

# NORITZ® **PRO SERIES**

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## **OUTLINE**

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- Pro Series Lineup
  - EZ Series Pro
  - NRCR Pro
  - NCC199CDV Pro
- What's New
  - EZ Start Plus Bluetooth App
  - Field Gas Conversion
  - Built in Display Window
  - Front Cover Latches
- Installation
  - Venting
  - Gas
  - Condensate
  - Unit Settings
  - Basic Maintenance
- Commercial Racks

 **NORITZ®**  
TANKLESS WATER HEATERS

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# PRO SERIES LINEUP



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## 10+ YEARS OF EZTR INNOVATION

It all started in 2014 with the EZTR40 package, offering installers a time saving and EZ way to replace a tank with a tankless utilizing top mounted water connections. In 2017 the Pre-Mix EZ and EZTR models were introduced offering higher efficiency and capacities. In 2020 the EZ/EZTR Pre-Mix lineup was expanded to include the NRCR along with new features like Steady BTU. Now, the latest Pro Series models offer even higher efficiency and more features including a new EZ71 model!



2014



2017



2020



2024



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## EZ SERIES PRO



The EZ Series Pro is the most versatile unit in our lineup. Designed to make any installation EZ, whether replacing a tank using the flex vent kit or installing the unit outdoors with the simple vent cap.

3 sizes available to meet the needs of any project. Need more flow? Install 2 identical models and double the flow. Last but not least, a 25 year warranty on the heat exchanger, the best in the industry!



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## EZ SERIES PRO SPECIFICATIONS



		<b>NEW EZ71</b>		<b>EZ98</b>	<b>EZ111</b>
BTU	Min	12,800			
	Max	160k	180k	199k	
UEF		0.98			
Warranty		25 Year Heat Exchanger, 5 Years Parts, 1 Year Labor			
Field Gas Conversion		Yes (Included)			
Minimum Flow		.4 GPM			
Steady BTU		Yes			
Remote Control		Built In Display (External Optional)			
Water Connections		Top			
Dimensions	Height	26.1"			
	Width	18.1"			
	Depth	11.8"			
Weight		60 lbs			
Vent Length	2"	75ft			
	3"	150ft			
	4"	65ft			
Max Elevation		10,200ft			
Common Venting		2 Units			

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## NEW EZ71 MODEL

With the addition of the EZ71, there is now an EZ unit for those smaller applications where a larger unit doesn't make much sense.

The EZ71 will be available as an individual unit and not part of an EZTR package, however you may still use the flex vent conversion and flex vent kit like any other EZ unit.



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## EZTR BUNDLES



### EZTR75 Bundle:

- EZ111DV Unit
- 199k btu Max
- 11.1 gpm Max

### EZTR50 Bundle:

- EZ98DV Unit
- 180k btu Max
- 9.8 gpm Max

### Make your own EZTR bundle:

#### Choose Unit:

- EZ71, EZ98 or EZ111

#### Add Flex Conversion Kit:

- **EZ2-CK-1** Flex Conversion

#### Choose 25 or 35 Foot Vent:

- **EZ2-FVK-1** 25 Foot Vent

OR

- **EZ2FVK-2-1** 35 Foot Vent

#### Add Isolation Valve Kit



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# EZ PERFORMANCE

FLOW RATES (GPM)													
Temp Rise (F)	30	40	45	50	60	70	80	90	100	110	120	130	140
<b>EZ111DV</b>	11.1	9.8	8.7	7.8	6.5	5.6	4.9	4.4	3.9	3.6	3.3	3.0	2.8
<b>EZ98DV</b>	9.8	8.6	7.7	6.9	5.7	4.9	4.3	3.8	3.4	3.1	2.9	2.7	2.5
<b>EZ71DV</b>	9.0	7.7	6.9	6.2	5.2	4.4	3.9	3.4	3.1	2.8	2.6	2.4	2.2



Need more flow? Quick Connect two identical EZ units and double the flow!



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**NORITZ**  
TANKLESS WATER HEATERS

## PRO SPECIFICATIONS

		NRCR92	NRCR111
BTU	Min	12,800	
	Max	165k	199k
UEF		0.98	
Warranty		15 Year Heat Exchanger, 5 Years Parts, 1 Year Labor	
Field Gas Conversion		Yes (Included)	
Minimum Flow		.4 GPM	
Steady BTU		Yes	
Remote Control		Built In Display (External Optional)	
Water Connections		Bottom	
Dimensions	Height	26.1"	
	Width	18.1"	
	Depth	11.8"	
Weight		62 lbs	
Vent Length	2"	75ft	
	3"	150ft	
	4"	65ft	
Max Elevation		10,200ft	
Common Venting		2 Units	
Recirc Options		Dedicated Line or Crossover Valve	
Crossover Valve		Up to 2	

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# NRCR **PRO** PERFORMANCE

FLOW RATES (GPM)													
Temp Rise (F)	30	40	45	50	60	70	80	90	100	110	120	130	140
NRCR111	11.1	9.8	8.7	7.8	6.5	5.6	4.9	4.4	3.9	3.6	3.3	3.0	2.8
NRCR92	9.2	8.0	7.1	6.4	5.3	4.6	4.0	3.6	3.2	2.9	2.7	2.5	2.3



Need more flow? Quick Connect two identical NRCR units and double the flow!

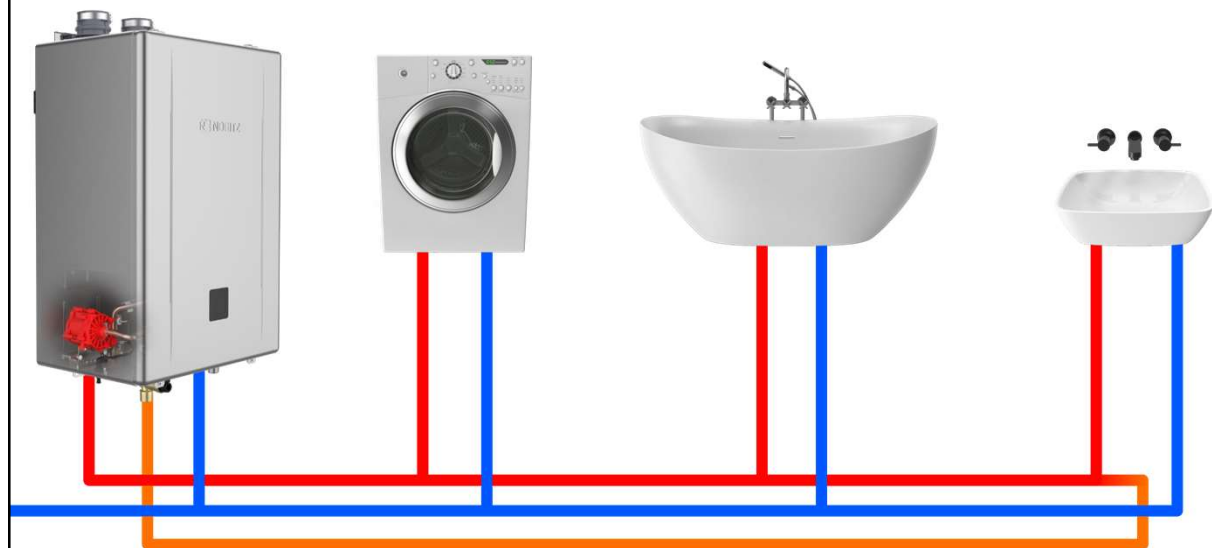
**NORITZ**  
TANKLESS WATER HEATERS

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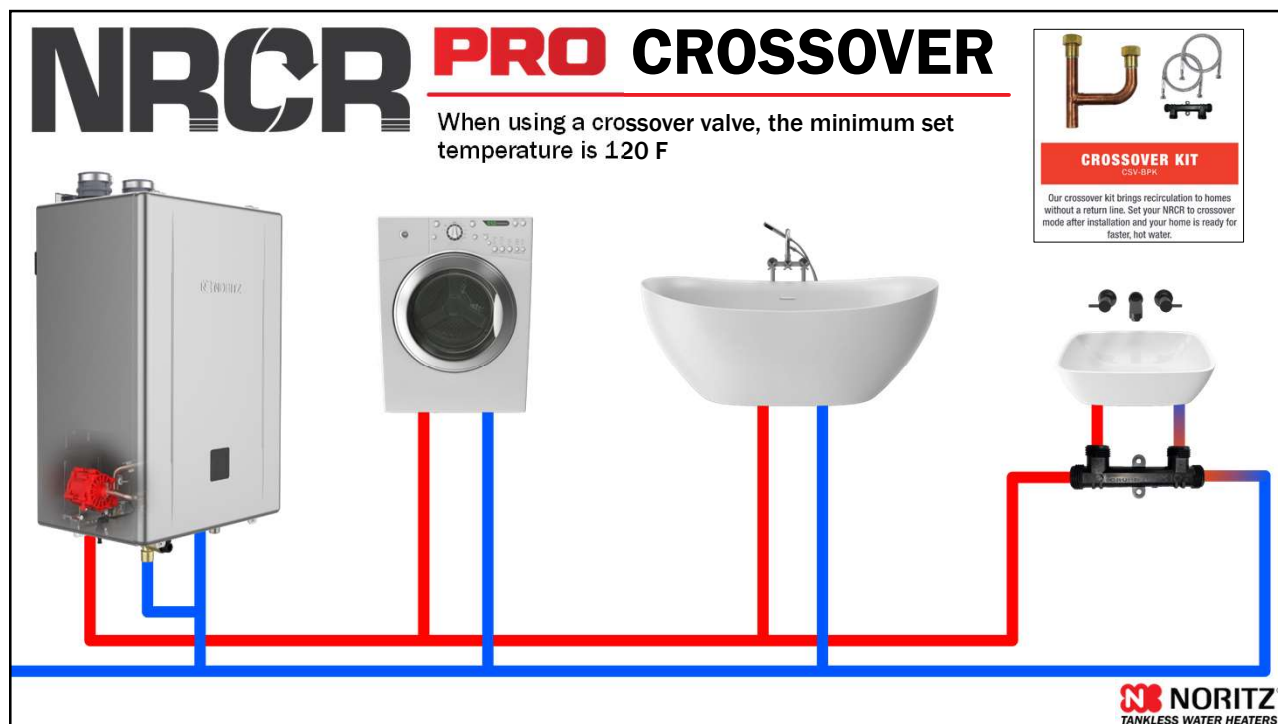
# NRCR **PRO** DEDICATED

**NORITZ**  
TANKLESS WATER HEATERS

Return Line should have a shut off valve, hose bibb and expansion tank



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# NCC199CDV PRO SPECIFICATIONS



BTU	Min	12,800
	Max	199,900
UEF		0.98
Warranty		10 Year Heat Exchanger, 5 Years Parts, 1 Year Labor
Field Gas Conversion		Yes (Included)
Minimum Flow		.4 GPM
Steady BTU		Yes
Remote Control		Built In Display (External Optional)
Water Connections		Bottom
Dimensions	Height	26.1"
	Width	18.1"
	Depth	11.8"
Weight		60 lbs
Vent Length	2"	75ft
	3"	150ft
	4"	65ft
Max Elevation		10,200ft
Common Venting		Up to 12 units
Max Quick Connect		Up to 6 units
System Controller		Up to 24 units (6, 12 & 24 Sys Controller Available)

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# NCC199CDV PRO PERFORMANCE

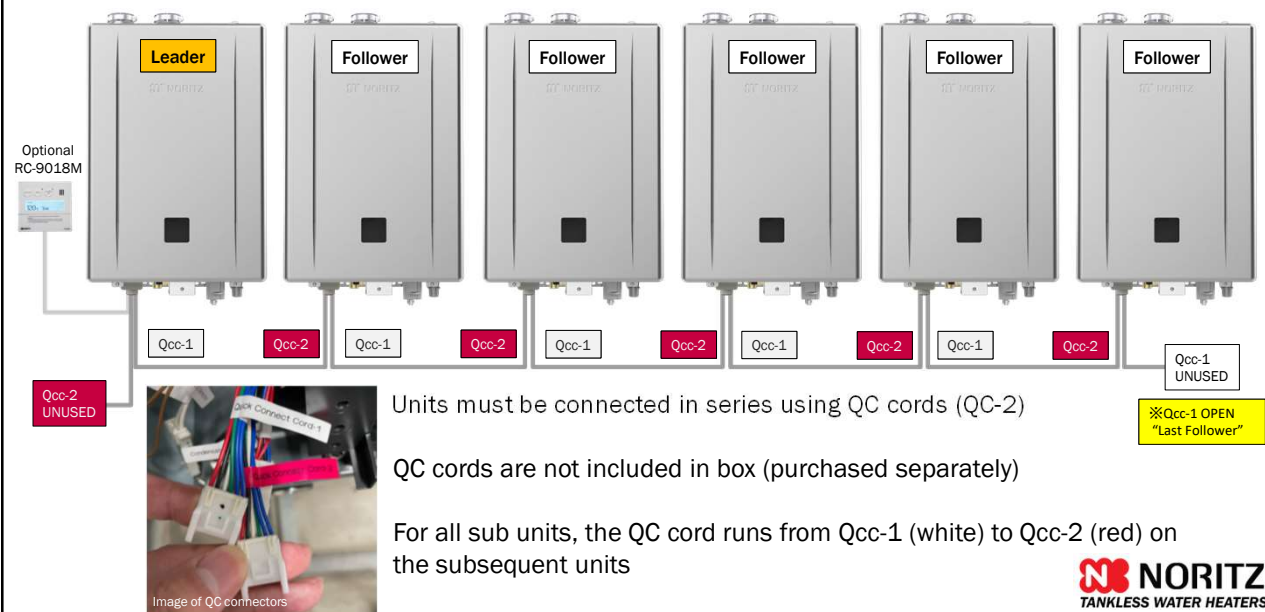
FLOW RATES (GPM)													
Temp Rise (F)	30	40	45	50	60	70	80	90	100	110	120	130	140
1x NCC199CDV	11.1	9.8	8.7	7.8	6.5	5.6	4.9	4.4	3.9	3.6	3.3	3.0	2.8
2x NCC199CDV	22.2	19.6	17.4	15.6	13	11.2	9.8	8.8	7.8	7.2	6.6	6	5.6
3x NCC199CDV	33.3	29.4	26.1	23.4	19.5	16.8	14.7	13.2	11.7	10.8	9.9	9.0	8.4
4x NCC199CDV	44.4	39.2	34.8	31.2	26	22.4	19.6	17.6	15.6	14.4	13.2	12	11.2
5x NCC199CDV	55.5	49.0	43.5	39.0	32.5	28.0	24.5	22.0	19.5	18.0	16.5	15.0	14.0
6x NCC199CDV	66.6	58.8	52.2	46.8	39	33.6	29.4	26.4	23.4	21.6	19.8	18	16.8
12x NCC199CDV	133.2	117.6	104.4	93.6	78.0	67.2	58.8	52.8	46.8	43.2	39.6	36.0	33.6



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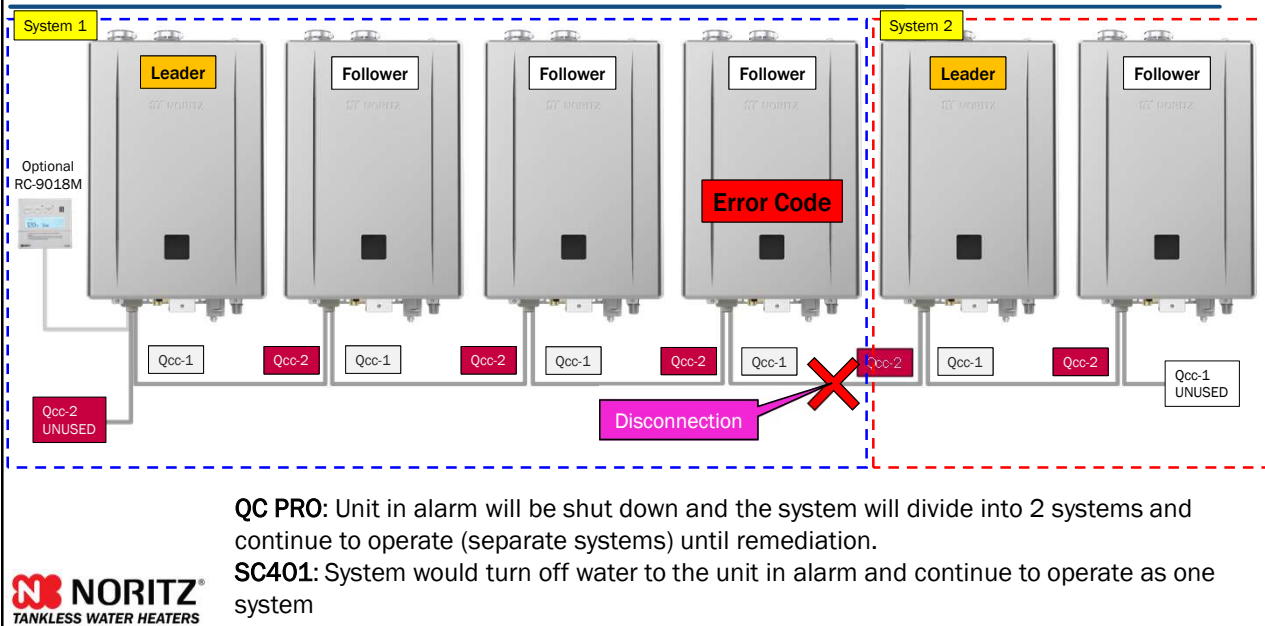


# NCC199CDV PRO QUICK CONNECT



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# QUICK CONNECT PRO ERROR HANDLING



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# NCC199CDV PRO QC W/ OLDER GEN

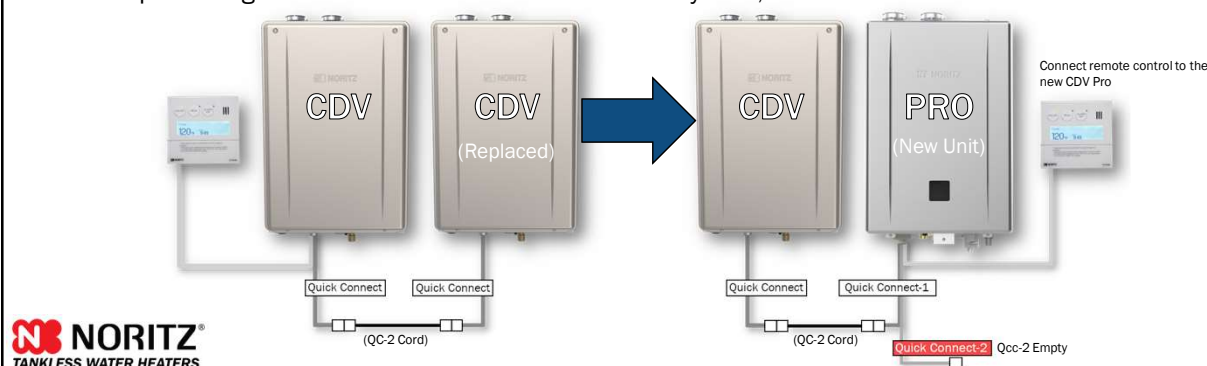
When replacing one previous gen CDV with a CDV Pro at a site where 2 previous gen CDVs are quick-connected

## 1. Setting change of CDV Pro:

When connecting the CDV Pro to a previous gen or former model, the CDV Pro's quick connection setting must be set to “**quick connect**” instead of “**quick connect pro**”

## 2. Change the unit to which remote control is connected:

When previous gen and CDV Pro are installed in same system, CDV Pro must be the main unit with remote



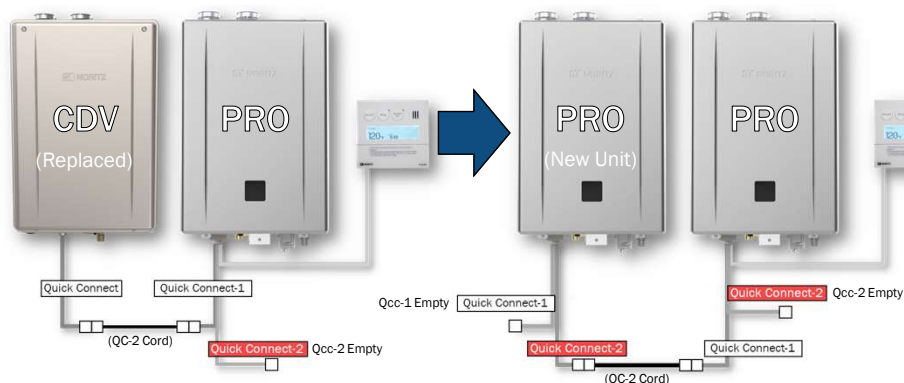
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# REPLACING EXISTING QC SYSTEM

When both units are replaced and now all products are CDV Pro

## 1. Setting change of the CDV Pro

CDV Pro's quick connection setting must be set to “**quick connect pro**” instead of “**quick connect**”



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# WHAT'S NEW?



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## WHAT'S NEW

- .98 UEF for all models
  - Highest UEF for complete BTU range in the industry
- EZ Start Plus Bluetooth App
  - Physical dipswitches are gone! Unit setup is done entirely through Bluetooth app.
- Field Gas Conversion
  - Default setup for NG, conversion included to change to LP without the need to order a gas conversion kit.
- Built in Display Window
  - Remote control is optional. Maintenance Monitors and Unit Settings can be accessed through the Display Window.



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## NEW LEVEL OF EFFICIENCY

The new Pro Series lineup all achieve a .98 UEF making them among the most efficient tankless models on the market.



2014



2017



2020



2024



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## EZ START PLUS APP



Initial unit setup, temperature adjustment and maintenance can all be handled through the new EZ Start Plus Bluetooth App!

The App will walk you through setting up the unit upon completing installation and provides an easy way to register the unit for your customers.

Error Code History can be accessed and will link you directly to help articles related to any error codes stored.

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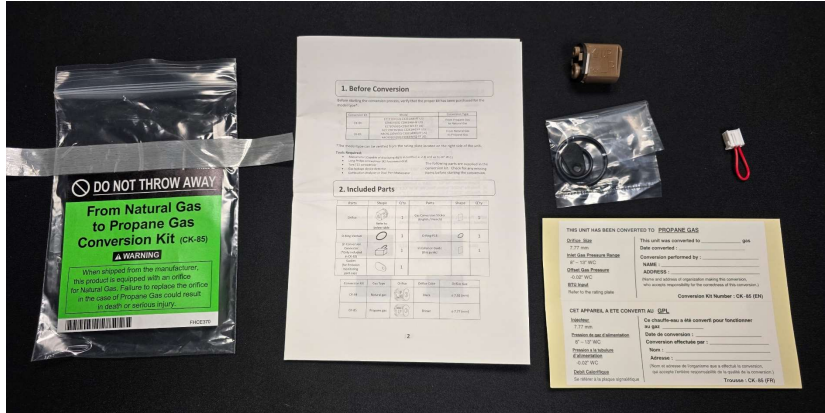
# FIELD GAS CONVERSION

All Pro Series models are ready to be used with NG. If the jobsite has LP, a simple field gas conversion can be performed without the need to purchase any additional parts. Conversion is **EZ** and can be done in about 5 minutes.

Conversion Kit taped to top of unit



Contents of LP Conversion Kit



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# FIELD GAS CONVERSION

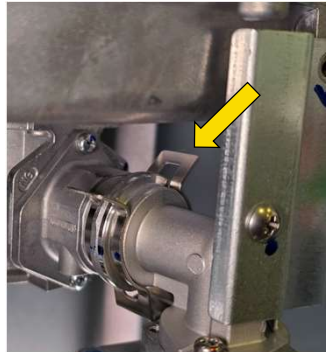


Step 1



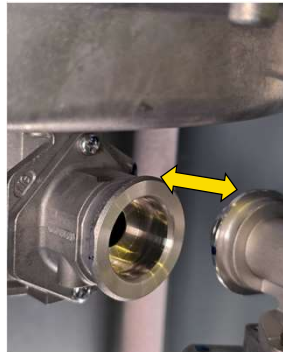
Remove screw

Step 2



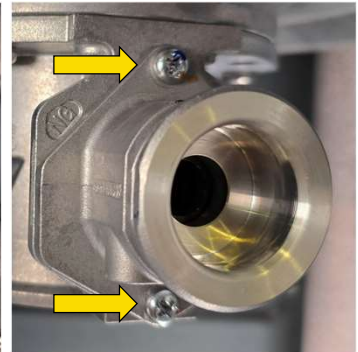
Remove the c-clip

Step 3



Carefully remove gas fitting

Step 4



Remove 2 screws securing venturi fitting



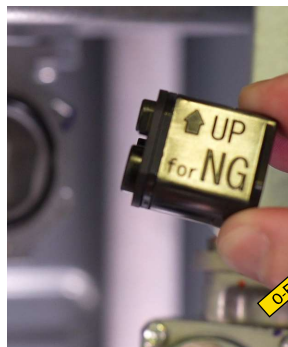
27

# FIELD GAS CONVERSION

Scan  
Here!

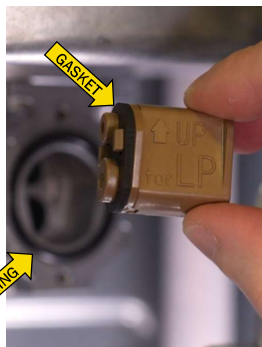


Step 5



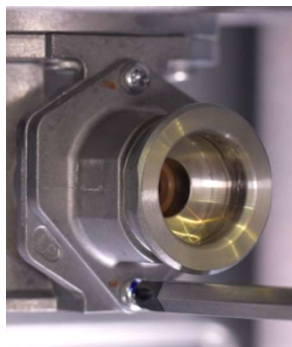
Remove NG orifice

Step 6



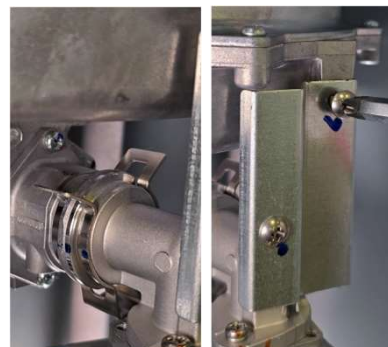
Insert LP orifice  
(make sure o-ring and gasket  
aren't lost or damaged)

Step 7



Secure venturi fitting

Step 8



Insert gas fitting, secure c-clip and screw



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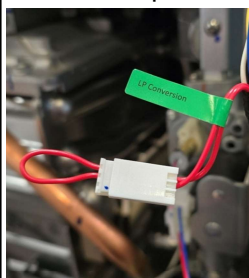
# FIELD GAS CONVERSION



Scan  
Here!



Step 9

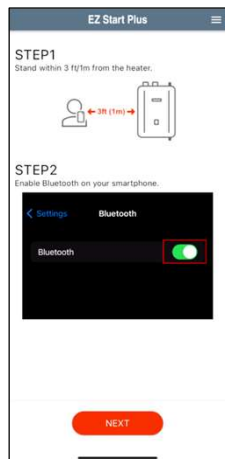


Plug in LP conversion  
connector

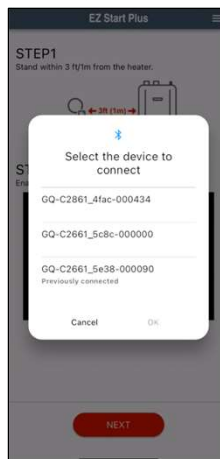
\*Built in display can also be  
used to convert gas type, see  
gas conversion directions  
included with unit



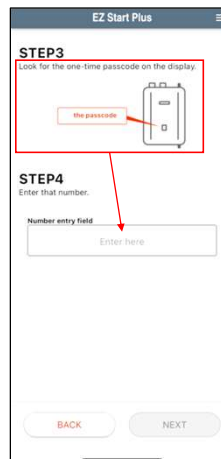
Step 10: Changing gas type to LP with EZ Start Plus App\*



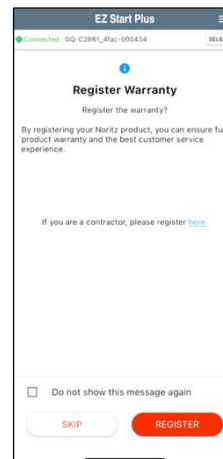
Open EZ Start Plus  
App and turn on  
Bluetooth



Select Unit and tap  
"OK"



Enter Passcode  
and tap "NEXT"



Register Warranty  
(or Skip)

(If you have connected to the unit previously, you may have less steps)

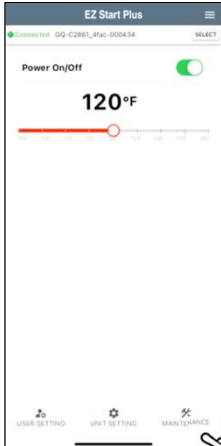
29



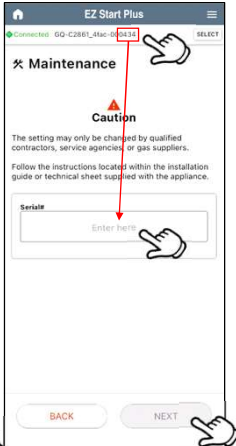
# FIELD GAS CONVERSION



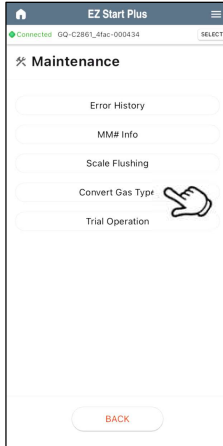
Step 10 (continued): Changing gas type to LP with EZ Start Plus App



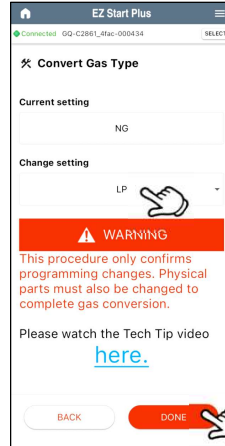
Tap "Maintenance"



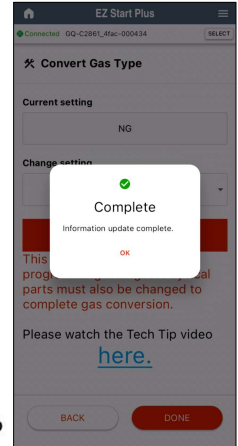
Enter last 4 digits of your serial number then tap "NEXT"



Tap "Convert Gas Type"



Tap Change Setting, Tap LP then tap "DONE"



After a few seconds it should show complete



(If you have connected to the unit previously, you may have less steps)

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# FIELD GAS CONVERSION

MAKE SURE TO FILL OUT AND ATTATCH GAS CONVERSION STICKER TO UNIT



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## BUILT IN DISPLAY WINDOW



Displays temperature setting, service reminders and error codes. Also allows you to view maintenance monitors, error code history and change installation settings. The new display window makes the remote control a truly optional item.



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## NEW LATCHED FRONT COVER



Easier access when performing preventative maintenance, service or operating the built in display window. Remove 2 screws at the bottom of the front cover and the latches hold the cover in place until you're ready to remove it.



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# INSTALLATION



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## PRE-INSTALLATION CHECKS

Verify the following before installation and *read the manual*:

### Check the gas:

- EZ71 Max btu is 160k.
- NRCR92 Max btu is 165k.
- EZ98 Max btu is 180k.
- EZ111/NRCR111/NCC199CDV Max btu is 199k.

Ensure the existing gas system can support that demand + other existing gas demands.

### Check the power:

- Pro Series and all Noritz units operate on 120 VAC at 60Hz.

### Check the vent:

- Pro Series uses plastic venting (PVC, CPVC and PP).
- Existing venting will likely have to be replaced unless you are replacing a similar type unit.

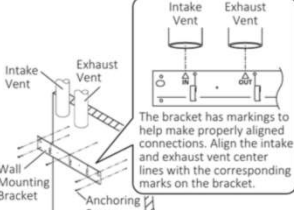
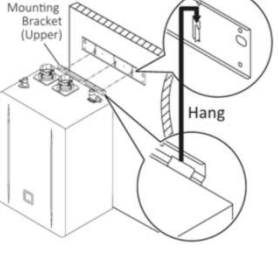
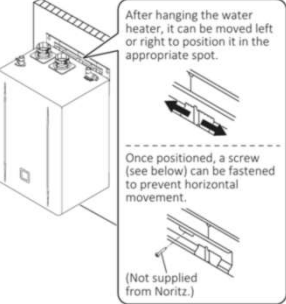
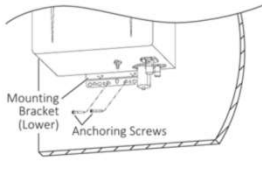
Exhaust leaks into the home may lead to injury or death. **Do not take shortcuts here.**



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# PRO SERIES UNIT MOUNTING

Mount bracket, hang heater and shift side to side for precise alignment, secure heater.

1. Ensure that the wall mounting bracket is level. Drill holes for the wall mounting bracket and affix the wall mounting bracket securely to the wall with 5 screws. Finally, make sure the bracket can support the weight of the water heater.  

2. Hang the water heater on the wall mounting bracket.  

- After hanging the water heater, it can be moved left or right to position it in the appropriate spot.  

3. Affix the mounting bracket (lower) to the wall by 2 screws.  




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# PRO SERIES VENTING OPTIONS

As with previous models, you have the ability to install the unit indoors or outdoors with a variety of venting options.



Max Vent Lengths DV or SV:

2": 75 Feet, 3": 150 Feet, 4": 65 Feet



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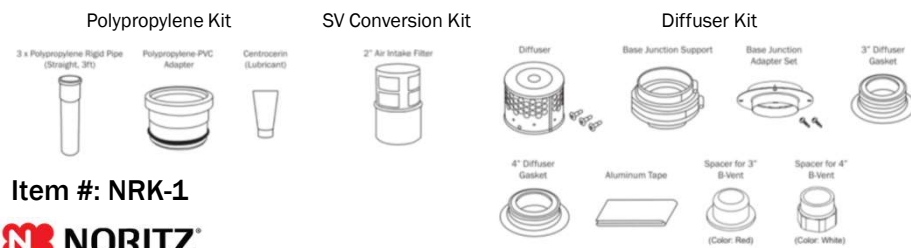
# EZ NO ROOF KIT

Have a straight run of b-vent? The No Roof Kit makes it even **EZ**'er to replace a tank!

## Features:

- Faster Installation without roof access
- Up to 8.5' venting available
- Available for 3" and 4" round b-vent
- Less material waste

The No Roof Kit comes with all accessories needed for installation\*:



Item #: NRK-1



\*PVC Parts must be field supplied



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# EZ 2 INCH FLEX VENT

Use existing 3" or 4" round b-vent.

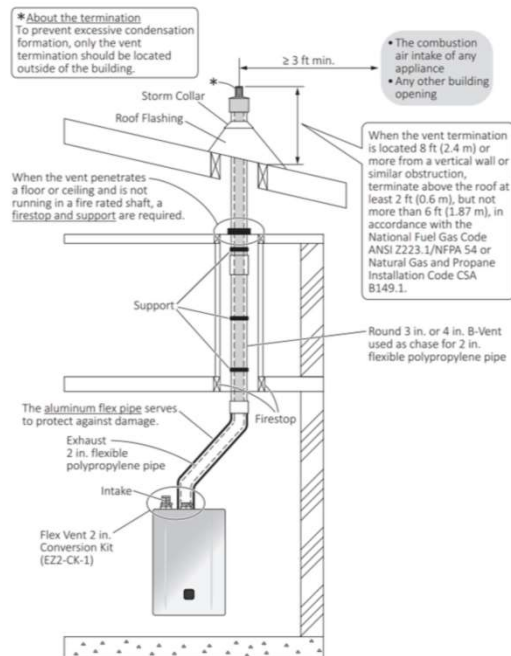
2 additional parts numbers required\*:

● **EZ2-CK-1**: Conversion kit to adapt unit to accept flex vent.

● **EZ2FVK-1** (25 ft.) or **EZ2FVK-2-1** (35 ft.): Select either 25 ft. or 35 ft. depending on length of existing b-vent.

**NOTE:** Flexible vent can be shortened but you cannot join 2 pieces of flexible vent to extend the length.

\*NOT Required if an EZTR package is purchased.



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# INSTALLATION CLEARANCES



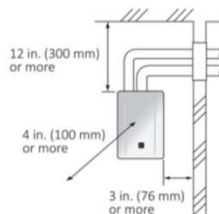
Verify the following before installation and *read the manual*  
Select a proper installation location:

- Maintain minimum required clearances and if possible, recommended clearances.

## 4.1 Indoor Installation

### Required Clearances from the Water Heater

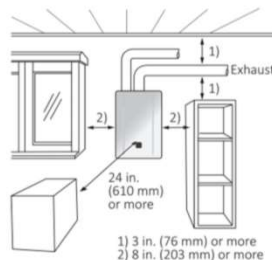
Maintain these clearances from both combustible and non-combustible materials.



Required

### Space for Inspection/Repair

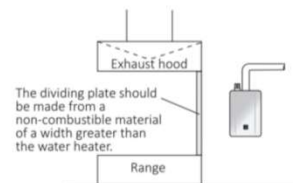
The following minimum clearances should be met to provide enough space for inspection and repair.



Recommended

### Cooking Equipment

If an indoor air supply will be utilized and the water heater will be installed in the vicinity of a permanent kitchen range or stove that may generate steam containing fats or oils, use a dividing plate or other measure to ensure that the water heater is not exposed to air containing such impurities.



Cooking Equipment

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# INSTALLATION CLEARANCES



Verify the following before installation and *read the manual*  
Select a proper installation location:

- Maintain minimum required clearances and if possible, recommended clearances.

**Recommended clearances are not only there to provide enough space for inspection, maintenance and repair but also to make sure the homeowner has quick and unimpeded access to gas and water shut off in the unlikely event of an **emergency**.**

Required

Recommended

Cooking Equipment

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# 1/2" GAS LINE CONDITIONS

1/2" Gas line is still an option with the new Pro Series assuming an 8" WC or higher initial starting pressure. As always, make sure to follow the gas sizing tables in the installation manual.

4. Maximum Natural Gas Delivery Capacity (For 8 - 10.5 in. W.C. initial supply pressure)														
3.0 in. W.C. Pressure Drop														
Pipe Size	Length (including fittings)													
	10 ft (3 m)	20 ft (6 m)	30 ft (9 m)	40 ft (12 m)	50 ft (15 m)	60 ft (18 m)	70 ft (21 m)	80 ft (24 m)	90 ft (27 m)	100 ft (30 m)	125 ft (38 m)	150 ft (45 m)	175 ft (53 m)	200 ft (60 m)
1/2 in.	454	312	250	214	190	172	158	147	138	131	116	105	96	90
3/4 in.	949	652	524	448	397	360	331	308	289	273	242	219	202	188
1 in.	1,790	1,230	986	844	748	678	624	580	544	514	456	413	380	353
1 1/4 in.	3,670	2,520	2,030	1,730	1,540	1,390	1,280	1,190	1,120	1,060	936	848	780	726
1 1/2 in.	5,500	3,780	3,030	2,600	2,300	2,090	1,920	1,790	1,680	1,580	1,400	1,270	1,170	1,090
2 in.	10,600	7,280	5,840	5,000	4,430	4,020	3,700	3,440	3,230	3,050	2,700	2,450	2,250	2,090
2 1/2 in.	16,900	11,600	9,310	7,970	7,070	6,400	5,890	5,480	5,140	4,860	4,300	3,900	3,590	3,340



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# GAS LINE CONDITIONS

General gas guidelines.

	Supply Pressure	
	Natural Gas	LP Gas
Min	3.5 in. W.C.	8 in. W.C.
Max	10.5 in. W.C.	14 in. W.C.

In order to check the gas supply pressure to the Water Heater, a tap is provided on the gas inlet.

Remove the 9/32 in. hex head /Philips screw from the tap.



Test inlet pressure after installation:

- Low demand (1 or 2 fixtures)
- Moderate demand (3 or 4 fixtures)
- High demand (5+ fixtures)
- Worst case scenario, 5+ fixtures + all other gas appliances.



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# GAS LINE CONDITIONS

An improperly sized gas line generally results in one or more of the following issues:

- Ignition Failure (Error Code 11)
- Flame Loss (Error Code 12)
- Abnormal Combustion (Error Code 10 or 90)
- Fluctuating water temperatures
- Abnormal noises

Other items in the gas supply system that could cause problems:

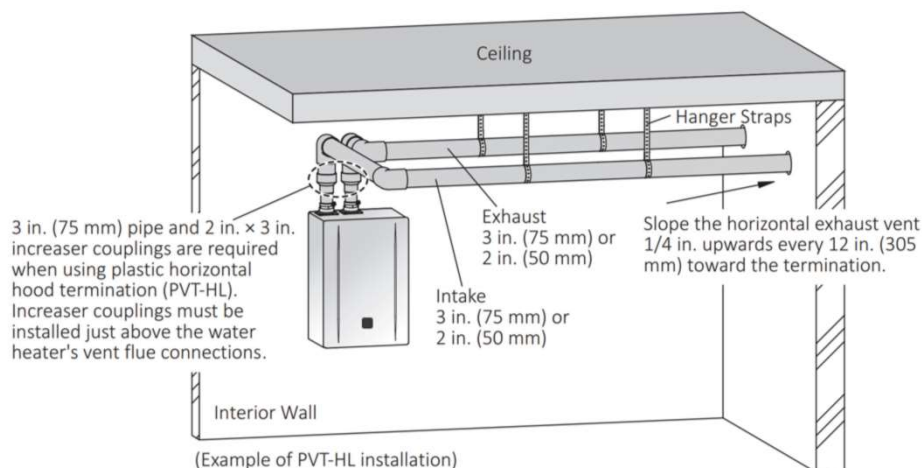
- Meter size
- Water/debris in gas line
- Earthquake safety shutoff valve (California specific)



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# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.



**Direct Vent  
Horizontal**



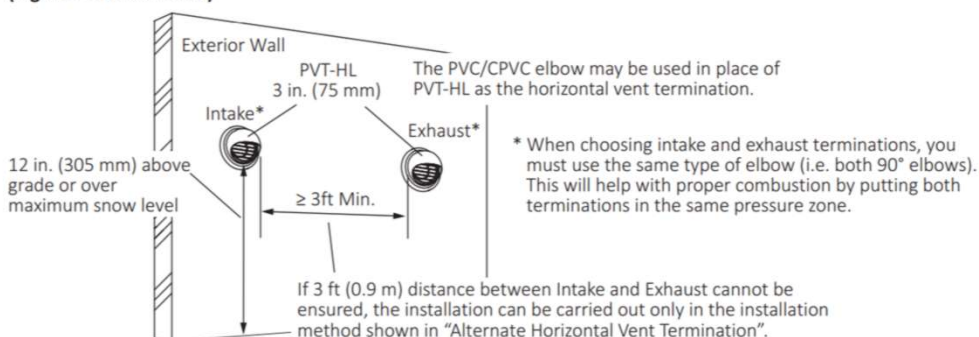
45



# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

(e.g. PVT-HL installation)



**Direct Vent  
Horizontal**



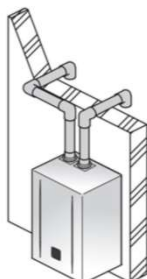
46

# PRO SERIES VENTING GUIDELINES

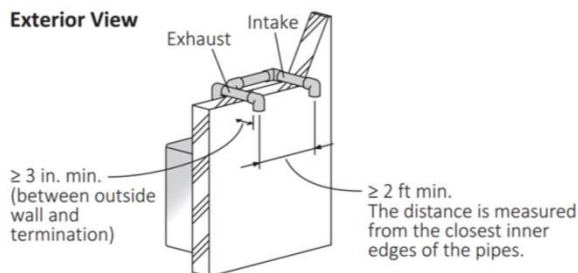
Wide variety of venting options for an EZ install.

**NOTE** Do not use hood termination (PVT-HL).

**Interior View**



**Exterior View**



**Direct Vent  
Horizontal  
(Option 1)**



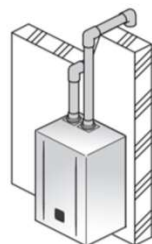
47

# PRO SERIES VENTING GUIDELINES

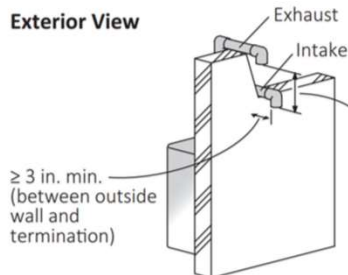
Wide variety of venting options for an EZ install.

**NOTE** Do not use hood termination (PVT-HL).

Interior View



Exterior View



**NOTE**

Upper side is exhaust and lower side is intake. The reverse orientation is not allowed.

≥ 1 ft min.  
The distance is measured at the outlets of the intake port (termination) and exhaust port (termination).

**Direct Vent Horizontal (Option 2)**



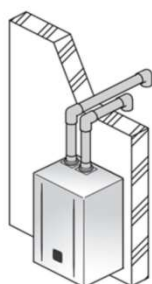
48

# PRO SERIES VENTING GUIDELINES

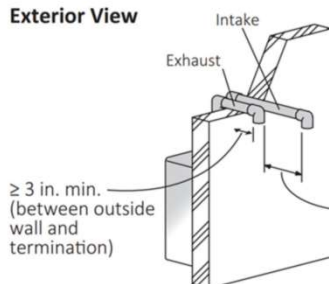
Wide variety of venting options for an EZ install.

**NOTE** Do not use hood termination (PVT-HL).

Interior View



Exterior View



**NOTE**

The pipe farther from the wall is the intake, the pipe closer to the wall is the exhaust. The reverse orientation is not allowed.

≥ 1 ft min.  
The distance is measured from the closest inner edges of the pipes.

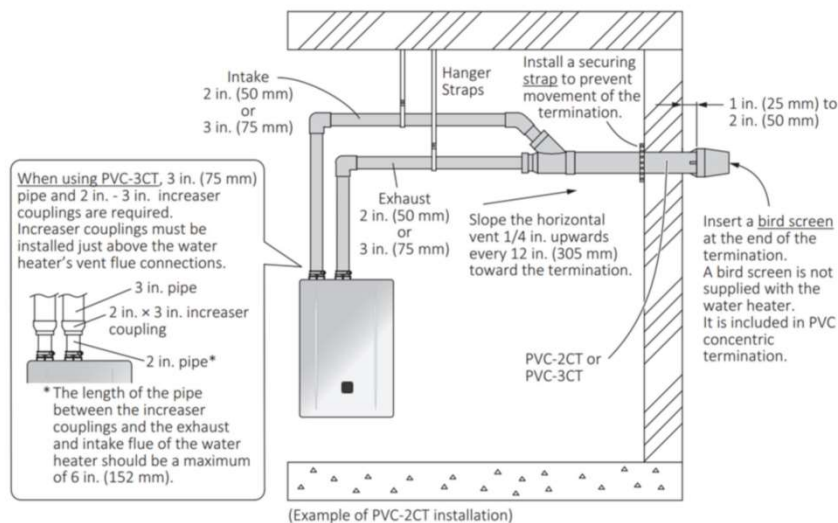
**Direct Vent Horizontal (Option 3)**



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# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.



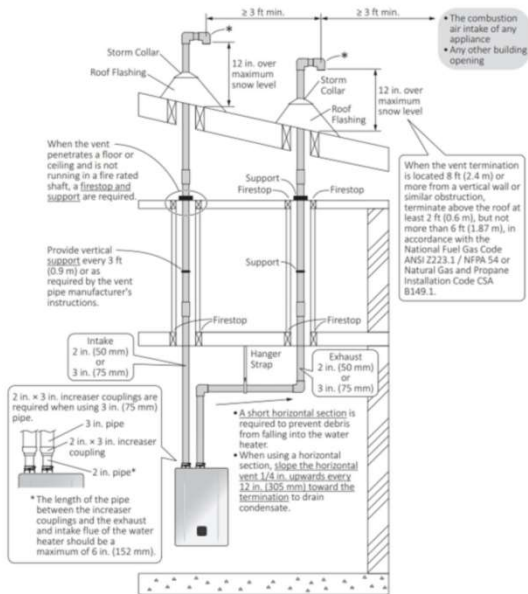
**Direct Vent  
Horizontal  
(Concentric)**



# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

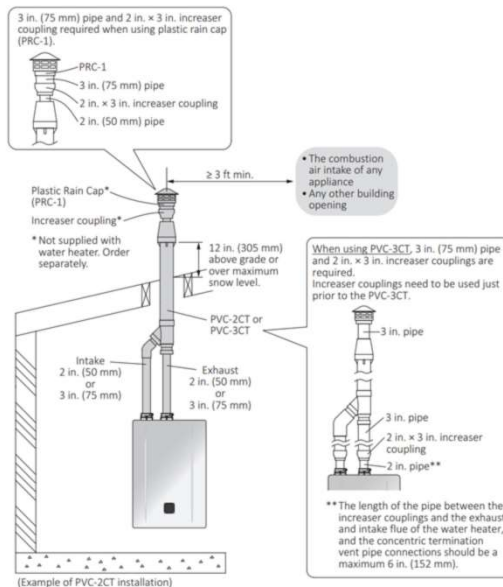
**Direct Vent  
Vertical**



# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

## Direct Vent Vertical (Concentric)



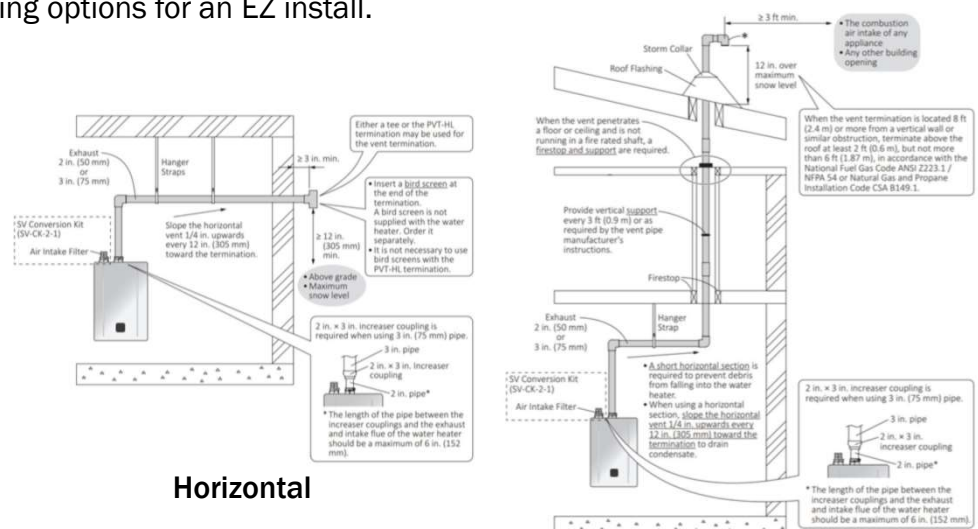
**NORITZ**  
TANKLESS WATER HEATERS

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# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

## Single Vent



**NORITZ**  
TANKLESS WATER HEATERS

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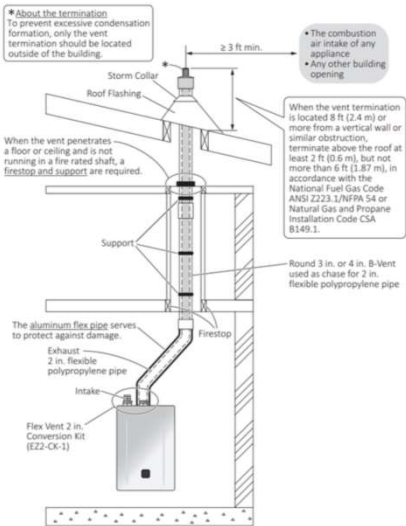
# PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

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TANKLESS WATER HEATERS



Outdoor



Flexible Vent

## PRO SERIES COMMON VENTING



Model	Number of Units	Vent Diameter (inch) and Maximum Equivalent Vent Length (feet)			
		PVC or CPVC Schedule 40 Pipe / Polypropylene vent			
		3 Inch	4 Inch	6 Inch	8 Inch
EZ71, EZ98 & EZ111 NRCR92 & NRCR111	2	65*	200*	200	200
NCC199CDV	2	65*	200*	200	200
	3	25*	130*	200	200
	4	N/A	65*	200*	200
	5		35*	200*	200
	6		20*	200*	200
	7		185*	185	
	8		140*	140	
	9		105*	110	
	10		75*	105	
	11		50*	100*	
	12		40*	90*	

\*The Btu/h input of the unit will be reduced by up to 9%.

Diameter of Elbow	Equivalent Length of each Elbow (feet)			
	3 Inch	4 Inch	6 Inch	8 Inch
Length	5	12	18	20

# PRO SERIES

# COMMON VENTING



See the complete common vent manual on [support.noritz.com](http://support.noritz.com)



## COMMON VENT SYSTEM

### Installation Manual

Applicable Models : EZ111DV (GQ-C3261WX-FF US)  
EZ38DV (GQ-C2861WX-FF US)  
EZ71DV (GQ-C2661WX-FF US)  
NCC199CDV (GQ-C3261WZ-FF US)  
NR111DV (GQ-C3261WXQ-FF US)  
NR192DV (GQ-C2661WXQ-FF US)

Refer to the unit Installation Manual for information regarding proper installation of the units.

#### WARNING

If the information in this manual is not followed exactly, a fire, explosion or carbon monoxide poisoning may result causing property damage, personal injury or death.

#### CAUTION

##### Requests to Installers

##### Licensed Professional Installers Only

Only licensed professionals may install Noritz tankless water heaters ("unit" or "Water Heater") and the Common Vent System. The licensed professional installer must have the following skills, knowledge and experience:

- Connecting water lines, gas lines, electricity and valves;
- Knowledge of applicable local, state and national codes.

##### Important Information for Installers

- Ensure that the unit is properly installed according to the Installation Manual and Owner's Guide for the unit, as well as applicable codes.
- Read this Installation Manual completely prior to installation of the Common Vent System and carefully follow the instructions.
- Upon completion of installation, check and confirm that installation of the Common Vent System was done properly in accordance with this Installation Manual. A Checklist After Installation at the end of this Installation Manual is provided.
- Noritz does not manufacture or provide any warranty for
- Further, Noritz assumes no liability or obligation for warranty or other claims for personal injury or death, damage or destruction of the Noritz unit or the Common Vent System, property damage or loss, or claims for any other damages, losses, contribution, or indemnification whatsoever, all of which are excluded if the instructions in this Installation Manual are not completely and carefully followed.
- After completing installation, please either place this Installation Manual in a plastic pouch and attach it to the side of the unit (or the inside of the pipe cover if applicable), or hand it to the customer to retain

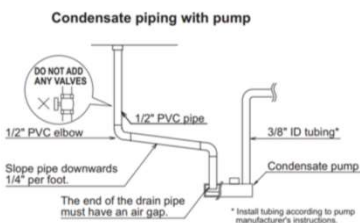
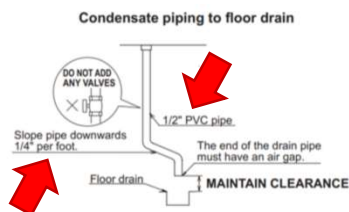
Scan for manual



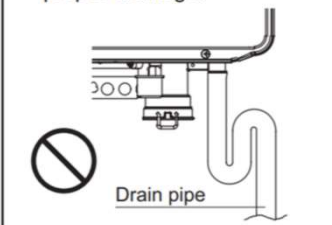
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# CONDENSATE DRAIN LINE

Guidelines for routing the condensate drain line.



■ Do not pitch the drain line up once a horizontal section has been introduced. Always pitch the drain line down to ensure proper drainage.

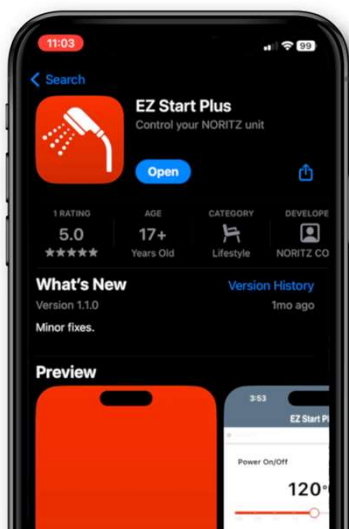


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# PROGRAMMING THE UNIT

Pro Series units no longer have physical dipswitches on the circuit board. All programming of the unit is done with the new EZ Start Plus App or the built in display window.

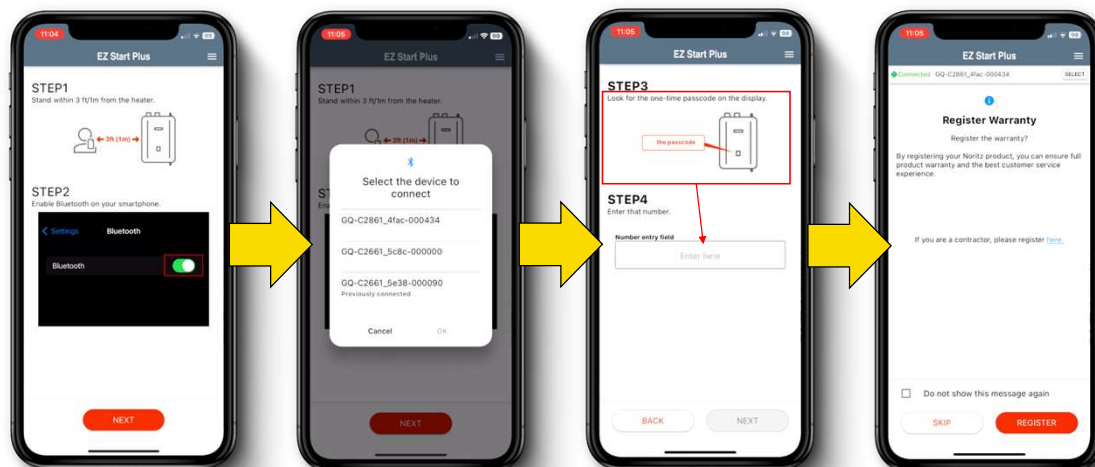


Directions can be found in the manual

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TANKLESS WATER HEATERS

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## EZ START PLUS APP



Open EZ Start Plus App and Turn on Bluetooth

Select Unit

Enter Passcode

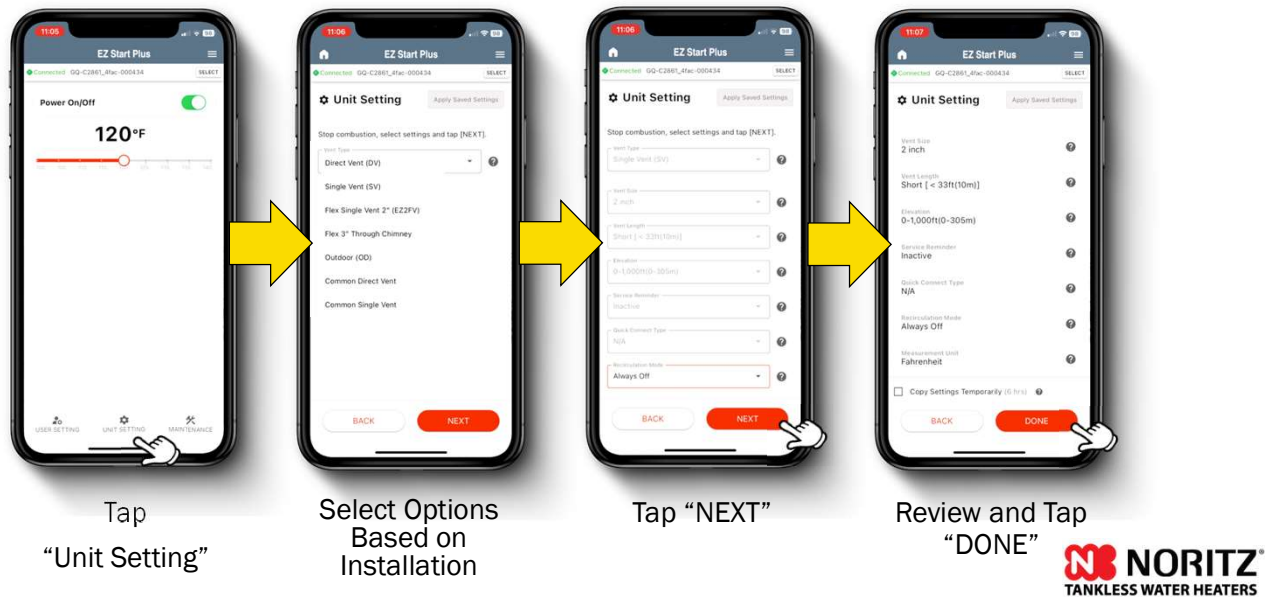
Register Warranty (or Skip)

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TANKLESS WATER HEATERS

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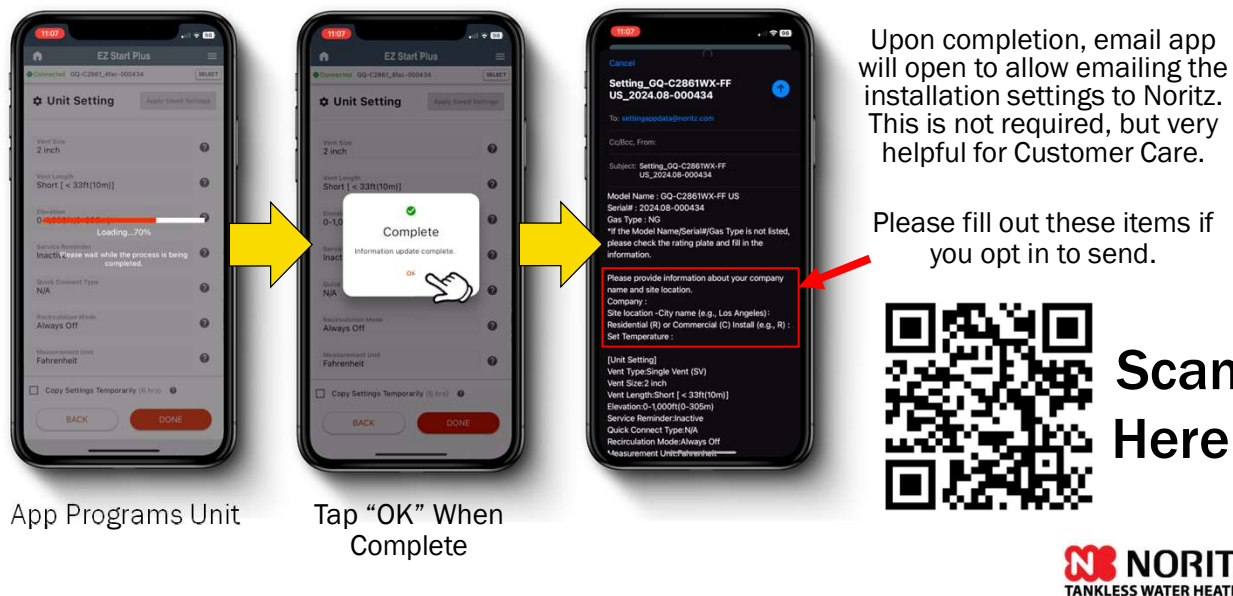


# EZ START PLUS APP



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# EZ START PLUS APP



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# BASIC MAINTENANCE

Keep the unit performing to its potential



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## WATER QUALITY

Water Quality Guidelines in the Installation Manual should always be followed.

If this water heater will be installed in a location where the hardness of the supply water is high, scale build-up may cause damage to the heat exchanger. Perform the suggested treatment and maintenance measures based on the water hardness level according to the below table.

Treatment Guidelines

Type of Water	Hardness Level	Treatment Device 1)	Flush Frequency 2)
Soft	0-1 gpg (0-17 mg/L)	None	None
Slightly Hard	1-3 gpg (17-51 mg/L)		
Moderately Hard	3-7 gpg (51-120 mg/L)	Scale Shield or Water Softener	Once a Year 3)
Hard	7-10 gpg (120-171 mg/L)		
Very Hard	10-12 gpg (171-200 mg/L)		
Extremely Hard	> 12 gpg (> 200 mg/L)		

- 1) When selecting a treatment device, you must consult its spec sheet and installation manual for guidelines and limitations. Not all water supplies are compatible. A water test may be required.
- 2) Install Noritz isolation valves to allow flushing.
- 3) Flushing is required if a water treatment device is not installed.



- NOTE** Damage to the water heater as a result of the items below is not covered by the Noritz America Limited Warranty.
- Water in excess of 12 gpg (200 mg/L) of hardness
  - Poor water quality (See the water quality list on page 12.)
  - The display window displayed a "C1#" (service reminder)" indicating scale build-up, but the heat exchanger has not been flushed.

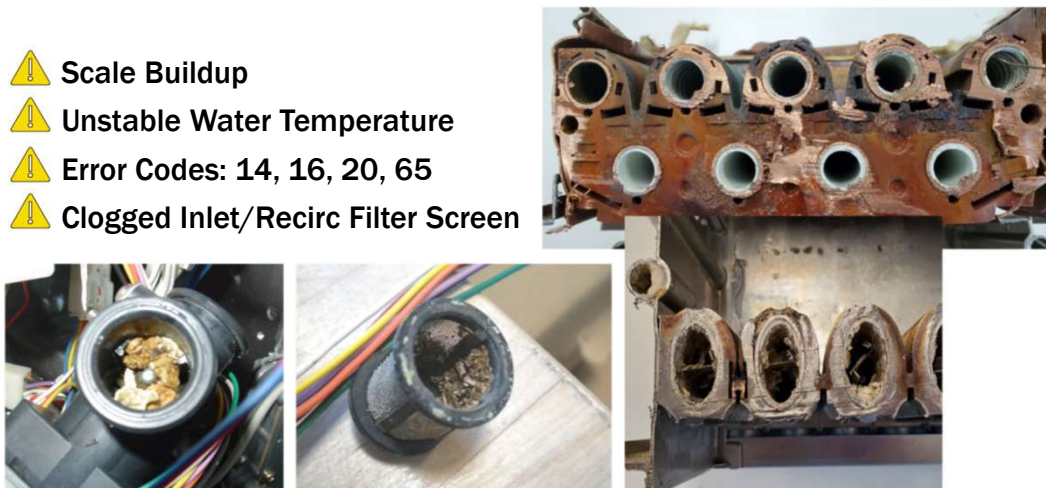


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# POOR WATER QUALITY ISSUES

Here are some issues related to Hard Water or Poor Water Quality:

- ⚠ Scale Buildup
- ⚠ Unstable Water Temperature
- ⚠ Error Codes: 14, 16, 20, 65
- ⚠ Clogged Inlet/Recirc Filter Screen



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TANKLESS WATER HEATERS

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# DESCALING/FLUSHING

So, what do you need to perform a proper descale?

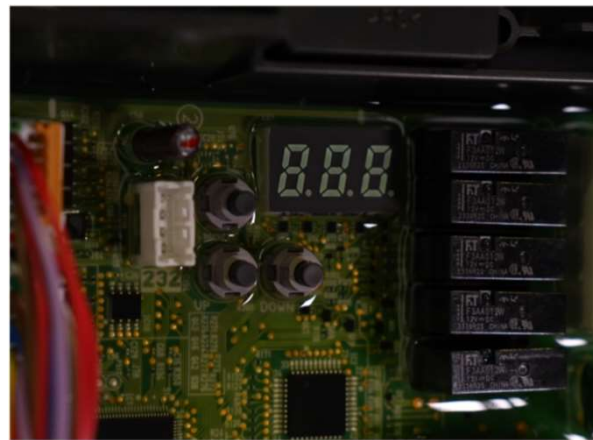
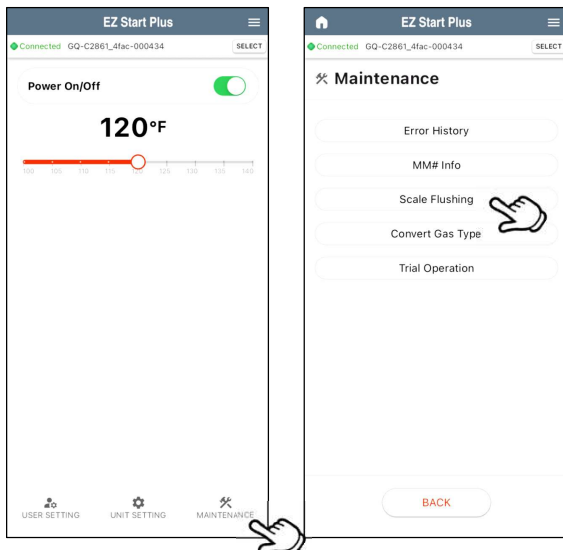


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TANKLESS WATER HEATERS

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# DESCALING/FLUSHING

The flush connector is gone and descale mode is started with the EZ Start Plus App or the built in display.



Directions can be found in the manual

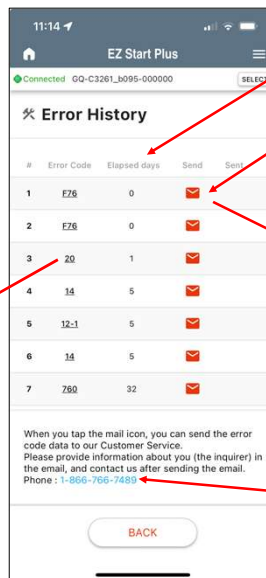
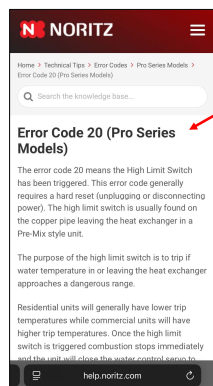
**NORITZ**  
TANKLESS WATER HEATERS

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# EZ START PLUS APP ERROR HISTORY

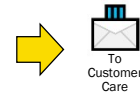
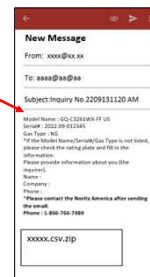
Error history can be displayed and content can be emailed to Noritz Customer Care.

Tap on the error code to link to the Noritz web site. Detailed error code info displayed.



Shows the number of days elapsed since the error was reported.

Tap the email icon to launch the email app to send data to Noritz Customer Care.



Tap the phone # to launch the phone app and call Noritz.

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TANKLESS WATER HEATERS

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# EZ START PLUS APP MAINT MONITOR

You can check and record up to 2 minutes of Maintenance Monitor data and send to Noritz Customer Care.



**EZ Start Plus**

Connected GQ-C3261\_h095-000000

**MM# Info**

#	Item	Result	Unit
3	Total Pulg-in Time	18	x100
201	Total Pulg-in Time	1,872	hour
4	Combustion Time	7	x1
5	Combustion Time	0	x1k
202	Combustion Time	7	hour
6	Pump operating Time	0	x100
203	Pump operating	0	hour
7	# of Ignition Times	2	x10
8	# of Ignition Times	0	x10k
204	# of Ignition Times	20	times
9	CO Alarm C		#

Tap "REC"

BACK REC

**EZ Start Plus**

Connected GQ-C3261\_h095-000000

**MM# Info**

#	Item	Result	Unit
3	Total Pulg-in Time	18	x100
201	Total Pulg-in Time	1,872	hour
4	Combustion Time	7	x1
5	Combustion Time	0	x1k
202	Combustion Time	7	hour
6	Pump operating Time	0	x100
203	Pump operating	0	hour
7	# of Ignition Times	2	x10
8	# of Ignition Times	0	x10k
204	# of Ignition Times	20	times
9	CO Alarm C		#

Tap to "Stop" or 2 minutes passed

BACK STOP

**Inquiry No.2408050525 PM**

宛先: appdata@noritz.com

Cc/Bcc: 差出人:

件名: Inquiry No.2408050525 PM

Model Name : GQ-C3261WXQ-FF US  
Serial# : 2000.00-000000  
Gas Type : NG

\*If the Model Name/Serial#/Gas Type is not listed, please check the rating plate and fill in the information.

Please provide information about you (the inquirer).

Name :  
Company :  
Phone :

Auto launches email after end recording

To Customer Care

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## COMMERCIAL RACKS



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CRK-BASE + CMK-BB4 Shown, NCC199CDV Units Sold Separately.

## CMK and CRK Systems Features & Benefits

- ✓ Easy to Transport
- ✓ Sturdy Aluminum Frame
- ✓ Install in Less Than 2 Hours
- ✓ True Commercial Manifold
- ✓ Best Value in the Industry
- ✓ Retrofit Easy Button



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CRK-BASE Shown expanded to allow up to 4 units in a back to back configuration.

## CRK-BASE Features & Benefits

- ✓ Assembly uses only 12 Bolts vs 60 Bolts of Competitor Racks!
- ✓ Single CRK-BASE allows for 1-4 units, competitor requires Base + Extension to install more than 2 units.
- ✓ Lighter weight corrosion resistant Aluminum frame vs. Heavier Coated Steel frame of competitor.



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## CMK (Commercial Manifold Kit) Design Your System



**Step 1**  
Select Desired  
Number of  
NCC199CDV  
Tankless Needed  
for System



Designed for Use With Our Award-Winning NCC199CDV Tankless

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## CMK (Commercial Manifold Kit) Design Your System



**Step 2**  
Choose Between  
Wall Hanging or  
Floor Standing  
System



**CMK-SS**  
Wall Hanging Bundle Kits

**CMK-SS2**  
**CMK-SS3**  
**CMK-SS4**



**CMK-BB**  
Floor Standing Bundle Kits

**CMK-BB2**  
**CMK-BB4**

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## CMK (Commercial Manifold Kit) Design Your System



### Step 3 Select Your CMK or CRK Configuration

**Wall  
Hanging  
Configurations**



**CMK-SS2**

**Floor  
Standing  
Configurations**



**CMK-SS3**



**CMK-SS4**



**CMK-BB2**



**CMK-BB4**

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## CMK (Commercial Manifold Kit) Design Your System



### Step 4 Choose the Floor-Standing Base (For CRK Only)

The CRK-BASE commercial rack kit allows for custom floor standing installations of 1 to 4 tankless units.



### Step 5 Select Optional Extension (For CRK Only)

The CRK-ADDON commercial kit lets you expand your existing system to more than 4 units.

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## CMK (Commercial Manifold Kit) Additional Notes



- ✓ One CRK-ADDON may be used per CRK-BASE. Attempting to use multiple CRK-ADDON may result in misaligned water and gas manifolds.
- ✓ Up to 24 NCC199CDV heaters can be connected using multiples of the CRK-BASE and CRK-ADDON kits. A 6, 12 or 24 unit system controller (sold separately) will be needed to ensure system balancing and load management.
- ✓ NCC199CDV units may be common vented, refer to the common vent manual for full details.
- ✓ Manifold sizing is designed for a maximum of eight (8) water heaters. In order to connect units in greater number than eight, a common header of a larger diameter may be necessary. Refer to local plumbing and/or building code for minimum pipe sizing requirements.

	<i>Min. Common Gas Header</i>	<i>Min. Common Water Header</i>	<i>Min. Common Condensate Header</i>
Up to 8 units	2 in	2 in	0.75 in
>8 and ≤16	2.5 in	2.5 in	1 in
>16 and ≤24	3 in	3 in	1.25 in

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## PRO COMMERCIAL SOLUTIONS

The entirety of the commercial product offering will be refreshed with the new model of NCC199CDV PRO

CRK/CMK Compatible (no SKU change)

Hybrid Hot

CR60

TTS



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## HELPFUL LINKS

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**866-7NORITZ (866-766-7489)**

- Monday – Friday: 5am to 6pm PST
- Saturday: 6am to 3pm PST



EZ Start Plus App



Gas Conversion



SUPPORT.NORITZ.COM



NORITZ.COM/TECHTIPS



HELP.NORITZ.COM



TRAINING.NORITZ.COM



 YOUTUBE.COM/  
NORITZAMERICA



PROCARD.NORITZ.COM



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## THANK YOU

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