

Frequently Asked Questions

Water Heater, Heat, Air Conditioning, and Appointments

Water Heater

1. I have an electric water heater under load management, and I only have cold water. What do I do?

- ◆ If you do not have any lights in the radio control, generally this means there is insufficient voltage. Check all breakers and fuses thoroughly before calling Barron Electric.
- ◆ If there are red lights showing in the radio control, it could be a control period or a problem with your radio control. You can try to shut the power to the control off for 5 minutes, turn the power back on, wait for 10 minutes. At this time, there should only be a green light on the radio control. If this reset procedure doesn't work, it may need to be bypassed. You can call Barron Electric at (800) 322-1008 for assistance.
- ◆ If there is only a green light showing, there is something wrong with the water heater, please call a repair technician.

2. I only have hot water for a short period of time. Why?

Contact Barron Electric if the water heater was purchased at the cooperative. Parts are warranted for 6 years from the date of manufacture.

3. How do I drain my water heater tank?

1. Turn off the circuit breaker or pull the fuse for the circuit that powers the water heater.
2. Run water from a "Hot" faucet to check the temperature of the water. If the water is cold, proceed to step #4.
3. If the water from the "Hot" faucet is still hot, (with the breaker for the heater still "OFF") run water from a "Hot" faucet, until it turns cool.
4. After the water from the "Hot" faucet runs cool or cold, shut off the water supply or close the valve on the "cold" line above the heater.
5. Connect a hose to the drain valve at the bottom of the water heater.
6. Lift the lever on the T & P valve to relieve the pressure and open a hot water faucet in the kitchen, bath, or laundry. This will allow air into the tank to replace the water being drained.
7. Open the drain valve and allow the water to drain.
8. For older style (MP/MX) style tanks (flat top) the heat traps will not allow enough air in. For these tanks, open or remove the T & P Valve.

4. Why would my water temperature be hot and then cold?

The water heater may need a new thermostat. Please call a plumber or electrician. If it is a Marathon water heater under warranty, contact Barron Electric.

5. How is my 105-gallon water heater controlled?

The unit charges daily from 11 p.m. – 5 a.m., and is off all day except for a 2-1/2 hour boost mid-day. Weekends and holidays, the heater is not interrupted, unless there is a system emergency.

Radio Control

6. There are no lights in the radio control box. What do I do?

There may be a tripped breaker or blown fuse – reset or replace with a proper fuse. The lights should come on right away and stay lit for 6-9 minutes and then it will reset. Barron Electric will test the radio control if green light does not stay on. If the radio control is fine and there is a power problem, you will have to call an electrician. No lights midnight to 5 a.m.

7. What do the lights mean on my radio control box?

Red and yellow lights indicate that the load is being controlled. Green indicates the radio control is working properly. Blinking green light is normal

8. How long is air conditioning controlled?

15 minutes on and 15 minutes off during peak times, no more that 5 hours per control period unless there is a system emergency.

Heat

9. My ETS unit is not heating. What do I do?

Check the breakers, and if they are OK, Barron Electric can provide a list of contractors that are factory trained for service on the units. You are not limited to the list provided.