

Ultra Low NOx Troubleshooting



1 No Hot Water (Status Light Not Flashing)
Check status light on gas valve. The pilot must be lit for the status light to flash. If status light is not flashing, try relighting the pilot using instructions on water heater. The pilot can be hard to see, so you may need to dim the room lights.



2 Pilot Won't Light (Gas Supply Problem)
If the pilot doesn't light, check igniter (look for spark). If no spark, check igniter wires. If igniter sparks, it's likely a gas supply problem. Make sure the main gas valve is on. Make sure the control knob is fully pushed in. Check the gas pressure using a manometer or gauge. If new installation, bleed air from the gas line.



3 Pilot Lights
After pilot lights, continue to hold the control knob in for 90 seconds. Status light must flash once per second for water heater to operate. For any other flash codes, consult Instruction Manual.



4 Status Light Doesn't Flash (Electrical Problem)
Check the thermopile. Set meter to millivolts. Open the back of the connector and check millivolts on connector terminals. Pilot must be lit. If the reading is below 350mV replace the thermopile. If the reading is above 350mV, and all wiring connections are secure, replace the gas valve.



5 10 Flash (Air Supply Problem)
If the control is displaying a 10 Flash code, it is likely an air supply problem. Clean the flame arrester. Room must supply adequate air. Conduct "draft test." Turn main burner on. After five minutes of main burner operation, smoke source should be drawn into draft hood. If not, you have an air supply/venting problem. If the problem persists, verify the manifold gas pressure. A slightly low gas pressure may cause this issue.