

PURPOSE: Effective March 30th, 2020, the Rinnai Control-R™ Wi-Fi Module and mobile app will no longer be compatible with Super High-Efficiency (SE Series) RUCS/RUS (KCM) Tankless Water Heaters.

PRODUCT INFORMATION

Applicable Products:

- Super High-Efficiency (SE Series) RUCS/RUS (KCM) Tankless Water Heaters
- Rinnai Control-R™ Wi-Fi Module and Mobile App

DETAILS

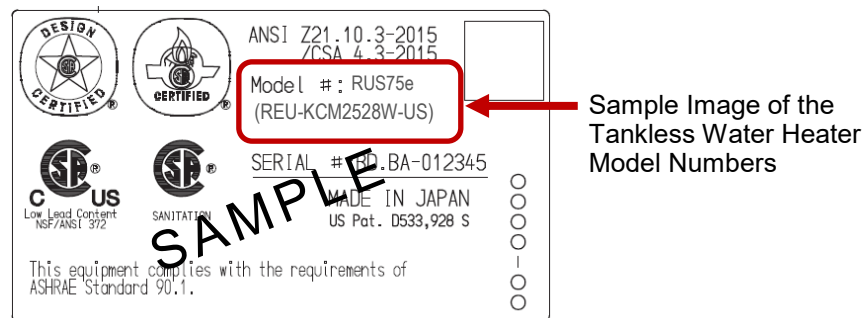
Effective March 30th, 2020, the Rinnai Control-R™ Wi-Fi Module and mobile app will no longer be compatible with Super High-Efficiency (SE Series) RUCS/RUS (KCM) Condensing Tankless Water Heaters due to a software update. Affected tankless water heater models (natural gas and propane) include:

- RUCS65i (REU-KCM2025FFU-US)
- RUCS75i (REU-KCM2528FFU-US)
- RUS65e (REU-KCM2025W-US)
- RUS75e (REU-KCM2528W-US)

No other tankless water heater models using the Control-R™ Wi-Fi Module and mobile app are affected by this software update.

Customers who are currently using the Control-R™ Wi-Fi Module with a Super High-Efficiency (SE Series) RUCS/RUS (KCM) Condensing Tankless Water Heater should contact Rinnai Customer Care at 1-800-621-9419 for a replacement wall controller.

The model number of the tankless water heater can be found on the label located on the side of the tankless water heater (sample image below).



Sample label image. Actual image on tankless water heater may appear differently than the above image.

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