



## FAILURE CODES LIST - Handset - WiFi / MyFire app

Failure code	Message shown in handset	Display duration	Symptom	Possible Cause
F04	F04	4 sec.	<ul style="list-style-type: none"><li>No pilot flame within 30 sec.</li><li>NOTE: After 3 failed ignition sequences F06 shown</li></ul>	<ul style="list-style-type: none"><li>No gas supply</li><li>Air in pilot supply line</li><li>No spark</li><li>Reversed polarity in thermocouple wiring</li></ul>
F06	F06	4 sec.	<ul style="list-style-type: none"><li>3 failed ignition sequences within 5 minutes</li><li>Fire is not responding; no pilot flame</li></ul>	<ul style="list-style-type: none"><li>No gas supply</li><li>Air in pilot supply line</li><li>No spark</li><li>Reversed polarity in thermocouple wiring</li><li>Check for correct pilot orifice (LPG to NG or vice versa)</li></ul>
F07	F07	Until batteries replaced	<ul style="list-style-type: none"><li>Battery icon flashes on handset display</li></ul>	<ul style="list-style-type: none"><li>Low battery power in handset</li></ul>
F09	F09	4 sec.	<ul style="list-style-type: none"><li>Fire is not responding</li><li>No electronic control of fire</li></ul>	<ul style="list-style-type: none"><li>Down arrow button was not pressed during pairing</li><li>Receiver and handset are not synced</li></ul>
F46	F46	4 sec.	<ul style="list-style-type: none"><li>Fire is not responding</li><li>Intermittent response</li><li>No electronic control of fire</li></ul>	<ul style="list-style-type: none"><li>No or bad connection between Receiver and handset</li><li>No power at Receiver (batteries low)</li><li>Low communication range (mains adapter faulty, handset not communicating with Receiver)</li></ul>

Failure code	Message shown in app	Symptom	Possible Cause
F02	F02 Contact Service.	<ul style="list-style-type: none"><li>5 sec. beep from receiver</li><li>Fire is not responding; no ignition</li></ul>	<ul style="list-style-type: none"><li>Microswitch not making contact with cam on motor knob</li><li>Motor wiring is incorrect</li><li>Reversed polarity or faulty Microswitch</li><li>Bent Motor Knob</li></ul>
F03	F03 Contact Service.	<ul style="list-style-type: none"><li>5 sec. beep from Receiver</li><li>Ignition process is interrupted</li><li>Fire is not responding; no ignition</li></ul>	<ul style="list-style-type: none"><li>Thermocouple wiring is incorrect</li><li>Thermocouple wiring is not connected</li><li>ON / OFF switch in "O" (OFF) position</li></ul>
F04	F04 Ignition Sequence Malfunction. Wait 1 minute. Retry ignition.	<ul style="list-style-type: none"><li>No pilot flame within 30 sec.</li><li>NOTE: After 3 failed ignition sequences F06 shown</li></ul>	<ul style="list-style-type: none"><li>No gas supply</li><li>Air in pilot supply line</li><li>No spark</li><li>Reversed polarity in thermocouple wiring</li><li>Check for correct pilot orifice (LPG to NG or vice versa)</li></ul>
F05	F05 Contact Service.	<ul style="list-style-type: none"><li>Pilot burner fails to ignite or shuts off</li><li>Motor stays in pilot position</li></ul>	<ul style="list-style-type: none"><li>Not enough thermo-voltage</li><li>Air in the pilot supply line</li><li>Low inlet pressure</li><li>Bad thermocouple</li></ul>
F06	F06 Contact Service.	<ul style="list-style-type: none"><li>3 failed ignition sequences within 5 minutes</li><li>Fire is not responding; no pilot flame</li></ul>	<ul style="list-style-type: none"><li>No gas supply</li><li>Air in pilot supply line</li><li>No spark</li><li>Reversed polarity in thermocouple wiring</li><li>Check for correct pilot orifice (LPG to NG or vice versa)</li></ul>
F07	F07 Replace Handset Batteries.	<ul style="list-style-type: none"><li>Battery icon flashes on handset display</li></ul>	<ul style="list-style-type: none"><li>Low battery power in handset</li></ul>
F08	F08 Contact Service.	<ul style="list-style-type: none"><li>Low Receiver battery power supply</li><li>Short beeps for 3 sec. during motor turn</li></ul>	<ul style="list-style-type: none"><li>Low Receiver battery power supply</li></ul>
F10	F10 Contact Service.	<ul style="list-style-type: none"><li>Pilot lit</li><li>Main burner fails to ignite and pilot shuts off</li><li>Ignition is blocked for 2 minutes</li></ul>	<ul style="list-style-type: none"><li>2nd thermocouple is out of position</li><li>2nd thermocouple wiring is incorrect</li><li>Gas logs out of position</li><li>Gas ports for burner are blocked</li></ul>
F12	F12 Contact Service.	<ul style="list-style-type: none"><li>Motor turns to pilot position</li></ul>	<ul style="list-style-type: none"><li>Receiver powered by batteries and Receiver temperature exceeds 60 °C</li><li>Check air circulation and heat shield</li></ul>
F13	F13 Contact Service.	<ul style="list-style-type: none"><li>Motor turns to pilot position</li><li>Fan at level 4 for 10 minutes (T &gt; 80 °C)</li></ul>	<ul style="list-style-type: none"><li>Receiver temperature exceeds 80°C</li><li>Check air circulation and heat shield</li></ul>
F14	F14 Contact Service.	<ul style="list-style-type: none"><li>5 sec. beep from Receiver</li><li>Fire is not responding; no ignition</li></ul>	<ul style="list-style-type: none"><li>Receiver software doesn't support a 2nd thermocouple</li><li>Wrong Receiver</li></ul>
F15	F15 Contact Service.	<ul style="list-style-type: none"><li>5 sec. beep from Receiver</li><li>Fire is not responding; no ignition</li></ul>	<ul style="list-style-type: none"><li>2nd thermocouple wiring is incorrect</li><li>2nd thermocouple wiring is not connected</li></ul>
F16	F16 Handset out of range.	<ul style="list-style-type: none"><li>No temperature shown in app</li></ul>	<ul style="list-style-type: none"><li>Handset out of range for more than 1.5 h</li><li>Electrical interference</li></ul>
F17	F17 Contact Service.	<ul style="list-style-type: none"><li>Fire is not responding; no ignition</li></ul>	<ul style="list-style-type: none"><li>Inlet voltage exceeds 7.25 V</li><li>Malfunction of Mains Adapter</li></ul>

Failure code	Message shown in app	Symptom	Possible Cause
<b>F18</b>	F18 Contact Service.	<ul style="list-style-type: none"> <li>▪ Switch panel / touch pad not functioning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Switch panel / touch pad is locked</li> <li>▪ Short in cable or button</li> </ul>
<b>F19</b>	F19 Contact Service.	<ul style="list-style-type: none"> <li>▪ Pilot drops when Motor opens main gas</li> </ul>	<ul style="list-style-type: none"> <li>▪ Insufficient thermo-voltage</li> <li>▪ Thermocouple malfunction</li> <li>▪ Low inlet gas pressure</li> <li>▪ Improper thermocouple flame impingement</li> <li>▪ Carbon build-up on thermocouple</li> <li>▪ Valve malfunction</li> <li>▪ Resistance in thermocurrent circuit</li> </ul>
<b>F26</b>	F26 Contact Service.	<ul style="list-style-type: none"> <li>▪ It is not possible to increase flame height after ignition</li> <li>▪ Fan at level 4 for 10 minutes (T &gt; 80 °C)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receiver powered by batteries and Receiver temperature exceeds 60°C</li> <li>▪ Receiver powered by mains power and Receiver temperature exceeds 80°C</li> </ul>
<b>F27</b>	F27 Contact Service.	<ul style="list-style-type: none"> <li>▪ Fire is not responding</li> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ No handset or Wi-Fi Box connected to Receiver for more than 3 hours</li> </ul>
<b>F28</b>	F28 On-Demand Pilot.	<ul style="list-style-type: none"> <li>▪ Pilot shuts off after a predefined time</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pilot shuts off after no motor movement for a predetermined time</li> </ul>
<b>F31</b>	F31 Contact Service.	<ul style="list-style-type: none"> <li>▪ Fire is not responding</li> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receiver or Wi-Fi Box malfunction</li> <li>▪ Connection cable from Receiver to Wi-Fi Box defective</li> </ul>
<b>F41</b>	F41 Check Wi-Fi.	<ul style="list-style-type: none"> <li>▪ Fire is not responding</li> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ No Wi-Fi connection to myfire Wi-Fi Box, router and / or smart device</li> <li>▪ Wi-Fi in smart device is deactivated</li> </ul>
<b>F42</b>	F42 Check Wi-Fi.	<ul style="list-style-type: none"> <li>▪ Fire is not responding</li> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ No power to router</li> <li>▪ No Wi-Fi connection to router and / or smart device</li> <li>▪ Smart device not in the correct home network</li> </ul>
<b>F43</b>	F43 No Receiver Connected. Contact Service.	<ul style="list-style-type: none"> <li>▪ Fire is not responding</li> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ No communication between Receiver and myfire Wi-Fi Box</li> </ul>
<b>F44</b>	F44 Contact Service.	<ul style="list-style-type: none"> <li>▪ No temperature shown in App</li> <li>▪ "N.a." (not applicable) displayed in App</li> </ul>	<ul style="list-style-type: none"> <li>▪ Handset not within range</li> <li>▪ Low battery power in handset</li> </ul>
<b>F49</b>	F49 Contact Service.	<ul style="list-style-type: none"> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receiver software &lt; 8.32 is not supported by myfire Wi-Fi Box Version 2</li> </ul>
<b>F50</b>	F50 Contact Service.	<ul style="list-style-type: none"> <li>▪ No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>▪ Handset software &lt; SW 231 is not supported by the myfire Wi-Fi Box Version 2</li> </ul>