

Res Tech
Support

Gas - Standard Control Water Heaters

Pilot Will Not Light

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. If you need additional help, go ahead and call the phone number on the side of your water heater.

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 lighting your water heater.

WARNING: BEFORE LIGHTING THE PILOT!

Fire and Explosion Risk. Do not attempt to light the water heater if flammable vapors or liquids are present. Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other gas appliance. Storage of or use of gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance can result in serious injury or death.

If your water heater's pilot will not light, start by closely following the lighting instructions in the Owner's Manual or on the front of the water heater. In some cases, you may not be able to see a spark or a pilot, but go ahead and assume the gas pressure and igniter are fine and follow through with each step of the lighting instructions. If you follow the lighting instructions exactly but still can't light the pilot, the most likely reasons are:

- the gas supply is turned off
- the igniter is bad
- the igniter connectors are loose
- the igniter is not properly positioned (vertically mounted igniters)

Gas Supply



Make sure the manual gas supply valve is ON.

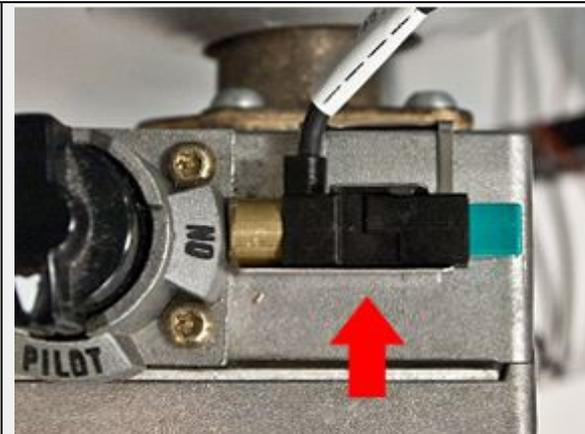


The thermostat dial set to the lowest setting.

Make sure the manual gas supply valve is ON. Light the pilot following the lighting instructions on the water heater. Start by adjusting the thermostat dial to the lowest setting. Turn the gas control knob to the PILOT position. Press the gas control knob down fully and hold it down while you repeatedly click the igniter button. Look through the viewport to see if the pilot is lit (you may need to dim the room lights to see the pilot).

Check for Spark

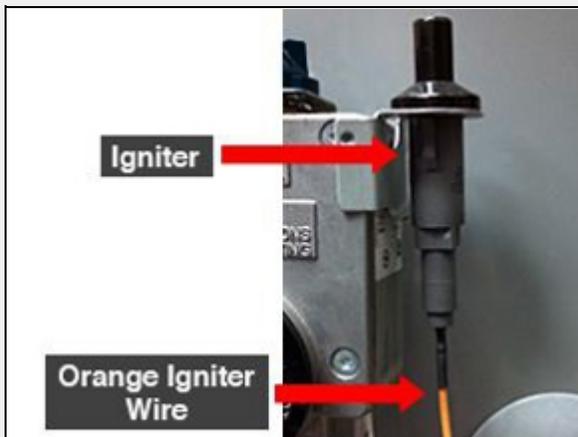
Look through the viewport while you click the igniter button and check for a spark (look inside the water heater, up and to the left when checking for a spark). You may have to dim the room lights in order to see the spark. If you see a spark, try to light the pilot (look for a pilot in the same area you saw the spark). If the pilot still won't light, call the phone number on the side of your water heater for help in determining the cause.



The igniter should be securely clipped to the gas control valve.



The black and orange igniter wire connectors must be firmly attached together.



If your igniter is attached vertically to the side of the gas control valve, make sure the orange igniter wire is firmly connected to the bottom of the igniter.



On vertically mounted igniters, the metal strip should face left toward the gas valve housing.

If you don't see a spark, make sure the igniter is securely clipped to the gas control valve. On vertically mounted igniters, make sure the metal strip is facing left toward the gas valve housing. Also, make sure the wire connectors for the black and orange igniter wires are firmly attached to each other (you may have to slide the orange insulation down to see the connector). If you can now see a spark through the viewport, try lighting the pilot again. If you still don't see a spark, call the phone number on the side of your water heater for help in determining the cause.

[Click here](#) to find a service technician in your area.

If you need any additional help, go ahead and call the phone number on the side of your water heater.

[Please take a moment to tell us how we did today.](#)

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