

## UNLOCKING STUCK WATER VALVE

MODELS: 250SX, 250SXO, 635ES, 635ESO



### WARNING

**LP & NG ARE EXTREMELY FLAMMABLE SO  
TAKE EXTRA PRECAUTIONS WHEN  
PERFORMING ANY WORK TO THE HEATER**

If there is little or no flow coming out of the heater and the inlet screen is clean and the unit is plumbed correctly, then the water valve may be stuck closed. To cycle the water valve to the open position, follow the steps below.

1. The water valve is at the bottom of the heater where the cold inlet water comes in. First thing is to locate the plug connection that comes from the control board and plugs into a connection coming from the water valve. This plug has 8 multi colored wires coming into each connection.
2. Turn the on/off button on the front of the heater to the off position (to the left).
3. Disconnect the multi colored wire connections coming from the control board and plugging into the connection off the water valve.
4. On the connection coming from the control board and starting at one side you will see a black wire, then a red wire, and then a green wire (on older models, this wire was brown). Using a very small screwdriver, push down on the silver tab to release and disconnect the green wire (or brown for older models) from the connector.
5. Leaving the green wire (or brown wire for older models) disconnected, plug the 2 connections back together.
6. Turn the heater on (to the right), and you should hear the water valve opening up. Leave the heater on for 5-10 seconds and then shut the heater off (to the left).
7. Unplug the connections and replace the green wire (brown for older models) from where it was pulled out.
8. Plug the 2 connections back together and turn the heater on (to the right) and the heater should be back in operation and the water valve to its full open position.
9. Make sure inlet water is on, gas is on, and power is on and run a hot water tap and the heater should be operating fine now.
10. If the problem persists, please contact CEC, tech support at 866-330-2730 for further assistance.