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 - Built-in Operation Panel
 - Front Cover Latches
- Installation
 - Venting
 - Gas
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 - Unit Settings
 - Basic Maintenance
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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



2026

Pro Series units were updated in 2026 with the operation panel, making unit settings even easier!



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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



NEW

EZ71

EZ98

EZ111

		EZ71			EZ98		EZ111	
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 Pro Unit
- 199k btu Max
- 11.1 gpm Max

EZTR50 Bundle:

- EZ98DV Pro 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
EZ111DV	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
EZ98DV	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
EZ71DV	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 Pro units and double the flow!



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NORITZ

NRCR PRO 15 YEAR WARRANTY

NORITZ

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!

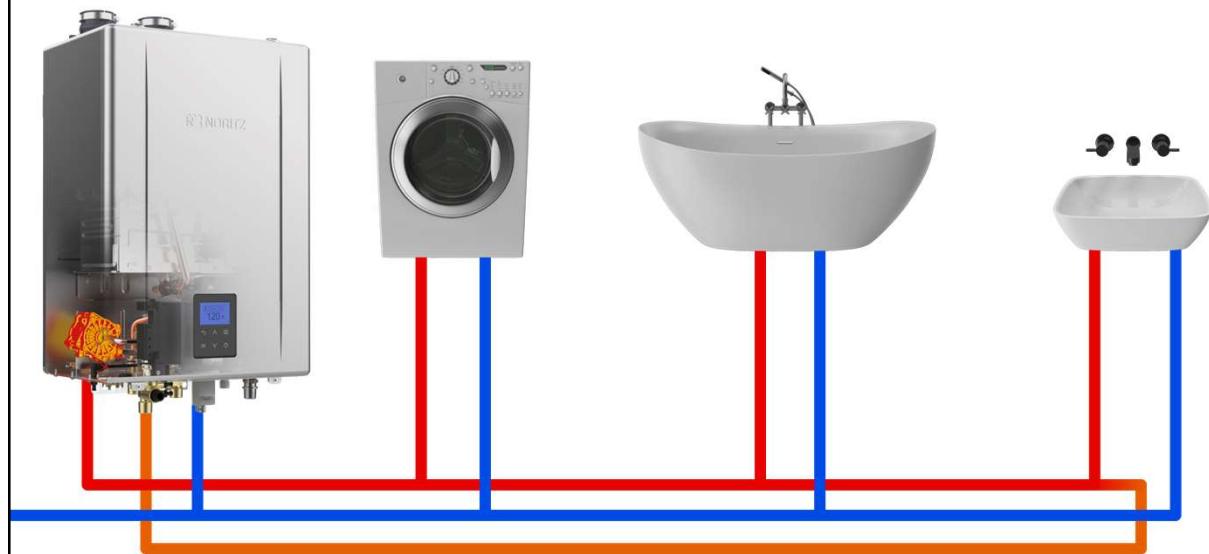


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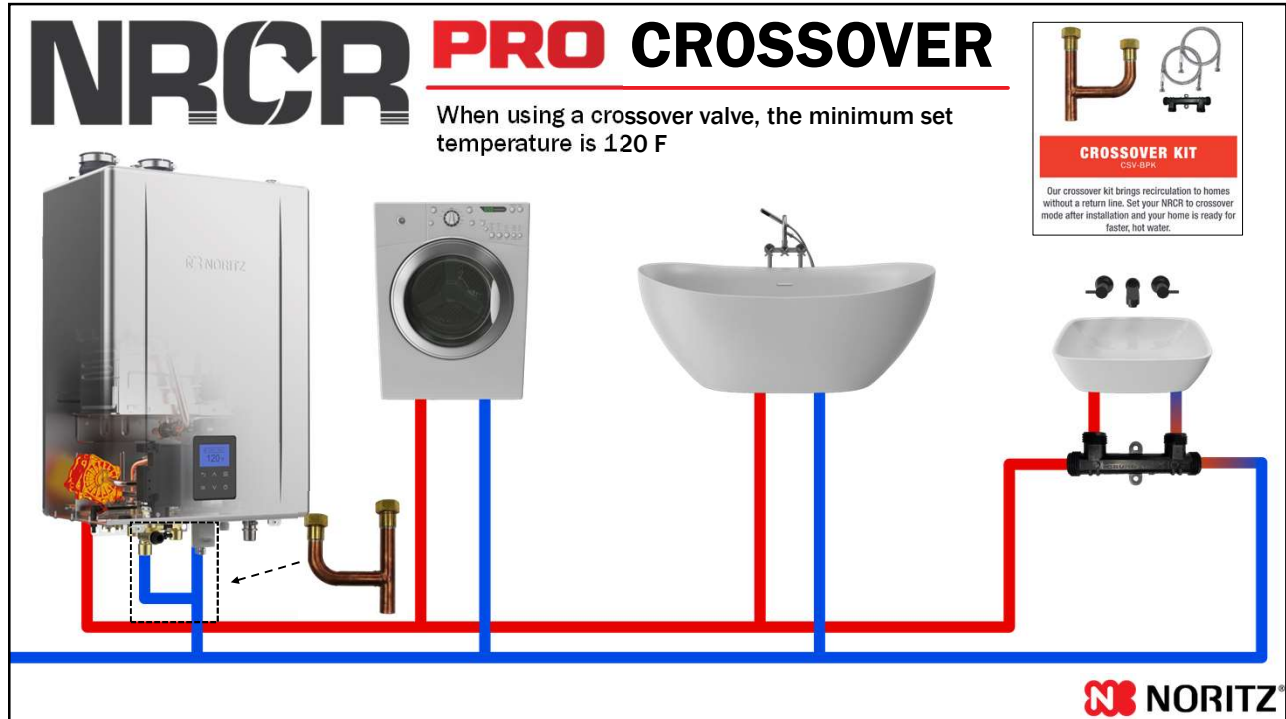
NRCR **PRO** DEDICATED



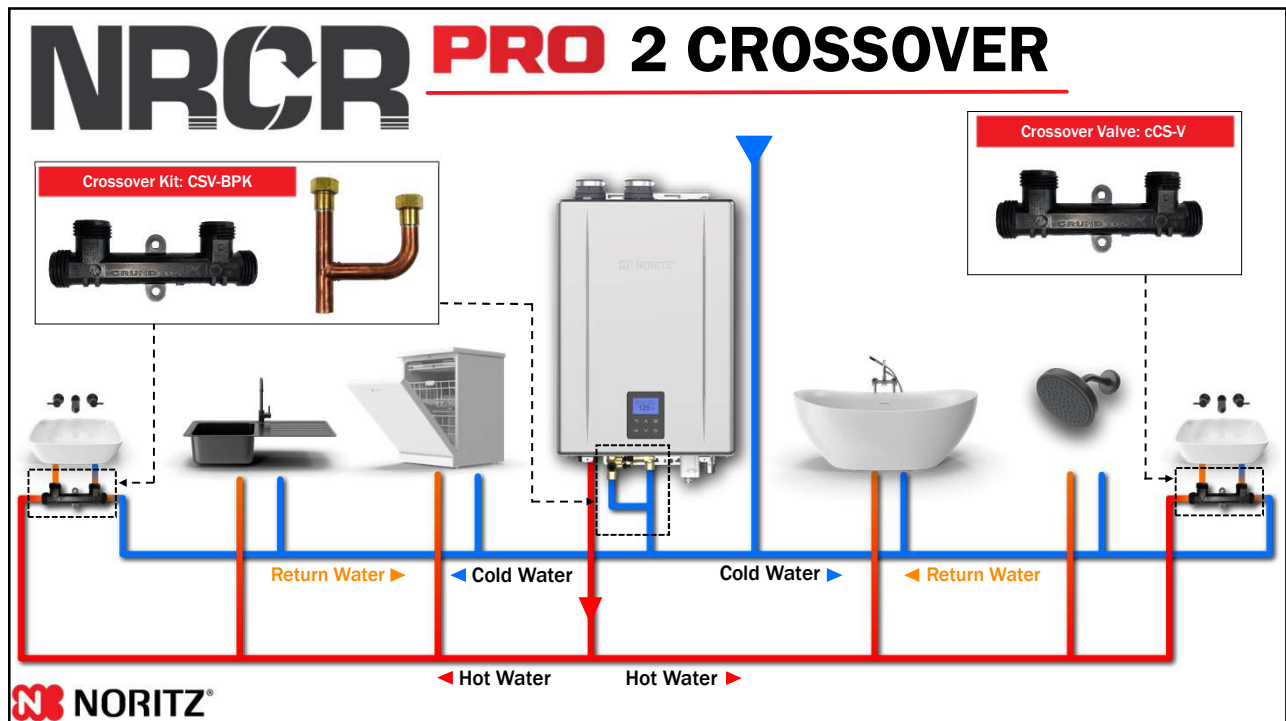
Return Line should have a shut off valve, hose bibb and expansion tank



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NCC199CDV PRO SPECIFICATIONS



NORITZ

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 8 units
System Controller		Up to 24 units (6, 12 & 24 Sys Controller Available)

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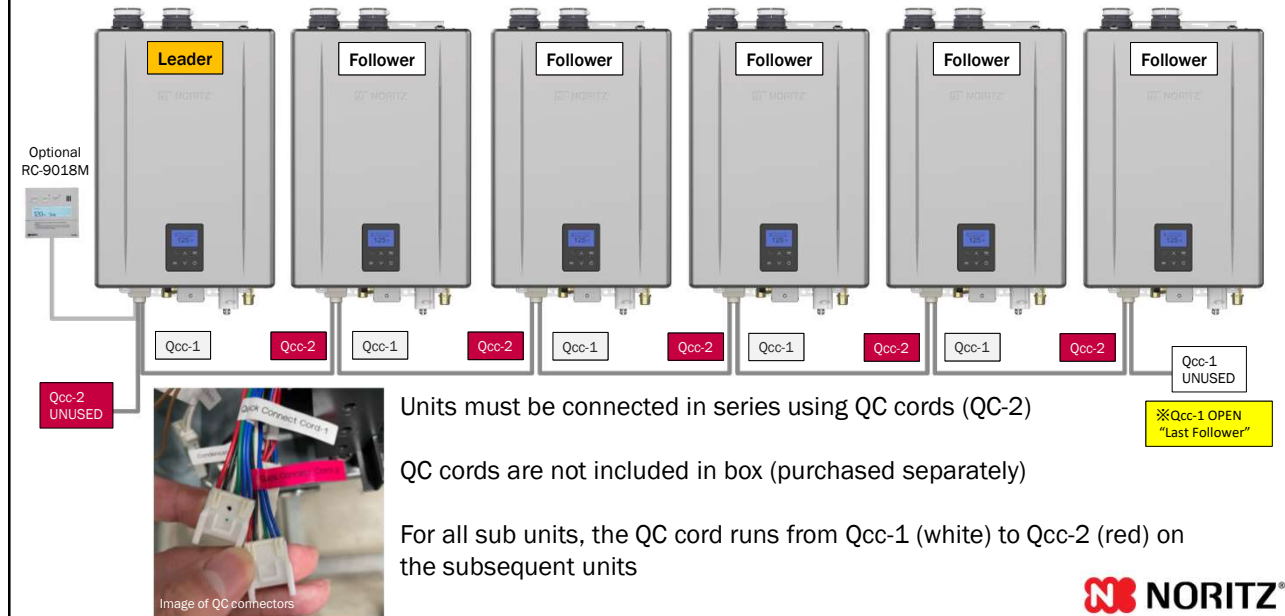
NCC199CDV PRO PERFORMANCE

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	16	14	13	12	11
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	22	20	18	17
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

NORITZ

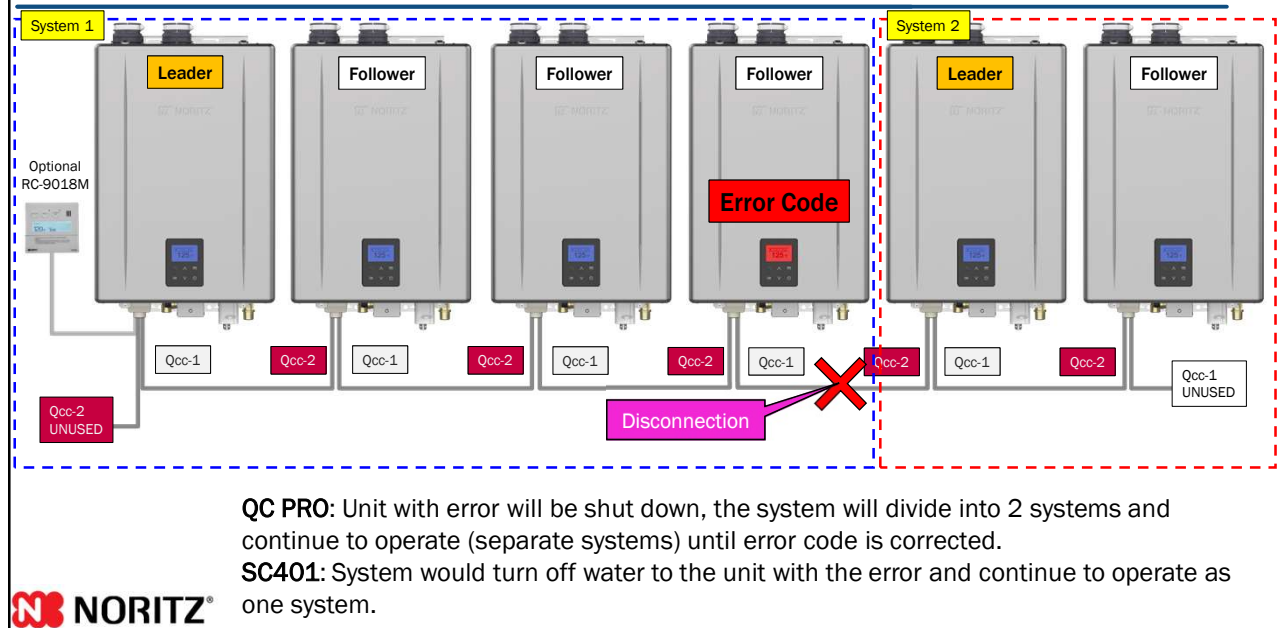
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NCC199CDV PRO QUICK CONNECT



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QUICK CONNECT PRO ERROR HANDLING



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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 Operation Panel
 - Remote control is optional. Maintenance Monitors, Unit Settings and more can be accessed through the Operation Panel.



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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. In 2026 the Operation Panel was added. Same great efficiency, now even easier to install!



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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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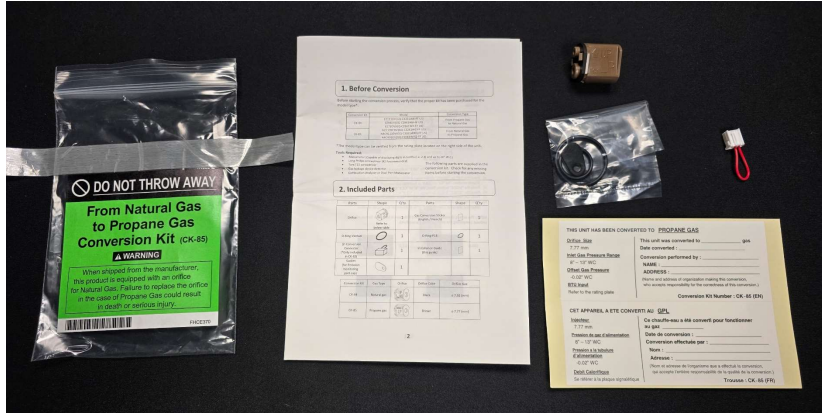
FIELD GAS CONVERSION

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

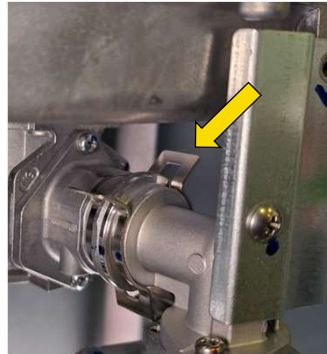


Step 1



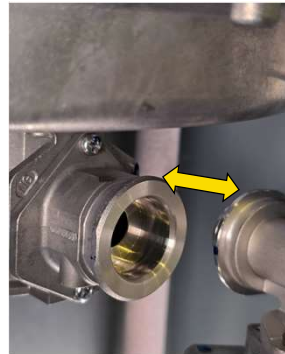
Remove screw

Step 2



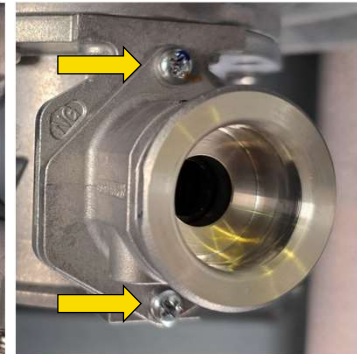
Remove the c-clip

Step 3



Carefully remove gas fitting

Step 4



Remove 2 screws securing venturi fitting



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FIELD GAS CONVERSION



Step 5

Remove NG orifice

Step 6

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

Step 7

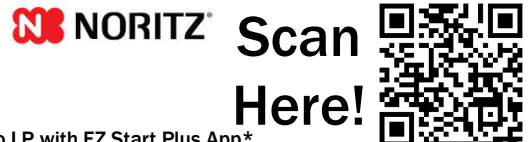
Secure venturi fitting

Step 8

Insert gas fitting, secure c-clip and screw

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FIELD GAS CONVERSION



Step 9

Plug in LP conversion connector

**Operation Panel 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 select Contractor

Make sure Bluetooth is ON

Select Unit then tap OK

Enter Passcode and tap "NEXT"

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FIELD GAS CONVERSION



Scan Here!



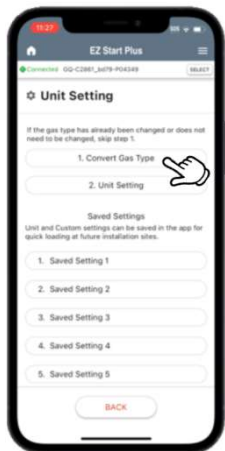
Step 10 (continued): Changing gas type to LP with EZ Start Plus App



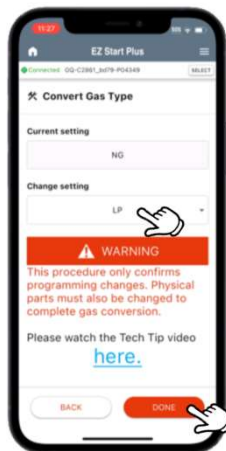
Register Warranty or skip



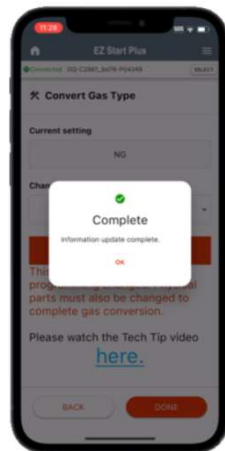
Tap "Unit Setting"



Tap "Convert Gas Type"



Tap Change Setting, Tap LP then tap "DONE"

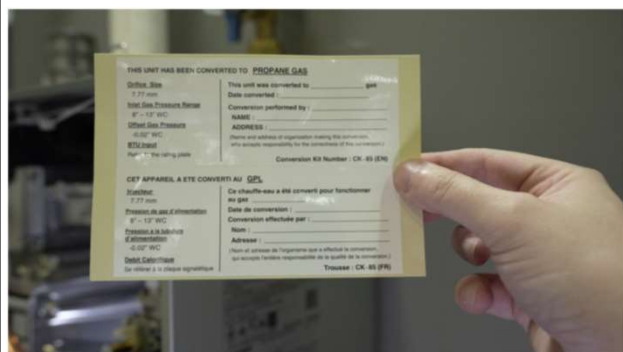


After a few seconds it should show complete

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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 OPERATION PANEL



Displays temperature setting, service reminders and error codes. Also allows you to view maintenance monitors, error code history and change installation settings. The new operation panel 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.
- NRRC92 Max btu is 165k.
- EZ98 Max btu is 180k.
- EZ111/NRRC111/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.

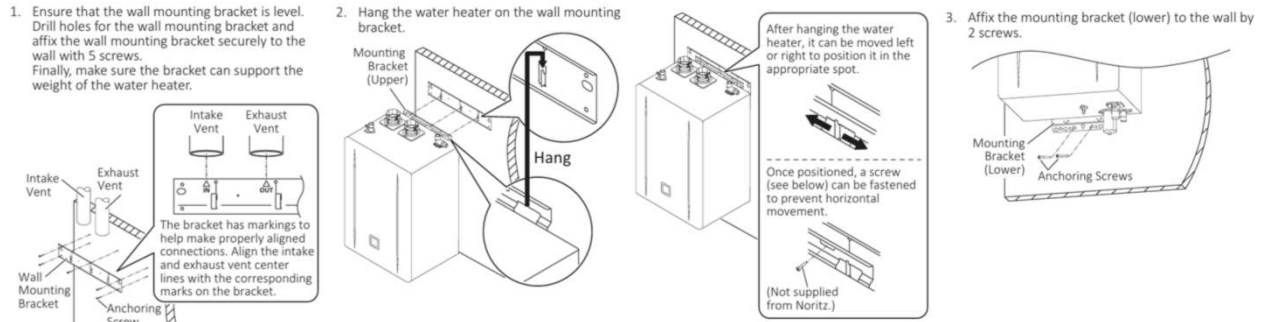
Exhaust leaks into the home may lead to injury or death. **Do not take shortcuts here.**



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PRO SERIES UNIT MOUNTING

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



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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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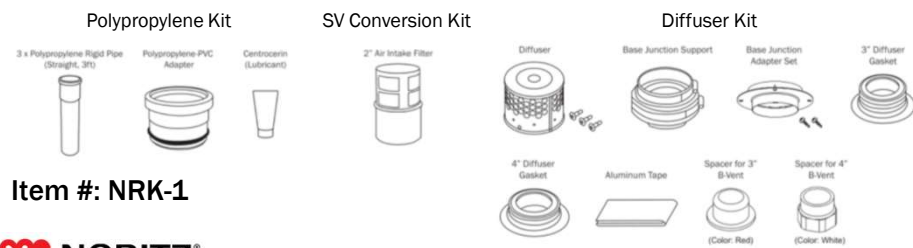
EZ NO ROOF KIT

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.

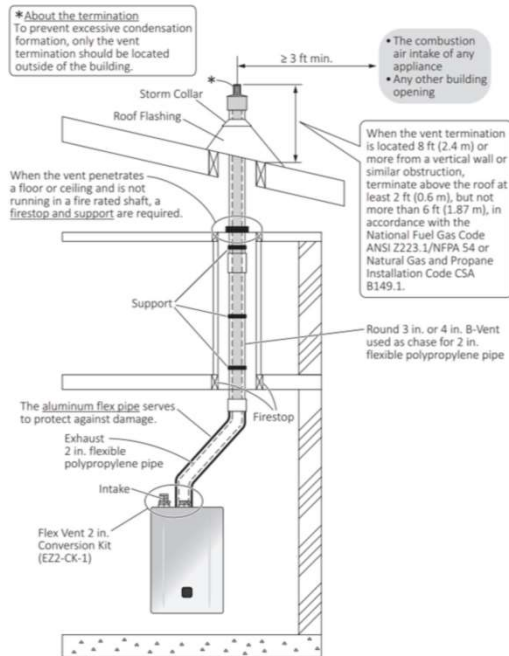
2 additional parts numbers required*:

● **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



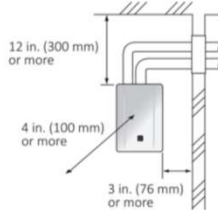
Verify the following before installation and *read the manual*
Select a proper installation location:

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

4.1 Indoor Installation

Required Clearances from the Water Heater

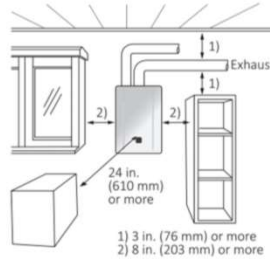
Maintain these clearances from both combustible and non-combustible materials.



Required

Space for Inspection/Repair

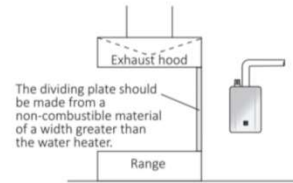
The following minimum clearances should be met to provide enough space for inspection and repair.



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:

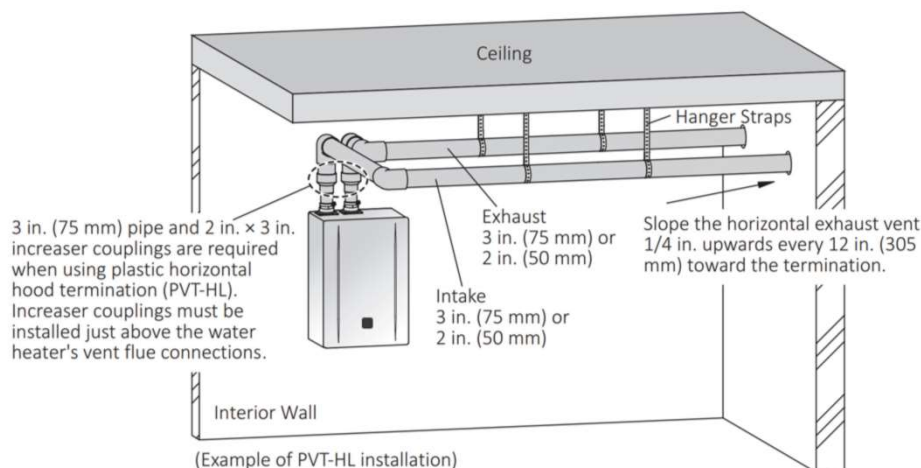
- Meter size
- Water/debris in gas line
- Earthquake safety shutoff valve (California specific)



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PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.



**Direct Vent
Horizontal**

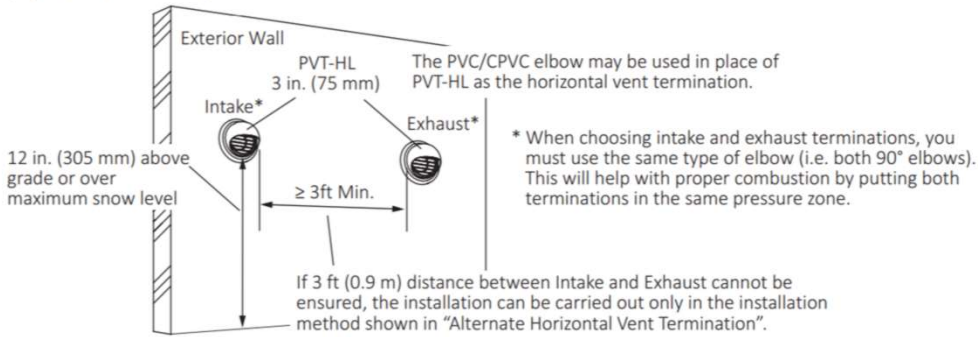


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PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

(e.g. PVT-HL installation)



Direct Vent Horizontal



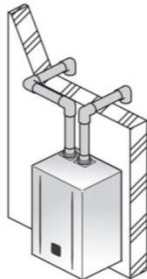
46

PRO SERIES VENTING GUIDELINES

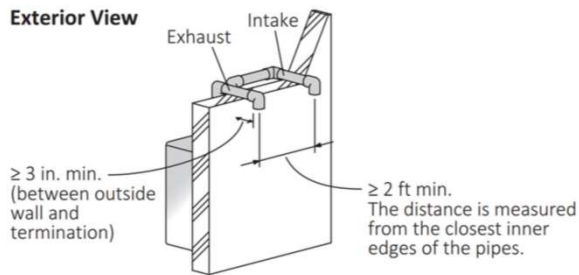
Wide variety of venting options for an EZ install.

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

Interior View



Exterior View



Direct Vent Horizontal (Option 1)



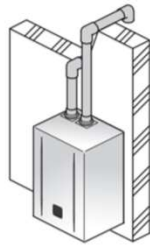
47

PRO SERIES VENTING GUIDELINES

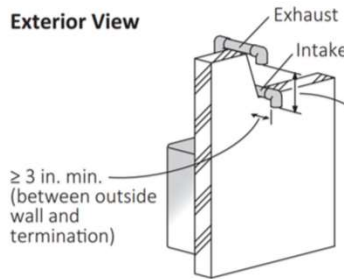
Wide variety of venting options for an EZ install.

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)**



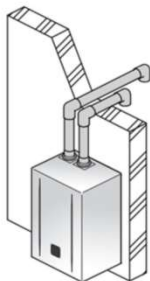
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PRO SERIES VENTING GUIDELINES

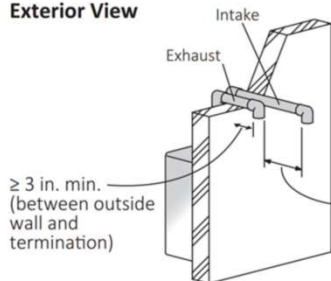
Wide variety of venting options for an EZ install.

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.

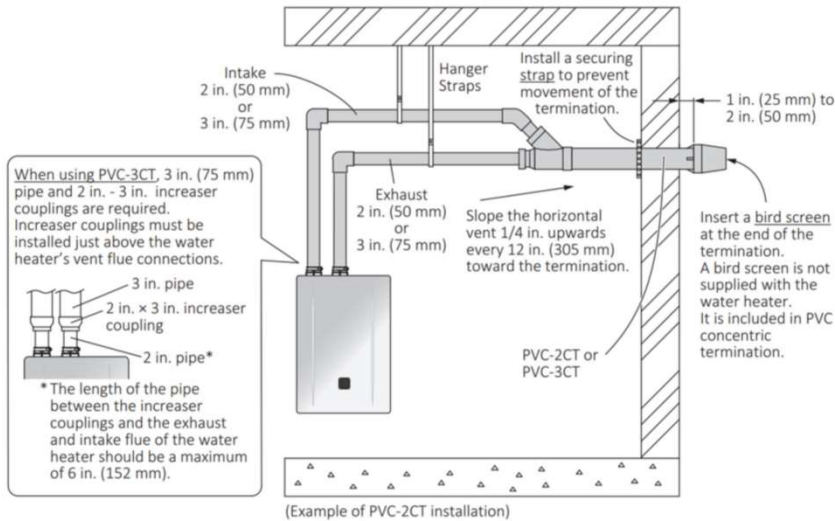
**Direct Vent Horizontal
(Option 3)**



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PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.



**Direct Vent
Horizontal
(Concentric)**

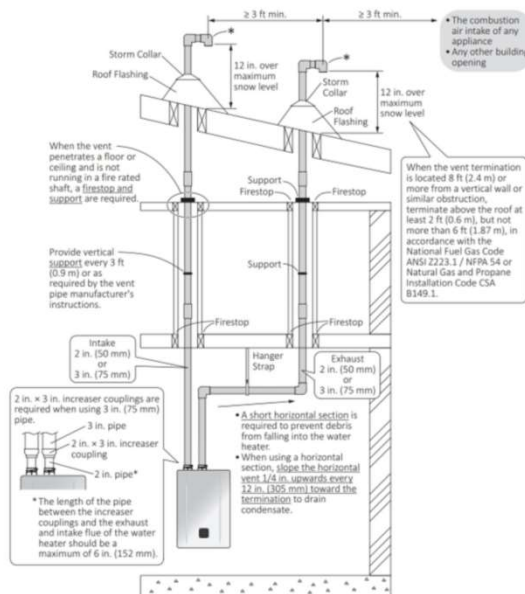


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PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

**Direct Vent
Vertical**

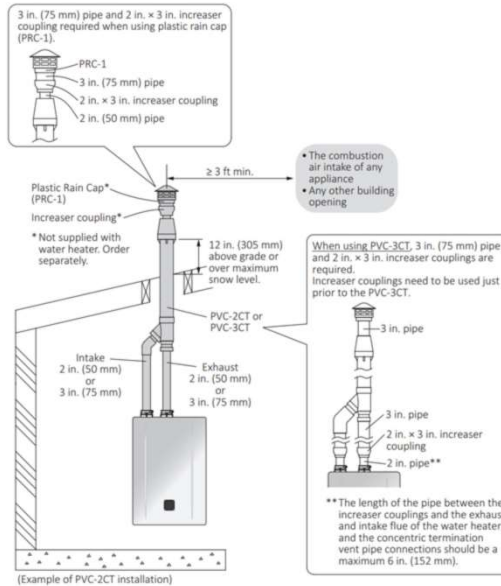


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PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

Direct Vent Vertical (Concentric)

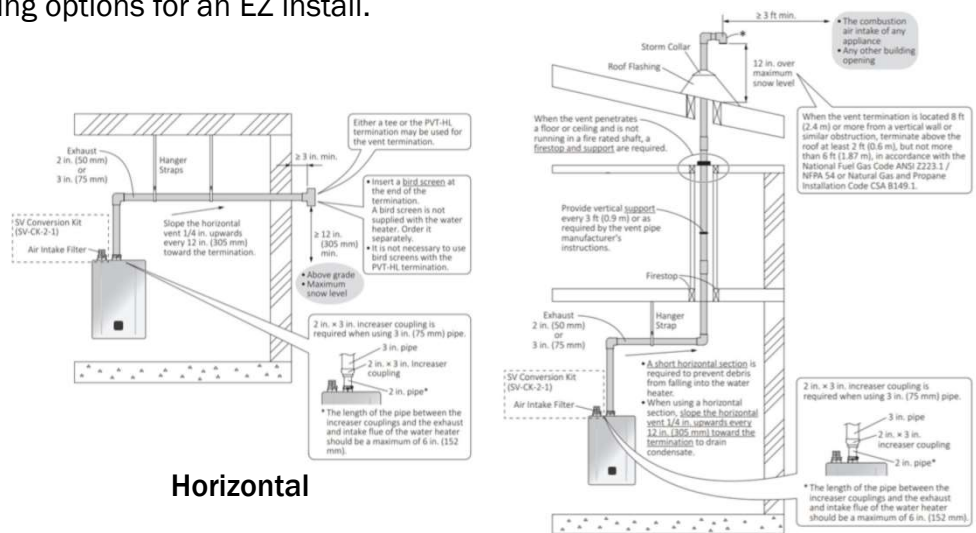


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PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.

Single Vent



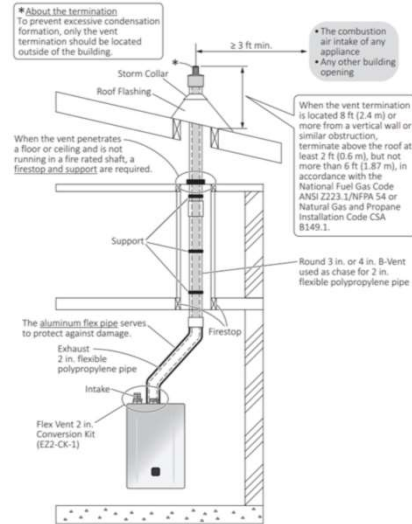
53

PRO SERIES VENTING GUIDELINES

Wide variety of venting options for an EZ install.



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



COMMON VENT SYSTEM

Installation Manual

Applicable Models : EZ111DV GQ-C3261WX-FF(-1) US
 EZ98DV GQ-C2861WX-FF(-1) US
 EZ71DV GQ-C2861WX-FF(-1) US
 NCC199CDV GQ-C3261WZ-FF(-1) US
 NRCR111DV GQ-C3261WXQ-FF(-1) US
 NRRCR92DV GQ-C2861WXQ-FF(-1) 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

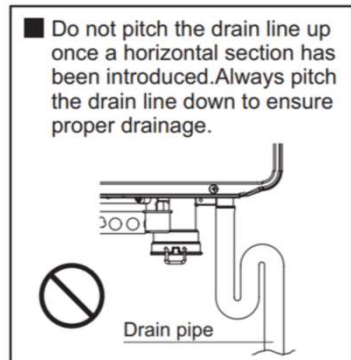
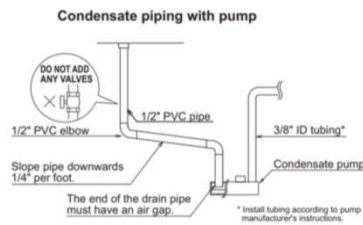
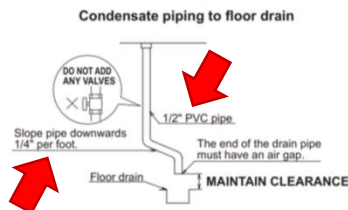
- Ensure that the unit is properly installed according to the Installation Manual and Owner's Guide for the unit, as well as applicable codes.
- Read this Installation Manual completely prior to installation of the Common Vent System and carefully follow the instructions.
- Upon completion of installation, 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 the Common Vent System and Noritz assumes no liability for future reference. Also be sure to fill in all of the
- 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 for future reference.

Scan for manual



CONDENSATE DRAIN LINE

Guidelines for routing the condensate drain line.



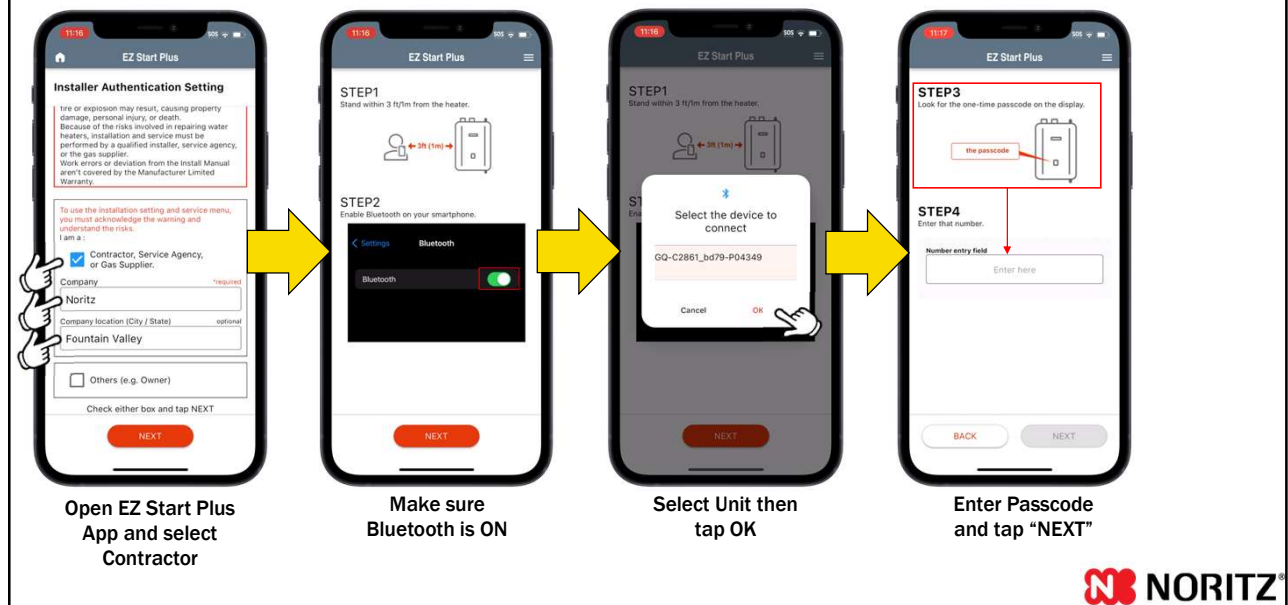
PROGRAMMING THE UNIT

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.



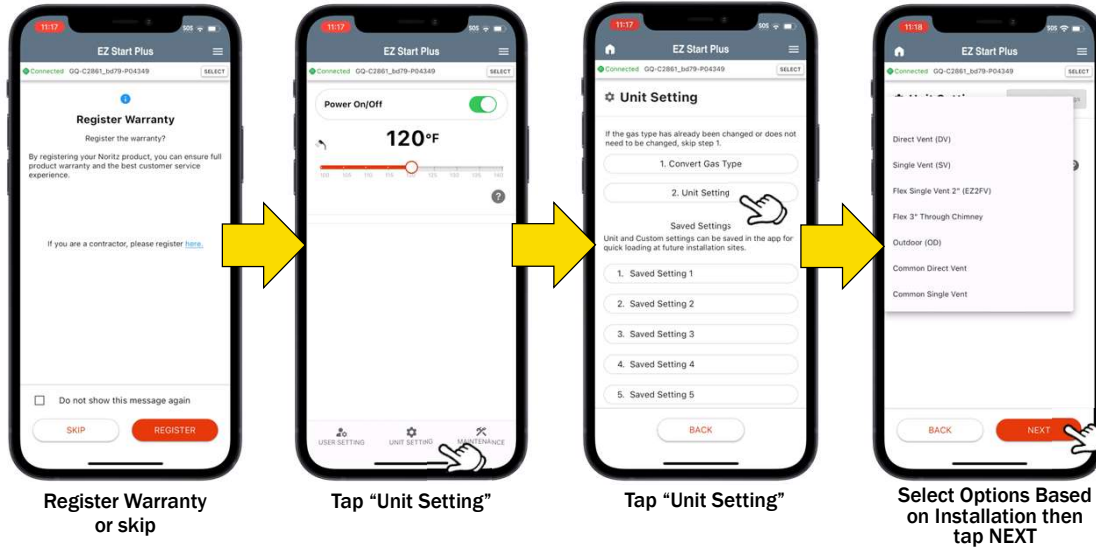
58

EZ START PLUS APP



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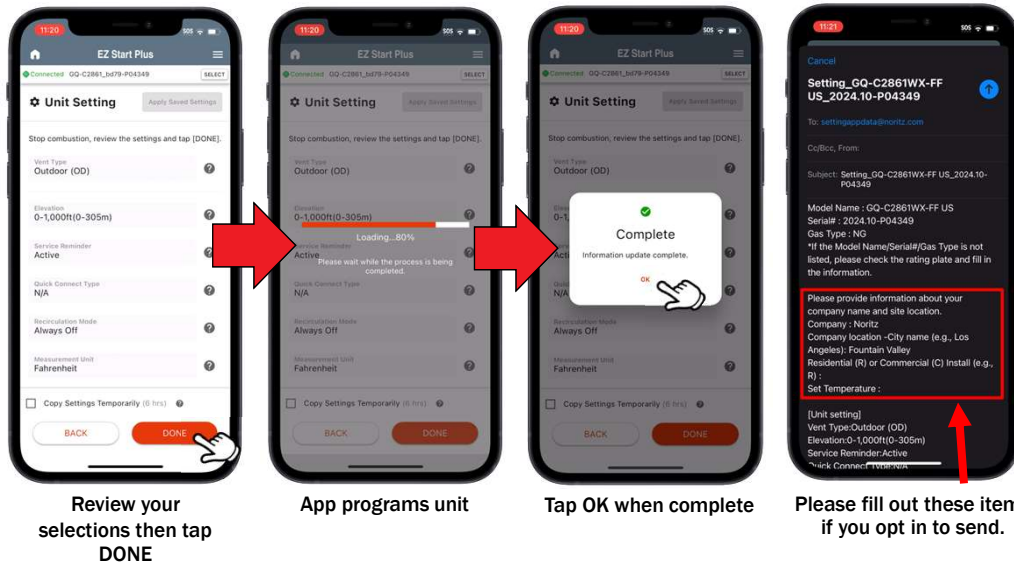
EZ START PLUS APP



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EZ START PLUS APP

Upon completion, email app will open to allow emailing the installation settings to Noritz. This is not required, but very helpful for Customer Care.



Scan Here!



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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.

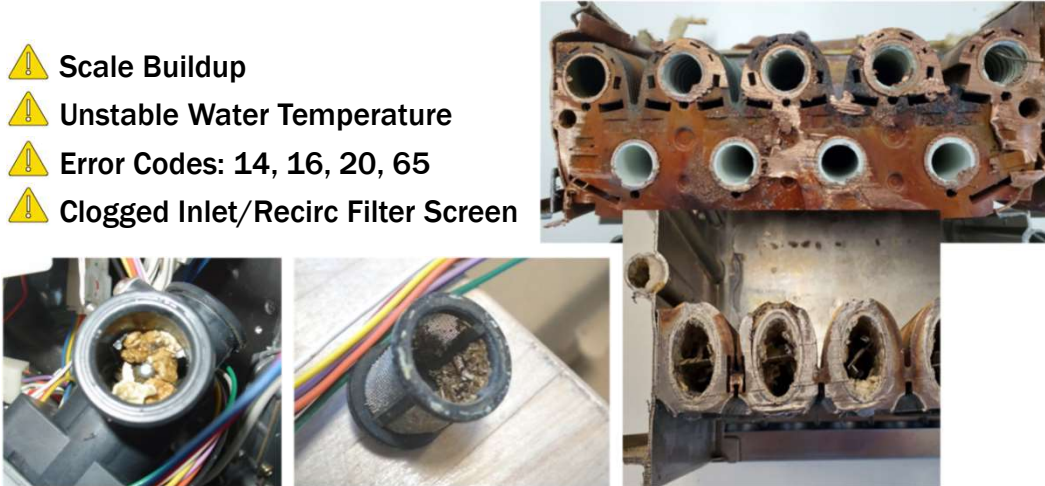


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POOR WATER QUALITY ISSUES

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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DESCALING/FLUSHING

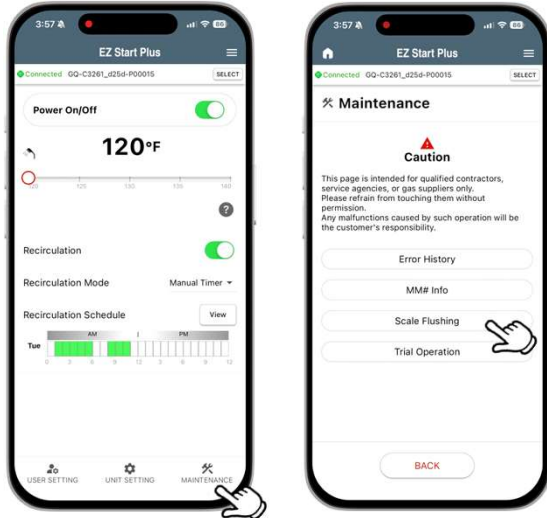
So, what do you need to perform a proper descale?



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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



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EZ START PLUS 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.

#	Error Code	Elapsed days	Send
1	08-2	28	[Email icon]
2	08-2	44	[Email icon]
3	12-2	99	[Email icon]
4	91	99	[Email icon]
5	NO ERROR	0	[Email icon]
6	NO ERROR	0	[Email icon]
7	NO ERROR	0	[Email icon]

Error Code 12 (Pro Series Models)

Caution
 Check Gas Pressure.
 Check Venting and Termination Installation.

An error code 12 indicates a flame loss. This means that the unit is detecting a flame, but the flame is being extinguished during operation (weak flame).

Most of the same troubleshooting used in the Error Code 11 article can be applied to the error code 12 such as cleaning the flame rod and making sure the unit has sufficient gas to

When you tap the mail icon, you can send the error code data to our Customer Service. Please provide information about you (the inquirer) in the email, and contact us after sending the email. Phone : 1-866-766-7489

Inquiry No. 2601140858 AM

Model Name: GQ-C3261_0256-PP US
 Serial: 202012-P00015
 Date Test: 02/10/2021

Please provide information about you (the inquirer):
 Name: _____
 Phone: _____
 Company: Noritz

Please contact us after sending the email.
 Phone : 1-866-766-7489

To Customer Care

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

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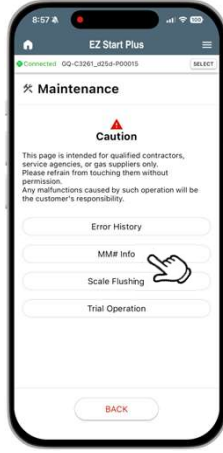
EZ START PLUS MAINT MONITOR



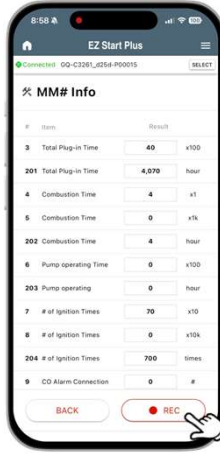
You can check and record up to 2 minutes of Maintenance Monitor data and send to Noritz Customer Care.



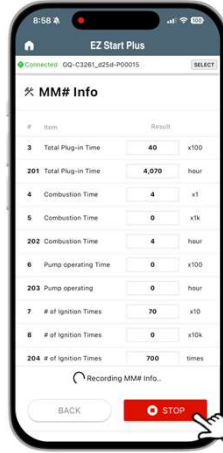
Tap Maintenance Button



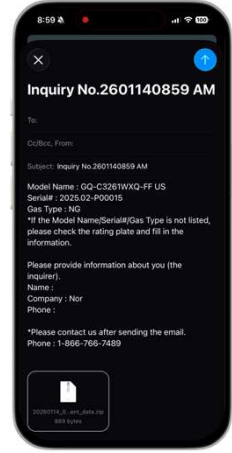
Tap MM# Info Button



Tap REC Button



Tap STOP Button or 2 minutes passed



Auto launches email after recording ended

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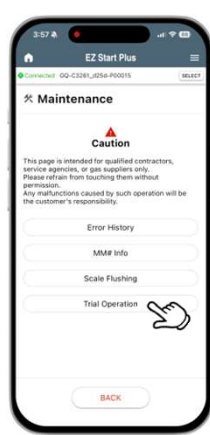
TRIAL OPERATION



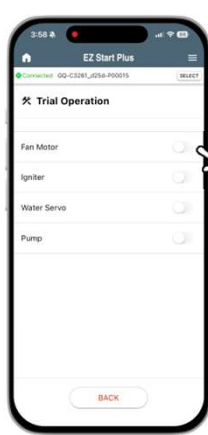
Depending on the unit you can do a trial operation on: Fan Motor, Igniter, Water Servo, Pump (NRCR only), or Bypass Servo (CDV only)



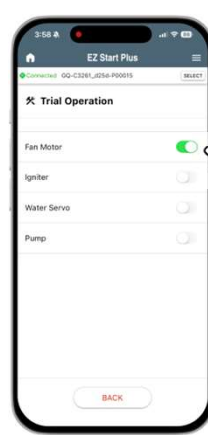
Tap Maintenance Button



Tap Trial Operation Button



Select Part for Trial Operation



Tap Toggle Button to turn ON




Tap Toggle Button to turn OFF

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COMMERCIAL RACKS




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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

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




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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.

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



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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



CMK-SS3



CMK-SS4

Floor Standing Configurations



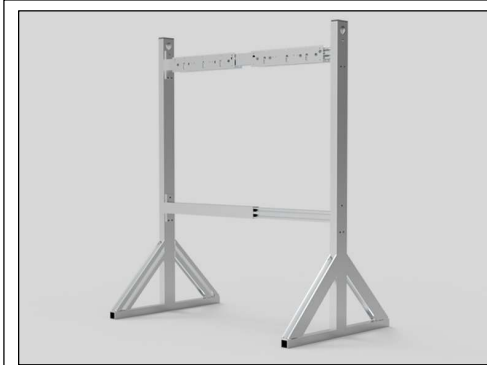
CMK-BB2



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

866-7NORITZ (866-766-7489)



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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