

REMOVING THE HEATING ELEMENT

1. Turn off power supply, disconnect water heater from power and drain (see above).
2. Remove cover.
3. Remove all the line wires from the heating element.
4. Unscrew the heating element retaining nuts.
5. Remove the element.

DESCALING THE HEATING ELEMENT

Scale deposits can affect the heating capability of the element. Heavy scale can even cause the element to burn out. The element can be descaled chemically or manually.

1. Remove the heating element (see above).
2. To descale chemically, soak the heating element in white vinegar or other descaling solution and then rinse well with fresh water.
3. To descale manually, let element dry and then using a non-metallic brush similar to a tooth brush; brush the residue from the element. Avoid damaging the surface of the element.

At this time inspect your anode rod for degradation

- The anode installed in your water heater will slowly dissipate whilst protecting the tank.
 - The life of the cylinder may be extended by replacing the anode.
 - The anode must be inspected (and replaced if there is any sign of depletion) within five (5) years of its installation, and within every three (3) years thereafter.
4. Reinstall the element and gasket.
 5. Refill tank with water before turning on the power to the water heater.

REPLACING THE HEATING ELEMENT

1. Disconnect power and drain the water heater (see prior instructions).
2. Remove heating element noting original positions of all connections.
3. Install new element with gasket making sure the new element and gasket are positioned correctly. Make sure the Arrow marking on the Heating Element is facing towards the Front Cover (see figure above).
4. Tighten retaining nuts and make the wire connections to their original locations.

TROUBLESHOOTING

In the event any of the following conditions occur, follow troubleshooting instructions noted below to resolve.

WATER DOES NOT GET HOT

1. Make sure the power supply is on and working.
2. If light does not come on, check that the reset button is pushed in; follow steps from previous section.
3. If the indicator light is illuminated, but water temperature does not get hot at the sink, test for a plumbing crossover as follows; shut off cold water supply to water heater and open hot water tap. There should be no water flowing. Any continuous flow indicates a cross over which will affect the temperature and will need to be corrected.
4. If there is no crossover, then replace the heating element (see previous sections).

INDICATOR LIGHT NOT ON

1. If the light does not come on, but water gets hot, check for faulty bulb.
2. Check reset button; follow steps from previous section.

BROWN WATER

1. Brown or rusty water indicates a “spent” anode rod. Replace anode rod.
2. Also validate incoming water supply is potable water.

ODOR IN WATER

1. Odor in water could be due to an unusual reaction between local water and the heater’s anode rod. Check anode rod.

WATER IS TOO HOT

1. Turn the temperature knob counter clockwise to a lower temperature setting. If temperature does not lower within 60 minutes, then replace thermostat.

WATER IS NOT HOT ENOUGH

1. Under Instructions for Use, see “Setting the thermostat”.

WATER IS LEAKING

1. Turn off power switch and disconnect water heater from 110 VAC power supply.
2. Check water fittings and T&P fitting in the top of the tank.
3. Remove cover and inspect heating element gasket.