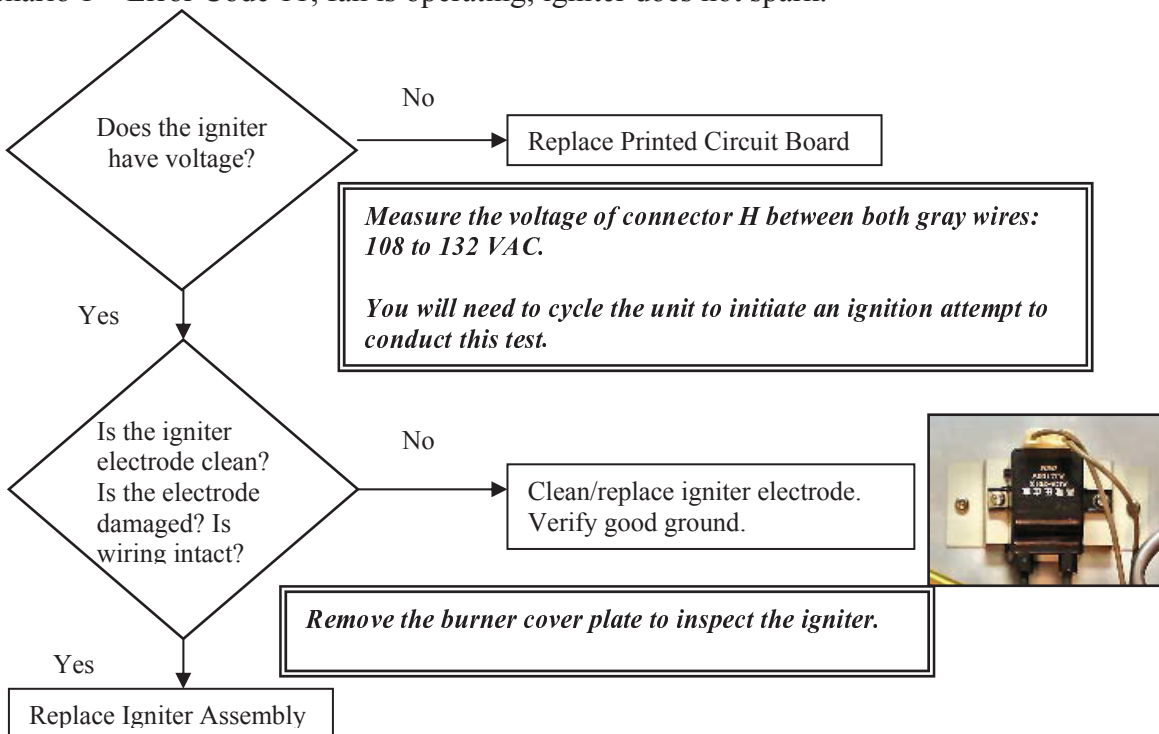


Error Code 11

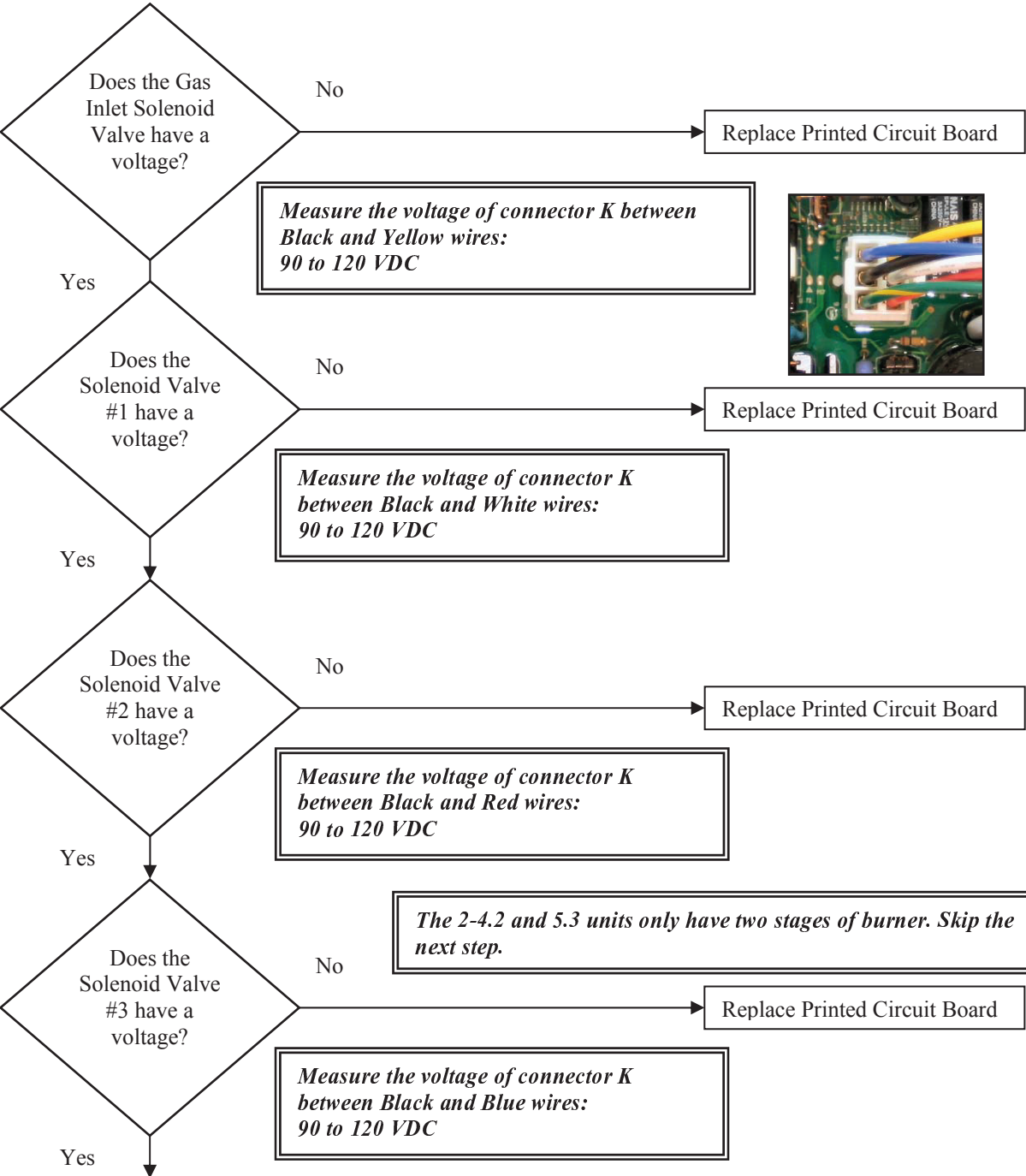
Explanation: No ignition. This error code can be caused by one of three different scenarios. Please match the scenario to the fault condition before you troubleshoot. At a minimum check the following in all cases:

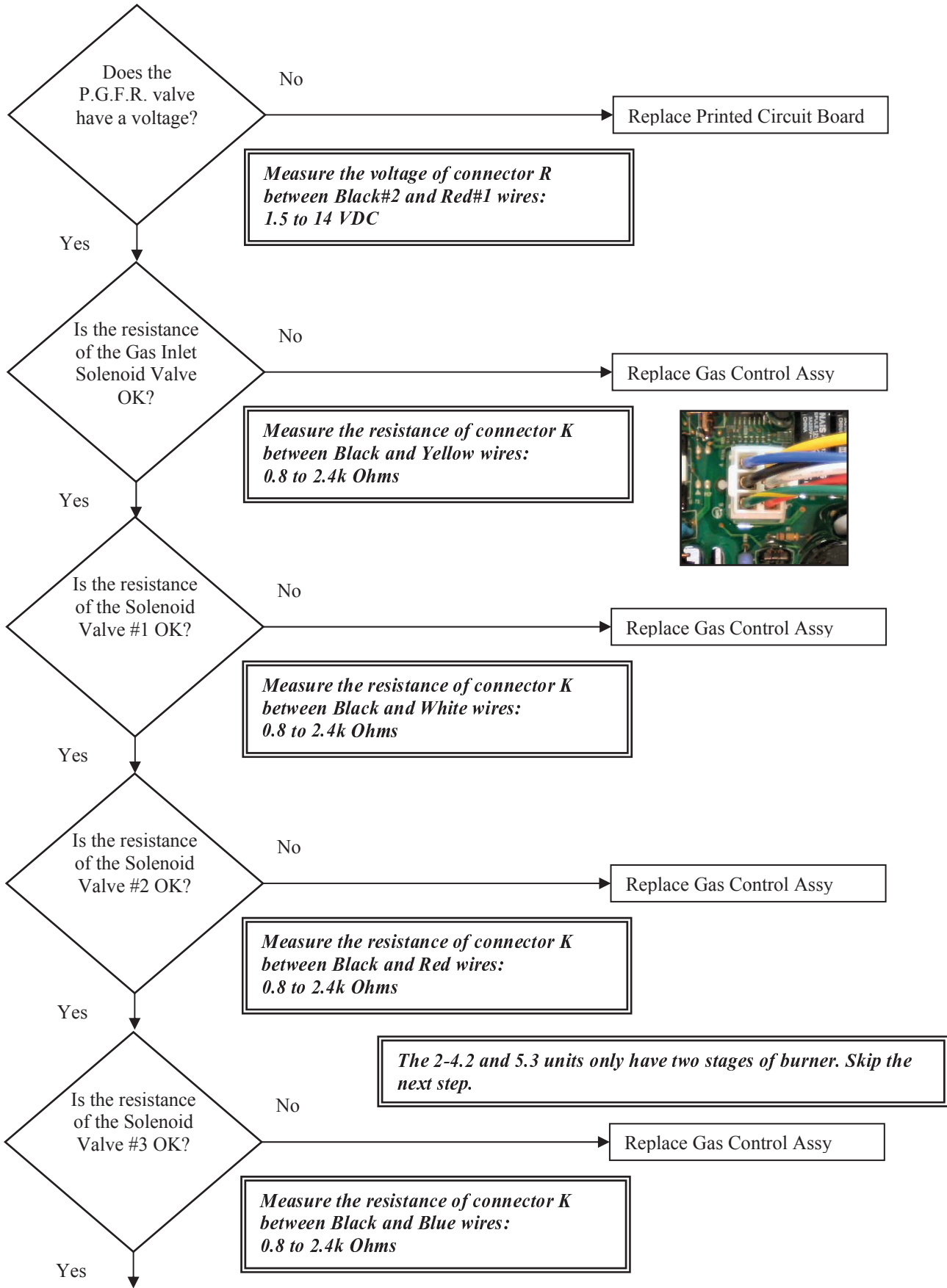
7. Ensure you have gas to the appliance.
8. Bleed all air from gas lines.
9. Ensure appliance is properly grounded.
10. Ensure gas line, meter, and regulator are sized properly.
11. Ensure gas type and gas pressure to the machine is correct.
12. Flex lines with a full 3/4 inch inside diameter may also restrict fuel flow enough to give you error code 11. We do not condone the use of flex line gas piping with tankless.

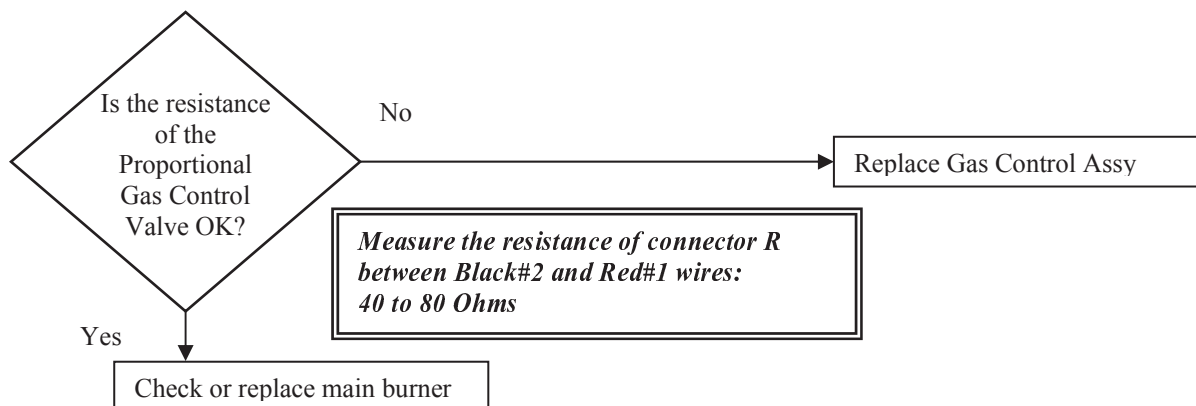
Scenario 1 – Error Code 11; fan is operating; igniter does not spark.



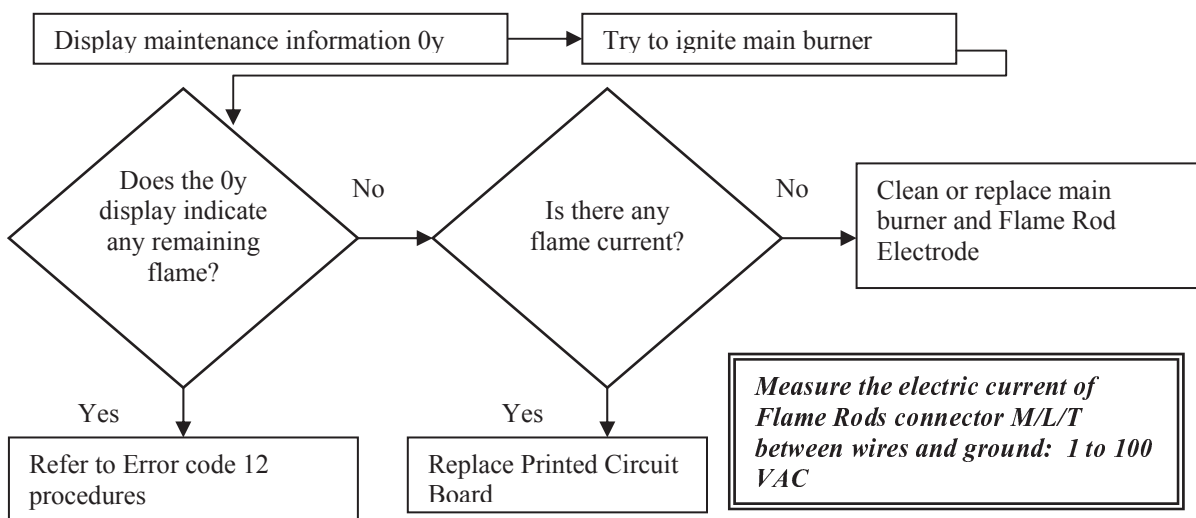
Scenario 2 – Error Code 11; fan is operating; igniter does spark; main burner does not ignite.







Scenario 3 – Error Code 11; main burner ignites, but shuts off after ignition.



Flame Rod Status: X=not detecting flame; O=is detecting flame

0y display	00	01	02	03	04	05	06	07
Flame Rod 1(white)	X	O	X	O	X	O	X	O
Flame Rod 2(red)	X	X	O	O	X	X	O	O
Flame Rod 3(blue)	X	X	X	X	O	O	O	O

Note: Notice the colors of the wires to the gas valve solenoids are the same color as the respective flame rods. Flame Rod 1 is the white wire and goes to the right front half burner. Flame Rod 2 is the red wire and goes to the right rear half burner. Flame Rod 3 is the blue wire and goes to the left burner. (74 Series Only)

Normal flame rod status in the control panel with the burner on should be 01, 03 or 07.

If the burner has been removed for any reason AND any other flame rod status showing detecting flame (zero) probably indicates the flame rod wires are not correctly connected at the flame rod on the burner.

