



COMMON PROBLEMS FOR GAS MODELS

Rev. 1

CONDITION	CAUSE	REMEDY	CONDITION	CAUSE	REMEDY	
Burner will not ignite.	No gas. Dirt in gas line. Pilot line clogged. Main burner line clogged. Defective thermocouple. Defective thermostat. Thermostat set too low. Heater installed in confined area.	Check with utility. Notify utility - install dirt trap in gas lines. Clean - check for source of trouble and correct. Clean - check for source of trouble and correct. Replace with new thermocouple. Replace with new thermostat. Turn temperature knob to desired temperature. Provide ventilation by use of louvers in wall or duct.	Insufficient hot water.	Low gas pressure. Orifice too small. Improper calibration. Thermostat set too low. Heater too small for job. Sediment or lime in tank. Leaking faucets. Wasted hot water. Long runs of exposed piping. Hot water piping in outside wall.	Check with utility. Replace with correct valve. Replace control valve. Turn temperature knob to desired temperature. Install adequate heater. Drain - check to see if water treatment is necessary. Repair faucets. Advise customer. Insulate.	
Burner flame floats - lifts off ports.	High gas pressure. Orifice too large. Flue clogged. Heater installed in confined area. Cold drafts.	Check with utility. Replace with correct orifice. Clean - check for source of trouble and correct. Provide ventilation by use of louvers in wall or duct. Check source and correct.		Slow hot water recovery.	Insufficient secondary air. Low gas pressure. Orifice too small. Thermostat set too low. Sediment or lime in tank. Heater too small for job. Wrong piping connection. Wasted hot water.	Provide ventilation to heater. Check with utility. Replace with correct orifice. Turn temperature knob to desired temperature. Drain - check to see if water treatment is necessary. Install adequate heater. Correct piping - dip tube must be in cold inlet. Advise customer.
Burner flame yellow, lazy.	Insufficient secondary air. Flue clogged. Main burner line clogged. Heater installed in confined area.	Provide ventilation to heater. Clean - check for source of trouble and correct. Clean - check for source of trouble and correct. Provide ventilation by use of louvers in wall or duct.			Drip from relief valve.	Heater stacking. Excessive water pressure.
Burner flame too high.	Insufficient secondary air. Orifice too large. Defective thermostat.	Provide ventilation to heater. Replace with correct orifice. Replace with new thermostat.	Thermostat fails to close.	Defective thermostat. Improper calibration.	Replace with new thermostat. Replace control valve.	
Flame burns at orifice.	Low gas pressure. Defective thermostat.	Check with utility. Replace with new thermostat.	Condensation.	Heater installed in confined area	See page 12.	
Pilot will not remain lit.	No gas. Dirt in gas lines. Pilot line clogged. Thermocouple connection loose. Defective thermocouple. Cold drafts.	Check with utility. Notify utility - install dirt trap in gas lines. Clean - check for source of trouble and correct. Tighten with fingers - then take ¼ turn with wrench. Replace with new thermocouple. Check source and correct.	Combustion odours.	Insufficient secondary air. Heater installed in confined area. Flue clogged.	Provide ventilation to heater. Provide ventilation by use of louvers in wall or duct. Clean - check for source of trouble and correct.	
High operating costs.	Improper calibration. Thermostat set too high. Sediment or lime in tank.	Replace control valve. Turn temperature knob to desired temperature. Drain - check to see if water treatment is necessary.	Smoking and carbon formation.	Insufficient secondary air. Low gas pressure. Burner clogged with lint.	Provide ventilation to heater. Check with utility. Remove - clean.	
	Heater too small for job. Wrong piping connections. Leaking faucets. Gas leaks. Wasted hot water. Long runs or exposed piping.	Install adequate heater. Correct piping - dip tube must be in cold inlet Repair faucets. Check with utility - repair at once. Advise customer. Insulate.	Sooting.	Flue clogged. Defective thermostat. Heater installed in confined area.	Clean - check for source of trouble and correct. Replace with new thermostat. Provide ventilation by use of louvers in wall or duct.	
	Hot water piping on outside wall.	Insulate.	Pilot flame too small.	Low gas pressure. Pilot line or orifice clogged. Wrong pilot burner.	Check with utility. Clean - check for source of trouble and correct. Replace.	
			Pilot flame too large.	Wrong pilot burner.	Replace.	
			Smelly water.	Sulphides in the water.	Replace the anode with an Aluminum (alloy 420) anode.	