



## Webinar Global After Sales **General troubleshooting**

# GENERAL TROUBLESHOOTING | TOPICS

1. Required Tools
2. Available Documents
3. Overview error messages
4. General troubleshooting
  - Reading wiring diagrams
  - Checking error messages
  - Checking status LEDs on various boards
5. Measuring voltage on reference points
  - Mains voltage 230/115V AC
  - Extra-low voltage 48/24/12V DC
6. Measuring current on reference points
  - Nominal current
  - Heating current
  - Peltier element current
7. Questions & Answers



## GENERAL TROUBLESHOOTING | REQUIRED TOOLS

- Screwdriver Torx 15
- Screwdriver Torx 20
- Flat-head screwdriver
- Allen key, size 4
- Insulated side cutter pliers
- Insulated flat nose pliers
- Multi meter or clamp meter

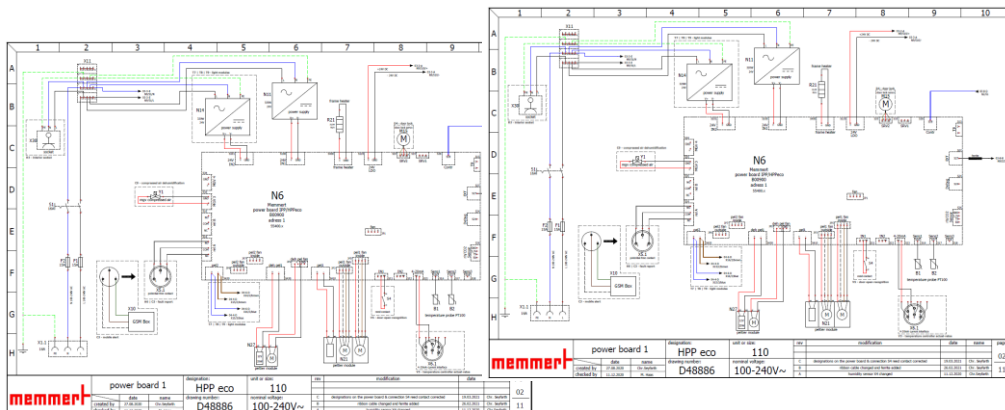


# GENERAL TROUBLESHOOTING | AVAILABLE DOCUMENTS

For Memmert devices there are

- a wide range of service manuals
- wiring diagrams for all models and versions available.

These documents can be found in our login area where you can register as a technician: [www.memmert.com/login](http://www.memmert.com/login).



## GENERAL TROUBLESHOOTING | MAIN ERROR MESSAGES

Code	Parameter	Description
Hzg Err	100000	Triac/Optical coupler heating 1, power board 1 fault (heats permanently)
Hzg Err	010000	Triac/Optical coupler heating 2, power board 1 fault (heats permanently)
Hzg Err	001000	Triac/Optical coupler heating 1, power board 2 fault (heats permanently)
Hzg Err	000100	Triac/Optical coupler heating 2, power board 2 fault (heats permanently)
Hzg Err	000010	Triac/Optical coupler heating 1, power board 3 fault (heats permanently)
Hzg Err	000001	Triac/Optical coupler heating 2, power board 3 fault (heats permanently)
Hzg Err	200000	Triac/Optical coupler heating 1, power board 1 fault (no heating)
Hzg Err	020000	Triac/Optical coupler heating 2, power board 1 fault (no heating)
Hzg Err	002000	Triac/Optical coupler heating 1, power board 2 fault (no heating)
Hzg Err	000200	Triac/Optical coupler heating 2, power board 2 fault (no heating)
Hzg Err	000020	Triac/Optical coupler heating 1, power board 3 fault (no heating)
Hzg Err	000002	Triac/Optical coupler heating 2, power board 3 fault (no heating)
Comm Err	1000	Communication to power board 1 fault
Comm Err	0100	Communication to power board 2 fault
Comm Err	0010	Communication to power board 3 fault
Comm Err	0001	Communication to humidity board fault
Comm Err	2000	Communication power board 1 no answer
Comm Err	0200	Communication power board 2 no answer
Comm Err	0020	Communication power board 3 no answer
Comm Err	0002	Communication humidity board no answer
E-3		Temperature sensor fault
E-5		CO2 Gas sensor fault
E-6		Humidity sensor fault
E-7		Pressure sensor fault

