

## C-Range Undercounter Error Codes - 2013

The machine is equipped with a self-diagnosis system that registers and warns of a number of malfunctions.

<i><b>Fault</b></i>	<i><b>Description and possible remedies</b></i>
<i><b>Er 01</b></i>	<b>No rinsing.</b> The rinsing cycle was not completed correctly. Make sure that the rinsing nozzles are clean.
<i><b>Er 02</b></i>	<b>No drainage.</b> The water was not drained or drained incorrectly. Check that the drain pipe is not bent or crushed and that the siphon and filters are not blocked. In machines fitted with an overflow pipe, remove this before starting the drainage cycle.
<i><b>Er 03</b></i>	<b>Rinsing temperature reset fault.</b> The boiler temperature did not reset in the set time during the washing cycle. Switch the machine off and then on and run a new cycle.
<b>SAFE</b> <i><b>Er 04</b></i>	<b>Water filling in tank fault.</b> Make sure the pipes are connected correctly, and that the water tap is open. Where foreseen, check the presence of the overflow. Switch the dishwasher off and then on and fill again.
<i><b>Er 05</b></i>	<b>Tank thermometer fault. (Probe open)</b> The machine does not read the tank temperature value. Switch the dishwasher off and then on.
<i><b>Er 06</b></i>	<b>Tank thermometer fault. (Probe short circuited)</b> The machine does not read the tank temperature value. Switch the dishwasher off and then on.
<i><b>Er 07</b></i>	<b>Boiler thermometer fault. (Probe open)</b> The machine does not read the boiler temperature value. Switch the dishwasher off and then on.
<i><b>Er 08</b></i>	<b>Boiler thermometer fault. (Probe short circuited)</b> The machine does not read the boiler temperature value. Switch the dishwasher off and then on.
<i><b>Er 09</b></i>	<b>Boiler loading time out:</b> boiler not filled. Impossible to carry out rinse cycle. Check that the water tap is open. Switch the dishwasher off and then on and run a new cycle.
<i><b>Er 22</b></i>	<b>Tank temperature reset fault:</b> The tank temperature did not reset in the set time during the washing cycle. Switch the machine off and then on and run a new cycle.
<b>SAFE</b> <i><b>Er 5F</b></i>	<b>Electro-mechanical safety device:</b> the boiler or tub safety thermostats have cut in, or the tub safety pressure switch has been triggered.
<b>SAFE</b> <i><b>Er 5L</b></i>	<b>Level safety switch:</b> Incorrect water level in the tank.
<p><b>WARNING! Switching the dishwasher off and then on again "resets" the signals, if after carrying out the instructions given the problem persists, contact an Authorised Service Centre.</b></p>	

# Diagnostics

E 21

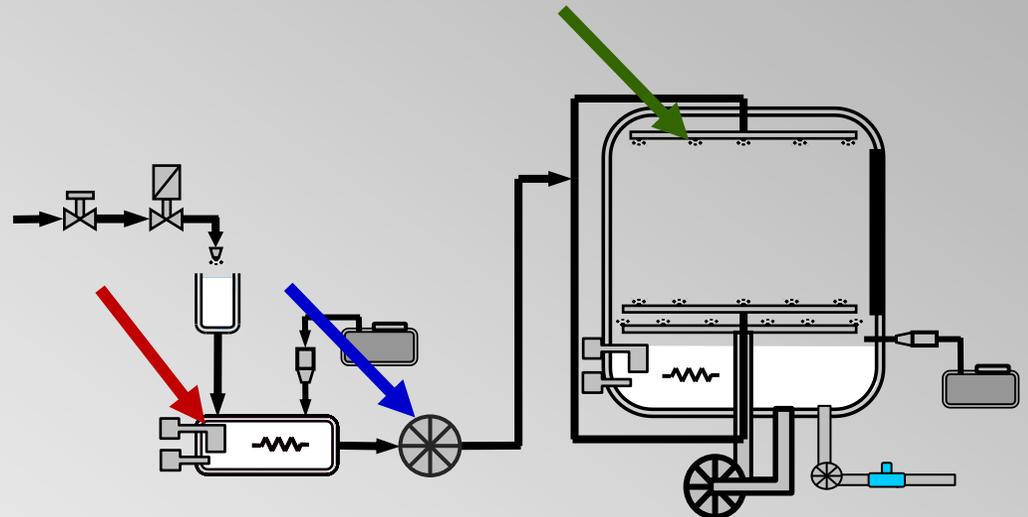
→ Boiler-rinse time-out

Machine check

→ Start rinse  
Boiler level must drop.  
Pressure switch must go off (open) within rinse time

What to check?

→ Rinse pump  
Rinse nozzles  
Boiler pressure switch system



**Er 14** (or RESET ATTEMPT on some machines, depending on display) and Err.09 are almost the same message/problem.

Err.09 means that the boiler has not been filled (or the boiler pressure switch did not close) within the foreseen time.

But once the machine has detected this problem, before showing Err09, it makes an attempt to rectify this problem, by emptying the boiler and resetting the boiler pressure switch air chamber.

During this time the machine shows Er 14 (or RESET ATTEMPT).

If the machine is switched on to fill and water can be seen overflowing from the breaktank overflow into the wash tank then the boiler pressure switch has not recognised that the boiler is physically full.(this can be due to a faulty pressure switch, moisture in the pressure switch tubing to the boiler pressure switch or a leak on the boiler pressure switch system).

1. Check rinse jets are clear(on upper and lower rinse arms).
2. Check the water supply to machine is switched on and un-obstructed(kinked hose).
3. Check inlet solenoid filter is not partially or fully blocked.
4. Check water pressure is above 1 Bar dynamic.
5. Check operation of inlet solenoid.
6. Check operation of boiler pressure switch.

If the machine has a continuous internal water softener, check the following –

1. The drain hose is fitted to an open standpipe arrangement with an air gap at the end of the drain hose when inserted into the open standpipe arrangement.
2. Check the stand pipe arrangement is no higher than 600mm from the base of the machine(above the machine feet, not from the floor).
3. Check the drain hose comes out of the back of the machine and goes straight up to the standpipe arrangement and is shortened(if the drain hose comes out of the back of the machine and excess length is not removed during installation, the drain hose will be too long and will cause slow drainage which will result in errors).

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**Err 21** is an error code we have introduced for an even more accurate fault finding.

During rinse, the rinse pump sucks water from the boiler. The water level inside the boiler should drop and as a result the boiler pressure switch should open.

If after rinse the pressure switch is still closed, the water did not drop, meaning the machine did not rinse.

This can happen if the rinse pump doesn't work or if the rinse nozzles are clogged (maybe because of lime scale), reducing the water flow.