

TS: FVI12 E7



Tech Support M

John Smith Sep 8, 10:58 AM

My FVI12 worked fine then today got code E7

Tech Support B Sep 8, 12:51 PM

Thank you for letting us know about your concern. Kindly check the vent pipes for any debris and see if the fan would spin when you manually spin.

John Smith Sep 8, 2:35 PM

There's no debris and the fan is spinning freely. What else can we check?

Tech Support B Sep 8, 2:51 PM

Thank you for that update. Please disconnect and reconnect the black and the blue wires that are connected on the upper left part of the water heater. Also, try to suck and blow on the grey hose that goes to the air vacuum switch. You should hear or feel the diaphragm moving back and forth. After that, test the water heater to see if it works.

John Smith Sep 9, 9:27 AM

That did the trick! The unit is now working seamlessly. Thank you so much!

TS: E0 error code FVI-12



Tech Support M

E0

The E0 error code can be the result of a power surge or power outage or interruption.

This code can frequently be resolved by turning off the unit and unplugging it from the wall for 30 seconds. This needs to be done with the faucets turned off and no water flowing through the unit. If water is flowing through the unit, the computer will not clear the code.

Lastly, when you plug the water heater, then the E0 code immediately appears, please download the guide for the E0 error code. This can result from the water heater thinking it has water running through it when it is initially powered on.

If you have significant water pressure, the microswitch may not be fully closed when your water heater is at rest. The comprehensive trouble shooting guide has pictures of the microswitch with examples of what it looks like open and what it looks like when it is properly closed.

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