TRADEPOINT
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REVOLUTIONISING HOT WATER

EXPERIENCE SMART, SUSTAINABLE LUXURY.

OUTDOOR GAS WATER GEYSER

EVEREST JSW16-20E5

ERROR CODES

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ERROR CODES

EVEREST SMART GAS GEYSER MODEL JSW16-20E5

GAS WATER HEATER CORRECTIVE MAINTENANCE

E0 ERROR CODE

Error Performance: Display error code as E0

Reason

Residual flame error (PCB has turned off the gas valve, but there's still flame

signal feedback)

Verification

1. Check if there's flame for combustion;
2. Check if there's gas leakage during gas valve shut off;
3. Check if normal connection for gas valve circuit;
4. Check if damage for flame feedback circuit ;

E1 ERROR CODE

Reason

No Gas. Ignited, but fail, and display error code as E1

Error Performance 1

Verification

1. Check if the gas valve is opened (no gas);
2. Check if the gas pressure too high (gas valve can not open normally);
3. Check if Gas valve connection wire is opposite (Correct connection as red to
4. +, white to -, +/- for shut-off valve are OK);
5. Check if there's blocked for Injector nozzle hole (no gas on ignition place);
6. Check if the gas match with the heater (LPG ? NG ?);
7. Check if the heater replace the nozzle before.

Solution

1. Open the gas entrance valve;
2. Check gas pipe, clean the dust inside;
3. Properly connect the valve wire;
4. Dredge the nozzle hole;
5. Replace to matched gas of heater
6. 6)Make sure the nozzle replaced, the parameter on PCB is also replaced.

Error Performance 2

No Ignition fail, and display error code as E1

Verification

1. Check if there's water flow signal on Water flow sensor (too low water
2. pressure, hall component damaged);
3. Check if water pipe is blocked by fouling;
4. Check if too low water pressure;
5. Check if the heater is "on"or power supply is "on";
6. Check if the ignition wire is dis-connect, ignition pin connection wire is dis-
7. connect;
8. Check if Air pressure switch is normal;
9. Check if the display wire is dis-connect;
10. Check if the PCB is damage;
11. Check if there's serious carbon on ignition pin leads to can not ignite.

Solution

1. Check the water valve; clean water valve; replace hall component; replace water flow sensor;
2. If the water pressure too low, suggest the user to replace to (booster pump/ low water pressure heater);
3. Turn on power supply, heater on/off key.
4. Fix the PCB; replace ignition pin;
5. Check the connection wire; replace air pressure switch;
6. Fix the display operator connection wire;
7. Check if the connection terminal of PCB is fixed, adjust the parameter, replace PCB;
8. Clean/ replace the ignition pin;

Error Performance 3 :

Success to ignite, but flame out very soon, and display

Error E1

Verification

1. Check if the gas pressure is stable;
2. Check if the gas proportional valve is normal (if on/off valve is open normally; proportional valve can adjust normally);
3. When water flow signal disappear, if the signal is stable, check if there's anything block the water valve;
4. If the water heater install inside of room to make the O 2 too low;

Solution

1. Check the gas pipe, clean the dust inside;
2. Clean the water valve; replace hall component; replace water flow sensor.

Error Performance 4 :

Under the ignition status all the time, and display, Error code as E1

Verification

1. Check if the feedback pin is invalid (if connection wire is open/short circuit);

Solution

1. Replace feedback pin

Error Performance 5 :

Other reasons cause to display error code as E1

Verification

1. Check if the feedback from fan is too high (DC fan);
2. Check if there's problem of fan;

Solution

1. Fix the fan; adjust the fan; replace the fan

E2 ERROR CODE

Error Performance 1:

Power on and Display error code as E2

Reason

1. Air pressure switch malfunction
2. Fan malfunction
3. Air pressure switch or fan wire is disconnect;
4. The chimney is blocked.

Verification

1. If there's damage of air pressure switch or connection wire;
2. If there's damage or block from fan sampling nozzle;
3. If there's damage or block from Silicone suction pipe
4. If there's burn out from fan coil or capacitor;
5. If there's stuck from fan rotor
6. If there's stuck from pipe assembly on anti-flow back device;
7. If anything stuck from the pipe assembly;

Solution

1. Replace the air pressure switch or wire;
2. Replace or dredge the fan sampling nozzle;
3. Replace the Silicone suction pipe;
4. Replace the fan or capacitor;
5. Dredge the pipe assembly;

Error Performance 2 :

During normal operation, Display error code as E2

Reason

1. Air pressure switch malfunction;
2. Air pressure switch or fan wire disconnect;
3. Duct blocked

Verification

1. If air pressure switch is damaged;
2. If fan sampling nozzle is blocked;
3. If air pressure switch or fan wire is dis-connect;
4. If any stuck from anti-flow back device;
5. If anything stuck from pipe assembly;

Solution

1. Replace air pressure switch;
2. Dredge fan sampling nozzle;
3. check air pressure switch wire;
4. Dredge pipe assembly.

E3 ERROR CODE

Error Performance 1:

During turn on the heater and water pipe , Display error E3

Reason

1. Overheat protection cause the thermostat cut off;
2. Gas proportional valve malfunction;
3. on/off solenoid valve malfunction;
4. Winter/summer valve malfunction;

Verification

1. Check if the thermostat wire is cut off;
2. Check if the thermostat is damaged;
3. Check if the solenoid valve wire connection is correct;

4. Check if damage for each gas valve;

Solution

1. Replace thermostat;
2. Check the solenoid valve;
3. Replace the solenoid valve;

E3 Error Performance 2:

During operation , Display error code as E3

Reason

1. Overheat protection and thermostat cut off;

Verification

1. Check if thermostat wire is dis-connect;
2. Check if thermostat can cut off in the range of set temperature;
3. Check if the overheat protection assembly place is too much deviation as it should be;
4. Check if the water outlet detector wire is normal but test is invalid.

E4 ERROR CODE

Reason

Water Inlet/outlet sensor open or short cut circuit

Verification

1. Check if Water inlet/outlet sensor wire is cut off;
2. Check if water inlet/outlet sensor is damage;
3. Check if the PCB is normal;

Solution

4. Replace terminal wire;
5. Replace water inlet/outlet sensor;
6. Replace PCB

E5 ERROR CODE

Reason

1. Too high temperature for water outlet temperature

Verification

1. Check if too low water pressure;
2. Check if water outlet sensor is invalid;
3. Check if the gas proportional valve is abnormal (can not adjust normally);

Solution

1. If the water pressure too low, suggest the user to replace to (booster pump/ low water pressure heater);
2. Replace water outlet sensor;
3. Replace gas proportional valve.

E6 ERROR CODE

Reason

1. There’s flame signal before operation;

Verification

1. Check if there’s flame for combustion before using;
2. Check if the gas valve is under normal turn off status;
3. Check if the flame feedback from PCB is abnormal;

Solution

1. Replace the gas valve;
2. Replace the PCB

E7 ERROR CODE

Reason

1)Water pump malfunction

Verification

1) Check if the water pump is stuck;

2) Check if the pressure sensor is invalid (for low water pressure heater);

Solution

1) Replace the booster pump;

2) Replace the pressure sensor is invalid (for low water pressure heater);

E8 ERROR CODE

(Adopt DC fan heater)

Reason

1. Duct block;
2. DC fan malfunction;
3. Parameter setting on PCB is not applicable;

Verification

1. Check if anything stuck in the duct;
2. Check if the DC fan can adjust the speed;
3. HC LC Check if the HC value set too low or LC value too high;

Solution

1. Clean the stuff from duct;
2. Replace the DC fan;
3. Reset the parameter