

PURPOSE: To communicate incompatibility of the Rinnai BMS Gateway with Commercial SENSEI™ Tankless Water Heaters manufactured before serial number LM.BA-152112.

PRODUCT INFORMATION

- Applicable Product: Commercial SENSEI™ Tankless Water Heaters
- Applicable Models: CU199i, CU199e, CU160i, CU160e

DETAILS

The BMS Gateway is not compatible with Commercial SENSEI™ Tankless Water Heaters manufactured before serial number LM.BA-152112.

Commercial SENSEI™ Tankless Water Heaters manufactured before serial number LM.BA-152112 must have the PC Board replaced for BMS Gateway compatibility.

➔ IMPORTANT

Rinnai will provide a replacement PC Board under warranty if the tankless water heater meets the following conditions:

- The tankless water heater was purchased and installed after January 1st, 2021.
- The tankless water heater was manufactured before serial number LM.BA-152112.
- The tankless water heater installation includes the BMS Gateway (part number: R-BMS-100).

How to Locate the Tankless Water Heater Serial Number:

The tankless water heater serial number is located on the left side panel label of the tankless water heater (Fig 1).

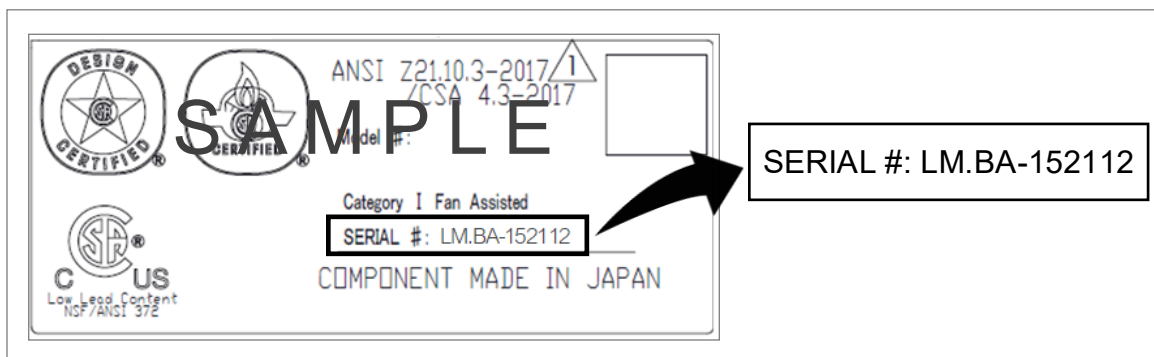


Fig 1. Sample Label with Serial Number. Label image is for illustrative purposes only. Your label may appear differently.

Compare Serial Numbers:

- To determine if your serial number is manufactured before serial number LM.BA-152112, compare the last six digits of your serial number to the last six digits of the above serial number: 152112.
- If the last six digits of your serial number are less than 152112, then the tankless water heater is manufactured before serial number LM.BA-152112 and the PC Board will need to be replaced.

**WARNING**

When the BMS Gateway is paired with a Commercial SENSEI™ Tankless Water Heater manufactured before serial number LM.BA-152112, the incompatibility being addressed within this technical bulletin may not be immediately apparent. For example, the system may appear to be functioning correctly when the BMS Gateway is first connected, but unexpected and potentially unsafe conditions may occur, such as loss of function or unintended changes to water heater parameters. Please be certain that the Commercial SENSEI™ Tankless Water Heaters connected to the BMS Gateway were manufactured after the LM.BA-152112 serial number update, even if the system appears to be functioning correctly.