

## Rinnai Troubleshooting Guide

If your Rinnai Continuous Flow hot water unit isn't producing hot water, there are a few simple checks you can perform before calling a technician. Your unit requires three essentials to operate: **Power, Water, and Gas**. Follow this troubleshooting guide to identify potential issues.

### POWER:

1. **Check the Power Source:** Ensure your hot water unit (HWU) is plugged into its own power point (GPO). Unplug it and test another appliance (like a phone charger or desk lamp) to confirm the power point is working.
2. **Reset the Unit:** Leave your HWU unplugged for a few minutes to clear any potential error lockouts.
3. **Contact an Electrician:** If the power point isn't working, reach out to an electrician for assistance.

### WATER:

1. **Minimum Flow Rate:** Most HWUs require a minimum water flow of about 2.5 liters per minute to operate. If the flow is below this, the unit may not turn on.
2. **Check the Inlet Strainer:** A blocked strainer can restrict water flow. Follow this video link for instructions on checking your strainer on your hot water unit. <https://www.youtube.com/watch?v=7yT11fb9bdA>
  - o **Note:** If your HWU is part of a gas-boosted solar hot water system, skip this step to avoid scalding risks. Only qualified technicians should check the strainer in such systems.
3. **Inspect Fixtures:** Blocked aerators or shower heads can significantly reduce water flow. If you notice that hot water is functioning at one fixture but running cold at another, this often indicates a blockage.
4. **Testing for Blockages:** Run Two Hot Water Taps Simultaneously. If both fixtures start to run hot, it confirms a blockage in one of the fixtures.
  - o **Contact a Plumber:** If a blockage is confirmed, reach out to a plumber to clean the affected fixtures.
5. **Check for Cross Connections:** Turn off the cold-water valve on the HWU (located on the middle pipe). If cold water runs from a hot tap when isolated, there's a cross connection. Contact a plumber to investigate.

### GAS:

1. **Check Gas Valves:** Ensure the gas valves to your meter and HWU are turned on. Any other gas-related issues should be handled by a qualified gas plumber.

If you've checked Power, Water, and Gas and still have no hot water, please contact Rinnai at **1300 555 545** to book a service, or visit our website at [Rinnai.com.au](https://rinnai.com.au).

Thank you for reaching out to Rinnai!