

Troubleshooting

Problem	Potential cause	Resolution
No hot water at the faucet	Gas supply is turned off or interrupted.	Check and/or turn on gas supply.
	Gas tank is empty.	Refill/replace the gas tank.
	The appliance is switched off.	Switch on the appliance according to instructions (refer to "Operating procedures" on page 10).
	Fresh water supply is turned off.	Open the fresh water supply.
	Power supply to the appliance is switched off.	Switch on power supply to the appliance.
	Defect in the appliance.	LED 2 flashes red (refer to "APPENDIX A – Error Codes" on page 37) and contact a certified service technician if necessary.
Boiling noises	Too much lime scale in the AquaGo instant water heater.	The appliance must be decalcified (refer to "Decalcification" on page 17).
Hot water temperature too low.	Gas flow to the appliance is too low (gas inlet pressure < 10.5 in. wc).	Consult vehicle documentation to determine if the gas supply is capable of providing the necessary volume of gas for the appliance. Contact a service technician to verify that the gas installation is suitable.
	Volume flow of hot water is too high and/or the temperature of cold water reaching the appliance is too low.	Turn down hot water at the faucet or in the shower in order to reduce flow rate. Potentially retrofit a flow rate throttle in the water system. This must be performed by a certified service technician.
	Too much lime scale in the appliance.	The appliance must be decalcified (refer to "Decalcification" on page 17).

Problem	Potential cause	Resolution
Water escaping at pressure relief valve.	Water pressure in water system too high.	Adjust the water pump pressure to a maximum of 65 psi (4.5 bar). If the water system is connected to a central water supply higher than 65 psi (4.5 bar) (rural or urban connection), a pressure reducer must be used. Install a pressure reducer (e.g. Truma pressure reducer) at the fresh water supply.
	Water cannot expand in the water system.	Contact the vehicle manufacturer about retrofitting a pressure compensation element.
	Lime or dirt under the pressure relief valve seat.	Allow the appliance to cool and then slowly raise the test lever (Fig. 3 – 4a) to flush the water system and attempt to force dirt or foreign matter out of the pressure relief valve seat. Replace pressure relief valve. This must be performed by a Truma certified service technician.
Water escaping at water inlet filter	Lime or dirt under the O-ring seats.	Clean the O-rings and their corresponding sealing surfaces with clean water.
AquaGo comfort / AquaGo comfort plus		
The yellow status LED 3 is off although an operating mode was selected.	Power switch is OFF.	Switch ON the appliance at the POWER switch.
	Power supply to the appliance is switched off.	Switch on the power supply to the appliance.
	Power supply was interrupted.	Reset by switching OFF at the control panel, waiting 2 seconds and then switching on again.

If none of the measures in the troubleshooting chart proves successful, please contact your dealer, the Truma Service Center at 1-855-558-7862 or one of our authorized service partners.