TROUBLE SHOOTER

Xtratus®

ERROR	EXPLANATION	POSSIBLE SOLUTION
E 1	Main power failure	Check power supply and fuses.
E 2	No fluid	The fluid can is empty. Install new fluid canister.
E 3	Battery volt low	The 9V battery is worn out. Replace a new 9V battery instead.
E 4	PCB temp. hi or low	The surrounding temperature is either too high or too low. The minimum and maximum surrounding temperature must not be lower than 5° C or higher than 70° C.
E 5	Thermal sensor	Check that the white and green wire from the sensor is firmly connected in the white plug. Check that the white plug is firmly connected to the PCB. Try to lift up the white plug from the PCB and re-connect this to the PCB connector and make a full reset on the PCB. Use a Multi-meter to determine if the thermal sensor is working normally. With the multimeter in Ohm, measure the reading between the white and green wire. A normal working thermal sensor should have a measured resistance on app. 0 Ohm. Measure the voltage from the thermal sensor on a hot fog cannon. Measure the voltage between the green and white wire. The reading should be between 0 and 14mVDC (0mV in a cold fog cannon & 13-14mV in a hot fog cannon).

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E 6	Head rod error	The fog cannon does not heat up. Check thermal overload fuse on the end of the heating element. There is a reset pin in the middle of the thermal fuse. Check the fuse F4 on the PCB. Check the heating cartridge resistance. With all power removed from the fog cannon, measure the resistance directly in the terminals named "Heat" next to the blue transformer. The reading should be between 49-53 Ohms. If the ohm reading is way above this reading, the complete heat exchanger must be replaced.
E 7	Temp. too high	This error occurs if the controlled temperature inside the heat exchanger has become too high. To find the error, start by checking for E5 error and then for E6 error.

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E 8	Motor error	If the motor fails to operate, an E8 error will occur. Check that the 6-position white plug on the PCB is firmly connected. Check that the black and red wire on the motor is well soldered.
	Display	**How do I see what error is present?:** When an error is presen on the Xtratus, the red LED will light up and the beeper will be active. To see what specific error is present, you simply push and release the RESET button. Then the PCB will flash the red LED and use the beeper, the actual number. FX you have an E5 error on the Xtratus. The red LED is on constantly. You push and release the RESET button, then the Xtratus will flash the red LED and beep 5 times and then return to constant red light. So you simply count the error type. To make a reset on the Xtratus, you push and hold the REST button for 4 seconds and release.

ADDITIONAL INFORMATION	
Battery	The Xtratus will work with or without the battery connected, as long as there is mains supply present. If you want the Xtratus to be able to work with battery backup, the battery needs to be connected and the battery needs to be in good shape. The Xtratus will not charge the 9V battery, but only monitor the voltage. Should the battery drop in voltage, an error will be announced on the Xtratus. We recommend to change the battery every year.
Fluid	The Xtratus uses a pressurized fluid canister, specially designed for this machine. The fluid canister is designed as a "Single shot" canister. This means that the fluid canister has fluid and pressure for a full single fog shot. If the fog cannon has released fog, you need to change the fluid canister. But for security reasons, the same canister has additional fluid and pressure to deliver a Backup fog shot, almost similar to the first fog shot. Be aware that we do not monitor the fluid content in the canister.

ADDITIONAL INFORMATION	
LED	In front on the Xtratus, a LED can be seen. This LED can signal, Green, Yellow and Red. During heat-up a flashing green light is shown. When the Xtratus is heated and ready, a constant green light is shown. After fog release, a flashing yellow light will be shown for 24 hours, to signal to the owner that a new fluid canister is to be installed. After 24 hours the LED will return to normal. A non critical error is displayed with a flashing red light. A critical error is displayed with constant red light.
Beeper	The beeper can be selected to operate with dipswitch 5. If you put this ON, the beeper will be active. In OFF position the beeper will not be active. The beeper will sound during an error. It will beep constantly for the first 2 minutes, then it will give a single beep every 30 seconds, until the PCB will be reset.

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