

General FAQs

Why is the T&P Relief Valve(s) on PVI products rated for ASME BTU/HR (as opposed to CSA BTU/HR rating)?

PVI's water heating products are constructed and tested in accordance to ASME standards. ASME requires that each assembled product be shipped with a factory installed relief valve(s) sized in accordance with ASME requirements. However, if a local authority having jurisdiction requires a relief valve sized to CSA ratings, it is available as an installed option from the factory or may be purchased and installed in the field.

Will my water heater ship in one piece or is field assembly required?

All PVI units are completely assembled, hydrostatically tested for leaks and functionally tested prior to shipment. Some units may require larger components to be removed and packaged separately (e.g.: control valves, pumps, piping, burners, etc.) to accommodate height and space requirements for shipping. Field assembly is simple and installation instructions are included if applicable.

What is Lime-Scale?

Water contains dissolved minerals such as calcium-carbonate, magnesium, silica, iron and phosphates. When water is heated, it undergoes a chemical reaction that causes these dissolved minerals to precipitate out as solids. This precipitant (specifically calcium and magnesium) is called lime-scale which forms on the water heater surfaces. Lime-scale is a poor conductor of heat.

How do I register my product for warranty purposes?

The Startup Report furnished with each water heater must be completed and sent to PVI to register the start date of the warranty.

What is Lime-Scale affect on heat transfer?

The amount of scale produced is directly proportional to the volume of water used and the temperature of the water. If lime-scale collects on a the heat transfer surfaces of a water heater's heat exchanger, it reduces efficiency of heating by separating the heating surfaces from the water. This means less heat is transferred into the water and more money is spent heating the lime-scale instead of the water. Heat exchanger failure due to scale buildup is not covered by the warranty of most heat exchanger manufacturers.

What is causing rusty hot water?

There are a number of causes. Iron and minerals brought in from the cold water supply or piping is most common. It could also mean that the coating system (i.e.: porcelain enamel, cement, epoxy polymers, etc.) protecting any steel waterside tank surface or heat exchanger has been compromised and corrosion is occurring. You may try flushing the heater to reduce the rusty water condition until the problem is identified. An internal inspection will confirm if the heat exchanger and/or the heater requires replacement. PVI's AquaPLEX duplex stainless steel products completely eliminate failures due to corrosion.

What information do I need to provide when I call PVI Customer Service or my local sales representative?

You should always have the model number and serial number of your water heating product available.

How do I find a service company to help me?

Use our Service Contractor Locator tool in the Resources section of this website.



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