Problem	Possible Cause(S)	Corrective Action
Insufficient Hot Water	1. Thermostat set too low 2. Leaking faucets/Wasted hot water 3. Wrong piping connections 4. Water heater too small 5. Sediment or lime in tank 6. Long runs of exposed piping 7. Hot-water piping in outside wall	1. Turn temperature knob to higher setting 2. Repair faucets 3. Correct piping: dip tube must be in cold inlet 4. Install adequate heater 5. Drain/flush-provide water treatment if needed 6. Insulate piping 7. Insulate piping
Water Is Too Hot	1. Thermostat setting is too high 2. Heater stacking (Failure to install the proper vent screens)	1. Turn temperature knob to lower setting. 2. Ensure correct size of exhaust and air intake pipes were used per the instruction manual for vent length. Ensure proper vent screens were used.
Slow Hot Water Recovery	1. Thermostat set too low 2. Wrong piping connection 3. Wasted hot water 4. Heater too small	1. Turn temperature knob to higher setting 2. Correct piping-dip tube must be in cold inlet 3. Advise customer 4. Install adequate heater.
Drip From Relief Valve	1. Heater stacking (Failure to install the proper vent screens) 2. Closed water system 3. Pressure build-up 4. Improperly seated valve	1. Ensure the correct size of exhaust and air intake pipes were used per the instruction manual for vent length. Ensure the proper vent screens were used. 2. See thermal expansion section 3. Use a pressure-reducing valve and relief valve 4. Check Relief valve for proper operation (Do Not plug T&P valve)
Smelly Water	1. Sulfides in water supply 2. Bacteria in water supply 3. Incompatible anode	1. Chlorination procedure 2. Chlorination procedure 3. Replace with anode appropriate for water conditions
Condensation	1. Filling the new water heater for the first time 2. Water dripping from blower assembly	1. Normal operation: the condensation should disappear after heater warms up 2. Install condensate hose to drain port on the rubber coupling
Water Leakage		1. Check "Leakage Checkpoints"
Exhaust Pipe Too Hot	1. Failure to use correct size of exhaust and air intake pipes 2. Failure to install the vent screens 3. Blower high limit switch fails to open - switch defective	1. Ensure the correct size of exhaust and air intake pipes were used per the instruction manual for vent length. Ensure maximum number of elbows or equivalent feet of both pipes was not exceeded. 2. Ensure that the proper vent screens were used. 3. Replace blower high limit switch

EXPERIENCING	POSSIBLE ISSUE/THINGS TO CHECK
Discolored Water	Rust or corrosion in the heating system can lead to water discoloration.
Unusual Noises	Rumbling, buzzing, or rattling sounds from the water heater may indicate sediment buildup.
Cool Water Temperature	If your hot water is not as hot as it used to be, a repair may be necessary.
Leaks	Any visible leaks from the water heater should be promptly addressed
Strange Odors	Pungent odors or increased air bubbles in your water can signal the need for repair.
Pressure is too low	☐ Make sure that the utility is providing adequate water pressure to your home. ☐ Don't use too many applications at once. ☐ Make sure plumbing and fixtures are free from obstructions.
Too Hot	☐ The temperature setting may be too high. ☐ If there are obstructions in the pipes, this can cause a build-up of heat, making the water hotter than it should be. ☐ There may be clogs in the pipes or showerhead. This will reduce the flow of water and cause only a small amount of water to be heated, making it hotter. ☐ Sediment build up in your tank. This will require flushing and descaling. ☐ The temperature sensor may be out of position or broken. Reposition or replace it. ☐ If the output temperature sensor is broken, replace it.
No Hot Water	☐ This is one of the commonest water heating system problems. It is usually due to a power or water supply issue. Check your gas or electricity supply. Also check the water shut-off valve. ☐ Your tap should be opened enough and make sure that there are no obstructions in your pipes. ☐ Does your gas burner's flame rod generate a spark? If not, clean or replace it. If you have an electric water heater, check the circuit breaker. ☐ Check your unit's control panel to see if there's an error code.
Too Noisy	☐ Is the burner burning the gas with a yellow flame instead of a blue one? ☐ Make sure the fan is clean. ☐ Burner flames may be unstable due to an absence of combustion air and gas pressure. ☐ Irregular gas combustion due to leaks in the sealed combustion chamber.
Not Hot Enough	☐ The water temperature may be set too low. ☐ The water filter may be clogged resulting in low water flow. ☐ There could be a problem with the gas supply or pressure. ☐ There may be a plumbing crossover. As a result, cold water mixes with hot water, reducing the overall temperature. ☐ Check the venting system. Is it clean and letting in enough fresh air for adequate combustion? ☐ There may be limescale and sediment buildup in the heat exchanger. These function like an insulation that prevents the heat exchanger from transferring the heat to water. Proceed to descale and flush the deposits.