



May 10, 2021  
Bulletin#: TB2021-07

## Technical Bulletin regarding seized internal pump

**Models: All iQ (Floor models) & iN model heaters**

### Description:

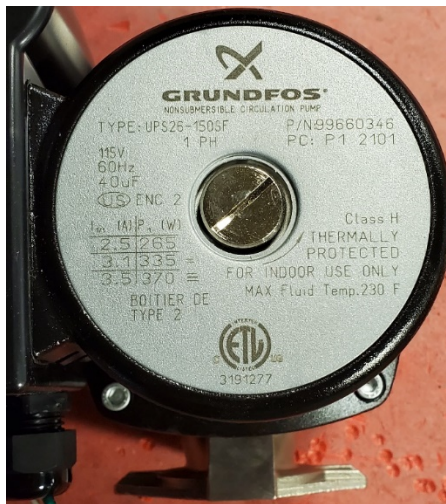
This bulletin is to help explain the symptoms and remedies to a seized-up internal pump in the field.

### Symptoms (what to look for):

- At the time of startup, the air out of the pump and unit has NOT been bled per the procedures located in the I&O manual
- After installing the fuses and turning ON the unit, the pump is very hot.
- There is no internal flow reported on the display (Flow/Temp-> expand and view individual hex).

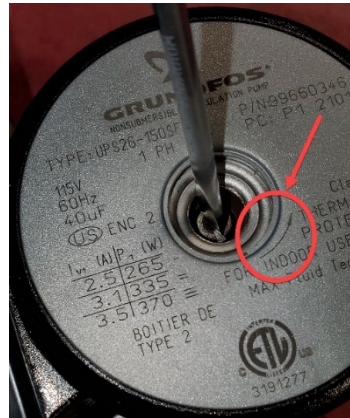
### Resolution:

1. Turn off the water heater by pressing the power button on display. After 1 minute, turn OFF the power to the unit by pressing the power button.
2. Locate the pump and remove the pump bleed screw assembly (vent plug) entirely using a flat blade screwdriver.

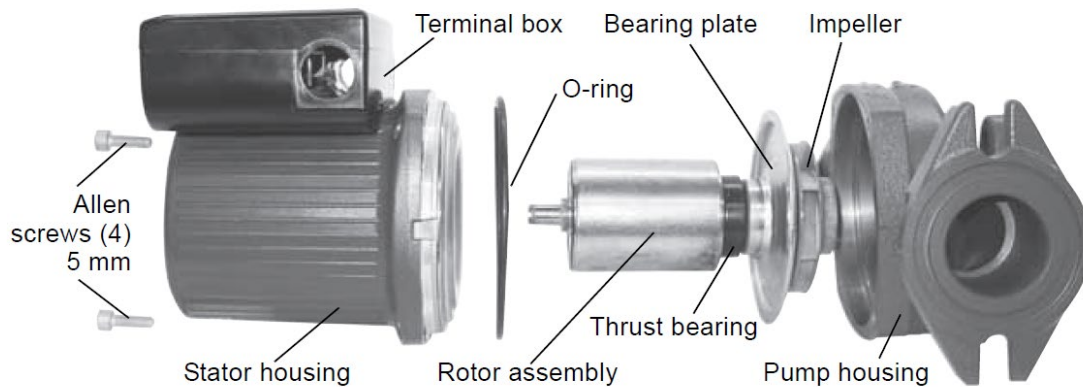




3. There is a flat blade screwdriver slot available to release the locked-up rotor assembly from the stator assembly.
4. Use a flat screwdriver to rotate the rotor assembly in the direction of the pump rotation (follow the direction of the arrow on the faceplate).



5. If the rotor rotates, please continue to turn for few more turns.
  - a. Install the bleed screw vent plug.
  - b. Turn ON the unit and see the pump is working properly.
  - c. If the pump still does not work, then go to step 6.
6. If the rotor does not rotate, then the stator and rotor assembly must be separated manually and reassembled back together.
  - a. Turn OFF the water to the unit, valve off both the inlet and outlet.
  - b. Turn OFF the circuit breaker to the unit.
  - c. Drain the water out of the unit and make sure there is no water inside the unit (follow procedures outline in I&O manual).
  - d. Remove the stator housing of the pump by using a 5 mm Allen wrench. Remove the screws carefully as the assembly might drop. Also, very careful with the electrical wiring to the pump.



- e. Carefully separate the stator housing from the rotor assembly.
- f. Clean the rotor assembly and, if available, use a water/glycerin mixture to lubricate the rotor assembly. Otherwise, use water.
- g. Reassemble the assembly back together.
- h. Follow steps 4 & 5 to make sure the rotor assembly rotates freely.
- i. Open the water inlet to the unit.
- j. Check for any leaks around the pump.
- k. Bleed the air from the pump and the unit.
- l. Turn ON circuit breaker and then the unit.
- m. Check the pump is working correctly. If the pump still does not work, replace the pump.

To contact Intellihot product support, please call us at 877-835-1705 or email us at [support@intellihot.com](mailto:support@intellihot.com)