Help Center

Standard Gas (Electronic) No Hot Water/No Status Light

Written By: Jason Leonard



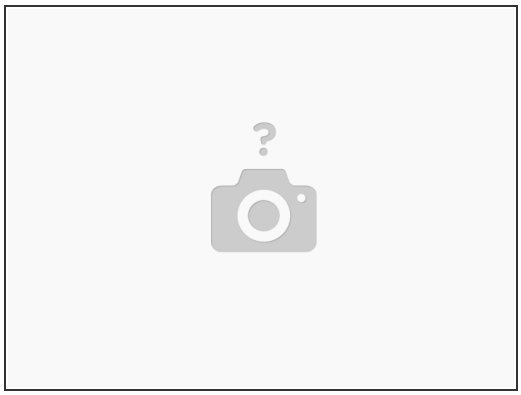
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INTRODUCTION

The information on this web site is supplemental to the printed instructions that came with your water heater. To reduce the risk of property damage, serious injury or death, read and follow all labels on the water heater and the safety instructions in the printed owner's manual.

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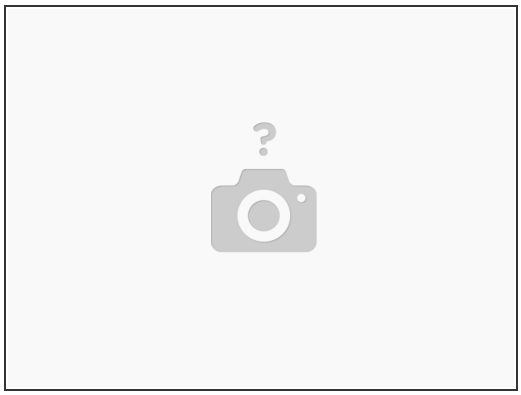
Step 1 — No Hot Water



- If you have no hot water, look at the Status Light on the gas control valve.
- If the Status Light is flashing once every three seconds, the pilot light is lit and the gas control valve is working properly.
- If you still have no hot water, see **Flash Code 1.**
- If the Status Light is flashing more than once every three seconds, refer to the appropriate code.
- If the Status Light is not flashing, try lighting the pilot using the instructions on the water heater's label.

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Step 2 — Lighting the Pilot

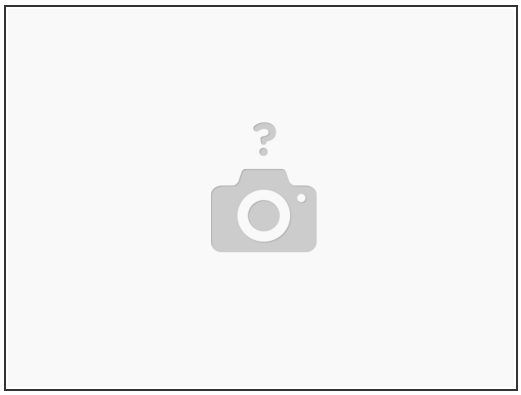


- Make sure the gas supply valve is turned on.
- When lighting the pilot, make sure the knob on the gas control valve is fully pushed in. Keep the knob pushed in while clicking the spark igniter button.
- Hold the knob in and click the igniter button for 90 seconds.
- If the Status Light still does not flash, try to visually observe the pilot light by looking through the sight glass while lighting the pilot.

Newly installed water heaters have air in the gas line. It may take several attempts to light the pilot.

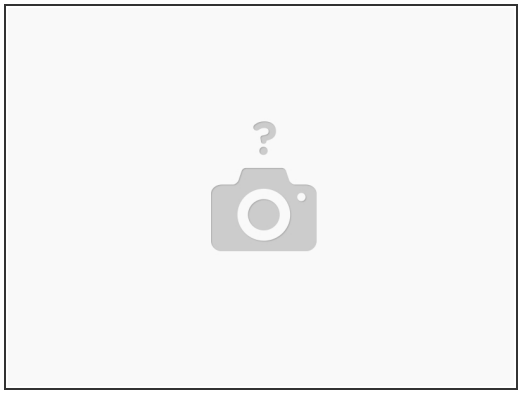
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Step 3 — Pilot Did Not Light



- If the pilot did not light after several attempts, make sure the spark igniter is working.
- Unplug the igniter wire from the connector.
- Reinsert the igniter wire and make sure it is tight and secure. (These steps help remove any corrosion and ensures good electrical contact.)

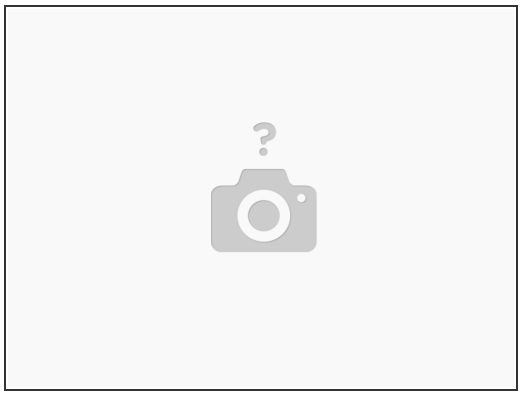
Step 4 — Check for Spark



- Press the spark igniter several times and look though the sight glass for a small, blue spark.
- The spark is small, and the igniter is deep inside the base of the water heater. You may have to dim the room lights to see the spark.
- **If you still can't see a spark, turn the gas control knob OFF, turn the gas supply valve OFF, and click on "More Help" below.**

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Step 5 — Have Spark But Pilot Will Not Light



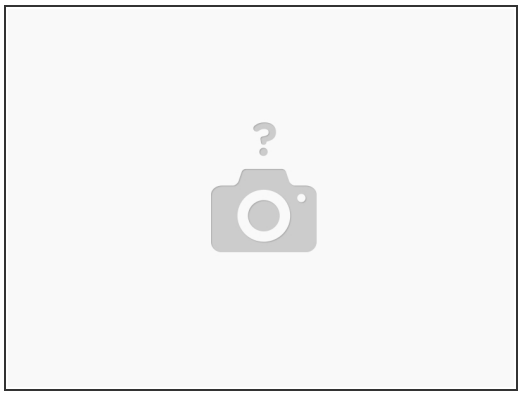
- If you can see the blue spark but the pilot will not light, the pilot is not getting gas.
- Make sure the gas supply valve is turned on.

Newly installed water heaters have air in the gas line. It may take several attempts to light the pilot.

- When lighting the pilot, make sure the knob on the gas control valve is set to Pilot and if fully pushed in. Keep the knob pushed in while clicking the spark igniter button.

If the pilot still will not light, turn the gas control knob OFF, turn the gas supply valve OFF, and click on "More Help" below.

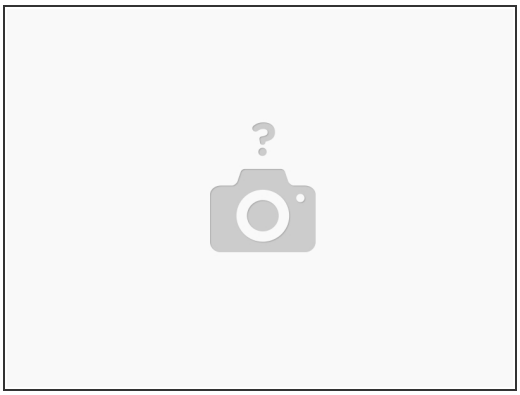
Step 6 — Pilot Lights But No Flash



- If the pilot lights but the Status Light does not flash, check the gas control valve's electrical connections.

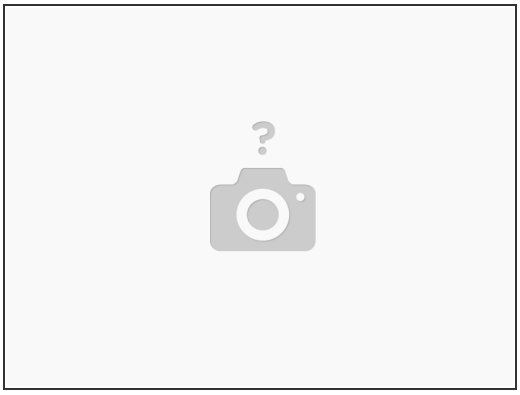
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Step 7 — Check Electrical Connections



- Carefully remove the black connector on the gas control valve. (Do not pull wires!)
- Reinsert the connector making sure the connector is fully inserted and tight. (These steps help remove any corrosion and ensure good electrical contact.)

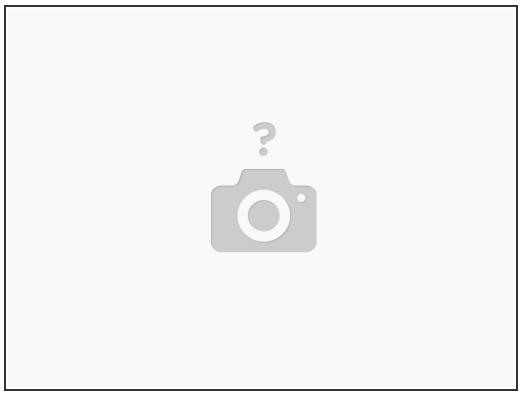
Step 8 — Check Wiring



- Remove both electrical connectors from the thermal switch.
- Replace both electrical connectors making sure they are fully inserted and tight. (These steps help remove any corrosion and ensure good electrical contact.)
- Try lighting the pilot using the instructions on the water heater's label.
- If the Status Light still does not flash, try resetting the thermal switch.

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Step 9 — Reset the Thermal Switch



- The thermal switch can trip if the water heater is not getting enough air.
- Press the small reset button in the center of the switch. If it's tripped, you may be able to hear it click.
- Even if you do not hear the thermal switch click, try lighting the pilot using the instructions on the water heater's label.
- If the Status Light now begins to flash, the thermal switch probably tripped. This means the water heater is not getting enough air.

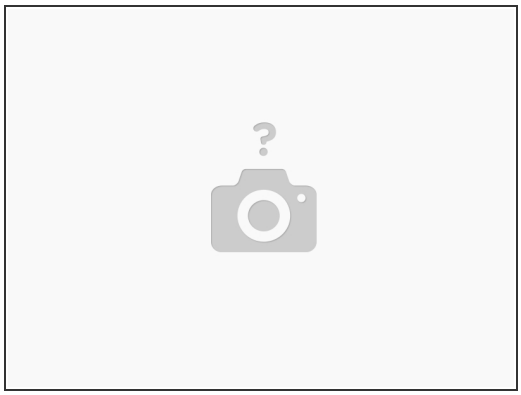
If this is a new installation, see Performing a Draft Test.

- If the water heater is several years old, the air filter or flame arrestor may be clogged with dust. See the section on Cleaning the Air Filter and Flame Arrestor.

If the Status Light still does not flash, turn the gas control knob OFF, turn the gas supply valve OFF, and click on "More Help" below.

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Step 10 — Get More Help



- **If after following these troubleshooting steps the Status Light still does not flash, turn the gas control knob OFF, turn the gas supply valve OFF, and click on "More Help" below.**

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