

Preheaters

Model references: PHNE, PHSE, PHBE, PHXLE

Error num.	Displayed Message	Possible causes	Solution
1	ERROR #1 Temperature not reached. Check station settings	Wrong settings configuration. Circuit damaged.	Temperature setpoint not reached in the programmed time. Check the station settings and modify them if necessary.
2	ERROR #2 Heater malfunction. Restart the station. If not solved, contact with the technical service.	Damaged or deficient heater. Circuit damaged.	Restart the station. If not solved, contact the Technical Service.
3	ERROR #3 TC1 not connected. This operation requires the TC1 thermocouple to be connected. Connect a Type K thermocouple.	TC1 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	This operation requires a thermocouple to be connected. Connect a Type K thermocouple in the required channel. Check if the thermocouple is not broken or try a new one. If the problem is not solved, contact the Technical Service.
4	ERROR #4 TC2 not connected. This operation requires the TC2 thermocouple to be connected. Connect a Type K thermocouple.	TC2 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
5	ERROR #5 TC3 not connected. This operation requires the TC3 thermocouple to be connected. Connect a Type K thermocouple.	TC3 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
6	ERROR #6 TC4 not connected. This operation requires the TC4 thermocouple to be connected. Connect a Type K thermocouple.	TC4 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
7	ERROR #7 TC5 not connected. This operation requires the TC5 thermocouple to be connected. Connect a Type K thermocouple.	TC5 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
8	ERROR #8 TC6 not connected. This operation requires the TC6 thermocouple to be connected. Connect a Type K thermocouple.	TC6 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
9	ERROR #9 TC7 not connected. This operation requires the TC7 thermocouple to be connected. Connect a Type K thermocouple.	TC7 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
10	ERROR #10 TC8 not connected. This operation requires the TC8 thermocouple to be connected. Connect a Type K thermocouple.	TC8 not connected. Not supported thermocouple. Thermocouple damaged. Circuit damaged.	
12	STOP #12 Memory error. Reset the station. If not solved, contact with the technical service.	Circuit damaged.	Restart the station. If the problem is not solved, contact Technical Service.
13	STOP #13 Mains frequency error. Reset the station. If not solved, contact with the technical service.	Wrong electrical network. Electrical noise. Circuit damaged.	Check if the electrical network frequency is 50Hz or 60Hz, also check there's no interferences. Restart the station. If the problem is not solved, contact the Technical Service.
14	STOP #14 Incorrect system startup. Reset the station. If not solved, contact with the technical service.	Circuit damaged.	Restart the station. If the problem is not solved, contact Technical Service.
15	STOP #15 Incorrect system startup. Reset the station. If not solved, contact with the technical service		
16	STOP #16 Internal temperature limit 1 reached.	Overuse. Fans damaged. Circuit damaged. PHXLE only.	The temperature below the heater has reached a higher value than permitted. Switch the station off and wait it to cool down, before using it again. If the

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17	STOP #17 Internal temperature limit 2 reached.	Overuse. Fans damaged. Circuit damaged. PHXLE only.	problem is not solved, contact Technical Service.
18	STOP #18 Internal temperature limit 3 reached.	Overuse. Fans damaged. Circuit damaged. PHXLE only.	
19	STOP #19 Triac temperature limit 1 reached.	Overuse. Fans damaged. Circuit damaged. PHXLE only.	The temperature on the circuit has reached a higher value than permitted. Switch the station off and wait it to cool down, before using it again. If the problem is not solved, contact Technical Service.
20	STOP #20 Triac temperature limit 2 reached.	Overuse. Fans damaged. Circuit damaged. PHXLE only.	
21	STOP #21 Heater 1 malfunction. Heater 1 should be replaced. Please, contact with the technical service.	Damaged or deficient heater. Circuit damaged. PHXLE only.	There may be a short-circuit in the heaters. Restart the station, if the problem is not solved, contact with Technical Service.
22	STOP #22 Heater 2 malfunction. Heater 2 should be replaced. Please, contact with the technical service.	Damaged or deficient heater. Circuit damaged. PHXLE only.	
23	STOP #23 Heater 3 malfunction. Heater 3 should be replaced. Please, contact with the technical service.	Damaged or deficient heater. Circuit damaged. PHXLE only.	

If problem not solved, contact with Technical Support Dep.:

<https://www.jbctools.com/jbcsupport.html>