

# Encore<sup>®</sup>

**Easy to Install.  
Easy to Service.  
Easy to Sell.**

**THE RICHMOND<sup>®</sup> *ENCORE*<sup>®</sup>  
HYBRID ELECTRIC  
WATER HEATER**



**RICHMOND<sup>®</sup> *ENCORE*<sup>®</sup>  
Hybrid Electric Water Heater**  
40-, 50-, 65- and 80-Gallon Capacities

[RichmondWaterHeaters.com](http://RichmondWaterHeaters.com)

**Richmond<sup>®</sup>**  
The Water Heater Experts<sup>™</sup>



## WHY ENCORE

# An Intelligent Replacement Solution

Easy to install, service and sell, the new Richmond® Encore® Hybrid Electric Water Heater is the smartest and most efficient water heater available. It delivers impressive savings for homeowners—right away with a \$300 federal tax credit and local utility rebates,<sup>1</sup> and ongoing with up to \$480 energy cost savings each year.<sup>2</sup> Plus, it's full of smart features your customers will love—from built-in WiFi to our exclusive Water Leak Detection.<sup>3</sup>






<sup>1</sup>Rebates vary by region. <sup>2</sup>Based on comparison of the 50-gallon Hybrid Electric model against the estimated annual operating cost of a standard electric water heater of like capacity manufactured prior to 2015 under NAECA II which is likely being replaced. Savings varies per gallon capacity. <sup>3</sup>Leak detection and leak protection built in for Richmond Hybrid with LeakGuard only.

## PLUMBER FRIENDLY



# Encore Makes It Easy

Feel confident selling Richmond Encore Hybrid Electric to homeowners while also enjoying hassle-free installation, replacement and service. Build reliable, life-long relationships by giving your clients the peace of mind they deserve.

-  **PERFECT FOR REPLACEMENT**  
Easy replacement with the same dimensions as a standard electric water heater and one-button startup
-  **FITS MORE APPLICATIONS**  
With zero clearance requirement, the new Hybrid is a great option for homes with less space, even in closets
-  **BUILT-IN PREMIUM FEATURES**  
Save yourself time with built-in leak detection, automatic water shut-off valve and WiFi control<sup>1,3</sup>

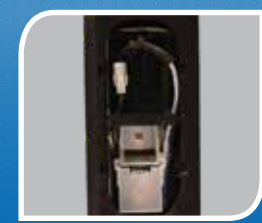
-  **BEST-IN-CLASS WARRANTY**  
Deliver peace-of-mind with 10-year limited tank and parts warranty<sup>2</sup>
-  **CONVENIENT DESIGN**  
All serviceable parts and condensate line are on the front of the unit, making service and earthquake strap installs easy
-  **DIAGNOSTIC MODE**  
View detailed alerts and alarm codes while at the water heater via the Richmond® Contractor App to expedite service<sup>2</sup>
-  **SELF-CLEANING**  
Reduces sediment buildup to prolong tank life and maintain the water heater's efficiency and tank capacity

<sup>1</sup>WiFi broadband connection and Richmond Contractor App required; connection between water heater and app dependent on external factors beyond Richmond's control. <sup>2</sup>See residential warranty certificate for complete information or view warranty details at RheemWarranties.com. <sup>3</sup>Leak detection and leak protection built in for Hybrid with LeakGuard only.

# Easy to Install, Easy to Service, Easy to Sell



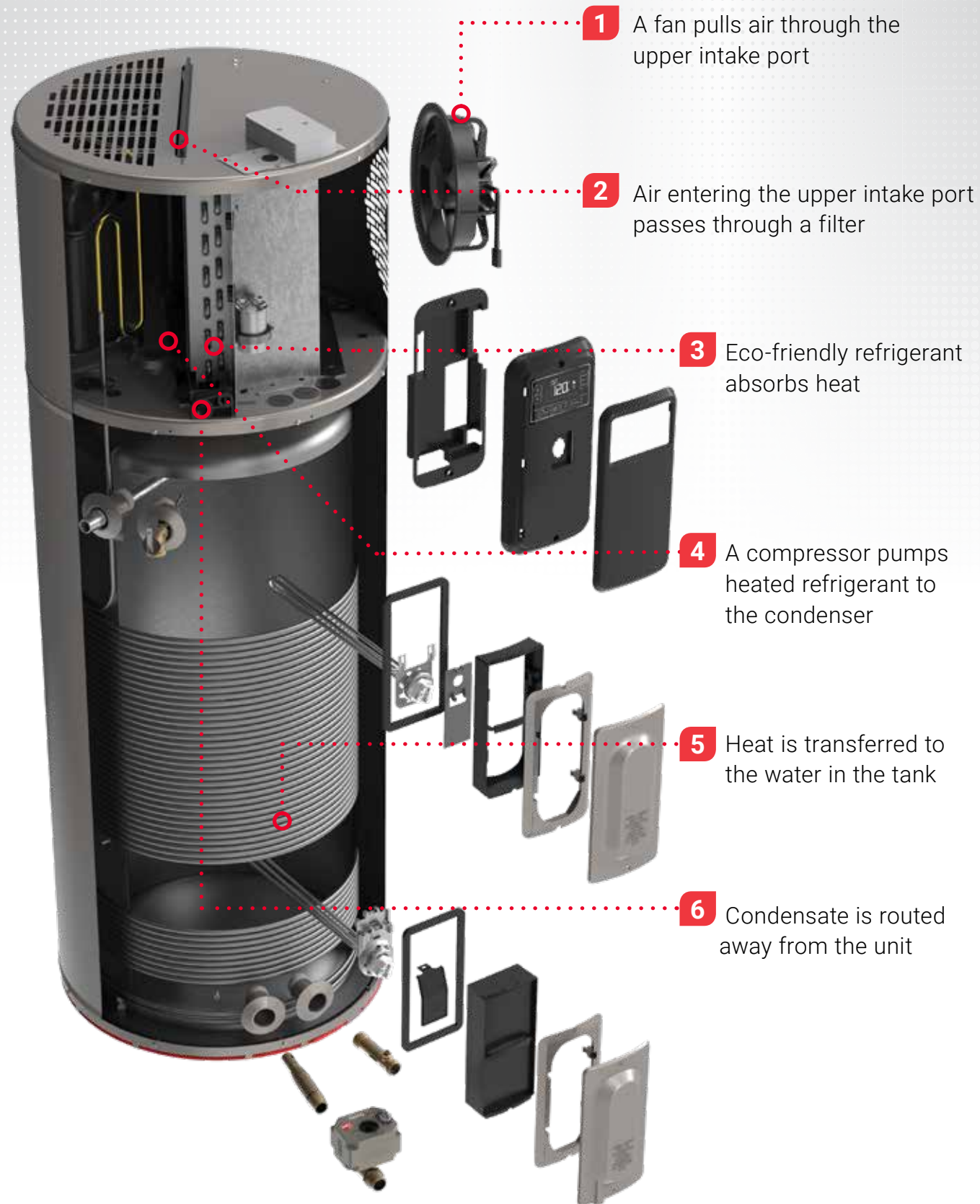
**VALVE QUICK-RELEASE**  
If the actuator communication goes bad between the control and valve, you can replace it without touching the plumbing for simple, faster service



**LEAK SENSOR CHANNEL**  
Leak sensor replacement is easy by opening the bottom element cover and snaking the new leak sensor down the tube—360° protection, all from the front of the tank



# How it Works



# Up to \$4,800 in Energy Cost Savings

The Richmond® Encore Hybrid Electric Water Heater is the most efficient water heater on the market, helping homeowners save up to \$480 per year in energy costs—that’s almost \$5,000 over 10 years!<sup>1</sup>

### DEMAND RESPONSE SCHEDULING

Homeowners can save up to \$400 over the life of the heater with peak and off-peak energy rate scheduling with built-in demand response<sup>3</sup>

### ENERGY SAVING SCHEDULING

Program the water heater to match demand throughout the day—higher production during high use times, like the morning, and lower production for energy savings when no one is home and off-peak energy rate scheduling with built-in demand response<sup>3</sup>

### SET VACATION OR AWAY MODE

Reduce water heating costs while homeowners are away for a week or just for the day—it’s easy to set from a phone from anywhere through the free Richmond EcoNet app.<sup>4</sup>

### QUICK PAYBACK

Upgrading pays for itself in the first two years<sup>2</sup> thanks to an amazing 4.0 UEF and features that deliver long-term savings

LESS THAN  
**2 year**  
PAYBACK

## SEE HOW HYBRID STACKS UP AGAINST OTHER WATER HEATERS<sup>5</sup>

	<b>RICHMOND HYBRID ELECTRIC WITH LEAKGUARD</b>	<b>STANDARD ELECTRIC</b>	<b>STANDARD GAS</b>
<b>SIZE</b>	<b>Hybrid Annual Operating Cost</b>	<b>Electric Annual Operating Cost</b>	<b>Natural Gas Annual Operating Cost</b>
40 Gallon	<b>\$104</b>	\$419	\$208
50 Gallon	<b>\$104</b>	\$419	\$293
5 Operating Modes	✓	X	X
10-Year Warranty	✓	6-Year	6-Year
Water Leak Detection	✓	X	X
Auto Water Shut-off	✓	X	X
Energy Saving Scheduling	✓	X	X
Local Utility Rebates	✓	X	X
Federal Tax Credit	✓	X	X

<sup>1</sup>Based on comparison of the 50-gallon Hybrid Electric model against the estimated annual operating cost of a standard electric water heater of like capacity manufactured prior to 2015 under NAECA II which is likely being replaced. Savings varies per gallon capacity. <sup>2</sup>Based on review of available residential electric water heaters; Payback based on cost of product install compared to alternative product install, and estimated annual energy cost savings. <sup>3</sup>Based on internal testing and the SMUD cost for peak / off peak pricing and season difference. <sup>4</sup>WiFi broadband connection and Richmond EcoNet App required; connection between water heater and app dependent on external factors beyond Richmond’s control. <sup>5</sup>Based on estimated annual energy costs of current NAECA 2015 products of like capacity per DOE test procedures.





## Did you know?

The Richmond® Encore® Hybrid Electric Water Heater uses less energy to operate than a classic 100 Watt incandescent light bulb<sup>1</sup>



## Sustainability that **works**

Homeowners don't have to choose between sustainability goals and enjoying hot water

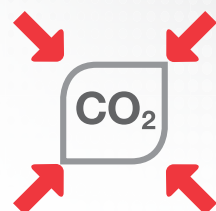


### HEAT PUMP TECHNOLOGY

The Richmond Hybrid pulls heat energy from the air around it to heat water, making it the most efficient water heater on the market<sup>2</sup> with up to a 4.0 UEF

### CARBON FOOTPRINT REDUCTION

The Richmond Hybrid uses 75% less energy<sup>3</sup> than a standard electric water heater to help minimize your impact on the environment



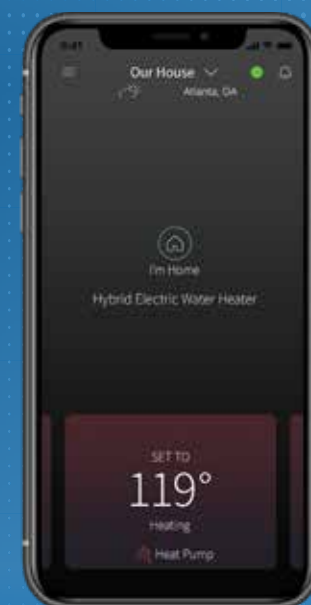
### LEAKGUARD™ AUTO WATER SHUT-OFF VALVE

The all-inclusive leak prevention system that limits leaks to no more than 20 oz. of water<sup>4</sup> to protect homes from damage



<sup>1</sup>Based on comparison of the annual operating cost of a 40- and 50- gallon hybrid model assuming the unit is on constantly throughout the year and the energy needed to power a single 100 watt incandescent light bulb running for a full year using 876kWh of energy costing \$132. <sup>2</sup>Based on review of available residential water heaters. <sup>3</sup>Based on comparison of 50-gallon Richmond® Hybrid and standard electric tank with minimum efficiency. <sup>4</sup>Source: Rheem leak-sensing data; testing under a vacuum lock using 50 gallon tank, no expansion tank, average tank pressure of 40 psi, assuming no additional faucets are opened.

## The smartest water heater on the market



### BUILT-IN ECONET® WIFI TECHNOLOGY

Homeowner can adjust water temperature, track energy usage and set vacation mode—all from a mobile device<sup>1</sup>



### LEAKSENSE™ WATER LEAK DETECTION

Alerts the homeowner about a leak with built-in water leak detection system that detects any leak—large or small, internal or external—in as little as 15 seconds<sup>2</sup>



### ENERGY USAGE TRACKING

Homeowners can view weekly, monthly and yearly energy usage reports from their phone to help you better manage energy consumption



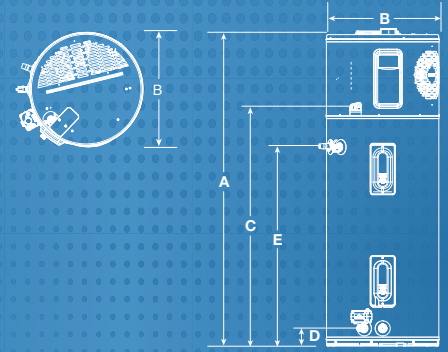
### OPERATING MODES AND SCHEDULING

Schedule set point adjustments and choose from five operation modes from the EcoNet App: Energy Saver, Heat Pump, Electric, High Demand, Vacation

<sup>1</sup>WiFi broadband connection and EcoNet App required; notifications are dependent on external factors beyond Richmond's control. EcoNet is a registered trademark of Rheem® Manufacturing company. <sup>2</sup>Water leaks from the heater only, as tested across scenarios including a minimum of 5.5mL/min volume leak rate, using most common installation scenarios. Applies to Hybrid with LeakGuard. Source: Rheem Leak-Sensing Data: Time starts when leak begins and ends when sensor alarm is triggered. <sup>3</sup>Applies to Hybrid with LeakGuard models only. Source: Rheem leak-sensing data; testing under a vacuum lock using 50 gallon tank, no expansion tank, average tank pressure of 40 psi, assuming no additional faucets are opened.



# HYBRID SPECIFICATIONS



DESCRIPTION				ENERGY INFO		FEATURES					TANK DIMENSIONS					
NORMAL GALLON CAPACITY	RATED GALLON CAPACITY	MODEL NUMBER	ELECTRIC BREAKER SIZE	UNIFORM ENERGY FACTOR (UEF)	EST. YEARLY ENERGY COST	ELEMENT WATTAGE	COMPRESSOR BTU	SOUND LEVEL (dBA)	UEF FIRST HOUR RATING G.P.H.	RECOVERY IN G.P.H. 90° F RISE	HEIGHT (A)	DIAMETER (B)	HEIGHT TO CONDENSATE CONNECTION (C)	HEIGHT TO COLD INLET & DRAIN (D)	HEIGHT TO HOT OUTLET AND T&P (E)	APPROX. SHIP WT. (LBS)
<b>Encore Hybrid with LeakGuard™ - 30 AMPS</b>																
40	36	10E40-HP5S30	30	3.75	\$104	4,500	4200	49	60	26	62-5/16"	20-1/4"	47"	3-5/8"	39-5/8"	174
50	45	10E50-HP5S30	30	3.75	\$104	4,500	4200	49	67	27	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
65	59	10E65-HP5S30	30	3.85	\$155	4,500	4200	49	75	27	64-3/16"	24-1/4"	49"	3-7/8"	42-3/8"	262
80	72	10E80-HP5S30	30	4.00	\$149	4,500	4200	49	87	27	74-3/16"	24-1/4"	59"	3-7/8"	52-3/8"	281
<b>Encore Hybrid without LeakGuard™ - 30 AMPS</b>																
50	45	10E50-HP530	30	3.75	\$104	4,500	4200	49	67	27	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
80	72	10E80-HP530	30	4.00	\$149	4,500	4200	49	87	27	74-3/16"	24-1/4"	59"	3-7/8"	52-3/8"	281
<b>Encore Hybrid without LeakGuard™ - 15 AMPS</b>																
50	45	10E50-HP515	15	3.75	\$104	2,250	4200	49	54	16	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
80	72	10E80-HP515	15	3.70	\$105	2,250	4200	49	67	16	74-3/16"	24-1/4"	59"	3-7/8"	52-3/8"	281

Estimated energy cost on a national average electricity cost of \$0.12/kWh. Uniform Energy Factor and rated gallon capacity based on Department of Energy (DOE) requirements. All units have integrated WiFi control board.



## Contact Us

### Customer Service, Warranty, Parts

800.621.5622

### Plumbing Support Team

866.339.2388

### EcoNet® Technical Support

800.255.2388

### Technical Service

800.HEATER3 (800.432.8373)

### Technical Service for Hybrid Water Heaters

800.995.0982

Visit us online at  
[RichmondWaterHeaters.com/Hybrid](http://RichmondWaterHeaters.com/Hybrid)  
 or see your local distributor.

*In keeping with its policy of continuous progress & program improvement, Richmond reserves the right to make changes without notice.*