

Rinnai Error Code 14 – Thermal Fuse / Overheat Protection

What it means

The unit detected excessive heat and shut down to prevent damage. This is typically triggered by the thermal fuse or overheat sensor.

Most Common Causes

- Restricted water flow through the heat exchanger
- Scale buildup inside the heat exchanger
- Blocked or restricted hot water outlet
- Improper temperature settings or recirculation issues
- Failed or weak thermal fuse
- Control board misreading temperature

Recommended Diagnostic Steps

- Verify adequate water flow at fixtures
- Inspect inlet filter for debris
- Check for scale buildup and flush heat exchanger if needed
- Confirm temperature settings and recirculation configuration
- Test thermal fuse continuity per Rinnai specs
- Replace control board if sensor readings are incorrect

Important Notes

Error code 14 is commonly associated with scaling issues. Annual flushing dramatically reduces repeat failures.

Customer-Friendly Explanation

Error code 14 means the water heater got too hot and shut itself off to prevent damage. This is usually caused by restricted water flow or mineral buildup.