



MAINTENANCE SELF-HELP SOLUTION

NO HOT WATER

Single family homes, town homes and some condos will have a separate water heater that looks like a tall cylinder. Some are electric; some are gas. Gas fired water heaters will have a gas pipe coming into them at about 12"-18" from the floor. These will typically have a pilot light. Electric water heaters have no self-help parts, so all you can do is check your fuses or circuit breakers. If all is well there, you should skip this self-help process and call MMI's emergency line.

If there is a pilot light, the gas line will go into a box with a dial or a dial and a button. There should be instructions printed on the unit. Turn the dial to OFF and wait 5 minutes. Locate the pilot light by following the small pipe (smaller than a pencil) into the bottom of the water heater. Holding a lighted match at the pilot assembly, turn the dial to pilot and push the dial or button down to light. Once it ignites, you must continue to hold the dial or button down until the safety sensor heats. If the pilot will not stay lit after holding the button for a full minute, the sensor may be bad. Call MMI's emergency line.

If you are in a multi-family building, they often have large water heaters that serve multiple units. Call either the building management or MMI's emergency line.