

# Alarms on Ensy AHU units

## Critical alarms. Red flashing lights in the control panel

Alarm	Possible causes	Description of what will happend	Reset of alarm
Motor protection <b>Supply</b>	Absence of signal from the fan	EV and RO is turned off. TV and AV turns off after 1 min	Fan turns «OFF» and then back to «NORM»
Motor protection <b>Extract</b>			
Sensor <b>AT</b> open	The sensor is broken.	All functions are deactivated and the unit will stop	Automatic reset after replacement
Sensor <b>OET</b> open			
Overheating	The temperature has exceeded 55°C	Heater (EV) turns off	Automatically when temperature sinking to 25°C (earlier 20°C)
Fire thermostat	Temperature over thermostat exceeded 110°C.	All functions are deactivated and the unit will stop.	Manual reset of the fire thermostat.
Low voltage	Voltage drops below 200 V	All functions are deactivated.	Automatically after voltage rises to 212 V
	No connection from control panel to the master control board.	All functions are deactivated.	Automatically when contact is established again

## Less critical alarms. Yellow flashing lights in the control panel

Alarm	Possible causes	Description of what will happend	Reset of alarm
Sensor <b>EAT</b> open	Short circuit or breach of cable.	All functions are deactivated	Automatic reset after replacement
Sensor <b>AVK</b> open			
Sensor <b>UTE</b> open			
Frost alarm	Supply air from unit is under 5°C	All functions are deactivated	When temperature rises above 9°C
Filter change	The period of use for the filters is expired	Replace the filters.	See user manual <b>4.3 Filter</b> how to reset alarm

Rotor fault	Efficiency below 20% longer than 2 minutes on mastercard version.023 or lower	Rotor exchanger will stop.	Change dampers or drivebelt if broken.  Fan turns «OFF» and then back to «NORM» to reset
	Efficiency below 20% longer than 10 minutes on mastercard version .024, 030 or 031.		
	Efficiency below 20% longer than 10 hours on mastercard version .033. or higher		

***For more info about alarms and troubleshooting, visit our web site***

***Ensy.no/Service and maintenance/ Alarms on AHU units\_troubleshooting***



If the fans continuing to run when you want to reset an alarm by setting the fans into «OFF» mode then the reason for this is that the "**Weekly schedule**" is activated.

This activation means you do not can put fans in the "**OFF**" position.

What you have to do then is to enter the weekly schedule, scroll until you get to the present day and make that day to be not active by putting a **X** over the active periode. If periode "1" is active then scroll down to "1" and press – (minus) so that it is not active.

Then you can go back in the menu and set the fans in "**OFF**" position to reset the alarm.

Remember to go back into the weekly schedule and set the period "1" active again by pressing the + button.

Press button 4 to accept the changes. Then press button 1 two times to get to the start side again.



**Rotor Fault alarm will not be activated if:**

1. When using the kitchen hood and signal wiring is connected to KV contact outside the unit.
2. If the difference between UTE (Fresh air temperature sensor) and EAT (Extract temperature sensor) is less than +/- 5°C (for the master card ver.030 or lower, the value +/- 3°C)
3. When the extract air fan stops. (Rotory exchanger will always stop when the supply air fan stops.)



**When troubleshooting.**

1. On the master card there is a small yellow diode light. This should be in normal operation flashing approximately once per second.
2. If this light stays on all the time without blinking then the card stalled. What you can try is to unplug and plug in again and see if this helps. Whether there are still lit all the time then a reprogramming the software on the master card is what is needed to be done. To reprogram then you have to contact your service partner. Reprogram then to version 033 or newer/highter if it is posted on Ensy.no.
3. If the light is blinking faster than once per second than do the same procedure here as above in section. 2.