



## Descale Procedure

This instructional manual is only intended for use by a qualified service professional or authorized Noritz Service Representative. Any unauthorized use of this manual may result in voiding the warranty.



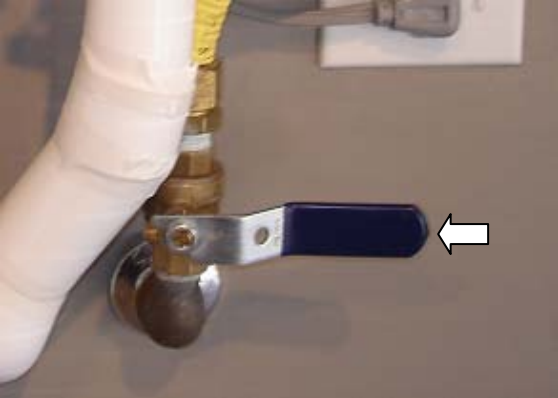
Please contact Noritz Technical Support (866-766-7489) for additional support.

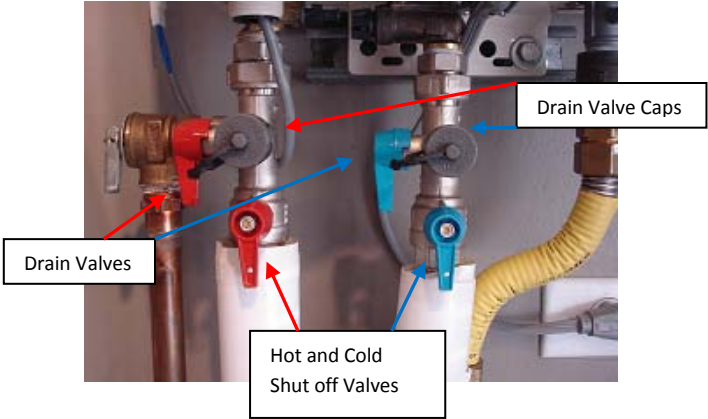
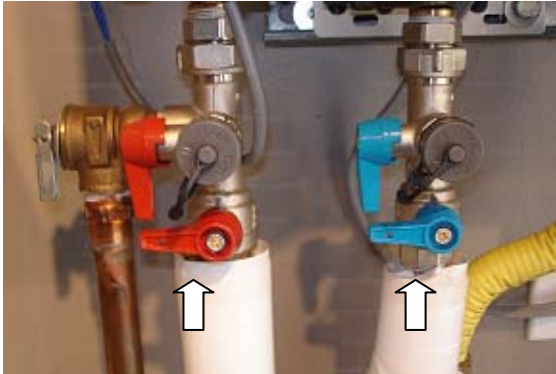
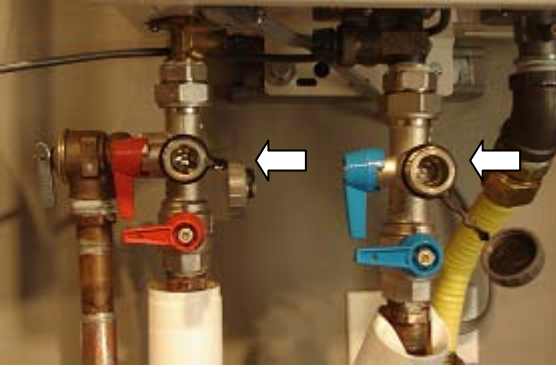
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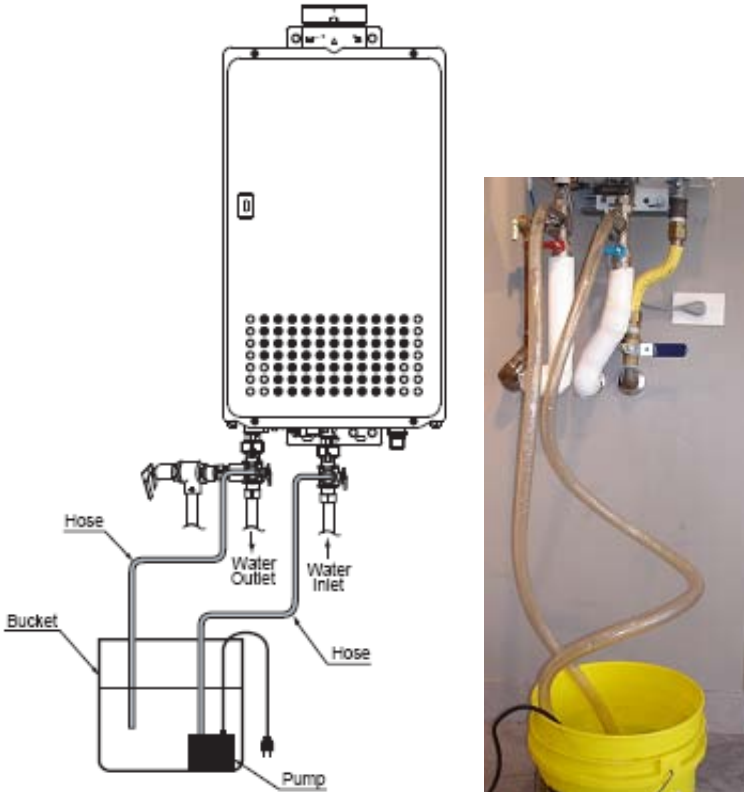

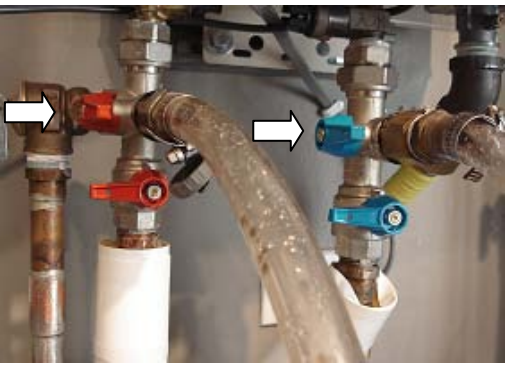
11160 Grace Avenue, Fountain Valley, CA 92708




Phone 866-766-7489 Fax 714-241-1196

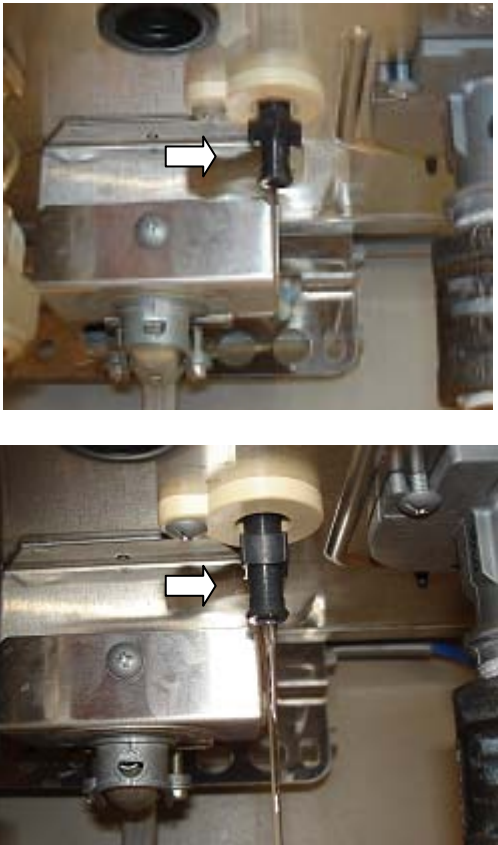

## Descale Procedure

Procedure	Diagram
<p>1. Items needed to perform a descale</p> <ul style="list-style-type: none"> <li>(1) Pump</li> <li>(2) Bucket</li> <li>(3) Hoses</li> <li>(4) 1 gallon CLR &amp; 3 gallons Water or 4-5 gallons Vinegar</li> </ul> <p><b>NOTE: When units are connected with a quick connect cord or on a system controller, the units will need to be disconnected and descaled individually.</b></p>	
<p>2. Turn the unit on with the Power Button on the Remote Controller, if no Remote Controller make sure the unit is plugged into power</p> <p>3. Turn off gas supply valve</p>	 


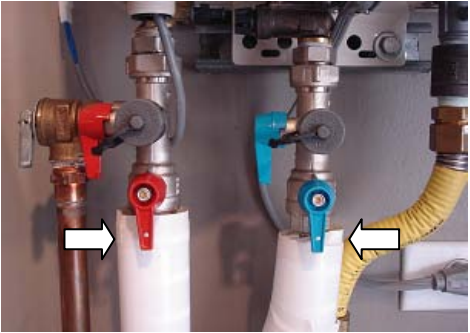
Procedure	Diagram
<p>4. Locate the hot and cold water shut off valves, drain valves, and drain valve caps</p>	 <p>The diagram shows a close-up of the water supply lines for a washing machine. On the left is the hot water line with a red handle, and on the right is the cold water line with a blue handle. Each line has a shut-off valve below the main supply valve. Above each shut-off valve is a drain valve with a cap. Red arrows point to the hot water shut-off valve and its drain valve. Blue arrows point to the cold water shut-off valve and its drain valve. Labels 'Drain Valve Caps', 'Drain Valves', and 'Hot and Cold Shut off Valves' are present with arrows pointing to the respective components.</p>
<p>5. Close both the hot and cold water shut off valves</p>	 <p>This diagram shows the same water supply lines as in the previous step. The red and blue handles of the shut-off valves are now turned perpendicular to the pipes, indicating they are closed. Two white arrows point upwards to the handles of the hot and cold shut-off valves.</p>
<p>6. Remove the drain valve caps on both the hot and cold side</p>	 <p>This diagram shows the drain valve caps being removed from both the hot and cold sides. Two white arrows point to the caps on the drain valves, indicating they have been removed.</p>

Procedure	Diagram
<p>7. Connect the pump outlet hose to the cold water drain valve</p> <p>8. Connect a drain hose to the hot water drain valve</p>	
<p>9. Pour approximately 4-5 gallons of vinegar or a solution of 1 gallon CLR and 3 gallons water into a bucket</p> <p>10. Place both the pump with inlet hose attached and drain outlet hose into the pail</p>	
<p>11. Open both drain valves lever handles on the isolation valves</p>	

Procedure	Diagram
<p>12. Turn on pump. The unit will attempt to ignite but because the gas is turned off it will not ignite. If you have a remote controller, a number "11" should flash on the remote controller after about a minute. <b>DO NOT RESET THE UNIT.</b></p> <p>13. Allow the solution to circulate for about 1 hour</p>	
<p>14. Turn the pump off and close the cold water drain valve</p> <p>15. Remove the hose from the cold water drain valve and replace cap onto the drain valve outlet.</p> <p>16. Remove the pump and inlet hose from the bucket and empty the solution.</p>	
<p>17. Put the hot water drain hose back into the bucket and open the cold water main valve. This procedure will flush out the heater with fresh cold water. Flush for at least 5 minutes or until 20 gallons of water has passed through the heater</p>	

Procedure	Diagram
<p><b>Note:</b> If you have a condensing model (<b>NRC111, NCC199, N-0841MC, or N-0842MC ONLY</b>), carefully unscrew the water drain valve from the bottom of the water heater. The system will be under pressure and the drain valve will only require a couple of turns to allow sufficient flow from the drain. Place the bucket under the unit and flush for about 10 seconds.</p>	
<p>18. Close the cold water main valve and clean the water filter. Place the filter back into the unit</p>	



Procedure	Diagram
<p>19. Close the hot water drain valve, remove the drain hose and replace the cap on hot water drain valve outlet</p>	
<p>20. Open both the hot and cold water main valves.</p>	
<p>21. Open the gas supply valve and reset the unit by turning the power off and then on again using the Power Button on the Remote Controller. If no Remote Controller is installed, disconnect electrical power to the unit and then reconnect to electrical power, this will reset the unit.</p>	