

Rinnai Error Code 15 – Abnormal Combustion

What it means

The unit detected abnormal combustion conditions and shut down for safety. This is often related to airflow, gas, or combustion control problems.

Most Common Causes

- Failing or weak combustion (venturi) fan motor
- Improper gas pressure or gas type mismatch
- Blocked or restricted intake or exhaust venting
- Dirty burner or combustion chamber
- Condensate intrusion into burner area
- Faulty combustion sensors or wiring
- Control board misinterpreting combustion data

Recommended Diagnostic Steps

- Inspect intake and exhaust venting for blockage or recirculation
- Verify proper gas type and dynamic gas pressure
- Check combustion fan motor operation and RPM feedback
- Inspect burner and combustion chamber for debris or corrosion
- Inspect condensate drain and trap
- Test combustion-related sensors and wiring
- Replace fan motor or control board if required

Important Notes

Error code 15 is frequently tied to venturi fan issues or gas pressure problems. Proper combustion analysis is critical.

Customer-Friendly Explanation

Error code 15 means the heater detected unsafe burning conditions and shut down to protect the unit and home. This usually requires a professional inspection.