

Res Tech
Support

Gas Water Heaters Tank Leak

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.

We recommend [watching this video](#) for help with leaks around your water heater.

In most cases, what appears to be a water heater tank leak could be condensation, a leak in the plumbing connections, or a dripping T&P relief valve. The amount of water that's leaking and the source of the leak can help determine the cause and how to stop it.

Condensation

[Watch this video](#) for more information on water heater condensation.

If you see small puddles of water in the drain pan or hear sizzling sounds as water drips on the burner, your water heater may be producing condensation. Condensation may drip onto the burner or other hot surfaces to produce a "sizzling" sound, and on some models, may actually cause the pilot to go out.

Condensation usually happens when the water heater tank is full of cold water. Condensation will most likely occur:

- during holidays, weekends, or family gatherings when there's an increase in your home's hot water usage
- during the winter and early spring months when incoming water temperatures are at their lowest
- if the water heater is a new installation
- if a large amount of hot water is used in a short period of time
- if the water heater is too small for the home's hot water demands

In most cases, condensation should disappear once the water heater reaches normal operating temperature, or when your home's hot water demands return to normal. If the water heater is too small for your home's "every day" hot water demands, the water heater may produce condensation regularly. In that case, you will need a larger water heater.

For water heaters equipped with a Honeywell gas valve only: Condensation may cause a flash error code 2 indicating low thermopile voltage. This condition may clear up as the tank begins to warm.

Check Plumbing Connections

If there's water on the floor around the bottom of the water heater, check the plumbing connections on top of the water heater. Use a dry paper towel to wipe around the hot and cold pipe connections on top of the water heater. If the paper towel is wet after wiping a connection, have a service technician repair the leak. [Click here](#) to find a service technician in your area.

Check T&P Relief Valve

WARNING!

Do not cap or plug the T&P relief valve or discharge pipe, and do not operate the water heater without a functioning T&P relief valve—this could cause an explosion.

[Watch this video](#) for help with a dripping T&P relief valve.



The T&P relief valve discharge pipe.

If the hot and cold water connections are not leaking, check the T&P relief valve discharge pipe. In most cases, drips from your water heater's T&P relief valve discharge pipe mean the home's water pressure is too high. Use a pressure gauge with a recording hand to check your home's water pressure over a 24-hour period. If the water pressure is over 80 PSI, install a pressure reducing valve (PRV). Adjust the pressure to 50-60 PSI.

Since water expands when heated, most homes require a thermal expansion tank. Install a thermal expansion tank on the cold water line to prevent nuisance drips from the T&P relief valve. We recommend [watching this video](#) for help understanding thermal expansion tanks. Have a service technician install the thermal expansion tank if you cannot perform the work safely. [Click here](#) to find a service technician in your area. Please note the need for a thermal expansion tank is not a water heater defect, and therefore is not covered under your water heater's warranty.

For additional help, [click here](#) to find a service technician in your area.

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