Technical Support
Bulletin Nr. 11 – Alarms Codes

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Introduction

This document describes all the error messages that display on devices for commercial refrigeration, along with their causes and possible corrective actions.

Alarm Tables Index

Alarm Tables

EM300(LX)

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on probe 1	Shorted or interrupted probe, or settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HA1.
AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm	Check the temperature measured by probe 1 on the device. Check the minimum temperature limit set with parameter HA1.
Pt3	The third wire of the probe is not connected (PT100 models only)	Verify that the probe is correctly connected to terminals 3,4,5.

EWDR981, 983, 983/C, 983LX, 984, 985LX,985LX Fan Condenser

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on probe cell	Shorted or interrupted probe, or settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).

E2 (displayed)	Error on defrost probe	Shorted or interrupted probe, circuit or probe settings out of nominal range.. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E3 (displayed)	Error for faulty display probe	Shorted or interrupted probe, circuit or probe settings out of nominal range.. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E7	No link between the master and slave	Check the addresses of all devices connected to the Link network. Verify that the cable of the devices connected to the Link is correctly wired.
E10	Loss of hours with buffer battery	The 24/32 power off hours have been exceeded. Reset the day/hour/minutes values with the appropriate parameters.
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HAL.
AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the minimum temperature limit set with parameter LAL.

AH3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	High temperature alarm on probe 3	Check the temperature measured by probe 3 on the device. Check the high temperature limit set with parameter SA3.
AL3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	Low temperature alarm on probe 3	Check the temperature measured by probe 3 on the device. Check the high temperature limit set with parameter SA3.
EA (displayed under folder AL of the Machine Status Menu)	External alarm	Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity.
Opd (displayed under folder AL of the Machine Status Menu)	Open door alarm	Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity.
Ad2 (displayed under folder AL of the Machine Status Menu)	Timeout alarm for completed defrost	Check the temperature measured by probe 2 and the settings of parameters dSt and DAt.
PA (displayed under folder AL of the Machine Status Menu)	General pressure switch alarm Note: manual reset only (with parameter rPA or reset from device.	Identify the digital input that has been configured as general pressure switch alarm using parameters H11…H14, and check its status and polarity.

IC912(LX),IC915(LX),IC915 DIFFERENTIAL SET POINT, IC917(LX),IC 974(LX), IC961

Alarm message	Description	Possible causes/corrective actions
E1	Fault on probe Pb1	Shorted or interrupted probe, or settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E2	Fault on probe Pb2	Shorted or interrupted probe, or settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HA1.
AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter LA1.
AH2 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 2	Check the temperature measured by probe 2 of the device. Check the maximum temperature limit set with parameter HA2.
AL2 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 2	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter LA2.

Alarm message	Description	Possible causes/corrective actions
EA (displayed under folder AL of the Machine Status Menu)	External alarm	Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity.
Opd (displayed under folder AL of the Machine Status Menu)	Open door alarm	Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity.
Ad2 (displayed under folder AL of the Machine Status Menu)	Timeout alarm for completed defrost	Check the temperature measured by probe 2 and the settings of parameters dSt and DAt.

ID961(LX), ID970(LX), ID971(LX), ID974(LX)

Alarm message	Description	Possible causes/corrective actions
E1	Fault on probe Pb1	Shorted or interrupted probe, or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E2	Fault on probe Pb2	Shorted or interrupted probe, or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HA1.

AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter LA1.
EA (displayed under folder AL of the Machine Status Menu)	External alarm	Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity.
Opd (displayed under folder AL of the Machine Status Menu)	Open door alarm	Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity.
Ad2 (displayed under folder AL of the Machine Status Menu)	Timeout alarm for completed defrost	Check the temperature measured by probe 2 and the settings of parameters dSt and DAt.

ID985(LX), ID985(LX) FAN CONDENSER, ID985/E (LX)

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on cell probe	Shorted or interrupted probe, or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E2 (displayed)	Error on defrost probe	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).

E3 (displayed)	Error for faulty display probe	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E7	No link between the master and slave	Check the addresses of all devices connected to the Link network. Verify that the cable of the devices connected to the Link is correctly wired.
E10	Loss of hours with buffer battery	The 24/32 power off hours have been exceeded. Reset the day/hour/minutes values with the appropriate parameters.
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HAL.
AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the minimum temperature limit set with parameter LAL.
AH3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	High temperature alarm on probe 3	Check the temperature measured by probe 3 of the device. Check the high temperature limit set with parameter SA3.

Alarm message	Description	Possible causes/corrective actions
AL3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	Low temperature alarm on probe 3	Check the temperature measured by probe 3 of the device. Check the high temperature limit set with parameter SA3.
EA (displayed under folder AL of the Machine Status Menu)	External alarm	Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity.
Opd (displayed under folder AL of the Machine Status Menu)	Open door alarm	Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity.
Ad2 (displayed under folder AL of the Machine Status Menu)	Timeout alarm for completed defrost	Check the temperature measured by probe 2 and the settings of parameters dSt and DAt.
PA (displayed under folder AL of the Machine Status Menu)	General pressure switch alarm Note: manual reset only (with parameter rPA or reset from device.	Identify the digital input that has been configured as general pressure switch alarm using parameters H11…H14, and check its status and polarity.

IWC720, 730, 740, 750

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on cell probe	Shorted or interrupted probe, or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).

E2 (displayed)	Error on defrost probe	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E3 (displayed)	Error for faulty display probe	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E10	Loss of hours with buffer battery	The 24/32 power off hours have been exceeded. Reset the day/hour/minutes values with the appropriate parameters.
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HAL.
AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the minimum temperature limit set with parameter LAL.
AH3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	High temperature alarm on probe 3	Check the temperature measured by probe 3 of the device. Check the high temperature limit set with parameter SA3.

| AL3 (displayed under folder AL of the Machine Status Menu)

Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit. | Low temperature alarm on probe 3 | Check the temperature measured by probe 3 of the device.
Check the high temperature limit set with parameter SA3. |
|---|---|---|
| EA (displayed under folder AL of the Machine Status Menu) | External alarm | Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity. |
| Opd (displayed under folder AL of the Machine Status Menu) | Open door alarm | Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity. |
| Ad2 (displayed under folder AL of the Machine Status Menu) | Timeout alarm for completed defrost | Check the temperature measured by probe 2and the settings of parameters dSt and DAt. |
| PA (displayed under folder AL of the Machine Status Menu) | General pressure switch alarm

Note: manual reset only (with parameter rPA or reset from device. | Identify the digital input that has been configured as general pressure switch alarm using parameters H11…H14, and check its status and polarity. |

IWC750 TWIN

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on cell probe 1	Shorted or interrupted probe, or probe settings out of nominal range.
The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).

E2 (displayed)	Error on cell probe 2	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E3 (displayed)	Error on defrost probe	Shorted or interrupted probe, circuit or probe settings out of nominal range.. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HA1.
AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the minimum temperature limit set with parameter HA1.
AH2 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 2	Check the temperature measured by probe 2 of the device. Check the high temperature limit set with parameter HA2.
AL2 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 2	Check the temperature measured by probe 2 of the device. Check the high temperature limit set with parameter LA2.
EA (displayed under folder AL of the Machine Status Menu)	External alarm	Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity.

Opd (displayed under folder AL of the Machine Status Menu)	Open door alarm	Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity.
Ad2 (displayed under folder AL of the Machine Status Menu)	Timeout alarm for completed defrost	Check the temperature measured by probe 3 and the settings of parameters dE1 and DAt.
PA (displayed under folder AL of the Machine Status Menu)	General pressure switch alarm Note: manual reset only (with parameter rPA or reset from device.	Identify the digital input that has been configured as general pressure switch alarm using parameters H11…H14, and check its status and polarity.

IWP740, IWP750, IWP760, IWP760 FAN CONDENSER, IWP985

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on cell probe	Shorted or interrupted probe, or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E2 (displayed)	Error on defrost probe	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E3 (displayed)	Error for faulty display probe	Shorted or interrupted probe, circuit or probe settings out of nominal range. The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E7	No link between the master and slave	Check the addresses of all devices connected to the Link network. Verify that the cable of the devices connected to the Link is correctly wired.
E10	Loss of hours with buffer battery	The 24/32 power off hours have been exceeded. Reset the day/hour/minutes values with the appropriate parameters.
AH1 (displayed under folder AL of the Machine Status Menu)	High temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the maximum temperature limit set with parameter HAL.

AL1 (displayed under folder AL of the Machine Status Menu)	Low temperature alarm on probe 1	Check the temperature measured by probe 1 on the device. Check the minimum temperature limit set with parameter LAL.
AH3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	High temperature alarm on probe 3	Check the temperature measured by probe 3 on the device. Check the high temperature limit set with parameter SA3.
AL3 (displayed under folder AL of the Machine Status Menu) Note: if you change the polarity of parameter dA3, parameter SA3 is set to the maximum or minimum temperature limit. If positive values are selected, SA3 is set to the high temperature limit. If negative values are selected, SA3 is set to the minimum temperature limit.	Low temperature alarm on probe 3	Check the temperature measured by probe 3 of the device. Check the high temperature limit set with parameter SA3.
EA (displayed under folder AL of the Machine Status Menu)	External alarm	Identify the digital input that has been configured as external alarm using parameters H11…H14, and check its status and polarity.
Opd (displayed under folder AL of the Machine Status Menu)	Open door alarm	Identify the digital input that has been configured as open door alarm using parameters H11…H14, and check its status and polarity.
Ad2 (displayed under folder AL of the Machine Status Menu)	Timeout alarm for completed defrost	Check the temperature measured by probe 2and the settings of parameters dSt and DAt.

PA (displayed under folder AL of the Machine Status Menu)	General pressure switch alarm

Note: manual reset only (with parameter rPA or reset from device. | Identify the digital input that has been configured as general pressure switch alarm using parameters H11…H14, and check its status and polarity. |

R001, R002, R003, EW01, EW02, EW03, ID400

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Error on cell probe	Shorted or interrupted probe, or probe settings out of nominal range.
The probe selection parameter H00 is set to a value that does not correspond to the connected probe (see device datasheet).
E2 (displayed)	Error on defrost probe	Shorted or interrupted probe, circuit or probe settings out of nominal range.
The probe selection parameter H0 is set to a value that does not correspond to the connected probe (see device datasheet).
Only alarm LED on	Minimum or maximum temperature alarm	Check the temperature measured by probe 1 on the device.
Check the minimum and maximum temperature limits set with parameters HA and LA.

ELIWELL ECHO

Alarm message	Description	Possible causes/corrective actions
- - -	No communication between Master and Echo	Check the cable that connects the master device to Echo and the Echo address with parameter L00 of the master device.

IWK KEYBOARDS

Alarm message	Description	Possible causes/corrective actions
- - -	No communication between base and keyboard	Check the cable that connects the base to the keyboard and the base address with parameter adb.

E7 (displayed)
 	
Note: Displayed after
   - - - when the 5 minute
    Timeout expires.
	No communication between base and keyboard	Check the cable that connects the base to the keyboard and the base address with parameter adb.

IE123LX

Alarm message	Description	Possible causes/corrective actions
AL1 (displayed under folder ALE of the Machine Status Menu)	Measured current alarm	Check the measured current, parameters HC1and AL1.
AL2 (displayed under folder ALE of the Machine Status Menu)	Measured voltage alarm	Check the measured voltage and the settings of parameters HC2 and AL2.

EWTL300/310

Alarm message	Description	Possible causes/corrective actions
Err	Fault on probe	Shorted or interrupted probe, or probe settings out of nominal range.
Er	Fault on probe	Shorted or interrupted probe, or probe settings out of nominal range.

EWTR, EWMETER 900, EWPC800, EWDR 902/905

Alarm message	Description	Possible causes/corrective actions
- - -	Fault on probe	Shorted probe. Check the operation of the probe with a tester.
EEE	Faulty probe	Shorted or interrupted probe,

		or measured values out of the display range. Check the operation of the probe and temperature measured by probe 1.

WM901 (/A/B), WM961

Alarm message	Description	Possible causes/corrective actions
E1 (displayed)	Probe error	Shorted, interrupted or disconnected probe or measured values out of the display range. Check the operation of the probe and temperature measured by probe 1.

EWCM800…900

Alarm message	Description	Possible causes/corrective actions
E0L	Low pressure alarm on the digital input connected to the outlet pressure switch	Check the status of the digital input and verify that parameter LAL (fan section) is set to a correct value.
E0H	High pressure alarm on the digital input connected to the outlet pressure switch	Check the status of the digital input and verify that parameter HAL (fan section) is set to a correct value.
ER0L	Low pressure alarm on the digital input connected to the inlet pressure switch	Check the status of the digital input and verify that parameter LAL (compressor section) is set to a correct value.
ER0H	High pressure alarm on the digital input connected to the inlet pressure switch	Check the status of the digital input and verify that parameter HAL (compression section) is set to a correct value.
E01	Alarm on outlet probe	Check the operation of the probe.
ER01	Alarm on inlet probe	Check the operation of the probe.
E02	Alarm on one of the digital inputs protecting the fans (the fan is signaled by the flashing LED)	Check the status of the digital input connected to the fan that has caused the alarm.

ER02	Alarm on one of the digital inputs protecting the compressors (the compressor is signaled by the flashing LED)	Check the status of the digital input connected to the compressor that has caused the alarm.
E03	Low pressure/temperature alarm on the fan section, if the value measured by the probe is below SET-LAL	Check the pressure/temperature values measured by the probe, and verify that parameter LAL is set to a correct value.
ER03	Low pressure/temperature alarm on the compressor section, if the value measured by the probe is below SET-LAL	Check the pressure/temperature values measured by the probe, and verify that parameter LAL is set to a correct value.
E04	High pressure/temperature alarm on the fan section, if the value measured by the probe is below SET-HAL	Check the pressure/temperature values measured by the probe, and verify that parameter HAL is set to a correct value.
ER04	High pressure/temperature alarm on the compressor section, if the value measured by the probe is below SET-HAL	Check the pressure/temperature values measured by the probe, and verify that parameter HAL is set to a correct value.
ER11	Clock programming alarm	Reset the clock with parameters Pri,HoUr,daY.
ER12	Alarm for incorrect parameter. The resources used are above those available.	
ER13	Device self-diagnostic alarm	
ER14	Maintenance alarm. Indicates that at least one of the compressors has exceeded the operating hours. The compressor is signaled by the flashing of the related output LED.	Check that parameter Ser has been set to a correct value. Service the compressor that has caused the alarm and reset its operating hours.

EWCM400

Alarm message	Description	Possible causes/corrective actions
E00	Remote ON/OFF	Check the status and polarity of digital input ID5.

E01	Maximum pressure alarm	Check the status of digital input ID6, then check the polarity and the number of events/hour by means of the related parameters.
E02	Minimum pressure alarm	Check the status of digital input ID7, then check the polarity and the number of events/hour by means of the related parameters.
E11	Maximum pressure (analogue)	Check the pressure measured by condensation probe ST2 and verify that parameter A06 is set to a correct value.
E12	Minimum pressure (analogue)	Check the pressure measured by condensation probe ST2 and verify that parameter A09 is set to a correct value.
E06	Fault on probe ST2	This alarm is enabled if probe ST2 is shorted or interrupted. Check the operation of the probe and verify that the probe limits have not been exceeded (2mA-22mA).
E40	Fault on probe ST1	This alarm is enabled if probe ST1 is shorted or interrupted. Check the operation of the probe and verify that the probe limits have not been exceeded (-50°C…100°C if the probe has been configured as temperature input, 2mA-22mA if it has been configured as current input).
E03	Alarm on compressor 1	Check the status of digital input ID1, then check the polarity and the number of events/hour by means of the related parameters.
E13	Alarm on compressor 2	Check the status of digital input ID2, then check the polarity and the number of events/hour by means of the related parameters.

E23	Alarm on compressor 3	Check the status of digital input ID3, then check the polarity and the number of events/hour by means of the related parameters.
E33	Alarm on compressor 4	Check the status of digital input ID4, then check the polarity and the number of events/hour by means of the related parameters.

TELEVIS COMPACT

General alarms

Alarm message	Description	Possible causes/corrective actions
Code: 0 SMS: ST	Failure during Televis network configuration	Check that all the devices are on and verify that cable RS485 is correctly connected.
Code: 1 SMS: F1	Failure during alarm fax transmission	Verify that the fax of the Support Center is on, is correctly configured and that the telephone line is free.
Code: 2 SMS: F2	Fax connection error	Check that the fax is correctly connected to TC, is enabled and has been correctly configured with the appropriate parameters on TC.
Code: 3 SMS: E1	Hardware problem	
Code: 4 SMS: M1	Failure during data transmission	Check that the PC receiving the data is on and that Televis Interactive is running.
Code: 5 SMS: M0	Modem fault	Check that the modem is correctly connected to TC, is enabled and has been correctly configured with the appropriate parameters on TC.
Code: : 6 SMS: MF	No space for recording	Download the data from the TC memory using Televis Interactive.
Code: 7 SMS: PE	No paper in printer	Add paper to the printer.
Code: 8 SMS: P1	Printer off line	Switch the printer on.

Code: 9 SMS: P0	Error on printer	Check that the printer is correctly connected to TC, is enabled and has been correctly configured with the appropriate parameters on TC.
Code: 10 SMS: EF	Status report fax transmission failed	Verify that the fax of the Service Center is on, correctly configured and that the telephone line is not busy.
Code: 11 SMS: PI	Device switched off with recording in progress	Stop the recording operation, switch TC off and on, and restart the recording.
Code: 12 SMS: CK	Date/time deletion	The 24/32 power off hours have been exceeded. Reset the date and time.
Code: 13 SMS: E2	Hardware problem	
Code: 14 SMS: E3	Hardware problem	
Code: 15 SMS: S1	Alarm due to SMS transmission failure	Verify that the GSM signal is available and that the dialed number is correct.

Network alarms

Alarm message	Description	Possible causes/corrective actions
Code: 49 SMS: PS	High or low pressure alarm from digital input	Check the status of the digital input configured as high or low pressure alarm on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: : 50 SMS: PE	Error on probe	Check the status of the probe on the device that has generated the alarm.
Code: 51 SMS: PW	No power	
Code: 52 SMS: EE	Eeprom reading/writing error	
Code: 53 SMS: E1	Error on probe 1	Check the status of probe 1 on the device that has generated the alarm.

Code: 54 SMS: E2	Error on probe 2	Check the status of probe 2 on the device that has generated the alarm.
Code: 55 SMS: E3	Error on probe 3	Check the status of probe 3 on the device that has generated the alarm.
Code: 56 SMS: H1	Maximum temperature alarm on probe 1	Check the temperature measured by probe 1 on the device that has generated the alarm. Check also the maximum temperature limit setting.
Code: 57 SMS: L1	Minimum temperature alarm on probe 1	Check the temperature measured by probe 1 on the device that has generated the alarm. Check also the minimum temperature limit setting.
Code: 58 SMS: H2	Maximum temperature alarm on probe 2	Check the temperature measured by probe 2 of the device that has generated the alarm. Check also the maximum temperature limit setting.
Code: 59 SMS: L2	Minimum temperature alarm on probe 2	Check the temperature measured by probe 2 of the device that has generated the alarm. Check also the minimum temperature limit setting.
Code: 60 SMS: H3	Maximum temperature alarm on probe 3	Check the temperature measured by probe 3 of the device that has generated the alarm. Check also the maximum temperature limit setting.
Code: 61 SMS: L3	Minimum temperature alarm on probe 3	Check the temperature measured by probe 3 of the device that has generated the alarm. Check also the minimum temperature limit setting.
Code: 62 SMS: I1	Alarm on digital input 1	Check the status of digital input 1 on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.

Code: 63 SMS: I2	Alarm on digital input 2	Check the status of digital input 2 on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 64 SMS: I3	Alarm on digital input 3	Check the status of digital input 3 on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 65 SMS: SP	Alarm on outlet pressure switch	Check the status of the digital input configured as outlet pressure switch alarm on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 66 SMS: DP	Alarm on inlet pressure switch	Check the status of the digital input configured as inlet pressure switch alarm on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 67 SMS: CP	Compressor protection alarm	Check the status of the digital input configured as compression protection alarm on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 68 SMS: FP	Fan protection alarm	Check the status of the digital input configured as fan protection alarm on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.

Code: 69 SMS: HS	Maximum pressure alarm for outlet pressure switch	Check the status of the digital input configured as maximum pressure alarm for the outlet pressure switch on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 70 SMS: LS	Minimum pressure alarm on outlet pressure switch	Check the status of the digital input configured as minimum pressure alarm for the outlet pressure switch on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 71 SMS: HD	Maximum pressure alarm on inlet pressure switch	Check the status of the digital input configured as maximum pressure alarm for the inlet pressure switch on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 72 SMS: LD	Minimum pressure alarm for inlet pressure switch	Check that status of the digital input configured as minimum pressure alarm for the inlet pressure switch on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 73 SMS: CK	Clock alarm	Verify that the device that has generated the alarm has not exceeded the power off hours, then reset the date and time if they have been exceeded.
Code: 74 SMS: ST	Self-diagnostic alarm	

Code: 75 SMS: MA	Maintenance alarm	Check the hours of operation of the compressors on the device that has generated the alarm. After maintenance, reset the hours of operation of the compressor.
Code: 76 SMS: LC	Device not connected (connection failure between Televis Compact/network device)	Verify that the device that has generated the alarm is on and correctly connected to the RS485 network.
Code: 77 SMS: MS	Connection failure between master and slave	Verify that the device that has generated the alarm is correctly connected to the slave and has a correct address.
Code: 78 SMS: PT	Defrost procedure timeout	Check the temperature measured by the end defrost probe on the device that has generated the alarm. Check also the defrost settings with the appropriate parameters.
Code: 79 SMS: EA	External alarm input enabled	Check the status of the digital input configured as external alarm on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 80 SMS: DS	Door switch input enabled	Check the status of the digital input configured as door switch input on the device that has generated the alarm. Check also the related parameters to verify that the alarm is correctly managed.
Code: 81 SMS: CT	Reduction cycle above maximum limit	Check the reduction cycle parameters for the device that has generated the alarm.
Code: 82 SMS:E7	No response from device of the Link network	Check the connections on the Link network and the addresses of the devices connected to the network.
Code: 83 SMS: CC	Copy Card error	

Code: 84 SMS: E4	Error on probe 4	Check the temperature measured by probe 4 of the device that has generated the alarm. Check also the minimum temperature limit setting.
Code: 85 SMS: H4	Maximum temperature alarm on probe 4	Check the temperature measured by probe 4 of the device that has generated the alarm. Check also the maximum temperature limit setting.
Code: 86 SMS: L4	Minimum temperature alarm on probe 4	Check the temperature measured by probe 3 of the device that has generated the alarm. Check also the minimum temperature limit setting.
Code: 87 SMS: Ha	Maximum temperature alarm on controller 1	Check the temperature measured by the probe of the device that has generated the alarm. Check also the maximum temperature limit set for controller 1.
Code: 88 SMS: La	Minimum temperature alarm on controller 1	Check the temperature measured by the probe of the device that has generated the alarm. Check also the minimum temperature limit set for controller 1.
Code: 89 SMS: Hb	Maximum temperature alarm on controller 2	Check the temperature measured by the probe of the device that has generated the alarm. Check also the maximum temperature limit set for controller 2.
Code: 90 SMS: Lb	Maximum temperature alarm on controller 2	Check the temperature measured by the probe of the device that has generated the alarm. Check also the minimum temperature limit setting.

EWPC1000 (/C/S), EWTB1000 (/C/S)

Alarm message	Description	Possible causes/corrective actions
E1	Alarm on cell probe	Shorted or interrupted probe; measured value above (+99) or below (-55) display range. Check the operation of the probe and the temperature measured.
E2	Alarm on defrost probe	Shorted or interrupted probe; measured value above (+99) or below (-55) display range. Check the operation of the probe and the temperature measured.
E0 (EWPC100 /C/S only)	Alarm on pressure switch	Check the status of the pressure switch alarm. Check also that parameters PEI and PEn are set to a correct value.
DtE	Defrost time error	Loss of actual time and values of power off time. Reset the time using the procedure described in the device manual, on page 2

EWFC1000, EWFC1005

Alarm message	Description	Possible causes/corrective actions
CP	Alarm on cell probe	Shorted or interrupted probe. Check the operation of the cell probe.
EP	Alarm on evaporator probe	Shorted or interrupted probe. Check the operation of the defrost probe.
IP	Alarm on spike probe	Shorted or interrupted probe. Check the operation of the spike probe.
HI	Alarm due maximum temperature limit exceeded	Check the temperature measured by the cell probe. Verify also that parameters hAA and hAC have been set to a correct value.

LI	Alarm due minimum temperature limit exceeded	Check the temperature measured by the cell probe. Verify also that parameters LAA and LAC have been set to a correct value.

EWTQ915, 985, 905, 995, EWTN 970,980

Alarm message	Description	Possible causes/corrective actions
100	EEPROM writing error	
150	General CPU error	
200	Write attempt on protected memories	
201-2XX	Error in configuration parameters. The two least significant digits indicate the incorrect parameter (i.e. 209Err indicates that parameter P9 is incorrect).	
301	Calibration error for RTD input	
305	Calibration error for TC input	
307	Calibration error for RJ input	
400	Errors in control parameters	
500	Auto zero error	
502	RJ error	
510	Error during calibration	
□ □ □	OVERRANGE condition	Check the operation of the device and the temperature measured by the probe. Check the settings of jumpers SH401 and CH401.
_ □ □	UNDERRANGE condition	Check the operation of the device and the temperature measured by the probe. Check the settings of the relevant jumpers on the printout of the controller.

If the device detects an error condition, it displays Er along with the error code (see codes above).

If the device detects an error in the configuration parameters, it is sufficient to reconfigure the parameter that has caused the error.

If error 400 is detected, press simultaneously buttons up/down to load the default parameters and reconfigure the control parameters.

For all other error, contact the supplier.

EWLP120

Alarm message	Description	Possible causes/corrective actions
EE01	Memory data (possible loss of all configured data)	Select the programming mode and check all the configured parameters. If they are equivalent to those previously set, change a parameter. If EE01 continues to display, contact the Support Center.
FULL	Full memory	Print the recorded data.
EndP	No paper	Replace the finished roll and replace the paper following in the instructions in the manual.
ALP1 (indicated with symbols Z (zone 1 or 2), SET, NEG and POS on the printout)	Temperature alarm on probe 1	Check the temperature measured by probe 1 and verify that parametersPo9, Po10 and Po14 are set to a correct value.
ALP2 (indicated with symbols Z (zone 1 or 2), SET, NEG and POS on the printout)	Temperature alarm on probe 2	Check the temperature measured by probe 2 and verify that parametersPo9, Po10 and Po14 are set to a correct value.
ErP1 (indicated with --- on the printout)	Fault on probe 1	Replace probe 1.
ErP2 (indicated with --- on the printout)	Fault on probe 2	Replace probe 2.
ErCL	Fault on clock module	Check parameters from Po1 to Po6. If they are equivalent to those previously set, try changing a parameter. If ErCL continues to display, contact the Support Center.
Erdr	Open door alarm	Check the status of the digital input of the door microswitch and verify that parameter Po14 is set to a correct value.
ErPr	No additional data can be set if there are recorded data	Print all the stored data, reset the memory and reconfigure the parameters.

ErFd	Blocked printer carriage	Verify that the paper has been correctly inserted.
ErPE	Faulty paper detection sensor	Contact the Support Center.

PRINTWELL1200

Alarm message	Description	Possible causes/corrective actions
AN1…6 ERR (i.e. AN1 ERR error on probe 1)	Probe error	Check the operation of the probe. Verify that it is connected to the device and that the temperature value measured by the probe does not exceed the measuring range.
AN1…6AH	Maximum temperature alarm	Check the temperature measured by the probe that has generated the alarm and verify that parameter AN1 Max Alarm is set to a correct value.
AN1…6AL	Minimum temperature alarm	Check the temperature measured by the probe that has generated the alarm and verify that parameter AN1 Min Alarm is set to a correct value.
Memory full	Memory low	Print the stored data and delete them.

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