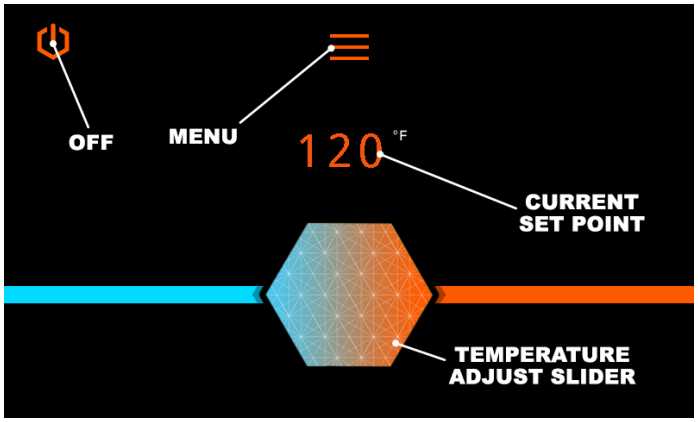
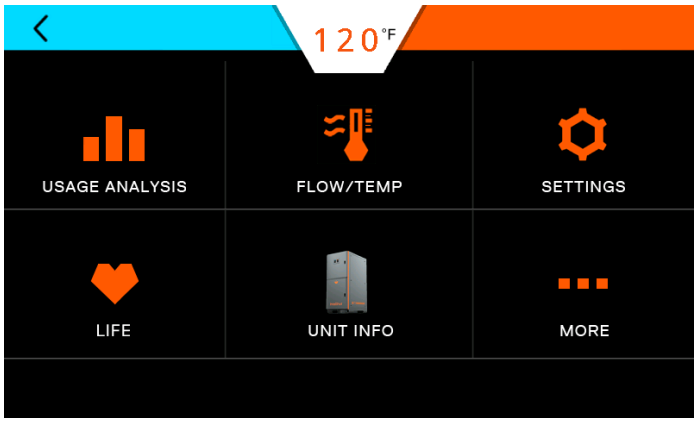
12. Operation

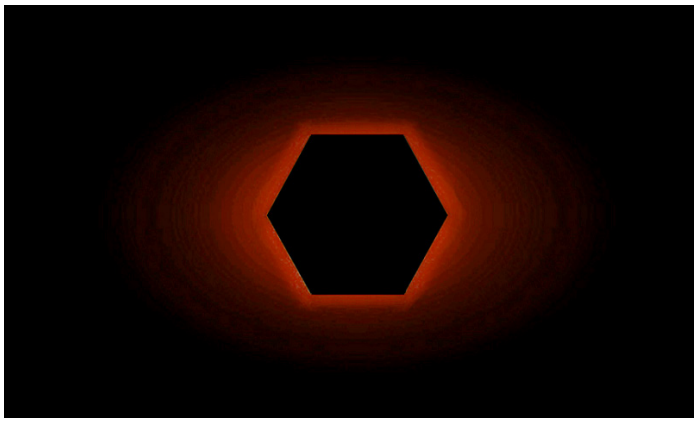
12.1 Control Panel



Main Menu Screen



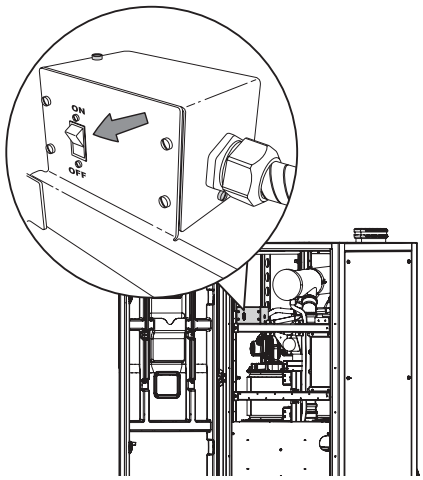
Selecting the Menu button brings up this screen.



A sleep mode screen will appear after a period of inactivity.

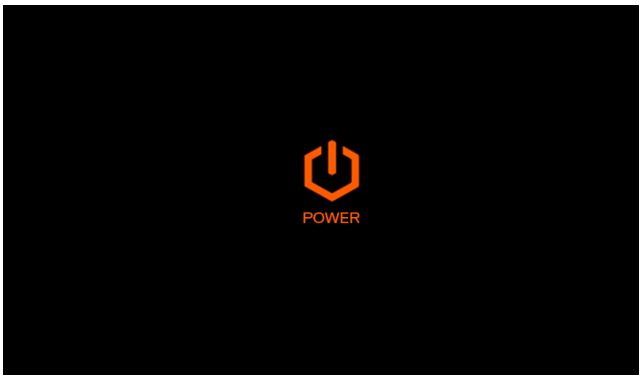
12.2 Turning Water Heater ON and OFF

1. When power is applied to the water heater or the electrical switch is turned ON, the Main Menu screen will automatically appear.



2. To turn the water heater OFF, press and hold the Power button in the upper left of the screen.

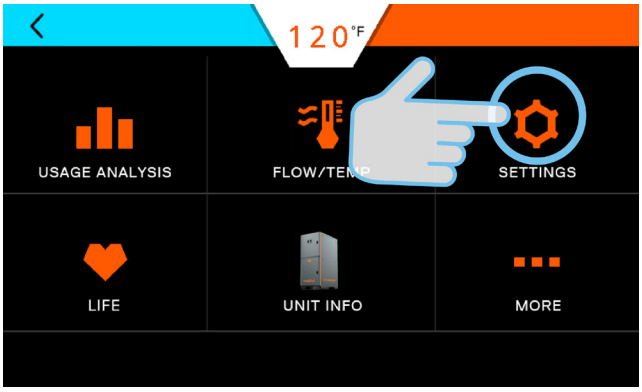
3. Press the Power button to turn the unit ON.

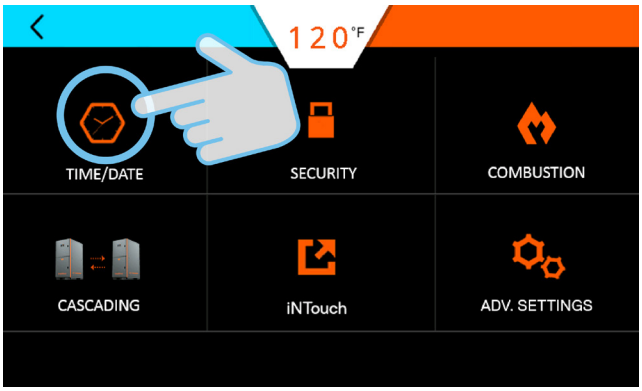


⚠ WARNING

Turning the unit OFF does not disconnect it from the power source. Whenever working around electrical components within the water heater, turn off the power at its source. Touching live electrical components can cause serious injury or death.

12.3 Setting the Time





Press the Up/Down arrows to make adjustments. A progress bar will be displayed until the change completed on all the control boards.

Press the Back button to return to the main screen.

12.4 Adjusting the Water Temperature

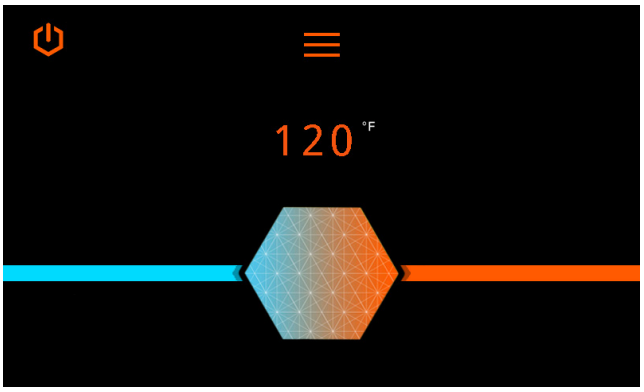
Note: The outlet water temperature is factory preset to 120°F, however these commercial water heaters are capable of heating water to 190°F.

⚠ DANGER

Hot water temperature over 125°F (52°C) can cause severe burns instantly or death from scalding. Children, the disabled, and the elderly are at the highest risk of being scalded. Do not leave children or the infirm unsupervised. Check temperature of hot water before taking a shower or bath. To control water temperature to a particular faucet, temperature limiting valves can be installed by your service professional.

All water faucets must be closed before changing the temperature setting. The unit must not be operating.

1. Press the +/- sign to increase/decrease the temperature by 1 °F. Press and hold the +/- sign to increase/decrease the temperature by 5 °F.

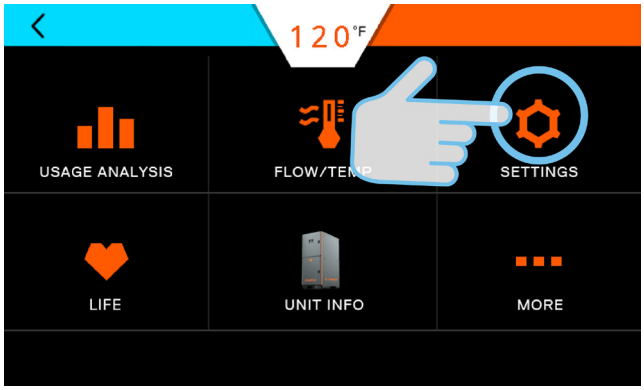


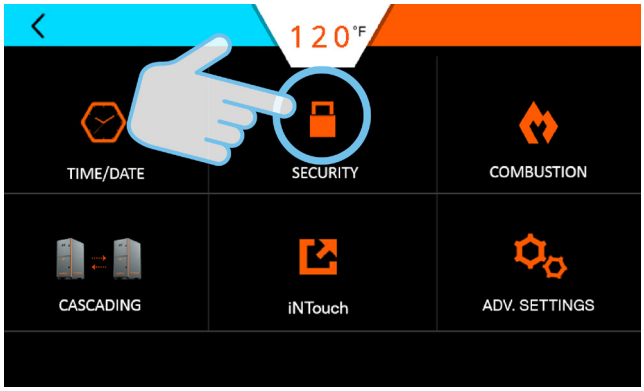
2. Follow the on screen prompts to complete the temperature change.

12.5 Security

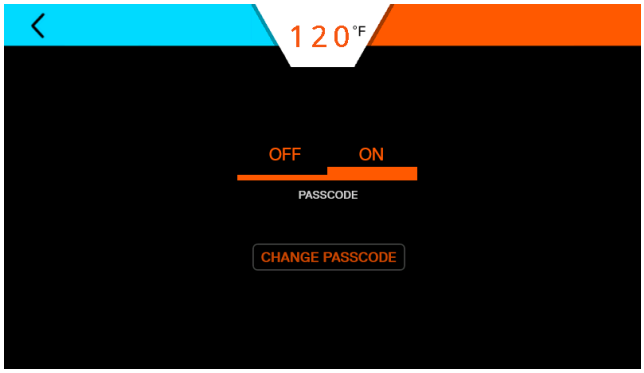
12.5.1 Setting Passcode Protection

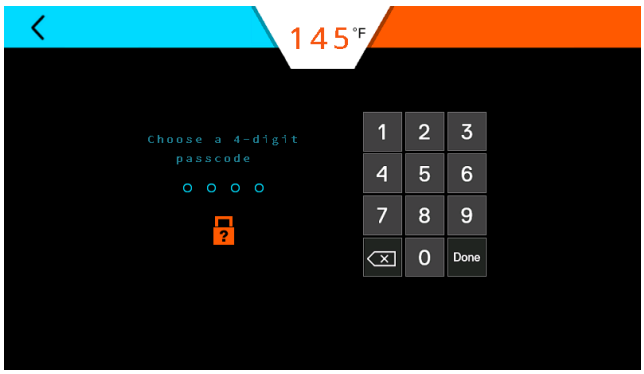
It is not necessary to set a passcode for the water heater to function properly. This feature is available to help prevent unauthorized access to the unit.





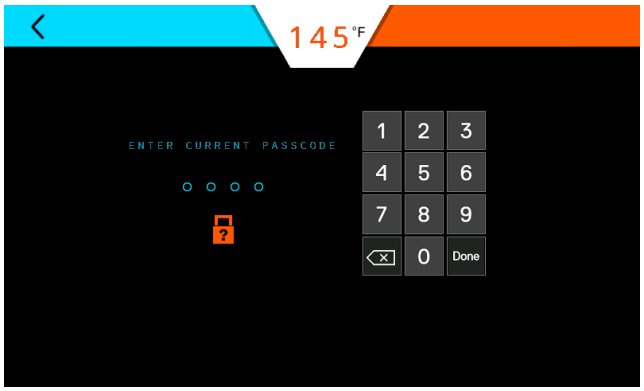
Press ON/OFF and follow the prompts.





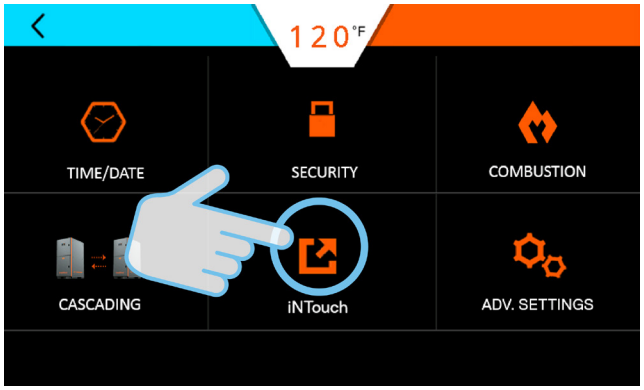
12.5.2 Forgot Passcode

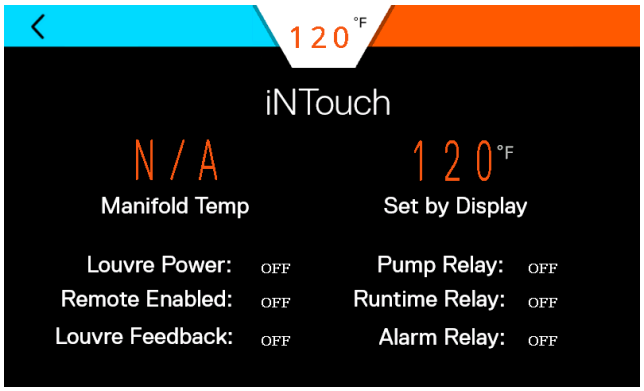
If the unit passcode is lost or forgotten, press the "?" icon and call technical support.



12.6 iNTouch (aka BMS)

If equipped, the iNTouch icon will be active.

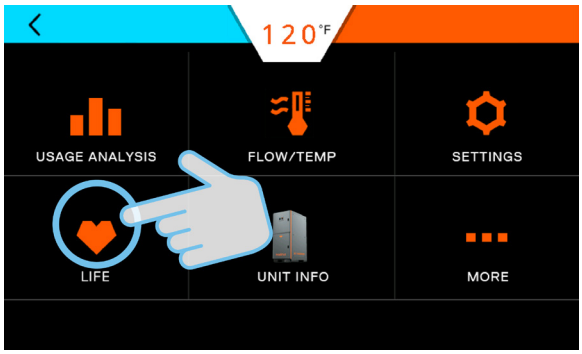


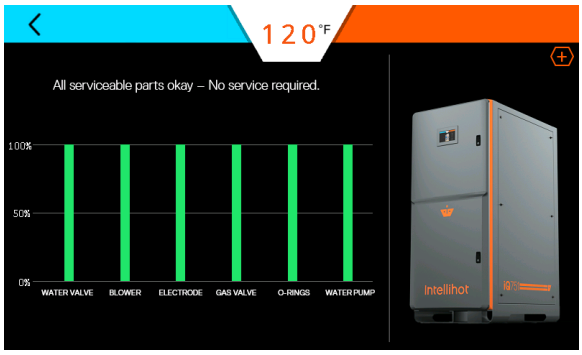


12.7 Life Screen

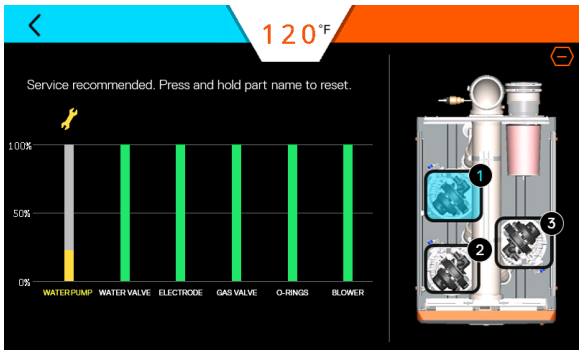
These screens provide a visual indication of the remaining life of various components.

Note: Parts can be ordered by contacting technical support.

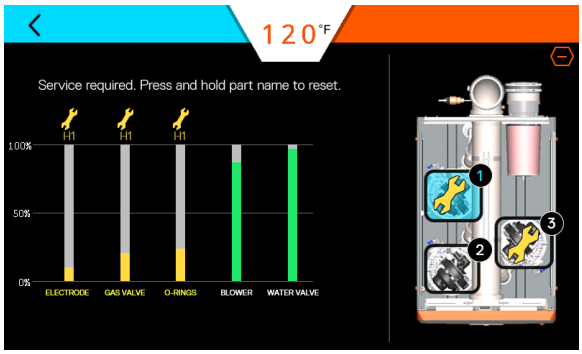




Press the (+) button to show the details of the various heat engines.



Service recommended: Order appropriate replacement part as soon as possible. To reset life, press and hold the appropriate bar and follow the prompts.

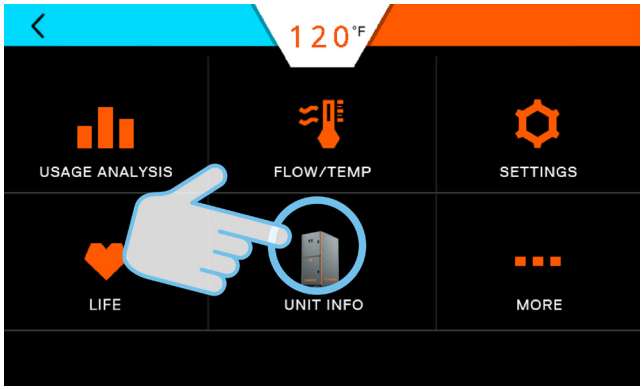


Service Required: Take IMMEDIATE action when this screen appears because the part life is critical. To reset life, press and hold the appropriate bar and follow the prompts.

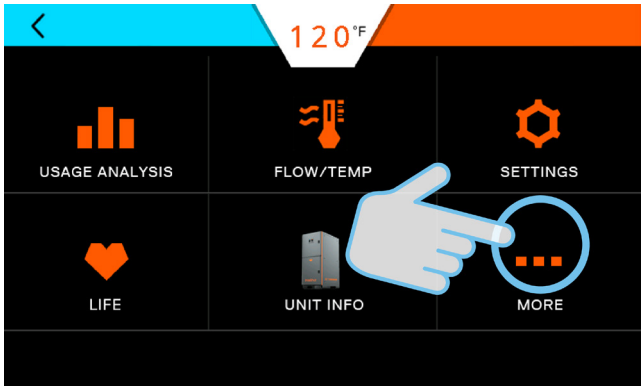
Service Alert	Reset Code
Electrode	0836
Blower	2009
Time Valve (Water Valve)	0721
Gas Valve	0682
O-Ring (at the HEX inlet & HEX outlet)	0310
Internal Pump	6452

12.8 Unit Information

This screen provides the model, software version, serial number, and a link to the contact us screen for the water heater.

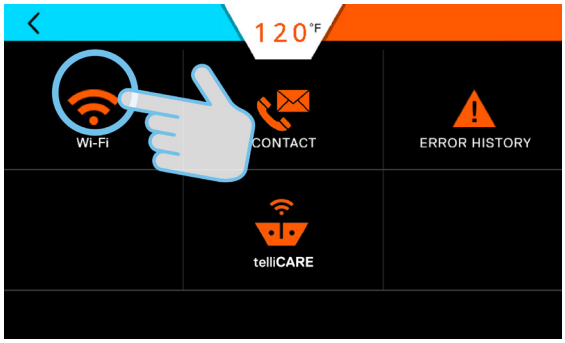


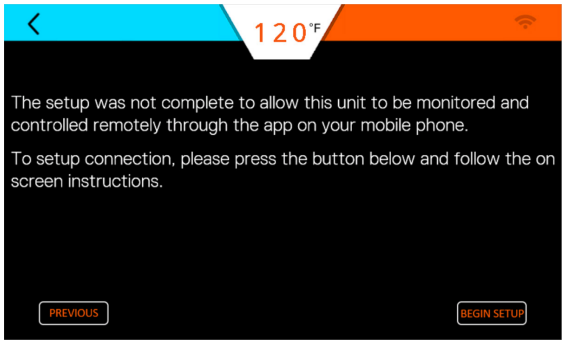
12.9 More Screens



12.9.1 Wi-Fi

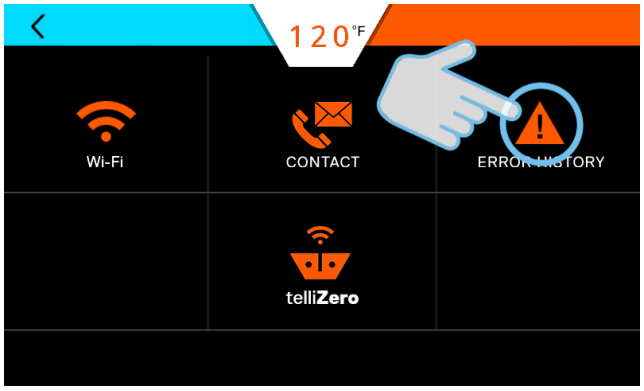
Intellihot Gen II water heaters are Wi-Fi capable with the factory installed IGT-SPR0085 Wi-Fi module. This feature also allows the units to be monitored and controlled from a mobile device.



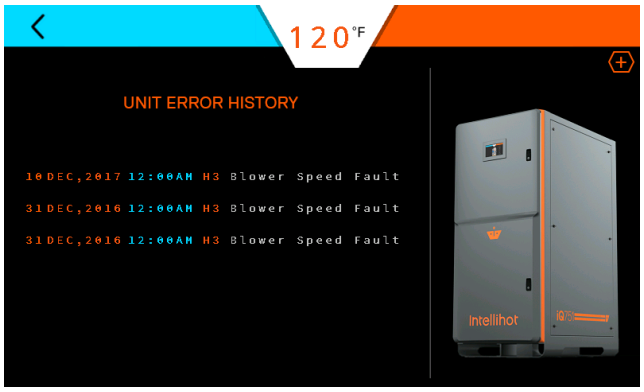


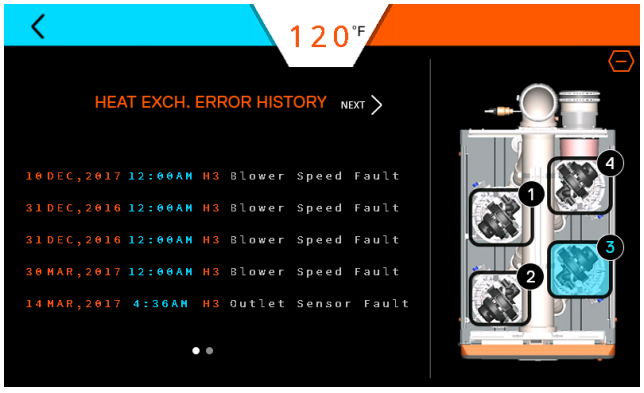
Status of Wi-Fi connection screens.

12.9.2 Error History



There are two error history screens. One screen provides an overview of the entire unit. Pressing the (+) icon provides more detailed error information.



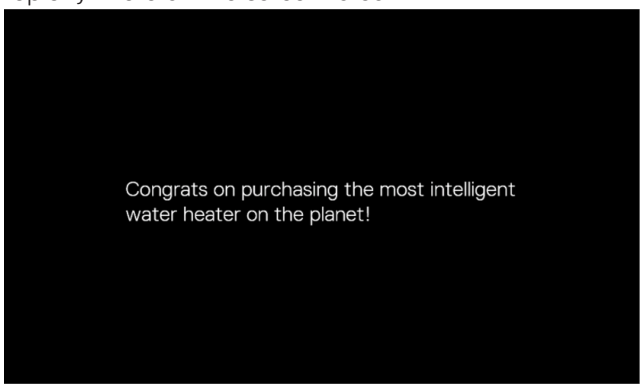


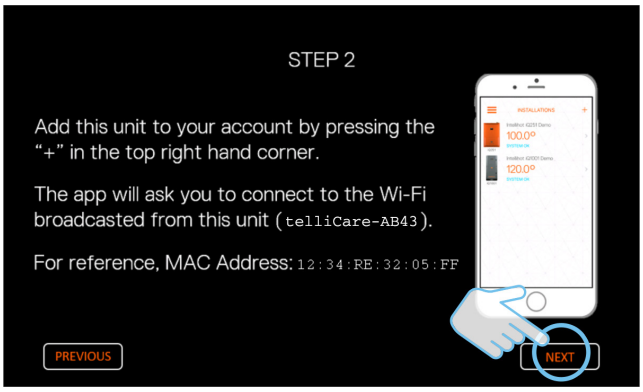
12.9.3 telliCare Service(Subscribe at Startup)

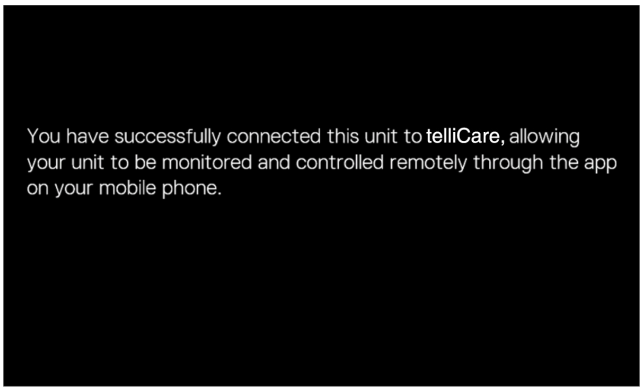
telliCare is a Wi-Fi enabled, prognostics and predictive maintenance service for Gen II water heaters. This service allows water heaters to be monitored and controlled remotely via an app on a mobile device.

On Startup:

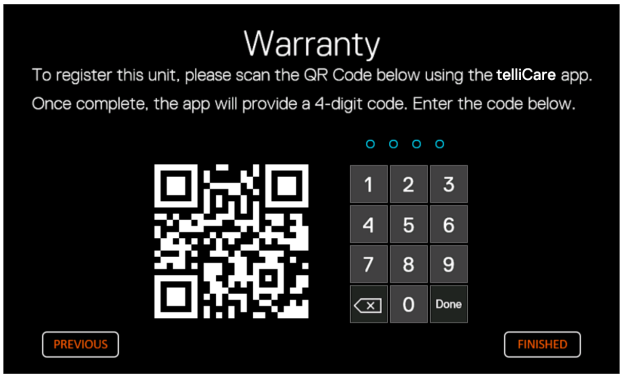
Tap anywhere on the screen to conti





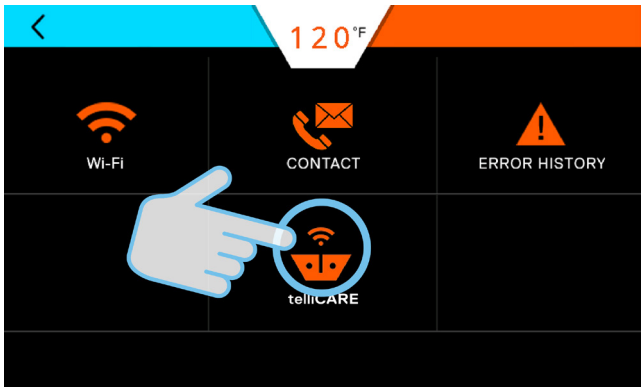


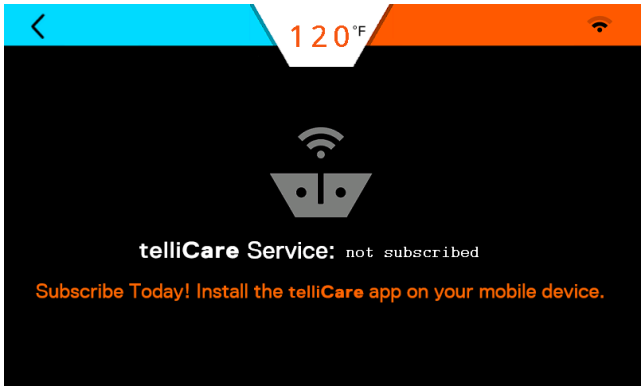
If setup is not complete:



If telliCare setup is skipped, register the unit by scanning the QR Code via the App.

Note: Each individual unit must be registered and each unit can only be registered once.





Subscribe to this service by downloading the telliCare app from iTunes App Store and follow the prompts on the app.

13. Connecting Multiple Units

13.1 General Information

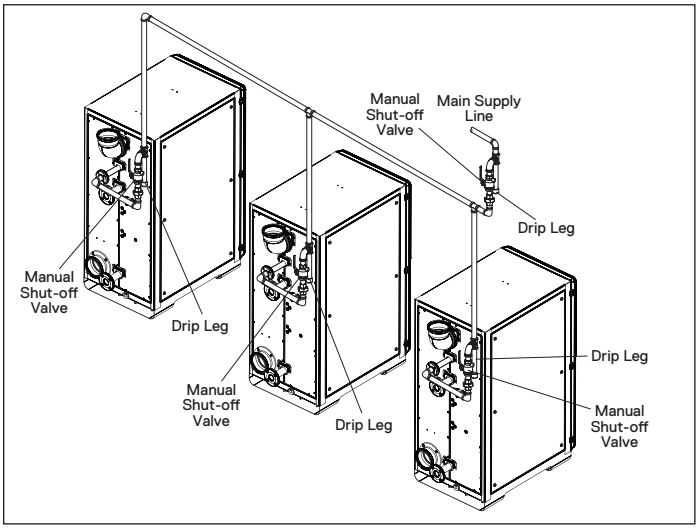
Multiple units can be connected together to supply large demands of hot water.

The water heaters communicate through a cable connection between each water heater. The benefits of connecting the units are:

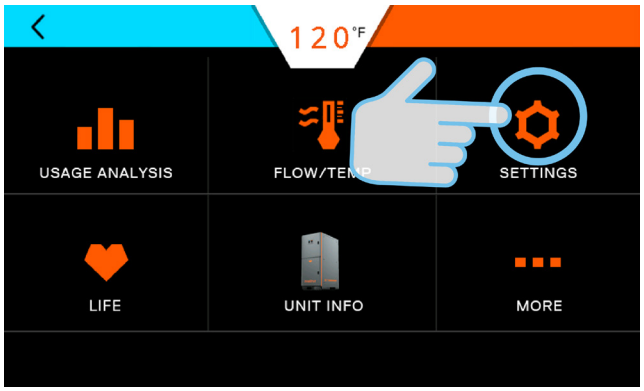
- When demand for hot water is low, fewer units will operate.
- If one unit has an error code, the others will continue to operate.
- Changing the settings (temperature, time, etc.) on one unit changes settings on all the units.
- It allows shut down of one unit for maintenance while the others continue to operate.

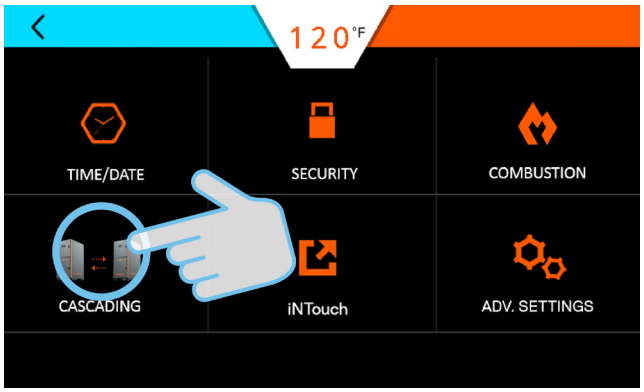
13.2 Installation Procedure

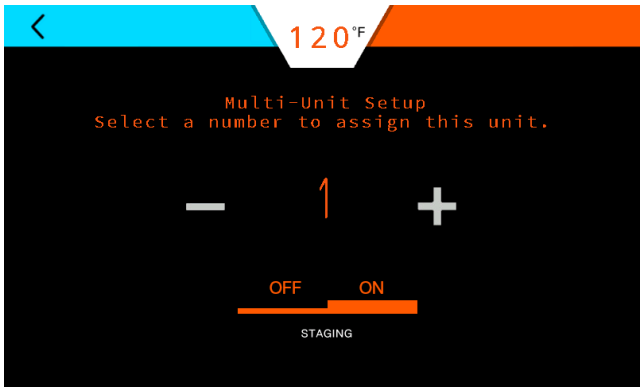
1. Connect all the units to a gas supply pipe. Make sure the pipe is properly sized in accordance with the BTU draw and number of units being operated. Refer to "6. Gas Connection" on page 18 for additional information.
2. Connect all the units to the power supply. Refer to "9. Electrical Power" on page 37 for additional information.



3. Install the combustion (fresh) air intake and exhaust outlet pipes. Refer to "7. Air Intake Inlet and Exhaust Gas Outlet Pipe Connections" on page 23 for additional information.
4. Install and connect the hot water lines. If an optional hot water storage tank is required, connect the hot water lines to this tank. Make sure the water pipe is properly sized in accordance with the number of units being operated.
5. Install and connect the cold water lines. Make sure the water line is properly sized in accordance with the number of units being operated.
6. Connect and route the condensate drain lines to a suitable discharge location. Refer to "8. Water Connections" on page 33 for additional information.
7. **Do Not** connect communication cables at this time.
8. Power up all the units and assign a unique number, one through four to each unit. Set the STAGING to ON.







When the multi unit setup changed, the system take a few seconds to complete the changes.

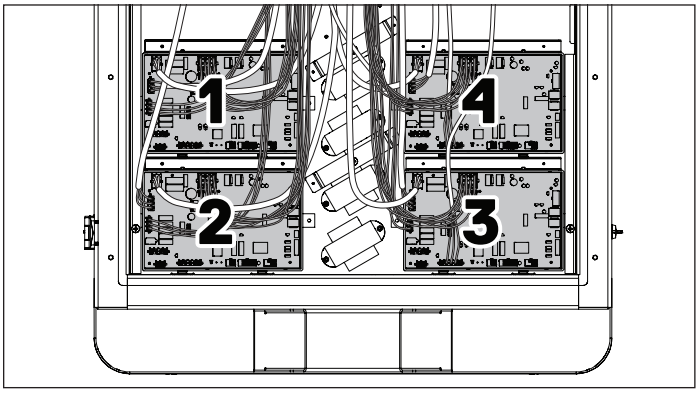
Note: Different size water heaters (iQ751, iQ1001, or iQ1501) can be connected. When assigning unit numbers, start with the smallest unit and progress to the largest.

⚠ WARNING

Before making any adjustments or connections inside the water heater cabinet, make sure the power is disconnected. Unplug the water and/or turn the circuit breaker OFF.

9. If necessary, press the Power button to turn OFF each water heater in the system and disconnect power from all the units in the system.

10. Open the front door and locate the main circuit boards.



iQ1001 Shown (Four Circuit Boards). iQ751 has Three Circuit Boards. iQ1501 has Six Circuit Boards.

11. Connect the included communication cable from an open jack on the circuit board in one unit to an open jack in the next unit. Repeat this step as required by the number of water heaters being connected.

17. Reconnect the power and turn the water heater ON. The water heaters, should now be ready to communicate with each other and operate as a single system.

18. On the first water heater, locate DIP Switch 3 on circuit board 1. Position the switch in the ON position (left) as shown in the table below.

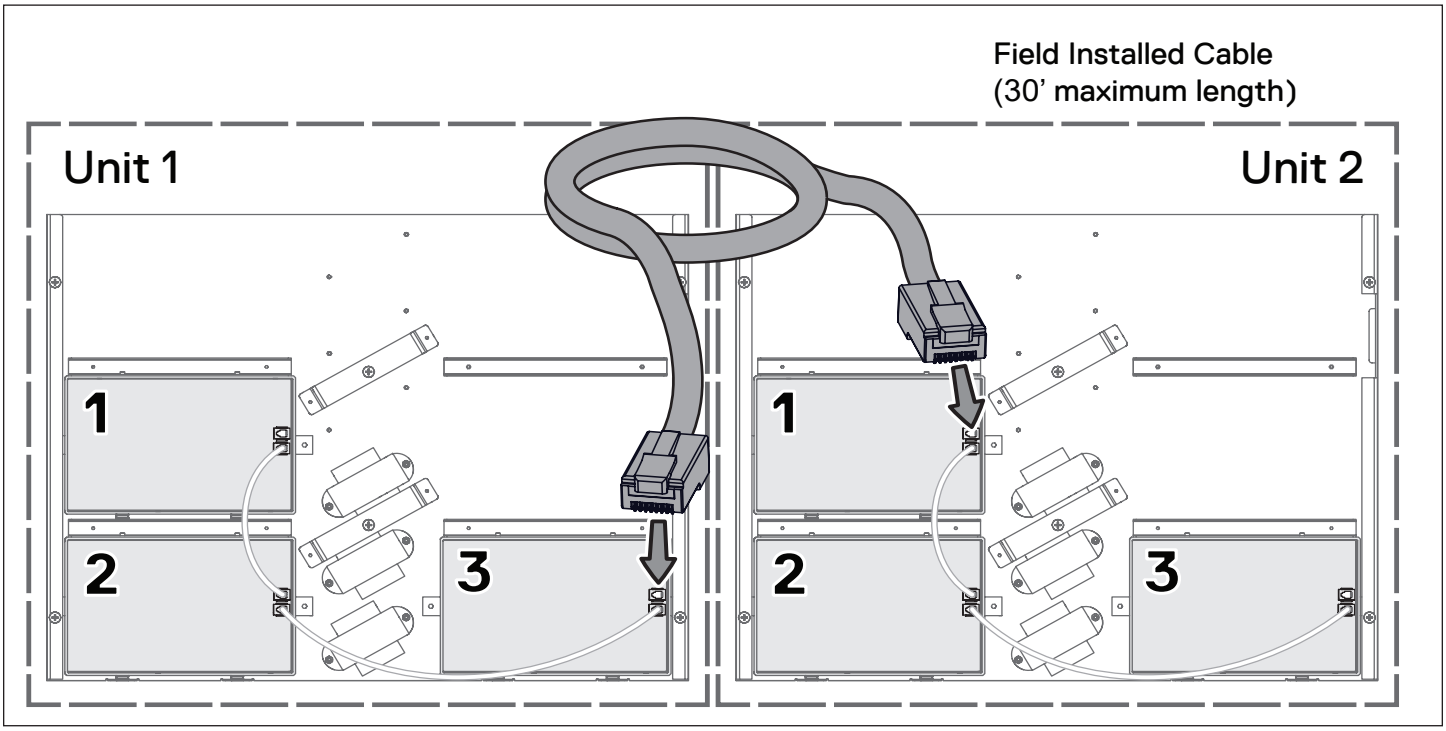
19. Position all other switches on the circuit boards in the unit to the OFF position (right).

20. On any water heater unit between the first and last unit, Unit 2 and/or Unit 3, position all DIP SW3 switches in the OFF position (right).

21. On the last water heater, locate DIP Switch 3 as shown in the table below.

22. Once the communication cables are routed and connected and the DIP switches are correctly positioned, close and lock the front door.

23. Reconnect the power and turn the water heater ON. The water heaters, should now be ready to communicate with each other and operate as a single system



Example: iQ751 Communication Cable Routing Diagram shown.

12. On the first water heater, locate DIP Switch 3 on circuit board 1. Position the switch in the ON position (left) as shown in the table below.

13. Position all other switches on the circuit boards in the unit to the OFF position (right).

14. On any water heater unit between the first and last unit, Unit 2 and/or Unit 3, position all DIP SW3 switches in the OFF position (right).

15. On the last water heater, locate DIP Switch 3 as shown in the table below.

16. Once the communication cables are routed and connected and the DIP switches are correctly positioned, close and lock the front door.

Note:

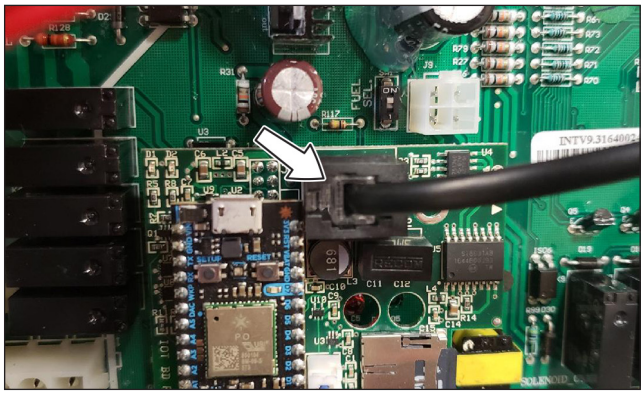
A. Whenever a change is made to any one water heater, all the other units in the system will be automatically updated to the new settings.

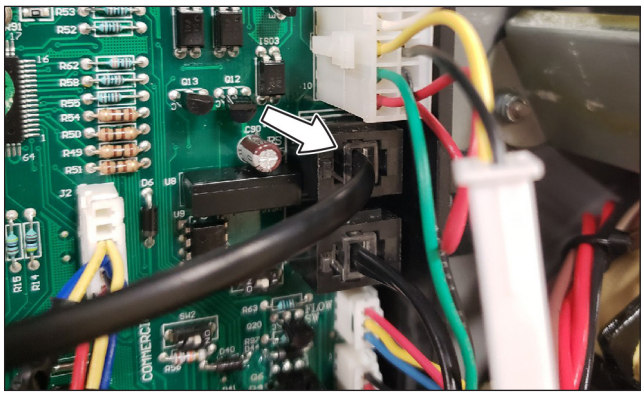
B. A simple way to check the cascading setup is to change temperature 1 degree down on one unit. All other units will show the new temperature within 2 minutes.

iQ751/iQ1001/iQ1501 Cascading Support			
Model (Max Number of Cascaded Units)	**iQ751**	**iQ1001**	**iQ1501**
iQ751	Yes (Max 4 units)	Yes (Max 4 units	Yes (Max 4 units)
iQ1001	Yes (Max 4 units)	Yes (Max 4 units)	Yes (Max 4 units)
iQ1501	Yes (Max 4 units)	Yes (Max 4 units)	Yes (Max 4 units)
All other models (i200, i250, iQ251, iQ251D, iN401, iN501, iQ2001 and iQ3001)	Not Supported		

13.2.1 telliCare for Multiple Units

If cascading mulitple units, the Wi-Fi module on all units besides “Unit 1” in the sequence need to be disconnected to make room for cascade communication cables. Remove the attached cable at each end from the referenced jacks and set aside.





Cascade Termination DIPSW 3 Setting(Two Units)			Cable Connection	Note
Unit	**DIP SW 3 ON (up)**	**DIP SW 3 OFF (down)**	Cascade cable connects from Unit#1 last HEX to Unit#2 H1	Remove the iOT board from Unit#2
Unit# 1	H1	Except H1		
Unit #2	Last HEX*	Except Last HEX*		

Cascade Termination DIPSW 3 Setting(Three Units)			Cable Connection	Note
Unit	**DIP SW 3 ON (up)**	**DIP SW 3 OFF (down)**	1. Cascade cable connects from Unit#1 last HEX to Unit#2 H1. 2. Cascade cable connects from Unit#2 last HEX to Unit#3 H1.	Remove the iOT board from Unit#2 and Unit#3.
Unit# 1	H1	Except H1		
Unit #2	-	All HEXes		
Unit #3	Last HEX*	Except Last HEX*		

Cascade Termination DIPSW 3 Setting(Two Units)			Cable Connection	Note
Unit	**DIP SW 3 ON (up)**	**DIP SW 3 OFF (down)**	1. Cascade cable connects fromUnit#1 last HEX to Unit#2 H1. 2. Cascade cable connects froUnit#2 last HEX to Unit#3 H1. 3. Cascade cable connects from Unit#3 last HEX to Unit#4 H1.	Remove the iOT board from Unit#2, Unit#3 and Unit#4
Unit# 1	H1	Except H1		
Unit #2	-	All HEXes		
Unit #3	-	All HEXes		
Unit #4	Last HEX*	Except Llast HEX*		

Last HEX* iQ751 = H3; iQ1001 = H4; iQ150 = H6;