



## ERROR CODES SAFIRE HEATERS

### A list of questions and answers to common errors

Q: Error 3; flame detection error

A: No fuel supply to burner, check the fuel line.

A: Clogged fuel pipe, service is required.

A: At low flame: sticking of the pump by the fuel

A: With high flame, check flame detector for correct position dimensions (see page 8 manual)

Q: Lots of white smoke

A: Exhaust gases return to combustion supply air, check exhaust hose connection to exhaust.

### The error codes from the manual:

The display on the printed circuit board in the heater shows the type of error, you will find the window on the back next to the green plug.

If you have switched off the heater, you can see the latest error on the display by turning the switch to the "vent" position: the latest error code will be visible on the display.

#### *Error reset:*

- With rotary knob panel by putting the switch in the "vent" position
- At the Genius panel you will see the option "Reset error" on the start screen
- At the Sirius panel, press and hold the 'Mode' button for 3 seconds

### Error code numbers

#### **Number 1:** Overheating.

Overheating is often caused by a blockage in the warm air circulation (e.g. too much resistance at the air outlet grilles or too much fuel).

#### **Number 2:** Flame Guard (flame ionization electrode)

The flame sensor electrode is dirty or defective. Clean the electrode. A possible short circuit with the housing.

#### **Number 3:** Flame Detection Fault.

The heater stops and is switched off because the combustion has stopped. This is caused by a lack of fuel or a blockage in the fuel system.

#### **Number 4:** Defective Glowplug.

Software error, reset the error and restart the heater.

The glow plug is defective, the connection is loose, or the connector and/or wiring is defective.



**Number 5:** Combustion Fan.

The flame fan or the fan wiring is defective.

**Number 6:** Circulation Air Fan.

The main fan or the fan wiring is defective.

**Number 7:** Undervoltage.

Undervoltage 10.8V or <9V when starting. Check the battery charge status. Too thin power cables used with cables >4 m

**Number 8:** Pump

The electrical circuit of the pump is broken, check the wiring.

**Number 9:**

The circulation air temperature sensor or the sensor wiring is defective.

**Letter A:** The last shutdown didn't go well

(power disconnected or the main switch).

Switch the heater to "vent" and wait a while, then restart the heater.

The dot on the display flashes with the pulse rate of the pump.

If this does not happen and you do not hear any ticking, the pump is not getting power. The problem is in the wiring, in the pump coil or on the printed circuit board.

If the dot is flashing but the pump is not making a ticking sound and the wiring is OK, it could be due to crystallized fuel or fuel sticking.

The website contains video procedures for servicing the heater and hob, see [www.safire.nu](http://www.safire.nu) and then submenu 'maintenance'.