V-ZUG AG

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Error message list
Error message list CSN / CSS

CSN.60A,61A / CSS.62A,63A

Text highlighted in yellow: Changes from the previous version of this document.
Text highlighted in green: Parameters which are defined in the corresponding process data.

1   Malfunctions with error code [1]

Error code	Message	Diagnostic of error (Through microcontroller)	Possible cause [2] (Ranked by frequency. Any amendments should be reported to the compiler.)
E01	F5	**EEPROM** Read error (after 50 tries)	1 Problems with processor, caused by moisture or EMC influences.
E02	F5	**EEPROM** Write error (after 10 tries)	1 Problems with processor, caused by moisture or EMC influences.
E03	F5	**FLASH** Incorrect process data (device ID number)	1 Loaded incorrect process data. Reload process data.
E04	F5	**FLASH** Incorrect process data (checksum)	1 Process data error. Reload process data.
E05	F5	**FLASH** Incorrect firmware (checksum)	1 Firmware error. Reload firmware or replace processor.
E06	---	**SOFTWARE** Watchdog reset	1 Processor faulty.
E07	F5	**ACTUATOR** Logic error	1 Software error, disconnect device from the main supply and contact costumer service.
E09	F0	**Cooking space temperature** Sensor with too low a resistance (temp. < ca. –20°C)	1 Short circuit in PT sensor or in its wiring.
E10	F0	**Cooking space temperature** Sensor with too high a resistance (temp. > ca. 800°C)	1 Break or loose contact in PT sensor or in its wiring.
E11	F0	**Cooking space temperature** Reference with too low a resistance	1 Processor faulty.
E12	F0	**Cooking space temperature** Reference with too high a resistance	1 Processor faulty.
E13	---	**Cooking space temperature** Temperature > 350°C during Off / Standby Mode	1 Electromagnetic disturbances → Replace processor. 2 Heating und main relay short circuited → Replace processor.
E17 [3]	F1	**Food temperature** Food probe with too low a resistance (temp. > ca. 230°C)	1 Short circuit in food probe or in its wiring. 2 Food probe not inserted into food, tip too hot. 3 Moisture in food probe socket.
E18 [3]	F1	**Food temperature** Food probe with too high a resistance (temp. < ca. -20°C)	1 Break or loose contact in food probe or in its wiring.
E25	F3	**Climate temperature** Sensor with too low a resistance (temp. > ca. 265°C)	1 Short circuit in climate sensor or in its wiring. 2 Exhaust duct blocked. 3 Duct between cooking space and climate sensor blocked.

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K4.20676D-BB
Serial production
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Error code	Message	Diagnostic of error (Through microcontroller)	Possible cause [2] (Ranked by frequency. Any amendments should be reported to the compiler.)
E26	F3	**Climate temperature** Sensor with too high a resistance (temp. < ca. -2°C)	1 Break or loose contact in climate sensor or in its wiring. 2 Exhaust duct blocked. 3 Duct between cooking space and climate sensor blocked.
E27	F17	**Climate temperature** Temperature > 190°C for 120 seconds	1 Hairline crack in climate sensor. 2 Excessive steam generation because of steam operation followed by top/bottom heat operation. Load new process with version index ≥2.
E29	F9	**Temperatur Klima** 3 times measured temperature differential of less than 5°C during 180-second monitoring cycle (active monitoring only during first 20 minutes after start as well as with climate temperature of over 85°C)	1 Cooking space not tightly sealed (door not closed properly, exhaust slide valve not tight, food probe socket is defective). 2 Too much cold food in the cooking space (when steaming, weight of frozen food should not exceed 3kg). 3 Climate sensor plug dirty / wet. 4 Hot air fan seal is missing or faulty. To check: remove the hot air panel and rotor (caution: left-hand thread).
E33	F12	**Processor temperature** Sensor with too low a resistance (temp. > ca. 200°C)	1 Processor faulty.
E34	F12	**Processor temperature** Sensor with too high a resistance (temp. < ca. -16°C)	1 Processor faulty.
E35	F13	**Processor temperature** Temperature > 85°C for 60 seconds	1 Niche temperature too high (caused by second appliance?). 2 Cool air fan failure. 3 Power failure during baking process.
E36	F14	**Control unit temperature** Sensor with too low a resistance (temp. > ca. 200°C)	1 Control unit faulty.
E37	F14	**Control unit temperature** Sensor with too high a resistance (temp. < ca. -16°C))	1 Control unit faulty.
E38	F15	**Control unit temperature** Temperature > 85°C for 120 seconds	1 Niche temperature too high (caused by second appliance?). 2 Cool air fan failure. 3 Power failure during baking process.
E41	F2	**Water temperature** Sensor with too low a resistance (temp. > ca. 200°C)	1 Short circuit in water temperature sensor or in its wiring. 2 Boiler leaking water.
E42	F2	**Water temperature** Sensor with too high a resistance (temp. < ca. -10°C)	1 Break or loose contact in water temperature sensor or in its wiring.
E44	F7	**Water temperature** Increase in temperature to min. 80°C within 240 seconds (active monitoring only when temperature below 85°C)	1 Heating element for boiler is faulty. Over-temperature protection activated. Boiler faulty 2 Relay on Processor defect, Processor faulty
E49	F10	**Control unit** Button(s) closed for min. 60 seconds	1 Button is mechanically blocked or jammed. 2 Moisture on the control unit.
E50	F10	**Control unit** Moisture sensor closed for min. 20 seconds	1 Moisture on the control unit. 2 Cooking space not tight. 3 Cool air fan failure.
E51	F6	**Processor** Relays defect	1 Processor faulty.

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Error code	Message	Diagnostic of error (Through microcontroller)	Possible cause [2] (Ranked by frequency. Any amendments should be reported to the compiler.)
E52	F10	**Leaked water detection** Leaked water detected for min. 10 seconds	1 Water in driptray at the waste water tank 2 Leakage in water system 3 Water tank valve not tight.
E54	F25	**Supplementary Board** Communication error	1 Check connection (incl. cable) between Supplementary Board and Processor. 2 Supplementary Board faulty 3 Processor faulty
E55		**Supplementary Board** Hardware error	1 Supplementary Board faulty
E56		**Supplementary Board** Software incompability	1 Update firmware of processor 2 Supplementary Board faulty
E57	U0	**Mains connection** Voltage on Neutral N > 340V	1 Faulty connection: Pole conductor connected to neutral conductor terminal. 2 Neutral conductor break in the house wiring system. 3 Mains calibration error (see error code E63).
E58	U1	**Mains connection** L2 no signal	1 No pole conductor connected to L2 clamp. 2 Circuit breaker or fuse in house wiring system activated. 3 Processor faulty
E59	U0	**Mains connection** Voltage > 270V for 1 second	1 Overvoltage in mains power supply. 2 Neutral conductor break in the house wiring system. 3 Mains calibration error (see error code E63).
E61	U2	**Mains connection** Voltage < 170V for 1 minute	1 Undervoltage in mains power supply. 2 Mains calibration error (see error code E63).
E62	U3	**Mains connection** Voltage < 150V	1 Undervoltage in mains power supply. 2 Mains calibration error (see error code E63).
E63	---	**Mains calibration** Calibration fault	1 Processor faulty.
E66	---	**Water system** If it has been a while since last descaling: Level detector pin with low resistance only after refilling (occuring at least 6 times consecutively)	1 Boiler scaled up.
E67	F20	**Water system** If descaling was carried out recently: Level detector pin with low resistance only after refilling (occuring at least 6 times consecutively)	1 Boiler scaled up.
E68	---	**Water system** If it has been a while since last descaling: Pumping off water at least 3 times within 2 hours	1 Boiler scaled up. 2 Inlet valve leaking (valve not tight, limescale fragments in seal, etc.) 3 There could be foam in the boiler housing (especially after descaling).
E69	F21	**Water system** If descaling was carried out recently: Pumping off water at least 3 times within 2 hours	1 Boiler scaled up. 2 Inlet valve leaking (valve not tight, limescale fragments in seal, etc.) 3 There could be foam in the boiler housing (especially after descaling).
E70	---	**Water system** If it has been a while since last descaling: Water is not continuing to be fed in during steaming	1 Boiler scaled up. 2 Inlet valve leaking (valve not tight, limescale fragments in seal, etc.)
E71	F22	**Water system** If descaling was carried out recently: Water is not continuing to be fed in during steaming	1 Boiler scaled up. 2 Inlet valve leaking (valve not tight, limescale fragments in seal, etc.)

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Error code	Message	Diagnostic of error (Through microcontroller)	Possible cause [2] (Ranked by frequency. Any amendments should be reported to the compiler.)
E72	---	**Water system** If it has been a while since last descaling: Level detector pin with high resistance again after pumping off water 5 times	1 Drain pump pumping off too little water. 2 Water conductivity too low. 3 Foam in boiler housing (unsuitable descaling agent).
E73	F23	**Water system** If descaling was carried out recently: Level detector pin with high resistance again after pumping off water 5 times	1 Drain pump pumping off too little water. 2 Water conductivity too low. 3 Foam in boiler housing (unsuitable descaling agent).
E74	---	**Water system** Descaling error during **descaling phase** (appliance is blocked)	1 No descaler added. 2 Error in measurement of level (possibly due to formation of foam).
E75	---	**Water system** Descaling error during **1 st rinsing phase** (appliance is blocked)	1 No or insufficient amount of water for rinsing. 2 Excessive build-up of foam.
E76	---	**Water system** Descaling error during **2nd rinsing phase** (appliance is blocked)	1 No or insufficient amount of water for rinsing. 2 Excessive build-up of foam.
E81	---	**Relay calibration**	1 No calibration of relay. → Replace processor.
E85	F4	**Slide motor** Motor current shows short circuit	1 Short circuit in slide motor or in its wiring.
E86	F4	**Slide motor** Motor current shows break	1 Break or loose contact in slide motor or in its wiring.
E87	F4	**Exhaust air slide valve** Path of slide valve restricted (motor current error during slide valve test)	1 Exhaust slide valve stuck with grease deposits. 2 Motor or slide valve jammed (mechanical defect). 3 Short circuit in slide motor or in its wiring.
E88	---	**Exhaust air slide valve** Path of slide valve restricted during normal operation (motor current shows current reduction)	1 Exhaust slide valve stuck with grease deposits. 2 Motor or slide valve jammed (mechanical defect).

[1]   Press any button to cancel an error message. In order to cancel an error message, the error must first be corrected. Otherwise the error message will immediately appear again or the next time the appliance is used.

[2]   Other possible causes may, in rare cases, be:
- Faulty wiring e.g. through a short circuit, break, loose contact, earth contact, etc.
- Problems with the electronics assembly groups, caused by moisture, dirt, component failure, EMC influences, etc.

[3]   Applies only to CSS appliances (models 62A, 63A).

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2 Malfunctions and messages without error code

Message	Description	Possible cause [1] (Ranked by frequency. Any amendments should be reported to the compiler.)
H1	Insert water tank	1 Water tank is missing. 2 Water tank not in end position or faulty. 3 Mechanical lock of water valve damaged or missing. 4 Switch holder broken off or warped. 5 Break in switch contact or in its wiring.
H2	Fill water tank Pour away descaler, add 1.2l water Pour away water, add 1.2l water	1 No water in tank. 2 Water tank not inserted correctly. 3 Water inlet blocked or scaled up. 4 Inlet valve jammed or faulty. Hose is squashed. 5 Faulty level detector pin wiring. 6 Break in earth conductor of heating element of boiler or in processor.
H3	Close appliance door	1 Door is open. 2 Magnet in door is not in correct position or has come away. 3 Reed switch or its holder not mounted correctly. 4 Door will not close properly too (e.g. because of faulty door seal). 5 Break in door contact or in its wiring.
H4 [2]	Insert food probe	1 Food probe is not plugged in. 2 Loose contact in food probe socket. 3 Wiring of food probe socket is faulty.
H5	Add 0.5l descaler and press OK	1 Start not confirmed by pressing OK button.
H6 [2]	Soft roasting interrupted	1 Soft roasting interrupted with OFF button. Press OK button to continue or OFF button to abort. 2 Control unit faulty.
H10	Boiler scaled up, please descale!	1 Boiler scaled up (reached max. number of operating hours for boiler). 2 Problems in the water system (see also E66, E68, E70 and E72 error codes).
H11	Appliance blocked, descaling necessary	1 Descale run error (see error codes E74 to E76).
CAPr	Add 0.5l descaler and press OK	1 Start not confirmed by pressing OK button.
CA 1	Descale running	1 Descale in descaling phase.
CA 2	Descale 1st rinsing cycle Descale repeat 1 rinsing cycle	1 Descale in 1st rinsing cycle.
CA 3	Descale 2nd rinsing cycle Descale repeat 2nd rinsing cycle	1 Descale in 2nd rinsing cycle.
CA -	Descaling aborted	1 Descaling aborted (with OFF button) though not yet completed.
End	Pour away water, descaling completed	1 Remove water tank and empty water
dEno	*** Demo-Modus ***	1 Demo-Modus (mode used for demonstration purposes) is on.
dIAG	Diagnostic mode	1 Diagnostic mode is on.

[1] Other possible causes may, in rare cases, be:
   - Faulty wiring e.g. through a short circuit, break, loose contact, earth contact, etc.
   - Problems with the electronics assembly groups, caused by moisture, dirt, component failure, EMC influences, etc.

[2] Applies only to CSS appliances (models 62A, 63A).

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3   Malfunctions without fault display

Malfunction	Possible cause [1] (Ranked by frequency. Any amendments or additions should be reported to the compiler.)
Heating element(s) not heating up.	1 Heating element(s) or the corresponding wiring is faulty. 2 Demo-Modus is activated.
From time to time, control unit with a strange display.	1 Moisture in control unit due to steam penetrating panel area. 2 Loose or faulty plug and socket connection or ribbon cable.
Water being pumped back even though water tank not in place	1 Water tank detection switch caught on housing.
Heavily build-up of condensate laterally externally or in condensate conduit	1 Door not closed firmly enough. 2 Door seal fitted incorrectly or damaged. 3 Door hinge faulty or damaged. Check closing force.
Liquid drips down from the bottom of the appliance.	1 Condensate conduit overflow. See malfunction "Heavily build-up of condensate laterally externally or in condensate conduit". 2 Door is left open after cooking process at an opening angle outside the lock position (approximately 16 ° / 86 °). Mount diffuser foil K4.0218.
Drain pump and evt. cool air fan run periodical in the standby mode for aproximately 30s. (for example every 90min) Malfunction occurs just if water tank is inserted and filled!	1 Valve of the water tank has a small leak 2 Rubber grommet of the water valve is not correctly mounted 3 Water valve is blocking

[1]   Other possible causes may, in rare cases, be:
- Faulty wiring e.g. through a short circuit, break, loose contact, earth contact, etc.
- Problems with the electronics assembly groups, caused by moisture, dirt, component failure, EMC influences, etc.

[2]   Applies only to CSS appliances (models 62A, 63A).

4   Turning the Demo-Modus on / off

Requirement: In order to turn the Demo-Modus on / off, the appliance must be ready for operation, i.e. all displays - with the exception of the time display – should be dark.

To turn on: - Hold the "**Illumination**" + "**OK**" + "**Off**" buttons depressed for 10 seconds.
"**dEn0**" (demo off) appears in the display.
- Press the "**OK**" button and using the adjusting knob set the flashing display to "**dEn1**" (demo on).
- Press the "**OK**" button to confirm the change in setting. Press the "**Off**" button to exit the configuration mode.

To turn off: - Press the "**Illumination**" + "**OK**" + "**Off**" buttons simultaneously. "**dEn1**" (demo on) appears in the display.
- Press the "**OK**" button and using the adjusting knob set the flashing display to "**dEn0**" (demo off).
- Press the "**OK**" button to confirm the change in setting. Press the "**Off**" button to exit the configuration mode.

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5   Diagnostic mode

Requirement: In order to turn the diagnostic mode on / off, the appliance must be in the OFF mode (all displays - with the exception of the time display - should be dark) or in the error mode (error message is displayed).

To turn on: - Hold the "**Illumination**" + "**OK**" buttons depressed for 10 seconds.
   - "**diAG**" appears in the display.
   - Press the "**OK**" button to confirm selection of the diagnostic mode.
   - "**HiSt**" appears in the display.

To turn off: - Press the "**Off**" button. Alternatively, the diagnostic mode turns off automatically after 1 hour.

Menu: Use the adjusting knob and the "**OK**" button to navigate the menu.

Menu structure:

Menu level 1	Menu level 2 [1]	Description
HiSt	**H---**	No history entries.
	Hixx **/ E** yy	xx: Number of history entry, whereby 1 corresponds to the latest entry. yy: Error code of malfunction that has occurred.
ECnt	**E---**	All error counters show zero.
	E xx **/** yyy	xx: Error code yyy: Number of errors
Clr	**Clr0**	Do not clear error history / counters.
	Clr1	Clear error history / counters.
Cnt	**Cnt1 /** xxxx	Cnt1: Total operating hours xxxx: Number of hours (rounded)
	Cnt2 / xxxx	Cnt2: Hardware resets xxxx: Number of resets
	Cnt3 / xxxx	Cnt3: Descale xxxx: Number of times descaling performed

[1] For entries with a slash, the information before and after the slash will flash alternately in the display.