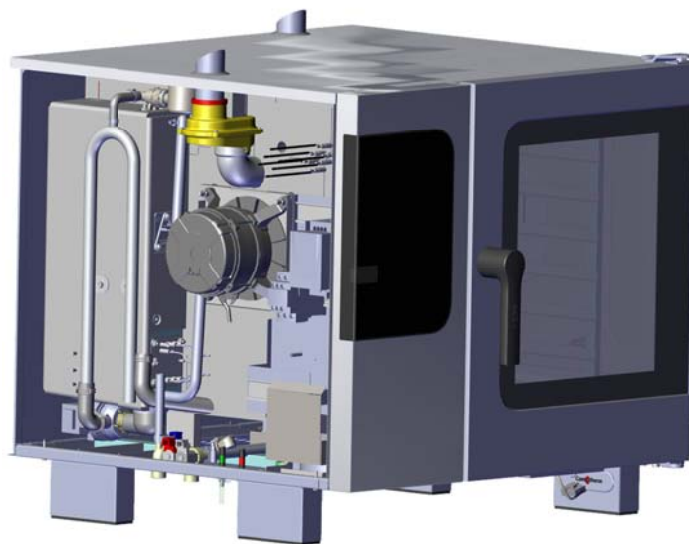


Error Message Manual



Combi steamer

Convothem 4

Original, ENG (12.06.2014_01)

Table of Contents

1	General information	4
1.1	Contact data	5
1.2	Environmental protection	6
1.3	Identifying your combi steamer	7
1.4	Structure of the full set of documentation	8
1.5	About this Error message manual	9
2	For your safety	11
3	Fault diagnosis	22
3.1	Software error messages - range E00.x to E02.x	23
3.2	Software error messages - range E03.x	28
3.3	Software error messages - range E05.x	55
3.4	Software error messages - range E10	73
3.5	Software error messages - range E21.x to E28.x	75
3.6	Software error messages - range E30.x to E91.x	93
3.7	Software error messages - range E92.x to E99.x	114

1 General information

Purpose of this chapter

This chapter provides contact data, shows you how to identify your combi steamer and provides guidance on using this manual.

Contents

This chapter contains the following topics:

	Page
Contact data	5
Environmental protection	6
Identifying your combi steamer	7
Structure of the full set of documentation	8
About this Error message manual	9

1.1 Contact data

Address

**Convotherm Elektrogeräte GmbH,
Ovens & Advanced Cooking EMEA, Manitowoc Foodservice
Talstraße 35
82436 Eglfing
Germany**

Contact information

Reception

Phone (head office)	(+49) (0) 8847 67-0
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Fax	(+49) (0) 8847 414
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Internet	www.convotherm.com www.manitowocfoodservice.com
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Application support

Hotline	(+49) (0) 8847 67-899
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e-mail	con-dl-chefshotline@manitowoc.com con-dl-anwendungsberatung@manitowoc.com
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Sales

e-mail, appliances/accessories	con.verkaufsabwicklung@manitowoc.com
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e-mail, spare parts	convotherm-spares@manitowoc.com
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Customer service

Technical Hotline (office hours)	(+49) (0) 8847 67 541
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Technical Hotline (outside office hours)	(+49) (0) 175 405 41 09
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e-mail	convotherm-service@manitowoc.com
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1.2 Environmental protection

Statement of principles

Our customers' expectations, the legal regulations and standards and our company's own reputation set the quality and service for all our products.

We have an environmental management policy that not only ensures compliance with all environmental regulations and laws, but also commits us to continuous improvement of our green credentials.

We have developed a quality and environmental-management system in order to guarantee the continued manufacture of high-quality products, and to be sure of meeting our environmental targets.

This system satisfies the requirements of [ISO 9001:2008](#) and [ISO 14001:2004](#).

Environmental protection procedures

We observe the following procedures:

- Use of residue-free compostable wadding materials
- Use of RoHS-compliant products
- [REACH](#) chemical law
- Recommendation and use of bio-degradable cleaning fluids
- Recycling of electronic waste
- Environmentally friendly disposal of old appliances via the manufacturer

Join us in our commitment to protect the environment.

1.3 Identifying your combi steamer

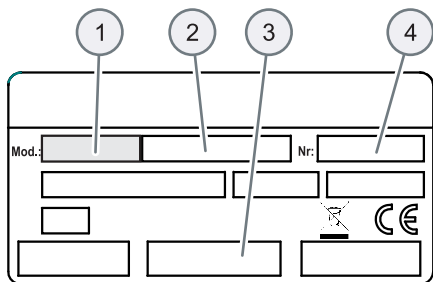
Position of type plate

The type plate is located inside and on the left-hand side of the rear wall of the combi steamer.

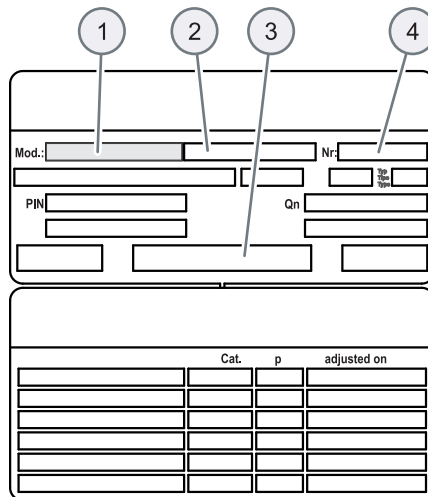
Layout of the type plate

You can use the type plate to identify your combi steamer.

The type plate has the following layout on electric appliances:



The type plate has the following layout on gas appliances:



Item	Meaning
1	Trade name
2	Part number
3	Name of appliance combi steamer
4	Serial number including year of manufacture

Code making up the trade name

The code making up the trade name (item 1) identifies your appliance:

Elements of the trade name	Meaning
C4	Convotherm 4 appliance series
eT	easyTouch controls
eD	easyDial controls
numbers xx.yy	Appliance size
EB	Electrical appliance with boiler
ES	Electrical appliance with water injection
GB	Gas appliance with boiler
GS	Gas appliance with water injection

1.4 Structure of the full set of documentation

Contents of the documentation

The documentation for the combi steamer includes the following documents:

- Training manual - Service
- Training manual - Sales
- Error message manual (this document)
- Repair manual
- Installation manual
- User manual

Structure of documentation

Topic	Description	See
Moving the appliance	Moving the combi steamer	Installation manual
Setting up the appliance	<ul style="list-style-type: none"> ▪ Setup options ▪ How to set up the combi steamer correctly 	Installation manual
Installation	<ul style="list-style-type: none"> ▪ Electrical connection ▪ Gas supply ▪ Water connection ▪ Installation of the ConvoClean / ConvoClean+ automatic oven cleaning system 	Installation manual
Preparing the appliance for use	How to prepare the combi steamer for use	Installation manual
Operation	<ul style="list-style-type: none"> ▪ Describes the user interface ▪ Working procedures and operating steps 	User manual
Cleaning	<ul style="list-style-type: none"> ▪ Cleaning instructions ▪ Cleaning programs and cleaning tasks 	User manual
Servicing	<ul style="list-style-type: none"> ▪ Servicing schedule ▪ Minor servicing tasks 	User manual
	<ul style="list-style-type: none"> ▪ Detailed servicing schedule ▪ All servicing tasks 	Training manual - Service
Software update	Performing a software update	Training manual
Service and Repairs	<ul style="list-style-type: none"> ▪ Locating faults ▪ Using software functions to rectify problems 	Error message manual
	Replacing appliance parts to rectify problems	Repair manual
Taking out of operation	How to take the combi steamer out of operation	Installation manual
Technical data	<ul style="list-style-type: none"> ▪ Shelf options ▪ Maximum load 	User manual
	The complete technical specification for the combi steamer	Installation manual
Dimensional drawings and connection points	All dimensional drawings and connection points of the combi steamer	Installation manual
Checklists	Installation checklists	Installation manual
Basic stock of spare parts	Recommended basic stock of spare parts	Training manual - Service

1.5 About this Error message manual

Zweck

This error message manual is intended for all people who work with the combi steamer, and provides them with the necessary information for identifying faults and for carrying out the necessary remedial actions correctly and safely.

Target groups

Name of target group	Tasks
Trained service engineers	All servicing and repair work
Electrical fitter	<ul style="list-style-type: none">▪ Installing and removing the electrical supply▪ All servicing and repair work
Gas fitter	<ul style="list-style-type: none">▪ Installing and removing the gas connection▪ All servicing and repair work
Trainees	Reference and training manual

Parts of this document that must be read without fail

If you do not follow the information in this document, you risk potentially fatal injury and property damage.


To guarantee safety, all people who work with the combi steamer must have read and understood the following parts of this document before starting any work:

- the chapter '*For your safety*'
- the sections that describe the activity to be carried out

Layout of the Error message manual




Chapter/section	Purpose
General information	<ul style="list-style-type: none">▪ Provides important contact data▪ Shows you how to identify your combi steamer▪ Provides guidance on using this Error message manual
For your safety	Describes the hazards posed by the combi steamer and suitable preventive measures You should read this chapter carefully in particular.
Fault diagnosis	<ul style="list-style-type: none">▪ Describes all the possible software error messages▪ Explains the possible reasons for the error and may give advice on how to resolve the error

Danger symbol

Danger symbol	Meaning
	Warns of potential injuries. Heed all the warning notices that appear after this symbol to avoid potential injuries or death.

Form of warning notices

The warning notices are categorized according to the following hazard levels:

Hazard level	Consequences	Likelihood
 DANGER	Death / serious injury (irreversible)	Immediate risk
 WARNING	Death / serious injury (irreversible)	Potential risk
 CAUTION	Minor injury (reversible)	Potential risk
NOTICE	Damage to property	Potential risk

2 For your safety

Purpose of this chapter

This chapter provides you with all the information you need in order to use the combi steamer safely without putting yourself or others at risk.

This is a particularly important chapter that you should read through carefully.

Contents

This chapter contains the following topics:

	Page
Basic safety code	12
Warning signs on the combi steamer for table-top models with fixed supporting structure	13
Hazards and safety precautions when replacing appliance parts	14
Safety devices	18
Requirements to be met by personnel, working positions	20
Personal protective equipment	21

2.1 Basic safety code



Object of this safety code

This safety code aims to ensure that all persons who use the combi steamer have a thorough knowledge of the hazards and safety precautions, and that they follow the safety instructions given in the user manual and on the combi steamer. If you do not follow this safety code, you risk potentially fatal injury and property damage.

Working with the combi steamer

Follow the instructions below:

- Only those persons who satisfy the requirements stipulated in this user manual are permitted to use the combi steamer.
- Only use the combi steamer for the specified use. Never, under any circumstances, use the combi steamer for other purposes that may suggest themselves.
- Take all the safety precautions specified in this user manual and on the combi steamer. In particular, use the prescribed personal protective equipment.
- Only stand in the working positions specified.
- Do not make any changes to the combi steamer, e.g. removing parts or fitting un-approved parts. In particular, you must not disable any safety devices.

More on this ...

Related topics

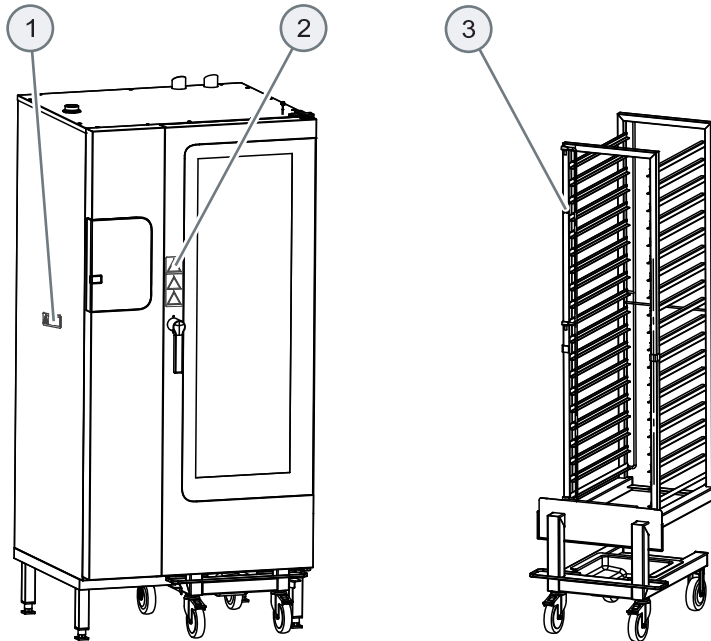
▷ Safety devices	18
▷ Requirements to be met by personnel, working positions	20
▷ Personal protective equipment	21




2.2 Warning signs on the combi steamer for table-top models with fixed supporting structure



Warning signs and what they mean

The figure below shows a size 20.10 combi steamer as an example for all appliance sizes:



Pos.	Warnhinweis	Beschreibung
1		Electric shock warning There is a risk of electric shock from live parts if the safety cover is opened.
2		Hot liquids warning Spillage of hot liquid foods can result in scalds if the upper shelves are loaded with liquids or foods that produce liquid during cooking. Shelves that lie above the sightline of the user must not be used for liquid foodstuffs or food that will liquefy during cooking.
3		Warning of hot steam and vapour There is a risk of scalding from hot steam and vapour escaping when the appliance door is opened.

2.3 Hazards and safety precautions when replacing appliance parts



Safety hazard: electrical power

Danger	Where or in what situations does the hazard arise?	Preventive action
Risk of electric shock from live parts	<ul style="list-style-type: none"> ▪ Under covers ▪ Under the control panel 	<ul style="list-style-type: none"> ▪ Work on the electrical system must only be performed by qualified electricians from an authorized customer service company ▪ Professional working <hr/> Before removing the covers: <ul style="list-style-type: none"> ▪ Switch off all connections to the power supply ▪ Take protective measures at every power switch to ensure that the power cannot be switched on again. ▪ Wait 15 minutes to allow the DC bus capacitors to discharge ▪ Make sure that the appliance is de-energized <hr/> Make sure that the electrical connections are intact and fixed securely before plugging the appliance back into the power supply.
	<ul style="list-style-type: none"> ▪ On the appliance and on adjacent metal parts ▪ On the appliance and on adjacent metallic accessories 	Before putting the appliance back into use, make sure that the appliance, including all metallic accessories, is connected to an equipotential bonding system

Source of hazard: gas

Danger	Where or in what situations does the hazard arise?	Preventive action
Risk of explosion from gas	<ul style="list-style-type: none"> ▪ If gas pipes are leaking ▪ If the gas tap is opened before the gas has been connected fully ▪ If the appliance is moved 	<ul style="list-style-type: none"> ▪ The gas supply must be connected and repaired solely by qualified gas engineers from an authorized installation company ▪ Install gas shutoff device close to appliance ▪ Make sure that the appliance is secured in place ▪ Never move appliance during use ▪ For wheeled appliances with a flexible connection pipe: <ul style="list-style-type: none"> ▪ Only move the appliance forward for cleaning, servicing or repair purposes; never move forward by more than 0.5 m ▪ Before operating the appliance, always engage the parking brake on the wheels ▪ Check that wheel brakes are on before operation each day ▪ On smelling gas: <ul style="list-style-type: none"> ▪ Disconnect gas supply at the shut-off devices ▪ Ventilate room ▪ Do not operate any electrical equipment ▪ Do not create naked flames ▪ Get help
Risk of suffocation from lack of air	<ul style="list-style-type: none"> ▪ Where appliance is installed 	<ul style="list-style-type: none"> ▪ Do not obstruct lower area of equipment ▪ Only operate appliance in a draught-free environment ▪ Ensure that a ventilation system is in place, is working properly and is running ▪ Perform yearly servicing on the appliance ▪ Turn off the appliance when not in use

Safety hazard: heat

Danger	Where or in what situations does the hazard arise?	Preventive action
Risk of fire from heat given off by the appliance	If flammable materials, gases or liquids are stored near or on the appliance.	Do not store flammable materials, gases or liquids beside or on top of the appliance.
A risk of burns from hot surfaces	<p>Outside of appliance door</p> <p>Inside the entire cooking chamber, including all parts that are inside during cooking, such as</p> <ul style="list-style-type: none"> ▪ Racks ▪ Suction panel ▪ Core temperature probe ▪ Shelf-grills etc. ▪ On the inside of the appliance door ▪ On the transport trolley ▪ On the loading trolley <p>On the top of the appliance:</p> <ul style="list-style-type: none"> ▪ Air vent ▪ Exhaust outlet ▪ Ventilation port 	<ul style="list-style-type: none"> ▪ Before starting servicing and repair work, wait until the cooking chamber has cooled to below 60°C or use the Cool down function to cool the cooking chamber ▪ Wear specified protective clothing, in particular protective gloves
Risk of scalding from hot steam if water is sprayed into the hot cooking chamber	In the entire cooking chamber	<ul style="list-style-type: none"> ▪ Before starting servicing and repair work, wait until the cooking chamber has cooled to below 60°C or use the Cool down function to cool the cooking chamber ▪ Wear specified protective clothing, in particular protective gloves

Safety hazard: mechanical parts of the appliance

Danger	Where or in what situations does the hazard arise?	Preventive action
Risk of hand injuries from rotating fans	<ul style="list-style-type: none"> ▪ In the cooking chamber behind the suction panel ▪ In wiring compartment 	<ul style="list-style-type: none"> ▪ Disconnect power supply before removing the suction panel ▪ Disconnect power supply before removing the cover
Risk of body parts being crushed if the appliance tips over or falls off	When the appliance is being moved e.g. to gain better access to the connections	Always observe the requirements for the supporting surface; see <i>Requirements for the installation site</i> in the chapter 'Setting up the appliance' in the Installation manual
Gefahr einer Schnittverletzung durch scharfe Kanten	Beim Hantieren mit Blechteilen	<ul style="list-style-type: none"> ▪ Bei diesen Tätigkeiten Vorsicht walten lassen ▪ Persönliche Schutzausrüstung tragen
Risk of hands being pinched	When wheeling in transport trolleys or loading trolleys	Always use the loading trolley handle when moving transport trolleys or loading trolleys

Safety hazard: cleaning agent

Danger	Where or in what situations does the hazard arise?	Preventive action
Risk of chemical burns or irritation to skin, eyes and respiratory system from contact with cleaning agents and their fumes	When handling the cleaning-fluid canisters	Wear personal protective equipment
	When corrosive cleaning fluids are used	Only use those cleaning fluids that are specified under <i>Cleaning fluids</i> in the 'Cleaning procedures' chapter of the user manual

Safety hazard: contamination of foodstuffs

Danger	Where or in what situations does the hazard arise?	Preventive action
Risk of food contamination by cleaning agents	From inadequate cleaning if <ul style="list-style-type: none"> ▪ the caps have been swapped over on the cleaning-agent and rinse-aid canisters to which the supply tubes are connected ▪ the canisters for cleaning agent and rinse aid have been filled with the wrong fluid ▪ the bottles used for single-measure dispensing have been swapped over 	<ul style="list-style-type: none"> ▪ When replacing the canisters for cleaning agent and rinse aid, take care to fit the correct tube to each canister. ▪ When filling the canisters, make sure you are adding the correct chemical for the tube concerned. ▪ When inserting the single-measure dispensing bottles, make sure you fit the correct bottle in the correct place.

Source of hazard: moving heavy weights

Hazard	Where or in what situations does the hazard arise?	Preventive action
Risk of injury from over-stressing your body	When moving the appliance	<ul style="list-style-type: none"> ▪ Use a fork-lift truck or pallet truck to place the appliance in its installation position or to move the appliance into a new position ▪ Always use the correct number of people and observe the limits specified for lifting and carrying when shifting the appliance ▪ Observe the occupational safety regulations that apply to the site of use ▪ Personal protective equipment

2.4 Safety devices

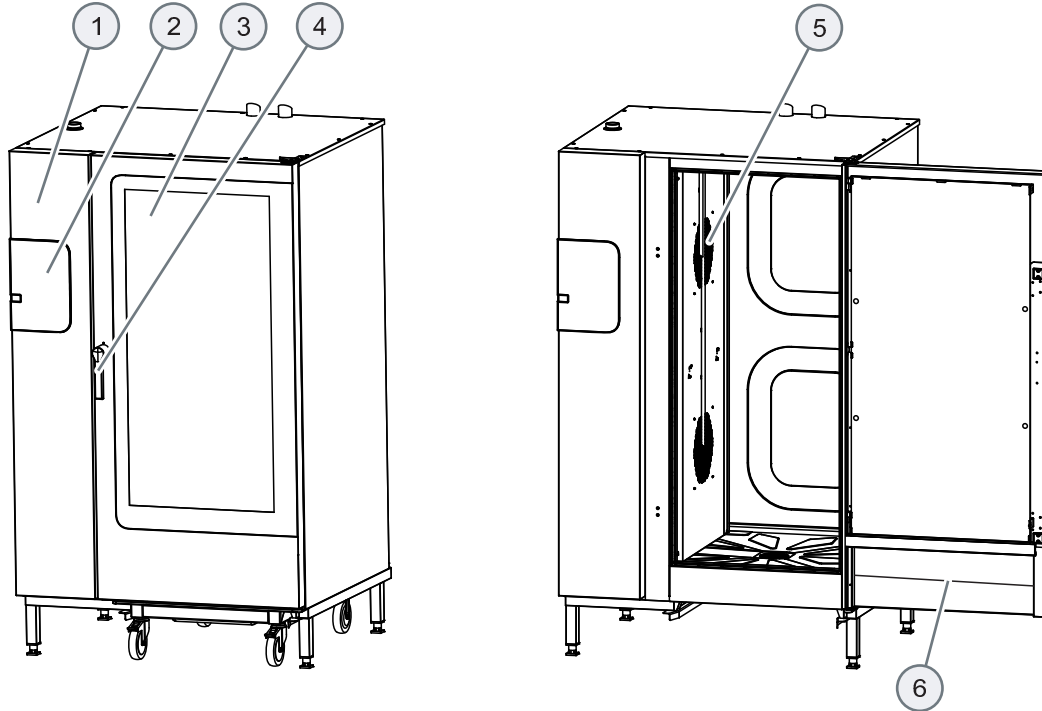


Meaning

The combi steamer has a number of safety devices to protect the user from hazards. It is absolutely essential that all safety devices are fitted and in working order when operating the combi steamer.

Position and function

The figure below shows a size 20.20 combi steamer as an example for all appliance sizes:



Item	Safety device	Function	Check
1	Cover can only be removed using tool	<ul style="list-style-type: none"> ▪ Prevents live parts from being touched accidentally ▪ Prevents access to the moving fan from the wiring compartment 	Check that the cover is in place
2	Operating panel can only be removed using a tool	Prevents live parts from being touched accidentally	Ensure that the operating panel is in place
3	Appliance door	Protects the user and outside environment from hot steam	Check the door pane regularly for scratches, cracks, indentations etc. and replace it if any are found
4	On-latch position of appliance door	Prevents scalding of user's face and hands from escaping steam	When appliance is at low temperature, check door positions as described in 'Opening and closing the appliance door safely' in the user manual
5	Suction panel in cooking chamber; can only be removed using a tool	Prevents access to the moving fan and ensures good heat distribution	See 'Removing and fitting the suction panel' in the user manual for further details
6	For floor-standing units: built-in preheat bridge in appli-	Prevents scalding from escaping steam when the loading trolley is not in the appliance during pre-	

Item	Safety device	Function	Check
	ance door	heating	
7 (no picture)	Safety thermostat ▪ Boiler ▪ Cooking chamber	Switches off the appliance if temperature too high	Test is a software function
8 (no picture)	Magnetic door switch: Electric door sensor for appliance door	Switches off the fan and heater when the appliance door is opened, so that the fan stops rotating within a few seconds	Check magnetic door switch at low temperature: Action: ▪ Open the appliance door fully ▪ Press Start Result: Motor must not start up
9 (no picture)	Forced rinsing after power failure in case cleaning agent was left in the appliance	Re-starts the ConvoClean / ConvoClean+ fully automatic oven cleaning process in a defined state after power failure	This test is a software function. There is no need for the user to perform a test
10 (no picture)	Spray-guard	▪ Stops distribution of the cleaning fluid during the ConvoClean / ConvoClean+ fully automatic oven cleaning process if the appliance door is opened ▪ Prompt to close the appliance door	Test is a software function
11 (installed by customer)	Disconnection device	Installed by the customer close to the appliance; easily visible and accessible, 3-pole action, minimum contact separation 3 mm. Used to disconnect the appliance from the power supply during cleaning, repair and servicing work and in case of danger	Action: ▪ Trip the disconnection device ▪ Check at the X10 terminal strip on the appliance that none of the three phases carry a live voltage
12 (installed by customer)	For gas appliances: gas shut-off device	Installed by customer close to appliance in easily accessible position and clearly labeled. Used to disconnect the appliance from the gas supply during cleaning, repair and servicing work and in case of danger	Action: ▪ Close gas shut-off device ▪ Check that the appliance is isolated from the gas supply

2.5 Requirements to be met by personnel, working positions



Requirements to be met by personnel

Personnel	Qualifications	Tasks
Service engineer	<ul style="list-style-type: none">▪ Is an employee of an authorized service company▪ Has relevant technical training▪ Is trained in the particular appliance▪ Knows the regulations associated with handling heavy loads▪ For servicing work on the gas fittings: is a qualified service engineer from a servicing company authorized by the gas supply company	All servicing and repair work
Gas fitter	<ul style="list-style-type: none">▪ Is a gas fitter authorized by the gas supply company▪ Has relevant professional training	
Electrical fitter	<ul style="list-style-type: none">▪ Is an employee of an authorized service company▪ Has relevant professional training▪ Is a qualified electrician	

Working positions during servicing and repairs

The working position for staff during servicing and repair work is the entire appliance area.

2.6 Personal protective equipment



Repairs

Activity	Protection equipment
All repair work	Work wear and personal protective equipment depending on the job that needs doing as specified in national regulations
Handling cleaning fluids and cleaning-fluid canisters	<p>Items of protection equipment, depending on cleaning fluid being used:</p> <ul style="list-style-type: none">▪ Breathing mask▪ Safety goggles▪ Protective gloves▪ Protective clothing/apron <p>Please refer to the current EC safety datasheets (as given in EC Regulation No. 1907/2006) supplied with the respective cleaning agents for technical specification of these items:</p> <ul style="list-style-type: none">▪ ConvoClean forte/Cleaner: Part number: 3007017▪ ConvoClean new/Cleaner: Part number: 3007015▪ ConvoCare K/Neutralizer (concentrate): Part number: 3007028

3 Fault diagnosis

Purpose of this chapter

This chapter provides information about error messages and how to rectify faults on the combi steamer.

Contents

This chapter contains the following topics:

	Page
Software error messages - range E00.x to E02.x	23
Software error messages - range E03.x	28
Software error messages - range E05.x	55
Software error messages - range E10	73
Software error messages - range E21.x to E28.x	75
Software error messages - range E30.x to E91.x	93
Software error messages - range E92.x to E99.x	114

3.1 Software error messages - range E00.x to E02.x

Contents

This section contains the following topics:

Page	
E00.0	24
E01.1	24
E01.1.1	25
E01.2	25
E01.3	26
E02	26

E00.0

Error message

E00.0 (easyDial)
E00.0: no error (easyTouch)

Description of fault

Previous fault no longer exists. The original fault can be found in the logbook.

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E01.1

Error message

E01.1: (easyDial)
E01.1: Low water (easyTouch)

Description of error

Not enough water in the boiler (water level could not be reached within 3 minutes, or 1 minute in start-up mode).

Reasons for fault → Remedy for fault

- Water tap closed
- Soft water connection not connected to the water supply
- Dirt-trap filter in solenoid valve or in the water-supply connection is dirty
- Water-level sensor has limescale problem (insulating layer) or is faulty
- Not using original Convotherm cleaning fluids causes foaming in the boiler and an insulating layer of limescale on the water-level probe
- The intake gap to the boiler is blocked by limescale
- Water conductivity too low because of water softening → check water quality
- Faulty solenoid valve (Y3/Y4)
- Injection nozzle in check valve clogged
- Limescale in boiler
- Contact problems between boiler and case (ground connection)
- Contact problems between water-level sensor and connector (X21) on SI board
- Appliance does not have soft water supply and so there is limescale build-up in the intake

Cooking profiles that can be used in emergency mode

Convection, Delta-T and Cook & Hold cooking profiles are possible up to 140°C.
→ no preheating of boiler
→ cleaning not possible

E01.1.1

Error message

E01.1.1 (easyDial)

E01.1.1: Limescale in boiler (easyTouch)

Description of error

Poor heat transfer caused by limescale in boiler

Reasons for fault → Remedy for fault

Limescale in boiler → descale boiler.

Cooking profiles that can be used in emergency mode

Convection, Delta-T and Cook & Hold cooking profiles are possible up to 140°C.

→ no preheating of boiler

→ cleaning not possible

E01.2

Error message

E01.2 (easyDial)

E01.2: Low water (easyTouch)

Description of error

Not enough water for water injection for steam generation.

Not enough water (water pressure is less than 0.5 bar 3 seconds after valve activation).

Reasons for fault → Remedy for fault

- Water tap closed
- Soft water connection not connected to the water supply
- Dirt-trap filter in solenoid valve or in the water-supply connection is dirty
- Faulty solenoid valve (Y3/Y4
-)
- Test the water quality
- Injection nozzle in check valve clogged
- Contact problems between pressure switch and connector (X21) on SI board
- Faulty pressure switch S1
- T-piece for pressure switch / pressure gage or injection nozzle in water supply is clogged / dirty → clean out with needle
(if injection nozzle blocked --> no error message)
- Incorrect pressure switch (incorrect value)
- Pressure regulator not adjusted correctly
- Supply flow pressure too low
- Connector on SI board (contact problems, loose connection)

Cooking profiles that can be used in emergency mode

- Convection, Delta-T and Cook & Hold cooking profiles are possible up to 140°C.
- no preheating of boiler
- cleaning not possible

E01.3

Error message

- E01.3 (easyDial)
- E01.3: Low water (easyTouch)

Description of error

Not enough water in collector box; faulty flowmeter (flowmeter response time 120 s)

Reasons for fault → Remedy for fault

- Faulty flowmeter
- Contact problems on both sides
- Flowmeter blocked by limescale
- Volume of water not reached within specified time.
- Water tap closed
- Faulty connector
- Faulty controller
- Faulty solenoid valve
- Blocked filter

Cooking profiles that can be used in emergency mode

- Convection, Delta-T and Cook & Hold cooking profiles are possible up to 140°C.
- no preheating of boiler
- cleaning not possible

E02

Error message

- E02 (easyDial)
- E02: Temp. electrical area too high (easyTouch)

Description of error

High temperature in wiring compartment: greater than 70°C for longer than 60 sec.
For temperatures >45°C, the cooling fan is turned on.
Fan runs continuously in gas appliances, switches off when temperature drops to 43°C.

Reasons for fault → Remedy for fault

- Appliance too close to wall so blocking ventilation slits
- Air intake blocked
- Minimum distance from heat sources not met
- + and - terminals of 12 V cooling fan swapped over
- Cooling fan is dirty, obstructed or faulty
- Cooling fan not fitted correctly → check blow direction

Cooking profiles that can be used in emergency mode

The Steam cooking profile is possible and the Combi-steam, Convection, Delta-T cooking and Cook & Hold cooking profiles are each possible up to 140°C.

→ let the appliance cool down

→ let the product finish cooking fully at low cooking temperature for a longer cooking time

→ cleaning not possible

3.2 Software error messages - range E03.x

Contents

This section contains the following topics:

Page	
E03.0.1	29
E03.0.2	29
E03.0.3 / E03.0.4 / E 03.0.5 / E03.0.6 / E03.0.7	30
E03.1.0 / E03.2.0	30
E03.1.1 / E03.2.1	31
E03.1.3 / E03.2.3	32
E03.1.4 / E03.2.4	32
E03.1.5 / E03.2.5	33
E03.1.9 / E03.2.9	34
E03.1.10 / E03.2.10	34
E03.1.16 / E03.2.16	35
E03.1.17 / E03.2.17	36
E03.1.18 / E03.2.18	37
E03.1.19 / E03.2.19	37
E03.1.20 / E03.2.20	38
E03.1.21 / E03.2.21	39
E03.1.22 / E03.2.22	39
E03.1.23 / E03.2.23	40
E03.1.24 / E03.2.24	41
E03.1.25 / E03.2.25	41
E03.1.26 / E03.2.26	42
E03.1.27 / E03.2.27	43
E03.1.28 / E03.2.28	43
E03.1.29 / E03.2.29	44
E03.1.32 / E03.2.32	45
E03.1.33 / E03.2.33	45
E03.1.42 / E03.2.42	46
E03.1.45 / E03.2.45	47
E03.1.51 / E03.2.51	47
E03.1.53 / E03.2.53	48
E03.1.54 / E03.2.54	49
E03.1.55 / E03.2.55	49
E03.1.56 / E03.2.56	50
E03.1.69 / E03.2.69	51
E03.1.77 / E03.2.77	51
E03.1.100 / E03.2.100	52
E03.1.101 / E03.2.101	53
E03.1.106 / E03.2.106	53
E03.1.253 / E03.2.253	54

E03.0.1

Error message

E03.0.1.x (easyDial)
E03.0.1.x: Fan fault (easyTouch)
x = 1: Frequency converter 1
x = 2: Frequency converter 2

Description of fault

Loss of communication with frequency converter 1/2 for fan drive.

Reasons for fault → Remedy for fault

- Cable faulty or not plugged in
- Fault in frequency converter
- Problem with input power supply to frequency converter drive

Cooking profiles that can be used in emergency mode

C4 EB/GB:
Steam cooking profile possible at exactly 100°C.
→ longer cooking time
→ uneven cooking results possible
→ cleaning not possible

C4 ES/GS:
No cooking profile possible in emergency mode
→ cleaning not possible

E03.0.2

Error message

E03.0.2.x (easyDial)
E03.0.2.x: Fan fault (easyTouch)
x = 1: Frequency converter 1
x = 2: Frequency converter 2

Description of fault

Fan not reaching target speed.
The frequency converter flashes when the air is very cold → not a fault.

Reasons for fault → Remedy for fault

- Incorrect fan wheel
- Motor running stiffly

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.0.3 / E03.0.4 / E 03.0.5 / E03.0.6 / E03.0.7

Error message

E03.0.x.y (easyDial)

E03.0.x.y: Fan fault (easyTouch)

x = 1 - 7

y = 1: Frequency converter 1

y = 2: Frequency converter 2

Description of error

Internal error message (frequency converter 1 or 2)

Reasons for fault → Remedy for fault

- Unplug the appliance from the mains supply for 10 seconds and then power up again
- If error still appears, contact Convothem

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.0 / E03.2.0

Error message

on the display:

E03.x.0 (easyDial)

E03.x.0: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

nOF

Description of fault

Information, not a fault

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.1 / E03.2.1

Error message

on the display:

E03.x.1 (easyDial)

E03.x.1: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InF

Description of fault

Internal error

Reasons for fault → Remedy for fault

Calibration error

- Check surrounding conditions (electromagnetic compatibility)
- Replace the frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.3 / E03.2.3

Error message

on the display:

E03.x.1 (easyDial)

E03.x.1: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

CFF

Description of fault

Incorrect configuration

Reasons for fault → Remedy for fault

HMI unit not configured correctly → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.4 / E03.2.4

Error message

on the display:

E03.x.4 (easyDial)

E03.x.4: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

CFI

Description of fault

Invalid configuration

Reasons for fault → Remedy for fault

The configuration loaded via the bus or communications network is inconsistent. The configuration upload was interrupted or did not install fully.

→ Check the most recently uploaded configuration.

→ Upload a compatible configuration.

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.5 / E03.2.5

Error message

on the display:

E03.x.5 (easyDial)

E03.x.5: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SLF1

Description of error

MODBUS communication

Reasons for fault → Remedy for fault

Communication lost in the MODBUS network

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.9 / E03.2.9

Error message

on the display:

E03.x.9 (easyDial)

E03.x.9: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

OCF

Description of fault

Excess current

Reasons for fault → Remedy for fault

- Moment of inertia too high or load too heavy → check ratings for motor / frequency converter and size of load
- Mechanically jammed → check mechanical condition

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.10 / E03.2.10

Error message

on the display:

E03.x.10 (easyDial)

E03.x.10: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

CrF1

Description of fault

Initial load

Reasons for fault → Remedy for fault

- Fault in the load-relay controller or the load resistor is damaged
- Switch the frequency converter off and back on again
 - Check the power supply to the frequency converter
 - Check the stability of the mains supply
 - Replace the frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.16 / E03.2.16

Error message

on the display:

E03.x.16 (easyDial)

E03.x.16: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

OHF

Description of fault

Frequency converter overheating

Reasons for fault → Remedy for fault

- Temperature of frequency converter too high
- Check motor load
 - Check ventilation of frequency converter
 - Check ambient temperature
 - Let the frequency converter cool down before switching it back on

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.17 / E03.2.17

Error message

on the display:

E03.x.17 (easyDial)

E03.x.17: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

OLF

Description of fault

Motor overload

Reasons for fault → Remedy for fault

Motor current too high

- Check the temperature set for the motor thermal cut-out
- Check motor load
- Let the motor cool down before switching it back on

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.18 / E03.2.18

Error message

on the display:

E03.x.18 (easyDial)

E03.x.18: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

ObF

Description of fault

Excessive braking; ramp-down voltage too high

Reasons for fault → Remedy for fault

Severe deceleration or excessive load being driven

→ Check rated voltage (while running must not exceed 20% above the maximum rated voltage)

→ Replace the frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.19 / E03.2.19

Error message

on the display:

E03.x.19 (easyDial)

E03.x.19: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

OSF

Description of fault

Mains over-voltage

Reasons for fault → Remedy for fault

- Rated voltage too high → check rated voltage
- Faulty power supply

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.
→ longer cooking time
→ uneven cooking results possible
→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode
→ cleaning not possible

E03.1.20 / E03.2.20

Error message

on the display:

E03.x.20 (easyDial)
E03.x.20: Fan fault (easyTouch)
x = 1: Frequency converter 1
x = 2: Frequency converter 2

on the frequency converter:

OPF1

Description of fault

One motor phase lost

Reasons for fault → Remedy for fault

Phase lost at the output of the frequency converter → check connections between frequency converter and motor

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.
→ longer cooking time
→ uneven cooking results possible
→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode
→ cleaning not possible

E03.1.21 / E03.2.21

Error message

on the display:

E03.x.21 (easyDial)

E03.x.21: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

PHF

Description of fault

Mains phase lost

Reasons for fault → Remedy for fault

- Faulty supply to the frequency converter → check the power supply to the frequency converter
- Blown fuse → check fuse
- A phase has dropped out
- Unbalanced load

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.22 / E03.2.22

Error message

on the display:

E03.x.22 (easyDial)

E03.x.22: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

USF

Description of fault

Under-voltage

Reasons for fault → Remedy for fault

- Rated voltage too low → check rated voltage
- Temporary drop in voltage → check the power supply to the frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.23 / E03.2.23

Error message

on the display:

E03.x.23 (easyDial)

E03.x.23: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SCF1

Description of fault

Motor short-circuit

Reasons for fault → Remedy for fault

- Short-circuit at output of frequency converter → check power supply cable from frequency converter to motor
- Commutation of motor while running → check motor insulation

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.24 / E03.2.24

Error message

on the display:

E03.x.24 (easyDial)

E03.x.24: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SOF

Description of fault

Excess speed

Reasons for fault → Remedy for fault

Instability → check motor

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.25 / E03.2.25

Error message

on the display:

E03.x.25 (easyDial)

E03.x.25: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

tnF

Description of fault

Motor measurement

Reasons for fault → Remedy for fault

- Motor not connected to frequency converter → check compatibility between motor and frequency converter
- One motor phase lost

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.26 / E03.2.26

Error message

on the display:

E03.x.26 (easyDial)

E03.x.26: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InF1

Description of fault

Size of frequency converter not recognized

Reasons for fault → Remedy for fault

Power card differs from the stored power card → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.27 / E03.2.27

Error message

on the display:

E03.x.27 (easyDial)

E03.x.27: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InF2

Description of fault

Power card not recognized or incompatible

Reasons for fault → Remedy for fault

Power card is incompatible with the control card → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.28 / E03.2.28

Error message

on the display:

E03.x.28 (easyDial)

E03.x.28: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InF3

Description of fault

Internal communication

Reasons for fault → Remedy for fault

Communications error between internal cards → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.29 / E03.2.29

Error message

on the display:

E03.x.29 (easyDial)

E03.x.29: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InF4

Description of fault

Internal production fault

Reasons for fault → Remedy for fault

Inconsistent internal data → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.32 / E03.2.32

Error message

on the display:

E03.x.32 (easyDial)

E03.x.32: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SCF3

Description of fault

Short to ground

Reasons for fault → Remedy for fault

- Ground fault at output of frequency converter → check power supply cable from frequency converter to motor
- Short to ground while motor running → check motor insulation
- Commutation of motor while running
- Large leakage current to ground at output of frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.33 / E03.2.33

Error message

on the display:

E03.x.33 (easyDial)

E03.x.33: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

OPF2

Description of fault

All motor phases lost

Reasons for fault → Remedy for fault

- Motor not connected → check connections between frequency converter and motor
- Motor unstable

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.42 / E03.2.42

Error message

on the display:

E03.x.42 (easyDial)

E03.x.42: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SLF2

Description of fault

SoMove communication

Reasons for fault → Remedy for fault

Communications error with SoMove → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.45 / E03.2.45

Error message

on the display:

E03.x.45 (easyDial)

E03.x.45: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SLF3

Description of fault

HMI communication

Reasons for fault → Remedy for fault

Communications error between frequency converter and indicator display → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.51 / E03.2.51

Error message

on the display:

E03.x.51 (easyDial)

E03.x.51: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InF9

Description of fault

Internal current measurement

Reasons for fault → Remedy for fault

Current measurement incorrect because of a fault in the hardware circuit → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.53 / E03.2.53

Error message

on the display:

E03.x.53 (easyDial)

E03.x.53: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InFb

Description of fault

Fault in internal temperature sensor

Reasons for fault → Remedy for fault

- Temperature sensor for frequency converter not working → replace frequency converter
- Short-circuit or open-circuit in frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.54 / E03.2.54

Error message

on the display:

E03.x.54 (easyDial)

E03.x.54: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

tJF

Description of fault

IGBT overheating

Reasons for fault → Remedy for fault

- Frequency converter getting hot → let the frequency converter cool down before switching it back on
- internal IGBT temperature too high for load and ambient temperature

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.55 / E03.2.55

Error message

on the display:

E03.x.55 (easyDial)

E03.x.55: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SCF4

Description of fault

Short-circuit in IGBT

Reasons for fault → Remedy for fault

Short-circuit of internal power electronics when switching on → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.56 / E03.2.56

Error message

on the display:

E03.x.56 (easyDial)

E03.x.56: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

SCF5

Description of fault

Short-circuit in DC-link charging

Reasons for fault → Remedy for fault

- Short-circuit at output of frequency converter → check power supply cable from converter to motor
- Short-circuit identified for move command or DC brake command → check motor insulation

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.69 / E03.2.69

Error message

on the display:

E03.x.69 (easyDial)

E03.x.69: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

InFE

Description of fault

internal CPU

Reasons for fault → Remedy for fault

Fault in the internal microprocessor

→ Switch frequency converter off and back on again

→ Replace the frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

→ longer cooking time

→ uneven cooking results possible

→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

→ cleaning not possible

E03.1.77 / E03.2.77

Error message

on the display:

E03.x.77 (easyDial)

E03.x.77: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

CFI2

Description of fault

Invalid configuration downloaded

Reasons for fault → Remedy for fault

Loader or SoMove download interrupted → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.100 / E03.2.100

Error message

on the display:

E03.x.100 (easyDial)

E03.x.100: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

ULF

Description of fault

Process underload error

Reasons for fault → Remedy for fault

Process underload → replace frequency converter

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.101 / E03.2.101

Error message

on the display:

E03.x.101 (easyDial)
E03.x.101: Fan fault (easyTouch)
x = 1: Frequency converter 1
x = 2: Frequency converter 2

on the frequency converter:

OLC

Description of fault

Overload error, excess current

Reasons for fault → Remedy for fault

Current greater than the overload threshold → check the mechanical system (wear, stiffness, lubrication, obstructions, ...)

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.
→ longer cooking time
→ uneven cooking results possible
→ cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode
→ cleaning not possible

E03.1.106 / E03.2.106

Error message

on the display:

E03.x.106 (easyDial)
E03.x.106: Fan fault (easyTouch)
x = 1: Frequency converter 1
x = 2: Frequency converter 2

on the frequency converter:

LFF1

Description of fault

Fallback speed for PID regulator, feedback supervision fault
AI current loss fault

Reasons for fault → Remedy for fault

Detected if

- Analog input AI1 configured for current → check terminal
- Analog input current less than 2 mA → check terminal

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E03.1.253 / E03.2.253

Error message

on the display:

E03.x.253 (easyDial)

E03.x.253: Fan fault (easyTouch)

x = 1: Frequency converter 1

x = 2: Frequency converter 2

on the frequency converter:

xxx

Description of fault

Software download fault from firmware

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

3.3 Software error messages - range E05.x

Contents

This section contains the following topics:

Page	
E05.0.1	56
E05.0.2	56
E05.0.3	57
E05.0.4	57
E05.0.5	58
E05.0.6	58
E05.0.7	59
E05.0.8	59
E05.0.9	60
E05.0.10	60
E05.0.11	61
E05.0.12	62
E05.0.13	62
E05.0.14	63
E05.0.15	64
E05.0.16	64
E05.1.1 / E05.2.1 / E05.3.1	65
E05.1.2 / E05.2.2 / E05.3.2	65
E05.1.3 / E05.2.3 / E05.3.3	66
E05.1.4 / E05.2.4 / E05.3.4	67
E05.1.5 / E05.2.5 / E05.3.5	67
E05.1.8 / E05.2.8 / E05.3.8	68
E05.1.9 / E05.2.9 / E05.3.9	69
E05.1.13 / E05.2.13 / E05.3.13	70
E05.1.21 / E05.2.21 / E05.3.21	70
E05.1.25 / E05.2.25 / E05.3.25	71
E05.1.34 / E05.2.34 / E05.3.34	72

E05.0.1

Error message

E05.0.1 (easyDial)
E05.0.1: Gas fault (easyTouch)

Description of fault

Gas pressure switch off

Reasons for fault → Remedy for fault

- Gas shut-off device not open
- Gas flow pressure too low
- Incorrect gas pressure switch
- Gas pressure switch has not reached pressure threshold
- Faulty gas pressure switch
- Faulty cable to gas pressure switch

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E05.0.2

Error message

E05.0.2.x (easyDial)
E05.0.2.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

Loss of communication to automatic burner control unit

Reasons for fault → Remedy for fault

- Hardware fault on the SI board
- Burner unit faulty
- Faulty power supply for burner
- Cables to burner units not plugged in cleanly or are faulty
- Contact problem between automatic burner control unit and gas valve
- Incorrect PM

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.3

Error message

E05.0.3 (easyDial)
E05.0.3.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Communication failure

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.4

Error message

E05.0.4 (easyDial)
E05.0.4.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Incorrect message checksum

Reasons for fault → Remedy for fault

- Loose contact in the line to the SIB
- Contact problems on the SI board or on the automatic burner control unit
- Faulty SIB or automatic burner control unit

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.5

Error message

E05.0.5.x (easyDial)
E05.0.5.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

Loss of communication to automatic burner control unit

Reasons for fault → Remedy for fault

- Hardware fault on the SI board
- Burner unit faulty
- Faulty power supply for burner
- Cables to burner units not plugged in cleanly or are faulty
- Contact problem between automatic burner control unit and gas valve
- Incorrect PM

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.6

Error message

E05.0.6 (easyDial)
E05.0.6: Gas fault (easyTouch)

Description of fault

Fault in gas pressure switch during cooking

Reasons for fault → Remedy for fault

- Gas pipe too narrow
- Several gas appliances in one kitchen causing a drop in flow pressure
- Intake filter blocked

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E05.0.7

Error message

E05.0.7 (easyDial)
E05.0.7: Gas fault (easyTouch)

Description of fault

Safety thermostat has tripped

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E05.0.8

Error message

E05.0.8 (easyDial)
E05.0.8: Gas fault (easyTouch)

Description of fault

Faulty multiplexer; fatal error

Reasons for fault → Remedy for fault

Hardware on SI board faulty → replace SI board

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E05.0.9

Error message

E05.0.9.x (easyDial)
E05.0.9.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Error in non-volatile memory of burner control unit

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.10

Error message

E05.0.10.x (easyDial)
E05.0.10.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

CRC in received message is incorrect

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:

Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:

Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.11

Error message

E05.0.11.x (easyDial)
E05.0.11.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

Received data ID is incorrect

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:

Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:

Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.12

Error message

E05.0.12.x (easyDial)
E05.0.12.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

Received message type is incorrect

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.13

Error message

E05.0.13.x (easyDial)
E05.0.13: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

Response contains bytes that contain errors

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:

Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:

Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.14

Error message

E05.0.14.x (easyDial)
E05.0.14.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

UART driver generates error when transmitting message

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:

Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible

If boiler burner has a fault:

Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.15

Error message

E05.0.15.x (easyDial)
E05.0.15.x: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of error

UART driver generates error when receiving message

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking profiles that can be used in emergency mode

If there are problems with the convection burners:
Steam cooking profile possible up to 100°C without convection.
→ cleaning not possible
If boiler burner has a fault:
Convection and Cook & Hold cooking profiles possible.
→ cleaning not possible

E05.0.16

Error message

E05.0.16 (easyDial)
E05.0.16: Gas fault (easyTouch)

Description of error

Burners not powered. Burner power relay is off.

Reasons for fault → Remedy for fault

Internal error message
→ Switch appliance off and back on
→ If appliance will not start up again, contact Convotherm
→ Send extract from error log to Convotherm

Cooking programs that can be used in emergency mode

-

E05.1.1 / E05.2.1 / E05.3.1

Error message

E05.x.1 (easyDial)
E05.x.1: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Flame lockout after several ignition attempts

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:
Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:
Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:
Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:
Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.2 / E05.2.2 / E05.3.2

Error message

E05.x.2 (easyDial)
E05.x.2: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

False flame lockout

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.3 / E05.2.3 / E05.3.3

Error message

E05.x.3 (easyDial)
E05.x.3: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

High Limit Error

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.4 / E05.2.4 / E05.3.4

Error message

E05.x.4 (easyDial)
E05.x.4: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

APS-related fault:

- APS not opening
- APS not closing
- Unexpected APS connection

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:
Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:
Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:
Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:
Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.5 / E05.2.5 / E05.3.5

Error message

E05.x.5 (easyDial)
E05.x.5: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Fan tachometer signal error

Reasons for fault → Remedy for fault

- Faulty cable between burner fan and burner logic circuitry
- Cooling fan wheel on burner fan obstructed by plastic cover, preventing motor from turning

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.8 / E05.2.8 / E05.3.8

Error message

E05.x.8 (easyDial)
E05.x.8: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Flame Circuit Error

Reasons for fault → Remedy for fault

- Faulty cable between burner fan and burner logic circuitry.
- Cooling fan wheel on burner fan obstructed by plastic cover, preventing motor from turning.

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.9 / E05.2.9 / E05.3.9

Error message

E05.x.9 (easyDial)

E05.x.9: Gas fault (easyTouch)

x = 1: Convection burner 1

x = 2: Boiler burner

x = 3: Convection burner 2

Description of fault

Valve driver circuit error

Reasons for fault → Remedy for fault

- Faulty Venturi valve
- Incorrect Venturi valve fitted (internal resistance of Venturi was too low); do not fit P3 valves if possible

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.13 / E05.2.13 / E05.3.13

Error message

E05.x.13 (easyDial)
E05.x.13: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Remote reset lockout - volatile

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:
Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:
Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:
Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:
Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.21 / E05.2.21 / E05.3.21

Error message

E05.x.21 (easyDial)
E05.x.21: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

ADC error

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.25 / E05.2.25 / E05.3.25

Error message

E05.x.25 (easyDial)
E05.x.25: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

CRC error, Flame lockout after several ignition trials - 1

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

E05.1.34 / E05.2.34 / E05.3.34

Error message

E05.x.34 (easyDial)
E05.x.34: Gas fault (easyTouch)
x = 1: Convection burner 1
x = 2: Boiler burner
x = 3: Convection burner 2

Description of fault

Low main voltage

Reasons for fault → Remedy for fault

-

Cooking programs that can be used in emergency mode

Error range E05.1.x:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

Error range E05.2.x:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GB:

Convection and Cook & Hold cooking profiles possible.
→ no preheating of boiler
→ cleaning not possible

Error range E05.3.x for GS:

Steam cooking profile possible at exactly 100°C.
→ cleaning not possible

3.4 Software error messages - range E10

Contents

This section contains the following topics:

	Page
E10	74

E10

Error message

E10 (easyDial)
E10: Water treatment cartridge (easyTouch)

Description of error

Water treatment cartridge needs replacing

Reasons for fault → Remedy for fault

The combi steamer is not being supplied with softened water.
→ Check that pipe is intact
→ If pipe is intact, replace the water treatment cartridge

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

3.5 Software error messages - range E21.x to E28.x

Contents

This section contains the following topics:

	Page
E21.1	76
E21.2	76
E21.3	77
E22.1.1	77
E22.1.2	78
E22.1.3	78
E22.2.1	79
E22.2.2	79
E22.2.3	80
E22.3.1	80
E22.3.2	81
E22.3.3	81
E22.4.1	82
E22.4.2	82
E22.4.3	83
E22.5.1	83
E22.5.2	84
E22.5.3	84
E23.1	85
E23.2	85
E23.3	86
E24.1	86
E24.2	87
E24.3	87
E26.1	88
E26.2	88
E26.3	89
E28.1.1	89
E28.1.2	90
E28.1.3	90
E28.2.1	91
E28.2.2	91
E28.2.3	92

E21.1

Error message

E21.1 (easyDial)

E21.1: Oven sensor error (easyTouch)

Description of error

Open circuit, (3B6 thermocouple discontinuity)

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X1 connector on SI board)
- Oven sensor (3B6) open circuit (faulty)

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam cooking profile possible at exactly 100°C.

- longer cooking time
- uneven cooking results possible
- cleaning not possible

C4 ES/GS:

No cooking profile possible in emergency mode

- cleaning not possible

E21.2

Error message

E21.2 (easyDial)

E21.2: Oven sensor error (easyTouch)

Description of fault

Ground fault: it is not possible to identify the definite source of a ground fault. The ground fault may even lie with another thermocouple sensor.

Reasons for fault → Remedy for fault

- Thermocouple (3B6) or another sensor is touching the appliance case
- Thermocouple (3B6) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

- cleaning not possible

E21.3

Error message

E21.3 (easyDial)

E21.3: Oven sensor error (easyTouch)

Description of fault

Excess temperature: above 320°C for longer than 2 sec.

Reasons for fault → Remedy for fault

- Faulty solid-state relay
- Faulty burner unit
- Faulty oven sensor

Cooking profiles that can be used in emergency mode

Steam cooking profile possible at exactly 100°C.

→ cleaning not possible

E22.1.1

Error message

E22.1.1 (easyDial)

E22.1.1: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (first measurement point CTS1), broken sensor, open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X4 connector on SI board)
- CT probe open-circuit
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.1.2

Error message

E22.1.2 (easyDial)

E22.1.2: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (first measurement point CTS1), ground fault

Reasons for fault → Remedy for fault

- Break in the probe tip
- Break in the cable
- Core temperature sensor needle deformed/bent
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.1.3

Error message

E22.1.3 (easyDial)

E22.1.3: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (first measurement point CTS1), excess temperature: above 320°C for longer than 2 sec

Reasons for fault → Remedy for fault

- SI board dirty around plug-in contacts for temperature sensor
- Thermocouple faulty (indicating a temperature that is too high, even though actual temperature is not too high)

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.2.1

Error message

E22.2.1 (easyDial)

E22.2.1: CT probe error (easyTouch)

Description of error

Fault in core temperature probe (second measurement point CTP2), broken sensor, open-circuit (discontinuity in thermocouple)

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X4 connector on SI board), CT probe open-circuit
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.2.2

Error message

E22.2.2 (easyDial)

E22.2.2: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (second measurement point CTS2), ground fault

Reasons for fault → Remedy for fault

- Break in the probe tip
- Break in the cable
- Core temperature sensor needle deformed/bent
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.2.3

Error message

E22.2.3 (easyDial)

E22.2.3: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (first measurement point CTS1), excess temperature: above 320°C for longer than 2 sec.

Reasons for fault → Remedy for fault

- SI board dirty around plug-in contacts for temperature sensor
- Thermocouple faulty (indicating a temperature that is too high, even though actual temperature is not too high)

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.3.1

Error message

E22.3.1 (easyDial)

E22.3.1: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (third measurement point CTS3), broken sensor, open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X4 connector on SI board)
- CT probe open-circuit
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.3.2

Error message

E22.3.2 (easyDial)

E22.3.2: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (third measurement point CTS3), ground fault

Reasons for fault → Remedy for fault

- Break in the probe tip
- Break in the cable
- Core temperature sensor needle deformed/bent
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.3.3

Error message

E22.3.3 (easyDial)

E22.3.3: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (third measurement point CTS3), excess temperature: above 320°C for longer than 2 sec

Reasons for fault → Remedy for fault

- SI board dirty around plug-in contacts for temperature sensor
- Thermocouple faulty (indicating a temperature that is too high, even though actual temperature is not too high)

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.4.1

Error message

E22.4.1 (easyDial)

E22.4.1: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (fourth measurement point CTS4), broken sensor, open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X4 connector on SI board)
- CT probe open-circuit
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.4.2

Error message

E22.4.2 (easyDial)

E22.4.2: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (fourth measurement point CTS4), ground fault

Reasons for fault → Remedy for fault

- Break in the probe tip
- Break in the cable
- Core temperature sensor needle deformed/bent
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.4.3

Error message

E22.4.3 (easyDial)

E22.4.3: CT probe error (easyTouch)

Description of fault

Fault in core temperature sensor (fourth measurement point CTS4), excess temperature: above 320°C for longer than 2 sec.

Reasons for fault → Remedy for fault

- SI board dirty around plug-in contacts for temperature sensor
- Thermocouple faulty (indicating a temperature that is too high, even though actual temperature is not too high)

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ CT probe not active

E22.5.1

Error message

E22.5.1 (easyDial)

E22.5.1: CT probe error (easyTouch)

Description of error

Fault in sous-vide sensor (CTP5), broken sensor, open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X2 connector on SI board)
- Sous-vide sensor open-circuit
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ Sous-vide sensor not active

E22.5.2

Error message

E22.5.2 (easyDial)

E22.5.2: CT probe error (easyTouch)

Description of error

Sous-vide sensor error, ground fault

Reasons for fault → Remedy for fault

- Break in the probe tip
- Break in the cable
- Sous-vide sensor needle deformed/bent
- SI board dirty around plug-in contacts for temperature sensor

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ Sous-vide sensor not active

E22.5.3

Error message

E22.5.3 (easyDial)

E22.5.3: CT probe error (easyTouch)

Description of error

Sous-vide sensor error: above 320°C for longer than 2 sec.

Reasons for fault → Remedy for fault

- SI board dirty around plug-in contacts for temperature sensor
- Thermocouple faulty (indicating a temperature that is too high, even though actual temperature is not too high)

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection and Regenerating cooking profiles are possible.

→ Sous-vide sensor not active

E23.1

Error message

E23.1 (easyDial)

E23.1: Boiler sensor error (easyTouch)

Description of error

Faulty boiler sensor, open-circuit (4B4 thermocouple discontinuity)

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X10 connector on control module)
- Boiler sensor (4B4) open-circuit (faulty)
- Contact problems

Cooking profiles that can be used in emergency mode

EB/GB:

Convection and Cook & Hold cooking profiles possible.

→ safety thermostat protects heating elements from burning through

→ no preheating of boiler

→ cleaning not possible

E23.2

Error message

E23.2 (easyDial)

E23.2: Boiler sensor error (easyTouch)

Description of error

Faulty boiler sensor (sensor 4B4 in boiler), ground fault

It is not possible to identify the definite source of a ground fault; it may originate in a different thermocouple sensor.

Reasons for fault → Remedy for fault

- Boiler sensor (4B4) or another sensor is touching the appliance case because of boiler overheating
- Boiler sensor (4B4) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E23.3

Error message

E23.3 (easyDial)

E23.3: Boiler sensor reading high temperature (easyTouch)

Description of error

Boiler sensor (4B4 thermocouple) is reading excess temperature (if temperature in boiler measured above 130°C for longer than 5 sec.)

Reasons for fault → Remedy for fault

- Foaming in boiler when boiling (by not using original Convothem cleaning fluids)
- Limescale in boiler
- Immersion heater is heating with no water present because of ground fault in water level sensor
- Water too soft and too many minerals in the water

Cooking profiles that can be used in emergency mode

EB/GB:

Convection and Cook & Hold cooking profiles possible.

- safety thermostat protects heating elements from burning through
- no preheating of boiler
- cleaning not possible

E24.1

Error message

E24.1 (easyDial)

E24.1: Bypass sensor error (easyTouch)

Description of error

Bypass sensor faulty (discontinuity in 5B5 thermocouple), open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X7 connector on SI board)
- Bypass sensor (5B5) open-circuit (faulty)
- SI board dirty around plug-in contacts for bypass sensor

Cooking profiles that can be used in emergency mode

The Steam cooking profile is possible at exactly 100°C and the Convection, Delta-T cooking and Cook & Hold cooking profiles are possible.

- cleaning not possible

E24.2

Error message

E24.2 (easyDial)

E24.2: Bypass sensor error (easyTouch)

Description of error

Bypass sensor faulty (5B5 in bypass line), ground fault

It is not possible to identify the definite source of the ground fault; it may originate in a different thermocouple sensor.

Reasons for fault → Remedy for fault

- Bypass sensor (5B5) or another sensor is touching the appliance case
- Bypass sensor (5B5) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E24.3

Error message

E24.3 (easyDial)

E24.3: Bypass sensor reading high temperature (easyTouch)

Description of error

Bypass sensor faulty (5B5); thermocouple reading excess temperature: above 260°C for longer than 10 sec.

Reasons for fault → Remedy for fault

- Faulty bypass sensor
- Faulty lead
- Bypass sensor misreading

Cooking profiles that can be used in emergency mode

The Steam cooking profile is possible at exactly 100°C and the Convection, Delta-T cooking and Cook & Hold cooking profiles are possible.

→ cleaning not possible

E26.1

Error message

E26.1 (easyDial)

E26.1: Boiler thermal-cutout error (easyTouch)

Description of error

Boiler safety thermostat faulty, broken boiler sensor, open-circuit, safety thermostat (2B8 thermocouple) discontinuity

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X9 connector on SI board)
- Boiler safety thermostat (2B8) open-circuit (faulty)
- SI board dirty around plug-in contacts for safety thermostat

Cooking profiles that can be used in emergency mode

EB/GB:

Convection and Cook & Hold cooking profiles possible.

→ safety thermostat protects heating elements from burning through

→ no preheating of boiler

→ cleaning not possible

E26.2

Error message

E26.2 (easyDial)

E26.2: Boiler thermal-cutout error (easyTouch)

Description of error

Boiler safety thermostat faulty, ground fault, safety thermostat (2B8 in boiler)

It is not possible to identify the definite source of a ground fault. The ground fault may even lie with another thermocouple sensor.

Reasons for fault → Remedy for fault

- Thermocouple sensor (2B8) for boiler safety thermostat or another sensor is touching the appliance case because of boiler overheating
- Boiler safety thermostat (2B8) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E26.3

Error message

E26.3 (easyDial)

E26.3: Boiler thermal-cutout reading high temperature (easyTouch)

Description of error

Safety thermostat (2B8 thermocouple) reading over-temperature (ST measuring a temperature >150°C for longer than 5 sec. for boiler heaters that are running in the boiler)

Reasons for fault → Remedy for fault

- Foaming in boiler when boiling (by not using original Convothem cleaning fluids)
- Limescale in boiler
- Immersion heater is heating with no water present because of ground fault in dual-level sensor

Cooking profiles that can be used in emergency mode

EB/GB:

Convection and Cook & Hold cooking profiles possible.

→ safety thermostat protects heating elements from burning through

→ no preheating of boiler

→ cleaning not possible

E28.1.1

Error message

E28.1.1 (easyDial)

E28.1.1: Error from convection SSR sensor (easyTouch)

Description of fault

Fault in convection SSR sensor (discontinuity in xx thermocouple), open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (xx connector on control module)
- Convection SSR sensor open-circuit (faulty)
- SIB dirty around plug-in contacts for SSR sensor

Cooking profiles that can be used in emergency mode

Steam cooking profile possible at exactly 100°C.

→ cleaning not possible

E28.1.2

Error message

E28.1.2 (easyDial)

E28.1.2: Error from convection SSR sensor (easyTouch)

Description of fault

Fault in convection SSR sensor (discontinuity in xx thermocouple), ground fault

It is not possible to identify the definite source of a ground fault; it may originate in a different thermocouple sensor.

Reasons for fault → Remedy for fault

- Thermocouple sensor (xx) or another thermocouple sensor is touching the appliance case
- Convection SSR sensor (xx) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E28.1.3

Error message

E28.1.3 (easyDial)

E28.1.3: Convection SSR sensor reading high temperature (easyTouch)

Description of fault

Fault in convection SSR sensor - too hot: above 70 °C for longer than 60 sec.

Reasons for fault → Remedy for fault

- Cooling fan faulty or clogged
- Faulty SSR
- Intake grille clogged or blocked
- Dirty heatsink
- Cable has not been laid properly after replacement (diverting the air flow)

Cooking profiles that can be used in emergency mode

Steam cooking profile possible at exactly 100°C.

→ cleaning not possible

E28.2.1

Error message

E28.2.1 (easyDial)

E28.2.1: Error from boiler SSR (easyTouch)

Description of error

Faulty boiler SSR sensor - open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (xx connector on control module)
- Boiler SSR sensor (xx) open-circuit (faulty)
- SIB dirty around plug-in contacts for SSR sensor

Cooking profiles that can be used in emergency mode

Convection and Cook & Hold cooking profiles possible.

→ cleaning not possible

E28.2.2

Error message

E28.2.2 (easyDial)

E28.2.2: Error from boiler SSR (easyTouch)

Description of error

Faulty boiler SSR sensor - ground fault

It is not possible to identify the definite source of the ground fault; it may originate in a different thermocouple sensor.

Reasons for fault → Remedy for fault

- Thermocouple sensor (xx) or another thermocouple sensor is touching the appliance case
- Boiler SSR sensor (xx) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E28.2.3

Error message

E28.2.3 (easyDial)

E28.2.3: Boiler heat sink (easyTouch)

Description of error

Faulty boiler SSR sensor - reading excess temperature: above 70 °C for longer than 60 sec.

Reasons for fault → Remedy for fault

- Boiler SSR sensor faulty
- Faulty lead
- Boiler SSR sensor misreading

Cooking profiles that can be used in emergency mode

Convection and Cook & Hold cooking profiles possible.

→ cleaning not possible

3.6 Software error messages - range E30.x to E91.x

Contents

This section contains the following topics:

	Page
E30.1	94
E30.2	94
E30.3	95
E31.0	95
E33.0	96
E34.0	96
E35.0	97
E58.0	97
E59.0	98
E60.0	98
E61.0	99
E62.0	99
E63.0	100
E70.0	100
E70.1	101
E71.1	101
E71.2	102
E71.3	102
E71.4	103
E80.1	103
E81.0	104
E89.1.0	104
E89.1.1 / E89.1.2 / 89.1.3 / E 89.1.4 / E89.1.5 / E 89.1.6 / E 89.1.7 / E89.1.8 / E89.1.9 / E89.1.10	105
E89.2	105
E89.3	106
E89.4.0	106
E89.4.1	107
E89.5	107
E89.6	108
E89.7	108
E89.8	109
E91.1	109
E91.2	110
E91.3	110
E91.4	111
E91.5	111
E91.6	112
E91.7	112
E91.8	113
E91.9	113

E30.1

Error message

E30.1 (easyDial)

E30.1: Error from drain temperature sensor (easyTouch)

Description of error

Faulty drain probe, temperature sensor (discontinuity in 5B3 thermocouple), open-circuit

Reasons for fault → Remedy for fault

- Sensor lead disconnected (X6 connector on control module)
- Drain probe (5B3) open-circuit (faulty)
- SI board dirty around plug-in contacts for drain probe

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Only affects the cleaning process

E30.2

Error message

E30.2 (easyDial)

E30.2: Error from drain temperature sensor (easyTouch)

Description of error

Faulty drain probe, temperature sensor, ground fault

It is not possible to identify the definite source of the ground fault; it may originate in a different thermocouple sensor.

Reasons for fault → Remedy for fault

- Drain probe (5B3) or another sensor is touching the appliance case
- Drain probe (5B3) or another sensor is faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E30.3

Error message

E30.3 (easyDial)

E30.3: Oven drain reading high temperature (easyTouch)

Description of error

Temperature sensor in drain probe reading excess temperature: above 150°C for longer than 60 sec.

Reasons for fault → Remedy for fault

- Drain probe faulty
- Faulty connecting lead
- Drain probe misreading

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Only affects the cleaning process

E31.0

Error message

E31.0 (easyDial)

E31.0: Safety thermostat has tripped (easyTouch)

Description of error

Capillary sensor for boiler/convection safety thermostat not working

Reasons for fault → Remedy for fault

- Capillary sensor for cooking chamber (convection safety thermostat) has tripped
- Capillary sensor for boiler (boiler safety thermostat) has tripped
- Capillary sensor for exhaust-gas temperature in gas appliance has tripped
- Capillary sensor for wiring-chamber temperature has tripped
(usually occurs together with error E70.0)

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ main contactor is off

→ cleaning not possible

E33.0

Error message

E33.0 (easyDial)

E33.0: Heating fault in boiler (easyTouch)

Description of error

Fault in boiler heating element, no measurable temperature rise in the boiler; boiler heating element faulty; boiler operating fault (temperature in the boiler measured at the boiler sensor does not rise by >5 °C within 3 minutes)

Reasons for fault → Remedy for fault

- Faulty immersion heater
- Faulty heater contactor
- Limescale on boiler sensor

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Convection and Cook & Hold cooking profiles possible.

→ safety thermostat protects heating elements from burning through

→ no preheating of boiler

E34.0

Error message

E34.0 (easyDial)

E34.0: Error from boiler drainage pump (easyTouch)

Description of error

Boiler drainage pump faulty

Pump does not start up (water level sensor does not reach lower level within 20 sec.)

Reasons for fault → Remedy for fault

- Pump faulty
- Pump blocked / dirty
- Water-level sensor has ground fault as a result of limescale
- Intake gap to measuring chamber containing water level probe is blocked by limescale

Cooking profiles that can be used in emergency mode

C4 EB/GB:

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Boiler not rinsed

→ Affects the cleaning process

E35.0

Error message

E35.0 (easyDial)

E35.0: Error from CS-chamber drainage pump (easyTouch)

Description of error

CS-chamber drainage pump not running

Reasons for fault → Remedy for fault

- CS-chamber drainage pump faulty
- Faulty lead
- Faulty connector
- Temperature sensor
- CS-chamber drainage pump blocked
- CS-chamber drainage pump clogged
- CS-chamber drainage pump has been pumping hot oil too often and for too long

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Affects the cleaning process and Crisp&Tasty

E58.0

Error message

E58.0 (easyDial)

E58.0: Error from cleaning-agent dispensing pump (easyTouch)

Description of error

Cleaning-agent dispensing pump not running. Pressure switch not reporting any pressure within 15 seconds of switching on the pump.

Reasons for fault → Remedy for fault

No cleaning agent → fill canister

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Only affects the cleaning process

E59.0

Error message

E59.0 (easyDial)

E59.0: Error from rinse-aid dispensing pump (easyTouch)

Description of error

Rinse-aid dispensing pump not running. Pressure switch not reporting any pressure within 15 seconds of switching on the pump.

Reasons for fault → Remedy for fault

No rinse aid → fill canister

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.
→ Only affects the cleaning process

E60.0

Error message

E60.0 (easyDial)

E60.0: Circulation pump error (easyTouch)

Description of error

Circulation pump not running during cleaning.

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.
→ Only affects the cleaning process

E61.0

Error message

E61.0 (easyDial)

E61.0: Cleaning: Steam error (easyTouch)

Description of error

Steam saturation is not reached during automatic cleaning.

During a Steam phase, the bypass should reach a temperature ≥ -90 °C within 5 minutes. This error cannot arise for a steam time of less than 5 minutes.

Reasons for fault → Remedy for fault

- Bypass sensor has partial fault, indicating incorrect values
- Low-pressure failsafe device is faulty
- Boiler heater is faulty
- Appliance with water injection: nozzles blocked - no water

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Only affects the cleaning process

E62.0

Error message

E62.0 (easyDial)

E62.0: Pressure switch error (easyTouch)

Description of error

The pressure switch is not working correctly during cleaning (logic interrogation of pressure switch).

Cleaning-fluid pressure switch permanently closed (when starting the automatic cleaning program before the pump starts up).

Reasons for fault → Remedy for fault

- Cleaning-fluid pressure switch is faulty because it is already closed
- Faulty pressure switch
- Nozzle is clogged - limescale
- Short-circuit in lead

Cooking profiles that can be used in emergency mode

Steam, Combi-steam, Convection, Regenerating, Delta-T and Cook & Hold cooking profiles possible.

→ Only affects the cleaning process

E63.0

Error message

E63.0 (easyDial)

E63.0: Pressure switch error (easyTouch)

Description of error

Water injection pressure switch is not working correctly.

Pressure switch for sprinklers is already closed (when starting the automatic cleaning program) before the pumps starts up.

Reasons for fault → Remedy for fault

- Pressure switch is faulty because it is already closed
- Incorrect pressure switch
- Nozzle is clogged - limescale
- Short-circuit in lead

Cooking profiles that can be used in emergency mode

Convection and Cook & Hold cooking profiles possible.

→ no preheating of boiler

→ cleaning not possible

E70.0

Error message

E70.0 (easyDial)

E70.0: Main contactor error (easyTouch)

Description of fault

Main contactor error

Reasons for fault → Remedy for fault

- Safety chain (4 safety thermostats or appliance switch disconnected/tripped)
- Main contactor is faulty
- Auxiliary contact cable is faulty
→ check all fuses on the SI board

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E70.1

Error message

E70.1 (easyDial)

E70.1: Main contactor error (easyTouch)

Description of error

Main contactor error

Reasons for fault → Remedy for fault

- Auxiliary contact short-circuited (sticking)
→ Check auxiliary contact in main contactor
- Wires running from the auxiliary contact to the SIB are making contact with each other
→ Check cable

E71.1

Error message

E71.1 (easyDial)

E71.1: Door contact switch error (easyTouch)

Description of error

Door contact switch is faulty when appliance door in closed position. Both contacts are in down position.

Error message displayed when invalid combination occurs for ≥ 3 seconds.

Reasons for fault → Remedy for fault

- Faulty door solenoid
- Faulty solenoid switch
- Faulty cables to SI board
- Faulty analysis electronics on SI board

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E71.2

Error message

E71.2 (easyDial)

E71.2: Door contact switch error (easyTouch)

Description of error

Door contact switch is faulty when appliance door in closed position. Both contacts are in up position.
Error message displayed when invalid combination occurs for ≥ 3 seconds.

Reasons for fault → Remedy for fault

- Faulty door solenoid
- Faulty solenoid switch
- Faulty cables to SI board
- Faulty analysis electronics on SI board

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E71.3

Error message

E71.3 (easyDial)

E71.3: Door contact switch error (easyTouch)

Description of error

Door contact switch is faulty in venting position. Both contacts are in down position.
Error message displayed when invalid combination occurs for ≥ 3 seconds.

Reasons for fault → Remedy for fault

- Faulty door solenoid
- Faulty solenoid switch
- Faulty cables to SI board
- Faulty analysis electronics on SI board

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E71.4

Error message

E71.4 (easyDial)

E71.4: Door contact switch error (easyTouch)

Description of error

Door contact switch is faulty in venting position. Both contacts are in up position.

Error message displayed when invalid combination occurs for ≥ 3 seconds.

Reasons for fault → Remedy for fault

- Faulty door solenoid
- Faulty solenoid switch
- Faulty cables to SI board
- Faulty analysis electronics on SI board

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E80.1

Error message

E80.1 (easyDial)

E80.1: ID error (easyTouch)

Description of fault

Identity error, appliance does not recognize the type of heater

Reasons for fault → Remedy for fault

- The system cannot identify whether the appliance uses gas or electricity to run. Therefore all outputs are switched off.
- PM module faulty

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E81.0

Error message

E81.0 (easyDial)

E81.0: Cooking mode error (easyTouch)

Description of fault

Program memory error; invalid cooking algorithm

Reasons for fault → Remedy for fault

- Working parameters of a multi-step program do not lie within max and min values
- After saving a cooking idea in the cookbook, the temperature display is changed from °C to °Fahrenheit

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E89.1.0

Error message

E89.1.0 (easyDial)

E89.1.0: PM error (easyTouch)

Description of error

Faulty PM module, invalid data in PM module

Reasons for fault → Remedy for fault

- Faulty PM
- Incorrect checksum → unplug the appliance from the mains supply for 10 seconds and then power up again

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.1.1 / E89.1.2 / 89.1.3 / E 89.1.4 / E89.1.5 / E 89.1.6 / E 89.1.7 / E89.1.8 / E89.1.9 / E89.1.10

Error message

E89.1.x (easyDial)
E89.1.x: PM error (easyTouch)
x = 1-10

Description of error

Internal error message

Reasons for fault → Remedy for fault

→ Unplug the appliance from the mains supply for 10 seconds and then power up again
→ If error still appears, contact Convotherm

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.2

Error message

E89.2 (easyDial)
E89.2 PM error configuration (easyTouch)

Description of error

Invalid configuration for combi steamer (FRAM and PM) on the SI board

Reasons for fault → Remedy for fault

Configuration between FRAM and PM not logical → replace IDM

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.3

Error message

E89.3 (easyDial)

E89.3: PM Error tunables (easyTouch)

Description of error

Invalid parameter values or write error for adjustable parameter values in the PM

Reasons for fault → Remedy for fault

Checksum for data in FRAM and PM incorrect → replace IDM

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.4.0

Error message

E89.4.0 (easyDial)

E89.4.0: FRAM Error (easyTouch)

Description of error

Invalid MIN/MAX ranges (FRAM and PM)

Faulty FRAM

Reasons for fault → Remedy for fault

Incorrect MIN/MAX values → replace IDM

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.4.1

Error message

E89.4.1 (easyDial)

E89.4.1: FRAM Error (easyTouch)

Description of error

Internal error message

Reasons for fault → Remedy for fault

→ Unplug the appliance from the mains supply for 10 seconds and then power up again

→ If error still appears, contact Convotherm

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.5

Error message

E89.5 (easyDial)

E89.5: FRAM Error configuration (easyTouch)

Description of error

Setup parameters not logical either in FRAM or in PM

Invalid configuration or write error in FRAM

Reasons for fault → Remedy for fault

Invalid parameters → replace IDM

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.6

Error message

E89.6 (easyDial)

E89.6: PM Error tunables (easyTouch)

Description of error

Invalid values or write error for adjustable parameters in FRAM

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.7

Error message

E89.7 (easyDial)

E89.7: PM Error statistics (easyTouch)

Description of error

Invalid values or write error for statistics in PM

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E89.8

Error message

E89.8 (easyDial)

E89.7: FRAM Error statistics (easyTouch)

Description of error

Invalid values or write error for statistics in FRAM

Reasons for fault → Remedy for fault

-

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

E91.1

Error message

E91.1 (easyDial)

E91.1: SD card initialization error (easyTouch)

Description of fault

Unable to initialize the physical medium.

Reasons for fault → Remedy for fault

SD card cannot be opened → contact Convothem

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.2

Error message

E91.2 (easyDial)

E91.2: SD bad sector read error (easyTouch)

Description of fault

Unable to read MBR or boot sector correctly.

Reasons for fault → Remedy for fault

→ Contact Convothem

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.3

Error message

E91.3 (easyDial)

E91.3: SD bad partition (easyTouch)

Description of error

Incorrect MBR signature

Reasons for fault → Remedy for fault

→ Contact Convothem

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.4

Error message

E91.4 (easyDial)

E91.4: SD not formatted (easyTouch)

Description of fault

SD card has not been formatted.

Reasons for fault → Remedy for fault

The signature of the boot sector is incorrect or indicates an invalid number of bytes per sector.

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.5

Error message

E91.5 (easyDial)

E91.5: SD FAT32 error (easyTouch)

Description of fault

File system is FAT32.

Reasons for fault → Remedy for fault

SD card has been formatted incorrectly

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.6

Error message

E91.6 (easyDial)

E91.6: SD bad cache read (easyTouch)

Description of error

Unable to read the necessary information from the SD card.

Reasons for fault → Remedy for fault

Faulty SD card → contact Convotherm

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.7

Error message

E91.7 (easyDial)

E91.7: SD write error (easyTouch)

Description of fault

Writing to SD card failed.

Reasons for fault → Remedy for fault

Incorrect write data → contact Convotherm

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.8

Error message

E91.8 (easyDial)

E91.8: SD bad partition (easyTouch)

Description of fault

The number of sectors per cluster is invalid.

Reasons for fault → Remedy for fault

→ Contact Convothem

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E91.9

Error message

E91.9 (easyDial)

E91.9: SD size not supported (easyTouch)

Description of fault

SD card has too many sectors to be formatted as FAT16.

Reasons for fault → Remedy for fault

SD card has too large a memory size.

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

3.7 Software error messages - range E92.x to E99.x

Contents

This section contains the following topics:

	Page
E92.1	115
E92.2	115
E92.3	116
E92.4	116
E92.5	117
E92.6	117
E92.7	118
E93.0 / E93.1	118
E95.0	119
E99.0	119
E99.1 / E99.2 / 99.3 / E99.4 / E99.5	120
E99.9	120

E92.1

Error message

E92.1 (easyDial)

E92.1: Too many files open on SD (easyTouch)

Description of fault

Trying to open a fourth file. Only three files can be opened at once.

Reasons for fault → Remedy for fault

Internal error → contact Convotherm

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E92.2

Error message

E92.2 (easyDial)

E92.2: SD invalid file name (easyTouch)

Description of fault

Invalid file name

Reasons for fault → Remedy for fault

User has used file name with incorrect syntax.

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E92.3

Error message

E92.3 (easyDial)

E92.3: SD invalid file argument (easyTouch)

Description of fault

Invalid argument passed.

Reasons for fault → Remedy for fault

Internal error

→ contact Convotherm

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E92.4

Error message

E92.4 (easyDial)

E92.4: SD file not found (easyTouch)

Description of fault

File not found

Reasons for fault → Remedy for fault

File not present on SD card

→ Enter correct name

→ Use correct SD card

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E92.5

Error message

E92.5 (easyDial)

E92.5: SD read-only (easyTouch)

Description of fault

File opened in read-only mode.

Reasons for fault → Remedy for fault

SD card set to locked → open slider on SD card

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E92.6

Error message

E92.6 (easyDial)

E92.6: SD card full (easyTouch)

Description of fault

SD card is full.

Reasons for fault → Remedy for fault

The memory capacity in the SD card has been used up → delete files from the SD card

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E92.7

Error message

E92.7 (easyDial)

E92.7: SD erase fail (easyTouch)

Description of fault

Unable to delete file.

Reasons for fault → Remedy for fault

File is open in write mode

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E93.0 / E93.1

Error message

E93.0 / E93.1 (easyDial)

E93.0 / E93.1: IO error (easyTouch)

Description of error

Internal error message

Reasons for fault → Remedy for fault

→ Unplug the appliance from the mains supply for 10 seconds and then power up again

→ If error still appears, contact Convothem

Cooking profiles that can be used in emergency mode

Fault does not restrict the operation of the available cooking profiles.

E95.0

Error message

E95.0 (easyDial)

E95.0: Software error (easyTouch)

Description of fault

Hardware and Software incompatible.

Reasons for fault → Remedy for fault

- Communications problems between software and hardware → download relevant update
- Hardware and software versions are incompatible.

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E99.0

Error message

E99.0 (easyDial)

E99.0: Communication lost (easyTouch)

Description of error

Failure in the communications interface between SI board and user interface
Unable to open communications interface to the SI board

Reasons for fault → Remedy for fault

Initialization error on the COM port → unplug the appliance from the mains supply for 10 seconds and then power up again

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode
→ cleaning not possible

E99.1 / E99.2 / 99.3 / E99.4 / E99.5

Error message

E99.x (easyDial)

E99.x: Communication lost (easyTouch)

x = 1-5

Description of error

Internal error message

Reasons for fault → Remedy for fault

→ Unplug the appliance from the mains supply for 10 seconds and then power up again

→ If error still appears, contact Convotherm

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible

E99.9

Error message

E99.9 (easyDial)

E99.9: Initialization error (easyTouch)

Description of error

Software cannot boot up

Reasons for fault → Remedy for fault

General initialization error → unplug the appliance from the mains supply for 10 seconds and then power up again

Cooking profiles that can be used in emergency mode

No cooking profile possible in emergency mode

→ cleaning not possible



Combi steamer

Convotherm 4

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