

This technical bulletin provides additional information on service messages and error codes.

SERVICE

For 2010 models (the serial number's first character will be "B", "C", "D", through "Z") or newer, a service notification will appear on the boiler display after 4000 hours of operation. "SERVICE" will scroll across the display, followed by "Good". This indicates service is due and the operation is good.

To reset this service notification follow these instructions.

1. Enter the 1st Tier Settings: 123 Code.
2. Briefly press "Mode" again until the Service Chapter is displayed (SERV).
3. Hold the "Store" button until SERV flashes once—the service notification will no longer show during normal operation and the countdown to service will reset to 4000 hours.

The 2009 models (the serial number's first character will be "A") do not have the service notification. During each 2 year service routine (as stated in the manual), the installer or service technician should go to INFO (on MCBA) and view INFO 24 (total burn hours) to determine how many hours have been logged. Use this value to determine if the 4000 hour service will be needed before the 4 year installation anniversary or the last 4 yr/4000 hour service. Please contact Rinnai Technical support for any additional assistance.