

## FAQs

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### How do I adjust the temperature of my water heater?

Safety, energy conservation, and hot water capacity are factors to be considered when selecting the water temperature setting of the water heater. Water temperatures above 125°F can cause severe burns or scalding. Be sure to read and follow the warnings outlined on the label located on the water heater near the top of the tank.

The chart below may be used as a guide in determining the proper water temperature for your home:

#### TIME/TEMPERATURE RELATIONSHIP IN SCALDS

Temperature	Time to Produce a Serious Burn
120°F (49°C)	More than 5 minutes
125°F (52°C)	1-1/2 to 2 minutes
130°F (54°C)	About 30 seconds
135°F (57°C)	About 10 seconds
140°F (60°C)	Less than 5 seconds
145°F (63°C)	Less than 3 seconds
150°F (66°C)	About 1-1/2 seconds
155°F (68°C)	About 1 second

Table courtesy of Shriners Burn Institute

There is a Hot Water SCALD Potential if the water temperature thermostat is set too high. Households with small children, disabled or elderly persons may require a 120°F (49°C) or lower



thermostat setting to prevent contact with “HOT” water. Please thoroughly review the details of this critical information by reading the safety information in your Owner's Manual

The thermostat has been set at the factory to 120°F (49°C) to reduce the risk of scald injury. This is the recommended starting temperature setting, but it can be adjusted to any temperature between 90°F and 150°F (32°C and 66°C) on electric thermostat-controlled models or between 100°F and 140°F (38°C and 60°C) on electronic-controlled models.

## **WATER TEMPERATURE SETTING**

The temperature of the water in the water heater can be regulated by setting the temperature dial of the adjustable surface mounted thermostat(s) located behind the jacket access panel(s). Dual element heaters have 2 thermostats. For detailed instructions on how to adjust the thermostat(s), refer to Owner's Manual for the specific model.

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### **How do I change the temperature setpoint of my water heater?**

#### **STEPS TO ADJUST THE WATER HEATER'S TEMPERATURE SETPOINT:**

1. Turn off the power to the water heater.
  2. Remove the jacket access panel(s) and insulation exposing the thermostat(s). The thermostat protective cover(s) should not be removed.
  3. Using a small screwdriver, set the thermostat(s) dial pointer(s) to the desired temperature. Adjust the upper and lower thermostats to the same temperature to maximize hot water availability.
  4. Replace the insulation and jacket access panel(s). Turn on the power to the water heater.
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### **What is the purpose of the Energy Cut Off Control (ECO)?**

The water heater is equipped with a combination thermostat and high limit Energy-Cut-Off control (ECO) that is located above the heating element in contact with the tank surface. If for any reason the water temperature becomes excessively high, the high limit control (ECO) breaks the power circuit to the heating element. Once the control opens, it must be reset manually. Resetting of the high limit control should only be done by a qualified service technician.

**Caution:** The cause of the high temperature condition must be investigated by a qualified service technician and corrective action must be taken before placing the water heater in service again.

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### **Where are the water supply connections located on my water heater?**

The HOT and COLD water connections are clearly marked and are ¾” NPT on all models. When connecting to the inlet/outlet ports, the use of ¾” female NPT tapered thread fittings with use of thread sealant is recommended.

The installation of unions is recommended on the hot and cold water connections so that the water heater may be easily disconnected for servicing if necessary. Piping should be routed to allow anode rod removal.

- Install a shut-off valve in the cold water line near the water heater. This will enable easier service or maintenance of the unit later.
- Install a vacuum relief valve and/or anti-siphon device when required by local jurisdictions.

**IMPORTANT:** Do not apply heat to the HOT or COLD water connections. If sweat connections are used, sweat tubing to adapter before fitting the adapter to the cold water connections on heater. Any heat applied to the hot or cold water connection will permanently damage the internal plastic lining in these ports. Install a vacuum relief valve and/or anti-siphon device when required by local jurisdictions.

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### **Where is the relief valve on my water heater and how is it operated?**

The pressure rating of the relief valve must not exceed 150 PSI (1.03 MPa), the maximum working pressure of the water heater as marked on the rating plate.

A new combination temperature and pressure-relief valve, complying with the Standard for Relief Valves and Automatic Gas Shut-Off Devices for Hot Water Supply Systems, ANSI Z21.22, is supplied and must remain installed in the opening provided and marked for this purpose on the water heater. No valve of any type should be installed between the relief valve and the tank. Local codes shall govern the installation of relief valves.

The BTUH rating of the relief valve must not be less than the input rating of the water heater as indicated on the rating label located on the front of the heater (1 watt=3.412 BTUH).

Connect the outlet of the relief valve to a suitable open drain so that the discharge water cannot contact live electrical parts or persons and to eliminate potential water damage.

Piping used should be of a type approved for hot water distribution. The discharge line must be no smaller than the outlet of the valve and must pitch downward from the valve to allow complete drainage (by gravity) of the relief valve and discharge line. The end of the discharge line should not be threaded or concealed and should be protected from freezing. No valve of any type, restriction or reducer coupling should be installed in the discharge line.

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### **What do I do if there is not enough hot water coming from my water heater?**

If the water heater is not producing enough or any hot water, check the following possible causes and solutions:

Possible Causes	Possible Solutions
Water temperature may be set too low	<ul style="list-style-type: none"> <li>• Increase the water temperature setpoint.</li> <li>• If the product has an integrated mixing valve, turn the capacity setting to "High" or "X-High" to increase available hot water capacity.</li> </ul>
Cold water inlet temperature may be colder during the winter month	<ul style="list-style-type: none"> <li>• This is normal. The colder inlet water takes longer to heat.</li> <li>• Increase the water temperature setpoint.</li> <li>• If the product has an integrated mixing valve, increase the hot water capacity.</li> </ul>
Leaking or open hot water faucets	<ul style="list-style-type: none"> <li>• Make sure all faucets are closed.</li> </ul>
Long runs of exposed pipe, or hot water piping on outside wall	<ul style="list-style-type: none"> <li>• Insulate piping.</li> </ul>
Dip tube damaged	<ul style="list-style-type: none"> <li>• Contact your local installer, plumbing contractor, or previously agreed upon service agency.</li> </ul>
A fuse is blown, circuit breaker tripped, or electric service to your home may be interrupted	<ul style="list-style-type: none"> <li>• Replace fuse or reset circuit breaker.</li> <li>• Contact the local electric utility.</li> </ul>
Water Connections to unit reversed	<ul style="list-style-type: none"> <li>• Correct piping connections.</li> </ul>
Recirculating System Interference (if installed)	<ul style="list-style-type: none"> <li>• Check flow rate is not set too high.</li> <li>• Insulate piping.</li> </ul>

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## The water from my water heater is too hot -- what can I do?

If the water heater is producing water that is too hot, check the following possible causes and solutions:

Possible Causes	Possible Solutions
Water temperature is set too high	Decrease the water temperature setpoint.
Thermostat has failed	Contact your local installer, plumbing contractor, or previously agreed upon service agency.

## SPECS & DETAILS

<b>APPEARANCE</b>	
Color Appearance	White
<b>CAPACITY</b>	
Unit Capacity	50 Gallons
<b>FEATURES</b>	
Fuel Type	Natural Gas (factory set)
Height Description	Tall
Recovery in GPH	36.4 gal/h
Sensor	Smart Shield
South Coast Air Quality Management District	Yes



## WARRANTY

<b>Labor Warranty</b>	Full 2-year in-home warranty
<b>Parts Warranty</b>	Limited 12-year tank and parts
<b>Warranty Notes</b>	See written warranty for full details

## WEIGHTS & DIMENSIONS

<b>Approximate Shipping Weight</b>	170 lb
<b>Product Diameter</b>	23 in
<b>Product Height (to top of unit)</b>	59 3/4 in
<b>Vent Height</b>	63 1/4 in
<b>Vent Size</b>	3 in.

### Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.