



 **NAVIENT**

# Tankless Water Heater Guide



# Complete Navien Brand Guide

Tankless water heaters boast plenty of benefits for your home, like endless hot water and lower monthly bills. But if you opened this guide, you're probably wondering if all tankless water heaters perform at the same level. To be blunt, no, they don't. Just like other appliances around the house, some brands make higher-quality products than others.

Monkey Wrench Plumbing, Heating & Air has over 15 years in the field installing and servicing tankless water heaters from the best brands on the market. Navien ranks among the top contenders in the industry. But how do we gauge that metric? Are Navien tankless water heaters more reliable? Do they have more features? How do they compare to other top brands, like [Noritz](#)?

The above are just a couple of talking points we'll cover throughout this guide.

Included in this guide are the most common topics and questions brought up by our customers, including the following:

- [A Navien brand review](#)
- [The cost of a Navien tankless water heater](#)
- [Qualifying rebates and tax credits](#)
- [Popular Brand Comparisons](#)
- [Common Navien Error Codes in Los Angeles County](#)

If you're interested in a specific topic, click the corresponding link, otherwise, let's get to know Navien as a brand. Ready? Let's go!

---

## Navien Brand Review: An Innovative Frontrunner with Lighter Variety

Navigating the sheer amount of tankless water heater options is difficult. Knowing which brands you can trust is half the battle. Luckily, there is a handful of trustworthy options, Navien being one of them. But we're here to give you just the facts so you can decide for yourself whether Navien is worth your dollar.

This review will touch on key points of interest, including:

- [Brand History](#)
- [Cost](#)
- [Warranty](#)
- [Efficiency](#)
- [Availability](#)
- [Variety](#)
- [Additional Features](#)

By the end of the review, you'll have a better idea of why Navien is trusted by homeowners and contractors alike. With this knowledge, you'll be able to develop your own opinions on Navien but remember, one review shouldn't be your end-all, be-all for information. Check out a couple of other sources to build out a complete picture.

Now, let's jump in by getting to know Navien's story.

### Navien Brand History

- Founded in 1978
- Began producing tankless water heaters in 2012
- Highly regarded among contractors
- Reputation built around attentive customer service

**Navien launched in 1978 and entered the boiler game in 1988.** From there, the company moved into the tankless water heater space in 2012. Since it began producing tankless water heaters, Navien has made consistent strides to improve tankless technology, but more on that later.

**Like its competitor, Noritz, Navien has built a reputation of reliability and trust among contractors. For many, Navien is one of a handful of go-to choices when it comes to tankless water heaters.**

**The company has also built a solid reputation around its customer service.** From knowledgeable staff to making contractor recommendations based on customer locations, Navien is on the right track when it comes to helping its customers.

But this kind of brand recognition always comes with a catch, and for Navien, it's the cost of the tankless water heaters.

### How Much Do Navien Tankless Water Heaters Cost?

- Higher cost than competitors like Takagi
- \$1,200 to \$2,300 without installation

When buying a product with so much brand recognition, a premium is almost always attached. That isn't to say the price isn't justified by constant iterating and betterment of technology, but it does mean that Navien can fall out of some homeowners' price ranges.

**Typically, a Navien tankless water heater will run between \$1,200 to \$2,300 without installation. Adding in installation, you're looking at anywhere between \$4,700 and \$8,300.** Your installation cost will vary depending on your contractor and the type of installation service performed since some companies provide premium installation with add-ons to keep your tankless water heater running at its peak.

But what does Navien do to help protect your investment?

### What to Expect from a Navien Tankless Water Heater Warranty

- 15-year warranty
- Above-average warranty term

Part of what helped make Navien a frontrunner in the tankless water heater industry was its warranty coverage. **Navien's coverage of up to 15 years was the pinnacle of protection for quite some time.** The company has since

relinquished the crown to Noritz, which hosts up to 25 years of warranty coverage on select models.

It's important to note that the standard warranty for a tankless water heater is about 12 years, making Navien's 15-year warranty stand out slightly more than the average bear. Noritz and Navien are often seen as neck-and-neck competitors aside from this one major area. **So, if you're looking for the best warranty coverage around, Noritz is likely the better option for you, depending on the model you're after.**

Still, Navien has more to offer than just above-average warranty coverage.

### Navien Tankless Water Heater Efficiency

- Up to 98% efficiency, leading the pack
- High-efficiency models qualify for maximum California rebates and federal tax credit

If you're concerned with making your home a bit greener or even just looking to save a couple of bucks on your annual gas or energy bills, Navien tankless water heaters are a sound option. **Navien's tankless water heaters reach up to 98% efficiency, meaning minimal energy waste.**

**Navien also makes high-efficiency models, which can net the maximum in California rebates and federal tax credits. A high-efficiency model will get you \$1,000 back in your pocket and a \$600 tax credit.**

Getting the most efficiency possible is great and all, but can you easily get your hands on a Navien tankless water heater?

### Are Navien Tankless Water Heaters Readily Available?

- Readily available
- Easy Los Angeles County access to parts

**Luckily, Navien tankless water heaters aren't in short supply. In fact, availability gets even better if you're a Southern California resident since the company has a headquarters locally. This means less wait time and contractors**

**having more access to parts.** While there's no predicting supply chain shortages as we saw during the Covid-19 pandemic, Navien is reliable when it comes to keeping its warehouse stocked.

## What Kind of Variety Can You Expect from Navien?

- Only stainless steel heat exchangers
- Variety of models for different sizes of home
- Indoor and outdoor models

When talking about the variety Navien provides, the conversation quickly becomes a double-edged sword. **Navien is credited with pioneering tankless water heater advancements like the stainless steel heat exchanger. As such, stainless steel core models are the bread and butter of Navien's business.**

**You won't see a copper-core tankless water heater in Navien's lineup, meaning there's an inherent lack of variety.** But stainless steel heat exchangers are heralded as the superior choice in tankless water heaters. So, this really comes down to your personal preference and budget.

Aside from the heat exchangers, Navien has indoor and outdoor models for additional flexibility in placement. This flexibility is nice to have when you're unsure of where the best place to install a tankless water heater is, giving your technician more wiggle room during the consultation.

You'll also find options that cover a single fixture to up to four bathrooms. This is the type of variety you look for in a top-end tankless water heater producer. Navien, like Noritz, provides a solid lineup for customers to choose from, with ample options to suit any home or family size.

But variety is more than just heat exchangers and capacity. There's much more to look at in terms of additional features.

## Additional Navien Tankless Water Heater Features

- Pioneered stainless steel heat exchanger
- Pioneered built-in recirculation pump
- Wi-Fi controllers, app-based notifications and support

Earlier, it was mentioned that Navien is a pioneering company consistently pushing the industry forward. While we touched on the stainless steel heat exchangers, there's a bit more to look at here.

**Another major pioneering moment for Navien is its implementation of a built-in recirculation pump.** Typically, this device would be an external add-on, but Navien trims down the process on select models.

Just like Noritz, Navien is also pushing to make your home more connected and efficient. Features like Wi-Fi controllers and app-based notifications and support.

### Pros

- Reputation
- Pioneering
- High-efficiency
- Qualifies for maximum rebates and credits
- Widely available
- Acceptable variety
- Above average warranty
- Additional features on offer

### Cons

- Brand recognition and pioneering inform cost
- No longer the strongest warranty
- Slimmer variety without copper-core models

Now that you have a better idea of how Navien stands on its own two legs, let's expand on one of the most common questions we get about Navien tankless water heaters: cost.

---

## Cost of a Navien Tankless Water Heater

Because Navien carries a range of products, it's difficult to give concrete pricing information. We typically refer to the price scale in ranges to provide the most helpful information possible. If you explored the above section, you've already seen the price range for Navien, but we can also account for other factors that influence the cost.

Similar to Noritz, a Navien tankless water heater runs between **\$1,200 to \$2,300 for a residential unit alone.**

Your total investment will scale depending on the **size of your home, water demand, and the number of bathrooms.** If you'd like to get a better sense of your home's needs, take these [3 steps to determine which size of tankless water heater is right for you.](#)

## Factors that Impact Cost

A tankless water heater is useless on its own. This means you'll have to navigate the installation process to get a return on your investment. **But it isn't just installation that can increase the cost of a Navien tankless water heater.**

Factors that impact cost are:

- [Installation](#)
- [Venting](#)
- [Water Lines](#)
- [Gas Lines](#)

Here are a couple of things to keep in mind before going all-in on a Navien tankless water heater.

### Installation

There's no getting around [installation costs](#) for any major home upgrade.

**Sure, the top-end cost of a Navien tankless water heater is around \$2,300, but installation costs can easily inflate your investment closer to between \$4,700-\$8,300.** You might think this is a pretty big range, and you're right, but this includes installers with different installation tiers.



Some companies provide basic and premium installation packages. While you'll get the standard water connections, gas connections, [new isolation valves](#), and the unit, premium installations can bake in more long-term value.

Premium installations often add in items like an [expansion tank](#), a [neutralizer](#), and [water treatment](#) to keep your tankless water heater running at its peak.

Looking past the initial installation cost, a few things can stack up during the installation process.

## Venting

**On the low end, adjustments to your home's [existing venting](#) or completely replacing it can cost about \$395.** Venting can get pricy depending on the situation, though.

**Basically, the more venting, the more expensive the installation. For instance, a foot of venting is going to be cheaper than five feet of venting.** So, if your home requires more venting, you can expect an additional cost here.

Additionally, your water heater's location plays a role here. And in other cases, some factors can necessitate a specific type of venting that differs from a standard installation. These are just a couple of examples of what you might run into.

Some homes don't require as much as others, but it's always best to play it safe when budgeting a project.

## Water Lines

**Depending on the state of your water lines, a technician may need to replace them to get your tankless water heater installed safely.** But if you choose to relocate your water heater, you'll certainly be seeing some additions to your final bill since you'll need some new water lines.

**To run new lines or fix up older ones, you could be looking at an additional \$395 to \$995.** What may start as a somewhat modest investment can quickly work its way up to feeling like a weightier cost. This is another factor you'll want to consider while heading into the installation process.

## Gas Lines

From the outset of the installation process, you might think your [gas lines](#) are up to snuff. But the reality of the situation is that many homes have gas lines that are incompatible with tankless water heaters.

**Many homes feature ½-inch gas lines, but tankless water heaters often require ¾-inch gas lines.** If this is the case with your home, then they'll need to be swapped out, which will hand you a price bump.

Even if your gas lines fit correctly, their condition is also important. **If your lines aren't in good enough shape, you'll need to have them replaced to ensure the safety of your household.**

Replacing gas lines is one of the costlier pitfalls you may face. **On the high end, you're looking at around \$3,900 to have them replaced.**

Now that we've covered what to expect regarding your total investment, we can look at ways to circumvent some of that upfront cost.

---

## 2023 Navien Tankless Water Heater Rebates for Los Angeles

If you're making the change to a tankless water heater from a tank-style one, then you've got a lot to look forward to in terms of benefits. From lower gas bills to endless hot water, there's a lot to warrant the upfront investment. But for those interested in recouping some of that investment, there are rebates and tax credits available for Navien tankless water heaters.

Join us as we walk you through how to file a rebate for Navien tankless water heaters as well as how to apply for federal tax credits. After reading this section, you'll know how to file a rebate and/or tax credit easily, which will save you time and money.

### What Tankless Water Heater Qualifies for a Tax Credit?

Government sites can be confusing to navigate when you're looking for specific information. Trying to figure out if a tankless water heater is eligible can also be tricky to figure out. Let's look at the information posted by the IRS

surrounding the residential energy-efficient property credit to make sense of things.

According to [the IRS](#), tankless water heaters qualify for the tax credit by being designated as “any item of energy-efficient building property.”

In 2022, this credit granted homeowners \$300 in tax credits, but this changed in 2023. [The Energy Efficient Home Improvement Tax Credit](#), from the [Inflation Reduction Act of 2022](#), details that **some high-efficiency tankless water heater models qualify for a tax credit of up to 30% of the cost of the tankless water heater and installation of up to \$600.** [Compared to 2022](#), this essentially doubles to potential credit.

## How Do Tankless Water Heaters Qualify for Rebate Tiers?

[The Department of Energy](#) simulates real-life conditions to test and determine tankless water heater efficiency. After testing, **the tankless water heater or heaters receive a Uniform Energy Factor (UEF) rating.**

Tankless water heaters that receive a **UEF rating of 0.95 or higher and Energy Star certification** will qualify for the **maximum rebate of \$1,000**. Going down the scale, a **UEF rating of 0.87 to 0.94 with Energy Star certification nets you \$800**. On the lower end, a **UEF rating of 0.82 to 0.86 grants homeowners an \$80 rebate**.

**After April 1, 2023, the rebate for tankless water heaters rated between 0.82 and 0.86 UEF will drop to \$80 from \$600 if purchased after April 1.**

## Navien Tankless Water Heaters Qualifying for Rebate

It's no surprise that different tankless water heater models vary in terms of efficiency. This means that there are certain tiers of qualified high-efficiency tankless water heaters fall into. There are three rebated tiers.

**The highest efficiency tier qualifies for the maximum \$1,000 rebate.**

There aren't as many models in this tier as in the mid-tier, but these models are some of the more popular options. Looking at the **mid-tier options**, this Navien tankless water heater will earn you **\$800** back in rebates. Navien does not have any tankless water heater models that qualify for the lower tier,

which otherwise earns homeowners **\$80** back.

Let's break things down tier by tier based on which models match [SoCal Gas's criteria](#). **This list may change over time due to alterations in rebate policies.**

### \$1,000 Navien Tankless Water Heater Models

- NPE240A2/S2
- NPE210A2/S2
- NPE180A2/S2

### \$800 Navien Tankless Water Heater Models

- NPE150S2

## How to Apply for Los Angeles Tankless Water Heater Rebates

Getting your Navien tankless water heater rebate is easier than it sounds. After checking a few boxes, you'll be well on your way to grabbing up to \$1,000 in rebates and up to \$600 in federal tax credits. Stick to the steps below to ensure an extra return on your investment.

How to secure your Navien tankless water heater rebate:

- **Upgrade to a high-efficiency Navien tankless water heater.**
  - These rebates are **only available** for those **upgrading to a tankless water heater for the first time**.
- **Be sure you purchase your Navien tankless water heater by December 31, 2023.**
  - Hold on to all of your dated receipts and invoices, just in case it is required at any point in the process.
- **Apply for a rebate on the SoCal Gas website [here](#).**
  - Long Beach residents must follow a slightly different process and apply [here](#). The form has not been updated yet but is expected to be.
- **Submit your tankless water heater information and [tax credit form](#) while filing your taxes to apply for the maximum tax credit.**
  - The tax credit form has not yet been updated for 2023 but is expected to be later in the year.

You should **expect a check in about four to eight weeks** after you file for a rebate. In the case of your application being denied due to something like incorrect information, you'll have to resubmit and wait for another four to eight weeks.

Sticking to the above steps could help you pocket up to \$1,600 in rebates and tax credits, meaning a somewhat timely return on your upfront investment.

---

## Popular Brand Comparisons

With overall cost and rebate opportunities out of the way. We can start looking at how Navien compares to other popular brands in the industry. We've created two comparison breakdowns that account for Navien and other top brands like Noritz and Rheem.

By brushing up on each brand with these comparisons, you'll get a better idea of where Navien shines and where it might need future improvement.

With that preamble out of the way, let's look at Noritz vs. Navien to see how these two tankless water heater giants compare. While both brands are considered leaders in the industry, it can be hard to tell which one is best for you. But after reading through this comparison, you'll be on your way to selecting the best option for your home's needs.

Follow along as we categorically break down Noritz and Navien.

## Noritz vs. Navien: What's the Difference?

To understand each brand, you'll need a broad overview of certain factors. In the following section, we'll take a look at the following:

- [Technology](#)
- [Efficiency](#)
- [Price](#)
- [Warranty](#)
- [Parts Availability](#)
- [Rebates](#)

Check out how Noritz and Navien stack up in terms of technology.

## Technology

When you hear the word technology, you're probably thinking about complicated electronics. While both brands feature models with onboard computer boards, technology, in this instance, refers specifically to heat exchangers and the strides both companies have made.

**Both Navien and Noritz feature the latest and greatest heat exchanger technology in the form of stainless steel heat exchangers.** The kicker here is that **Navien is credited with revolutionizing the field with the world's first stainless steel heat exchanger** for tankless water heaters, giving them an added layer of trustworthiness.

**Navien also pioneered the first built-in recirculation pumps**, which were previously added onto tankless water heaters during installation. Noritz has since adopted the technology, but Navien gets the benefit of being first on the scene with new, more convenient technology yet again.

Noritz gives itself an edge in the technology department, though. **The company's EZ series is designed to make switching from a tank-style water heater to a tankless water heater a relative breeze.** Thanks to some creative placement of the water inlet and outlet, the EZ series ensures that you won't have to run new water lines when making the switch, **saving you hundreds in the process.**

All of these strides are great and all, but what about efficiency? What good is top-of-the-line technology if it costs you an arm and a leg in bills every month?

## Efficiency

When you look at anything that impacts the environment and your monthly bills, efficiency is top of mind. Luckily, tankless water heaters are highly efficient, and the case is no different for Noritz and Navien.

Being two of the industry's top earners, Navien and Noritz both offer homeowners high efficiency across their many respective models. **Looking at Navien specifically, you can expect up to 98% efficiency.**

**On the Noritz side, high-efficiency models can reach up to 96% efficiency.** While this is 2% beneath Navien, Noritz is still right at the top. Navien has the slightest edge here, but **the difference isn't enough to sway an opinion in either direction when you're comparing the two brands.**

High-efficiency models are great, but what about the cost? What can you expect from each brand?

## Price

Price is another area where both brands are neck in neck. To keep it brief, you can expect to pay between **\$1,200-\$2,300 for a tankless water heater alone. With installation, you're looking at anywhere between \$4,700 and \$8,300**, depending on if your installer offers premium installation services with multiple add-on components like water treatment.

Luckily, both brands offer warranty coverage to help protect your upfront investment.

## Warranty

Ok, you get it by now. Both Navien and Noritz are top-end brands with little to differentiate them. But when it comes to warranty, one company stands a bit taller than the other.

For years, **Navien led the way regarding warranties with a blanket 15-year warranty on all of its heat exchangers**. But, Noritz has since surpassed Navien as the industry leader in terms of warranties. **Noritz now offers a 25-year warranty on select models, like the EZ series**. This warranty term is far and away from the company's previous 12-year standard.

**Both Navien and Noritz stand by their respective warranties and honor many first-time replacements in a show of good faith**. There's no runaround here, just a warranty that its issuer steadily backs.

So, you've got a great warranty, but what about parts? Are they difficult to get? Do I need to go through a contractor? The answer is a mixed bag.

## Parts Availability

While Navien and Noritz sport solid warranty coverage, they don't handle getting ahold of parts similarly. One offers more convenient access, while the other can make it quite difficult for some homeowners.

Both companies allow homeowners to buy parts directly from their stock,

but Navien draws a line past a certain point on who can purchase directly. **If your tankless water heater is out of warranty, you won't have direct access to Navien's parts stock. Instead, you'll need to get a contractor involved to buy from Navien directly.**

Granted, this won't be an issue for 15 years or so in most cases, but it is still something to think about if you fancy yourself to be a do-it-yourself type.

## Rebates

If you live in California, you can net rebates and tax credits for purchasing a tankless water heater. **Going with either a Navien or Noritz will earn you about \$1,000 in rebates on most models and a \$300 tax credit.**

These are the maximum rebates and credits available right now. Considering how close both brands have been thus far, their even-keel rebate and tax credit value bring them even closer together in terms of similarity.

## Neck-and-Neck Tankless Water Heater Performance

We touched on all the ways Noritz and Navien are similar and different. Now, you've got a better idea of why these two brands are at the top of the industry and that you can't go wrong with either of them if your budget allows.

We get that a single comparison isn't enough to build a full opinion; that's why we encourage you to look into other comparisons like Navien vs. Rheem tankless water heaters.

---

## Navien vs. Rheem: What's the Difference?

Noritz and Navien are both popular brands available through installers, but what about hardware store brands? To explore this, we'll look at Rheem, a reputable brand with regularly available products at many hardware stores.



Before we jump in, let's take a look at what categories we'll be comparing.

- [Technology](#)
- [Efficiency](#)
- [Price](#)
- [Warranty](#)
- [Parts Availability](#)
- [Rebates](#)

Check out how Navien and Rheem compare in terms of technology.

## Technology

When we're talking about technology regarding tankless water heaters, what we're really looking at is **heat exchanger advancement** and **other innovative features** that help drive the industry forward.

One of **Navien's** biggest claims to fame is **pioneering the stainless steel heat exchanger**. These heat exchangers boast **greater corrosion resistance** than their copper counterparts and **last up to 25 years**. Typically, **copper heat exchangers last between 15 and 20 years**.

**Rheem also heavily features stainless steel heat exchangers** in its tankless water heater lineup. Navien simply gets the credit for being first to market. Aside from that, you can expect high performance from both brands' heat exchangers. Navien simply gets the credit for being first to market.

Looking at other notable advancements, the **built-in recirculation pump** is becoming more popular. This component was **previously limited to being an add-on** to tankless water heater systems. Now, thanks to this innovation, **homeowners can get endless hot water and instant hot water in one package with Navien or Rheem**.

Technology is only half the picture when we're talking about performance. To get an idea of how these tankless water heaters perform, we also have to consider efficiency.

## Efficiency

Efficiency is arguably the most important category to consider since many homeowners make the switch to a tankless water heater to save on monthly bills. Both Rheem and **Navien feature high-efficiency models that will net you the best bang for your buck**.

On the Navien end of the market, buyers can expect to see **top models boasting up to 98% efficiency**. On the other side, **Rheem's top models achieve up to 96% efficiency**. The 2% deficit may not be much, but for those searching for the best efficiency possible, Navien narrowly skirts past Rheem.

While going for the best efficiency possible sounds desirable, one factor typically influences the final decision more: price.

## Price

Rheem and Navien diverge a bit regarding price. While both companies' top models share a similar price point, the variety on offer from Rheem makes its price range much wider.

**Rheem offers electric point-of-use tankless water heaters and gas-fired models.** Because of this variety, **the price range for a Rheem tankless water heater can span from a couple of hundred dollars up to \$2,500**. The previously mentioned electric models are what drive the range so low.

On the other hand, **Navien's tankless water heaters cost anywhere between \$1,200 to \$2,300**. If we factor in **installation**, the total investment typically falls in the **\$4,700 to \$8,300 range**. This range is informed by additions like additional piping, venting, recirculation pumps, and [premium or basic installation](#) if your installer offers different options.

Considering the importance of investing in a tankless water heater to provide you and your family with hot water, it's good to know that both Rheem and Navien do their part in protecting that investment.

## Warranty

Both brands are a bit more even in the warranty department than other leading brands. While Noritz crushes both companies with a 25-year warranty on some models, **Rheem and Navien both sport a 15-year warranty**.

Where these brands diverge is **Rheem only offers a 12-year warranty term on select models**. A 12-year warranty is considered standard. Navien pioneered the 15-year warranty, but others have followed suit and even surpassed it, as is the case with Noritz.

Navien and Rheem are willing to honor first-time replacements if the situation demands it. This ease of access also extends to parts availability.

## Parts Availability

This category is another one where Rheem and Navien intersect. Both brands offer fairly direct access to parts within reason. **Homeowners may purchase parts directly from Navien and Rheem.**

This access is contingent upon your warranty status for Navien, however. **If your tankless water heater is no longer under warranty, then you won't be able to purchase parts direct from Navien.**

On the flip side, **homeowners are free to purchase directly from Rheem regardless of warranty status.**

Something to note is that Rheem is partnered with Home Depot, making it one of the easiest brands to find in-store at the drop of a hat. One common issue we've seen in the field is that some contractors who install Rheem tankless water heaters purchased from Home Depot aren't always licensed or specialized, leading to incorrectly installed tankless units. Just something to keep in mind while you shop around.

Now that we've covered the most asked-about aspects of each brand, let's check out what programs are in place to help homeowners save on their investments.

## Rebates

There's no shortage of [rebates and credits](#) if you live in California. **For Los Angeles County residents, you can net up to \$1,000 in SoCal Gas rebates when you install a high-efficiency tankless water heater for the first time.** You can also earn up to **\$600 in Federal tax credits.** Select Rheem and Navien models qualify for these programs.

The total amount you may get back on your investment is \$1,600, but not all tankless water heaters qualify for this maximum rebate and credit. The eligibility list is also subject to change amid [tightening restrictions](#) regarding gas-fired appliances.

And that's Rheem and Navien in a nutshell!

## Navien and Rheem: Two Top Performers

We've kept tabs on the top tankless water heater brands for over 15 years. While we have our partners, like [Noritz](#), [Navien](#), and [Takagi](#), we also want to recognize the merits of other brands, like Rheem.

Now, let's dive into some issues you might run into with a Navien tankless water heater by checking out common error codes in Los Angeles.

---

## Common Navien Error Codes in Los Angeles County

Technology is finicky, and tankless water heaters are no different. Over the course of your Navien tankless water heater's lifespan, you'll likely run into more than one error code despite the brand being one of the best in the industry. Don't worry, though, as error codes are more common than you'd think.

We'll touch on the most common Navien tankless water heater error codes and how they can be fixed. Spoiler alert: you'll likely need the help of a technician.

Before we get into things, it's important to note that unplugging and plugging your Navien tankless water heater won't solve any issues you're having. Similar to a check engine light on a car, just because you disconnected the battery and the light went away doesn't mean the problem is resolved.

Now, let's jump in with a common one for Southern Californian residents.

### Most Common Navien Tankless Water Heater Error Codes

#### Error Code 016

If you've run into this error code, it means there's likely an issue with your heat exchanger. **Technicians most commonly see this error code with tankless water heaters experiencing calcification in the unit's heat exchanger. This issue can lead to any number of issues, including overheating, pinhole leaks, and issues with the flow sensor.**

### Next Steps

The first step for pretty much any error code is to get a technician out to your property as soon as possible. **Your technician should then inspect the tankless water heater, as well as the entire plumbing system, to determine the root of the problem.**

**If you've kept up on maintenance and your tankless water heater isn't too old, the technician will run vinegar through the tankless water heater to descale it.** This process should clear the error code.

**If your tankless water heater has never had maintenance performed and is older, you may have to get a new heat exchanger since a cleaning won't be enough to cut it.**

### Error Code 012

If you run into this error code, you likely ran into no running hot water first. **This error code signals flame loss, which a couple of things can cause. Gas pressure issues or an internal leak could trigger the error.**

Additionally, your gas line could be undersized, causing a lack of gas entering the system. You might also have a bad regulator. In very rare cases, there could be a faulty gas valve within the tankless water heater.

Until this error code is addressed, you won't have hot water running through your home.

### Next Steps

**Again, you'll need to call a technician out immediately to diagnose and resolve this issue.** Given the variety of causes for error code 012, your technician will inspect your tankless water heater and plumbing system to determine the cause of the issue.

**An important detail to note is that if your technician finds a bad regulator in your system, the gas company will need to come out to replace it.**

### Error Code 11

Error code 11 earns a spot as one of the most common error codes for good reason since it is easily triggered. **This error code is associated with having no ignition, meaning you won't be getting any hot water to your home.**

### Next Steps

Like every other error code listed, you'll need a technician to resolve the error code properly. **In most cases, your technician will likely report that the earthquake shut-off valve was triggered.** This component can be activated by something as simple as hitting the tankless water heater with a grange can on the way to take it to the street.

**If the earthquake shut-off valve hasn't been triggered, then you're most likely looking at a lack of gas entering the unit.** A dirty gas manifold typically causes this issue, in which case, your technician will give the component a good cleaning.

As with any issue, yearly maintenance is the best way to prevent problems like a dirty gas manifold.

### Error Code E004

**If you run into error code E004, your Navien tankless water heater is running into false flame detection.** This issue means that the sensor that detects light is not picking up the flame. This error code is less common than the others listed above but still pops up relatively frequently.

### Next Steps

**After calling a technician out, the root of the problem will likely be a leak in the heat exchanger or circuit board issue, exhaust or intake blockage, or a mixture.**

**If there is a blockage in the venting system, it may have caused a short in the circuit board, causing the E004 error code to display.** If this is the case, your technician will clean the system of blockages and sort out the circuit board.

**On the flip side, the repairs may have to be more comprehensive if the issue is a leak in the heat exchanger.** Your technician may need to rebuild the system or replace the heat exchanger outright.

This is another error code that is easy to prevent with regular yearly maintenance.

## Brushed Up on Noritz Tankless Water Heater Error Codes

We've talked about the most common Navien tankless water heater error codes our technicians run into so you can better understand what you might see on your own Navien model. Now, you can confidently take the right steps should you run into one of these error codes.

With over 15 years of tankless water heater experience under our collective belts, we're confident in approaching any Navien error code. Thanks to being one of our partners, we keenly understand Navien tankless water heaters inside and out. One thing we can tell you about any tankless water heater is that the best medicine is preventative, so don't skimp out on yearly maintenance.

---

## That's a Wrap on Navien Tankless Water Heaters

We've done a lot of exploring throughout this guide. After covering everything from pricing and error codes to brand comparisons, you now have a clearer understanding of where Navien positions itself within the tankless water heater industry. Despite every home having its own unique needs, Navien is often considered a top brand and is highly recommended by many installers.

If you're ready to start a discussion about whether a Navien tankless water heater is right for you, give us a call at 310-853-8690 or visit our [online scheduler](#).