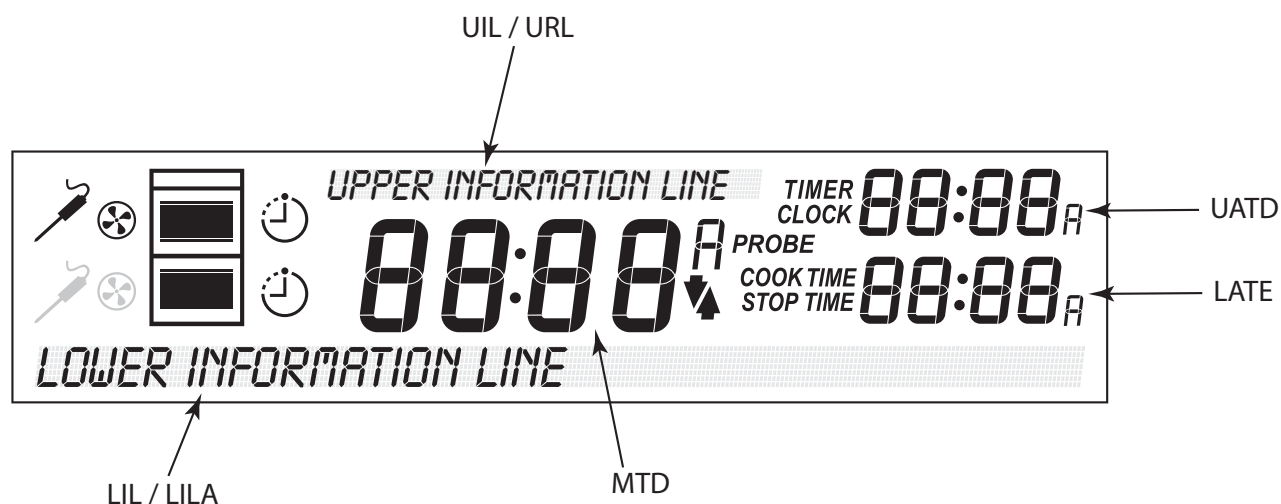


TROUBLESHOOTING

This section of the manual contains troubleshooting information which will help the Service Technician troubleshoot a Wolf E-Series Wall Oven. The table of contents below shows how the troubleshooting guide section of this manual is laid out.

Troubleshooting Table of Contents

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GLOSSARY & GENERAL INFORMATION


ACRONYM	ALTERNATE	DESCRIPTION	ALTERNATE DESCRIPTION
CRC		Cyclical Redundancy Check	
DLB		Double Line Break	
DLL		L2 Relay on Relay Board	
EON		End of Cycle	
FMEA		Failure Mode and Effects Analysis	
HSWD		High Side Watch Dog	
HV	HIV	High Voltage Micro	
LATD		Lower Auxiliary Time Display	
LCD		Liquid Crystal Display	
LIL	LILA	Lower Information Line	Display Phrase
LV	LOV	Low Voltage Micro	
MDL	MDS	Motor Door Lock	
MTD		Main Temperature Display	
RM	RMA	Relay Module	
RTF	RTD	Resistive Thermal Device	
S/N		Serial Number	
SPI		Serial Peripheral Interface	
TCO		Thermal Cut-out	
TOD	TODD	Time of Day Display	Idle Mode
UATD		Upper Auxiliary Time Display	
UIL	URL	Upper Information Line	
UIM	UM	User Interface Module	

DIAGNOSTIC MODE

Diagnostic Mode allows the Service Technician to inspect the functionality of the Oven Controller and Relay boards as well as some electrical components. In Diagnostic Mode the last twenty errors that have occurred to the oven controlling all the relays on the relay board and controller feedback of temperature and switches will be displayed.

Initiating Diagnostics Mode

Pressing the SET TIMER key for approximately five (5) seconds while both cavities are in Idle Mode will cause the electronic control system to enter Diagnostics/Showroom Menu mode. When in Diagnostics/Showroom Menu mode, the Lower Information Line will scroll "PRESS 1 TO ENTER DIAGNOSTICS MODE. PRESS 2 TO TOGGLE THE SHOWROOM MODE STATUS. PRESS ENTER TO CONTINUE". The Upper Information Line will display the Showroom mode status, ON or OFF.

With "SHOWROOM MODE OFF" displayed, press the "1" key to initiate Diagnostic Mode. "DIAGNOSTICS" will appear at the top of the display and a diagnostic menu will scroll across the bottom of the display. The scrolling menu will show PRESS 1 = SELF TEST, PRESS 2 = MANUAL TEST, PRESS 3 = ERROR HISTORY, PRESS 4 = VERSION INFO, PRESS 5 = STATISTICS.

NOTE: To exit Diagnostic Mode press the OVEN OFF key. Diagnostics mode will also end five (5) minutes after the last key press.

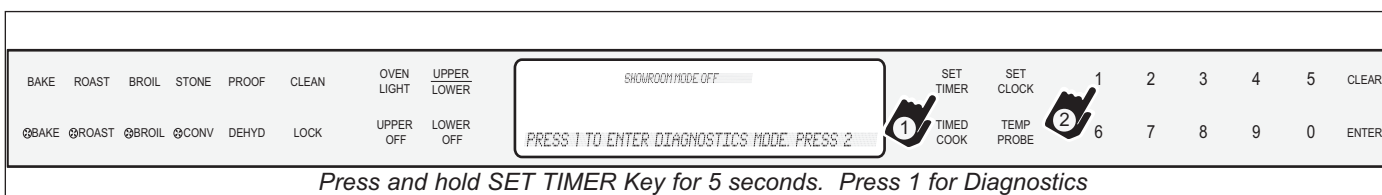


Figure 5-1. Selecting Diagnostics Mode

(Auto) Self Test

After entering Diagnostics, press "1" as prompted on the lower information line's scrolling menu for (Auto) Self Test, then press "ENTER". The upper information line will display "SELF TEST ACTIVE", with the lower information line displaying TESTING. . . . PLEASE WAIT. (See Figure 5-2)

NOTES:

- If the CLEAR key is pressed while Self Test is active the test will stop and the menu will revert to the previous menu.
- If the OFF key is pressed while Self Test is active the test will stop and Tim of Day Display will appear in the LCD.

When testing is completed, the upper information line displays "SELF TEST RESULTS". The lower information line shows the tests results with service instructions.

The CLEAR key is used to return to the initial Diagnostic Mode menu.

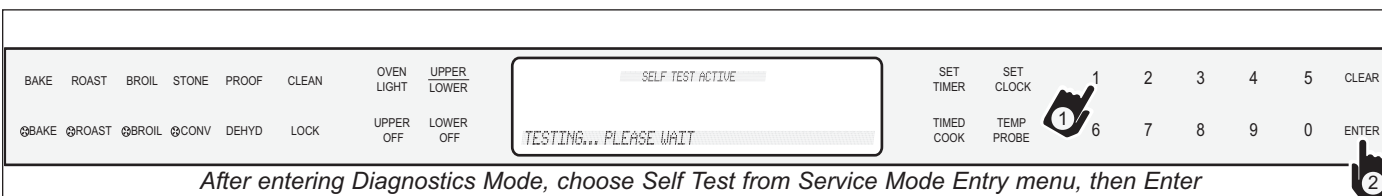


Figure 5-2 Selecting Self Test

Manual Test

The keypad is used to enter and toggle through the Manual Test menu. Manual test uses the electronic control to force operation of certain electrical devices in the appliance in order to verify they are functioning.

In Manual Test Mode it may be necessary to use additional equipment (ie: VOM) to fully verify “proper” functioning of a particular component.

After entering Diagnostics, press “2” as prompted on the lower information line’s scrolling menu for Manual Test (See Figure 5-3), then press the appropriate key for the test(s) to be performed (see table below and on the following page), or press the ENTER key to toggle through all the individual tests.

NOTES: If a communication failure between UIM and Relay Module exists, Manual Test entry will be inhibited and an appropriate message will displayed in lower information line.

When a test is initiated by pressing the desired key, power is supplied to the appropriate device. The device will remain powered until the same key is pressed again, cutting power to the device. To initiate a different test, press that test’s appropriate key as indicated in the table below.

If servicing a double oven, it will be necessary to press the UPPER/LOWER oven key to access the appropriate oven’s electrical devices.

NOTE: Manual Tests can be exited in the following ways:

- Pressing the LOCK key will return the control back to the Initial Diagnostics Menu.
- Pressing the CLEAR key will cause the control to revert to the previous test or menu.
- Pressing the OVEN OFF key (single oven) or UPPER/LOWER oven key (double oven) will switch the currently running test to the off state.
- All of Diagnostic Mode will end 2 minutes after the last key stroke.

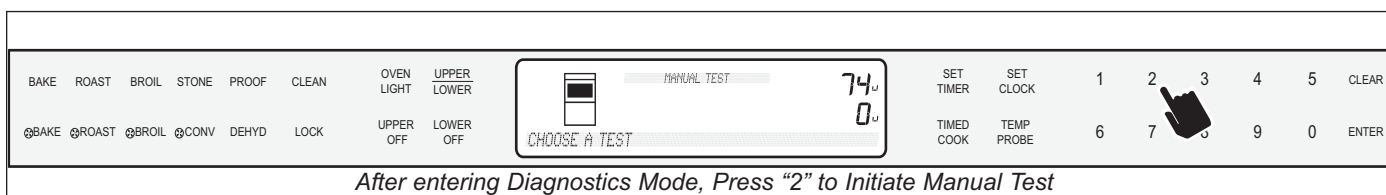


Figure 5-3. Selecting Manual Test

Non-Heating Devices Testing Table			
Key Pressed	Relay(s) Activated	Action	Display Response
Key 6	Cooling Fan	Cooling Fan	Cooling fan test on
Key 7	Motor Door Lock (MDL)	MDL Switch in open position	MDL is open
	Motor Door Lock (MDL)	MDL in transition	MDL is in process: Up arrow illuminated
	Motor Door Lock (MDL)	MDL Switch in closed position	MDL is closed: Up arrow illuminated
Key 8	Left Convection Fan	Left Convection Fan	Left Convection Fan test on
Key 9	Right Convection Fan	Right Convection Fan	Right Convection Fan test on
Upper/Lower	Not Applicable	Switch to opposite cavity	
Oven Light	Oven Light	Light turns on	Lights Test on
Timed Cook	Beeper	Beeper	Beeper Test on
Lock	None	Returns to Initial Service Menu	Not Applicable

Heating Devices (Element) Testing Table			
Key Pressed	Relay(s) Activated	Display Response (Upper & Lower Information Lines)	
Bake	Inner Bake Element	Inner Bake Element On	Press Bake to toggle
Broil	Broil Element	Broil Element	Press Broil to toggle
Convection Bake	Outer Bake Element	Outer Bake Element	Press Conv. Bake to toggle
Convection Broil	Right Convection Element	Right Conv. Element	Press Conv. Broil to toggle
Convection	Left Convection Element	Left Conv. Element	Press Conv. to toggle

Error History

After entering Diagnostics, press “3” as prompted on the lower information line’s scrolling menu to initiate Error History. When initiated the upper information line will display "Error History" and if there are errors stored in memory the lower information line will display: " PRESS 1 TO VIEW ERROR HISTORY, PRESS 2 TO CLEAR ERROR HISTORY". If no errors are stored, the lower information line will display "NO ERRORS STORED. PRESS CLEAR TO RETURN".

If there are errors, pressing “1” will show the first error logged, then the “ENTER” key is used to toggle through the error history if there are multiple errors. After the last error is displayed, pressing ENTER will toggle to the lower information line’s scrolling menu with the initial Error History prompts.

To clear the error history from memory after the problem has been taken care of, Re-enter Error History and press the #2 key. The lower information line will display “Press 1 = No, 2 = Yes”. Pressing “2” at this time will clear all error history and the lower information line will display “No errors stored. Press “CLEAR to return”

NOTE: Error History can be exited in the following ways:

- Pressing the LOCK key will return the control back to the Initial Diagnostics Menu.
- Pressing the CLEAR key will cause the control to revert to the previous test or menu.
- Pressing the OVEN OFF key (single oven) or UPPER/LOWER oven key (double oven) will switch the currently running test to the off state.
- All of Diagnostic Mode will end 2 minutes after the last key stroke.

See Error Tables starting on page 5-8

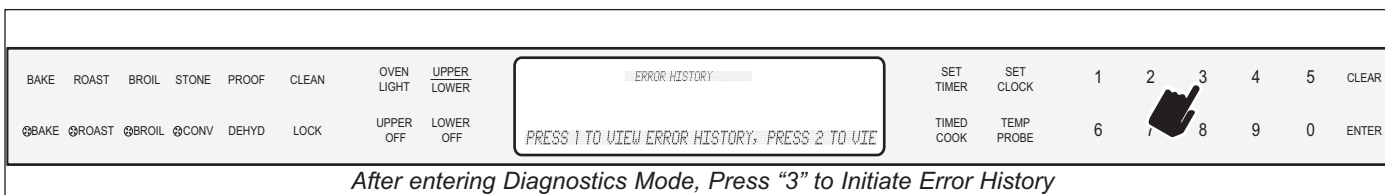


Figure 5-4. Selecting Error History (See Error Tables starting on page 5-8)

Version Information

Version information is used more for manufacturing information purposes than for field information purposes. The version information that can be viewed in this step is:

- "RMHV" (Relay Module - High Voltage)
- "RMLV" (Relay Module - Low Voltage)
- "UIM" (User Interface Module)
- "CfgCRC" (UIM Configuration)
- "Data Logger Version"
- "S/N" (Serial Number)

To observe Version Information, first enter Diagnostics, then press "4" as prompted on the lower information line's scrolling menu. When initiated the upper information line will display "Version Info" and the lower information line will display version information for the first area and interest. Toggling through the areas of interest (as listed above) is accomplished by pressing the ENTER key.

NOTE: *Version Information can be exited in the following ways:*

- Pressing the LOCK key will return the control back to the Initial Diagnostics Menu.
- Pressing the CLEAR key will cause the control to revert to the previous version information or menu.
- Pressing the OVEN OFF key (single oven) or UPPER/LOWER oven key (double oven) will switch the currently running test to the off state.
- All of Diagnostic Mode will end 2 minutes after the last key stroke.

Statistics

To observe Statistical Information, first enter Diagnostics, then press "5" as prompted on the lower information line's scrolling menu. When initiated the upper information line will display "Statistics" and the lower information line will display the prompt to "Press ENTER for Stats". Toggling through the statistics is accomplished by pressing the ENTER key.

In the case of a double oven, the upper oven will be addressed first, until the UPPER/LOWER" key is pressed, then the lower oven is addressed. Pressing this key at any time during Statistics will toggle to the other oven to be viewed and set the statistics to be viewed to "Press SET TIMER to See Last 5 Functions" menu. To see the last 5 functions of the unit, press the SET TIMER key to see the first prompt for the last 5 functions. Press the ENTER key to toggle through the functions and the statistics.

If the statistical data record for one of the "last 5 modes" has a bad checksum or is empty, "NO MODE" will be displayed in place of the mode name, and the statistical data for all items will be 0 when viewed.

NOTE: *Statistics can be exited in the following ways:*

- Pressing the LOCK key will return the control back to the Initial Diagnostics Menu.
- Pressing the CLEAR key will cause the control to revert to the previous statistics or menu.
- Pressing the OVEN OFF key (single oven) or UPPER/LOWER oven key (double oven) will switch the currently running test to the off state.
- All of Diagnostic Mode will end 2 minutes after the last key stroke.

Possible Error Indicator Displays

The table below and those on the following pages list the error phrase in the middle column that may be displayed on the LCD if the appliance is having problems, the numbers in the left column (which are not displayed) indicate the priority/severity of the error (see “Error Priority” below), and the right column explains what the failed part is and/or what action to take when the specific error is observed.

Error Priority

As mentioned above, the error priority numbers in the left column are not displayed but they do correspond to the error message they are aligned with in the tables. There are three priority levels. The levels are defined as follows:

Priority 1: These errors are considered safety related or of such catastrophic scope that the control is considered inoperable. These errors will be continuously displayed to the end user, indicating that a service call is required. No user functions will be allowed, and any active functions will be cancelled upon generation of the priority 1 error. The error can be canceled, but will re-generate if the condition which caused the error still exists.

Priority 2: These errors will be displayed to the user only during an active cooking/clean mode, or upon an attempt by the user to enter a cooking/clean mode. The criteria for these errors is that they are likely to limit the proper functionality of the system and would normally cause some customer dissatisfaction. These errors can be cancelled and will not be displayed again until the user again attempts to start a mode. Any active function in the cavity for which the error has scope will be cancelled upon generation of the priority 2 error.

Priority 3: These errors are defined as errors which could cause some possible or conditionally impaired functionality, most likely to be never noticed by the end user. These errors, although logged internally, will never be displayed to the end user, and are generally not cancelable by the end user.

ERROR TABLE #1 - EXTERNAL COMPONENTS

Priority	Displayed Phrase	Service Instruction
2	RTD Open	(Upper/Lower) RTD failure (device or wiring)
2	RTD Shorted	
2	Temp Probe Short	(Upper/Lower) Meat Probe failure (device or wiring)
3	No Inner Bake element detect	Check specified element & wiring
3	No Outer Bake element detect	
3	No Broil element detect	
3	No Lt Conv element detect	
3	No Rt Conv element detect	
3	No MDL detect	Check specified MDL & wiring
3	No Left Convector Fan detect	Check specified fan & wiring
3	No Rt Convector Fan detect	
3	No Cooling Fan detect	
3	No Oven Light detect	Check specified oven light transformer & wiring
2	Lock inputs invalid	Check door motor assy & wiring
2	Lock/Door inputs invalid for Clean	
2	MDL run timeout	
2	TCO detect as open	Check air flow, verify cooling fan operational
2	Brownout error	Check home wiring, voltages, replace Relay Module
2	Inner Bake relay shorted	Check connections, replace Relay Module of the oven indicated

NOTE: See Internal Error Table and System Error Table on following pages.

ERROR TABLE #2 - INTERNAL COMPONENTS

Priority	Displayed Phrase	Service Instruction
2	Outer Bake relay shorted	Check connections, replace Relay Module of the oven indicated
2	Broil relay shorted	
2	Left Convect relay shorted	
2	Right Convect relay shorted	
2	MDL relay shorted	
3	Left Convect Fan triac shorted	
3	Right Convect Fan triac shorted	
3	Cooling Fan triac shorted	
3	Oven Light relay shorted	
2	DLB1 shorted	
2	DLB2 shorted	
3	Aux DLB shorted	
3	Inner Bake relay open	
3	Outer Bake relay open	
3	Broil relay open	
3	Left Convect relay open	
3	Right Convect relay open	
3	MDL relay open	
3	Left Convect Fan triac open	
3	Right Convect Fan triac open	
2	Cooling Fan triac open	
3	Oven Light relay open	
2	DLB1 relay or TCO open	
2	DLB2 relay open	
2	Aux DLB open	
2	RTD Circuitry error	
3	RM EE checksum error	
3	HIV SPI com err detected by RM control	
3	HIV SPI com err detected by HV-micro	
3	HIV micro feedback error	
1	RM LOV fuse error	
3	RM HIV fuse error	
2	HSWD active, should be inactive	
2	HSWD inactive, should be active	
3	RM Ambient Thermistor open error	
3	RM Ambient Thermistor shorted error	
3	RM Line Voltage A/D error	
2	MDL circuitry error	
2	RM FMEA circuitry error	
1	Keypad circuit error	Check keypad & connections
1	Keypad comm error detected by the UIM	
1	Keypad comm error detected by the Keypad	
1	Keypad FMEA error	
1	Keypad EE CRC error	
3	Keypad mains sync error	

ERROR TABLE #3 - SYSTEM COMPONENTS

Priority	Displayed Phrase	Service Instruction
3	UIM EE checksum error	Replace UIM Module
1	UIM configuration data CRC error	
1	UIM fuse error	
3	UIM ambient thermistor open error	
3	UIM ambient thermistor shorted error	
1	LCD module error	
2	Communications error detected by the UIM	Check com harness, replace Relay Module
2	Communications error detected by the RM	Check com harness, replace UIM Module
2	Overtemp error - door unlocked	Check door motor assy & wiring, replace Relay Module
2	Overtemp error - door locked	Replace Relay Module
2	RM Ambient overtemp error	Check air flow, verify cooling fan operational, replace relay module
2	UIM Ambient overtemp error	Check air flow, verify cooling fan operational, replace UIM.
3	Self-clean rate-of rise error	Check oven for leaks, insulation problems. Run diagnostics, look for open outputs or loads

General Troubleshooting Guide Table of Contents

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NOTE: As a safety feature, the oven(s) will shut off 12 hours after the last key press, unless in Sabbath Mode.

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
A. OVEN DISPLAY <u>NOT</u> WORKING	No power, circuit breaker tripped	Reset circuit breaker. May have to call an electrician
	Loose or defective wire connection(s)	Repair or replace wiring
	Defective relay board	Perform testing procedure located at end of section 5
	Defective control board	Perform testing procedure located at end of section 5
	Defective head assembly	Perform testing procedure located at end of section 5
B. UNRESPONSIVE KEY PAD(S)	Key panel in locked mode	Press and hold lock key for three seconds to unlock
	Oven in sabbath mode	Press Off key to exit sabbath mode
	Loose connection to flat flex cable from control panel assy. to oven control board. Small Black two pin connector from power board to relay board not connected.	Check cable connections. Unplug and reseal. Test key again, still not working replace head assembly
C. LONG PREHEAT (In all modes except broil)	Defective element	Check for error codes in diagnostic mode. Perform element testing procedure. Replace if defective
D. NO HEAT (In all modes) <i>NOTE: Door Switch does not effect elements in Sabbath.</i>	Defective Door Switch	Replace Door Switch
	Loose or defective wire connection(s)	Repair or replace wiring
	Shorted or open element	Check for error codes in diagnostic mode. Perform element testing procedure. Replace if defective
	Defective relay board	Check for error codes in diagnostic mode. Perform testing procedure located at end of section 5
	TCO tripped or open	Check temperature reading of TCO, should be 350°F. If not, replace limit with correct part. Reset
E. OVEN TEMPERATURE TOO HIGH OR TOO LOW	Customer using wrong temperature	Refer to Use/Care Guide for operation
	User Preference Offset mis-calibrated	Check UPO setting. Refer to instructions on page 3-3. Before making any temperature changes to UPO, check oven temperature with thermometer. UPO setting can be ±35°F.
	Defective RTD Sensor	Check ohms of RTD Sensor according to technical data. Replace if out of specification
F. TEMPERATURE PROBE NOT WORKING	Wrong cooking mode for probe	Refer to Use/Care Guide for operation
	Probe not inserted all the way into the receptacle	Check for error codes in diagnostic mode. Insert probe into receptacle first before initiating diagnostic mode
G. DOOR WILL NOT LOCK IN SELF-CLEAN MODE	Loose or defective wiring Door Alignment	Check for error codes in diagnostic mode. Perform testing procedure. Repair or replace wiring. Align door as needed for proper closure.

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
H. COOLING FAN DOES NOT WORK	Defective MDL (<i>Motor Door Lock</i>)	Ohm switches and motor. Replace if defective
	Loose or defective wiring	Repair or replace wiring
	No power to cooling fan	Check for power from J3 on relay board while using diagnostic mode to toggle between speeds. Low speed , J3 - Pin 3 to Neutral (E3) High speed , J3 - Pin 1 to Neutral (E3) 120VAC $\pm$ 10% should be present. If not, replace relay board.
I. COOLING FAN NOISY	Air diverter bracket loose	Tighten air diverter bracket screws or replace rivets
	Defective cooling fan motor	Check for error codes in diagnostic mode. Perform testing procedure. Ohm motor, replace if out of specifications according to technical data.
J. CONVECTION FAN DOES NOT WORK	Defective Door Switch	Replace Door Switch
	Loose or defective wire connection	Repair or replace wiring
	Defective convection motor	Check for error codes in diagnostic mode. Perform testing procedure. Replace convection fan assembly
K. NOISY CONVECTION FAN	Fan blade out of balance	Replace convection motor assembly
	Loose fan blade	Tighten nut for fan blade
	Loose mounting	Tighten screws for mounting
L. CONVECTION FAN DOES NOT SHUT OFF WHEN OVEN DOOR OPEN	Defective door switch	Check continuity of door switch. Replace if defective
M. OVEN LIGHT DOES NOT WORK	Defective bulb (<i>if only one bulb out</i>)	Replace bulb
	Loose or defective wiring	Repair or replace wiring
	Defective fuse (<i>if both bulbs out</i>)	Replace fuse
	Defective door switch (<i>if both bulbs out</i>)	Check continuity of door switch. Replace if defective
	Defective key pad (<i>if both bulbs out</i>)	Replace control panel assembly
	Defective transformer (<i>if both bulbs out</i>)	Replace transformer
	Defective relay board	Replace relay board
N. RANDOM BEEPING	Noisy Input Power	Check grounding wire. Install if missing
	Display Case Plastic Bushing	If plastic bushing is there, remove it
	Low Input Power	Replace relay board.

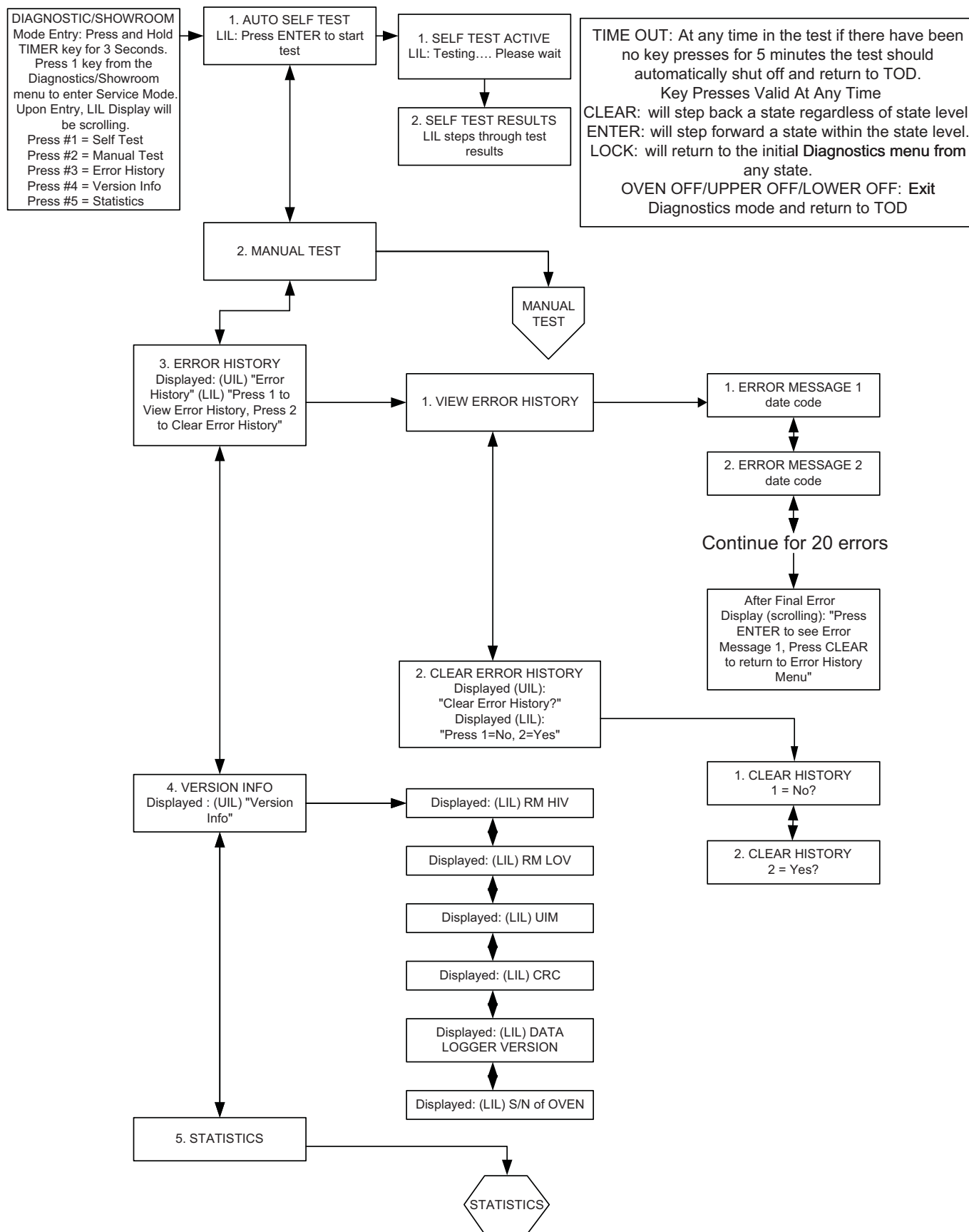
Relay Board Multi-Color Status LED

There is a status LED on the Relay Board that will indicate unit status to a field technician.

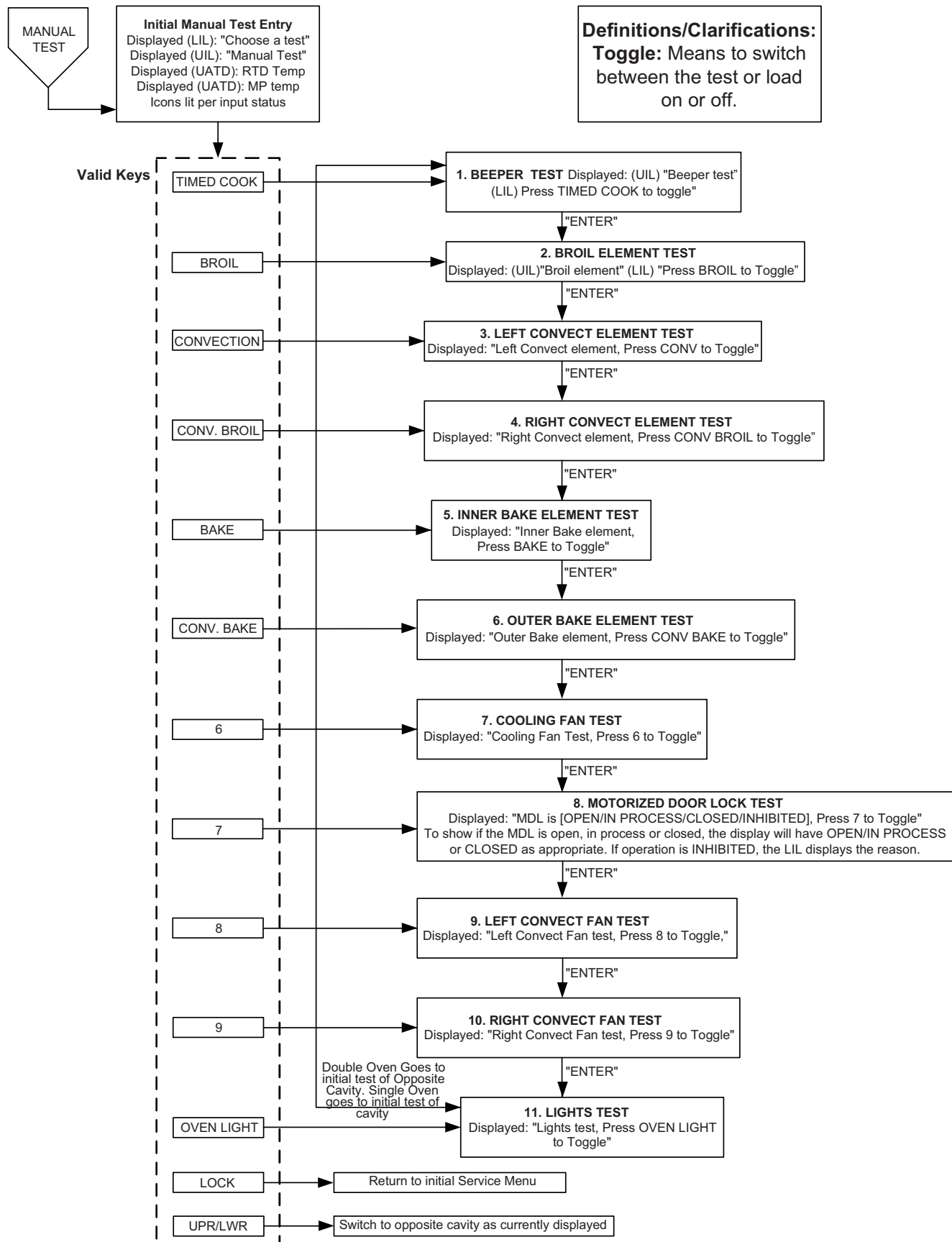
If the access cover over the Relay Board is removed when the unit goes into self test (either during power-up or when selecting Self Test) this indicator will show the following unit condition.

Green (fully functional) --- Orange (component failure detected) --- Red or non-existent (Relay Board is bad)

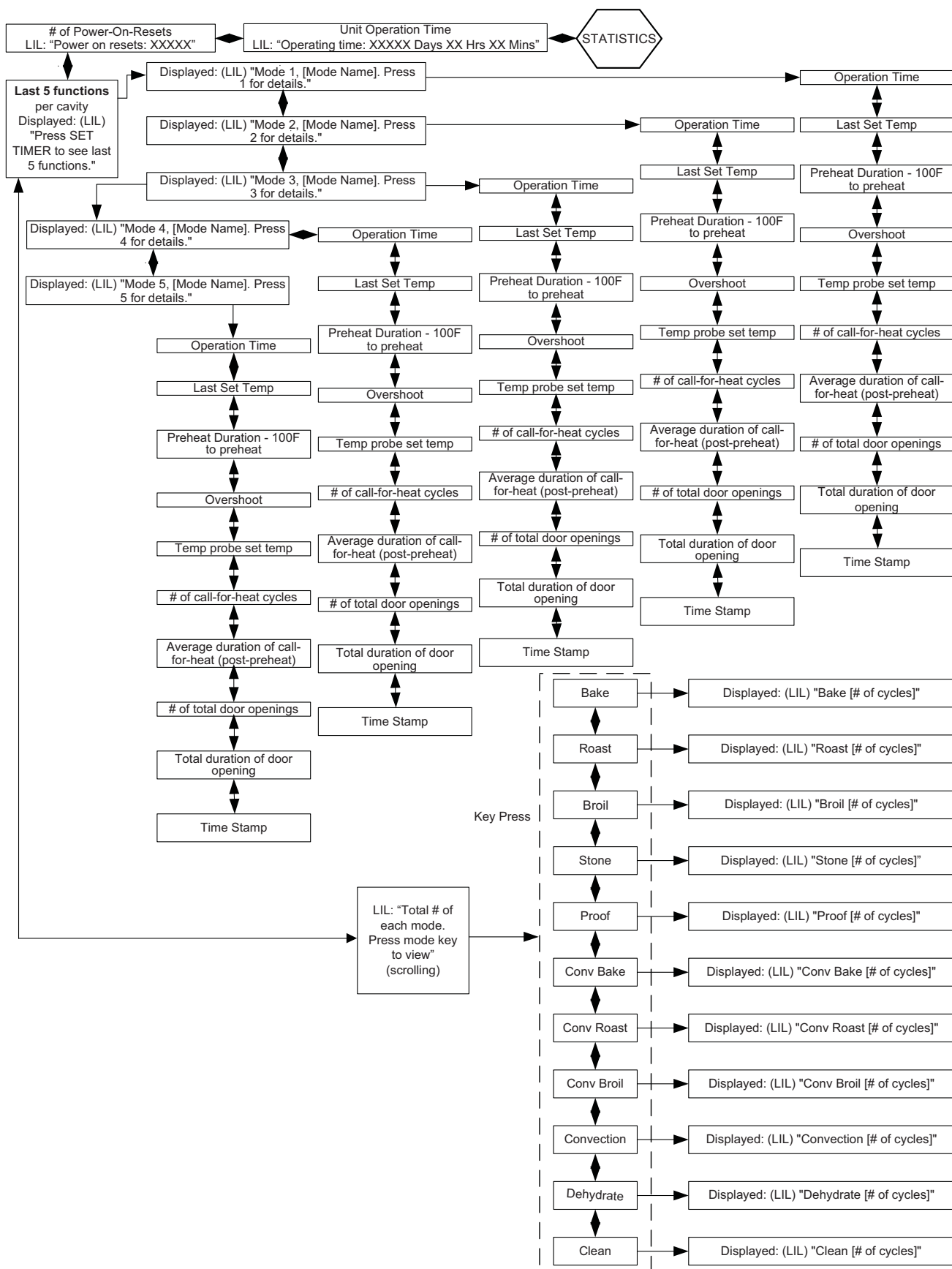
DIAGNOSTICS FLOW CHART



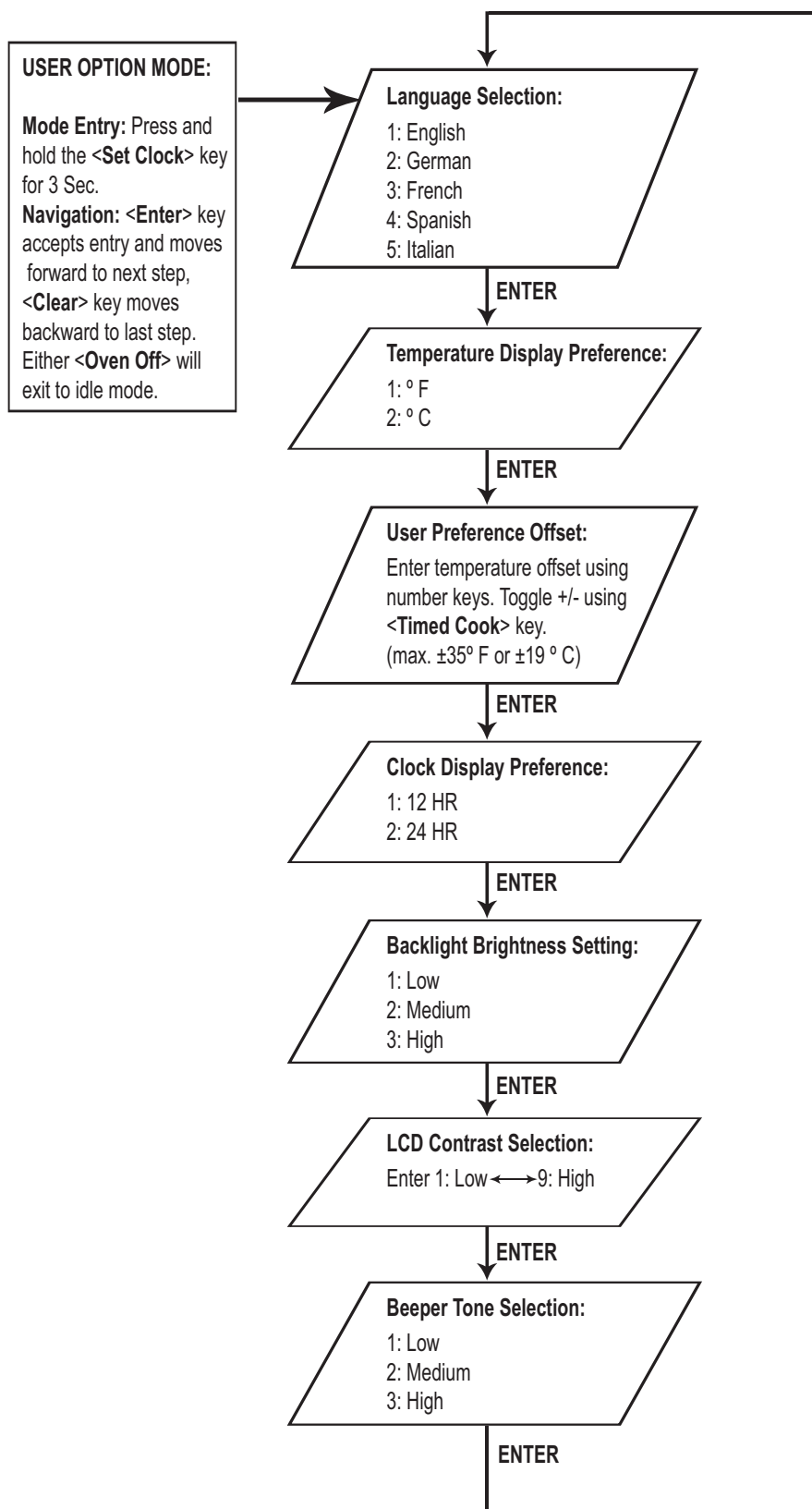
MANUAL TEST FLOW CHART



STATISTICS FLOW CHART



USER OPTIONS FLOW CHART



⚠ WARNING

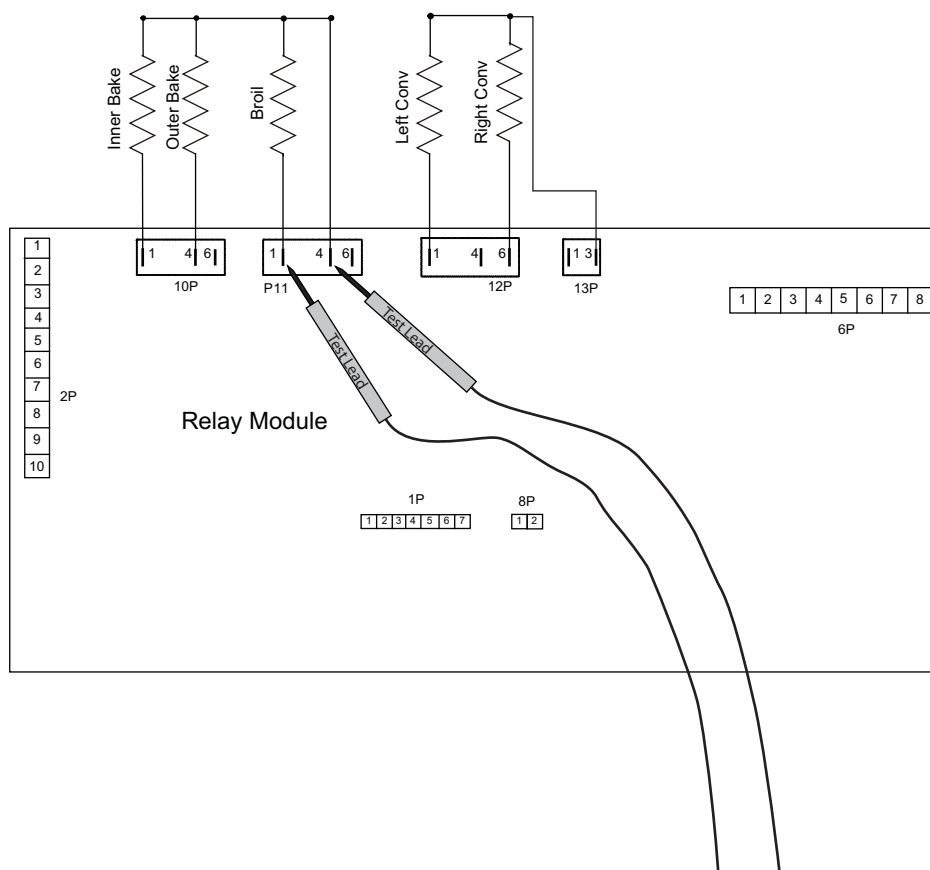
TO AVOID ELECTRICAL SHOCK, POWER TO THE UNIT MUST BE DISCONNECTED BEFORE ATTEMPTING THE FOLLOWING TESTS.

Ohm Test SO Components

Component	Resistance Ω	Test Point A	Test Point B
Temperature Sensor RTD	1091 @ 75°F	P2-10	P2-8
Element, Convection Right	23 to 26.6	P13-3	P12-6
Element, Convection Left	23 to 26.6	P13-3	P12-1
Fan, Convection Right	approx. 50	P6-7	P6-5
Fan, Convection Left	approx. 50	P6-7	P6-4
Element, Bake Outer	31 to 39	P11-4	P10-4
Element, Bake Inner	29 to 35	P11-4	P10-1
Cooling Fan	approx. 36	P6-7	P6-6
Element, Broil 30 *	15.3 to 18.5	P11-4	P11-1
Motorized Latch Motor	12K	P6-7	P6-3
Motor Door Lock-LSW	0 Ω only when door lock is locked	P2-2	P2-1
Motor Door Lock-UNLSW	0 Ω only when door lock is unlocked	P2-2	P2-3
Door Shut Switch -DRSW	0 Ω only when door is shut	P2-4	P2-5
Lighting Transformer	approx. 50	P6-7	P6-2
Meat Probe	If inserted verify 34,000 @ 90°F	P2-5	P2-7

* Illustrated Below

NOTE: Test the resistance of heating elements on the plugs only when they are disconnected from the board.



⚠ WARNING

TO AVOID ELECTRICAL SHOCK, POWER TO THE UNIT MUST BE DISCONNECTED BEFORE ATTEMPTING THE FOLLOWING TESTS.

NOTE: Test the resistance of heating elements on the plugs only when they are disconnected from the board.

Ohm Test DO Components

Component	Resistance Ω	Test Point A	Test Point B
Temperature Sensor RTD - Upper	1091 @ 75°F	P2-10	P2-8
Temperature Sensor RTD - Lower	1091 @ 75°F	P3-10	P3-8
Element, Convection Right	23 to 26.6	P13-3	P12-6
Element, Convection Left	23 to 26.6	P13-3	P12-1
Fan, Convection Right	approx. 50	P6-7	P6-5
Fan, Convection Left	approx. 50	P6-7	P6-4
Element, Bake Outer Upper	31 to 39	P11-4	P10-4
Element, Bake Inner Upper	29 to 35	P11-4	P10-1
Element, Bake Outer Lower	31 to 39	P15-4	P14-4
Element, Bake Inner Lower	29 to 35	P15-4	P14-1
Upper Cooling Fan	approx. 36	P6-7	P6-6
Lower Cooling Fan	approx. 25	P6-7	P7-1
Element, Broil 30 Upper	15.3 to 18.5	P11-4	P11-1
Element, Broil 30 Lower *	15.3 to 18.5	P15-4	P15-1
Motorized Latch Motor Upper	12K	P6-7	P6-3
Motor Door Lock-LSW (Upper)	0 Ω only when door lock is locked	P2-2	P2-1
Motor Door Lock-UNLSW (Upper)	0 Ω only when door lock is unlocked	P2-2	P2-3
Door Shut Switch -DRSW (Upper)	0 Ω only when door is shut	P2-4	P2-5
Motorized Latch Motor Lower	12K	P6-7	P7-4
Motor Door Lock-LSW (Lower)	0 Ω only when door lock is locked	P3-2	P3-1
Motor Door Lock-UNLSW (Lower)	0 Ω only when door lock is unlocked	P3-2	P3-3
Door Shut Switch -DRSW (Lower)	0 Ω only when door is shut	P3-4	P3-6
Lighting Transformer (Upper)	approx. 50	P6-7	P6-2
Lighting Transformer (Lower)	approx. 50	P6-7	P7-5
Meat Probe	If inserted verify 34,000 @ 90°F	P2-5	P2-7

* Illustrated Below

