

Ray Bedwell from the Estancia Neighborhood shares this advice:

One of our residents had a problem with their Gas Hot Water Heater. Their pilot light kept going out and would not stay lit. When the pilot light goes out, it turns off the gas supply so there is no danger of a gas leak but it is inconvenient to have to keep lighting the pilot. They called the American Water Heater Company which manufactured their unit and they said there was a recall on those units and gave them an authorization number and told them to call Sears repair. Sears is who American Water contracted to install the upgrade to their units.

I went over to the residence while the Sears repair person was there. She said that there was basically one company that manufactured most of the water heaters. So whether you had an A.O. Smith, like I do, or some other brand name, the recall might pertain to your unit. American Water shipped part of the control assembly to the resident but the repair person replaced the entire control assembly of the water heater.

I have reviewed and listed below a web site that addresses water heater recalls. They also list phone numbers for the different companies. If you are having any problems with your water heater, you might want to call the manufacturer of the unit to see if it is covered under one of these recalls. You should also write down the model number and the serial number of your unit before placing the call to the manufacturer. I can't find any specific recalls for our units but I think that it is well worth a call if you are having problems.

Here is the web page for the recalls and phone numbers (within the manufacturers articles) of the manufacturers:

<http://consumeraffairs.asterpix.com/cy/2417581/?q=Water+Heater+Recalls&c=74010682fbd011de93e90019b9c9a7e6>