

CONDITION	CAUSE	REMEDY
<b>The burner will not ignite.</b>	No gas.	Check with gas utility company.
	Dirt in gas line.	Notify utility. Install drip leg in gas line.
	Pilot line clogged.	Clean. Check for source of trouble and correct.
	Main burner line clogged.	Clean. Check for source of trouble and correct.
	Defective thermocouple.	Replace with new thermocouple.
	Defective gas control valve.	Replace with new gas control valve.
	Gas control valve set too low.	Turn temperature dial to desired temperature.
<b>The burner flame floats and lifts off ports.</b>	Heater installed in a confined area.	Provide fresh air ventilation.
	High gas pressure.	Check with gas utility company.
	Orifice too large.	Replace with correct orifice.
	Flue clogged.	Clean. Check for source of trouble and correct.
	Heater installed in a confined area.	Provide fresh air ventilation.
<b>The burner flame is yellow and lazy.</b>	Cold drafts (downdraft).	Locate source and correct.
	Insufficient secondary air.	Provide fresh air ventilation.
	Flue clogged.	Clean. Check for source of trouble and correct.
	Main burner line clogged.	Clean. Check for source of trouble and correct.
<b>The burner flame is too high.</b>	Heater installed in a confined area.	Provide fresh air ventilation.
	Insufficient secondary air.	Provide fresh air ventilation.
	Orifice too large.	Replace with correct orifice.
<b>The flame burns at the orifice.</b>	Defective gas control valve.	Replace with new gas control valve.
	Low gas pressure.	Check with gas utility company.
<b>The pilot will not light or remain lit.</b>	Defective gas control valve.	Replace with new gas control valve.
	No gas.	Check with gas utility company.
	Dirt in gas line.	Notify utility. Install dirt leg in gas line.
	Pilot line clogged.	Clean. Check for source of trouble and correct.
	Loose thermocouple connection.	Tighten with fingers then take 1/4 turn with wrench.
	Defective thermocouple.	Replace with new thermocouple.
	Cold drafts (downdraft).	Check source and correct.
<b>High operating costs.</b>	Gas control valve high limit switch has tripped.	Replace with new gas control valve.
	Gas control valve set too high.	Turn temperature dial to desired temperature.
	Sediment or lime in tank.	Drain. Check to see if water treatment is necessary.
	Water heater is undersized.	Install size of water heater that meets demand.
	Wrong piping connections.	Correct piping, dip tube must be in cold inlet.
	Leaking faucets.	Repair faucets.
	Gas leaks.	Check with gas utility company. Repair at once.
	Wasted hot water.	Advise consumer.
	Long runs or exposed piping.	Insulate piping.
<b>Tripping high limit switch.</b>	Hot water piping on outside wall.	Insulate piping.
	Excessive dirt, dust, or other debris accumulation on the flame arrestor and the blower impeller.	Clean the flame arrestor in the combustion chamber using a stiff brush, compressed air and/or a vacuum cleaner. In no circumstances, the blower assembly should be removed for cleaning before contacting the manufacturer.
<b>Insufficient hot water.</b>	Check with gas utility company.	Check with gas utility company.
	Wrong piping connections.	Correct piping, dip tube must be in cold inlet.
	Sediment or lime in tank.	Drain. Check to see if water treatment is necessary.
	Water heater is undersized.	Install the size of water heater that meets the demand.
	Gas control valve set too low.	Turn temperature knob to desired temperature.
	Leaking faucets.	Repair faucets.
	Wasted hot water.	Advise consumer.
	Long runs or exposed piping.	Insulate piping.
	Hot water piping on outside wall.	Insulate piping.

In accordance with our company policy of on-going product improvement, Giant Factories Inc. reserves the right to make changes without prior notice.

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CONDITION	CAUSE	REMEDY
<b>Slow hot water recovery.</b>	Insufficient secondary air.	Provide fresh air ventilation.
	Low gas pressure.	Check with gas utility company.
	Gas control valve set too low.	Turn temperature dial to desired temperature.
	Improper calibration.	Replace gas control valve.
	Flue clogged.	Clean. Check for source of trouble and correct.
	Water heater is undersized.	Install size of water heater that meets demand.
	Wrong piping connection.	Correct piping, dip tube must be in cold inlet.
<b>Leaking water.</b>	Wasted hot water.	Advise consumer.
	Poorly sealed, hot or cold water connections, gas control valve threads, relief valve, or drain valve.	Tighten threaded connections.
	Leakage from plumbing system or other appliances.	Inspect plumbing system and other appliances.
<b>Water drips from the relief valve.</b>	Condensation.	Refer to the installation manual.
	Heater stacking.	Lower gas control valve setting.
	Excessive water pressure.	Install a pressure-reducing valve.
	Thermal expansion in a closed water system.	Install an expansion tank.
<b>The gas control valve fails to shut off.</b>	Improperly seated valve.	Check if relief valve works properly and replace if necessary.
	Defective gas control valve.	Replace with new gas control valve.
<b>Condensation.</b>	Improper calibration.	Replace gas control valve.
	Water heater filled for the first time.	Let water heater warm up. Problem should go away. If it persists, check all plumbing connections for leaks.
	Heavy draws of hot water with very cold refill water.	Let water heater warm up. Problem should go away. If it persists, check all plumbing connections for leaks.
<b>Combustion odours.</b>	Water heater is undersized.	Install size of water heater that meets demand.
	Insufficient secondary air.	Provide fresh air ventilation.
	Heater installed in a confined area.	Provide fresh air ventilation.
<b>Smoking and carbon formation (sooting).</b>	Flue clogged.	Clean. Check for source of trouble and correct.
	Insufficient secondary air.	Provide fresh air ventilation.
	Low gas pressure.	Check with gas utility company.
	Burner flame yellow and lazy.	Refer to the installation manual.
	Flue clogged.	Clean. Check for source of trouble and correct.
<b>The pilot flame is too small.</b>	Defective gas control valve.	Replace with new gas control valve.
	Heater installed in a confined area.	Provide fresh air ventilation.
	Low gas pressure.	Check with utility.
<b>Smelly water.</b>	Pilot line or orifice clogged.	Clean. Check for source of trouble and correct.
	High sulfate or mineral content in water.	Change magnesium anode to an aluminum anode and bleach tank.