

# Error codes mechanical ventilation

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## 1.A Introduction

Detecting and resolving faults in ventilation systems is essential for optimal operation. DUCO offers several tools and methods to support installers and users in identifying and fixing problems. The following is an overview of the available methods.

If the troubleshooting shows that the problem can be solved by replacing a component, please refer to the spare parts list.

### Display menu

**Suitable for: DucoBox Energy.**

You can display error codes directly on the DucoBox Energy display via the menu INFO > ERROR LIST.

### Duco Installation App

**Suitable for: DucoBox Silent Connect, DucoBox Focus and DucoBox Energy.**

You can quickly detect and read error messages via the Duco Installation App. The error messages are not only displayed, but also supplemented with possible solutions.

In addition, the app offers the option to generate an intervention report, which is useful for documenting actions taken and problems identified during installation or maintenance.

### Duco Network Tool

**Suitable for: DucoBox Silent and DucoBox Reno.**

This simple and very handy tool shows an overview of all components and parameters. Upon detection of errors in the network, the Duco Network Tool (DNT) not only displays the error message, but also a possible solution.

## 1.B Error codes

ERROR CODE	TYPE OF ERROR	ERROR DESCRIPTION AND PROBLEM STATEMENT	SOLUTION
No error code	/	The DucoBox is live but does not respond.	Check or replace the circuit board.
1.4.1	error	No response from the extractor fan.	Check or replace the fan.
3.1.3	error	The temperature sensor of the ODA (supply air from outside to the unit) cannot be read.	Check or replace the sensor.
3.1.5	error	The temperature sensor of the ODA (supply air from outside to the unit) is short-circuited.	Check or replace the sensor.
3.1.6	error	The temperature sensor of the ODA (supply air from outside to the unit) has a bad connection.	Check or replace the sensor.
4.1.3	error	The temperature sensor of the ETA (extract air from the house to the unit) cannot be read.	Check or replace the sensor.
4.1.5	error	The temperature sensor of the ETA (extract air from the house to the unit) is short-circuited.	Check or replace the sensor.
4.1.6	error	The temperature sensor of the ETA (extract air from the house to the unit) has a bad connection.	Check or replace the sensor.
6.1.3	error	The temperature sensor of the EHA (extract air from the unit to the outside) cannot be read.	Check or replace the sensor.
6.1.5	error	The temperature sensor of the EHA (extract air from the unit to the outside) is short-circuited.	Check or replace the sensor.
6.1.6	error	The temperature sensor of the EHA (extract air from the unit to the outside) has a bad connection.	Check or replace the sensor.
16.1.3	error	The pressure sensor for the extract air cannot be read.	Check or replace the sensor.
28.4.1	error	No response from the supply fan.	Check or replace the fan.
29.1.3	error	The pressure sensor for the supply air cannot be read.	Check or replace the sensor.
30.1.3	error	The temperature sensor of the SUP (supply air from the unit to the house) cannot be read.	Check or replace the sensor.
30.1.5	error	The temperature sensor of the SUP (supply air from the unit to the house) is short-circuited.	Check or replace the sensor.
30.1.6	error	The temperature sensor of the SUP (supply air from the unit to the house) has a bad connection.	Check or replace the sensor.
31.19.1	warning	The filters are dirty.	Replace the filters.

ERROR CODE	TYPE OF ERROR	ERROR DESCRIPTION AND PROBLEM STATEMENT	SOLUTION
32.1.1	warning	Outdoor temperature too low, ventilation is switched off for 8 hours.	
33.10.1	error	Outdoor temperature too low, ventilation is switched off permanently.	Restart the DucoBox later.
35.17.1	error	The value of the temperature sensor is too low.	Check or replace the sensor.
35.17.2	error	The value of the temperature sensor is too high.	Check or replace the sensor.
35.17.3	error	The value of the temperature sensor cannot be read.	Check or replace the sensor.
36.24.1	error	The connection to the weather station is lost.	Check the connection.
36.24.2	error	The connection to the outdoor temperature sensor is lost.	Check the connection.
36.24.3	error	The connection to the motor of the DucoGrille Close 105 is lost.	Check or replace the motor.
36.24.6	error	The connection to the Duco ExtensionHub is lost.	Check or replace the Duco ExtensionHub.
37.17.1	error	The value of the CO <sub>2</sub> sensor is too low.	Check or replace the sensor.
37.17.2	error	The value of the CO <sub>2</sub> sensor is too high.	Check or replace the sensor.
37.17.3	error	The value of the CO <sub>2</sub> sensor cannot be read.	Check or replace the sensor.
40.17.1	error	The value of the humidity sensor is too low.	Check or replace the sensor.
40.17.2	error	The value of the humidity sensor is too high.	Check or replace the sensor.
40.17.3	error	The value of the humidity sensor cannot be read.	Check or replace the sensor.
42.22.1	error	The number of connected valves is too high.	The maximum number is stated in the manual.
42.22.2	error	The number of connected valves is too low.	The minimum number is 2.
42.22.3	error	The number of connected control valves is too high.	The maximum number is 11.
42.22.4	error	The number of connected control valves is too low.	The minimum number is 2.

ERROR CODE	TYPE OF ERROR	ERROR DESCRIPTION AND PROBLEM STATEMENT	SOLUTION
42.22.5	error	The number of connected CO <sub>2</sub> control valves is too high.	The maximum number is 7.
43.23.1	warning	The adjustment has not yet been done or has failed.	Do the adjustment (again).
43.23.2	warning	The desired flow rate cannot be achieved.	Check the entire installation.
43.23.11	warning	The requested configuration is not correct: the sum of the supply flow rate is greater than the maximum allowed flow rate.	Do the adjustment again.
43.23.12	warning	The calibration is interrupted by a manual action on the display.	Do the adjustment again.
43.23.13	warning	An error occurred while calculating the resistance.	Check the installation and do the adjustment again.
43.23.14	warning	An error occurred during calibration.	Check the installation and do the adjustment again.
43.23.15	warning	The adjustment has not yet been done or has failed.	Do the adjustment (again).
43.23.16	warning	The adjustment is interrupted via the Duco Installation App or by an API call.	Do the adjustment again.
43.23.17	warning	The adjustment is interrupted by a manual action via the DNT tool.	Do the adjustment again.
43.23.18	warning	The adjustment is interrupted by activating 'installer mode'.	Do the adjustment again.
43.23.19	warning	A timeout occurred.	Do the adjustment again.
43.23.20	warning	The prepared configuration contains errors. Too many or too few multi-zone control valves are connected to the ventilation system.	Check the installation and do the adjustment again.
43.23.21	warning	The calibration is interrupted due to missing data from the pressure sensor.	Check or replace the sensor.
44.6.1	warning	There is no connection to the pre-heater .	Check the connection.
46.1.3	warning	The outdoor temperature is not available.	Check the connection and the paired sensors.
47.1.3	warning	Wind speed is not available.	Check the connection and the paired sensors.
48.1.3	warning	Wind direction is not available.	Check the connection and the paired sensors.
49.1.3	warning	The light incidence is not available.	Check the connection and the paired sensors.

ERROR CODE	TYPE OF ERROR	ERROR DESCRIPTION AND PROBLEM STATEMENT	SOLUTION
50.1.3	warning	Precipitation is not available.	Check the connection and the paired sensors.
51.26.1	warning	The motor of the DucoGrille Close has gone out of its operating range.	Check or replace the motor.
51.26.2	warning	The motor of the DucoGrille Close 105 cannot move due to mechanical overload.	Check the motor for obstructions and the mechanical end-stops.
51.26.4	warning	The connection to the motor of the DucoGrille Close 105 is lost.	Check the connection.
51.26.5	warning	The gear of the motor of the DucoGrille Close 105 has come loose or is free.	Check that the push button is not pressed or replace the motor.
51.26.6	warning	An internal activity is in progress, preventing the motor from operating in normal mode.	De-energise the DucoGrille Close 105 and start the system again.
52.27.1	info	Weather protection is activated by rain.	
52.27.2	info	Weather protection is activated by wind.	
52.27.3	info	Weather protection is activated due to missing data.	
52.27.4	info	Weather protection is activated by wind and rain.	
52.27.5	info	Weather protection is activated by frost.	
52.27.6	info	Weather protection is activated by external logic.	
52.27.7	info	The weather protection of a group to which this component belongs, is activated.	
53.28.1	error	The motor is locked by a manual action.	
53.28.2	error	The motor does not respond to manual action.	Check the communication of the paired user controller.
53.28.3	error	The motor cannot be controlled automatically due to missing data.	Check the installation.
54.29.1	error	The connection to the motor is lost.	Check or replace the motor.
54.29.2	error	The motor reports an error.	Check the installation.

ERROR CODE	TYPE OF ERROR	ERROR DESCRIPTION AND PROBLEM STATEMENT	SOLUTION
54.29.3	error	The desired position of the motor cannot be reached.	Check or replace the motor.
55.30.1	warning	The temperature of the outdoor temperature sensor cannot be read.	Check or replace the sensor.
56.31.1	error	An error occurred with a Duco RF component.	Check or replace the component.
56.31.2	error	An error occurred with a Duco Wired component.	Check or replace the component.
57.32.1	warning	An error occurred in the control of the ventilative cooling.	Check the installation.
58.32.1	warning	An error occurred in the control of the solar shading.	Check the installation.
60.34.1	warning	The value of the temperature sensor of the DucoGrille Close 105 is too high.	Check or replace the sensor.
60.34.2	warning	The value of the temperature sensor of the DucoGrille Close 105 is too low.	Check or replace the sensor.
60.34.3	warning	The value of the temperature sensor of the DucoGrille Close 105 has been too low for at least 1 hour.	Check or replace the sensor.
60.34.4	warning	The value of the temperature sensor of the DucoGrille Close 105 has been too low for at least 1 day.	Check or replace the sensor.
60.34.5	warning	The value of the temperature sensor of the DucoGrille Close 105 has been too low for at least 1 week.	Check or replace the sensor.
61.35.1	warning	The prepared configuration contains errors.	Check the configuration.
61.35.2	warning	The prepared configuration contains errors. One or more components are not linked to a group.	Check the configuration.
61.35.3	warning	The prepared configuration contains errors. One or more components are linked to more than one group.	Check the configuration.
62.36.1	warning	The current time is not set. As a result, certain functionalities are not available.	Set the time.