

Water Heater Troubleshooting Guide

Symptom	Possible Cause	Remedy
No Hot Water	<ol style="list-style-type: none"> 1. Tripped breaker at service panel 2. Upper limit (ECO) on top thermostat has tripped 3. Failed top element 4. Malfunctioning upper thermostat 	<ol style="list-style-type: none"> 1. Reset breaker 2. Press the Reset Button 3. Replace the top element if out of spec 4. Replace upper thermostat, if necessary
Not Enough Hot Water	<ol style="list-style-type: none"> 1. Thermostat setting is too low 2. Failed lower element 3. Malfunctioning thermostat 4. Heater is on load control program 5. Dip tube failure 6. Loose wire connection 7. Incorrect sizing 8. Incorrect plumbing (cold going into hot connection) 	<ol style="list-style-type: none"> 1. Check thermostat and adjust as needed 2. Replace the bottom element 3. Replace lower thermostat if necessary 4. Must wait until load management is restored 5. Replace failed dip tube and flush tank 6. Tighten any loose connections 7. Increase tank capacity 8. Separate Hot and Cold mixing
Pressure Relief Valve Leaks	<ol style="list-style-type: none"> 1. Thermostat set too high 2. Excessive water pressure 3. Malfunctioning Temperature & Pressure (T&P) Valve 4. Small puddle of water at the WH – Pressure issue 5. Spouting excessive water – Temperature issue 	<ol style="list-style-type: none"> 1. Lower thermostat setting 2. Add expansion tank to water system 3. If any concern about the condition of the T&P valve, replace it. It is a safety device. 4. Decrease water pressure or add expansion tank 5. Check thermostat or shorted element and replace T & P valve