

Essence Troubleshooting

Problem	Possible Cause/Question/Action	Corrective Action/Answer/Solution
Door will not operate up or down	Is the power connected?	Verify the power cord is plugged in.
	Is the green pushbutton blinking?	Press the green pushbutton to reset the error.
	Is the green pushbutton blinking and will not reset?	Verify the emergency stop button is not engaged. It should be pushed in; not pulled out.
	Is the door up and the green pushbutton light on?	Yes. It is safe to fill the tub with water. Door will not go down if the tub is full of water. Water sensor is activated.
Water leaks around the door when the tub is filled	Is the green pushbutton lit?	No. It is not safe to fill the tub with water. Verify the door gasket is inflated.
	Is the green pushbutton lit?	Yes. Possible air leak in gasket or Door frame needs adjusting.
Door is up, green pushbutton is not lit	Did you hear the compressor run when the door reached the top?	If yes, did it run for about 45 seconds and then turn off? If yes, the compressor timed out to prevent damage. The pressure switch did not turn on within 45 seconds, therefore it is not safe to fill the tub with water.
	Defective/hole in inflatable actuator (gasket)	Replace
	Emergency air release valve assembly is leaking	Repair/replace
	Connection where inflatable fill tube enters fitting on the emergency air release valve is leaking	Repair/replace
	Air release valve assembly located inside electrical box.	Check the clear tubing that connects to the compressor ports, the check valve, and all fittings
	Weak/defective compressor	Replace
	Defective pressure switch	Replace

Essence Input/Output Troubleshooting Using The PLC Indicator Lights

Inputs (TOP)	Name
00	Encoder A Channel
01	Encoder B Channel
02	Door Up/Down Switch
03	Water Float Switch
04	Emergency Switch
05	Pressure Switch for seal confirmation
06	Lower Limit Switch (Home)
07	Upper Limit Switch (Door at Top)

Outputs (BOTTOM)	Name
00	Stepper Drive – Step
01	Stepper Drive – Direction
02	Stepper Drive – Enable
03	Compressor Relay 1.0 A @ 24VDC
04	Door Sealed Green LED on Pushbutton
05	Seal Air Release Valve 0.21 A @ 24VDC