

Before performing any service always follow applicable safety precautions.

Cook and Hold Control Error Codes

Affected Products: Gas and electric smokers with the cook and hold control.
Affected Serial Range: N/A
Related Issue #: N/A

Issue Description:

The cook and hold control has the ability to display various error codes when an issue is detected with the smoker.



Actions Required:

Error	Possible Causes	Possible Solutions
Err 5	<ul style="list-style-type: none"> Thermocouple is incompatible with control. Control is reading a temperature lower than it can process. Thermocouple wires are reversed. 	<ul style="list-style-type: none"> Confirm thermocouple compatibility. Warm the thermocouple inside the cooking cabinet with a warm towel. Verify that the yellow wire is inserted into input 1 (+), and the red wire is inserted into input 2 (-) on the back of the control.
Err 6	<ul style="list-style-type: none"> Loose thermocouple connection. Thermocouple is defective. Control is defective. 	<ul style="list-style-type: none"> Check the thermocouple connection on the back of the control. Replace the thermocouple. Replace the control.
Err 7	<ul style="list-style-type: none"> Control is reading a temperature lower than it can process. Thermocouple wires are reversed. 	<ul style="list-style-type: none"> Warm the thermocouple inside the cooking cabinet with a warm towel. Verify that the yellow wire is inserted into input 1 (+), and the red wire is inserted into input 2 (-) on the back of the control.

Error	Possible Causes	Possible Solutions
Err 8	<ul style="list-style-type: none"> Control is reading a temperature higher than it can process. Thermocouple wires are reversed. 	<ul style="list-style-type: none"> Thermocouple is defective. Control is defective. Verify that the yellow wire is inserted into input 1 (+), and the red wire is inserted into input 2 (-) on the back of the control.
Err 10	<ul style="list-style-type: none"> Internal meat probe is not plugged into the socket (only applicable for smokers with an internal meat probe). 	<ul style="list-style-type: none"> Plug the meat probe into the socket inside of the cooking cabinet. If cooking with the meat probe is not desired, press the Up arrow when the control is in Idle to turn the probe off.
Err 13	<ul style="list-style-type: none"> Ambient temperature surrounding the controller is too high or low. 	<ul style="list-style-type: none"> Adjust the smoker environment so that the control receives sufficient airflow.

Additional Comments:

Secondary Distribution:

Service technicians within the Distributor's organization.

Service companies.

For Additional Information:

Southern Pride Technical Support: (800) 437-2679