

Low Gas Pressure Error

A low gas pressure error can be caused by low gas pressure or a faulty low gas pressure switch

- If the gas supply pressure is too low the switch will open and you will get a low gas pressure error
- First, check and make sure the gas supply pressure is correct.
- See the water heaters data plate for the minimum required gas supply pressure for this model
- You'll need a gas pressure gauge or manometer for this test
- Turn off the gas supply
- Open the needle valve inside the gas supply pressure test port one full turn only. Attach the hose from your gas gauge or manometer.
- Turn the gas supply back on and read the pressure.
- If the pressure is below the data plate specification, check for problems with the gas supply such as, closed valves, a bad regulator or too many appliances on the same supply line
- If the pressure is above the minimum requirement, turn the gas supply off, and close the needle valve. Then turn the gas supply back on.
- Now check the low gas pressure switch
- The connections should be clean and tight
- Using a multi-meter set to continuity, check the terminals on the switch
- You should hear a beep indicating the switch is closed
- If you have the correct gas pressure and you don't hear a beep meaning the switch still is open, replace the low gas pressure switch

Enable/Disable Switch

The enable disable switch is located right below the display. It must be in the enable position to allow the water heater to operate. It is not an on/off switch and does not turn off power to the control board. Press disable to prevent the unit from operating or press enable to allow the water heater to operate. The enable disable switch is separate from the enable disable circuit which is often connected to a timer or a building management system.