

## Error Codes

Display	Cause	Solution
E-4A	The cabinet enclosure temperature exceeds 70° C / 158° F for 15 minutes. The system may go into safe mode by turning off all heaters.	<ul style="list-style-type: none"> <li>Verify vents at the sides of the unit are free from obstruction.</li> <li>Ensure there is no heat source near the unit.</li> <li>No power to or Faulty Fan(s)</li> <li>Bad harnesses from I/O to Fan(s)</li> <li>Faulty I/O Board Temperature Sensor</li> <li>Faulty I/O Board</li> </ul>
E-4B	The I/O board heat sink exceeds 80° C. The system may go into safe mode by turning off all heaters.	<ul style="list-style-type: none"> <li>Faulty Fan(s)</li> <li>Bad connections on Heat Sink clips to plate for the I/O Board.</li> <li>Heat Sync RTD failure.</li> <li>Faulty I/O Board</li> </ul>
E-5 Shelf location is indicated	The shelf temperature exceeds the set point by 11° F C ) for more than 15 minutes.	<ul style="list-style-type: none"> <li>Bad heater probe connections on heater side or I/O Board side</li> <li>Resistance of heater probe faulty</li> </ul>
E-6A Heat sink, Shelf top, Shelf bottom	<ul style="list-style-type: none"> <li>- If an RTD has an open circuit failure then the system will report the E-6A error code.</li> <li>- Error text will indicate either the top shelf probe, bottom shelf probe, ambient or heat sink failure.</li> <li>- Shelf will be disabled from use.</li> <li>- Upon resolution, shelf will be enabled for usage, all product on that shelf will transition to discard status.</li> </ul>	<ul style="list-style-type: none"> <li>Heater probe harness disconnected or broken for top shelf</li> <li>Faulty heater probe for top shelf</li> <li>Heat Sink Probe failure</li> </ul>
E-6B Heat sink, Shelf top, Shelf bottom	<ul style="list-style-type: none"> <li>- If an RTD has a closed-circuit failure or a "short" then the system will report the E-6B error code.</li> <li>- Error text will indicate either the top shelf probe, bottom shelf probe, ambient or heat sink failure.</li> <li>- Shelf will be disabled from use.</li> <li>- Upon resolution, shelf will be enabled for usage, all product on that shelf will transition to discard status.</li> </ul>	<ul style="list-style-type: none"> <li>Heater probe harness disconnected or broken for bottom shelf</li> <li>Faulty heater probe for bottom shelf</li> <li>Heat Sink Probe failure</li> </ul>
E-10	Indicate a shelf's temperature has reached or exceeded the High Limit maximum. Temperature is at or above 230F/110C for at least 1 second.	<ul style="list-style-type: none"> <li>Damaged or broken harness</li> <li>Faulty heater probe</li> </ul>
E-60A	I/O Board loses communication with a Display Board. - Communication loss between the I/O and one of the Display board(s) the I/O board will generate an E-60A error code. New display is not set to primary or secondary.	Turn power off for 30 seconds, and then turn on. <ul style="list-style-type: none"> <li>Bad communication harness between HMI and I/O Board</li> <li>Faulty Port on HMI Board</li> <li>Faulty Port on I/O Board</li> </ul> See <b>Setting Up New Control</b> in <a href="#">Replacing the Control</a> .
E-60B	Display board loses communication with I/O board. (Double Display Units) Communication loss of Display Board or I/O Board. (Single Display Units) - Communication loss between the Display board and the I/O board. New display is not set to primary or secondary.	Turn power off for 30 seconds, and then turn on. <ul style="list-style-type: none"> <li>Bad communication harness between HMI and I/O Board</li> <li>Faulty Port I/O Board</li> <li>Faulty Port on HMI Board</li> </ul> See <b>Setting Up New Control</b> in <a href="#">Replacing the Control</a> .
E-200	I/O board SD card is missing or unable to read / write to SD card.	<ul style="list-style-type: none"> <li>Reseat SD Card</li> <li>Replace SD Card</li> </ul>
E-205	Failure of the system to upload / download settings from a USB drive.	<ul style="list-style-type: none"> <li>Verify contents are correct on USB</li> <li>Try another USB</li> <li>USB connection or cable issue</li> <li>USB Port issue on I/O Board</li> </ul>
E-210	Failure of one of the fans during start up or normal operation.	<ul style="list-style-type: none"> <li>Run fan test in service menu</li> <li>Faulty fan connection</li> <li>Loss of 24v DC power to fan</li> <li>Faulty Fan</li> <li>Faulty I/O Board</li> </ul>
E-211	Fan draws too much current of 4A for longer than 6ms (e.g., stalls).	<ul style="list-style-type: none"> <li>Run fan test in service menu</li> <li>Faulty fan connection</li> <li>Dirty or Faulty Fan</li> <li>Faulty I/O Board</li> </ul>
E-215	Shelf heater temp does not rise to operating temp within 50 minutes +5/-5 F during start-up with uninterrupted power. NOTE: will be an internal only error code (error log indication only at this time).	<ul style="list-style-type: none"> <li>Check Power Cable</li> <li>Bad heater connection</li> <li>I/O Board or Heat Sync Clip connection</li> <li>Faulty Heater</li> </ul>
E-216	Occurs if a shelf heater temp drops 11° F below set point for more than 15 minutes, for a shelf that is at temperature, and set point not recently changed.	<ul style="list-style-type: none"> <li>Check Power Cable</li> <li>Heater probe connection issue</li> <li>I/O Board or Heat Sync Clip Issue</li> <li>Faulty Heater Probe</li> </ul>
E-220	If the I/O board loses communication with both Display UI boards for more than 180 seconds, the system goes into a safe mode by turning off all heaters.	<ul style="list-style-type: none"> <li>Turn power off for 30 seconds, and then turn on. If recoverable, then continue operation.</li> <li>Bad Display Board connections</li> <li>Bad I/O Board</li> <li>Bad Display Boards</li> </ul>
E-220A	If the I/O board senses the loss of network connectivity, the system goes into a safe mode by turning off all heaters.	<ul style="list-style-type: none"> <li>Turn power off for 30 seconds, and then turn on. If recoverable, then continue operation.</li> <li>Bad connection cable to I/O Board</li> <li>Bad I/O Board</li> <li>Bad Display Board</li> </ul>
E-225	Indicate a hardware failure such as inability to read line voltage or current draw from the power monitor IC.	Can continue with operation as long as a E-6A or E-6B does not occur. <ul style="list-style-type: none"> <li>Faulty power cable</li> <li>Faulty power supply</li> <li>Bad power connections</li> <li>Bad I/O Board</li> </ul>