

Tankless Water Heater Temperature Troubleshooting Checklist

NorthWind HVAC | A quick reference guide

Before you call: observe and note

- ☐ **Time the pattern.**
Does the cold dip happen within a minute or two of restarting a hot tap that was recently off?
- ☐ **Count open fixtures.**
Is more than one tap, the dishwasher, or the washing machine pulling hot water at once?
- ☐ **Check the display.**
Note any error or fault code shown on the unit's control panel.
- ☐ **Consider the season.**
Has it worsened since the weather turned cold?
- ☐ **Look at the inlet filter.**
Note any visible debris at the water inlet screen, without removing it yourself.

Questions to ask your technician

- ☐ What is the minimum flow rate for my specific model, and how close am I running to it?
- ☐ Is there any indication of a gas supply or pressure issue when other appliances run?
- ☐ When was the heat exchanger last descaled, and is my area considered hard water?
- ☐ If I have a recirculation system, could the crossover or mixing valve be involved?
- ☐ What does the error code on my display mean for this model?

Please note:

This checklist is general information, not professional advice. Any check involving gas, electrical, or combustion components should be left to a TSSA-licensed technician. Confirm specifics with your equipment's manual or a licensed technician before making a decision. NorthWind HVAC is not responsible for outcomes based solely on this guide.