



Technical Bulletin

Rusty Water

Models Affected: All

Water heater manufacturers cannot guarantee against rusty water because of the number of factors that are involved beyond the manufacturer's control.

A water heater tank is the primary water reservoir in the home. Any contamination that exists in the incoming water will settle in the storage tank.

Water mains are constructed of steel or cast iron pipe. Even though rust is not readily detected in the incoming cold water, a great amount of rust particles can be filtered out through large volume use.

The water heater tank acts as a water filter, and the many thousands of gallons that pass through the system over the years deposit rust or other foreign particles into the tank. It is for this reason that a heater should be periodically flushed out through the drain valve provided at the bottom of the heater.

A majority of suspected rusty water conditions are not rust; but sand and clay sediment which finds its way into the water heater through well systems, or from major water main breaks which result in great quantities of clay and mud getting into the water system while the mains are under repair.

This same problem exists in new housing developments where clay and other earth materials lay in the pipes before they are connected to the water system and are then washed into all the homes that are being supplied by these mains.

Occasionally, water utility companies will flush their systems for routine maintenance. Fire department activity at hydrants in the neighborhood can stir up sediment as well.

A possible remedy for any of the above conditions is to drain the tank and thoroughly flush the inside surface, as recommended in the water heater's installation manual.

If you have any questions or concerns related to rusty water, contact our
Product Service & Support Department immediately at:

1-800-999-9515