

SANUVOX

Troubleshooting guide for the Bio-Wall MAX Screen



WARNING

Disconnect all power sources before servicing or touching any internal components.

Sanuvox Technologies, Montréal

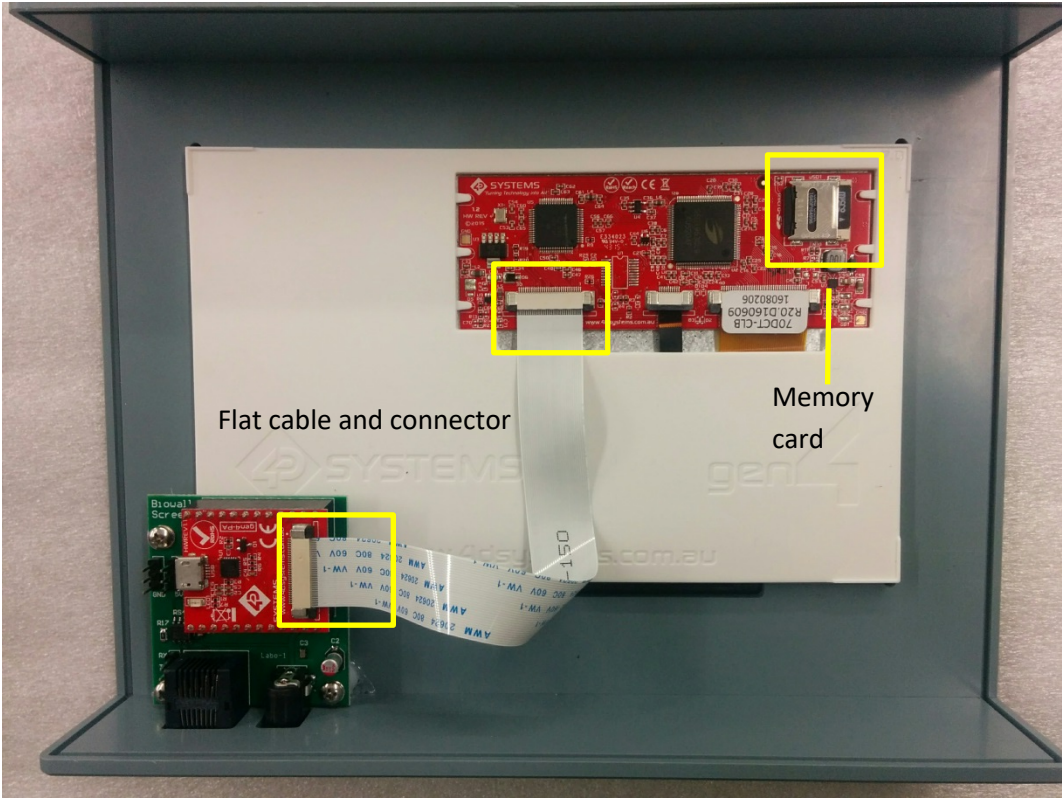
www.sanuvox.com

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Internal parts of the screen



If necessary, open the cover and identify all the components.

Troubleshooting

Problems	Possible causes:	Try the following:
Screen is black	<ul style="list-style-type: none"> Power to the screen is limited No power supplied to the screen 	<ul style="list-style-type: none"> Verify that power supply is 5VDC/1.5A Verify that the power cord is not damaged or cut. Test the outlet to make sure there is power by using another electrical appliance.
Screen displays <i>Drive not mounted</i>	<ul style="list-style-type: none"> The memory card is missing or defective. 	<ul style="list-style-type: none"> Remove the screen cover and make sure that the memory card is correctly positioned and connected.
Screen displays <i>Check the communication cable or No data transfer detected</i>	<ul style="list-style-type: none"> Ethernet cable is disconnected There is no power to the Biowall Ethernet cable is too long Ethernet cable is damaged Wrong type of Ethernet cable is used Too much interference near the Ethernet cable 	<ul style="list-style-type: none"> Disconnect power to the screen, wait 5 seconds before reconnecting. Verify that the Biowall is connected and operating. Ethernet cable is not damaged and is less than 100 feet Make sure you have the correct type of Ethernet cable Verify that Ethernet cable is not too close to an electric motor, microwave, router, etc that may cause interference
Screen not responding to touch	<ul style="list-style-type: none"> Ethernet cable is disconnected Screen is defective 	<ul style="list-style-type: none"> Disconnect power to the screen, wait 5 seconds before reconnecting Contact Sanuvox
Screen displays a red X on black background	<ul style="list-style-type: none"> An error happened during the memory card start up 	<ul style="list-style-type: none"> Disconnect power to the screen, wait 5 seconds before reconnecting
Screen displays LMPH as lamp type	<ul style="list-style-type: none"> Wrong lamp type was programmed 	<ul style="list-style-type: none"> Contact Sanuvox for instructions
The following icon appears for all lamps 	<ul style="list-style-type: none"> Access door is open No signal is received on the PLC board Fans are not working in ballast box 	<ul style="list-style-type: none"> Make sure the access door is closed tightly or that a cable is hooked up on the SW Make sure that 24VDC is present on the PLC or that the switch is on BP mode Make sure the fans are hooked up and that they can turn without any restrictions
The following icon appears on one or more lamps 	<ul style="list-style-type: none"> Lamp or ballast failure 	<ul style="list-style-type: none"> Change a working lamp with the defective lamp to confirm a lamp out or ballast out
The following icon appears 	<ul style="list-style-type: none"> Lamp has been on for more than 2 years 	<ul style="list-style-type: none"> Replace lamp and the press on icon  to select the lamp than press on  to reset the counter
The following icon appears 	<ul style="list-style-type: none"> Both have are not working Both fans are not wired properly 	<ul style="list-style-type: none"> Make sure both fans can turn without restrictions

	<ul style="list-style-type: none">• Both fans are defective	<ul style="list-style-type: none">• Make sure the fans are wired correctly• Contact Sanuvox to order new fans
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Step by Step

