



NO HOT WATER:

- It is important to first determine if there is hot water coming out of any plumbing fixture in the house or just one fixture is affected.
- If it is only one fixture, this is most likely a plumbing issue and not a water heater issue.
- If there is not any hot water from any fixture in the house, please look at the water heater and follow the instructions below:
 - Check the gas supply, make sure that the gas is on and gas valve is not in closed position. The gas valve should be parallel to the pipe.
 - Check pilot light and make sure it is lit. If the pilot light is not lit but you do have gas flow, try the relighting steps on the water heater and relight the pilot light.
 - <https://www.youtube.com/watch?v=OOcSBD9Umtg>
- If the water heater is a high efficiency unit, it will have a white PVC pipe going out of the house that look like a 3" drainpipe, sometimes the external pipe can get blocked with ice/snow or other types of debris. Please ensure that this pipe is not clogged outside or has any spider webs, bugs, etc..