

5.1 Error code list for OSC, OSP and OSG

Starting with Software Version 2.00, the last reported error code can be called up in Service programme r 38 and deleted in Service d 01.

OSP	OSC	OSG	Error Code	Description of Error	Possible cause and repair
✓	✓	✓	E 00	No Error	<ul style="list-style-type: none"> The error has repaired itself → Call up the last Error Code in Service programme r 38
✓	✓		E 01	Low water level in steam generator (Water level could not be reached within 3 minutes)	<ul style="list-style-type: none"> Water tap is closed. Filter in solenoid valve or water connection is clogged. Water level probe is calcified or defective. From using non-original CONVOTHERM Cleaning solution, foam in the steam generator and film on the water level probe. Filling opening in steam generator is calcified. Water flow is too low, due to calcification. Solenoid valve Y1 defective. Water injection nozzle in pressure loop is blocked. Pressure loop is calcified. Steam generator – Drain screw is not water tight. Contact problem between steam generator and casing (ground connection) Contact problem between water level probe and Control module connection terminal X7.
		✓	E01	Low water level (Water pressure under 0,7bar after the valve passage switch 5 sec long)	<ul style="list-style-type: none"> Water tap is closed Solenoid valve Y1 defective. Pressure switch P1 defective. Filter in solenoid valve or water connection is clogged. Water injection nozzle in water inlet is blocked. Contact problem between pressure switch and Control module connection terminal plug X7.
✓	✓	✓	E 02	Excess temperature in service area At temperature of > 45°C additional fan switches on (not on OSG). Error threshold at 80°C	<ul style="list-style-type: none"> 12 V additional fan doesn't switch on (defective, mechanical block or contact problem) (not on OSG) Ventilation vents blocked due to inefficient distance from wall. Air supply blocked Minimum distance to heating appliances not maintained. + and – the 12 V additional fan exchanged.
✓	✓		E 03	Ventilation disturbance (Excess temperature in the motor area) → PTC is tripped: PTC trip threshold at approx. 6,8kOhm.	<ul style="list-style-type: none"> Fan motor has excess temperature in the windings. <ul style="list-style-type: none"> a) a Phase from main power supply is missing b) Fan motor defective c) A Phase from contactor is not switched through. d) Fine-wire fuse F10 (6,3 A or 10 A for Standing units) is tripped. e) Temperature probe in the motor windings (PTC-M1) defective or interrupted. If the error occurs on units with Convoclean System during the cleaning process --> update software at least to version 2.52
		✓	E 03	Fan disturbance (Motor protection switch has tripped)	<ul style="list-style-type: none"> Motor protection switch has tripped. <ul style="list-style-type: none"> a) A Phase is missing from the main power supply. b) Trip circuit set too low. c) Rotation direction of motor is wrong. d) Due to shaking during transport. e) Motor protection switch is defective. f) A Phase from contactor is not switched through. g) Fan motor is defect Contact problem on auxiliary switch for MSS (F52) Contact problem an Control module connection X7/7 Auxiliary switch for Motor protection switch (F52) is defective.

OSP	OSC	OSG	Error Code	Description of Error	Possible cause and repair
✓	✓		E 04	Additional fan disturbance. Motor current is too high etc.: Threshold at 1,5A (V1-V2)	<ul style="list-style-type: none"> Additional fan is defective Cable supply to second fan is interrupted. Second fan is blocked Older version of Software, update at least to version 2.32
		✓	E 04	Additional fan disturbance	<ul style="list-style-type: none"> Additional fan not present --> deactivate control of the additional fan in the service-programme by adjusting C12 to 305 and C13 to 058 or update software at least to version 2.52
✓	✓	✓	E 05	"No Gas" (after 5 attempts to light, no gas flame)	<ul style="list-style-type: none"> Pilot light does not ignite. Air in gas supply Gas supply is closed. Ionisation monitor inactive Phase and Neutral lead exchanged (only on one phase models) On electric units if connection X3 is not correctly connected <ol style="list-style-type: none"> Connect correctly or Software update (only necessary up to Software 1.02)
✓	✓	✓	E 11	Oven probe (N6 thermocouple) excessive temperature (Temperature of probe on electric units >300°C and on OSG >270°C)	<ul style="list-style-type: none"> Convection contactors don't switch off (burned) Motor not in operation (i.e. Due to 2 defective fine-wire fuses F10)
✓	✓		E 13	Steam generator probe (B4 thermocouple) excessive temperature (when temperature in steam gen. measures >120°C)	<ul style="list-style-type: none"> Foam in steam generator when cooking (due to i.e. wrong or non-Convotherm cleaner.) Calcification in steam generator. Immersion heater is heating dry due to ground short in the water level probe.
✓	✓	✓ OSG 20.20	E 15	Condenser probe (B3 thermocouple) excessive temperature (when temperature in condenser measures > 100°C)	<p>Water collection is condenser is too hot:</p> <ol style="list-style-type: none"> Water tap is closed Unit is connected to warm water supply. Solenoid valve "condenser cooling" defective. Coil from solenoid valve " condenser cooling " defective. Inlet filter on solenoid valve is dirty. Outgoing nozzle in condenser/siphon is clogged. De-moisturizing inset (only OSP) not working.
✓	✓	✓	E 21	Oven probe (N6 thermocouple) interruption	<ul style="list-style-type: none"> Probe cable supply interrupted (Control Module connection X6) Oven probe (N6) interrupted (defective)
✓	✓	✓	E 22	Core temperature probe (B10 thermocouple) interrupted (when more than 2 measuring stages are interrupted)	<ul style="list-style-type: none"> Probe cable supply interrupted (Control Module connection X6) CTC probe (B10) interrupted (defective)
✓	✓		E 23	Steam generator probe (B4 thermocouple) interrupted	<ul style="list-style-type: none"> Probe cable supply interrupted (Control Module connection X6) Steam generator probe (B4) interrupted (defective)
✓	✓	✓	E 24	Bypass probed(B5 thermocouple) interrupted	<ul style="list-style-type: none"> Probe cable supply interrupted (Control Module connection X6) Bypass probe(B5) interrupted (defective)

OSP	OSC	OSG	Error Code	Description of Error	Possible cause and repair
✓	✓	✓ OSG 20.20	E 25	Condenser probe (B3 thermocouple) interrupted	<ul style="list-style-type: none"> Probe cable supply interrupted (Control module connection X6) Condenser probe (B3) interrupted (defective)
✓	✓		E 26	Safety temperature probe (N8 thermocouple) interrupted	<ul style="list-style-type: none"> Probe cable supply interrupted (Control module connection X6) STB (steam generator) Probe (N8) interrupted (defective)
✓	✓		E 27	STB (N8 thermocouple) excessive temperature (STB measures temp. >130°C in steam generator when immersion heater switches on)	<ul style="list-style-type: none"> Foam in steam generator when cooking (due i.e. wrong or non-Convotherm cleaner) Calcification in steam generator Immersion heater is heating dry due to ground short in the water level probe
✓	✓	✓	E 29	Thermocouple ground short	<ul style="list-style-type: none"> A thermocouple probe has contact with unit casing Connection between probe lead and probe casing ⇒ Check individual probe for ground short (starting with CTC)
✓	✓		E 33	Steam generator function error (No temperature increase in Steam gen. Within 3 min. to >5°C on B3 probe)	<ul style="list-style-type: none"> Immersion heater defective Heater contactors defective Calcified B3 probe
✓			E 34	Steam generator pump error Pump not functioning	<ul style="list-style-type: none"> Pump defective (M4) Pump blocked/ dirty Water level probe has ground short due to calcification. Filling opening in water settling area with level probe is calcified.
✓	✓	✓	E 80	ID error (Identity error)	<ul style="list-style-type: none"> It cannot be determined whether unit is gas or electric, therefore all outputs are switched off. Contact problem on X3 connection Bridge missing X3 connection → Electric 2—6; Gas 2—7
✓		✓	E 81	Programme Saving Error	<ul style="list-style-type: none"> When WP's of a multiple step programme are not between the max. and min values. After saving a cooking idea in the cookbook, the temperature display is changed from °C to °Fahrenheit.
✓	✓	✓	E 82	WP Error (Work parameter error)	<ul style="list-style-type: none"> When WP's of a cooking programme are not between the max. and min values Unreliable data is saved in cookbook
✓	✓	✓	E 83	Algo error (unreliable cooking algorithmic)	<ul style="list-style-type: none"> Non compatible Software between Operating module and Control module.
✓	✓	✓	E 89	External saver unit defective	<ul style="list-style-type: none"> The external saving unit in wiring loom is defective.
✓	✓	✓	E 95	Software Error	<ul style="list-style-type: none"> Communication problem between Software and Hardware Various Hardware and Software that are incompatible.
✓	✓	✓	E 96	Defective connection between Control module and Operation module	<ul style="list-style-type: none"> Interface cable between Control module and Operation module is interrupted Plug on Control module or Operation module is loose

OSP	OSC	OSG	Error Code	Description of Error	Possible cause and repair
✓			low agent pressure	Flow pressure on pressure switch S20 is too low (after 40 sec. Still under 0,1 bar)	<ul style="list-style-type: none"> Level of cleaning solution in the canister is too low Suction tube reaches not detergent / flushing agent Rotor nozzle worn out or defective -> loses too much liquid in the middle Rotor nozzle behind the suction panel is loosened or lost Piping of pumps in the pump case is untaught Pump for inner oven cleaning without power supply / x20 control defective Pump for inner oven cleaning overheated Pump for inner oven cleaning defective pressure switch S20 is defective

OSP	OSC	OSG	Defect	Possible cause and repair
5.2 General				
✓	✓	✓	5.2.1 No inner lighting, although unit is functioning.	<ul style="list-style-type: none"> Light bulb is defective Fine-wire fuse is defective.
✓	✓		5.2.2 After switching unit on, the F1 fuse burns out.	<ul style="list-style-type: none"> Short circuit on electr. Mech. Coil Y1 (Solenoid valve for steam generator)
✓			5.2.3 Approx. 25 – 90 Sec. After switching unit on, the F1 fuse burns out.	<ul style="list-style-type: none"> Short circuit on electr. Mech. Coils K1, K2 or K3 (Contactors for Immersion heater)
✓	✓	✓	5.2.4 After starting a programme, the unit does not function.	<ul style="list-style-type: none"> Door is not closed. Magnet on door is not in the right position. Magnet switch in door catch defective. Unit is set on Dummy version → set to normal version: c12=305; c13=999
✓	✓		5.2.5 Low water level, although the low water level symbol is not indicated on OSC or on the electronic display on OSP, Immersion heater heats dry.	<ul style="list-style-type: none"> Due to inefficient rinsing in steam generator of foaming water. Water level probe has a ground short due to dirt or calcification in steam generator. Contact problem on the level probe. (possible ground short) Opening in the water settling area in steam generator is calcified.
✓	✓	✓	5.2.6 Water in oven	<ul style="list-style-type: none"> Filter in drain to service area is clogged. Condenser blocked (Filter is not available) Building drain lead is blocked.
✓	✓		5.2.7 No temperature increase in convection operation	<ul style="list-style-type: none"> Safety temperature probe N7 is tripped. Heater contactors K4/K6 do not work <ul style="list-style-type: none"> a) Contact problem on heater contactor terminals b) Heater contactors defective Convection heater defective.
✓	✓	✓	5.2.8 Irregular browning	<ul style="list-style-type: none"> Suction panel not assembled correctly. Fan wheel distancing is not correct. Motor rotation in wrong direction. Heating capacity of heater is too low. Operation error: i. e. not enough pre-heating
✓	✓		5.2.9 Water dripping out of the front floor area on table units.	<ul style="list-style-type: none"> Seal between inner and outer casing is missing or damaged. → see 6.15 Checking seal slot for door seal. Door seal is damaged.

OSP	OSC	OSG	Defect	Possible cause and repair
		✓	5.2.10 Programmes with steam either too dry or too moist	<ul style="list-style-type: none"> Excess pressure valve in oven ceiling is open → check and correct, clean if necessary Excess pressure valve in oven ceiling is blocked → Clean with hand shower. Outgoing nozzle blocked → Clean and decalcify nozzle Water supply interrupted → Check and correct.

OSP	OSC	OSG	Defect	Possible cause and repair
5.3 Steam Generator				
✓	✓		5.3.1 Steam generator after 5 min. is not ready OSC: 7 min. after Starting a programme with steam, still no steam injection.	<ul style="list-style-type: none"> Steam generator is overfilled → see No. 5.3.7 Heater contactors K1/K2/K3 do not work <ol style="list-style-type: none"> Contact problem on terminals Heater contactors defective Software error → new initialisation Immersion heater in steam generator is calcified. Immersion heater is defective.
✓			5.3.2 Unchecked steam injection in Stop operation, as well as moisture in convection programme.	<ul style="list-style-type: none"> Check polarity of probe B4 connection. (green/white) Due to Ground shorts on other probes (i.e. CTC) all other temperatures are indicated too low. Steam generator, respectively the preheating probe is calcified → see Steam generator cleaning Preheating temperature in c01 is set too high Temperature detection in electronic is defective (→ replace Control module SM)
✓	✓		5.3.3 Steam generator no longer switches off.	<ul style="list-style-type: none"> Check polarity of probe B5 connection. (green/white) Due to Ground shorts on other probes (i.e. CTC) all other temperatures are indicated too low. Bypass lead is tripped. Bypass lead T-piece and B5 blocked, clogged with grease. Continuous water injection in condenser see No. 5.4.1 Electronic Service programme c 05 on continuous steam B5 probe lead has short circuit.
✓	✓		5.3.4 No water injection in steam generator.	<ul style="list-style-type: none"> Water supply closed. Injection piece in pressure loop is dirty. Filter in hose fitting dirty. Solenoid valve Y1 doesn't open. <ol style="list-style-type: none"> Solenoid valve is defective. Contact problem on X2/5 Contact problem on level probe (ground short) → see No. 5.2.5 Pressure loop is calcified.
✓	✓		5.3.5 No steam injection in the programmes Steam and Convection	<ul style="list-style-type: none"> B5 probe lead has short circuit. Heater contactors do not work → No 5.3.1 Immersion heater in steam generator is defective. No water in steam generator → No. 5.2.5

OSP	OSC	OSG	Defect	Possible cause and repair
✓	✓		5.3.6 Water or foam spraying out of steam outlet opening in the inner casing.	<ul style="list-style-type: none"> Steam generator is overfilled → No. 5.3.7 Remnants of cleaner or decalcifier found in steam generator → rinse repeatedly and thoroughly.
✓	✓		5.3.7 Continuous water injection in steam generator.	<ul style="list-style-type: none"> Solenoid valve Y1 doesn't close. <ol style="list-style-type: none"> Solenoid valve is dirty. Solenoid valve is defective. Water pressure is too low (min. 3 bar) Water level probe isn't switching. Contact problem on level probe or on terminal connection. Electronic fastening bolts (ground connection) are loose.
✓	✓	✓	5.3.8 Water sprays out of outgoing air vents (top of unit), on OSG out of the sound absorber.	<ul style="list-style-type: none"> Bypass lead dirty, blocked or has water pocket (hanging). On OSG Bypass lead calcified → decalcify. B5 probe (Steam measuring probe) clogged with grease. Water drain is blocked. Steam generator is overfilled. Unit is not horizontally level. Outgoing air lead is blocked.
5.4 Condenser				
✓	✓		5.4.1 Continuous water injection in condenser.	<ul style="list-style-type: none"> Incorrect recognition of unit art (Electric unit recognized as gas unit → X3) Solenoid valve Y2 doesn't close. <ol style="list-style-type: none"> Solenoid valve is dirty. Solenoid valve is defective. Water pressure is too low B3 probe lead has short circuit. Unit connected to warm water supply → cold water Solenoid valve Y1 exchanged with Y2.
✓	✓		5.4.2 Too little or no cold water injection in condenser.	<ul style="list-style-type: none"> Check polarity of probe B3 connection. (green/white) Water supply closed. Injection piece in condenser is clogged. Filter in hose fitting is dirty. Ingoing filter in solenoid valve is clogged → clean. Solenoid valve Y2 doesn't open. <ol style="list-style-type: none"> Solenoid coil is defective. Solenoid valve is defective. B3 probe lead has short circuit or Cooling probe B3 defective.
5.5 Motor				
✓	✓		5.5.1 Motor not running after programme start.	<ul style="list-style-type: none"> Unit is set in Dummy version → set to normal version: c12=305; c13=999 Door contact switch → No. 5.2.4 Motor protection K5 not working <ol style="list-style-type: none"> Contact problem on terminals. Motor protection defective. Fan disturbance (Excessive temperature) E 03 Two F10 fine-wire fuses are defective: <ol style="list-style-type: none"> Software version in Control module less than 1.04 → Perform Software Update. Check motor protection (K5, K55, K50) for sticky contacts.

OSP	OSC	OSG	Defect	Possible cause and repair
5.6 Electronic (see also General)				
✓	✓	✓	5.6.1 Displayed oven temperature is not the same as the actual temperature.	<ul style="list-style-type: none"> Oven probe N6 is not in the right position. (Middle fan wheel) N6 probe lead has short circuit. Check polarity of probe B6 connection. (green/white)
✓	✓	✓	5.6.2 After setting time or temperature values they change quickly increasing or decreasing by themselves.	<ul style="list-style-type: none"> Selector knob wandering, no longer correctly recognized by the electronic. → Turn selector knob in the same direction.
✓	✓	✓	5.6.3 Incorrect temperatures on display: the higher the temp. on the probe, the lower the temperature indicated on display.	<ul style="list-style-type: none"> Incorrect polarity → check the connection leads to the problem probes (green and white wires must not be exchanged)
✓	✓	✓	5.6.4 Electronic can operates normally but the unit is not functioning.	<ul style="list-style-type: none"> Unit is in set on Dummy version in the service programme → reset to normal version: Change values in Service programme c12=305, c13=999.
✓	✓	✓	5.6.5 Nothing functioning on the unit, no time or date display, but the green LED on Control module is blinking (LED-Function as of Software Version 2.00)	<ul style="list-style-type: none"> Connecting cable between the Control module and Operating module defective or not connected. Contact problem on the Connection cable connections. Operating module is defective.
✓	✓	✓	5.6.6 Software suspended by repeatedly and quickly pressing the ON / OFF key	<ul style="list-style-type: none"> Install Software new by pressing the ON / OFF key for 5 sec. or disconnect from power supply for 10 sec.
✓	✓	✓	5.6.7 After initialisation on the electronic, the unit won't switch on (Software from Control and Operating modules are not compatible)	<ul style="list-style-type: none"> Perform Software Update (only possible on Control modules as of Hardware Rev. No. 03) Same Software version number on Control and Operating modules is necessary i.e. CM = 1.XX + OM = 1.XX or CM = 2.XX + OM = 2.XX
5.7 Safety temperature probe Convection heating (N7)				
✓	✓		5.7.1 Safety temperature probe N7 has responded.	<ul style="list-style-type: none"> Inner temperature is over 300 °C Heater contactors K4, K6 are burnt → Replace contactors. Check polarity of probe N6 connection (green/white)
✓	✓		5.7.2 Safety temperature probe N7 responds too early.	<ul style="list-style-type: none"> N7 defective.

OSP	OSC	OSG	Defect	Possible cause and repair								
5.8 Electronic LED's – Module self-check												
✓	✓	✓	5.8.1 Green LED on Control module <ul style="list-style-type: none">Continuously litNot litBlinks (as of Software Version 2.00)	→ Normal function → Power supply missing (DC12V). - Control module defective. → - see 5.6.5 - Initialisation process until operating module time is displayed.								
✓	✓	✓	5.8.2 Green LED on Operating module (LED function as of Software Version 2.01) <ul style="list-style-type: none">Continuously litNot lit	→ Normal Function → see 5.6.5								
✓	✓	✓	5.8.3 LED's on Supply module <table><tr><td>green</td><td>red</td></tr><tr><td>✓</td><td>--</td></tr><tr><td>--</td><td>✓</td></tr><tr><td>--</td><td>--</td></tr></table>	green	red	✓	--	--	✓	--	--	→ Normal Function → Supply module is defective → No power
green	red											
✓	--											
--	✓											
--	--											
✓	✓	✓	5.8.4 LED's on Communication module <ul style="list-style-type: none">Green LED blinksRed LED blinks	<ul style="list-style-type: none">Data is sentData is received								