

TECHNICAL BULLETIN

12000 Silicone Hose Advisory

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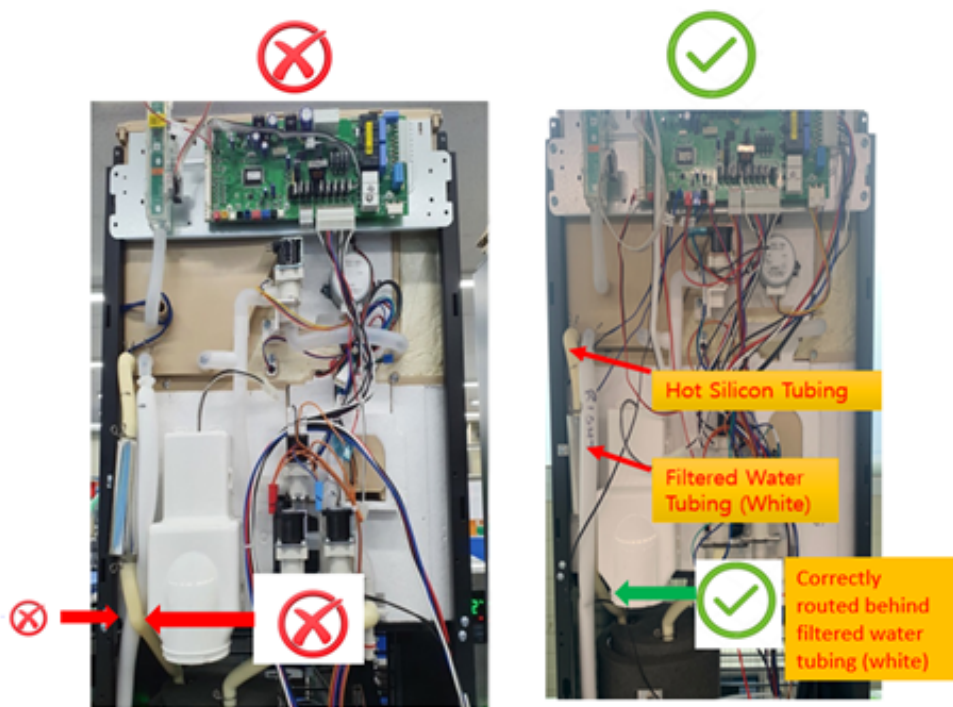
Summary:

On certain units, the silicone tube connecting the water reservoir to the hot tank has been routed differently from its typical configuration. In some instances, this revised routing has increased the tension on the tubing, causing it to separate from the hot tank, resulting in a leak.

DETAILS:

As illustrated in the picture at left below, the image with the **RED 'X'** shows the silicone tubing routed in front of the white tubing, which can create additional tension on the silicone tubing.

The image at right below with the **GREEN** check marks illustrates the silicone tubing properly routed behind the white tubing.



RECOMMENDED MEASURES:

To mitigate the risk of tubing separation, we strongly recommend the following steps:

STEP 1:

At time of system preparation, visually inspect that the tubing is routed correctly (please see the illustration above for reference) and that the clamp is properly secured (please see below image).

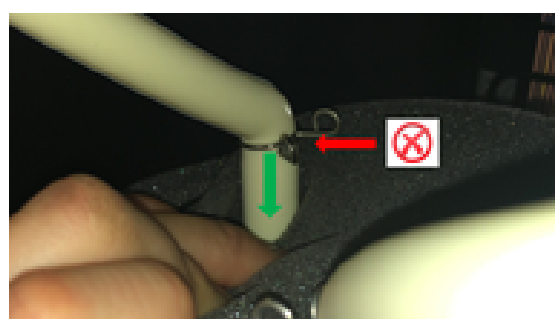
STEP 2:

If applicable, please change the routing of the silicone tube to run behind the water line.

Verify that the silicone is properly seated to the hot tank.

STEP 3:

Verify that the clamp is properly secured to the metal inlet tube coming from the hot tank.



Hose clamp example. Ensure it is pressed all the way down.

In an abundance of caution, we suggest visiting any accounts where units have been installed in the last 1-2 weeks to verify the silicone tubing is routed per the above instructions.

If you encounter this issue, please report it to us immediately via our technical support hotline.

(855) 534-8332

