



A Touchstone Energy® Cooperative 

## Water Heater Troubleshooting Guide

| Symptom                     | Possible Cause                                                                                                                                                                                                                                                                                                                                                      | Remedy                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No Hot Water                | <ol style="list-style-type: none"> <li>1. Tripped breaker at service panel</li> <li>2. Upper limit (ECO) on top thermostat has tripped</li> <li>3. Failed top element</li> <li>4. Malfunctioning upper thermostat</li> </ol>                                                                                                                                        | <ol style="list-style-type: none"> <li>1. Reset breaker</li> <li>2. Press the Reset Button</li> <li>3. Replace the top element if out of spec</li> <li>4. Replace upper thermostat, if necessary</li> </ol>                                                                                                                                                                                                          |
| Not Enough Hot Water        | <ol style="list-style-type: none"> <li>1. Thermostat setting is too low</li> <li>2. Failed lower element</li> <li>3. Malfunctioning thermostat</li> <li>4. Heater is on load control program</li> <li>5. Dip tube failure</li> <li>6. Loose wire connection</li> <li>7. Incorrect sizing</li> <li>8. Incorrect plumbing (cold going into hot connection)</li> </ol> | <ol style="list-style-type: none"> <li>1. Check thermostat and adjust as needed</li> <li>2. Replace the bottom element</li> <li>3. Replace lower thermostat if necessary</li> <li>4. Must wait until load management is restored</li> <li>5. Replace failed dip tube and flush tank</li> <li>6. Tighten any loose connections</li> <li>7. Increase tank capacity</li> <li>8. Separate Hot and Cold mixing</li> </ol> |
| Pressure Relief Valve Leaks | <ol style="list-style-type: none"> <li>1. Thermostat set too high</li> <li>2. Excessive water pressure</li> <li>3. Malfunctioning Temperature &amp; Pressure (T&amp;P) Valve</li> <li>4. Small puddle of water at the WH – Pressure issue</li> <li>5. Spouting excessive water – Temperature issue</li> </ol>                                                       | <ol style="list-style-type: none"> <li>1. Lower thermostat setting</li> <li>2. Add expansion tank to water system</li> <li>3. If any concern about the condition of the T&amp;P valve, replace it. It is a safety device.</li> <li>4. Decrease water pressure or add expansion tank</li> <li>5. Check thermostat or shorted element and replace T &amp; P valve</li> </ol>                                           |