

**PURPOSE:** To communicate compatibility of the Rinnai BMS Gateway with Demand Duo® H-Series Commercial Hybrid Systems manufactured after serial number RA.UD-000010.

#### PRODUCT INFORMATION

- Applicable Product: Demand Duo® H-Series Commercial Hybrid System
- Applicable Models: CHS19980Hi, CHS16080Hi, CHS160100Hi, CHS199100Hi, CHS398100Hi

#### DETAILS

The initial launch of the BMS Gateway was not compatible with Demand Duo® products. With the addition of a Demand Duo® Interface Module and updating of the BMS Gateway and Demand Duo® Pump Controller, the BMS Gateway is now compatible with the Demand Duo® H-Series Commercial Hybrid System (applicable serial numbers below).

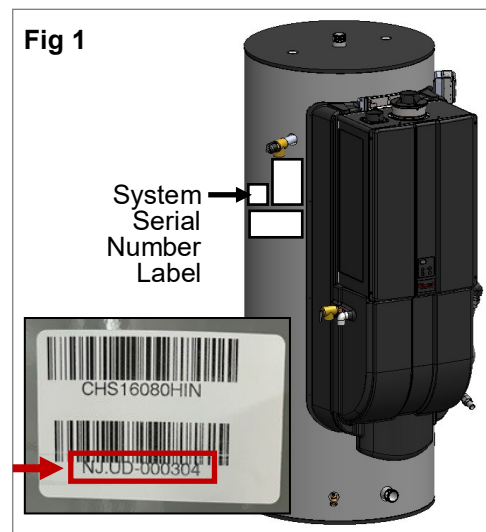
#### Applicable Serial Numbers:

The BMS Gateway is compatible with Demand Duo® H-Series Commercial Hybrid Systems manufactured **after** system serial number RA.UD-000010.

Systems manufactured **before** system serial number RA.UD-000010 must have the recovery controller replaced for BMS Gateway compatibility.

#### Locate the System Serial Number:

The system serial number label is located on the tank as shown in Fig 1.



#### Compare Serial Numbers:

To determine if your system serial number is manufactured before or after serial number **RA.UD-000010**, compare the first letter of your serial number to the first letter of the above serial number: **R**.

**✘ If the first letter of your serial number starts with letters A through Q:** The Demand Duo® system is manufactured before serial number RA.UD-000010 and is not compatible with the BMS Gateway. The recovery controller must be replaced for BMS Gateway compatibility.

**✔ If the first letter of your serial number starts with letters R through Z:** The Demand Duo® system is manufactured after serial number RA.UD-000010 and is compatible with the BMS Gateway (Fig 2).

Fig 2

Example:

**RA.UD-000010**



**A - Q: NOT COMPATIBLE** ✘

**R - Z: COMPATIBLE** ✔



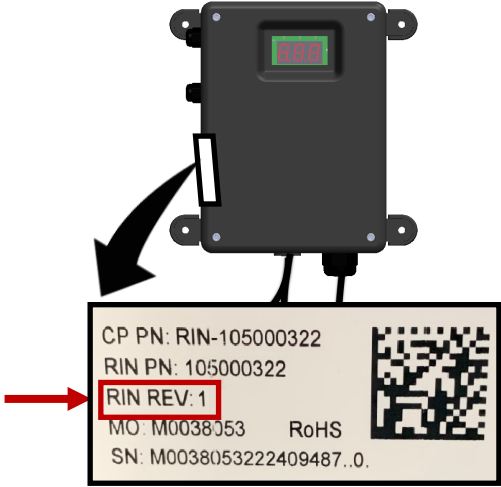


#### WARNING

When the BMS Gateway is paired with a Demand Duo® H-Series Commercial Hybrid System manufactured before system serial number RA.UD-000010, the incompatibility being addressed within this technical bulletin may not be immediately apparent. For example, the system may appear to be functioning correctly when the BMS Gateway is first connected, but unexpected and potentially unsafe conditions may occur, such as loss of function or unintended changes to water heater parameters. Please be certain that the Demand Duo® H-Series Commercial Hybrid System connected to the BMS Gateway was manufactured after the RA.UD-000010 serial number update, even if the system appears to be functioning correctly.

**Required Components:**

The following components are required for the Demand Duo® H-Series Commercial Hybrid System to communicate with the BMS Gateway:

Item	Qty	Part Number	Image
<p><b>Demand Duo® Interface Module</b></p>	1	R-BMS-DD	
<p><b>BMS Gateway</b></p> <p>The label on the BMS Gateway must indicate a <b>-B</b> in the Rinnai Part Number:</p> <p><b>Rinnai Part Number</b> <b>R-BMS-100-<u>B</u></b></p>	1	R-BMS-100	
<p><b>Demand Duo® Pump Controller</b></p> <p>The label on the side panel must indicate <b>Rev 1</b>.</p>	1	105000322	
<p><b>BMS Cable</b></p>	3	R-BMS-Cable	Image not shown

**Connecting the BMS Gateway and Demand Duo® Interface:**

1. Turn off the electrical power supply by unplugging the power cord or by turning off electricity at the circuit breaker. The temperature controller on the tankless units do not turn off electrical power.
2. Remove the tankless water heater front cover panel and unplug the serial cable that connects to the pump controller.
3. Remove the cover from the Demand Duo® pump controller and remove the serial cable.
4. Cut the ends of two of the R-BMS-Cables and strip the wires.
5. Connect the wires as shown below (Fig 3) inside the Demand Duo® pump controller.
6. Make the remaining connections as shown below (Fig 3):

