

TROUBLESHOOTING

ATTENZIONE: QUESTO MANUALE è DESTINATO SOLO A PERSONALE TECNICO SPECIALIZZATO E FORMATO SUI PRODOTTI EFFE

N.B. THIS MANUAL IS INTENDED FOR SPECIALISED TECHNICAL STAFF ONLY WHO ARE TRAINED TO SERVICE EFFE PRODUCTS

N.B. CE MANUEL EST DESTINÉ AU PERSONNEL TECHNIQUE SPÉCIALISÉ, FORMÉ À L'ENTRETIEN DES PRODUITS EFFE

ATENCIÓN: ESTE MANUAL ES PARA USO EXCLUSIVO DEL PERSONAL TÉCNICO ESPECIALIZADO Y FORMADO EN LOS PRODUCTOS EFFE.

ACHTUNG: DIESES HANDBUCH IST NUR FÜR HINSICHTLICH DER PRODUKTE VON EFFE GESCHULTES FACHPERSONAL BESTIMMT.

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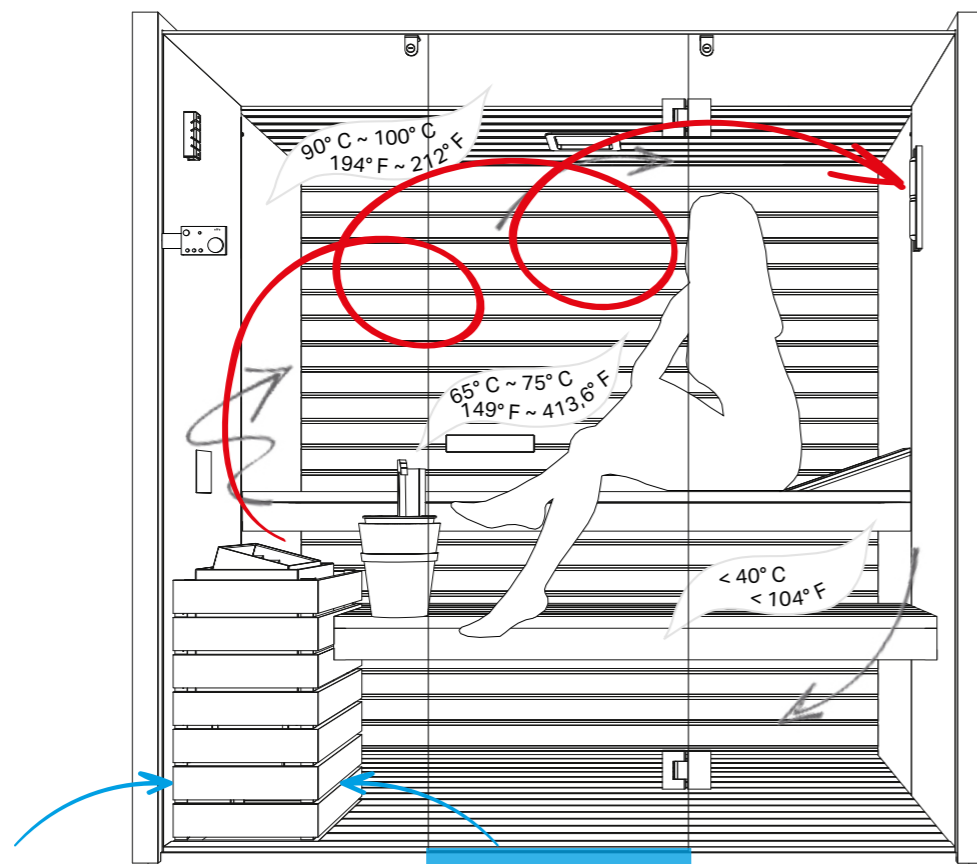
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SAUNA • VERTICAL CONTROL PANEL

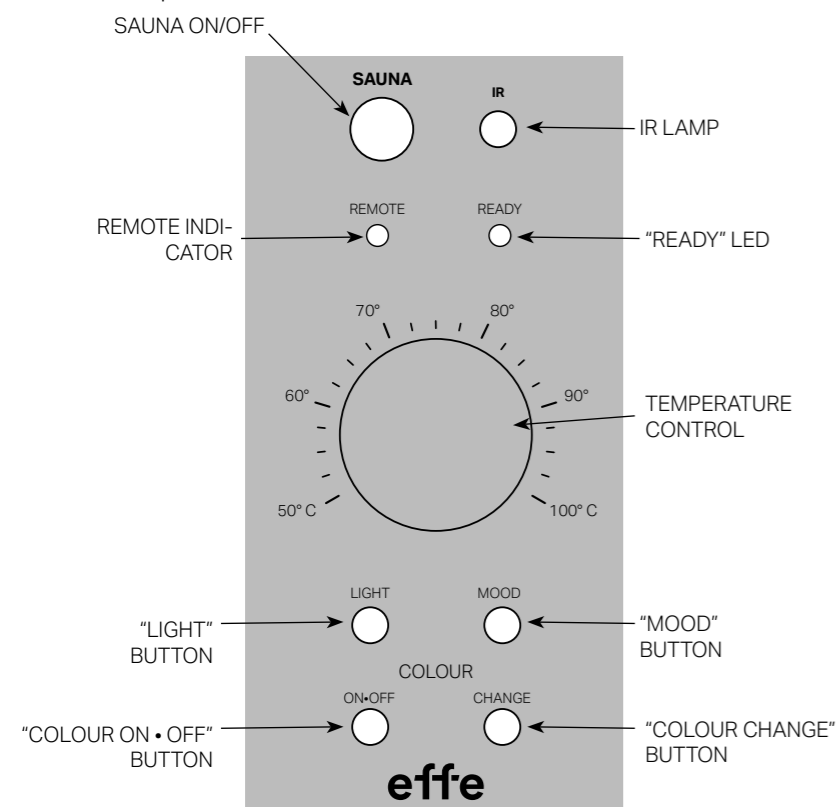
GENERAL INFORMATION

Correct air flow inside a sauna cabin



CONTROL PANEL

The control panel allows the user to drive the sauna functions.



U.S.A. PANEL



Description of buttons:

Sauna ON/OFF: starts up and stops the heater.

IR lamp (optional): switches the infrared lamp on and off.

Temperature control: turn the dial to set the desired temperature inside the sauna.

The temperature can be set from about 50° C • 122° F to about 100° C • 212° F.

LIGHT button (optional): switches the white light on and off.

MOOD button (optional): switches the light under the bench on and off.

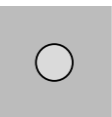
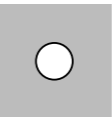
COLOUR ON•OFF button (optional): switches the colour therapy light on and off.

COLOUR CHANGE button (optional): changes the colour of the colour therapy light.

The IR, LIGHT, MOOD, COLOUR ON•OFF and COLOUR CHANGE buttons optional functions and can only be activated if the function is available for the sauna.

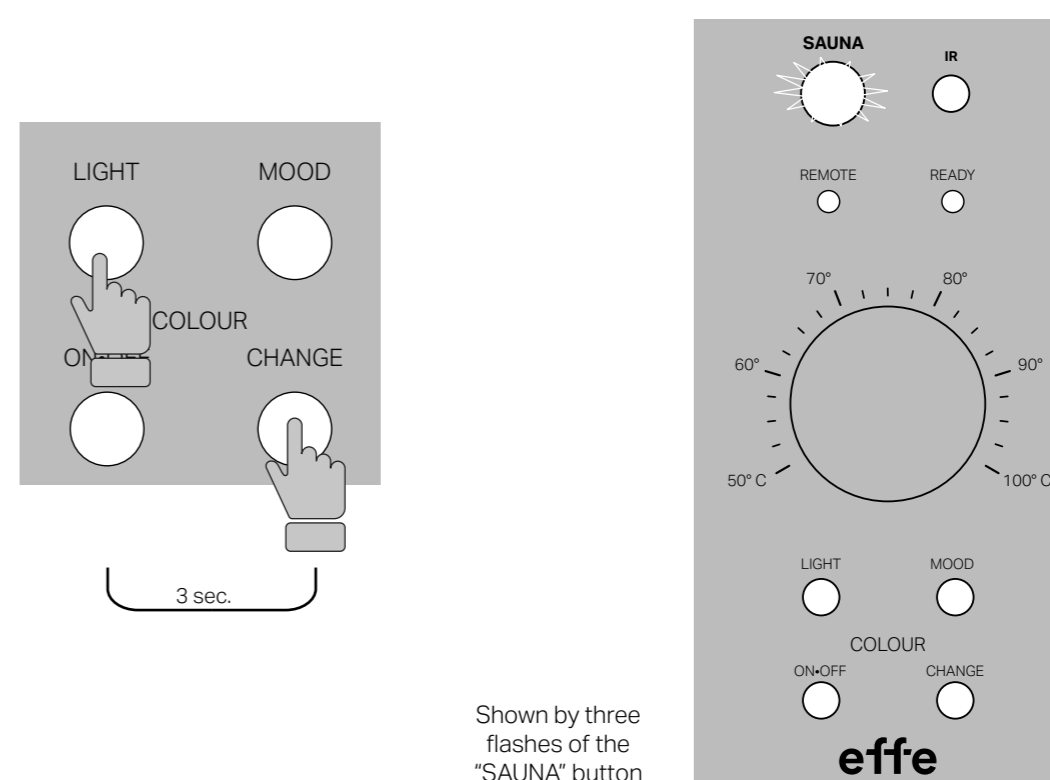
Panel lighting:

The button has three levels of intensity:

- Low intensity when a function is inactive 
- High intensity when a function is active 
- Maximum intensity (when a button is pressed it brightens to maximum intensity demonstrating to the user that the button has been pressed).

LOCK CONTROL PANEL

If you press buttons "LIGHT" + "COLOUR CHANGE" together for 3 seconds, the panel is locked in its current settings. The lock is signalled by a double flashing of the sauna button



Shown by three flashes of the "SAUNA" button

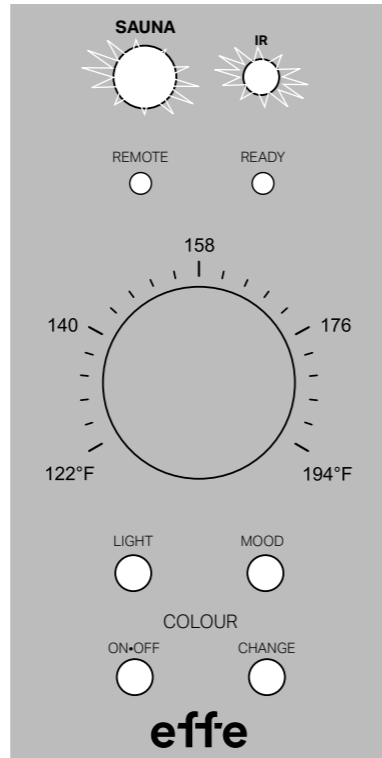
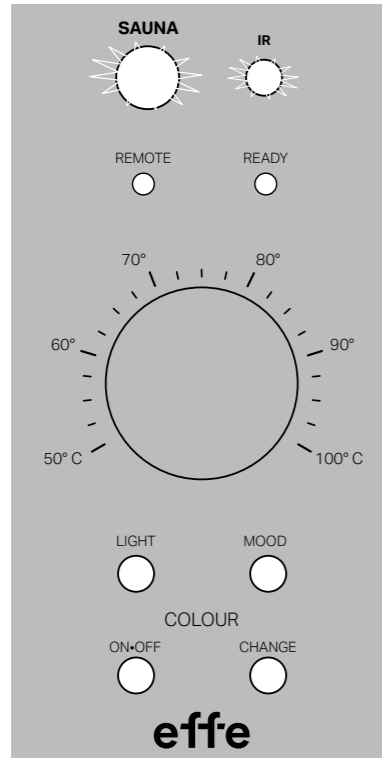
To unlock the control panel, repeat the above sequence. The sauna button will flash twice.

N.B. Prolonged pressing of the "SAUNA" button, even when the control panel is locked, turns everything off. If the control panel is locked, when pressed the buttons will flash twice before activating any function.

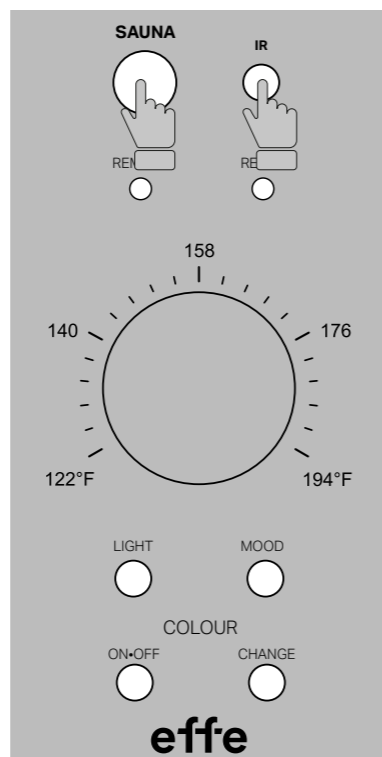
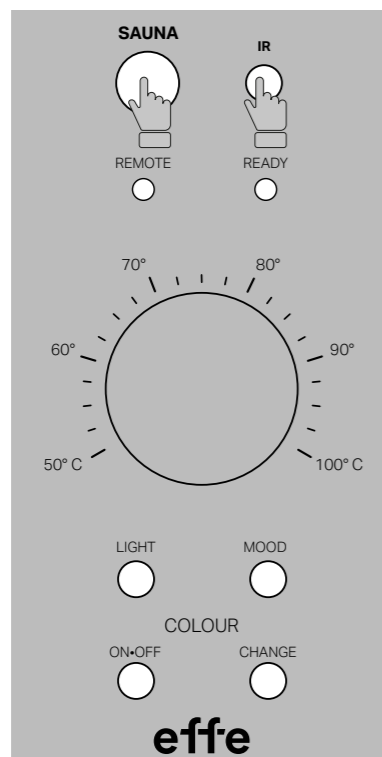
TROUBLE•SHOOTING

If the heater is not working, the following buttons and LEDs will flash at the same time:

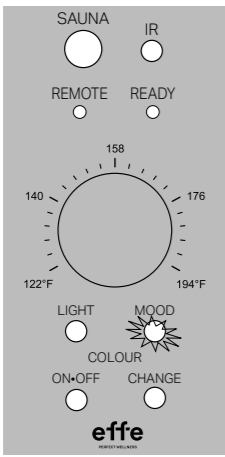
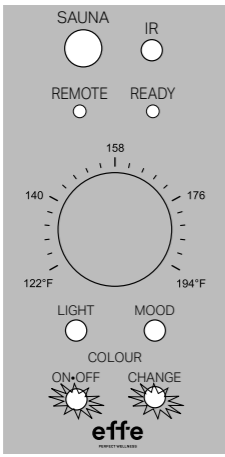
- Sauna button
- IR button
- "Remote" Led
- "Ready" Led



Holding down the SAUNA and IR buttons will make the LEDs stop flashing temporarily and the combination of buttons displaying the type of error will start flashing.

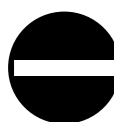


SIGNAL	PROBLEM
<p>ERROR 1 Colour Change Colour On•Off Light</p>	<p>No dialogue between the system and an element already recognised</p>
<p>ERROR 2 Colour Change Light</p>	<p>Cabin temperature probe error</p>
<p>ERROR 3 Mood Colour Change</p>	<p>Generic circuit board error</p>
<p>ERROR 4 Light</p>	<p>Thermal protection error</p>

SIGNAL	PROBLEM
<p>ERROR 5 Mood</p> 	<p>Heater additional probe error</p>
<p>ERROR 6 Colour On-Off Colour Change</p> 	<p>Panel temperature setting dial error</p>



Contact an approved service centre for anything not covered by the above table.

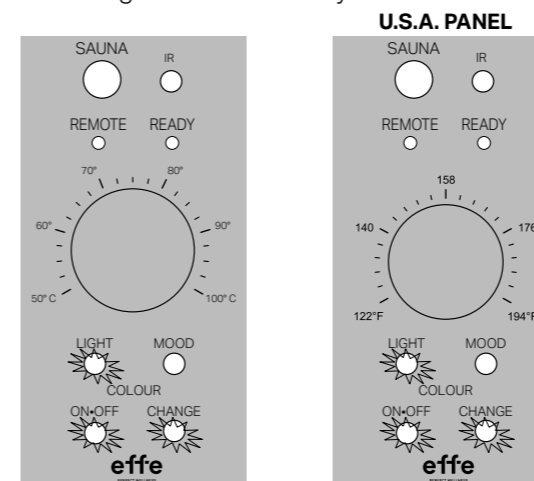


Never, under any circumstances, attempt any repair work that is not included in the 'SOLUTIONS' column of the above table.

ERRORS SHOWN ON THE CONTROL PANEL

ERROR 1

No dialogue between the system and an electronic device that has already been recognised



CAUSE:

Lack of communication with one or more ELECTRONIC devices

CHECK:

Cable connections BETWEEN DEVICES WITH A CIRCUIT BOARD: CONTROL PANEL, CEILING LIGHT FITTING, JUNCTION BOX, LIGHTING MODULES, SOUND SYSTEM, ECC MODULE.

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

Keep the control panel connected to the main board and disconnect all other electronic devices.

Start up the system =>



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IF THE PROBLEM PERSISTS:

the problem lies in either the control panel or the circuit board => SOLUTION 1

IF THE ERROR NO LONGER APPEARS ON THE CONTROL PANEL:

connect all the other devices, one at a time, running the start-up procedure after each connection to identify the faulty part => SOLUTION 2

SOLUTIONS:

1. Replace the control panel + circuit board
2. Once the faulty part has been identified, replace it and run the start-up procedure again

ERROR 2

Faulty cabin temperature probe



**CAUSES:**

- Temperature probe inside the cabin broken
- Unstable connection between the temperature probe and the circuit board

CHECK:

Probe cable connector on the circuit board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

1. Check the individual cables that make up the probe cable are inserted correctly into the connector and are not damaged
2. Check the probe cable connector is inserted correctly into the circuit board

SOLUTION:

Replace the temperature probe

ERROR 3

Generic circuit board error

**CAUSES:**

- Problem with the electric power supply: voltage is too high or too low
- Circuit board overheating: temperature higher than 75 °C/167 °F recorded on the circuit board

CHECK:

- Circuit board
- Power input to the circuit board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Use a multimeter to measure the power input of the board: it should be between 23 Vdc and 25 Vdc
- Measure the temperature of the circuit board with a thermometer when the product is in operation

SOLUTIONS:

1. Stabilise the input voltage. This is not a product-related problem but depends on the client's electricity provider
2. Lower the temperature of the board: improve ventilation around the junction box, move the junction box to a cooler place
3. IF the values are within the indicated parameters but the problem persists, replace the circuit board →



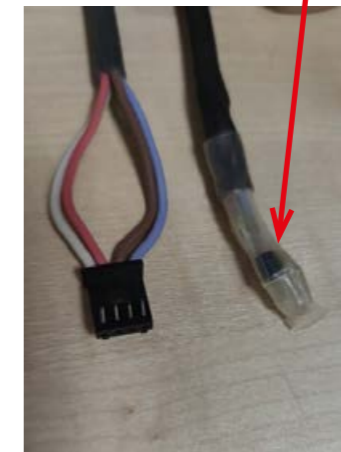
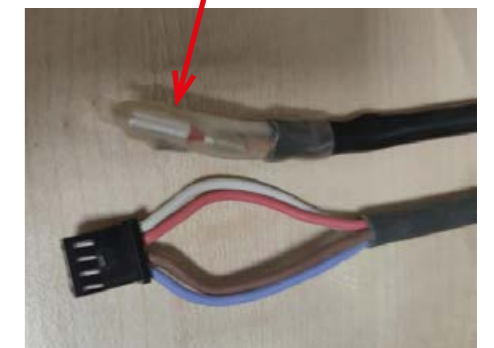
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ERROR 4

Thermal protection probe for cabin and heater error

**TEMPERATURE PROBE****SAFETY THERMOFUSE****CAUSES:**

- A) Heater overheating
 - Too many stones on the heating elements
 - Item (towel, bathrobe etc.) left on top of the heater's protective grill
 - Insufficient ventilation
- B) Cabin overheating

CHECK:

- Heater thermostat (A)
- Cable connecting the thermostat to the heater circuit board (A)
- Probe inside the cabin (B)

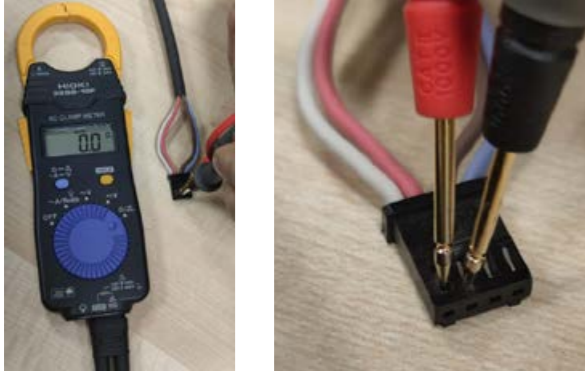
HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:**A):**

1. Check to see if the safety thermostat has been activated: the small black button will be sticking out a couple of mm 1/8"
2. Remove some of the stones to improve air flow inside the heater
3. If something has been left on the grill, remove it
4. Check that air inlets are free of obstructions: one is behind the heater and the other one is on the ceiling, on the opposite side of the heater

5. Check that connecting cable is not faulty and is connected correctly to the circuit board

B):

1. Check to see if the thermal fuse has blown using a multimeter set to measure ohms: place one lead on the red wire and the other one on the white wire. Circuit open = thermal fuse blown / circuit closed = thermal fuse working



2. Check if individual cables that make up the probe cable are inserted correctly into the connector and are not damaged
3. Check if probe cable connector is inserted correctly into the circuit board

POSSIBLE SOLUTIONS:

- A1.** Press the small black reset button inside the black plug.



The button must remain inside the plastic cylinder.

If it does not remain inside, try again, pressing it all the way down.

If it still does not remain inside, replace the thermostat →



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A2/A3. After removing the stones or the item on the grille, set the temperature to its highest value and wait for the sauna to reach it. IF the problem persists, check the other points above.

A4. Clear the air inlets of any obstructions. For the air inlet opening behind the sauna, if the sauna wall is attached to the wall of the room, pull away the sauna at least 3 cm/1.2 in

A5. If the cable is faulty, replace it.

B1. If the thermal fuse has blown, replace it.

B2/B3. If the cable or its connector are damaged, replace them.

ERROR 6

Temperature setting dial error

**CAUSE:**

- The temperature dial on the control panel is no longer calibrated correctly

CHECK:

N/A

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Error shown on panel
- POSSIBLE SOLUTION:
- Replace the control panel

FOR HEATERS SOLD TO THE US MARKET ONLY**ERROR 5**

Heater additional probe error (NTC probe)

**CAUSES:**

- Probe not connected properly
- Probe not calibrated correctly
- Probe not in correct position

CHECK:

- NTC probe

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

1. Check that probe is connected correctly to the circuit board
2. Check that ohm values correspond with those in the reference table
3. Check that metal end of the probe is secured to the metal end of the safety thermostat using aluminium tape

POSSIBLE SOLUTIONS:

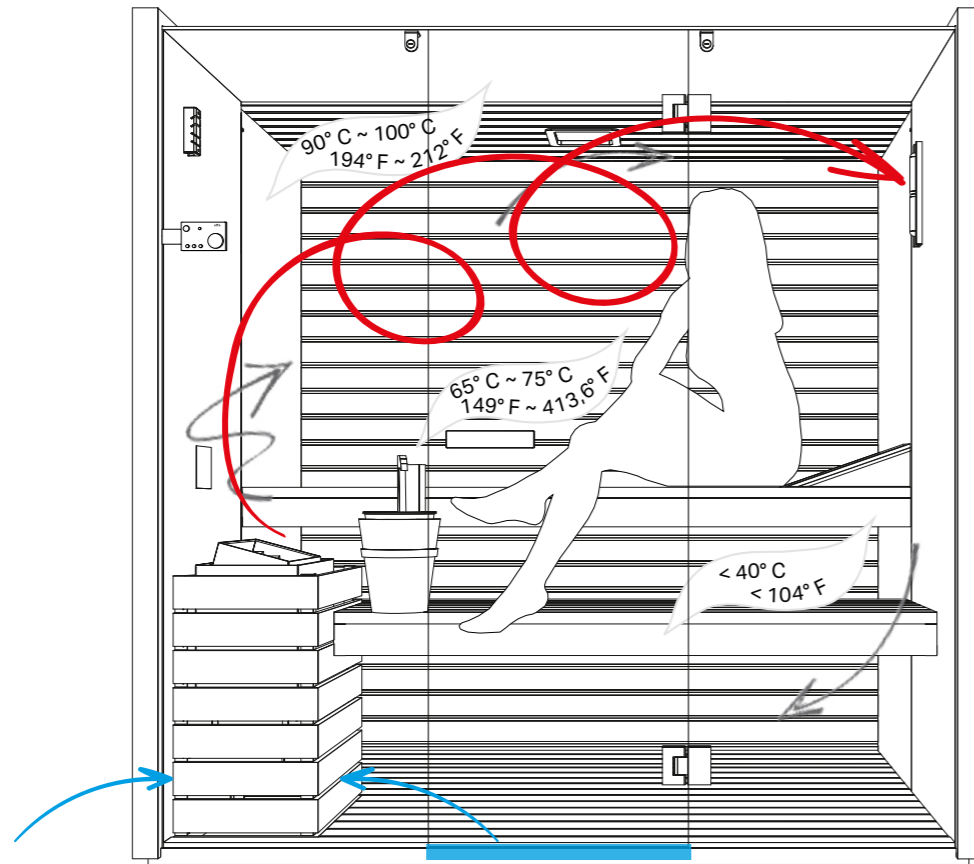
- 1/2. Replace the probe
3. Reposition the probe as shown in the photo above



SAUNA • HORIZONTAL CONTROL PANEL

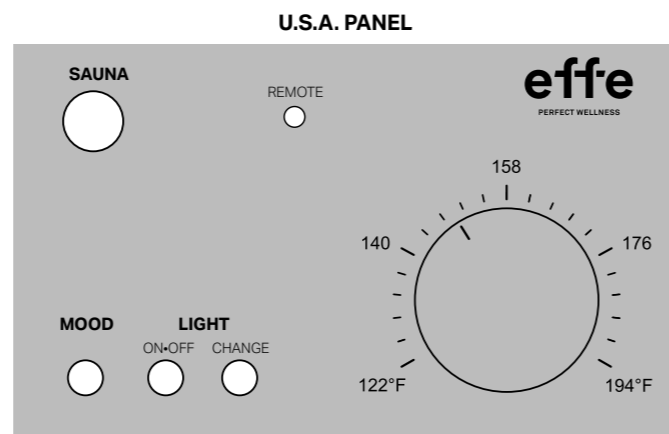
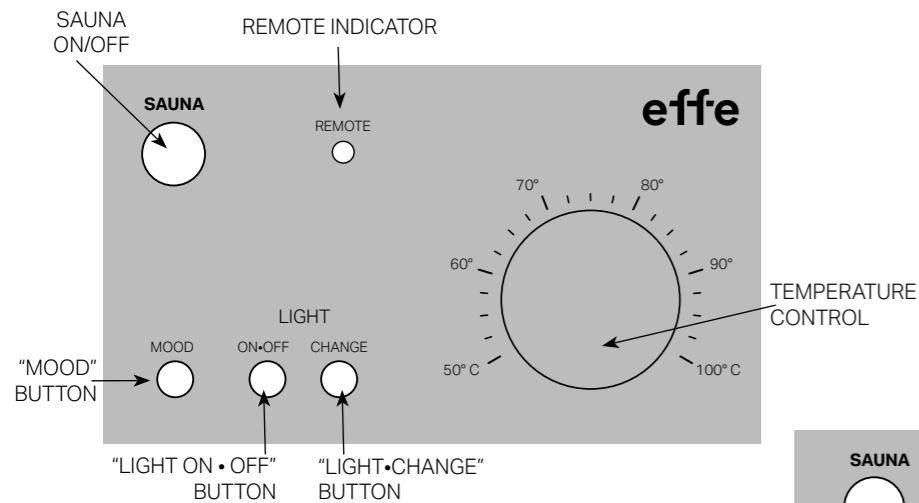
GENERAL INFORMATION

Correct air flow inside a sauna cabin



CONTROL PANEL

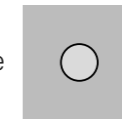
The control panel allows the user to drive the sauna functions.



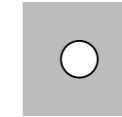
Panel lighting:

The button has three levels of intensity:

- Low intensity when a function is inactive



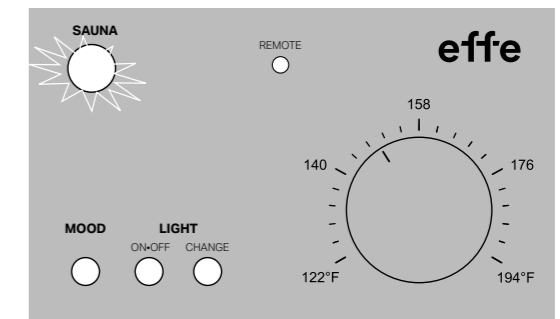
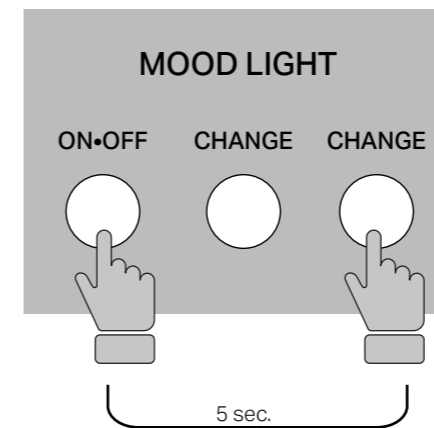
- High intensity when a function is active



- Maximum intensity (when a button is pressed it brightens to maximum intensity demonstrating to the user that the button has been pressed).

LOCK CONTROL PANEL

If you press buttons "LIGHT" + "COLOUR CHANGE" together for 5 seconds, the panel is locked in its current settings.



Shown by three flashes of the "SAUNA" button

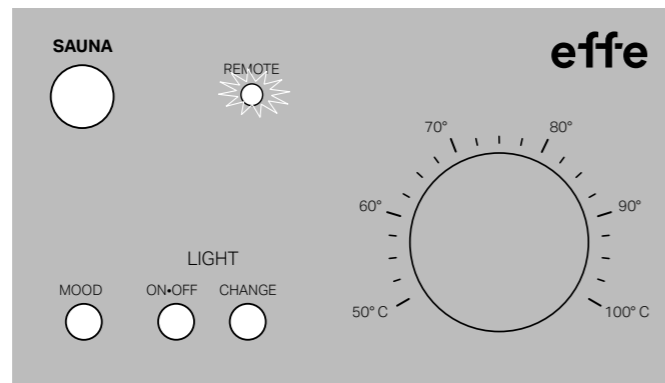
To unlock the control panel, repeat the above sequence.

N.B. Prolonged pressing of the "SAUNA" button, even when the control panel is locked, turns everything off.

TROUBLE•SHOOTING

If the heater is not working, the following buttons and LEDs flash:

- "MOOD" button
- "LIGHT ON•OFF" button
- "LIGHT CHANGE" button



Error Reporting

SIGNAL	PROBLEM
<p>ERROR 1 MOOD LIGHT ON•OFF LIGHT CHANGE</p>	No dialogue between the system and an element already recognised
<p>ERROR 2 MOOD LIGHT ON•OFF</p>	Cabin temperature probe error

SIGNAL	PROBLEM
<p>ERROR 3 MOOD LIGHT CHANGE</p>	Generic circuit board error
<p>ERROR 4 LIGHT ON•OFF</p>	Thermal protection error
<p>ERROR 5 Mood</p>	Heater additional probe error
<p>ERROR 6 LIGHT ON•OFF LIGHT CHANGE</p>	Panel temperature setting dial error

* For more a more detailed explanation please see the pages below

The Error 1 signal will cease automatically when the system detects the end of the error situation automatically.

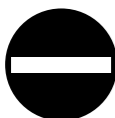
All the other error signals will continue until an attempt is made to start up the sauna again by pressing the SAUNA button.

If the error persists, the system will continue signalling the situation with the sauna switched off, otherwise the sauna will be started up again normally.

While errors are being signalled it is possible to deactivate/activate the home•automation system by pressing the relevant combination of buttons.



Contact an approved service centre for anything not covered by the above table.



Never, under any circumstances, attempt any repair work that is not included in the 'SOLUTIONS' column of the above table.



All repair work must be carried out by an approved service centre or by the manufacturer.

ERRORS SHOWN ON THE CONTROL PANEL

ERROR 1

No dialogue between the system and an electronic device that has already been recognised



CAUSE:

Lack of communication with one or more ELECTRONIC devices

CHECK:

Cable connections BETWEEN DEVICES WITH A CIRCUIT BOARD: CONTROL PANEL, CEILING LIGHT FITTING, JUNCTION BOX, LIGHTING MODULES, SOUND SYSTEM, ECC MODULE.

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

Keep the control panel connected to the main board and disconnect all other electronic devices.

Start up the system →



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IF THE PROBLEM PERSISTS:

the problem lies in either the control panel or the circuit board → SOLUTION 1

IF THE ERROR NO LONGER APPEARS ON THE CONTROL PANEL:

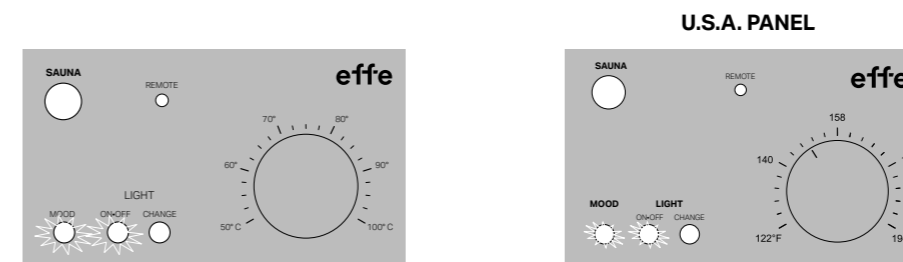
connect all the other devices, one at a time, running the start•up procedure after each connection to identify the faulty part → SOLUTION 2

SOLUTIONS:

1. Replace the control panel + circuit board
2. Once the faulty part has been identified, replace it and run the start•up procedure again

ERROR 2

Faulty cabin temperature probe



CAUSES:

- Temperature probe inside the cabin broken
- Unstable connection between the temperature probe and the circuit board

CHECK:

Probe cable connector on the circuit board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

1. Check the individual cables that make up the probe cable are inserted correctly into the connector and are not damaged



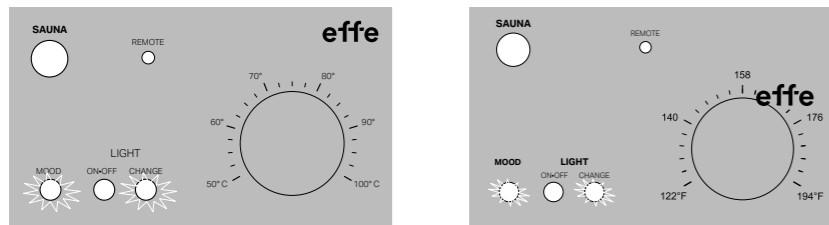
2. Check the probe cable connector is inserted correctly into the circuit board

SOLUTION:

Replace the temperature probe

ERROR 3

Generic circuit board error

**CAUSES:**

- Problem with the electric power supply: voltage is too high or too low
- Circuit board overheating: temperature higher than 75 °C/167 °F recorded on the circuit board

CHECK:

- Circuit board
- Power input to the circuit board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Use a multimeter to measure the power input of the board: it should be between 23 Vdc and 25 Vdc
- Measure the temperature of the circuit board with a thermometer when the product is in operation

SOLUTIONS:

1. Stabilise the input voltage. This is not a product-related problem but depends on the client's electricity provider
2. Lower the temperature of the board: improve ventilation around the junction box, move the junction box to a cooler place
3. IF the values are within the indicated parameters but the problem persists, replace the circuit board →



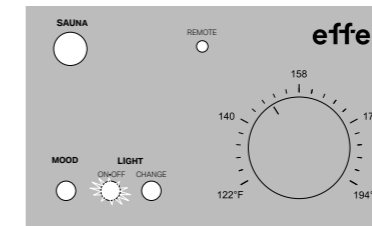
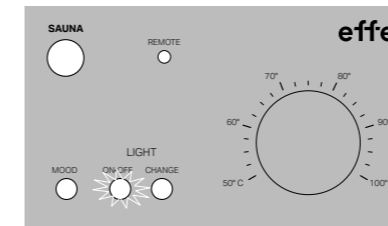
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ERROR 4

Thermal protection probe for cabin and heater error

**CAUSES:**

- A) Heater overheating
 - Too many stones on the heating elements
 - Item (towel, bathrobe etc.) left on top of the heater's protective grill
 - Insufficient ventilation
- B) Cabin overheating

CHECK:

- Heater thermostat (A)
- Cable connecting the thermostat to the heater circuit board (A)
- Probe inside the cabin (B)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:**A):**

1. Check to see if the safety thermostat has been activated: the small black button will be sticking out a couple of mm 1/8"
2. Remove some of the stones to improve air flow inside the heater
3. If something has been left on the grill, remove it
4. Check the air inlets are free of obstructions: one is behind the heater and the other one is on the ceiling, on the opposite side of the heater FOTO o IMMAGINE delle prese d'aria
5. Check the connecting cable is not faulty and is connected correctly to the circuit board

B):

1. Check to see if the thermal fuse has blown using a multimeter set to measure ohms: place one lead on the red wire and the other one on the white wire. Circuit open = thermal fuse blown / circuit closed = thermal fuse working



2. Check the individual cables that make up the probe cable are inserted correctly into the connector and are not damaged
3. Check the probe cable connector is inserted correctly into the circuit board

POSSIBLE SOLUTIONS:

- A1.** Press the small black reset button inside the black plug.



The button must remain inside the plastic cylinder.

IF it does not remain inside, try again, pressing it all the way down.

IF it still does not remain inside, replace the thermostat →



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A2/A3. After removing the stones or the item on the grille, set the temperature to its highest value and wait for the sauna to reach it. IF the problem persists, check the other points above.

A4. Clear the air inlets of any obstructions. If the air inlet is behind the sauna and the wall of the sauna is placed against the wall of the room, pull the sauna out at least 3 cm • 1 1/8".

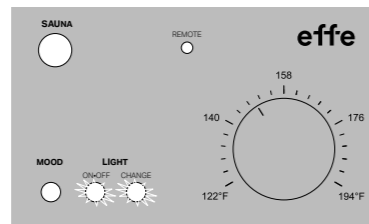
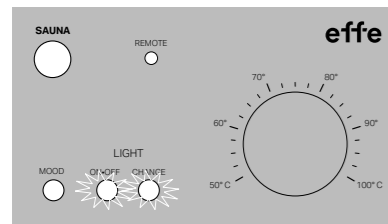
A5. If the cable is faulty, replace it.

B1. If the thermal fuse has blown, replace it.

B2/B3. If the cable or its connector are damaged, replace them.

ERROR 6

Temperature setting dial error

**CAUSE:**

- The temperature dial on the control panel is no longer calibrated correctly

CHECK:

N/A

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Error shown on panel

POSSIBLE SOLUTION:

- Replace the control panel

FOR HEATERS SOLD TO THE US MARKET ONLY**ERROR 5**

Heater additional probe error (NTC probe)

**CAUSES:**

- Probe not connected properly
- Probe not calibrated correctly
- Probe not in correct position

CHECK:

- NTC probe

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

1. Check the probe is connected correctly to the circuit board
2. Check the ohm values correspond with those in the reference table
3. Check the metal end of the probe is secured to the metal end of the safety thermostat using aluminium tape

**POSSIBLE SOLUTIONS:**

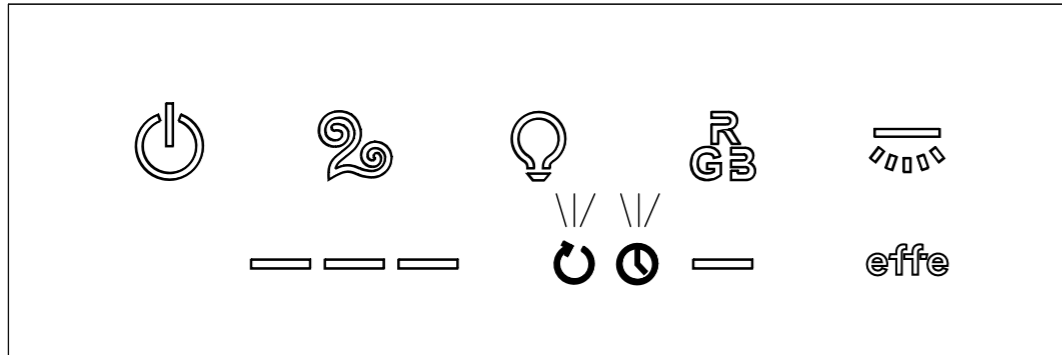
- 1/2. Replace the probe
3. Reposition the probe as shown in the photo above

HAMMAM • STEAM GENERATOR

NUVOLA / NUVOLA SMART POWER / NUVOLA SMART

TROUBLE-SHOOTING

Any faults are signalled by the simultaneous flashing of the icons
The temperature buttons light up to show the error code.



If there is an error, users can switch on both the white light and the colour-therapy, provided of course the error will not interfere with this function.

TOP PRIORITY ERRORS

This type of error includes all those that:

- make it impossible to switch on the Hammam function
- stop the steam generator from functioning
- stop a system made up of more than one steam generator from functioning
- make it necessary to power down the system to reset the error.

HIGH PRIORITY ERRORS

This type of error includes all those that:

- make it impossible to switch on the Hammam function
- stop the steam generator from functioning
- stop a system made up of more than one steam generator from functioning.

Example:

Lack of communication with the internal circuit boards or incorrect database. If communication has been lost with one circuit board, check the connections of the various devices. If the problem persists, contact the service centre.

MEDIUM PRIORITY ERRORS

This type of error includes all those that:

- make it impossible to switch on the Hammam function
- stop the steam generator from functioning
- if there is more than one generator, stop the generator causing the problem from functioning.

LOW PRIORITY ERRORS

This type of error includes all those that:

- make it impossible to switch on the Hammam function
- stop the steam generator from functioning
- if there is more than one generator, stop the generator causing the problem from functioning.

Example:

- 1) the water tap is turned off or there is not enough water in the system to reach the correct level in the boiler;
- 2) the outlet is blocked so that, during the automatic boiler rinse or emptying operations, the boiler does not empty properly.

In case of anomaly, the customer is invited to:

- 1) check that the water taps are turned on;
- 2) check that there is water in the system, by turning on one of the system taps;
- 3) check that the electric switches upstream of the system are working properly;
- 4) if the circuit-breaker trips, contact the assistance centre before powering up the system again;
- 5) before contacting the service centre, note down a full description of the fault the panel is signalling and the serial number (see paragraph 1.2).

If these actions have not solved the problem, contact your local assistance centre or the company direct.

The table on the next page gives possible causes and solutions.



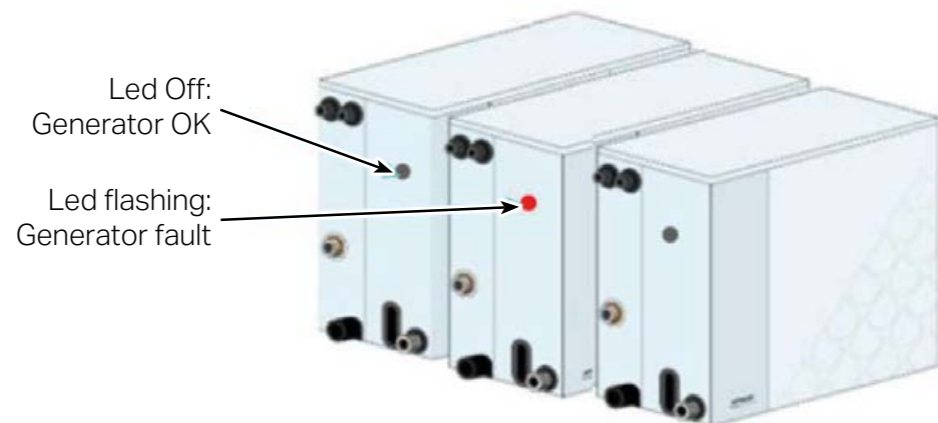
PLEASE NOTE: the information in the table below and the action to take is intended for the use of the assistance centre personnel and others qualified to install/maintain the equipment.

Error message	Meaning
	Control panel fault shown
	No system dialogue with an element already recognised
	The control panel is not in dialogue with the other elements of the system.
	Generic generator circuit board error. This may mean: • generator over-heating; • low power voltage; • heating element broken.
	Temperature probe error
	Boiler water-level still high
	Boiler water-level not yet high enough

* For more a more detailed explanation please see the pages below

LED SIGNALLING LEGEND

Some errors are signalled directly on the steam generator by a specific signalling LED. The LED signals the error and makes identification immediate of the faulty generator, especially in the event of generator batteries.



A series of consecutive flashes, with intervals of approx. 2 seconds, indicate the type of error.

Example:
3 consecutive flashes > OFF 2 seconds > 3 consecutive flashes

They correspond to the error "Heating element broken".

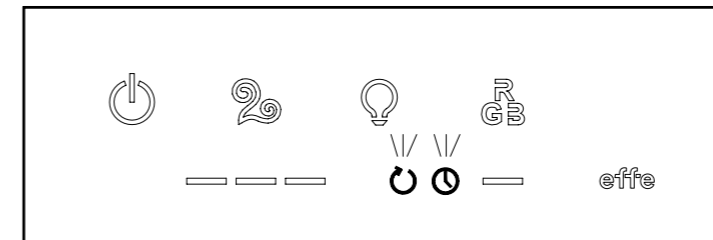
Error message signalling also takes place on the control panel. All other error signals remain unchanged on the control panel, including those to which LED flashing does not correspond.

Six signals are possible on the LED, as per the coding outlined on the table.

No. flashes of the signalling LED	Meaning	Error	Cause
8	No system dialogue with an element already recognised	Lack of communication with 1 or more devices	One of the devices is not receiving power or is not connected.
6	Generator over-heating	Internal error in the generator circuit board.	Others
5	Low power voltage	Internal error in the generator circuit board.	Others
4	Boiler water-level still high	Boiler water-level had been high for too long	Outlet valve not working.
3	Heating element broken.	Internal error in the generator circuit board.	Others
2	Boiler water-level not yet high enough	Boiler water-level not reached in the permitted time	Lack of water in the system or the inlet valve filter is blocked.

ERROR 1

Control panel fault



CAUSE:

- Control panel fault

CHECK

- Panel connecting cable

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

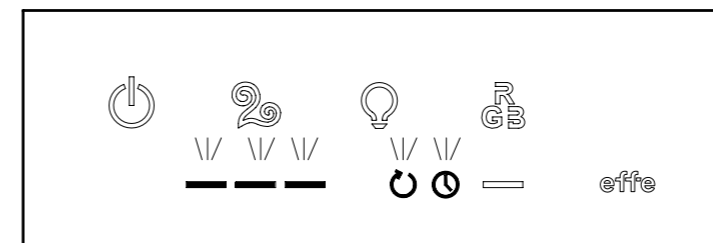
- Check the panel cable is connected correctly to the circuit board
- Check the connecting cable is intact
- IF the cable has been spliced, check the wires have been joined correctly

SOLUTIONS

- 1) Disconnect the product from the electric power, wait one minute then power up again. Repeat once or twice
- 2) IF available, move the cable connector to the second socket (Pan 1 or Pan 2)
- 3) Replace the control panel

ERROR 2

No dialogue between the system and a device that has already been recognised



CAUSE:

- One or more of the previously connected electronic devices is no longer communicating with the control panel or the panel is not receiving power

CHECK

- Ceiling light fixture
- Internal control panel
- External control panel (if installed)
- Generator circuit board
- Lighting module
- ECC module
- ESS module (if the ceiling light fixture does not have built-in ESS)
- Home automation device (if installed)
- Extraction/fragrance system (if installed)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

1) Start up the system →



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2) Determine which device(s) is/are not working

3) IF the cause of the problem cannot be determined with points 1 and 2, disconnect all the devices except for the circuit board and the control panel and start up the product.

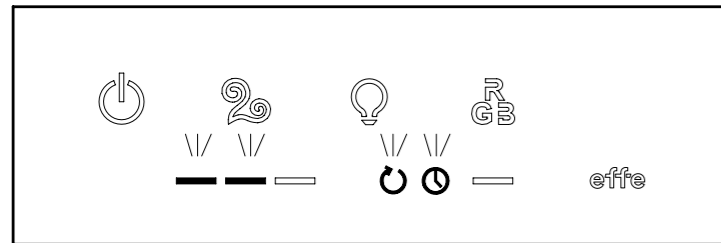
Add one device at a time, running the start-up procedure after each new connection until the faulty part has been identified.

SOLUTION:

- Replace the faulty part(s).

ERROR 3

The control panel is not communicating with the other devices in the system



CAUSE:

- The control panel is not communicating with the system..

CHECK

- Panel connecting cable

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

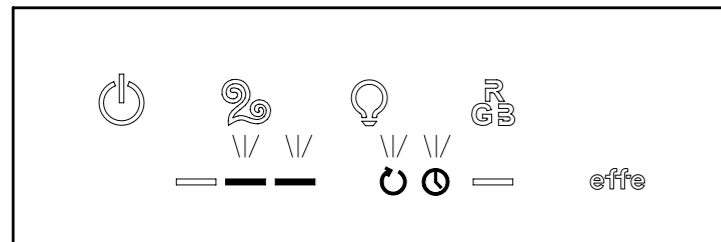
- Check that panel cable is connected correctly to the circuit board
- Check that connecting cable is intact
- IF that cable has been spliced, check the wires have been joined correctly

SOLUTION

- If the cable is intact and connected correctly, replace the control panel.

ERROR 4

Generic generator circuit board error



CAUSE:

- Problem with the electric power supply: voltage is too high or too low
- Circuit board overheating: temperature higher than 75 °C/167 °F recorded on the circuit board
- Heating elements broken

CHECK:

- Circuit board
- Power input to the circuit board
- Heating elements

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Use a multimeter to measure the power input of the board: it should be between 23 Vdc and 25 Vdc
- Measure the temperature of the circuit board with a thermometer when the product is in operation
- Measure the ohm values of all the heating elements using a multimeter

SOLUTIONS

- Stabilise the voltage. This is not a product-related problem but depends on the client's electricity provider
- Lower the temperature of the circuit board by improving the ventilation around the steam generator
- If the values are within the indicated parameters but the problem persists, replace the circuit board ⇒



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- If the heating elements are faulty (ohm reading is zero), replace them ⇒



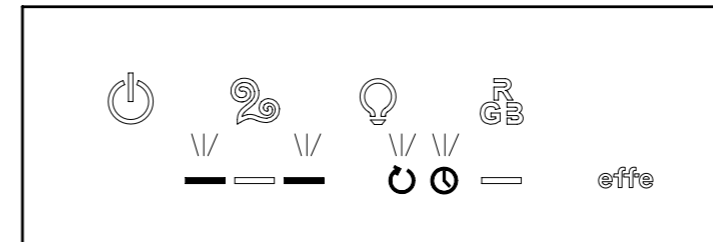
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ERROR 5

Temperature probe error



CAUSE:

- Control panel inside the Hammam: temperature probe built into panel broken
- Control panel outside with remote probe (i.e. not built into the panel): remote temperature probe broken
- Control panel outside and remote probe (i.e. not built into the panel): cable faulty or damaged and unstable connection with the control panel via the white connector

CHECK:

- Control panel outside and remote probe (i.e. not built into the panel): probe connecting cable and control panel connector

Internal panel



External panel with remote probe



HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

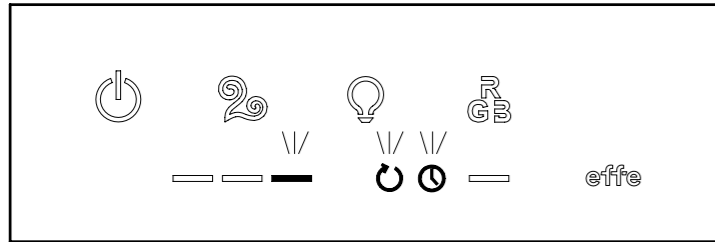
- 1 • Check the cable is not faulty or damaged
- 2 • Check the probe cable connector is inserted correctly into the control panel

SOLUTIONS

- Control panel inside the Hammam: replace the control panel
- Control panel outside and remote probe: replace the probe

ERROR 6

Water draining error

**CAUSE:**

- The generator has not discharged all the water, so some is left in the boiler. The electronics therefore set shorter filling times than the programmed parameters.

CHECK

- Boiler
- Outlet valve
- Outlet pipe
- Steam pipe

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check there is no limescale build-up in the boiler that may slow water drainage
- Check that outlet valve is clean, is receiving power and opens/closes correctly →

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- Check that outlet pipe is clear, that it is receiving water and that pre-installation has been carried out correctly (see pre-installation manual)
- Check that steam pipe is not obstructed, bent or is not siphoning

SOLUTIONS:

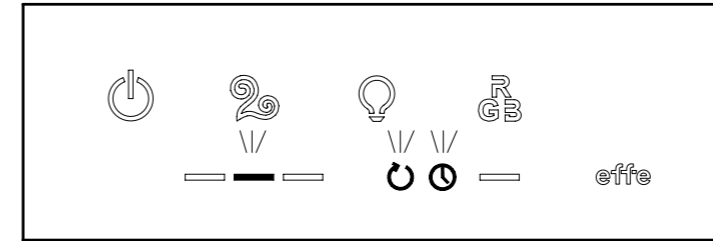
- Clean the boiler of any residue. Descaling →

**MANUAL
DESCALING**[Scan me](#)[Click here](#)**DECALCIFICATION
WITH PUMP**[Scan me](#)[Click here](#)

- Clean or replace the valve
- If the outlet pipe is obstructed, clear it or correct any pre-installation errors
- If the steam pipe is obstructed, clear it or remove any bends or siphons

ERROR 7

Water filling error

**CAUSE:**

- The boiler has not filled within the set time.

CHECK

- Plumbing in the building
- Inlet valve filter
- Inlet valve
- Outlet valve

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check that water is reaching the generator by disconnecting the water inlet pipe
- Check that inlet valve filter is clean →

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- Check that inlet valve is receiving power and allows the boiler to fill with water →

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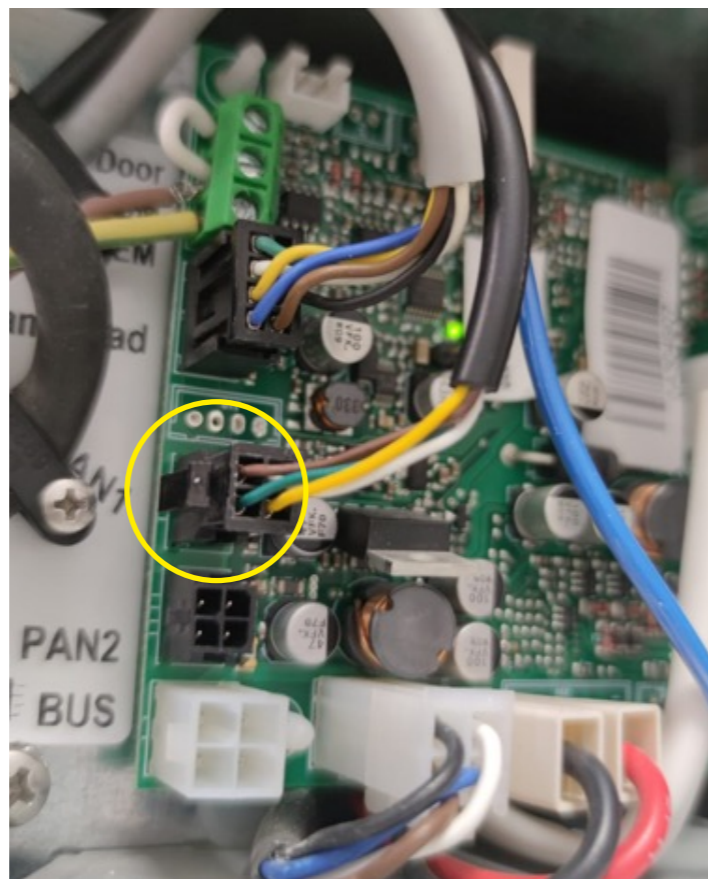
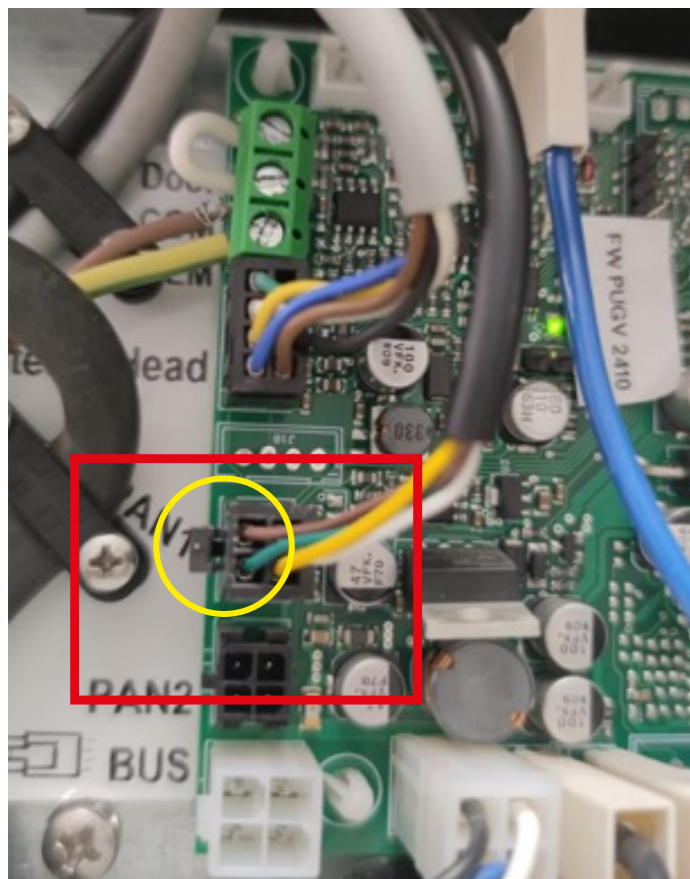
- Check water is not leaking from the outlet valve by disconnecting the outlet pipe.

SOLUTIONS

- If no water is reaching the generator, open the system's inlet valve
- Clean the valve filter
- Clean or replace one or both valves if they are not working correctly

EXTRA: PANEL DEAD**OPTION 1:** the control panel connector has not been inserted correctly**CHECK:**

- The control panel connector is connected correctly to the circuit board
Correct connection: see the part circled in yellow in the photo

**SOLUTION**

- Position the connector as shown in the photo above

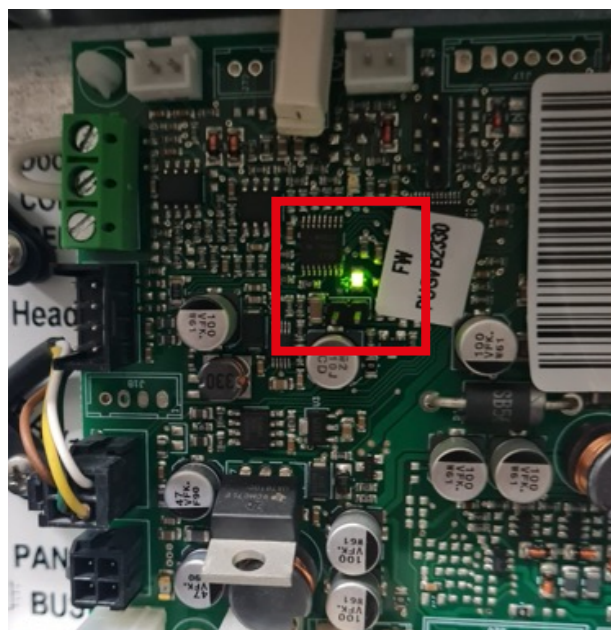
OPTION 2: the control panel is not receiving power

CHECK

- Control panel connector
- Electric power supply in the system
- Circuit board
- Filter board
- Transformer

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check the generator is receiving power
- Check the panel connector is connected correctly (see photo Option 1)
- Check the LED on the circuit board is lit up (see photo)

**IF THE LED ON THE CIRCUIT BOARD IS NOT LIT UP, CHECK THE POWER SUPPLY CIRCUIT:**

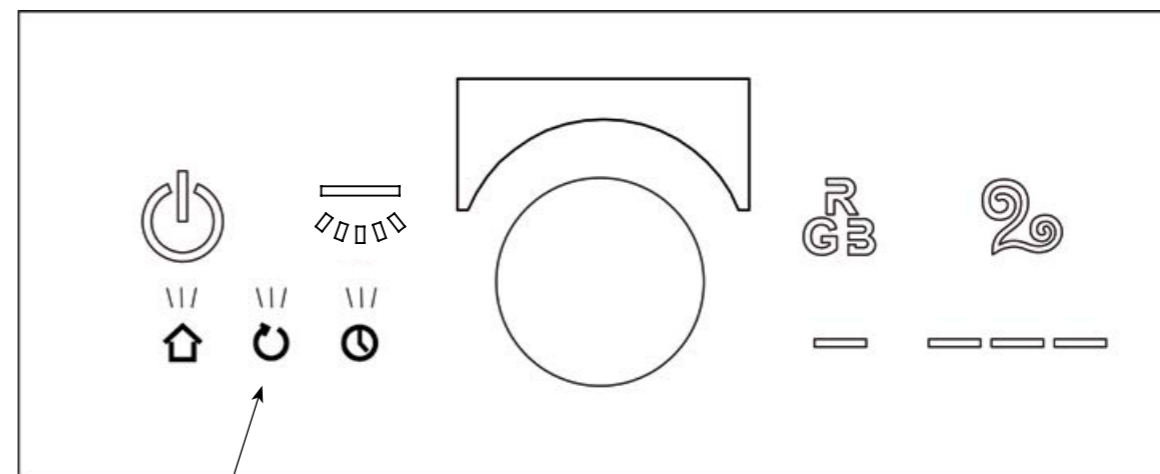
- Check the two fuses on the filter board have not blown
- Check the transformer ohm values: primary 36 ohms and 0.2 secondary

SOLUTION

- Replace any defective parts

AQUASTEAM SMART / EASYSTEAM SMART**TROUBLE-SHOOTING**

Any faults are signalled by the simultaneous flashing of the icons



De-scaling required signal

When the system detects a **CRITICAL** error it is impossible to perform normal operations from the control panel. The Hammam and colour-therapy sequences cannot be run. Only the White Light will operate, if this is fitted, unless of course the problem also affects this function. The control panel is only able to operate in "STAND-BY" and "PANEL ON" modes.

CRITICAL ERRORS

Critical errors make it impossible to switch on any of the functions. To find out what these are, consult the "TROUBLE-SHOOTING" table.

Example

Lack of communication with the internal circuit boards or incorrect database, when a circuit board has been replaced and the start-up sequence has not been run. In this situation repeat the start-up sequence (see chapter 4.1). If the problem persists, disconnect from the power supply, turn off the water tap upstream of the unit and call your approved assistance centre or call the company direct.

NON-CRITICAL ERRORS

These can occur while the Hammam/Turkish bath is operating.

Example:

- 1) The water tap is turned off or there is not enough water in the system to reach the correct level in the boiler.
- 2) The outlet is blocked so that, during the automatic boiler rinsing or emptying operations, the boiler does not empty properly.

If such a problem occurs, you should:

1. Check that the water taps are turned on.
2. Check that there is water in the system, by turning on one of the system taps.

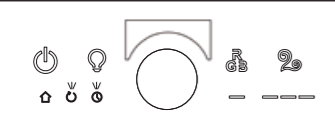
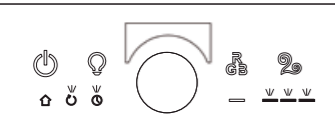
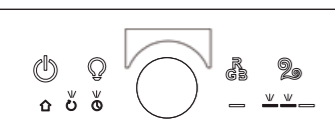
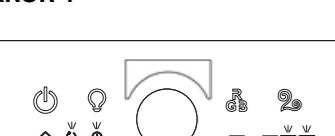

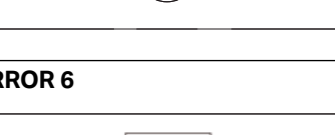
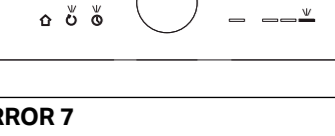
3. Check that the electric switches upstream of the system are working properly.
4. If the circuit-breaker trips, contact the assistance centre before powering up the system again.
5. Before contacting the service centre, note down a full description of the fault the panel is signalling and the serial number (see paragraph 1.2).

If these actions have not solved the problem, contact your local assistance centre or the company direct. The table on the next page gives possible causes and solutions.

TROUBLE-SHOOTING

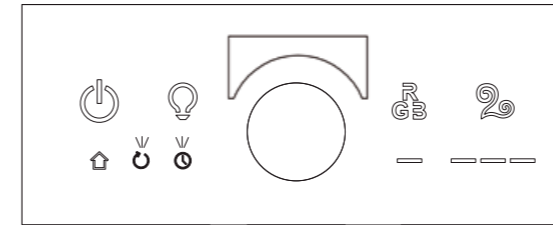


Please note: the information in the table below and the action to take is intended for the use of the assistance centre personnel and others qualified to install/maintain the equipment.

ERROR MESSAGE	MEANING
ERROR 1 	Control panel fault shown
ERROR 2 	No system dialogue with an element already recognised
ERROR 3 	The control panel is not in dialogue with the other elements of the system.
ERROR 4 	Generic generator circuit board error. This may mean: <ul style="list-style-type: none"> • generator over-heating; • low power voltage; • heating element broken.
ERROR 5 	Temperature probe error
ERROR 6 	Boiler water-level still high
ERROR 7 	Boiler water-level not yet high enough

ERROR 1

Control panel fault



CAUSE:

- Control panel fault

CHECK

- Panel connecting cable

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

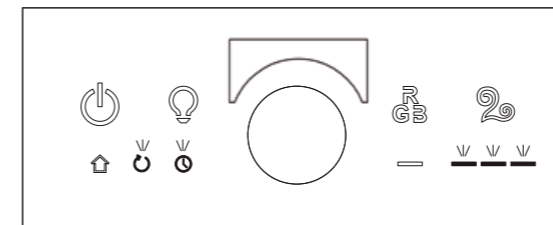
- Check the panel cable is connected correctly to the circuit board
- Check the connecting cable is intact
- If the cable has been spliced, check the wires have been joined correctly

SOLUTIONS

- 1) Disconnect the product from the electric power, wait one minute then power up again. Repeat once or twice
- 2) If an extra plug-in slot is available, move the cable connector to the second slot (Pan 1 or Pan 2)
- 3) Replace the generator: please contact EFFE.

ERROR 2

No dialogue between the system and a device that has already been recognised



CAUSE:

- One or more of the previously connected electronic devices is no longer communicating with the control panel or the panel is not receiving power

CHECK

- Ceiling light fixture
- Internal control panel
- External control panel (if installed)
- Generator circuit board
- Lighting module
- ECC module
- ESS module (if the ceiling light fixture does not have built-in ESS)
- Home automation device (if installed)
- Extraction/fragrance system (if installed)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- 1) Run the start-up procedure →



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- 2) Determine which device(s) is/are not working
- 3) If the cause of the problem cannot be determined with points 1 and 2, disconnect all the devices except for the circuit board and the control panel and start up the product.

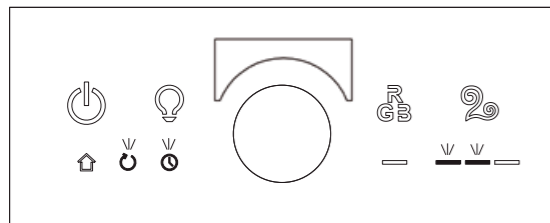
Add one device at a time, running the start-up procedure again after each new connection until the faulty part has been identified.

SOLUTION

- Replace the faulty part(s).

ERROR 3

The control panel is not communicating with the other devices in the system

**CAUSE:**

- The control panel is not communicating with the system

CHECK

- Connections to the panel board (power board)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check the cables are connected correctly to the board
- Disconnect from the power supply, wait about one minute then power up again
- Run the start-up procedure →



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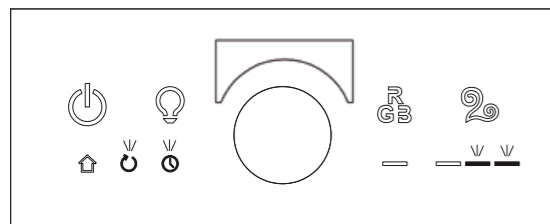
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SOLUTION

- Replace the panel board

ERROR 4

Generic generator circuit board error

**CAUSES:**

- Problem with the electric power supply: voltage is too high or too low
- Circuit board overheating: temperature higher than 75° C / 167° F recorded on the circuit board
- Heating elements broken

CHECK

- Circuit board
- Power input to the circuit board
- One or more heating elements are broken

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Use a multimeter to measure the power input of the board: it should be between 23 Vdc and 25 Vdc
- Measure the temperature of the circuit board with a thermometer when the product is in operation
- Measure the ohm values of all the heating elements using a multimeter

SOLUTIONS

- Stabilise the voltage. This is not a product-related problem but depends on the client's electricity provider
- Lower the temperature of the circuit board by improving the ventilation around the steam generator
- IF the values are within the indicated parameters but the problem persists, replace the circuit board →



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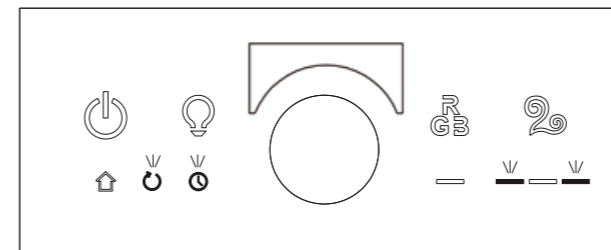
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ERROR 5

Temperature probe error

**CAUSE:**

- Temperature probe built into the panel is broken: it is located between the metal frame and the glass cover of the control panel

CHECK

- Temperature probe cable connected to the power board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

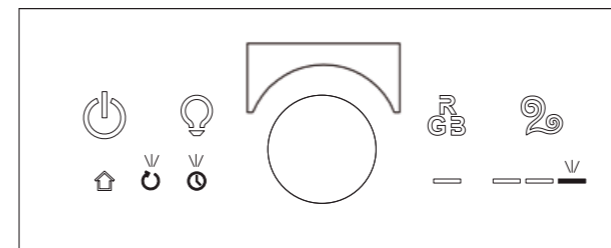
- 1 • Check the cable is not faulty or damaged
- 2 • Check the probe cable connector is inserted correctly into the power board

SOLUZIONE

- Sostituire il prodotto (contattare Effe)

ERROR 6

Water draining error

**CAUSE:**

- The generator has not discharged all the water, so some is left in the boiler. The electronics therefore set shorter filling times than the programmed parameters.

CHECK:

- Boiler
- Outlet valve
- Outlet pipe
- Steam pipe

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check there is no limescale build-up in the boiler that may slow water drainage.
- Check the outlet valve is clean, is receiving power and opens/closes correctly. →



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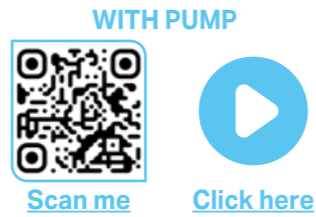


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- Check the outlet pipe is clear, that it is receiving water and that pre-installation has been carried out correctly (see pre-installation manual)
- Check the steam pipe is not obstructed, bent and there are no syphons along the pipe

SOLUTION

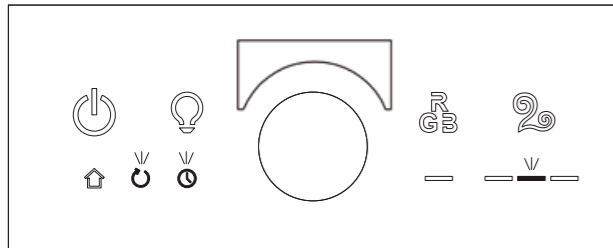
- Clean the boiler of any dirt or residue. Descale ⇒



- Clean or replace the valve
- If the outlet pipe is obstructed, clear it or correct any pre-installation errors
- If the steam pipe is obstructed, clear it or remove any bends or siphons

ERROR 7

Water filling error

**CAUSE:**

- The boiler has not filled within the set time

CHECK

- The building plumbing system, especially the pipe connected to the steam generator
- Inlet valve filter
- Inlet valve
- Outlet valve

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

- Check that water is reaching the generator by disconnecting the water inlet pipe
- Check that inlet valve filter is clean ⇒



- Check that inlet valve is receiving power and allows the boiler to fill with water ⇒



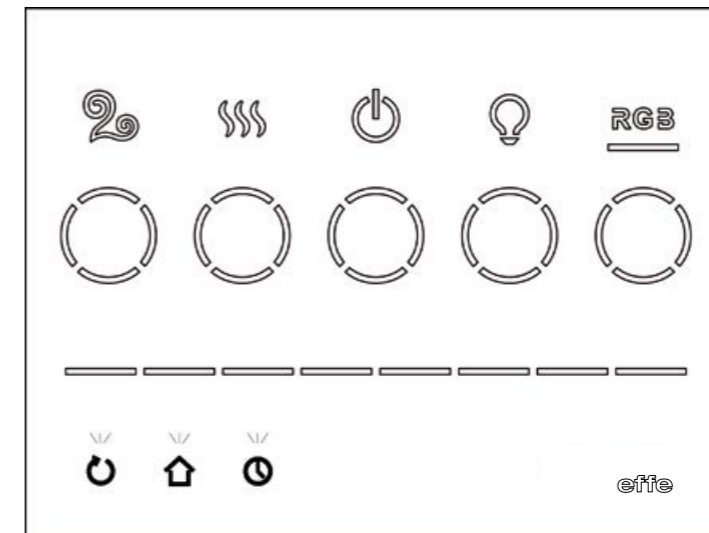
- Check that water is not leaking from the outlet valve by disconnecting the outlet pipe

SOLUTIONS

- IF no water is reaching the generator, open the building plumbing system's inlet valve
- Clean the valve filter
- Clean or replace one or both valves if they are not working correctly

TOUCH & STEAM**TROUBLE-SHOOTING**

Any faults are signalled by the simultaneous flashing of the icons



When the system detects a CRITICAL error it is impossible to perform normal operations from the control panel. The Hammam and Warm sequences cannot be run, nor can the colour-therapy functions. Only the White Light will operate, unless of course the problem also affects this function. The control panel is only able to operate in "STANDBY" and "PANEL ON" modes.

CRITICAL ERRORS

Critical errors make it impossible to switch on any of the functions. To find out what these are, consult the "TROUBLE-SHOOTING" table.

Example:

Lack of communication with the internal circuit boards or incorrect database, when a circuit board has been replaced and the start-up sequence has not been run. In this situation repeat the start-up sequence (see chapter 4.1). If the problem persists, disconnect from the power supply, turn off the water tap upstream of the unit and call your approved assistance centre or call the company direct.

NON-CRITICAL ERRORS

These can occur while the Hammam/Turkish bath is operating.

Example:

- 1) The water tap is turned off or there is not enough water in the system to reach the correct level in the boiler.
- 2) The outlet is blocked so that, during the automatic boiler rinsing or emptying operations, the boiler does not empty properly.

In case of anomaly, the customer is invited to:

1. Check that the water taps are turned on.
2. Check that there is water in the system, by turning on one of the system taps.
3. Check that the electric switches upstream of the system are working properly.
4. If the circuit-breaker trips, contact the assistance centre before powering up the system again.
5. Before contacting the service centre, note down a full description of the fault the panel is signalling and the serial number (see paragraph 1.2).

If these actions have not solved the problem, contact your local assistance centre or the company direct.

The table on the next page gives possible causes and solutions.

TROUBLE-SHOOTING



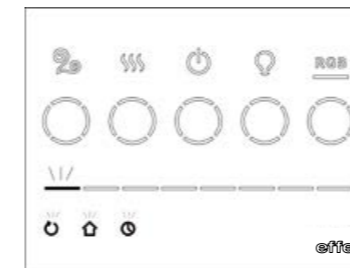
PLEASE NOTE: the information in the table below and the action to take is intended for the use of the assistance centre personnel and others qualified to install/maintain the equipment.

ERROR MESSAGE	MEANING
Error Led 1 	Boiler full too soon.
Error Led 2 	Boiler not yet full.
Error Led 3 	Communication error.
Error Led 4 	Boiler not yet empty.
Error Led 5 	Temperature probe error
Error Led 6 	Wrong database
Error Led 8 	No database

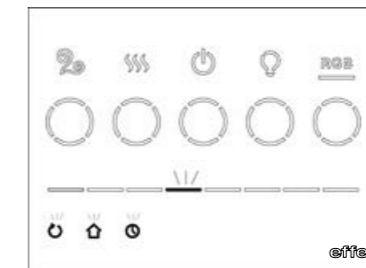
For any situations not covered in this table, consult your approved assistance centre or contact the company direct.

ERROR 1

Water draining error



ERROR 4



CAUSE:

- The generator has not discharged all the water, so some is left in the boiler. The electronics therefore set shorter filling times than the programmed parameters.

CHECK

- Boiler
- Outlet valve
- Outlet pipe
- Steam pipe

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check there is no limescale build-up in the boiler that may slow water drainage.
- Check that outlet valve is clean, is receiving power and opens/closes correctly. →



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- Check the outlet pipe is clear, that it is receiving water and that pre-installation has been carried out correctly (see pre-installation manual) →



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- Check the steam pipe is not obstructed, bent and there are no syphons along the pipe

SOLUTION

- Clean the boiler of any dirt or residue. Descale →



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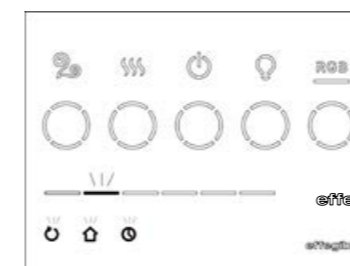


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- Clean or replace the valve
- If the outlet pipe is obstructed, clear it or correct any pre-installation errors
- If the steam pipe is obstructed, clear it or remove any bends or siphons

ERROR 2

Water filling error



CAUSE:

- The boiler has not filled within the set time

CHECK

- The building plumbing system, especially the pipe connected to the steam generator
- Inlet valve filter
- Inlet valve
- Outlet valve

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

- Check water is reaching the generator by disconnecting the water inlet pipe
- Check that inlet valve filter is clean →



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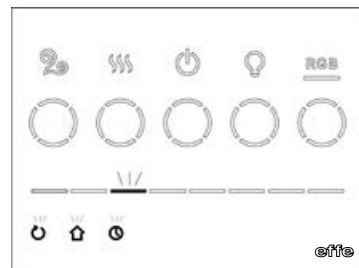
- Check that inlet valve is receiving power and allows the boiler to fill with water
- Check water is not leaking from the outlet valve by disconnecting the outlet pipe

SOLUTIONS

- IF no water is reaching the generator, open the system's inlet valve
- Clean that valve filter
- Clean or replace one or both valves if they are not working correctly

ERROR 3

The control panel is not communicating with the other devices in the system

**CAUSE:**

- The control panel is not communicating with the system.

CHECK

- Connections to the panel board (power board)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check the cables are connected correctly to the board
- Disconnect from the power supply, wait about one minute then power up again
- Start up the system →



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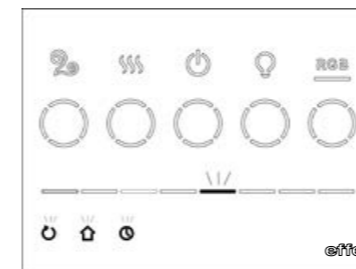
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SOLUTION

- Replace the panel board

ERROR 5

Temperature probe error

**CAUSE:**

- Temperature probe built into the panel is broken: it is located in the ventilation group (power steam)

CHECK

- Temperature probe cable connected to the power board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

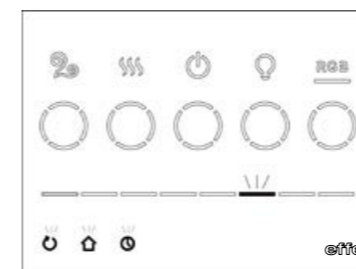
- Check the cable is not faulty or damaged
- Check the probe cable connector is inserted correctly into the power board

SOLUTION

- Replace the temperature probe
Product code ME23000011

ERROR 6

No dialogue between the system and a device that has already been recognised

**CAUSE:**

- One or more of the previously connected electronic devices is no longer communicating with the control panel or the panel is not receiving power

CHECK

- Ceiling light fixture
- Internal control panel
- External control panel (if installed)
- Panel board
- ECC module
- ESS module (if the ceiling light fixture does not have built-in ESS)
- Home automation device (if installed)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Do the Startup procedure →



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- Determine which device(s) is/are not working
- IF the cause of the problem cannot be determined with points 1 and 2, disconnect all the devices except for the circuit board and the control panel and do the Startup procedure

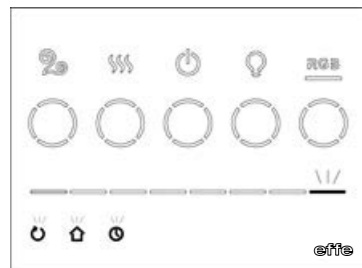
Add one device at a time, running the start-up procedure after each new connection until the faulty part has been identified.

SOLUTION

- Replace the faulty part(s)

ERROR 8

The control panel is not communicating with the other devices in the system

**CAUSE:**

- The control panel is not communicating with the system.

CHECK

- Connections to the panel board (power board)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

- Check the cables are connected correctly to the board
- Disconnect from the power supply, wait about one minute then power up again
- Run the Startup procedure →



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SOLUTION

- Replace the panel board

INSIDE**ERROR SIGNALLING AND RESOLUTION**

Any anomaly is signalled by the contemporary flashing of the Remote function and Programme function icons.



The turning on of the temperature buttons determines the error code.

CRITICAL ERRORS

The "critical errors" are those which do not allow to activate any function. To get to know which ones they are, consult the table related to "ERROR SIGNALLING".

Example:

Lack of internal card communication or incorrect database (in case of replacement of a card and start-up not carried out). In this case, repeat the start-up activity (see chapter 4.1); if the problem persists disconnect the power supply, shut off the water from the stop valve upstream of the device and call the authorised service assistance or the Company directly.

NON-CRITICAL ERRORS

They are errors which can occur during operation of the Hammam/Turkish bath.

Example:

1. the water tap is closed, or water is missing in the system so the level in the boiler is not reached.
2. the drain is clogged so that during the automatic rinsing or emptying of the boiler the boiler does not empty correctly.

In case of anomaly the user is invited to:

1. check that the water taps are open.
2. check that there is water in the system (opening a tap which is part of it).
3. check that the electrical switches upstream of the system are correctly activated.
4. if the residual current circuit breaker (circuit breaker) trips, contact the service centre before resetting the system switch.
5. before contacting assistance, take note of the full description of the anomaly which the panel signals and of the Serial Number

If these operations are not successful, contact the service centre or the EFFE company directly.

TROUBLESHOOTING

Please note that the following troubleshooting path for the anomaly is geared to the service centre and to the qualified installation/maintenance staff.

ERROR SIGNAL	MEANING
ERROR 1 	No dialogue of software with an already recognised element.
ERROR 2 	Panel does not dialogue with other electronic elements.
ERROR 3 	Boiler full too soon Boiler still not empty
ERROR 4 	Boiler is still not empty
ERROR 5 	General error
ERROR 6 	Temperature probe error, Ventilation probe error, Ventilation error
ERROR 7 	Door open error

(*) If these errors occur during descaling (Service Icon remains lit) the procedure stops.

To restart it, keep the Hammam button pressed for 5 seconds.

The system will start Phase 2 automatically with the washing of the boiler which will end with the "Hammam/Turkish Bath" button pulsating.

Resume the procedure described at chapter 7.1 from Phase 3.

ERROR 1

No dialogue between the software and a device that has already been recognised

**CAUSE:**

- One or more of the previously connected electronic devices is no longer communicating with the control panel or the panel is not receiving power

CHECK

- Ceiling light fixture
- Internal control panel
- External control panel (if installed)
- Generator circuit board
- Lighting module
- ECC module
- ESS module (if the ceiling light fixture does not have built-in ESS)
- Home automation device (if installed)
- Extraction/fragrance system (if installed)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

1) Run the Startup procedure →



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2) Determine which device(s) is/are not working

3) If the cause of the problem cannot be determined with points 1 and 2, disconnect all the devices except for the circuit board and the control panel and start up the product

Add one device at a time, run the start-up procedure after each new connection until the faulty part has been identified.

SOLUTION

- Replace the faulty part(s)

ERROR 2

The control panel is not communicating with the other electronic devices

**CAUSE:**

- The control panel is not communicating with the system.

CHECK

- Connections to the panel board (power board)

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

- Check the cables are connected correctly to the board
- Disconnect from the power supply, wait about one minute then power up again
- Start up the system →



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SOLUTION

- Replace the panel board

ERROR 3

Water draining error

**CAUSE**

- The generator has not discharged all the water, so some is left in the boiler. The electronics therefore set shorter filling times than the programmed parameters.

CHECK

- Boiler
- Outlet valve
- Outlet pipe
- Steam pipe

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- Check there is no limescale build-up in the boiler that may slow water drainage.
- Check that outlet valve is clean, is receiving power and opens/closes correctly.
- Check that outlet pipe is clear, that it is receiving water and that pre-installation has been carried out correctly (see pre-installation manual) →



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- Check that steam pipe is not obstructed, bent or is not siphoning

SOLUZIONE

- Clean the boiler of any dirt or residue. Descale
- Clean or replace the valve
- If the outlet pipe is obstructed, clear it or correct any pre-installation errors
- If the steam pipe is obstructed, clear it or remove any bends or siphons

ERROR 4

Water filling error

**CAUSE:**

- The boiler has not filled within the set time

CHECK

- Plumbing in the building
- Inlet valve filter
- Inlet valve
- Outlet valve

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

- Check water is reaching the generator by disconnecting the water inlet pipe
- Check that inlet valve filter is clean
- Check that inlet valve is receiving power and allows the boiler to fill with water
- Check that is not leaking from the outlet valve by disconnecting the outlet pipe

SOLUTIONS

- IF no water is reaching the generator, open the system's inlet valve
- Clean the valve filter
- Clean or replace one or both valves if they are not working correctly

ERROR 5

Generic circuit board error

**CAUSE:**

- Problem with the electric power supply: voltage is too high or too low
- Circuit board overheating: temperature higher than 75 °C/167 °F recorded on the circuit board
- Heating elements broken

CHECK

- Circuit board
- Power input to the circuit board
- Heating elements

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM

- Use a multimeter to measure the power input of the board: it should be between 23 Vdc and 25 Vdc
- Measure the temperature of the circuit board with a thermometer when the product is in operation
- Measure the ohm values of all the heating elements using a multimeter

SOLUTIONS

- Stabilise the voltage. This is not a product-related problem but depends on the client's electricity provider
- Lower the temperature of the circuit board by improving the ventilation around the steam generator
- IF the values are within the indicated parameters but the problem persists, replace the circuit board
- IF the heating elements are faulty (ohm reading is zero), replace them

ERROR 6

Temperature probe error and ventilation error

**CAUSE:**

- Temperature probe built into the panel broken

CHECK

- Temperature probe cable connected to the panel board

HOW TO IDENTIFY THE CAUSE OF THE PROBLEM:

- 1 • Check the cable is not faulty or damaged
- 2 • Check the probe cable connector is inserted correctly into the power board

SOLUTION

- Replace the outer silicone coating of the control panel.

ERROR 7

Door Open

**CAUSE:**

- The cabin door has been left open

CHECK

- Cabin door

SOLUTION

- Close the cabin door

ECC – EFFE COMFORT CONTROL

You will need the following to connect to ECC:

- 2.4 GHz Internet network
- Wi-Fi channels 1-11 supported
- Very strong Wi-Fi signal
- Guest Wi-Fi networks are not compatible with ECC
- 802.11 B/G/N compatibility
- Public SSID
- WPA-PSK/WPA2-PSK security
- MAC Address Filtering disabled
- DHCP enabled

Download the Effe ECC or My Effe app and create an account

Possible connection problems

1. The product does not connect at the first attempt

- Check you are using a dedicated 2.4 GHz network
- Check the signal is very strong
- Check the mobile phone/tablet you are using is connected to the Wi-Fi in the place where you wish to connect the product
- Check the password you have entered is correct for the Wi-Fi network you are trying to connect the product to: make sure you use the right upper and lowercase letters


2. The product does not connect after it has been successfully connected in the past

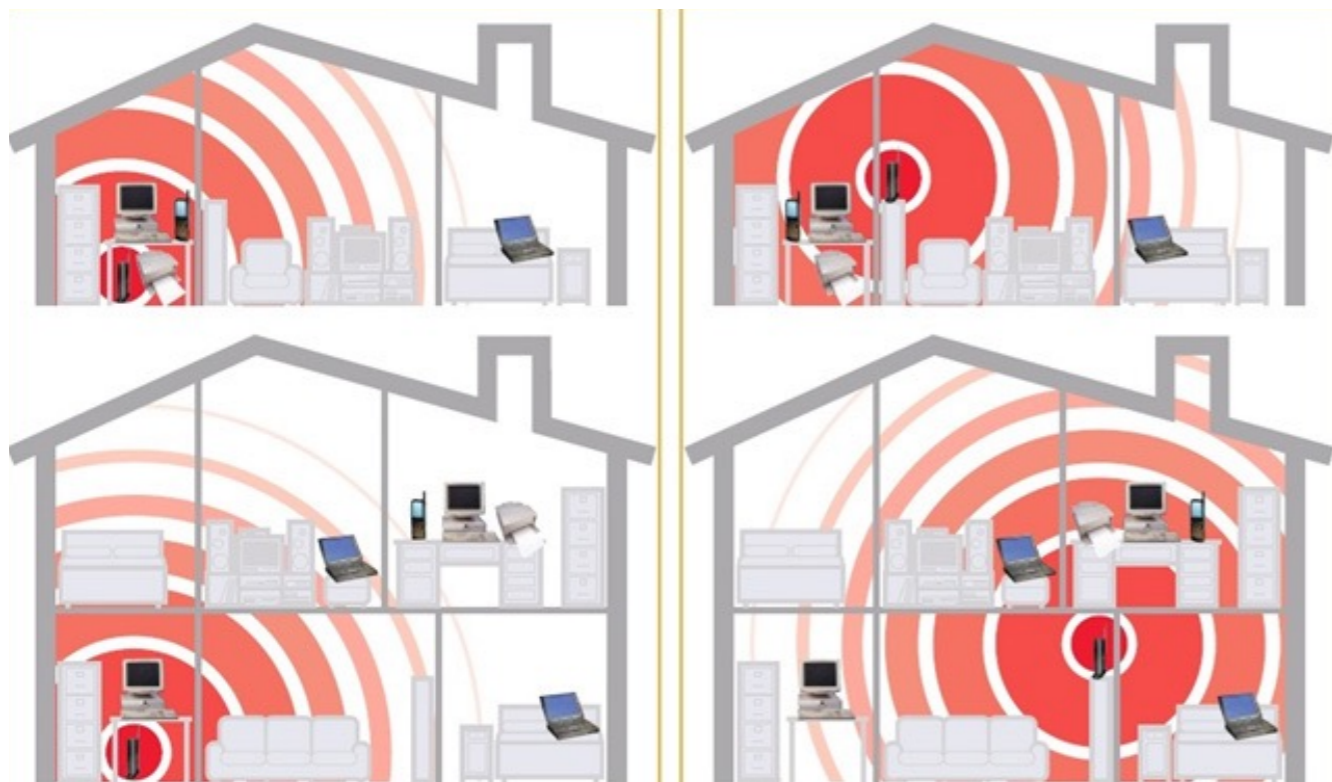
- a) If you have changed your router or Internet provider, the product may still be connected to the previous router. Proceed as follows:

1a. Disconnect the product from the app***2a.** Perform the ECC reset procedure on the control panel**Sauna – horizontal panel**[Scan me](#)[Click here](#)**Sauna – vertical panel**[Scan me](#)[Click here](#)**Hamмам – Nuvola/Nuvola Smart**[Scan me](#)[Click here](#)**Hamмам – Aquasteam/Easysteamm**[Scan me](#)[Click here](#)**Hamмам – Touch&Steam**[Scan me](#)[Click here](#)**Hamмам – Inside**[Scan me](#)[Click here](#)**3a. Disconnect from the electric power, wait a few minutes then power up again****4a. Run the start-up procedure****Sauna – horizontal panel**[Scan me](#)[Click here](#)**Sauna – vertical panel**[Scan me](#)[Click here](#)

Hammam – Nuvola/Nuvola Smart[Scan me](#)[Click here](#)**Hammam – Aquasteam/Easystem**[Scan me](#)[Click here](#)**Hammam – Touch&Steam**[Scan me](#)[Click here](#)**Hammam – Inside**[Scan me](#)[Click here](#)**5a. Connect again and follow the instructions in the app**

*How to disconnect the product

1. Select the product shown on the screen of the app
2. Press the  symbol to enter the Info menu
3. Press the "Disconnect" button

**Poor placement of router**

Location is not central to wireless network. Too many walls, floors, heavy furniture and electronic equipment (which may cause interference) intervening, may result in weak or lost signal.

Optimal placement of router

Location is central to wireless network. Intervening walls, floors, and heavy furniture are minimized, electronic equipment (which may cause interference) is moved, allowing the maximum signal.

Range extender

Range extender When it is not possible to move the Wi-Fi router closer to the product, a range extender may be used to improve the strength of the Wi-Fi signal.

ESS – EFFE SOUND SYSTEM

The smartphone must be placed within a range of 5 metres of the sauna, Hammam or home spa.

Version with PIN 1973**CONNECTING A SMARTPHONE OR TABLET**

- 1) Turn on the Bluetooth on the smartphone or tablet
- 2) Search for peripheral Bluetooth devices
- 3) Connect the smartphone or tablet to the WKBT0204AR-V3A device which identifies the ESS - Effegibi Sound System
- 4) The first time you connect, you will be asked for the PIN. Enter 1973 and confirm. You are now connected and can listen to music in the sauna or Hammam
- 5) Choose the track and volume from your smartphone or tablet

For more detailed information and to find out where the Unique Pin is located, please consult the Installation and Use Manual by scanning the QR CODE or click to download

Version with automatic connection

- 1) Turn on the Bluetooth on the smartphone or tablet
- 2) Search for peripheral Bluetooth devices
- 3) Connect the smartphone or tablet to the Effe-XXXXX or Effegibi-XXXXX device (older models may have the WKBT0204AR-V3A version) which identifies the ESS
- 4) It will connect automatically without having to enter a PIN
- 5) Choose the track and volume from your smartphone or tablet

Version with dedicated PIN**CONNECTING A SMARTPHONE OR TABLET**

- 1) Turn on the Bluetooth on the smartphone or tablet
- 2) Search for peripheral Bluetooth devices
- 3) Connect the smartphone or tablet to the EFFEXXX... device which identifies the ESS - Effe Sound System
- 4) The first time you connect, you will be asked for the PIN. Enter the PIN on the product. You are now connected and can listen to music in the sauna or Hammam
- 5) Choose the track and volume from your smartphone or tablet

For more detailed information and to find out where the Unique Pin is located, please consult the Installation and Use Manual by scanning the QR CODE or click to download

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TECHNICAL MENU MANUALS

HAMMAM

- NUVOLA/NUVOLA SMART POWER/NUVOLA SMART
SCAN QR CODE OR CLICK TO DOWNLOAD



- AQUASTEAM/EASYSTEAM
SCAN QR CODE OR CLICK TO DOWNLOAD



- TOUCH & STEAM
SCAN QR CODE OR CLICK TO DOWNLOAD



- INSIDE
SCAN QR CODE OR CLICK TO DOWNLOAD



SAUNA

- HORIZONTAL PANEL
SCAN QR CODE OR CLICK TO DOWNLOAD



- VERTICAL PANEL
SCAN QR CODE OR CLICK TO DOWNLOAD



NO SOLUTION FOUND: HOW TO PROCEED?

A) Product still under warrantyThe product is considered under warranty within 24 months from the date of purchase.

Please open a support ticket at www.effe.it

B) Product no longer under warranty and ordering spare partsThe product is no longer considered under warranty beyond 24 months from the date of purchase.

Contact your local Service Centres or contact Effe if there are none. The list of local service centres can be found at www.effe.it

N.B.: All information materials made available with this troubleshooting manual may be subject to changes and updates at Effe's discretion. Any total or partial reproduction of the contents of this manual, both text and images, is forbidden and will be prosecuted according to applicable law.