



Technical Service Information #53

3/11/2022

. Affected units 2022 Lance campers and trailers with the Truma Aquago water heater option

. Campers: 650, 825, 865, 1062, 1172

. Trailers: 1685, 1985, 1995, 2185, 2445

PROBLEM: It has been found during production that the Data cable has been routed from the back side of the water heater creating an incorrect installation and generating a possible safety risk.

CORRECTION: Unplug the Data cable from the water heater control board, pull it back out of the back side of the water heater and route the data cable through the gas line opening. Replace the grommet for the gas line and cover the cold water inlet opening with a rubber plug shown below.

CAUTION: Propane is highly Flammable!!

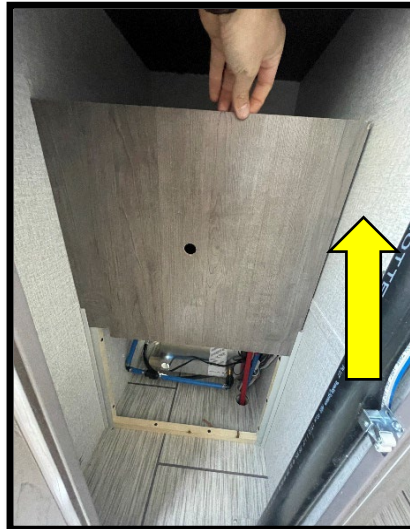
- 1) Turn the propane off at both tank valves. Burn off excess propane by lighting a burner on the stove. Close burner valve after all propane has been burnt off.
- 2) Remove the access door of the tankless water heater.



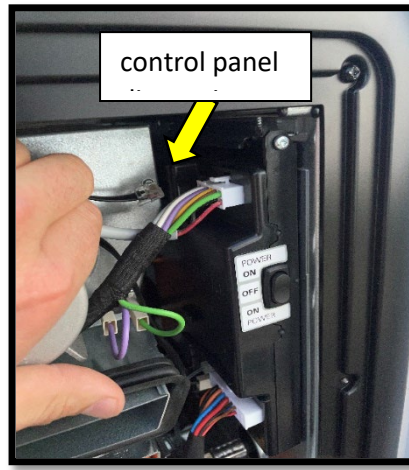
- 3) Disconnect the gas hose using a $\frac{3}{4}$ " wrench with a backer wrench, remove the gas line from the connection and pull it out of the inlet ((make sure you use the right tool to avoid any damage on the valve).



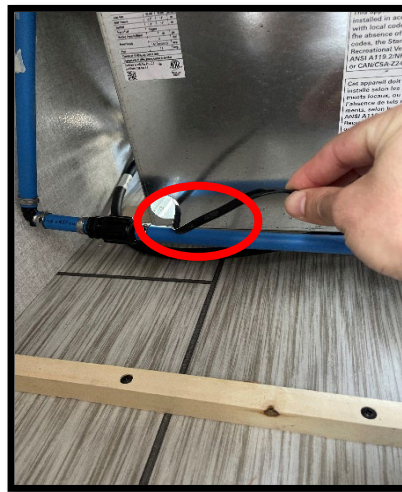
- 4) Remove the panel on the back of the tankless water heater from the interior of the trailer.



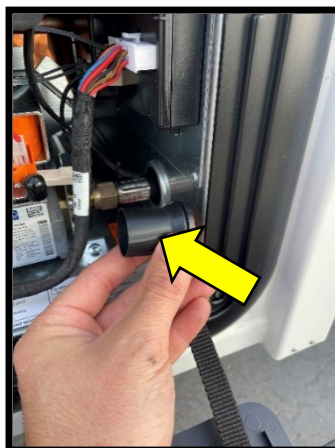
5) Disconnect the cable from the control panel.



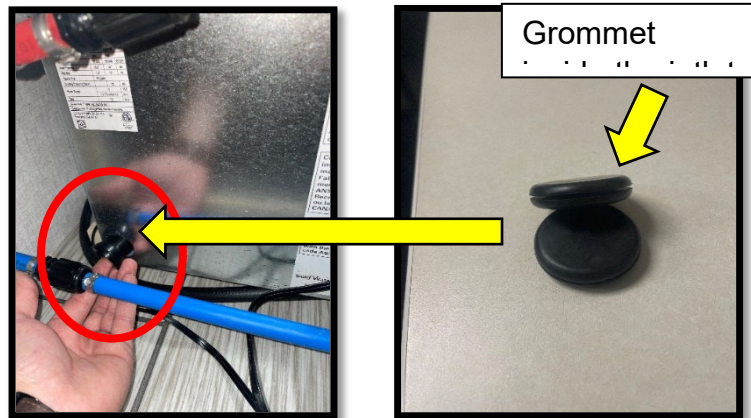
6) Pull out the cable from the cold water heater inlet where it was installed.



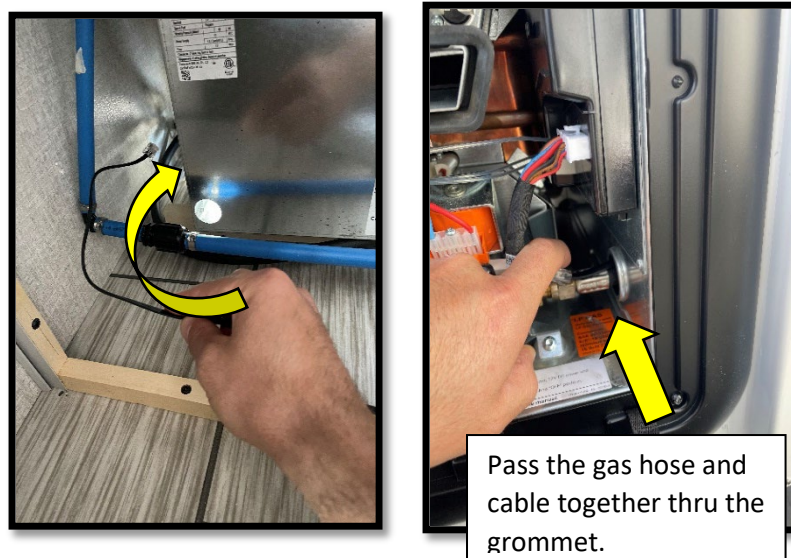
7) Install the grommet inside the gas inlet and make sure it seals the inlet where the gas hose was removed.



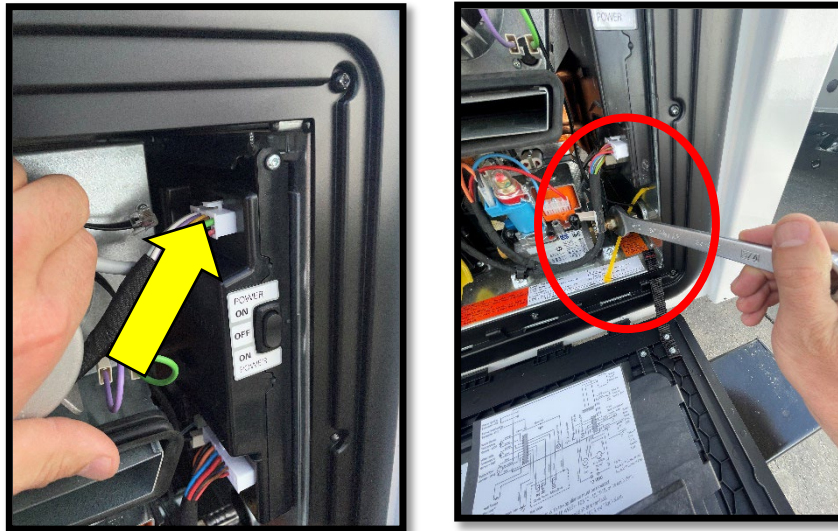
- 8) Install the rubber cap to cover the cold water inlet on the back of the water heater where the data cable was removed.



- 9) Route the cable around the tankless water heater and insert it along with the gas hose into the outlet thru the grommet on the side of the tankless water heater.

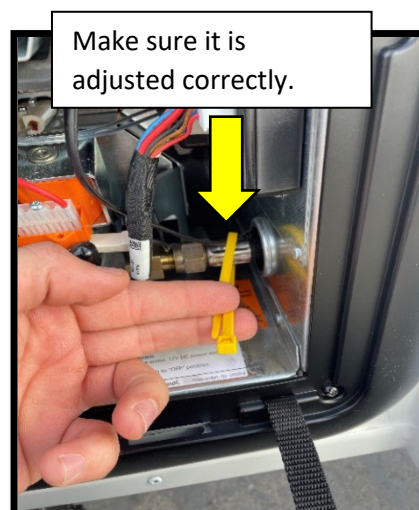


10) Re-connect the Data cable to the control panel cable where it was disconnected and reconnect the L.P. hose using the 3/4" wrench with a backer wrench to tighten

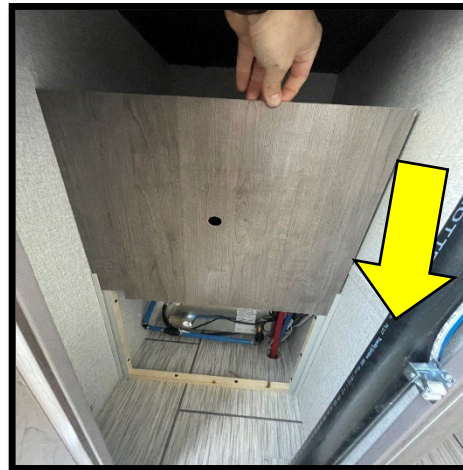


11) Turn propane valve back on and apply liquid propane leak solution on L.P. hose connection to check for leaks. If there is a leak, you need to inspect and repair as needed.

12) Fasten the gas hose and cable together with a "Plastic Tie Strap".



13) Close the compartment door of the tankless water heater and install the protection panel on the back.



Process warranty Claim using: Flat rate code #1708-00 @ 1.0 hour.

See Connection diagram on next page.

1. Connection diagrams.

Connection diagrams

- The drawings are not intended to describe a complete system. It is up to the certified service technician to determine the necessary components for and configuration of the particular system being installed (for example, an additional surge protector).
- The drawings do not imply compliance with state or local code requirements or regulations. It is the certified service technician's responsibility to make sure that the installation is fully compliant with all state or local code requirements or regulations.

Model AquaGo basic / AquaGo comfort

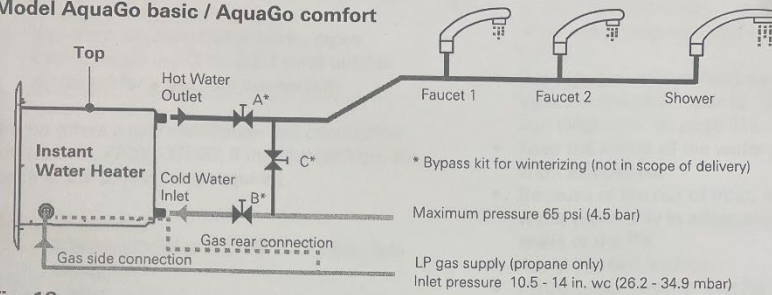


Fig. 18

Model AquaGo comfort plus

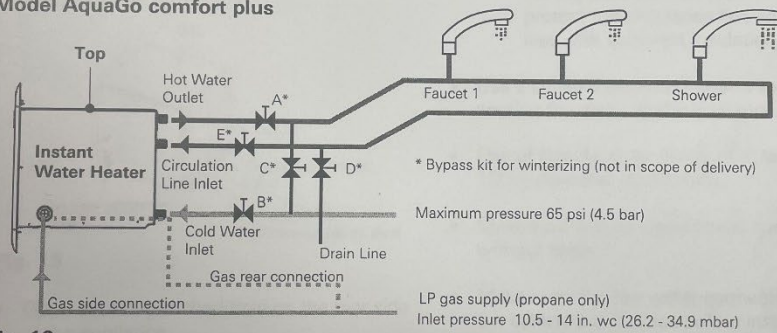


Fig. 19

Electrical connection for all models

- Maximum length of the power supply cable (including cables for the optional switch):
- for 16 AWG or 1.5 mm² MWG: max. 40 ft (12 m) (bidirectional)
 - for 14 AWG or 2.0 mm² MWG: max. 66 ft (20 m) (bidirectional)

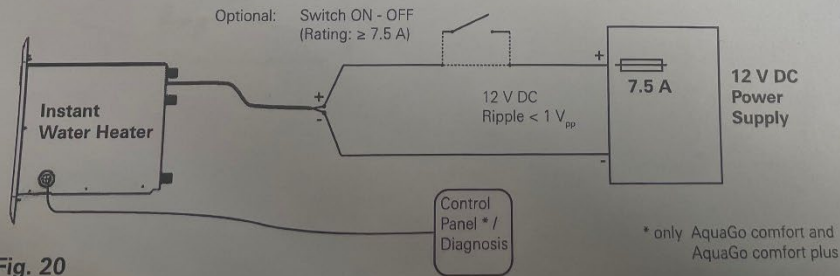


Fig. 20