
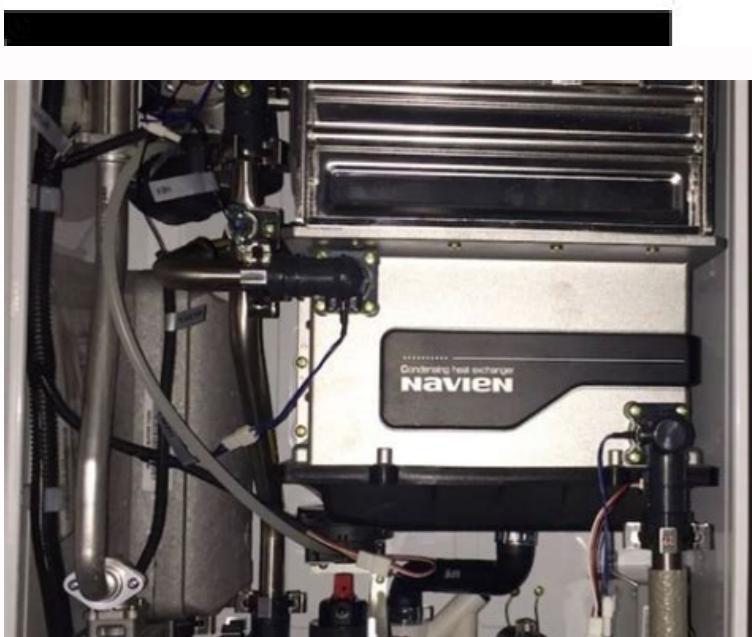
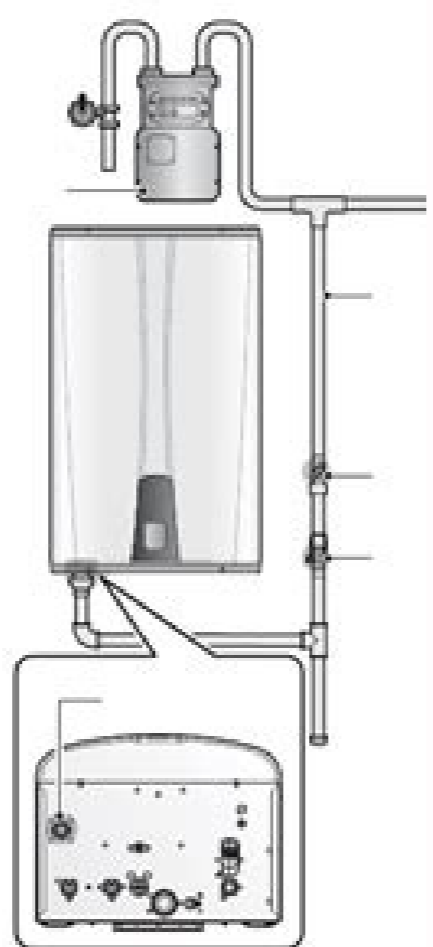
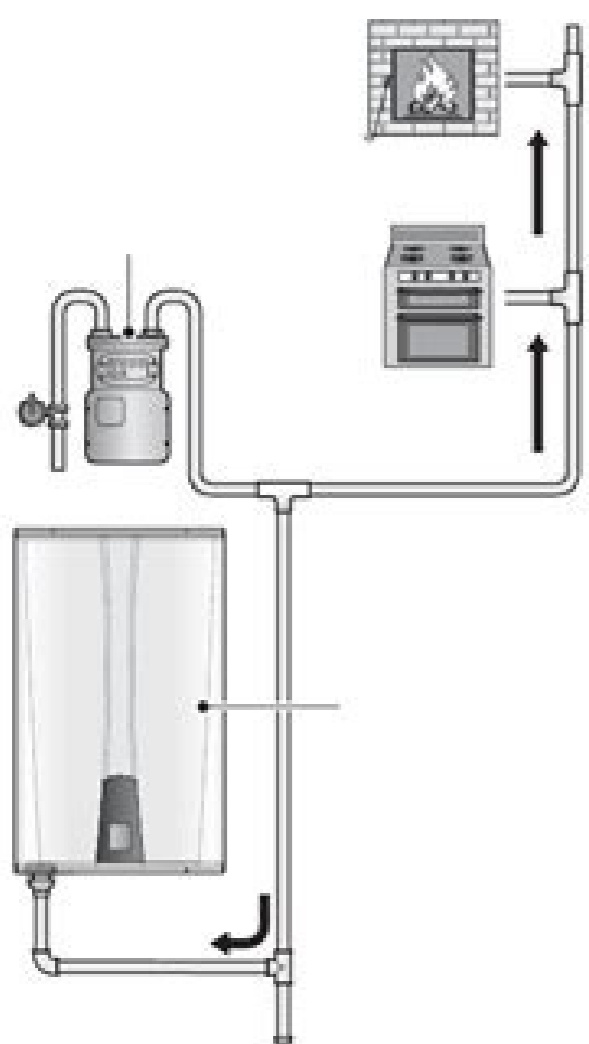


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Code	Description	Resolution
e10	Water flow sensor error	Check water flow sensor connection and operation.
e11	Water flow sensor error	Check water flow sensor connection and operation.
e12	Water flow sensor error	Check water flow sensor connection and operation.
e13	Water flow sensor error	Check water flow sensor connection and operation.
e14	Water flow sensor error	Check water flow sensor connection and operation.
e15	Water flow sensor error	Check water flow sensor connection and operation.
e16	Water flow sensor error	Check water flow sensor connection and operation.
e17	Water flow sensor error	Check water flow sensor connection and operation.
e18	Water flow sensor error	Check water flow sensor connection and operation.
e19	Water flow sensor error	Check water flow sensor connection and operation.
e20	Water flow sensor error	Check water flow sensor connection and operation.
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e97	Water flow sensor error	Check water flow sensor connection and operation.
e98	Water flow sensor error	Check water flow sensor connection and operation.
e99	Water flow sensor error	Check water flow sensor connection and operation.

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Pre-mix system reduces emissions and increase efficiency. Effects temperature fluctu...Version 2.21 72 npe service manual 4.11.15 circulation pump ("a" models only) part check point function 1. No 5.1.25 782error error occurrence conditions and check items reconnect panel to the pcb 1 step...Troubleshooting 117 5.1.26 740error error occurrence conditions and check items error description e740 abnormal outdoor sensor if an error (under 2.2kΩ or over 122.2kΩ) in the outdoor sensor is detected continuously for 3 seconds, the system displays the error message e740 on the front panel. Replace the pcb if power is not supplied. Remove the old condensation trap and replace it with the new part. Excessively high water temperatures (more than 197.6 °F or 92 °C) in heat exchanger will...Version 2.21 60 npe service manual 4.11.3 thermistor part check point function measure inlet, outlet, and internal heat exchanger temperatures in the water heater. If any of the thermistors fail, an error ...System details 61 4.11.4 fan motor part check point function to provide combustion air into the burner and to purge exhaust flue gas. Defective pcb 2. Figure 34 6. If the cur...Version 2.21 100 npe service manual 5.1.12 421error error conditions and check items error description e421 heat exchanger input temperature sensor open if an error (open: 14°F(-10°C) or lower) in the heat exchanger input temperature sensor is detected, the system displays the 421e error on the fro... Troubleshooting 01 5.1.13 432error error occurrence conditions and check items error description e432 cold water water temperature sensor open if an error (open: 14°F(-10°C) or lower) in the cold water temperature sensor is detected, the system displays the 432e (cleared automatically) error messag...Version 2.21 102 npe service manual check method fault possible causes check method defective sensor defective temperature sensor connector check if the cold water temperature sensor is open and if the connector is attached properly. If conversion to propane gas is required, the conversion kit supplied with the water heater must be used. Figure 30 6. (when replacing the pcb, turn off the unit and then wait for at least 10 second...Version 2.21 98 npe service manual 5.1.10 110error error occurrence conditions and check items error description e110 air pressure error the system senses the air volume and the rpm signal, and displays 110e on the front panel in the following cases: 1. Item description display method power on normal operation ...Version 2.21 40 npe service manual 4.7.10 setting the operation mode 1. ● use a multimeter to see if the resistance is normal (0.3Ω) or abnormal (∞). Entering the r&d information menu follow the instructions below to enter the r&d information menu. If the unit detects extremely high temperatures, it will automatically trip and shut down the unit. Component assembly diagrams and particular parts lists are included in the appendix. If the unit is experiencing an error, the error code will continue to display on the front panel even if the unit is turned off. Page 18 Getting service if your water heater requires service, you have several options for getting service: ● contact technical support at 1-800-519-8794 or on the website: www.Navien.Com. Fan speed failure: the fan rpm is around 0 rpm. ...Version 2.21 48 npe service manual component test performed display dual venturi after starting the test, the dual venturi is turned on, and whenever the [+], [-] button is pressed, the condition is toggled as on – off or off – on. When ...Inspection and maintenance schedule 147 8.1.3 flushing the heat exchanger caution flushing the heat exchanger shall be performed only by an authorized technician or licensed professional. Replace the old air pressure sensor with the new part. Damage to and/or water leakage from the water flow sensor. Dual venturi off stage 1 dual ...System details 21 1. Reconnect the hose to the condensate trap. Failure to comply will cause a gas leak, resulting in severe personal injury or death. Check if the cold water filter is clogged. Set the front panel dip switches at t...System details 29 4.6 gas conversion npe series water heaters are configured for natural gas from the factory. Remove the 2 stainless steel clips from the water adjustment valve connections. If the offset value is out of range, the gas valve set screw will need to be adjusted. When the remote controller is not connected: preheating will operate based on the setting of the dip switches on the front panel. A error g master unit a code will appear on the disp...System details 35 4.7.2 adjusting the water temperature warning before adjusting the water temperature, read "hot water temperature setting" on page 40 carefully. The flow sensor is defective if the water flow displayed is 0.0 gal/min when the pump is operating or when water is dis...Troubleshooting 107 5.1.16 439error error occurrence conditions and check items error description e439 flow sensor error as one or more units are operating in the cascade system, if no flow is detected while the system opens the water adjustment valve, the system considers it as a defective flow sen...Version 2.21 108 npe service manual check method fault possible causes check method no hot water flow cold water supply error 1. 12. T...Version 2.21 64 npe service manual 4.11.7 aps part check point function detecting the air pressure entering the burner system. Technical data 16 3.1 general specification...5 warranty service at its option, navien will replace the defective component (part(s) or heat exchanger), in accordance with the terms of this limited warranty, if it fails in normal use and service during the applicable warranty period identified above. If flow is not sensed after the pump has started, the system displays 439e (cleared automa...Version 2.21 106 npe service manual check method fault possible causes check method pump malfunction defective flow sensor check the current flow rate displayed on the front panel. Whenever the [+], [-] button is pressed, the condition is toggled as...System details 49 3. Confirm rms voltage. While the filters are removed, rinse it with clean running water (cold) and, if necessary, scrub it clean with a brush. Secure the pum...Replacement of parts 131 5. Unable to initialize/sustain combustion. Once the gas orifice is exposed, remove the two screws that hold the part in place. ● when configuring a cascade system, all settings other than the high altitude, gas type and preheating settings are controlled by the dip switch settings on the master unit. 5. ● remove the gas inlet pipe and check the orifice plate. Tankless Water heater manuals can be complex. At Hoffmann Brothers, our Navien contractors are available to help identify the very technical language found in popular Navien water heater manuals and break them down into easy to understand terms, highlighting the most important elements for your Navien products. Check that the impeller rotates freely...Version 2.21 110 npe service manual 5.1.17 441error error occurrence conditions and check items before measuring resistance of the thermistor, detach the connector from the pcb. Page 12 Getting service if your water heater requires service, you have several options for getting service: ● contact technical support at 1-800-519-8794 or on the website: www.Navien.Com. No check method fault possible causes check method remote controller / pcb error malfunction of water adjustment valve de...Version 2.21 104 npe service manual emergency measures for a blocked water adjustment valve * (refer to page 47 for component test mode information) 1. Page 6 Getting service if your water heater requires service, you have several options for getting service: ● contact technical support at 1-800-519-8794 or on the website: www.Navien.Com. Drain water from the unit, then remove the 4 screws and retaining clips from the flow sensor. If power supply is norma...Troubleshooting 81 failure mode cause check method flame loss and noise occurs at ignition check if there are any blockages in the gas orifice plate. Page 20 Getting service if your water heater requires service, you have several options for getting service: ● contact technical support at 1-800-519-8794 or on the website: www.Navien.Com. Imperfect and/or abnormal flame occurs. Select the desired test mode in the information menu using the [+]/[-] button. Wait for the water heater to become cool. 6.2.3 fan motor (combu...Replacement of parts 123 12. Effects ign...System details 69 4.11.12 primary heat exchanger part check point function 1. Internal circulation will minimize the effect of temperature fluctuations and external circulation delivers hot water to... Troubleshooting 73 5.1 error code list error code sub code function self-diagnostic/action e003 0 ignition failure * check to see if the main gas supply valve is open. Th...Version 2.21 0 npe service manual 4.11.5 flame rod assembly part check point function to ignite gas by repeatedly discharging a high voltage spark to the main burner until gas ignites. 10.3.1 system wiring examples refer to the following wiring diagrams to properly install wiring for various setups you may need in your system. Just one Navien water heater manual for all NPE-A and NPE-S units. Unable to detect or measure water flow rate. Keep this manual near

