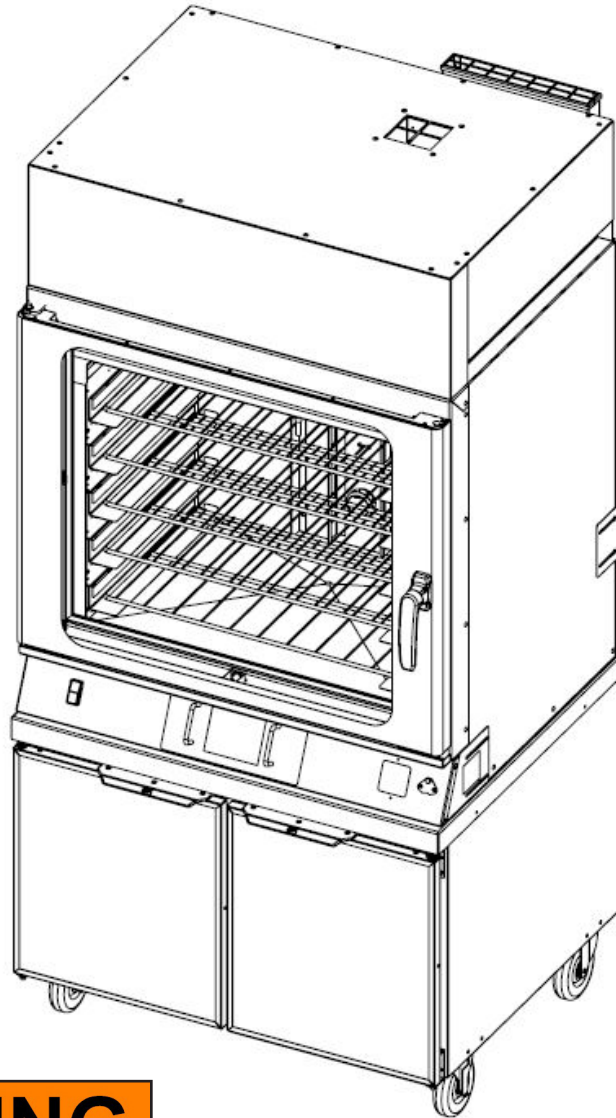




Your Solutions Partner

Instruction Sheet

FlexBake 5 Error Code & Trouble Shooting Guide



WARNING

**This equipment should be serviced by qualified personnel only.
Contact the nearest Duke authorized service facility for adjustment or repair.**

 **WARNING for CA residents: go to www.dukemfg.com/prop65 for prop 65 warning**

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TROUBLE SHOOTING

When a fault occurs the display will show "**Check Faults**" - Press button to show fault.

Types of Faults

- **Current**
- **Heating**
- **Sensors**
- **Connections**
- **Voltage**
- **Other Component Failures**

Current Faults

Fault Message	Fault Description	Possible Cause	Remedy
Conv. Speed Relay Fault - Low	Convection Fan Speed Switch open	Speed switch relay for the fan is open, causing only the high speed fan to run.	To clear fault, cycle power. If fault reoccurs, call for service. Failed convection fan speed select relay
Conv. Speed Relay Fault - High	Convection Fan Speed Switch short	Speed switch relay for the fan is shorted, causing only the low speed fan to run	To clear fault, cycle power. If fault reoccurs, call for service. Failed convection fan speed select relay
Integrated Vent System Fan Fault	IVS low current	IVS fan is not running.	To clear fault, cycle power. If fault reoccurs, call for service. Failed or disconnected integrated vent system fan.
Integrated Vent System Fan Fault	IVS high current	IVS has obstruction, bushing or breakage causing fan not to turn.	Remove obsurction. If fault reoccurs, call for service.
Convection Fan-High Speed Fault	High Speed Convection Fan high current	High speed convection fan has obstruction, brushing or breakage causing fan not to turn.	To clear fault, cycle power. If fault reoccurs, call for service. Stalled convection fan motor or seized blower wheel.

Current Faults - continued

Fault Message	Fault Description	Possible Cause	Remedy
Convection Fan- High Speed Fault	High Speed Convection Fan low current	High speed convection fan is not running.	To clear fault, cycle power. If fault reoccurs, call for service. Failed convection fan motor or capacitor.
Convection Fan - Low Speed Fault	Low Speed Convection Fan low current	Low speed convection fan is not running.	To clear fault, cycle power. If fault reoccurs, call for service. Failed convection fan motor or capacitor.
RPB or I/O 3 PCB - Current Fault	RPB high current	RPB has a short, causing a component to run without being called for.	To clear fault, cycle power. If fault reoccurs, call for service. Failed relay power board or I/ O3 board.
Upper Vent Damper - Fault	Upper Damper low current	Upper damper is not running.	To clear fault, cycle power. If fault reoccurs, call for service. Failed or disconnected upper vent damper.
Vent Fan - Fault	Vent Fan high current	Vent fan has obstruction, bushing or breakage causing fan not to turn.	To clear fault, cycle power. If fault reoccurs, call for service. Stalled vent fan motor or seized blower wheel.
Vent Fan - Fault	Vent Fan low current	Vent fan is not running.	To clear fault, cycle power. If fault reoccurs, call for service. Failed or disconnected vent fan.
Water Valve - Fault	Water Valve low current	Water valve is not running.	To clear fault, cycle power. If fault reoccurs, call for service. Failed or disconnected water valve.

Heating Faults

Fault Message	Fault Description	Possible Cause	Remedy
Heating - Fault	No heat	High limit, SSRs (heater relays) open or all elements fail	To clear fault, manually reset both high limits & cycle power. If fault reoccurs, call for service. Failed high limit or disconnected heaters. Failed SSR
Heater Relay - Fault	Heater relay	One or more SSRs shorted. or if oven door is left open for 30 minutes after bake and then closed, it may cause a nuisance fault...due to the RTD cooling off and then the oven mass temp builds back up once the door is closed. Then temp rises more than 30° f in 30 minutes. Giving a false error.	To clear fault, cycle power. If fault reoccurs, call for service. Failed or shorted heater relay.
Heating Rate - Fault	Heating rate		To clear fault, cycle power. If fault reoccurs, call for service. Failed heater, heater relay, or damper stuck open.
Cooling Rate - Fault	Cool down failed	No water supply. Other faults: Conv. fan, Water valve, Vent fan and damper.	Check that water to oven is ON. To clear fault, cycle power. If fault reoccurs, call for service. Failed heater relay or damper stuck open.
Cooling Rate - Fault	Cool down inlet air too hot	Hot air recirculating from top of oven. Top of oven ambient temp too high. Inadequate kitchen ventilation.	Check store hood or vent is ON. To clear fault, cycle power. If fault reoccurs, call for service. Insufficient in-store ventilation, recirculating hot air.
Top Enclosure - High Heat Fault	Top enclosure high heat	In CE ovens, cooling fan failure. In domestic ovens, insufficient in-store hood ventilation.	208 / 240V Domestic Message Check store hood or vent is ON. To clear fault, cycle power. If fault reoccurs, call for service. Insufficient in-store ventilation, recirculating hot air. 230V CE Message Check that store hood or vent is ON. To clear fault, cycle power. If fault reoccurs, call for service. Insufficient in-store ventilation, recirculating hot air or failed cooling fan.

Sensor Faults

Fault Message	Fault Description	Possible Cause	Remedy
Top Ambient Temp Sensor - Fault	Top ambient RTD	Defective or missing top ambient RTD probe or faulty connection.	To clear fault, cycle power. If fault reoccurs, call for service. Failed monitoring top ambient temp sensor.
Oven Temp Sensor - Fault	Cavity RTD	Defective or missing oven cavity RTD probe or faulty connection.	To clear fault, cycle power. If fault reoccurs, call for service. Failed oven temp sensor.
Inlet Temp Sensor - Fault	Inlet RTD	Defective or missing inlet duct RTD probe or faulty connection.	To clear fault, cycle power. If fault reoccurs, call for service. Failed monitoring inlet temp sensor.
Current Sensor - Fault	Current sensor	Defective or missing current sensor or faulty sensor connection.	To clear fault, cycle power. If fault reoccurs, call for service. Failed monitoring current sensor.
Voltage Reference Sensor - Fault	Voltage reference sensor	Defective or missing voltage reference sensor board. Disconnected or defective voltage reference board cable.	To clear fault, cycle power. If fault reoccurs, call for service. Failed voltage reference sensor. Poor connection at voltage reference board.

Connection Faults

Fault Message	Fault Description	Possible Cause	Remedy
CAN Loss - I/O 3 Fault	IO3 CAN Loss	Faulty CAN harness or faulted IO3 board.	To clear fault, cycle power. If fault reoccurs, call for service. Failed CAN harness or I/O 3 PCB.
CAN Loss - TSC Fault	TSC CAN Loss	Faulty CAN harness or faulted TSC board.	Fault To clear fault, cycle power. If fault reoccurs, call for service. Failed CAN harness or TSC PCB.
Wireless - Fault To clear fault,	Wireless	Wireless daughterboard disconnected or otherwise disabled	To clear fault, cycle power. If fault reoccurs, Call for service. Failed or disconnected wireless PCB.

Voltage Faults

Fault Message	Fault Description	Possible Cause	Remedy
Wrong Mains Voltage - Fault	Line Voltage	Store electrical configuration is not compatible with oven electrical config	To clear fault, cycle power. If fault reoccurs, call for service. Mains voltage not compatible with oven voltage configuration.
Low Mains Voltage - Fault	Low Mains Voltage	The voltage is under the threshold for at least one minute.	To clear fault, cycle power. If fault reoccurs, call for service. Low store mains voltage was detected.
High Mains Voltage - Fault	High Mains Voltage	The voltage is above the threshold for at least one minute.	To clear fault, cycle power. If fault reoccurs, call for service. High store mains voltage was detected.

Other Component Faults

Fault Message	Fault Description	Possible Cause	Remedy
Door Switch - Fault	Door Switch	If the door switch state changes 4 or more times during a second, the switch is considered faulted.	To clear fault, cycle power. If fault reoccurs, call for service. Failed door switch or harness.
I/O 3 PCB - Fault	IO3 PCB	If all sensors associated with an ADC are faulted, the IO3 hardware is considered faulted.	To clear fault, cycle power. If fault reoccurs, call for service. Failed I/O 3 PCB or harness connection.

NOTES

MODEL:

SERIAL NUMBER:



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