

Maintenance Guide


XLERATOR® TROUBLESHOOTING FAQs

Chief Complaint	Possible Problem	Solution
Dryer turns on/off while drying or hands have to be held very close to operate	<ol style="list-style-type: none"> 1. Sensing range needs adjusting 2. Optics may be bad 	<ol style="list-style-type: none"> 1. Send range adjustment instruct. 2. Send new optics or suggest they try to switch optics from another dryer to diagnose.
Dryer is going ON/OFF by itself	<ol style="list-style-type: none"> 1. May be mounted too close to a counter or object. 2. Control Board may be picking up electrical noise from surroundings or from electrical lines within the building 	<ol style="list-style-type: none"> 1. Relocate the object or remount dryer as instructed in installation instructions to a min. of 15" above object. If this is not possible, adjust the range of the control board (send instructions) 2. Send a "modified" control board
Dryer stays ON	<ol style="list-style-type: none"> 1. May be mounted too close to a counter or object 2. Control Board may be defective 	<ol style="list-style-type: none"> 1. Relocate the object or remount dryer as instructed in installation instructions to a min. of 15" above object. If this is not possible, adjust the range of the control board (send instructions) 2. Send a new control board
Dryer will not turn ON	<ol style="list-style-type: none"> 1. Check that there is power going to dryer 2. May be mounted too close to a counter or object 3. Optics may be bad 4. Control Board may be defective 5. Motor may have shorted and, or fuse (if so equipped) for motor has blown. 	<ol style="list-style-type: none"> 1. Turn on power to dryer 2. Turn off power to dryer for 10 sec. then reapply power. If dryer turns on, then relocate the object or remount dryer as instructed in installation instructions to a min. of 15" above object. If this is not possible, adjust the range of the control board (send instructions) 3. Suggest switching optics from another dryer to diagnose or send new optics. 4. Send new Control Board 5. Send new Sub Assembly
Dryer gradually loosing sensing range	<ol style="list-style-type: none"> 1. Optics may be bad 2. Control board may be defective 	<ol style="list-style-type: none"> 1. Suggest switching optics from another dryer to diagnose or send new optics. 2. Send new Control Board
Dryer has loss of power (air volume)	<ol style="list-style-type: none"> 1. Broken heating element boss causing dryer to leak air 2. Split seam between blower housing 3. Motor may have shorted or slowed down 	<ol style="list-style-type: none"> 1. Send new heating element with longer screws 2. Send new Sub Assembly 3. Send new Sub Assembly
Smell of plastic or burning odor from dryer w/loss of power	<ol style="list-style-type: none"> 1. Motor may have shorted 	<ol style="list-style-type: none"> 1. Send new Sub Assembly

The information contained in this document is subject to change without notice.

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