

NEWMAR CORPORATION

WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN							
DATE ISSUED		MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #	
03/19/2010		ALL				369	
BRAND						TYPE	
All		American Star	<input checked="" type="checkbox"/>	Mountain Aire	<input checked="" type="checkbox"/>	All	T T <input checked="" type="checkbox"/>
Cypress	<input checked="" type="checkbox"/>	Dutch Star	<input checked="" type="checkbox"/>	Kountry Aire	<input checked="" type="checkbox"/>	F W <input checked="" type="checkbox"/>	C A <input checked="" type="checkbox"/>
Northern Star	<input checked="" type="checkbox"/>	Kountry Star	<input checked="" type="checkbox"/>	Essex	<input type="checkbox"/>	D P <input checked="" type="checkbox"/>	D B <input type="checkbox"/>
Scottsdale	<input checked="" type="checkbox"/>	King Aire	<input type="checkbox"/>	London Aire	<input type="checkbox"/>		
All Star ME	<input checked="" type="checkbox"/>	Ventana	<input checked="" type="checkbox"/>	Bay Star	<input checked="" type="checkbox"/>		
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Air Conditioning & Heating <input checked="" type="checkbox"/> Appliances & Accessories <input type="checkbox"/> Cabinets & Furniture <input type="checkbox"/> Chassis Components <input type="checkbox"/> Construction Components </div> <div> <input type="checkbox"/> Electrical Components <input type="checkbox"/> Exterior Components <input type="checkbox"/> Interior Components <input type="checkbox"/> Plumbing & Bath Components <input type="checkbox"/> Windows, Awnings, Vents, & Doors </div> </div>							
DESCRIPTION OF PROBLEM							
Water weeping or dripping from (PRV) Pressure Relief Valve.							
RECOMMENDED SOLUTION							
<p>You may experience water weeping or dripping from your water heater's Pressure and Temperature Relief Valve when your water heater is operating. This does not always mean the PRV is defective. Please refer to this TSB and read the information under the headings <u>PRESSURE RELIF VALVE & WATER WEEPING OR DRIPPING FROM PRESSURE RELIEF VALVE.</u> If you have any question as to if the valve should be replaced, contact Newmar Corporation Technical assistance @ 866-290-5371 or the supplier of the water heater.</p>							

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.

SAFETY WARNINGS

WARNING! It is imperative that the water heater tank be filled with water before operating the water heater. Operation of the water heater without water in the tank may result in damage to the tank and/or controls. This type of damage is not covered by the limited warranty.

WARNING! Hydrogen gas may result if you have not used this heater for two weeks or more. **HYDROGEN GAS IS EXTREMELY FLAMMABLE.** To reduce the risk of injury under these conditions, open the hot water faucet for several minutes at the kitchen sink before you use any electrical appliance connected to the hot water system. If hydrogen is present, you probably will hear an unusual sound such as air escaping through the pipe as the water begins to flow.

Hydrogen gas may be present even after water has been drained from the tank. Open faucet at sink and allow system to vent for several minutes (5-10 minutes).

Do not smoke or have any open flame near the open faucet. Do not attempt to light pilot or main burner. On DSI models, be sure the switch is "OFF".

Should overheating occur, or the gas supply fail to shut off, shut off the manual gas valve to the appliance before shutting off the electrical supply.

Do not use this appliance if any part has been submerged under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been submerged under water.

Do not alter the operation of your water heater nor change the design/construction of your water heater. Accessories are being marketed for RV products which we do not recommend. For your safety, only factory authorized parts are to be used on your water heater.

Periodically inspect the vent for obstructions or presence of soot. Soot is formed whenever combustion is incomplete. This is your visual warning that the water heater is operating in an unsafe manner. If soot is present, immediately shut the water heater down and contact your dealer or a qualified service person.

When considering add-on rooms, porch or patio, attention must be given to the venting of your water heater. For your safety, do not terminate the vent on your water heater inside add-on rooms, screen porch or onto patios. Doing so will result in products of combustion being vented into the rooms or occupied areas.

Never operate the heater if you smell gas. Do not assume that the smell of gas in your RV is normal. Any time you detect the odor of gas, it is to be considered life threatening and corrected immediately. Extinguish any open flames including cigarettes and evacuate all persons from the vehicle. Shut off gas supply at LP gas bottle. (See Safety notice on front cover of this manual.)

NOTE: Always open both the cold and hot water faucets when filling vehicle water tank to allow air pockets to be forced out of the water heater. When water flows from the heater faucets, close both faucets.

WARNING! Do not store or use combustible materials or liquids near or adjacent to this heater. The appliance shall not be installed in any location where flammable liquids or vapors are likely to be present.

Be sure the power is "OFF" to the water heater ignition system during any type of refueling and while vehicle is in motion or being towed.

The thermostat on your water heater is not adjustable. It is a temperature sensing limit designed to maintain a water temperature of 130°F (54°C). Water temperatures over 125°F (49°C) can cause severe burns instantly or death from scalds; therefore, be careful when using hot water. Children, disabled and elderly are at highest risk of being scalded. Always feel water before bathing or showering.

ANODE PROTECTION

The tank in this water heater is protected by a magnesium or aluminum anode to prolong the life of the tank by absorbing the corrosive action of hot water. Under normal use, the anode rod will deteriorate and because of this, we recommend it be replaced yearly. **NOTE:** Water with high levels of iron and/or sulfate will increase the rate of deterioration; therefore, more frequent replacement may be required. If anode rod is mostly eaten away, replace it with a new one. (See Figure 12)

To prevent a water leak when replacing the anode rod, a pipe thread sealant approved for potable water (such as Teflon Tape) must be applied to the threads of the anode rod. Proper application of a thread sealant will not interfere with the anode's tank protection.

Operating the water heater without proper anode protection will decrease tank life and will void your warranty on the tank. **NOTE:** Tank is drained by removing anode rod (See "Drain and Storage" instructions).

To extend anode life, drain water from tank whenever RV is not being used. Avoid any extended time of non use with water in tank.

Also, refer to section on winterizing.

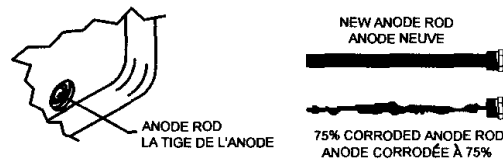


Figure 12

WARNING! Do not replace the anode rod with any non-Suburban accessory part, such as an "add-on" electric heating element. Items such as these are not approved to be installed in Suburban products. They could create an unsafe condition and will also void all warranties.

PRESSURE RELIEF VALVE

The temperature and pressure relief valve is designed to open if the temperature of the water within the heater reaches 210°F, or if the water pressure in the heater reaches 150 pounds. Recreational vehicle water systems are closed systems and during the water heating cycle the pressure build-up in the water system will reach 150 pounds. When this pressure is reached, the pressure relief valve will open and water will drip from the valve. This dripping will continue until the pressure is reduced to below 150 pounds, and the valve closes. This condition is normal and does not indicate a defective relief valve.

WARNING! Do not place a valve between the relief valve and the tank. Do not plug the relief valve under any circumstances.

WATER WEEPING OR DRIPPING FROM PRESSURE RELIEF VALVE

You may experience water weeping or dripping from your water heater's Pressure and Temperature (P & T) Relief Valve when your water heater is operating. Water weeping or dripping from the P & T Valve does not always mean the P & T Valve is defective. As water is heated, it expands. The water system in a recreational vehicle is a closed system and does not allow for the expansion of heated water. When the pressure of the water system exceeds the relieving point of the P & T Valve, the valve will relieve the excess pressure.

Suburban recommends that a check valve not be installed directly at the inlet to the water heater tank. This will increase weeping of the pressure relief valve.

WARNING! Do not remove or plug the relief valve.

One way to reduce the frequency of this occurrence is to maintain an air pocket at the top of the water heater tank. This air pocket will form in the tank by design. However, it will be reduced over time by the everyday use of your water heater. To replenish this air pocket:

1. Turn off water heater.
2. Turn off cold water supply line.

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3. Open a faucet in the RV.

4. Pull out on the handle of the Pressure Relief (P & T) Valve and allow water to flow from the valve until it stops.

5. Release handle on P & T Valve - it should snap closed.

6. Close faucet and turn on cold water supply; as the tank fills, the air pocket will develop.

Repeat this procedure as often as needed to reduce the frequency of the weeping of the P & T Valve. If the weeping persists after following this procedure, you may elect to install an expansion or accumulator tank in the cold water line between the tank and check valve to relieve the pressure caused by thermal expansion. Contact your local dealer for assistance.

The model water heaters listed above are equipped with a high temperature limit as a cut-off device. Temperature above 180°F will cause manual reset button to trip shutting down the electric element.

To activate element, the water temperature must be below 110°F, push reset button to re-activate the electric element.

THERMOSTAT AND MANUAL RESET MODELS: SW4D, SW6D, SW6DE, and SW6DM and SW6DEM (See Figure 13)

The model water heaters listed above are equipped with a high temperature limit as a cut-off device. Temperature above 180°F will cause manual reset button to trip shutting down main burner.

To activate burner, the water temperature must be below 110°F, push reset button to re-activate burner.

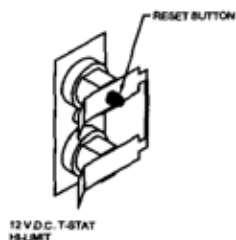


Figure 13

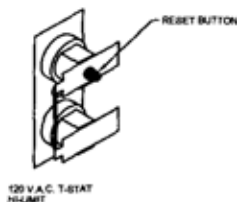


Figure 14

THERMOSTAT AND MANUAL RESET MODELS SW6DE and SW6DEM (See Figure 14)

The model water heaters listed above are equipped with a high temperature limit as a cut-off device. Temperature above 180°F will cause manual reset button to trip shutting down the electric element.

To activate element, the water temperature must be below 110°F, push reset button to re-activate the electric element.

DRAINING AND STORAGE INSTRUCTIONS

If RV is to be stored during winter months, the water heater must be drained to prevent damage from freezing.

1. Turn off electrical power to water heater either at the switch from the electrical element or a breaker.
2. Shut off gas supply to water heater.
3. Turn off pressure pump on water system.
4. Open both hot and cold water faucets.
5. Remove anode rod from tank.
6. Follow RV manufacturer's instructions for draining entire water system.

NOTE: Be certain to refill water heater with water and remove all air from tank and lines before re-lighting or before turning on electrical power.

ODOR FROM HOT WATER SYSTEM

Odor from the hot water system is not a service problem and many water supplies contain sufficient amounts of sulphur to produce an odor. The odor is similar to rotten eggs and is often referred to as "sulphur water". It is not harmful - only unpleasant to smell. Sulphur water can be caused by a chemical action or by bacteria. The solution to eliminate is chlorination of the water system. Add about six (6) ounces of chlorinated common household liquid bleach to each 10 gallons in the water tank. Then run the chlorinated water throughout the system, opening each faucet one at a time until you smell the chlorine. Let the RV sit for a few days and the chlorine should take care of the problem. Then you will need to take care of the chlorine. Remove the chlorine by flushing the system with fresh water. This may take several attempts. You may consider adding a filtering system that removes chlorine and prevents sulphur water. If the sulphur or rotten egg smell continues, flush the system once again as described above and replace anode rod as necessary.

REMOVING WATER HEATER

1. Shut off gas supply and disconnect gas supply line from water heater.
2. On all Electric Models, disconnect 120 V.A.C. supply at junction box mounted on heater.
3. On all DSI Models, disconnect 12 V.D.C. power supply at junction box on heater.
4. On Models SW4D, SW6D and SW6DE disconnect all wires at module board.
5. Shut off water supply. Drain water from tank following instructions under "Draining and Storage".
6. Disconnect hot and cold water lines from water heater.
7. Remove screws or nails securing control housing to framed opening.
8. Slide heater out. To reinstall, follow instructions in manual under "Installation instructions".

WINTERIZING

If your water heater plumbing system is equipped with a bypass kit, use it to close off the water heater, drain the water heater completely and leave the water heater closed off (out of the system) in the bypass position particularly if you are introducing antifreeze into the plumbing system. Antifreeze can be very corrosive to the anode rod creating premature failure and heavy sediment in the tank. If the plumbing system is not equipped with a bypass kit, and you intend to winterize by adding antifreeze to the system, remove the anode rod (storing it for the winter) and replace it with a 3/4" drain plug.