

Innové Beauty & Wellness					
Tech Support: 855-450-3500 Mon-Fri 9-6 EST & SAT 10-2 EST					
Error Type	Error Message	Explanation of Fault	Possible causes	Troubleshooting steps	Part(s) required
Red Fault: Will stop session and play PCA message	Nozzle Air Sensor Switch Not Closed	Error occurs when the nozzle air pressure switch is not closed/insufficient air pressure	Faulty Nozzle Turbine	1. Run nozzle turbine. If doesn't come on, check & replace fuses on SIAC. 2. Check power on SIAC when prompted from screen, if power is present at turbine cable, replace turbine	300839
			Air Leak	1. Jump pressure sensor & run nozzle turbine on diagnostics feeling for air leaks around turbine and blue hoses.	
			Air Sensor Switch Faulty, or bad connection	1. Check cable connections for breaks or exposed wires. 2. Jump sensor and check for leaks.	510565 or 700281
				3. If turbine runs and no leaks or cracks around sensor, replace sensor.	
	Solution Pump did not return home	Error occurs when a solution pump does not return to the home switch upon request	Faulty SIAC or Turbine Cable	1. If turbine does not come on, first check and replace fuses. 2. Check for power from SIAC when input is selected from screen 2.1 If power at SIAC, check at turbine cable, 2.2 If no power at either replace SIAC	300568 or 700252
			Faulty SIIO (RARE)	1. Jump air pressure sensor output on board, if still faults replace SIIO	300569
			Faulty Pump	1. Disconnect pump from solution lines and run. If pump tries to move but cannot, replace	300863
			DCC, or cable Faulty	1. Check for stepper light on DCC when input selected (RARE) Move this connection to another working slot on the SIIO and run the pump in its new location. If pump now works, replace SIIO	510583 or 70024(6-9)
	Error Maintaining Slide Speed	Error occurs when the slide is not moving at the correct speed.	Blown Fuse or poor cable connection	1. Check 5amp fuse on SIIO, and check all connections for the encoder/motor. (this step is primarily for when this error is paired with a slide not moving)	510689
			Loose Motor Gear / Rail Side Gear	1. If motor sounds like its running, remove black gear cover at top of slide rail and run slide encoder. If both gears are moving but the slide is not OR if the motor shaft is spinning but the gears are not. Then use an allen key to tighten the gear collars (this will be under the grease.) May need Loctite 609 to fasten gear to shaft.	202106 (Motor Grease if needed) or 201132 (Loctite if needed)
			Brake or Clutch Failure	1. Test brake via diagnostics. After activating brake, gently pull down on the spray boom, if this does not move, replace brake and clutch.	201557 & 300344
			Faulty limit sensor	1. Run slide encoder test, if the speed is on par with the commanded speed but the nozzle stops at either the top or bottom and faults, noting "Limit: None" inspect and replace limit sensor as needed	300581 V1 rail 300582 V2 rail 300825 V3 rail
			Slow/dead motor	1. If motor sounds labored or not moving and fuses and power are fine, replace motor	300579 V1 rail 300823 V2 rail 300591 V3 rail
	Force Close Error	Error occurs when the android system locks up.	Software glitch. Each force close is a little different. This issue is similar to your <u>computer freezing when too much activity is</u>	1. Select Force close and power cycle for 2 minutes. (Primarily only happens on V1 Screens with early software versions)	
	Command Request Timed Out	Error occurs if during a session the touch screen tries to communicate with SIIO and after a designated period of time SIIO doesn't respond	Error occurs if during a session the touch screen tries to communicate with SIIO and after a designated period of time SIIO doesn't respond	1. Software glitch or incompatible firmware/android versions. 1.1 Usually is caused by a different problem such as Error Maintaining Slide Speed	Power cycle the booth for 2 minutes. Verify the correct software and firmware combination are loaded, if not update one or both. Contact Sunless, Inc. technical support if the problem persists.
	Command Request Rejected: X	Error occurs if during a session the touch screen receives an error from the SIIO board	Error occurs if during a session the touch screen receives an error from the SIIO board	1. Software glitch or incompatible firmware/android versions	Power cycle the booth for 2 minutes. Verify the correct software and firmware combination are loaded, if not update one or both. Contact Sunless,
	SIIO Communication Error	Upon initial boot-up there was a communication error between the touch screen and SIIO board	Unplugged TRIO/Screen to SIIO cable	1. Inspect cable connection and replace as needed	700260 V1 screen 700354 V2 Screen
			Rare microprocessor glitch	1. Power cycle the booth for 2 minutes. 1.1 If error goes away this was a rare microprocessor glitch.	
			Faulty SIIO board	1.2 Sometimes caused by powering booth off then right back on with no pause. Replace SIIO	300569
			Cat-5 Cable plugged into the wrong port	1. POE cat-5 cable plugged into Tmax port or spare port on SIIO 1.1 Usually paired with complaint of ethernet not picking p despite being plugged in.	
Yellow Fault: Will not stop session and play PCA message	Solution Pump Retract/Extend Variation > 25%	Error occurs when a solution pump does not move as far as expected (beyond a 25% variation)	Faulty 24v Power Supply	1. Check 24v output, if insuffiencet, replace power supply.	300571
			Faulty solution pump	1. Disconnect pump from solution lines and run via diagnostics menu. 1.1 If pump tries to move but cannot or struggles / faults, replace pump	300863
			Blocked/Kinked solution line	1. If pump piston moves fine when disconnected from outgoing line but bogs down when connected, inspect solution line for kinks and nozzles for blockage	
			Faulty SIIO	(RARE) Move this connection to another working slot on the SIIO board and run the pump in its "new" location from Diagnostics menu: If pump now works, replace SIIO	300569

Yellow Fault: Non-Session Stopping faults			DCC, or cable Faulty Low Air Pressure (Only when paired with Extend Nozzle Air Failure)	1. Check for stepper light on DCC when input selected from screen 1. Follow Extend Nozzle Air Failure steps	510583 or 70024(6-9) *This is not a pump issue*
	Extend Nozzle Air Failure	Error Occurs when low pressure is found during the session, turning off the solution pump to prevent customer getting sprayed with a stream of solution (always paired with above fault)	Low Nozzle Air Pressure	1. Inspect turbine and hoses for any signs of cracks or leaks. 1.1 Follow steps for diagnosing air pressure sensor switch not closed 1.2 Carefully inspect the E-Chain Nozzle air hoses for cracks that expose as the slide moves. These may not present themselves with the slide at the top.	Air pressure related part *This is not a pump issue*
	Heater Air Pressure Fault	Error occurs when the heater air pressure switch isn't closed/insufficient heater air pressure	Faulty Turbine	1. Jump sensor & Run Heater turbine. If deson't come on, check & replace fuses on SIAC. 2. Check power on SIAC when prompted from screen, if power is present at turbine cable, replace turbine	300839
			Air Leak	1. Jump sensor & Run Heater turbine on diagnostics feeling for air leaks around turbine and blue hoses.	510565 or 700281
			Air Sensor Switch Faulty, or bad connection	1. Check cable connections for breaks or exposed wires. 2. Jump sensor and check for leaks. 2.1 If turbine runs and no leaks or cracks around sensor, replace sensor.	
			Faulty SIAC or Turbine Cable	1. First check and replace fuses 2. Check for power from SIAC when input is selected from screen 2.1 If power at SIAC, check at turbine cable, if no power at either replace SIAC	300568 or 700252
	Error Filling Solution Reservoir	Solution reservoir did not fill in the allotted time (30 Seconds)	Faulty SIIO (rare)	1. Jump heat air pressure sensor output on board, if still faults replace SIIO	300569
			Vent solenoid faulty	1. Run vent solenoid in diagnostics and listen for audible click from solenoid and tight on DCC board. 1.1 Check to see if the solution level rises. 1.2 Remove vent solenoid if level did not rise. 1.3 If solution level rises now with the solenoid removed, replace Vent solenoid	202187
			Broken coupler	1. Remove BIB. 2. Inspect coupler for any obstruction or total collapse. 3. Inspect bottom side of coupler from the drawer for crack. <i>2 1 This can be seen from signs of a leak near the coupler</i>	300644
			BIB not seated fully	1. Remove BIB 1.1 Inspect tip for O-ring 1.2 Replace BIB ensuring its pressed down and clicks into place	
	Solution Level Low	Notification occurs when the float switch in the reservoir reads low.	Faulty Float Switch	Follow below steps to diagnose	300582 or 300637
			BIB is empty	1. Check solution level in quickview 2. Replace soltuion	
			BIB not seated fully	1. Remove BIB 1.1 Inspect tip for O-ring 1.2 Replace BIB ensuring its pressed down and clicks into place	
			Faulty Float Switch	1. If Reservoir is visibly full (More than 3/4 full) inspect the wire and connection on the DCC board. 1. Open Dashboard 1.1 Purge solution 1.2 Select solution 1.3 "Fill Reservoir #x"	
	Drain Pump Fault	Error occurs when the drain float has been activated continuously for 2 minutes. Booth will not rinse if this error is active.	Drain Pump faulty or blown fuse	1. Check SIIO fuse then check pump for power when input selected from screen. 1.1 If power to pumo. but pumo does not come on. -> Replace pump 1. If pump runs but does not evacuate water	300657 or 300656 (Full assembly)
			Clogged Drain Line	1.1 Disconnect drain line and pump into a bucket 1.2 If it evacuates into a bucket then there is a clog in the facility drain line/system.	201978
			Blue collar cracked (water will be present in abnormal areas surrounding the pump)	1. Inspect and replace blue collar ring as needed	
				1. Inspect float switch for broken connection or obstructions	300632
				1. Check float status in discreet inputs 1.1 If it does not open when float is manually raised --> replace float.	300632
			Float switch faulty or broken (Basin empty)	1. Float bobber has fallen off or reversed polarity. 1.1 This will happen if the small C-clip has fallen off or the float bobber has been replaced the incorrect way	300632

	Slide Speed Variation > 25%	Error occurs when slide speed move slower or faster than commanded beyond the allotted amount	Faulty Clutch Motor moving too slow Physical impediment Dirty rail or under greased bearings (V1 rail only)	1. Inspect clutch for visible failure. (This can present itself on the down pass only, moving quicker than commanded) Inspect proconnect for errors like this: <i>Yellow Fault, Over Speed, Session Treatment 1 (FULL BODY)</i> , Pass 9: <i>Slide Speed Variation > 25%. Travel Command: 175.0 cm vs. Actual 172.3 cm (23434 counts in 7.8 s).</i> Speed Command: 13.0 cm/s vs. Actual: 23.0 cm/s. Direction: Down, Limit: Bottom 1. Check motor for 24v. 2. Listen to motor when running slide encoder test, if labored, remove motor from rail and run test again. 3. Replace as needed 1. Check for any obstacles that may be impeding the slide movement and remove or move out of way if found. 1. Add grease to bearings and clean and lubricate slide rail belt.	201557 300579 V1 rail 300823 V2 rail 300591 V3 rail
	Height Detect Sensor Blocked	Error occurs when the height sensor detects an object at the point of treatment selection	Height sensor Dirty Height sensor needs adjusted Height sensor Faulty Height Sensor Cable Damaged/SIIO Board	1. Clean sensor with dry or lightly damp rag, careful not to get any water on or behind the 1. Verify the height sensors are set correctly and not picking up an object such as the back wall. 1. Will not accurately read or respond to physical adjustments 1. Inspect height sensor cable. 1.1 If problem continues replace the height sensor cable. 1.2 If problem persists replace the SIIO board.	300689 300687 or 300569
	No User Detected in Booth	Error occurs if the height sensors perform their sequence and do not detect a user in booth during height check at beginning of session	There was no user in the unit Height Sensor needs adjustment Faulty sensor or cables	1. Run a test session and hold your hand in front of the nozzle during height detection. 1.1 If it recognized you, no action needed. 1. Verify the height sensors are set correctly and not picking up an object such as the back wall. 1. If the sensors cannot be calibrated or have been calibrated but still do not detect the user during session, begin diagnosing which component may be faulty. 1.1 Replace sensor or cables.	300687 or 300689
	Remote Controller Communication Lost	Error occurs when the booth has lost communication with the TMAX system	Tmax unplugged of bad cable/connection Tmax Faulty TMAX Manager power loss or faulty Room set incorrectly on Tmax timer	1. Inspect cable and connection on SIIO board 1. Verify SIIO board function with another Tmax. 1. If working, replace faulty Tmax 1. Power cycle or rescan Tmax manager and verify all cables are plugged in where they should be. 1. Verify Tmax manager and Tmax timer are addressed to the same room location.	510590
	Controller Board Reset	Error occurs when the SIIO board has reset unexpectedly	Software glitch 24v Power supply issue SIIO Component causing momentary short	1. Power Cycle booth for, leaving booth off for a minimum of 60 seconds before powering 1. Monitor power supply output during test session 1.1 Replace if any significant voltage drops are observed during test. 1. Test each SIIO component in diagnostics to recreate issue. 1.1 Investigate any failed test.	Replace if any voltage drops