

### **Water is flowing, but there is no hot water coming out:**

1. Ensure that you have the incoming water supply and the outgoing water supply hooked up properly. Your water supply should be attached to your incoming connection (located on the far right) and the shower head should be attached to the outgoing water (located as the center connection).
2. Ensure that you have adequate water pressure of at least 20 PSI, sustained.
3. Ensure that you have adequate gas in your propane bottle and that the LP regulator is threaded all of the way on to the portable tankless water heater.
4. Fresh batteries are required for ignition spark. Make sure batteries are aligned in the proper polarity (+/-)

If you are still having troubles or are on a modified water system, please visit our helpdesk located at [www.eccotemp.com](http://www.eccotemp.com) for additional troubleshooting steps.

### **The water does not get hot enough:**

1. You are operating the portable tankless water heater above 3,900 feet / 1,000 meters. We only recommend using it below elevations of 3,900 feet / 1,000 meters.
2. Look in to the viewer panes (middle horizontal windows on the front cover) to see if there is a blue flame. If the flame is yellow there could be a cracked gas regulator. Do Not Attempt to use the portable tankless water heater and call Eccotemp directly at 866.356.1992.
3. You are running more water through it that can the water heater can heat, section "d": Check for gas leaks with soapy water and check to ensure that your hose and regulator are properly connected to your propane tank.

### **The portable tankless water heater does nothing:**

1. Ensure that you have your water source hooked up to the water inlet side (far right connection) and the shower handle is hooked up on the water outlet side (far right connection).
2. Ensure that you have an adequate supply of propane.
3. Ensure that you have fresh batteries.

If you are still having troubles or are on a modified water system, please visit our helpdesk located at [www.eccotemp.com](http://www.eccotemp.com)

**Portable tankless water heater will not start – there are no audible clicks at startup:**

1. The first thing to check is to ensure that the incoming water on the “right” side of the portable tankless water heater. If the incoming and outgoing are reversed, the portable tankless water heater will not work. The incoming is on the far right and the outgoing is in the middle.
2. Check to make sure you have fresh batteries and they are installed in the correct position.
3. Number one reason that the portable tankless water heater does not ignite is that there is not enough water pressure. You need a minimum of 0.25-10 PSI, sustained. Municipal water should supply enough water pressure. Most 12/18/120/240 pumps well as long as they are capable of delivering pressure of 0.25-10 PSI or greater.

ADJUSTMENT: Looking up at the bottom of the portable tankless water heater, you will see two “slits” in the case where the front and back come together. Locate the water regulator where you will see two Phillips head screws. Take the screw that is furthest on the right (larger screw) in about a ¼ or ½ turn. This will enable the portable tankless water heater to operate on a lower water pressure by restricting flow.

**NOTE: Before attempting to remove the cover, call technical support at 866.356.1992**

1. A wire has become disconnected inside the portable tankless water heater during shipping. Make sure the gas is OFF. The front cover is held by six screws, four on top, two on bottom. The knobs pull off. All the wiring is done with push together plastic connectors. They are all visible without further dismantling of the portable tankless water heater. It should be obvious when a wire has become disconnected.
2. It is possible that some debris or epoxy might have entered the water regulator. Check to see if the filter screen on the water inlet is clear of debris. You can also reverse the hookup by taking your water source and hooking it up to the water outlet side and back flushing the system.
3. Propane gas cylinders sometimes are contaminated with air, especially new tanks upon their first filling. Cycle the portable tankless water heater turning off and on your output flow or similar. Does not include a shower head.

Should a portable tankless water heater fail to light or stay lit after 10 cycles, please visit our helpdesk located at [www.eccotemp.com](http://www.eccotemp.com) for additional troubleshooting steps.

### L10 Portable tankless water heater starts, then shuts off:

1. If the Rain cap is blocked, or not long enough, the portable tankless water heater will shut off after a few minutes.
2. The portable tankless water heater requires a minimum of about 0.75 gallons per minute (2 liters) and a minimum of about 20 PSI / 1.38 bars. Note: water pressure is at the lower end of operating parameters. You will need a sustained water pressure **of approximately 40-60 PSI / 2.7-4.1 bar** for adequate use if you are using a 12/18/120/240-volt pump. See ADJUSTMENT in previous section above.
3. Out of, or low on gas. Propane gas cylinders sometimes are contaminated with air, especially new tanks upon their first filling. Cycle the portable tankless water heater on and off by using the shower head switch several times (5) to purge the air from the gas. If this doesn't clear the air then the tank must be purged.
4. One of the ignition sensors is bent and/or too close to the burner. Look to ensure that the ignition pins and the heat sensor are completely vertical and they do a 90 degree to the back of the box. If they are not straight (i.e. a 45-degree angle) then you can straighten them with pliers.
5. The thermocouple is either too high or too low to complete the circuit. Check to ensure that the thermocouple is flush with the hole in the heat exchanger.
6. The gas sensor wire (looks like a black ground wire on the gas regulator) flange might have come loose or is no longer connected.
7. There is a faulty heat sensor. This is usually diagnosed by taking the front case off the portable tankless water heater and let it run. If it continues to operate, then one of the sensors and/or the wire harness needs to be replaced. This may also be caused by insufficient clearance on the back of the portable tankless water heater where most of air intake is.
8. The valve on the propane tank should be all the way "Open".
9. Fresh batteries are required **for ignition spark. Make sure batteries are aligned in the proper polarity (+/-).**

If your Eccotemp-L10 will not ignite, please review the following troubleshooting guide.

1. Check your propane tank to determine if you are out of gas and check your batteries to see if they are properly installed. If your batteries are not new, try another set. When checking your batteries, if you encounter corrosion, gently clean the connections with a wire brush and install a fresh set. Be careful when doing this as battery acid is extremely harmful and poisonous.
2. Disconnect the incoming water line. There is a screen immediately inside of the incoming water pipe that may have clogged over time and is reducing the water flow and water pressure.
3. After following these steps, test to see if the water heater is working.
4. If possible, disconnect the plumbing from the outgoing water connection and try to operate the water heater to determine if your plumbing is the issue.

You need to have a minimum of 20 pounds per square inch of water pressure to activate and sustain operation of the L10 water heater. If you cannot achieve and maintain adequate water pressure, your water heater will function erratically or not at all. If you have low pressure that is near adequate, please follow the link below to access instructions on increasing your L10's sensitivity to water

pressure:<https://eccotemp.zendesk.com/attachments/token/vkovnpzfcoips4n/?name=Pressure+Adjustment+Guide.pdf>