

**NOTE #:** 06-001-1

**DATE:** 20 January 2006

## **APPLICATION NOTE**

### ***SHARING INTELLIGENT SOLUTIONS***

**KEY WORDS:**

<b>Title:</b>	12 Channel Dimmer E11 Error
<b>Products Applicable:</b>	L5112D10B2, L5112D12B2, L5112D16B2, L5512D10B2S

**Important:** - This application note only concerns the 12 Channel Pro Series Dimmers that display the E11 error in the 7 segment display.

The 12 Channel Pro Series Dimmer has undergone number of changes since it was first released at Clipsal Integrated Systems. One of the upgrades was to include a Thermal Probe, which measures the temperature of the heat sink inside the dimmer.

When the Thermal Probe was first introduced, it also required new firmware to be written for the unit. All the existing stock (without the Thermal Probe) had the firmware upgraded also, which meant that there may be units trying to read a Thermal Probe which actually isn't there.

If this is the case then the 7 segment display on the unit will display the error message "E11." This error indicates that there is a missing or defective Thermal Probe. Using a sequence of button presses (on the front of the dimmer) this problem can be easily rectified. Follow the steps below:

- Remove mains power (all 3 phases) from the dimmer.
- Press and hold down the Set button and apply the mains power once again.
- After 3 to 5 seconds (once mains power has been applied) release the Set Button.
- TST or LP will then appear on the 7 segment display.
- Press the Control or Flash button to cycle through the menu, until the display shows TPR.
- Press the Set button to select the TPR setting.
- Yes or No should now appear in the 7 segment display.
- Now press either the Set, Flash or Control button to change the display to No.
- Once No appears in the display, cycle the mains power to the unit.

These steps allowed you to tell the dimmer that the Thermal Probe does not exist, leaving you with a functional unit.

## **Technical Support and Troubleshooting**

For technical assistance call: 1300 722 247 (Australia)  
0800 888 219 (New Zealand)

CIS web site: <http://www.clipsal.com/cis/>

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