

Technical Bulletin



Water Heater Recess Box Mounting Bracket

Models Affected: RGB-20 and RGB-25 Recess Boxes

Rinnai has received a significant number of orders for missing mounting brackets that are part of the recess box installation for outdoor water heaters. A check of inventory in Peachtree City and Reno has not revealed any recess box that was missing this bracket.

Therefore, these mounting brackets are being lost or inadvertently discarded during the installation of the recess box. Installers need to be aware that the mounting bracket is packed with the recess box as shown in picture. The mounting bracket should be kept with the installed recess box until the water heater is installed.

If the volume of orders persists, then Rinnai will begin charging for these mounting brackets.

