Electric-Not Enough Hot Water-Rev2I

Res Tech Support

Electric Water Heaters

Not Enough Hot Water

Dear Homeowner,

This article, the website, videos, and other documents contain *supplementary information* and are not intended to replace the printed Instructions. For complete details, read and follow the printed Installation Instructions that came with your water heater or parts kit. The printed Instructions and product labels contain model-specific information, important warnings, and safety notices.

Based on the symptoms you described during your call, we believe the following information may be helpful. For additional help, **click here** to find a service technician in your area.

Please read the safety information in the Owner's Manual and the labels on the water heater before attempting any of these procedures. Please note that not enough hot water isn't the result of a water heater defect, and therefore is not covered under your water heater's warranty.

There are several possible reasons why you may not have enough hot water:

- lower seasonal water temperatures
- a faulty shower control or faucet valve
- the thermostat(s) are set to low
- the lower heating element is not functioning
- an increase in hot water usage
- the water heater is too small
- reversed water connections
- a leak in your home's plumbing system
- sediment buildup in the tank

Lower Seasonal Water Temperatures

You may not have enough hot water during the winter and early spring months when incoming water temperatures are at their lowest. Your water heater may be working properly, but you could still not have enough hot water during very cold weather. In winter, more hot water from the water heater may be needed to maintain a comfortable water temperature. As a result, you may have less hot water in the winter compared to what you are used to during the warmer months.

Faulty Shower Control Valve / Faucet Valve

Some faucets and shower controls have built-in thermostatic or pressure balance mixing valves which may need adjustment or replacement. If you get hot water from some faucets and not others, have a service technician repair the faucet or shower control. **Click here** to find a service technician in your area.

Thermostat(s) set too low

	
Thermostatic mixing valves at each point of use reduce the risk of scalding.	**If the thermostats' temperature settings are set too low, you may not have enough hot water.**

WARNING!

Because of the increased risk from scalding, if you set the water heater's thermostat(s) higher than 120°F, thermostatic mixing valves at each point of use are particularly important and recommended.

We recommend **watching this video** for help adjusting the thermostat(s).

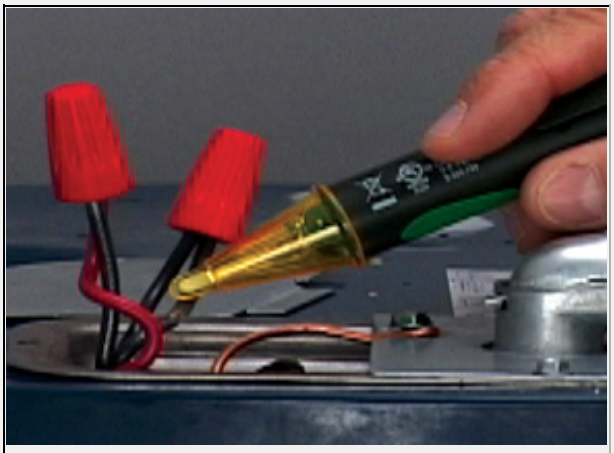
If you've checked all the faucets and shower controls and the water temperature is too cool, the water heater's thermostat(s) may be set too low. If your water heater has two thermostats, make sure both thermostats are set to the same temperature. We recommend setting the thermostat(s) to 120°F to reduce the risk of scalding. Please see the "Adjusting the Temperature" section of the Owner's Manual for instructions on how to adjust the thermostat(s). If you still don't have enough hot water, set the water heater's thermostat(s) to a higher setting and install thermostatic mixing valves at each point of use.

Lower heating element not functioning

WARNING!

Working on an energized circuit can result in severe injury or death from electrical shock. Turn power off. Check wires with a circuit tester to make sure power is off. When you are finished, be sure all covers are secured to reduce the risk of fire and electric shock.

	
Heating element (with gasket).	**Element wrench.**



Check power wires to make sure power is off.

If you have some hot water but not as much as before, or the water heater is slow to recover after each use, the lower heating element may not be functioning and may need to be replaced. To replace the lower element, you'll need a non-contact circuit tester, an element wrench, a bottle of hand dishwashing soap, and a replacement element (refer to your water heater's data plate to make sure the replacement element is the correct voltage and wattage).

Watch this video for help replacing the lower element. Have a service technician replace this part if you cannot perform the work safely. **Click here** to find a service technician in your area.

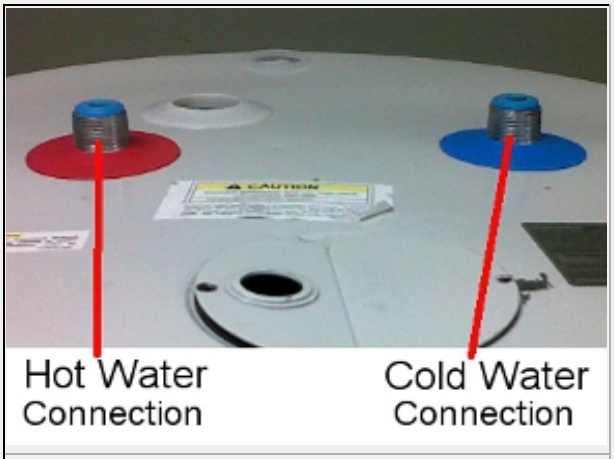
An Increase in Hot Water Usage

If you're running out of hot water during holidays, weekends, or family gatherings, the demand for hot water may have exceeded the water heater's capacity. You can reduce your hot water usage by washing clothes in cold water, installing flow restrictors on shower heads, and taking other conservation steps.

Undersized Water Heater

Your water heater may be too small. If the water heater is old, the best solution may be to replace it with a larger model. If the water heater is in good condition, you may set the thermostat(s) to a temperature above 120°F and install thermostatic mixing valves at each point-of-use. Set each thermostatic mixing valve's delivery temperature to 120°F to reduce the risk of scalding. This method can increase the effective size of your water heater by about 30%. Please see the "Adjusting the Temperature" section of the Owner's Manual for instructions on how to adjust the thermostat(s).

Reversed Water Connections



The hot and cold water connections on top of the water heater.

If the hot and cold water connections are reversed, it may appear as if your water heater isn't producing much hot water. These problems are usually identified at the time of installation. Check and make sure your home's hot water pipe is connected to the water heater's hot water outlet, not the cold water inlet. If the connections are reversed, switch them to the correct position.

Leak in Your Plumbing System

A leak in your home's plumbing system can overload the water heater's ability to heat water. In that case, your water heater can be working but you'll have little to no hot water. Have a service technician locate and repair the leak. **Click here** to find a service technician in your area.

Sediment Buildup in Tank

If your water heater is several years old and/or is installed in an area known for hard water, there may be a buildup of sediment at the bottom of the tank. Sediment buildup may reduce the efficiency of your water heater and may cause you to have not as much hot water. Please refer to the maintenance section of your Owner's Manual for instructions on how to drain and flush your water heater.

For additional help, **click here** to find a service technician in your area.

Please take a moment to tell us how we did today.
