

ALBERTA



Hot Water Tank Has Stopped Working?

If your hot water tank has suddenly stopped working this can be a result of your vent freezing over. Your vent exhaust has moisture in it and it can commonly freeze over in colder temperatures!

1. Turn off the hot water tank (unplug/turn off at the breaker)
2. Go outside and inspect the vent, is there ice? If so, clear off the ice and remove the screen to ensure the screen is not also frozen over. If the screen continues to freeze over you may need to remove the screen for the time being as it can tend to freeze over quite easily!
3. Once ice is cleared off you can go back and turn the hot water tank back on (plug back in/activate the breaker again)
4. Please give it some time to warm up and start back up.
5. If this issue continues please contact Cyclone Plumbing's 24-hour service line at 403-980-8223