

Every time a service call is made the vendor bills KPW. Unnecessary calls result in membership prices increasing to cover those costs. To keep membership fees low, please make sure your unit/appliance is, in fact, broken. **KPW membership services do not cover instruction, misuse, abuse, or preventative services.** Unnecessary calls will result in members being charged back for that call. We don't want to do it, and you don't want to pay it, but to be fair to all members, we can't provide free services that aren't covered by our agreement. We know you understand.

### Water Heater Not Working – No Water, or No Hot Water?

1. Check your warranty! Look at the rating plate to see the model and serial number. These tell you the year the tank was made and determine if the tank has a prorated warranty that might offer a new tank or parts. If covered under warranty, call your vendor or manufacturer for the process. If not, continue reading...
2. Check the breaker. Reset if necessary.
3. No hot water: Check the high-temperature limit on the water heater.
  - a. Turn off breaker to water heater
  - b. Remove the access panel
  - c. Remove any insulation in front of the button
  - d. Press the red button
  - e. Replace access panel
  - f. Turn on Breaker



### Water Heater Not Working – Not enough Hot water?

1. Do you have guests in town? Perhaps the water heater isn't large enough to heat the capacity you need due to usage. That isn't broken – that just isn't big enough for your needs at the moment.

### Water Heater – Leaking?

1. Is it a small puddle at the bottom? It may be normal condensation. Wipe it off and monitor to see if it pools again.

2. Lay a paper towel over the area you noticed water collecting. Check your paper towel hourly to look for signs of seepage. If there are no signs of water after 24 hours, it most likely was just condensation.
3. Turn off the water.
  - a. If gas - Set the thermostat so it is on pilot setting
  - b. If electric - Turn off the breaker to the water heater
4. Schedule a service call. Severe Water heater leaks are emergencies. KPW will respond the same day prior to 8pm.

**Note** – if you ran into your water heater with your car or golf cart – that is **NOT** a covered event. Damage caused by abuse, misuse or accident is not covered, and you will be charged back for the expense.