

5 Troubleshooting

Error Code	Possible Cause	Fault Handling
E0	1. The outlet water temperature sensor connector is loose or has poor contact. 2. The outlet water temperature sensor is damaged (open circuit, short circuit or metal parts).	1. Clamp the outlet water temperature sensor terminal. 2. Replace the water temperature sensor.
E1	1. The gas valve is not open. 2. The gas supply pressure or gas composition is abnormal, causing accidental flameout. 3. The igniter, ignition needle is damaged or the line is faulty. 4. Damage to the flame induction needle or wire failure. 5. The combustion system (burner, nozzle, air control panel, proportional valve, sectional valve) is damaged, the specifications are inconsistent or the wiring is wrong, resulting in abnormal combustion. 6. The control program or parameter settings are incorrect, resulting in unstable combustion. 7. The fan speed is abnormal, resulting in unstable combustion.	1. Open the gas valve to ensure that the water heater can get normal gas supply. 2. Confirm that the gas type and pressure meet the requirements of the water heater. 3. Check if the igniter, ignition pin and circuit are damaged, and replace the damaged parts. 4. Check if the flame induction needle is damaged and replace the damaged parts. 5. Check if the combustion system is damaged, if the wiring is wrong, and replace the damaged parts. 6. Check whether the program and parameters meet the values in the parameter table. 7. The wind speed of the fan is abnormal. Check whether the program and parameters meet the values in the parameter table.
E2	1. The feedback pin is bent and in contact with other metal parts. 2. The feedback pin plug-in terminal is loose and hits the metal part. 3. Feedback pin wire is broken.	1. Replace the ignition feedback needle assembly. 2. Plug the feedback pin terminal correctly and firmly into the feedback pin. 3. Check if the wire is disconnected and replace the wire.
E3	1. The thermostat opens or the wire is faulty. 2. The gas supply pressure or gas composition does not match, causing abnormal combustion. 3. The control program or parameter settings are incorrect, resulting in abnormal requirements combustion. 4. The combustion system is damaged or the specifications are inconsistent, resulting in abnormal combustion.	1. Check the temperature controller or circuit and replace the damaged parts. 2. Confirm that the gas type and pressure meet the requirements of the water heater. 3. Check whether the program and parameters meet the values of the parameter table. 4. Check the combustion system for damage and replace damaged parts.

Error Code	Possible Cause	Fault Handling
E4	1. The inlet water temperature sensor connector is loose or has poor contact. 2. The inlet water temperature sensor is damaged (open circuit, short circuit or metal parts).	1. Clamp the water temperature sensor terminal. 2. Replace the water temperature sensor.
E5	1. The fan signal is not detected or the speed is too low in the system startup 5S. 2. During operation, the fan speed is not detected or 2S consecutively, or the speed is too low. 3. The power supply voltage is too low, causing the fan speed to slow down.	1. The fan assembly, controller damage or line failure, causing the fan not to run or the speed is too low, check the fan, the main controller is damaged, the wiring is damaged, loose, replace the damaged parts. 2. Confirm whether the power supply and fan voltage meet the design requirements.
E6	1. The gas supply pressure or gas composition does not match, causing abnormal combustion. 2. The control program or parameter settings are incorrect, resulting in abnormal combustion. 3. The water temperature sensor specifications do not match, the display temperature is much higher than the actual temperature. 4. The combustion system is damaged or the specifications are inconsistent, resulting in abnormal combustion. 5. The heat exchanger fins of the heat exchanger are poorly welded, and the heat transfer is slow. After the water valve is closed, the water in the tube is continuously heated.	1. Confirm that the gas type and pressure meet the requirements of the water heater. 2. Check whether the program and parameters meet the values of the parameter table. 3. Test whether the actual water outlet temperature and the wired controller display temperature are close ($\pm 3^{\circ}\text{C}$), and replace the wrong outlet water temperature sensor. 4. Check the combustion system for damage and replace damaged parts. 5. Detect if the heat exchanger fins are poorly welded and replace the damaged parts.
E7	1. The valve connector is loose or has poor contact. 2. The valve is short-circuited.	1. Clamp the water temperature sensor terminal. 2. Check if the valve coil is short-circuited and replace the damaged parts.

Error Code	Possible Cause	Fault Handling
E8	1. During operation, the fan speed continuously exceeds the set value of 5S speed. 2. The outdoor wind pressure is too high, and the fan speed exceeds the upper limit of the speed. 3. A large amount of carbon in the heat exchange fins (when the gas source is used incorrectly), causing blocked, and the fan speed increase exceeds the upper limit of the speed.	1. Check if the exhaust passage is blocked. 2. Stop starting, and start after no strong wind on the outdoor. 3. Remove the heat exchanger, use a brush to gently clean the carbon on the fins, and ensure that the type and pressure of the gas used subsequently meet the requirements of the water heater.
En	In order to prevent oxygen deficiency, some models have timing protection. Please turn off the tap and use it after a while.	1. Set the appropriate timer duration according to your usage habits. The automatic shut-off timer can be set to 20, 30, 40, 50, or 60 minutes. 2. From the factory, the timer function is set to "OFF" by default, meaning the timer function is disabled.

Fault alarm release and reset method: If the above code appears, please check the gateway, the gas path is normal, press "Switch button" to turn off or turn off the power to restart. The water heater is restored to normal use. If the above operations cannot be resumed, please notify the after-sales service personnel.