

No Electric Hot Water

Note: images are for illustration purposes only, your system may not look exactly like the images below

STEP 1 - Check your Timer:

1. Open of the cover to the timer/The Little Gray Box, you'll see the yellow clock face.



Little Gray Box Closed



Little Gray Box Open

2. Check to see that the time is accurate. The silver metal arrow pointing down at 6 o'clock doesn't move, instead the yellow clock face rotates. If the arrow is pointing to the correct current time no adjustments are needed. If the time is incorrect, pull the yellow clock face towards you, rotate to the correct time and put the face back in position.



This clock shows the current time is 10:15am

VIDEO ASSISTANCE: Here is a video that will help you with adjusting the time and how to set the 'trippers'/pins on the clock to automatically turn on and off the heater. <https://youtu.be/KYlifc8Rmh8>

This video is for a pool timer, but it's the exact same manufacturer and the mechanism works just like the heater timer.

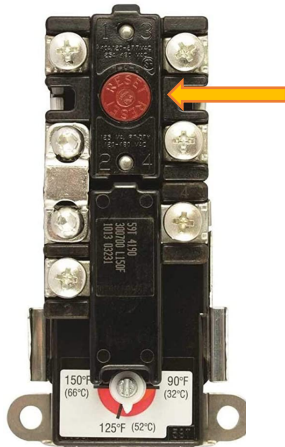
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STEP 2 - Reset your Thermostat:

1. Turn the electric breaker off to the water heater
2. Remove the top access panel cover (you will need either a Phillips or flathead screwdriver)



3. Move the insulation aside, as necessary, and you should find a reset button and thermostat dial
4. Firmly push the reset button



5. Next, follow the instructions below to adjust your thermostat.

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STEP 3 - Adjust your Thermostat:

1. After completing the steps above, increase your thermostat to 130 degrees by turning the dial, you may need to use a screwdriver. This will help prevent the reset button from tripping.



2. Put the insulation back into place, reattached the access panel cover, and turn the breaker to the system back on. Turn the electric back-up on from the timer and in 1-hour check the temperature at a faucet. Should you still not have hot water please call us.

STEP 4 – Turn on your Timer:

1. Turn your timer/electric back-up to the on position, and in 45-minutes to 1-hour test if you have hot water at a faucet.



2. Continue to monitor and let us know if you still do not have hot water.