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## Is your hot water system on its last legs?

*There can be signs, says Rheem*

You know the story: It's a cold winter morning and you hop into the shower only to find that the water is freezing and there's no hot water. Your hot water system has died – and it's time to call the plumber in a panic! Most of us tend to ignore our hot water service until it's too late.

Rheem, Australia's leading producer of hot water systems, has some key tips to help householders identify if their hot water system is on the way out – or might need some attention.

"For most people, a hot water system is 'out of sight out of mind' – until it fails," says Keith Dawber, Rheem Service Manager. "But if you have the system checked on a regular basis, then you can extend the life of your system, improve efficiency and ensure your water heater is operating and performing as designed, highlight any repairs which need to be done, not to mention ensuring it has been installed correctly in the first place."

### Signs your hot water system might be in need of attention:

- Is the water coming from the tap rusty or brown in colour?
- Is the water muddy or does it have sediment in it?
- Is the hot water system making strange sounds? (some noise from the water heating up is normal, but if you notice cracking or popping noises these should be checked by a plumber)
- Has the pilot light gone out? Does this happen often?
- Does the hot water have a strange smell or metallic taste?
- Are you getting less hot water?
- Is water leaking out of the system?
- Do you often experience fluctuations in temperature?
- Does the water pressure or flow rate vary?
- Are you running out of hot water?

Rheem Service undertakes regular checks of domestic Rheem hot water systems. It offers a range of services including six-monthly minor maintenance, an annual service and a major five year service. The major service includes replacing the system's sacrificial anode, temperature and pressure relief valves, checking correct operation of the gas, electric or solar control, and checking solar heat transfer fluid (for solar hot water systems).

Some of the problems that have been discovered during service checks include:

- Pilot light outages (which results in leaking valves)
- Leaking valves
- Installation issues
- Temperature settings set too high (which increases running costs)





- Excessive water pressure (this adds stress on the cylinder, thus reducing the life of the system)
- Incorrect gas pressure settings
- Relief valves which are stuck and then leak constantly due to householders not operating the valves every six months in accordance with manufacturers' instructions
- Blocked strainers, causing flow rate issues
- Blocked filters and shower restrictors
- Faulty thermocouples, igniters, elements and thermostats

Dawber recommends having domestic hot water systems checked around every three+ years for gas and electric systems, bi-annually for solar systems, or whenever you feel something has changed or you have noticed any warning signs.

“There are a number of factors which will affect the length of service the water heater will provide,” says Dawber. “These include, but are not limited to, the water chemistry, the water pressure, the water temperature (inlet and outlet) and the water usage pattern.”

To arrange a service or an inspection of and report on your Rheem hot water service, call Rheem Service on 131 031.

#### **About Rheem Australia – [www.rheem.com.au](http://www.rheem.com.au)**

Rheem has been manufacturing in Australia since 1937 and is the largest producer of water heaters in Australia. Its brands include Rheem, Solahart, Vulcan, Raypak and Everhot. It employs more than 1000 people in Australia in five manufacturing facilities in NSW, Victoria and Western Australia. It has additional subsidiary organisations in New Zealand, China and Singapore. It is a worldwide leader in Solar Thermal products.

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