

HSC 4.0 TROUBLESHOOTING

AeroSuite Troubleshooting

Alarm	Solution
Blown seal alarm	<p>The software detected a sudden change in duct pressure.</p> <p>Blue tube: Make sure blue tube is properly connected to the duct system and to the Manometer</p> <p>Fanbox lid: Make sure that the fanbox lid is locked properly</p> <p>Duct disconnect: Inspect the duct system for any possible large breaks or holes</p> <p>Isolation or blocking material failures: Check for dislodged blocks/blocking materials.</p>
Low Compressed Air Alarm	<p>The software detected low compressed air.</p> <p>Check compressor:</p> <ul style="list-style-type: none"> - Pressure must be between 90-125 psi. - Pinched or crimped line - Ice in line - Compressed air requirements for HSC 4.0 are 6.5 SCFM @100 psi.
Low Duct Pressure	<p>The software detected low duct pressure.</p> <p>Laptop</p> <ul style="list-style-type: none"> - Reboot the laptop. <p>Fan</p> <ul style="list-style-type: none"> - Make sure fan is on - Check is system is in Manual or Automatic mode <p>Duct</p> <ul style="list-style-type: none"> - Duct pressure must be at least 5 Pa for leakage testing / 10 Pa for sealing - Check for dislodged blocks/blocking materials - Repeat FOG test <p>Blue Tube</p> <ul style="list-style-type: none"> - Make sure blue tube is properly connected to the duct system and to the Manometer - Check for pinched or blocked blue tube
High Duct Pressure	<p>AeroSuite software automatically adjusts to high duct pressure unless the software is in MANUAL mode. Reduce the fan speed.</p>

Low Fanbox Pressure	AeroSuite software automatically adjusts to low fanbox pressure unless the software is in MANUAL mode. <ul style="list-style-type: none"> - Adjust gate setting. - Close fanbox lid.
Low Duct Flow	AeroSuite software automatically adjusts to low duct flow unless the software is in MANUAL mode. The seal is COMPLETE. If the seal is not complete, increase fan speed and adjust gate setting.
Sprayer temperature is too low	AeroSuite software detected the sprayer temperature is too low. Make sure compressor is on and working.
Software does not move to next sealing step	When the software seems to be stuck or prevents the seal from moving to the next step, consider rebooting the laptop. <ul style="list-style-type: none"> - It may be too soon to proceed to the next step. Wait for the software to run and move to the next phase.
Nozzle too hot to test	The nozzle is too hot to start the test. <ul style="list-style-type: none"> - Wait for nozzle to cool down on its own - Clean the nozzle - Replace the nozzle

Laptop Troubleshooting

Problem	Solution
Machine Update	Just like with all computers, Windows occasionally needs updated. Updates can happen automatically, as push notifications to update, or pending in the background. Recommendations: Before going to a job site, or at least once a month, check the laptop for updates. Update the machine before syncing AeroSuite. Connect the laptop to the WiFi/internet at the office and do the following to find pending updates: <ol style="list-style-type: none"> 1. At the Windows search bar, type Updates. 2. Select the available updates. 3. Click Install. 4. Scroll down to Advanced Options. 5. Select Optional updates. 6. Click Install.
Software Update	AeroSuite displays a message on the computer screen when an update is needed. Follow the instructions in the prompt.
Sync	Sync the laptop once a month. If the sync struggles tom complete

WiFi	<p>The laptop has connectivity issues with the fanbox Wifi signal.</p> <ul style="list-style-type: none"> - Reboot the laptop - Use an internet cable to connect the laptop to the fanbox.
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Hardware Troubleshooting

Problem	Solution
No power	<p>Use three separate circuits to power the HomeSeal machine.</p> <p>If the heaters or fanbox is not receiving power, check the following:</p> <ul style="list-style-type: none"> • Popped breakers on the machine's control panel • LEDs are on • GFI indicators are on <p>Solutions include:</p> <ul style="list-style-type: none"> - Unplug power cords from the fanbox and plug back in - Reset tripped breakers at the breaker panel - Connect to the generator - Use a 220V-120V adapter that can be used to supply power to all three circuits of the fanbox inside the home
Generator not working	Tech Support can assist with general troubleshooting. All other questions should be directed to the manufacturer.
Tripping Breaker	The breaker has too much power load. Spread the power load over multiple circuits.

General

Problem	Solution
Certificate	Call Tech Support for a certificate.
Fluctuating readings	<p>Readings from the manometer may fluctuate. There may be several reasons. Consider the following:</p> <ul style="list-style-type: none"> - Keep the fanbox clean and free of liquid and debris