

Water heater leaking?

Your before-you-call checklist

Record what you can observe safely. No tools, testing, or panel removal required.

An active hazard comes first

Gas smell: leave and call the gas emergency service from outside. Do not operate switches. Keep clear of wet electrical equipment, steam, and forceful hot-water discharge. Never cap or block a relief pipe.

01 Identify the equipment

Brand / model

Serial number / installed date

Type: gas tank / electric tank / heat pump / tankless / unsure

02 Find the first wet spot - from a safe distance

Circle one: top connection / drain valve / relief pipe outlet / expansion tank / pump or piping / beneath casing / unsure

Other source nearby?

03 Describe the pattern

First noticed / drip or flow

After heating, use, or service?

Display message / recent changes

04 Prepare your call

Have the model label, installation paperwork, warranty details, and safe photos ready. Ask the professional to identify the leak source before quoting a repair. Request an itemized scope, parts, labor, and warranty coverage.

Professional / reference number

Advice received / appointment

Shut the heater down only when safely accessible and as directed by its exact instructions. This is an observation aid, not a repair procedure or professional diagnosis.

Full guide: plumbingnotworking.com/water-at-bottom-of-water-heater/