



## 'TESC' gas valve remote control error codes for Arada Ecoburn Gas and Holborn Gas models

Updated: 18/01/2023

Note: The information provided below is for the benefit of service engineers only.

**Your gas fire appliance contains no user-servicable parts inside and must be serviced and checked annually only by a suitably qualified Gas Safe heating engineer.**

*If you believe your appliance is not working correctly or it has broken down, in the first instance please contact your local retailer or installer for assistance. Please refer to the accompanying user guide for details of your guarantee.*

---

### Error codes

Error codes appear on the handset to assist in diagnosis in the event of a gas fire failing to start. Error codes will appear if the control detects abnormal conditions with the fire, either in environment, in installation, failure of components or the internal electronics.

Note: To reset any error code, press and hold the power button on the valve.

Note: If the batteries are faulty or lack sufficient power to operate the valve this can also lead to false error codes being shown.

Video to accompany some of the issues mentioned below can be found on the [Arada Stoves YouTube channel](#)

### Error code list:

- [E02](#)
- [E06 or E07](#)
- [E09](#)
- [E10](#)
- [E32](#)
- [E34](#)
- [E36, E38, E41 or E42](#)
- [E45](#)

- [E48](#)
  - [E51](#)
  - [E52 or E56](#)
-

## E00

### Description of error

- No flame at pilot
- No heat to thermocoupling

### Action

- ☐ Check batteries for low power
- ☐ Check gas to appliance, has it been purged
- ☐ Check for, and clear any dust in pilot filter
- ☐ Check for bad connections to Thermocouple
- ☐ **Else, replace gas valve**

### Important notes

First call always is to check batteries first.

---

## E02

### Description of error

Overheating

### Action

- ☐ Check for spillage
- ☐ Check Mica in burner
- ☐ Check air relief to the appliance
- ☐ Check gas pressure and gas rate
- ☐ Check that the position of the ceramics is correct

### Important notes

Has the appliance been serviced and ODS changed?

---

## E06 or E07

### Description of error

No power

### Action

- ☐ Replace batteries with decent alkaline batteries

- ☐ Check power lead is plugged in and not broken

#### **Important notes**

Re-check batteries are inserted correctly

---

## **E09**

#### **Description of error**

Device connected to TESC is not functioning correctly

#### **Action**

- ☐ Check external devices, switches etc.
- ☐ **Else, replace gas valve**

#### **Important notes**

Gas supply to to the appliance

---

## **E10**

#### **Description of error**

Device connected to TESC is not functioning correctly

#### **Action**

Normally on a stove, check TTB connection also check fuel layout. If not correct a large flame can overheat the body of the stove and effect the TTB.

#### **Important notes**

Thermocouple connections red on outside of valve

---

## **E32**

#### **Description of error**

Self test procedure fails

#### **Action**

- ☐ Check batteries
- ☐ **Else, replace gas valve**

#### **Important notes**

If touch control fitted, check ribbons are aligned correctly

---

## E34

### Description of error

Pilot light fails to activate, error code appears on remote after a few seconds

### Action

- ☐ Replace (3 x AA) TESC Gas valve batteries
- 

## E36, E38, E41 or E42

### Description of error

Gas valve jammed

### Action

**Replace gas valve**

### Important notes

The Handset comes already paired with the fire. Trying to re-pair the handset at any time does nothing

---

## E45

### Description of error

USED ONLY DURING MANUFACTURER OF VALVE

### Action

**Replace gas valve**

---

## E48

### Description of error

Error on thermocouple

### Action

- ☐ Check leads are correct, spade on valve, red to outside
  - ☐ Check insulation on TC is not broken on sharp metalwork
  - ☐ Check age of TC, replace annually at service
  - ☐ Check batteries
  - ☐ **Else, replace gas valve**
- 

## E51

### Description of error

Error with extension from gas valve

### Action

- ☐ Check any switches connected to the gas valve
  - ☐ **Else, replace gas valve**
- 

## **E52 or E56**

### Description of error

Self-test procedure fails

### Action

- ☐ Check batteries
- ☐ **Else, replace gas valve**