


# Common problems with solutions

alarm show	Reasons	Solutions
FILLING PROBLEM	Adding distiller water too long time	<ol style="list-style-type: none"> <li>① First check the pipelines connected in right position</li> <li>② Then check distiller water is enough or not, Usually for first adding ,should prepare more than 5 Liter distiller water</li> <li>③ Inlet pipeline whether insert the bottom of bottle</li> <li>④ The filter connected with inlet pipeline whether blocked or not</li> </ol>
LOCKER PROBLEM	Has errors when Open /close door	<ol style="list-style-type: none"> <li>① press the first key(open door key),hear the sound of door motor, but door is not open, later screen shows locked problem, pls contact the manufacturer to check the door motor whether broken or not</li> <li>② the door sealer will be thinned during machines working, there will be a slight leak. Under the guide of manufacturer to adjust the door disk.. turn the big screw in door disk clockwise, the total distance is no more than 6-7 cycle. If too much cycles, it makes the door toot tighten, at this moment, you should Anticlockwise rotation a little, till the door can open and close normally...</li> </ol>  <p><b>Photo 1</b></p> <ol style="list-style-type: none"> <li>③ If the above 2 points are both not appeared, then you should check the 3 door switches, pls contact manufacturer</li> </ol>
PP TIMEOUT	temperature and pressure can not reach the data within the specified time.	<ol style="list-style-type: none"> <li>① Pls first check the instruments in chamber is too much or not. If there is too many instruments inside of chamber, it will affect the sterilization time...just take out some instruments in chamber</li> <li>② <b>open the top cover with machine (the fixed 2 screws are in back of top cover), restart a cycle ,when the screen shows Rising , this moment pls check the L9 light on main board and L4 light are shinning at the same time. If the LED light shinning some times, then hear sound of water pump only one time, means the components is broken, pls contact</b></li> </ol>

PP TIMEOUT

manufacturer

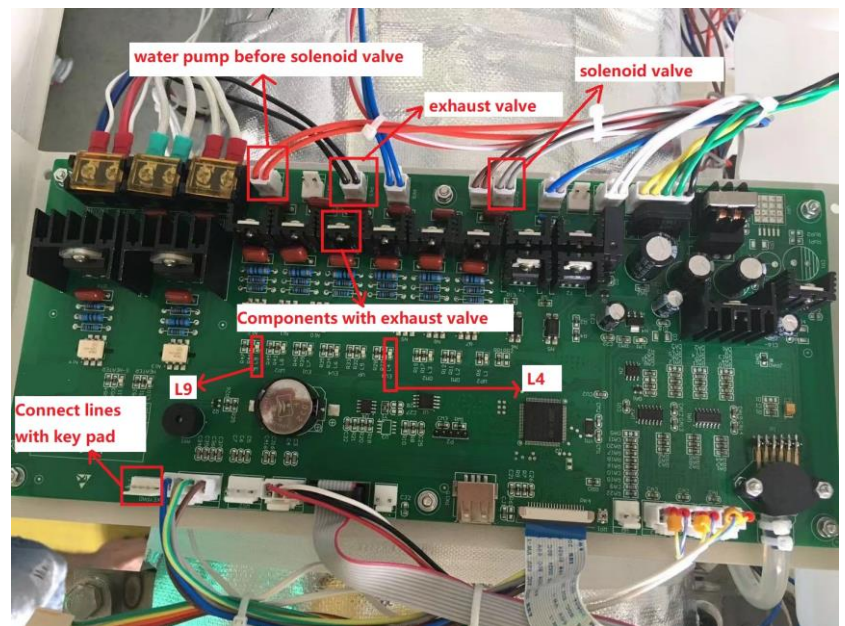


Photo 2

- ③ When rising, means steam injected, in normal there is no hot air out from outlet pipeline. If your machines has this matter (hot air comes out from outlet pipeline ), pls open the left cover ( face to machine door, in your left hand side cover), find the solenoid valve for vacuum and exhaust valve , to feel pipelines whether hot or not (photo 3 ), hot pipelines means the connected valve is leaking... then open the leaking valve to check whether has the dusty inside of valve, you should clean it...

PP TIMEOUT

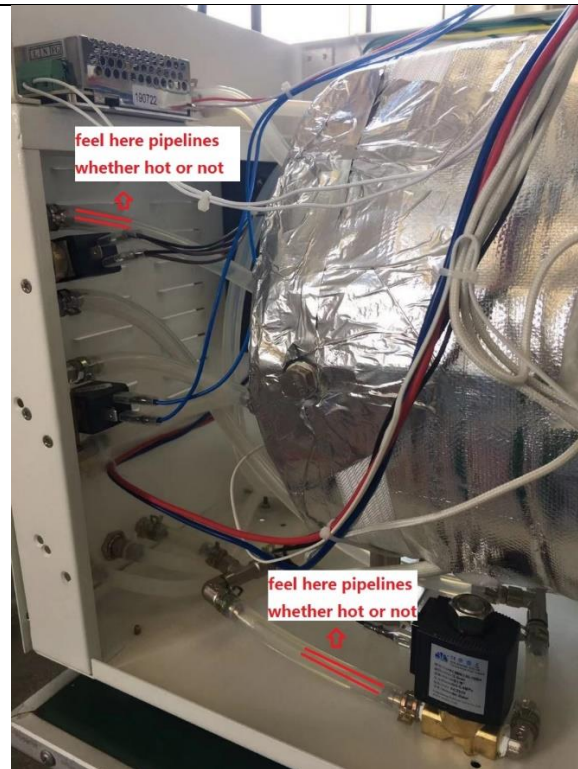


Photo 3

- ④ Injecting steam, pay attention whether the water pump is normally injecting steam into the steam generator.. if not, pls check L9 ( photo 2 ) on main board,

If not shining, L9 is damaged. If shining, pls check the water pump and solenoid valve, also check the connectors in main board are well or not.( photo 2 )

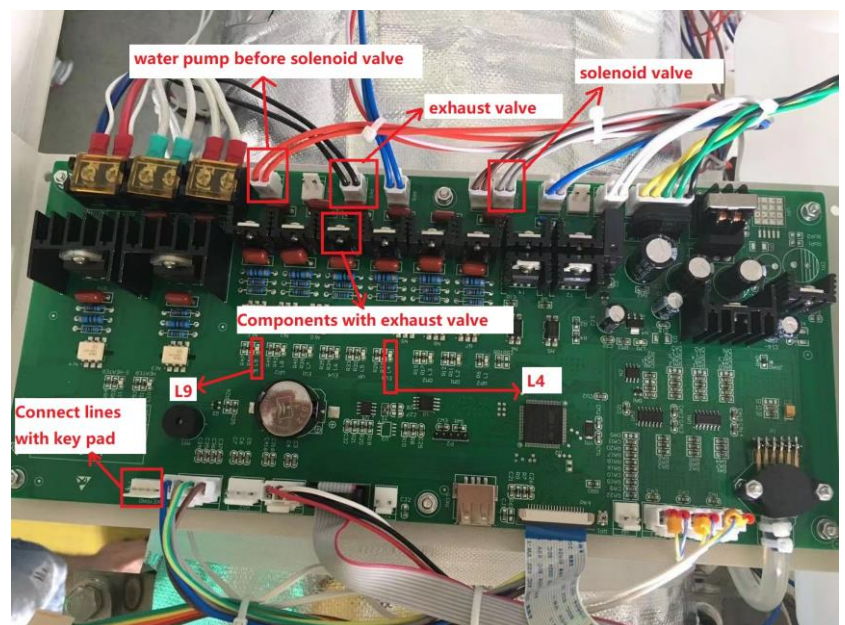



Photo 2

<p>ATM TIMEOUT</p>	<p>Exhaust air/down pressure too long time</p>	<div data-bbox="707 499 1484 663"><p>① Power off, you can see there is a safety valve in back of machine, pay attention to hot temperature, pull the ring of safety valve to let the air exhausted fully, then can open the door.... Late to check the filter in chamber to clean it, it may block when use a long time...(photo 6 )</p></div> <div data-bbox="647 701 1152 1366"></div> <div data-bbox="1192 1339 1279 1370"><p>Photo 6</p></div> <div data-bbox="707 1413 1484 1704"><p>② Open the left cover and top cover of machine, when in exhaust, pls disconnect and connect the plug on main board of exhaust valve(photo 2), to hear whether has the sound DIDIDIDI....if no sound, means the exhaust valve is not open, components with exhaust valve is broken.. if hear the sound, means the exhaust valve is good working... pay attention to hot temperature, you can unplug the inlet pipeline before exhaust valve(photo 4) , if hot air comes out, that means the filter before exhaust valve has blocked (photo 5) or filter in chamber is blocked (photo 6 )</p></div>
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ATM TIMEOUT

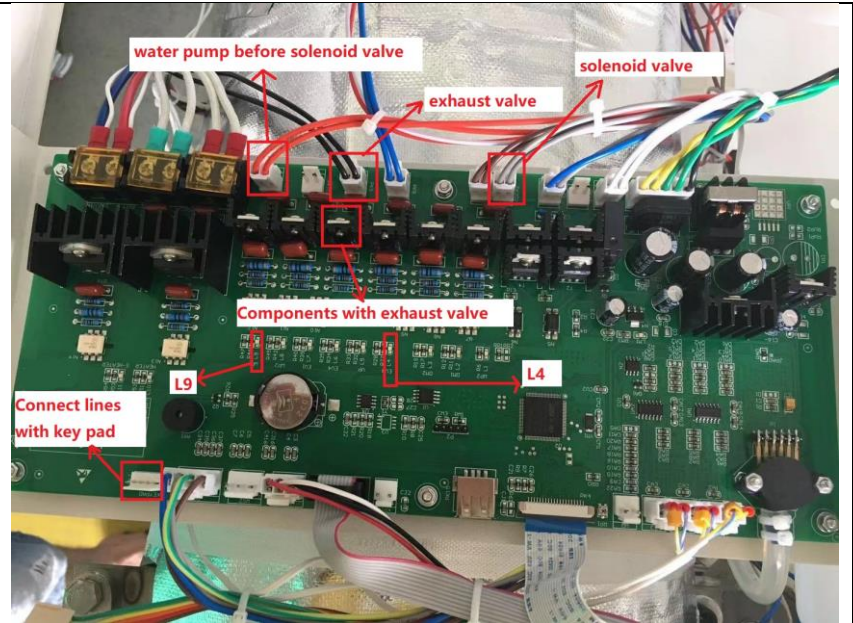
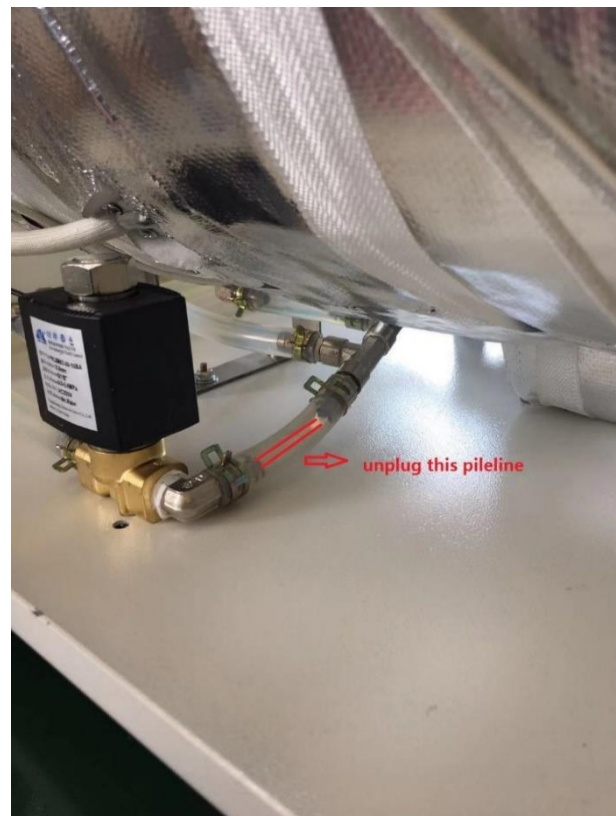
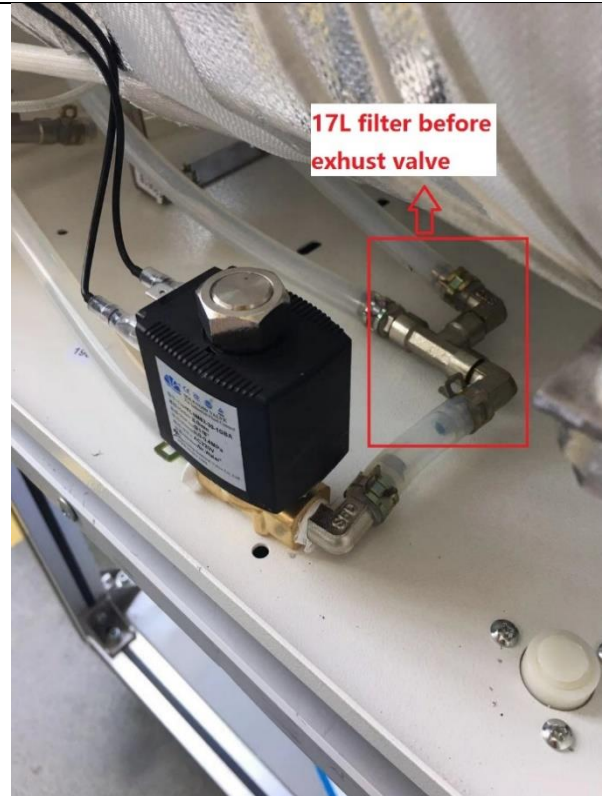


Photo 2



Phone 4

ATM TIMEOUT



Phone 5

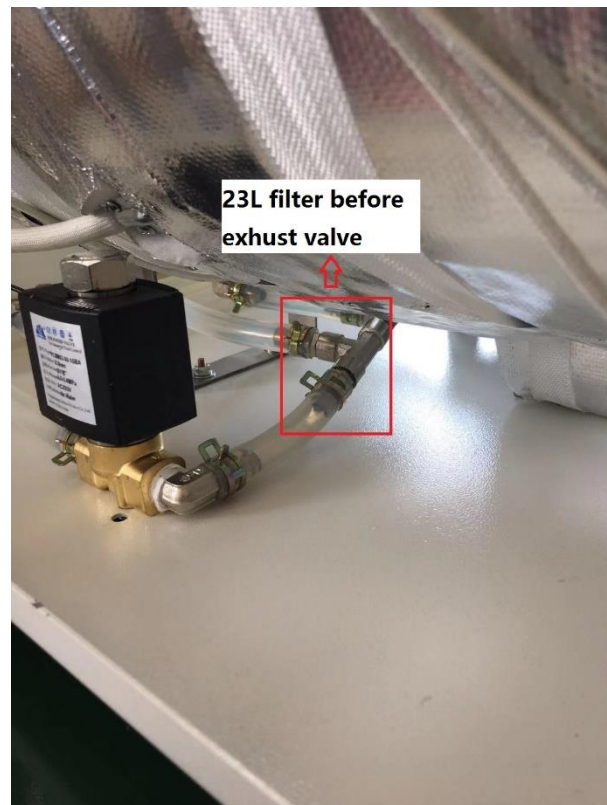



Photo 5

<p>ATM TIMEOUT</p>		<div data-bbox="647 192 1267 1010">  </div> <p><b>Photo 6</b></p> <p>③ If connect the wrong way with inlet pipeline and outlet pipeline, or the pipelines inside of machine are fold, it will cause poor exhaust, then alarm ATM TIMEOUT</p>
<p>PV TIMEOUT</p>	<p>During specific time, vacuum data can not reach the standard pressure</p>	<p>① Pls check the filter in chamber (photo 6) whether it is blocked or not, long time use will cause it blocked ,you can remove it and clean then install again...</p>

PV TIMEOUT



Photo 6

- ② While vacuum, if the fans of condenser are working, but the machines has no vibration sound, this means the starting capacitor of vacuum pump is broken ( photo 7) ,pls contact manufacturer.. after change this part, vacuum pump is still not work ,then means the vacuum pump is broken ...

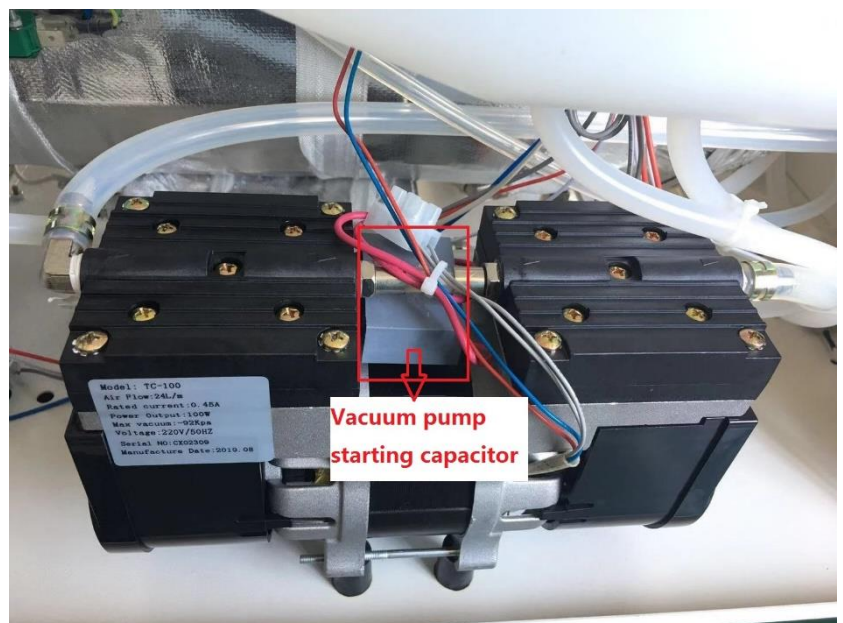


Photo 7



PV TIMEOUT

- ③ solenoid valve for drying should be closed during the vacuum process. If the air filter always has the sound of the intake air, means that the solenoid valve for drying which connected with the air filter (photo 8) is not closed (photo 9), because the air enters the chamber. The negative pressure can not be decreased down, this moment you should change this solenoid valve can solve the problem.



Photo 8

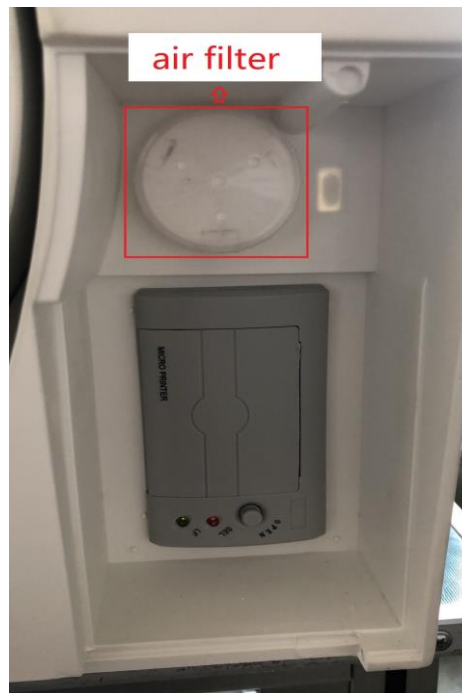
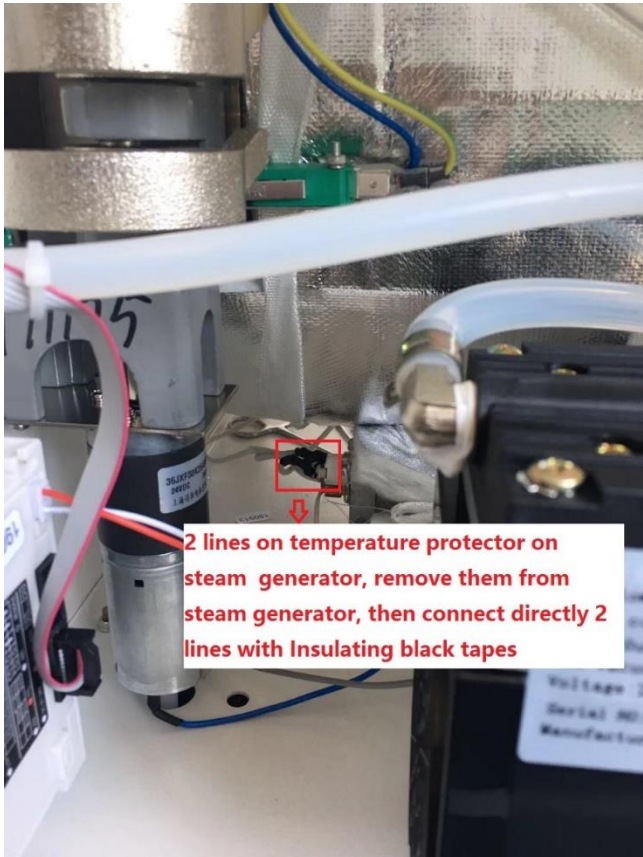



Photo 8

<p>PV TIMEOUT</p>		<div data-bbox="646 190 1193 824" data-label="Image"> </div> <p>Photo 9</p> <p>④ If the above points are not appeared, now you should check the door sealer, because door sealer will be aged with long time use. If aged, pls change it... after changing, the problem is not resolve, now you can adjust the door disk to the proper position...remove the door plastic cover, find big screw in door disk, use tool to rotate it clockwise to proper position ( here manufacturer suggest the proper position is 6-7 <b>screw threads</b></p> <div data-bbox="646 1137 1187 1646" data-label="Image"> </div> <p>Photo 1</p>
<p>OVERPRESSURE</p>	<p>During sterilization, pressure is over set valve</p>	<p>① Restart cycle to check the negative pressure can be reached at each vacuum time . If vacuum is not enough, it will also cause high pressure.</p> <p>② When using one time vacuum program, pls try to use it at normal temperature to avoid continuous use.</p>

P/T UNDER LIMIT	During sterilization, the temperature is lower or higher than the set temperature	<p>In sterilizing stage, if the temperature and pressure decreased slowly, it means the temperature with steam generator is not maintained well, pls check the temperature protector is good or broken, following the fast ways to check : 2 lines on temperature protector on steam generator ( photo 10 ), remove them from steam generator, then connect directly 2 lines with Insulating black tapes , later start a new cycle</p>  <p>Photo 10</p>
OVERHEATING T1	Internal temperature sensor over the set value	Pls open machine door to check the instruments in chamber whether touch the temperature sensor , which is inside of chamber bottom.. if touch the sensor, pls place the instruments in right position, then start cycle again...after that , If the problem is not resolved, please contact the after-sales service.
OVERHEATING T2	External temperature sensor over the set value	Restart the machine, then start a new cycle again. If the problem is not resolved, please contact the after-sales service.
OVERHEATING T3	Temperature with steam generator are over the set valve	Restart the machine, then start a new cycle again. If the problem is not resolved, please contact the after-sales service.
1-no alarm, but can not open the door	Pipeline insert the level of waste	If you use bottle to collect waste water, when cycle ends, but don't open door at once, maybe open door for some hours later, it may cause the waste

2-cycle finished well, press first key, you can hear the sound of door motor rotation, but locked automatically	water	water sucked into chamber ....you can pull the safety valve to exhaust air fully, later press the first key(open door key) to open door.... Pls pay attention there will be hot water out from chamber... be careful
When power off, can not open the door	Fast way to open door when power off	<p><b>Stand before machine door, in right down side, you can find a small white tube ( photo 11 ), anticlockwise rotation of this small tube for 2-3 mins to open the door</b></p>  <p><b>tube for door motor,Anticlockwise rotation for 2-3 mins to open door</b></p> <p>Photo 11</p>
Check the key pad-1	Key for adding water( first key) is broken, other 3 keys are normal	<p><b>open the top cover with machine (the fixed 2 screws are in back of top cover),then find the connector plug ( it is in the left down side, the first plug with 5 needles) in the main board ,remove the key pad lines ( photo 12) , use tweezer to touch the needles, this time touch the first and second needles in right (photo 13) , touch one time is ok. Machine starts to add water....It is instead of the first key to add water</b></p>



Check the key pad-1



Photo 12

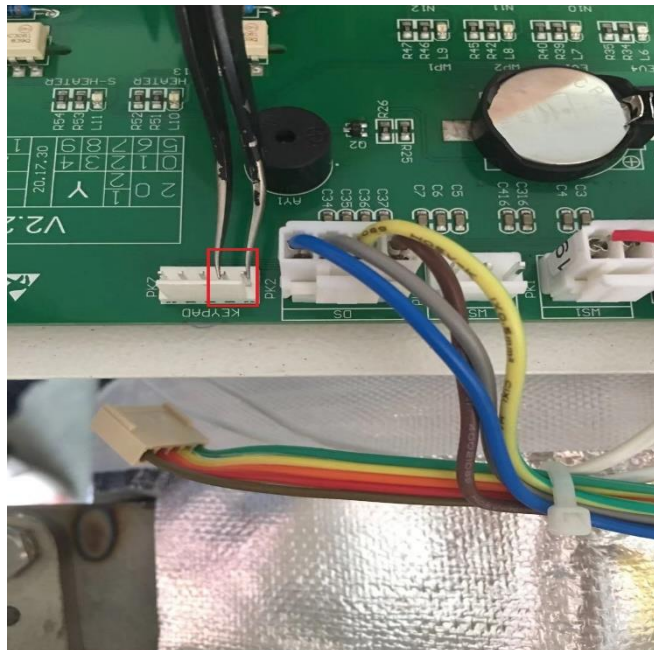


Photo 13

Check the key pad-2

The last key / Confirmation key is broken, fast solutions

Unplug the connector of key pad on main board, use tweezer to touch the needles, this time touch the first in right and first needles in left (photo 14) , touch one time is ok. It is instead of confirmation key, If in the welcome screen, you should touch 2 times, it is instead of confirmation key

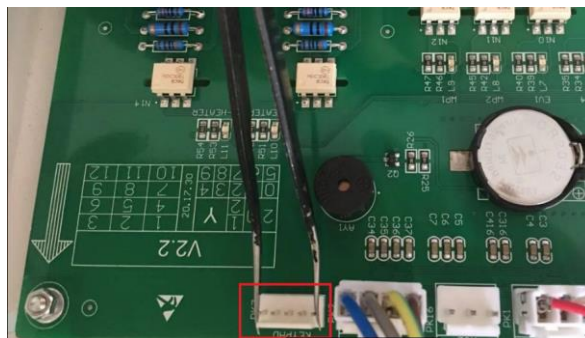
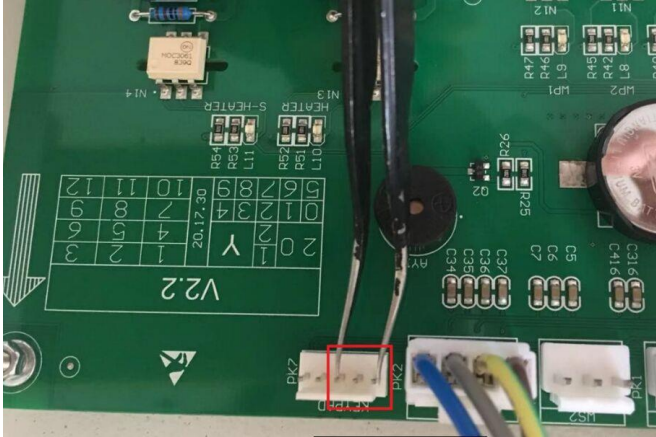
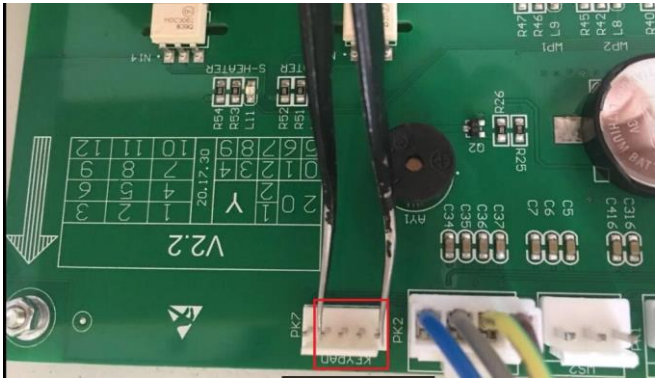


Photo 14

<p>Check the key pad-3</p>	<p>Up/down key is broken, fast solutions</p>	<p>Unplug the connector of key pad on main board, use tweezer to touch the needles, this time touch the first and third needles in right (photo 15) , this is instead of up key to choose cycle, touch the first and forth in right (photo 16), this is instead of down key to choose cycle. The above operations should be in selection program</p>  <p>Phone 15</p>  <p>Phone 16</p>
<p>Thimble switch is broken ,can not open the door</p>	<p>Press the thimble switch, can not hear DIDIDI sound</p>	<p>When press the thimble switch, can not hear DIDIDI sound (photo 17), first pls check the position of thimble switch is in center position, if the in center position, it means the thimble switch is broken, pls contact the manufacturer.. in this moment, you want to close the door, there has another fast way, pls follow my steps: use tweezers to touch the 2 needles as my photo 18 shows, then can close the door....if not in center position, it caused the thimble switch blocked the Stuck by the surrounding plastic, then you should adjust the position</p>

Thimble switch is broken ,can not open the door



Photo 17

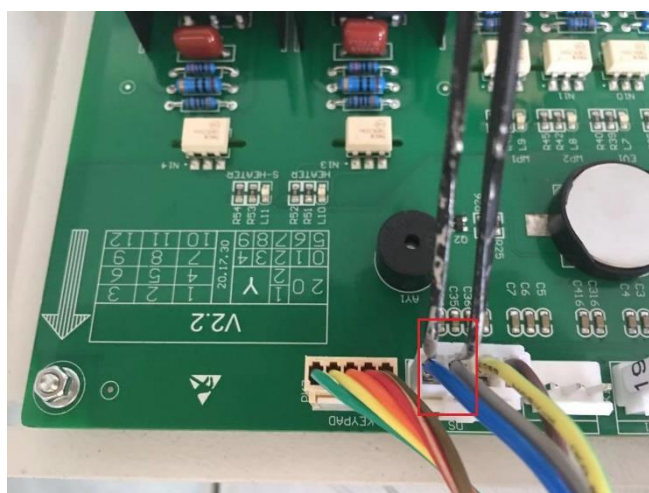


Photo 18