



## ABS Troubleshooting

### Troubleshooting for AeroSuite Software Errors and Alarms

Alarm	Solutions
<b>Seal won't proceed</b>	Compressed air must be at least 90psi at the MCU. The trailer gauge should be set at a minimum 100psi to achieve 90psi.
	If there is no pressure, check for air leaks, water in the compressor tank, or leaks in the incoming air hose or compressed air dryer assembly
	Envelope pressure must be above 10Pa to start the seal. Check the ring setting, ensure blue tube isn't crimped or disconnected, repair large openings.
<b>Graph flatline</b>	Possible reasons include: <ul style="list-style-type: none"> <li>- Out of sealant</li> <li>- Large penetrations that can't be sealed</li> <li>- Sealant not flowing out of nozzles</li> </ul>
	Fill the sealant jug.
	Manually block openings.
	Clean the nozzle.



## Troubleshooting Hardware

Issue	Solutions
<b>VFD Fault 21</b>	VFD Fault 21 shows up when the VFD is not receiving enough power.
	Work through possible powering options with the dealer to find an adequate source of power. The most likely failure will be if both the MCU, Heater, and Fan or just the MCU and Fan are hooked up to the same side of the 220V adapter of the generator.
<b>Transducer</b>	
<b>Fan disconnected</b>	Logout of software and log back in.
<b>Seal stations won't connect</b>	Possible disconnect from the MCU.
	Restart the laptop and AeroSuite.
<b>Ring setting</b>	

## Troubleshooting Aeroseal Laptops

Just like with all computers, the Windows operating system occasionally needs updated. Updates can happen automatically, as push notifications to update, or pending in the background. Pending Windows and AeroSuite updates can affect the seal software. Frequently check for updates.

Issue	Solutions
<b>Update Windows on the Laptop</b>	<p>Before going to a job site, or at least once a month, check the laptop for updates. Update the machine before syncing AeroSuite</p> <p>Connect the laptop to the WiFi/internet at the office to find pending updates. Aeroseal does not recommend running updates through a hotspot.</p> <ol style="list-style-type: none"> <li>1. At the Windows search bar, type <b>Updates</b>.</li> <li>2. Click the <b>Check for updates</b> icon. Updates automatically install.</li> <li>3. Install the available updates.</li> <li>4. Scroll down to <b>Advanced Options</b>.</li> <li>5. Select <b>Optional updates</b>.</li> <li>6. Click <b>Install</b>.</li> </ol>



<b>AeroSuite Update</b>	AeroSuite displays a message on the computer screen when an update is needed. Follow the instructions in the prompt. <ul style="list-style-type: none"><li>• Sync the laptop once a month. If the sync struggles tom complete</li></ul>
<b>WiFi</b>	The laptop has connectivity issues with the fanbox Wifi signal. <ul style="list-style-type: none"><li>• Reboot the laptop</li><li>• Use an internet cable to connect the laptop to the fanbox</li></ul>



## Troubleshooting Software

Issue	Solutions
<b>Can't sync</b>	Connect the laptop to the internet
	Use the internet, not a mobile hotspot, to update the software
	Run Windows updates
	Log into AeroSuite and click Sync to finish the update
<b>Spinning Icon during Update</b>	Power down the laptop, wait 30 seconds and turn it back on
<b>Don't Know Log-in</b>	A sticker with the username and password is on the top of the laptop
<b>Software does not move to the next sealing step</b>	When the software seems to be stuck or prevents the seal from moving to the next step, consider rebooting the laptop. Also, it may be too soon to proceed to the next step. Wait a couple minutes for the software to run through the process
<b>Need Replacement/Corrected Certificate</b>	Call Tech Support for a certificate
<b>Fluctuating readings</b>	Keep the fanbox clean and free of liquid and debris
<b>Leakage is reading higher than expected</b>	It's possible that operational leakage was mis-entered. As a result, the software is evaluating operational leakage that is greater than what the dealer anticipated.
	Go back to Preseal screen. Operational leakage should be set to 0. Click <b>Save</b> and contact Tech Support for a revised sealing certificate.