

PLEASE READ THESE NOTES:

- 1) The TESC is NOT faulty just because it shows an Error code. The Error code can be read when a wireless TESC is paired with a Wireless enabled TESC control. The Error Code is there to enable servicing to identify what may be happening to the control to cause the fire not to operate correctly. This is most likely to be environmental or one of the other components that are connected to the TESC control.
- 2) If an E code is displayed, allow the fire to cool and perform a normal start attempt to reset the control to standby. Then perform a normal start attempt again to see if the fire has cleared the error and the
- 3) If the ERROR does not clear, it is essential before undertaking any actions on the servicing as detailed below, that the batteries being used are good and should be replaced with new ones to be sure that is not the problem. Faulty batteries can cause false error codes. New batteries can be faulty too. ALWAYS CHANGE ALL THE BATTERIES TOGETHER AND NOT JUST ONE OR TWO AND ALWAYS OF THE SAME MAKE AND TYPE (I.E MANUFACTURER AND MODEL TYPE).
- 4) The battery contact must be clean and there must not be any leakage from any batteries in the battery compartment or on the battery contacts. Clean thoroughly if found, they must be spotlessly clean.
- 5) After replacing the batteries , to clear the error code perform a start cycle by pressing the start button as normal. Then press again in the same way to attempt a new start cycle. The error code must be 6) SERVICING MUST ONLY BE CARRIED OUT BY COMPETANT PERSONAL WHO HAVE CURRENT QULAIFICATIONS AND ACCREDITATION (I.E. GAS SAFE)
- 6) If the gas fire is connected to a mains power supply, this must be isolated by a competent qualified electrician before attempting any works to the gas fire.

Code	Comment	Appearance	Possible Cause	Action	
E00	TESC locked due to failed ignition	Red Led is permanently on TESC unit (and E00 on handset, if used)	Temporary air disturbance around pilot burner	Reset control by pressing start button for 1 second and releasing. The press again the same way to attempt a normal start command. Repeat upto 10 times as necessary to see if this overcomes the issue as it may resolve itself eventually.	
			No gas on appliance inlet	Check to see if gas is present at gas appliance inlet. (Check gas supply is on, the gas line purged of air and the supply pipework is free of blockages or contamination)	Rectify and perform start cycle to clear the Error code. Try to light the fire as normal.
			Pilot contaminated with lint or other materials	Clean the pilot fee of any dirt, dust carbon granules or lint, especially around the brass body of the Bunsen burner and its gas and electrical connection and the area around the flame ports and the spark plug and electrode tip. Check the electrode gap is 3- 4 mm.	Rectify and perform start cycle to clear the Error code. Try to light the fir as normal. Replace pilot if necessary
			No Spark at Electrode (fire not igniting pilot burner)	Check ignition cable for damage and listen and watch for tracking out of spark to see if it is present but not making it to the electrode tip on the pilot burner.	If cable damaged , replace cable. Reset error by performing a normal start cycle and try to start again. Replace pilot if necessary.
			Pilot pipe or pilot injector could be blocked	Clear pipe and consider changing pilot	
			Inlet pipe contaminated	Clean out and clean TESC control of contamination.	
E01	Low current from thermocouple but flame: possibly CO alarm	Flashing Red LED on TESC Control	Pilot pipe blocked - no gas reaching pilot burner	Check pilot pipe, check flame appearance of pilot flames	
			Chimney blocked causing Co / Co2 to build up in the room	Check flue	
			Pilot thermocouple defective / old	Change pilot or thermocouple	
			Possible temporary air disturbance on pilot flame	Clear error and restart to check ignition ok	
E02	too high ambient temperature (>73 °C) around control		Negative flue pull or blocked flue or similar	Occurs if started ok but shuts down when fire heats up. Check for flue problems. Fire cuts out to prevent over heating	Allow fire to cool Reset and try again
			Blocked flue	Check and clear	Reset and try again
			Poor position of Ceramic parts	Check manual for correct placement	Reset and try again
E03	no, defective, or bad connected thermocouple		Bad connection	Check if connected correctly and terminals are sound	Reset and try again
			defective thermocouple	Replace Pilot	Reset and try again
			Thermocouple not connected to correct terminal or reversed polarity	Connect thermocouple correctly	Reset and try again
E04	false flame signal		occurs during stopping fire	Sensing flame on pilot when no flame should be there. Investigate.	Reset and try again

E05	false flame signal		Flame sensing on pilot before start of ignition sequence or after valve has shut off. Contamination of electrode to ground	Check if and clean around the area of the pilot for lint and other contamination and clean. Check where the thermocouple connects to the TESC control for the same contamination. Clean these areas.	Reset and try again
E06	too low voltage on power supply to start the burner		Weak or old or defective batteries or contaminated contacts	Clean contacts and Replace batteries	Reset and try again
E07	power supply breakdown during peak current consumption		check/change all the batteries or check power adaptor . : Note always change all batteries together never only 1 or 2	Replace batteries / power adaptor / check that contacts are clean	Reset and try again
E08	error caused by external pressure switch		Check the pressure switch	Replace if necessary	Reset and try again
	Jumpers on back of valve missing		Check to see if jumpers are in 10 way connector		Reset and try again
E09	error caused by external pressure switch		pressures switch action connection or jumpers missing or not connected properly	Check pressure switch connections , check to see if jumpers are in place on back of TESC.	Reset and try again
E10	error caused by external pressure switch		pressures witch action connection or jumpers missing or not connected properly	Check pressure switch connections , check to see if jumpers are in place on back of TESC.	Reset and try again
E13	wired thermostat is out of tolerance		Check wiring and thermostat	Check switch for damage , contamination across terminals or damaged wiring. Disconnect wired thermostat if fitted and try a start, if it works replace thermostat	Reset and try again
E14	button (-) sticks either on TESC or on wired control panel (if used)		Check for contamination around buttons	Clean as necessary. Replace switch panel as necessary if damaged or too contaminated. Disconnect wired control panel and try again – if it works replace wired control panel	Reset and try again
E15	button (+) is shorted to other buttons either on TESC or on wired control panel (if used)		Check for contamination/ damage -	Clean as necessary. Replace switch panel as necessary if damaged or too contaminated. Disconnect wired control panel and try again – if it works replace wired control panel	Reset and try again
E16	button (ON/OFF) is shorted to other buttons either on TESC or on wired control panel (if used)		Check for contamination / damage and replace wired switch panel if necessary	Clean as necessary. Replace switch panel as necessary if damaged or too contaminated. Disconnect wired control panel and try again – if it works replace wired control panel	Reset and try again
E17	button (-) is shorted to other buttons either on TESC or on wired control panel (if used)		Check for contamination / damage and replace wired switch panel if necessary	Clean as necessary. Replace switch panel as necessary if damaged or too contaminated. Disconnect wired control panel and try again – if it works replace wired control panel	Reset and try again
E18			Failure during setting control to standing pilot	Probably a 1 off event, Reset and try again	Reset and try again
E20	Software corrupted		Damaged from environment	Try to reset and restart	Reset and try again
E21	tried to config a TESC as Cluster slave while a wired thermostat is connected		Factory assembly warning on setup configuration not a maintenance error	Usually only a factory assembly error. Could happen if done in error inservicing.	Reset and try again
E22	tried to calibrate TESC with TESC easytest while a wired thermostat is connected		Not field error	Disconnect thermostat before attempting using Easytest unit.	Reset and try again
E23	warning: end of life is near, should be replaced soon		Not field error	Indicated that control has performed a high number of operations and so fire should be serviced, and control replacement should be considered as preventative maintenance.(should not really occur before 10 years from new).	Reset and try again

E24	Thermocouple doesn't reach final current - damaged or aged		Replace Pilot	Check and correct Thermocouple wiring. Replace thermocouple if necessary	Reset and try again
			Check pilot connections	Check and correct Thermocouple wiring. Replace thermocouple if necessary	Reset and try again

			Pilot pipe may be blocked completely	Clear pipe, replace pilot as necessary	Reset and try again
E26	defective or wrong wired USB-power supply		try again and if repeatedly fails replace	Replace with new USB power supply of the correct type.	Reset and try again
E48	short circuit on thermocouple, or thermocouple reversed polarity		Wrongly wired	Check and correct Thermocouple wiring. Replace thermocouple if necessary	Reset and try again
E49	false flame signal		Flame detected during operation of fire when it should not be detected - contamination of electrode circuit to ground	Check if and clean around the area of the pilot for lint and other contamination and clean. Check where the thermocouple connects to theTSC control for the same contamination. Clean these areas.	Reset and try again
E50	error		Flame detected during operation of fire when it should not be detected - contamination of electrode circuit to ground	Check if and clean around the area of the pilot for lint and other contamination and clean. Check where the thermocouple connects to theTSC control for the same contamination. Clean these areas.	Reset and try again
E51	error caused by external pressure switch			Check pressure switch connections , check to see if jumpers are in place on back of TESC.	Reset and try again
All Other E numbers	Error			Allow fire to cool for 30 minutes and then reset and try again. Reset for 10 times and try again to see if it clears the Error.	Reset and try again

