



Technical Paper

# Danfoss eTRV E-error codes description

| Alarm code | Problem                                  | Solution   |
|------------|--|--|
| E1         | Top PCB sensor error                     | The temperature sensor is damaged, return to a dealer  |
| E2         | Side PCB sensor error                    | The temperature sensor is damaged, return to a dealer  |
| E6         | Motor error                              | Motor jammed, try to remove/insert battery, if the error persists try to reset, if still no positive result return to a dealer.<br><i>Note! The eTRV will retry after 20 min.</i><br><i>The error code will be on the display, until cleared by the controller</i> |
| E8         | Invalid communication (Bluetooth/ZigBee) | Try to remove/insert battery, if the error persists try to reset, if still no positive result return to a dealer.  |
| E9         | Valve closing ability                    | It looks like the valve cannot be closed correctly, please check the installation  |

# Danfoss Icon™ E-error codes description

| Alarm code | Problem   | Solution  |
|------------|---|---|
| Er03       | You have set-up a cooling application that requires a reference room thermostat to be appointed.  | Please go to the thermostat in the desired reference room and enter the thermostat installer menu. Set thermostat to <b>ON</b> in ME.6 "reference room thermostat".   |
| Er05       | Communication lost to Radio Module.   | Please check that the cable is properly connected in the Radio Module and Danfoss Icon™ Master Controller 24V.  |
| Er06       | Communication lost to room thermostat.  | Identify the room thermostat by looking at the flashing outputs on the Danfoss Icon™ Master Controller 24V, or look at the thermostats. Wake up thermostat, then press  on the thermostat. Faling thermostat will say "NET ERR".<br>In some cases it is necessary to add a repeater to establish a better wireless communication between the Master Controller and Thermostat.<br>Replace batteries on room thermostat and perform a network test (activate NET TEST in menu ME.3 on room thermostat). |
| Er07       | Communication lost to Slave Controller.   | If wireless, check Radio Module connection to Danfoss Icon™ Master Controller 24V. If wired system, check the wire connecting the controllers.  |
| Er08       | Communication lost from Slave to Master Controller.   | If wireless, check Radio Module connection to Danfoss Icon™ Master Controller 24V. If wired system, check the wire connecting the controllers.  |
| Er10       | Communication lost to Repeater.   | Check that the repeater is plugged into outlet / has not been removed and outlet is <b>ON</b> .   |
| Er11       | Communication lost to Expansion Module.   | Check that Expansion Module is slidded fully into place.<br><i>Note! The Master controller must be turn off and on again in order to register the expansion module.</i>   |
| Er12       | Actuator defective.<br>The defective actuator output is flashing.   | Replace actuator.   |
| Er14       | A Danfoss Icon™ Master Controller cannot be included as (become) a Slave Controller because one or more room thermostats, repeaters or Danfoss Icon™ Master Controller 24V have allready been included. | This Danfoss Icon™ Master Controller 24V has to be factory reset to become a Slave Controller. (See description in chapter "Reset or replace a Danfoss Icon™ Master Controller").   |

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|------------|---|--|
| Er16       | This application requires a specific actuator output to be available. | You have already assigned this output to a room thermostat, or the output has not yet had an actuator fitted. Please uninstall RT from TWA, it must be available to the application chosen (or fit actuator – if this was not yet done). |
| Er17       | External PT1000 sensor not fitted, or defective.                      | Check sensor and replace if necessary<br><i>Note! Remember to ensure that the Master Controller is connected due to risk of electric shock.</i>  |

**Danfoss A/S**

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