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12 Table of Contents 3 4 5 6 7 8 9 11 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 3 6 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 Product Categories Your Account Login Registration / Application Product Information Categories Your Account Login Registration / Application Information Boiler Error Codes Glow-worm Energy Fervor Error Codes Brand-worm Error codes boiler Marking Model Fault Code cause betacom problem Red LED in lockout – low water pressure (increase pressure to 1.5bar) and reset the Betacom Red LED flashing Overheat boiler – check both betaoverstats with Yellow LED flashing Turn the domestic hot water control button (DHW) into temperature range and turn the central heating temperature control button (CH) into power (reset position) and wait for at least 30 seconds before turning into summer or temperature beta with Yellow LED on Flame present in the Betacom Green LED burner in the Boiler ready for operation Betacom Green LED off No boiler power – Check the device for 230volts, check fuse on printed circuit board (PCB) Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F00 / F10 / F71 Betacom flow heating sensor failure / Ultracom<sup>2</sup> cxi / sxi / 35 F01 / F11 Heat return Betacom temperature sensor failure / Ultracom<sup>2</sup> cxi / sxi / 35 F20 Betacom overheat failure / Ultracom<sup>2</sup> cxi / sxi / hxi / 35 / Flexicom cx / hx / sx F9 / F22 Low water pressure (or Ignition temperature rise very slowly) Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F26 / F77 Betacom gas valve failure / Ultracom<sup>2</sup> cxi / sxi / 35 / Ci / hxi / Xtramax HE F27 / F16 Flame detection failure All boilers F28 / F1 / F4 Ignition failure (flame detection) Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F29 Flame loss during operation Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F32 Incorrect air pressure Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F49 EBUS betacom fault voltage / Ultracom<sup>2</sup> cxi / sxi / 35 F61 / F62 / F63 / F64 / F65 / F67 Betacom main board failure / Ultracom<sup>2</sup> cxi / sxi / 35 F68 Betacom flame signal fluctuation / Ultracom<sup>2</sup> cxi / sxi / 35 F70 User interface incompatible with the main board Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F72 / F84 Permanent temperature difference between the flow heating sensors and return Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F73 / F74 Circuit pressure sensor failure Heating Betacom / Ultracom<sup>2</sup> cxi / sxi / 35 F76 Betacom thermal fuse failure / Ultracom<sup>2</sup> cxi / sxi / 35 F83 Betacom fuse thermal failure / Ultracom<sup>2</sup> cxi / sxi / 35 F85 Flow and Return failure of the Betacom heating sensor / Ultracom<sup>2</sup> cxi / sxi / 35 F86 Underflo heating contact failure or all boilers ERR / F12 / F18 Betacom c Temperature failure C Temperature 30 flashing Fault in the central (CH) theoretical Betacom c Temperature 40 flashing DhW Betacom theoretical failure c Temperature 50 flashing Betacom c Temperature 60 flashing Low pressure betacom c Temperature 70 flashing failure in APS Betacom c Temperature 80 80 Open circuit overheats Betacom c Temperature 90 flashing Flame or Gas Fault Compact and/s No DHW Check dhW microswitch / Check external controls, Test for 230V on compact live contact switch e/s No C/H Check dhW microswitch if dhW led demand is lit/ Check external controls, test for 230V in live contact of compact switch e/s No C/H but boiler is firing Check engine and cartridge / Check external controls, Test for 230V on compact live contact switch e/s Boiler locks within 10 seconds Check pump proof switch, air pressure switch and overheating status / Check pump proof switch , Compact air pressure switch and overheating and /s Bad pressure tester/ignition pressure adjustment/ignition pot in PCB Ci Range (more) / Si range F2 Fan/APS All Boilers F5 Overheat Fault All Boilers F6 Central heating flow have All Boilers F7 Domestic hot water thermistor All Boilers F8 Tank thermistor fault sxi / si / ci (plus) range / Xtramax HE F9 Water pressure sensor failure (contact GW technical department for more information) All F10 Central boilers return the return flow system All boilers F11 Main board connection failure Ci (plus) / cxi / hxi / si / sxi range F12 Connection failure between the main board printed circuit (PC and display PCB Ci (plus) / cxi / hxi / si / sxi range F13 Pcb Ci main connection failure (plus) / cxi / hxi / si / sxi range F14 Central heating flow temperature > 95 degrees Ci (plus) / cxi / si / sxi range F15 Ci gas valve steppe engine failure (plus) / cxi / h / si / sxi range / Xtramax HE F17 The power supply is less than 170V Ci (more) / cxi / hxi / si / sxi range / X TRAMAX HE F19 Central heating thermistor unplugged Ci (plus) / cxi / hxi / si / sxi range / Xtramax HE F20 Software incomp 90 degrees cxi / hxi / sxi range / Flexicom cx F24 Central heating return temperature > 90 degrees cxi / hxi / sxi / Xtrafast 96/120 / Xtrafast 96/120E1 F25 / F26 / F11 Low circulation range ci F3 Air ci range F3 Air fault cxi / sxi / hxi range/ Xtramax HE F2 / F3 Fan c xi / sxi range / Flexicom cx / hx / sx / hxi / Ultracom cxi / cx / hxi / sxi / Ultracom cxi / cx / hxi / sxi F9 pressure Water sensor fault , blocked flow

filter or pump fault Flexicom cx / hx / sx F11 Flow and or return thermistor fault Flexicom cx / hx / sx / Ultracom cxi / cx / hxi / sxi / Xtramax HE F13 PCB memory or sensing fault Flexicom cx / hx / sx / Ultracom cxi / cx / hxi / s Xi / Xtramax HE F14 Gas valve control defective Flexicom cx / hx / sx / Ultracom cxi / cx / hxi / sxi / Xtramax HE F15 E-bus voltage failure All boilers F25 / F23 Circulation fault Flexicom cx / hx / sx / Ultracom cxi / cx / hxi / sxi F43 Generic error cx / hx / sx / Ultracom cxi / cx / hxi / sxi F70 Software incompatible Flexicom cx / hx / sx / Ultracom cxi / cx / hxi / sxi F73 Unable to ver a bomba ativar Flexicom cx / hx / sx / Ultracom cxi / cx / hxi / sxi F77 F77 pump error (optional) hxi range F9 Previous models only (contact GW technical department for more information) hxi range F9 Only previous models (contact GW technical department for more information) Ultracom² 35 Store F02 / F12 Ultracom² 35 Hot Temperature Sensor Failure No display or loose Er connection X51 Xtramax HE Range F24 Cental Return Return Temperature &gt; 90 degrees Xtramax HE Range F25 Maximum lifting height Xtramax HE Range F26 Maximum delta temperature Xtrafast 96/120 Range F00 No fault/&gt; Xtrafast 96/120 Range / Xtrafast 9 6/120E1 Range F00 No fail Xtrafast 96/120 Range / Xtrafast 9/120E1 Range F02 Airflow Failure Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F05 Overhque Xtrafast 9 6/120 Range / Xtrast 96/120E1 Range F06 Heater/Wiring failure Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F08 Storage Vessel failure/wiring failure Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F09 System pressure sensor failure Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F10 Fan fault Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F13 Main printed circuit board (PCB) fault Xtrafast 96/120 Range / Xtrafast 1 96/120E1 Range F14 Central heating flow temperature &gt; 97 degrees Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F15 Gas Engine Failure Xtrafast 96/120 Range / Xtrafast 96/120E1 Range F20 Glow-Glow-worm Energy Boiler Range Error Codes Failure Fault Code Cause of F.00 Flow Temperature Sensor F.00 Flow Temperature Sensor F.10 Short-circuit temperature F.11 – short-circuit flow temperature sensor F.12 and F.91 Short-circuit cylinder temperature F.13 Domestic hot cylinder temperature sensor short-circuit F.20 Safety shutdown - overheating temperature reached F.22 Safety shutdown - low water pressure in boiler F.23 Safety shutdown - very large temperature difference (NTC1/NTC2) F.24 Safety shutdown - very fast temperature increase - very fast temperature increase F.25 Safety shutdown - very high flue gas temperature F.27 Safety shutdown - flame detection failure F.28 Unsuccessfully ignition when turning on F.29 Flame loss F.32 Active fan frost protection function - fan speed outside the f.33 Fan frost protection function active tolerance values - fa9 eBUS fault air pressure switch FAILURE - very low voltage F.61 Control system failure F.82 Gas Valve Failure Gas Valve Shut-off Control Failure F.83 EEPROM Control Failure - Faulty Electronics F.64 Electronics/Sensor /Analog-to-Digital Converter Fault F.83 5 Very high electronic temperature F.67 Value sent back by ASIC is incorrect (signal inflammation) F.88 Unstable flame (analog input), floor heating contact or F.70 gas valve failure invalid product sensor (DSN) F.71 Flow temperature/return sensor F.72 Deviation in water pressure sensor/return temperature sensor F.73 Water pressure sensor not connected or has F.74 Electrical problem in water pressure sensor F.75 Pressure sensor failure F.78 The safety cutout on the primary heat exchanger is defective F.77 Fault: Condensate or f.78 smoke Interruption to the domestic hot water outlet sensor (DHW) on the external controller F.7 Sensor failure burner temperature F.84 Flow/return temperature sensor failure F.85 Temperature sensor failure F.87 Electrodes fault F.89 Pump failure Connection No communication between printed circuit board (PCB) and user interface Glow-worm error codes F1, F4, F28 or F29 If you are seeing error codes F1, F4 F28 or F29 in the boiler there is a problem with your condensed pipe. This error appears when your tube is frozen, which can happen during the cold months as you run outdoors. You can fix this problem yourself if you feel confident enough, otherwise call an engineer by defrosting the tube that you can figure out how to do with our useful guide to defrosting a condensate tube. See the Boiler Guide to Bright Worm Home See common problems and get repair advice for your shiny worm boiler

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