



Énergie NB Power

WATER HEATER CARE



WHEN PERFORMING WATER HEATER CARE,

such as flushing sediment to ensure optimal performance or draining the tank for a seasonal shut down, it is important to do so safely. This brochure identifies the required steps to keep you safe while performing the work.

This information can also be viewed in our how to videos at: NBPower.com/HotWaterHowTo

IN ORDER TO PERFORM THESE TASKS, YOU WILL NEED THREE THINGS:



A GARDEN HOSE



A BUCKET
OR a functioning floor drain, or electric pump



A FLAT-HEAD SCREWDRIVER



For more information or if you have safety concerns:
1 800 663-6272 | NBPower.com/HotWater





FLUSHING SEDIMENT FROM A WATER HEATER *RESIDENTIAL CARE*

To help ensure a water heater works at optimal performance, yearly tank flushing is recommended. Tank flushing can help minimize sediment accumulation. Depending on your water quality, you may need to perform the flushing more often.



SAFETY FIRST

Use caution when performing any of the following tasks and ensure they are done in order. It is important to also ensure the floor is dry, as electricity and water don't mix.

STEP 1.

Turn off the electricity to the water heater at your electrical panel. The water heater breaker should be clearly labeled. If not, please contact your electrician.

STEP 2.

Attach a garden hose to the drain valve located at the bottom of the water heater. Direct the other end of the hose towards a floor drain to safely drain water. If there is no floor drain, you will need a bucket or other acceptable means of discarding the water.

STEP 3.

Using a flat-head screwdriver, open the drain valve by turning it counterclockwise until the water runs freely.



BE CAREFUL

The hose could be displaced by the water pressure. Since the water will be hot and may contain sediment, please take the proper safety precautions and pay attention to where the water is being drained in order to avoid damage to persons or property.

STEP 4.

After a few litres of water have been drained and the water is clear and free of debris, close the drain valve by turning it clockwise.

STEP 5.

Remove the garden hose from the drain valve. Make sure the drain valve is not leaking. **Be careful, the hose and the remaining water in the hose may be hot.**

STEP 6.

Turn the electricity to the water heater back on at your electrical panel.



PERFORMING SEASONAL PROPERTY CARE: *FLUSHING YOUR TANK*

If your seasonal property requires a yearly shutdown, we suggest you turn off the power supply and drain the water heater. Draining and refilling a water heater can be dangerous if not done properly.



SAFETY FIRST

Use caution when performing any of the following tasks and ensure they are done in order. It is important to also ensure the floor is dry, as electricity and water don't mix.

TO AVOID SAFETY RISKS AND DAMAGE TO THE WATER HEATER'S INTERNAL COMPONENTS, PLEASE FOLLOW THESE STEPS:

STEP 1.

Turn off the electricity to the water heater at your electrical panel. The water heater breaker should be clearly labeled. If not, please contact your electrician.

STEP 2.

Close the cold water supply to the water heater using the shut-off valve.

STEP 3.

Attach a garden hose to the drain valve located at the bottom of the water heater. Direct the other end of the hose towards a floor drain to safely drain water. If there is no floor drain you will need an electric pump to assist in draining the water.

STEP 4.

Using a flat-head screwdriver, open the drain valve by turning it counterclockwise until the water runs freely.



BE CAREFUL

The hose could be displaced by the water pressure. Since the water will be hot and may contain sediment, please take the proper safety precautions and pay attention to where the water is being drained in order to avoid damage to persons or property.



STEP 5.

Open the hot water tap located closest to the water heater. This will allow the water from the water heater to drain completely.

STEP 6.

Once the water heater has finished draining, ensure any remaining sediment is removed. To do this, open the cold water supply to the water heater using the shut-off valve. Let the water rush in for 10-30 seconds, then shut the cold water supply off again. Allow the tank to drain again. Repeat this process until the water runs clear from the hose.

STEP 7.

Using your flat-head screwdriver, close the drain valve by turning it clockwise. Ensure it is tight enough to avoid any possible leakage when the water heater is refilled.

STEP 8.

Remove the hose from the drain valve. **Be careful, the hose and the remaining water in the hose may be hot.**

STEP 9.

Close the previously opened hot water tap.



IMPORTANT

Leave both the water supply and the electricity to the water heater off until you are ready to refill the water heater.

For more information or if you have safety concerns:
1 800 663-6272 | NBPower.com/HotWater





PERFORMING SEASONAL PROPERTY CARE: *REFILLING YOUR TANK*

Now that you're ready to start using the water heater again, it's VERY important to ensure that it has filled completely to avoid damaging the internal components.



**It will take a minimum
of four hours to completely
reheat the water.**

TO REFILL THE WATER HEATER, FOLLOW THESE STEPS:

STEP 1.

Open the cold water supply to the water heater using the shut-off valve. You should be able to hear water entering the tank.

STEP 2.

To ensure the tank fills completely, open the hot water tap closest to the water heater. Important: this will allow any trapped air to be purged from the water heater. **This is critical to ensure your safety and avoid damaging the internal components.**

STEP 3.

Once the water flows freely from the opened hot water tap, the water heater is full. Now you can close the hot water tap.



IMPORTANT

Never leave an opened tap unattended as the water could overflow and cause damage.

STEP 4.

Turn the electricity back on to the water heater at your electrical panel.



NB Power's hot water service program provides you with a reliable and energy-efficient way to enjoy hot water whenever you need it.

**NB POWER'S
TOP PRIORITY IS
YOUR SAFETY.**

For more information or if you have safety concerns:
1 800 663-6272 | [NBPower.com/HotWater](https://www.nbpower.com/HotWater)