




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. <i>Note! The eTRV will retry after 20 min.</i> <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". In some cases it is necessary to add a repeater to establish a better wireless communication between the Master Controller and Thermostat. 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. <i>Note! The Master controller must be turn off and on again in order to register the expansion module.</i>
Er12	Actuator defective. 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").

Alarm code	Problem	Solution
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 <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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