

# TECHNICAL BULLETIN

Line : : **Electric powered Water Heaters**

Technical Notice No. 9

Date: 16/04/2018

## THERMOSTAT SETTING

### SYMPTOMS

Hot Water Is Too Hot

### CAUSE AND FIX

The first thing to do if your hot water is too hot is turn down the temperature on the water heater's thermostat dial. Turn it toward a cooler setting, wait a couple of hours, and see if the problem is solved.

If steam or excessively hot water shoots out of faucets, or you hear boiling sounds inside the water heater, the appliance may not be shutting off at its set temperature, call a technician to check and repair your water heater

Elaborated By: \_\_\_\_\_

Authorized By: \_\_\_\_\_

## TECHNICAL BULLETIN

Line : **Gas-powered Water Heaters**

Technical Notice No. 10

Date: 02/04/2018

### NO HEATING POWER

#### SYMPTOMS

**No hot water**

#### CAUSE

If you don't get any hot water when you turn on the hot water faucets and your water heater is gas-powered, the most likely problem is a pilot light that has blown out. This can be due to a faulty thermocouple or a faulty pilot control valve. Another likely cause is a heating element (if you have an electric water heater) or the thermocouple (for a gas water heater) that needs to be replaced.

#### FIX

Replace the heating element or thermocouple. it is a relatively easy job for a plumbing professional. Unless you have such training, you're well-advised to let a pro handle this repair.

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