

System messages

Overview of possible system
messages or warning for

Electronic IV

As of software
package „20“

Prologue

From software package “20” onwards, we have adapted the error messages.
The advantage is:

- Less interference with studio operations due to error messages.
- Less irritation for the user.
- More detailed information for customer service.

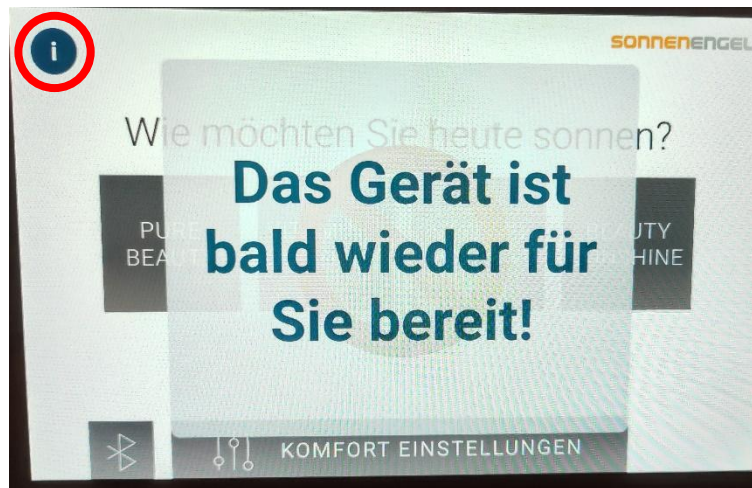
Error messages are categorized into different types of errors, these look as follows.

Group	New code	Meaning	Type
1	#0100	Exhaust air temperature limiter	Error
2	#0211	Lamp temp. > 70°C	Blind
3	#0301	Additional controller	Warning
4	#0400	Emergency shutdown time	Confirmation

Group 1 → **Error**

These messages interrupt a tanning session as long as their condition is fulfilled. They generate a “neutral” message screen and can be viewed via the info symbol at the top left of the display as long as they are active. They are recorded in the history and displayed in the service PC.

Any errors can be read out via the i in the display.



Group 2 → **Blind**

This message is saved and appears in the service PC as long as it is present. It is not displayed in the device.

Group 3 → **Warning**

Messages in this category do not prevent tanning, but they can switch off individual comfort functions as long as they are active. They are only displayed in the device as an info symbol in standby mode. They are recorded in the history and displayed in the service PC.

Group 4 → **Confirmation**

These messages correspond to the ERROR category. However, once the condition has been rectified, they will continue to be displayed as an info symbol until they have been confirmed. A new tanning is also possible without confirmation. They are also recorded in the history and displayed in the service PC.

Error code	Meaning	Type
#0100 (old E10)	System message: Exhaust air temperature fuse has triggered The thermal fuse on the back of the top section has tripped.	Error
#0101 (old E011)	System message: Temperature fuse upper part - Defective circuit board or not connected. - Loose contact. - Cable break. - Solarium overheating (supply air filter dirty). - Check bellows, replace if necessary. - Problems with the exhaust air.	Error
#0103 (old E089)	System message: Temperature fuse on side panel has tripped Only for Sunrise 6200 / 7200. Check temperature fuse and reset manually.	Error
#0104 (old E087)	System message: Temperature fuse left door has tripped Only for Sunrise 6200 / 7200. Check temperature fuse and reset manually.	Error
#0105 (old E088)	System message: Temperature fuse right door has tripped Only for Sunrise 6200 / 7200. Check temperature fuse and reset manually.	Error
#0106 (old E057)	System message: Error in face tanner high-pressure unit (top section – front) - Check the safety loop of the temperature fuse and the filter disk switch of the front high-pressure unit. - Incorrect fan settings (speed levels). - Automatic fan not active. - Problems with the exhaust and supply air.	Error
#0107 (old E058)	System message: Error in face tanner high-pressure unit (top section – middle) - Check the safety loop of the temperature fuse and the filter disk switch of the middle high-pressure unit. - Incorrect fan settings (speed levels). - Automatic fan not active. - Problems with the exhaust and supply air.	Error

#0108 (old E059)	System message: Error in face tanner high-pressure unit (top section – rear) • Check the safety loop of the temperature fuse and the filter disk switch of the rear high-pressure unit. • Incorrect fan settings (speed levels). • Automatic fan not active. • Problems with the exhaust and supply air.	Error
#0109 (old E060)	System message: Error in face tanner high-pressure unit (top section – side panel) • Check the safety loop of the temperature fuse and the filter disk switch of the side high-pressure unit.. • Incorrect fan settings (speed levels). • Automatic fan not active. • Problems with the exhaust and supply air.	Error
#0122 (old E065)	System message: Safety switch acrylic disk upper part • Check the safety loop of the acrylic disk upper part.	Error
#0123 (old E066)	System message: Safety switch acrylic disk / temperature fuse upper part	Error
#0124 (old E063)	System message: Safety switch acrylic disk side panel • Check the safety loop of the acrylic disk side panel.	Error
#0125 (old E062)	System message: Safety switch acrylic disk bottom and side panel	Error
#0126 (old E036)	System message: Safety switch acrylic disk lower part or tank • Check acrylic disk or tank/base.	Error
#0127 (old E039)	System message: Safety switch acrylic disk shoulder tanner • Check the safety switch on the housing of the shoulder tanner.	Error
#0129 (old E067)	System message: Safety switch door service room Only for Sunrise 6200 / 7200. • Check service room safety switch. • Check the plug on the circuit board.	Error
#0141	System message: Filter disk face tanner (upper part, front) • Check the safety switch of the filter disk.	Error

#0142	System message: Filter disk face tanner (upper part, middle) Check the safety switch of the filter disk.	Error
#0143	System message: Filter disk face tanner (upper part, rear) Check the safety switch of the filter disk.	Error
#0144	System message: Filter disk face tanner (upper part, side) Check the safety switch of the filter disk.	Error
#0190	System message: Fine dust filter - Check the filter safety switch. - Check that the fine dust filter is correctly seated.	Error
#0199 (old E102)	System message: Wiring or voltage error in the safety chain (implausible error chain) This system message is a logic error, i.e. voltage is present at a point in the safety loop but should not be due to a safety switch being open, for example (Wiring or circuit error). - Plugs or sockets reversed. - Possible fault on the circuit board.	Error
#0200 (old E201)	System message: Device passport defect - Initialization error. - The device passport is defective and must be replaced.	Error
#0201 (old E199)	System message: Deviation of the system time Carry out a master reset, if this is not successful, the control board is defective.	Error
#0202 (old E205)	System message: Software incompatible - Software between main board and watchdog is not compatible (Software too old). - Install intermediate software (only save the software of the watchdog board or the main board on an SD-card and use it to update the device. ☒ Then install the actual software.	Error
#0203 (old E205)	Only serves as information, not an error. Software files are checked against each other	Warning
#0205 (old E202)	System message: Error during software update - If an error generally occurs during the software update, this system message appears. - Problems with the SD-card (card defective, too large or incorrectly formatted). - There are other files on the card apart from the software package. - Card reader circuit board defective or dirty. - The software on the device is too old. - The bed must be rebooted after the update - if this is not done, a second update will not be allowed.	Error

#0210 (old E128)	System message: Undervoltage If the bed is switched off during a tanning session due to an undervoltage of the phases present, the system message appears on the display (The 24-33 volt control voltage from the transformer must be present).	Blind
#0211 (old E013)	System message: Exhaust air temperature sensor upper part - This message is displayed if the temperature of the sensor rises above 70 °C for longer than 3 minutes. - Possible sources of error are: - Defective circuit board or not connected. - Loose contact. - Cable break. - Overheating of the bed (supply air filter dirty). - Problems with the exhaust air.	Blind
#0212 (old E014)	System message: Supply air temperature sensor - This message is displayed if the temperature of the sensor rises above 45°C for longer than 3 minutes. - Possible sources of error are. - Defective circuit board or not connected. - Loose contact, cable break. - Warm air return flap is open (air is blown into the cabin). - Overheating of the bed (supply air filter dirty).	Blind
#0213 (old E019)	System message: Lamp temperature > room temperature + 30°C - This message means that the lamp temperature is higher than the room temperature +30°C. - Possible sources of error are. - Intake temperature too low. - Too powerful lamps installed. - Problems with the exhaust air. - Overheating of the bed.	Blind
#0220	System message: Facial tanner fan error - Fan blocked, defective. - PCB speed control defective.	Blind
#0301 (old E105)	System message: Watchdog Controller The watchdog controller is defective or communication with the main controller is interrupted. - The additional controller is not responding. - The control board is defective.	Warning
#0302 (alt E114)	System message: Device pass fault Communication from the controller board to the device passport is faulty. - Defective device passport (circuit board). - Missing device passport. - Empty device passport. - Problems with the card slot (dust, holder defective). - Device software too old. - Control board defective. - Watchdog board defective.	Warning

#0303 (old E106)	System message: Heating controller Control extension has no communication with the bus system. - Defective or not connected circuit board. - Bus communication defective.	Warning
#0304 (old E107)	System message: Face tanning fan controller The controller of the face tanning fan control board is defective or communication to the main controller is interrupted. - Defective or not connected circuit board. - Bus communication defective (e.g. due to a defective circuit board, plug).	Warning
#0305 (old E108)	System message: Fault on current measurement board Communication with the current measurement board is interrupted or incorrect. - Defective or not connected circuit board. - Bus communication defective (e.g. due to a defective circuit board, plug).	Warning
#0306 (old E119)	System message: Controller control unit This message is displayed if the data communication via the device bus to the display unit is faulty. - Defective or unplugged circuit board. - Cable break. - Bus communication defective (e.g. due to a defective circuit board, plug).	Warning
#0307 (old E103)	System message: Controller audio unit This system message is generally issued if there are problems with the audio controller board. - Defect on the audio controller board. - Audio controller is activated in the service PC in the device configuration, although the solarium does not have a shoulder tanner with audio.	Warning
#0308 (old E120)	System message: Sensor fault missing Only with electronic sensor! This system message is displayed if there is no communication between the base station and the measuring sensor. - Controller error in the sensor or in the station . - Defect in the base station. - Loose plug connections in the I²C bus. - Power supply from the bus below 4.8 volts.	Warning

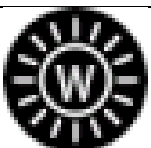
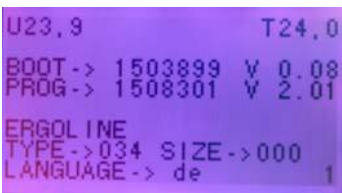
#0309 (old E137)	System message: Remote service • The function is active, but no communication to the board. • Remote service board defective. • Communication to the bus system interrupted.	Warning
#0310 (old E138)	System message: E.V.A (Ergoline Voice Assistant) • The function is active, but no communication to the circuit board. • E.V.A circuit board defective. • Communication to the bus system interrupted. • Check voice control function (service pc).	Warning
#0311	System message: Air conditioning control • Communication error, bus connection to air conditioning unit defective. • Check plug. • Check circuit board 1517525-xx. • Air conditioning unit defective.	Blind
#0312	System message: Fan controller • Communication error, bus connection to fan controller defective. • Check plug. • Circuit board 1517555-xx defective.	Blind
#0400 (old E100)	Emergency switch-off time exceeded This system message is displayed if the emergency switch-off time set in the solarium has been exceeded. Note: The studio control/coiner time should be set 1 minute shorter than the emergency switch-off time of the solarium!	Confirmation
#0401 (old E250)	System message: Shutdown • Emergency-Stop button has been pressed.	Blind
#0402 (old E250)	System message: Power-up with active coin signal • Power off and on again when coin signal is still active.	Blind
#0404	Current failure LED units • One of the 6 strands on the circuit board is defective • 8 LEDs are controlled per strand (UVA, UVB) • If a second strand is affected, this unit triggers #0412 • The error is only an indication; tanning is not interrupted	Warning

#0410 (old E142)	Main contactor switch-on cycle fault To switch on the relay for the main contactor, the additional and main controllers must have their inputs closed (in line). If there is only one signal from the additional or main controller at the input of the relay for the main contactor, this system message is displayed. This message is only relevant during the tanning start and can therefore only be displayed during the start process. • Defective I/O board. • Defective control board.	Confirmation
#0411 (old E132)	System message: Switch-on monitoring of the UV sources This system message is displayed if the output voltage of the respective switched contactor/relay is not present on the watchdog board (all UV sources are thus checked for correct switching). • Defect in the watchdog circuit board. • Defect in the watchdog circuit board (check outlets to the contactors, 230V to the circuit board). • Defect in the supply line to the relay/contactor. • Defective relay (NO contact on K3, K4, K5, K6, K11, K12 or K14) Contactor K1 defective. • Return line from the relay contact to the watchdog board defective. • Error on the device bus (e.g. when querying the relay in the switch-on phase). • One phase of the supply line is missing.	Confirmation
#0412 (old E136)	System message: Error current monitoring LED GB The measured current of one or more LED facial tanners does not match the expected current. • Defect of the circuit board current monitoring. • Defect of a GB unit (LED panel). • The values of the GB units in the service pc do not match those of the GB units. Elements: LED unit current monitoring error Error indicates a defective or incorrectly calibrated LED unit. • Unit can be located in the error history. • Open module overview to identify unit. • Replace defective unit.	Error
#0413 (old E136)	System message: Additional controller cannot reach CS controller • Additional controller cannot reach current monitoring.	Error

#0420 (old E104)	System message: Chip card error • One or both chip cards are missing (lamp data NFC). • The maximum lamp hours have been reached. • Watchdog board empty.	Error
#0421 (old E136)	System message: CS configuration incorrect • LED-GB codes missing.	Error
#0422	System message: Incorrect module placement • Incorrect module in the wrong position. • Open module overview, unit is outlined in red. • Incorrect software on the unit. • Replace the affected unit.	Error
#0501 (old E203)	System message: Voice Guide texts not up to date Occurs if the checksum of the texts does not match the target value. • VoiceGuide version too old. • Texts on the card have been manipulated.	Blind
#0502 (old E190)	System message: Missing language in the operating unit 5 languages (English; American-English; French, Spanish and German) are pre-installed in the display unit of the device series. If a language that is not pre-installed is selected during the language update, this system message appears on the display. To resolve the system message, the language text must be uploaded from the SD voice card to the display unit. • Language not set. • Micro SD card defective.	Warning
#0503 (old E191)	System message: Missing language in the audio controller If this system message is displayed in the display unit, the corresponding language tracks are missing on the VoiceGuide SD card in the audio unit. In this case, the tracks can only be reloaded or a new card can be inserted.	Warning
#0510 (old E103)	Missing VoiceGuide card	Warning
#0511 (old E103)	Missing music card	Warning
#0601 (old E127)	System message: Aroma counter expired • Reset counter.	Warning

#0602 (old E129)	System message: Aquafresh counter expired Reset counter.	Warning
#0701 (old E001)	System message: Warning: Condensate container full The condensate container of the air conditioning system is full. Check the condensate container or the associated float switch.	Warning
#0710 (old E006)	System message: Body air temperature sensor Only for sunbeds with Climatronic! If the temperature of the body air sensor is above 75°C for longer than 3 minutes, the message is displayed. - Defective circuit board or not connected. - Loose contact. - Cable break.	Blind
#1000 (old E000)	Comfort settings discarded	
	Resource error (fork failure) - System video error (Ergoline folder). - No video on the card. - Incorrect videos on the card. - Video not activated. - Card defective.	

Symbols in the Display

Display	Meaning
	The folder with the graphic files in the selected language is missing on the micro SD card or cannot be read.
	Tubes (900h) Note Order new tubes.
	Tubes (1001h) The symbol can only be reset by recharging the lamp hours (NFC).
	High-pressure bulb (501h) The symbol can be reset by resetting the hours in the PSM menu.
	Shoulder tanner (501h) The symbol can be reset by resetting the hours in the PSM menu.
	Filter (51h) The symbol can be reset by resetting the hours in the PSM menu.
	Air conditioner filter (51h) The symbol can be reset by resetting the hours in the PSM menu.
	If the software and language version is displayed, the display has no bus connection to the control unit.

	• No language set.
	• Software display not up to date.