

# Technical Bulletin

Number: E10-2010-08

Date: September, 2010

**Panasonic Home and Health Company**  
Home Appliance Group / Food service

Product: Commercial Microwave Oven  
Model: **NE1258R NE1257R NE1757R**  
**NE2157R**

## ⚠ WARNING

This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technician. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

## Subject: Pro 1 Error Codes

### ⚠ CAUTION

1. Check for proper grounding before troubleshooting.
2. Use caution when servicing high voltage circuit.
3. Discharge high voltage capacitors prior to servicing.
4. When checking for continuity of the switches or the high voltage transformer, disconnect one lead wire from these parts and then check continuity with the AC plug removed. To do otherwise may result in false reading or may damage your meter.
5. Be sure to ground any static electricity charge built up in your body before handling the D.P.C. board.
6. 120/208/230V AC is present in the shaded area on the power supply circuit board (Terminals of the power relay and primary circuit of the low voltage transformer). When troubleshooting be cautious of possible electrical shock hazard.

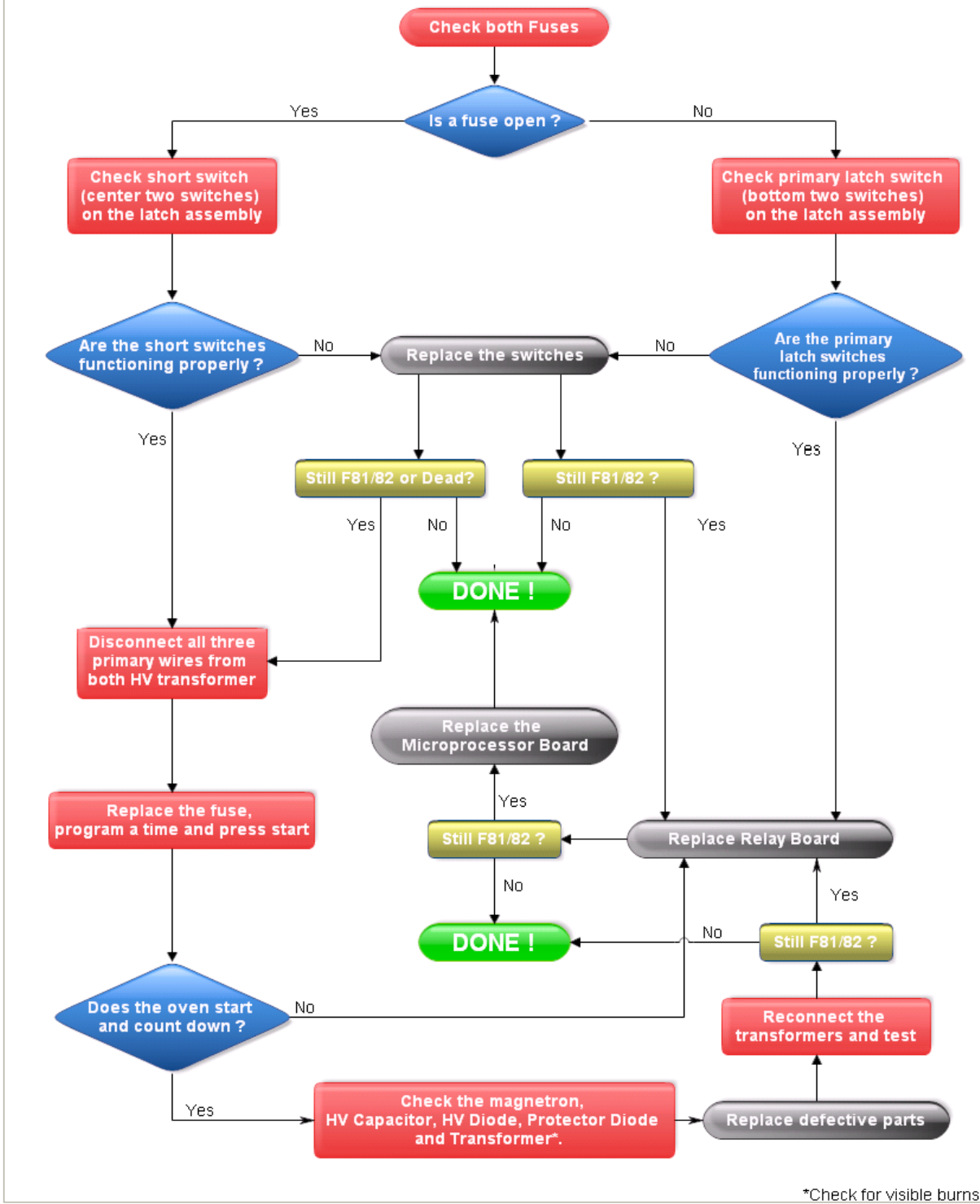
**NOTE: If the unit is either dead or displays any of the error codes listed below, check the parts listed in possible cause column depending on failure indication e.g. F81, F82 in the display or no display (dead).**

DISPLAY	CONDITION	POSSIBLE CAUSE (In order of probability)
F33	Open temperature sensor (exhaust)	1. Loose ground screw on the digital programmer circuit 2. Loose connector CN4 3. Open temperature sensor (Should read 25k to 85k) 4. Digital programmer circuit failure
F34	Short temperature sensor (exhaust) (Rare)	1. Digital programmer circuit failure 2. Temperature sensor failure
F44		1. Shorted membrane switch
F01	Exhaust temperature exceeds 120° C	1. Burning food in the oven due to overcooking
F05	Memory failure	1. Digital programmer circuit failure
No Display* (Dead)	No voltage supply to the LV transformer	1. Right fuse open 2. Damaged short switch 3. Shorted H.V capacitor, transformer, diode or magnetron (upper) 4. Shorted L.V transformer (Relay board) 5. Digital programmer circuit failure
F81*	Excessive current consumption (upper H.V. circuit)	1. Open primary latch switch 2. Relay failure RY-3 (Relay Board) 3. Digital programmer circuit failure
F82*	Excessive current consumption (lower H.V. circuit)	1. Left fuse open 2. Open primary latch switch 3. Damaged short switch 4. Shorted H.V capacitor, transformer, diode or magnetron (lower) 5. Relay failure RY-4 (Relay Board) 6. Digital programmer circuit failure
F86	Shorted contacts of RY-3	1. Relay failure RY-3 (Relay Board) 2. Digital programmer circuit failure
F87	Shorted contacts of RY-4	1. Relay failure RY-4 (Relay Board) 2. Digital programmer circuit failure

\* Please see back of this page on how to troubleshoot F81/F82 error code or dead unit

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# F81/F82 Error Code or Dead Unit



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