

5. Troubleshooting

■ Error Codes and Checkpoints (With optional remote controller connected.)

Display	Description	Diagnosis Point (Trouble Point)
10	Combustion Abnormality	Check for abnormal combustion, Check flue for blockage or obstruction
11	Ignition Failure	Is gas valve open, Check gas type, Check burner window for flame, Check flame rod connection, Check igniter connection, What size is gas line, Is the LP tank full
12	Flame Rod Does Not Detect Flame (Secondary Flame Fault Detection)	Is gas valve all the way open, Check gas type, Check flame rod connection, What size is gas line, Is the LP tank full
14	Overheat Cutoff Fuse	Check connection of overheat cutoff fuse, Check for damage of fuse
16	Abnormally High Output Temperature	Check outlet water temperature, Is the water hard, Is the water pressure less than 25 PSI, Is there a clogged pre-filter or strainer
20	High Limit Switch	Check high limit switch connection, Is the water hard
21	Pressure Switch Abnormality	Check pressure switch, Check fan motor, Check flue for blockage or obstruction (For N-1321M-ASME)
29	Neutralizer Water Level Electrode Abnormality	Check for neutralizer and/or drain pipe blockage, Check for proper connection of water level electrode
30	Freeze Protection Thermostat	Check freeze protection thermostat connection
31	Inlet Thermistor Abnormality	Check inlet themister connection
32	Outlet Thermistor Abnormality	Check outlet themister connection
33	Heat Exchanger Thermostat	Check heat exchanger thermostat connection
41	Flow Sensor Abnormality	Check flow sensor for debris and/or damage
410	Multi-System Flow Imbalance Error	Check flow for blockage or obstruction Check flow sensor and filter for debris and/or damage
56	CCP Valve Abnormality	Check flow for blockage, Check CCP valve(s) for proper operation with System Controller
59	Combustion Abnormality	Check flue for blockage or obstruction Check gas pressure
61	Fan Motor Abnormality	Check that the fan is rotating
63	Recirculation Pump Error	Check for proper pump operation Check recirculation hot water supply pipe
65	Main Water Control Valve	Call Noritz Technical Supprt (866-766-7489)
66	Bypass Water Control Valve	Call Noritz Technical Supprt (866-766-7489)
70	Circuit board Abnormality	Circuit board failure
71	Gas Solenoid Valve Abnormality	Check gas valve connections, Check for damage to gas valve
72	Flame Rod Abnormality	Check for flame on burner
73	Improper Circuit Board Setting	Check circuit board for damage and proper connections, Unplug/replug power to unit if wiring was altered during operation
760	Remote Controller Transmission Abnormality	Check Remote Controller Cord, Check wiring connections if Multi-System or Quick-Connect is in use
90	Combustion Abnormality (Warning indication)	Check for abnormal combustion Check flue for blockage or obstruction
	Combustion abnormality (Unit shuts off)	Check for abnormal combustion Check flue for blockage or obstruction Check that flame ignites all across the burner
92	Neutralizer Life Cycle Warning	Replace neutralizer (Refer to instructions included with replacement neutralizer)
93	Neutralizer Life Cycle End	
99	Combustion Abnormality (Unit shuts off)	Check for abnormal combustion Check flue for blockage or obstruction
(F) 76	Multi-System Communication Error	Check for proper connection of the Quick-Connect Cord or Multi-System Controller

*In a quick connect multi-system, "F##"(except F76) indicates an error code from the secondary unit (unit without a remote). The ON/OFF condition of the neutralizer water level electrode can be checked using the maintenance monitors. When maintenance monitor number 19 reads "000", the condition of the electrode is normal. When this monitor reads "111", the condition of the electrode is abnormal.