

HSA TROUBLESHOOTING

Troubleshooting for AeroSuite Software Errors and Alarms

Alarm	Detected Issue	Steps
Blown Seal Alarm	Sudden change in duct pressure	Check blue tube. Ensure blue tube is connected to duct system and to the manometer.
		Close fanbox lid. Check the fanbox lid is properly locked.
		Look for disconnected ducts. Inspect the duct system for any large breaks or holes.
Low Duct Pressure	Occurs when the system cannot create a minimum of 10 Pa for sealing or 5 Pa for leak testing	Check Blue Tube. Make sure the blue tube is not obstructed, pinched, loose, or disconnected at ductwork and/or fanbox
		Look for disconnected ducts, Perform fog test. Find any damaged or disconnected ducts
		Check fan and layflat. Make sure the fan is on and layflat is connected to the fanbox
		Check all blocking and isolation materials for failure
		Check for any bypass duct work attached between supply and return. Examples include bypass humidifiers, barometric zone bypass duct/dampers
Low Fanbox Pressure	Not enough negative pressure inside the fanbox to calculate leakage	Close fanbox lid. Ensure the fanbox lid is properly locked. Check manometer port. Make sure the manometer port is not clogged.
Low Duct Flow	Not enough air is going through ducts. Also indicates ducts are sealed.	Close fanbox lid. Ensure the fanbox lid is properly locked
		Check fanbox filter. If the filter needs to be replaced, use only MERV-1 filters
		Still high? Open inlet gate and increase fan speed in manual mode

Troubleshooting Hardware

Issue	Steps
Digital manometer and/or control board not found	Check AeroSuite software for a pending update. Connect the laptop to the internet. Do not connect using a mobile hotspot. If prompted to update the software, click Yes.
	Check Blue Tube. Make sure the blue tube is not obstructed, pinched, loose, or disconnected at ductwork and/or fanbox.
	Check power to fanbox. Unplug the fanbox and wait 30 seconds before plugging in.
WiFi not working	Power down to restart Wifi connection. Unplug the fanbox and wait 30 seconds before plugging in
	Use the USB cable
No Power	Check power source(s) with a multimeter
	Use separate circuits for the heaters and fanbox. The main power for the HSA draws 3 amp, each heater draws 13 amp
Nozzle too hot to test	Wait for the nozzle to cool down on its own
	Clean the nozzle
	Replace the nozzle
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.

Troubleshooting Software

Issue	Steps
Can't sync	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
Spinning Icon during Update	Power down the laptop, wait 30 seconds and turn it back on
Don't Know Log-in	A sticker with the username and password is on the top of the laptop
Software does not move to the next sealing step	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
Need Replacement/Corrected Certificate	Call Tech Support for a certificate
Fluctuating readings	Keep the fanbox clean and free of liquid and debris

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

Issue	Steps
Update Windows on the Laptop	<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">1. At the Windows search bar, type Updates.2. Click the Check for updates icon. Updates automatically install.3. Install the available updates.4. Scroll down to Advanced Options.5. Select Optional updates.6. Click Install.
AeroSuite Update	<p>AeroSuite displays a message on the computer screen when an update is needed. Follow the instructions in the prompt.</p> <ul style="list-style-type: none">• 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