

Reference	Subject	Date
ST-102	E-Series Inteli Controlled Alarm/ Error Codes	2-6-2019
<b>Product</b>	Inteli Control	

**The information listed below is provided as general guidelines to assist in troubleshooting. It is ultimately the owner's/ distributor's/ technician's responsibility to properly troubleshoot the piece of equipment down to the failed component(s). Continental Girbau will not be held liable for any part replacement and/or labor associated with the misdiagnosed troubleshooting of the equipment.**

Display	Description of the Alarm	Probable Cause	Action
1	Emergency stop switch	Emergency stop switch activated	1. Turn the red E-stop knob left or right to release. Press the stop key on the display to reset. Consult manual section 4.7 (located in Inteli Operation manual).
2	Communication fault	No communication circuit between the microprocessor to inverter.	1. Loose communication cable connection at the micro or inverter. 2. Incorrect power supply to inverter. 3. Correct power supply, but no power-up of the inverter (indicating bad VFD). 4. 5 VDC (approximate) power supply not present on communication cables at the inverter.
3	Inverter auto-blocked	Inverter disconnected for safety purposes	1. Turn off power supply for 3 seconds and retry. Call "ATS" if condition persist.
4	Inverter sequence failure	Communication failure during a cycle operation	1. Tur off power supply for 3 seconds and retry. 2. Follow "Display 2" Action sequence.
5 30 31 32	Inverter overcurrent Inverter overcurrent during acceleration Inverter overcurrent during deceleration Inverter overcurrent	Overcurrent- Fast and high rise of motor currents detected by the inverter during acceleration, deceleration, and normal operation.	1. Motor plug/ wiring connection loose of grounded. 2. Wiring cable from inverter to motor shorted or grounded. 3. Inverter dirty or contaminated. 4. Low voltage of the power supply that creates higher currents. 5. Bad motor winding 6. Bad bearings
6	Motor over heating	Motor thermal circuit (klixon) open or motor in over heat condition. Motor klixon should close after a period of time that the motor has cooled down.	1. Low voltage of supply power, creates higher motor currents 2. Loose wiring (open) or shorted wires in cable from inverter to motor. 3. Poor wiring connection at inverter or motor plug of overload circuit. 4. Faulty motor. 5. Faulty inverter
7	Inverter over voltage DC link	Over voltage on the DC buss of the inverter	1. Incorrect voltage supply to the inverter. 2. Poor motor/ motor connection issue. 3. Inverter breakdown, due to external contamination (dirt/ lint).

8	Inverter over heating	Excessive temperature detected by the inverter temperature sensors.	1. Inverter fan failure.
39	Inverter thermal relay overload	Inverter currents above programmed levels.	2. Inverter dirty due to lack of preventative maintenance.
9	General inverter failure	Inverter failure detected by the inverter circuit	3. High ambient temperature.
33			1. Verify the inverter is clean and not damaged.
10	Unidentified inverter failure		2. Reset inverter by cycling power on the washer.
11	Unbalance control failure	Inverter detects motor current output imbalance	1. Improper load size/ combination
12	Inverter ID error	Inverter model not compatible with the washer model	2. Restriction of basket/ drum rotation.
35	Inverter configure error		3. Ambient temperature too high.
13	Door lock failure- Door locked and cannot open	Door not locking properly	1. Verify inverter is the correct part for washer.
			2. Ensure the MK10 plug is installed on the 1800 W custom inverter.
			1. Disconnect power from the washer for a minimum of 2 minutes. With the power off open the door.
			2. Adjust door (EH30 &EH040). See "Mechanical Technical Assistance" manual cod. 422907.
			3. Door locking mechanism
			4. Verify tub for water level.
14	Failure of card access	Washer fails to recognize when the card is inserted or will not allow the transfer of information	1. Check card connector cable at X12 on A1 board.
15	Fault detection A5 (I/O1) board	A5 (I/O1) board is not being detected, setup error	2. Replace card reader.
18	A5 board communication failure		1. Disconnect the satellite board A6 by turning off power and remove X2 connector plug.
			2. Inspect cable connections X1 on A5 to X11 on A1.
			3. Replace A5 board if the alarm still exist.
			4. Replace A1 board if step 3 didn't resolve the alarm.
16	Fault detection A6 (I/O2)	A6 (I/O2) is not detected, setup error	1. Verify A6 board is activated in the setup configuration.
19	A6 board communication failure		2. Verify A6 board is wired correctly.
			3. Verify 12 VDC across X1-2 to X1-4
			4. Verify 12 VDC across X1-2 to X1-6
17	Fault detection A10 (tilt) board	A10 board is not detected, setup error	1. Verify A10 board is activated in the setup.
20	A10 board communication fault	A10 connection failure	2. Verify 12 VDC across X1-5 to X1-1
			3. Verify 12 VDC across X1-5 to X1-4
			4. Check connection X1-6
21	Bath over level	Washer overfills, drain opens	1. Water valve stuck open, turn power off, and the water should stop flowing.
			2. Water runs with power off, possible bad orifice or bad valve.
			3. Verify drain valve is fully closed.
22	Bath level failure	Washer does not reach programmed level	1. Verify drain valve is fully closed.
			2. Inspect air conduction hose from pressure switch to the air dome (located below pulley) for leaks and/or blockage.
			3. Verify level control in the "Test" program.
23	Bath over temperature	Indicates water temperature is higher than programmed value.	1. Possible thermistor failure if alarm shows at the beginning of the fill.
26	Faulty heat system	Irregularity in the heating system.	2. Auxiliary heating issue if unit is equipped with electric or the steam heating option. Verify electric relay or steam valves are operating properly.
29	Over temperature	High temperature when the machine stopped	

24	Drain failure	Washer fails to drain properly	<ol style="list-style-type: none"> <li>1. Turn off power and all water should drain out, if not, verify mechanical function of the drain valve.</li> <li>2. Verify main drain line is sized properly and unobstructed.</li> </ol>
25	Faulty water supply	Irregular water fill	<ol style="list-style-type: none"> <li>1. Inspect water inlet filters.</li> <li>2. Verify water fill valves have the correct pressure.</li> <li>3. Verify the water valve operation in the "Test" program.</li> </ol>
27	Temperature probe failure	Thermistor not correct	<ol style="list-style-type: none"> <li>1. Inspect probe connections for dirt, corrosion, and moisture. If present clean.</li> <li>2. Verify the thermistor reads 13K to 14K ohms at room temperature.</li> </ol>
28	Unbalance switch failure	Balance switch circuit open or activated	<ol style="list-style-type: none"> <li>1. Open and close loading door to reset the alarm.</li> <li>2. Verify wire connections.</li> <li>3. Verify the functionality of the switch.</li> </ol>
36	Inverter low voltage	Inverter voltage lower than operation nominal value	<ol style="list-style-type: none"> <li>1. Verify the supply voltage is between 208-240 VAC.</li> <li>2. Verify the inverter relay (KA1) voltage is between 208-240 VAC.</li> <li>3. Check inverter fuse protection.</li> </ol>
37	Inverter phase loss	Inverter power supply failure	<ol style="list-style-type: none"> <li>1. Loss of either L1, L2, or L3 voltage supply.</li> <li>2. L1, L2, or L3 fuse blown.</li> <li>3. Incorrect wiring of the power supply to the washer.</li> </ol>
38	Inverter disconnection relay failure	Inverter control relay disconnection	<ol style="list-style-type: none"> <li>1. Verify 12 VDC across terminals 0 and 1 on the KA1 relay coil when starting the washer.</li> <li>2. Verify the inverter powers when the relay actuates.</li> <li>3. Verify the input voltage to the inverter.</li> </ol>
41	Inverter detection relay failure	Inverter not detected by the control	
40	Inverter overload	Motor currents higher than defined	<ol style="list-style-type: none"> <li>1. Verify voltage to the inverter supply</li> <li>2. Verify wiring from inverter to motor.</li> <li>3. Verify drain system's operation.</li> <li>4. Inspect for any basket restrictions.</li> </ol>
42	Washer fan motor thermal disconnect Q2	EH255 models only Q2 thermal tripped	<ol style="list-style-type: none"> <li>1. Verify motor cooling fan operation.</li> <li>2. Reset Q2 device on the motor</li> <li>3. Verify wiring at CM and X2 on the inverter.</li> </ol>
100	All programs empty	When trying to erase/ copy a program on the machine and card are both empty	<ol style="list-style-type: none"> <li>1. Reprogram special programs</li> <li>2. Verify all Earth ground connections</li> </ol>
101	All programs full	When trying to erase/ copy a program on the machine and card are both full	<ol style="list-style-type: none"> <li>1. Verify all program contents</li> </ol>
102	No memory available	There is no memory available when trying to create/ copy/ adding a phase	<ol style="list-style-type: none"> <li>1. Verify all program contents</li> </ol>
103	Program full	Program contents already has the maximum number of phases.	<ol style="list-style-type: none"> <li>1. There is a maximum of 50 phases. Verify all 50 are being used.</li> </ol>
109	Non-modifiable program	You cannot modify a fixed program	<ol style="list-style-type: none"> <li>1. Verify the generation of model. The 1<sup>st</sup> generation had programs 1-20 fixed. 2<sup>nd</sup> generation (current production) has programs 80-99 fixed.</li> </ol>
112	Out of range	When starting a program, either the weight or a delayed starting hour is out of limits.	<ol style="list-style-type: none"> <li>1. Clear starting time or weight and retry</li> <li>2. Call "ATS" if problem persist</li> </ol>

114 120 121 123	Card access failure Card program memory Enter new code	An operation fails when using the card. The operation of copying a program to a card fails when accessing card setup mode.	1. Verify card is inserted properly 2. Verify card reader connection t A1 board is properly connected.
119	Insert card	There is no card inserted when trying to access card menu	1. Verify the card is properly inserted. Try to reinsert card. 2. Press stop on the keypad to clear the code.
122	Any defined configuration	The values are out of limits when trying to copy from card	1. Verify the card is inserted properly and retry. 2. Press stop on the keypad to clear the code.
128	Inverter parameter failure	Inverter parameter error	1. Reload parameters. The inverter parameters do not match the micro. 2. Contact "ATS" if problem persist
500	Abnormal level	Washer indicates water in the drum when it should be empty	1. Verify there is no water in the washer 2. Check the level control in the "Test Program"
501	Not well positioned	The tilt machine is not properly positioned	1. Verify the end of course tilt switch positions are correct
502	Alarm on	Starting a machine an alarm is present	1. Verify alarm and correct
503 504 900	Lock door 1 on Open and close door Locked program	The door locking system was not activated at the end of the last cycle	1. Press stop on the keypad, open and close the door, then restart the program. 2. Verify the door hinge switch is working when the door is opened and closed.
505	Machine program memory	The program is blocked	1. See section 8.3 "Blocking Usage" in the Operations Manual
506	Not allowed programing	There is an incompatibility when starting a program between the program values and machine configuration.	1. Press stop button on keypad to reset 2. Turn off power machine for 3 seconds. Turn power back on. If problem persists contact "ATS".



*Always follow the warnings and procedures in the corresponding equipment instruction manual.*