

WATER HEATER Support

HTP HYDRA SMART MODEL # RT199

The system is a natural gas tankless water heater with a heat exchanger system designed to provide endless hot water. It is a complex unit and, as such, it is suggested that you don't adjust it without the help of a qualified service technician. You can locate someone on page 19. If you would like further information on the system, see the manufacturer's video at:

<https://www.youtube.com/watch?v=yKpSUNmldfs&feature=youtu.be>

You can find an Owner's Manual in the folder on top of your unit. If not, you can download one at:

<http://products.com/literature/lp-505.pdf>

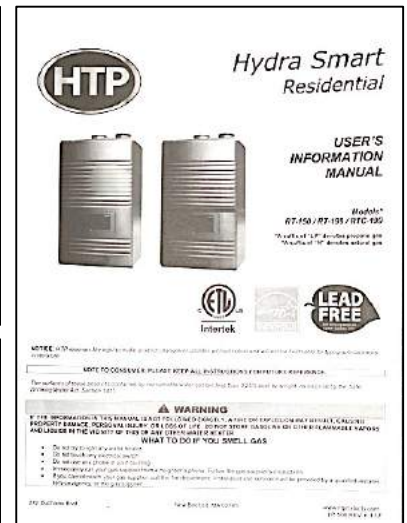
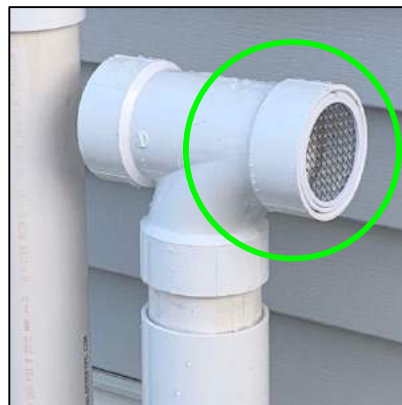
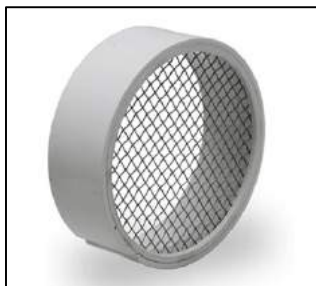
Annual Maintenance should be done by a qualified technician who will check the burner, clean the cold water intake filter and flush the appliance.

Surge Protection. It has been suggested that you might consider a surge protector between the unit and the electric outlet, to prevent damage to the unit in event of a power surge. You can get something like this "Belken 1080 Joules Surgecube" or, you can invest in a "whole house" surge protector - see "Tips", page 15.

Venting Protection. The unit vents to the outside of your house. Look for the two PVC pipes. It is recommended that you consider putting screens on the "T" (intake) pipe to prevent clogging. You can get the "Raven R1509 3-inch PVC Termination Vent with Stainless Steel Screen" at Amazon. You will need two.

Warranty and Support. The unit has a 12-year warranty, 5 years for parts. Contact 1-800-323-9651 for or log onto

<http://www.htproducts.com/Warranty-Wizard.html>.



Prepared by the Summer Reach Homeowners Maintenance and Repair Support Club.

The user recognizes that this information has been created by their neighbors on a voluntary basis and is not intended to supersede any information in their owner's manual regarding maintenance or service. The List of Providers is for advisory purposes only and in no way should be construed as warranty or guarantee. User assumes all responsibility to determine the fitness of the service provider for their particular task. Version 01.20.22.

