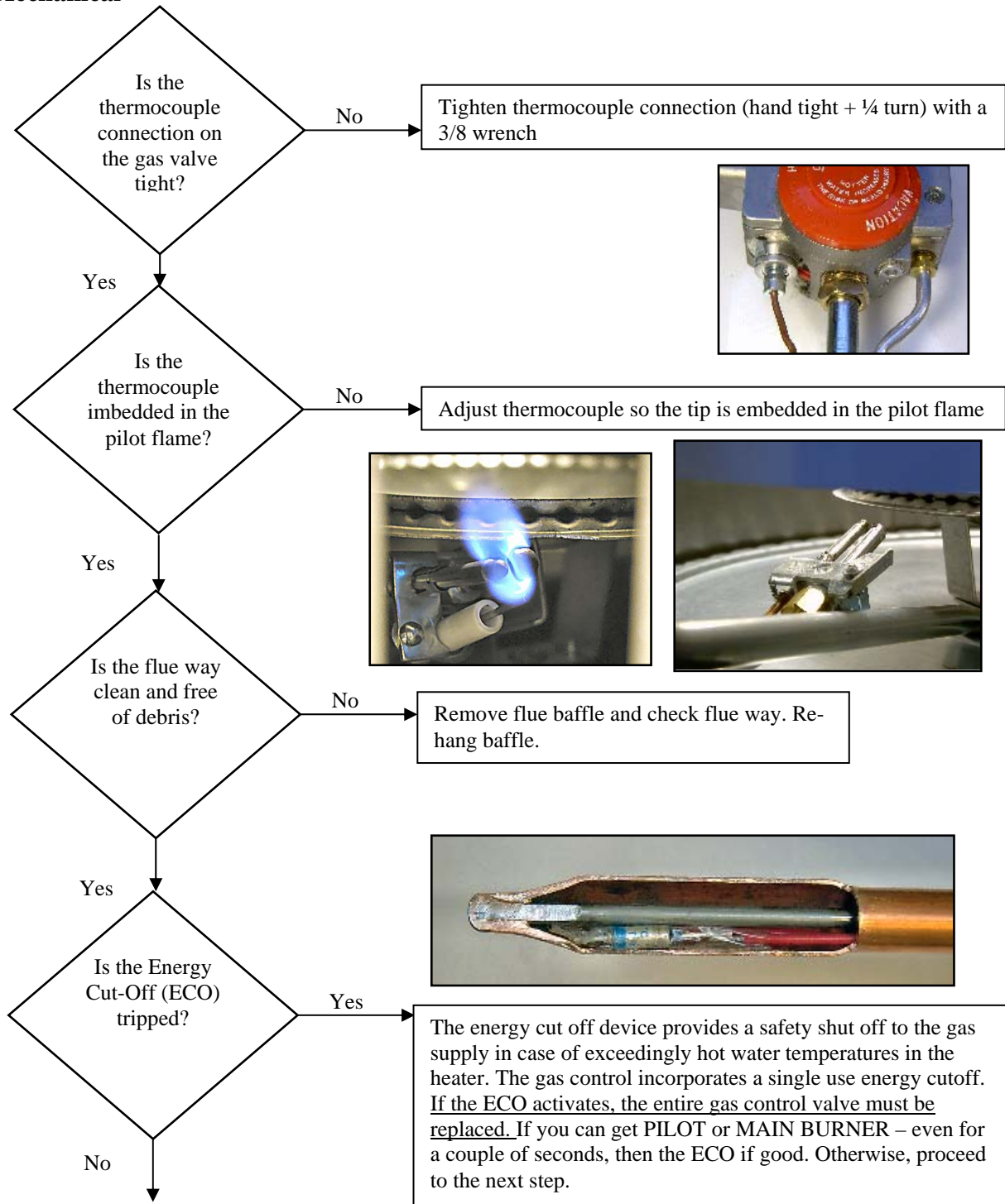




### Pilot Outage Troubleshooting

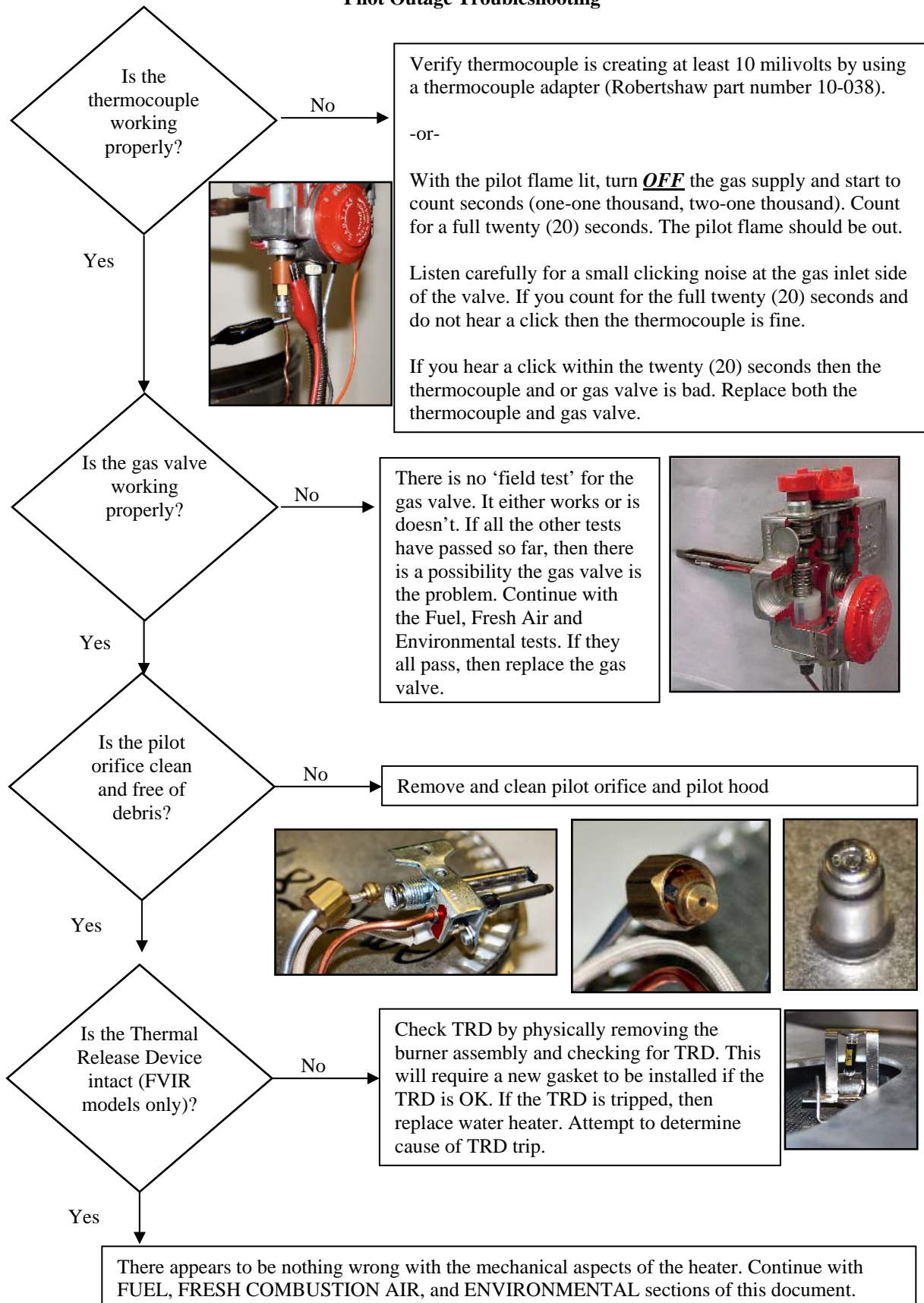
Before dispatching a service contractor, perform the following tests:

#### Mechanical





**Pilot Outage Troubleshooting**

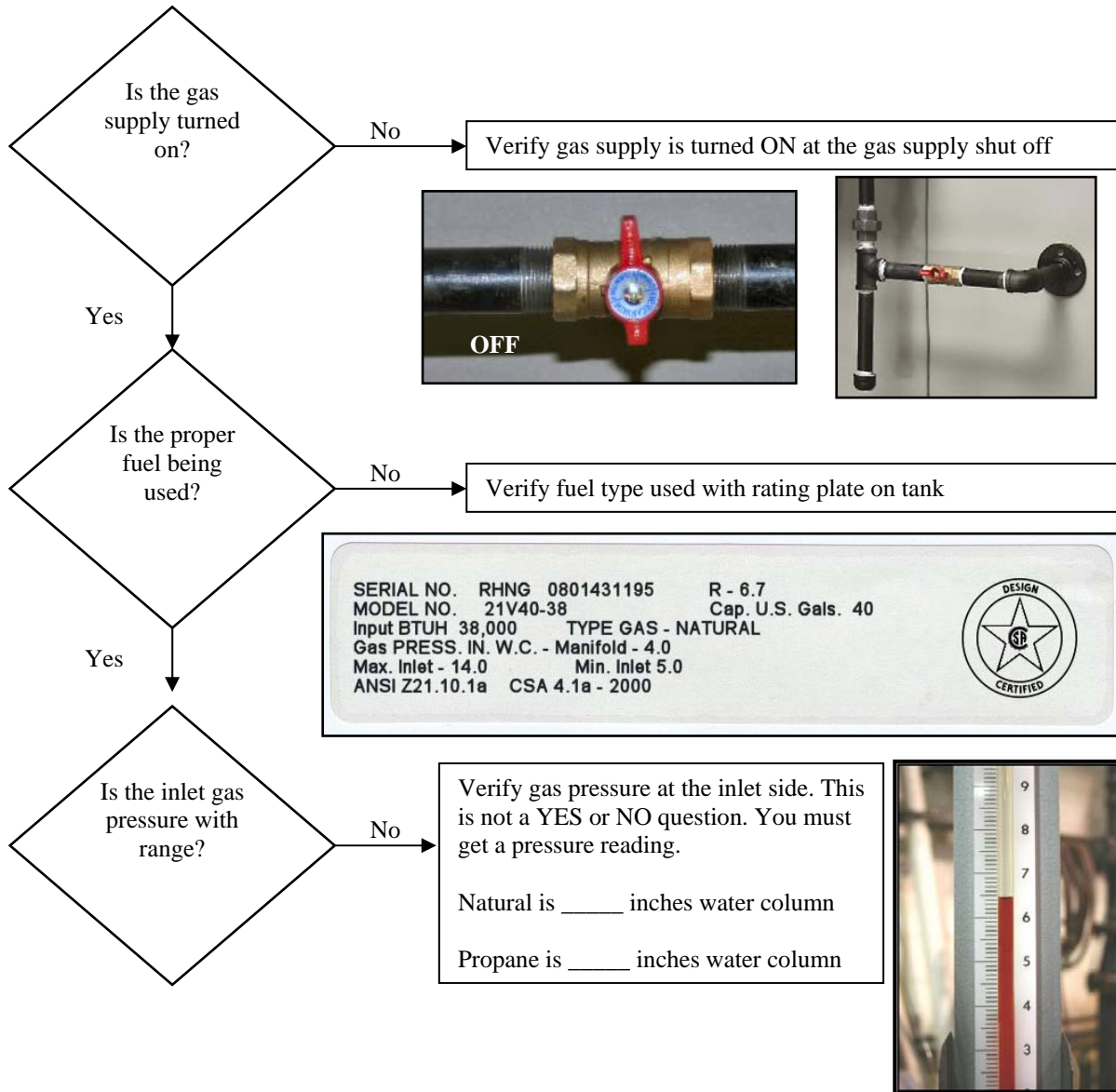




### Pilot Outage Troubleshooting

#### Fuel

Many things about the fuel can be ruled out by asking if the unit ever worked OK. If it has been installed for more than a few weeks, has been working just fine, and the pilot outage is just now starting, then chances are the fuel related issues are not the problem. Just to be sure, go thru the checklist.

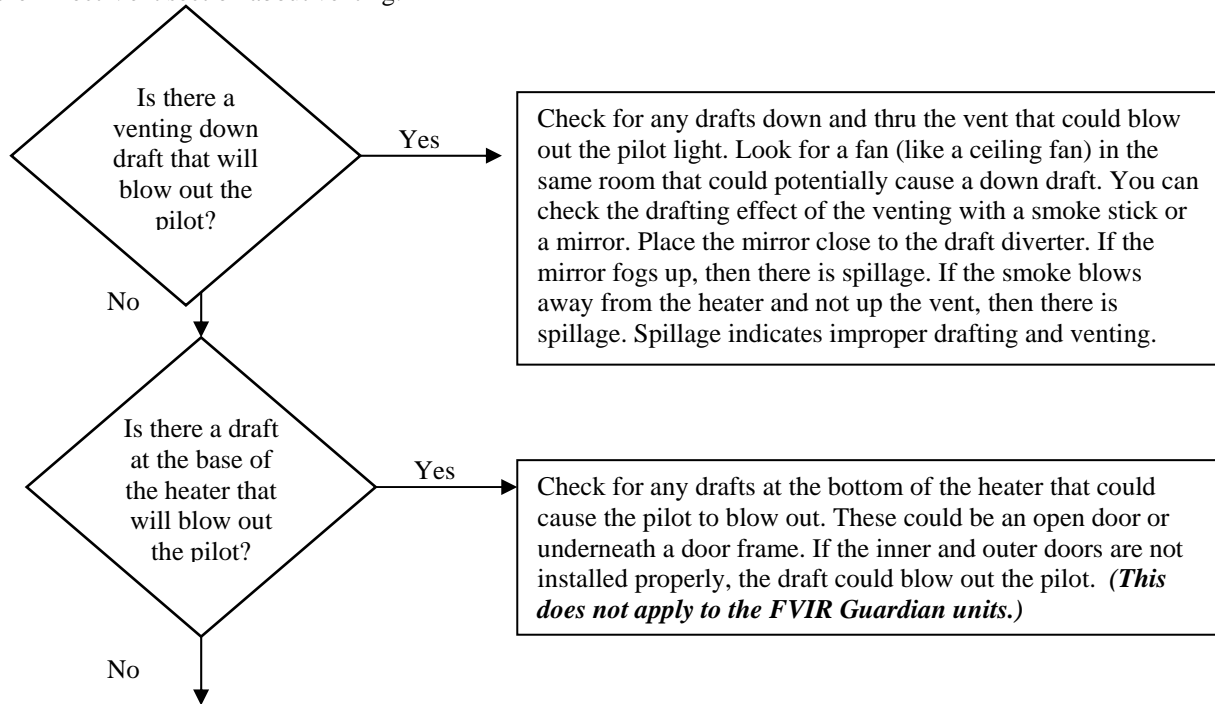




### Pilot Outage Troubleshooting

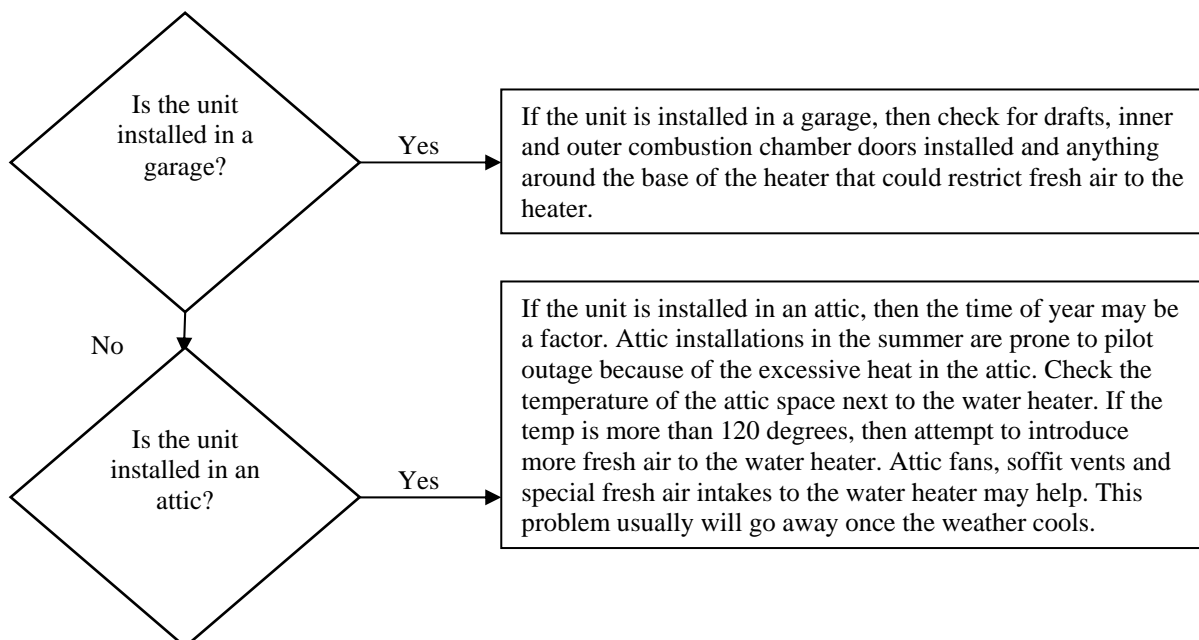
#### Fresh Combustion Air

Many things about the fresh combustion air can be ruled out by asking if the unit ever worked OK. If it has been installed for more than a few weeks, has been working just fine, and the pilot outage is just now starting, then chances are the fresh combustion air related issues are not the problem. Just to be sure, go thru the checklist. Venting will not cause pilot outage on a regular gas water heater. It may cause pilot outage on a direct vent water heater. See the Direct Vent section about venting.



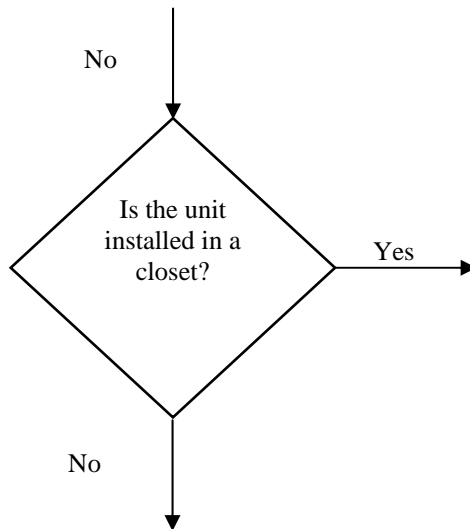
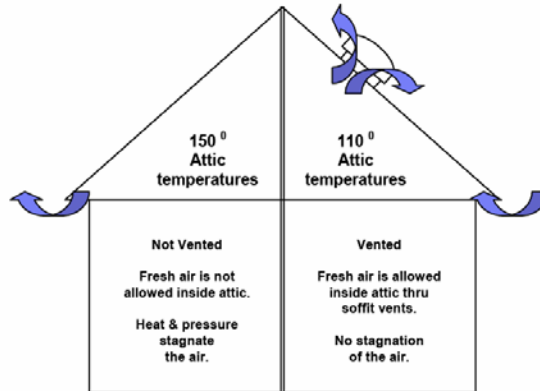
#### Environmental

Where and how the unit is installed is critical to its safe and proper operation. Check the following.





**Pilot Outage Troubleshooting**



If the unit is installed in closet or other confined space, then the water heater may not have enough air (in volume) to operate. A 'confined space' is defined as having less than 50 cubic feet of space per 1,000 BTUH. A closet that is 3' x 3' x 8' has only 72 cubic feet of space. That means that a 40,000 BTU gas water heater needs a room of at least 400 cubic feet. (That is a room that is 7' x 7' x 8'.)

If the unit is installed in a small closet, then more air volume is needed.

By now, the only probable cause of the pilot outage is the gas valve. If pilot outage is constant, then replace the gas valve. If pilot outage is erratic, then start over in the troubleshooting tree.

Do not send out a service contractor without Supervisor approval.

**Venting (Direct Vent Water Heaters Only)**

Venting may cause pilot outage on a direct vent (DV) water heater. A DV has a balanced fresh air inlet and combustion gas outlet system by design. If either of these two systems are not working correctly, you may get a pilot outage situation.

You may also get some nuisance pilot outage if the wind is blowing directly into the DV vent on the outside of the home. This will also cause a pressure imbalance inside the vent system and may cause the pilot to go out.

