ESSENCY

EXR Product Introduction

Why are you here?

During this training class you will learn about the following:

- The background of the Essency EXR water heater.
- Who is it aimed at?
- How it compares to other water heaters on the market.
- Key installation points.
- Commissioning.

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Who are Essency?

- General Transmissions – A family business since 1991.
- Specializes in polymer parts for tranmissions.

- In-house design, prototyping, testing & validation.
- Design a corrosion-proof polymer water heater, made of recycled & recyclable materials.
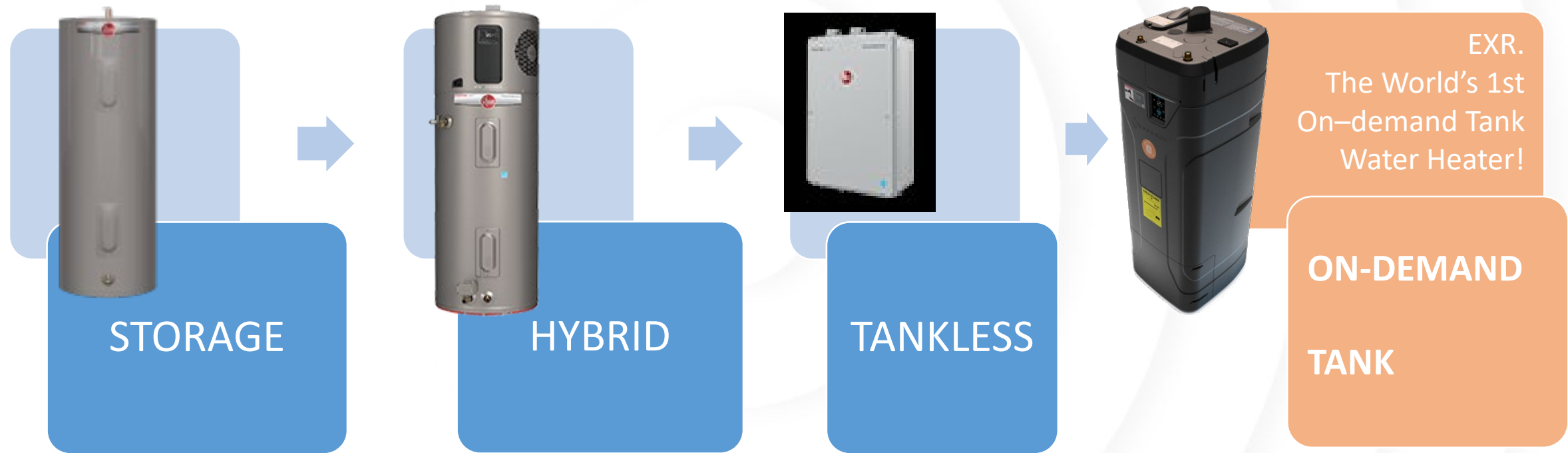
Meet the Essency EXR!

- Combining a tank with on-demand.

- Intelligent control system.

- Durability, connectivity and energy efficiency.

The World of Residential Water Heaters today… and tomorrow

STORAGE

HYBRID

TANKLESS

EXR.
The World's 1st
On–demand Tank
Water Heater!

ON-DEMAND
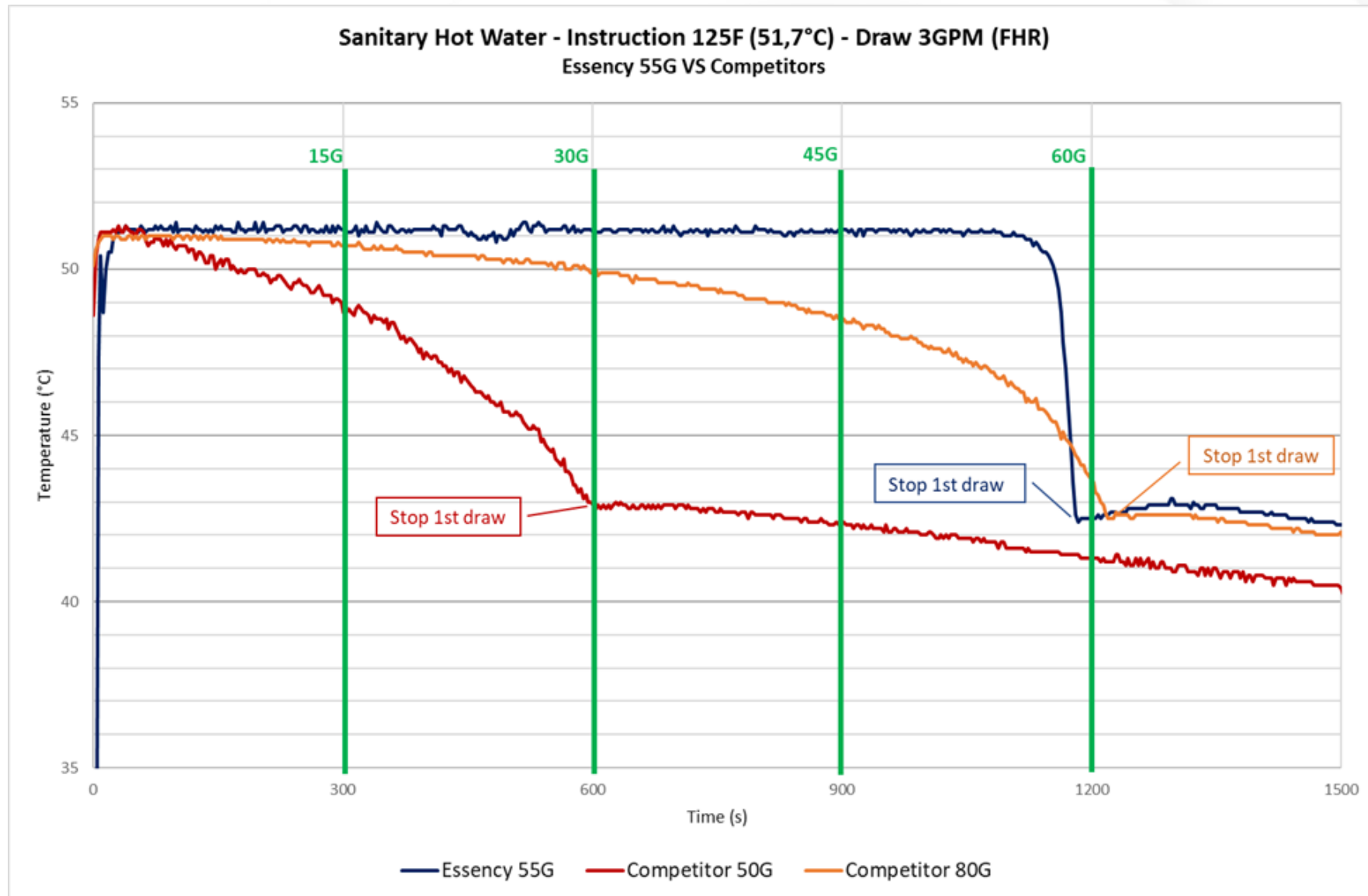
TANK

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How does it work?

- Water is stored in the tank and used as a transfer medium.

- The stored hot water is pumped into the heat exchanger.

- Atmospheric storage.

- Intelligent controls modulate the amount of heat to the heat exchanger.

- Domestic cold water is heated in the heat exchanger.

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TONS of Hot Water!

- **High First Hour Rating (FHR)**
  - **80 gal** in Smart Mode.
  - **100 gal** in Heat+ Mode.

- **21 GPH recovery rate @ 90°F rise** (4500W elements)

- **Stored water stays in the water heater.**
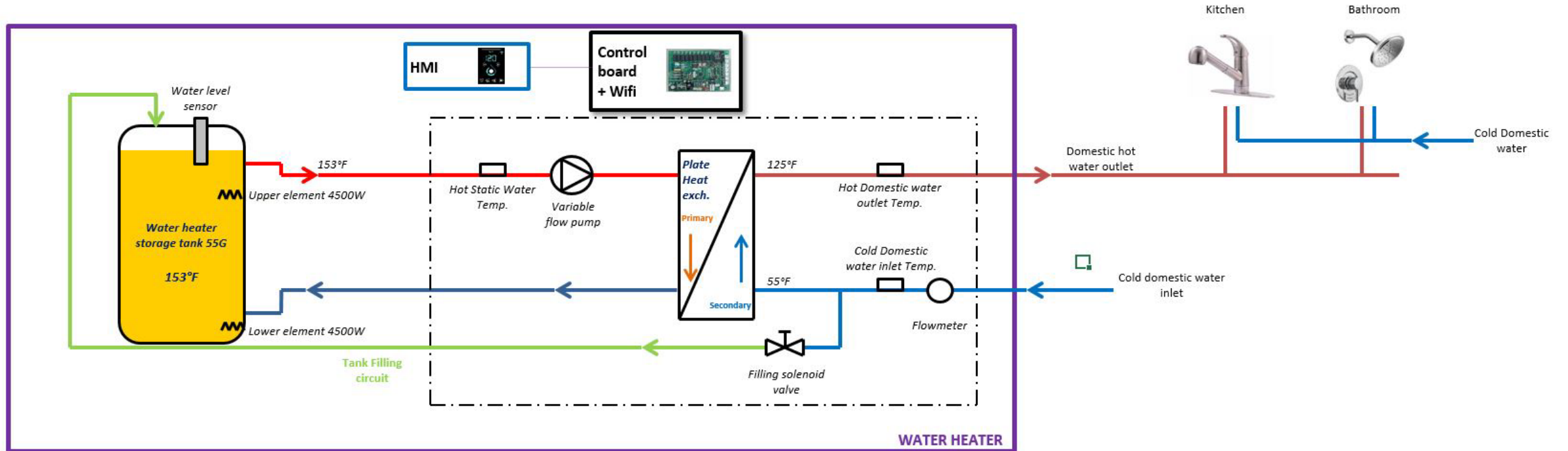 - No dip tube, no mixing cold water with every draw.

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Precise, Stable Temperature (a TRUE FHR)

Sanitary Hot Water - Instruction 125F (51,7°C) - Draw 3GPM (FHR)
Essency 55G VS Competitors

Essency EXR Intro Video

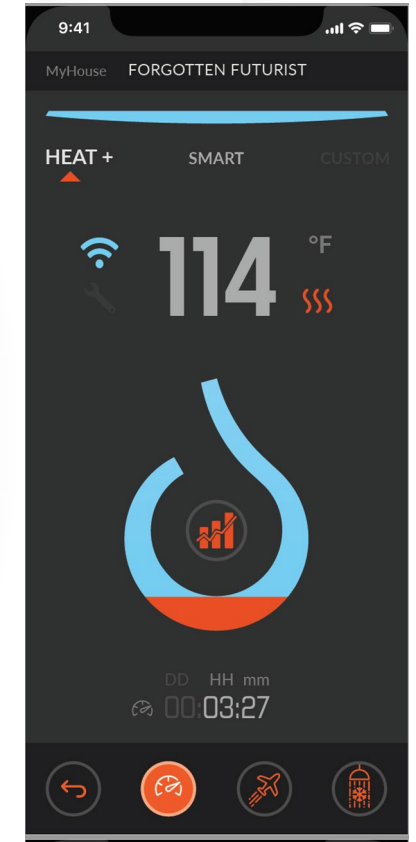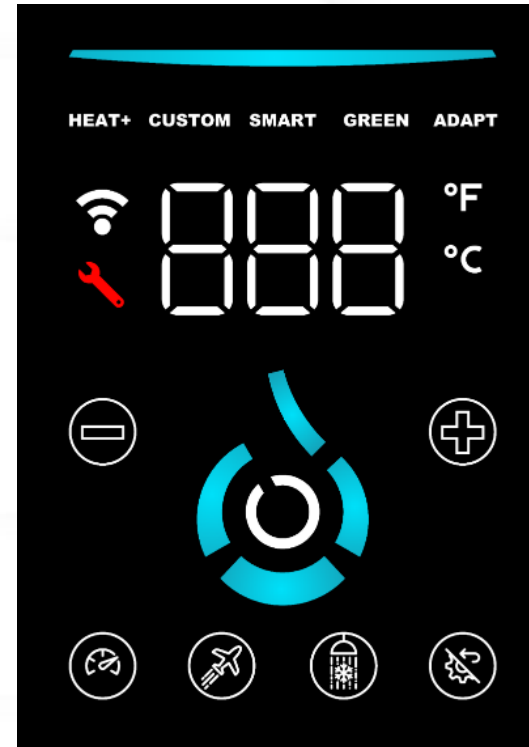- https://www.youtube.com/watch?v=sekSC8VbtCo

ESSENCY EXR System Schematic

SMART Connectivity

- **Wi-Fi enabled**
- **Selectable Modes**
  - Smart
  - Heat+
- **Quick Functions**
  - Boost
  - Vacation
  - WaterSaver
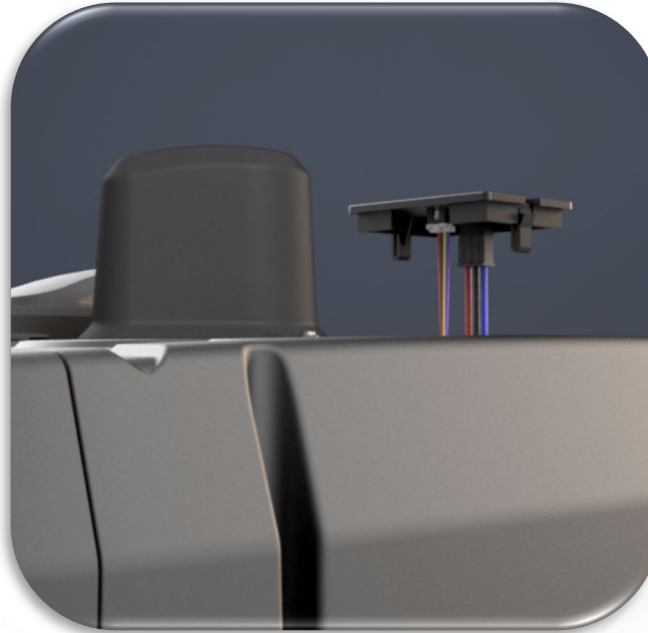- **Leak Detection**
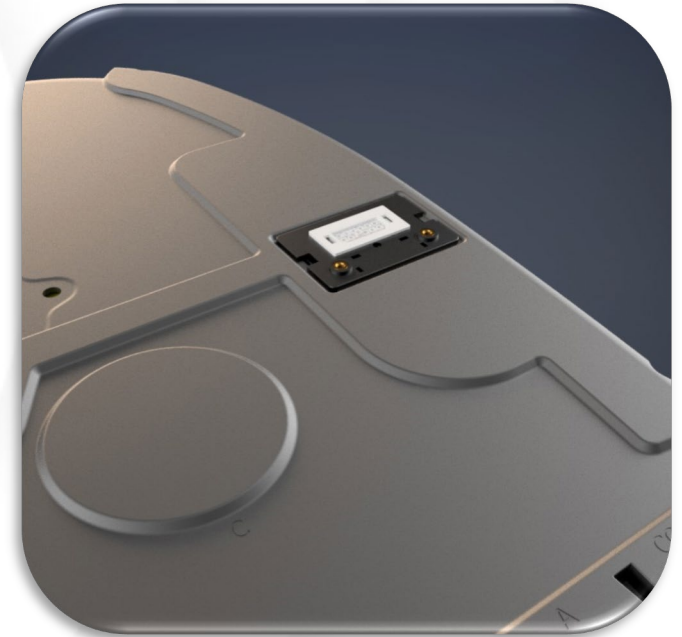- **Automatic software updates**

Upgrade EXR to EXR-D

Remove the cover.

Connect the CTA Kit.

EXR is ready for a UCM.

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What issues does the Essency EXR solve?

- No scale build up in the tank

- No loss of efficiency from the elements

- Great flow rate

- 240 VAC 30 A electrical connection

- Easy installation

Who is the EXR targeted to?

- Hard water areas.

- Homeowners who want more hot water.

- Environmentally-friendly consumers.

- No gas in the home or prefers electric.

- People who like long lasting products.

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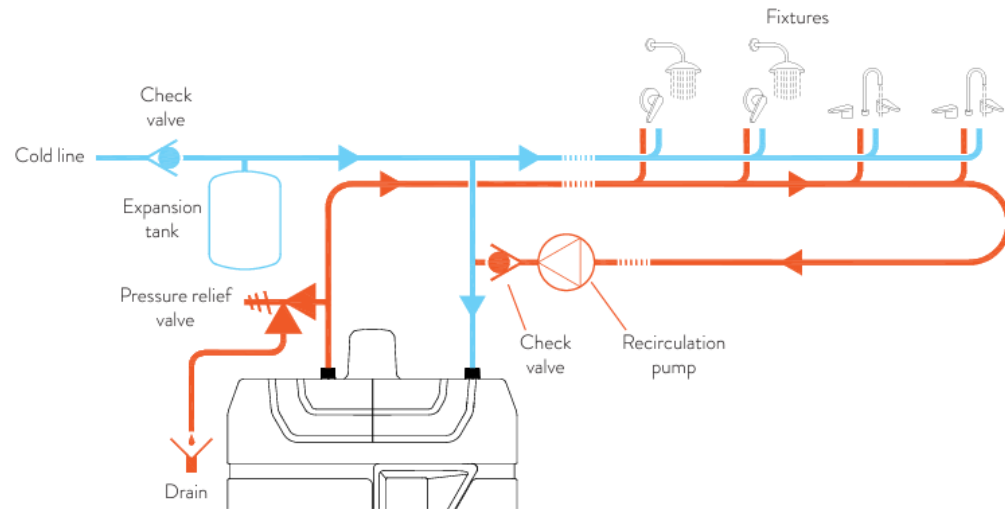# Contractors! Why Install Essency?

- Provide a durable product.

- Stay connected to the customer

- Differentiate your company.

- Easy to stock

- Easy to install

- Easy to service

- No big box competition.

ESSENCY

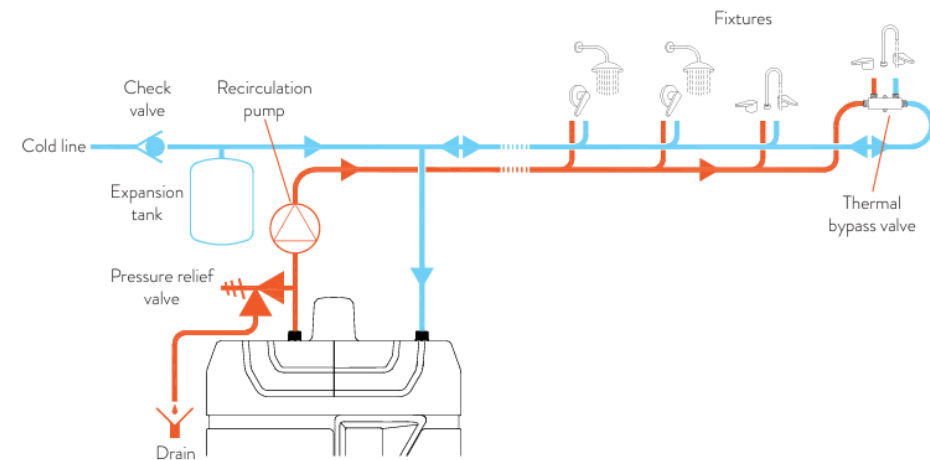# Before Installing

- Be a Pro
- Sign up for ProsOnly Content: https://go.essencyhome.com/professionals-only-content-application
  - Watch Installation Video: https://www.youtube.com/watch?v=GgYsoEf7uuM
  - Watch App Pairing Video: https://youtu.be/JIWHGDSb3js
  - Read Recirculating Article
- Get Trained: In-Person, Virtual
  - Or Book a Private Consultation
- Understand Water Quality – sediment, chlorine, hardness
- Water Connectors are at front, not middle – may need additional pipe/fittings, longer flexes

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Recirculation

1. With a dedicated return line :

Fixtures

Check valve

Cold line

Expansion tank

Pressure relief valve

Check valve

Recirculation pump

Drain

2. Without a dedicated return line :

Fixtures

Check valve   Recirculation pump

Cold line

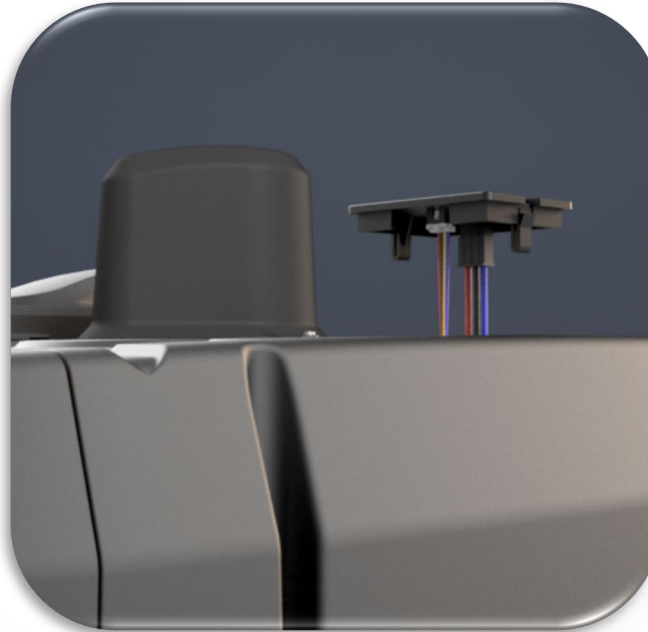Expansion tank

Thermal bypass valve

Pressure relief valve

Drain

- Flow rate delivered by pump should be between 0.3 and 1 GPM. Ideally, the flow rate would be 0.8 GPM.

- Pump should be operating as little as possible and no more than 6 hours per day (for example 3 hours in the morning, 3 hours in the evening).
  In case the ON cycle is 2 hours or more, turn Recirc mode ON (*see page 35*) to avoid nuisance alarm.

- In any case, it is recommended to limit the velocity in piping < 4 ft/s to avoid any erosion issue.
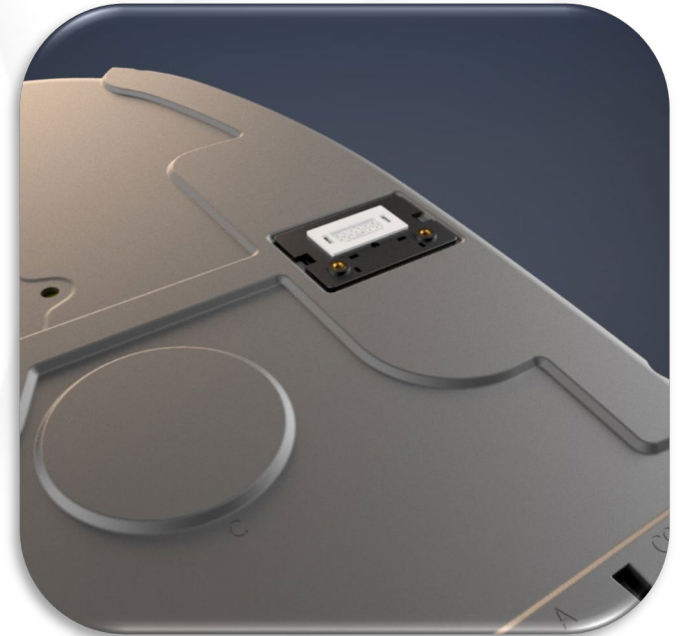
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Upgrade EXR to EXR-D

Remove the cover.

Connect the CTA Kit.
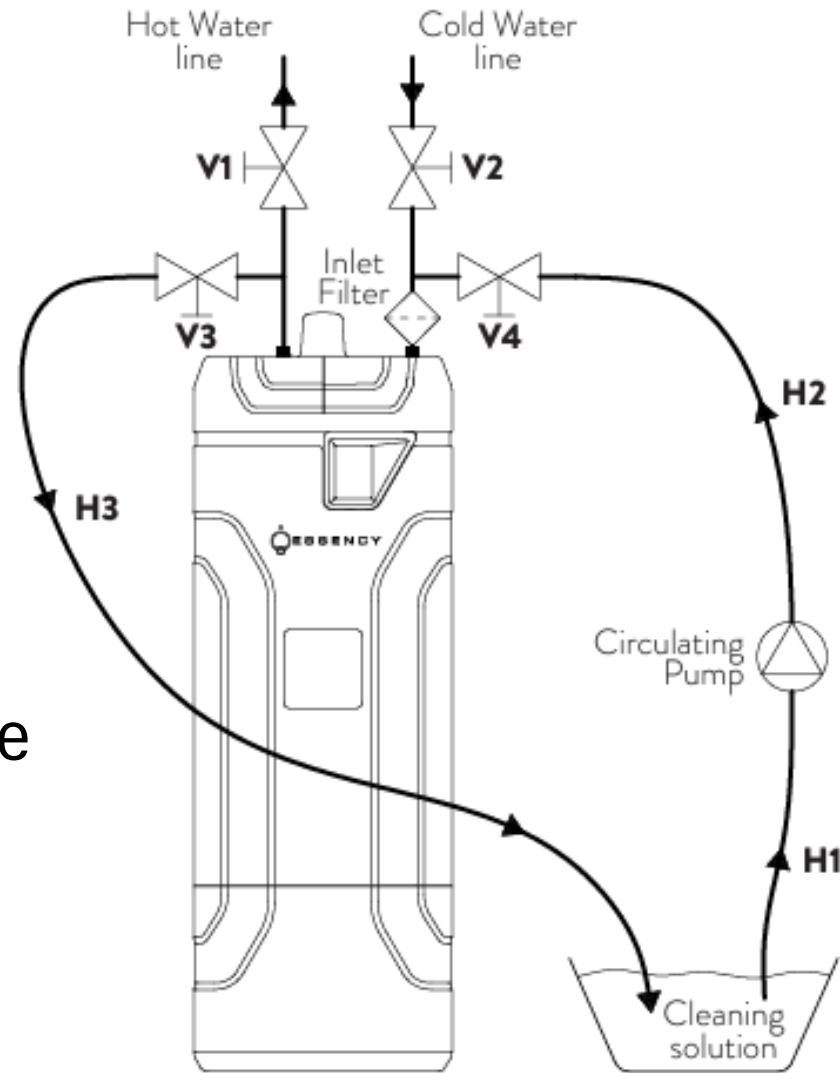
EXR is ready for a UCM.

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Before Installing

- Stuff you might need…
    - Service Valves.
    - ¾" strain relief.
    - Essency's Custom Drain Pan.
    - Wire cutters/strippers for 10 AWG wire.
    - Timer and/or aquastat for recirculation applications.
    - A multimeter or voltage tester.
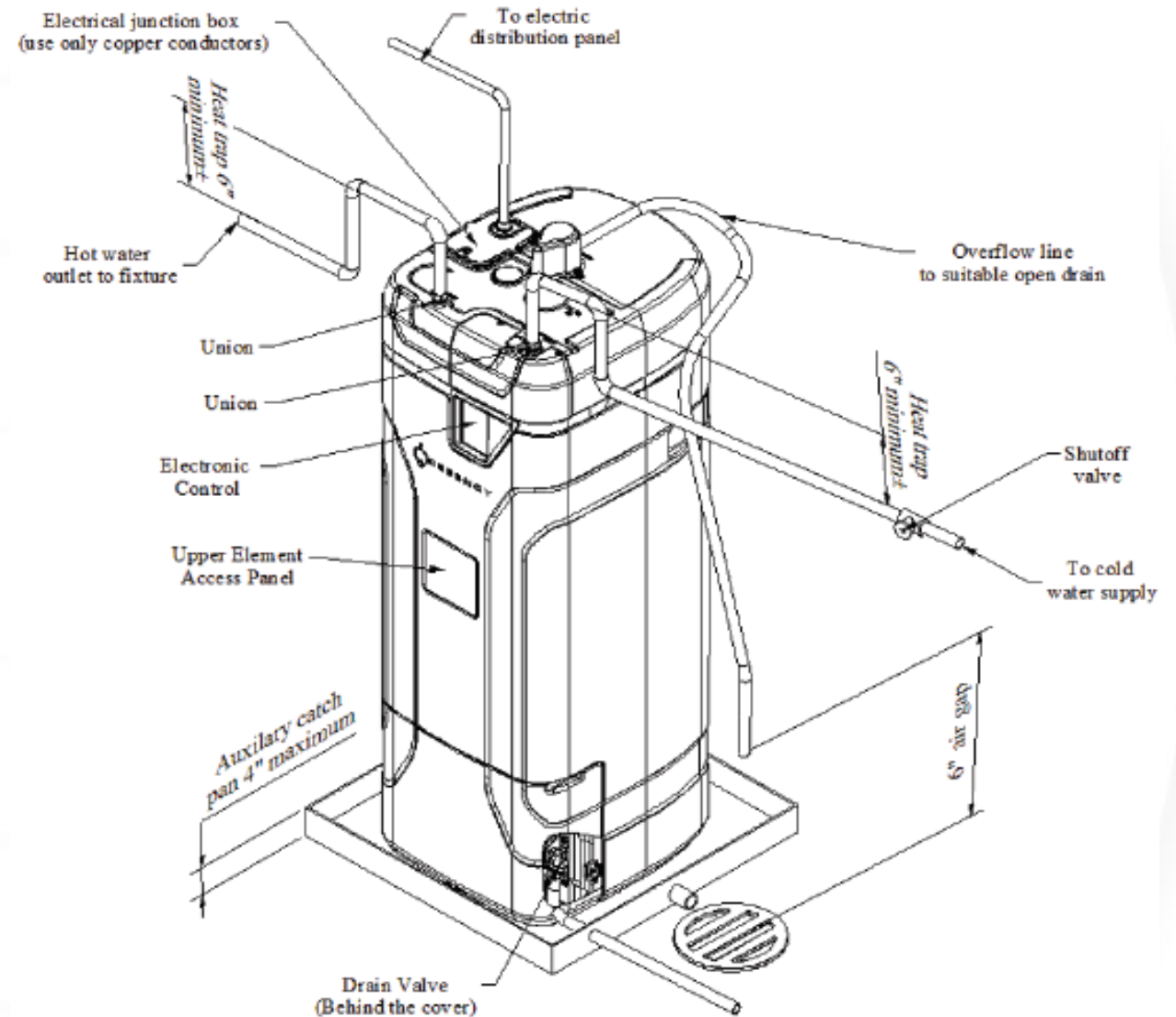   - Demand response module from the electricity provider.

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Easy Service

The heat exchanger may require periodic flushing with vinegar.

Easy Installation

- Connect Water
- Connect Power
- Connect Battery
- Auto Fill Process
- Connect to Wi-Fi
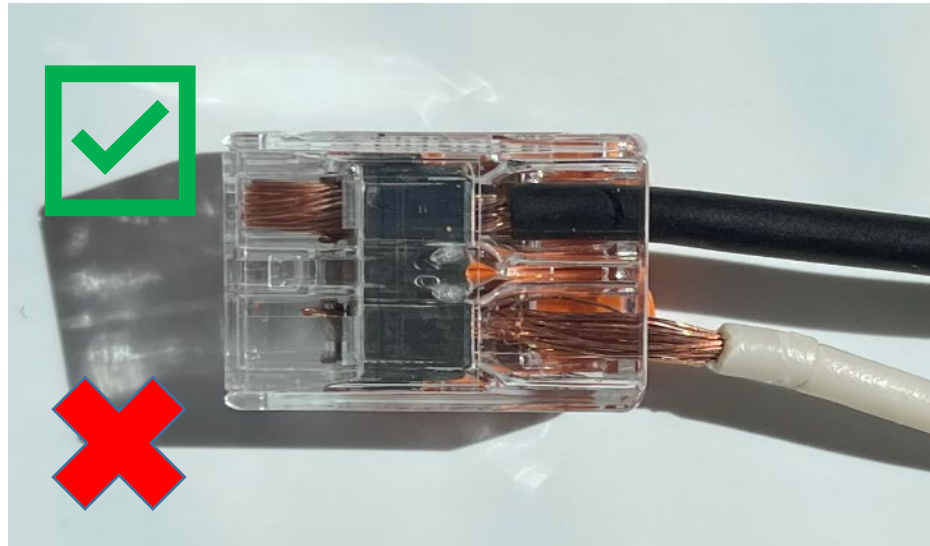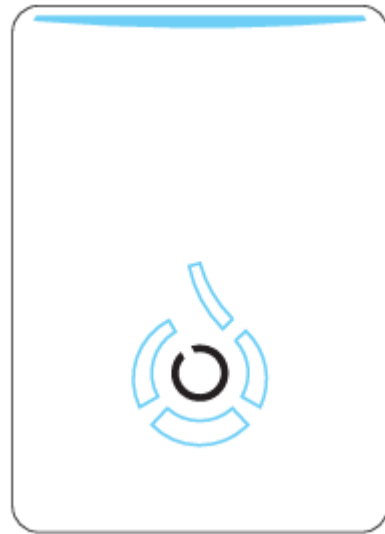- Update the Software

Connect Properly

Wago Connectors

- Wires Must Be:
  - 10-gauge copper
  - Stripped to ½"
  - Fully Inserted
  - No exposed conductors
- Also
  - Jacket must fit inside connector, which sometimes means dryer cord will not work
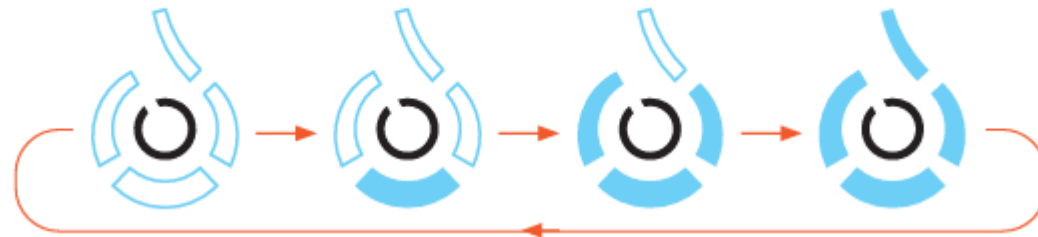 - Box not designed for wire nuts

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Automatic Filling

Filling of the tank:

When the tank is filling (at first startup or occasional refill), the 4 segments of the water drop icon blink the following way.
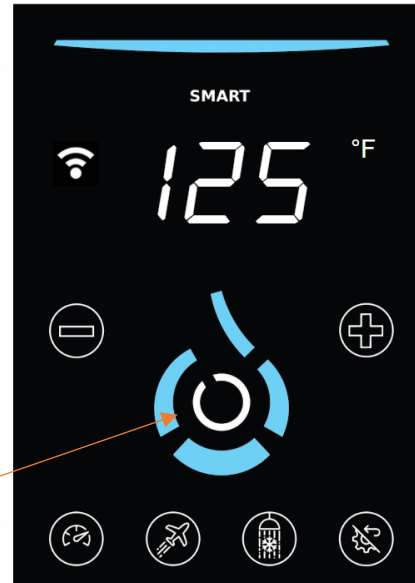
Touchscreen

Blue is normal, red is alarm.

Flashing is networks available.
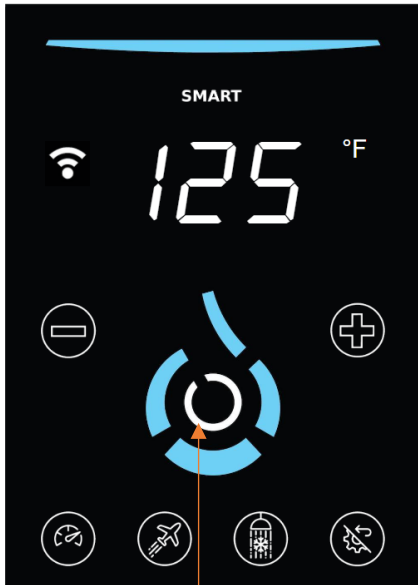Solid is connected to Wi-Fi

SMART

125 °F

Press and hold to adjust
temperature setpoint.

Press and hold to
enter the settings
menu.

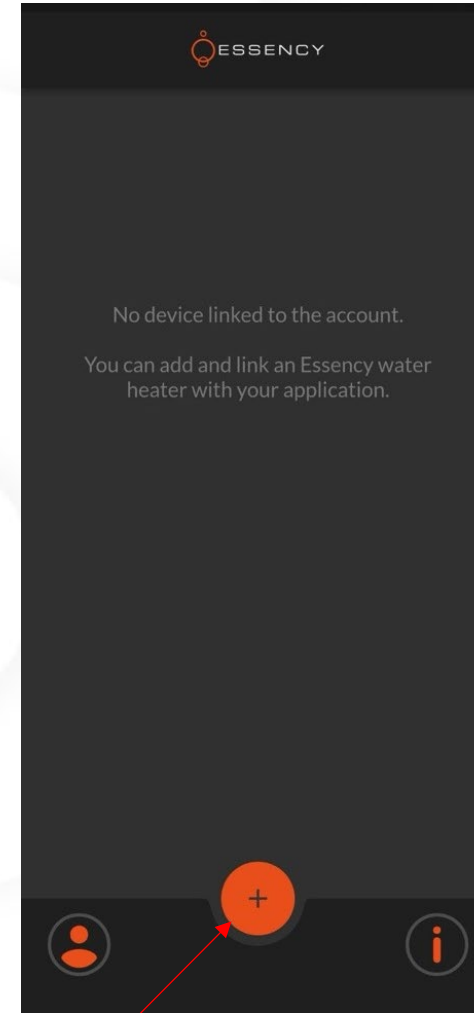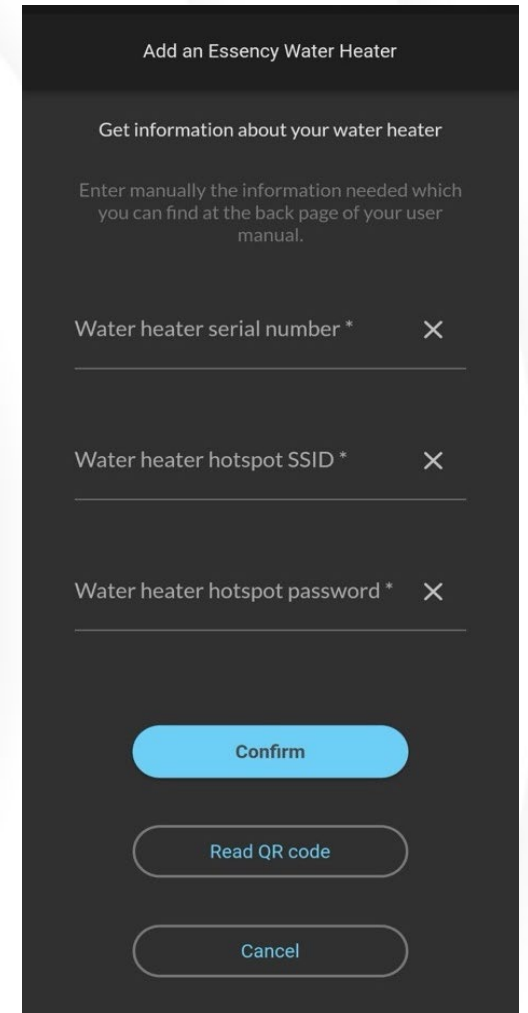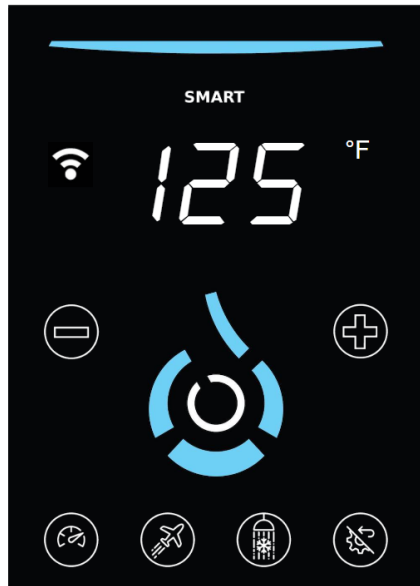Press to confirm

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Touchscreen

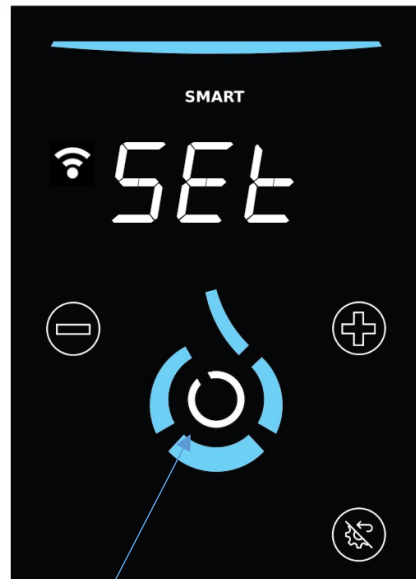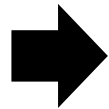Press and hold to enter Wi-Fi pairing mode.

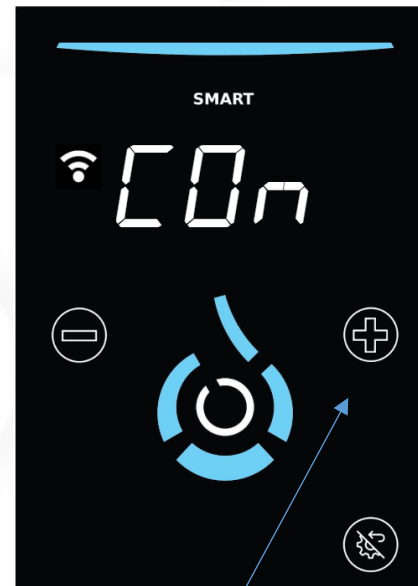Press the + to add to the app

Software Update

Hold for 2 seconds

Press center button to confirm

Use the + or – button to scroll through the options.

Press center button to confirm

Keys to Successful Installation

- Wiring
  - Ensure correct gauge & voltage
  - Use stranded wire with strain relief, cut off appropriate length of jacket
  - Unscrew bracket if that makes it easier for you
  - No tension in wires, go in straight
  - Push Wire all the way to back of connector
  - Push levers down, small tug to double-check strong connection

- Recirculation
  - 1:45 min on, 15 mins off. 2 hours triggers leak detection, more flow is better

- Overflow
  - No need to remove black cap to install overflow line
  - Connect to old T&P line in a retrofit
  - Atmospheric, no need for glue

- Connect battery

- Call us with any questions!

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EXR Overview

- 55-gal stored heat transfer medium.
- 3/4" Water Connections
- 240V, 18A (30A breaker)
- 65 x 22 x 26", rectangular footprint
- 100 lbs
- Wi-Fi Standard, App Enabled
- UEF = 0.93
- FHR = 80 gallons
- Life Expectancy = 30+ years
- Tank Warranty = 20 years
- Parts Warranty, including heat exchanger = 6 years

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Installer Toolkit

- Pros Only Account
  - Essency Pro App
    - Google Play
    - Apple

- Touchscreen Simulator
  - https://essencyhome.com/user-interface-simulator/

- Troubleshooting Guide
  - https://essencyhome.com/troubleshooting-guide-exr/

- Technical Support Phone Number
  - Support: 888-229-6285

- Email
  - contact@essencyhome.com

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Installer's Value Add

- Download the Pro App on your Device
  - Installation guide
  - Troubleshooting Guide
  - Videos
- Warranty Registration
  - Complete the form online
- Pro League sign up
  - Be a preferred installer

Thank You!