



# Flexibility Meets Efficiency

The Richmond® ENCORE®  
Hybrid Electric Heat Pump  
Water Heater

**NEW! TOP CONNECTIONS  
& DUCT-READY DESIGN**



*This product meets a stringent set of our company's internally defined sustainability standards*

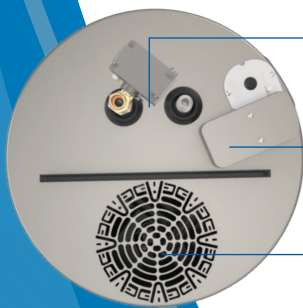
40-, 50-, 65- and 80-gallon Capacities

# WHY RICHMOND ENCORE HYBRID

## An Intelligent Replacement Solution

Offering enhanced installation flexibility, 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 \$2,000 federal tax credit and local utility rebates,<sup>1</sup> and ongoing with up to \$576 energy cost savings each year.<sup>2</sup> Plus, it features quiet operation and is full of smart features your customers will love—from built-in Wi-Fi to our exclusive LeakGuard™ leak detection and prevention.<sup>3</sup>

### ENHANCED FLEXIBILITY



- NEW! Top Water Connections
- Demand-response-ready EcoPort™ (CTA-2045 Port)
- NEW! Duct-ready Design



UP TO  
**4X**  
THE EFFICIENCY  
of a standard electric  
water heater<sup>2</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 \$2,000. <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 ENCORE Hybrid with LeakGuard only.

**PLUMBER FRIENDLY**



# Flexible Install Faster Service, Easy Sell

Feel confident selling Richmond ENCORE Hybrid Electric to homeowners while also enjoying hassle-free, flexible 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, universal top and side water connections, and a duct-ready design, the ENCORE Hybrid Electric HPWH 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>1,3</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



### 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>



### 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



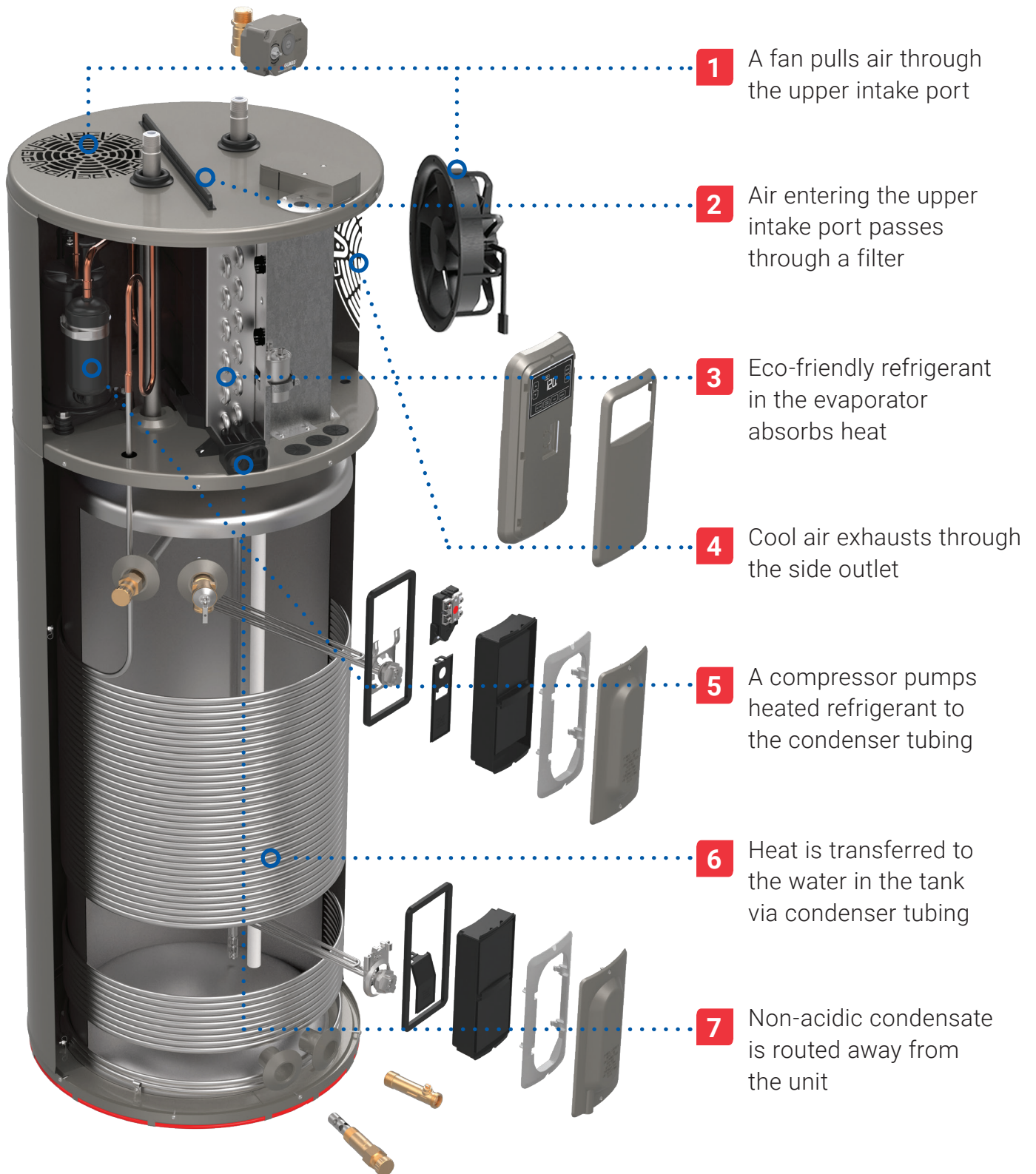
### LEAK SENSOR CHANNEL

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

<sup>1</sup>Wi-Fi broadband connection and Richmond Contractor App required; connection between water heater and app dependent on external factors beyond our control. <sup>2</sup>See residential warranty certificate for complete information or view warranty details at [Richmond.com/Warranty](http://Richmond.com/Warranty).



## HOW IT WORKS





# Up to \$5,760 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 \$576 per year in energy costs—that’s almost \$5,760 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 EcoNet® app<sup>4</sup>

**SAVE TODAY.  
SAVE TOMORROW.**

Upgrading can pay for itself thanks to an amazing 4.07 UEF, high energy cost savings, up to \$2,000 federal tax credit and available local rebates.

**Quick  
Payback<sup>2</sup>**

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

	RICHMOND HYBRID ELECTRIC WITH LEAKGUARD	STANDARD ELECTRIC
SIZE	Hybrid Annual Operating Cost	Electric Annual Operating Cost
40 Gallon	<b>\$119</b>	\$494
50 Gallon	<b>\$117</b>	\$494
65 Gallon <sup>6</sup>	<b>\$171</b>	\$747
80 Gallon <sup>6</sup>	<b>\$171</b>	\$747
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 as of 12.31.23. <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 our control. <sup>5</sup>Based on estimated annual operating costs certified by the Federal Trade Commission. <sup>6</sup>There is not a standard product of like capacity available on the market for comparison against the 65- and 80-gallon model. 55-gallon standard electric is the similar capacity comparison model for the 65-gallon and 80-gallon Hybrid Electric Heat Pump models.



## Did You Know?

The Richmond ENCORE® Hybrid Electric Heat Pump 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

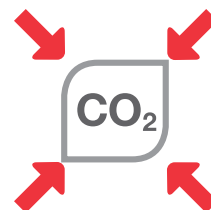


### HEAT PUMP TECHNOLOGY

The Richmond ENCORE Hybrid Electric HPWH 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 ENCORE Hybrid Electric HPWH uses 75% less energy<sup>3</sup> than a standard residential 50-gallon hybrid electric water heater to help minimize impact on the environment



### DEMAND RESPONSE READY

EcoPort (CTA-2045) and built-in Wi-Fi allow easy connection to utility programs for additional energy and time-of-use rate savings



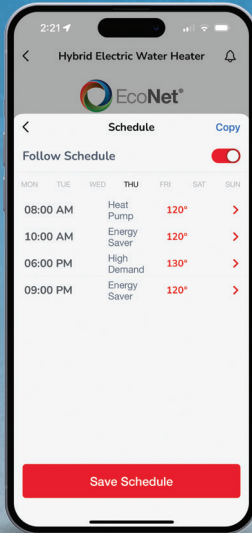
<sup>1</sup>Based on comparison of the annual operating cost of a 40- and 50-gallon Richmond ENCORE Hybrid Electric Heat Pump model against the energy needed to power a single 100-watt incandescent light bulb constantly for one year. <sup>2</sup>Based on review of available residential water heaters. <sup>3</sup>Based on reduction in energy use of Richmond Hybrid Electric Heat Pump water heater models with a 4.07 UEF compared to a standard residential electric 50-gallon tank type model with a .93 UEF.

# Smart Control Powered by EcoNet<sup>®</sup> Technology

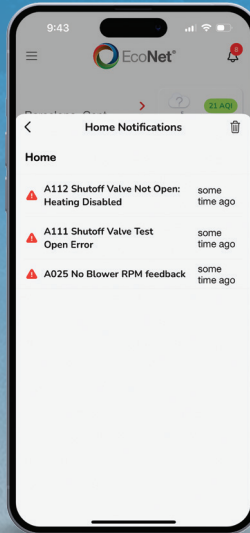


Built-in Wi-Fi gives homeowners complete control of their water heater from a smart phone<sup>1</sup> and the EcoNet App—including:

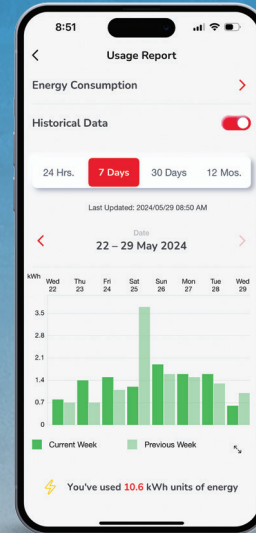
## SCHEDULING OPERATING MODE & SET POINT



## VIEWING / MANAGING ALERTS



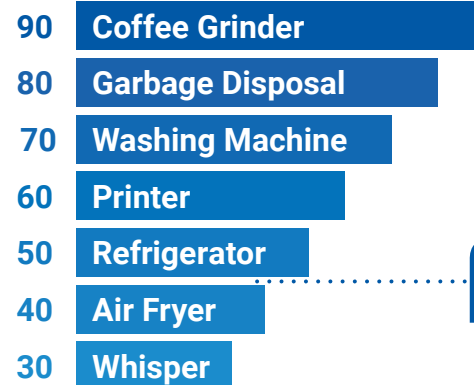
## TRACKING ENERGY USAGE



## Quiet Operation

Enjoy peace of mind with quiet operation at 45 dBA<sup>2</sup>

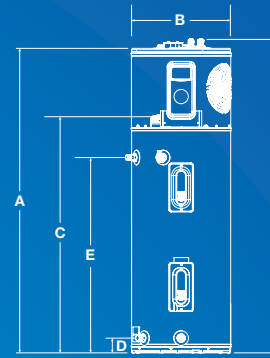
dBa



<sup>1</sup>Wi-Fi broadband connection and EcoNet App required; notifications are dependent on external factors beyond our control. EcoNet is a registered trademark of Rheem Manufacturing company. <sup>2</sup>Operation at 45 dBA measured at 6.28 feet using third-party certified testing procedures.



# Hybrid Electric 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 SIDE COLD INLET & DRAIN (D)	HEIGHT TO SIDE HOT OUTLET AND T&P (E)	APPROX. SHIP WT. (LBS)
<b>Hybrid Electric HPWH with LeakGuard™ – 30 AMPS</b>														
40	36	10E40-HP5US30	30	3.83	4,500	4,200	60	26	62-5/16"	20-1/4"	47"	3-5/8"	39-5/8"	174
50	45	10E50-HP5US30	30	3.88	4,500	4,200	67	27	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
65	59	10E65-HP5US30	30	4.05	4,500	4,200	75	27	64-3/16"	24-1/4"	49"	3-7/8"	42-3/8"	262
80	72	10E80-HP5US30	30	4.07	4,500	4,200	87	27	74-3/16"	24-1/4"	59"	3-7/8"	42-3/8"	281
<b>Hybrid Electric HPWH – 30 AMPS</b>														
40	36	10E40-HP5U30	30	3.83	4,500	4,200	60	27	62-5/16"	20-1/4"	47"	3-5/8"	39-5/8"	174
50	45	10E50-HP5U30	30	3.88	4,500	4,200	67	27	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
65	59	10E65-HP5U30	30	4.05	4,500	4,200	75	27	64-3/16"	24-1/4"	49"	3-7/8"	42-3/8"	262
80	72	10E80-HP5U30	30	4.07	4,500	4,200	87	27	74-3/16"	24-1/4"	59"	3-7/8"	42-3/8"	281
<b>Hybrid Electric HPWH – 15 AMPS</b>														
40	36	10E40-HP5U15	15	3.45	2,250	4,200	46	16	62-5/16"	20-1/4"	47"	3-5/8"	39-5/8"	174
50	45	10E50-HP5U15	15	3.75	2,250	4,200	54	16	61-3/4"	22-1/4"	47"	3-5/8"	39-5/8"	218
65	59	10E65-HP5U15	15	3.55	2,250	4,200	54	16	64-3/16"	24-1/4"	49"	3-7/8"	42-3/8"	262
80	72	10E80-HP5U15	15	3.70	2,250	4,200	67	16	74-3/16"	24-1/4"	59"	3-7/8"	42-3/8"	281

**NOTE:** 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](https://RichmondWaterHeaters.com/Hybrid)  
 or see your local distributor.

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