


## Troubleshooting

The most important part of maintenance is determining issues with the unit. Below you can see common error messages, what the messages generally mean, and the part(s) associated with each error message. For all troubleshooting, please contact HydroMassage Technical support.

Error Message	Meaning	Parts Associated with Error
Establishing Communication	The touchscreen and the mainboard are not communicating.	Touchscreen, mainboard, communication cable, software
QUAD_NONE	There are no quad clicks detected because the mainboard did not recognize the drive motor turning.	Drive motor, drive belt, software
NO_HEAD	The manifold did not reach the head of the bed.	Drive motor, drive belt, reed switch
NO_FOOT	The manifold did not reach the foot of the bed.	Drive motor, drive belt, reed switch
WATER_LEVEL_LOW	The water level is low or the liquid level sensor needs to be adjusted.	Liquid level sensor
WATER_TEMP_COLD	The water temperature has dropped below 72°F.	Heater, thermister, mainboard, power source
WATER_TEMP_HIGH	The water temperature has warmed over 110°F.	Chiller, radiator, mainboard
PRESS_NO_CHANGE	The mainboard is not detecting a change in pressure.	Pressure valve assembly

For more detailed troubleshooting information, please consult the HydroMassage Owner's Manual and contact HydroMassage Tech Support at 727-536-5566.

## HydroMassage® Technical Reference and Diagnostics

<b>BED DIAGNOSTICS Touchscreen Models</b>			
<b>Problem</b>	<b>Solution 1</b>	<b>Solution 2</b>	<b>Solution 3</b>
<p><b>Bed will not start, Communications Status window open on Screen</b></p> 	<p>With the bed 220 volt power unplugged, locate and press and release the power button on the upper right of the PC back panel. Once the PC has shut down, press and release the power button once more to power it back up. (DO NOT HOLD THE BUTTON DOWN), After the Touchscreen Software has fully loaded, and the Communication Status window appears again, reconnect the 220 Volt power to the bed back in. The communications status window should close and the initialization process box will appear.</p>	<p>If the Communication Status window does not close, check 30amp breaker in main electrical panel of the facility. If this does not resolve the issue, check the breaker reset buttons on side of control box. Button will be popped out if breaker is tripped.</p>	<p>If the main breaker in the panel and the 30amp reset buttons are both ok, remove the cover panel on the control box. With a volt meter, verify that you have 208-240 volts at terminal 8, 9 on the mainboard bus bar. If the power is between 208-240 volts, verify that the red power LED on the mail circuit board on.</p>
<p><b>Error Dialog box on screen “Warning: Water Temp Cold”</b> After adding 30 gallons of distilled water during initial installation or annual maintenance, room temperature water will give this error</p>	<p>Run bed on full pressure in the middle of the body until unit reaches operating temperature.</p> <p>The water temp raises 3/4 of a degree per minute.</p>	<p>If bed has been unplugged for extended period of time and water is at room temperature, perform solution 1</p>	<p>If error appears every morning, check for 220 power on terminals 2 and 3 on mainboard wire block inside control box. If there is no power check fuses. If there is power, order replacement heater.</p>
<p><b>Error Dialog box on screen “Warning: Water Temp High”</b></p>	<p>Check to see if chiller/radiator fans are coming on. Verify that the 2 water lines to</p>	<p>Check chiller/radiator fuses.</p>	<p>Fins dirty. Use vacuum and brush to remove lint, carpet, etc. from chiller or</p>

	chiller are not kinked, Verify air conditioning duct is installed if you have a radiator	Check for 220 power across 10 & 12	radiator fins. Make sure there is 2 feet clearance at each end of the chiller
<b>Manifold not moving or does not travel full length of bed</b>	Reinitialize; check to see if the drive motor coupling is turning.	If coupling is turning, open bed and check that drive belt is on the pulley, not fraying, and that it is properly seated on the drive pulley. Adjust as necessary.	Check the drive belt tension by measuring between the plate on the manifold and the top belt. It should measure 2 5/8. Adjust as necessary.
<b>Error dialog box on screen "Error No Head" or "Error No Foot"</b>	Reinitialize; check to see if shaft connection is turning.	If shaft is turning, open bed and check that drive belt is on the pulley, not fraying, and that it is properly seated on the drive pulley. Adjust as necessary.	Check the drive belt tension by measuring between the plate on the manifold and the top belt. It should measure 2 5/8. Adjust as necessary.
<b>Pump Motor Not Operating</b>	Check terminal 8, 9 on bus bar for 208/240v. Does contactor pull in when the start button is pressed?	If contactor does not pull in, push contactor in manually to test pump motor.  <b>! ONLY PRESS IN ON THE SHORT CROSSBAR WITH THE END OF A NONCONDUCTIVE TOOL !</b>	With the start button pushed, verify that there is 220V power to the contactor coil from the #'s 4 and 6 on the circuit board wire block
<b>Pressure Fluctuating up then down while going from foot to head of bed</b>	Foam build-up or low water. Add two capfuls of HydroMassage Defoamicide with 5 gals. of distilled water and pour into filler tube	If bed has not been serviced in 12 months or more, perform a full cleaning and routine maintenance.	

Important Note: Run the unit through at least one complete 15-minute session each day to ensure that bed runs to its maximum efficiency