

# Rinnai Error Code 16 – Over Temperature Warning

## What it means

The water heater detected excessively hot outlet water and shut down to prevent scalding or damage. This is typically caused by flow or temperature control issues.

## Most Common Causes

- Low water flow through the heat exchanger
- Scale buildup inside the heat exchanger
- Blocked or partially closed hot water fixtures
- Improper recirculation or crossover
- Temperature set too high for system flow
- Faulty thermistor or temperature sensor

## Recommended Diagnostic Steps

- Confirm adequate flow rate at fixtures
- Inspect inlet filter and clean if needed
- Flush heat exchanger to remove scale
- Check for hot-to-cold crossover conditions
- Verify temperature settings and recirculation setup
- Test outlet thermistor resistance per Rinnai specs

## Important Notes

Error code 16 is commonly linked to scaling or flow restriction. Regular flushing and proper fixture flow help prevent repeat issues.

## Customer-Friendly Explanation

Error code 16 means the water coming out of the heater got too hot, so the unit shut down for safety. This is usually caused by low water flow or mineral buildup.