

Troubleshooting

Voyager - XA Type - CNX


Cleaner and control box diagnostics



- The diagnosis described in this procedure is available using a masked function from the control box delivered with the cleaner*.
- The cleaners are not compatible with the "Diag Box" diagnostic unit and the "Full Test Diag" diagnostic software.

1. Cleaner diagnostics

- **Test to be conducted out of the water.**
- **Connect the cleaner to the control box delivered with the cleaner*.**
- **Connect the control box's power cable.**
- **Turn the cleaner on its back (tracks facing upwards) to check the forwards and backwards rotations of the tracks (traction test).**

- On the control box, press  and hold for 10 seconds.
- The diagnostics process will start automatically and will review the following points in the given order and will stop as soon as an error is identified:



- During the cleaner's diagnostics sequence, do not look directly at the light beam coming from the motor unit (depending on the model).

- **COM** (Communication)
- **tr1** (Traction 1)
- **tr2** (Traction 2)
- **PMP** (Pump Motor)

"Wait for the test to automatically end"

During the test:

- All of the control box's LEDs are flashing. This is used to detect whether an LED is defective (replace the control box where necessary).
- The motor unit's LEDs are lit (depending on the model).

- Follow the instructions, see § "2. Cleaner diagnostics results".

*or any other control box of the "Voyager", "XA Type" and "CNX" type.

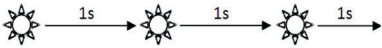
2. Cleaner diagnostics results



- Only a person qualified in the technical fields concerned (electricity, hydraulics or refrigeration) is authorised to carry out maintenance or repair work on the appliance. The qualified technician working on the appliance must use/wear personal protective equipment (such as safety goggles and protective gloves, etc.) in order to reduce the risk of injury occurring when working on the appliance.
- Before handling the appliance, check that it is switched off and isolated.



"GOOD" message or  lit steadily = Test OK

"Com FAIL" message or 

Problems	Possible origins	Solutions
Communication error	Unit connection to the cleaner	Disconnect and reconnect the unit to the cleaner
	Condition of the floating cable	Check the condition of the floating cable. Perform the test by connecting another floating cable between the control box and the motor unit
	Faulty motor unit*	Replace the motor unit
	Water in the motor unit*	Replace the motor unit

"tr1 FAIL"/"tr2 FAIL" message or  flashing 

Problems	Possible origins	Solutions
Traction 1 short circuit	Motor blocked	Check that debris or the cable are not preventing the brushes or tracks from rotating freely
Traction 2 short circuit	Water in the motor unit*	Replace the motor unit
	Motor at end of life*	Replace the motor unit (the 2 traction motors are faulty)
Traction 1 overload	Motor blocked	Check that debris or the cable are not preventing the brushes or tracks from rotating freely
Traction 2 overload	Motor at end of life*	Replace the motor unit (the 2 traction motors are faulty)

"Pump FAIL" message or  flashing 

Problems	Possible origins	Solutions
Pump short-circuit	Motor blocked	Check the flow guide and the propeller
	Water in the motor unit*	Change the motor unit
	Motor at end of life*	Replace the motor unit (the pump motor is faulty)
Pump overload	Debris or hair stuck in the pump	Check the flow guide and the propeller
	Water in the motor unit*	Change the motor unit
Pump underload	Faulty pump motor*	Replace the motor unit (the pump motor is faulty)

* Information intended for use by professionals.

- Once the error has been resolved, exit diagnostics mode by pressing a button.
- It is recommended that you then start a new cleaner diagnostics sequence, see § "1. Cleaner diagnostics".