

## The boilers that could report an E168 error are:

Baxi Duo-tec Combi HE

Baxi Duo-tec Combi HE A

Baxi Megaflo System HE

Baxi Megaflo System HE A

Baxi Platinum Combi HE

Baxi Platinum Combi HE A

Error code E168 could be telling you that a number of things are wrong with the boiler. Typically, this error code is reporting on one of four problem areas. The first two problems listed below are the most common, so we advise you to look for an issue here first.

### 1. The boiler has been reporting other codes previously

In this case, other error codes will have been displayed before code E168. The boiler will have detected a fault and displayed the error code relevant to the problem. The boiler will then have been reset, either automatically or by the user.

Once the boiler starts up again it may not be able to detect the original fault and so will display E168 as a replacement for the previous code.

The codes that can display prior to E168 are:

E20 - Boiler temperature sensor fault

E28 - Flue gas temperature sensor fault

E50 - Domestic Hot Water temperature sensor fault

E110 - Overheat (O/H) Thermostat operated - check to circulation and connections to O/H T/stat

E119 - Water pressure switch cut out (low water pressure in boiler and system)

E125 - Boiler max temperature exceeded - possible circulation fault

E130 - Flue gas max temperature exceeded - check connections and flue NTC

E131 - Power has been turned off during E125 or E130 faults. Check cause of E125 and E130

E133 - Flame not established in time - checks to be made of gas supply, flue system, condensate discharge, spark generator, electrodes, leads and wiring harness connections

E156 - Under voltage (lower than 195V) has been supplied to boiler

E160 - Fan system fault

If any of these codes were seen before E168, fix the faults that were referenced by these error codes.

2. The mains supply to the boiler has been interrupted or is irregular

In this case, E168 means that the boiler has been experiencing a voltage either above or below the tolerance (+/- 10%) of the required 230V supply. This problem can be difficult to identify as irregularities may only occur at certain times. You can either test the mains supply yourself or call in a qualified electrician. If there is a fault, consult an electrical supplier for further advice on the issue.

3. A number of boiler components may not be operational or lack electrical integrity

If neither of the above solutions work, it's recommended that the following components be tested to make sure there are no faults or any signs that they have been affected by water spillage or internal leaks:

Gas Valve

Spark Igniter

Electrodes (gap & connections)

Pump

Fan

Wiring harness & connections

Diverter Valve (cartridge sticking or motor issue)

Any of these parts could cause E168 to appear and aren't necessarily reported by an error code. If you find a fault, simply replace the part.

4. The PCB has developed an issue

Once every other solution has been tried, the likely conclusion is that the PCB is faulty and needs to be replaced. Replace the whole unit and test.

If you need any advice or assistance with this issue or any other, you can consult the heateam technical team on 0844 871 1545, who will be happy to help you diagnose the issue and find a solution as quickly as possible.