Service Codes – Rational SelfCookingCenter® whitefficiency®

**Service 10**
- **What's the cause?** SC pump has high water level
- **Remedy?** Drain SC pump hose

**Service 11**
- **What's the cause?** CDS sensor sending too many pulses
- **Remedy?** See if there is leaking in the level electrode and water path to the steam generator

**Service 12**
- **What's the cause?** CDS sensor without signal
- **Remedy?** Check if the CDS sensor's signal is blocked or there is low water pressure

**Service 13**
- **What's the cause?** Steam generator isn't refilled during steam mode
- **Remedy?** Check the level electrode's 0-1 signal to the PCB

**Service 14**
- **What's the cause?** Level electrode isn't recognizing water
- **Remedy?** Water conductivity is too low and needs reverse osmosis treatment

**Service 16**
- **What's the cause?** Old software structure
- **Remedy?**

**Service 17**
- **What's the cause?** SD card not initialized
- **Remedy?** Clean the existing SD card or use a new one

**Service 18**
- **What's the cause?** Defective SD card
- **Remedy?** Use a new SD card

**Service 19.1**
- **What's the cause?** SD card not inserted
- **Remedy?** Insert the SD card
Service 20.x
- **What's the cause?** Defective thermocouple
- **Probes (x):**
  - 20.1: Cabinet B1 thermocouple
  - 20.2: Quenching B2 thermocouple
  - 20.4: Humidity B4 thermocouple
  - 20.8: Steam generator B5 thermocouple
  - **COMBINATION OF FAULTY PROBES CAN DISPLAY (EXAMPLE: FAULTY B2 AND B4 THERMOCOUPLES WILL DISPLAY AS "20.6")**
- **Remedy?** Replace thermocouple

Service 23
- **What's the cause?** SSR steam short circuit
- **Remedy?** Repair or replace

Service 24
- **What's the cause?** SSR hot air short circuit
- **Remedy?** Repair or replace

Service 25
- **What's the cause?** Improper water flow during CleanJet
- **Remedy?** Check the water pressure, water supply, moistening valve and nozzle and CDS sensor
- **BONUS TIP:** One of our members, Ectofix, provided a helpful Service 25 troubleshooting sheet to help resolve this issue even further

Service 26
- **What's the cause?** Permanently closed drain valve
- **Remedy?** Replace the drain valve assembly

Service 27
- **What's the cause?** Drain valve won't close during initialization
- **Remedy?** Start the rinse/abort program

Service 28
- **What's the cause?** Thermocouple steam generator B5 temperature is above 356°F (180°C)
- **Remedy?** Indicator will go off when temperature goes below 230°F (110°C)

Service 29
- **What's the cause?** PCB temperature is above 185°F (85°C)
- **Remedy?** Check the air filter, cooling fan and control panel gasket as well as external heat sources and air escape openings
Service 30
- **What's the cause?** Unit runs in emergency humidity control
- **Remedy?** Humidity control is out of function and needs to be repaired or replaced

Service 31.x
- **What's the cause?** Faulty core probe
- **Probes (x):**
  - 31.1: Shaft probe
  - 31.2: Fifth probe (near shaft)
  - 31.4: Fourth probe
  - 31.8: Third probe
  - 31.16: Second probe
  - 31.32: First probe in tip
  - **COMBINATION OF FAULTY PROBES CAN DISPLAY (EXAMPLE: FAULTY FOURTH AND THIRD PROBE WILL DISPLAY AS "31.12")**
- **Remedy?** Repair or replace the faulty probe

Service 32.0-1-2
- **What's the cause?** Faulty ignition box
- **Ignition boxes:**
  - 32.0: Ignition box top
  - 32.1: Ignition box bottom (floor models only)
  - 32.2: Both ignition boxes
- **Remedy?** Change the ignition box that appears in error code

Service 33.1-2
- **What's the cause?** Faulty ignition box
- **Ignition boxes:**
  - 31.1: Ignition box bottom (floor models only)*
  - 31.2: Both ignition boxes
- **Remedy?** Check the ignition wiring or ignition box gas valve and supply

Service 34.xx
- **What's the cause?** Bus signal problems
- **Probes (x):**
  - 34.1: Motor top
  - 34.2: Motor bottom
  - 34.4: Ignition module top
  - 34.8: Ignition module bottom
  - **COMBINATION OF BUS SIGNAL PROBLEMS CAN DISPLAY (EXAMPLE: IGNITION MODULE TOP AND BOTTOM WILL DISPLAY AS "34.12")**
- **Remedy?** See if the bus cable plug and cable connection are connected or damaged
Service 35
- What's the cause? Bus signal can't be processed due to disconnected ultravent
- Remedy? Connect the ultravent

Service 36
- What's the cause? Defective differential pressure sensor P1
- Remedy? Repair or replace the sensor

Service 37
- What's the cause? Differential pressure sensor P1 isn't in expected range
- Remedy? Check the connection of hoses

Service 40
- What's the cause? Care pump is broken or doesn't fill enough solution into the steam generator
- Remedy? Check if the hose from the care pump outlet isn't kinked and reset error by completed a successful rinse program

Service 41
- What's the cause? Defective solenoid valve Y3, blocked moistening valve or CDS isn't sending pulses
- Remedy? Resolve issue and reset error by completed a successful rinse program

Service 42
- What's the cause? Defective solenoid Y4 Care, hose to Care container blocked/kinked or CDS isn't sending pulses
- Remedy? Resolve issue and reset error by completed a successful rinse program

Service 43
- What's the cause? Solenoid Y1, Y3 or Y4 is passing water/won't close and CDS is always sending pulses
- Remedy? Reset error by completed an abort program

Service 44
- What's the cause? Steam not heating during CleanJet+Care
- Remedy? Reset error by completed an abort program

Service 60
- What's the cause? Incorrect initialization of ignition box
- Remedy? Check the gas settings and switch the unit off and on again before running SD Repair program
**Service 63**
- **What's the cause?** Self-test running without water
- **Remedy?** Allow the unit to cool down and see if B1, B2 and B4 are below 104°F (40°C); Set Selftest to ON and switch unit off and on again before running Selftest

**Service 100**
- **What's the cause?** Defective SC pump or calcified level electrode
- **Remedy?** Reset error by completed an abort program

**Service 120**
- **What's the cause?** Defective Care pump M12 or level electrode
- **Remedy?** Reset error by completed an abort program