

GV60 Bidirectional Control System for use with Symax® Handset and myfire® App

FAILURE CODES LIST

FOR OEM USE ONLY

NOTICE

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MESSAGES SHOWN IN APP

Failure code	Message shown in App	Symptom	Possible Cause
F02	F02 Contact Service.	<ul style="list-style-type: none"> • 5 sec. beep from Receiver • Fire is not responding; no ignition 	<ul style="list-style-type: none"> • Microswitch not making contact with cam on motor knob • Motor wiring is incorrect • Reversed polarity or faulty Microswitch • Bent Motor Knob
F03	F03 Contact Service.	<ul style="list-style-type: none"> • 5 sec. beep from Receiver • Ignition process is interrupted • Fire is not responding; no ignition 	<ul style="list-style-type: none"> • Thermocouple wiring is incorrect • Thermocouple wiring is not connected • ON/OFF switch in "O" (OFF) position
F04	F04 Ignition Sequence Malfunction. Wait 1 minute. Retry ignition.	<ul style="list-style-type: none"> • No pilot flame within 30 sec. • NOTE: After 3 failed ignition sequences F06 shown 	<ul style="list-style-type: none"> • No gas supply • Air in pilot supply line • No spark • Reversed polarity in thermocouple wiring • Check for correct pilot orifice (LPG to NG or vice versa)
F05	F05 Contact Service.	<ul style="list-style-type: none"> • Pilot burner fails to ignite or shuts off • Motor stays in pilot position 	<ul style="list-style-type: none"> • Not enough thermo-voltage • Air in the pilot supply line • Low inlet pressure • Bad thermocouple
F06	F06 Contact Service.	<ul style="list-style-type: none"> • 3 failed ignition sequences within 5 minutes • Fire is not responding; no pilot flame 	<ul style="list-style-type: none"> • No gas supply • Air in pilot supply line • No spark • Reversed polarity in thermocouple wiring • Check for correct pilot orifice (LPG to NG or vice versa)
F07	F07 Replace Handset Batteries.	<ul style="list-style-type: none"> • Battery icon flashes on handset display 	<ul style="list-style-type: none"> • Low battery power in handset
F08	F08 Contact Service.	<ul style="list-style-type: none"> • Low Receiver battery power supply • Short beeps for 3 sec. during motor turn 	<ul style="list-style-type: none"> • Low Receiver battery power supply
F10	F10 Contact Service.	<ul style="list-style-type: none"> • Pilot lit • Main burner fails to ignite and pilot shuts off • Ignition is blocked for 2 minutes 	<ul style="list-style-type: none"> • 2nd thermocouple is out of position • 2nd thermocouple wiring is incorrect • Gas logs out of position • Gas ports for burner are blocked
F12	F12 Contact Service.	<ul style="list-style-type: none"> • Motor turns to pilot position 	<ul style="list-style-type: none"> • Receiver powered by batteries and Receiver temperature exceeds 60 °C • Check air circulation and heat shield
F13	F13 Contact Service.	<ul style="list-style-type: none"> • Motor turns to pilot position • Fan at level 4 for 10 minutes (T > 80 °C) 	<ul style="list-style-type: none"> • Receiver temperature exceeds 80 °C • Check air circulation and heat shield
F14	F14 Contact Service.	<ul style="list-style-type: none"> • 5 sec. beep from Receiver • Fire is not responding; no ignition 	<ul style="list-style-type: none"> • Receiver software doesn't support a 2nd thermocouple • Wrong Receiver
F15	F15 Contact Service.	<ul style="list-style-type: none"> • 5 sec. beep from Receiver • Fire is not responding; no ignition 	<ul style="list-style-type: none"> • 2nd thermocouple wiring is incorrect • 2nd thermocouple wiring is not connected
F16	F16 Handset out of range.	<ul style="list-style-type: none"> • No temperature shown in App 	<ul style="list-style-type: none"> • Handset out of range for more than 1.5 h • Electrical interference
F17	F17 Contact Service.	<ul style="list-style-type: none"> • Fire is not responding; no ignition 	<ul style="list-style-type: none"> • Inlet voltage exceeds 7.25 V • Malfunction of Mains Adapter
F18	F18 Contact Service.	<ul style="list-style-type: none"> • Switch panel / touch pad not functioning 	<ul style="list-style-type: none"> • Switch panel / touch pad is locked • Short in cable or button
F19	F19 Contact Service.	<ul style="list-style-type: none"> • Pilot drops when Motor opens main gas 	<ul style="list-style-type: none"> • Insufficient thermo-voltage • Thermocouple malfunction • Low inlet gas pressure • Improper thermocouple flame impingement • Carbon build-up on thermocouple • Valve malfunction • Resistance in thermocurrent circuit

MESSAGES SHOWN IN APP

Failure code	Message shown in App	Symptom	Possible Cause
F26	F26 Contact Service.	<ul style="list-style-type: none"> It is not possible to increase flame height after ignition Fan at level 4 for 10 minutes (T>80 °C) 	<ul style="list-style-type: none"> Receiver powered by batteries and Receiver temperature exceeds 60°C Receiver powered by mains power and Receiver temperature exceeds 80°C
F27	F27 Contact Service.	<ul style="list-style-type: none"> Fire is not responding No electronic control of fire 	<ul style="list-style-type: none"> No handset or Wi-Fi Box connected to Receiver for more than 3 hours
F28	F28 On-Demand Pilot.	<ul style="list-style-type: none"> Pilot shuts off after a predefined time 	<ul style="list-style-type: none"> Pilot shuts off after no motor movement for a predetermined time
F31	F31 Contact Service.	<ul style="list-style-type: none"> Fire is not responding No electronic control of fire 	<ul style="list-style-type: none"> Receiver or Wi-Fi Box malfunction Connection cable from Receiver to Wi-Fi Box defective
F41	F41 Check Wi-Fi.	<ul style="list-style-type: none"> Fire is not responding No electronic control of fire 	<ul style="list-style-type: none"> No Wi-Fi connection to myfire Wi-Fi Box, router and / or smart device Wi-Fi in smart device is deactivated
F42	F42 Check Wi-Fi.	<ul style="list-style-type: none"> Fire is not responding No electronic control of fire 	<ul style="list-style-type: none"> No power to router No Wi-Fi connection to router and / or smart device Smart device not in the correct home network
F43	F43 No Receiver Connected. Contact Service.	<ul style="list-style-type: none"> Fire is not responding No electronic control of fire 	<ul style="list-style-type: none"> No communication between Receiver and myfire Wi-Fi Box
F44	F44 Contact Service.	<ul style="list-style-type: none"> No temperature shown in App "N.a." (not applicable) displayed in App 	<ul style="list-style-type: none"> Handset not within range Low battery power in handset
F49	F49 Contact Service.	<ul style="list-style-type: none"> No electronic control of fire 	<ul style="list-style-type: none"> Receiver software < 8.32 is not supported by myfire Wi-Fi Box Version 2
F50	F50 Contact Service.	<ul style="list-style-type: none"> No electronic control of fire 	<ul style="list-style-type: none"> Handset software < SW 231 is not supported by the myfire Wi-Fi Box Version 2

MESSAGES SHOWN IN SYMAX HANDSET

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

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