MONARCH

NICE3000 · PARTS & FAULT CODES

Monarch NICE3000new

Fault Code Quick Reference Guide

44 Essential Codes for Field Technicians

Parts & Fault Codes, All in One Place.

Compiled & verified against the official Monarch NICE3000new manual (P94-P106).

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How to Use This Guide

This handbook lists **44 fault codes** for the Monarch (Mona) **NICE3000new** integrated elevator controller — the most common drive, door and safety faults you will meet in the field. For each code you get a one-line cause summary and a condensed **Quick Fix** checklist.

Category codes (e.g. 5A, 4C, 2B) follow the original Monarch manual classification and are shown on the top-right of each card. They indicate the fault group in the manufacturer documentation.

Need help right now?

Message us on **WhatsApp +86 139 8566 2489** with the fault code and a photo of the keypad screen. We offer **remote diagnosis from $29 per case** (can't fix = no charge) and supply **genuine Monarch spare parts** with worldwide shipping.

CAUSES	QUICK FIX	CATEGORY

Codes Err02 - Err50 (Err21/27/28/31/32 are not issued in this series).

Err02 Overcurrent during acceleration

5A

CAUSES

Output ground fault / short; motor params not tuned; wrong encoder signal; motor phase reversed

QUICK FIX

- Check run contactor & star-sealing contactor
- Inspect motor cables / terminal box for ground fault; verify U/V/W phase sequence
- Verify motor params match nameplate; re-tune
- Check encoder PPR, interference, shield grounding, mounting

Err03 Overcurrent during deceleration

5A

CAUSES

Same as Err02; deceleration curve too steep

QUICK FIX

- Same 4-step check as Err02
- Soften the deceleration curve

Err04 Overcurrent at constant speed

5A

CAUSES

Output ground fault / short; motor params not tuned; excessive encoder interference

QUICK FIX

- Same 4-step check as Err02

Err05 Overvoltage during acceleration

5A

CAUSES

Input voltage too high; braking resistor too large / faulty; acceleration too high

QUICK FIX

- Check input voltage (380V supply -> DC bus ~540-580V)
- Check braking resistor wiring / resistance; verify braking unit
- If overvoltage at target speed, reduce F2-01 / F2-04
- Verify accel/decel not too large

Err06 Overvoltage during deceleration

5A

CAUSES

Same as Err05

QUICK FIX

- Same as Err05

Err07 Overvoltage at constant speed

5A

CAUSES

Same as Err05

QUICK FIX

- Same as Err05

Err08 Maintenance reminder fault

3A

CAUSES

Elevator not powered down for maintenance within set period

QUICK FIX

- Perform a power-down maintenance cycle
- Disable maintenance check (F9-13)
- Contact distributor / manufacturer

Err09 Undervoltage fault

5A

CAUSES

Momentary power loss; input voltage too low; drive / control board fault

QUICK FIX

- Check external supply level
- Check for power interruption during run
- Tighten all supply terminals
- Contact distributor / manufacturer

Err10 Controller overload — 4A

CAUSES
Excessive mechanical resistance; poor balance coefficient; abnormal encoder feedback; bad motor tuning; phase reversed

QUICK FIX
• Mechanical: brake opens fully & supply normal; check balance coefficient; check guide shoes
• Motor/tuning: verify encoder feedback & PM initial angle; verify params & re-tune; F3-24 rope-slip; verify U/V/W

Err11 Motor overload — 3A

CAUSES
FC-02 set wrong; excessive mechanical resistance; poor balance coefficient

QUICK FIX
• Restore FC-02 to default
• Otherwise see Err10

Err12 Input phase loss — 4A

CAUSES
Unbalanced input supply; drive / control board fault

QUICK FIX
• Check 3-phase input balance & voltage; correct the supply
• Contact distributor / manufacturer

Err13 Output phase loss — 4A

CAUSES
Loose output wiring; motor fault

QUICK FIX
• Check motor connections are tight
• Check run contactor operates properly
• Confirm motor internals are sound

Err14 Module overtemperature — 5A

CAUSES
Ambient too hot; cooling fan failed; air duct blocked

QUICK FIX
• Lower ambient temperature
• Clean the air duct
• Replace the fan
• Check controller installation clearances

Err15 Output-side fault — 5A

CAUSES
Brake resistor output short; run contactor abnormal

QUICK FIX
• Check brake resistor / braking-unit wiring for shorts
• Check main contactor for arcing / welded contacts
• Contact manufacturer / distributor

Err16 Current control fault — 5A

CAUSES
Sub 1,2: excessive current deviation; Sub 3: excessive speed deviation

QUICK FIX
• Sub 1-2: check input voltage not low; controller-motor wiring; run contactor
• Sub 3: encoder loop (PPR, interference, separate conduit, shield ground, mounting); verify params & re-tune; increase F2-08

Err17 Encoder interference during tuning — 5A

CAUSES
Sub 2: sine-cosine signal abnormal; Sub 3: UVW signal abnormal

QUICK FIX
• Sub 2: separate encoder wiring from power cables; check grounding; check PG-card wiring
• Sub 3: same treatment; check PG-card wiring

Err18 Current detection fault — 5A

CAUSES
Drive / control board fault

QUICK FIX
• Contact distributor / manufacturer

Err19 Motor tuning fault — 5A

CAUSES
Sub 1: stator resistance failed; 5,6: pole position failed; 11: angle save failed; 101,102: timeout

QUICK FIX
• Sub 1,5,6: check motor leads & output contactor for phase loss
• Sub 11: repeat angle-free tuning, run >3 revolutions
• Sub 101,102: check encoder wiring or replace PG card, re-tune

Err20 Speed feedback error — 5A

CAUSES
Many sub-codes: encoder signals lost / broken / interference; motor sequence reversed; speed deviation

QUICK FIX
• Sub 1,4,5,7: check encoder wiring & PG card
• Sub 3: swap any two motor U/V/W phases
• Sub 9: re-tune PM angle; increase speed-loop gain
• Sub 12,13: check brake & A/B wiring; check interference

Err22 Leveling signal abnormal — 1A

CAUSES
Sub 101: leveling stuck; 102: lost; 103: leveling position deviation too large

QUICK FIX
• Sub 101,102: check leveling / door-zone sensors; vane vertical & depth; main board input points
• Sub 103: check ropes for slipping

Err23 Motor ground fault — 5A

CAUSES
Motor-side short to ground

QUICK FIX
• Check the motor side for a short to ground

Err24 RTC clock fault — 3B

CAUSES
Control board clock data abnormal

QUICK FIX
• Replace the clock battery
• Replace the main control board

Err25 Stored data abnormal — 4A

CAUSES
Main control board memory data abnormal

QUICK FIX
• Contact distributor / manufacturer

Err26 Seismic signal — 3B

CAUSES
Seismic input active for more than 2 s

QUICK FIX
• Check seismic input matches board NO/NC setting

Err29 Star-sealing contactor feedback abnormal — 5A

CAUSES
PM star-sealing contactor feedback abnormal

QUICK FIX
• Sub 101: check sealing contactor feedback on main board
• Sub 102: check on I/O expansion board
• Verify NO/NC; check contactor & feedback; check coil supply

Err30 Elevator position abnormal — 4A

CAUSES
Run time exceeded limit without leveling signal change

QUICK FIX
• Check leveling signal wiring for reliability / ground fault
• Check floor heights & re-leveling time F3-21
• Check encoder loop for signal loss

Err33 Elevator speed abnormal — 5A

CAUSES
Various overspeed sub-codes (run / inspection / coasting / emergency)

QUICK FIX
- Sub 101: encoder settings/wiring; motor params & re-tune
- Sub 102: lower inspection speed or re-tune
- Sub 103: verify star-sealing & phase sequence
- Sub 106: encoder wiring & SPI comm

Err34 Logic fault — 5A

CAUSES
Control board redundancy check, logic abnormal

QUICK FIX
- Contact distributor / manufacturer; replace control board

Err35 Well (shaft) learning data abnormal — 4C

CAUSES
Many sub-codes: learning start / inspection / direction / vane / floor height

QUICK FIX
- Sub 103,104,113,114: repeat well learning
- Sub 101: check next deceleration limit; F4-01 lowest floor
- Sub 105: match pulse direction to F4-03; adjust F2-10
- Sub 106,107,109: check sensor NO/NC & vane install

Err36 Run contactor feedback abnormal — 5A

CAUSES
Sub 101: output off but feedback on; 102: output on but feedback off; 103: current too small; 104,105: feedback mismatch

QUICK FIX
- Sub 101,102,104,105: check contactor feedback contacts; verify NO/NC
- Sub 103: check U/V/W output wiring; run contactor coil circuit

Err37 Brake contactor feedback abnormal — 5A

CAUSES
Various sub-codes: brake contactor / travel feedback mismatch

QUICK FIX
- Sub 101: check brake contactor pulls in; NO/NC; wiring
- Sub 102: check duplicated feedback NO/NC & states agree
- Sub 103,105: travel 1/2 feedback NO/NC & wiring
- Sub 108,109: expansion board travel feedback

Err38 Rotary encoder signal abnormal — 5A

CAUSES
Sub 101: no pulse change; 102,103: pulse direction wrong; 104: open-loop in distance mode; 105-108: limit active while running

QUICK FIX
- Sub 101: encoder settings/wiring; brake operation
- Sub 102,103: encoder settings; system-to-signal ground; U/V/W sequence
- Sub 104: set closed-loop (F0-00=1)
- Sub 105-108: check limit switch wiring

Err39 Motor overtemperature — 3A

CAUSES
Motor thermal relay input active for a sustained period

QUICK FIX
- Check the thermal relay base
- Verify motor correctly used & undamaged
- Improve motor cooling

Err40 Reserved — 4B

CAUSES
Reserved code

QUICK FIX
- Contact distributor / manufacturer

Err41 Safety circuit open — 5A

CAUSES
Safety circuit signal open

QUICK FIX
- Set detection points per voltage (low: F5-04=4, F5-05=5; high: F5-37=4, F5-38/39=5)
- Check each safety switch & state
- Check external supply & contactor
- Verify feedback NO/NC

Err42 Door lock opened during run — 5A

CAUSES
Door lock feedback lost while running

QUICK FIX
- Check landing door connections
- Check door lock contactor
- Verify feedback NO/NC
- Check external supply

Err43 Up-limit signal abnormal — 4C

CAUSES
Up-limit signal active while running upward

QUICK FIX
- Check up-limit NO/NC
- Check switch contact
- Switch mounted too low also triggers at normal approach

Err44 Down-limit signal abnormal — 4C

CAUSES
Down-limit signal active while running downward

QUICK FIX
- Check down-limit NO/NC
- Check switch contact
- Switch mounted too high also triggers at normal approach

Err45 Forced deceleration switch abnormal — 4B

CAUSES
Sub 101,102: insufficient decel distance at learning; 103: abnormal in run; 106,107: level 2/3 signal swapped

QUICK FIX
- Sub 101-103: check up/down forced-decel switches; NO/NC; mounting distance
- Sub 106: check level-2 up/down not swapped
- Sub 107: check level-3 up/down not swapped

Err46 Re-leveling abnormal — 2B

CAUSES
Sub 101: leveling inactive during re-leveling; 102: re-leveling speed > 0.1 m/s

QUICK FIX
- Sub 101: check the leveling signal
- Sub 102: verify the encoder is correct

Err47 Door-bridging (sealing) contactor abnormal — 2B

CAUSES
Sub 101: output but feedback invalid; 102: no output but feedback active; 103: output >15 s; 106: feedback before start

QUICK FIX
- Sub 101,102,106: check sealing contactor feedback NO/NC & operation
- Sub 103: check leveling signals; re-leveling speed not too low

Err48 Door open fault — 5A

CAUSES
Repeated door-open failure exceeding FB-09

QUICK FIX
- Check door operator system
- Check car-top board outputs
- Check door-open limit & door lock signals

Err49 Door close fault

5A

CAUSES

Repeated door-close failure exceeding FB-09

QUICK FIX

- Check door operator system
- Check car-top board outputs
- Check door-close limit & door lock signals

Err50 Leveling signal lost consecutively

5A

CAUSES

Sub 101: leveling stuck 3x; 102: leveling lost 3x

QUICK FIX

- Check leveling / door-zone sensors
- Check vane verticality & insertion depth
- Check main board input points
- Check ropes for slipping

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