Water Leak Checks for Residential Products

This service bulletin will aid in diagnosing customer complaints related to water leaks.

Key Details:

- Customer complaints of water leaks within 1-4 months of unit production month are more than likely a loose component, failed component, or improper plumber installation.
- Asking a few more details about the leak condition can help address the customer’s concern without having to replace the entire unit.
- Residential electric units have a few common concerns that can result in leaks
  - Heating element failure (leak through element housing)
  - Leak from anode (water from top pan of unit)
  - Leak from top nipples or T&P (water found coming from pipes on top of unit)
- Requesting pictures is a great way to better understand the customer’s concern. (see diagnostic procedures on the following pages)
Technical Service Department
Technical Service Bulletin
1-800-432-8373
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Leak Diagnostics:

Leak Anode:

In some instances anode on top of unit can be loose or have debris in threads resulting in a leak path

Visual Symptoms:

A. Water leak at top of unit coming from under top pan
B. Water leak at top of unit coming from under outlet/inlet caps

Repair Method:

I. Send ASP to tighten anode
II. Removing cap covering anode
III. Cut away foam
IV. Remove anode and inspect threads
   a. If anode threads or tank threads are damaged, replace anode
   b. If tank threads are damaged ASP should re-tap tank
V. Re-insert anode
Leak From Heating Element:

Some early leaks on electrical units can originate from heating element. Draining unit and replacing element can be a more efficient repair for the customer.

Visual Symptoms:

A. Rust found around element
   a. Example #1
   b. Example #2
B. Water or leak paths found around element

III.

IV. Inspect anode
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<thead>
<tr>
<th><strong>Repair Method:</strong></th>
<th><img src="image1" alt="Image" /></th>
<th><img src="image2" alt="Image" /></th>
<th><img src="image3" alt="Image" /></th>
<th><img src="image4" alt="Image" /></th>
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<tbody>
<tr>
<td>I. Disable and verify power is off (trip breaker)</td>
<td>b.</td>
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<td>II. Drain heater</td>
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<tr>
<td>III. Remove foam</td>
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<td>IV. Remove plastic covering element</td>
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<td>V. Remove element</td>
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<td>VI. Install (new) replacement element</td>
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Residential Electric
Residential Gas

[Diagram of a residential gas water heater with labeled parts such as vent hood, dip tube, anode rod, Nipules (hot and cold), Flue Baffle, Flue Baffle Hanger, Plug, T&P Valve, Drain Valve, Burner Assembly, Jacket Door, and Pilot Assembly Clip.]