

# Rinnai Error Code 10 – Air Supply or Exhaust Blockage

## What it means

The unit detected a problem with combustion air intake or exhaust venting. For safety, the heater shut down.

## Most Common Causes

- Blocked exhaust or intake vent
- Improper vent length, sizing, or fittings
- Bird nests, debris, or snow at termination
- Condensate buildup or frozen condensate
- Exhaust recirculation due to poor termination location
- Negative air pressure in mechanical room
- Failed or obstructed fan motor

## Recommended Diagnostic Steps

- Visually inspect intake and exhaust piping for blockage
- Check exterior vent terminations for debris or ice
- Verify vent length, diameter, and fittings meet Rinnai specs
- Inspect condensate drain and trap for blockage or freezing
- Check for exhaust recirculation or improper termination spacing
- Evaluate room for negative air pressure or makeup air issues
- Test combustion fan operation and amperage

## Important Notes

Error code 10 is extremely common after storms, cold snaps, or exterior work near vent terminations. Always inspect outside terminations first.

## Customer-Friendly Explanation

Error code 10 means the heater can't breathe properly. Something is blocking the air coming in or the exhaust going out, so the unit shuts down to stay safe.