



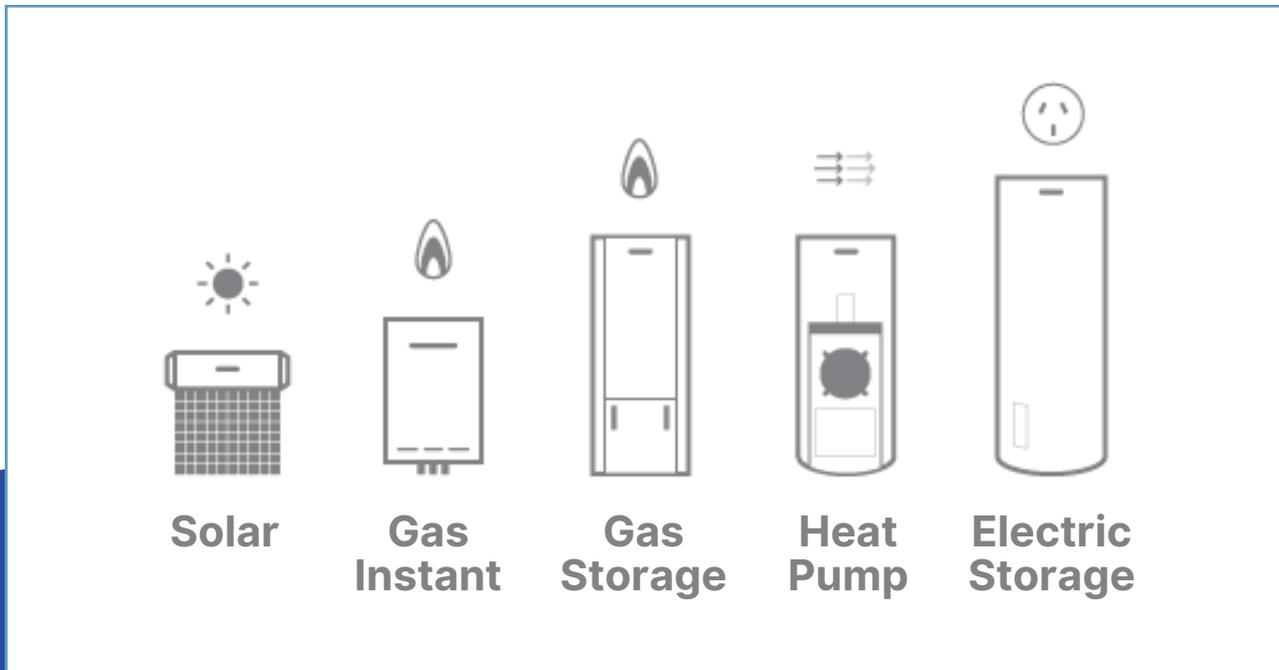
Tenant Troubleshooting for **No Hot Water**

A Step-by-Step Guide

Table of Contents

→ HWS Unit Type	Page 1
→ Gas Instantaneous Diagnostics	Page 3
→ Gas Storage Diagnostics	Page 4
→ Electrical Storage Diagnostics	Page 5
→ Solar HWS Diagnostics	Page 6
→ Heat Pumps Diagnostics	Page 7
→ Safety Information	Page 8

Know Your HWS Unit Type



When faced with a **no hot water issue**, the first step is to identify the type of unit you have, as troubleshooting steps can vary based on the unit's design. **Hot Water Systems** come in various types, each with unique components and methods of heating water. Determining your unit type — whether it's a gas, electric, tankless, or solar — will guide you to the most effective diagnostic and repair steps.

Use this guide to quickly identify your heater type and follow the relevant steps to get your hot water flowing again.

The following are the list of different unit types:

1. Gas Instantaneous
2. Gas Storage
3. Electric Storage
4. Solar HWS
5. Heat Pump

Different Unit Types



Gas Instantaneous

A gas instantaneous hot water system is a compact, rectangular box mounted on an external wall, connected to LPG gas bottles or a natural gas meter.



Gas Storage

A gas storage hot water system is an upright, rectangular unit placed outside, freestanding and not attached to a wall.



Electrical Storage

An electrical storage hot water system is the most common unit type. It's an upright cylinder, often found outside but can be internal or external, in cupboards, or in the garage.



Solar HWS

A solar hot water system has solar panels on the roof, with the storage unit located either on the ground or mounted alongside the panels.

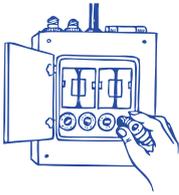


Heat Pumps

A heat pump hot water system is a cylinder-shaped unit, similar to a typical electric storage unit, but with a pump on top.

Gas Instantaneous Diagnostics

1



Step 1: Check the Fuse Box

Look at the fuse box to see if all switches are turned on.

- If no, turn on the switch(es) and run water for 5 minutes to check if hot water is restored.
- If yes, proceed to Step 2.

2



Step 2: Check the Power Point

Verify that the power point the unit is plugged into is on.

- If no, turn it on, run water for 5 minutes, and check if hot water is restored.
- If yes, proceed to Step 3.

3



Step 3: Reset the Power

Turn the power off, wait 2 minutes, then turn back on. Test hot water for 5 minutes. If there's still no hot water, proceed to Step 4.

4



Step 4: Check Gas Supply

Do the gas bottles supplying the system have gas? Rock the bottle, and if it is light and you can rock it, you are out of gas.

- If no, call your gas supplier and order refills.
- If yes, proceed to Step 5.

5



Step 5: Contact Your Property Manager with the Following Information

- **Error Code:** Check the hot water system display for any error codes and note them down.
- **Hot Water in All Taps:** Let your Property Manager know if there is no hot water in every tap or if it is specific to certain taps in the house.
- **Unit Age:** Find the manufacturer's plate on the unit and let your Property Manager know the date of manufacture.
- **Photos:** Take 2 clear photos:
 - A zoomed-out photo of the entire unit.
 - A close-up photo of the compliance plate.

Gas Storage Diagnostics

1



Step 1: Check Gas Supply

Do the gas bottles supplying the system have gas? Rock the bottle, and if it is light and you can rock it, you are out of gas.

- If no, call your gas supplier and order refills.
- If yes, proceed to Step 2.

2

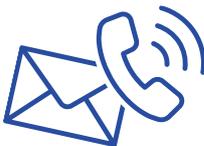


Step 2: Check for a Flame Inside the Unit

Remove the door of the gas storage unit and check for a visible flame inside.

- If no, follow the instructions on the back of the removable door to re-light flame then put door back on. Run water for 5 minutes and check if hot water is restored.
- If yes, proceed to Step 3.

3

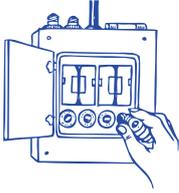


Step 3: Contact Your Property Manager with the Following Information

- **Hot Water in All Taps:** Let your Property Manager know if there is no hot water in every tap or if it is specific to certain taps in the house.
- **Unit Age:** Find the manufacturer's plate on the unit and let your Property Manager know the date of manufacture.
- **Leak:** Look for signs of leaks on or around the unit. Let your Property Manager know if it is leaking and where that leak is coming from.
- **Photos:** Take 2 clear photos:
 - A zoomed-out photo of the entire unit.
 - A close-up photo of the compliance plate.

Electrical Storage Diagnostics

1



Step 1: Check the Fuse Box

Look at the fuse box to see if all switches are turned on.

- If no, turn on the switch(es) and wait 2 hours and check if hot water has returned.
- If yes, proceed to Step 2.

2



Step 2: Check for Timer Switch

Check the fuse box and look for a timer that looks like the pictures below. If there is one installed, see if it is in an 'off' time.



- If yes, change the settings or wait until it is back to an 'on' time.
- If no, proceed to Step 3.

3



Step 3: Check for Off Peak Meter

Check if there is an off peak meter installed that looks like the pictures below. Go to the fuse box and see if you have two meters. The second meter will usually have a glass front and this is an off peak meter.



- If yes, wait 4 hours and then test hot water again.
- If no, proceed to Step 4.

4

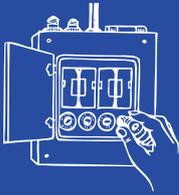


Step 4: Contact Your Property Manager with the Following Information

- **Hot Water in All Taps:** Let your Property Manager know if there is no hot water in every tap or if it is specific to certain taps in the house.
- **Unit Age:** Find the manufacturer's plate on the unit and let your Property Manager know the date of manufacture.
- **Photos:** Take 2 clear photos:
 - A zoomed-out photo of the entire unit.
 - A close-up photo of the compliance plate.

Solar HWS Diagnostics

1



Step 1: Check the Fuse Box

Look at the fuse box to see if all switches are turned on.

- If no, turn on the switch(es) and run water for 5 minutes to check if hot water is restored.
- If yes, proceed to Step 2.

2



Step 2: Check the Booster Switch

These can be located in the kitchen or the laundry and look like a regular light switch but should be labelled either "Solar" or "Booster". Once located determine if it is on.

- If no, turn the switch on which will convert to electric power. Wait 3 hours and test hot water.
- If yes, proceed to Step 3.

3

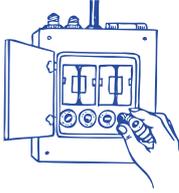


Step 3: Contact Your Property Manager with the Following Information

- **Hot Water in All Taps:** Let your Property Manager know if there is no hot water in every tap or if it is specific to certain taps in the house.
- **Photos:** Provide a clear photo of the unit.

Heat Pumps Diagnostics

1



Step 1: Check for Power Supply

Ensure the unit has power. Check the fuse box to see if all switches are turned on. Verify that the power point the unit is plugged into is on.

- If no, turn on the switches and power point, then test the water.
- If yes, proceed to Step 2.

2



Step 2: Check for Timer Switch

Check the fuse box and look for a timer that looks like the pictures below. If there is one installed, see if it is in an 'off' time.



- If yes, change the settings or wait until it is back to an 'on' time.
- If no, proceed to Step 3.

3



Step 3: Check for Off Peak Meter

Check if there is an off peak meter installed that looks like the pictures below. Go to the fuse box and see if you have two meters. The second meter will usually have a glass front and this is an off peak meter.



- If yes, wait 4 hours and then test hot water again.
- If no, proceed to Step 4.

4



Step 4: Contact Your Property Manager with the Following Information

- **Hot Water in All Taps:** Let your Property Manager know if there is no hot water in every tap or if it is specific to certain taps in the house.
- **Unit Age:** Find the manufacturer's plate on the unit and let your Property Manager know the date of manufacture.
- **Leak:** Look for signs of leaks on or around the unit. Let your Property Manager know if it is leaking and where that leak is coming from.
- **Error Code:** Check the hot water system display for any error codes and note them down.
- **Photos:** Take 2 clear photos:
 - A zoomed-out photo of the entire unit.
 - A close-up photo of the compliance plate.

Further Assistance and Safety Information

Regular maintenance and careful troubleshooting can keep your hot water system running efficiently, but remember that certain issues may require professional help. If you've followed the steps in this manual and still have concerns, please contact a licensed technician or your property manager to avoid further complications or potential safety risks.

For more in-depth knowledge, consult the system's manufacturer manual or check their website for detailed specs, maintenance tips, and safety recommendations. This guide is intended for general troubleshooting only and does not replace professional inspections.



Connect With Us



07 5636 1112



workorders@sharkplumbing.com.au



[linkedin.com/company/sharkplumbinggoldcoast/](https://www.linkedin.com/company/sharkplumbinggoldcoast/)



[facebook.com/sharkplumbinggoldcoast](https://www.facebook.com/sharkplumbinggoldcoast)



[@shark.plumbing](https://www.instagram.com/shark.plumbing) | [@thepeoplesplumber_](https://www.instagram.com/thepeoplesplumber_)



[@thepeoplesplumber_](https://www.tiktok.com/@thepeoplesplumber_)



www.sharkplumbing.com.au