

# Rinnai Error Code 65 – Water Flow Control Issue

## What it means

The unit detected abnormal water flow during operation. This typically involves the water flow control valve or a flow-related sensor.

## Most Common Causes

- Failing or stuck water flow control valve
- Debris or scale restricting internal flow
- Inlet filter clogged with sediment
- Improper recirculation configuration
- Low flow fixtures below minimum activation rate
- Control board communication issue

## Recommended Diagnostic Steps

- Verify adequate flow rate at fixtures
- Inspect and clean inlet water filter
- Check for debris or scale buildup internally
- Evaluate recirculation system and crossover issues
- Test water flow control valve operation
- Replace flow control valve or control board if needed

## Important Notes

Error code 65 is often intermittent and may clear temporarily, but repeated occurrences usually indicate a failing flow control valve.

## Customer-Friendly Explanation

Error code 65 means the heater is having trouble controlling water flow. This can be caused by low flow, buildup inside the unit, or a failing internal valve.