

# Which Computer Board Do I Need For My i12 Tankless Water Heater?



Tech Support T



The Eccotemp i12 Indoor 4.0 GPM Gas Powered Tankless Water Heater is quite the gem that is designed for small to medium hot water production where you need more than one hot water application at the same time. It offers a 35-40 degree Fahrenheit temperature rise when operating at a flow rate of 4 GPM and a 77 degree Fahrenheit temperature rise at 1.5 GPM. IT only pulls about 2 watts while idle and 1.076 Amps during operation.

If you run into an issue requiring you to get a new computer board for your i12 it is important that you first speak to our support team to determine that is indeed what you need. You can contact them at [support@eccotemp.com](mailto:support@eccotemp.com) or visit [support.eccotemp.com](http://support.eccotemp.com) and live chat with them as well.

There are two different versions of the i12 that are currently in circulation, so naturally there are two different computer boards depending on the serial number on your water heater.

\*\*\*You can locate your serial number on the right side of your water heater for this portion. You will need it to determine which computer board you need.\*\*\*

## Which computer board do you need?

Check your serial #:

EX: 1712GHI201001

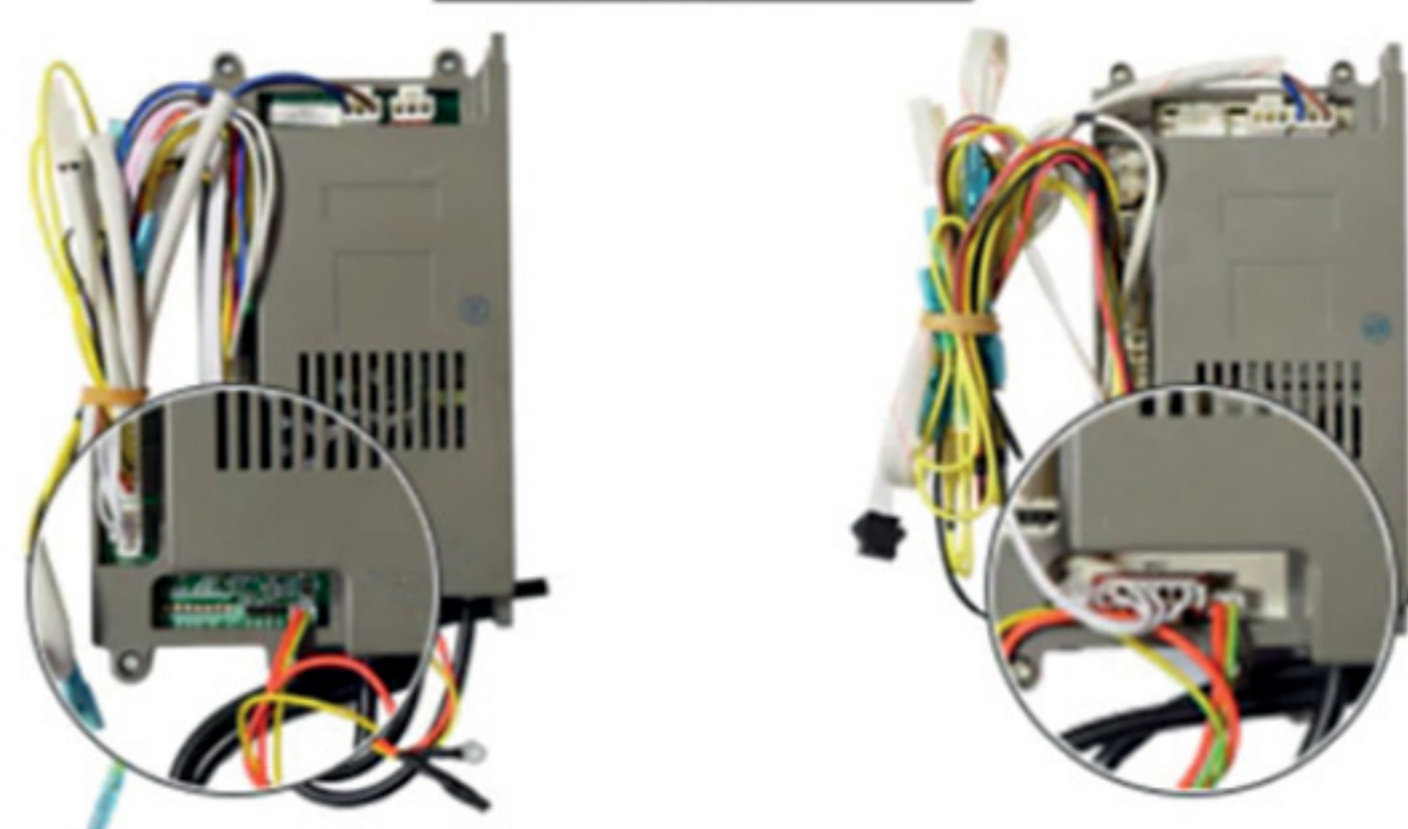
↑      ↑  
Year    Month

After December 2017 = Green

Before December 2017 = White

OR

Check your computer board:



# TS: i12 Getting E5 error code



Hello!!  
I have a Brand New and properly installed i12

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I am getting an E5 code. Please Help!

-John Smith

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**Tech Support**  
Hello John Smith,

Good day!

The E5 error code refers to the Pressure Switch which can be caused by a motor problem or the voltage of the power supply is too low.

If you're sure that the power source is within the required amount and the same issue persists, try to reset your heater by:

- Completely draining the unit out of water
- Shut off gas valve
- Leave unplugged for 5 minutes from power outlet
- Restart heater

Another thing to check is the backflow preventer located inside the elbow vent pipe (included on the standard horizontal vent kit) connected to the top of the heater. Make sure that the butterfly valve inside freely moves when the fan blows the hot air out of the vent. To test, remove the top vent and run the unit without it and see if the issue goes away.

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Hello.. I have tried the bulleted suggestions but the issue is not resolved. Anything else I can do?

-John Smith

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**Tech Support**  
Hello John Smith,

Good day!

Have you tried checking your venting? Please be reminded that there is a backflow preventer located inside the 90 degree elbow vent pipe (included on the standard horizontal vent kit) connected to the top of the heater. Make sure that the butterfly valve inside freely moves when the fan blows the hot air out of the vent. To test, remove the top vent and run the unit without it and see if the issue goes away.

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Thank you for the quick responses and support. I removed the venting and ran the water heater and it worked flawlessly. I determined that the shaft on the batterfly valve has been pinched by my plumber therefore it was not opening when the fan blows the fume and causing a build up inside and smothers the flame. I adjusted it and free the shaft and now the water heater is perfectly working. Thank you so much for your great support. I will recommend you to all my friends.

-John Smith

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**Tech Support**  
Hello John Smith,

Good day!

I am so glad that we were able to identify the cause of the issue. Thank you for your patience and cooperation in resolving your issue!

We appreciate and value your business,  
Enjoy your hot water!

# TS: Troubleshooting tips for the i12 model



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Problem	Possible Cause	What to Do
	Water Shutoff valve is not fully opened.	Check shutoff Valve and open fully.
	Hot water faucet is not fully opened.	Open hot water faucet completely. (The main burner goes off when incoming water volume is inadequate.
Not Enough or No Hot Water	Water piping is frozen	Allow piping to thaw
	No electricity or water supply is cut off	Check that proper power is being supplied and/or water supply is adequate.
Water not Hot enough	Unit is not "ON"	Turn the unit "ON" by the button on the remote control.
	The temperature may be set too low	Increase the temperature setting
	The gas valve is not fully opened.	Check and open the gas valve fully.
Water too hot	The temperature is set too high	Decrease the temperature setting.
	Water shutoff valve is not fully opened.	Check Shutoff valve and open fully.
Fan Continues to rotate after hot water faucet is closed.	Small amount of water has been heated.	Allow more water to flow.
	Water filter is clogged	Clean the filter with a tooth brush.
	This function is to purge unburned gas 10-15 seconds.	Normal Operation. There is no need to call for service. Check for Error Code.

# TS: Error Code Table i12 model



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Error Code	Error Description	Possible Cause	What to Do
E0	Hot water sensor failure	Junction port loose, short circuit	Call for service
E1	Ignition system failure	The gas valve is not opened or fully opened. Water shut-off valve is not open, Junction port loose.	Check and open gas fully, Check and open water valve, Call for service.
E2	There is flame when no water is coming in	Electric circuit problem	Call for service
E3	Over-heating protection	Dry combustion, problem of overheating controller	Call for service
E5	Pressure switch	Motor problem. Voltage of power supply is too low	Call for service
E6	Over-heating	Gas pressure is too high, water shutoff valve is not fully opened. The temperature is set too low.	Check shut-off valve and open fully. Increase temperature setting.
E7	Solenoid Valve	Open Circuit of the valve, short circuit of the valve, none of the above	Connect the valve, replace the valve, replace the computer board.

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