

SIGNATURE SERIES CONTROL ERROR CODES

ThermaSol steam generators use the Signature Series control to display error codes to the bather if there is a problem with the unit that is causing it to malfunction. These error codes tell the technician and user where to start when the steam generator is not working. Below are a list of the error codes that the Signature Series control will display if there is an issue and how to remedy them.

- RTMPH
- NOWTR
- DNSTK, ENSTK, UPSTK, U1STK, U2SSTK, STSTK
- LOVLT
- TTMPH
- TT MPL
- CANER
- NEED POWER FLUSH

RTMPH

Error code: RTMPH

Cause: The steam room has exceeded the high limit of 135° F. The unit has been shut down for safety reasons.

Solution: Allow the steam room to cool down, by opening the door, allowing heat to escape. Reset the breaker to clear the error code and resume normal use.

NOWTR

Error code: NOWTR

Cause: The two possible causes to this error code are, the generator has no or low water. The second possible cause is a defective level switch. The level switch detects if and how much water is in the steam generator tank.

Solution: Ensure that the unit is getting water, check any upstream valves. If you steam generator is utilizing a water inlet screen, check/clean the screen. Then reset the breaker to the unit and initiate a PowerFlush.

DNSTK, ENSTK, UPSTK, U1STK, U2SSTK, STSTK

Error code: DNSTK, ENSTK, UPSTK, U1STK, U2SSTK, STSTK

Cause: One of the buttons on the control is stuck.

Solution: Reset the breaker to the steam generator, if the error displays again determine if the control is still under warranty. Have the steam generator serial number ready.

LOVLT

Error Code: LOVLT

Cause: The voltage going into the steam generator is below 208v or 240v depending on your steam generators voltage requirements.

Solution: Contact an electrician and have the voltage going to the steam generator corrected, 208v or 240v depending on your steam generators data plate requirements.

TTMPH

Error Code: TTMPH

Cause: The steam generator tank is too high or the steam generator temperature sensor is not reading correctly.

Solution: Turn off the breaker to the steam generator and allow the tank to cool, then turn the breaker on to reset the error code and test. If the error code remains determine the warranty status or get a replacement temperature sensor on order.

TTMPL

Error Code: TTMPL

Cause: There are three different causes possible for this error, firstly the temperature sensor in the steam generators level switch is disconnected or bad, the level temperature switch is damaged or bad and lastly the power supply is bad.

Solution: Due to the technicality of this solution, we do not recommend a homeowner or unlicensed electrician performing the troubleshooting tasks.

CANER

Error Code: CANER

Cause: The CANER error code indicates a connection issue problem with the steam generator and the Signature Series control.

Solution: Reset the breaker to the steam generator, if the error code appears within 15 seconds, then inspect all connections between control and steam generator. The control cable is a yellow "CAN-BUS" cable with a series of pins that make the connection. Check to make sure none of the connections are bent or blocked. After ensuring all connections are good, reset the breaker again. If the error code reappears again after one minute or later, determine warranty status of the unit.

NEED POWER FLUSH

Error Code: NEED POWER FLUSH

Cause: The PowerFlush needs to be activated on the steam generator.

Solution: Run the PowerFlush as instructed in the instruction manual.