



# Error Codes

## 12L & 16L Constant Temperature

| Error | Fault                                                                                                                              | Solution                                                                                                                               |
|-------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| EO    | <b>Accidental flameout, the flame sensor could not detect the flame signal within 7s after the re-ignition process</b>             | Check the gas inlet pressure is operating at 2,8 kPa while the appliance is running                                                    |
|       |                                                                                                                                    | Check the gas valve is supplying 2,8kPa to the burners while the appliance is running on maximum temperature                           |
|       |                                                                                                                                    | Check whether the flame sensor is damaged or the connection wire is pulled off                                                         |
|       |                                                                                                                                    | Change the diaphragm valve or controller                                                                                               |
| E1    | <b>No flame signal detected within 60s on the pilot flame</b><br><br><b>No flame signal detected within 10s on the main burner</b> | Check the gas inlet pressure is operating at 2,8 kPa<br>Check whether the flame sensor is damaged or the connection wire is pulled off |
|       |                                                                                                                                    | Check whether the pilot gas supply pipe is twisted and blocked or cracked creating a leak                                              |
|       |                                                                                                                                    | Check for bugs or spiders in the pilot burner tube                                                                                     |
|       |                                                                                                                                    | Change the diaphragm valve or controller                                                                                               |
| E2    | <b>20 min shut off</b>                                                                                                             | Normal operation, close and re-open the tap                                                                                            |
| E4    | <b>Flame signal detected without any water flow</b>                                                                                | Check the gas inlet pressure is operating at 2,8 kPa<br>Change the gas valve and perform a pressure test                               |
| E5    | <b>Faulty/damaged or unplugged output water temp sensor</b>                                                                        | Check whether the water temp. sensor is unplugged, damaged or burnt                                                                    |
|       |                                                                                                                                    | Change the sensor                                                                                                                      |
| E6    | <b>Short circuit of the outlet water temperature sensor</b><br><br><b>Temperature of hot water has exceeded 85°C</b>               | Check the gas pressure does not exceed 2,8 kPa at the gas inlet                                                                        |
|       |                                                                                                                                    | Water pressure suddenly dropped, causing a temperature spike (check the flow rate is above 3L/ min with the bucket test)               |
|       |                                                                                                                                    | Change the radiator water temp. sensor for an 85°C sensor;                                                                             |
|       |                                                                                                                                    | Change the outlet temp sensor                                                                                                          |
|       |                                                                                                                                    | Change the diaphragm valve or controller                                                                                               |



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| Error          | Fault                                                                                      | Solution                                                                                                                                                                                                                                                                                        |
|----------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E7             | The gas flow is unstable, and has switched off 5 times continuously                        | <p>It is normal if it is the first time operation or the appliance has been left unused for a long time; Change the batteries for new batteries;</p> <p>Check the gas inlet pressure is operating at 2,8 kPa while the appliance is running</p> <p>Change the diaphragm valve or controller</p> |
| E8             | Water flow capacity is less than 3L/min - open circuit of the over heat temperature sensor | <p>Check the gas inlet pressure is operating at 2,8 kPa while the appliance is running</p> <p>Water pressure suddenly dropped, causing a temperature spike (check the flow rate is above 3L/min with the bucket test)</p> <p>Change the gas valve or controller</p>                             |
| EA             | Open circuit of input water temperature sensor                                             | <p>Check whether the wire of input water temp sensor is pulled off, burnt or damaged</p> <p>Change the input water temperature sensor</p>                                                                                                                                                       |
| EB             | One of the 2 CPUs of the controller is damaged                                             | <p>Change the loom to gas valve</p> <p>Change the loom to LCD</p> <p>Change the LCD screen</p> <p>Change the controller</p>                                                                                                                                                                     |
| EE             | Controller malfunction                                                                     | Change the controller                                                                                                                                                                                                                                                                           |
| LED FLASH      | The batteries are flat                                                                     | Change the batteries                                                                                                                                                                                                                                                                            |
| PA<br>BA<br>6A | Low battery                                                                                | Change batteries                                                                                                                                                                                                                                                                                |