

Summary of error messages

General information

- These instructions are intended solely for a qualified installation engineer and an authorized customer service engineer.
- Inform the customer of important points relating to operation and safety.

Intended use

These instructions summarize all the error messages that arise in a Convotherm 4 combi oven.

Necessary additional instructions

These instructions are a supplement to the user and installation manuals and the servicing documentation for your appliance and must only be used in conjunction with these documents. Please refer to the manuals for technical data, intended use, design and operation and safety information.

For a detailed description of all the error messages, please refer to the Error message manual (FHB).

Error messages - range E00.x to E02.x

Error	Description	Cause / Corrective action
E00.0	Previous fault no longer exists	--
E01.1	Not enough water in the boiler	<ul style="list-style-type: none"> ▪ Water supply is shut off ▪ 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 ▪ Limescale is restricting the intake gap to the boiler ▪ Limescale in boiler ▪ Appliance does not have soft water supply and so there is limescale build-up in the intake ▪ Water conductivity too low because of water softening → check water quality ▪ Solenoid valve (-Y1) faulty ▪ Injection nozzle in check valve clogged ▪ Contact problems between boiler and case (ground connection) ▪ Contact problems between water-level sensor and connector (X21) on SIB ▪ Not using original Convotherm cleaning agents causes foaming in the boiler and an insulating layer of limescale on the water-level probe

Error	Description	Cause / Corrective action
E01.1.1	Deposits in the boiler and on the water-level probe	<ul style="list-style-type: none"> ▪ Limescale in boiler → descale boiler ▪ Top electrode detects water but bottom electrode does not detect water → Water-level probe not connected correctly (red - blue: upper/lower level swapped over) ▪ Cable disconnected ▪ Deposits on the water-level probe prevent measurement ▪ Boiler rinsing set at too low a level
E01.2	Not enough water for water injection for steam generation (water pressure is less than 0.5 bar 3 seconds after valve activation)	<ul style="list-style-type: none"> ▪ Water supply is shut off ▪ Soft water connection not connected to the water supply ▪ Dirt-trap filter in solenoid valve or in the water-supply connection is dirty ▪ Solenoid valve (-Y1) faulty ▪ Test the water quality ▪ Contact problems between pressure switch and connector (X21) on SI board ▪ Faulty pressure switch S1 ▪ T-piece for pressure switch / pressure gauge or injection nozzle in water supply is clogged / dirty → clean out with needle (if injection nozzle is clogged → error message E63.0) ▪ Incorrect pressure switch (incorrect value) ▪ Pressure regulator not adjusted correctly ▪ Supply flow pressure too low ▪ Connector on SIB (contact problems, loose connection)
E01.3	Not enough water in collector box; faulty flowmeter	<ul style="list-style-type: none"> ▪ Water supply is shut off ▪ Volume of water not reached within specified time (time taken to flow through flowmeter >120 sec.) ▪ Blocked filter ▪ Solenoid valve (-Y3) faulty ▪ Limescale/dirt causing mechanical blockage in flowmeter ▪ Faulty flowmeter ▪ Injection nozzle on air vent is blocked ▪ Contact problems on both sides ▪ Faulty connector ▪ Fuse F7 has blown ▪ Faulty controller ▪ Incorrect flow direction
E02	Temperature in wiring compartment too high	<ul style="list-style-type: none"> ▪ Air intake blocked / dusty fan grille ▪ Minimum distance from heat sources not met ▪ Cooling fan is dirty, obstructed or faulty ▪ Cooling fan not fitted correctly → check blow direction ▪ Appliance too close to wall so blocking ventilation slits ▪ + and - terminals of 12 V cooling fan swapped over ▪ 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 on electric appliances when temperature drops to 43° C → update software to latest software release

Error messages - E03.x range (variable frequency drive)

Error	Description	Cause / Corrective action
E03.0.1.x	Loss of communication with variable frequency drive 1 or 2 for fan drive.	<ul style="list-style-type: none"> ▪ Cable faulty or not plugged in ▪ Variable frequency drive not parametrized for Convotherm 4 appliances ▪ Fault in variable frequency drive ▪ Problem with input power supply to variable frequency drive ▪ The display on the variable frequency drive must show "0.0"
E03.0.2.x	Fan not reaching target speed	<ul style="list-style-type: none"> ▪ Incorrect fan wheel ▪ Motor turning with difficulty / faulty ▪ Faulty variable frequency drive ▪ Also appears together with error message E03.1.20
E03.0.3.x	Internal error message (variable frequency drive 1 or 2)	<ul style="list-style-type: none"> ▪ Unplug the appliance from the mains supply for 10 seconds and then restart ▪ If the error still appears, contact Convotherm (make a note of the message displayed on the variable frequency drive).
E03.0.4.x	Received data contains error	Interference or loose connection in RJ45 communications cable → damage to cable: replace → place cable further away from power cables/ignition cable
E03.0.5.x to E03.0.7.x	Internal error message (variable frequency drive 1 or 2)	<ul style="list-style-type: none"> ▪ Unplug the appliance from the mains supply for 10 seconds and then restart ▪ If the error still appears, contact Convotherm (make a note of the message displayed on the variable frequency drive).
E03.1.0/ E03.2.0 noF	Information, not a fault	--
E03.1.1/ E03.2.1 to E03.1.4/ E03.2.4 lnF [FF [FI	Internal error message	<ul style="list-style-type: none"> ▪ Check all plug-in connections ▪ If error still appears, contact Convotherm
E03.1.5/ E03.2.5 SLF 1	MODBUS communication lost	Interference or loose connection in RJ45 communications cable → damage to cable: replace → place cable further away from power cables
E03.1.9/ E03.2.9 OCF	Overcurrent	<ul style="list-style-type: none"> ▪ Motor shaft is tight, difficult to move ▪ Motor overcurrent
E03.1.10/ E03.2.10 [rF 1	Internal error message	Fault in the load-relay controller or the load resistor is damaged → Switch the variable frequency drive off and back on again → check all plug-in connections → Replace the variable frequency drive → if error still appears, contact Convotherm

Error	Description	Cause / Corrective action
E03.1.16/ E03.2.16 OHF	Over-temperature	Variable frequency drive too hot because ambient temperature too high → Check motor load → Check ventilation of variable frequency drive → Check ambient temperature → remove adhesive label from variable frequency drive → Let the variable frequency drive cool down before switching it back on
E03.1.17/ E03.2.17 OLF	Overload	Triggered by motor current being too high → check motor load
E03.1.18/ E03.2.18 OBF	Excessive braking: severe deceleration or excessive load being driven; overvoltage during slow-down	<ul style="list-style-type: none"> ▪ Increase the slow-down time easyDial: Control value c30 (default setting 8) easyTouch: Configurable parameter 103 03 (default setting 8) ▪ Check that the mains voltage does not exceed the maximum permitted value (20% above the maximum mains voltage during operation)
E03.1.19/ E03.2.19 OSF	Mains over-voltage	<ul style="list-style-type: none"> ▪ Faulty power supply ▪ Switch-on voltage: +10% allowed ▪ Standby: +20% allowed
E03.1.20/ E03.2.20 OPF 1	One motor phase lost	<ul style="list-style-type: none"> ▪ Connector -X3M5 between motor and variable frequency drive not plugged in properly ▪ PIN in plug is bent and not making contact → check connections between variable frequency drive and motor ▪ Faulty motor winding
E03.1.21/ E03.2.21 PHF	Mains phase lost	<ul style="list-style-type: none"> ▪ Faulty supply to the variable frequency drive → check the power supply to the variable frequency drive ▪ Blown fuse → check fuse
E03.1.22/ E03.2.22 USF	Undervoltage	<ul style="list-style-type: none"> ▪ Mains voltage too low → check mains voltage ▪ Temporary drop in voltage → check the power supply to the variable frequency drive ▪ Faulty neutral conductor ▪ Phase L1 to variable frequency drive is missing, contact terminal charred → check fuse and cabling
E03.1.23/ E03.2.23 SCF 1	Motor short-circuit	<ul style="list-style-type: none"> ▪ Defect in connecting cable from variable frequency drive to motor ▪ Faulty motor winding ▪ Short-circuit at output of variable frequency drive
E03.1.24/ E03.2.24 SQF	Motor rotating too fast	Incorrect parameters in the variable frequency drive → check motor
E03.1.25/ E03.2.25 to E03.1.27/ E03.2.27 EnF InF 1 InF2	Internal error message	<ul style="list-style-type: none"> ▪ Check all plug-in connections ▪ If error still appears, contact Convotherm

Error	Description	Cause / Corrective action
E03.1.28/ E03.2.28 <i>InF3</i>	Internal communications breakdown in the variable frequency drive	Contact Convotherm
E03.1.29/ E03.2.29 <i>InF4</i>	Internal error message	<ul style="list-style-type: none"> Check all plug-in connections If error still appears, contact Convotherm
E03.1.32/ E03.2.32 <i>SCF3</i>	Short to ground	<ul style="list-style-type: none"> Defect in connecting cable from variable frequency drive to motor Faulty motor winding Ground fault at output of variable frequency drive → check power supply cable from variable frequency drive to motor Large leakage current to ground at output of variable frequency drive
E03.1.33/ E03.2.33 <i>OPF2</i>	Three motor phases lost	<ul style="list-style-type: none"> Motor not connected Motor current too low or zero
E03.1.42/ E03.2.42 to E03.1.56/ E03.2.56 <i>SLF2 SLF3 InF9 InFb LJF SCF4 SCF5</i>	Internal error message	<ul style="list-style-type: none"> Check all plug-in connections to the variable frequency drive Switch variable frequency drive off and back on again If error still appears, contact Convotherm
E03.1.69/ E03.2.69 <i>InFE</i>	Internal error message	<ul style="list-style-type: none"> Switch variable frequency drive off and back on again Replace the variable frequency drive
E03.1.77/ E03.2.77 <i>CFI 2</i>	Invalid configuration made on the variable frequency drive (internal error message)	Use new variable frequency drive with parameters configured by Convotherm
E03.1.100/ E03.2.100 <i>ULF</i>	Motor underload error (internal error message)	<ul style="list-style-type: none"> Switch variable frequency drive off and back on again Replace the variable frequency drive
E03.1.101/ E03.2.101 <i>OLC</i>	Overload error, excess current	Motor current greater than the overload threshold → check the mechanical system (wear, stiffness, lubrication, obstructions, ...)
E03.1.106/ E03.2.106/ <i>LFF 1</i> E03.1.253/ E03.2.253	Internal error message	Contact Convotherm

Error messages - E05.x range (gas)

Error	Description	Cause / Corrective action
E05.0.1	Gas pressure switch off	<ul style="list-style-type: none"> Central gas shut-off valve for the kitchen not open → open the gas tap Gas flow pressure too low → fault in gas installation → notify gas installation engineer Incorrect gas pressure switch Gas pressure switch has not reached pressure threshold → measure gas flow pressure Faulty gas pressure switch → replace gas pressure switch Faulty cable to gas pressure switch → replace cable
E05.0.2.x	Communication with automatic burner control unit lost (detected by the SIB)	<ul style="list-style-type: none"> Update software to latest software release Faulty power supply for burner Cables to burner units not plugged in cleanly or are faulty Hardware fault on the SIB → fit new SIB Faulty automatic burner control unit → fit new automatic burner control unit
E05.0.3.x	Loss of communication with automatic burner control unit	<ul style="list-style-type: none"> 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 IDM Faulty burner unit (logic) Route X18 cable harness away from other sources of interference (not parallel to ignition line) Faulty automatic burner control unit → fit new automatic burner control unit Hardware fault on the SIB → fit new SIB If the fault occurs shortly after switching on the appliance → check power supply to the relevant automatic burner control unit
E05.0.4.x	Incorrect message checksum (detected by the SIB)	<ul style="list-style-type: none"> Loose contact in the line to the SIB Contact problems on the SI board or on the automatic burner control unit Electromagnetic interference causing problem Faulty SIB or automatic burner control unit → replace SIB or automatic burner control unit
E05.0.5.x	Loss of communication to automatic burner control unit; ID unknown	<ul style="list-style-type: none"> Fault in wiring (SIB → burner) Fault on the SIB Faulty automatic burner control unit
E05.0.6	Error from gas pressure switch during cooking	<ul style="list-style-type: none"> Gas pipe too narrow Several gas appliances in one kitchen causing a drop in flow pressure
E05.0.7	Safety thermostat has tripped	<ul style="list-style-type: none"> Faulty oven sensor or boiler sensor Oven sensor or boiler sensor not connected correctly
E05.0.8/ E05.0.9.x	Hardware / software faults on the SIB	Contact Convotherm

Error	Description	Cause / Corrective action
E05.0.10.x	CRC checksum in received message is incorrect	<ul style="list-style-type: none"> ▪ 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 ▪ Route X18 cable harness away from other sources of interference (not parallel to ignition line) ▪ Faulty burner unit (logic) ▪ Faulty automatic burner control unit → fit new automatic burner control unit ▪ Hardware fault on the SI board → fit new SIB ▪ Incorrect IDM
E05.0.11.x/ E05.0.12.x	Hardware / software faults on the SIB	Contact Convotherm
E05.0.13.x	Response contains bytes that contain errors	<ul style="list-style-type: none"> ▪ Update software to latest software release ▪ Configure presets ▪ Connect appliance to potential equalization system ▪ Other signals causing interference on communications line → move cable away from interference sources
E05.0.14.x/ E05.0.15.x	Hardware / software faults on the SIB	Contact Convotherm
E05.0.16	No supply voltage to burner	<ul style="list-style-type: none"> ▪ Switch the combi oven off and back on ▪ If the appliance will no longer start, contact Convotherm ▪ Send extract from error log to Convotherm
E05.1.1/ E05.2.1/ E05.3.1	Error message after three failed ignition attempts	<ul style="list-style-type: none"> ▪ No gas ▪ Mixture too weak at start-up ▪ Ignition electrode cable not connected ▪ Ignition electrode cable not connected correctly ▪ Faulty burner unit ▪ Incorrect speeds ▪ Faulty ignition electrode cable (short to ground) ▪ Ignition electrode for burner is in incorrect position or is bent ▪ No ignition spark at the tip ▪ Ignition electrode shorted to ground ▪ Heat exchanger cracked, blocked with water <p>→ check that main gas valve is working</p>
E05.1.2/ E05.2.2/ E05.3.2	Illogical flame signal (detecting a flame when there should not be one)	<ul style="list-style-type: none"> ▪ Flame detected when there is no request for heat (not possible when operating normally) <p>→ contact Convotherm</p>

Error	Description	Cause / Corrective action
E05.1.5/ E05.2.5/ E05.3.5	Burner speed differs from set speed by more than 900 rpm over 20 s.	<ul style="list-style-type: none"> ▪ The plastic cover is obstructing the fan wheel of the fan burner → check whether plastic housing is touching other parts ▪ Burner fan unit is faulty/obstructed ▪ Fault/interference in cable between burner fan and burner logic circuitry ▪ Communications cable too close to interference source ▪ Faulty fan control unit ▪ Check power supply to burner fan Fuse F3: C2 Fuse F8: C1 Fuse F10: DE ▪ Update software to latest software release
E05.1.8/ E05.2.8/ E05.3.8	Flame detection no longer working. Flame is checked regularly for various properties. This check has failed in one or more individual steps.	<ul style="list-style-type: none"> ▪ Faulty or loose ignition electrode ▪ Faulty cable to ignition electrode ▪ Faulty automatic burner control unit → replace ▪ Gas pressure too low or fluctuating ▪ Set to incorrect gas quality
E05.1.9/ E05.2.9/ E05.3.9	The gas valve solenoid is checked regularly for various properties. Error message issued if one or more properties is incorrect	<ul style="list-style-type: none"> ▪ Faulty gas valve ▪ Solenoid burnt out ▪ Wrong gas valve fitted; do not fit P3 valves! ▪ Faulty automatic burner control unit
E05.1.13/ E05.2.13/ E05.3.13	Too many ignitions over the last 60 minutes	<ul style="list-style-type: none"> ▪ Erratic cooking program, causing the burner to switch on and off constantly. ▪ Too many ignition attempts over a short time in Service mode. → need to apply voltage to automatic burner control unit, wait 20-30 minutes, then try again
E05.1.21/ E05.2.21/ E05.3.21	Error in conversion of analog signals (e.g. ionization current)	Fault in analog-to-digital converter for flame current conversion → replace automatic burner control unit
E05.1.25/ E05.2.25/ E05.3.25	Incorrect message checksum (detected by automatic burner control unit)	<ul style="list-style-type: none"> ▪ Loose contact in the line to the SIB ▪ Contact problems on the SI board or on the automatic burner control unit ▪ Electromagnetic interference causing problem ▪ Faulty SI board or automatic burner control unit → replace SIB or automatic burner control unit
E05.1.34/ E05.2.34/ E05.3.34	Input voltage too low (<157V). Error resets automatically after voltage normalizes.	<ul style="list-style-type: none"> ▪ Input voltage to appliance too low → notify the local electricity supply company ▪ CE automatic burner control unit fitted in a UL combi oven → check the voltage specified on the type plate of the automatic burner control unit ▪ Check the fuses Fuse F3: C2 Fuse F8: C1 Fuse F10: DE ▪ Run software update >V2.8.0

Error messages - range E10.x

Error	Description	Cause / Corrective action
E10	Filter Care message (Water treatment cartridge needs replacing)	Filter Care indicating that water treatment cartridge has run out: <ul style="list-style-type: none"> ▪ Replace the water treatment cartridge ▪ Reset the filter electronics for the water filter (electronic counter) ▪ Check that pipe is intact ▪ Check water treatment ▪ Check the connection to the filter electronics Please note: Limscale may build up more quickly in boiler / cooking chamber / collector box

Error messages - range E21.x to E30.x

Error	Description	Cause / Corrective action
E21.1	Oven sensor error, open-circuit (-3B6-thermocouple discontinuity)	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X1 connector on SIB) ▪ Oven sensor (-3B6) disconnected (faulty)
E21.2	Oven sensor fault, short to ground ^{*1}	<ul style="list-style-type: none"> ▪ It is not possible to identify the definite source of a short to ground. The short to ground may even be in another thermocouple sensor ▪ Thermocouple (-3B6) or another sensor is touching the appliance case ▪ Thermocouple (-3B6) or another sensor is faulty
E21.3	Oven sensor error; excess temperature: above 320 °C for longer than 2 sec.	<ul style="list-style-type: none"> ▪ Faulty solid-state relay ▪ Burner unit malfunction ▪ Faulty oven sensor
E22.1.1	Error from core temperature probe (first measurement point CTP1), broken sensor, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X4 connector on SIB) ▪ CT probe disconnected ▪ SIB dirty around plug-in contacts for temperature sensor
E22.1.2	Error from core temperature probe (first measurement point CTP1), short to ground ^{*2}	<ul style="list-style-type: none"> ▪ Break in the probe tip ▪ Break in the cable ▪ Core temperature sensor needle deformed/bent ▪ SIB dirty around plug-in contacts for temperature sensor
E22.1.3	Error from core temperature probe (first measurement point CTP1), excess temperature: above 320 °C for longer than 2 sec	<ul style="list-style-type: none"> ▪ SIB 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)
E22.2.1	Error from core temperature probe (second measurement point CTP2), broken sensor, open-circuit (discontinuity in thermocouple)	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X4 connector on SIB) CT probe disconnected ▪ SIB dirty around plug-in contacts for temperature sensor
E22.2.2	Error from core temperature probe (second measurement point CTP2), short to ground ^{*2}	<ul style="list-style-type: none"> ▪ Break in the probe tip ▪ Break in the cable ▪ Core temperature probe needle deformed/bent ▪ SIB dirty around plug-in contacts for temperature sensor

Error	Description	Cause / Corrective action
E22.2.3	Error from core temperature probe (first measurement point CTP1), excess temperature: above 320 °C for longer than 2 sec.	<ul style="list-style-type: none"> ▪ SIB 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)
E22.3.1	Error from core temperature probe (third measurement point CTP3), broken sensor, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X4 connector on SIB) ▪ CT probe disconnected ▪ SIB dirty around plug-in contacts for temperature sensor
E22.3.2	Error from core temperature probe (third measurement point CTP3), short to ground ^{*2}	<ul style="list-style-type: none"> ▪ Break in the probe tip ▪ Break in the cable ▪ Core temperature probe needle deformed/bent ▪ SIB dirty around plug-in contacts for temperature sensor
E22.3.3	Error from core temperature probe (third measurement point CTP3), excess temperature: above 320 °C for longer than 2 sec	<ul style="list-style-type: none"> ▪ SIB 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)
E22.4.1	Error from core temperature probe (fourth measurement point CTP4), broken sensor, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X4 connector on SIB) ▪ CT probe disconnected ▪ SIB dirty around plug-in contacts for temperature sensor
E22.4.2	Error from core temperature probe (fourth measurement point CTP4), short to ground ^{*2}	<ul style="list-style-type: none"> ▪ Break in the probe tip ▪ Break in the cable ▪ Core temperature probe needle deformed/bent ▪ SIB dirty around plug-in contacts for temperature sensor
E22.4.3	Error from core temperature probe (fourth measurement point CTP4), excess temperature: above 320 °C for longer than 2 sec.	<ul style="list-style-type: none"> ▪ SIB 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)
E22.5.1	Sous-vide sensor error (CTP5), broken sensor, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X2 connector on SIB) ▪ Sous-vide sensor disconnected ▪ SIB dirty around plug-in contacts for temperature sensor
E22.5.2	Sous-vide sensor error, ground fault ^{*2}	<ul style="list-style-type: none"> ▪ Break in the probe tip ▪ Break in the cable ▪ Sous-vide sensor needle deformed/bent ▪ SIB dirty around plug-in contacts for temperature sensor
E22.5.3	Fault in sous-vide sensor, excess temperature: above 320 °C for longer than 2 sec.	<ul style="list-style-type: none"> ▪ SIB 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)
E23.1	Boiler sensor error, open-circuit (-4B4 thermocouple discontinuity)	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X10 connector on SIB) ▪ Boiler sensor (-4B4) disconnected (faulty) ▪ Contact problems
E23.2	Faulty boiler sensor (sensor -4B4 in boiler); short-circuit to frame ^{*1}	<ul style="list-style-type: none"> ▪ It is not possible to identify the definite source of a short to ground; it may originate in a different thermocouple sensor ▪ Boiler sensor (-4B4) or another sensor is touching the appliance case because of boiler overheating ▪ Boiler sensor (-4B4) or another sensor is faulty

Error	Description	Cause / Corrective action
E23.3	Boiler sensor (-4B4 thermocouple) is reading over-temperature (if temperature in boiler measured above 130 °C for longer than 5 sec.)	<ul style="list-style-type: none"> ▪ Foaming in boiler when boiling → by not using original Convotherm cleaning agents → water salinity too high ▪ Limescale in boiler ▪ Immersion heater is heating with no water present because the water-level probe has a short to ground ▪ Water too soft and too many minerals in the water
E24.1	Bypass sensor error (-5B5 thermocouple-disconnected), open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X7 connector on SIB) ▪ Bypass sensor (-5B5) disconnected (faulty) ▪ SIB dirty around plug-in contacts for bypass sensor
E24.2	Bypass sensor error (-5B5 in bypass line), short to ground ^{*1}	<ul style="list-style-type: none"> ▪ It is not possible to identify the definite source of the short to ground; it may originate in a different thermocouple sensor ▪ Bypass sensor (-5B5) or another sensor is touching the appliance case ▪ Bypass sensor (-5B5) or another sensor is faulty
E24.3	Bypass sensor error (-5B5); thermocouple excess temperature: above 260 °C for longer than 10 sec.	<ul style="list-style-type: none"> ▪ Faulty bypass sensor ▪ Faulty lead ▪ Bypass sensor misreading
E25.1	Error from drain probe (-5B3) disconnected, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X6 connector on SI board) ▪ Drain probe (-5B3) disconnected (faulty) ▪ SIB dirty around plug-in contacts for drain probe
E25.2	Drain probe error (sensor -5B3 in collector), short to ground ^{*1}	<ul style="list-style-type: none"> ▪ It is not possible to identify the definite source of a short to ground. The short to ground may even be in another thermocouple sensor ▪ Drain probe (-5B3) or another sensor is touching the appliance case ▪ Drain probe (-5B3) or another sensor is faulty
E25.3	Drain probe (-5B3), over-temperature (if temperature in drain box measured above 110 °C for longer than 30 sec.)	<ul style="list-style-type: none"> ▪ Drain probe faulty ▪ Faulty lead ▪ Drain probe misreading ▪ Water collected in drain box too hot: <ul style="list-style-type: none"> ▪ Water tap closed ▪ Appliance connected to hot water ▪ Faulty collector solenoid valve ▪ Intake filter in solenoid valve is dirty ▪ Quenching jet in drain box/siphon is blocked ▪ Quenching jet in collector is blocked
E26.1	Surface-temperature sensor for boiler heating element, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected ▪ Surface-temperature sensor for boiler heating element (-4B8) disconnected (faulty) ▪ SIB dirty around plug-in contacts for safety thermostat
E26.2	Error from surface-temperature sensor for boiler heating element, short to ground, safety thermostat (-4B8 in boiler) ^{*1}	<ul style="list-style-type: none"> ▪ Surface-temperature sensor for boiler heating element (-4B8) or another sensor is touching the appliance case because of boiler overheating ▪ Surface-temperature sensor for boiler heating element (-4B8) damaged by excessive temperature ▪ Surface-temperature sensor for boiler heating element (-4B8) or another sensor is faulty

Error	Description	Cause / Corrective action
E26.3	Error from surface-temperature sensor for boiler heating element (sensor measuring a temperature >150 °C for longer than 5 sec. for boiler heaters running in the boiler)	<ul style="list-style-type: none"> ▪ Limescale in boiler ▪ Foaming in boiler when boiling → by not using original Convotherm cleaning agents → mineral content of water too high ▪ Immersion heater is heating with no water present because dual-level sensor has a short to ground → pull out sensor and check that it has not fused across ▪ If error still appears, contact Convotherm
E27.1	Steam reduction sensor error, open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected ▪ Steam-reduction sensor disconnected (faulty) ▪ SIB dirty around plug-in contacts for steam-reduction sensor
E27.2	Steam-reduction sensor error, short to ground ^{*2}	<ul style="list-style-type: none"> ▪ Steam-reduction sensor or another sensor is touching the appliance case because of boiler overheating ▪ Steam-reduction sensor or another sensor is faulty
E27.3	Over-temperature, steam-reduction sensor	<ul style="list-style-type: none"> ▪ Steam-reduction sensor faulty ▪ Lead disconnected ▪ Run software update >V2.8.0
E27.4	Steam-reduction sensor error, no temperature drop for vapour condensing	<ul style="list-style-type: none"> ▪ No water (water tap closed) ▪ Injection-nozzle tube or valve blocked ▪ Cooling water too hot (set by cooling temperature parameter) ▪ Injection nozzle for condenser unit is clogged ▪ Water pressure too low ▪ Run software update >V2.8.0
E28.1.1	Error from SSR temperature sensor for cooking-chamber heating element (-3B0 thermocouple disconnected), open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X3 connector on SIB) ▪ SSR-temperature sensor for cooking-chamber heating element disconnected (faulty) ▪ SIB dirty around plug-in contacts for SSR sensor
E28.1.2	Error from SSR temperature sensor for cooking-chamber heating element (-3B0 thermocouple disconnected), short to ground ^{*1}	<ul style="list-style-type: none"> ▪ SSR temperature sensor for cooking-chamber heating element (-3B0) or another sensor is touching the appliance case ▪ SSR temperature sensor for cooking-chamber heating element (-3B0) or another sensor is faulty
E28.1.3	Error from SSR temperature sensor for cooking-chamber heating element - over-temperature: above 70 °C for longer than 60 sec.	<ul style="list-style-type: none"> ▪ 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)
E28.2.1	Error from SSR temperature sensor for boiler heating element - open-circuit	<ul style="list-style-type: none"> ▪ Sensor lead disconnected (X8 connector on SIB) ▪ SSR temperature sensor for boiler heating element (-4B10) disconnected (faulty) ▪ SIB dirty around plug-in contacts for SSR sensor
E28.2.2	Error from SSR temperature sensor for boiler heating element - short to ground ^{2*}	<ul style="list-style-type: none"> ▪ Thermocouple sensor (-4B10) or another sensor is touching the appliance case ▪ SSR temperature sensor for boiler heating element (-4B10) or another sensor is faulty

Error	Description	Cause / Corrective action
E28.2.3	Error from SSR temperature sensor for boiler heating element - excess temperature: above 70 °C for longer than 60 sec.	<ul style="list-style-type: none"> Faulty SSR temperature sensor for boiler heating element Faulty lead SSR temperature sensor for boiler heating element misreading
*1	MUX1:	3B6, 4B4, 5B5, 5B3, 4B8, 3B0, 5B3
*2	MUX2:	CTP1, CTP2, CTP3, CTP4, sous-vide sensor, steam-reduction sensor, SSR temperature sensor for boiler heating element

Error messages - range E33 to E91.x

Error	Description	Cause / Corrective action
E33.0	Error from 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)	<ul style="list-style-type: none"> Faulty immersion heater Solid-state relay faulty and not providing through-connection Faulty heater contactor Limescale on boiler sensor Wrong boiler sensor Boiler sensor (-4B4) faulty
E34.0	Boiler water cannot be emptied	<ul style="list-style-type: none"> Pump faulty Fuse F1 on the SIB has blown Pump running but water is not being pumped out Pump blocked / dirty Water-level probe has short to ground as a result of deposits Limescale is restricting the intake gap to measuring chamber of water level probe: water cannot escape
E58.0	Pressure for ConvoClean cleaning agent was not reached	<ul style="list-style-type: none"> No cleaning agent → fill canister with cleaning agent Suction tube is drawing in air (hose clips not fitted properly) Suction tube is kinked or pinched Pressure switch not reporting any pressure within 15 seconds of switching on the pump Faulty pressure switch Cleaning-agent dispensing pump cannot generate any pressure
E59.0	Pressure for ConvoCare cleaning agent was not reached	<ul style="list-style-type: none"> No rinse aid → fill canister with rinse aid Suction tube is drawing in air (hose clips not fitted properly) Suction tube is kinked or pinched Pressure switch not reporting any pressure within 15 seconds of switching on the pump Faulty pressure switch Rinse-aid dispensing pump cannot generate any pressure

Error	Description	Cause / Corrective action
E60.0	Unable to complete cleaning process	<p>Miscellaneous</p> <ul style="list-style-type: none"> Power may have failed briefly during cleaning process Safety check was no longer possible → run software update >V2.8.0 <p>Pump running (incomplete cleaning result)</p> <ul style="list-style-type: none"> Circulation pump is not pumping any water or cleaning solution Circulation system contains a leak or dehumidifier valve is open and forcing water out of the collector Appliance was switched off during the cleaning process. Appliance running for some time with just cold water but oven sensor (-3B6) does not indicate a temperature drop Grease or something else is blocking the cleaning-agent piping and stopping the water from circulating Hot water is constantly being circulated (temperature does not drop by 4 °C) → water supply too hot <p>Pump not running (no cleaning result)</p> <ul style="list-style-type: none"> Circulation pump is jammed and not running during the cleaning process Circulation pump also will not run in diagnostics mode Fuse F1 on the SIB is faulty <ul style="list-style-type: none"> Short-circuit Short to ground Moisture in the circulation pump Circulation pump solenoid disconnected Connector X40 is loose or has poor contact <p>Corrective action Open the appliance door and use the recoil hand shower to rinse out thoroughly the entire cooking chamber.</p>
E61.0	Steam saturation is not reached during automatic cleaning	<ul style="list-style-type: none"> Dehumidifier valve faulty Boiler heating element is faulty Appliance with water injection: nozzles blocked - no water Bypass sensor has partial fault, indicating incorrect values Low-pressure failsafe device is faulty
E62.0	The pressure switch is not working correctly during cleaning (logic interrogation of pressure switch)	<ul style="list-style-type: none"> Cleaning agent pressure switch is faulty because it is already closed before the pump starts running Wrong pressure switch → replace pressure switch if necessary Nozzle is clogged (limescale) Cleaning canister placed too high Lead short-circuited / bypassed → check in Service mode whether the pressure switch switches and then releases again when the cleaning-agent / rinse-aid dispensing pumps start running.

Error	Description	Cause / Corrective action
E63.0	Water injection pressure switch is not working correctly.	<ul style="list-style-type: none"> ▪ Nozzle or injection line is blocked (limescale) ▪ Faulty pressure switch because it is already closed before the solenoid valve opens ▪ Wrong pressure switch → replace pressure switch if necessary ▪ Cleaning canister placed too high ▪ Lead short-circuited / bypassed → check in Service mode whether the pressure switch switches when the cleaning-agent / rinse-aid dispensing pumps start running
E70.0	Main contactor error	<ul style="list-style-type: none"> ▪ Safety chain Safety thermostat (convection - boiler - electronics - appliance switch) disconnected ▪ Faulty main contactor, auxiliary contact not closing (-2Q1, 13/14) ▪ Contact resistance of auxiliary contact 13/14 too high at the screw-terminal ▪ Faulty auxiliary-contact lead (-X35, 1:2.3 → -2Q0) → check all fuses on the SI board
E70.1	Main contactor error	<ul style="list-style-type: none"> ▪ Main contactor welded on ▪ Auxiliary contact has short-circuit (always making contact) → Check auxiliary contact in main contactor ▪ Wires running from the auxiliary contact to the SIB are making contact with each other → Check cable ▪ Relay K12 on the SIB stays permanently closed → replace SIB ▪ Intermediate fan in the stacking kit is connected incorrectly
E72.1	Grease removal error	Float switch does not switch from high to low
E72.2	Grease removal error	Pump not working
E73.1	Power failure	<ul style="list-style-type: none"> ▪ Appliance was switched off during a cooking program that was already running ▪ Power failure lasted too long ▪ Run software update >V2.8.0
E73.2	Hardware faulty	Critical error on UI board in EasyDial appliance
E73.3	Combi oven use blocked	An easyTouch control panel has been fitted instead of easyDial controls
E73.4	Flat battery	<ul style="list-style-type: none"> ▪ Battery for real-time clock on UI board is flat ▪ Poor battery contact.
E73.89	Faulty flash memory	Faulty memory (on easyDial appliances) → replace UI board
E80.1	Identity error, appliance does not recognize the type of heater	<ul style="list-style-type: none"> ▪ The system cannot identify whether the appliance is gas or electric. Therefore all outputs are switched off. ▪ IDM faulty
E81.0	Program memory error; invalid cooking algorithm	<ul style="list-style-type: none"> ▪ 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 ▪ Run software update >V2.8.0

Error	Description	Cause / Corrective action
E89.1.0	IDM faulty, invalid data in the IDM	<ul style="list-style-type: none"> ▪ IDM faulty → new IDM ▪ Incorrect checksum → unplug the appliance from the mains supply for 10 seconds and then power up again ▪ Run software update >V2.8.0
E89.1.1 to E89.1.12	Internal error message	→ unplug the appliance from the mains supply for 10 seconds and then power up again → if error still appears, contact Convotherm
E89.2	Invalid configuration for combi oven on the SIB	Illogical configuration between SIB RAM and IDM → replace IDM
E89.3	Invalid parameter values or write error for adjustable parameter values in the IDM	Checksum for data in the SIB RAM and IDM incorrect → replace IDM
E89.4.0	Invalid MIN/MAX ranges (SIB RAM and IDM) Faulty SIB RAM	Incorrect MIN/MAX values → replace IDM
E89.4.1	Internal error message	→ unplug the appliance from the mains supply for 10 seconds and then power up again → if error still appears, contact Convotherm
E89.5	Setup parameters not logical either in SIB RAM or in IDM; Invalid configuration or write error in the SIB RAM	No valid parameters → replace IDM
E89.6 to E89.12	Internal error	Contact Convotherm
E91.x	SD-card error	Contact Convotherm

Error messages - range E92.x to E200.x

Error	Description	Cause / Corrective action
E92.1 to E92.7	SD-card error	Contact Convotherm
E93.0 to E97.1	Internal error message	→ unplug the appliance from the mains supply for 10 seconds and then power up again → if error still appears, contact Convotherm
E99.0	Unable to open the communication interface to the SIB	Initialization error at the COM port → unplug the appliance from the mains supply for 10 seconds and then power up again → update software to latest software release
E99.1	SD card error in easyTouch appliances	Plug in SD-card again
E99.2 to E99.7	Internal error message	→ Unplug the appliance from the mains supply for 10 seconds and then power up again → update software to latest software release → if error still appears, contact Convotherm
E99.9	Software cannot boot up	General initialization error → unplug the appliance from the mains supply for 10 seconds and then power up again → update software to latest software release
E99.10	Incompatible software	<ul style="list-style-type: none"> ▪ Update software to latest software release ▪ Several attempts may be needed (if necessary, contact Convotherm)
E200.1 to E200.4	MODBUS error	Run software update >V2.8.0