

Heat on Demand Error Codes

Error (E)	Explanation / Cause	Action
02	Base too hot	Check base temperature
03	Heatsink temperature too high >154F (68C)	Check air cooling check fan & air filter(s)
04	Coil overheating	Check air cooling check fan & air filter(s)
06	PCB board overheating >131F (55C)	Check air cooling check fan & air filter(s)
07	Phase loss	Call qualified electrician: one or more phases intermittent
08	Over or under voltage	Call qualified electrician
10	Communication error	Loss of one electrical phase. Check wiring between display and generator. Disconnect and reconnect AC
12	"AIR" Displayed during activation, Heatsink temperature too high >149F (65C)	Check air cooling check fan & air filter(s)
20	"AIR" Displayed during activation PCB board temperature too high >122F (50C)	Check air cooling check fan & air filter(s)
21	Heatsink temperature sensor broken	Call 1-800-888-5426 Aladdin technical service
24	Ambient <41F (5C), PCB board temperature sensor broken	Allow the product to warm up >60F before using Call 1-800-888-5426 Aladdin technical service
25	Coil temperature sensor broken	Call 1-800-888-5426 Aladdin technical service
Status (non displayed)	Explanation / Cause	Action
S02	Base removed early	Operator error
S03	Base alignment	Operator error verify operation of activation switch
S04	Cold base	Check the base temperature, verify condition of base
S05	Power reduced, PCB board temperature too high	Check air cooling check fan & air filter(s)
S06	Power reduced to 70%, heatsink too hot	Check air cooling check fan & air filter(s)
S29	3 Consecutive error shutoff	Press the main power switch to power up the activator
S30	15 min. "Base in guide" shutoff	Press the main power switch to power up the activator

Items that can affect a successful operation using Heat On Demand

1. AC plugs that can be hit by carts or easily disconnected
2. Old receptacles (possibly cracked) and intermittently working
3. Blocked airflow of intake and exit air to / from activator (6" minimum clearance)
4. Bases that return too soon from warewash (quick turns) and have not cooled to room temperature
5. Racks are preferred over base transport carts. Racks are much better for cooling and draining water from bases after ware washing
6. Stacking bases after activation
7. Pre-heating bases (waiting on plates and/or food for extended period of time)
8. Microwaving bases
9. Low plate temperatures, min of 165F / 74C (room temp acceptable for Advantage)
10. Improper food volumes (11 oz, starting at min of 165F / 74C)
11. Old damaged bases (microwaved, overheated, missing poppets, o-rings showing, etc...)
12. Bases with damaged bottom rings (from warewash or hot surfaces)
13. Correct bases for activator (Ultra with Ultra, Advantage with Advantage, etc.)