

**TB: 102**  
**July 29, 2005**

## **Clarification of the Status of S.I.T. Gas Temperature Controls on GSW Water Heaters**

This background paper was prepared to respond to questions we have received concerning the status of field-installed S.I.T. gas valves and to address any misunderstanding or confusion regarding their operation or regarding the remedy that has been published to resolve any potential problems.

### **Current status of S.I.T. gas valves:**

S.I.T. gas valves have been in operation for over two years with no reported incidents. The prevalent circumstances that caused the original problem are not present during re-lighting situations. Installers and technicians should continue to follow the *Installation and Operating Instructions*.

### **Background:**

From February 2002 through to April 2003, GSW water heaters were installed with S.I.T. model 650 AC4 gas/temperature valves. In some circumstances, during the initial start-up, main burner gas could flow while the control knob was in the pilot position. The problem was most prevalent when the water heater was stored in a cold environment prior to initial installation.

### **History and summary of published notifications and remedy:**

In 2003, GSW issued technical bulletins to customers and safety authorities (e.g., CSA International, CPSC) to determine whether there was a need for gas valve replacement. In consultation with these safety authorities, an appropriate remedy was determined and published. This remedy was communicated by safety authorities via a product recall notice, as is standard practice. *These notices did not call for a comprehensive recall of the product*, however they detailed the remedy including information regarding the specific circumstances under which replacement of the gas valve would be required. (These notices are available from the GSW Web site as well as from safety authorities.)



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The important portion of this notification is the remedy and resolution of the problem, in particular the following points extracted from the notice:

*3. If you hear the popping sound, then the valve is working properly. You should then read and follow the "Installation and Operating Instructions". If you do not hear the popping sound then do not attempt to light the pilot and replace the valve.*

*4. If the unit has been stored or is being installed in a cold environment and the main valve does not close before the knob is turned back to the PILOT position, the gas control valve must be warmed up to a temperature above 32 degrees F or 0 degrees C. Once warmed up, repeat the procedure above. If the gas control valve does not close (popping sound), replace the valve. If the water is too hot or if the temperature and pressure valve opens, turn down the temperature using the temperature control. If the water remains too hot or the temperature and pressure relief valve continues to open, then replace the valve.*

**Information:**

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