

XLERATOR®/XLERATOReco®/ThinAir® HAND DRYER

TROUBLESHOOTING TIPS



These troubleshooting tips are for the newer XLERATOR/XLERATOReco dryers (#40103 control) and ThinAir dryers (#40106 control) with the LED light conveniently located within the sensor at the bottom of the dryer. For older models, with the LED light in the Control (#40102), or an older open green circuit Control with no LED light (#40100 or 40101) please skip to page 2.

CODE CHART FOR EXCEL HAND DRYERS

Codes are displayed by the flashing of the red LED in the sensor adjacent to the air outlet. Normal operation will be indicated by the red LED being on when not drying and off when motion is detected under the sensor.

CODE	POSSIBLE PROBLEM	POSSIBLE SOLUTION	NOTE
DRYER MAINTENANCE CODES			
1 SHORT / 1 LONG FLASH	Clogged Pre-Filter, or if equipped, clogged HEPA Filter	Clean Pre-Filter, rinse & reinstall. On HEPA units if code does not clear then replace HEPA filter.	Dryer will still run, but flash a code for maintenance.
1 SHORT / 2 LONG FLASH	Severely Clogged Pre-Filter, or if equipped, clogged HEPA Filter	Clean Pre-Filter, rinse & reinstall. On HEPA units if code does not clear then replace HEPA filter.	Dryer stops until Pre-Filter is cleaned or HEPA filter replaced.
2 SHORT / 1 LONG FLASH	Dryer is in lockout mode, possibly due to mounting over a counter or a sink, or range set too high.	Clean sensor or adjust sensor range by turning the range adjustment knob counterclockwise to decrease.	Dryer stops until obstruction is cleared.
MOTOR CODES - First verify that dryer is receiving correct voltage at Terminal Block			
1 LONG / 3 SHORT FLASH	Motor Over Current – Verify dryer is receiving correct voltage per rating sticker on Blower Housing.	If voltage is correct, reset circuit breaker in electrical panel box. If problem not resolved, replace Motor first then Control.	Dryer will stop.
1 LONG / 4 SHORT FLASH	Motor Under Current – Verify dryer is receiving correct voltage per rating sticker on Blower Housing. Motor Brush could be hung up or worn out. Wire in motor disconnected.	If voltage is correct, reset circuit breaker in electrical panel box. If problem is not resolved, and motor wire is not disconnected, replace Motor.	Dryer will stop.
HEATER CODES - First verify that dryer is receiving correct voltage at Terminal Block ***DOES NOT APPLY TO XLERATOReco Models***			
2 LONG / 3 SHORT FLASH	Shorted or incorrect heater. Dryer could be on higher voltage than rated. Motor may have failed.	Verify voltage matches rating sticker on Blower Housing. Replace Heater if broken, or replace Motor.	Dryer will stop.
VOLTAGE CODES - First verify that dryer is receiving correct voltage at Terminal Block			
3 LONG / 3 SHORT	Main Panel Over Voltage possibly due to power outage or surge.	Check incoming voltage. Reset circuit breaker & see if code is still there (run for 10 sec).	Dryer will stop during over voltage condition.
3 LONG / 4 SHORT	Main Panel Under Voltage.	Check incoming voltage. Reset circuit breaker & see if code is still there (run for 10 sec).	Dryer will stop during under voltage condition.
CONTROL CODES			
4 LONG / 3 SHORT	Over temperature fault.	Reset circuit breaker to clear error code. If code returns, replace Control Assembly.	Dryer will stop.

Run dryer at least 10 seconds after power has been reset to make sure trouble code has been cleared.

TROUBLESHOOTING TIPS

(For XLERATOR/XLERATOReco dryers with #40100, 40101 or 40102 Control)

For older open green circuit Controls with no LED light (#40100 or 40101), first test the sensor by unplugging it from the unit and bringing it to another unit to test. If it works in the other unit, then proceed to test for proper motor operation. If motor works according to procedure listed below, then the only item between the sensor and the motor is the Control itself.

For models with the LED light in the Control (#40102), or if Control has been replaced and LED is now in sensor:

IF LED LIGHT IS ON:

Place hands under sensor. If light stays on, you have a bad sensor. If light goes off but still no operation, check the wiring against the schematic on the dryer. If both are OK, test for a defective motor.

IF LED LIGHT IS OFF:

Confirm power is going to dryer. Check for correct voltage at terminal block. Check wiring for loose, disconnected or improper wiring at Control, or replace Control.

IF LED LIGHT IS FLASHING IN CONTROL OR IN SENSOR:

Dryer is in lockout mode, possibly due to mounting over a counter or a sink, or range set too high or dirty sensor. After cleaning sensor, adjust the sensor range by turning the range adjustment knob on the Control counterclockwise toward the "L" position (see below) and reset circuit breaker at electrical panel box.



IF DRYER RUNS CONTINUOUSLY:

Make sure sensor range is not set too high on Control. If so, adjusting the range counterclockwise toward the "L" position may fix problem. If not, replace Control.

TO TEST FOR A DEFECTIVE MOTOR - **Disconnect power to unit at electrical panel first.**

Trace the wire that leads from the heating element to the Control (this will be attached to Terminal 3 or 4 on Control). Disconnect that terminal end from the Control. Remove the wire attached to Terminal 1 on the Control (this is Terminal 2 on older open green circuit controls) and attach it to the tab where the heater wire was removed. Restore power and if motor is good, it will start immediately. Return wiring back to original locations. Refer to schematic.

NOTE: For 277V units, if the motor does not work using the previous test, you must visually check the heating element to determine if the coils are broken. If the coils are INTACT, then the motor is most likely inoperable. If the coils are BROKEN, then both the heater and motor must be replaced.

If problem cannot be resolved with the above, please call the manufacturer at 1-800-255-9235 and one of our trained technicians will be happy to assist you.



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