

# Encore<sup>®</sup>

**Flexible Install.  
Faster Service.  
Easy Sell.**

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



*These products meet a stringent set of our company's internally defined sustainability standards.*



**RICHMOND<sup>®</sup> ENCORE<sup>®</sup>**  
**Hybrid Electric Heat Pump 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

Flexible install, faster service and an easy sell, the new Richmond® Encore® Hybrid Electric Heat Pump Water Heater is the most efficient water heater available. It delivers impressive savings for homeowners—right away with up to a \$2000 federal tax credit and local utility rebates<sup>1</sup> and ongoing with up to \$491 energy cost savings each year.<sup>2</sup> Plus, it's full of smart features your customers will love—from built-in Wi-Fi to our exclusive LeakGuard™ leak detection and prevention.<sup>3</sup>



<sup>1</sup>Rebates vary by region. 2023 federal tax credit of 30% of the heat pump water heater and installation costs up to \$2000. <sup>2</sup>Based on estimated annual operating cost savings of the 40, 50, 65 and 80-gallon Hybrid Electric models compared to a standard electric water heater of like capacity with minimum efficiency. <sup>3</sup>Leak detection and prevention 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 side clearance requirement, the new Hybrid Electric 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 Wi-Fi control<sup>1</sup>.

<sup>3</sup>

10

### 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



### ADVANCED DIAGNOSTICS

View detailed alerts and alarm codes while at the water heater via the on-unit display and Richmond® Contractor App to expedite service<sup>2</sup>

<sup>1</sup>Wi-Fi 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 prevention built in for Hybrid with LeakGuard only.

## Flexible Install, Faster Service, Easy Sell



### VALVE QUICK-RELEASE

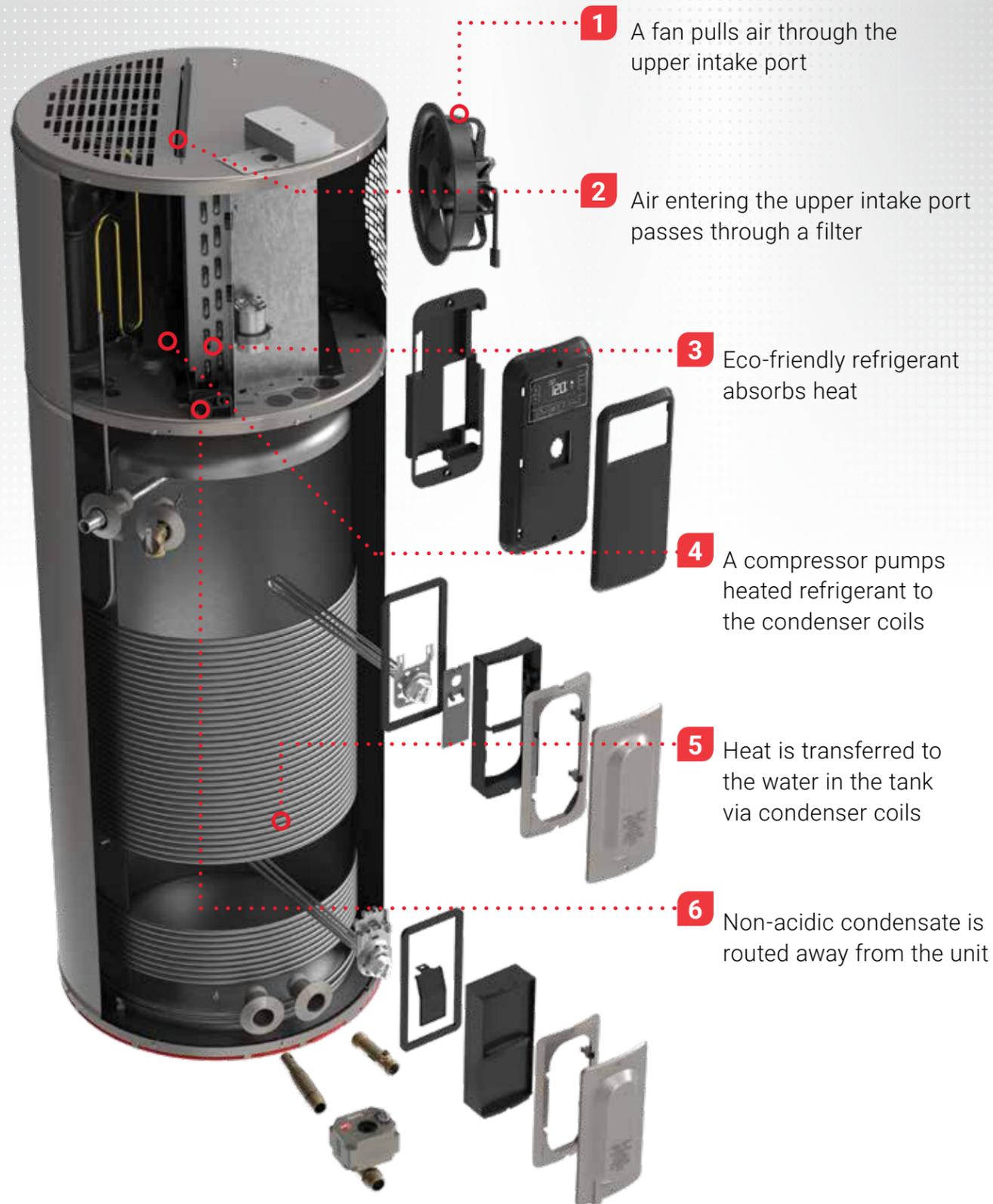
If the actuator communication goes bad between the control and valve, you can replace it without touching the plumbing for faster service



### 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 \$4,910 in Energy Cost Savings

The Richmond® *Encore* Hybrid Electric Heat Pump Water Heater is the most efficient water heater on the market, helping homeowners save up to \$491 per year in energy costs—that's almost \$5,000 over 10 years!<sup>1</sup>

### TIME-OF-USE / DEMAND RESPONSE SCHEDULING

Homeowners can save up to \$400 over the life of the heater with time-of-use energy rate scheduling and demand response program participation<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<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 thanks to an amazing 4.07 UEF, up to \$2000 federal tax credit and available local rebates.

**Pays for Itself<sup>2</sup>**

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

	<b>RICHMOND HYBRID ELECTRIC WITH LEAKGUARD</b>	<b>⚡ STANDARD ELECTRIC</b>
<b>SIZE</b>	<b>Hybrid Annual Operating Cost</b>	<b>Electric Annual Operating Cost</b>
40 Gallon	<b>\$119</b>	\$489
50 Gallon	<b>\$117</b>	\$489
80 Gallon	<b>\$171</b>	2x 40-Gal AOC of \$489 = \$978 <sup>6</sup>
5 Operating Modes	✓	✗
10-Year Warranty	✓	6-Year
Water Leak Detection	✓	✗
Auto Water Shut-off	✓	✗
Energy Saving Scheduling	✓	✗
Local Utility Rebates	✓	✗
Federal Tax Credit	✓	✗

<sup>1</sup>Based on estimated annual operating cost savings of the 40, 50, 65 and 80-gallon hybrid electric models compared to a standard electric water heater of like capacity with minimum efficiency. <sup>2</sup>Based on the comparison of a 50-gallon Richmond Hybrid Electric model to a standard electric water heater of like capacity with minimum efficiency.; Payback based on average retail cost difference less available tax credits, rebates and annual operating costs savings. <sup>3</sup>Based on internal testing and the SMUD cost for peak / off peak pricing and season difference. <sup>4</sup>Wi-Fi broadband connection and EcoNet App required; connection between water heater and app dependent on external factors beyond Richmond's control. <sup>5</sup>Based on estimated annual operating costs certified by the Federal Trade Commission. <sup>6</sup>DOE discontinued all 80-gallon standard electric models 12.31.22. 2x 40-gallon standard electric models equal 80-gallon hybrid tank capacity for accurate comparison.



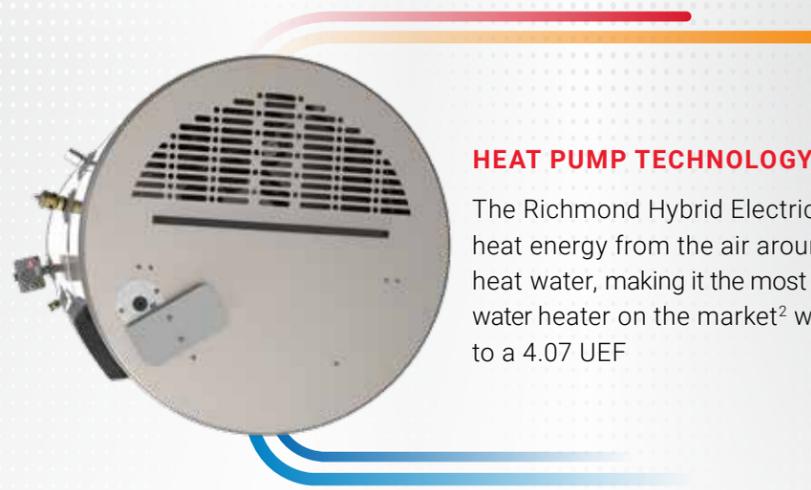
## Did you know?

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

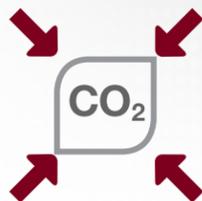


### HEAT PUMP TECHNOLOGY

The Richmond Hybrid Electric 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 4.07 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



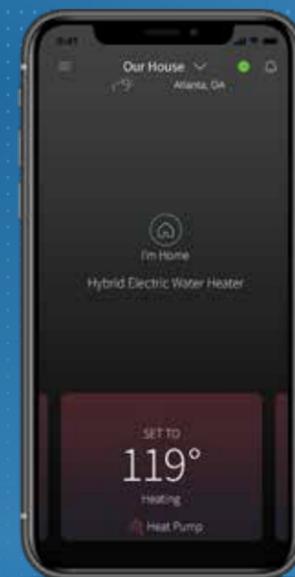
### LEAKGUARD™ AUTO WATER SHUT-OFF VALVE

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 and a single 100 watt incandescent light bulb with an annual operating cost of \$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™ WI-FI TECHNOLOGY

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

NOTE: EcoNet App subject to change without notice.



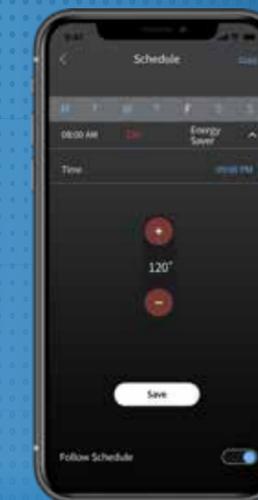
### LEAKSENSE™ LEAK DETECTION

Alerts the homeowner about a leak with built-in 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

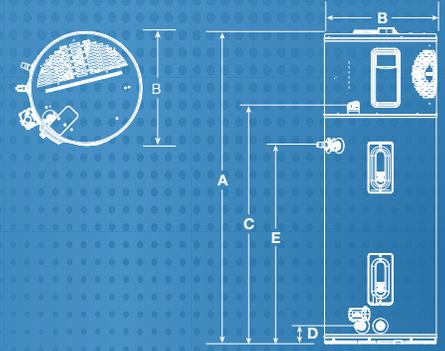


### OPERATING MODES AND SCHEDULING

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>Wi-Fi 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)	ELEMENT WATTAGE	COMPRESSOR BTU	FIRST HOUR RATING (GALLONS)	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	3.83	4,500	4200	60	26	62-5/16"	20-1/4"	47"	3-5/8"	39-5/8"	174
50	45	10E50-HP5S30	30	3.88	4,500	4200	67	27	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
65	59	10E65-HP5S30	30	4.05	4,500	4200	75	27	64-3/16"	24-1/4"	49"	3-7/8"	42-3/8"	262
80	72	10E80-HP5S30	30	4.07	4,500	4200	87	27	74-3/16"	24-1/4"	59"	3-7/8"	42-3/8"	281
<b>Encore Hybrid without LeakGuard™ - 30 AMPS</b>														
50	45	10E50-HP530	30	3.88	4,500	4200	67	27	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
80	72	10E80-HP530	30	4.07	4,500	4200	87	27	74-3/16"	24-1/4"	59"	3-7/8"	42-3/8"	281
<b>Encore Hybrid without LeakGuard™ - 15 AMPS</b>														
50	45	10E50-HP515	15	3.75	2,250	4200	54	16	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
80	72	10E80-HP515	15	3.70	2,250	4200	67	16	74-3/16"	24-1/4"	59"	3-7/8"	42-3/8"	281

Uniform Energy Factor and rated gallon capacity based on Department of Energy (DOE) requirements. All units have integrated Wi-Fi 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.*