TECHNICAL BULLETIN

Line : : **Electric powered Water Heaters**

Technical Notice No. 16

Date: 02/04/2018

American Standard
— WATER HEATERS

POWER FAILURE

SYMPTOMS

No Hot Water

CAUSE AND FIX

- First, check the water heater's circuit breaker in the service panel to make sure it hasn't tripped and that the appropriate voltage is present. If it has, switch it off, then switch it back on again.

  1. Check the circuit breaker/fuse box.
  2. Check water heater power.

- If the heater's breaker did not trip (is on), turn off the breaker, remove the access panel for the upper element on the water heater. Remove the safety guard, being careful not to touch the wires or electrical terminals. Press the red button—the high-temperature cutoff reset button—located above the upper thermostat. If that doesn't solve the problem, test each heating element and replace it, if necessary.

  3. Check water heater reset button/limit switch.
  4. Check upper thermostat.
  5. Check upper element.

Elaborated By: _____

Authorized By: _____