

OVERCOMING TEMPERATURE FLUCTUATIONS

MODELS: ALL MODELS



WARNING

LP & NG ARE EXTREMELY FLAMMABLE SO TAKE EXTRA PRECAUTIONS WHEN PERFORMING ANY WORK TO THE HEATER

Temperature fluctuations from too hot to cold during use are usually a result of the water flow rate going through the unit dropping below the activation rate for the heater. Following these instructions step by step will provide the solution to overcoming this phenomenon.

Clean faucet aerators and shower heads

Check for restrictions in outlets, which would limit hot water demand and may assist in deactivation scenario. For sinks, remove faucet aerator on end of sink. Flush and clean screen and reinstall. For showers, remove showerhead and flush. If plugged with mineral deposits, clean according to manufacturer's suggestions or replace. (Note: if showerhead is wand style/hand held, corrugated tube connecting to head may be too restrictive. Enlarging tube or using a normal showerhead may be the solution.)

Clean Inlet filter screen

Inlet filter screen is located in the water valve on the cold water connection side (right) at the rear of the unit. Please see bulletin TWH-G1-12 Cleaning inlet filter for more detailed instructions.

Check for plumbing crossover

A plumbing crossover can be caused by a failed washer at a single lever faucet, incorrect plumbing or a faulty mixing valve in the piping. The crossover will create a back pressure on the water heater and prevent an adequate flow of water through it. To confirm there is no crossover in the plumbing, shut off the cold water supply feed to the water heater. Open every hot water tap. The water flow should come to a complete stop at every tap. If there is a flow of water then a plumbing crossover is present. This condition must be corrected before the heater can operate properly.

Confirm water pressure

Water pressure should stay above 30psi during operation. If on a well system, we recommend a pressure setting of 40-60psi.

Confirm activation rate of the heater

1. Turn flow control knob on the front of heater fully clockwise.
 2. Fully open one hot water tap.
 3. Return to heater and shut cold water supply valve.
 4. Slowly open cold water supply valve until the burners ignite.
 5. Return to hot water tap and measure flow rate by timing how long takes to fill a quart container. A fill time of 30 seconds indicates a proper activation rate of 0.5 gallons per minute (GPM).
 6. Repeat steps 4 and 5 a few times to check the accuracy of test.
- * A fill time less than 30 seconds indicates an activation rate above the required 0.5GPM and a possible problem within the heater's water valve. Periodic maintenance is required on this water valve. Visit our website for parts and service bulletins for this procedure.

Lower temperature

On 125B and 125BO heaters with serial numbers between 391 and 688, the temperature can be adjusted with the slide control. For all other models, see bulletin TWH-G1-07 for alternative methods of lowering output temperature.