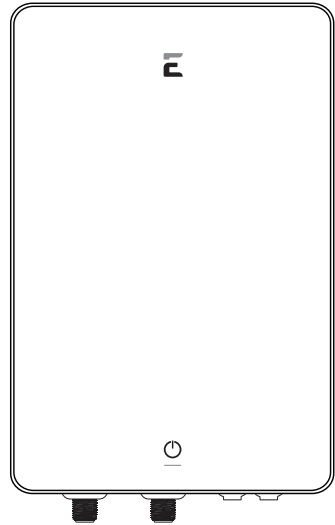
Eccotemp **SMARTHOME** electric tankless water heaters are lightweight, compact, and manufactured for easy installation.

Eccotemp **SMARTHOME** electric tankless models can be mounted on the wall with the included hardware.

Eccotemp **SMARTHOME** electric tankless models are designed to operate at 150-psi maximum water pressure.

Eccotemp **SMARTHOME** electric tankless water heaters can be used in most small-medium sized homes, small cabins, offices, kitchens, utility rooms and apartments.

Eccotemp **SMARTHOME** electric tankless water heaters are designed to supply hot water for hand washing, kitchen sinks, single showers, and dishwashers in residential settings.



Eccotemp **SMARTHOME** electric tankless water heaters are compatible with the Eccotemp app for your mobile devices that can be downloaded from the Apple App Store and the Google Play Store. Search for "Eccotemp" to easily find the app, download it, and begin using the app to complete your setup. Once you have the app set up, you can use it to adjust temperature, turn Eccotemp **SMARTHOME** water heaters ON/OFF, set timers and schedules, and view usage statistics.

You can also connect **SMARTHOME** water heaters to technology such as Amazon Alexa and Google Assistant to use voice commands. Once connected, a broad range of commands can be used to control water temperature, check heater status, and to set schedules and timers. Let our Eccotemp **SMARTHOME** app tell you exactly how much money you save heating water.

**⚠ CAUTION! The manufacturer cannot be responsible for the damage caused by improper installation or by failure to follow instructions in this manual. Comply with the Installation Instructions before connecting to electrical outlet.**

**⚠ CAUTION! The thermostat has been pre-set at the factory to 120°F (51.7°C). Lower temperature to reduce the risk of scalding injuries.**

**⚠ WARNING! Installer should review the contents of this manual with the owner upon completion of the installation, and the manual should remain with the owner and placed in a location close to the **SMARTHOME** electric tankless water heater.**

# GENERAL INFORMATION CONT.

## MODELS

**Eccotemp SHiE-11 SMARTHOME Electric Tankless Water Heater**

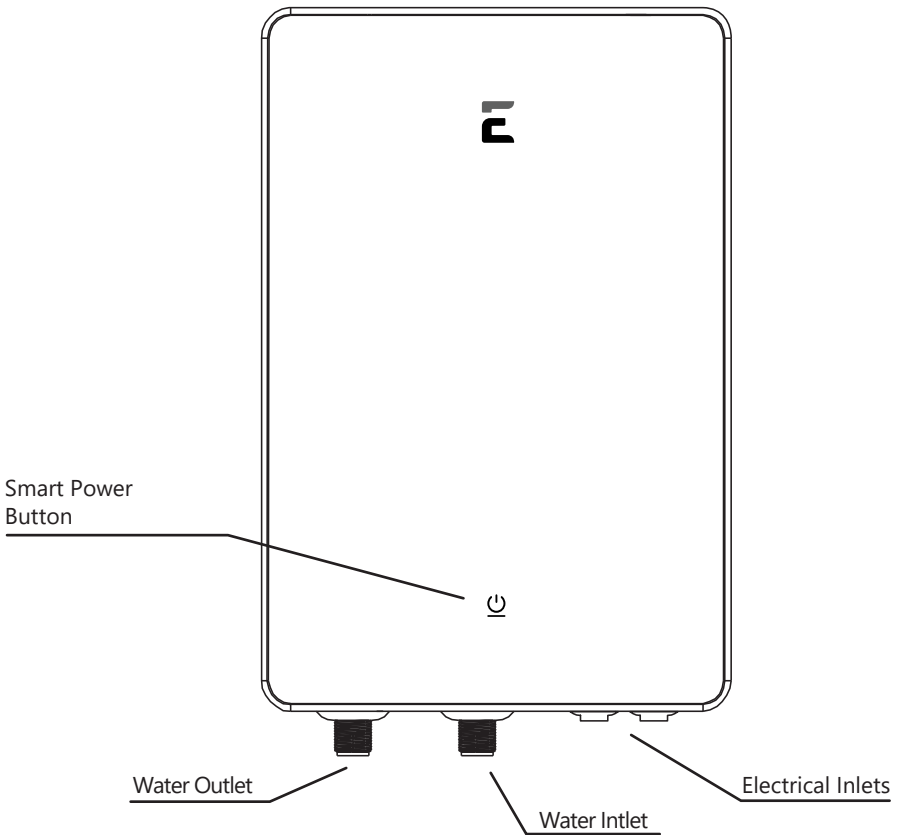
**Eccotemp SHiE-18 SMARTHOME Electric Tankless Water Heater**

**Eccotemp SHiE-27 SMARTHOME Electric Tankless Water Heater**

There are currently three Eccotemp **SMARTHOME** electric tankless models: SHiE-11, SHiE-18 and SHiE-27. The number signifies kW usage and the higher the number, the more water it can heat.

The water heater is equipped with a thermostat and a high limit temperature switch that can be controlled by the Eccotemp **SMARTHOME** app or the included remote control.

All models will require at least an 8 AWG (American Wire Gauge) per Triac.

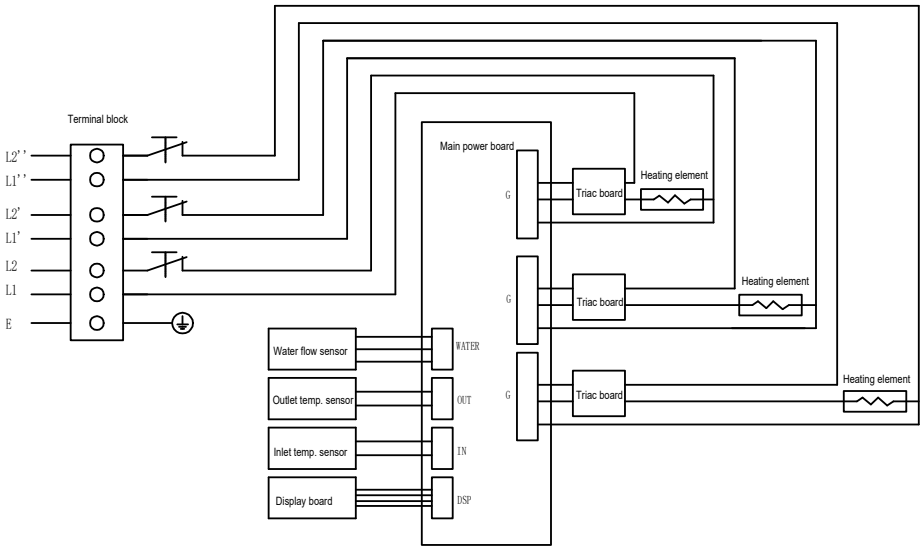


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# TECHNICAL SPECIFICATIONS CONT.

ENGLISH

## WIRING DIAGRAM



## TECHNICAL DATA

Model	SHiE-11	SHiE-18	SHiE-27
Phase	1	1	1
Voltage (v)	240	240	240
Wattage (kW)	11	18	27
Max Amp Load A	50	75	113
Required Circuit Breaker A	1 x 50 Amp	2 x 40 Amps	3 x 40 Amps
Min Wire Size AWG Cooper	1 x 8 AWG	2 x 8 AWG	3 x 8 AWG
Min Activation Flow	.6 GPM / 2.2 LPM	.6 GPM / 2.2 LPM	.6 GPM / 2.2 LPM
Weight (lbs.)	7.7	13.2	15.4
Product Dimensions (Inches)	14" x 9" x 3.2"	18.5" x 11.4" x 3.5"	18.5" x 11.4" x 3.5"
Water Connections (NPT)	3/4"	3/4"	3/4"

**All models will require at least an 8 AWG (American Wire Gauge) per Triac.**

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# INSTALLATION GUIDELINES

## GETTING STARTED

A licensed professional should complete the installation adhering to all state and local codes. The manufacturer will not be liable for any damages because of failure to comply with these installation instructions or because of improper installation performed by an unqualified installer.

## CHOOSE A LOCATION

Select a location that allows ease of access for maintenance, ideally with at least 6 inches of clearance on all sides from any object or structural materials.

**⚠ WARNING! Only install in a vertical position. The SHiE should never be installed horizontally, and installing it horizontally could cause severe injury, fire, destruction of property, or death.**

## WALL MOUNTED

Use the supplied mounting hardware to fasten the **SMARTHOME** electric tankless water heater securely to a wall or other firm or permanent surface larger than the water heater itself. Make sure the bracket is secure by utilizing a stud and/or the provided wall anchors before you place/ hang the SMARTHOME electric tankless water heater on the mounting bracket. Keep away from any potential splashing, leaking water, or strong magnetic fields.

**⚠ NOTICE! Confirm your water piping orientation (hot and cold) before wall mounting.**

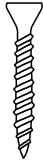
## INCLUDED ACCESSORIES



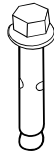
Remote Control  
x 1 pc.



Anchors  
x 2pcs.



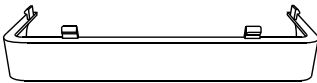
Wood Screw  
x 2pcs.



Explosive Screw  
x 2pcs.



User & Care Manual  
x 1 pc.



Valve Cover x 1pc.



Washer  
x 2 pcs.



Cloth  
x 1 pc.

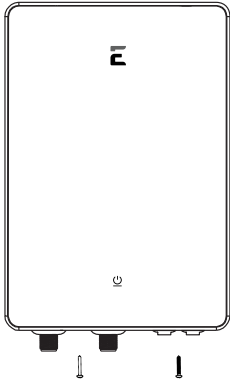


Mounting Bracket  
x 1pc.

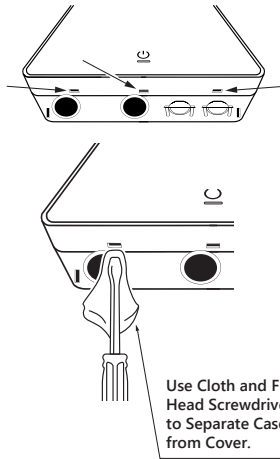
# INSTALLATION GUIDELINES CONT.

## MOUNTING AND SET-UP

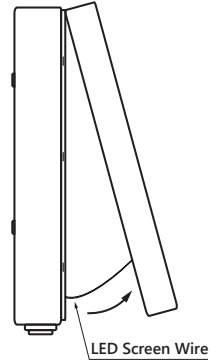
ENGLISH



Remove 2 Screws from Bottom



Use Cloth and Flat Head Screwdriver to Separate Case from Cover.



Pull Up from Bottom and Disconnect Wire from LED Screen

1. Remove the two screws at the bottom of the **SMARTHOME** electric tankless water heater.
2. There are hidden tabs inside of the case that secure the cover to the case. To remove the cover from the case, place the provided cloth over the first opening in the bottom of the case, as pictured above, to keep from damaging the case/cover/screen. Then, apply a flat head screwdriver to loosen the cover from the case. You will need to apply this step to all three openings in the bottom of the case. You may also need to wiggle the cover some to loosen it completely from the hidden tabs, releasing the cover from the case.
3. Next, disconnect the wiring for the LED display by unfastening the wiring. Set the front cover to the side, face up, to avoid scratching.
4. The silver mounting bracket should be installed onto a flat vertical surface first, and then the water heater can be placed/hung on the bracket. This allows the user to remove & reattach the water heater as needed/to service it.
5. Follow steps for connecting water on page 11.
6. Follow the steps for connecting power on page 15-18.
7. Reattach the wiring for the LED display, place the front cover back on, and re-fasten the cover screws.
8. Only after all of the procedures have been followed, turn the power back on at the circuit breaker.

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# INSTALLATION GUIDELINES CONT.

## WATER CONNECTIONS

Water connections should be in close orientation to the installation site. Confirm there is enough allowance for the water input and output hoses to reach the water heater.

**⚠ NOTICE! If your water pipes are copper or bronze be sure to use dielectric connections to prevent corrosion. Failure to do so may cause damage to your tankless water heater and void your warranty. In order to protect the water heater from heat damage due to soldering, solder a piece of tubing to a threaded union fitting before screwing the union to the water heater.**

1. All water pipes must comply with national and applicable state and local water pipe codes.
2. Install a shut-off valve in line with the cold-water pipe. It is recommended to install a high pressure discharge valve and a shut-off valve on the incoming water line, in that order.
3. Connect the cold water pipe to the water input.
4. Connect the hot water pipe to the water output.
5. Turn on the hot water at a faucet and let the water run through the heater for a few minutes to purge any air from the **SMARTHOME** electric tankless water heater.
6. Turn off the faucet to build up water pressure in the line and check for leaks.
7. If no leaks are present, drain the **SMARTHOME** electric tankless water heater and connect the electrical system. If the leaks are present refer to the FAQ page on support.eccotemp.com or contact the support team for assistance.

**⚠ NOTICE! The water connections for all SHiE models are 3/4" NPT, so only 3/4" NPT connections should be used when installing the SMARTHOME electric tankless water heater.**

**⚠ NOTICE! Because the SHiE is an all electric model, there is no need for venting of any kind and no accommodations for ventilation need to be made.**

**⚠ WARNING! Failure to provide dielectric insulation may result in damage to your SMARTHOME tankless electric water heater or your person and may also void your warranty. DO NOT APPLY HEAT DIRECTLY TO INPUT OR OUTPUT CONNECTIONS.**

**⚠ NOTICE! The included rubber washer must be used to make a proper seal on the water input and water output pipes.**

# INSTALLATION GUIDELINES CONT.

## WATER TEMPERATURE SETTING

Output temperature of water can be regulated by the following options: Remote control and Ecotemp **SMARTHOME** mobile APP.

Safety factors should be considered when selecting the water temperature setting of the water heater. The water heater was set at 120°F before it was shipped from the factory. This is the recommended starting point.

Water temperatures above 120°F can cause severe burns or death from scalding. The thermostat is adjusted to its lowest temperature position when shipped from the factory.

Be sure to read and follow the warnings outlined in this manual and on the label located on the water heater. Mixing valves are available for reducing point of use water temperature by mixing hot and cold water in branch water lines.

Procedures for adjusting the thermostat for energy efficient operation at the minimum water temperature setting consistent with the consumer's needs.

Contact a licensed plumber or the local plumbing authority for further information. See page 4 for details.

**⚠ DANGER! There is a hot water scald potential if the temperature is set too high. Households with small children, disabled, or elderly persons may require a 120°F or lower temperature setting to prevent contact with HOT water.**

Time / Temperature Relationship in Scales	
Water Temperature	Time to Product a serious Burn
120	More than 5 minutes
125	1 1/2 to 2 minutes
130	About 30 seconds
135	About 10 seconds
140	Less than 5 seconds
145	Less than 3 seconds
150	About 1 1/2 seconds
155	About 1 second

Table courtesy of Shriners Burn Institute

## PRESET TEMPERATURE:

The Ecotemp SHiE Series models are AUTOMATIC TEMPERATURE CONTROLLED water heaters. Select one of the preset temperatures on the SHiE by using the Ecotemp **SMARTHOME** mobile app, and then adjust your sink/shower water temperature at the source/faucet. The following preset temperatures are:

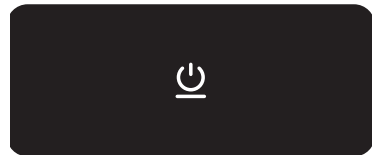
**LOW** - 95°F / **COMFORT** - 110°F  
**HIGH** - 120°F / **COMMERCIAL** - 130°F.

The SHiE is a flow activated water heater and should maintain at least 0.5 GPM to activate and 0.6 GPM to maintain activation.

## AUTOMATIC VS. MANUAL TEMPERATURE CONTROL

The SHiE is an automatic temperature controlled tankless water heater. Below explains the differences between an automatic and manual temperature controlled tankless water heater. For additional questions please visit [support.ecotemp.com](http://support.ecotemp.com).

Turn water heater  
ON/OFF



Press the power icon for 5 seconds to get into EZ connection mode (fast blink) and hold down for another 5 seconds to get into AP connection mode (slow blink) that produces a Wi-Fi hotspot to connect to.

### AUTOMATIC TEMPERATURE CONTROL:

The water heater will self-adjust temperature according to what is being requested at the output water source (sink or shower). It also will regulate the temperature automatically according to how many applications are being used at the same time. Temperature doesn't have to be reset after each use.

### MANUAL TEMPERATURE CONTROL:

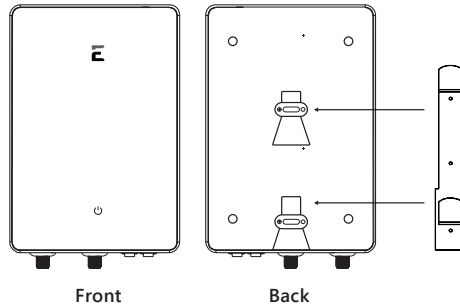
You must adjust the temperature manually each time you use the water heater. The temperature must be adjusted according to the amount of applications being used at the same time due to the fluctuation of pressure.

**⚠ NOTICE! If inlet water temperature is too high, and set temperature is low, the actual temperature might be higher than the set temperature, and vice versa.**

# INSTALLATION GUIDELINES CONT.

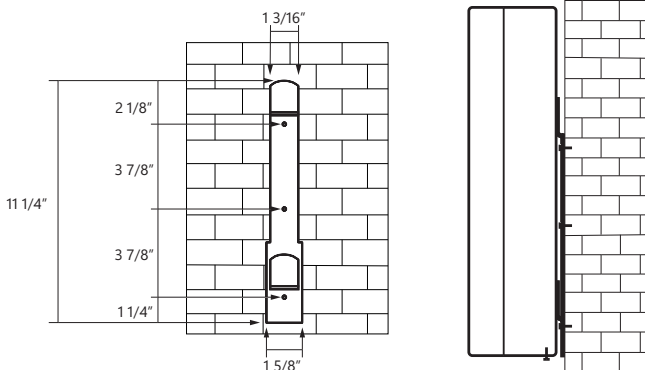
## INSTALLATION LOCATION

**⚠ NOTICE!** Locate an appropriate place on a section of wall that meets all safety and installation requirements.



1. There are hidden tabs inside of the case that secure the cover to the case. To remove the cover from the case, place the provided cloth over the first opening in the bottom of the case, as pictured above, to keep from damaging the case/cover/screen. Then, apply a flat head screwdriver to loosen the cover from the case. You will need to apply this step to each opening in the bottom of the case. You may also need to wiggle the cover some to loosen it completely from the hidden tabs, releasing the cover from the case.
2. To attach the **SMARTHOME** electric tankless water heater to the wall, start by holding the silver mounting bracket on the wall in its desired location. Be sure to allow enough room on all sides, top and bottom, for the water heater to be installed on the mounting bracket before drilling holes into the wall. Make sure the **SMARTHOME** electric tankless water heater is level and mark the wall where the mounting holes should be located. Drill holes  $1/4''$  in diameter in the marked locations.

**Please Note:** If you are on a stud, screw the bracket directly into the wall. If you are not on a stud, insert the plastic anchor in the hole and secure the mounting bracket using the supplied screws. Affix the 3 screws in the center holes of the mounting bracket and then attach the **SMARTHOME** electric tankless water heater by sliding placing/hanging the water heater on the mounting bracket.

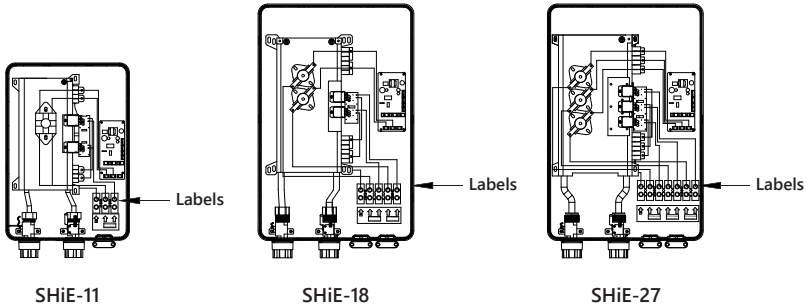


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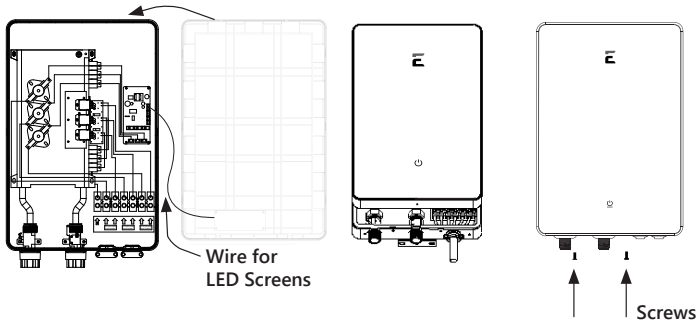
# INSTALLATION GUIDELINES CONT.

## INSTALLATION LOCATION CONTINUED

4. Connect the cable to the terminal blocks, please notice the labels below the terminal blocks. The SHiE-11 will be connected to one(1) breaker, the SHiE-18 will be connected to two(2) breakers, and SHiE-27 will be connected to three (3) circuit breakers.



5. Reattach the ribbon cable for the smart button panel if disconnected and reinstall the front cover using the screws and washers previously removed.



6. Connect the water pipes to the water inlet and water outlet connections, and please remember to install the rubber seal ring.

**Please Note:** Use a backup wrench when installing water fittings.

7. After installation and water connections are completed, connect the valve cover to the bottom of the **SMARTHOME** Electric Tankless Water Heater.

# INSTALLATION GUIDELINES CONT.

## ATTACHING VALVE COVER

**Step 1** - Attach back tabs first at a forward angle.

**Step 2** - Push front tabs towards bottom of water heater and insert the 3 tabs in to the 3 holes at the bottom of the water heater. Valve cover will click into place and it is now attached.

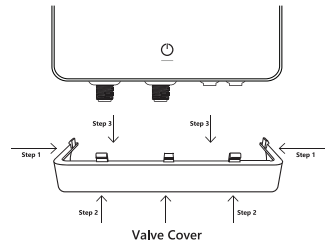
## REMOVING VALVE COVER

To prevent damage to the valve cover, please remove the valve cover anytime you need to install, remove, access the water inputs or perform maintenance. You can safely remove the valve cover without damaging it by following the following steps.

**Step 1** - Using your index fingers, apply slight pressure to outer back tabs. Slightly pressing towards each other. This will release the back tabs from the water heater.

**Step 2** - While applying slight pressure to both outer back tabs, apply slight pressure to the front outer tabs with your thumbs. This will release the front tabs from the water heater.

**Step 3** - Pull valve cover downward away from water heater. You have safely removed the valve cover without causing damage.



## ELECTRICAL CONNECTIONS

**⚠️ NOTICE!** Each model of the SHiE has different requirements for electrical connections. Please regard the following details for each model and follow the instructions for your specific model.

**⚠️ NOTICE!** Eccotemp recommends using a licensed installer to install your **SMARTHOME** electric tankless water heater.

1. All electrical work must comply with national and applicable state and local electrical codes.
2. All water heaters must be connected to a properly grounded dedicated branch circuit with the proper voltage rating.
3. All models will require at least an 8 AWG (American Wire Gauge) per Triac.
4. With flexible installation, the SHiE Series allows you to connect 1 triac, 2 triacs or all 3 triacs, depending on your hot water needs.

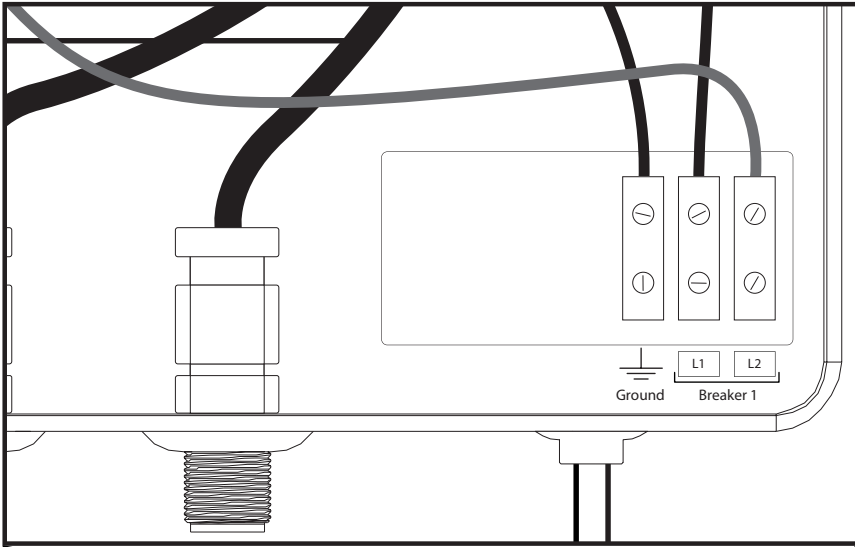
**⚠️ WARNING:** Before beginning any work on the electric installation, be sure that the main breaker panel switch is OFF to avoid any danger of electric shock. All mounting and plumbing must be completed before proceeding with electrical connection and installation.

5. (3) 40 AMP breakers will be required if not using our Smart APP.
6. SHiE-11 requires a single circuit, using a single supply cable protected by a double pole breaker.
7. SHiE-18 requires two independent circuits. Use two supply cables protected by two separate double pole breakers.
8. SHiE-27 requires three independent circuits. Use three supply cables protected by three separate double pole breakers.
9. While feeding the cable to terminal blocks, please make sure the metal wire ends and the terminal blocks touch completely. Then tighten the screws to make sure there is full contact and the current can go through.

# INSTALLATION GUIDELINES CONT.

## SHIE-11 ELECTRICAL CONNECTIONS GUIDE

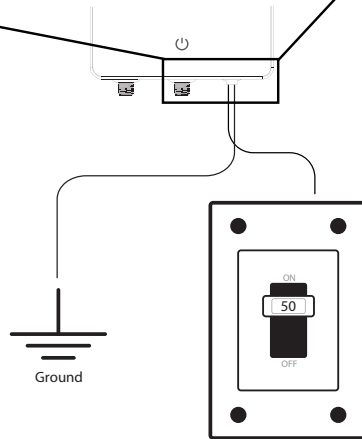
ENGLISH



**SMART FEATURES:** When connected to our Smart App, you will be able to limit the output amperage per Triac for each breaker. This enables you to limit the amperage on a breaker that may not be dedicated to just your water heater. This helps manage the breaker from tripping. This feature is only available when using our Smart App.

The SHIE-11 needs to have (1) 50 amp circuit breaker installed and requires 240 volt grounded electrical service to power the **SMARTHOME** electric tankless water heater. These electrical requirements can be met by an electrical outlet or wired directly to the panel. A certified electrician will be able to upgrade your electrical panel, wiring, and/or outlets as needed and advise the best method for your installation.

Use of smaller breakers will require adjustments in the "Tuner" section of our Smart App. (3) 40 AMP breakers will be required in not using our Smart APP.



50 Amp Circuit Breaker  
Circuit Breaker Configuration Example

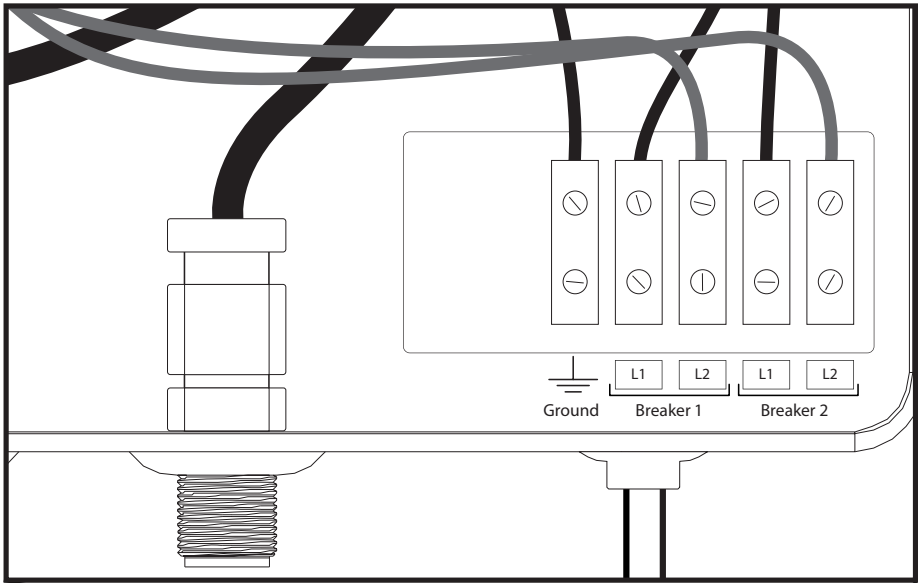
\*Refer to the **Tuner Mode** on page 20 to adjust your amperage to lower or higher if needed.

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# INSTALLATION GUIDELINES CONT.

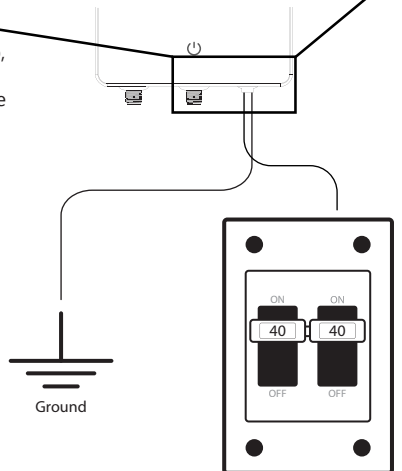
## SHIE-18 ELECTRICAL CONNECTIONS GUIDE



**SMART FEATURES:** When connected to our Smart App, you will be able to limit the output amperage per Triac for each breaker. This enables you to limit the amperage on a breaker that may not be dedicated to just your water heater. This helps manage the breaker from tripping. This feature is only available when using our Smart App.

The SHIE-18 needs to have (2) 40 amp circuit breakers installed and requires 240 volt grounded electrical service to power the **SMARTHOME** electric tankless water heater. These electrical requirements can be met by an electrical outlet or wired directly to the panel. A certified electrician will be able to upgrade your electrical panel, wiring, and/or outlets as needed and advise the best method for your installation.

Use of smaller breakers will require adjustments in the "Tuner" section of our Smart App. (3) 40 AMP breakers will be required in not using our Smart APP.



2 x 40 Amp Circuit Breaker

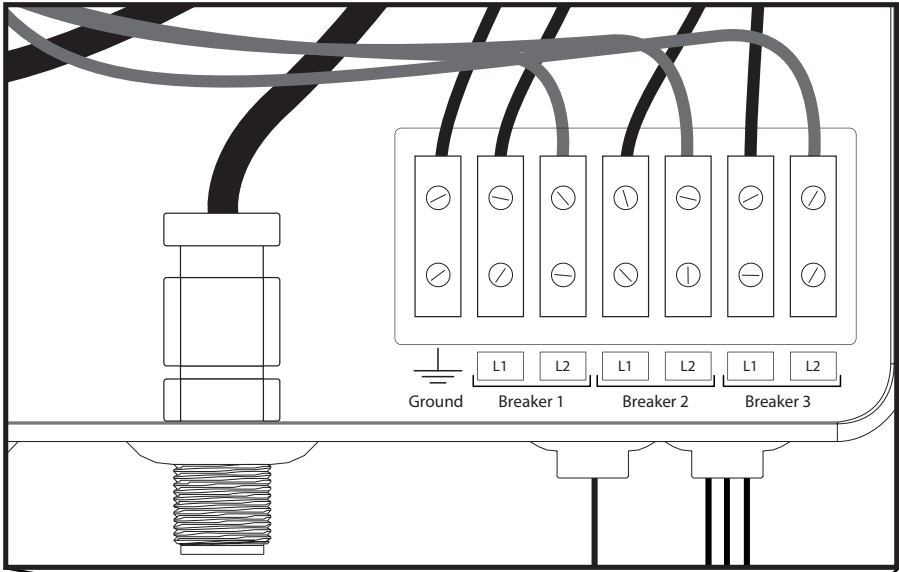
**Circuit Breaker Configuration Example**

\*Refer to the **Tuner Mode** on page 20 to adjust your amperage to lower or higher if needed.

# INSTALLATION GUIDELINES CONT.

## SHIE-27 ELECTRICAL CONNECTIONS GUIDE

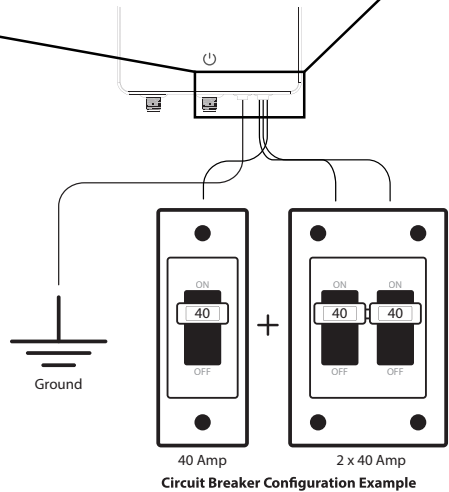
ENGLISH



**SMART FEATURES:** When connected to our Smart App, you will be able to limit the output amperage per Triac for each breaker. This enables you to limit the amperage on a breaker that may not be dedicated to just your water heater. This helps manage the breaker from tripping. This feature is only available when using our Smart App.

The SHIE-27 needs to have (3) 40 amp circuit breakers installed and requires 240 volt grounded electrical service to power the **SMARTHOME** electric tankless water heater. These electrical requirements can be met by an electrical outlet or wired directly to the panel. A certified electrician will be able to upgrade your electrical panel, wiring, and/or outlets as needed and advise the best method for your installation.

Use of smaller breakers will require adjustments in the "Tuner" section of our Smart App. (3) 40 AMP breakers will be required in not using our Smart APP.



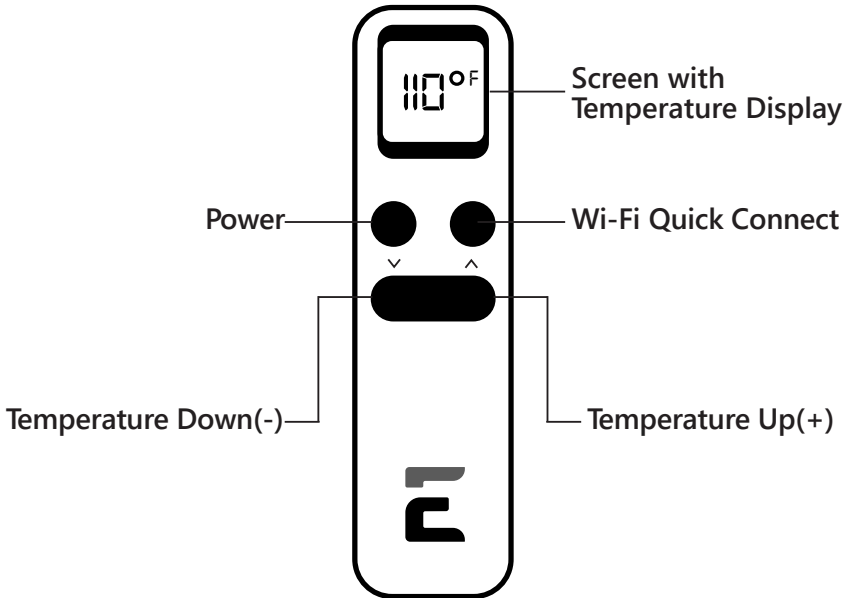
\*Refer to the **Tuner Mode** on page 20 to adjust your amperage to lower or higher if needed.

# GETTING STARTED

## USING THE REMOTE CONTROL

Control your Eccotemp **SMARTHOME** electric tankless water heater using the included remote.

The **SMARTHOME** remote has an easy to use control panel that allows you to control functions such as **ON/OFF**, temperature settings and connection modes. The remote control is compatible with your **SMARTHOME** water heater and gives you the ability to change settings from a distance. This remote is specific to your water heater.



## PAIRING THE REMOTE CONTROL TO THE WATER HEATER

Press the power button **5 seconds** to pair the water heater, after successful pairing, this remote control can only control the paired water heater.

# GETTING STARTED CONT.

## USING THE MOBILE APP

### Connect your Water Heater to your Smart Devices

The Eccotemp **SMARTHOME** water heater app lets you adjust temperature, turn Eccotemp **SMARTHOME** water heaters ON/OFF, set timers and schedules, and view usage statistics. You can also connect **SMARTHOME** water heaters to Amazon Alexa and Google Assistant to use voice commands.

Once connected with Google Assistant and Amazon Alexa you will be able to use voice commands to adjust your **SMARTHOME** water heater. A broad range of commands can be used to control water temperature, check heater status, and to set schedules and timers. Let our Eccotemp **SMARTHOME** app tell you exactly how much money you save heating water.



#### Tuner

Use this feature in our SMART App to limit the maximum amps per triac and per breaker. This gives flexibility in your installation and allows your SHiE to be an 11kw all the way to a 27kw electric tankless water heater.



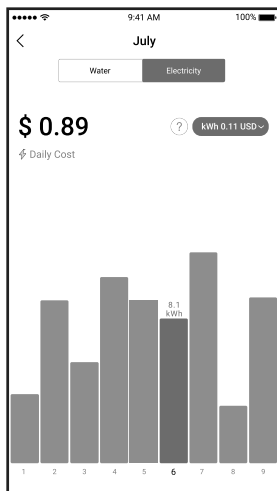
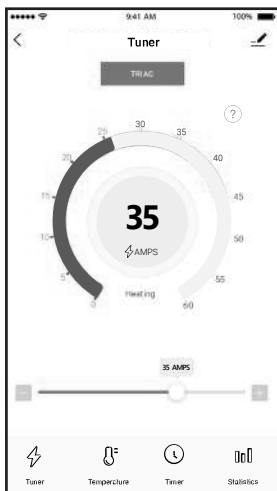
#### Temperature

The temperature of the **SMARTHOME** electric tankless water heater can be remotely changed from the Eccotemp app.



#### Statistics

View water and electricity consumption right from your phone. This allows you to see how much you are spending per utility as a whole. You can even enter your actual utility rates to make it more accurate. This smart feature helps you save money on water and electricity by changing your consumption patterns.



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# GETTING STARTED

## USING THE MOBILE APP CONT.



### Timer

The timer can be used to allow hot water for set time periods, each time your **SMARTHOME** electric tankless water heater is turned ON/OFF. The timer can be used by itself, or it can be set within a schedule for specific days and times to allow hot water usage. The scheduler will over rule timers, however.



### Scheduler

With the scheduler, you can set schedules for specific days and times to allow hot water usage. When a timer and a schedule are both set, the scheduler function takes priority. Hot water is produced only during the selected schedule, regardless of the timer that is set. For example, if a timer is set to allow 15 minutes of hot water, but a schedule is also set to allow only 10 minutes of hot water on a specific day, your **SMARTHOME** electric tankless water heater will stop heating water after 10 minutes on that specific day. The user can then turn the **SMARTHOME** electric tankless water heater OFF and back ON again, but the water will not warm because the scheduled time to allow hot water has passed.



### Error Codes

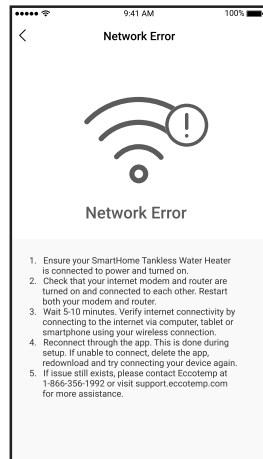
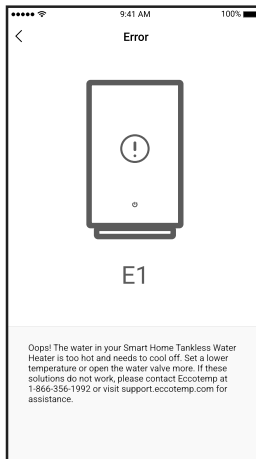
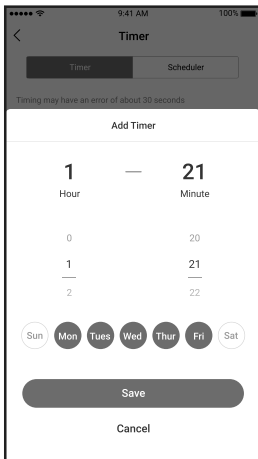
The Eccotemp **SMARTHOME** electric tankless water heater app has a troubleshooter to diagnose any device errors, which will help keep your **SMARTHOME** electric tankless water heater running in top shape.



### Network Error

The built-in network troubleshooter will tell you if there is a Wi-Fi problem.

Have a problem with your Eccotemp **SMARTHOME** electric tankless water heater? The Eccotemp **SMARTHOME** app can tell you exactly what the problem is. Download it today to unlock your **SMARTHOME** electric tankless water heater's full capabilities. Simply search for "Eccotemp" on the Apple App Store, or Google Play or scan one of the QR codes on the previous page.



# GETTING STARTED

## USING THE MOBILE APP CONT.

### 1. Download the app to get started

Find and download the Eccotemp App from the Apple App Store or Google Play by typing "Eccotemp" into the search panel.

### 2. Setup and Login

Once the app is installed, create a login and connect the app to the **SMARTHOME** electric tankless water heater. Follow the directions on the screen to complete the process.

### 3. Using the App

After connecting the Eccotemp app to your **SMARTHOME** electric tankless water heater, you will be able to remotely control the temperature and ON/OFF status of your **SMARTHOME** electric tankless water heater. There is an energy statistics screen that will allow you to track your usage and help you manage your **SMARTHOME** electric tankless water heater's energy consumption. Regularly using and reviewing the app will help you fine tune your water heating needs, while helping you use less resources to do so, ultimately saving you money.

### 4. Getting Connected

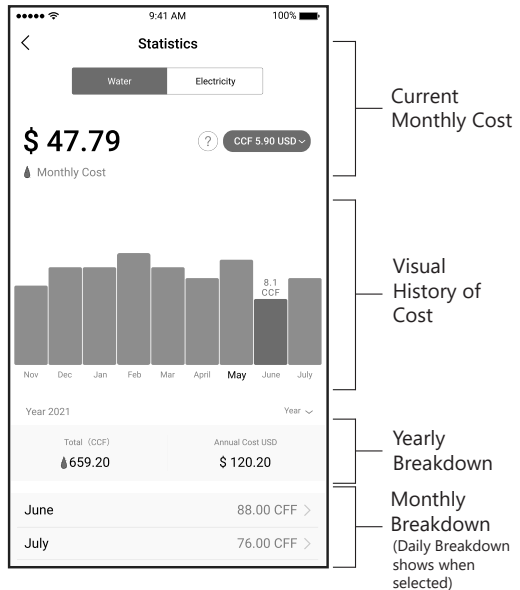
Connect your Eccotemp **SMARTHOME** electric tankless water heater to other **SMARTHOME** devices like Amazon Alexa and Google Home. Once connected, the Eccotemp **SMARTHOME** electric tankless water heater can accept voice commands such as, "Hey Google, set the temperature to 115 degrees."

### 5. Other Button Functions

When the **SMARTHOME** electric tankless water heater is in Wi-Fi connection mode, the power button on the front blinks rapidly for 120 seconds. To start or repeat connection mode hold down the power button on the front for 10 seconds. The **SMARTHOME** electric tankless water heater will default to 120 degrees Fahrenheit if the temperature is not set with the app or the remote.

### 6. Statistics

Observe the water, gas, and electricity usage easily by checking the statistics page where you will see a detailed description of each category. You can also see how much it costs to use your **SMARTHOME** electric tankless water heater, showing you the true energy cost: of our products.



# GETTING STARTED CONT.

## USING VOICE COMMANDS

The Eccotemp SHiE Electric Tankless Water Heater is the first **SMARTHOME** electric tankless water heater of its kind to work with a mobile app and voice commands. Once you open your Google Home or Amazon Alexa App simply add your **SMARTHOME** electric tankless water heater by adding a new device. Once your **SMARTHOME** electric tankless water heater has been added to either app you will then be able to use voice commands.

**⚠ NOTICE!** All commands begin with "Alexa," or "Ok, Google," before issuing a command to the respective device.

**⚠ NOTICE!** This chart is for demonstration purposes only and the actual voice commands may vary depending on the model, upgrades and availability in your location.

Purpose	Command
Turn On/Off Water Heater	Turn <device name> <b>ON/OFF</b>
Querying the Set Temperature	What is my current <device name> temperature?
Set Temperature	Set <device name> temperature to <#temp>
Select Preset Temperature	Set <device name> temperature to <Low, Comfort, High, Commercial>
Switch between Fahrenheit/Celsius	Change <device name> to <b>Fahrenheit/Celsius</b>
Turn individual Triacs On	Turn <device name> Triac 1 <b>ON/OFF</b> Turn <device name> Triac 2 <b>ON/OFF</b> Turn <device name> Triac 3 <b>ON/OFF</b>
Set Triac Amps	Set <device name> Triac 1 to <#>Amps Set <device name> Triac 2 to <#>Amps Set <device name> Triac 3 to <#>Amps

**Congratulations! You are now ready to use your water heater. Run the hot water at a nearby sink and evaluate the hot water temperature. Make any temperature adjustments using the remote control or app.**

# MAINTENANCE

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## VACATION AND EXTENDED SHUT-DOWN

If the water heater is to remain idle for an extended period of time, the power and water to the appliance should be turned off. If there is no power to the water heater, freeze protection does NOT work.

The water heater and piping should be drained if they might be subjected to freezing temperatures. When freezing temperatures persist consult with a licensed installation professional for winterization of your product.

During power outages built in freeze protection will not be activated. Take proper steps to ensure your water heater doesn't freeze. After a long shut-down period, the water heater's operation and controls should be checked by a qualified service personnel.

---

## HOUSEKEEPING

When properly maintained, your **SMARTHOME** electric tankless water heater will provide years of dependable trouble-free service. It is recommended that a periodic inspection of the pipe connections be done every 6 months.

Inspect the area around the **SMARTHOME** electric tankless water heater to ensure a safe operating environment. Keep the **SMARTHOME** electric tankless water heater area clear and free from any objects that could damage it. If damage or denting is present, contact a service personnel to verify proper operation.

**⚠ WARNING: DO NOT operate the SMARTHOME electric tankless water heater if you feel something is wrong.**

**⚠ WARNING: DO NOT allow children to operate or otherwise handle the SMARTHOME electric tankless water heater.**

**⚠ NOTICE! We recommend installing a pressure relief valve on the hot water heater if it discharges periodically, this may be due to a problem in the water system. Contact the water supplier or your plumbing contractor on how to correct this. DO NOT plug or stop the relief valve outlet.**

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## NORMAL MAINTENANCE

**⚠ NOTICE! Do not attempt to repair this water heater yourself. Call a service person for assistance. Always turn off all power supply to the water heater. Turn off all circuit breakers supplying power to the appliance \*please note some water heaters are connected to multiple circuit breakers. Turn OFF ALL WATER SUPPLY and ALL POWER SUPPLY.**

This water heater does not require any regular maintenance. However, to ensure consistent water flow it is recommended to follow the following procedures.

1. Periodically remove scale and dirt that may build up at the aerator of the faucet or in the shower head.
2. There is a built-in screen at the inlet connection which should be cleaned from time to time. Please turn off the water flow before doing this.

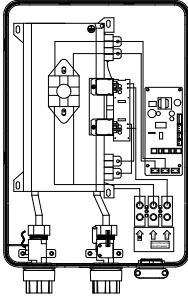
**⚠ NOTICE! During freezing temperatures we recommend dripping multiple hot water faucets throughout the home to avoid the water heater freezing.**



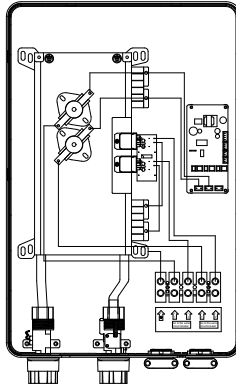
# MAINTENANCE CONT.

## BLOW OUT DIAGRAM

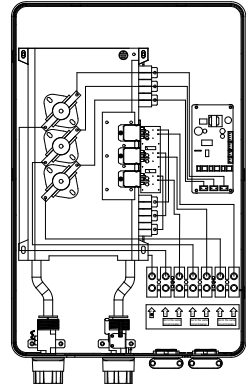
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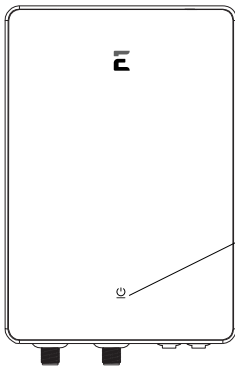
SHiE-11



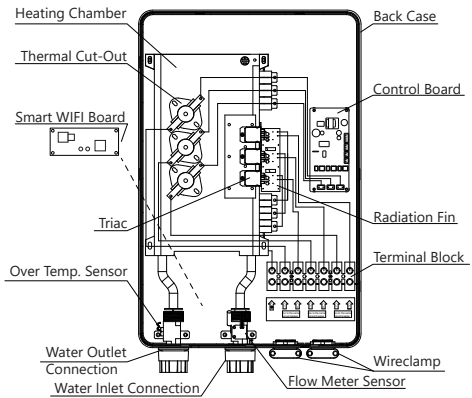
SHiE-18



SHiE-27



LED Power Button



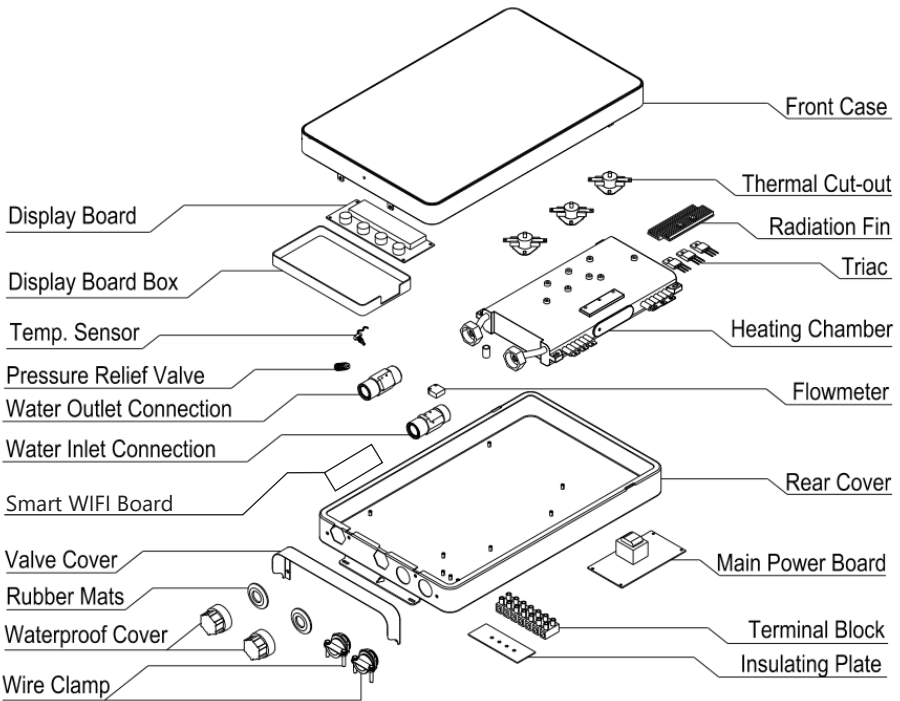
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# MAINTENANCE CONT.

**⚠ NOTICE! Do not attempt to repair this water heater yourself. Call a service person for assistance. Always turn off power supply to the water heater. Turn off all circuit breakers supplying power to the appliance.**

## TURN OFF ALL WATER SUPPLY and ALL POWER SUPPLY

1. Periodically remove scale and dirt that may build up at the aerator of the faucet or in the shower head.
2. There is a built in filter screen in the input water connection which should be cleaned from time to time. Please turn off the water flow before doing this.



# MAINTENANCE

## TROUBLESHOOTING

### Before You Call For Service

Save time and money! Review the troubleshooting tips below first and you may not need to call for service.

This water heater is equipped with a variety of shut-off devices that prevent the operation of the water heater if undesirable combustion conditions occur. Such as, the presence of a blockage in the combustion air vent, insufficient gas pressure can impact the safe operation of the water heater. Please contact a qualified service technician if this occurs.

Problem	Possible Cause	What to do
<b>Not enough or no hot water</b>	Water shut-off valve is not fully opened.	Check shut-off valve and open fully.
	Hot water faucet is not fully opened.	Open hot water faucet completely. (The main burner goes off when incoming water volume is inadequate.)
	Water piping is frozen.	Allow piping to thaw.
	No electricity or water supply is cut off.	Check that proper power is being supplied and/or water supply is adequate.
	Water heater is not "ON".	Turn the water heater "ON" by the button on the remote control.
	The temperature may be set too low.	Increase the temperature setting.
	Mixing valve malfunction (if applicable).	Check and replace if necessary.
	Error code displayed on remote control panel.	See the instructions for error code and required, contact a dealer for service.
<b>Water not hot enough</b>	The temperature may be set too low.	Increase the temperature setting.
<b>Power button not on:</b>	Faulty power indicator button bulb.	If the power indicator button light does not come on, but the water gets hot, remove front cover and check the power indicator button bulb to make sure it's working.
<b>Water too hot</b>	The temperature is set too high.	Decrease the temperature setting.
	Water shut-off valve is not fully opened.	Check shut-off valve and open fully.
	Small amount of water has been heated.	Allow more water to flow.
	Water filter is clogged.	Clean the filter with a tooth brush.
<b>Water is leaking</b>	This function is to purge unburned gas 10-15 seconds.	Disconnect the SMARTHOME electric tankless water heater from your breaker. Check and tighten any loose water fittings on the bottom. Remove cover and inspect heating element gasket to see if it is loose or for any visible damage.

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# MAINTENANCE CONT.

## TROUBLESHOOTING

### Error Codes on the Front Panel and the App

Eccotemp **SMARTHOME** electric tankless water heaters can report 5 different errors. If you are using the app, it will explain how you can interact with the **SMARTHOME** electric tankless water heater itself to diagnose and fix some of the problems. You can also look at the power button and it will blink in a sequence based on the error it is reporting.

#### **E1:** **Rapid Temperature Increase**

The water in your **SMARTHOME** electric tankless water heater is too hot and needs to cool off. Set a lower temperature or open the water valve more.

#### **E2:** **Outlet Thermostat Malfunction**

There seems to be a problem with your outlet water temperature sensor in your **SMARTHOME** electric tankless water heater.

#### **E3:** **Inlet Thermostat Malfunction**

There seems to be a problem with your inlet water temperature sensor in your **SMARTHOME** electric tankless water heater.

#### **E4:** **Over-Heating**

Your **SMARTHOME** electric tankless water heater is overheating and needs to cool off.

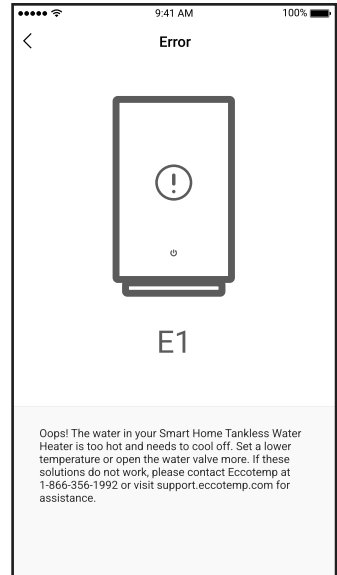
#### **E5:** **Not Heating Enough**

The water in your **SMARTHOME** electric tankless water heater is too cold and needs to warm up. Set a higher temperature or close the water valve more.

### **WI-FI CONNECTIVITY:**

When your Eccotemp **SMARTHOME** electric tankless water heater is connecting to Wi-Fi, you will see the power button on the front of the **SMARTHOME** electric tankless water heater blinking red for up to 120 seconds while it connects. If it is unable to connect during that time, it will try again periodically for up to 15 minutes.

In the event that your **SMARTHOME** electric tankless water heater does not connect to your Wi-Fi, it will automatically set the temperature to the default temperature of 120°F. Your app will be able to tell you if your heater has connected successfully.



### **EZ Mode:**

Hold the power button down for 5 seconds to get into the fast blink mode which is the default.

### **AP Mode:**

If EZ mode does not work, hold the power button down for another 5 seconds to get into the slow blink mode that creates a Wi-Fi hotspot that can be connected to.

## **POWER SURGE/NO NETWORK**

If you experience a power surge or have network connectivity issues that are enabling connection to the Eccotemp **SMARTHOME** App, you can manually reset the water heater to the factory settings by following these steps below:

- Make sure your water heater is plugged in and has power to it.
- Turn on your water heater by touching the power icon on the front, the icon should illuminate to red.
- While the power icon is still red, press the icon for 15 seconds until the power icon turns blue.
- The water heater has now reset to the original factory settings. NO timer is set, NO schedule is set, water heater is set to 120°F.
- Turn on your water heater by touching the power icon on the front, the icon should illuminate to red and you can use the water heater at its factory preset.

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# Eccotemp Systems, LLC

## Limited Warranty Information

### MODEL (S): SHIE-11/18/27 TANKLESS ELECTRIC MID HOME WATER HEATER

#### I. LIMITED WARRANTY

Subject to the terms below, Eccotemp Systems, LLC ("Eccotemp") provides this limited warranty (the "Limited Warranty") to cover the following Products and Covered Components:

PRODUCT NAME	COVERED COMPONENTS
SHIE-11/18/27 Tankless Electric Mid Home Water Heater	SHIE-11/18/27 Tankless Electric Mid Home Water Heater: fittings, accessories, and mounting hardware

This Limited Warranty is being provided to the original purchaser and subsequent owners (the "Owner"), but only while the Product remains as the site of the original installation.

#### II. LIMITED WARRANTY PERIOD

The term of this Limited Warranty (the "Warranty Period") begins on the date of purchase and ends as set forth below:

##### 2 YEAR WARRANTY

The covered components, except for the Heat Element, in the Product are warranted by Eccotemp for a period of two (2) years from the date of purchase when installed according to Eccotemp's Installation and Operating Instructions.

##### 3 YEAR WARRANTY

The Heat Element in the Product is warranted by Eccotemp for a period of three (3) years from the date of purchase when installed according to Eccotemp's Installation and Operating Instructions.

##### 30 DAY WARRANTY

All accessories that have been provided with the Product at no cost are warranted by Eccotemp for a period of thirty (30) days from the date of purchase when installed according to Eccotemp's Installation and Operating Instructions.

#### III. WARRANTY COVERAGE

If, during the Warranty Period, a component in the Product fails because of a manufacturing defect, Eccotemp will repair, replace, or refund the Product to the Owner at Eccotemp's sole discretion and as determined to be appropriate by the Eccotemp Support Team. As set forth in Section IV, the Owner may be responsible for all shipping, freight, and handling charges, as well as all fees and costs associated with the warranty service, including, but not limited to, all labor and other costs involved in diagnostic calls or in removing, repairing, servicing, or replacing any component. Eccotemp's sole responsibility under this Limited Warranty is to repair, replace, or refund the cost of the Product at Eccotemp's sole discretion. In the event that an exact replacement component is no longer available, Eccotemp will, at its option, provide a substitute component that Eccotemp deems suitable for the Product. If the Owner reports a subsequent issue with any covered component in the Product, the Owner may be responsible for retaining the failed component(s) for 90 days after a warranty claim is filed and must surrender the component(s) at the request of Eccotemp.

Both Eccotemp and the Owner of the Product are bound by this Limited Warranty.

#### IV. MAKING A WARRANTY CLAIM

To make a warranty claim through this Limited Warranty, the Owner must contact Eccotemp's Customer Service team at support@eccotemp.com, schedule a call or live chat on the Eccotemp support page at <http://support.eccotemp.com>. It is within Eccotemp's sole discretion when a repair, replacement, or refund will be issued. Any return for refund must be approved by Eccotemp's Customer Service team prior to shipping the Product back to Eccotemp. Please refer to Returning Your Product For Repair or Refund Policy provided with the Product.

Within the first 45 days of purchase, Eccotemp will cover all ground shipping costs for warranty related issues in the US and Canada, excluding Alaska, Hawaii and any location outside of the continental US and Canada. After the first 45 days of purchase, the Owner is responsible for all shipping to Eccotemp, regardless of reason or circumstance. Eccotemp will cover the warranty related shipping costs when returning the Product to the Owner after repair/inspection. The method for warranty related shipping will be ground equivalent with the provider within Eccotemp's sole discretion.

What information you will need for processing of your warranty claim:

- Proof of purchase
- Serial number
- Photos of the installation
- Photos of the damage point (if there is one)

All shipments of any type of product coming to Eccotemp for any reason must have a Return Goods Authorization ("RGA") number for any repairs to be made. Please contact Eccotemp to obtain an RGA number prior to shipping anything to Eccotemp. Failure to do so could result in loss of Product. Eccotemp will not be responsible for replacement due to loss or damage if these steps are not properly followed.

Any returns to Eccotemp must be sent in the original packaging. If your returned product does not have the original packaging and/or is missing any of the components that came with the product, there will be a nonnegotiable 15% restock fee.

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# Eccotemp Systems, LLC

## Limited Warranty Information

### MODEL (S): SHIE-11/18/27 TANKLESS ELECTRIC MID HOME WATER HEATER

#### V. DISCLAIMER OF WARRANTIES AND RESPONSIBILITY FOR DAMAGES

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY, ECCOTEMP MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO ANYONE AS TO FITNESS FOR ANY PURPOSE, MERCHANTABILITY, DESIGN, CONDITION, CAPACITY, PERFORMANCE, OR ANY OTHER ASPECT OF THE PRODUCT OR ITS MATERIAL OR WORKMANSHIP. ALL IMPLIED WARRANTIES WHICH MAY EXIST, NOT WITHSTANDING THIS DISCLAIMER, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. THIS LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER GUARANTEES, WARRANTIES, REPRESENTATIONS, CONDITIONS, OBLIGATIONS, OR LIABILITIES, EXPRESS OR IMPLIED.

ECCOTEMP SHALL NOT BE LIABLE, EITHER IN CONTRACT OR TORT, FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ANY LOSS, DAMAGE, OR INJURY TO PERSONS, INCLUDING DEATH, PROPERTY, OR THINGS, OR FOR DAMAGES OF ANY KIND OR NATURE INCLUDING BUSINESS INTERRUPTION, INCONVENIENCE OR LOSS OF ANTICIPATED PROFITS OR SAVINGS OCCASIONED BY OR ARISING OUT OF THE USE, MISUSE, NON-USE, REPAIR, REPLACEMENT OR DELAY IN DELIVERY OF THE PRODUCT. ECCOTEMP SHALL NOT BE LIABLE FOR THE COST OF ANY WORK DONE BY PURCHASER OR OTHERS TO THE PRODUCT.

This Limited Warranty gives specific legal rights. Some jurisdictions do not allow the exclusion or limitation of implied warranties or incidental or consequential damages. In such jurisdictions, the limitations or exclusions do not apply to the Owner. The Owner may also have other rights that may vary by jurisdiction.

#### VI. EXCLUSIONS

The following exclusions apply to this Limited Warranty:

1. A repair, replacement, or refund will not be provided under this Limited Warranty unless the Product containing the defective component is properly installed and maintained according to Eccotemp's Installation Manual and Use & Care Manual and in compliance with all applicable federal, state/province, and local laws, regulations, codes, policies, and licensing requirements. Any abuse, misuse, alteration, neglect, or misapplication of the Product will render this Limited Warranty null and void.
2. A repair, replacement, or refund will not be provided if the Product is damaged by services performed by third party service providers other than Eccotemp Systems.
3. Eccotemp systems is not responsible for any expenses arising from labor services, including but not limited to, installation or removal services due to a warranty claim.
4. A repair, replacement, or refund will not be provided if the Product is used in a hot water circulation loop, in series with a circulation system, where an on-demand recirculation system is incorporated, or in any other corrosive or otherwise destructive environment where the Product is not intended to be used as set forth in Eccotemp's Installation Manual and Use & Care Manual.
5. A repair, replacement, or refund will not be provided if the Product is damaged as a result of improper installation, including improper ventilation materials, sizing, length, elevation, condensation drainage, or inadequate airflow.
6. A repair, replacement, or refund will not be provided if the Product is damaged as a result of improper use, including freezing within the unit or surrounding piping, incorrect sizing for the application, scale build up, or incorrect gas and/or water pressure.
7. This Product shall not be used as a pool or spa heater. Use of the Product as a pool or spa heater shall be considered misuse and will render this Limited Warranty null and void.
8. A repair, replacement, or refund will not be provided if the Product is damaged by the use of non-potable, untreated or poorly treated well water, or water with high PH levels or hardness levels in excess of 12 grains per gallon (200 mg/L).
9. A repair, replacement, or refund will not be provided under this Limited Warranty if the original serial number on the Product has been removed or altered in a way that causes the serial number to not be readily determined.
10. Eccotemp will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electrical heat.
11. Eccotemp will not be responsible for any default or delay in performance under this Limited Warranty caused by any factor or contingency outside of its control.

#### VII. MISCELLANEOUS

No agent, employee or representative of Eccotemp has any authority to bind Eccotemp to any representation or warranty concerning the Product not contained in this Limited Warranty. Eccotemp reserves the right and authority to change, modify or alter this warranty at any given time.

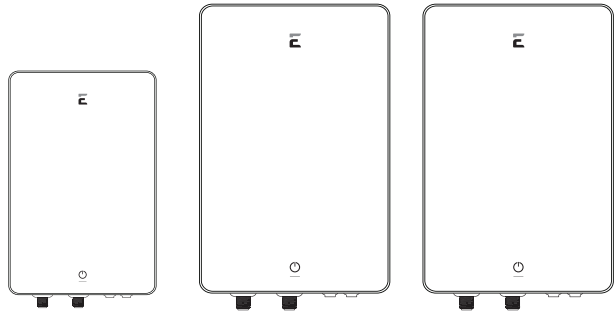
#### For Customers with a Home Warranty

Often your home warranty will assist in covering some of the fees related to the fees related to your home appliances, such as your water heater. Be sure to check with your home warranty company for assistance prior to reaching out to Eccotemp.

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# PRODUCT COMPARISON

If you like the Eccotemp **SMARTHOME** electric tankless water heater, you might want to check out our other Tankless Models! You can get more information about Eccotemp's other Tankless Water Heaters at [www.eccotemp.com](http://www.eccotemp.com)



SHIE-11

SHIE-18

SHIE-27

INSTALLATION	INDOOR ONLY	INDOOR ONLY	INDOOR ONLY
Required Breakers	50 Amps	2 x 40 Amps	3 x 40 Amps
Temperatures	50-140 F	50-140 F	50-140 F
Heating Capacity	11 kW	18 kW	27 kW
Max Operating Pressure	150 psi	150 psi	150 psi
Fittings	3/4" NPT	3/4" NPT	3/4" NPT
Warranty	Limited Manufacturer Warranty (Heat Exchanger: 3 Years, Components: 2 Years, Parts/Accessories: 30 Days)	Limited Manufacturer Warranty (Heat Exchanger: 3 Years, Components: 2 Years, Parts/Accessories: 30 Days)	Limited Manufacturer Warranty (Heat Exchanger: 3 Years, Components: 2 Years, Parts/Accessories: 30 Days)
Outer Case	Tempered Glass / Plastic	Tempered Glass / Plastic	Tempered Glass / Plastic
Remote Control	✓	✓	✓
SmartHome	✓	✓	✓
Mobile App	✓	✓	✓
Voice Commands	✓	✓	✓
Smart ON/OFF	✓	✓	✓
Advanced Error Detection	✓	✓	✓
Suggested Uses	Mid-Whole Homes, Campers, Tiny Homes, RV's Offices, Cottages, Kitchens, Utility Rooms, Apartments	Mid-Whole Homes, Campers, Tiny Homes, RV's Offices, Cottages, Kitchens, Utility Rooms, Apartments	Mid-Whole Homes, Campers, Tiny Homes, RV's Offices, Cottages, Kitchens, Utility Rooms, Apartments

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# **ECCOTEMP™**

HEATING WATER SMARTER

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