

## Service Codes – Rational SelfCookingCenter® whiteefficiency®

### *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