



## **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)



## 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

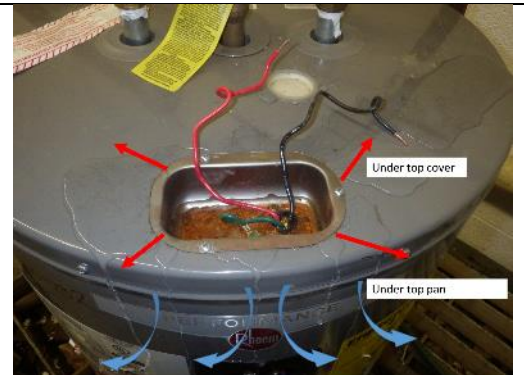
### Visual Symptoms:

- 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

A.



B.



II.



III.

IV. Inspect anode



a.



b.

**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

A. Rust

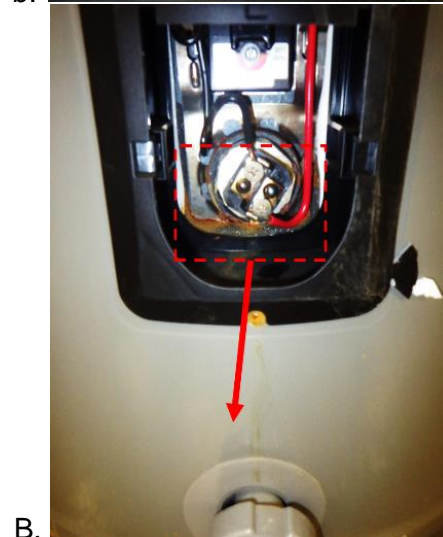
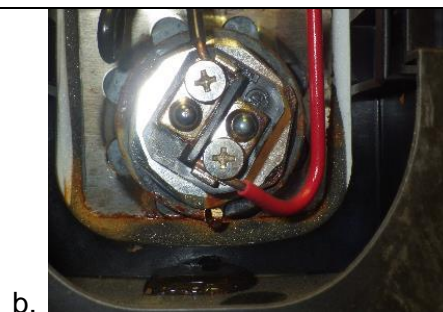


a.



### Repair Method:

- I. Disable and verify power is off (trip breaker)
- II. Drain heater
- III. Remove foam
- IV. Remove plastic covering element
- V. Remove element
- VI. Install (new) replacement element

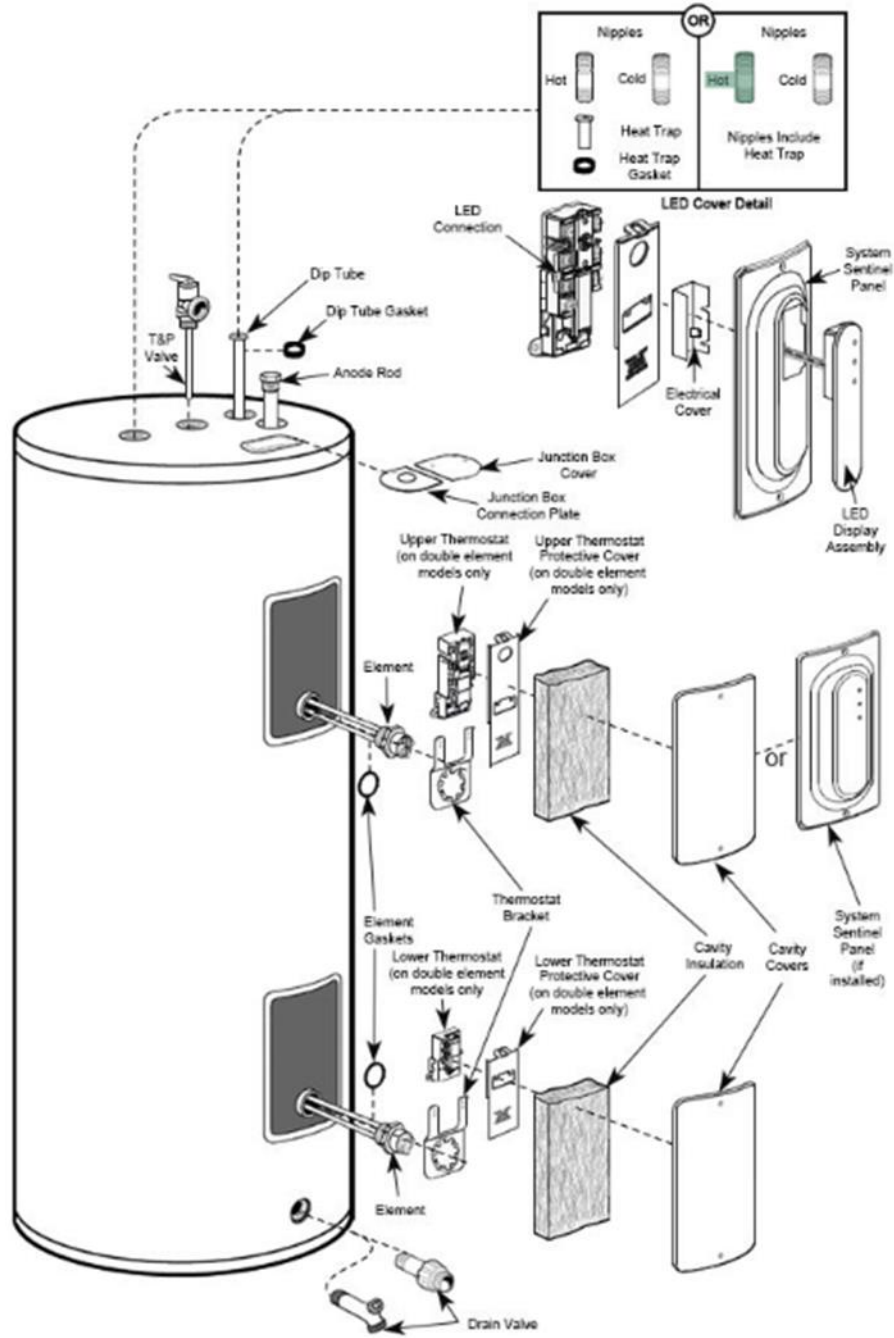




**Technical Service Department**  
Technical Service Bulletin  
1-800-432-8373  
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Residential Electric





Residential Gas

