ERROR CODES

Code	Fault	Point to Check
03	EZ Link	Check communications cable. Ensure dip switch 4 on DIP1 set of switches is in the ON position on both heaters.
05	Imperfect Combustion Alarm	Clean air inlet filter. Clean combustion air fan. Clean heat exchanger fins. Check for adequate combustion air ventilation openings and clean if necessary. Check vent system for partial blockage and correct as necessary.
10	Air Supply or Exhaust Blockage *Warning code not a fault code.*	Check all vent components for proper connections. Ensure there are no restrictions in the flue inlet or exhaust. Ensure condensation trap/drain was installed correctly. Ensure heat exchanger fins, fan, and air intake are not blocked.
11	No Ignition	Ensure gas supply to the appliance is turned ON. Ensure gas type and pressure is correct. Bleed all air from gas lines. Ensure gas line, meter, and regulator are sized properly. Ensure appliance is properly grounded. Check gas solenoid valves for open or short circuits. Ensure igniter is operational. Check igniter wiring for damage. Check heat exchange thermistor and transformer.
12	Flame Failure	Ensure gas type and pressure is correct. Bleed all air from gas lines. Ensure flame rod wiring is correct. Check flame rod for carbon build-up. Ensure gas line, meter, and regulator are sized properly. Ensure appliance is properly grounded. Check gas solenoid valves for open or short circuits. Check power supply for proper voltage and voltage drops. Disconnect remote control. Check heat exchange thermistor and transformer.
14	Overheat Limiter Fault	Ensure high fire and low fire gas burner pressure is correct. Check gas type of unit and ensure it matches gas type being used. Check heat exchanger for cracks and/or separations. Check gas type connector. Check for restrictions in airflow around unit and vent terminal. Check over heat limiter wiring and ensure it is plugged in correctly.
15	Boiling Safety Device	Check for closed water heater inlet valve or restrictions in cold water inlet pipe (must be fully open). Check for clogged heat exchanger (scale build up). On a commercial water heater, lower the set point temperature below 82°C at high altitude. Check heat exchange and hot water outlet thermistor.
16	Over Temperature Warning	Check for blocked heat exchanger. Check for restrictions in airflow around unit and vent terminal. Check PGFR, heat exchanger thermistor and hot water outlet thermistor.
24	Malfunction of Operational Switch	Disconnect remote control and retry. Verify unit is electrically grounded. Ensure Min, Max and/or Adjuster buttons have not been inadvertently depressed.
29	Heat Exchanger Outlet Temp. Too Low	Check air intake filters and heat exchanger fins.
31	Water Inlet Temperature Sensor Fault	Check sensor wiring is intact and not damaged. Check and clean scale from sensor if necessary. Ensure resistance is correct.
32	Heat Exchanger Temperature Sensor Fault	
33	Outgoing Water Temperature Sensor Fault	
34	Ambient Air Temperature Sensor Fault	
35	Improper Thermistor Connection	Check that all thermistors are connected to proper connections on PCB. Ensure the hot and cold plumbing to the heater is not reversed.

ERROR CODES (cont)

Code	Fault	Remedy
51	Gas Inlet Solenoid Valve Fault	Check gas inlet solenoid valve wiring for loose or damaged terminals. Check flame rod.
52	PGFR Valve Fault	Check PGFR valve wiring for loose or damaged terminals.
61	Combustion Fan Failure	Ensure fan motor will turn freely. Motor will operate with a small amount of restriction. Check wiring to motor for damaged and/or loose connections. Ensure the flue length does not exceed max length and number of bends. Check transformer and PCB.
65	Water Volume Control Fault	Check water flow solenoid valve wiring harness for loose or damaged terminals. Check for proper voltage to water flow solenoid.
66	Water By-Pass Control Fault	Check water by-pass solenoid valve wiring harness for loose or damaged terminals. Check for proper voltage to water by-pass solenoid.
71	Gas Inlet Solenoid Valve Control Fault	Check gas inlet solenoid valve wiring for loose or damaged terminals. Ohm out solenoid valve.
72	Flame Sensing Device Fault	Ensure flame rod is touching flame when unit fires. Check inside burner chamber for any foreign material blocking flame at flame rod. Check all wiring to flame rod for damage. Check flame rod for proper voltage. Remove flame rod and check, clean with steel wool.
76	Communication Fault with Remote Control	Check remote control wiring for loose or damaged connections. Bypass remote control cable by connecting remote control directly to remote control terminals on PCB. Replace cable if found to be faulty.
79	Fan Motor Current Fault	Ensure fan motor will turn freely. Motor will operate with a small amount of restriction. Check fan motor for proper voltage and for water (condensation) damage.
80	Gas Cut-off Failure	Ohm out all solenoid valves. Check voltage of all flame rods.
82	PCB data failure. Control board is not programmed.	Ensure gas type connector is fitted.
90	Blocked Flue Fault	Clean any blockage in heat exchanger, combustion fan, inlet filter, and exhaust flue.
99	Fan Motor cannot vent	Clean Air Inlet Screen; Clear vent blockages Check for blocked heat exchanger.
No code	Nothing happens when water is flowing through unit.	Make sure unit is connected to proper power supply and circuit breakers are on. Clean inlet water supply filter. Ensure at least the minimum flow rate required is present. On new installations ensure hot and cold water lines are not crossed. Check Transformer.