

Error codes list

Error code/message	Possible cause
	Solution

<p style="text-align: center;">Er01</p> <p>High voltage error 1</p>	The temperature of the water is above the maximum for safety.
	The stove will automatically turn off. Wait for it and check the water pump for malfunction. Check water safety protection and reboot it by pressing it. This error will not disappear or let you start the product before that.
<p style="text-align: center;">Er02</p> <p>High voltage error 2</p>	High temperature in the pellet hopper caused by poorly cleaned fire pot, sensor malfunction or backfire to the fuel bunker by any reason.
	Follow the cleaning procedure described in this manual and check for stuck fuel. If the error continues contact your technician.
<p style="text-align: center;">Er03</p> <p>Low flue gases temperature</p>	Poor quality pellets, lack of pellets in the hopper, wet pellets.
	Check the quantity and quality of the pellets. Check the fuel pot for clogging and the fuel bunker for dust.
<p style="text-align: center;">Er04</p> <p>High water temperature in the water jacket</p>	Pressure drop in the installation. Circulation pump malfunction. Badly vented installation.
	Check the system for leaks. Check the circulation pump. Check if there is something blocking the air inlet at the room.

Er05 High flue gas temperature	Uncleaned stove. Sensor malfunction.
	Follow the cleaning procedure described in this manual. If this does not help contact your technician.
Er07 Encoder error	Encoder does not receive signal or fan failure. Broken encoder.
	Check the fan cable for damage. Try to disconnect and connect the fan cable.
Er08 Encoder fan error. Fan speed control failed.	The fan can not reach the set speed. Defective fan. Problem with the electronics. Low voltage of the power grid.
	Check the fan cable for damage. Try to disconnect and connect to power grid.
Er09 Low system pressure	The pressure in the system is lower than the minimum for normal exploitation.
	Check the water level in the system. Check for leaks.
Er10 High system pressure	The pressure in the system is higher than the maximum for normal exploitation.
	Check the system.
Er11 Electronics get wrong data.	Due to a power failure the clock and date are not correct. Failure in the electronics.
	Set the time and date correctly.

Er12 Ignition failed	Igniter malfunction. Lack of pellets. Uncleaned fuel pot. Need of adjustment.
	Visual inspection of the burning pot during start. Check the pellets quantity and if there is something blocking their way going down. Follow the cleaning procedure described in this manual for the fuel pot.
Er15 No power supply	Power failure during operation.
	Clear the error and check if the pot is clean to continue the work process.
Er16 Error RS485 Communication connection	Faulty connection of the control board with the display or damaged cable between them.
	Check the plug and the cables between the control board and the display.
Er23 Water temperature sensor	Some of the temperature sensors of the stove or buffer is malfunctioning.
	Check the sensors are in order. Check their connection to the board.
Er41 Minimum airflow	Open door. Uncleaned stove. Blocked or missing draft in the chimney.
	Check the door and the seal on it. Follow the cleaning procedures described in this manual.
Er42 Maximum airflow reached	High pressure in the chimney.
	Check the airflow sensor and the fresh air pipe. Please avoid to connect the fresh air pipe to exterior without a proper cap in the end.