

# Rinnai Error Code 11 – No Ignition

## What it means

The unit attempted to ignite but did not sense flame. In most cases, gas is not reaching or lighting at the burner.

## Most Common Causes

- Gas shut off or restricted
- Low gas pressure
- Air trapped in the gas line
- Incorrect gas type (NG vs LP)
- Dirty or faulty flame rod
- Condensate or moisture interference
- Control board not sensing flame

## Recommended Diagnostic Steps

- Verify gas shutoff valves are open
- Purge air from gas line by cycling hot water
- Confirm unit gas type matches supply
- Check static and dynamic gas pressure
- Inspect and clean flame rod and verify grounding
- Inspect venting and condensate drain
- Replace control board if all other checks pass

## Important Notes

Do not skip dynamic gas pressure testing. Many ignition failures are pressure-related even when static pressure appears normal.

## Customer-Friendly Explanation

Error code 11 means your water heater is not lighting. This is usually caused by a gas supply or ignition issue and requires proper diagnosis to restore safe operation.