



Tankless Water Heater After-Sale Service

*15-Year warranty for heat exchanger,
5-Year warranty for parts.*



For more information, visit stream33.com

Error Code

Code: E0

Description: The water outlet temperature sensor is open or short circuited.

Causes & Solutions:

Cause 1. Poor connection.

Cause 2. The sensor is damaged.

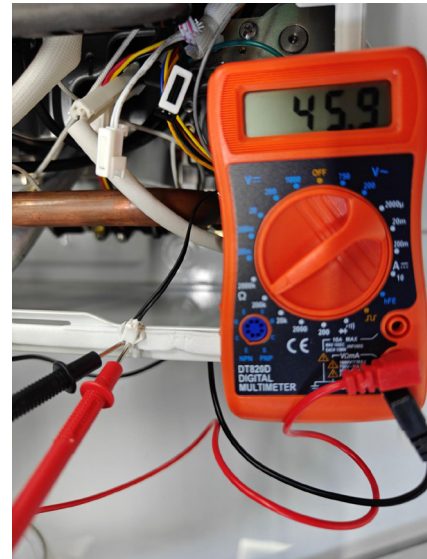
Cause 3. The main PCB is damaged.



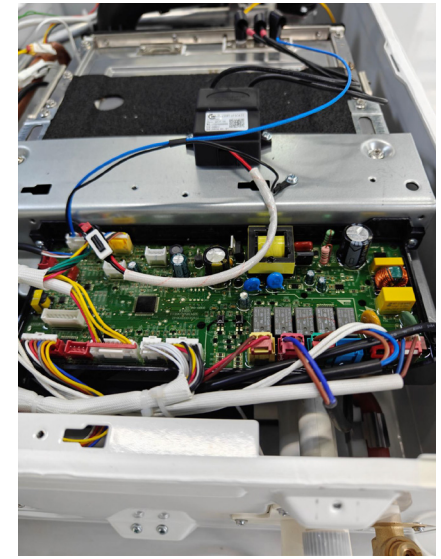
1. Disassemble the front cover.



2. Check the connection.



3. Measure the resistance value, if it does not match the resistance data sheet, replace the sensor.



4. If it matches the resistance data sheet, replace the main PCB.

Error Code

Code: E1

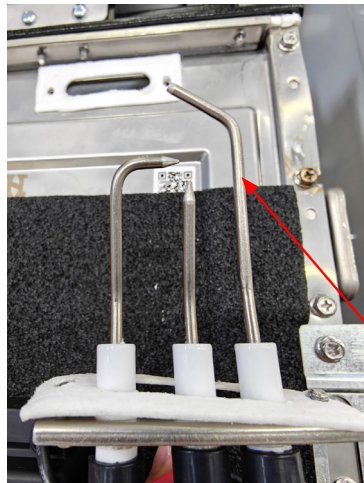
Description: During operation, the burner loses its flame and restarts operation more than 4 times.

Causes & Solutions:

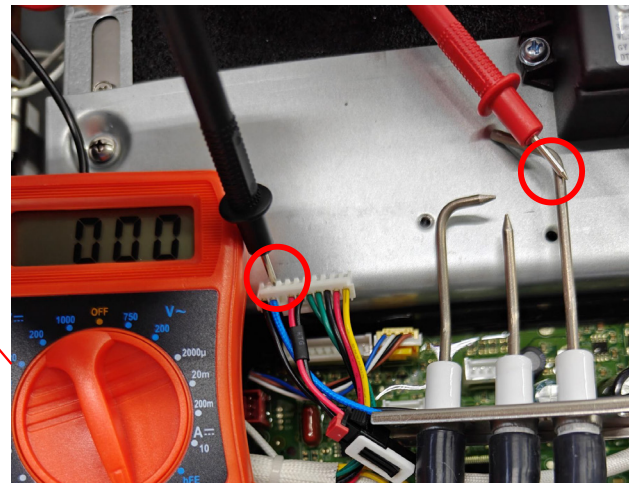
- Cause 1.** The flame feedback sensor is damaged.
- Cause 2.** Poor connection or the wire is damaged.
- Cause 3.** The main PCB is damaged.



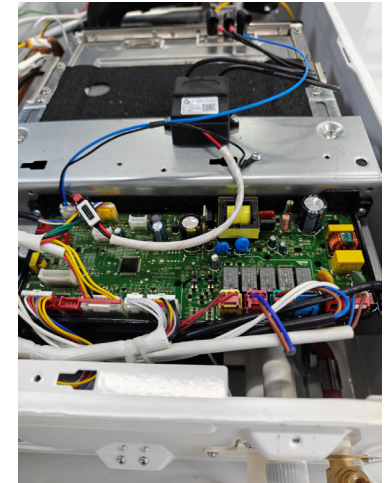
1. Disassemble the front cover.



2. Check if the flame sensor surface is not damaged, clean, and free of corrosion. If not, replace the sensor.



3. Measure the resistance value, if it does not match the resistance data sheet, replace the sensor.



4. If it matches the resistance data sheet, replace the main PCB.

Error Code

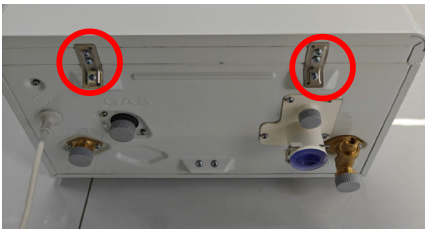
Code: E2

Description: Flame signal detected before ignition.

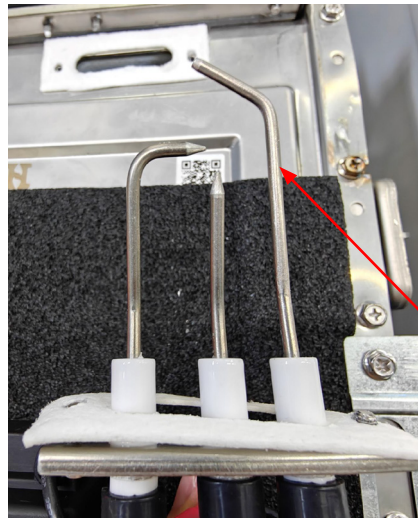
Causes & Solutions:

Cause 1. The flame feedback sensor is damaged.

Cause 2. The main PCB is damaged.



1. Disassemble the front cover.



2. Check if the flame sensor surface is not damaged, clean, and free of corrosion and does not deform. If not, replace the sensor.



3. If the flame sensor passes step #2, replace the main PCB.

Error Code

Code: E3

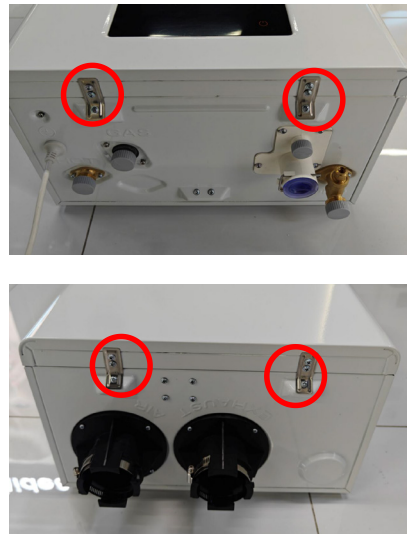
Description: The temperature controller disconnected.

Causes & Solutions:

- Cause 1.** The water is over heated and the controller trips and cut off the circuit.
- Cause 2.** Poor connection or the wire is damaged.
- Cause 3.** The controller is damaged.
- Cause 4.** The main PCB is damaged.



1. Power off and on the product to reset the controller.



2. If the problem is not solved, disassemble the front cover.



3. Check the temperature controller and harness connection. If there is no continuity, replace the controller and harness.



4. If there is continuity, replace the main PCB.

Error Code

Code: E4

Description: The outlet water temperature exceeds 185° F (85° C).

Solutions:

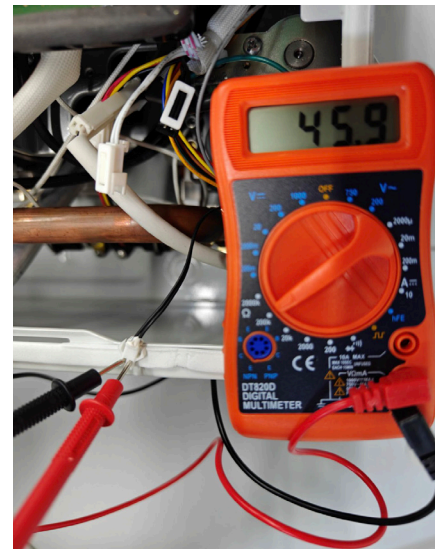
Power off and on the product.



1. Power off and on the product.



2. Check the wireless connection.



3. Measure the resistance value. If it does not match the resistance data sheet, replace the sensor.



4. If it matches the resistance data sheet, replace the main PCB.

Error Code

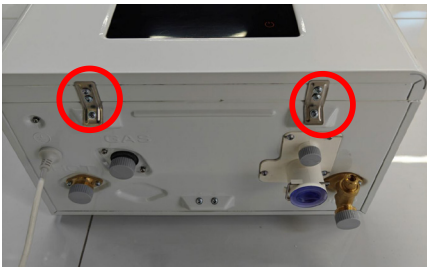
Code: E5

Description: The fan speed is low.

Causes & Solutions:

Cause 1. The flue is blocked.

Cause 2. The fan is damaged.



1. Disassemble the front cover.



2. Replace the fan.

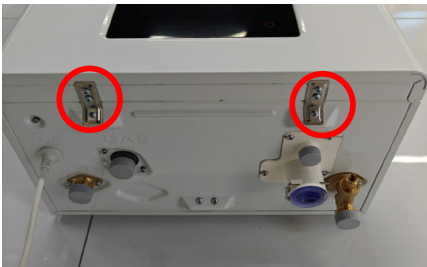
Error Code

Code: E6

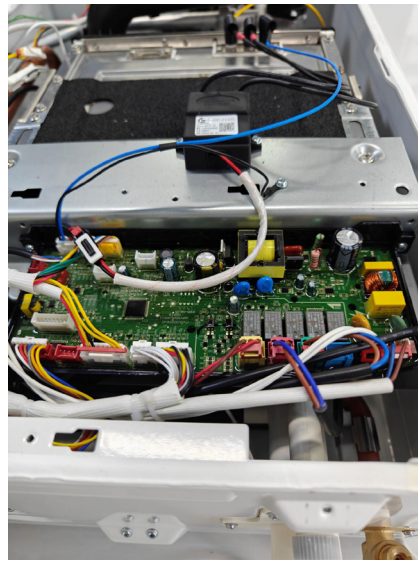
Description: The solenoid valve drive circuit failure.

Solutions:

Replace the main PCB.



1. Disassemble the front cover.



2. Replace the main PCB.

Error Code

Code: F2

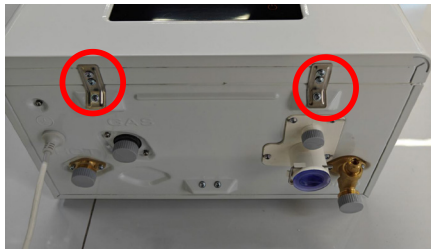
Description: The water outlet temperature sensor is open or short circuit.

Causes & Solutions:

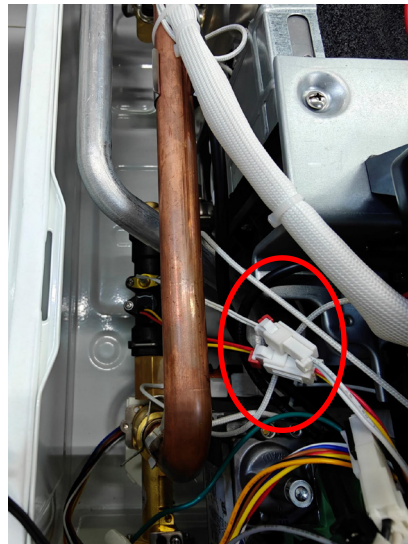
Cause 1. Poor connection.

Cause 2. The sensor is damaged.

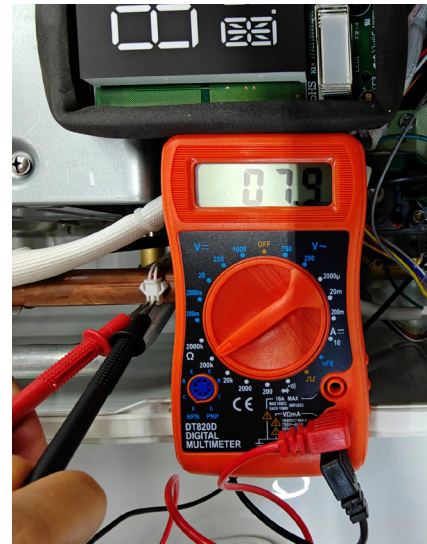
Cause 3. The main PCB is damaged.



1. Disassemble the front cover.



2. Check the connection.



3. Measure the resistance value, if it does not match the resistance data sheet, replace the sensor.



4. If it matches the resistance data sheet, replace the main PCB.

Error Code

Code: C0

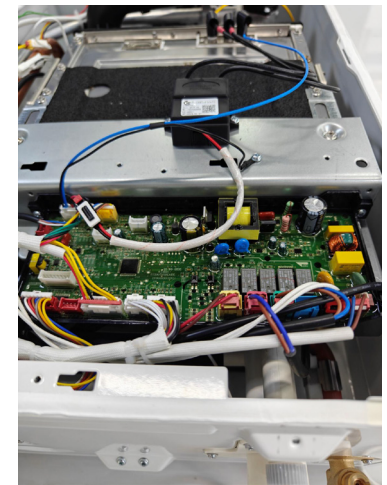
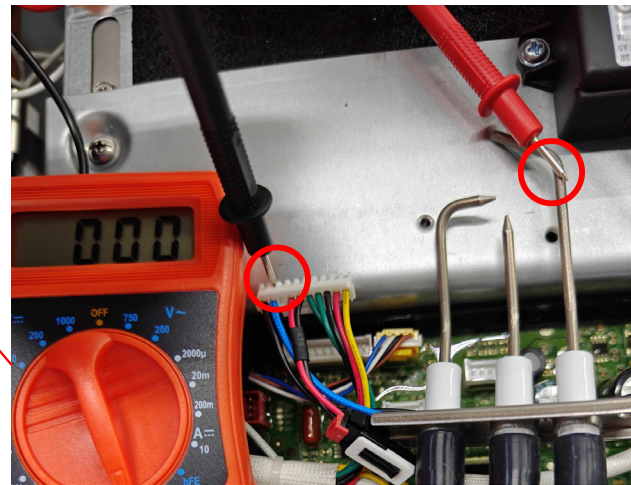
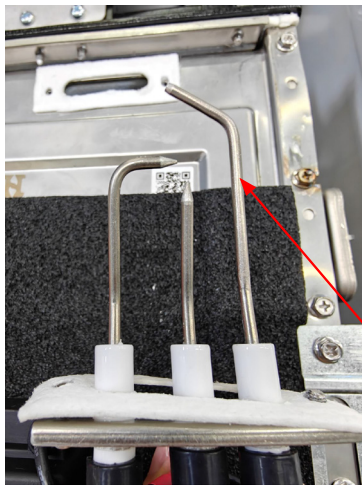
Description: 4x Ignition failure.

Causes & Solutions:

Cause 1. Poor connection or the wire is damaged.

Cause 2. The flame feedback sensor is damaged.

Cause 3. The main PCB is damaged.



1. Disassemble the front cover.

2. Check if the flame sensor surface is not damaged, clean, and free of corrosion. If not, replace the sensor.

3. If the flame sensor passes step #2, check the sensor and harness connection. If not, replace the harness.

4. If there is a connection, replace the main PCB.

Error Code

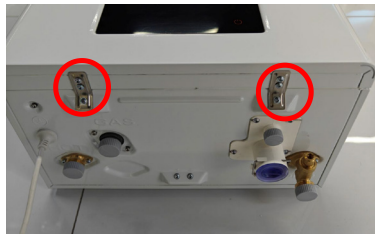
Code: C1

Description: Gas valve closed with no flame present, however, signaling a flame has been detected.

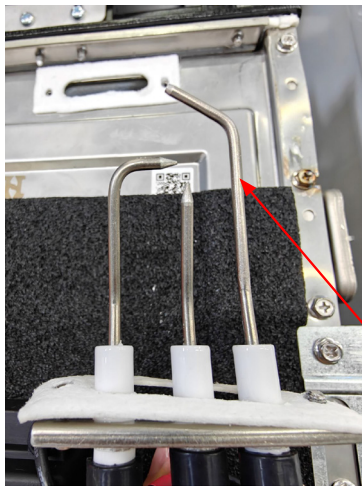
Causes & Solutions:

Cause 1. The flame feedback sensor is damaged.

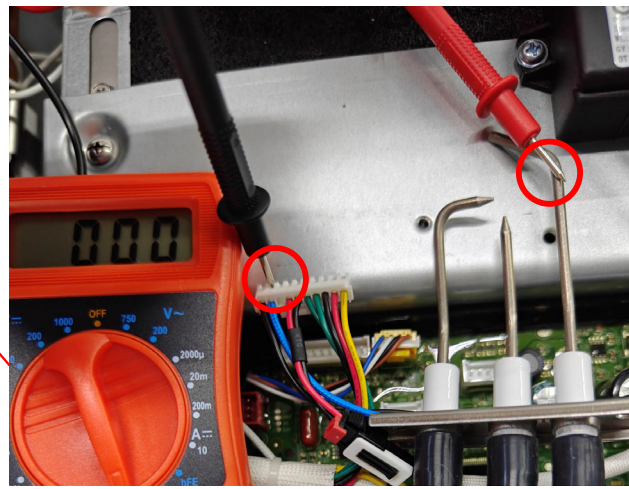
Cause 2. The main PCB is damaged.



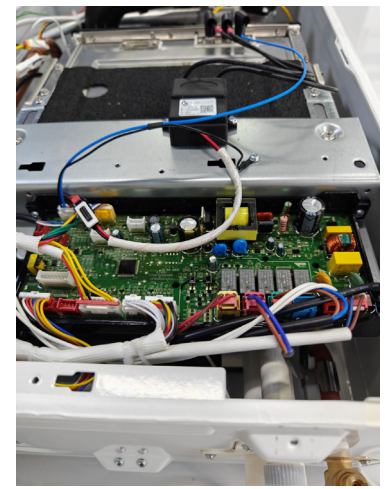
1. Disassemble the front cover.



2. Check if the flame sensor surface is not damaged, clean, and free of corrosion. If not, replace the sensor.



3. If the flame sensor passes step #2, check the sensor and harness connection. If not, replace the harness.



4. If there is a connection, replace the main PCB.

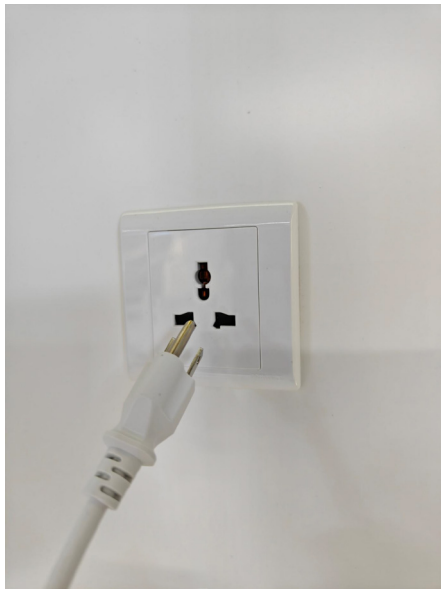
Error Code

Code: EE

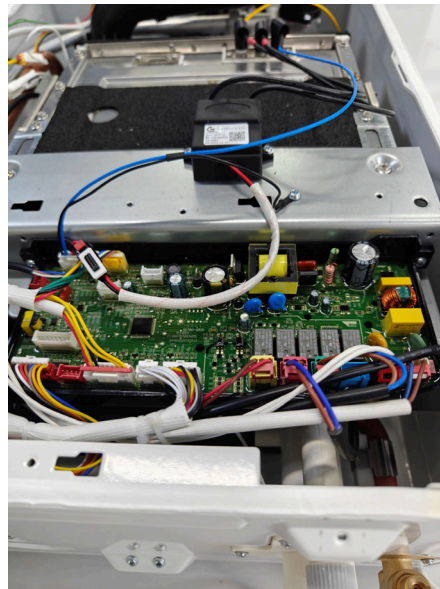
Description: Product has fired for more than 120 minutes continuously (2-Hours)

Solutions:

Power off and on the product, wait 60 seconds before plugging back in to outlet.



1. Power off and on the product.



2. Replace the PCB.

Error Code

Code: C3

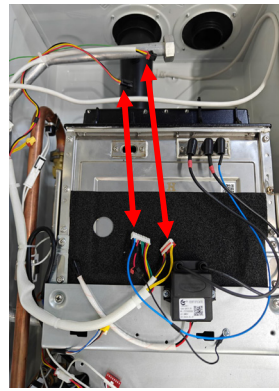
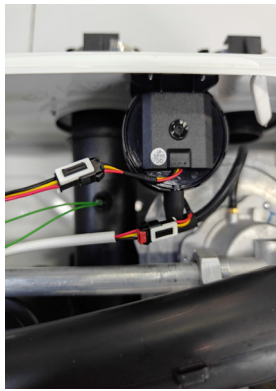
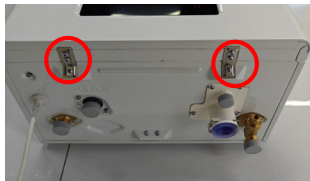
Description: The wind pressure sensor is damaged.

Causes & Solutions:

Cause 1. Poor connection or the wire is damaged.

Cause 2. The sensor is damaged.

Cause 3. The main PCB is damaged.



1. Disassemble the front cover.

2. Check the harness connection.

3. Measure the resistance value, if it does not match the resistance data sheet, replace the sensor.

4. If it is conductive, replace the sensor.

5. If the problem does not solve, replace the main PCB.

Error Code

Code: C4

Description: Flue blocked.

Solutions:

Clear the flue.



1. Clear the flue.

Error Code

Code: C9

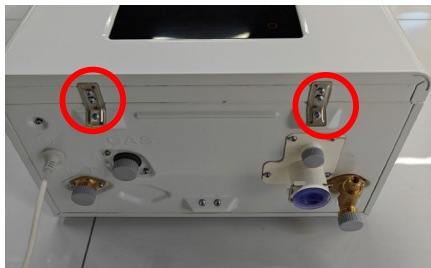
Description: The smoke temperature sensor is open or short circuit.

Causes & Solutions:

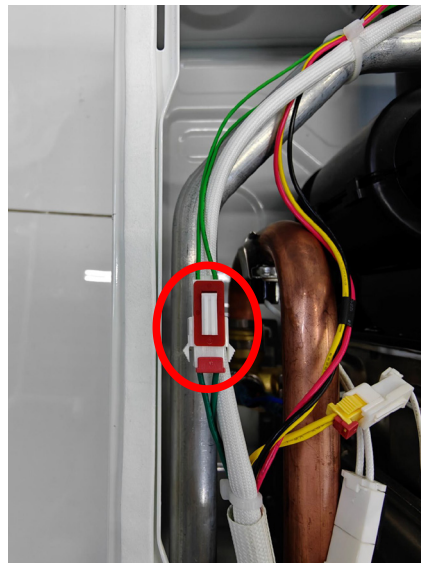
Cause 1. Poor wire connection.

Cause 2. The sensor is damaged.

Cause 3. The main PCB is damaged.



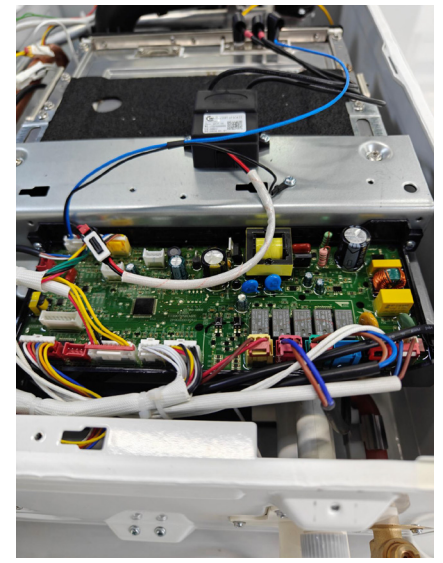
1. Disassemble the front cover.



2. Check the connection.



3. Measure the resistance value, if it does not match the resistance data sheet, replace the sensor.



4. If it matches the resistance data sheet, replace the main PCB.

Error Code

Code: CF

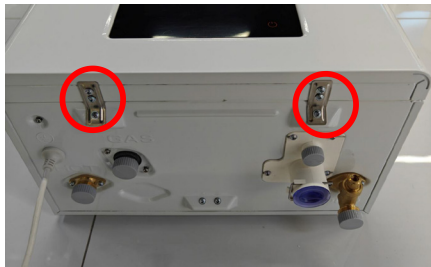
Description: The next water tank temperature sensor is short or open circuited.

Causes & Solutions:

Cause 1. Poor connection or the wire is damaged.

Cause 2. The sensor is damaged.

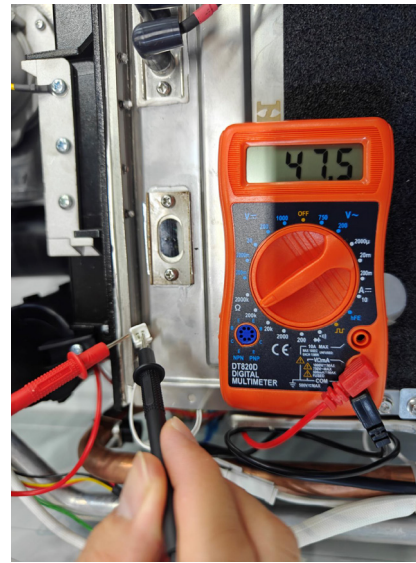
Cause 3. The main PCB is damaged.



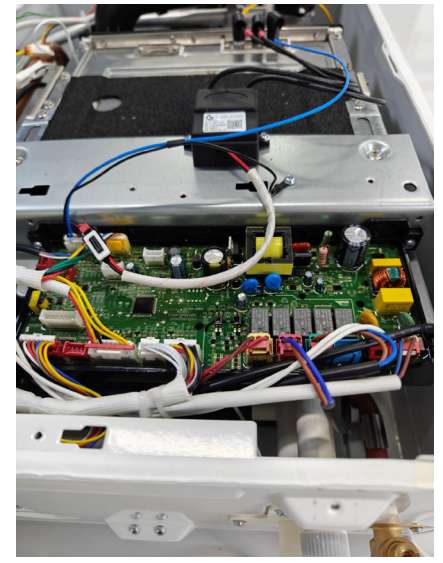
1. Disassemble the front cover.



2. Check the connection.



3. Measure the resistance value, if it does not match the resistance data sheet, replace the sensor.



4. If it matches the resistance data sheet, replace the main PCB.

Resistance Value

Resistance value of the water inlet temperature sensor.

R (120° F) = 3.485K±3% B (0/100) = 3,450±2%													
T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)
-22	104	5	48.19	32	23.95	59	12.66	86	7.061	113	4.128	140	2.517
-20.2	98.61	6.8	45.91	33.8	22.92	60.8	12.16	87.8	6.803	114.8	3.99	141.8	2.439
-18.4	93.48	8.6	43.74	35.6	21.92	62.6	11.68	89.6	6.557	116.6	3.855	143.6	2.364
-16.6	88.66	10.4	41.69	37.4	21	64.4	11.22	91.4	6.319	118.4	3.727	145.4	2.29
-14.8	84.1	12.2	39.74	39.2	20.1	66.2	10.78	93.2	6.093	120.2	3.604	147.2	2.22
-13	79.82	14	37.89	41	19.24	68	10.36	95	5.875	122	3.485	149	2.152
-11.2	75.78	15.8	36.16	42.8	18.43	69.8	9.964	96.8	5.666	123.8	3.371	150.8	2.087
-9.4	71.96	17.6	34.49	44.6	17.67	71.6	9.581	98.6	5.466	125.6	3.262	152.6	2.023
-7.6	68.38	19.4	32.93	46.4	16.93	73.4	9.216	100.4	5.275	127.4	3.156	154.4	1.963
-5.8	64.97	21.2	31.43	48.2	16.23	75.2	8.865	102.2	5.09	129.2	3.054	156.2	1.905
-4	61.77	23	30.03	50	15.56	77	8.531	104	4.913	131	2.956	158	1.849
-2.2	58.73	24.8	28.68	51.8	14.93	78.8	8.211	105.8	4.742	132.8	2.861	159.8	1.794
-0.4	55.88	26.6	27.4	53.6	14.32	80.6	7.905	107.6	4.581	134.6	2.77	161.6	1.741
1.4	53.18	28.4	26.19	55.4	13.74	82.4	7.611	109.4	4.424	136.4	2.683	163.4	1.69
3.2	50.61	30.2	25.04	57.2	13.19	84.2	7.33	111.2	4.272	138.2	2.598	165.2	1.64

Resistance Value

Resistance value of the water inlet temperature sensor, the smoke temperature sensor and the water tank temperature sensor.

R (120° F) = 3.485K±3% B (0/100) = 3,450±2%													
T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)	T (° F)	R(KΩ)
-22	776.09	5	340.3	32	159.4	59	75.95	86	40.43	113	21.75	140	12.2
-20.2	732.45	6.8	322.63	33.8	151.48	60.8	72.09	87.8	38.5	114.8	20.89	141.8	11.77
-18.4	691.53	8.6	306	35.6	144.08	62.6	68.51	89.6	36.56	116.6	20.08	143.6	11.35
-16.6	653.23	10.4	290.35	37.4	137.16	64.4	65.11	91.4	34.9	118.4	19.3	145.4	10.96
-14.8	617.42	12.2	275.64	39.2	130.67	66.2	62.31	93.2	33.64	120.2	18.55	147.2	10.58
-13	583.94	14	261.79	41	124.57	68	59.85	95	32.56	122	17.94	149	10.22
-11.2	552.61	15.8	248.75	42.8	118.82	69.8	57.58	96.8	31.54	123.8	17.18	150.8	9.87
-9.4	523.25	17.6	236.46	44.6	113.39	71.6	55.61	98.6	30.61	125.6	16.54	152.6	9.54
-7.6	495.68	19.4	224.88	46.4	108.25	73.4	53.67	100.4	29.37	127.4	15.94	154.4	9.22
-5.8	469.73	21.2	213.93	48.2	103.38	75.2	51.80	102.2	27.91	129.2	15.38	156.2	8.91
-4	445.26	23	203.59	50	98.74	77	50	104	26.88	131	14.85	158	8.61
-2.2	422.05	24.8	193.8	51.8	93.83	78.8	48.07	105.8	25.53	132.8	14.36	159.8	8.32
-0.4	399.93	26.6	184.52	53.6	89.05	80.6	46.15	107.6	24.53	134.6	13.9	161.6	8.05
1.4	378.93	28.4	175.72	55.4	84.45	82.4	44.24	109.4	23.56	136.4	13.47	163.4	7.78
3.2	359.06	30.2	167.35	57.2	80.07	84.2	42.33	111.2	22.64	138.2	13.08	165.2	7.53