

# ERROR MESSAGE AND TROUBLESHOOTING FOR WS/WSD PLUG-N-PLAY CONTROLLER

Version 1.0, Nov. 2015

**-H-**: Sensor input error. Possible reasons: Sensor probe is not plugged in; sensor probe is not plugged in to the end/firmly; sensor connector is wet; or sensor is bad.

## Troubleshooting:

1. Usually, the sensor is good but it has not been plugged to the correct position. Please try to unplug it and then plug it back firmly.
2. For WSD-XXXXGPH controller, it is very unlikely that both two probes go bad at same time. To identify either your probe is bad or controller is bad, please simply swap two probes in different socket. If error message follows with probe, i.e., the probe is bad; otherwise, something wrong with the controller and please contact us for further assistance.
3. If the sensor connector had spilt with water, it may cause the controller to have “-H-” error. For example, if you have ever washed the probes with water, or if you leave the probe outside during rainy day, you may have this issue. To solve this problem, please try to use a hair dryer to dry to the connector.

**AH1**: Probe 1 high limit alarm. By default, AH1 is set to 290F. So once the temperature measured by probe 1 (cabinet probe) reached over 290F, this alarm will be triggered and left display will show AH1. Built-in buzzer will be activated as well. To mute the alarm, please press “-” button once. To change the value, you can find the parameter AH1 by using access code 188 (for details, please check instruction manual).

**AL1**: Probe 1 low limit alarm. By default, AL1 is set to 0F (disabled). If you change AL1 to 100F, so when probe 1 (cabinet probe) temperature is lower than 100F, this alarm will be triggered and left display will show AL1. Built-in buzzer will be activated as well. To mute this alarm, press “-” button once. To change its value, you can find the parameter AL1 by using access code 188 (for details, please check instruction manual).

**(For WSD-XXXXGPH) AH2**: Probe 2 high limit alarm. By default, AH2 is set to 200F. So once the temperature measured by probe 2 reached 200F, this alarm will be triggered and right display will show AH2. To change its value, you can find the parameter AH2 by using access code 188 (for details, please check instruction manual).

**END**: If you see END on both displays, it means all the cooking stages are completed. The built-in buzzer will be activated as well. The output to the heater will be stopped. To restart the cooking stages, please turn the power switch off then on; or you can recall existing recipes.

**(Right) display show decimal points**: If the display (or right display for WSD-XXXXGPH) shows a number with decimal point (like 4.5, 5.8, etc), you are under timer mode. To switch to temperature reading, press “TIME” key once.

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