

**Subject:** 701-702 Error Code on Flex Fusion Platinum Combi

**Date:** 06/06/22

**Region:** U.S. and Canada Only

**Model Affected:** Flex Fusion Platinum Combi

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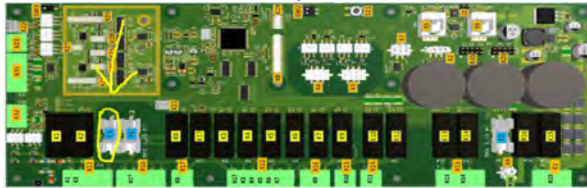
### Summary

If you encounter the 701-702 Error Code on a Flex Fusion Platinum Combi, the issue is the A1 relay control board has not received a response from the fan motor through the CAN BUS cable. There is a problem in the fan/safety circuit. See [Flex Fusion Platinum 701 / 702 Fan Defective Error Message \(custhelp.com\)](#).

### Troubleshooting

Start with the basics:

1. Switch unit on.
2. Does Q1 main contactor pull in?
3. Do you have line voltage at A1 and A2 coil wires of the Q1 contactor?
  - **Yes:** Make sure the contactor is closing. If voltage is at the coil, proceed to checking the fan motor and power supply board for voltage. If contactor is not closing with voltage at the coil, then replace the contactor.
  - **No:** Check cabinet high limit for open circuit, and PCB high limit.
    - Check F4.1 6-amp fuse and F4 6-amp fuse.
    - Check F3 fuse on A1 relay board.



- Check for voltage coming out of X10.2 on A1 board. Possible bad fuse or board.
4. Check the fan motor supply board for voltage. Check between pins 1 and 2 on the X1 connector of the fan motor power supply board for line voltage (120 vac = gas / 208 vac = electric)?
    - Yes, line voltage - Then check for 280 vdc-320 vdc between pins 1 and 2 of X2 connector on same board and pins 2 and 3 for 15 vdc. If DC voltage is present, then replace CAN-BUS cable first before replacing the fan motor. If line voltage is at X1 but no DC voltage at X2 then it is a bad board.
    - No line voltage - Check F1 6-amp fuse and F1.1 6-amp fuse.

### Replace the CAN-Cable

If not successful, replace the blower power supply board and blower motor. To avoid additional trips, the technician should have all three components (CAN-Cable, Blower motor, Blower power supply board) available.

**IMPORTANT:** There's no way to check if the blower motor or power supply board are shorted. If one is the issue, we recommend replacing both in the case one is shorted.

**Questions**

For further information, please contact Technical Services using one of the following options:

Email: [technicalservices@hennypenny.com](mailto:technicalservices@hennypenny.com)

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- U.S. and Canada: +1-800-417-8405
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[Live chat](#) via the Henny Penny website, extranet, or customer support website.

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