FAQs and Troubleshooting

Dear Friend:

Thank you for purchasing our product. If you encounter any issues with the unit, please review the troubleshooting guide below first for quick solutions. If the problem persists after troubleshooting, please feel free to contact our customer support team anytime.

If the water heater encounters a malfunction, the wired control panel will display an error code, and the buzzer will sound three consecutive beeps ("**Beep, Beep, Beep**"). This alarm sequence will repeat up to **10 times** to alert the user.

Refer to the troubleshooting table below to identify the error code and follow the recommended solution.

Tip: Most issues can be resolved by checking the power supply, water supply, and gas supply connections before contacting service support

.⚠ Warning: If the problem persists after troubleshooting, **stop using the heater and contact qualified service personnel**.

Normal Operating Conditions

The following situations are **normal during operation** and do not indicate a malfunction.

Situation	Explanation	Action
Hot water appears white or cloudy	Tiny air bubbles form when dissolved air in the water is rapidly heated and released under atmospheric pressure.	This is **normal**. The water will become clear after a few seconds.
White vapor from the exhaust vent in cold weather	Water vapor forms when hot exhaust gases meet cold outside air.	This is **normal**.
Water flows from the pressure relief valve	The incoming water pressure exceeds the safety pressure limit of the appliance.	This is **normal**. Reduce the **water inlet pressure** by partially closing the inlet valve if necessary.
Fan continues running after the heater stops	The fan operates for **10–20 seconds** to expel residual gas and heat from the unit.	This is **normal**.

Problem & Solutions

The following table summarizes common product **problems**, potential **causes** and actionable **solutions** for your reference.

Problem Description	Possible Causes	Solutions
No hot water after turning on the hot water faucet	Gas valve and water inlet valve are closed	Open the **gas valve** and **water inlet valve**
	Water supply has stopped	Wait until the **water supply is restored**
	Water inlet and outlet pipes are reversed	Reconnect the **inlet and outlet pipes correctly**
	The appliance is frozen	Use again after the **unit has thawed**
	Propane gas cylinder is empty	Replace the **propane cylinder**
Water temperature is not hot enough	Gas valve or inlet valve not fully open	Fully open the **gas valve and water inlet valve**
	Set temperature exceeds heater capacity	Lower the **temperature setting** or reduce water flow
	Water demand is too high	Reduce water usage or partially close the water valve
Cold water flows intermittently when using hot water	Water flow is below **0.7 GPM (2.5 L/min)**, causing the heater to shut off automatically	Increase the **hot water flow rate** to maintain stable heating
Hot water does not come out immediately after turning on the faucet	Distance between heater and faucet causes delay	Wait **3–5 seconds** for hot water to reach the faucet

Error Codes

If an **error code appears on the display**, follow the steps below:

1. Press the **Power Button** — “ ⏻ ” to turn off the water heater.
2. Check the **water supply, power supply, and gas supply** according to the displayed error code.
3. After confirming the issue has been resolved, **restart the water heater**.

Refer to the **Error Code Table below** for detailed explanations and recommended solutions.

Warning: If the error persists after troubleshooting, stop using the water heater and contact **qualified service personnel**

Display	Cause	Solution
E0	**Water temperature sensor error** 1. Connector loose or poor contact. 2. Sensor open circuit or short circuit, or sensor touching the housing. 3. Main controller circuit board malfunction.	1. Secure the connector or replace a faulty connector. 2. Replace the temperature sensor. 3. Replace the main control board or repair the circuit.
E1	**Ignition or flame failure** 1. Ignition or flame detection wiring is loose or poorly connected. 2. Gas valve closed. 3. Ignition unsuccessful.	1. Reconnect wiring and repair faulty components. 2. Open the gas valve. 3. Check gas pressure and confirm the gas supply is normal.
E2	**False flame detection** Flame signal detected before ignition. Possible causes: 1. Flame sensor failure. 2. Controller malfunction.	1. Replace the flame sensor. 2. Replace the controller.
E3	**Overheat protection activated** Possible causes include prolonged high-load operation, low water pressure, or excessive gas pressure.	Check the air supply system and correct pressure issues. Increase water pressure if possible or slightly reduce the hot water temperature setting.
E4	**Thermostat sensor failure** 1. Loose connector or poor contact. 2. Sensor open/short circuit. 3. Controller malfunction.	1. Reconnect or replace the connector. 2. Replace the thermostat sensor. 3. Replace the main control board.

Display	Cause	Solution
E5	**Fan or air pressure system failure** 1. Low power supply causing slow fan speed. 2. Debris blocking the fan. 3. Fan power module damaged. 4. Connector loose or poor contact.	1. Check the power supply voltage. 2. Remove debris and clear the blockage. 3. Replace damaged components (power board or controller). 4. Reconnect or replace the connector.
E6	**Overheat protection activated**	This is a normal protection function. Allow the unit to cool down before restarting.
E7	**Gas valve malfunction** 1. Loose or damaged wiring. 2. Solenoid valve stuck.	1. Reconnect or replace wiring. 2. Remove and clean the solenoid valve.
E8	**Fan speed exceeds limit / flue blocked**	Remove debris from the exhaust flue and clear the blockage.
En	**Timed shutdown**	Normal safety protection. Restart the appliance if needed.
Ec	**Communication failure** 1. Poor communication cable connection. 2. Remote controller damaged. 3. Controller damaged.	1. Reconnect the communication cable. 2. Replace the remote controller. 3. Replace the controller.
EE	**Internal control system failure** 1. Voltage too high or too low. 2. Insufficient power supply. 3. Current lower than 5A.	1. Replace the controller if necessary. 2. Use a proper power supply with adequate capacity.
Ed	**Anti-freeze protection active**	The burner operates automatically to prevent freezing when ambient temperature is low. This is normal operation.

⚠ **Note:**

If the same error code continues to appear after troubleshooting, stop using the appliance and contact **qualified service personnel**.

Lastly, we sincerely apologize for any inconvenience caused by product issues. Thank you for your time. We hope this troubleshooting guide can help you resolve your concerns. Please feel free to contact us support@avoyte.com if you encounter any unresolved problems.(Please provide the *order number*, product issue description, video and pictures)

Have a nice day~
AVOYTE