



INTELLIGENT FACILITY SOLUTIONS

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## Hand dryer Troubleshooting Guide Machflow

PROBLEM	POSSIBLE CAUSE	SOLUTION
The dryer does not work	No electricity supply	✓ Check if the master switch has not been triggered
		✓ Check that the equipment is correctly plugged
		✓ Make sure it has the proper power
	Faulty installation	✓ Check if all the wiring connections to the terminal block are OK
	The LED sensor is dirty	✓ Make sure the LED sensor visor is completely clean
	In other cases	✓ Check if the cover fits neatly on the base, is fixed with the screws and does not interfere with the detectors
		✓ Check the coal motor brushes condition and make sure the motor is working properly
✓ Check if any external object is blocking the rotor		
✓ Make sure that the ECU is feeding the motor and no component is damaged		
The dryer starts automatically	The LED sensor is dirty	✓ Make sure the LED sensor visor is completely clean
	Over-sensitivity	✓ Adjust the detection distance in the ECU by turning the potentiometer
The dryer works continuously (non-stop)	Over-sensitivity	✓ Adjust the detection distance in the ECU by turning the potentiometer
	The LED sensor is dirty	✓ Make sure the LED sensor visor is completely clean
	In other cases	✓ Make sure that the ECU is feeding the motor and no component is damaged ✓ Check if the cover fits neatly on the base, is fixed with the screws and does not interfere with the detectors
The dryer blows cold air	The heating element is disconnected	✓ Move the switch to connect the heating element
	The internal temperature exceeded the maximum	✓ Wait for a couple of minutes and then restore the thermal protection of the heating element
	The heating element is damaged	✓ Check the heating element and replace it if necessary

ECU: Electronic Control Unit

These tasks must be performed by a qualified technician

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The dryer works on and off	The ECU doesn't work properly	✓ Make sure that the ECU is feeding properly the motor and no component is damaged
		✓ Check if all the wiring connections are right
The dryer makes a weird noise	The hand dryer is not fixed properly	✓ Check if the silent blocks in the rear part of the base are well placed and the base is correctly fixed to the wall. Check that the cover is neatly fixed on the base
	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 no component is damaged. If not, replace the ECU
Only the heating element works and it's turning red	The coal motor brushes are over	✓ Check if the coal motor brushes are well assembled and in good condition, If not, replace them
	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

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