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# Hand dryer Troubleshooting Guide

## **Dualflow Plus – M14A**



## Troubleshooting Guide Dualflow Plus – M14A

### What to do if hand dryer....

- **Does not work**

- ...and no led lights
- ...and power light doesn't changes from green to orange when hands are in
- ...and the power light changes from green to orange but the "i" red light is on
- ... and the power light is orange and the "i" red light is on

- **Presents a wrong performance**

- ...runs continuously (non stop) or starts automatically
- ... it sounds a whistle and the blue light is on
- ...giving a weird noise
- ...giving a low blow
- ...presenting sparks or burning smell

*These tasks must be performed by a qualified technician*

# Troubleshooting Guide Dualflow Plus – M14A

## Does not work

...And no led lights



No electricity supply

- Check master switch has not been triggered.
- Check that equipment is correctly plugged.
- Make sure it has the proper power.

Installation fault

- Check if all wiring connection to terminal block are OK

LED light emitters not connected

- LED light emitters are not correctly connected.

ECU is damaged

- Confirm if ECU works properly, if not, replace ECU



# Troubleshooting Guide Dualflow Plus – M14A

## Does not work

...And power light doesn't change from green to orange when hands are in



Led detector  
might be not  
connected

- Check if LED detectors are correctly connected to ECU



ECU is  
damaged

- Confirm if ECU works properly, if not, replace ECU



# Troubleshooting Guide Dualflow Plus – M14A

## Does not work

...And the power light changes from green to orange but the “i” red light is on



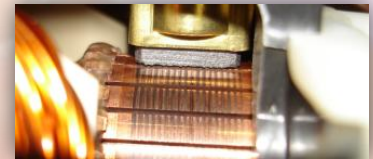
Installation  
fault

- Check that all wiring connectors to terminal are OK.
- Check that equipment is correctly plugged.
- Make sure it has the proper power.



Coal motor  
brushes over

- Check if coal motor brushes are well assembled and in good condition, If not, replace coal brushes set



In other case

- Check motor works properly.
- Make sure that ECU is feeding the motor and any component is damaged.
- Replace motor or ECU in case they are not working



# Troubleshooting Guide Dualflow Plus – M14A

## Does not work

...and the power light is orange and the “i” red light is on   

LED sensor  
might be  
dirty

- Make sure LED sensor visor is completely clean.

LED sensor  
detects an  
alien object

- Make sure any object disturbs the LED sensors.





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## Dryer presents a wrong performance

...and dryer runs continuously (non-stop)

ECU is  
damaged

- Make sure that ECU is working OK and if not replace the ECU for a new one.



... and dryer starts automatically

Led sensor  
might be  
dirty

- Make sure LED sensor visor is completely clean






In other case

- Check if LED detectors are influenced for other infrared waves as solar beam light directly over the LED detectors

# Troubleshooting Guide Dualflow Plus – M14A

## Dryer presents a wrong performance

...and it sounds a whistle and the blue light is ON   

Water tank is full

- Empty the tank according to users manual instructions

The float is in 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 case

- Confirm that ECU is working properly. If not, replace the ECU for a new one.





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## Dryer presents a wrong performance

...giving a weird noise

Components  
fixation

- Check all components are fixed suitable.



External solid

- Check that any external solid is moving freely inside the motor or inside the cover.



Motor is not  
working properly

- Confirm that motor is correctly fixed to the base, correctly wired to the ECU and works properly, if not, replace motor.



# Troubleshooting Guide Dualflow Plus – M14A

## Dryer presents a wrong performance

...giving a low blow

Adjust air velocity

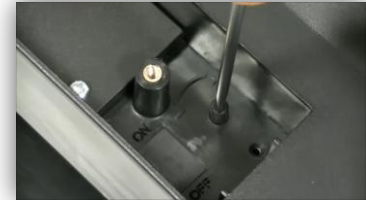
- Adjust higher speed in ECU potentiometer according to users manual instructions.

Insufficient voltage

- Make sure ECU is supplied with the proper power and hand dryer is properly grounded.

In other case

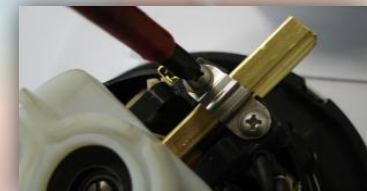
- Check if motor is working properly. If yes, replace ECU.



...presenting sparks or burning smell

Coal motor brushes over

- Check if coal motor brushes are well assembled and in good condition, If not, replace coal brushes set



The motor is damaged

- Check if motor works properly and if any component is damaged. If necessary replace motor



ECU: Electronic control unit



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## Hand Dryers and Washroom Accessories



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