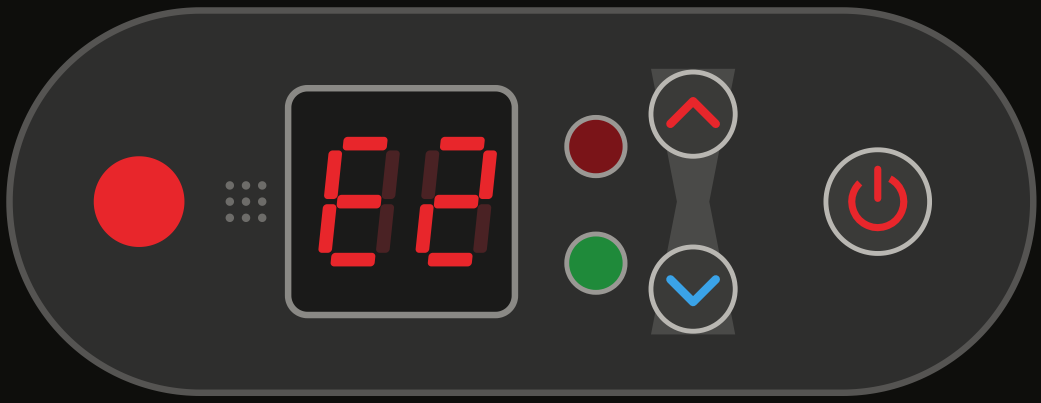
LAVA HEAT ITALIA

CUSTOMER EDITION

# Control Panel *Troubleshooting*

ERROR CODES & QUICK FIXES



E1 E2 E3 E4 E5 E6 LOW V

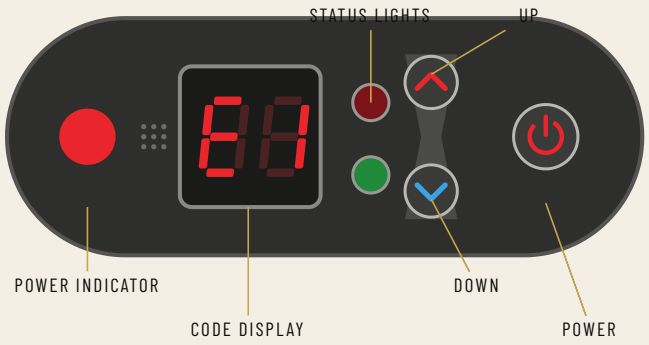
*For the 2G and Opus patio heaters*

HDC-100 CONTROL SYSTEM
REV. OCTOBER 2026

BEFORE YOU BEGIN

# Reading your control panel

Your heater monitors ignition, gas flow, position and battery power continuously. If something is out of range, it shuts down safely and shows a two-character code on the display. Use this guide to identify the code and the quickest way back to warmth.




HDC-100 CONTROL PANEL, SHOWING CODE E1

### WHEN A CODE APPEARS

1. Note the code shown on the display.
2. Turn the heater off with the POWER button.
3. Find the code on the following pages and follow **Try this first**.
4. If the code returns after those steps, contact Lava Heat Italia support. Do not attempt internal repairs yourself.

### IF YOU SMELL GAS

- Shut off the gas supply at the cylinder valve.
- Extinguish any open flame and do not attempt to light the heater.
- Move away from the heater. If the odor continues, call your gas supplier or fire department.

| CODE | MEANING | FIRST THING TO TRY |
|---|---|---|
| E1 | **False flame signal at start-up** | Turn the heater off and wait until the pilot flame is completely out. |
| E2 | **Ignition time exceeded** | Make sure the cylinder valve is fully open and the cylinder has gas. |
| E3 | **Main safety valve cannot open** | Turn the heater off and restart once. |
| E4 | **Tilt switch cut off** | Move the heater to a firm, level surface and make sure it stands upright. |
| E5 | **Battery input voltage too high** | Use only the batteries specified for your model, installed as shown in your Quick Start Guide. |
| E6 | **Microcontroller fault** | Turn the heater off and restart once. |
| _ | **Low voltage protection** | Replace the batteries. |

ERROR CODES

# E1 – E3




CODE E1

ERROR CODE E1

## False flame signal at start-up

The heater senses a flame before ignition has begun, so it stops for safety.

**COMMON CAUSES** Pilot flame still present from the last use; fault in the flame-sensing circuit; wiring.

**TRY THIS FIRST**

- Turn the heater off and wait until the pilot flame is completely out.
- Restart the heater.

**IF THE CODE RETURNS**

Contact Lava Heat Italia support. Service may include igniter replacement or wiring inspection and replacement.




CODE E2

ERROR CODE E2

## Ignition time exceeded

The heater tried to light for 25 seconds without detecting a flame.

**COMMON CAUSES** Air in the gas line; moisture on the flame-sensing rod; sensing-rod position; pilot or safety-valve issue; flame-sensing circuit fault.

**TRY THIS FIRST**

- Make sure the cylinder valve is fully open and the cylinder has gas.
- Try ignition several times. After a cylinder change or first use, it can take a few attempts to purge air from the line.
- If the heater has been exposed to rain or heavy dew, let it dry out, then restart.

**IF THE CODE RETURNS**

Contact Lava Heat Italia support. Service may include sensing-rod adjustment, igniter replacement or pilot (PA) parameter adjustment.




CODE E3

ERROR CODE E3

## Main safety valve cannot open

The control cannot open the main gas safety valve (MASV).

**COMMON CAUSES** Safety-valve fault; wiring; control circuit fault.

**TRY THIS FIRST**

- Turn the heater off and restart once.

**IF THE CODE RETURNS**

Contact Lava Heat Italia support. Service may include safety-valve replacement, wiring inspection or control module (HDC-100) replacement.

ERROR CODES

# E4 – E6




CODE E4

ERROR CODE E4

## Tilt switch cut off

The built-in tilt switch has detected that the heater is not upright and has shut off the gas.

**COMMON CAUSES** Heater leaning or on uneven ground; loose tilt-switch connection or wiring.

**TRY THIS FIRST**

- Move the heater to a firm, level surface and make sure it stands upright.
- Restart the heater.

**IF THE CODE RETURNS**

Contact Lava Heat Italia support. Service may include tilt-switch connection and wiring inspection or replacement.




CODE E5

ERROR CODE E5

## Battery input voltage too high

The control has detected more than 2 V at the battery port.

**COMMON CAUSES** Incorrect power source at the battery port; voltage-reduction circuit fault.

**TRY THIS FIRST**

- Use only the batteries specified for your model, installed as shown in your Quick Start Guide.
- Remove any adapter or external power source connected to the battery port.

**IF THE CODE RETURNS**

Contact Lava Heat Italia support. Service may include control module (HDC-100) replacement.




CODE E6

ERROR CODE E6

## Microcontroller fault

The control module has detected an internal hardware fault.

**COMMON CAUSES** Microcontroller hardware fault.

**TRY THIS FIRST**

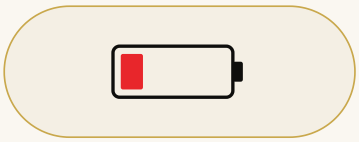
- Turn the heater off and restart once.

**IF THE CODE RETURNS**

Contact Lava Heat Italia support. Service may include control module (HDC-100) replacement.

LOW VOLTAGE & SUPPORT

# Still not working?



NO CODE — PANEL SHUTS DOWN

PROTECTION

## Low voltage protection

Battery voltage at the battery port has dropped below 1.0 V for 5 seconds. The heater shuts down to protect the ignition system.

**COMMON CAUSES** Batteries worn or weak.

**TRY THIS FIRST**

- Replace the batteries with fresh ones of the type specified for your model (the 2G takes two D batteries in the burner).
- Protection releases automatically once battery voltage is above 1.2 V.

**IF THE CODE RETURNS**

If fresh batteries do not clear the condition, contact Lava Heat Italia support.

**BEFORE YOU CONTACT US**

- Your heater model (2G or Opus) and finish
- The code shown on the display
- Your order number or proof of purchase
- A short video or photo of the panel, if you can

**WARRANTY**

Many of the parts named in this guide are covered under the Lava Heat Italia warranty. Full terms are at **lavaheat.com/warranty-and-product-care**.

LAVA HEAT ITALIA

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