

# 7 Troubleshooting

## 7.1 Fault Assessment and Troubleshooting

Problem	Solution
Water does not get hot	Make sure the power supply is on and working.
	If light does not come on, check that the high limit reset button is pushed in; follow steps in section 7.1.
	If the indicator light works properly but temperature does not get hot at the tap, test for a plumbing crossover; shut off cold supply to heater and open hot water tap. There should be no water flowing. Any continued flow indicates a crossover which will effect the temperature and will need to be corrected.
	Call a qualified service technician to test the resistance of the heating element (8-10 ohms). Heating element should be replaced if readings are outside these values.
Light not on	If the light does not come on, but water gets hot, check for faulty bulb.
	Check high limit reset button; follow steps in section 7.2.
Brown water	Brown or rusty water indicates a "spent" anode rod and possible deterioration of the tank body. Inspect the tank for leaks. Check anode rod (see section on changing the anode rod).
Leaking	Check water fittings and T & P fitting on top of tank.
	Remove front cover and inspect heating element gasket.
	If tank is leaking call Fogatti Water Heating for warranty claim if still within warranty period.
	Check anode rod (see section on changing the anode rod).

## 7.2 Resetting High Limit Switch

Occasionally, the high temperature limit shut off device may trip the reset. This occurs when water temperature exceeds 190 °F. The shut off device may also trigger from a power outage or electrical storm. To reach the thermostat:

- Disconnect power cord and remove installation cover.
- Firmly press reset button (Fig. 9, [B]) with the tip of a ball point pen or similar object.

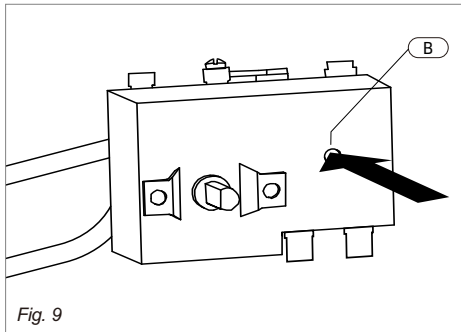


Fig. 9

A click indicates the reset was tripped.

- Reconnect power

### IMPORTANT:

- Check the operation of the thermostat: Turn temperature dial from high to low.
- If the red light does not go off on low setting: Turn off power supply and call a service person to replace the thermostat.
- If the red light does go off the thermostat is working well: Place dial setting to desired setting.



### NOTICE

A lower setting is more economical and reduces the risk of scalding.

- Replace cover plate.



### CAUTION

Call a technician if the high limit needs to be reset frequently.