

## TECHNICAL SERVICE DEPARTMENT Technical Service Bulletin 1-800-432-8373



## How to Diagnose A Leaker

Water condensation may form on the copper pipes to and from the water heater. First check to make sure these pipes are dry. If they are wet, then that may be the source of the leaking issue.

Do not authorize replacement of the water heater unit a complete inspection of all possible water sources is finished. Necessary correction action, such as the installation of a thermal expansion tank, may be needed.







If the unit is an electric heater, then the tank is probably not leaking at this point. Escalate the call if you are unsure.

If the unit is a gas heater, then ask one more question #9.



Technical Competence, Product Confidence

8.



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# How to Diagnose A Leaker

Using a flashlight, examine the burner plate for signs of dried up water puddles, rust or corrosion.

Yes The tank probably is not leaking. Order FaxBack # 1402 – Condensation.



# **Thermal Expansion Test**

- 1. Make sure water heater is full of water.
- 2. Place a pressure gauge on the drain valve of the water heater.
- 3. Open the drain valve all the way. Note the starting pressure. (If there is a thermal expansion tank installed in the system, it should be charge 15 PSI higher that this reading.)
- 4. Turn thermostat up to its highest setting to demand heat.
- 5. Watch the pressure gauge until the water heater is satisfied.
- 6. Record the highest pressure reading during recovery.
- 7. If the pressure gauge got above 145 PSI and the T&P valve dribbles water, then install a thermal expansion tank or verify pressure in the thermal expansion tank.
- 8. Return thermostat to safe setting of less than  $125^{\circ}$ F.

