



Technical Paper

Danfoss eTRV E-error codes description

Alarm code	Problem	Solution
E1	Top PCB sensor error	The temperature sensor is damaged, return to a dealer
E2	Side PCB sensor error	The temperature sensor is damaged, return to a dealer
E6	Motor error	Motor jammed, try to remove/insert battery, if the error persists try to reset, if still no positive result return to a dealer. <i>Note! The eTRV will retry after 20 min.</i> <i>The error code will be on the display, until cleared by the controller</i>
E8	Invalid communication (Bluetooth/ZigBee)	Try to remove/insert battery, if the error persists try to reset, if still no positive result return to a dealer.
E9	Valve closing ability	It looks like the valve cannot be closed correctly, please check the installation

Danfoss Icon™ E-error codes description

Alarm code	Problem	Solution
Er03	You have set-up a cooling application that requires a reference room thermostat to be appointed.	Please go to the thermostat in the desired reference room and enter the thermostat installer menu. Set thermostat to ON in ME.6 "reference room thermostat".
Er05	Communication lost to Radio Module.	Please check that the cable is properly connected in the Radio Module and Danfoss Icon™ Master Controller 24V.
Er06	Communication lost to room thermostat.	Identify the room thermostat by looking at the flashing outputs on the Danfoss Icon™ Master Controller 24V, or look at the thermostats. Wake up thermostat, then press  on the thermostat. Faling thermostat will say "NET ERR". In some cases it is necessary to add a repeater to establish a better wireless communication between the Master Controller and Thermostat. Replace batteries on room thermostat and perform a network test (activate NET TEST in menu ME.3 on room thermostat).
Er07	Communication lost to Slave Controller.	If wireless, check Radio Module connection to Danfoss Icon™ Master Controller 24V. If wired system, check the wire connecting the controllers.
Er08	Communication lost from Slave to Master Controller.	If wireless, check Radio Module connection to Danfoss Icon™ Master Controller 24V. If wired system, check the wire connecting the controllers.
Er10	Communication lost to Repeater.	Check that the repeater is plugged into outlet / has not been removed and outlet is ON .
Er11	Communication lost to Expansion Module.	Check that Expansion Module is slidded fully into place. <i>Note! The Master controller must be turn off and on again in order to register the expansion module.</i>
Er12	Actuator defective. The defective actuator output is flashing.	Replace actuator.
Er14	A Danfoss Icon™ Master Controller cannot be included as (become) a Slave Controller because one or more room thermostats, repeaters or Danfoss Icon™ Master Controller 24V have allready been included.	This Danfoss Icon™ Master Controller 24V has to be factory reset to become a Slave Controller. (See description in chapter "Reset or replace a Danfoss Icon™ Master Controller").

Alarm code	Problem	Solution
Er16	This application requires a specific actuator output to be available.	You have already assigned this output to a room thermostat, or the output has not yet had an actuator fitted. Please uninstall RT from TWA, it must be available to the application chosen (or fit actuator – if this was not yet done).
Er17	External PT1000 sensor not fitted, or defective.	Check sensor and replace if necessary <i>Note! Remember to ensure that the Master Controller is connected due to risk of electric shock.</i>

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