



(Legacy) VersaSpa Pro Diagnostic Tech Guide

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Section One: Power



**DANGER: HIGH
VOLTAGE, 240 VAC**

RCBO: Residual current circuit breaker with over-current protection. It is designed to disconnect the electrical circuit quickly in case of a ground fault or electrical overload.



EMI Filter:
Eliminates
electric
power

Power switch

- **Booth has no Power?**

- Main circuit breaker to outlet tripped or off
 - Unplug booth from wall
 - Reset main breaker in salon electrical breaker box
 - If the breaker continues to trip, **contact a licensed electrician**
- Power inlet plug from VersaPro is not fully connected into wall socket
 - Push plug firmly into outlet and turn clockwise into outlet to lock

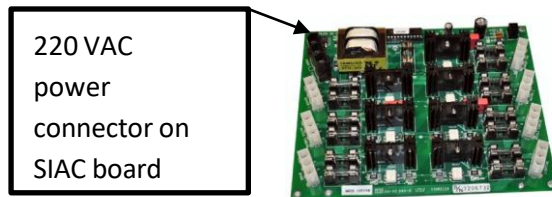
- Booth RCBO has tripped
 1. Unplug booth ensuring first that the RCBO is in the off position, then plug the booth back in.
 2. Turn power switch to on position wait for the booth to fully boot. (may take up to 2 minutes)
 3. If RCBO trips, unplug the booth, unplug power to the SIAC board, unplug the 220V incoming power to the 24v power supply, and 12v power supply. Plug booth back in, turn it on, if booth trips replace RCBO.
 4. If the RCBO does not trip turn the power off at the RCBO again, then plug in the 220v connection to the 12v power supply, turn power back on booting up just the touch screen.
 5. If the RCBO trips, ensure that the switch is fully in the off position. Unplug power to touch screen, turn the RCBO to the on position, if the RCBO trips replace the power supply if it does not replace the touch screen.
 6. If the RCBO does not trip when plugged into the 12v power supply and touch screen turn the RCBO to the off position. Unplug 24v power supply from SIIO board, plug in 220v power to the 24v power supply. Turn RCBO on, if it trips replace the 24V power supply.
 7. If the RCBO does not trip when the 24V power supply is plugged in, power down the booth. Unplug all connectors on SIIO board except the incoming power and the TRIO to SIIO wire. Power booth back on if RCBO trips replace SIIO board.
 8. If RCBO does not trip when TRIO/touch screen and SIIO board are powered up turn power off to the booth. Plug in each

component one at a time. (Caution power down booth before plugging in any components) After plugging in each component use the diagnosis menu to test each component. If RCBO trips after plugging in a component or running a diagnostic test the offending component must be investigated.

9. If RCBO does not trip after all SIIO board components have been plugged in and tested. Power down the booth; unplug all components from the SIAC board leaving only the SIAC to SIIO cable and incoming power plugged in. Power up booth, if RCBO trips replace SIAC board.
10. Power down the unit and Plug in each AC component one at a time making sure to test them through the diagnostic menu. **(Caution: DO NOT plug in any components while the booth is powered on.)** If RCBO trips after plugging in a component or testing the offending component must be investigated or replaced.

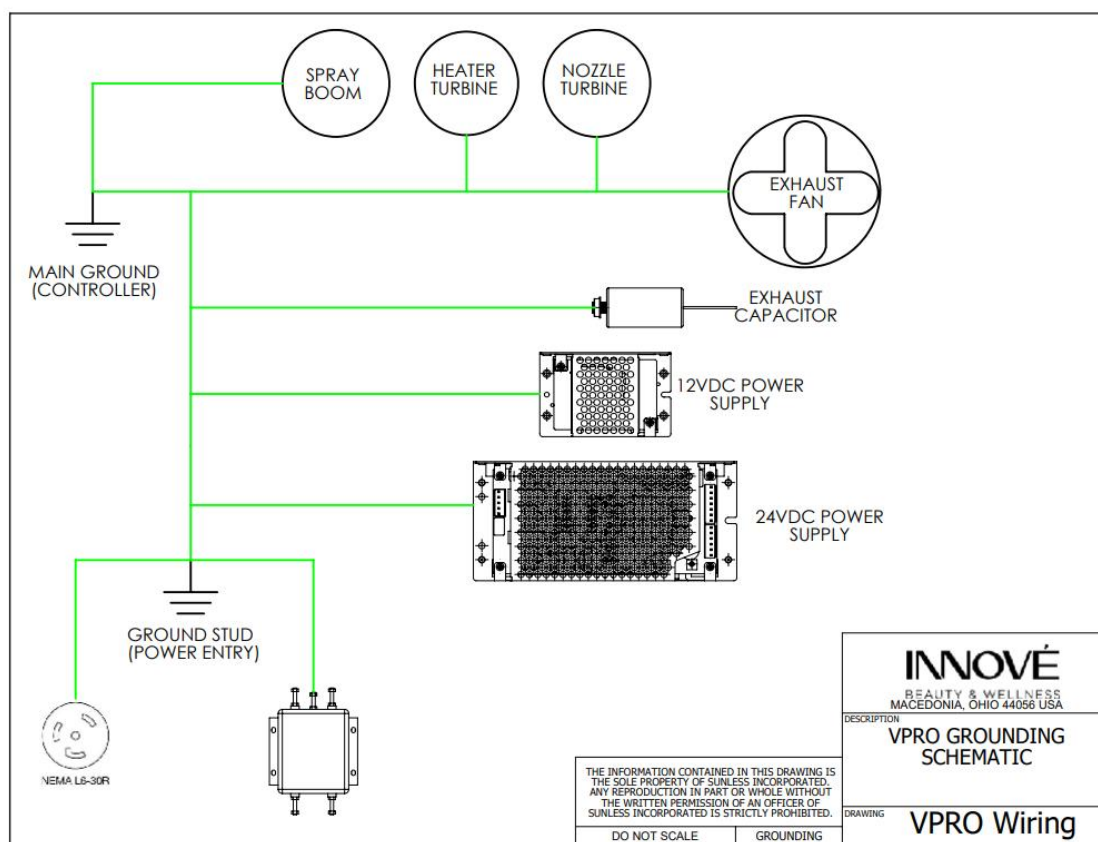
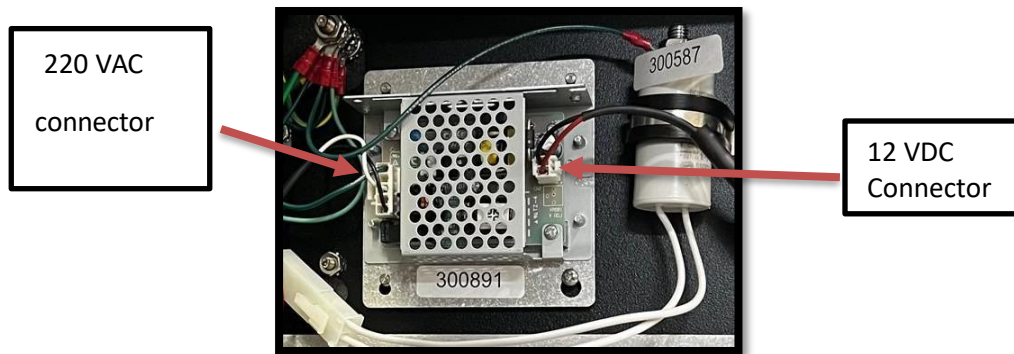
▪ **No power to booth RCBO not tripped.**

- Check salon circuit breaker box for tripped breaker
- Test 220 VAC outlet for power
 - Outlet has power
 - Move to next step
 - Outlet has no power
 - Verify breaker on in breaker box then contact licensed electrician
- Test 220 VAC power at SIAC board
 - No power at SIAC
 - Faulty RCBO
- Test 24 VDC power supply



- 220 VAC inlet
 - 24 VDC outlet
 - No power to the 220 VAC side,
 - Check the Molex connector on the SIAC for loose wires (see wiring diagram in Appendix A)
 - Power to the 220 VAC inlet
 - Check 24 VAC outlet
 - No power, replace 24 VAC power supply
 - Check the connection on the SIIO board
 - If there is power to the SIIO board, then check the 12VAC power supply (The 12 VAC power supply provides power to the touch screen)
 - Check input (220 VAC Input)
 - No power, check 220 VAC from 24 VDC power supply
 - 220 VAC, check output 12 VDC
- ❖ No power = replace power supply





NOTES:

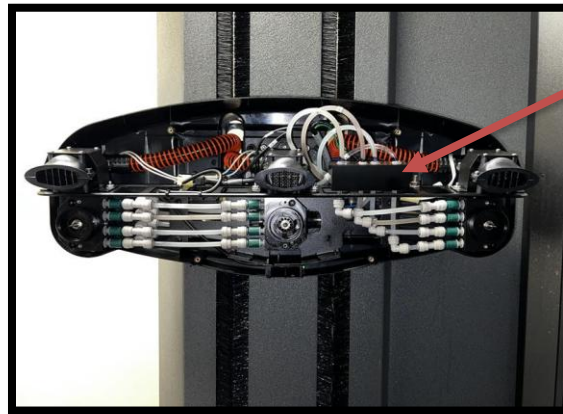
The incoming 220 VAC comes from the EMI in the power box. It first goes to the SIAC board. At the Molex connector, two wires come off of that connector and go to the 24 VDC power supply. Then two more wires come off of the Molex connector at the power supply and feed the 12 VDC power supply.

Section Two: Solution System

- **Solution leaking from spray boom**
 - Loose tube connections in push connectors
 - Check all connections in area where solution is leaking
 - Push the tube into the connection
 - Gently pull on the tube to ensure it is connected
 - Check Valves
 - Can be loose in the connector
 - Push check valve into connector
 - Defective check valve leaking
 - Replace
 - Nozzle tip not tight into nozzle block
 - Tighten nozzle tip
 - Careful not to overtighten
 - Air cap and collar loose
 - Secure air cap into position
 - Air cap must be vertical to properly secure
 - Tighten collar
 - Ensure collar is on straight before tightening down as the nozzle will leak air & solution if this is cross threaded and not fully sealed

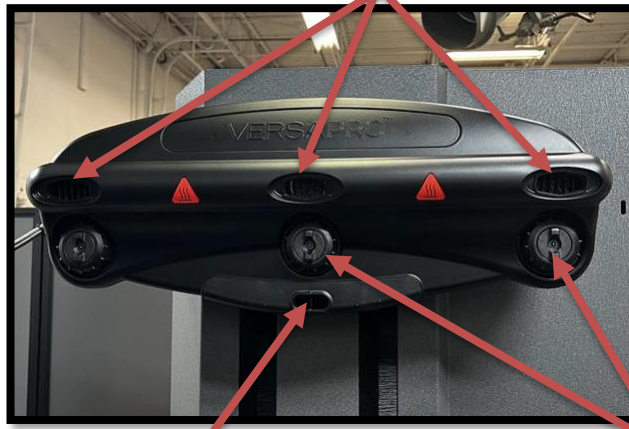
- Cracked junction block
 - Check junction block in boom for cracks or fractures

Each nozzle block has four check valves rated at 1.3 pounds each. Be sure to check all tube connections.



Junction Block

Heaters



Height detection sensor

Air Caps & Collars

- **Solution leaking from the solution drawer**

- Clean the drawer of as much solution as possible to gain a clear view of the source of the leak
- Try to narrow down the area to one or more of the solution pump areas
 - Start from the highest point of the drawer to find the source of the leak
- Remove the BIB from the solution coupler
 - Check the BIB spout for the “o” ring on the end
 - Adjust if out of place
 - Replace the BIB If missing or damaged
- Leaking from the solution coupler
 - Remove BIB and inspect coupler for any signs of internal collapse
 - Inspect the underside of the coupler from the opposite side of the drawer for signs of leaking or fracture.
 - Replace coupler if cracked
- Leaking from vent tube
 - Is the far-right LED lit?
 - Vent Solenoid is open
 - Run pump from the diagnostics menu
 - The LED is still lit

➤ replace board

- If the far-right LED is not lit
 - Vent solenoid is stuck open
 - Replace solenoid

○ Leaking from the reservoir

- *The reservoir is a sealed system. If there is an air leak, you have to find it.*

- Check if vent solenoid is stuck open
- Check the gasket around the top of the reservoir
 - Are there any cracks in the gasket or the reservoir lid

➤ *Note: It's common for the threaded inserts to crack around the screws*

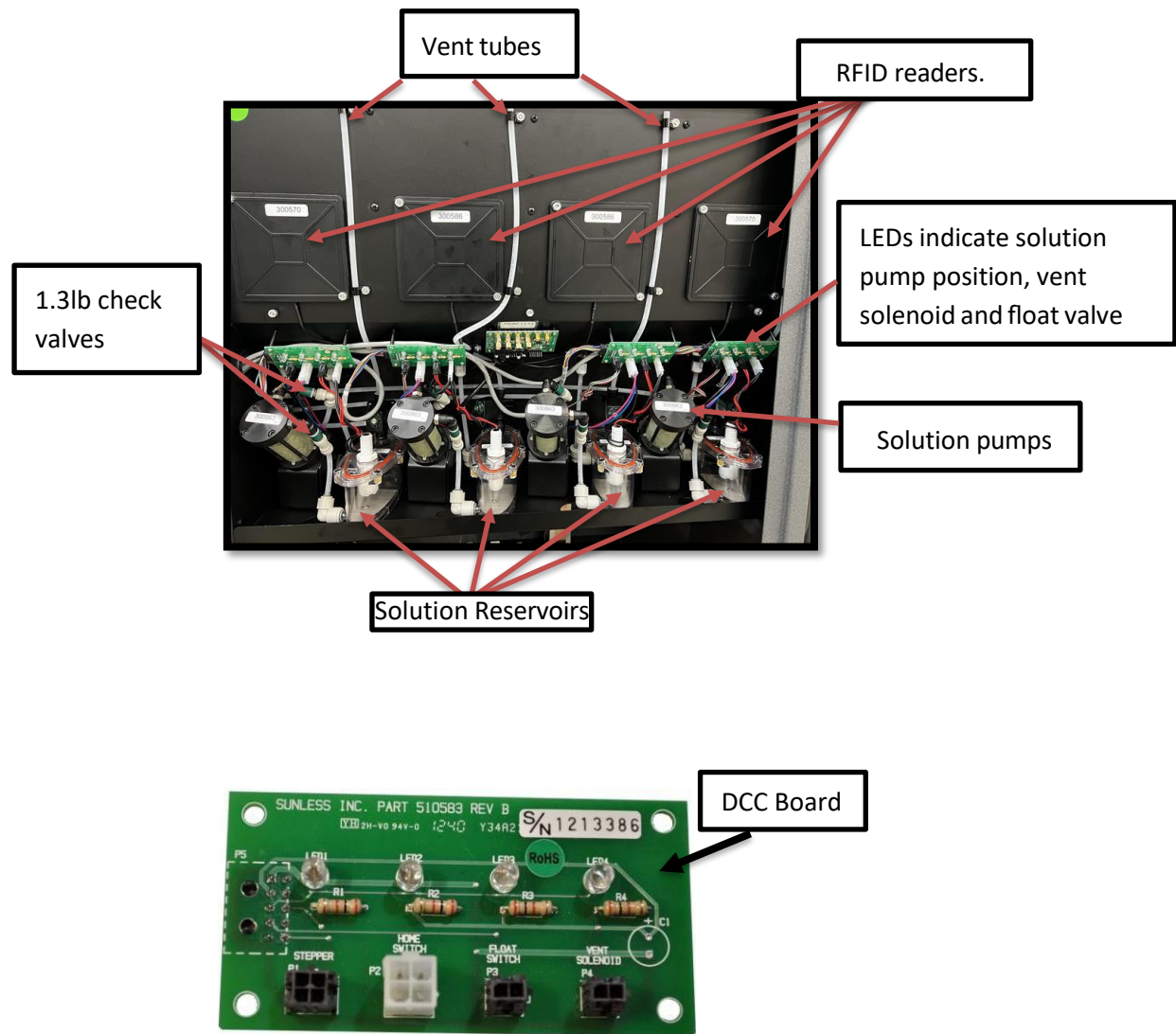
- Push all associated tubing around the reservoir in to ensure it is fully seated

○ Leaking from the solution pump

- Check all associated tube connections
 - Still leaking

- Leaking from the solution pump

➤ Replace solution pump



P1: Stepper light indicates the solution pump is powered

P2: Home indicates the pump is at the bottom ready to deliver the solution

P3: The float switch lights up when the reservoir is low. It then activates the vent solenoid allowing solution to flow into the reservoir.

P4: The vent solenoid keeps the reservoir full during regular operation. (activates during dry pass & when filling after a new BIB was inserted)

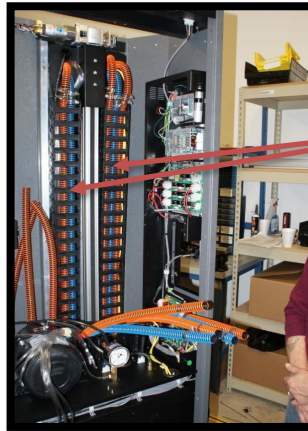
- **Tan results too light**

- Make sure the pump settings in the salon setup are to the correct mL settings
 - For DHA (excluding Rapid tans), they should be
 - 15, 18, 20 and 23
 - They are correct
- Run a purge on the solution
 - Check to make sure all three streams are even during the purge
 - They are not even
 - Run another solution. If they are still not even:
 - Remove the air caps, collars and nozzle tips
 - Clean thoroughly and replace
 - Clean nozzle tip thoroughly with a small gauge wire, you should be able to see through this when held up to a light
- Run purge again
 - Still not even
 - Remove and inspect check valves from the nozzle that is lowest
- Blow through each check valve
 - If you can only blow in the direction of flow. The check valve is good.
 - If you can blow both directions, replace check valve
- Check nozzle blocks for debris
 - Run purge again

- Still not even
 - Replace nozzle blocks
- **Tan darker on one side or the other**
 - Run same tests you would for **‘Tan results too light’**.
 - Verify air vents and air returns in the room are closed or pointing away from booth
 - Outside air disturbances can cause the spray to lay unevenly on the client in the booth
- **Speckling or blotchy**
 - Make sure air cap is clean and free from debris
 - Check to make sure the air cap and collar are tight
 - Verify the nozzle tip is securely fastened into the nozzle block
 - Inspect solution reservoir outlet check valve to the solution pump
 - Remove and blow in the direction of flow
 - If you can, replace check valve
 - If the check valve is defective, the solution pump is pumping solution both to the nozzles and back into the reservoir
 - Remove the check valves
 - Blow through in the direction of flow
 - Blow the other direction

- Replace if you can blow through the check valve
- Check the nozzle blower air levels
 - Go to the salon setup menu
 - The nozzle air blower should be:
 - 18, 19, 19 and 20
- Check nozzle air pressure level during a level two spray pass
 - It should read between 1.65 and 2.0
 - If not, then check for air leaks
 - Check voltage to turbine
 - Check voltage at the incoming wall outlet
 - Make sure the correct incoming voltage is marked in the admin setup

➤ Always round up to the next voltage
- Check the nozzle air hoses for leaks
 - Inspect and check all air (blue) hoses for leaks
 - Inside of the E-Chains
 - From the nozzle air turbine
 - Inspect the nozzle air turbine manifold for leaks



E-chains



Nozzle blower manifolds. Blue is the air and orange is heat

- **No solution dispensing**
 - Verify the BIB contains solution
 - Verify the solution reservoir is full
 - Check the current position of the solution pump
 - If the solution pump is in the top position, it has already completed a dispense cycle
 - Run the solution pump via the 'Spray Test' option in the diagnostics menu

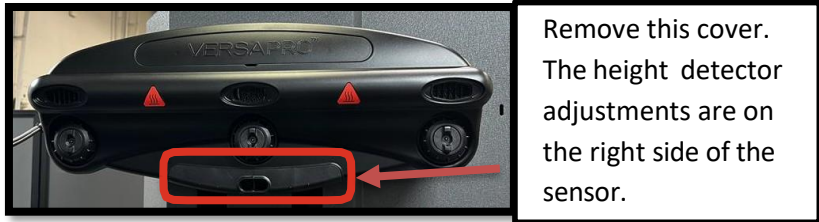
- If the pump cycles with no errors and solution still does not dispense:
 - Inspect solution drawer for leaks
 - Inspect the E-chain for kinked lines or solution leaks
 - ❖ Correct any kinked lines found & zip tie in place
- Inspect the junction block behind the turbine box for leaks
- Inspect Spray boom for leaks
- **Spray starts too low**
 - Adjust the height detection sensor
 - If height correct
 - Check for kinks or leaks
 - Inspect check valves and replace as needed

Note: Check valves will often only be a visible failure from the first pass of the day or after the booth has been unused for an extended period. This happens because the check valve will remain stuck open, the solution will flow back towards the pump pulling air into the system, which will in turn spray out this air during the pass until the lines have overcome this introduced air. This will also usually pair with clients explaining they have substantially more solutions remaining in the box when the percentage reads as 0%. This is because the unit does not know that it is spraying air rather than the solution.

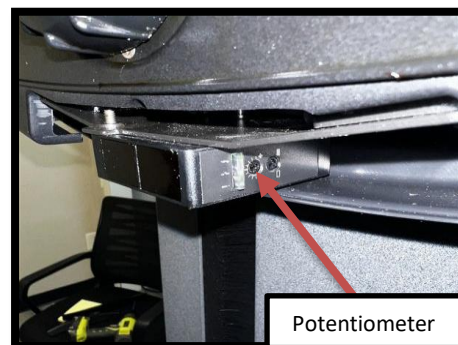
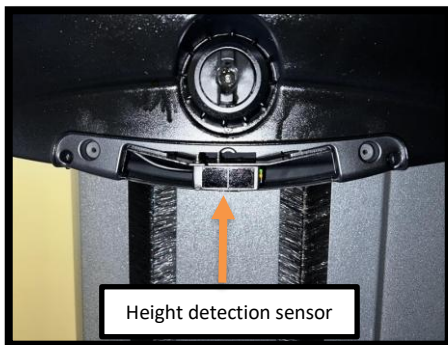
Setting Height Detect Sensitivity

TOOLS REQUIRED

- Small Flat Head Screwdriver



1. Locate the spray boom and remove the height sensor cover. No tools required. Simply pull the cover from the spray boom.
2. On the right side of the sensor, you will see 2 potentiometers. Insert the flat head screwdriver into the front potentiometer and **gently** turn it counterclockwise all the way.
3. Once the potentiometer has been turned completely counterclockwise, locate a piece of cardboard, paper, or something to be used as a target, preferably with a light tone. Hold the target above the back of the numbered floor pad, parallel to the height sensor.
4. Now slowly turn the potentiometer clockwise until the bottom two lights on the sensor illuminate. This light indicates that the object or target has been seen.
5. Next, remove the target and verify that the light is no longer illuminated. If the light remains illuminated, slightly turn the potentiometer counterclockwise until the light turns off. Repositioning the target and verifying the light still illuminates. In other words, the top light should be illuminated when the target is positioned at the back edge of the numbered footpad, and it should turn off when the target is removed.



- **Solution Reservoir Level Low in quick view menu, but BIB has Solution % remaining**

1. Open Dashboard
2. Select purge
3. Select fill reservoir
 - Reservoir fills
 - Reservoir does not fill
 - Check bib for solution
 - Inspect coupler for leaks
4. Close dashboard
5. Solution level correct
 - If not correct
 - Float in reservoir may be stuck
 - Visually inspect float in solution reservoir
6. Check connections at
 - SIIO board
 - DCC board
 - Swap DCC from another bay
 - If it is still reading as low, replace Float/reservoir assembly

Section Three: Turbine System (heat and air)

- **Turbines will not turn on or will not stay on**
 - Inspect all turbine cables and connections.
 - Inspect air pressure sensors for cracks and air leaks.
 - Run Diagnostics from the touchscreen.
 - Check for any faults
 - Inspect the SIAC board.
 - Confirm the fuses are good (visual check or continuity test).
 - If not, replace the fuse(s)
 - Ensure power is off before touching SIAC board
 - If the issue persists:
 - Check for VAC output from the SIAC board when the discrete output is commanded ON.
 - Trace voltage from the SIAC board output to the turbine at each connection.
 - If voltage is present at the turbine, replace the turbine.

- **Nozzle Air Sensor Switch Not Closed**
 - Command the turbine ON via Diagnostics.
 - If the turbine does not turn on:
 - Check the fuses.
 - Verify power from the SIAC board to the turbine.
 - If voltage is present at the turbine, replace the turbine
 - If the turbine turns on briefly (2–3 seconds) and then shuts off:
 - Jump the air sensor switch by placing a jumper across both standoff connections that plug into the sensor.
 - Command the turbine ON again in Diagnostics.
 - If the turbine now runs for ~10 seconds or through a full session, check for air leaks around the turbine and along all downstream blue hoses.
 - ❖ If no air leaks are found:
 - Replace the turbine.
 - If the turbine still shuts off after 2–3 seconds:
 - ❖ Test power output from the SIAC board.
 - If power is consistent:
 - Replace the turbine.
 - If power is inconsistent:
 - Replace the SIAC board.

THE FOLLOWING TWO PAGES CONTRIBUTED BY ENGINEERING

AC Component Always On, Doesn't Turn On, Turbines Bumping Up and Down

AC Components include:

- o Heaters 1, 2 &3
- o Heater Turbine
- o Nozzle Turbine
- o Exhaust Fan

If an AC component turns on automatically when the VPRO is started or an AC component stays on after a session consistently, the most common failure is the SIAC board optocoupler or resistor. Replace the SIAC board, record the serial number of the booth, the serial number of the SIAC board, exact failure mode (i.e. Heater turbine remains on at all times) and add this information to the TRM notes. Expedite the return of the defective SIAC board.

If an AC component doesn't turn on during a session:

- o First, try to manually turn on the component in diagnostics>discrete outputs. If the component works in diagnostics, further investigation into the failure needs to be done. Contact an experienced technician for help if the failure mode is beyond your experience level.

For example, "my heater turbine won't turn on during a session", but in diagnostics it works. Perhaps the air pressure switch is not working, or the turbine has a leak preventing the air pressure switch from closing.

- o If the component does not turn on in diagnostics, it could be one of three things.
 - The SIAC board output at that AC component location could be faulty. Try plugging the component into another working output on the SIAC board. For example, if the exhaust fan will not turn on, plug the exhaust fan into the heater turbine output. Then go to diagnostics and click heater turbine. If the exhaust fan turns on, then the SIAC board output is most likely faulty. Replace the SIAC board, record the serial number of the booth, the serial number of the SIAC board, exact failure mode (i.e. Heater turbine doesn't turn on) and add this information to the TRM notes. Expedite the return of the defective SIAC board.

If it does not turn on, then most likely the cabling or the component is the culprit. If possible, try to determine if the cabling or the component is faulty. This is rather easy to determine. Follow these steps:

- If the component that will not **work** properly is a heater, you can diagnose a few different ways depending on the level of expertise the customer/technician has. First, if they can use a multi-meter, you can verify the resistance across the cable and the heater. A heater should read somewhere around 40 OHMS. if it reads zero, the cable is bad or the heater has overheated very recently and

tripped the thermal switch. If you read something around 20, then the coils in the heater are touching. Most likely, that heater turns on, glows bright red/orange and then turns off. In this case, replace the faulty heater. The other option is to remove the front cover to the nozzle boom. Next, unplug the defective heater and plug it into a working heater cable. Go into diagnostics select heaters and if the previously defective heater works then the cable is faulty. If the heater does not work, then the heater is most likely faulty, replace the heater.

- If the component that will not turn on is one of the turbines. The easiest way to tell if it is the cable or the turbine is to simply plug the faulty turbine into the cable for the working turbine. Then go into diagnostics and select the turbine that was previously working. If the previously faulty turbine turns on, then the cable is faulty. If it does not turn on, then the turbine is faulty.

If the turbines are "bumping" or in other words the air pressure is going up and down throughout a spray pass causing a bumping noise, first verify the version of the SIAC chip is up to date. If not the SIAC chip needs to be replaced. If the SIAC chip is up to date, most likely the SIAC board needs to be replaced, but before replacing the SIAC board verify that there are no air leaks anywhere on the turbine or air lines coming from the turbine. If there are no leaks, replace the SIAC board, record the serial number of the booth, the serial number of the SIAC board, exact failure mode (i.e. Heater turbine bumping during spray pass) and add this information to the TRM notes. Expedite the return of the defective SIAC board.

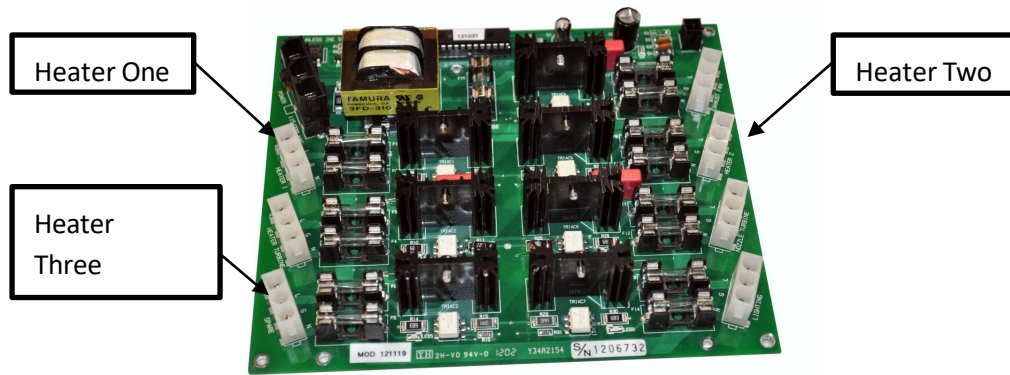
BE AWARE: NEVER PLUG A HEATER INTO ANY OUTPUT OTHER THAN ANOTHER HEATER OUTPUT. FOR EXAMPLE, IF HEATER 1 IS NOT WORKING THAN YOU CAN TRY TO TEST IT BY PLUGGING IT INTO HEATER 3 BUT NEVER PLUG IT INTO A TURBINE OR EXHAUST FAN OUTPUT. THIS CAN OVERHEAT THE HEATER AND MELT THE PLASTIC HEATER HOUSING.

- **No heat from one heater**

- Check the fuses on SIAC Board (*Page 27*)
 - Replace if blown
- Still no heat
 - Remove the affected heater cable
 - With a meter, ohm the cable
 - Reading of 39 to 40
 - Heater good
 - Reading 20 = replace heater
 - The coils are touching each other
 - Reading of 0 = replace heater
 - Defective

- **No heat from any heater**

- Check Heater Elements (40% level) in discrete outputs
 - Turbine does not run
 - Follow steps from page 21-22
- Ohm all three heaters by unplugging and probing connector
 - Replace as necessary
- Still no heat
 - Replace SIAC board



Note: The two fuses associated with each heater are directly next to the specific heater connection

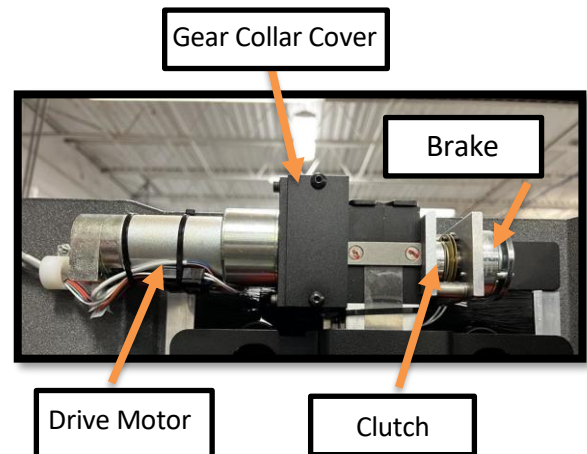
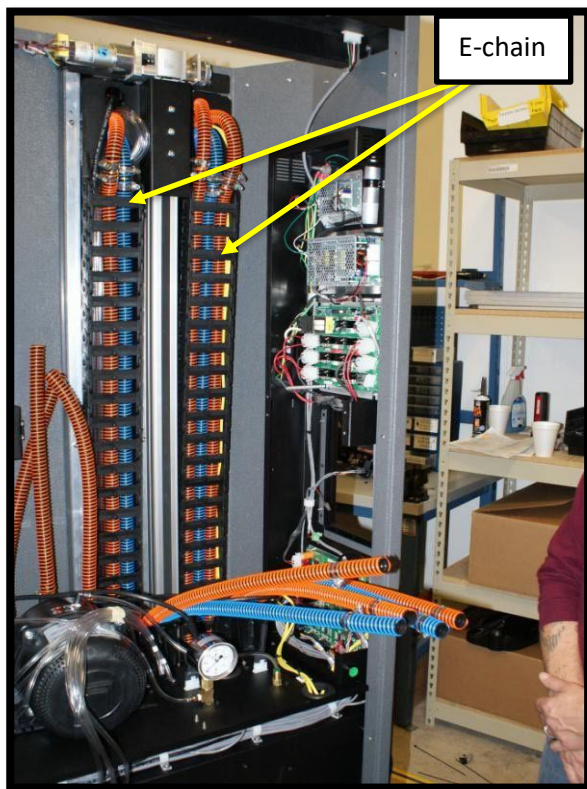
Section Four: Linear Slide and E-Chain Assemblies

- **Spray boom not moving**

- Confirm the motor is not running.
 - Run the slide encoder test in Diagnostics.
 - Review error messages for the cause.
 - If both limit sensors read OK but the slide does not move, inspect the limit sensors.
 - If there is no movement, check the 5amp fuse and replace it if needed.
 - ❖ If there is still no movement, replace the motor.
 - If the motor runs but the spray boom does not move:

- Remove the gear collar cover and tighten the gear collars. *(Page 29)*
- Check the spray boom travel path for obstructions.
 - Inspect the E-chain for jams or dislodged sections. *(Page 29)*
 - Inspect the drive motor gears and collars.
 - Tighten as needed.
 - Do not overtighten—screws may break.
 - Run the slide motor tests.
 - Use Diagnostics menu in dashboard
 - Jog the slide motor up, then down, to the limit.
 - Run the slide rail encoder test to both limits.
- **Spray Boom bounces on the way down**
 - Inspect slide motor gears and clutch *(Page 29)*
 - Slip clutch may be loose or faulty
 - Replace as needed
 - Inspect for worn clutch material
 - ❖ Replace if visible
 - Spray boom possibly rubbing on cabinet

- Inspect inside and outside of spray column for signs of rubbing
 - E-Chain may be binding
- Run diagnostics on slide motor and watch the movement of the E-chains as they move up and down
- Adjust hoses and cables in the e-chain as need



Section Five: Wash-down system

- **Unit will not pump water out**

- Sump Pump not running when prompted or full of water
 - Replace fuse on SIIO (*Page 44*)
 - Second 10amp fuse from the top
 - Test for 24 VDC power from the board down to the sump pump
 - If 24 VDC is found at the pump
 - Replace sump pump
- Check for a shut valve on the outgoing drain line
 - Ensure this is opened to allow wastewater flow
- Drain line may be kinked or clogged
 - Disconnect drain line from wall connection and run sump via dashboard into a bucket
- Check valve on sump pump may be clogged or cracked
 - Clean & inspect check valve
- Blue pump collar may be loose or cracked
 - Inspect and tighten or replace as needed
- Float switch on sump pump may be stuck
 - Inspect and clean if necessary
 - Lift the float to start pump

- **No water during rinse cycle**

Note: There are two wash down solenoids. One is for the exhaust column rinse, and the other is for the booth rinse

1. Verify the water supply is turned on.
2. Verify whether both rinse cycles run (fan column then walls), or if only one runs.
3. Confirm the sump pump has not been cycled out.
 - Run the sump pump from the dashboard.
4. Check the wiring connections on the SIIO board. The SIIO board has two outputs for the wash solenoids. When checking for 24 V, confirm you are toggling the correct solenoid in Diagnostics. (See Section 9 for location.)
5. Check for 24 V at the spray column support wiring connection. If no voltage is present, replace the affected wire.
6. Check for 24 V at the wash-solenoid roof wire end connection. If voltage is not present, replace the affected wire.
7. Check for 24 V at the solenoid. If voltage is not present, replace the affected wire.
 - If 24 V is present at the solenoid but it does not open:
 - Replace the solenoid.

Section Six: Lighting and Audio.

- **The lights in the booth are not on.** *(If only one light is out skip to second step)*
 1. The booth lighting is controlled through the dashboard
 - a. Check that “Enable Lighting” has been selected
 - b. The lighting settings are located within the menu system under the salon settings. Ensure that the lighting is not in sleep mode. Ensure that the Booth Lighting Wake/Sleep mode is not set for the current time. If it is, disable sleep mode.
 2. If there are still no lighting check connections at SIIO board, Roof junctions, and at the individual lights. Make sure all the plugs are connected together firmly and completely, perform a pull test to ensure this.
 - a. Be sure to check for any exposed or kinked wires
 3. If lighting is still out check for 24v at each connection matching red and black wires to ensure power is being transmitted.
 - a. Starting at the SIIO board out. If no power is being transmitted check the corresponding 2-amp fuse and replace if blown
 - No power from board
 - Replace SIIO

- b. Check the manifold connection for 24V if no power is present, replace the Spray column support to SIIO LED cable.
 - c. Check for 24v at the Molex connectors for the lights. If 24v is not present replace the spray column support to LED lights cable.
 - d. If power is present at the ends of the spray column support to LED lights cable replace the LED light(s) that are out.
- **There is no audio or the volume is very low or crackling**
 - 1. The audio level is controlled through the dashboard. The volume can be adjusted by accessing the salon setup menu via the booth's touchscreen
 - 2. If audio is still not present, check the connection at the back of the touchscreen (*Page 43*). Ensure all wires are connected firmly by performing a pull test on the wires that lead into the Molex connector and AUX cable.
 - a. Be sure to check for any exposed or kinked wires
 - b. Double check AUX cables are plugged into both ends on the board
 - 3. Check the connection at the Spray column support bar (upper left and side of spray column) ensure that the Molex connector is not loose and that all wires are firmly installed into the Molex connector.
 - 4. Check that the roof speakers are completely plugged in and that the

two male prongs located on the speakers are not broken or damaged.

a. Use multimeter to read Ohms off the back of the speaker (4-*ohm rating*)

- 3.6 to 4.0
 - Speaker good
- 0.5 to 2.8
 - Replace speaker internal short
- 0.00 to 0.4
 - Replace Speaker
 - Faulty/ defective (*Recommend checking wire continuity and replacing as needed as well.*)

5. Still no sound

a. Reload Media from SD Card

- Open dashboard> 0000> Import Media Content> “YES”>

b. Replace Audio Amp Board (510821)

c. Replace Touchscreen assembly.

Section Seven: Software

- **Firmware:** This is a software program or set of instructions programmed on a hardware device. It provides the necessary instructions for how the device communicates with the other computer hardware or components. The firmware can be upgraded on the SIIO by using a flash drive with the new version of firmware. The firmware can be emailed to the end user and downloaded to the flash drive or by selecting “Check for Updates” in the dashboard, If the booth is connected to Wi-Fi. See page 45 for instructions and location of firmware connection.
- **Android:** Android is the operating system (OS) for the touchscreen. It allows us to develop applications, graphical interface and video. We load Android onto the TRIO (touchscreen) by using an SD Card. Android can be emailed to the end user and downloaded to the SD card or can be updated via the “Check for Updates” option in the dashboard. See page 44 of instructions and location of SD connection.
- **Media:** Media contains all of the operational information seen on the touchscreen. We load the Media by using an SD card. The media can be emailed to the end user and downloaded on to the SD card. See page 44 for instructions and location of the SD connection.

Section Eight: RFID

The RFID reads the tag inside of the bag in box to identify solutions. Data includes expiration date, date of first use, original solution volume, remaining volume, batch number, lot number box serial number. The tag also contains volume, pass, time, nozzle blower settings, and pump volume per pass settings.

As the unit processes sessions, the RFID writes to the BIB tag the remaining amount of solution.

- **BIB reads as Invalid Tag**

- Power off the unit, remove the BIB, power the booth back on, wait for all other solutions to load then insert the “Invalid” BIB
 - If the box is swapped quickly, it can cause an invalid tag error, removing and reinserting can often correct this
- Open Dashboard, Diagnostics, Read Container, select the solution that is reading as invalid, read tag
 - If the tag is invalid, you will often notice a spelling error (“Sumless Inc” rather than “Sunless Inc”, incorrect date or first use (EX. 1979) or other missing or corrupted information)
- BIB still reads as invalid
 - Move Box to another bay that we know is reading correctly.
 - Replace box if it still reads as Invalid

- **BIB reads as Unauthorized**

- Double check the box being replaced was the same as the box being removed (this error indicates that the box going into this slot is not the same as the box that was removed)
 - If the box is the same or is being intentionally changed to a different SKU follow the below steps

- Open dashboard, Salon Setup, Machine, (scroll to bottom)
Reset Defaults for All Containers, Close Dashboard
 - *Note: you may wish to purge the previous solution out of the lines prior to completing the above step*
- **BIB Reads as Unknown / No Container**
 - Remove the BIB, Power Cycle booth, Reinsert BIB after unit has booted to home screen
 - Insert BIB from another bay that we know recognizes is recognized
 - BIB reads as Unknown or No container
 - Replace RFID antenna
 - BIB reads in location
 - Replace BIB
- **Multiple boxes read as invalid or Unknown**
 - Follow above steps for Invalid & Unknown to identify if there are multiple bad tags
 - *In some cases, one BIB tag or Antenna can cause others to be faulty.*
 - Multiple antennas do not read
 - Insert confirmed working boxes into these locations
 - Boxes do not read

- Swap working antennas to these bays on both the PCB board and physical locations on the drawer
 - Note: Bays 1&4 as well as 2&3 are pairs and cannot be used on any other bays
- If boxes do not read with new Antennas
 - Replace RFID PCB board (Recommended to replace Cat-5 cable at this time)
- If boxes do read with new Antennas
 - Replace faulty Antennas
 - ❖ If the issue persists, replace the SIIO and Cat-5 cable with shielded cable.

Section Nine: Error Messages

Red Faults:

- Red faults will stop or prevent sessions and play “Please contact attendant” audio message

Fault Message:	Section:
Nozzle Air Sensor Switch Not Closed	Section 3
Solution Pump Did Not Return Home	Section 2
Error Maintaining Slide Speed	Section 4
Force Close Error	Section 7 (reboot unit and contact tech support if issue persist)
Command Request Rejected: “X”	Section 7 (reboot unit and contact tech support if issue persist)
SIIO Communication Error	Section 7 (reboot unit and contact tech support if issue persist)

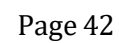
Yellow Faults

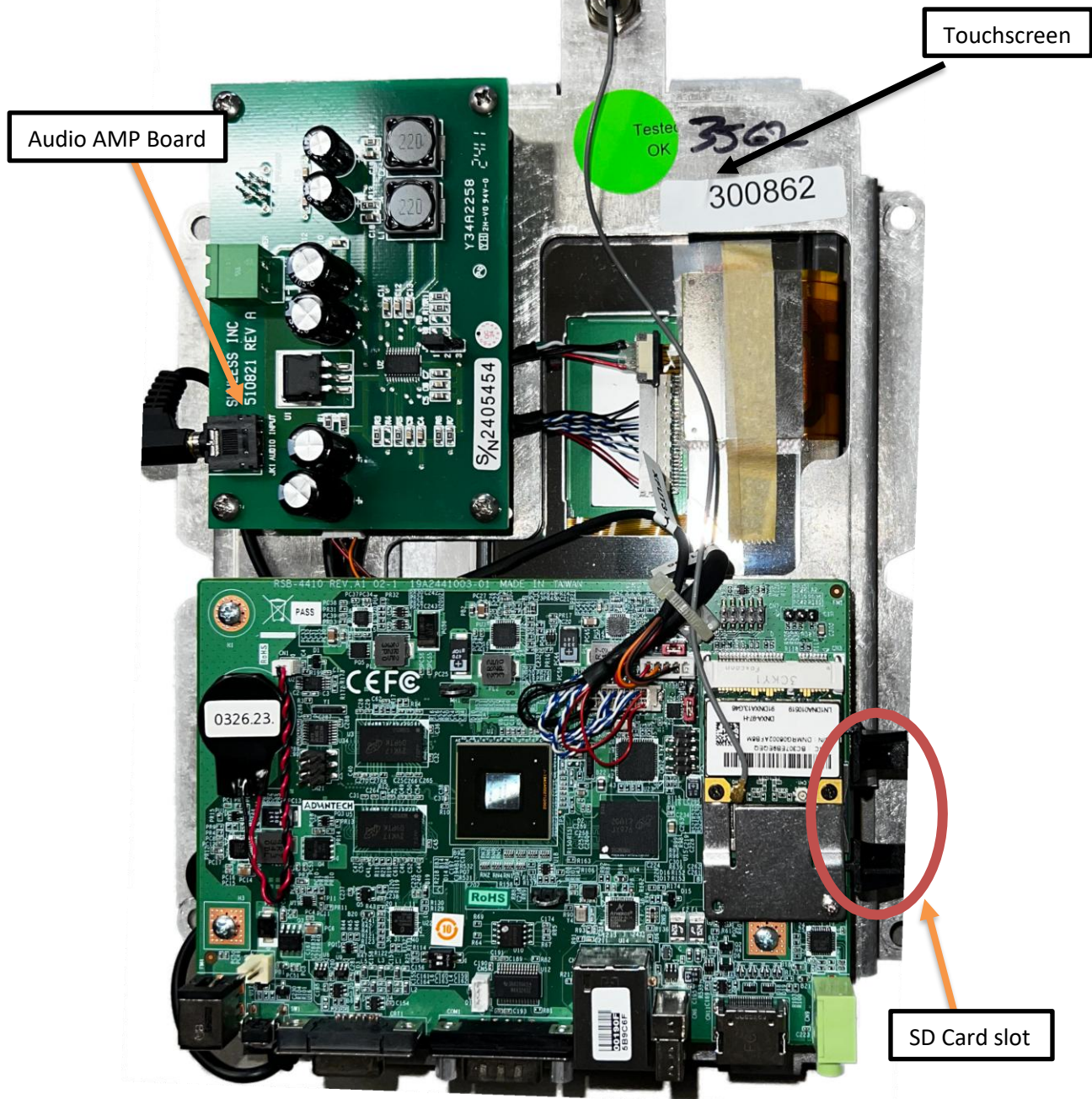
- **Yellow Faults will not stop a session but will present a notice in the message center**

Fault Message:	Section:
Solution Pump Retract/Extend Variation > 25%	Section 2
Extend Nozzle Air Failure	Section 3
Heater Air Pressure Fault	Section 3
Error Filling Solution Reservoir	Section 2
Solution Level Low	Section 2
Drain Pump Fault	Section 5
Slide Speed Variation > 25%	Section 4
Height Detect Sensor Blocked	Section 2
No User Detected in Booth	Section 2
Remote Controller Communication Lost	Section 11 (reboot unit and contact tech support if issue persist)
Controller Board Reset	Section 7 (reboot unit and contact tech support if issue persist)

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	Run nozzle turbine. If doesn't come on, check & replace fuses on SIAC. Check power on SIAC when prompted from screen, if power is present at turbine cable, replace turbine	300839
			Air Leak	Jump sensor & run nozzle turbine on diagnostics feeling for air leaks around turbine and blue hoses.	
			Air Sensor Switch Faulty, or bad connection	Check cable connections for breaks or exposed wires. Jump sensor and check for leaks. If turbine runs and no leaks or cracks around sensor, replace sensor.	510565 or 700281
			Faulty SIAC or Turbine Cable	If turbine does not come on, first check and replace fuses. Check for power from SIAC when input is selected from screen, if power at SIAC, check at turbine cable, if no power at either replace SIAC	300568 or 700252
	Solution Pump did not return home	Error occurs when a solution pump does not return to the home switch upon request	Faulty SIO (rare)	Jump air pressure sensor output on board, if still faults replace SIO	300569
			Faulty Pump	Disconnect pump from solution lines and run. If pump tries to move but cannot, replace pump	300863
			DCC, or cable Faulty	Check for stepper light on DCC when input used	510583 or 70024(6-9)
			Faulty SIO	(NOTE) Move this connection to another working slot on the SIO and run the pump in its new location. If pump no works, replace SIO	300569
	Error Maintaining Slide Speed	Error occurs when the slide is not moving at the correct speed.	Blown Fuse or poor cable connection	Check Sump fuse on SIO, 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	If motor sounds like its running, remove black 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	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	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" sensor and replace limit sensor as needed	300581 V1 rail 300822 V2 rail 300825 V3 rail 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 compute freezing when too much activity is occurring.	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 SIO and after a designated period of time SIO doesn't respond	Error occurs if during a session the touch screen receives an error from the SIO board	Software glitch or incompatible firmware/android versions. 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
	Command Request Rejected: X	Error occurs if during a session the touch screen receives an error from the SIO board	Error occurs if during a session the touch screen receives an error from the SIO board	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
	SIO Communication Error	Upon initial boot-up there was a communication error between the touch screen and SIO board	Unplugged TRIO/Screen to SIO cable	Inspect cable connection and replace as needed	700260 V1 screen 700354 V2 Screen
			Rare microprocessor glitch	Power cycle the booth for 2 minutes. If error goes away this was a rare microprocessor glitch. Sometimes caused by powering booth off then right back on with no pause.	
			Faulty SIO board	replace SIO	300569
			Faulty 24v Power Supply	Check 24v output, if insufficient, replace power supply.	300571
Yellow Fault: Non-Session Stopping faults	Solution Pump Retract/Extend Variation > 25%	Error occurs when a solution pump does not move as far as expected (beyond a 25% variation)	Faulty solution pump	Disconnect pump from solution lines and run. If pump tries to move but cannot or struggles and faults, Replace	300863
			Blocked solution line	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 SIO	(NOTE) Move this connection to another working slot on the SIO and run the pump in its new location. If pump no works, replace SIO	300569
			DCC, or cable Faulty	Check for stepper light on DCC when input used	510583 or 70024(6-9)
	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	Inspect turbine and hoses for any signs of cracks or leaks. Follow steps for diagnosing air pressure sensor switch not closed 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	Jump sensor & Run Heater turbine. If doesn't come on, check & replace fuses on SIAC. Check power on SIAC when prompted from screen, if power is present at turbine cable, replace turbine	300839
			Air Leak	Jump sensor & Run Heater turbine on diagnostics feeling for air leaks around turbine and orange hoses.	
			Air Sensor Switch Faulty, or bad connection	Hose clamps common source of leak over time	510565 or 700281
			Faulty SIAC or Turbine Cable	Check cable connections for breaks or exposed wires. Jump sensor and check for leaks. If turbine runs and no leaks or cracks around sensor, replace sensor.	300568 or 700252
	Error Filling: Solution Reservoir	Solution reservoir did not fill in the allotted time (30 Seconds)	Faulty SIO (rare)	First check and replace fuses, Check for power from SIAC when input is selected from screen, if power at SIAC, check at turbine cable, if no power at either replace SIAC	300569
			Vent solenoid faulty	Jump heat air pressure sensor output on board, if still faults replace SIO	
			Broken coupler	Run vent solenoid in diagnostics and listen for audible click from solenoid and light on DCC board. Check to see if the solution level rises. Remove vent solenoid if level did not rise. If solution level rises now with the solenoid removed, replace Vent solenoid	202187
			BIB not seated fully	Remove BIB, inspect coupler for any obstruction or total collapse.	300644
	Solution Level Low	Notification occurs when the float switch in the reservoir reads low.	Faulty Float Switch	Inspect bottom side of coupler from the drawer for crack. This can be seen from signs of a leak near the coupler.	
			BIB is empty	Remove BIB, inspect tip for O-ring, replace BIB ensuring its pressed down and clicks into place	
			BIB not seated fully	Follow below steps to diagnose	
			Faulty Float Switch	Check solution level in quickview	Replace box
	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.	Reservoir not filled during box change. (This can happen if there was an issue initially reading the box or if the box was unauthorized)	Remove BIB, inspect tip for O-ring, replace BIB ensuring its pressed down and clicks into place. If Reservoir is visibly full (More than 3/4 full) inspect the wire and connection on the DCC board. Replace float switch or reservoir as needed.	300582 or 300637
			Drain Pump faulty or blown fuse	Open Dashboard, Purge solution, select solution, "Fill Reservoir #x" follow steps for error filling reservoir if issue persist	
			Clogged Drain Line	Check SIO fuse then check pump for power when input selected from screen. If power to pump, but pump does not come on. Replace pump	300657 or 300656 (Full assembly)
			Blue collar cracked (water will be present in abnormal areas surrounding the pump)	If pump runs but does not evacuate water, disconnect drain line and pump into a bucket, if it evacuates into a bucket then there is a clog in the facility drain line/system.	
	Slide Speed Variation > 25%	Error occurs when slide speed move slower or faster than commanded beyond the allotted amount	Faulty Clutch	Inspect and replace blue collar ring as needed	201978
			Motor moving too slow	Inspect float switch for broken connection or obstructions	300632
			Physical impediment	Check float status in discreet inputs, if it does not open when float is manually raised, replace float.	300632
			Dirty rail or under greased bearings (V1 rail only)	Float bobber has fallen off or reversed polarity. This will happen if the small C-clip has fallen off or the float bobber has been replaced the incorrect way	300632
	Height Detect Sensor Blocked	Error occurs when the height sensor detects an object at the point of treatment selection	Height sensor Dirty	Inspect clutch for visible failure. (This can present itself on the down pass only, moving quicker than commanded)	201557
			Height sensor needs adjusted	(This can present itself on the down pass only, moving quicker than commanded)	
			Height sensor Faulty	Inspect ProConnect for errors like this: Yellow Fault, Over Speed, Session Treatment 1 (FULL BODY), Pass 9: Slide Speed Variation > 25%. Travel Command: 175.0 cm vs. Actual 172.3 cm (23434 counts in 7.8 s). Speed Command: 13.0 cm/s vs. Actual: 23.0 cm/s. Direction: Down . Limit: Bottom	
			Height Sensor Cable Damaged/SIO Board	Check motor for 24v.	300579 V1 rail 300823 V2 rail 300591 V3 rail
	No User Detected in Booth	Error occurs if the height sensors perform there sequence and do not detect a user in booth during height check at beginning of session	There was no user in the unit	Listen to motor when running slide encoder test, if labored, remove motor from rail and run test again. Replace as needed	
			Height Sensor needs adjustment	Check for any obstacles that may be impeding the slide movement and remove or move out of way if found.	
			Faulty sensor or cables	add grease to bearings and clean and lubricate slide rail belt.	
			Tmax unplugged of bad cable/connection	Verify the height sensors are set correctly and not picking up an object such as the back wall. If so, recalibrate both sensors.	
	Remote Controller Communication Lost	Error occurs when the booth has lost communication with the TMAX system	Tmax Faulty (No power)	If the sensors cannot be calibrated or have been calibrated but still do not detect the user during session begin diagnosis which component may be faulty. Replace sensor or cables.	300687 or 300689
			TMAX Manager power loss or issue	Run a test session and hold you hand in front of the nozzle during height selection. If it recognized you, no action needed.	
			Room set incorrectly on Tmax timer	Verify the height sensors are set correctly and not picking up an object such as the back wall. If so, recalibrate both sensors.	
			Software glitch	If the sensors cannot be calibrated or have been calibrated but still do not detect the user during session begin diagnosis which component may be faulty. Replace sensor or cables.	300687 or 300689
	Controller Board Reset	Error occurs when the SIO board has reset unexpectedly	24v Power supply issue	Verify SIO board function with another Tmax. If working, replace faulty Tmax	510590
			SIO Component causing momentary short	Power cycle or rescan Tmax manager and verify all cables are plugged in where they should be. Verify room with VPRO is visible on Tmax manager.	
				Verify Tmax manager and Tmax timer are set to the same room location.	
				Power Cycle booth for, leaving booth off for a minimum of 60 seconds before powering back on.	
				Monitor power supply output during test session, Replace if any voltage drops during test.	Replace if any voltage drops

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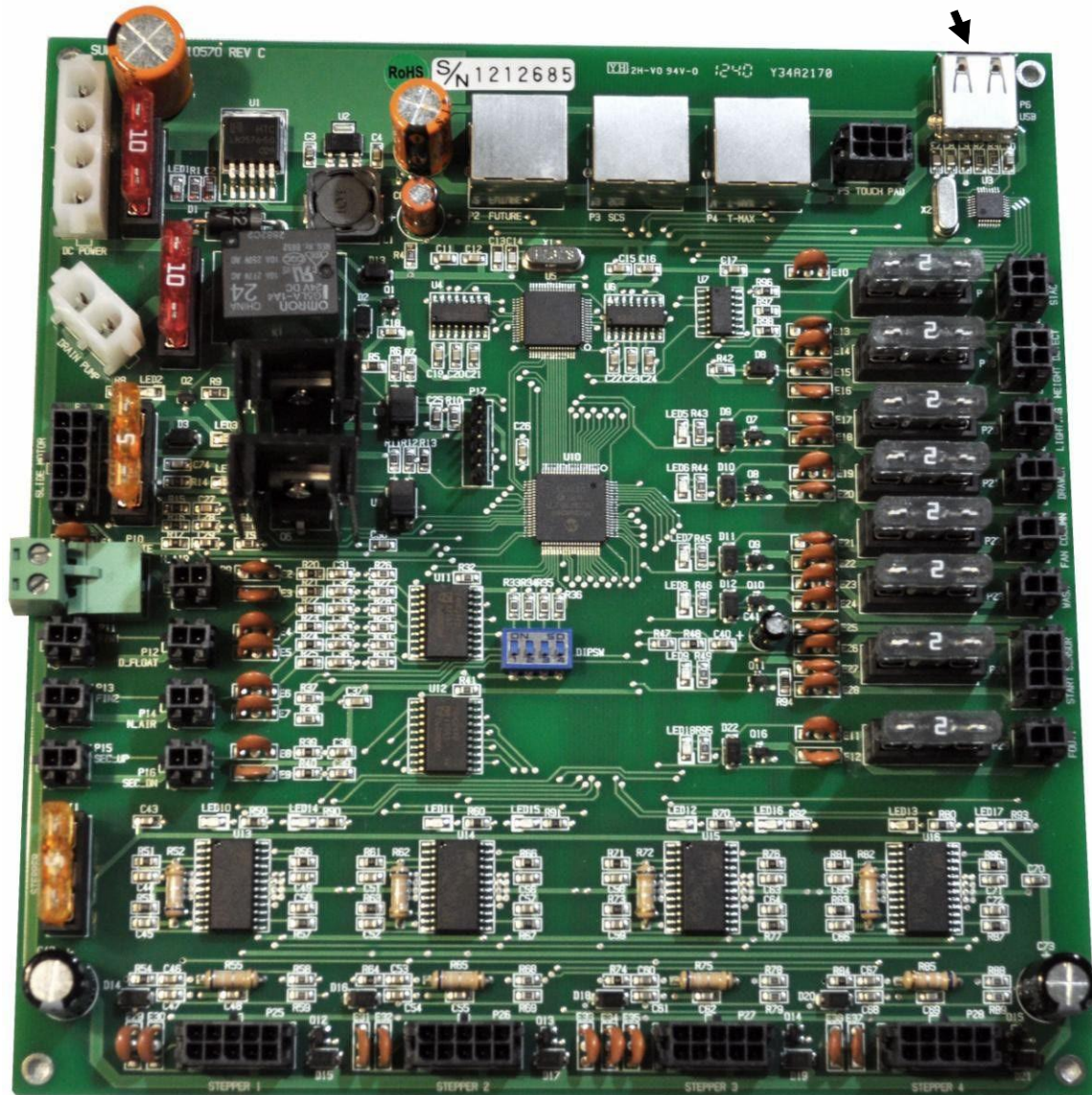


This is the SD card slot on the touch screen for loading android and media.

Android: Power unit off, insert SD card, power unit on, wait for load bar to complete, remove SD and power unit back on.

Media: Insert the SD card, Open Dashboard, select "Import Media Content". If changing favorites, you must open admin setup, then select reset favorites to factory defaults

Firmware: To program Firmware, turn unit off. Insert flash drive into the connector. Be sure it is inserted completely. Turn unit on. Wait until the home screen appears and wait another 30 seconds. Power unit off and remove the flash drive. Power unit on, accept the user agreement, then look for the FW version near the middle-right of the home screen



SIIO Board

The SIIO controls the lower voltage DC components and communicated with the touch screen controller.

Section Eleven: TMax



Description:

The T-Max® Manager Pro is a front desk control unit for the [T-Max® 3W/G2™](#) Timers. It can be connected to up to 64 T-Max® 3W/G2s™ and/or T-Max® 3A Intercoms to control up to 128 tanning units in a single salon. It also works with tanning beds with T-Max® Certified timers.

The T-Max® Manager Pro has 64 dual-colored lights showing bed status. A 16x2 easy to read Vacuum Fluorescent Display (VFD) also shows the status of a given bed. A 16 key keypad allows for manual session control. The TMax® Manager Pro can be used manually or be controlled with a PC using today's most popular tanning software. Up to eight T-Max® Manager Pro and/or [T-Max® Manager G2™](#) controllers can be connected to a single salon.

The T-Max® Manager/Pro Connects to the G2™ Access Point and G2™ Power Injector to control your salon wirelessly! [To find out more about our G2™ Wireless Adapters, click here.](#)

Specifications:

Size:	5"H x 10"W x 2"D
Power:	9-12V (DC), 1A
Displays:	64 dual color LED displays showing bed status. 1, 16x2 VFD display showing bed time and status.
I/O:	Computer: RS-232 protocol, DB9F w/6' Cable ADNET: RJ-22 Connection Power: 2.1mm Connector
Software:	ADNET 2K Utility Program 32KRAM 5MBytes Hard Disk Drive Space

- Tmax G2 Timer on VersaSpa Pro remote

***The G2 timer used in the VersaPro has been designed specifically for this unit.
(This Timer does not connect to the manager pro)***

- Make sure the cat-5 cable connecting to the VersaPro is connected at both ends.
 - This cable connects to the internal board of the G2 timer and the SIIO board on the VersaPro. This cable transmits both power and data
- Confirm both connections are not damaged.
- Confirm, you have addressed the Tmax to the correct room number
Power cycle the Manger Pro
 - Room is displayed on manager
- On the VersaSpa Pro
 - Open the dashboard
 - Select salon setup
 - Enable remote control
 - Select Close Dashboard
- Send session through the Salons POS system



❖ **Intellitan Timers:**

The intellitan timer controller looks just like the Tmax controller but with intellitan logo.

To use this timer with the VersaPro, you have to change parameter 27 on the T2 XT Box.

1. Press the start stop button and the up-arrow key at the same time
2. The display will show a .1
3. Press the start stop button once
4. The display will show a flashing .1
5. Press the up arrow until the display shows a 2.7
6. Press the start stop button once
7. The display will show a .1
8. Press the down arrow to display a .0
9. Press the start stop button once
10. The display will show a 2.7
11. Press the up arrow and the down arrow at the same time
12. The display will now show 0.0
13. You are ready now to program the room number and connect to the intellitan timer.

- **Salons with no manager timer but want to have remote start for the VersaPro.**
 - Use a 3w G2 with power adapter (*SKU: TMR-TMAX3*)



This timer comes with the power supply and 50 feet of Tmax cable.

1. Plug in the timer to an outlet
2. Set the room number to zero
3. Set parameter 3 to zero
4. Unplug from outlet
5. On the VersaPro, set the room number to 1. (no matter what the room number shows for the location of the unit)
6. Run the TMax cable from the unit to the location of the 3W G2
7. Make the connections as normal for both the 3W G2 and in the XT Box
8. Power on both the VersaPro and the 3W G2
9. You can now use the 3W G2 to send codes to the VersaPro.

If the customer wants to use this control in a wireless system, you will need two antennas and a power injector. One antenna and the power injector will be attached to the 3W G2. The other antenna will be attached to the XT Box.

The other type of timer system is an FST. This unit is not very common. You can use the remote 3W G2 to start the VersaPro, but you have to do a little re-wiring.

The FST is basically an on or off system. It will send a DC voltage to turn on a unit. What you will be doing is using the FST timer to start the 3W G2.



Remove one of the AC power wires from the terminal in the 3W G2. Then connect one of the wire ends from the FST to the terminal and then wire nut the other to the wire you removed from the 3W G2 terminal.

Make all connections as above. When the FST then sends power to the 3W G2, you will then enter the code desired on the 3W G2 and press the start stop button to send that code to the VersaPro. After two minutes, the FST will stop the voltage to the 3W G2.



Note 1: T-Max® Manager Application:

All T-Max® G2 Access point in the entire salon MUST be on the same frequency when using a T-Max® Manager to control multiple tanning units. Therefore, each jumper combination must be the same on each T-Max® G2 Access Point in the salon.

Note 2: T-Max® 3W G2 Master/Slave Application:

When using multiple T-Max® 3W G2 timers as masters to control T-Max® timers individually in tanning rooms, each pair (1be T-Max® 3W G2 outside the tanning room and the tanning unit that individual timer is controlling) must be set to the same frequency, but different than another T-Max® 3W G2 and the tanning unit it is controlling, and so on.

- 5) Place the circuit board back into the T-Max® G2 Access point, place the back on and reconnect the modular cable.

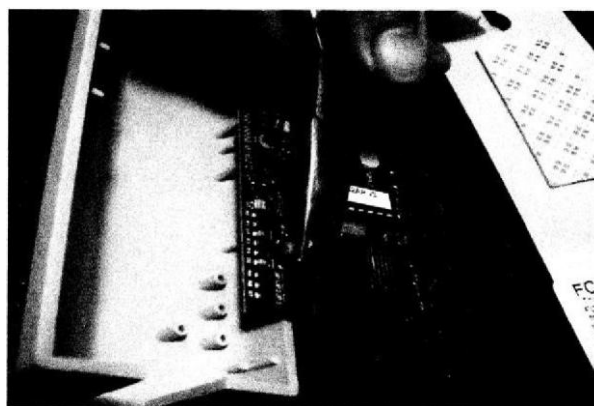
Applied Digital Inc. 19315 Highway 413 Branson West, MO 65737
Phone: 417-297-0361 Fax: 816-337-3398 www.apddig.com e-mail: adiinfo@apddig.com

4) Changing the frequencies:

There are three jumpers on the T-Max® G2 Access Point that allow you to set the T-Max® G2 Access point to one of up to eight different frequencies. The combinations are as follows:

	Jurq,er 1	Jurq,er 2	Jurq,er 3
Frequency 1 (default)	ON	ON	ON
Frequency 2	ON	ON	OFF
Frequency 3	ON	OFF	ON
Frequency 4	OFF	ON	ON
Frequency 5	ON	OFF	OFF
Frequency 6	OFF	OFF	ON
Frequency 7	OFF	ON	OFF
Frequency 8	OFF	OFF	OFF

Using a pair of needle-nose pliers, remove the desired jumper to set the T-Max® G2 Access Point to the desired frequency.



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Phone: 417-297-0361 Fax 816-337-3398 www.vapndig.com e-mai.l:adiinfo@appdig.com

Section Twelve: DC Components

Location:	Description:	Qty:	Function:
Solution Drawer:			
Sol. Reservoir	Vent solenoid	(1)	Opens to allow solution to fill
Sol. Reservoir	Sol. Float switch	(1)	Notifies vent solenoid to open
Note: There are four solution reservoirs in the solution drawer			
	Stepper pumps	(4)	Delivers desired amount of Solution to the nozzles
	Limit Switch (home switch)	(4)	Indicates the position of the Piston in the stepper pump
	DCC board	(4)	LEDs indication status of Above
	RFID antenna	(4)	Reads the container

Spray Column (top to bottom)

Location:	Description:	Qty:	Function:
Top of Column	Slide Motor	(1)	Moves spray boom down and Up the linear slide
Location:	Description:	Qty:	Function:
Top of Column	Brake	(1)	Holds the spray boom in place
	Limit sensors	(2)	Upper and lower limit sensors
Middle of column	Air pressure sensor	(1)	Ensures enough air to the Nozzles
	Heat air pressure sensor	(1)	Ensures enough air is flowing Over the heaters
Bottom of column	Sump pump	(1)	Removes the wash water
	Sump float switch	(1)	Starts and stops the sump pump
	Sump E-float switch	(1)	shuts off power to the wash Solenoids in the event of possible water overflow
Exhaust Column	FC wash solenoid	(1)	Sprays water on/in the exhaust column
	Booth was solenoid	(1)	Sprays water on the walls and Floor
Roof	LED lights	(2)	LED lights inside cabin
	Speakers	(2)	Announces instructions

Spray Boom	Height Detector	(2)	Measures height of person In the booth
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Section Thirteen: AC Components (220 VAC):

Location:	Description:	Qty:	Function:
Spray Column	Turbines	(2)	(1) Air for Nozzles (1) Air for Heaters
	SIAC Board	(1)	Distributes power
	24 VDC Power Supply	(1)	Power to SIIIO board
	12 VDC Power Supply	(1)	Power to touch screen
	RCBO	(1)	Power switch
	EMI Filter	(1)	Filters electrical noise
	MOV	(1)	Surge protection
Spray Boom	Heaters	(3)	Heats the interior of the booth
Exhaust Column	Fan	(1)	Removes excess mist

Appendix A: VPRO Wiring Schematic



REVISIONS				
ECN	REV	DESCRIPTION	DATE	APPROVED
-	A	INITIAL RELEASE	12/03/12	BMG
-	B	UPDATED UP TO ECN 504	03/15/13	BMG
-	C	UPDATED THROUGH ECN 966	02/09/26	JH

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INNOVÉ

BEAUTY & WELLNESS
MACEDONIA, OHIO 44056 USA

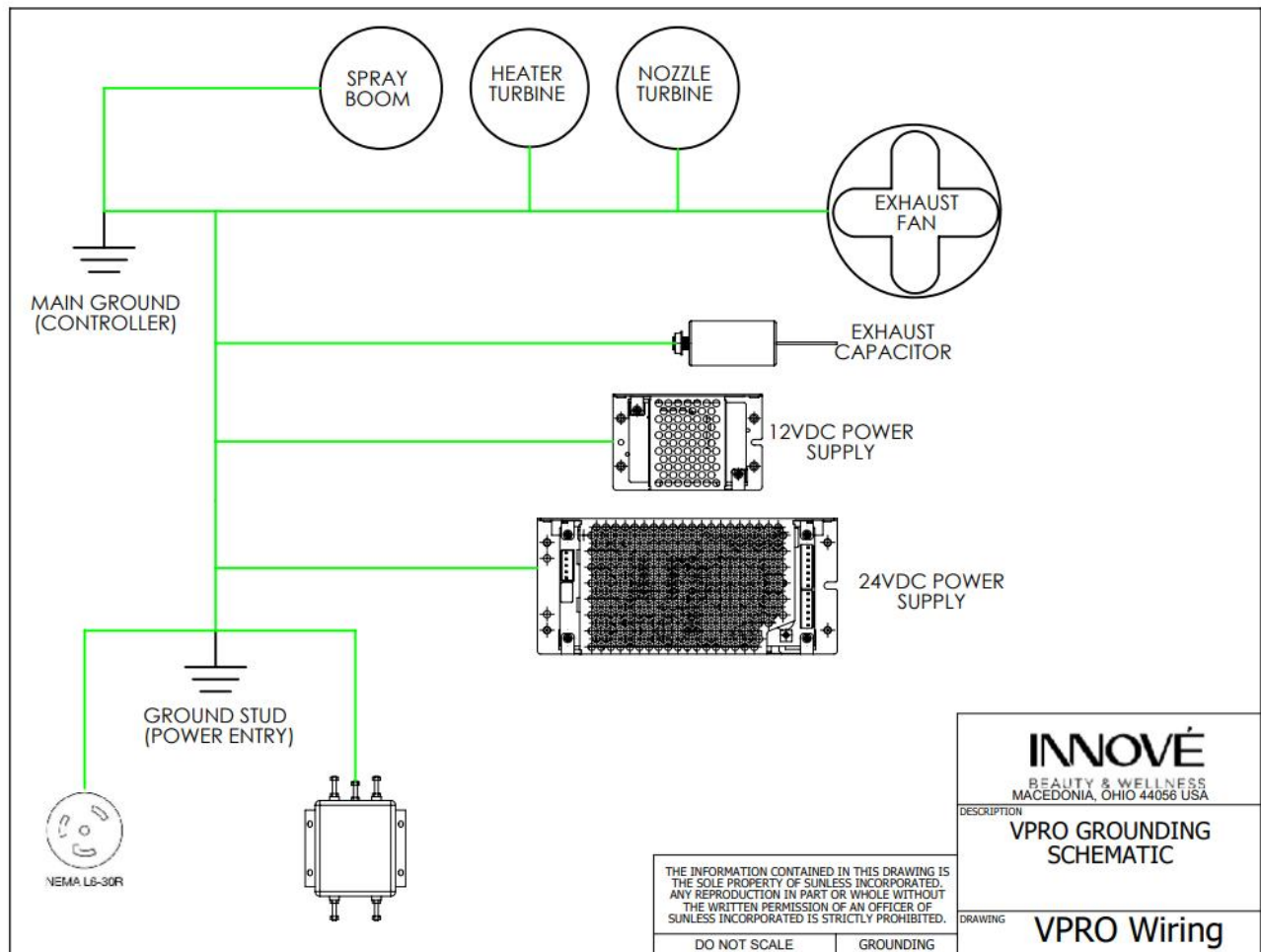
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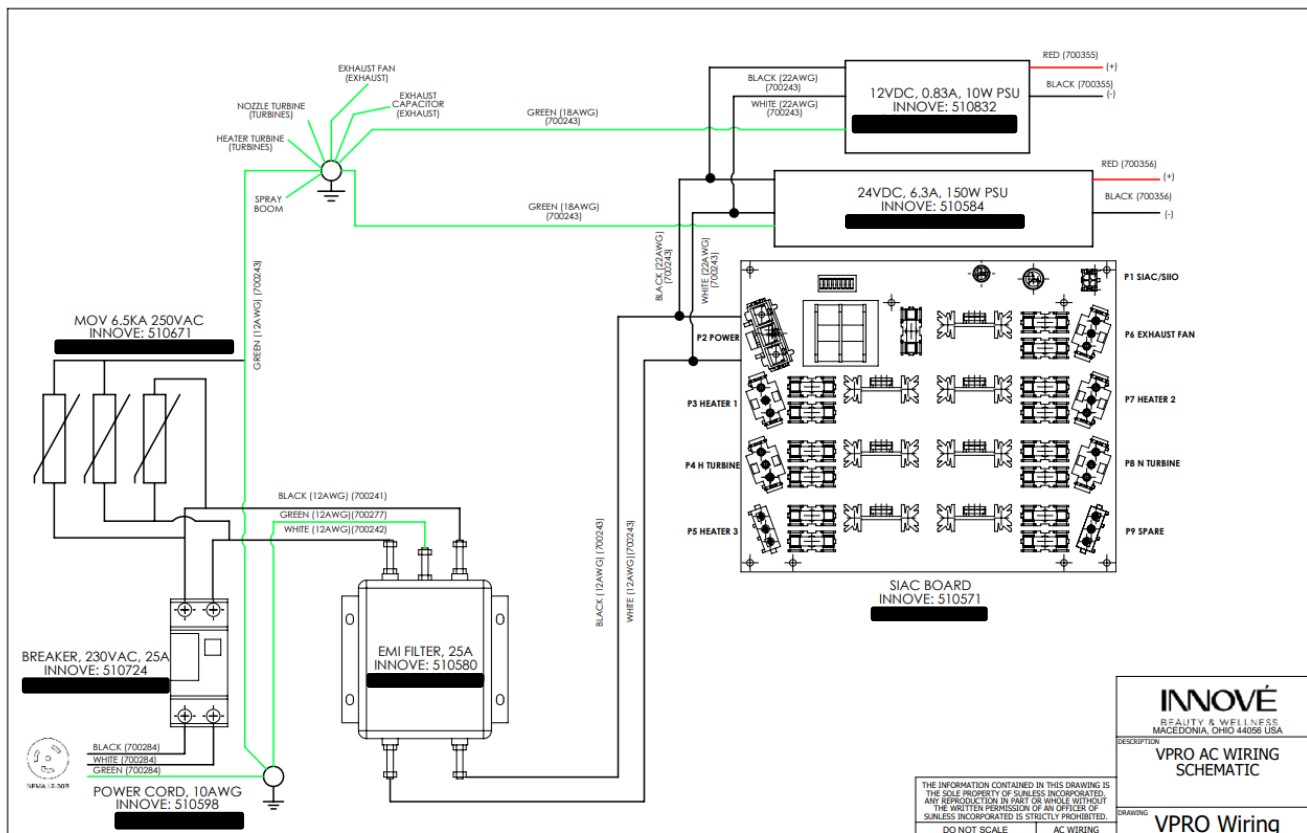
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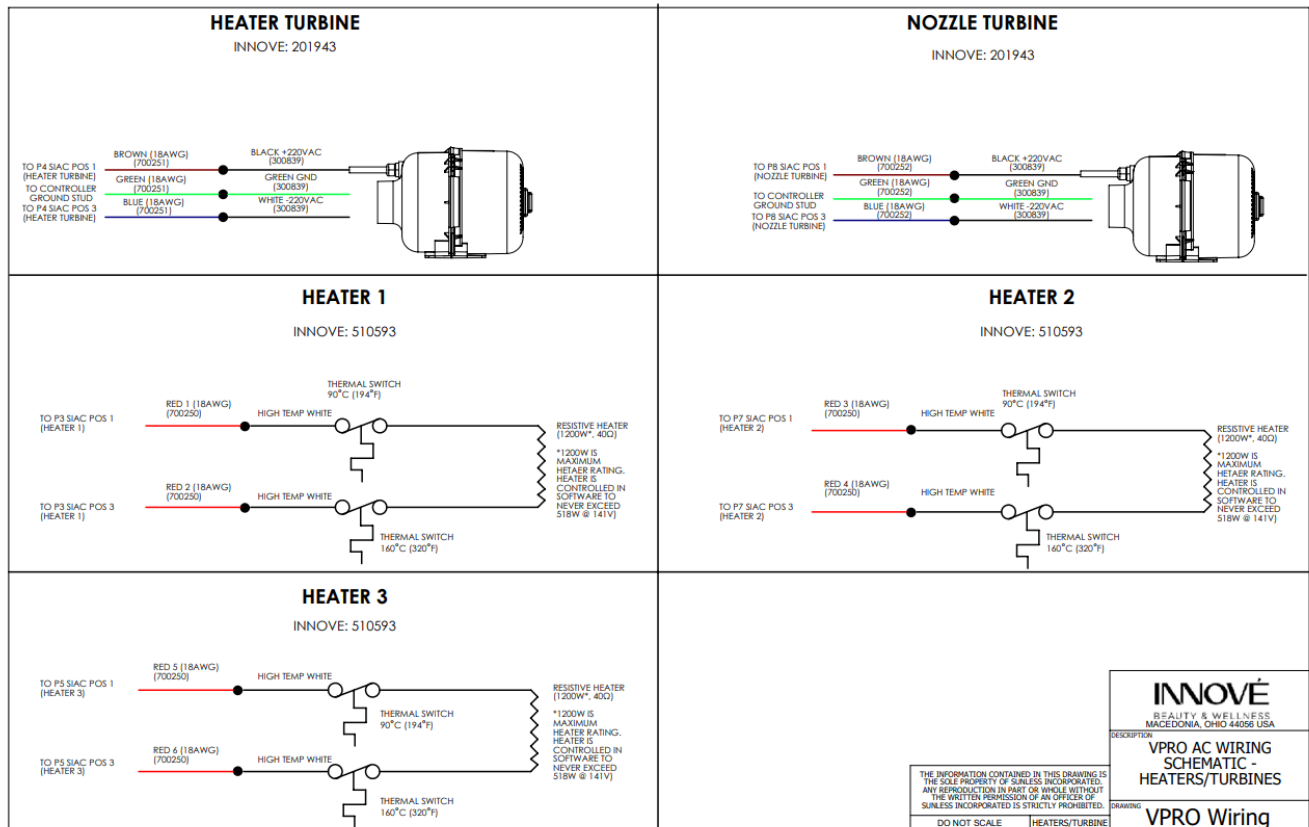
VPRO WIRING SCHEMATIC

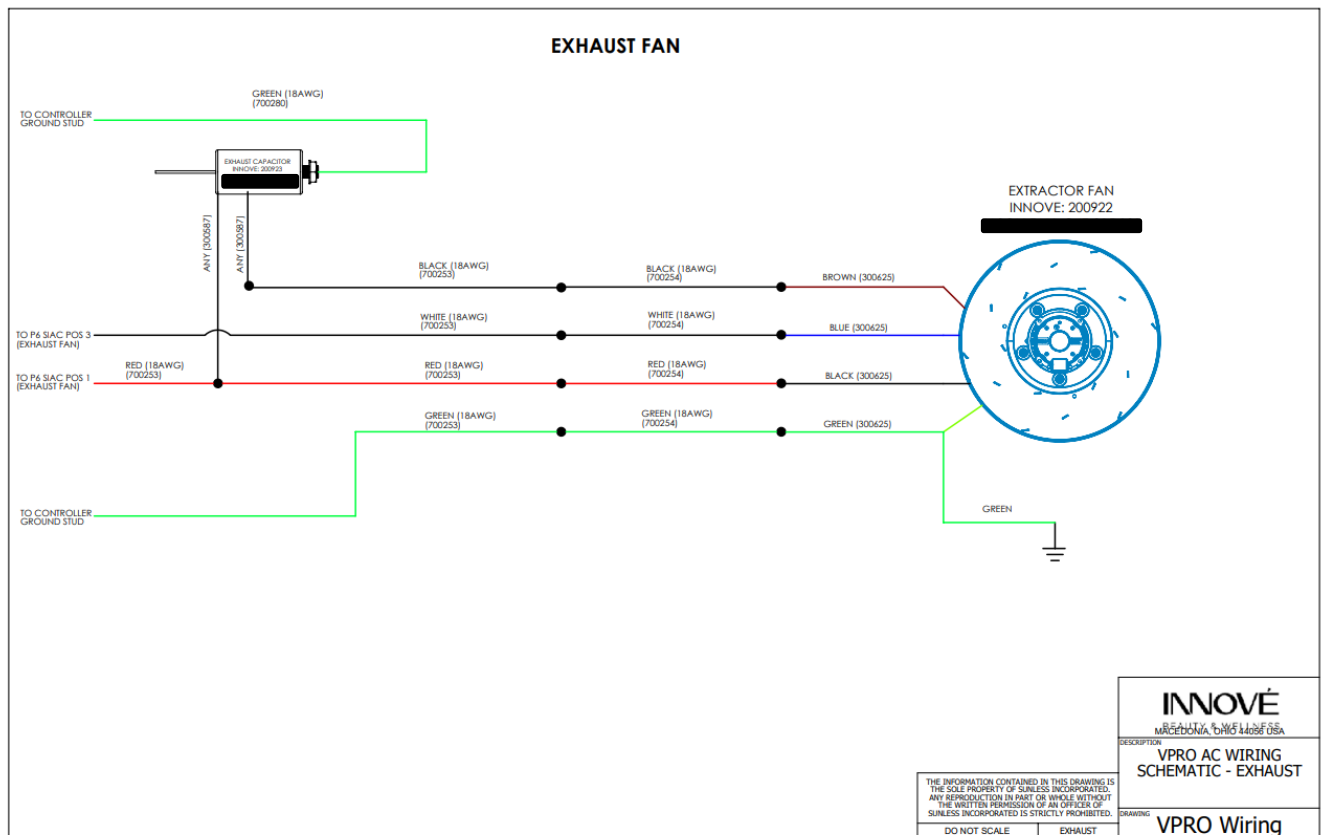
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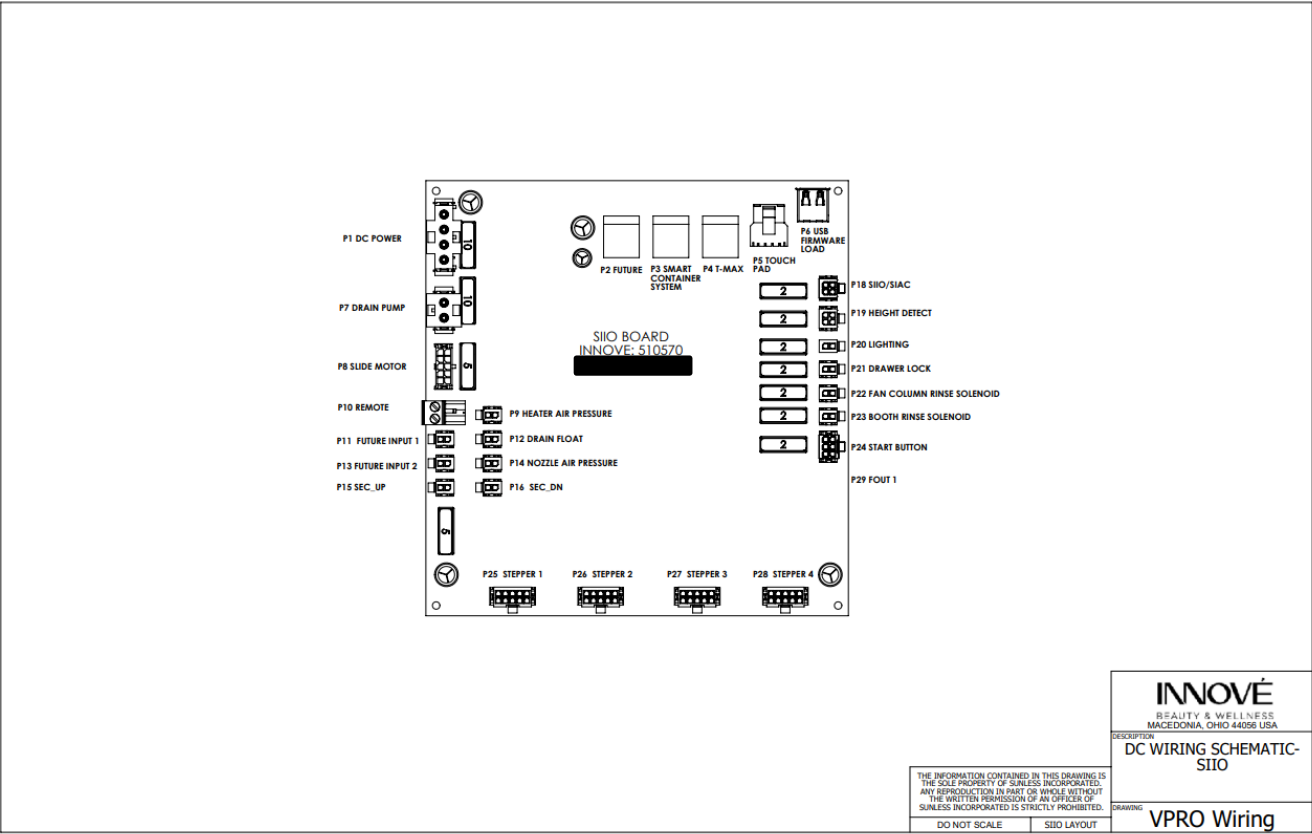
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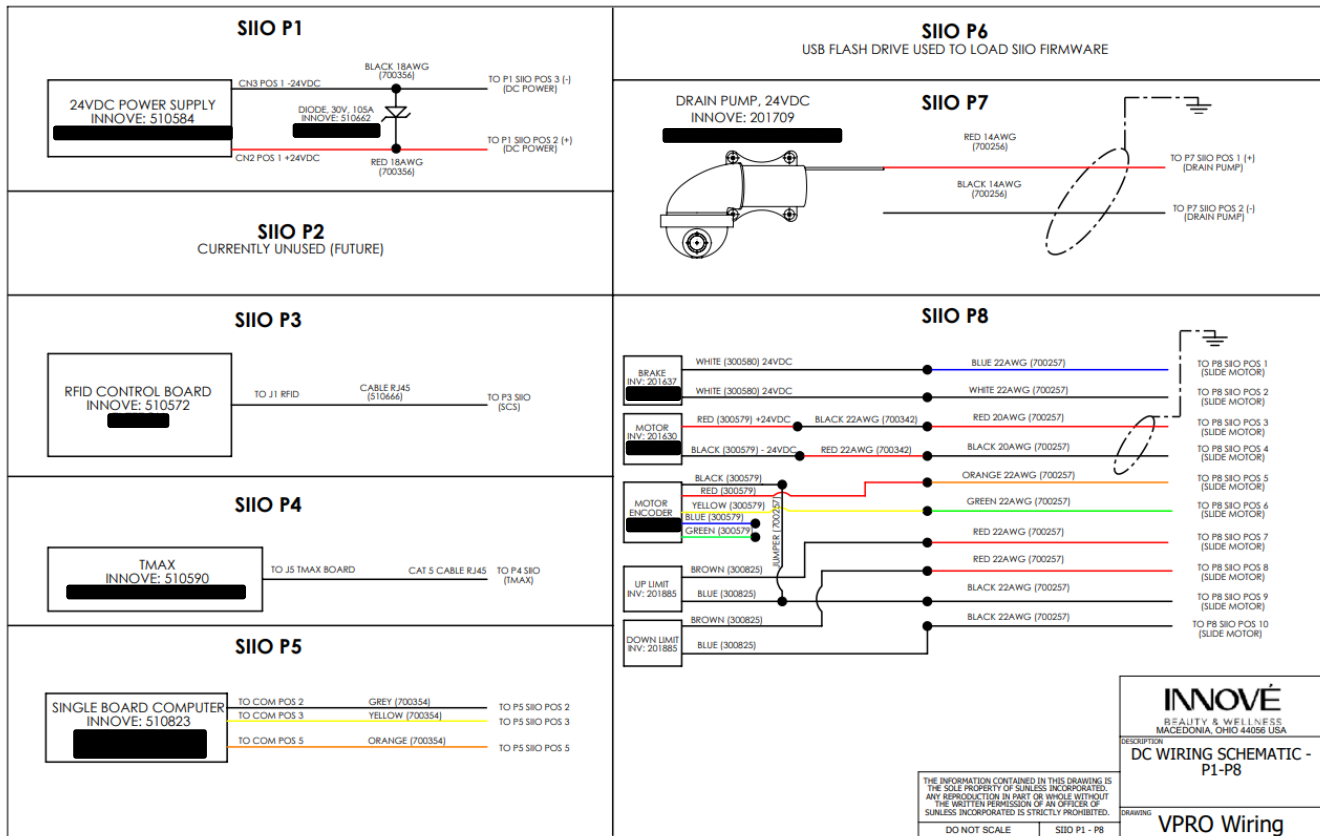


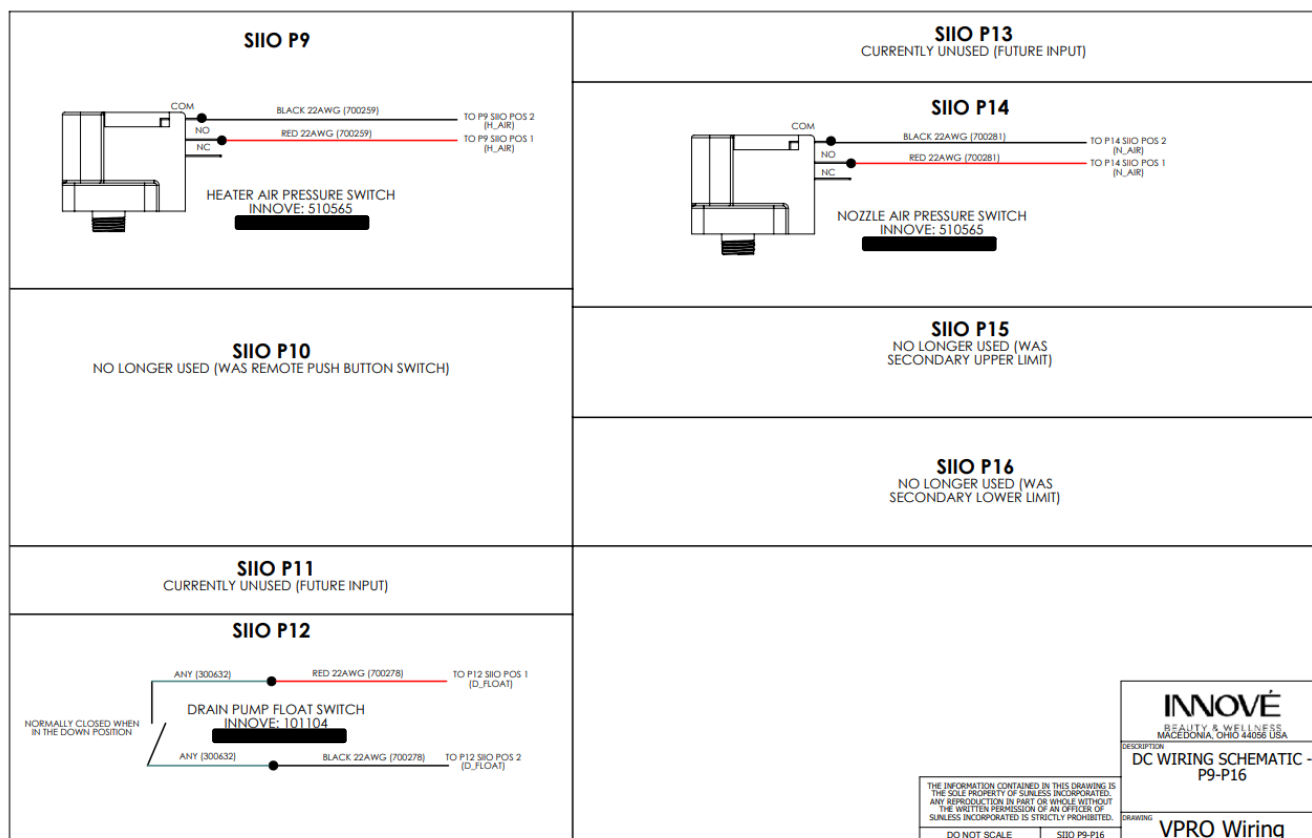


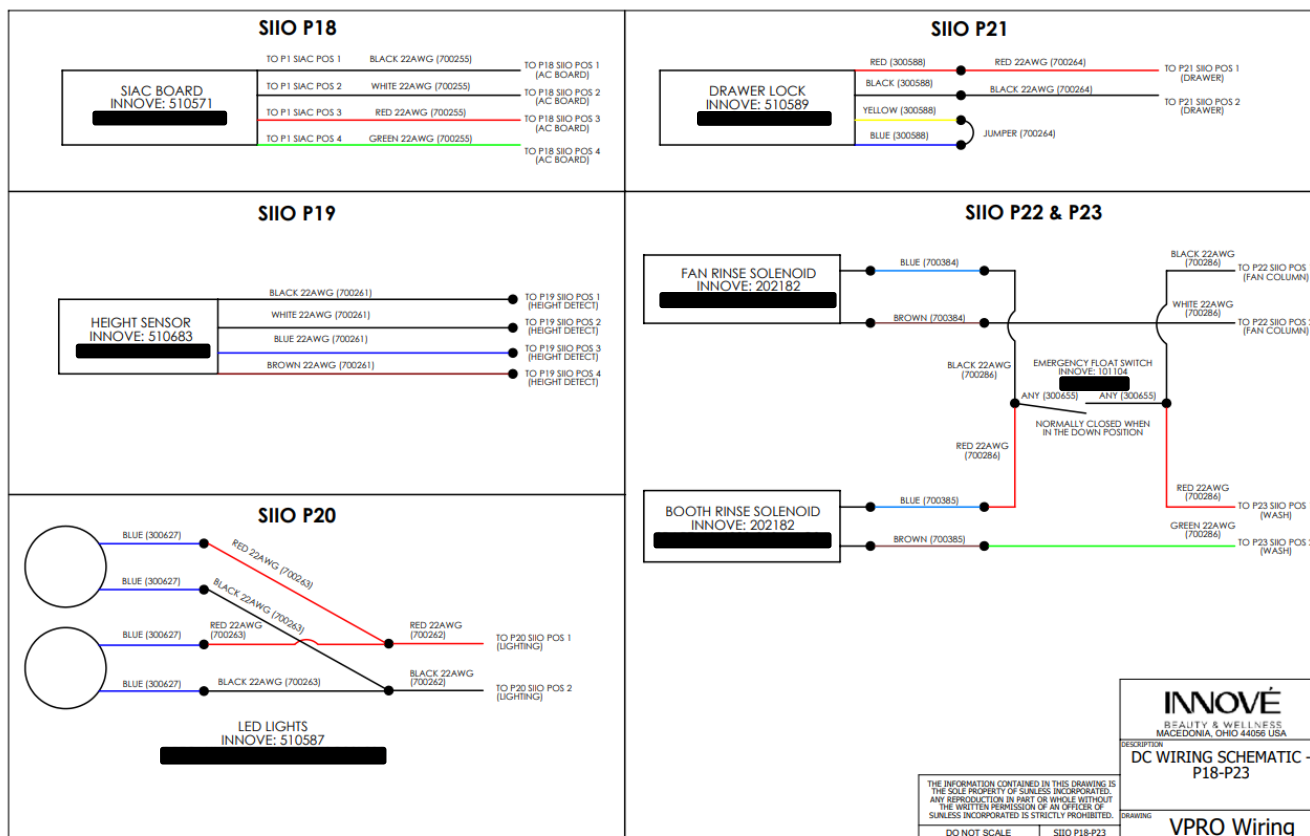


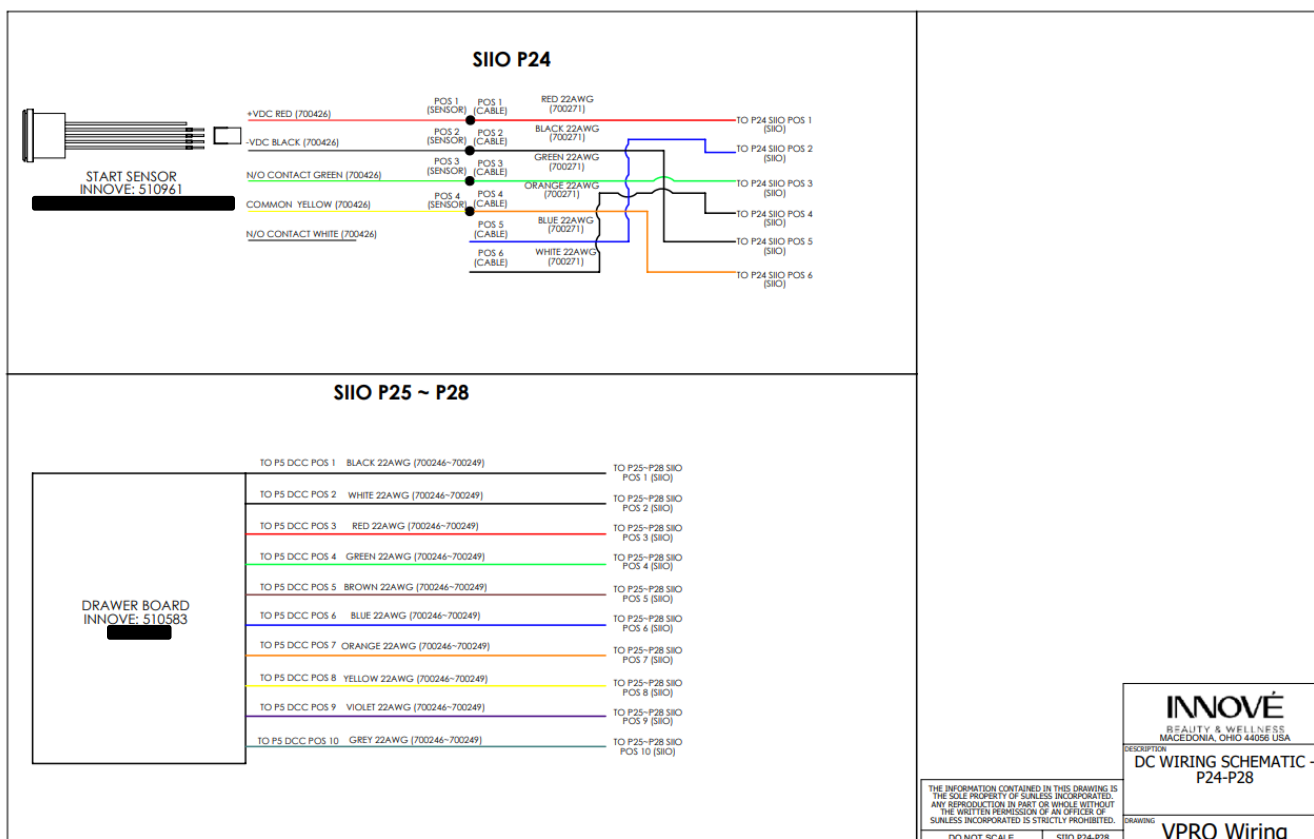


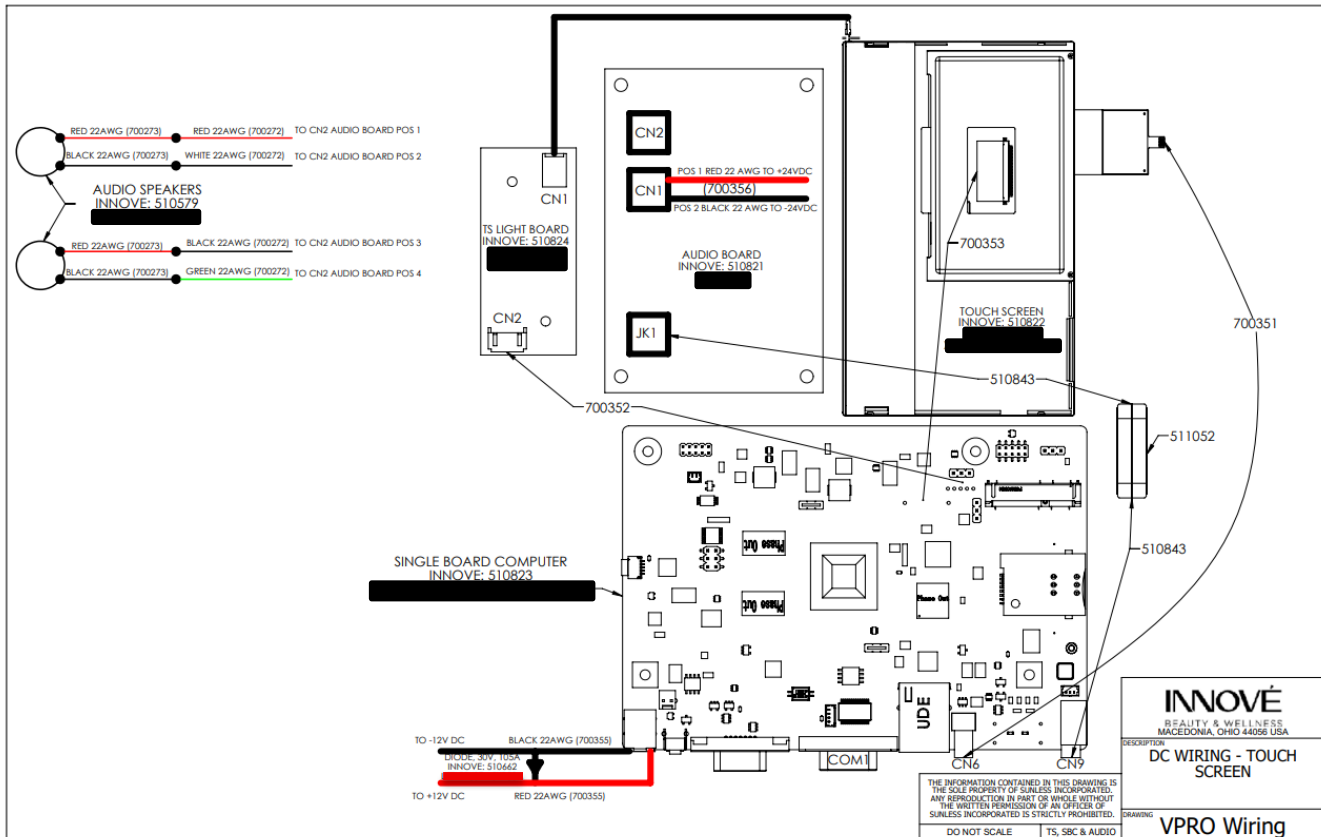


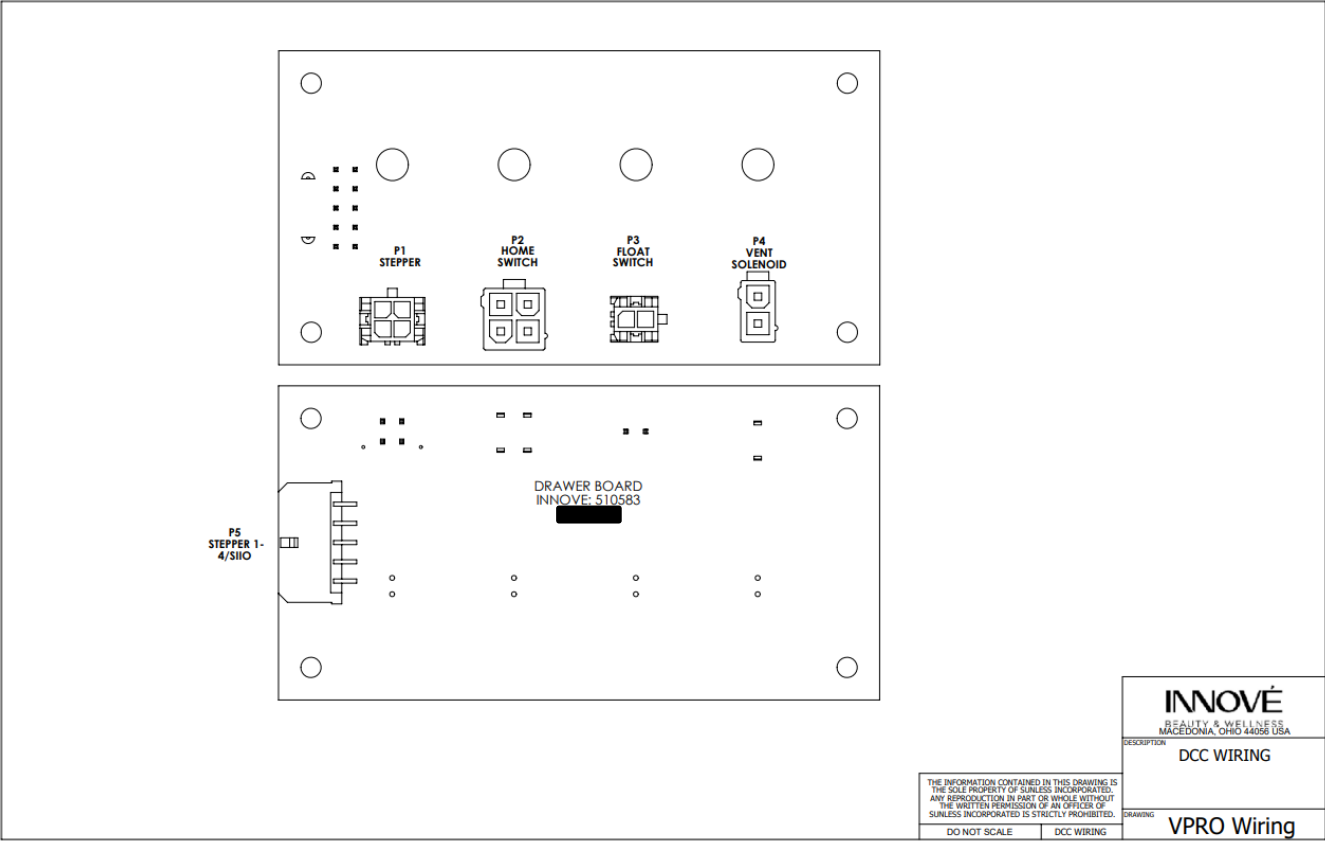


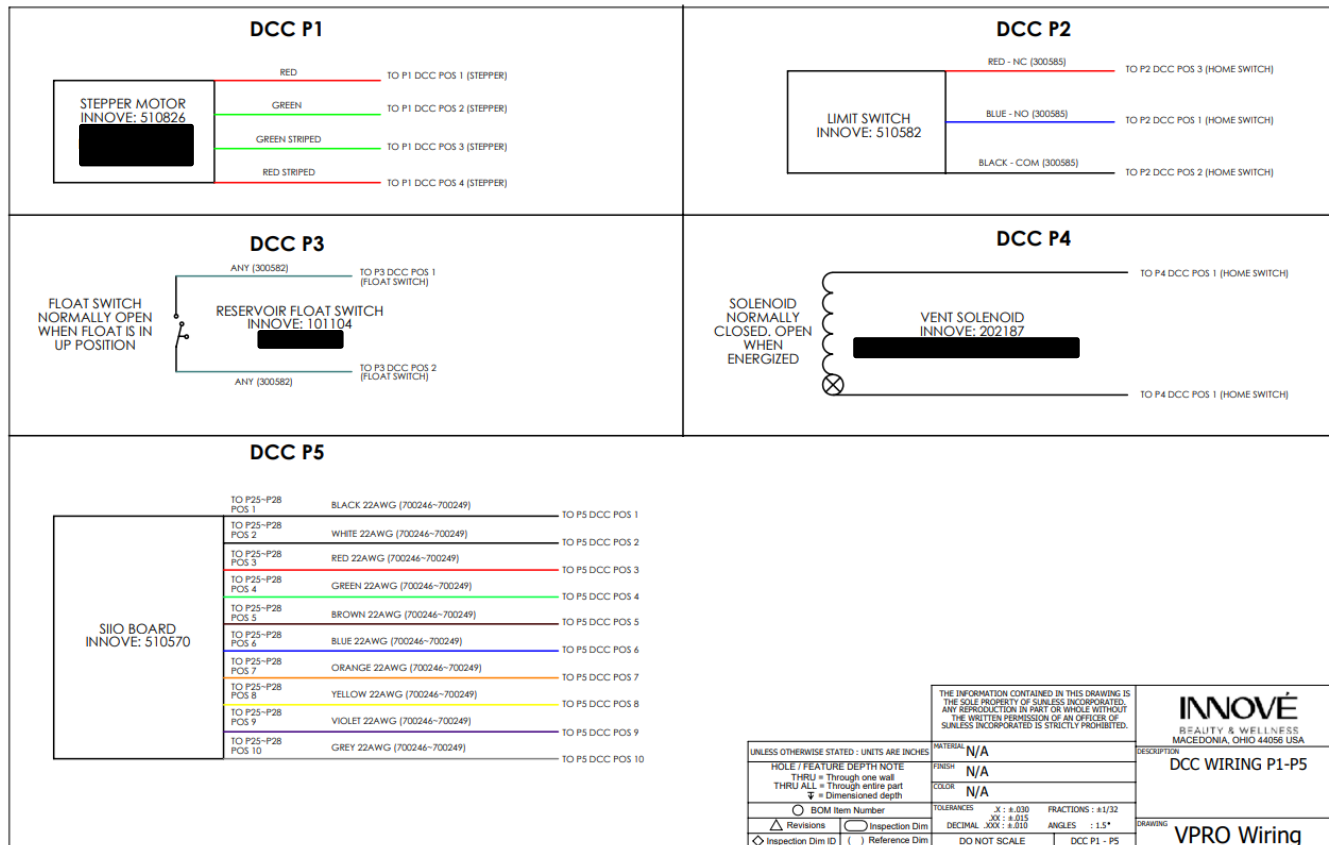


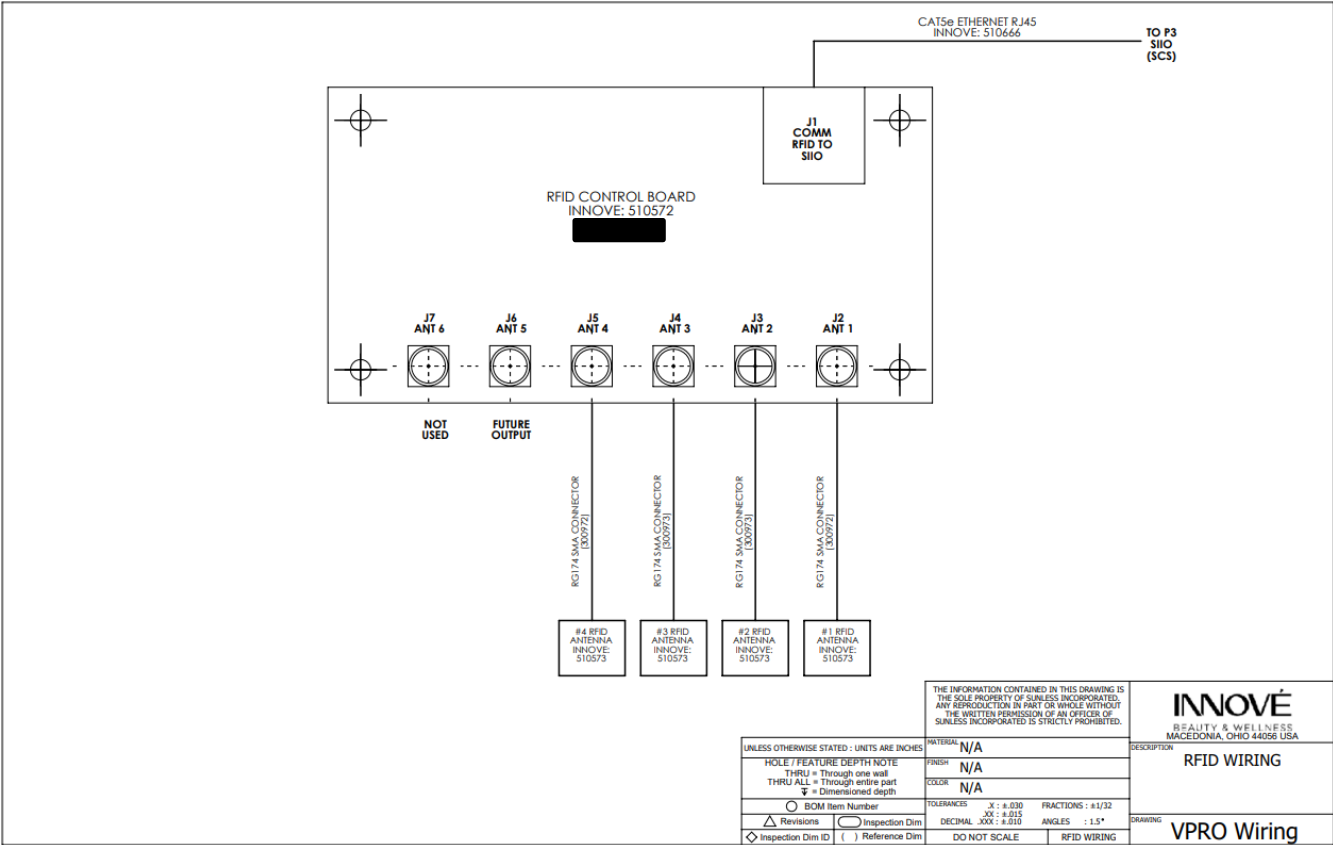












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