

# Ultra Low Nox Gas Water Heater with the Flame Lock™ Safety System Installation Instructions and Use & Care Guide

**WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

## WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

### INSTALLER:

- AFFIX THESE INSTRUCTIONS TO OR ADJACENT TO THE WATER HEATER.

### OWNER:

- RETAIN THESE INSTRUCTIONS AND WARRANTY FOR FUTURE REFERENCE. RETAIN THE ORIGINAL RECEIPT AS PROOF OF PURCHASE.

To obtain technical, warranty, or service assistance during or after the installation of this water heater, visit our website at:

<http://www.whirlpoolwaterheatersupport.com>

or call toll free  
1-877-817-6750

When calling for assistance, please have the following information ready:

1. Model number
2. 7 digit product number
3. Serial number
4. Date of installation
5. Place of purchase

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# WATER HEATER SAFETY

**Your safety and the safety of others are very important.**

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

**⚠ DANGER**

You can be killed or seriously injured if you don't immediately follow instructions.

**⚠ WARNING**

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## Important Instructions

- Do not use this appliance if any part has been under water. Immediately call a qualified service technician. Water heaters subjected to flood conditions or any time the gas controls, main burner or pilot have been submerged in water require replacement of the entire water heater.
- Hydrogen gas can be produced in a hot water system that has not been used for a long period of time (generally two weeks or more). Hydrogen gas is extremely flammable and can ignite when exposed to a spark or flame. To prevent the possibility of injury under these conditions, we recommend the hot water faucet be opened for several minutes at the kitchen sink before using any electrical appliance which is connected to the hot water system. If hydrogen is present, there will probably be an unusual sound such as air escaping through the faucet as water begins to flow. Do not smoke or have any open flame near the faucet at the time it is open.

The California Safe Drinking Water and Toxic Enforcement Act requires the Governor of California to publish a list of substances known to the State of California to cause cancer, birth defects, or other reproductive harm, and requires businesses to warn of potential exposure to such substances.

**WARNING:** This product contains a chemical known to the State of California to cause cancer, birth defects, or other reproductive harm.

This appliance can cause low-level exposure to some of the substances included in the Act.

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# INSTALLING YOUR GAS WATER HEATER

## Important Information About This Water Heater

This gas water heater was manufactured to voluntary safety standards to reduce the likelihood of a flammable vapor ignition incident. New technology used in meeting these standards makes this product more sensitive to installation errors or improper installation environments. Please review the Installation Checklist found at the end of the installation instructions section and make any required installation upgrades or changes.

## Consumer Information

This water heater is design-certified by CSA International as a Category I, non-direct vented water heater which takes its combustion air either from the installation area or from air ducted to the unit from the outside.

This water heater must be installed according to all local and state codes or, in the absence of local and state codes, the "National Fuel Gas Code", ANSI Z223.1(NFPA 54)-latest edition. This is available from the following:

CSA America, Inc.  
8501 East Pleasant Valley Road  
Cleveland, OH 44131

National Fire Protection Association  
1 Batterymarch Park  
Quincy, MA 02269

Check your phone listings for the local authorities having jurisdiction over your installation.

## Consumer Responsibilities

This manual has been prepared to acquaint you with the installation, operation, and maintenance of your gas water heater and provide important safety information in these areas.

Read all of the instructions thoroughly before attempting the installation or operation of this water heater.

Do not discard this manual. You or future users of this water heater will need it for future reference.

Service to the Flame Lock™ Safety System should only be performed by a qualified person.

Examples of a qualified person include: licensed plumbers, authorized gas company personnel, and authorized service personnel.

**IMPORTANT:** The manufacturer and seller of this water heater will not be liable for any damages, injuries, or deaths caused by failure to comply with the installation and operating instructions outlined in this manual.

If you lack the necessary skills required to properly install this water heater, or you have difficulty following the instructions, you should not proceed but have a qualified person perform the installation of this water heater. Massachusetts code requires this water heater to be

installed in accordance with Massachusetts Plumbing and Fuel Gas Code 248 CMR Section 2.00 and 5.00.

A data plate identifying your water heater can be found next to the gas control valve/thermostat. When referring to your water heater, always have the information listed on the data plate readily available.

Retain your original receipt as proof of purchase.

## Unpacking the Water Heater

### **WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install water heater.**

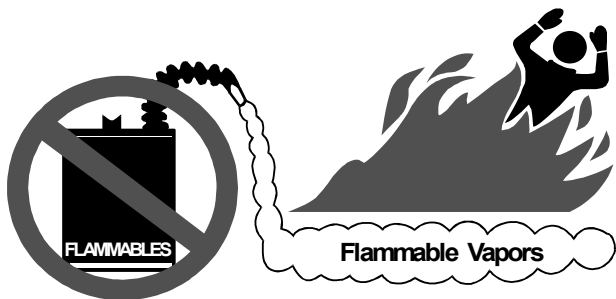
**Failure to do so can result in back or other injury.**

## Removing Packaging Materials

**IMPORTANT:** Do not remove any permanent instructions, labels, or the data label from either the outside of the water heater or on the inside of water heater panels.

- Remove exterior packaging and place installation components aside.
- Inspect all parts for damage prior to installation and start-up.
- Completely read all instructions before attempting to assemble and install this product.
- After installation, dispose of/recycle all packaging materials.

## **⚠️ WARNING**



### **FIRE AND EXPLOSION HAZARD**

**Can result in serious injury or death**



**Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Storage of or use of gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance can result in serious injury or death.**

**Read and follow water heater warnings and instructions.**

## **Location Requirements**

### **⚠️ WARNING**

#### **Carbon Monoxide Poisoning Hazard**

**Do not install in a mobile home.**

**Doing so can result in death or carbon monoxide poisoning.**

The Flame Lock™ Safety System is designed to reduce the risk of flammable vapor-related fires. The patented system protects your family by trapping the burning vapors within the water heater combustion chamber through the special flame-trap. The burning vapors literally “burn themselves out” without escaping back into the room. In the event of a flammable vapor incident, the Flame Lock™ Safety System disables the water heater by shutting off the gas supply to the water heater’s burner and pilot, preventing re-ignition of any remaining flammable vapors in the area. This will not prevent a possible fire/explosion if the igniter is depressed and flammable vapors have accumulated in the combustion chamber with the pilot light off. If you suspect a flammable vapor incident has occurred, do not use this appliance. Do not attempt to light this appliance, or depress the igniter button if you suspect flammable vapors have accumulated inside or outside the appliance. Immediately call a qualified person to inspect the appliance. Water heaters subjected to a flammable vapors incident will show a discoloration on the flame-trap and require replacement of the entire water heater.

Do not use or store flammable products such as gasoline, solvents, or adhesives in the same room or area near the water heater. If such flammables must be used, all gas burning appliances in the vicinity must be shut off and their pilot lights extinguished. Open the doors and windows for ventilation while flammable substances are in use.

If flammable liquids or vapors have spilled or leaked in the area of the water heater, leave the area immediately and call the fire department from a neighbor’s home. Do not attempt to clean the spill until all ignition sources have been extinguished.

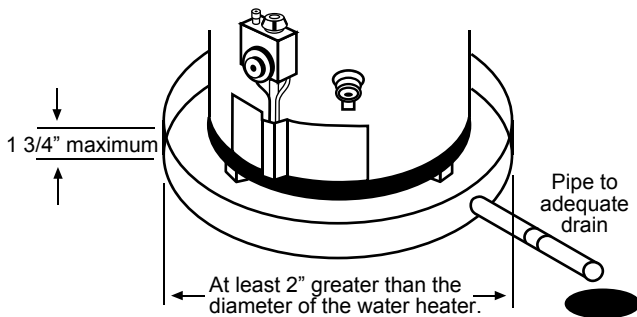
Keep combustibles such as boxes, magazines, clothes, etc. away from the water heater area.

### **Site Location**

- Select a location near the center of the water piping system. The water heater must be installed indoors and in a vertical position on a level surface. Do not install in bathrooms, bedrooms, or any occupied room normally kept closed.
- Locate the water heater as close to the chimney or gas vent as practical. Consider the vent system piping and combustion air supply requirements when selecting the water heater location. The venting system must be able to run from the water heater to termination with minimal length and elbows.
- Locate the water heater near the existing gas piping. If installing a new gas line, locate the water heater to minimize the pipe length and elbows.

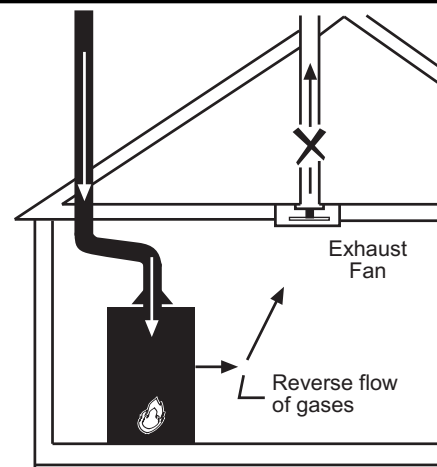
NOTE: This water heater must be installed according to all local and state codes or, in the absence of local and state codes, the “National Fuel Gas Code”, ANSI Z223.1(NFPA 54)-latest edition.

**IMPORTANT:** The water heater should be located in an area where leakage of the tank or connections will not result in damage to the area adjacent to the water heater or to lower floors of the structure. Due to the normal corrosive action of the water, the tank will eventually leak after an extended period of time. Also any external plumbing leak, including those from improper installation, may cause early failure of the tank due to corrosion if not repaired. If the owner/operator is uncomfortable with making the repair a qualified person should be contacted. A suitable metal drain pan should be installed under the water heater as shown below, to help protect the property from damage which may occur from condensate formation or leaks in the piping connections or tank. The pan must limit the water level to a maximum depth of 1-3/4" and be two inches wider than the heater and piped to an adequate drain. **NOTE:** The pan must not restrict combustion air flow. Locate the water heater near a suitable indoor drain. Outside drains are subject to freezing temperatures which can obstruct the drain line. The piping should be at least 3/4" ID and pitched for proper drainage. Under no circumstance will the manufacturer or seller of this water heater be held liable for any water damage which is caused by your failure to follow these instructions.



- The water heater should be located in an area not subject to freezing temperatures. Water heaters located in unconditioned spaces (i.e., attics, basements, etc.) may require insulation of the water piping and drain piping to protect against freezing. The drain and controls must be easily accessible for operation and service. Maintain proper clearances as specified on the data plate.
- Do not locate the water heater near an air-moving device. The operation of air-moving devices such as exhaust fans, ventilation systems, clothes dryers, fireplaces, etc., can affect the proper operation of the water heater. Special attention must be given to conditions these devices may create. Flow reversal of flue gases may cause an increase of carbon monoxide inside of the dwelling.
- If the water heater is located in an area that is subjected to lint, dirt, and oil, it may be necessary to periodically clean the flame-trap and pilot (see "External Inspection & Cleaning of the Flame-trap" and "Cleaning the Pilot Assembly" section).

Figure 1  
Air-moving  
Devices



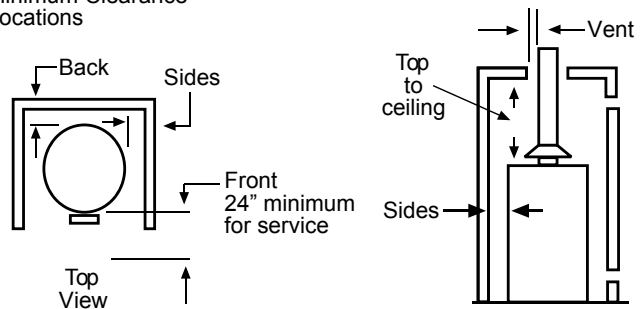
## Clearances and Accessibility

**NOTE:** Minimum clearances from combustible materials are stated on the data plate adjacent to the gas control valve/thermostat of the water heater.

The water heater is certified for installation on a combustible floor.

- **IMPORTANT:** If installing over carpeting, the carpeting must be protected by a metal or wood panel beneath the water heater. The protective panel must extend beyond the full width and depth of the water heater by at least three inches (76.2mm) in any direction; or if in an alcove or closet installation, the entire floor must be covered by the panel.
- Figure 2 may be used as a reference guide to locate the specific clearance locations. A minimum of 24 inches of front clearance should be provided for inspection and service.

Figure 2  
Minimum Clearance  
Locations



## State of California

**NOTE:** The water heater must be braced, anchored, or strapped to avoid moving during an earthquake. Contact local utilities for code requirements in your area or call 1-877-817-6750 and request instructions.

# Gas Supply

## ⚠ WARNING



### Explosion Hazard

Use a new CSA approved gas supply line.

Install a shut-off valve.

Do not connect a natural gas water heater to an L.P. gas supply.

Do not connect an L.P. gas water heater to a natural gas supply.

Failure to follow these instructions can result in death, explosion, or carbon monoxide poisoning.

## Gas Requirements

**IMPORTANT:** Read the data plate to be sure the water heater is made for the type of gas you will be using in your home. This information will be found on the data plate located near the gas control valve/thermostat. If the information does not agree with the type of gas available, do not install or light. Call your dealer.

**NOTE:** An odorant is added by the gas supplier to the gas used by this water heater. This odorant may fade over an extended period of time. Do not depend upon this odorant as an indication of leaking gas.

## Gas Piping

The gas piping must be installed according to all local and state codes or, in the absence of local and state codes, the "National Fuel Gas Code", ANSI Z223.1(NFPA 54)-latest edition.

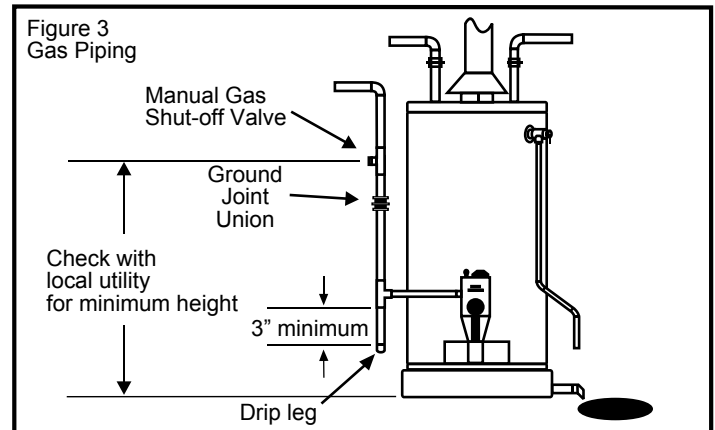
Table 1 on the following page is provided as a sizing reference for commonly used gas pipe materials. Consult the "National Fuel Gas Code" for the recommended gas pipe size of other materials.

Refer to Figure 3

**NOTE:** When installing gas piping, apply approved pipe joint compound.

1. Install a readily accessible manual shut-off valve in the gas supply line as recommended by the local utility. Know the location of this valve and how to turn off the gas to this unit.
2. Install a drip leg (if not already incorporated as part of the water heater) as shown. The drip leg must be no less than three inches long for the accumulation of dirt, foreign material, and water droplets.

3. Install a ground joint union between the gas control valve/thermostat and the manual shut-off valve. This is to allow easy removal of the gas control valve/thermostat.
4. Turn the gas supply on and check for leaks. Test all connections by brushing on an approved noncorrosive leak-detection solution. Bubbles will show a leak. Correct any leak found.



## Gas Pressure

**IMPORTANT:** The gas supply pressure must not exceed the maximum supply pressure as stated on the water heater's data plate. The minimum supply pressure is for the purpose of input adjustment.

## Gas Pressure Testing

**IMPORTANT:** This water heater and its gas connection must be leak tested before placing the appliance in operation.

- If the code requires the gas lines to be tested at a pressure exceeding 14" W.C., the water heater and its manual shut-off valve must be disconnected from the gas supply piping system and the line capped.
- If the gas lines are to be tested at a pressure less than 14" W.C., the water heater must be isolated from the gas supply piping system by closing its manual shut-off valve.

U.L. recognized fuel gas and carbon monoxide (CO) detectors are recommended in all applications and should be installed using the manufacturer's instructions and local codes, rules, or regulations.

**NOTE:** Air may be present in the gas lines and could prevent the pilot from lighting on initial start-up. The gas lines should be purged of air by a qualified person after installation of the gas piping system.

**Table 1**  
**Natural Gas Pipe Capacity Table (Cu. Ft./Hr.)**  
 Capacity of gas pipe of different diameters and lengths in cu. ft. per hr. with pressure drop of 0.3 in. and specific gravity of 0.60 (natural gas).

Nominal Iron Pipe Size, in.	Length of Pipe, Feet													
	10	20	30	40	50	60	70	80	90	100	125	150	175	200
1/2	132	92	73	63	56	50	46	43	40	38	34	31	28	26
3/4	278	190	152	130	115	105	96	90	84	79	72	64	59	55
1	520	350	285	245	215	195	180	170	160	150	130	120	110	100
1-1/4	1050	730	590	500	440	400	370	350	320	305	275	250	225	210
1-1/2	1600	1100	890	760	670	610	560	530	490	460	410	380	350	320

After the length of pipe has been determined, select the pipe size which will provide the minimum cubic feet per hour required for the gas input rating of the water heater. By formula:

$$\text{Cu. Ft. Per Hr. Required} = \frac{\text{Gas Input of Water Heater (BTU/HR)}}{\text{Heating Value of Gas (BTU/FT}^3\text{)}}$$

The gas input of the water heater is marked on the water heater data plate. The heating value of the gas (BTU/FT<sup>3</sup>) may be determined by consulting the local natural gas utility.

Additional tables are available in the latest edition of the "National Fuel Gas Code", ANSI Z223.1.

## Combustion Air Supply and Ventilation

### **⚠ WARNING**

#### **Carbon Monoxide Warning**

**Follow all the local and state codes or, in the absence of local and state codes, the "National Fuel Gas Code", ANSI Z223.1 (NFPA 54)- latest edition to properly install vent system.**

**Failure to do so can result in death, explosion, or carbon monoxide poisoning.**

IMPORTANT: Air for combustion and ventilation must not come from a corrosive atmosphere. Any failure due to corrosive elements in the atmosphere is excluded from warranty coverage.

The following types of installation (not limited to the following) will require outdoor air for combustion due to chemical exposure and may reduce but not eliminate the presence of corrosive chemicals in the air:

- beauty shops
- photo processing labs
- buildings with indoor pools
- water heaters installed in laundry, hobby, or craft rooms
- water heaters installed near chemical storage areas

Combustion air must be free of acid-forming chemicals such as sulfur, fluorine, and chlorine. These elements are found in aerosol sprays, detergents, bleaches, cleaning solvents, air fresheners, paint, and varnish removers, refrigerants, and many other commercial and household products. When burned, vapors from these products form highly corrosive acid compounds. These products should not be stored or used near the water heater or air inlet.

Combustion and ventilation air requirements are determined by the location of the water heater. The water heater may be located in either an open (unconfined) area or in a confined area or small enclosure such as a closet or small room. Confined spaces are areas with less than 50 cubic feet for each 1,000 BTUH of the total input for all gas using appliances.

## Unconfined Space

A water heater in an unconfined space uses indoor air for combustion and requires at least 50 cubic feet for each 1,000 BTUH of the total input for all gas appliances. The table below shows a few examples of the minimum square footage (area) required for various BTUH inputs.

BTUH Input	Minimum Square Feet with 8' Ceiling	Typical Room with 8' Ceiling
30,000	188	9 x 21
45,000	281	14 x 20
60,000	375	15 x 25
75,000	469	15 x 31
90,000	563	20 x 28
105,000	657	20 x 33
120,000	750	25 x 30
135,000	844	28 x 30

### IMPORTANT:

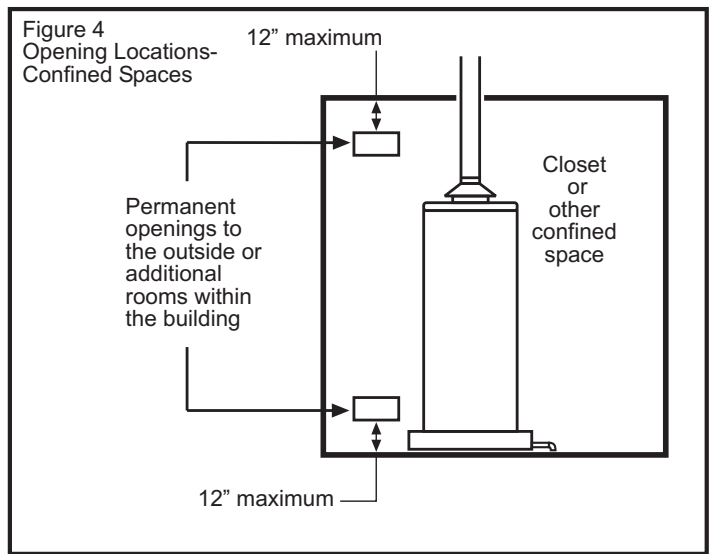
- The area must be open and be able to provide the proper air requirements to the water heater. Areas that are being used for storage or contain large objects may not be suitable for water heater installation.
- Water heaters installed in open spaces in buildings with unusually tight construction may still require outdoor air to function properly. In this situation, outside air openings should be sized the same as for a confined space.
- Modern home construction usually requires supplying outside air into the water heater area.

## Confined Space

For the correct and proper operation of this water heater, ample air must be supplied for the combustion, ventilation, and dilution of flue gases. Small enclosures and confined areas must have two permanent openings so that sufficient fresh air can be drawn from outside of the enclosure. One opening shall be within 12 inches of the top and one within 12 inches of the bottom of the enclosure as shown in Figure 4.

The size of each opening (free area) is determined by the total BTUH input of all gas utilization equipment (i.e., water heaters, furnaces, clothes dryers, etc.) and the method by which the air is provided. The BTUH input can be found on the water heater data plate. Additional air can be provided by two methods:

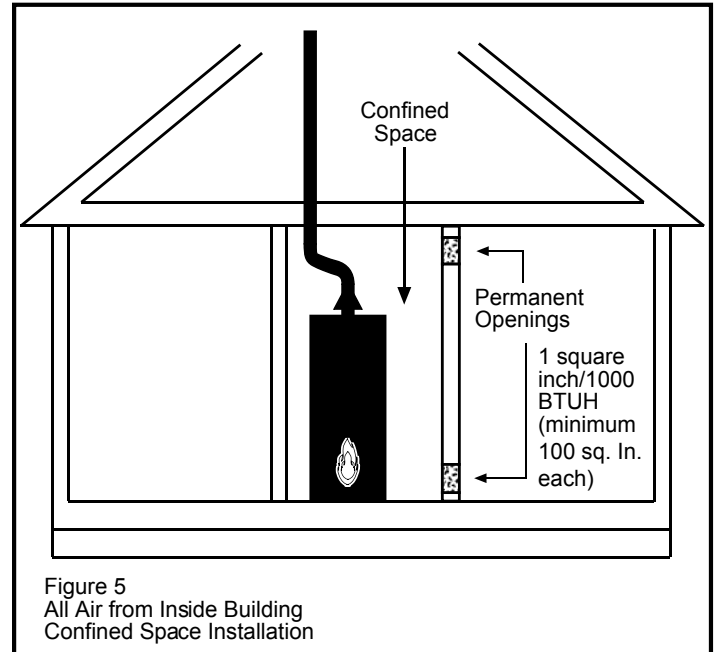
1. All air from inside the building.
2. All air from outdoors.



### All Air from Inside the Building

When additional air is to be provided to the confined area from additional room(s) within the building, the total volume of the room(s) must be of sufficient size to properly provide the necessary amount of fresh air to the water heater and other gas utilization equipment in the area. If you are unsure that the structure meets this requirement, contact your local gas utility company or other qualified agency for a safety inspection.

Each of the two openings shall have a minimum free area of 1 square inch per 1,000 BTUH of the total input rating of all gas utilization equipment in the confined area, but not less than 100 square inches. (Figure 5.)





## All Air from Outdoors

Outdoor fresh air can be provided to a confined area either directly or by the use of vertical and horizontal ducts. The fresh air can be taken from the outdoors or from crawl or attic spaces that freely communicate with the outdoors. Attic or crawl spaces cannot be closed and must be properly ventilated to the outside.

Ductwork must be of the same cross-sectional area as the free area of the opening to which they connect. The minimum dimension of rectangular air ducts cannot be less than three inches.

The size of each of the two openings is determined by the method in which the air is to be provided. Refer to Table 3 to calculate the minimum free area for each opening. Figures 6, 7, and 8 are typical examples of each method.

## Louvers and Grilles

In calculating free area for ventilation and combustion air supply openings, consideration must be given to the blocking effect of protection louvers, grilles, and screens. These devices can reduce airflow, which in turn may require larger openings to achieve the required minimum free area. Screens must not be smaller than 1/4" mesh. If the free area through a particular design of louver or grille is known, it should be used in calculating the specified free area of the opening. If the design and free area are not known, it can be assumed that most wood louvers will allow 20 - 25% of free area while metal louvers and grilles will allow 60 - 75% of free area.

Louvers and grilles must be locked open or interconnected with the equipment so that they are opened automatically during equipment operation.

Keep louvers and grilles clean and free of debris or other obstructions.

Table 3		
Minimum Free Area of Permanent Openings for Ventilation and Combustion Air Supply - All Air from Outdoors Only.		
Based on the total BTUH input rating for all gas utilizing equipment within the confined space.		
Opening Source	Minimum Free Area Per Opening (sq. in.)	Reference Drawing
* Direct to outdoors	1 Square inch per 4000 BTUH	Figure 6
Vertical ducts	1 Square inch per 4000 BTUH	Figure 7
Horizontal ducts	1 Square inch per 2000 BTUH	Figure 8
Example: A water heater with an input rate of 50,000 BTUH using horizontal ducts would require each opening to have a minimum free area of 25 square inches. Minimum free area = 50,000 BTUH x 1 sq. in. / 2000 BTUH = 25 Sq. Inches.		

\* These openings connect directly with the outdoors through a ventilated attic, a ventilated crawl space, or through an outside wall.

Consult the local codes of your area for specific ventilation and combustion air requirements.

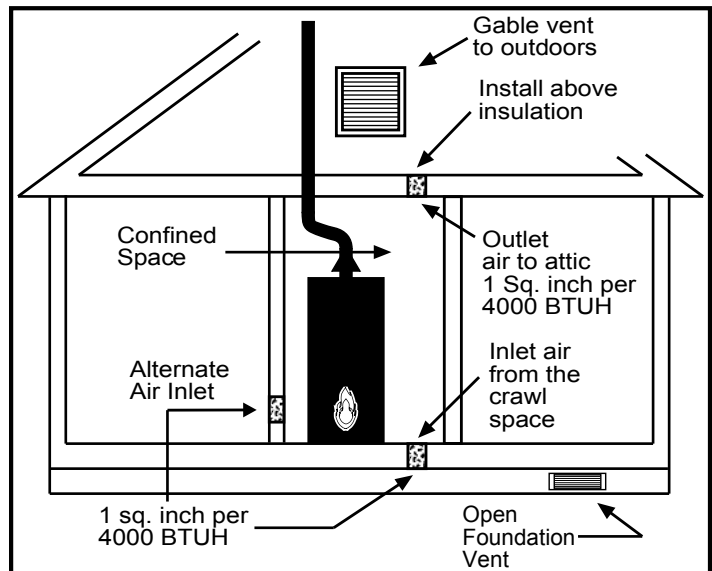


Figure 6  
All Air from Outdoors; Inlet Air from Ventilated Crawl Space/Outlet Air to Ventilated Attic

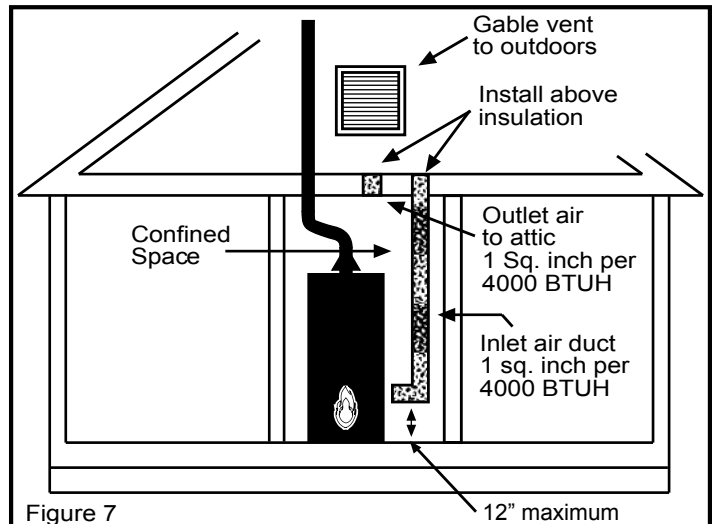


Figure 7  
All Air from Outdoors Through Ventilated Attic

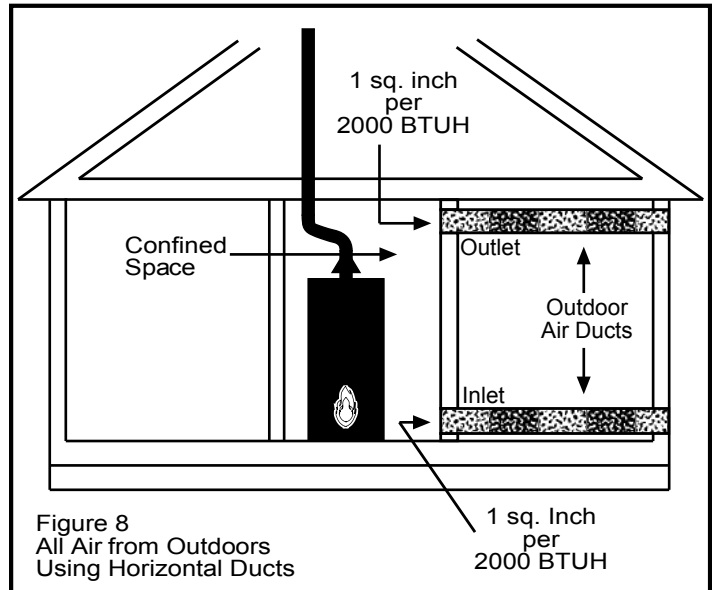


Figure 8  
All Air from Outdoors Using Horizontal Ducts

## Vent Pipe System

This water heater uses a non-direct, single-pipe vent system to remove exhaust gases created by the burning of fossil fuels. Air for combustion is taken from the immediate water heater location or is ducted in from the outside (see “Combustion Air Supply and Ventilation” section).

This water heater must be properly vented for the removal of exhaust gases to the outside atmosphere. Correct installation of the vent pipe system is mandatory for the proper and efficient operation of this water heater and is an important factor in the life of the unit.

The vent pipe must be installed according to all local and state codes or, in the absence of local and state codes, the “National Fuel Gas Code”, ANSI Z223.1(NFPA 54)-latest edition. The vent pipe installation must not be obstructed so as to prevent the removal of exhaust gases to the outside atmosphere.

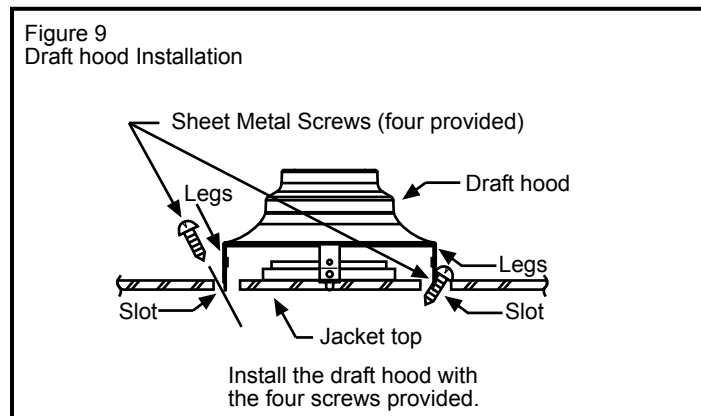
**IMPORTANT:** The use of vent dampers is not recommended by the manufacturer of this water heater. Although some vent dampers are certified by CSA International, this certification applies to the vent damper device only and does not mean they are certified for use on this water heater.

U.L. recognized fuel gas and carbon monoxide (CO) detectors are recommended in all applications and should be installed using the manufacturer’s instructions and local codes, rules, or regulations.

**IMPORTANT:** If you lack the necessary skills required to properly install this venting system, you should not proceed, but get help from a qualified person.

## Draft hood Installation

Align the legs of the draft hood with the slots provided. Insert the legs and secure the draft hood to the water heater’s top with the four screws provided as shown in Figure 9. Do not alter the draft hood in any way. If you are replacing an existing water heater, be sure to use the new draft hood supplied with the water heater.



## Vent Pipe Size

It is important that you follow the guidelines in these instructions for sizing a vent pipe system. If a transition to a larger vent size is required, the vent transition connection must be made at the draft hood outlet.

## Vent Connectors

1. Type B, Double Wall, U.L. Listed Vent Pipe.
2. Single Wall Vent Pipe.

Maintain the manufacturer’s specified minimum clearance from combustible materials when using type B double wall vent pipe.

Vent connectors made of type B, double wall vent pipe material may pass through walls or partitions constructed of combustible material if the minimum listed clearance is maintained.

Maintain a six inch minimum clearance from all combustible materials when using single wall vent pipe.

**IMPORTANT:** Single wall vent pipe cannot be used for water heaters located in attics and may not pass through attic spaces, crawl spaces or any confined or inaccessible location. A single wall metal vent connector cannot pass through any interior wall.

When installing a vent connector, please note the following:

- Install the vent connector avoiding unnecessary bends, which create resistance to the flow of vent gases.
- Install without dips or sags with an upward slope of at least 1/4-inch per foot.
- Joints must be fastened by sheet metal screws or other approved means. It must be supported to maintain clearances and prevent separation of joints and damage.
- The length of the vent connector cannot exceed 75% of the vertical vent height.
- The vent connector must be accessible for cleaning, inspection, and replacement.
- Vent connectors cannot pass through any ceiling, floor, firewall, or fire partition.

**IMPORTANT:** Existing vent systems must be inspected for obstructions, corrosion, and proper installation.

# Chimney Connection

**IMPORTANT:** Before connecting a vent to a chimney, make sure the chimney passageway is clear and free of obstructions. The chimney must be cleaned if previously used for venting solid fuel appliances or fireplaces. Also consult local and state codes for proper chimney sizing and application or, in the absence of local and state codes, the “National Fuel Gas Code”, ANSI Z223.1(NFPA 54)-latest edition.

- The connector must be installed above the extreme bottom of the chimney to prevent potentially blocking the flue gases.
- The connector must be firmly attached and sealed to prevent it from falling out.
- To aid in removing the connector, a thimble or slip joint may be used.
- The connector must not extend beyond the inner edge of the chimney as it may restrict the space between it and the opposite wall of the chimney (Figure 10).

Do not terminate the vent connector in a chimney that has not been certified for this purpose. Some local codes may prohibit the termination of vent connectors in a masonry chimney.

## Vertical Exhaust Gas Vent

Vertical exhaust gas vents must be installed with U.L. listed type B vent pipe according to the vent manufacturer’s instructions and the terms of its listing.

It must be connected to the water heater’s draft hood by a listed vent connector or by directly originating at the draft hood opening.

Vertical gas vents must terminate with a listed cap or other roof assembly and be installed according to their manufacturer’s instructions.

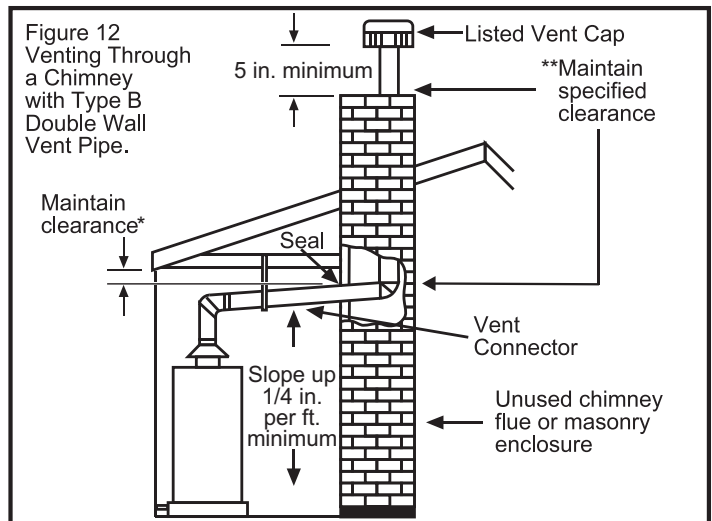
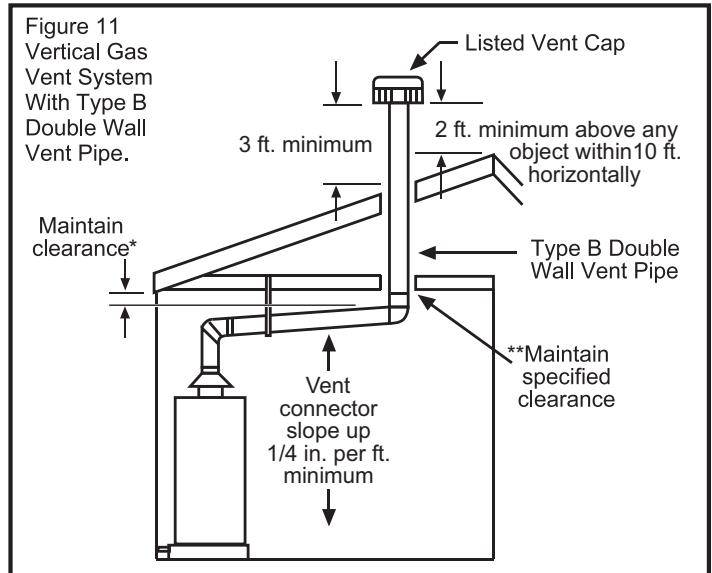
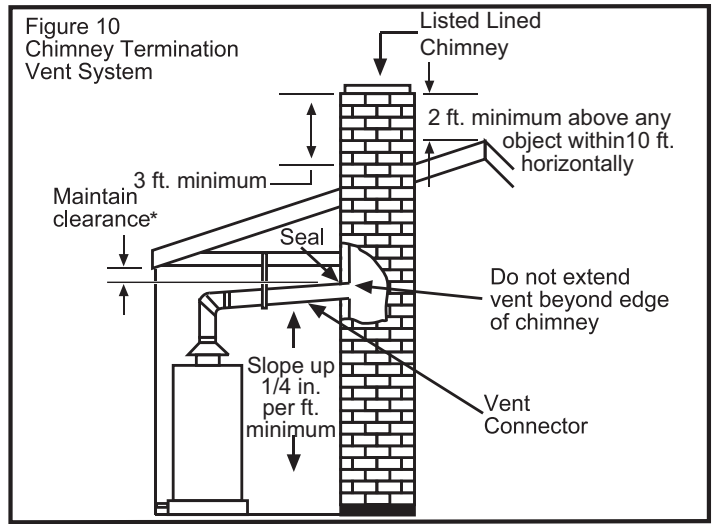
Gas vents must be supported to prevent damage, joint separation, and maintain clearances to combustible materials (Figures 11 and 12).

**IMPORTANT:** This gas vent must be terminated in a vertical position to facilitate the removal of the burnt gases.

An unused chimney flue or masonry enclosure may be used as a passageway for the installation of a gas vent (Figure 12).

Common (combined) venting is allowable with vertical type B vent systems and lined masonry chimneys.

Figures 10-12 are examples of vent pipe system installations and may or may not be typical for your specific application. Consult the “National Fuel Gas Code”, ANSI Z223.1(NFPA 54)-latest edition and the guidelines set forth by prevailing local codes.



\* Maintain vent pipe clearance requirements to local, state and/or the “National Fuel Gas Code”, ANSI Z223.1(NFPA 54)-latest edition.

\*\* NFPA 211, Standard for Chimneys, Fireplaces, Vents, and Solid Fuel-Burning Appliances states that these chimneys are intended to be installed in accordance with the installation instructions provided with each chimney support assembly. Minimum air space clearance to combustible materials should be maintained as marked on the chimney sections.

# Water System Piping

Piping, fittings, and valves should be installed according to the installation drawing (Figure 13). If the indoor installation area is subject to freezing temperatures, the water piping must be protected by insulation.

Water supply pressure should not exceed 80% of the working pressure of the water heater. The working pressure is stated on the water heater's data plate. If this occurs, a pressure limiting valve with a bypass may need to be installed in the cold water inlet line. This should be placed on the supply to the entire house in order to maintain equal hot and cold water pressures.

## IMPORTANT:

- Heat cannot be applied to the water fittings on the heater as they may contain nonmetallic parts. If solder connections are used, solder the pipe to the adapter before attaching the adapter to the hot and cold water fittings.
- Always use a good grade of joint compound and be certain that all fittings are drawn up tight.

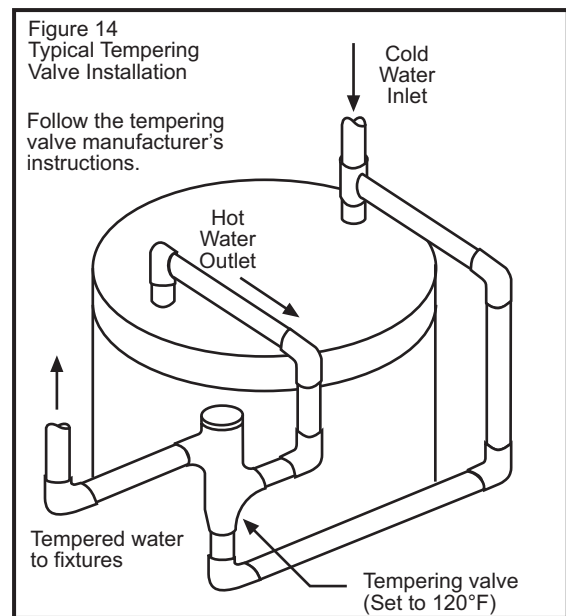
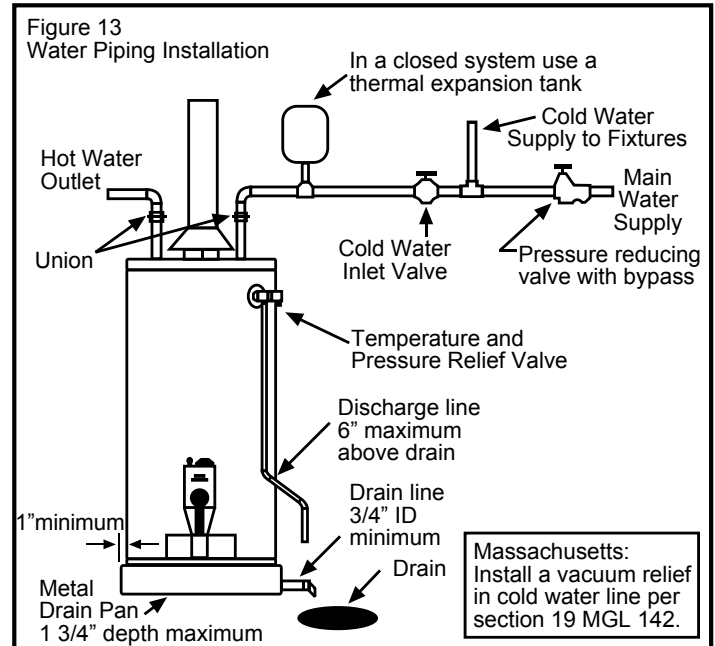
## Piping Installation

1. Install the water piping and fittings as shown in Figure 13. Connect the cold water supply (3/4" NPT) to the fitting marked "C". Connect the hot water supply (3/4" NPT) to the fitting marked "H".

**IMPORTANT:** Some models may contain energy saving heat traps to prevent the circulation of hot water within the pipes. Do not remove the inserts within the heat traps.

2. The installation of unions in both the hot and cold water supply lines is recommended for ease of removing the water heater for service or replacement.
3. Some local codes may require, and the manufacturer of this water heater recommends, installing a tempering valve or an anti-scald device in the domestic hot water line as shown in Figure 14. These valves reduce the point-of-use temperature of the water by mixing cold and hot water and are readily available for use.
4. If installing the water heater in a closed water system, install an expansion tank in the cold water line as specified under "Closed System/Thermal Expansion" section.
5. Install a shut-off valve in the cold water inlet line. It should be located close to the water heater and be easily accessible. Know the location of this valve and how to shut off the water to the heater.
6. A temperature and pressure relief valve must be installed in the opening marked "Temperature and Pressure (T & P) Relief Valve" on the water heater. A discharge line must be added to the opening of the T&P Relief Valve. Follow the instructions under "Temperature and Pressure Relief Valve" section.

7. After piping has been properly connected to the water heater, remove the aerator at the nearest hot water faucet. Open the hot water faucet and allow the tank to completely fill with water. To purge the lines of any excess air, keep the hot water faucet open for 3 minutes after a constant flow of water is obtained. Close the faucet and check all connections for leaks.



Please note the following:

- The system should be installed only with piping that is suitable for potable (drinkable) water such as copper, CPVC, or polybutylene. This water heater must not be installed using iron piping or PVC water piping.
- Use only pumps, valves, or fittings that are compatible with potable water.
- Use only full flow ball or gate valves. The use of valves that may cause excessive restriction to water flow is not recommended.
- Use only 95/5 tin-antimony or other equivalent solder. Any lead based solder must not be used.
- Piping that has been treated with chromates, boiler seal, or other chemicals must not be used.
- Chemicals that may contaminate the potable water supply must not be added to the piping system.

## Closed System/Thermal Expansion

### **WARNING**



#### **Explosion Hazard**

**If the temperature and pressure relief valve is dripping or leaking, have a qualified person replace it.**

**Examples of a qualified person include: licensed plumbers, authorized gas company personnel, and authorized service personnel.**

**Do not plug valve.**

**Do not remove valve.**

**Failure to follow these instructions can result in death, or explosion.**

Periodic discharge of the temperature and pressure relief valve may be due to thermal expansion in a closed water supply system. The water utility supply meter may contain a check valve, backflow preventer or water pressure reducing valve. This will create a closed water system. During the heating cycle of the water heater, the water expands causing pressure inside the water heater to increase. This may cause the temperature and pressure relief valve to discharge small quantities of hot water. To prevent this, it is recommended that a diaphragm-type expansion tank (suitable for potable water) be installed on the cold water supply line. The expansion tank must have a minimum capacity of 1.5 U.S. gallons for every 50 gallons of stored water. Contact the local water supplier or plumbing inspector for information on other methods to control this situation.

**IMPORTANT:** Do not plug or remove the temperature and pressure relief valve.

# Temperature and Pressure Relief Valve

## ⚠ WARNING



### Explosion Hazard

If the temperature and pressure relief valve is dripping or leaking, have a qualified person replace it.

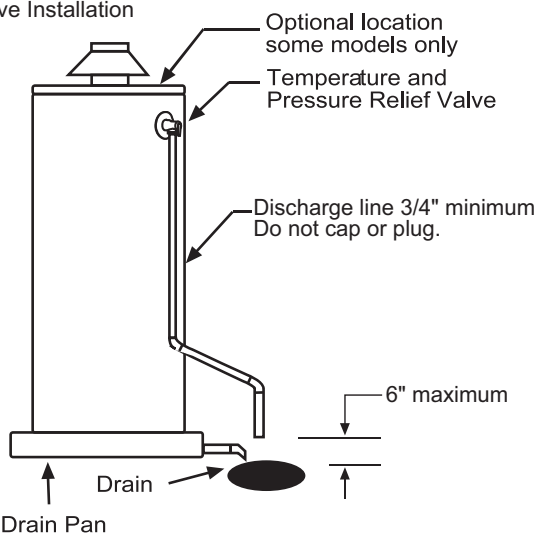
Examples of a qualified person include: licensed plumbers, authorized gas company personnel, and authorized service personnel.

Do not plug valve.

Do not remove valve.

Failure to follow these instructions can result in death, or explosion.

Figure 15A  
Temperature and Pressure Relief Valve Installation



For protection against excessive pressures and temperatures, a temperature and pressure relief valve must be installed in the opening marked "T & P RELIEF VALVE" (see Figure 15A). This valve must be design certified by a nationally recognized testing laboratory that maintains periodic inspection of the production of listed equipment or materials as meeting the requirements for Relief Valves and Automatic Shut-off Devices for Hot Water Supply Systems, ANSI Z21.22. The function of the temperature and pressure relief valve is to discharge water in large quantities in the event of excessive temperature or pressure developing in the water heater. The valve's relief pressure must not exceed the working pressure of the water heater as stated on the data plate.

**IMPORTANT:** Only a new temperature and pressure relief valve should be used with your water heater. Do not use an old or existing valve as it may be damaged or not adequate for the working pressure of the new water heater. Do not place any valve between the relief valve and the tank.

### The Temperature & Pressure Relief Valve:

- Must not be in contact with any electrical part.
- Must be connected to an adequate discharge line.
- Must not be rated higher than the working pressure shown on the data plate of the water heater.

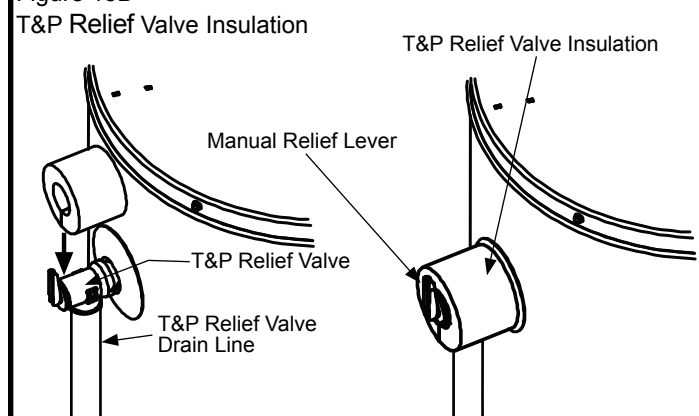
### The Discharge Line:

- Must not be smaller than the pipe size of the relief valve or have any reducing coupling installed in the discharge line.
- Must not be capped, blocked, plugged or contain any valve between the relief valve and the end of the discharge line.
- Must terminate a maximum of six inches above a floor drain or external to the building.
- Must be capable of withstanding 250°F (121°C) without distortion.
- Must be installed to allow complete drainage of both the valve and discharge line.

### T&P Relief Valve and Pipe Insulation (Some Models)

1. Locate the T&P Relief Valve on the water heater.
2. Locate the slit running the length of the insulation.
3. Spread this slit open and slip it over the T&P Relief Valve. See Figure 15B. Apply gentle pressure to the insulation to ensure it is fully seated on the T&P Relief Valve. Once sealed secure the insulation with a section of tape.
- IMPORTANT:** The insulation or tape should not block or cover the T&P Relief Valve drain opening. Also the insulation or tape should not block or hinder access to the T&P Relief Valve manual relief lever.
4. Next locate the hot water (outlet) & cold water (inlet) pipes to the water heater.
5. Select one of the sections of pipe insulation and locate the slit that runs the length of the insulation.
6. Spread the slit open at the base of the insulation and slip it over the cold water (inlet) pipe. Apply gentle pressure along the length of the insulation to ensure it is fully seated around the cold water pipe. Also ensure that the base of insulation is flush with the water heater. Once seated, secure the insulation with a section of tape.
7. Repeat steps 5 through 6 for the hot water (outlet) pipe.

Figure 15B



# Special Applications

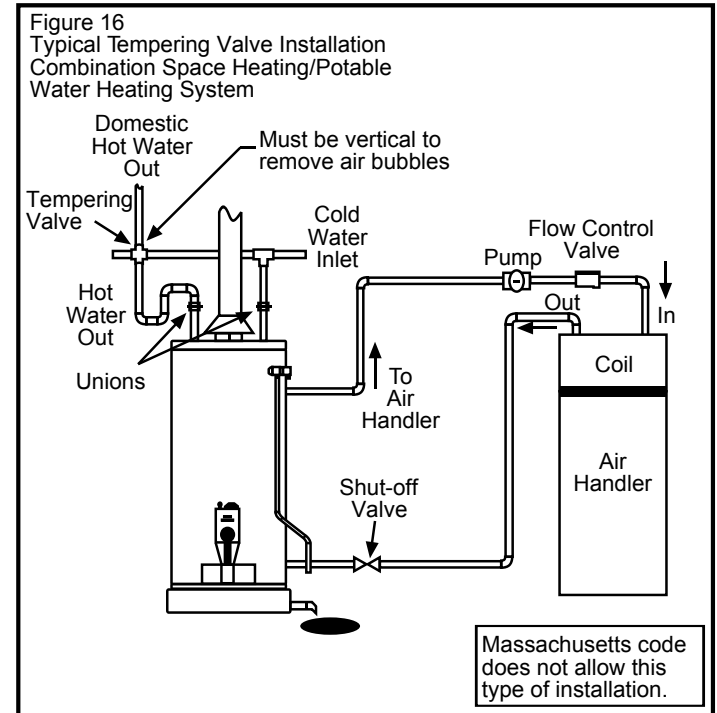
## Combination Space Heating/Potable Water System

Some water heater models are equipped with inlet/outlet tapings for use with space heating applications. If this water heater is to be used to supply both space heating and domestic potable (drinking) water, the instructions listed below must be followed.

- Be sure to follow the manual(s) shipped with the air handler system.
- This water heater is not to be used as a replacement for an existing boiler installation.
- Do not use with piping that has been treated with chromates, boiler seal or other chemicals and do not add any chemicals to the water heater piping.
- If the space heating system requires water temperatures in excess of 120°F, a tempering valve or an anti-scald device should be installed per its manufacturer's instructions in the domestic (potable) hot water supply to limit the risk of scald injury.
- Pumps, valves, piping and fittings must be compatible with potable water.
- A properly installed flow control valve is required to prevent thermosiphoning. Thermosiphoning is the result of a continuous flow of water through the air handler circuit during the off cycle. Weeping (blow off) of the temperature and pressure relief valve (T & P) or higher than normal water temperatures are the first signs of thermosiphoning.
- The domestic hot water line from the water heater should be vertical past any tempering valve or supply line to the air handler to remove air bubbles from the system. Otherwise, these bubbles will be trapped in the air handler heat exchanger coil, reducing the efficiency.
- Do not connect the water heater to any system or components previously used with non-potable water heating appliances when used to supply potable water.

Some jurisdictions may require a backflow preventer in the incoming cold water line. This may cause the temperature and pressure relief valve on the water heater to discharge or weep due to expansion of the heated water. A diaphragm-type expansion tank suitable for potable water will normally eliminate this weeping condition. Please read and follow the manufacturer's instructions for the installation of such tanks.

Also see "Water System Piping" section for additional instructions on the safe and correct installation and operation of this water heater.



## Solar Installation

If this water heater is used as a solar storage heater or as a backup for the solar system, the water supply temperatures to the water heater tank may be in excess of 120°F. A tempering valve or other temperature limiting valve must be installed in the water supply line to limit the supply temperature to 120°F.

NOTE: Solar water heating systems can often supply water with temperatures exceeding 180°F and may result in water heater malfunction.

# Important Information About This Water Heater

This gas water heater was manufactured to voluntary safety standards to reduce the likelihood of a flammable vapor ignition incident. The new technology used in meeting these standards makes this product more sensitive to installation errors. Please review the following checklist and make any required installation upgrades or changes. Questions? Call 1-877-817-6750.

## Installation Checklist

### Water Heater Location

Water heater location is important and can affect system performance. Please check the following:

- Installation area free of corrosive elements and flammable materials.
- Centrally located with the water piping system. Located as close to the gas piping and vent pipe system as possible.
- Located indoors and in a vertical position. Protected from freezing temperatures.
- Proper clearances from combustible surfaces maintained and not installed directly on a carpeted floor.
- Provisions made to protect the area from water damage. Metal drain pan installed and piped to an adequate drain.
- Sufficient room to service the water heater. See “Clearances and Accessibility” section of this manual.
- Water heater not located near an air moving device.
- Is the installed environment dirty (excessive amounts of lint, dirt, dust, etc.)? If so, the flame arrester located on the bottom of the water heater and the burner will need to be cleaned periodically. Refer to the “Maintenance of your Water Heater” section of this manual for information on cleaning the flame-trap and burner.

### Combustion Air Supply and Ventilation

Check for sufficient combustion air supply. Insufficient air for the combustion of gas will result in the burner flame tips becoming longer and the pilot will begin to experience nuisance tripping. Is the water heater installed in a closet or other small, enclosed space? If so:

- Are there openings for make-up air to enter and exit the room/area?
- Are the openings of sufficient size? Remember, if there are other gas-fired or air-consuming appliances in the same room, you need more make-up air. Refer to the “Location Requirements” section of this water heater manual for specific requirements.

Fresh air not taken from areas that contain negative pressure producing devices such as exhaust fans, fireplaces, etc.

- Is there a furnace/air handler in the same room space as the water heater? If so, has a return air duct system been attached that exits the room? If so, check for leaks on the air duct system. If no air duct system is present, correct immediately by contacting a local Heating, Ventilation, Air-Conditioning & Refrigeration (HVAC-R) authorized service provider.

- Fresh air supply free of corrosive elements and flammable vapors.
- Fresh air openings sized correctly with consideration given to the blocking effect of louvers and grilles.
- Ductwork is the same cross-sectional area as the openings.

### Vent Pipe System

Check for proper drafting at the water heater draft hood. Refer to the “Checking the Draft” section of this manual for the test procedure. If the procedure shows insufficient draft is present, please check the following.

- Draft hood properly installed.
- Vent connectors securely fastened with screws and supported properly to maintain six inch clearance.
- Vent connector made of approved material and sized correctly.
- Vent pipe system installed according to all local and state codes or, in the absence of local and state codes, the “National Fuel Gas Code”, ANSI Z223.1(NFPA 54)-latest edition.
- Flue baffle engaged in slots provided in the flue tube.
- Check the vent system for restrictions/obstructions and check the vent termination height. Refer to the “Air Supply and Ventilation” section of this water heater manual for specific requirements.
- Recheck for sufficient combustion air supply.

### Water System Piping

- Temperature and pressure relief valve properly installed with a discharge line run to an open drain and protected from freezing.
- All piping properly installed and free of leaks.
- Heater completely filled with water.
- Closed system pressure build-up devices installed.
- Tempering valve (when applicable) installed per manufacturer’s instructions (see “Water Temperature Regulation” section).

### Gas Supply and Piping

- Gas type is the same as that listed on the water heater data plate.
- Gas line equipped with shut-off valve, union, and drip leg.
- Approved pipe joint compound used.
- Adequate pipe size and approved pipe material.
- An approved noncorrosive leak detection solution used to check all connections and fittings for possible gas leaks. Correct any leak found.



# OPERATING YOUR WATER HEATER

## Lighting Instructions

Read and understand these directions thoroughly before attempting to light or re-light the pilot. Make sure the viewport is not missing or damaged. (See Figure 23) Make sure the tank is completely filled with water before lighting the pilot. Check the data plate near the gas control valve/thermostat for the correct gas. Do not use this water heater with any gas other than the one listed on the data plate. If you have any questions or doubts, consult your gas supplier or gas utility company.

## ⚠ WARNING



### Explosion Hazard

Replace viewport if glass is missing or damaged.

Failure to do so can result in death, explosion or fire.

## Robertsshaw Gas Valve - Lighting Instructions

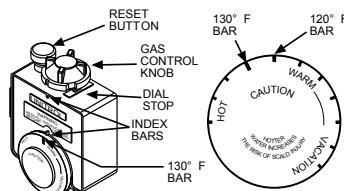
### FOR YOUR SAFETY READ BEFORE LIGHTING

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

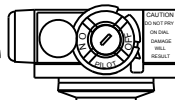
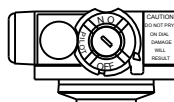
- This appliance has a pilot which is lighted by a piezoelectric igniter. When lighting the pilot, follow these instructions exactly.
- BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.  
**WHAT TO DO IF YOU SMELL GAS:**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or move by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance. Water heaters subjected to flood conditions or anytime the gas controls, main burner or pilot have been submerged in water require replacement of the entire water heater.
- DO NOT USE THIS APPLIANCE IF THERE HAS BEEN AN IGNITION OF VAPORS.** Immediately call a qualified service technician to inspect the appliance. Water heaters subjected to a flammable vapors ignition will show a discoloration on the air intake grid and require replacement of the entire water heater.

### LIGHTING INSTRUCTIONS

- STOP!** It is imperative that you read all the safety warnings before lighting the pilot.
- Remove the outer door.
- Turn the temperature dial counterclockwise to its lowest setting.

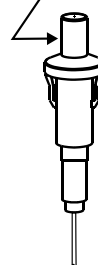


- Depress the dial stop and turn gas control knob clockwise to the "OFF" position.
- To clear any gas that may have accumulated wait ten (10) minutes. If you then smell gas, STOP! Follow "B" in the safety warning above. If you do not smell gas go to the next step.
- Turn the gas control knob counterclockwise to "PILOT".



- Depress the reset button all the way in and IMMEDIATELY depress the igniter button until you hear a loud click. Observe the pilot through the view port. Do not release the reset button. Repeat immediately if pilot does not light on the first try. If the pilot does not light by the fourth attempt with the igniter, repeat steps 4 - 7. Continue to hold the button for about (1) minute after the pilot is lit. Release the reset button and it will pop back up. Pilot should remain lit. If the pilot light goes out, repeat steps 3 - 7.

PUSHBUTTON



IGNITER

**IMPORTANT:** If the pilot will not stay lit after several tries, depress the dial stop and turn gas control knob to "OFF", then call your service technician or gas supplier.

**IMPORTANT:** If the reset button (see graphic at step 3) does not pop up when released, stop and immediately shut off the gas at the line valve or tank. Call your service technician or gas supplier.

- Turn the gas control knob counterclockwise to "ON".
- Set the temperature dial to the desired setting.
- Replace the outer door.



### TO TURN OFF GAS TO APPLIANCE

- Turn the temperature dial counterclockwise to its lowest setting.
- Turn the gas control knob clockwise to the "OFF" position.

## White Rodgers Gas Valve - Lighting Instructions

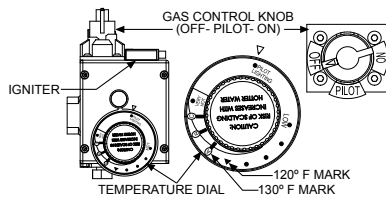
### FOR YOUR SAFETY READ BEFORE LIGHTING

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. This appliance has a pilot which is lighted by a piezoelectric igniter. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS:**
- Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or move by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance. Water heaters subjected to flood conditions or anytime the gas controls, main burner or pilot have been submerged in water require replacement of the entire water heater.
- E. **DO NOT USE THIS APPLIANCE IF THERE HAS BEEN AN IGNITION OF VAPORS.** Immediately call a qualified service technician to inspect the appliance. Water heaters subjected to a flammable vapors ignition will show a discoloration on the air intake grid and require replacement of the entire water heater.

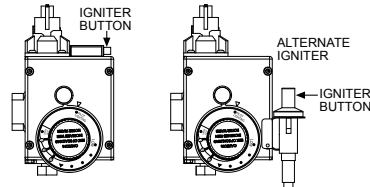
### LIGHTING INSTRUCTIONS

1. **STOP!** It is imperative that you read all the safety warnings before lighting the pilot.
2. Remove the outer door.
3. Turn the temperature dial clockwise to its lowest setting.
4. Depress the gas control knob slightly and turn clockwise to "OFF". If the knob is "ON", turn it clockwise to "PILOT" then depress the knob slightly and turn clockwise to "OFF".
7. Depress the gas control knob all the way in and **IMMEDIATELY** depress the igniter button until you hear a loud click. Observe the pilot through the view port. Do not release the gas control knob. Repeat immediately if the pilot does not light on the first try. If the pilot does not light by the fourth attempt with the igniter repeat steps 4-7. Continue to hold the gas control knob down for about (1) minute after the pilot is lit. Release knob and it will pop back up. Pilot should remain lit. If the pilot light goes out, repeat steps 3-7.



**NOTE:** Knob cannot be turned from "PILOT" to "OFF" unless knob is depressed slightly. Do not use tools or excessive force.

5. To clear any gas that may have accumulated wait ten (10) minutes. If you smell gas, **STOP!** Follow "B" in the safety warning above. If you do not smell gas go to the next step.
6. Turn the gas control knob counterclockwise to "PILOT".
8. Turn the gas control knob counterclockwise to "ON".
9. Set the temperature dial to the desired setting.
10. Replace the outer door.



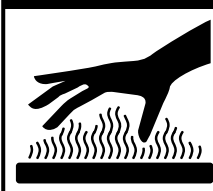
**IMPORTANT:** If the pilot will not stay lit after several tries, turn gas control knob to "OFF" and call your service technician or gas supplier.

**IMPORTANT:** If the gas control knob does not pop up when released, stop and immediately shut off the gas at the line valve or tank. Call your service technician or gas supplier.

### TO TURN OFF GAS TO APPLIANCE

1. Turn the temperature dial clockwise to its lowest setting.
2. Turn gas control knob clockwise to "PILOT".
3. Depress the gas control knob slightly and turn clockwise to "OFF". Do not use tools or force.

## Checking the Draft



# WARNING

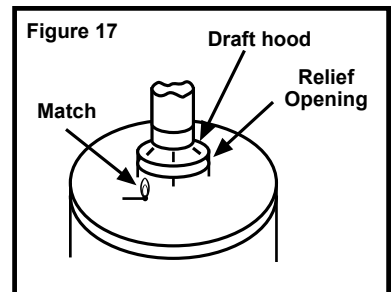
**Burn Hazard**

**Do not touch vent.**

**Doing so can result in burns.**

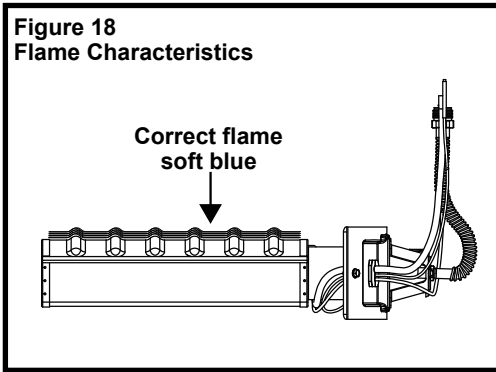
After successfully lighting the water heater, allow the unit to operate for 15 minutes and check the draft hood relief opening for proper draft. Make sure all other appliances in the area are operating and all doors are closed when

performing the draft test. Pass a match flame around the relief opening of the draft hood. A steady flame drawn into the opening indicates proper draft. If the flame flutters or is blown out, combustion products are escaping from the relief opening. If this occurs, do not operate the water heater until proper adjustments or repairs are made to the vent pipe system and/or air supply requirements.



## Burner Flames

Inspect burner flames through viewport. Flames should be very small with a blue haze and small amounts of yellow or orange at the edges. After several minutes of operation the burner screen may glow red. If large flames are observed at anytime shut-off unit and call a qualified person.



## Stacking

Stacking occurs when a series of short draws of hot water (3 gallons or less) are taken from the water heater tank. This causes increased cycling of the burner and can result in increased water temperatures at the hot water outlet. An anti-scald device is recommended in the hot water supply line to reduce the risk of scald injury.

## Emergency Shut Down

IMPORTANT: Should overheating occur or the gas supply fails to shut off, turn off the water heater's manual gas control valve and call a qualified person.

## Water Temperature Regulation



**Water temperature over 125°F can cause severe burns instantly or death from scalds.**

**Children, disabled and elderly are at highest risk of being scalded.**

**Feel water before bathing or showering.**

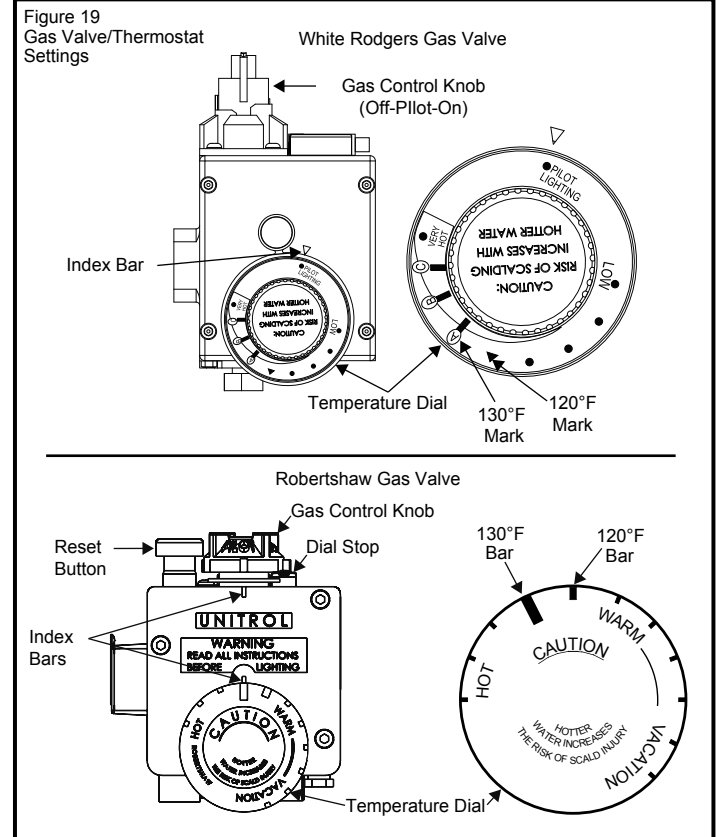
**Temperature limiting valves are available.**

The thermostat is adjusted to its lowest temperature when it is shipped from the factory. Water temperature can be regulated by moving the temperature dial to the preferred setting. The preferred starting point is 120°F. Align the index bar on the thermostat with the desired water temperature as shown in Figure 19. There is a hot water scald potential if the thermostat is set too high.

IMPORTANT: Adjusting the thermostat past 120°F on the temperature dial will increase the risk of scald injury in the times shown below.

Water Temperature °F	Time for 1st Degree Burn (Less Severe Burns)	Time for Permanent Burns 2nd & 3rd Degree (Most Severe Burns)
110	(normal shower temp.)	
116	(pain threshold)	
116	35 minutes	45 minutes
122	1 minute	5 minutes
131	5 seconds	25 seconds
140	2 seconds	5 seconds
149	1 second	2 seconds
154	instantaneous	1 seconds

(U.S. Government Memorandum, C.P.S.C., Peter L. Armstrong, Sept. 15, 1978)



NOTE: During low demand periods when hot water is not being used, a lower thermostat setting will reduce energy losses and may satisfy your normal hot water needs. If hot water use is expected to be more than normal, a higher thermostat setting may be required to meet the increased demand. When leaving your home for extended periods (vacations, etc.) turn the temperature dial to its lowest setting. This will maintain the water at low temperatures with minimum energy losses and prevent the tank from freezing during cold weather.

# Operational Conditions

## Condensation

Moisture from the products of combustion condenses on the tank surface and the outside jacket of the water heater and forms drops of water which may fall onto the burner or other hot surfaces. This will produce a “sizzling” or “frying” noise. NOTE: This condensation is normal and should not be confused with a leaking tank. Condensation may increase or decrease at different times of the year.

High efficient energy saver water heaters will produce larger amounts of condensation on initial start-up or when a large amount of hot water is being used. NOTE: Do not confuse this with a “tank leak”. Once the water reaches a temperature of 120°F and the tank warms up (usually 1-2 hours), the condensation will stop.

IMPORTANT: It is always recommended that a suitable drain pan be installed under the water heater to protect the area from water damage resulting from normal condensation production, a leaking tank or piping connections. Refer to the “Location Requirements” section. Under no circumstances is the manufacturer to be held responsible for any water damage in connection with this water heater.

## Water Heater Sounds

During the normal operation of the water heater, sounds or noises may be heard. These noises are common and may result from the following:

1. Normal expansion and contraction of metal parts during periods of heat-up and cool-down.
2. Condensation causes sizzling and popping within the burner area and should be considered normal.
3. Sediment buildup in the tank bottom will create varying amounts of noise and may cause premature tank failure. Drain and flush the tank as directed under the “Draining and Flushing” section.

## Smoke/Odor

The water heater may give off a small amount of smoke and odor during the initial start-up of the unit. This is due to the burning off of oil from metal parts of a new unit and will disappear after a few minutes of operation.

## Safety Shut-off

This water heater is designed to automatically shut-off in the event of the following:

1. The pilot flame is extinguished for any reason.
2. The water temperature exceeds 180°F (83°C).
3. Excessive build-up of lint and dust inside the combustion chamber.
4. The ignition of flammable vapors.

Check the flame-trap for signs of high temperature (blue or black discoloration). If there are signs of high temperature, inspect your installation for a flammable vapor event (see “Pilot Light Troubleshooting Flow Chart”). If you suspect a flammable vapor incident has occurred, do not use this appliance. Immediately call a qualified person to inspect the appliance. Water heaters subjected to a flammable vapors ignition will require replacement of the entire water heater.

A thermocouple is used to determine if a pilot flame is present and will shut off the gas supply to the main burner and the pilot burner if the flame is absent.

A high temperature limit switch or ECO (Energy Cut Off) in the tank is used to shut off the unit if the water temperature exceeds 180°F (83°C). The ECO is a single-use switch, which, if activated, requires complete replacement of the entire gas control valve/thermostat. If the ECO should activate, the water heater cannot be used until the gas control valve/thermostat is replaced by a qualified person. Contact your local dealer for service information.

## Anode Rod/Water Odor

Each water heater contains at least one anode rod, which will slowly deplete while protecting the glass-lined tank from corrosion and prolonging the life of the water heater. Once the anode is depleted, the tank will start to corrode, eventually developing a leak. Certain water conditions will cause a reaction between this rod and the water. The most common complaint associated with the anode rod is a “rotten egg smell” produced from the presence of hydrogen sulfide gas dissolved in the water. IMPORTANT: **Do not remove this rod permanently as it will void any warranties.** The parts list includes a special anode that can be ordered if water odor or discoloration occurs. NOTE: This rod may reduce but not eliminate water odor problems. The water supply system may require special filtration equipment from a water conditioning company to successfully eliminate all water odor problems.

Artificially softened water is exceedingly corrosive because the process substitutes sodium ions for magnesium and calcium ions. The use of a water softener may decrease the life of the water heater tank.

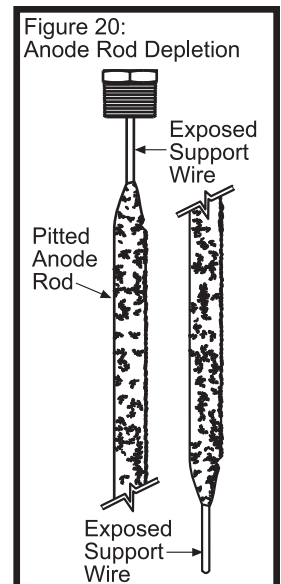
The anode rod should be removed from the water heater tank every 3 years for inspection. The following are typical (but not all) signs of a depleted anode rod:

- The majority of the rods diameter is less than 3/8”.
- Significant sections of the support wire (approx. 1/3 or more of the anode rod’s length) are visible.

If the anode rod show signs of either or both it should be replaced. NOTE: Whether reinstalling or replacing the anode rod, check for any leaks and immediately correct if found.

In replacing the anode:

1. Turn off gas supply to the water heater.
2. Shut off the water supply and open a nearby hot water faucet to depressurize the water tank.
3. Drain approximately 5 gallons of water from tank (Refer to the “Draining and Flushing” section for proper procedures). Close drain valve.
4. Remove old anode rod.
5. Use Teflon® tape or approved pipe sealant on threads and install new anode rod.
6. Turn on water supply and open nearby hot water faucet to purge air from water system. Check for any leaks and immediately correct any if found.
7. Restart the water heater as directed under the “Operating Your Water Heater.” See the “Repair Parts Illustration” section for anode rod location.



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# MAINTENANCE OF YOUR WATER HEATER

## Draining and Flushing

It is recommended that the tank be drained and flushed every 6 months to remove sediment which may build up during operation. The water heater should be drained if being shut down during freezing temperatures. To drain the tank, perform the following steps:

1. Turn off the gas to the water heater at the manual gas shut-off valve.
2. Close the cold water inlet valve.
3. Open a nearby hot water faucet.
4. Connect a hose to the drain valve and terminate it to an adequate drain.

NOTE: The drain hose should be rated for at least 200°F. If the drain hose does not have this rating, open the cold water inlet valve and a nearby hot faucet until the water is no longer hot.

5. Open the water heater drain valve and allow all the water to drain from the tank. Flush the tank with water as needed to remove sediment.
6. Close the drain valve, refill the tank, and restart the heater as directed under the "Operating Your Water Heater" section.

If the water heater is going to be shut down for an extended period, the drain valve should be left open.

IMPORTANT: Condensation may occur when refilling the tank and should not be confused with a tank leak.

## Routine Preventive Maintenance

At least annually, a visual inspection should be made of the venting and air supply system, piping systems, main burner, pilot burner, and flame-trap. Check the water heater for the following:

- Obstructions, damage, or deterioration in the venting system. Make sure the ventilation and combustion air supplies are not obstructed.
- Build up of soot and carbon on the main burner and pilot burner. Check for a soft blue flame.
- Leaking or damaged water and gas piping.
- Presence of flammable or corrosive materials in the installation area.
- Presence of combustible materials near the water heater.
- After servicing this water heater, check to make sure it is working properly. (See "Operating Your Water Heater" section of this manual.)

IMPORTANT: If you lack the necessary skills required to properly perform this visual inspection, you should not proceed, but get help from a qualified person.

## Temperature and Pressure Relief Valve

### ⚠ WARNING



#### Explosion Hazard

**If the temperature and pressure relief valve is dripping or leaking, have a qualified person replace it.**

**Examples of a qualified person include: licensed plumbers, authorized gas company personnel, and authorized service personnel.**

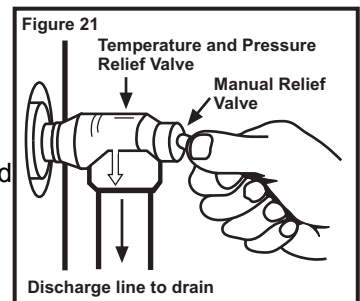
**Do not plug valve.**

**Do not remove valve.**

**Failure to follow these instructions can result in death, or explosion.**

Manually operate the temperature and pressure relief valve at least once a year to make sure it is working properly.

To prevent water damage, the valve must be properly connected to a discharge line which terminates at an adequate drain. Standing clear of the outlet (discharged water may be hot), slowly lift and release the lever handle on the temperature and pressure relief valve to allow the valve to operate freely and return to its closed position. If the valve fails to completely reset and continues to release water, immediately shut off the manual gas control valve and the cold water inlet valve and call a qualified person.



# Replacement Parts

IMPORTANT: The following maintenance procedures are for the Flame Lock™ Safety System components and should be performed by a qualified person.

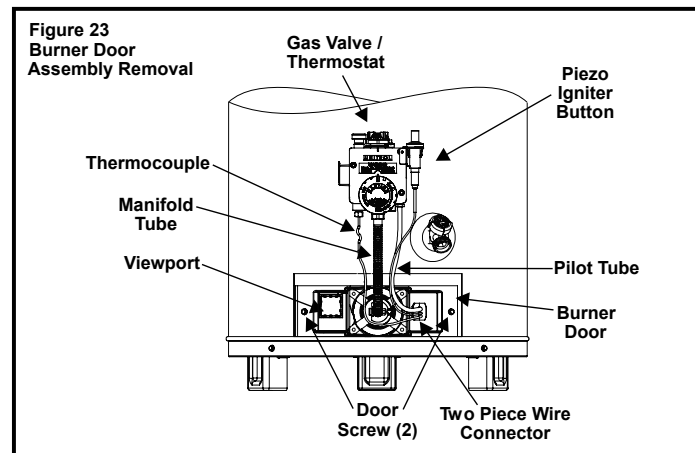
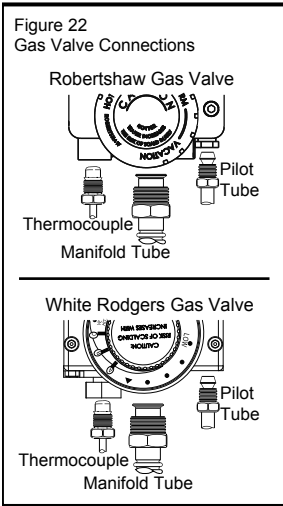
Replacement parts may be ordered through your plumber or the local distributor. Parts will be shipped at prevailing prices and billed accordingly. When ordering replacement parts, always have the following information ready:

1. model, serial, and product number
2. item number
3. parts description

See “Repair Parts” section for a list of available repair parts.

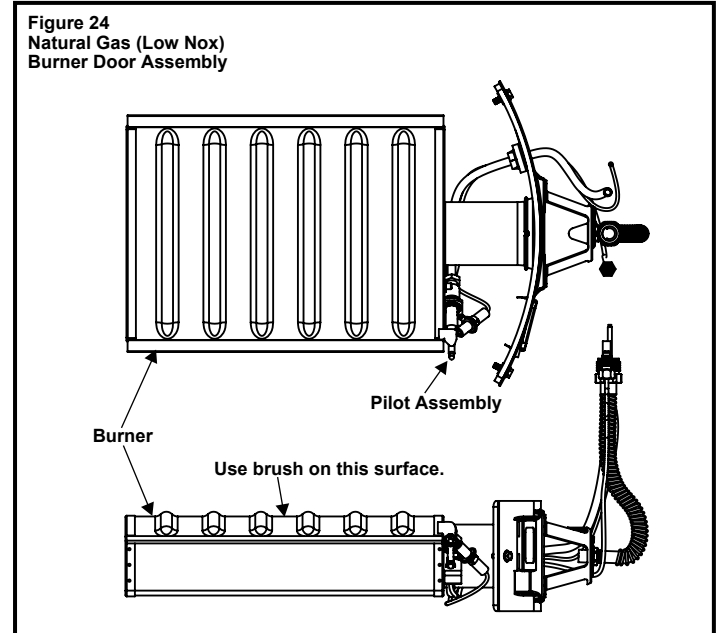
## Removing the Burner Door Assembly

1. Turn off the gas to the water heater at the manual gas shut-off valve (Figure 3).
2. Turn the gas control knob on the combination gas control valve/thermostat clockwise to the “OFF” position (Figure 19). NOTE: Depress the dial stop on Robertshaw valves before turning the gas control knob. See Lighting Instructions on the water heater.
3. Remove the outer door.
4. Remove the two screws securing the burner door assembly to the combustion chamber. (Figure 23).
5. Disconnect the thermocouple (right-hand thread), pilot tube, the igniter wire from the igniter button, and manifold tube at the thermostat. (Figure 22).
6. Grasp the manifold tube and push down slightly to free the manifold tube, pilot tube, and thermocouple.
7. Carefully remove the burner door assembly from the combustion chamber. Be sure not to damage internal parts.



## Natural Gas Burner (Ultra Low Nox)

Check the burner to see if it is dirty or clogged. The burner may be cleaned with soft paint brush (Figure 24). Do not use a wire brush or any tool that may damage the burner screen. Important: Do not use the burner if the burner screen is damaged. NOTE: Damage may be rips or holes in the burner screen. Discoloration is normal.



## Replacing the Pilot Assembly

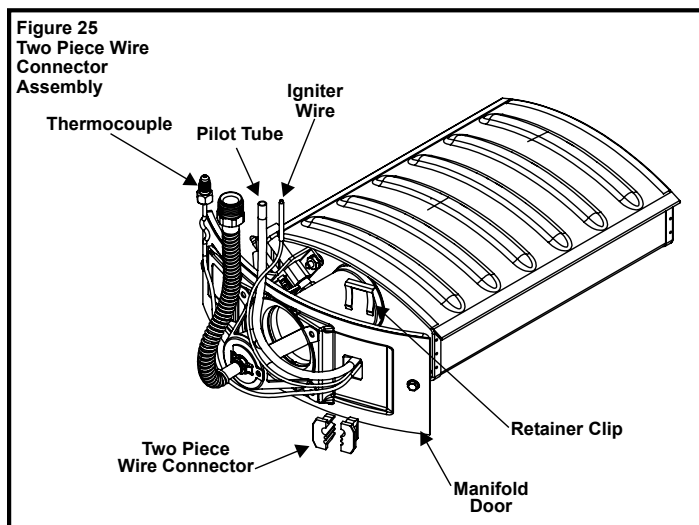
1. Follow the instructions in “Removing the Burner Door Assembly” section to remove the assembly.
2. Remove the retainer clip securing the two piece wire connector to the burner door assembly. (Note the orientation of the retainer clip). Insert the tip of a large flat head screwdriver between the clip and the top of the two piece wire connector. Carefully rotate the screwdriver to raise the clip. It may be necessary to remove the connector one side at a time. (See Figure 25.)
3. Locate where the thermocouple connects to the rear of the pilot assembly, and pull the thermocouple tip from the rear of the pilot assembly.
4. Remove the nut securing the pilot assembly to the burner and keep it for reuse later.
5. Use a 1/2” open end wrench, to loosen the nut securing the pilot tube to the pilot. To prevent any bending use a pair of pliers to steady the pilot bracket.
6. Remove the old pilot assembly (including the igniter wire) from the burner door assembly.
7. Insert the pilot tube into the new pilot assembly. Important: The new pilot assembly comes with an orifice. This orifice must be installed when replacing the pilot assembly. IMPORTANT: Do not operate this water heater without the orifice in place.
8. Use a 1/2” open end wrench, to tighten the nut securing the pilot tube to the pilot. To prevent any bending use a pair of pliers to steady the pilot bracket.
9. Use the nut removed in a previous step to secure the new pilot assembly to the burner.
10. Insert the igniter wire through the burner door and reconnect the thermocouple to the pilot assembly. See “Replacing the Thermocouple” section.
11. Reinstall the two piece wire connector. NOTE: The pilot tube must be at the top followed by the igniter wire then the thermocouple.
12. Follow the instructions in “Replacing the Burner Door Assembly” section to reinstall the assembly.

## Replacing the Thermocouple

1. Remove the Burner Door Assembly as directed previously.
2. Remove the retainer clip from the back of the two piece wire connector and remove the two piece wire connector from the assembly (Figure 25).
3. Pull the thermocouple from the pilot assembly (Figure 29).

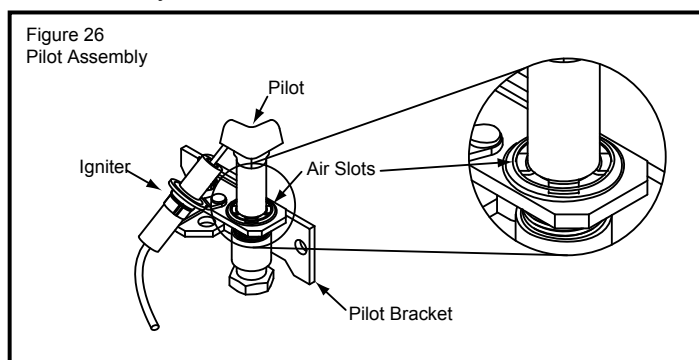
**IMPORTANT:** Be careful not to bend or alter the position of the pilot assembly components.

4. Push the new thermocouple through the holes in the pilot bracket. Insert the thermocouple tube into the holes provided in the pilot assembly until it clicks into place. Leave a small straight section entering and leaving the two piece wire connector section for easier removal/service.
5. Position the new thermocouple through the opening of the two piece wire connector (Figure 25). **NOTE:** The pilot tube should be located at the top followed by the igniter wire then the thermocouple.
6. See “Replacing the Burner Door Assembly” section.



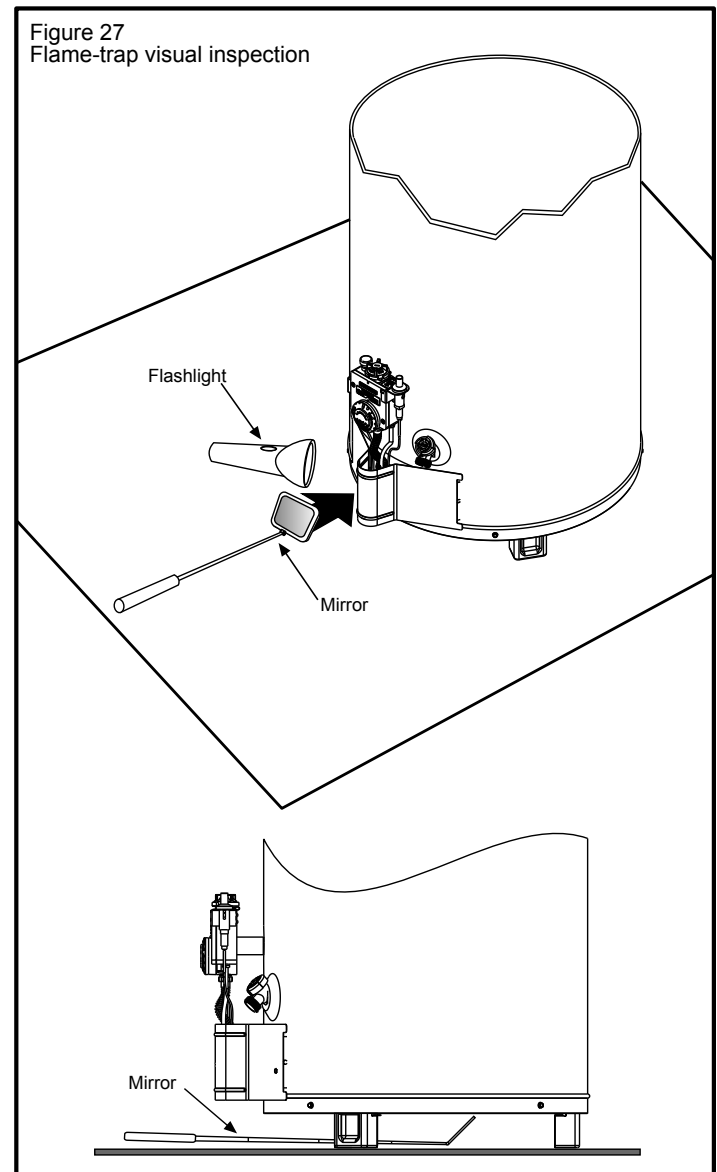
## Cleaning the Pilot Assembly

1. Follow the procedure outlined in “Removing the Burner Door Assembly”.
2. Use a soft bristle brush to remove any debris that may have collected on the pilot. **Note:** Clean any debris found in the air slots at the base of the pilot. See Figure 26.
3. Follow the steps in “Replacing the Burner Door Assembly” section to reassemble.



## External Inspection & Cleaning of the Flame-trap

Although not likely to occur, if debris collects on the flame-trap, use a vacuum, compressed air, or a soft bristle brush to remove it. **NOTE:** If unable to inspect or clean the flame-trap from underneath, follow the “Cleaning the Combustion Chamber and Flame-trap” section instructions.



## Cleaning the Combustion Chamber and Flame-trap

1. Follow procedure outlined in “Removing the Burner Door Assembly” section.
2. Use a vacuum cleaner/shop vac to remove all loose debris in the combustion chamber (Figure 28). Use compressed air to clear any dust or debris that may have accumulated in the flame-trap.
3. Reassemble following the procedure under the “Replacing the Burner Door Assembly” section.

## Replacing the Burner Door Assembly

### **! WARNING**



#### **Explosion Hazard**

**Tighten both manifold door screws securely.**

**Remove any fiberglass between gasket and combustion chamber.**

**Replace viewport if glass is missing or damaged.**

**Replace two piece wire connector if missing or removed.**

**Replace door gasket if damaged.**

**Failure to follow these instructions can result in death, explosion, or fire.**

1. Check the door gasket for damage or imbedded debris prior to installation.

### **! WARNING**



#### **Explosion Hazard**

**Replace viewport if glass is missing or damaged.**

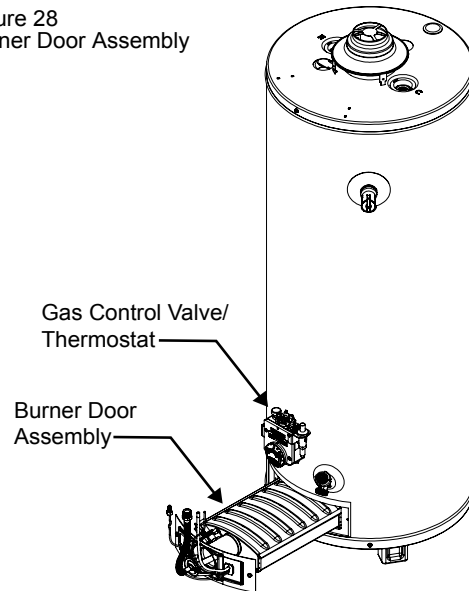
**Failure to do so can result in death, explosion or fire.**

2. Inspect the viewport for damage and replace as required.
3. Insert the burner door assembly into the combustion chamber and slide it completely forward. Note: When inserting the burner door assembly, tip the burner end up slightly to ensure it engages with the burner bracket.
4. Inspect the door gasket and make sure there is no fiberglass insulation between the door gasket and the combustion chamber (See Figure 28).
5. Replace the two screws, which secure the burner door assembly to the combustion chamber and tighten securely. Once the burner door assembly is tightened, visually inspect the door gasket between the burner door assembly and the combustion chamber for spaces or gaps that would prevent a seal. **IMPORTANT:** Do not operate the water heater if the door gasket does not create a seal between the burner door assembly and the combustion chamber.
6. Reconnect the manifold tubing, pilot tubing, and thermocouple to the thermostat. Do not cross-thread or apply any thread sealant to these fittings. The thermocouple nut should be started and turned all the way in by hand. An additional 1/2 - 3/4 turn with a

7/16" open end wrench will then be sufficient to seat the lockwasher.

7. Reconnect the igniter wire.
8. Turn gas supply on and refer to the "Lighting Instructions".
9. Check for leaks by brushing on an approved noncorrosive leak detection solution. Bubbles will show a leak. Correct any leak found.
10. Replace the outer door.

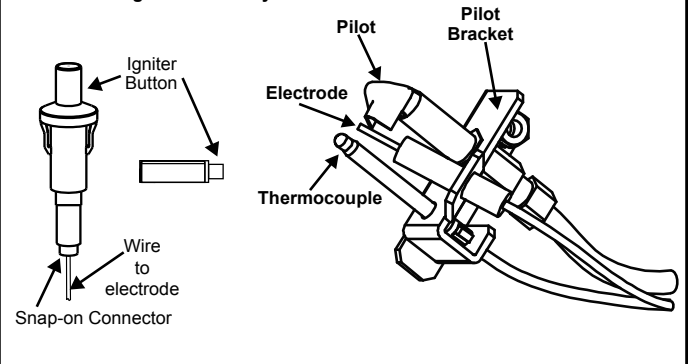
Figure 28  
Burner Door Assembly



## Piezoelectric Igniter System

The piezoelectric igniter system consists of the igniter button, electrode, and wire. The pilot is ignited by an electric spark generated when the igniter button is pressed. The electrode should be centered between the pilot and thermocouple. (See Figure 29). Use only factory authorized piezoelectric igniter parts for replacement.

Figure 29  
Natural Gas Igniter Assembly



## Testing the Igniter System

Turn off the gas to the water heater at the manual gas shut-off valve. Watch the electrode tip while activating the igniter. A visible spark should jump from the electrode. To avoid shock, do not touch the burner or any metal part on the pilot or pilot assembly. If no spark is visible, check the wire connections and make sure the electrode is not broken. Replace the electrode if defective. **NOTE:** The electrode is part of the pilot assembly and cannot be replaced separately. Dirt and rust on the pilot or electrode tip can prevent the igniter spark. Wipe clean with a damp cloth and dry completely. Rust can be removed from the electrode tip and metal surfaces by lightly sanding with an emery cloth or fine grit sandpaper.



## Removing and Replacing the Gas Control Valve/Thermostat

**IMPORTANT:** The gas control valve/thermostat is a standard valve with a right-hand thread thermocouple. Use only factory authorized replacement parts.

### Removing the Gas Valve:

1. Turn the gas control knob on the combination gas control valve/thermostat clockwise to the "OFF" position. **NOTE:** Depress the dial stop on Robertshaw valves before turning the gas control knob. See Lighting Instructions on the water heater.
2. Turn off the gas at the manual shut-off valve on the gas supply pipe (Figure 3).
3. Drain the water heater. Refer to the section of "Draining and Flushing" section and follow the procedure.
4. Disconnect the igniter wire from the igniter. **NOTE:** There are two types of igniters. If you have the round igniter, first remove the igniter from the bracket by depressing front and rear holding tabs and lift. Next remove igniter bracket from the gas valve. If you have the square igniter, slide the igniter bracket backwards away from the gas valve to remove it. Disconnect the thermocouple (right-hand threads), pilot tube, and manifold tube at the gas control valve/thermostat (Figure 22).
5. Refer to "Gas Piping" section (Figure 3) and disconnect the ground joint union in the gas piping. Disconnect the remaining pipe from the gas control valve/thermostat.

6. To remove the gas valve, thread a correctly sized pipe into the inlet and use it to turn the gas valve (counterclockwise.) Do not use pipe wrench or equivalent to grip body. Damage may result, causing leaks. Do not insert any sharp objects into the inlet or outlet connections. Damage to the gas valve may result.

### Replacing the Gas Valve:

To replace the gas control valve/thermostat, reassemble in reverse order. When replacing the gas valve, thread a correctly sized pipe into the inlet and use it to turn the gas valve (clockwise.) **DO NOT OVER TIGHTEN**, damage may result.

- Be sure to use approved Teflon® tape or pipe joint compound on the gas piping connections and fitting on the back of the gas control valve that screws into tank.
- Be sure to remove the pilot ferrule nut from the new gas control valve/thermostat.
- Turn the gas supply on and check for leaks. Test all connections by brushing on an approved noncorrosive leak-detection solution. Bubbles will show a leak. Correct any leak found.
- Be sure tank is completely filled with water before lighting and activating the water heater. Follow the "Lighting Instructions"
- If additional information is required, contact the Service Department at: 1-877-817-6750.

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## Flame Lock™ Safety System Operational Checklist

1. Burner door gasket properly sealed.
2. Viewport not damaged or cracked.
3. Flame-trap free of debris and undamaged.
4. Two piece wire connector properly installed.
5. No leaks at pilot and manifold connection.
6. Burner door screws securely tightened.

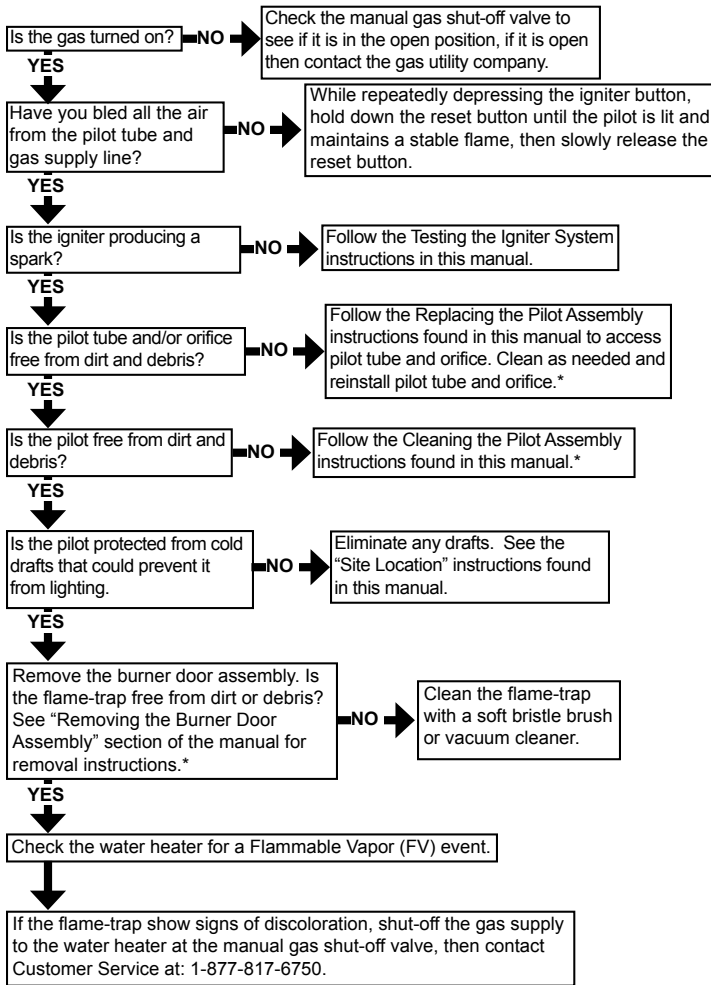
## TROUBLESHOOTING CHART

PROBLEM	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
BURNER WILL NOT IGNITE	<ol style="list-style-type: none"> <li>1. Pilot not lit</li> <li>2. Thermostat set too low</li> <li>3. No gas</li> <li>4. Dirt in the gas lines</li> <li>5. Pilot line clogged</li> <li>6. Main burner line clogged</li> <li>7. Non-functioning thermocouple</li> <li>8. Non-functioning thermostat</li> <li>9. Heater installed in a confined area</li> </ol>	<ol style="list-style-type: none"> <li>1. Light pilot</li> <li>2. Turn temp. dial to desired temperature</li> <li>3. Check with gas utility company</li> <li>4. Notify utility-install trap in gas line</li> <li>5. Clean, locate source and correct</li> <li>6. Clean, locate source and correct</li> <li>7. Replace thermocouple</li> <li>8. Replace thermostat</li> <li>9. Provide fresh air ventilation</li> </ol>
SMELLY WATER	<ol style="list-style-type: none"> <li>1. Sulfides in the water</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the anode with a special anode</li> </ol>
PILOT WILL NOT LIGHT	<ol style="list-style-type: none"> <li>1. Air in gas line</li> <li>2. No gas</li> <li>3. Dirt in gas lines</li> <li>4. Pilot line or orifice clogged</li> <li>5. Cold drafts</li> <li>6. Thermostat ECO switch open</li> <li>7. Non-functioning igniter</li> <li>8. Flammable vapors incident, Flame Lock™ function utilized</li> <li>9. Low gas pressure</li> <li>10. Air for combustion obstructed</li> <li>11. Pilot dirty</li> </ol>	<ol style="list-style-type: none"> <li>1. Bleed the air from the gas line</li> <li>2. Check with gas utility company</li> <li>3. Notify utility-install dirt trap in gas line</li> <li>4. Clean, locate source and correct</li> <li>5. Locate source and correct</li> <li>6. Replace thermostat</li> <li>7. Replace igniter pilot assembly</li> <li>8. Eliminate flammable vapor source(s) Call 1-877-817-6750</li> <li>9. Check with gas utility company</li> <li>10. See maintenance section for inspection and cleaning of flame-trap &amp; burner</li> <li>11. Clean pilot</li> </ol>

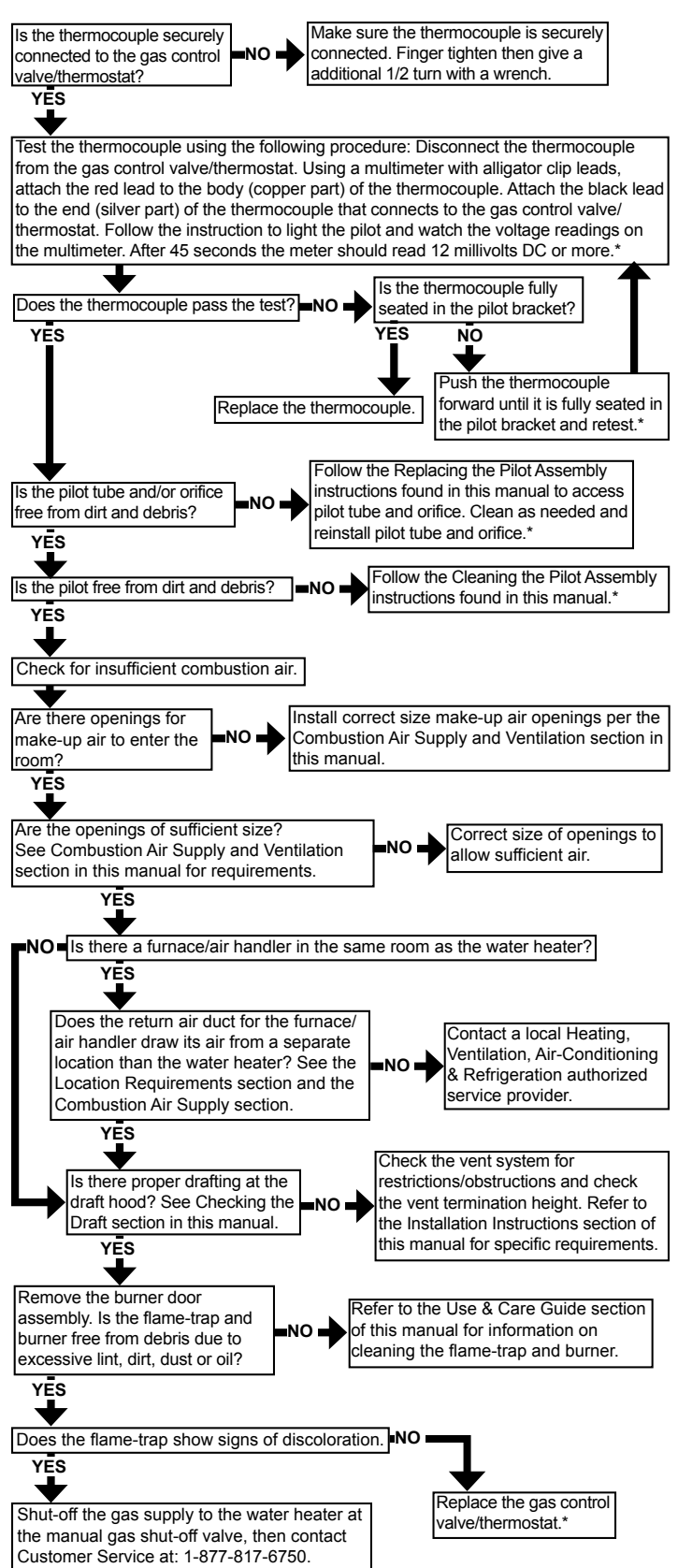
<b>PROBLEM</b>	<b>POSSIBLE CAUSE(S)</b>	<b>CORRECTIVE ACTION</b>
PILOT WILL NOT REMAIN LIT	<ol style="list-style-type: none"> <li>1. Air in gas line</li> <li>2. Dirt in gas lines</li> <li>3. Pilot line or orifice clogged</li> <li>4. Thermocouple connection loose</li> <li>5. Non-functioning thermocouple</li> <li>6. Cold drafts</li> <li>7. Flammable vapors incident, Flame Lock™ function utilized</li> <li>8. Low gas pressure</li> <li>9. Air for combustion obstructed</li> <li>10. Pilot dirty</li> </ol>	<ol style="list-style-type: none"> <li>1. Bleed the air from the gas line</li> <li>2. Notify utility-install dirt trap in gas line</li> <li>3. Clean, locate source and correct</li> <li>4. Finger tighten; then 1/2 turn with wrench</li> <li>5. Replace thermocouple</li> <li>6. Locate source and correct</li> <li>7. Eliminate flammable vapor source(s) Call 1-877-817-6750</li> <li>8. Check with gas utility company</li> <li>9. See maintenance section for inspection and cleaning of flame-trap &amp; burner</li> <li>10. Clean pilot</li> </ol>
HIGH OPERATION COSTS	<ol style="list-style-type: none"> <li>1. Thermostat set too high</li> <li>2. Sediment or lime in tank</li> <li>3. Water heater too small for job</li> <li>4. Wrong piping connections</li> <li>5. Leaking faucets</li> <li>6. Gas leaks</li> <li>7. Wasted hot water</li> <li>8. Long runs of exposed piping</li> <li>9. Hot water piping in exposed wall</li> </ol>	<ol style="list-style-type: none"> <li>1. Set temperature dial to lower setting</li> <li>2. Drain/flush-provide water treatment if needed</li> <li>3. Install adequate heater</li> <li>4. Correct piping-dip tube must be in cold inlet</li> <li>5. Repair faucets</li> <li>6. Check with utility-repair at once</li> <li>7. Advise customer</li> <li>8. Insulate piping</li> <li>9. Insulate piping</li> </ol>
INSUFFICIENT HOT WATER	<ol style="list-style-type: none"> <li>1. Thermostat set too low</li> <li>2. Sediment or lime in tank</li> <li>3. Water heater too small</li> <li>4. Wrong piping connections</li> <li>5. Leaking faucets</li> <li>6. Wasted hot water</li> <li>7. Long runs of exposed piping</li> <li>8. Hot water piping in outside wall</li> <li>9. Low gas pressure</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn temperature dial to desired setting</li> <li>2. Drain/flush-provide water treatment if needed</li> <li>3. Install adequate heater</li> <li>4. Correct piping-dip tube must be in cold inlet</li> <li>5. Repair faucets</li> <li>6. Advise customer</li> <li>7. Insulate piping</li> <li>8. Insulate piping</li> <li>9. Check with gas utility company</li> </ol>
SLOW HOT WATER RECOVERY	<ol style="list-style-type: none"> <li>1. Insufficient air</li> <li>2. Flue clogged</li> <li>3. Low gas pressure</li> <li>4. Improper calibration</li> <li>5. Thermostat set too low</li> <li>6. Water heater too small</li> <li>7. Wrong piping connections</li> <li>8. Wasted hot water</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide ventilation to water heater. Check flue way, flue baffle, and burner</li> <li>2. Clean flue, locate source and correct</li> <li>3. Check with gas utility company</li> <li>4. Replace thermostat</li> <li>5. Turn temperature dial to desired setting</li> <li>6. Install adequate heater</li> <li>7. Correct piping-dip tube must be in cold inlet</li> <li>8. Advise customer</li> </ol>
DRIP FROM RELIEF VALVE	<ol style="list-style-type: none"> <li>1. Excessive water pressure</li> <li>2. Heater stacking</li> <li>3. Closed water system</li> </ol>	<ol style="list-style-type: none"> <li>1. Use a pressure reducing valve and relief valve</li> <li>2. Lower the thermostat setting</li> <li>3. See "Closed System/Thermal Expansion"</li> </ol>
THERMOSTAT FAILS TO SHUT OFF	<ol style="list-style-type: none"> <li>1. Non-functioning thermostat</li> <li>2. Improper calibration</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace thermostat</li> <li>2. Replace thermostat</li> </ol>
COMBUSTION ODORS	<ol style="list-style-type: none"> <li>1. Insufficient air</li> <li>2. Flue clogged</li> <li>3. Heater installed in a confined area</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide ventilation to water heater. Check flue way, flue baffle, and burner</li> <li>2. Clean, locate source and correct</li> <li>3. Provide fresh air ventilation</li> </ol>
SMOKING AND CARBON FORMATION (SOOTING)	<ol style="list-style-type: none"> <li>1. Flammable vapor incident</li> </ol>	<ol style="list-style-type: none"> <li>1. Call 1-877-817-6750</li> </ol>
CONDENSATION	<ol style="list-style-type: none"> <li>1. Temperature setting too low</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase the temperature setting</li> </ol>
BURNER FLAME FLOATS AND LIFTS OFF PORTS	<ol style="list-style-type: none"> <li>1. Orifice too large</li> <li>2. High gas pressure</li> <li>3. Flue clogged</li> <li>4. Cold drafts</li> <li>5. Dirty burner screen</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace with correct orifice</li> <li>2. Check with gas utility company</li> <li>3. Clean flue and burner-locate source and correct</li> <li>4. Locate source and correct</li> <li>5. Clean burner screen. See "Natural Gas Burner (Ultra Low Nox)" section of this manual.</li> </ol>
FLAME BURNS AT ORIFICE	<ol style="list-style-type: none"> <li>1. Non-functioning thermostat</li> <li>2. Low gas pressure</li> <li>3. Non-functioning burner</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace thermostat</li> <li>2. Check with gas utility company</li> <li>3. Replace burner assembly</li> </ol>
PILOT FLAME TOO SMALL	<ol style="list-style-type: none"> <li>1. Pilot line or orifice clogged</li> <li>2. Low gas pressure</li> <li>3. Dirty pilot</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean, locate source and correct</li> <li>2. Check with gas utility company</li> <li>3. Clean pilot</li> </ol>

# PILOT LIGHT TROUBLESHOOTING CHART

## Section A: Pilot light will not light.



## Section B: Pilot light will not remain lit or repeatedly goes out.



\* This procedure requires the removal of water heater components.

# REPAIR PARTS ILLUSTRATION

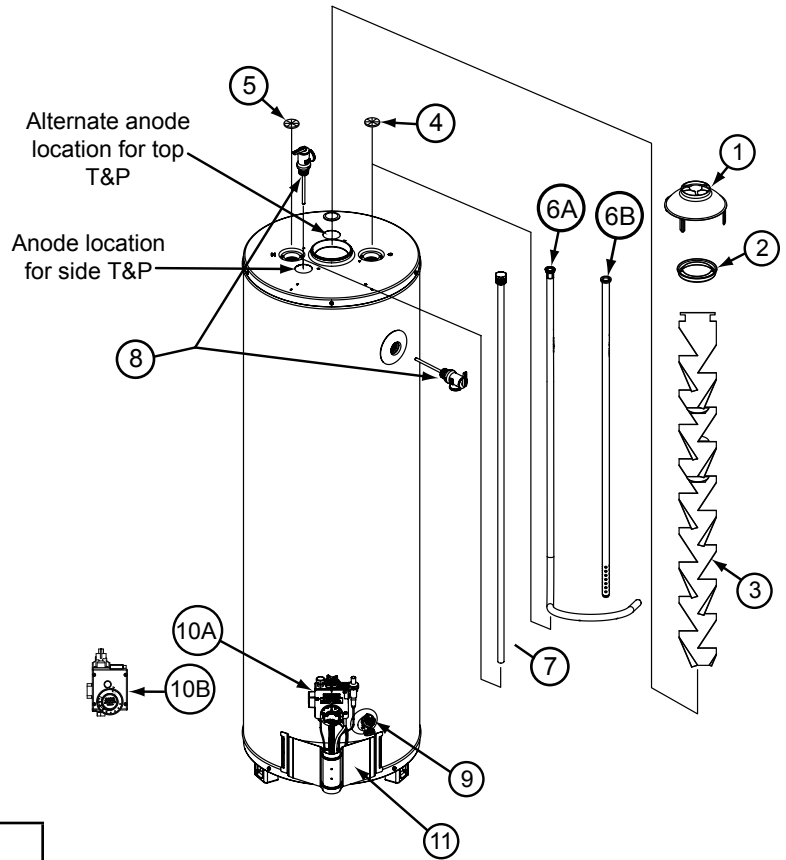
When ordering repair parts always give the following information:

1. Model, serial, and product number
2. Type of gas
3. Item number
4. Parts description

## Repair Parts List

Item No.	Parts Description
1	DRAFT HOOD
2	REDUCER RING - SOME MODELS
3	FLUE BAFFLE
4	HEAT TRAP (COLD) - SOME MODELS
5	HEAT TRAP (HOT) - SOME MODELS
6A	COLD WATER DIP TUBE
6B	COLD WATER DIP TUBE
7	ANODE ROD ▲
8	TEMPERATURE & PRESSURE RELIEF VALVE (LOCATED TOP OR SIDE) ■
9	DRAIN VALVE
10A	GAS CONTROL VALVE/THERMOSTAT
10B	GAS CONTROL VALVE/THERMOSTAT
11	OUTER DOOR
12*	PILOT ASSEMBLY (Natural Gas)
13*	BURNER DOOR ASSEMBLY (Natural Gas/Low Nox)
14*	TWO PIECE WIRE CONNECTOR WITH RETAINER CLIP
15*	BURNER DOOR GASKET
16*	VIEWPORT ASSEMBLY
17*	THERMOCOUPLE
18*	PIEZOELECTRIC IGNITER BUTTON
19*	FLEXIBLE MANIFOLD TUBE

\*Pictured on next page.

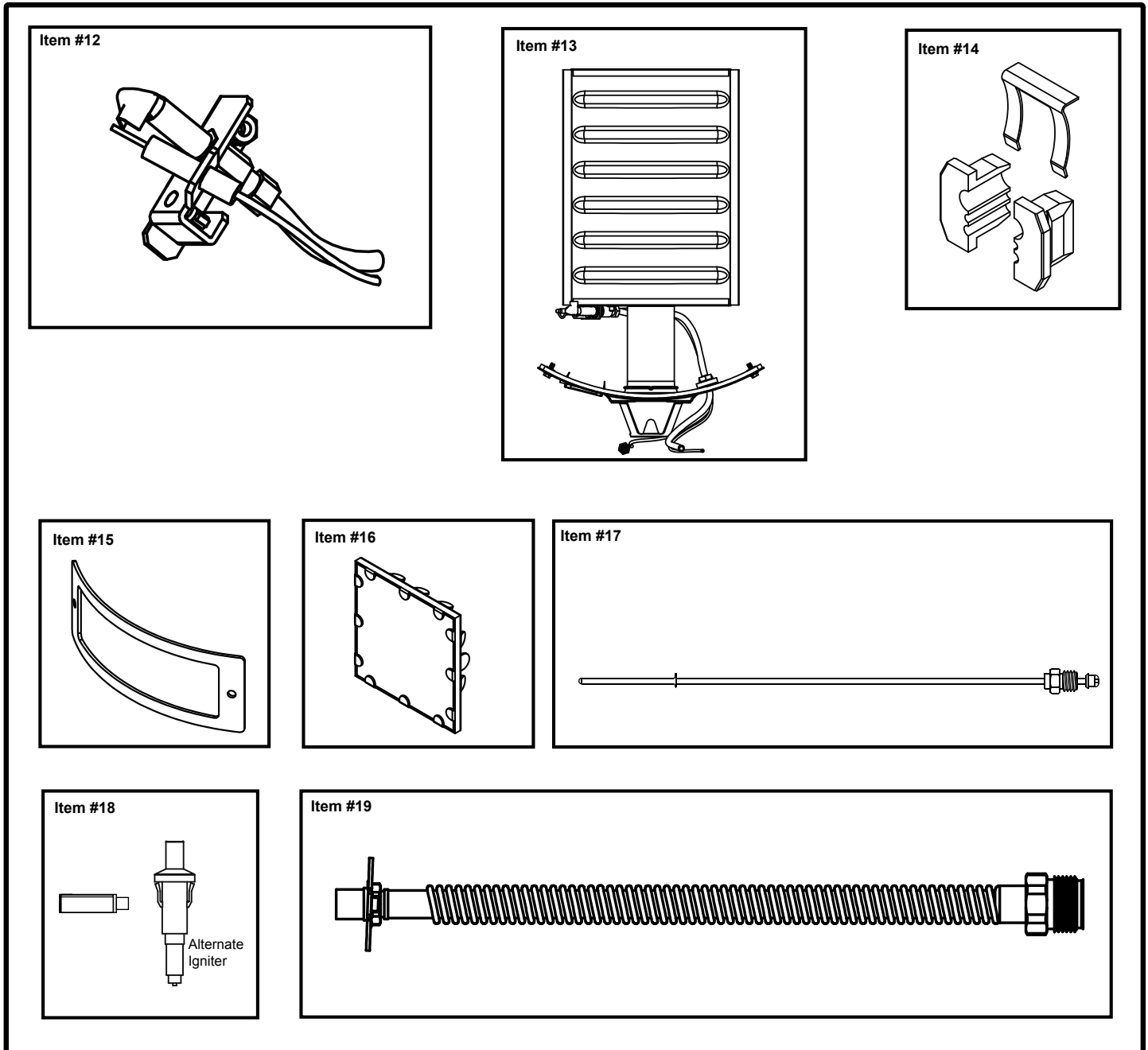


## LEGEND

- ▲ Special anode rod (see "Anode Rod/Water Odor" section)
- Temperature and Pressure Relief Valve is required, but may not be factory installed

## Listed Parts Kits and Illustrations

- Item 12: Pilot assembly which contains the pilot assembly and igniter electrode. (Natural Gas)
- Item 13: Burner Door assembly which contains the burner, gasket, door, pilot tube, two piece wire connector with retainer clip, and pilot assembly. (Natural Gas/Low Nox)
- Item 14: Contains two piece wire connector and retainer clip
- Item 15: Contains burner door gasket
- Item 16: Contains viewport
- Item 17: Contains thermocouple
- Item 18: Contains piezoelectric igniter button
- Item 19: Contains flexible manifold tube



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