

# SMART OPL LAUNDRY SYSTEM

## Troubleshooting guide



SYMPTOM	PROBABLE CAUSE	REMEDY
No power is being supplied to the unit	<ol style="list-style-type: none"> <li>1 Illuminated switch has been turned off.</li> <li>2 Issue with the power supply to the unit.</li> </ol>	<ol style="list-style-type: none"> <li>1 Make sure switch is turned on.</li> <li>2 Turn power to the laundry machine off and inspect the power cable for any damage. If no obvious signs of damage call the engineer.</li> </ol>
Pumps are not priming as they should or not holding a prime	<ol style="list-style-type: none"> <li>1 Hole in the tubing from chemical container to the pump head.</li> <li>2 Hole in the squeeze tube in the pump head.</li> <li>3 Fitting is not correct on the tubing.</li> </ol>	<ol style="list-style-type: none"> <li>1 Check the tubing from the chemical container to the pump head for leaks by feeling the tubing for chemical that has leaked out. Replace the tube if necessary.</li> <li>2 Replace the squeeze tube after inspecting it for a possible leak.</li> <li>3 Check both the inlet and outlet fitting and tighten if necessary to create a good seal.</li> </ol>
Pump not delivering chemical. Poor wash quality.	<ol style="list-style-type: none"> <li>1 Internal pump tube is split.</li> <li>2 Internal pump tube is worn.</li> <li>3 Out of chemical.</li> </ol>	<ol style="list-style-type: none"> <li>1 Clean all traces of chemical from the tube split sensor at the bottom of the pump head and replace tube.</li> <li>2 Replace internal pump tube.</li> <li>3 Restore chemical.</li> </ol>
Blank display on formula selector.	<ol style="list-style-type: none"> <li>1 Damage to the cable to the dosing unit.</li> </ol>	<ol style="list-style-type: none"> <li>1 Check the cable for any possible damage.</li> </ol>
Pumps are not running but power is on.	<ol style="list-style-type: none"> <li>1 Signal issues</li> </ol>	<ol style="list-style-type: none"> <li>1 Check signal recognition display when machine is running. (refer to user manual for details)</li> </ol>
Display showing 'Check chemical'	<ol style="list-style-type: none"> <li>1 Out of chemical</li> </ol>	<ol style="list-style-type: none"> <li>1 Restore chemical.</li> </ol>
Formula selector cannot be altered.	<ol style="list-style-type: none"> <li>1 Unit is in wash programme.</li> <li>2 Unit is stuck in wash program</li> </ol>	<ol style="list-style-type: none"> <li>1 Wait for 'W' to disappear from display screen and go to default.</li> <li>2 Unit has not received it's re-trigger signal. Call engineer.</li> </ol>