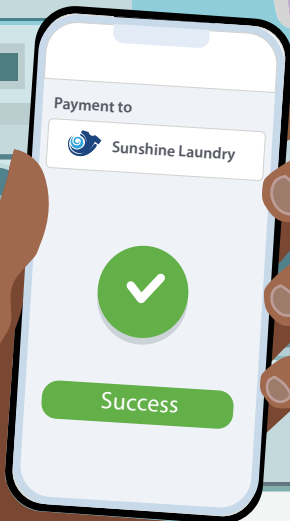


Laundry CONNECT

SA's first
**COMPLETE
CASHLESS PAYMENT
SOLUTION**
for laundries



Troubleshooting Guide

LAUNDRY EQUIPMENT ERROR CODES

Error codes for model SWNMN2SP

Error Mode

In Error Mode, a combination of LEDs flash to display error codes (refer to paragraphs below). Error Mode is either exited by powering down washer or it will clear itself after an amount of time. The Water Leak errors can be turned off by setting dipswitch 4 to the OFF position.

IN USE LED flashes two times:

Fill Error - If the desired fill level is not reached within 30 minutes of starting the fill, the control will enter a Fill Error. The IN-USE LED will flash two times. This can occur during any Fill or Agitate Step in the cycle. For an Agitate step, the control must be in refilling for this error to occur.

IN USE LED flashes three times:

Drain Error - If the control detects that the tub still has an inch or greater water level when the cycle is completed, the control will enter a Drain Error. The control will turn off all outputs and the IN-USE LED will flash three times. Power must be cycled to clear this error.

IN USE LED flashes five times:

Slow Drain Detection Error - Poor drain conditions will cause the control to sense a longer than normal period for the water level to drop from the global level value of "1" to below the empty level. Causes of this slower than normal draining could be a pump malfunction, a foreign object jammed in the pump, a poor drain connection between the machine drain hose and the building drain system, or an oversussing condition. Slow Drain Detection Errors can only occur when the control has the dipswitch set to Leak and Slow Drain Errors On. Whenever the control is in a Drain step and the proper dipswitch is set, the control keeps track of the time required for the water level to fall. If the control senses a drain time greater than the amount specified, the control will generate a Slow Drain Error. When the cycle has been completed and if the control has saved a slow drain error status, the IN-USE LED flashes five times to indicate this condition.

IN USE LED flashes six times:

Slow Leak Detection Errors - Water leaks in the machine will cause the control to sense a water level that drops below or above the target water level. Causes of this condition could be a leak in the pump, a foreign object jammed in the pump, or a faulty fill valve that allows water to enter the machine even when turned off. Slow Leak Detection Errors can only occur when the control has the dipswitch set to Leak and Slow Drain Errors On.

When the cycle reaches the last pause step, the control will pause the machine cycle for 60 seconds if the appropriate dip switch is set to allow water leak detection. The control will record the current water level from the pressure sensor input and continue to monitor the water level in the system for 60 seconds. If the water level has dropped or raised more than an acceptable amount the control will save a water leak error status and will continue the machine cycle. If the water level has not dropped or raised more than the acceptable amount, the control will not save a water leak error status. When the cycle has been completed and if the control has saved a water leak drain error status, the IN-USE LED will flash six times.

IN USE & RINSE LEDs flashes two times:

Overflow Error - This occurs when the machine has an overflow level of 15 inches and does not drain the water level 0.8 inches below the overflow water level. The IN USE and RINSE LEDs will flash two times to indicate the condition. If overflow level is reached while running a cycle, the control will enter Overflow Running mode. If the machine is unable to empty the water 0.8 inches below the overflow level within five minutes, the Overflow Error is set.

IN USE LED flashes once:

Pressure Sensor Error - If the control does not detect a valid water level sensor input for 30 seconds while in Run Mode during a Fill/Agitate step, the control will enter a Pressure Sensor Error. The control will turn off all outputs and the IN-USE LED will flash once. Power must be cycled to the machine to clear this error.

IN USE LED flashes four times:

No Flow Error - During a Fill step, the control will wait 30 seconds for the pressure sensor to stabilize and then take an initial water level reading. The control takes a second reading after 4.5 minutes. If the difference between the two readings is not greater than 1.5 inches, the control will set a No Flow Error. This usually indicates that the machine does not have enough water pressure, or the pressure value is not changing. The IN-USE LED will flash four times to indicate this condition.

IN USE, RINSE & SPIN LEDs flash continuously:

Communication Error - This error occurs when there is a problem with communications between the front-end control and the output board. The control will turn off all outputs and the IN USE, RINSE, and SPIN LEDs will flash continuously to indicate this error. The machine must be powered down to clear the error.

IN USE, RINSE & SPIN LEDs flash continuously:

Output Board Error - If the front-end control receives the output failure signal from the output board, the control will turn off all outputs to indicate this error. The IN USE, RINSE, and SPIN LEDs will flash continuously. The machine must be unpowered to clear the error.

RINSE & SPIN LEDs flashes four times:

Board Shorted Error - The control will perform a check while the drive board enable relay is disabled to see whether the enable relay is shorted. The front-end control sends requests to the drive board when the drive board should be off. If any response is received from the drive board, the RINSE and SPIN LEDs will flash 4 times. The machine must be unpowered to clear this error.

IN USE, RINSE & SPIN LEDs flashes two times:

Drive Not Ready Error - The front-end control will check if communication is established with the drive board. If 30 seconds pass after communication has been established and no drive errors exist, the control will try resetting the drive board up to three times. The IN USE, RINSE, and SPIN LEDs will flash two times to indicate this condition. Power must be cycled to the machine to clear this error.

IN USE & SPIN LEDs flashes two times:

Board ID Error - The control will check the output board to ensure that it matches the front-end control machine type. The IN USE and SPIN LEDs will flash two times to indicate the wrong machine type. The machine must be unpowered to clear this error.

Error codes for model SDEM N

Diagnostic LED error indicator on control and "IN USE" light will flash an error code if machine control senses a fault. LEDs will flash error code followed by a 5 second pause.

| | | |
|---|----------------------|---|
| IN USE LED flashes twice: | <i>Error Code 1</i> | Open Thermistor |
| IN USE LED flashes three times: | <i>Error Code 2</i> | Shorted Thermistor |
| IN USE LED flashes four times: | <i>Error Code 3</i> | Open High Limit Thermostat |
| IN USE LED flashes five times: | <i>Error Code 4</i> | Centrifugal Switch (Rotation) |
| IN USE LED flashes six times: | <i>Error Code 5</i> | Motor Output Shorted |
| IN USE LED flashes seven times: | <i>Error Code 6</i> | Communication |
| IN USE LED flashes eight times: | <i>Error Code 7</i> | Board ID |
| IN USE LED flashes nine times: | <i>Error Code 8</i> | Output Board Never Ready |
| IN USE LED flashes ten times: | <i>Error Code 9</i> | Board Shorted |
| IN USE LED flashes eleven times: | <i>Error Code 10</i> | Input Acquisition |
| IN USE LED flashes twelve times: | <i>Error Code 11</i> | Door Input Acquisition |
| IN USE LED flashes thirteen times: | <i>Error Code 12</i> | Centrifugal Switch Input Acquisition |
| IN USE LED flashes fourteen times: | <i>Error Code 13</i> | High Limit Thermostat Input Acquisition |

Error codes for model SWNBX

Display indicates – ECHH

Payment System Error - The Front-end control communicates with the Payment System in order to perform vending transactions. If an error should occur, which, terminates communication during a transaction, the LED Display will show ECXX for a control generated error, where the XX represents an error code.

Display indicates – EC02

Time-out error - Communication failure. Try card again.

Display indicates – EC03

Invalid Command code - Communication successful, but the command was not valid for this machine type, or the control could not perform the command in its current mode of operation. Ensure data is for current machine type and control is in correct mode.

Display indicates – EC05

Invalid or Out-of-Range Data - The value in at least one of the programming options is invalid or out of range. Recheck the programming option's value and try again.

Display indicates – EC 11

No card Reader Initialization - Communication is valid, but there is no card reader initialization. Power down, power up and try again.

Display indicates – EC 18

No communication - Card reader is initialized, communication lost. Power down, power up and try again. If error persists, replace control or card reader.

Display indicates – EC 19

No Card Reader Communication - Communication failure. Power down, power up and try again. If error persists, replace control or card reader.

Display indicates – Right most decimal point Lit

Water Leak Detection Error or Slow Drain Detection Error - Water leak test has detected a water leak during a cycle or slow drain is detected in the drain step of a running cycle. The decimal point will remain lit after the error display has expired. Clear the decimal point by pressing the START keypad three times within five seconds or by cycling the power to the machine.

Display indicates – Right most decimal point blinking

Machine ID Error - Machine ID is no longer communicating with the control. Check Machine ID connection.

Display indicates – E FL

Fill Error - Fill level is not reached within 30 minutes (or other programmed length of time) in any fill step.

Display indicates – Err

Coin Error - Invalid coin pulse or inoperative coin sensor. Check coin drop area and remove obstructions. If error persists, tampering may have occurred. Evaluate security procedures.

Display indicates – E iD

Board ID - Incorrect replacement control. Replace user control or output board with the correct part.

Display indicates – E d5

Brownout / Voltage configuration - unexpected supply voltage. Check the harness connections between the user control and the output board. If the user control was replaced, set dip switch #1 to the same setting as the previous control. If reworking the machine to use a different voltage supply, the dip switch #1 setting may need to be changed. If the dip switch #1 setting is changed, power down, power up and try again.

Display indicates – E nr

Drive/Output Board not ready - Hardware failure. Try cycling power to machine before replacing output board.

Display indicates – E b5

Drive/Output Board shorted - Hardware failure. Try cycling power to machine before replacing output board.

Display “En” - Machine ID Errors

Display indicates – En 31

Product Byte #1 Miss Match - Product family does not match between the Machine ID Control and Front-End Control. Replace Machine ID Control with one meant for current Front End Control platform.

Display indicates – En 32

Product Byte #2 Miss Match - Machine type does not match between the Machine ID Control and Front-End Control (frontload washer vs. dryer). Replace Machine ID Control and/or front-end control with one meant for current machine type.

Display indicates – En 33

Product Byte #3 Miss Match - Control level does not match between the Machine ID Control and Front-End Control (A4 vs. A2). Replace Machine ID Control with a properly configured A level for the control being attached. Use Factory Test Procedure to determine front end control's control level.

Display indicates – En 39

Corrupted Data on Machine ID Control - Try cycling power to machine. If error continues, check for damage to Machine ID Control and harness and/or replace Machine ID Control with a correctly configured Machine ID Control.

Display indicates – En 3E

Machine Control cannot be configured with the Machine ID Control - Try cycling power to machine. If error continues, check for damage to Machine ID Control and harness and/or replace Machine ID Control with a correctly configured Machine ID Control.

Display indicates – En 3F

Cannot Communicate with Machine ID Control - Try cycling power to machine. If error continues, check for damage to Machine ID Control and harness and/or replace Machine ID Control with a correctly configured Machine ID Control.

Display indicates – E Co

Drive / Output Board Communication Error - Communication failure. Power down, power up and try again. If error persists, check connection between user control and output board, or try replacing the user control or the output board.

Display indicates – E dr

Drain Error - If the control has the drain error enabled the control will enter Machine Error Mode when the water height is not below the empty level, after attempting to drain for the programmable time (default 15 minutes). In the event of a drain error, the control will turn off all outputs and turn on the Machine Error Tone for 15 seconds.

Display indicates – E 5d

Slow Drain Error - If a slow drain is detected in the Drain step of a running cycle, the machine control will light the right-most decimal point. The decimal point will remain illuminated after the slow drain error display has expired, to draw the attention of the owner or attendant. The decimal point can be cleared by pressing the START keypad 3 times in a period of 5 seconds, or by cycling the power to the machine.

Display indicates – E Ld

Water Leak Drain Error - Error will display if there is a leak after the lid is opened at the End of Cycle for 1 minute. Clears after 1 minute or until a key is pressed. If the water level has dropped more than an acceptable amount in a during a water leak drain check, the control will save a water leak drain error status and will continue the machine cycle. Immediately upon detecting the error the right-most decimal point will be lit. This lit decimal point can be cleared by pressing the START keypad 3 times in a period of 5 seconds or by cycling the power to the machine.

Display indicates – E nF

No Water flow Error - If the control does not reach a water level of 0.5 inches within the programmed time it may mean the hose to the pressure sensor has a leak or no water is flowing into the machine. The control will enter Machine Error mode. The control will turn off all outputs and turn on the Machine Error Tone for 15 seconds. To clear this error one of the following must occur: the machine must be powered down, the Clear Fatal Error Keys must be pressed, or a Clear Fatal Error Network command must be sent.

Display indicates – E oF

Overflow Error - The machine must be powered down, the Clear Fatal Error Keys must be pressed, or a Clear Fatal Error Network command must be sent. This error is triggered when an unsafe high-water level is detected in the machine and water is unable to drain.

Display indicates – E P5

Pressure Sensor Error - If the control does not detect a valid water level sensor input for thirty (30) seconds, or if the Max (Overflow) Fill Level in the control is set to 0 while in Run Mode, Factory Test Mode, or Overflow Mode, the control will enter Machine Error Mode. To clear this error one of the following must occur: the machine must be powered down, the Clear Fatal Error Keys must be pressed, or a Clear Fatal Error Network command must be sent.

Display indicates – E LF

Water Leak fill Error - If the water level has raised more than an acceptable amount in a during a water leak check, the control will save a water leak error status and will continue the machine cycle. Immediately upon detecting the error the right-most decimal point will be lit. This lit decimal point can be cleared by pressing the START keypad 3 times in a period of 5 seconds or by cycling the power to the machine. Display is Dim - Look for loose pins and damaged wires on harness from user control to drive board.

Display indicates – E tP

Thermal Protect Error - This error occurs when the motor thermal protect opens. If a cycle is running, the audio will sound for five seconds and the cycle will stop for two minutes. If the motor thermal protect is closed and the lid was not opened during the duration of the error, the cycle will resume automatically. If the lid was opened, the display will show PUSH, Strt, E tP indicating that the START keypad must be pressed to resume the cycle.

Display indicates – E d xx

Drive/Output Board Error - A machine error tone will sound for 15 seconds. Fatal error condition detected by drive board where xx represents an error code. Power down machine to clear. Call a service technician if error persists.

Error codes for model SDEBX

Display indicates – E .01

Transmission Failure - Communication failure. Re-aim external device and try again.

Display indicates – E .02

Device Time-out - Communication failure. Re-aim external device and try again.

Display indicates – E .03

Invalid Command Code - Incorrect machine type. Before downloading, ensure data is for current machine type.

Display indicates – E .04

Command Packet Time-out - Communication failure. Re-aim external device and try again.

Display indicates – E .05

Invalid or Out-of-Range Data - Incorrect machine type. Before downloading, ensure data is for current machine type and values entered are within the minimum and maximum limits.

Display indicates – E .09

CRC-16 Error - Communication failure. Re-aim external device and try again.

Display indicates – E .0A

Framing Error - Communication error. Re-aim external device and try again.

Display indicates – E .0C

Time-out Exceeded - Communication error. Re-aim external device and try again.

Display indicates – E .0E

Encryption Error - Incorrect machine type. Before downloading, ensure data is for current machine type.

Display indicates – E .0F

Invalid Wake-up or Infra-red Disabled - Communication failure or infra-red is disabled. Manually enable infra-red on control or re-aim external device and try again.

Display indicates – EC02

Time-out Error - Communication failure. Try card again.

Display indicates – EC03

Invalid Command Code - Incorrect machine type. Before downloading, ensure data is for current machine type.

Display indicates – EC05

Invalid or Out of Range Data - Incorrect machine type. Before downloading, ensure data is for current machine type and values entered are within the minimum and maximum limits.

Display indicates – EC11

No Card Reader Initialization - Communication is valid, but there is no card reader initialization. Power down, power up and try again.

Display indicates – EC18

No Communication - Card reader initialized; communication lost. Power down, power up and try again. If error persists, replace control or card reader.

Display indicates – EC19

No Card Reader Communication and No Card Reader Initialization - Communication failure. Power down, power up, check connections, harness, and try again. If error persists, replace control or card reader.

Display indicates – EC36

Audit Card removed prematurely - Re-insert Audit Card and wait until machine prompts for card removal.

Display indicates – Right most decimal point Lit

Network Communication Error - Communication problem. Wait for 1.5 minutes for error to clear. If error doesn't clear, power-down and power-up the machine. Check all network connections. If error persists, replace control or network board.

Display indicates – AL

Break-in Alarm Error - Service the service door or coin vault switches.

Display indicates – oFF

Break-in Alarm Shutdown Error - Service the service door or coin vault switches.

Display indicates – Err

Coin Error - Invalid coin pulse or inoperative coin sensor. Check coin drop area and remove obstructions. If error persists, tampering may have occurred. Evaluate security procedures.

Display indicates – E SH

Shorted Thermistor Error - Dead short in thermistor circuit. Check wiring harness and remove any lint buildup around thermistor. If problem persists, replace thermistor or output board.

Display indicates – E oP

Open Thermistor Error - Physical open in thermistor circuit. Check wiring harness and remove any lint buildup around thermistor. If problem persists, replace thermistor or output board.

Display indicates – E id

Board ID - Incorrect replacement control. Replace user control or output board with correct part.

Display indicates – E d5

Brownout/Voltage Configuration - Unexpected supply voltage. Check the harness connections between the user control and the output board. If the user control was replaced, set dipswitch #1 to the same setting as the previous control. If reworking the machine to

use a different supply voltage, the dip switch #1 setting may need to be changed. If the dip switch #1 setting is changed, power down, power up and try again.

Display indicates – E nr

Output Board Not Ready - Hardware failure. Replace output board.

Display indicates – E b5

Output Board Communication - Hardware failure. Replace output board.

Display indicates – EnHH

Machine ID - Communication failure. Power down, power up and try again. If error persists, check connection between user control and Machine ID chip, or try replacing the user control or the Machine ID chip.

Display indicates – E Co

Output Board Communication - Communication failure. Power down, power up and try again. If error persists, check connection between user control and output board, or try replacing the user control or the output board.

Display indicates – E 59

Door Input Acquisition - Hardware failure. Replace output board.

Display indicates – E 60

Centrifugal Switch Input Acquisition - Hardware failure. Replace output board.

Display indicates – E 61

High Limit Thermostat Input Acquisition - Hardware failure. Replace output board.

Display indicates – E ro

Locked Rotor - The motor is not sensed as rotating when it should be. Check that nothing is obstructing motor rotation, check connection between user control and output board, or try replacing the user control or the output board.

Display indicates – E n5

Motor Output Shorted - Hardware failure. Replace output board.

4G Modem Fault Finder

| ERROR | POSSIBLE CAUSE | REMEDY | COMMENTS | MANAGED |
|---|--|---|---|--------------|
| Modem has no power | Power plug not secure | Ensure power plug is secure & switched on | When restoring power, device can take 2-5min to establish connection. Wait until polling, before attempting to scan | Site Manager |
| | Machine main power off | Turn on main power to machine | | Site Manager |
| | Power supply failure | Replace power supply | | LS360° |
| | Power on machine board damaged | Machine controller needs replacement | | LS360° |
| Modem not polling | Loss of network connection | Network provider to remedy | Usually occurs after loadshedding & cell mast batteries depleted. Have to wait until network provider has rectified issue | Site Manager |
| | SIM card failure | Replace with known working sim to establish sim failure. Sim card will need to be replaced. | | LS360° |
| | Poor signal - Antenna type | Ensure Antenna is tight | | LS360° |
| | | External antenna is required | This can be checked via PayWay. Multiple sessions & many lost & successful connections can be seen | LS360° |
| | Data expired/used | Purchase data for specific card | Applies to non APN SIMS only | Site Manager |
| Modem not polling + MD or DX light on solid | | Power off modem, wait 10s & power on again | Ensure modem returns to polling state | Site Manager |
| Card Reader: No Light | Break in cable | Requires replacement | Can occur where cable exits back panel | LS360° |
| | Device off line (no power), no network (not polling) | See above | | LS360° |
| Card Reader: Solid Yellow | Card reader in jammed state | Cycle power | Ensure reader returns to "ready" state (flashing blue) | Site Manager |
| Machine failing to start + device ONLINE | Machine emulation incorrect | Check machine emulation on PayWay. All sites using Mifare must have mifare emulation selected. | Emulation will be coin pulse or time based only | LS360° |
| | Pulse mismatch between machine setting and Payway settings | Check on Payway the amount of pulses is set to the same as machine start pulses | | LS360° |
| | Providers set correctly on Payway | Check 3rd party provider (Zapper Snapscan Ozow) have configured webhook between merchant & IQT server | Contact relevant SP to assist | LS360° |
| | Relay Cable not working | Replace cable | This is specific to machines using 1002,1003,1004 cables | LS360° |
| | Cable damaged / pinched | Replace cable | | LS360° |
| Machine failing to start + device ONLINE | Check for machine faults | Mechanical timers faulty | Applicable to old SQ | LS360° |
| | | Electronic start - Pulses on machine must co-incide with Payway settings | All machines should be set to activate on 1 pulse | LS360° |
| | | Mechanical faults | Tech to address standard machine fault finding | LS360° |

Wi-Fi Modem

Fault Finder

| ERROR | POSSIBLE CAUSE | REMEDY | COMMENTS | MANAGED |
|---|--|---|---|--------------|
| Modem has no power [All lights permanently off] | Power plug not secure | Ensure power plug is secure & switched on | When restoring power, device can take 2-5min to establish connection. Wait until polling, before attempting to scan | Site Manager |
| | Machine main power off | Turn on main power to machine | | Site Manager |
| | Power supply failure | Replace power supply | | LS360° |
| | Power on machine board damaged | Machine controller needs replacement | | LS360° |
| Modem not polling [Red Light cycles on and off periodically] | Loss of Wi-Fi network connection | Network provider to remedy | Can occurs after loadshedding, loss of power to router. Have to wait until network provider has rectified issue | Site Manager |
| | Wi-Fi Network password has changed. | 1. Change password on Payway before new password update. 2. Call technician to revert device to default for password update. | | LS360° |
| | Wi-Fi SSID has been changed or updated. | 1. Change SSID on Payway before new password update. 2. Call technician to revert device to default for password update. | | LS360° |
| Modem not Polling [Solid red light] | Device is connected to Network but there is no internet connection | Network provider might need to add MAC address to a white list | Log on to the SSID with mobile device. Test if able to access a website. | Site Manager |
| Modem not polling [Solid light blue] | Device lost connection during firmware update | Technician required to re-program | Issue is not common but may occur during loadshedding if an OTA update is pushed. | LS360° |
| Machine failing to start + device ONLINE | Machine emulation incorrect | Check machine emulation on PayWay. All sites using Mifare must have mifare emulation selected. | Emulation will be coin pulse or time based only | LS360° |
| | Pulse mismatch between machine setting and Payway settings | Check on Payway the amount of pulses is set to the same as machine start pulses | | LS360° |
| | Providers set correctly on Payway | Check 3rd party provider (Zapper Snapscan Ozow) have configured webhook between merchant & IQT server | Contact relevant SP to assist | LS360° |
| | Relay Cable not working | Replace cable | This is specific to machines using 1002,1003,1004 cables | LS360° |
| | Cable damaged / pinched | Replace cable | | LS360° |
| Machine failing to start + device ONLINE | Check for machine faults | Mechanical timers faulty | Applicable to old SQ | LS360° |
| | | Electronic start - Pulses on machine must co-incide with Payway settings | All machines should be set to activate on 1 pulse | LS360° |
| | | Mechanical faults | Tech to address standard machine fault finding | LS360° |

Card Activation

Fault Finder

| ERROR | CARD READER / MODEM STATUS | POSSIBLE CAUSE | OPERATION | MANAGED |
|--------------------------------|---|--------------------------------------|--|--------------|
| Card fails to activate machine | Flashing Blue - Remains flashing Blue [No buzz] | Card damaged - Replacement required | Test with another known working card | Site Manager |
| | Flashing Blue - Amber - Red [+ buzz] | No credit | Check credit status on PayWay. Top up if necessary | Site Manager |
| | | Card incorrectly allocated on Payway | Check on Payway if card has been allocated to the correct organisation and site | LS360° |
| | Flashing Blue - Amber - Green [+ buzz] | Harness failure | Check all connections | LS360° |
| | | | Relay cables test [Listen for click] | LS360° |
| | | Machine emulation incorrect | Check machine emulation on PayWay. All sites using Mifare must have mifare emulation selected. | LS360° |
| | Solid Red | Loss of internet connection | Check on Payway the amount of pulses is set to the same as machine start pulses | LS360° |
| | | | Wifi connection lost | Site Manager |
| | Flashing Blue [No buzz] | NFC module failed | No internet connection - IT provider on site must ensure MAC address has permission. | Site Manager |
| | | | Replacement required | LS360° |