

Faultfinding manual

GO Combi



WARNING

Read the instructions before using the machine.

KEEP THIS USER MANUAL FOR FUTURE USE

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Modifications:



In case of unauthorized modifications in or on the unit, every liability on the part of the manufacturer becomes null and void.

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General information

Target group

Target group	Description
	<p>The information that is listed next to this symbol is aimed at the end user of the oven.</p> <p>We recommend that you follow the instructions before you contact your local service partner as, in many cases, you will be able to solve the error yourself.</p>
	<p>The information that is listed next to this symbol is aimed at service technicians, who have been trained and are certified in installing and servicing the oven.</p>

Technical changes

This document is subject to changes without notice.

More documentation

You find more documentation about the oven at our website. For more information, see the back page.

Permissions

Log in as "Technician" to have the necessary rights to be able to change the oven setup, use the test functions, update software, etc. See section "Accessing the test functions".

Safety information



Read this document before using, installing or servicing the product. Installation and operation must comply with local regulations and accepted codes of good practice.





Read the safety instructions in the user manual, installation manual and service manual before you perform any work on the oven.





All maintenance and repair must be carried out by qualified installation and service technicians only. Installation and/or service by others than qualified service technicians may result in injury to the operator and/or damage to the oven.

Using the faultfinding table

In the faultfinding manual you find 5044 types of errors and 74 notifications, all of which are listed in a table containing information about the error number, cause, user and remedy.

1. Find the error number that is shown on your display in the column "Error".
2. Read the cause of the error in the column "Cause".
3. If you are an end user of the oven, follow the instructions next to the  icon, and if you are a service technician, follow the instructions next to the  icon.

1 Error	Fault	2 Cause	User	3 Remedy
4	The oven is too hot	The oven thermo switch has tripped, because the cavity temperature is above 350°C.	 	1. Contact your local service partner. 1. Open the front panel and press the green knob to reset the safety circuit.

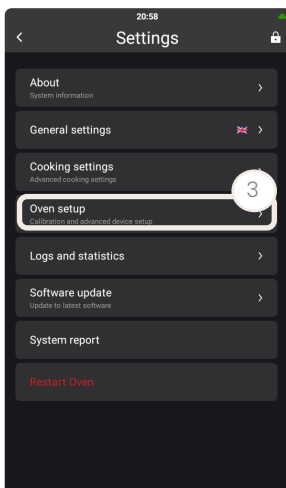


Accessing the test functions

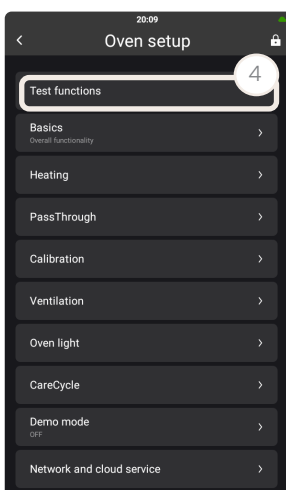
1. Log in as "Technician" (576021).
2. Touch "Settings".
3. Touch "Oven setup".
4. Touch "Test functions".
5. Touch the relevant test function.



In each of the error messages in this document, it is described which test function to use to solve the error.



Always make sure that the most recent software or platform is installed on the oven. You can download the software from our website. For more information, see the back page.











Overview of error codes





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Faultfinding list





Error	Fault	Cause	User	Remedy
4	The oven is too hot	The oven thermo switch has tripped, because the cavity temperature is above 350°C.		1. Contact your local service partner.
				<ol style="list-style-type: none"> 1. Open the front panel and press the green knob to reset the safety circuit. 2. Check the power supply to the thermo switch, 24 V. 3. Go to "Alarm test" in the "Test functions" menu and check that the overheat safety circuit for the oven cavity is open. 4. In "Test functions", activate the main function, start up the main fan at maximum speed. Do not activate the heat function. 5. Check if the temperature in the oven cavity is increasing. If yes, use a digital multimeter to measure the solid state relay. Replace it, if necessary. 6. If the error persists, contact your service provider.
7	The oven temperature sensor is defective	The oven temperature sensor is defective. The oven must not be used until the error has been corrected.		1. Contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Oven test" in the "Test functions" menu and check the oven cavity temperature sensor reading. 2. If a core probe is present, place it inside the oven as reference temperature measurement tool. 3. If the reading is incorrect, check that the temperature sensor measures correctly according to the "PT1000 temperature sensor table" on page 20. Follow the wiring diagram to find the correct wires. 4. Check the connection on the IO board. Follow the wiring diagram to find the correct wires. 5. If the error persists, contact your service provider.






Error	Fault	Cause	User	Remedy
8	The core probe is not connected	A recipe using core temperature has been selected, but no core probe is connected, is connected properly or the core probe is defective. The recipe cannot be used until the error has been corrected.		<ol style="list-style-type: none"> 1. Select a recipe without core probe. 2. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Other tests" in the "Test functions" menu and check the temperature reading of the three PT1000 sensors in the core probe. 2. If no information is displayed, check the wiring connection by following the wiring diagram and check that the probe is connected to the IO board. 3. Mount the missing wires and measure the connections again. 4. If the error persists, contact your service provider.
14	The fan is too slow	The fan is running too slow.		<ol style="list-style-type: none"> 1. Restart the oven in the "Settings" menu. 2. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Make sure the fan wheel is running freely and without any obstacles. 2. Go to "Fan tests" in the "Test functions" menu and test the fan in both directions. Make sure the fan wheel is running freely and that there are no obstacles. 3. Make sure the cooling fans are running. 4. Replace any defective parts. It might be either the motor or IO board. 5. If the error persists, contact your service provider..



Error	Fault	Cause	User	Remedy
16	The IO board is too hot	The internal temperature on the IO board is too high.		<ol style="list-style-type: none"> 1. Clean the air intake filter. 2. Restart the oven in the "Settings" menu and wait for five minutes before using the oven again. 3. Make sure nothing hot is placed close to the oven. 4. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Other tests" in the "Test functions" menu and read the IO board temperature. If the temperature is above 45°C on the IO board but is cold, replace the IO board. 2. Make sure the air intake filter is clean. Clean the air intake filter, if necessary. 3. Make sure the cooling fan is running and check the power supply. If the power supply is OK, replace the fan. 4. Make sure that no steam or any hot sources are near the air intake. 5. If the error persists, contact your service provider..
20	No communication between the controller and the IO board	There is no connection between the controller and the IO board.		<ol style="list-style-type: none"> 1. Restart the oven in the "Settings" menu. 2. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Check the connection in both ends of the cable between the IO board and the controller. Make sure 24 V is available. 2. Measure the connectivity through the cable and replace it, if necessary. 3. Replace the IO board. If it does not solve the error, remount the old IO board. 4. Replace the controller. If it does not solve the error, remount the old controller. 5. If the error persists, contact your service provider.





Error	Fault	Cause	User	Remedy
21	No communication between the controller and server	There is no connection between the controller and server.		<ol style="list-style-type: none"> 1. Restart the oven. 2. Check the internet connection. 3. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Network and cloud service" in the "Oven setup" menu and check web address and network interface. 2. Restart the cloud solution. 3. Replace the Ethernet cable. 4. Replace the controller. 5. If the error persists, contact your service provider.
25	CombiSense is not calibrated	CombiSense is not calibrated.		<ol style="list-style-type: none"> 1. Cool down the oven to below 40°C. 2. Go to "Oven setup" in the "Settings" menu. 3. When the oven is cold and dry, start calibration of the auto humidity function. 4. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Oven setup" in the "Calibration" menu, and check that the injection nozzle is working. 2. Check that all phases are working by measuring equal amps on all three phases. 3. Check that the fan motor is running correctly at high and low speed as well as left and right. 4. Start calibration. 5. If the error persists, contact your service provider.

Error	Fault	Cause	User	Remedy
27	CombiSense calibration error	Unable to finish calibration and cool down took too long.		<ol style="list-style-type: none"> 1. Make sure the water is turned on. 2. Make sure the door is closed. 3. Recalibrate CombiSense. 4. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Check that the sensor gives a humidity value. Replace the sensor, if necessary. 2. Go to "Oven tests" in "Test functions" menu and check that water comes out of the injection nozzle. 3. Check the heating by measuring equal amps on all three phases. 4. Check that the oven is connected to cold water (below 25°C). 5. Check that the fan is running at correct speed in both directions. 6. Check that the door sensor states "door closed" in both a cold and a warm oven. 7. If the error persists, contact your service provider.
28	Error in alarm	An invalid alarm combination is registered. Unable to display the main alarm properly.		<ol style="list-style-type: none"> 1. Restart the oven in the "Settings" menu. 2. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Check that the fuses are live. 2. Go to "Alarm test" in the "Test functions" menu and find information about the error. 3. Measure the signal wires from the safety components on the IO board. Follow the wiring diagram. 4. Replace components and wires, if necessary. 5. Replace the IO board, if necessary 6. If the error persists, contact your service provider.

Error	Fault	Cause	User	Remedy
29	Door sensor error NOTE! You can use the oven with caution. However, make sure to stop the recipe before opening the door, as the fan does not stop running.	The door sensor does not receive valid values. The oven does not stop working if the door is opened.		<ol style="list-style-type: none"> 1. Go to "Door calibration" in the "Calibration" menu to check the information about the error. 2. Calibrate the door sensor. 3. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Oven test" in the "Test functions" menu and check that the signal from the door sensor changes when the door is open and closed. 2. Check that 5 V is live on the IO board. 3. Check if a magnet can change the reading of the door sensor signal. 4. Replace and calibrate the door sensor, if necessary. 5. Replace the IO board, if necessary. 6. Calibrate the oven door. 7. If the error persists, contact your service provider.
30	No communication to the PassThrough display module	There is no connection to the PassThrough display module.		<ol style="list-style-type: none"> 1. Go to the "Settings" menu and restart the oven. 2. If the problem persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to the "Settings" menu and restart the oven. 2. Go to "PassThrough test" in the "Test functions" menu, and test the PassThrough functions. 3. Check that the PassThrough module has a 24V supply. 4. Check the communication cable from the IO board to the PassThrough module. 5. If the error persists, contact your service provider.








Error	Fault	Cause	User	Remedy
31	Sensor error	The humidity sensor is not reading valid values		1. Contact your local service partner.
				<ol style="list-style-type: none"> Go to the "Settings" menu and restart the oven. Go to "Other tests" in the "Test functions" menu, and check the reading of the humidity value. The value must be above 1 and below 500 a minute after you have engaged the contactor. Check that the humidity sensor is connected correctly. If so, replace the humidity sensor. If the error persists, contact your service provider.
34	The water pressure is low	Insufficient water pressure. The water pressure is less than 1.5 bar.		<ol style="list-style-type: none"> Make sure the water supply is open. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> Measure the water pressure at the solenoid valve on the oven and make sure it is higher than 1.6 bar. If the error persists, contact your service provider.
38	<p>There is detergent in the oven</p> <p>IMPORTANT! The oven and products may be damaged if the oven is used with detergent in it.</p>	CareCycle was interrupted while detergent was in the oven.		<ol style="list-style-type: none"> Run a CareCycle flush before using the oven. If the error persists, contact your local service partner.



Error	Fault	Cause	User	Remedy
40	The IO board is too hot	<p>This is a notification not an error.</p> <p>The internal temperature on the IO board is too high. If the temperature continues to rise, the oven will stop and display error code 16.</p>		<ol style="list-style-type: none"> 1. Clean the air intake filter. 2. Make sure there is no heat sources near the air intake filter. 3. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Other tests" in the "Test functions" menu and read the IO board temperature. If the temperature is above 45°C and the IO board is cold, replace the IO board. 2. Make sure the air intake filter is clean. Clean the air intake filter, if necessary. 3. Make sure the cooling fan is running and check the power supply. If the power supply is OK, replace the fan. 4. Make sure that no steam or any hot sources are near the air intake. 5. If the error persists, contact your service provider.

Error	Fault	Cause	User	Remedy
44	Exhaust error	An error occurs when opening and closing the exhaust valve.		<ol style="list-style-type: none"> 1. Make sure nothing blocks the exhaust valve. 2. Go to the "Settings" menu and restart the oven. 3. Contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Oven test" in the "Test functions" menu, and activate the exhaust valve. Visually check if the valve turns. If the valve does not turn, check the 24 V power supply. If the power supply is approximately 24 V, replace the valve motor. 2. If the valve is turning but the value in the test function does not shift between open and closed, bridge the signal wires that are connected to the valve position switch. If the signal turns to closed, replace the position switch. 3. If the value in the test function does not switch to closed, measure the wires from the valve position switch to the IO board. Check the connector on the IO board. Replace the IO board, if necessary. 4. If the error persists, contact your service provider.
71	Core probe warning	The core probe is defect.		<ol style="list-style-type: none"> 1. Contact your local service partner.
	NOTE! We recommend only to use the defect core probe as guideline and always check the temperature with an external core probe.			<ol style="list-style-type: none"> 1. Go to "Other test" in the "Test functions" menu and check the feedback values from the three PT1000 sensors in the core probe. If one of the sensors shows a different value than the others, replace the core probe. 2. Repair the connection, if necessary. 3. If the error persists, contact your service provider.

Error	Fault	Cause	User	Remedy
72	Fan I - no communication	The IO board cannot communicate with the fan motor.		<ol style="list-style-type: none"> 1. Go to the "Settings" menu and restart the oven. 2. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Fan test" in the "Test functions" menu and find information about the error. 2. Check that the fan runs in both directions. 3. Measure the connectivity through the wires between the motor and inverter to the IO board. 4. Replace any defective parts, if necessary. 5. If the error persists, contact your service provider.
74	Fan II - no communication	Upper fan motor on 20-1/1 GN or 20-2/1 GN models does not send signal back to the IO board.		<ol style="list-style-type: none"> 1. Go to the "Settings" menu and restart the oven. 2. If the error persists, contact your local service partner.
				<ol style="list-style-type: none"> 1. Go to "Fan test" in the "Test functions" menu and find information about the error. 2. Check that the fan runs in both directions. 3. Measure the connectivity through the wires between the fan motor and inverter to the IO board. 4. Replace any defective parts, if necessary. 5. Test the connection between the fan motor and IO board. 6. If the error persists, contact your service provider.
80	Forced wash is soon needed	<p>This is a notification.</p> <p>Forced wash is soon needed.</p>		<ol style="list-style-type: none"> 1. Run a CareCycle programme as soon as possible to avoid that the CareCycle programme starts at an inappropriate time.

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Error	Fault	Cause	User	Remedy
86	User ignored to change the HydroShield water filter	The user did not replace the HydroShield water filter.		1. If you ignore to replace the HydroShield water filter, you risk limescale in your oven, which may damage the oven.
90	The fan is too slow	The fan is not running at the correct speed.		1. Restart the oven in the "Settings" menu. 2. Clean the air intake filter. 3. If the error persists, contact your local service partner.
				1. Go to "Fan test" in the "Settings" menu and find information about fan speed and reversing. 2. Replace any defective parts, if necessary. 3. If the error persists, contact your service provider.
92	The clock is wrong	The oven does not have a valid time and date setting. Functionalities like HACCP and timer start do not work correctly until the time is correctly adjusted.		1. Adjust time and date in "General settings" in the "Settings" menu. 2. If the error persists, contact your local service partner.
				1. If the oven has been disconnected from power more than seven days, the time will reset. 2. Set time and date, and restart the oven 3. If the error persists, contact your service provider.
95	Power failure. The oven has resumed IMPORTANT: Check the products very carefully before serving them.	The oven has been interrupted due to power failure. The oven has started again.		1. Restart will commence after 10, 20 or 30 minutes after power failure.
96	Power failure. The oven did not resume	The oven has been interrupted due to power failure. The oven did not start again.		1. Dispose of the products in the oven as they may be damaged. 2. You can change the restart time in the "Settings" menu. 3. Restart the oven.

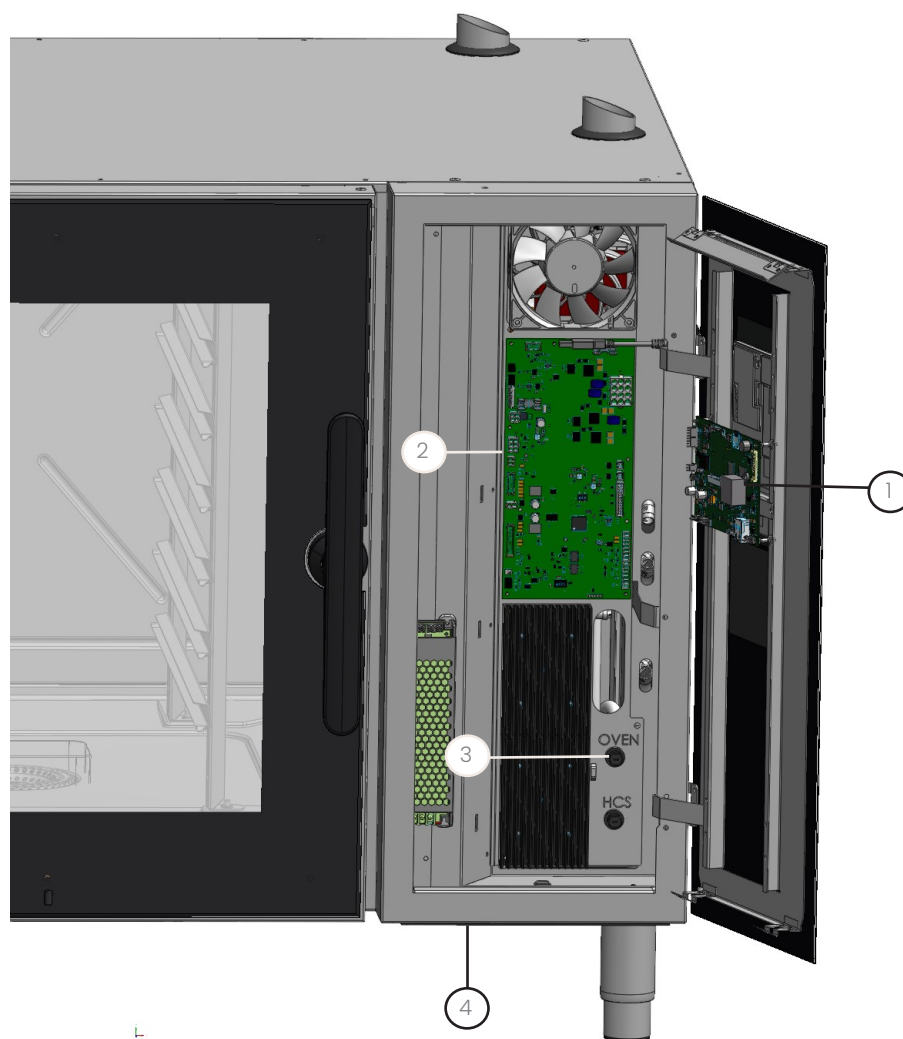
Error	Fault	Cause	User	Remedy
97	Invalid configuration	The main voltage or frequency has not been configured. This error only appears in cases where the controller has been replaced.		1. Contact your local service partner.
				<ol style="list-style-type: none"> Go to "Heating" in the "Oven setup" menu. Find heating and set the power supply to the specifications of the oven. Test the amps used on each phase. See section "Power connection - electrical oven" or "Power connection - gas oven" in the installation manual. Check the setup of the oven to make sure the oven is set as configured. If the error persists, contact your service provider.

PT1000 temperature sensor table

°C	0	1	2	3	4	5	6	7	8	9
0	1000.0	1003.9	1007.8	1011.7	1015.6	1019.5	1023.4	1027.3	1031.2	1035.1
10	1039.0	1042.9	1046.8	1050.7	1054.6	1058.5	1062.4	1066.3	1070.2	1074.0
20	1077.9	1081.8	1085.7	1089.6	1093.5	1097.3	1101.2	1105.1	1109.0	1112.9
30	1116.7	1120.6	1124.5	1128.3	1132.2	1136.1	1140.0	1143.8	1147.7	1151.5
40	1155.4	1159.3	1163.1	1167.0	1170.8	1174.7	1178.6	1182.4	1186.3	1190.1
50	1194.0	1197.8	1201.7	1205.5	1209.4	1213.2	1217.1	1220.9	1224.7	1228.6
60	1232.4	1236.30	1240.1	1243.9	1247.8	1251.6	1255.4	1259.3	1263.1	1266.9
70	1270.8	1274.6	1278.4	1282.2	1286.1	1289.9	1293.7	1297.5	1301.3	1305.2
80	1309.0	1312.8	1316.6	1320.4	1324.2	1328.0	1331.8	1335.7	1339.5	1343.3
90	1347.1	1350.9	1354.7	1358.5	1362.3	1366.1	1369.9	1373.7	1377.5	1381.3
100	1385.1	1388.8	1392.6	1396.4	1400.2	1404.0	1407.8	1411.6	1415.4	1419.1
110	1422.9	1426.7	1430.5	1434.3	1438.0	1441.8	1445.6	1449.4	1453.1	1456.9
120	1460.7	1464.4	1468.2	1472.0	1475.7	1479.5	1483.3	1487.0	1490.8	1494.6
130	1498.3	1502.1	1505.8	1509.6	1513.3	1517.1	1520.8	1524.6	1528.3	1532.1
140	1535.8	1539.6	1543.3	1547.1	1550.8	1554.6	1558.3	1562.0	1565.8	1569.5
150	1573.3	1577.0	1580.7	1584.5	1588.2	1591.9	1595.6	1599.4	1603.1	1606.8
160	1610.5	1614.3	1618.0	1621.7	1625.4	1629.1	1632.9	1636.6	1640.3	1644.0
170	1647.7	1651.4	1655.1	1658.9	1662.6	1666.3	1670.0	1673.7	1677.4	1681.1
180	1684.8	1688.5	1692.2	1695.9	1699.6	1703.3	1707.0	1710.7	1714.3	1718.0
190	1721.7	1725.4	1729.1	1732.8	1736.5	1740.2	1743.8	1747.5	1751.2	1754.9
200	1758.6	1762.2	1765.9	1769.6	1773.3	1776.9	1780.6	1784.3	1787.9	1791.6

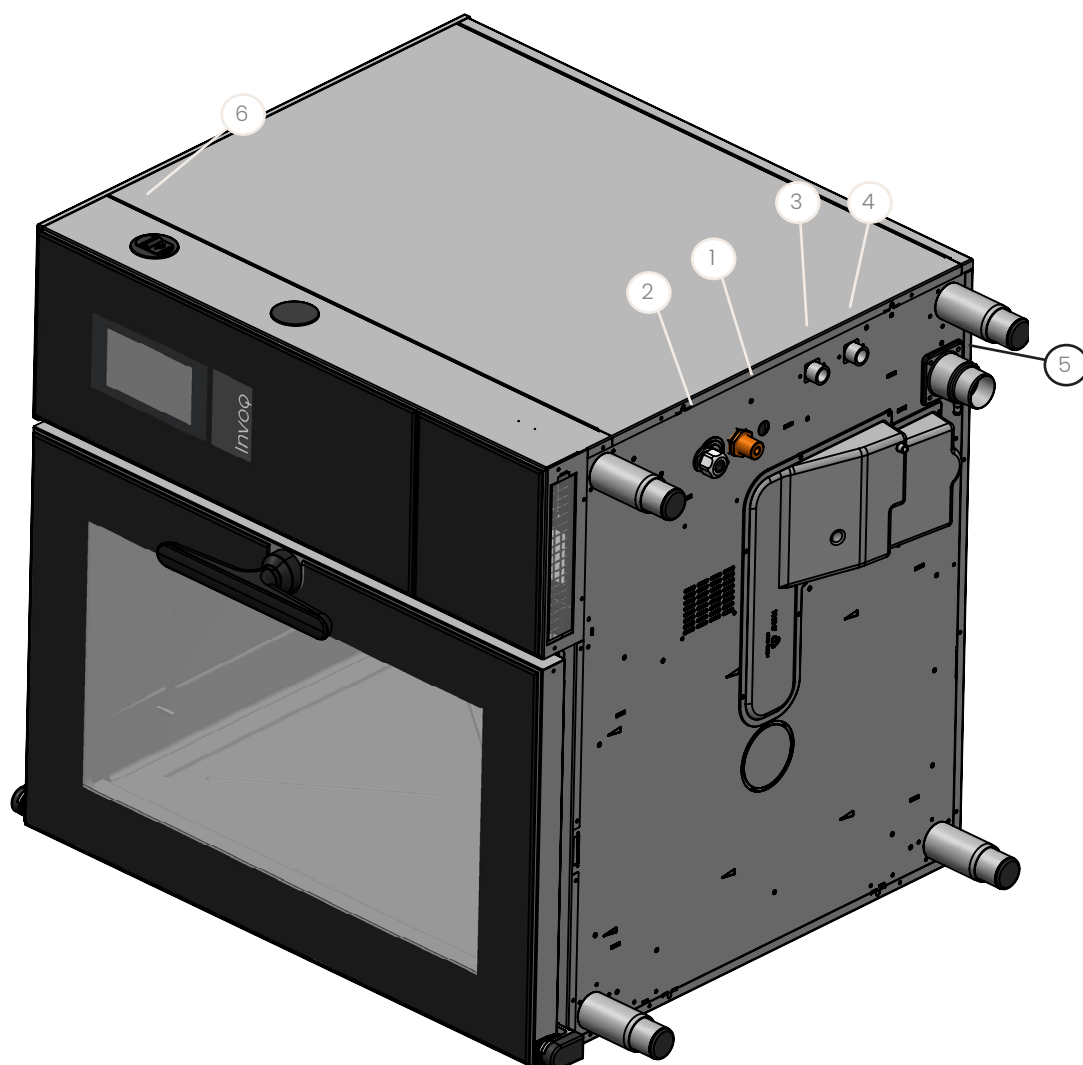
Table 1

Oven overview



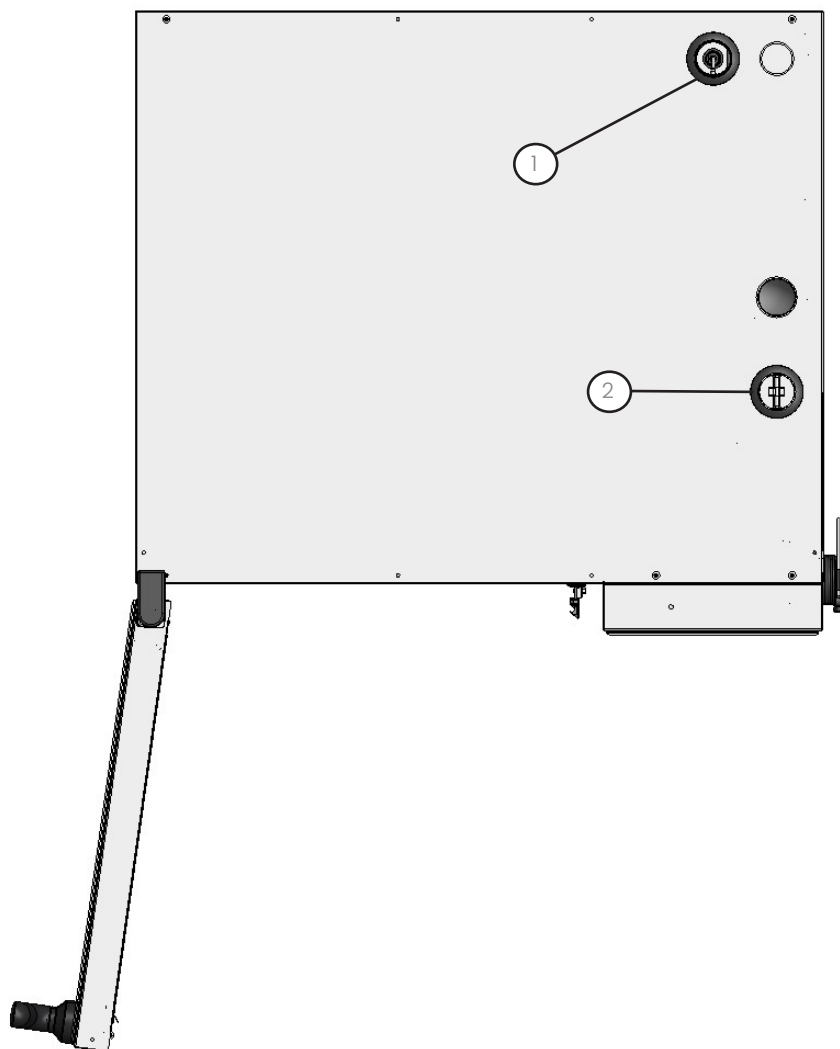
Position	Description
1	CPU
2	IO board
3	Thermo switch, oven
4	Air intake filter

Table 2



Position	Description
1	Ethernet connection
2	Electrical connection
3	Water inlet (HydroShield water filter or reverse osmosis)
4	Water inlet
5	Drain outlet
6	USB access

Table 3



Position	Description
1	Exhaust from drain
2	Air intake

Table 4

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