

TECHNICAL BULLETIN

Line : **Gas-powered Water Heaters**

Technical Notice No. 11

Date: 02/04/2018

No Hot Water (Pilot doesn't stay lit)

SYMPTOMS

No Hot water, pilot doesn't stay lit

CAUSE

- **Thermocouple Dirty.**- American Standard Water Heaters operates with a thermocouple, If the thermocouple is dirty, then the electric current it receives from the pilot may be obstructed, leading to a gas outage.
- **Thermocouple Bent.**- If the thermocouple is bent too far away from the pilot, then it won't be able to register its heat and the gas valve will turns off.
- **Broken thermocouple.** - If the thermocouple is broken , then it won't be able to register pilot heat and the gas valve will not turns on.
- **Filthy Pilot Tube.**- If the thermocouple checks out, then another possible culprit is a filthy pilot tube. Dirt and grime can build up and block proper flow of gas.
- **Main Control Valve.**- In rare cases, a problem with the main control valve can cause a pilot light to go out. Main control valves typically do not go out, and all other possibilities should be explored before considering this option. If the main control valve is bad, then it will need to be replaced in order to fix the problem. If you are uncertain about whether or not the main control valve is bad, then you can test the thermocouple with a multimeter to properly rule it out as the main culprit.

FIX

Take action depending on the Cause of the fail, clean or replace if necessary

Elaborated By: _____

Authorized By: _____