



Field Service Bulletin

Residential Electric Water Heaters

Model(s) Affected: All Residential Electric Units

Double element, 240V water heaters are normally delivered from the factory with 4500W elements. The leads from the incoming service connection to the upper thermostat are 12-gauge wire with 14-gauge used between the thermostats and heating elements.

When 5000W, 5500W or 6000W size elements are substituted for 4500W, the wires **MUST** be changed to a heavier gauge to handle the heavier load. The leads from the service connection must change from 12 to 10-gauge and the internal wiring between thermostats and elements must change from 14 to 12-gauge. Circuit breaker protection to the heater must also be increased (See separate announcement/bulletin on circuit breaker protection). Failure to comply with the above information will result in unsafe and hazardous conditions.

Non-foam, insulated 240V water heaters (except tabletops) using 5000W or 6000W elements require a special jacket head assembly, which includes a grounding and conduit bracket.

Remember that element wattage changes affect the rating plate data as well as the Energy guide label.

The maximum allowable wattage for 6 and 12-gallon Utility Series water heaters is 3000W, whether they are for 120V or 240V operation.

The maximum allowable wattage for 20 and 30-gallon Utility Series water heaters is 3000W at 120V and 6000W at 240V operation.

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