

RINNAI ULTRA SERIES TANKLESS WATER HEATERS RUCS/RUS MODELS

Frequently Asked Questions (FAQ's)

GENERAL FAQS

Q: Are the new RUCS/RUS models condensing or non-condensing?

A: They expand the BTU offering of the condensing series of Rinnai Tankless Water Heaters.

Q: Do the RUCS/RUS models replace any existing SKUs?

A: No. The RUCS/RUS are new to the Ultra Series of Condensing Tankless Water Heaters.

Q: What is the main difference between these new models and the existing Ultra Series?

A: These will round out the mid-level and lower-level maximum BTUs of the Ultra Series. The RUCS75i/RUS75e has a maximum of 160,000 BTU and a hot water flow rate range of 0.26-7.5 GPM. The RUCS65i/RUS65e has a maximum of 130,000 BTU and a hot water flow rate range of 0.26-6.5 GPM, all with an EF up to 0.93.

Q: When will the new RUCS/RUS models be available?

A: Product will be available for order early June 2015, with shipping in early August 2015.

Q: What gas types will be available?

A: RUCS/RUS models will be available in natural gas and propane models.

Q: What will be the part numbers of the RUCS/RUS models?

A: Labeling will follow current standards, SKU # number followed by Japan (RJ) PN#. There will be (8) new models: RUCS75iN, RUS75eN, RUCS75iP, RUS75eP, as well as RUCS65iN, RUS65eN, RUCS65iP, RUS65eP.

Q: What is the size and color of the RUCS/RUS models?

A: These models are built on the same platform as the original RU series and are 18.5"W x 26"H x 10"D. The cabinet color is white.

Q: Can the RUCS/RUS models be used in residential and commercial applications?

A: The RUCS/RUS models are for residential use only.

Q: What is the warranty period for the RUCS/RUS models?

A: The residential warranty period for the RUCS/RUS models is 12/5/1. Consult the owner's manual for more details.

Q: Can the RUCS/RUS models be used in hydronic applications?

A: Yes. They can be used for both residential water heating and space heating purposes.

Q: How quiet are the RUCS/RUS models?

A: The RUCS, an internal unit, operates approximately @ 47dB, roughly the same level of a quiet library; the RUS, an exterior unit, operates at approximately 55dB, roughly the sound level of a quiet street.

Q: Are the RUCS/RUS tankless water heaters "mobile home certified"?

A: Yes.



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Q: What kind of temperature control is on the cover of the RUCS/RUS models?

A: These models come with a status monitor on the cover but are easily upgraded to any of the controller options available.

Q: What are the temperature ranges of the RUCS/RUS?

A: The unit can be set to 120°, 125°, 135°, 140° without a controller and with a controller it can also be set at 130°.

Q. What controllers can be added to the RUCS/RUS models?

A. MC-91-2, maximum of 4. The MC-100 and BC-100 controllers should NOT be used.

Q. What pipe covers and recessed box will these models work with?

A. These models can be used with PCD07-EW Pipe Cover and PCD07-EW-BP Pipe Cover Bottom plate and will fit in RGB-CTWH-2 Recessed Box.

VENTING FAQs

Q: Do the RUCS/RUS's come with "dual pipe" venting option? What type of venting material can be used with this option?

A: As with all Ultra Series RUC models, the dual pipe venting option is certified to be used with PVC/CPVC as well as vent pipe certified to ULC S636. For more detailed information, consult the installation manual.

Q: Can I use a combination of 3" and 4" PVC for venting?

A: No. Similar to the rest of the Ultra Series Tankless Water Heaters, they are designed to use either 3" OR 4", not a combination of the two. The distances that can be run are indicated in the installation manual.

Q: Can I use 2" PVC for venting?

A: No. Again similar to the rest of the Ultra Series Tankless Water Heaters, these models are designed to use either 3" OR 4" only. The distances that can be run are indicated in the installation manual.

Q: Is there anything special about the screws that are included in the box that are to be used to secure PVC venting?

A: They are "self-tapping" screws which should be used when securing the PVC venting.



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