



INTELLIGENT FACILITY SOLUTIONS

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Hand dryer Troubleshooting Guide Dualflow Plus

PROBLEM	POSSIBLE CAUSE	SOLUTION
The dryer does not work and no LED lights are ON	No electricity supply	<ul style="list-style-type: none"> ✓ Check that the master switch has not been triggered ✓ Check that the equipment is correctly plugged ✓ Make sure it has the proper power
	Faulty installation	<ul style="list-style-type: none"> ✓ Check if all the wiring connections to the terminal block are OK
	The LED sensor is dirty	<ul style="list-style-type: none"> ✓ Make sure the LED sensor visor is completely clean
	In other cases	<ul style="list-style-type: none"> ✓ Check whether any external object is blocking the rotor ✓ Make sure that ECU is feeding the motor and no component is damaged
The dryer does not work and the power light does not change from green to orange	The LED sensor is dirty	<ul style="list-style-type: none"> ✓ Make sure the LED sensor visor is completely clean
	The LED detectors are not correctly wired	<ul style="list-style-type: none"> ✓ Check if the LED detectors are correctly connected to the ECU
	The ECU is damaged	<ul style="list-style-type: none"> ✓ Confirm if the ECU works properly, if not, replace it.
The dryer does not work and the power light changes from green to orange but the red LED is ON	Faulty Installation	<ul style="list-style-type: none"> ✓ Check that all the wiring connectors to the terminal are OK ✓ Check that the equipment is correctly plugged ✓ Make sure it has the proper power
	The coal motor brushes are over	<ul style="list-style-type: none"> ✓ Check if the coal motor brushes are well assembled and in good condition, if not, replace the motor
	In other cases	<ul style="list-style-type: none"> ✓ Make sure that the ECU is feeding the motor and no component is damaged
		<ul style="list-style-type: none"> ✓ Check if the motor works properly and if any component is damaged. If necessary, replace the motor
The dryer does not work, the power is orange and the red LED is ON	The LED sensor is dirty	<ul style="list-style-type: none"> ✓ Make sure the LED sensor visor is completely clean
	The LED sensor detects an alien object	<ul style="list-style-type: none"> ✓ Make sure no object triggers the LED sensors
The dryer starts automatically	The LED sensor is dirty	<ul style="list-style-type: none"> ✓ Make sure the LED sensor visor is completely clean
The dryer runs continuously (non-stop)	The LED sensor is dirty	<ul style="list-style-type: none"> ✓ Make sure the LED sensor visor is completely clean
	In other cases	<ul style="list-style-type: none"> ✓ Make sure that the ECU is feeding the motor and no component is damaged
The dryer runs on and off	The ECU doesn't work properly	<ul style="list-style-type: none"> ✓ Make sure that ECU is feeding properly the motor and no component is damaged
		<ul style="list-style-type: none"> ✓ Check if all the wiring connections are right
The dryer blows cold air	The heating element is disconnected	<ul style="list-style-type: none"> ✓ Move the switch to connect the heating element
	The internal temperature exceeded the maximum	<ul style="list-style-type: none"> ✓ Wait for a couple of minutes and then restore the thermal protection of the heating element
	The heating element is damaged	<ul style="list-style-type: none"> ✓ Check the heating element and replace if necessary

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PROBLEM	POSSIBLE CAUSE	SOLUTION
The dryer beeps and the blue light is ON	The water tank is full	✓ Empty the tank according to the user's manual instructions
	The float is in the wrong position	✓ Confirm that the float is well placed and connected
	The float is not working correctly	✓ Confirm that the float works properly, if not, replace the float for a new one
	In other cases	✓ Confirm that the ECU is working properly. If not, replace the ECU for a new one
The dryer makes a weird noise	The hand dryer is not fixed properly	✓ Check if the backplate is correctly fixed to the wall
	The motor is damaged	✓ Check the coal motor brushes condition and make sure the motor is working properly
	External solids	✓ Check if any external solid is moving freely inside the motor or inside the cover
	The ECU is damaged	✓ Make sure that the ECU is feeding properly the motor and that no component is damaged. If not, replace the ECU
Only the heating element works and it turns red	The coal motor brushes are over	✓ Check if the coal motor brushes are well assembled and in good condition, if not, replace the motor
	The motor is not wired properly	✓ Check if the motor is properly wired to the ECU
	Other motor faults	✓ Check if the motor works properly and if any component is damaged. If necessary replace the damaged component
The dryer blows a low airflow	The motor speed is set up to a minimum	✓ Check the speed adjustment potentiometer and set it to a higher speed
	Insufficient voltage value	✓ Make sure the ECU is supplied with the proper power and the hand dryer is properly grounded
	The filter is dirty	✓ Clean the filter or replace it
	In other cases	✓ Check if the motor is working properly. If yes, replace the ECU
The dryer produces sparks or burning smell	The coal motor brushes are over	✓ Check if the coal motor brushes are well assembled and in good condition, if not, replace the motor
	The motor is damaged	✓ Check if the motor works properly and if any component is damaged. If necessary, replace the motor

ECU: Electronic Control Unit

These tasks must be performed by a qualified technician