

Error code	Description	To get this code	How to check, possible way to fix the issue
01	TRV hardware issue	UART error between Zigbee module and MCU	Faulty TRV need replacing
02	Floor sensor overheating	Floor sensor detects temperature over 45C	Check if floor sensor is not too close to heating source (pipe)
03	Floor sensor open	Floor sensor open not connected	check floor sensor for continuity. If no continuity then it is faulty Floor sensor, if there is a continuity then it is loose wire
04	Floor sensor short	Floor sensor short	Check wiring for S1 and S2
05	Thermostat lost link with Coordinator	Thermostat send command to Coordinator failed up to 10 times (power off Gateway, thermostat start identify)	If Coordinator has power then do ID from Coordinator and check thermostat distance
06	Thermostat lost link with Wiring Center	Thermostat send command to WC failed up to 10 times (power off WC, change thermostat Mode more than 10 times)	If wiring centre has power then do ID form Thermostat to check distance
07	TRV's Thermostat lost link with TRV	Thermostat send command to TRV failed up to 10 times (power off TRV, change thermostat Setpoint more than 10 times)	Press any button on TRV to see if it shows LED light if not then Replace TRV Batteries
08	Thermostat lost link with Receive 1	Thermostat send command to RX1 failed up to 10 times (power off RX1, switch thermostat between heating and off more than 10 times)	Check Power to RX1 (boiler receiver) and Do ID from Coordinator check thermostat and RX1 distance
09	Thermostat lost link with Receive 2	Thermostat send command to RX2 failed up to 10 times (power off RX1, switch thermostat between heating and off more than 10 times)	Check Power to RX2 and Do ID from Coordinator check thermostat and RX2 distance
10	WC lost link with Hot Water Timer	WC send command to Hot Water failed up to 10 times (power off Hot Water, enable and disable Master thermostat Holiday mode more than 10 times)	Check Batteries or power connection to Hot water thermostats and check distance
11	WC lost link with Zone 1 Thermostat	WC send command to Thermostat 1 failed up to 10 times (power off Thermostat, switch WC Cool and Heat mode more than 10 times)	Check Batteries or power connection to thermostat that connect to Zone 1 and check distance
12	Wiring C lost link with Zone 2 Thermostat	Refer to error 11	Check Batteries or power connection to thermostat that connect to Zone 2 and check distance
13	Wiring C lost link with Zone 3 Thermostat	Refer to error 11	Check Batteries or power connection to thermostat that connect to Zone 3 and check distance
14	Wiring C lost link with Zone 4 Thermostat	Refer to error 11	Check Batteries or power connection to thermostat that connect to Zone 4 and check distance
15	Wiring C lost link with Zone 5 Thermostat	Refer to error 11	Check Batteries or power connection to thermostats that connect to Zone 5 and check distance
16	Wiring C lost link with Zone 6 Thermostat	Refer to error 11	Check Batteries or power connection to thermostat that connect to Zone 6 and check distance
17	Wiring C lost link with Zone 7 Thermostat	Refer to error 11	Check Batteries or power connection to thermostat that connect to Zone 7 and check distance
18	Wiring C lost link with Zone 8 Thermostat	Refer to error 11	Check Batteries or power connection to thermostat that connect to Zone 8 and check distance
19	Wiring C lost link with Coordinator	WC send command to Coordinator failed up to 10 times (power off Gateway, WC start identify)	Check Distance, check power supply to coordinator
20	Wiring C lost link with Receive 1	WC send command to RX1 failed up to 10 times (power off RX1, switch all thermostats paired with WC between heating and off more than 10 times)	Check Distance, check power supply to RX1
21	TRV lost link with Coordinator	TRV send command to Coordinator failed up to 10 times (power off Gateway, wait 3-4 days)	Check power supply to coordinator
22	TRV low battery	TRV battery voltage low than 2.4V +/-0.1V	Change TRV batteries
23	One of TRV has paired with other Thermostat or Thermostat receives message form unpaired TRV	Power off one paired TRV, thermostat re-pair other TRV, then power on original paired TRV; Power off thermostat, paired TRV re-pair to other Thermostat, power on thermostat, change thermostat setpoint	use code 47 (delete) thermostat then 48 delete ghost TRV then Re-paired TRV back to Thermostat
24	Reject by Wiring Centre(Duplicate same zone, ghost tsts)	Thermostat pairs WC, power off Gateway and Thermostat, add another thermostat paired the same zone to WC, then power on original thermostat, change mode in original thermostat	delete ghost thermostat
25	Thermostat Lost link with Parent (AC devices)	Power off all AC devices, change Thermostat Mode or Setpoint few times	Check wiring centre, RX1 and RX2 power supply (All main power devices) then Do ID check on coordinator
26	WC lost link with Zone 9 Prog/Non-prog Thermostat	Not for UK	N/A
27	WC lost link with Zone 10 Prog/Non-prog Thermostat	Not for UK	N/A
28	WC lost link with Zone 11 Prog/Non-prog Thermostat	Not for UK	N/A
29	WC lost link with Zone 12 Prog/Non-prog Thermostat	Not for UK	N/A
30	TRV gear Issue	Open TRV gear (TRV not closing)	Check TRV base push pin in/out few times. If not fix then change TRV
31	TRV adaptation Issue	TRV Always show solid red light during adapting	Disconnect TRV then re-fit but don't overide the TRV. When wait until red LED become solid again and press any button
33	Receiver Lost link with devices	WC or Thermostat send Heat on or off to RX once, then turn off WC or Thermostat, wait more than 30 minutes	Check wiring centre power, thermostat for power and RX1/2 power supply