

## Troubleshooting Guide

PROBLEM	POSSIBLE CAUSES	REMEDIES
No response from unit	Blown fuse	Replace with appropriate slo-blo.
	Excessive voltage applied to unit.	Replace unit.
No response when using 0-10V input	JP2, JP3, or JP4 installed.	Remove JP2, JP3, or JP4.
	Command potentiometer improperly wired.	Check wiring.
	Input polarity reversed.	Reverse input wires.
Erratic operation	Bad feedback potentiometer	Replace feedback potentiometer.
	Loose feedback potentiometer or loose feedback gears	Tighten feedback potentiometer and/or gears.
	Sloppy gear tooth engagement	Adjust feedback potentiometer gear for tight engagement.
Erratic operation when using 0-10V input	Bad feedback potentiometer JP1 not installed.	Replace feedback potentiometer. Install JP1.
No response when using 4-20mA input	Input polarity reversed.	Reverse input wires.
	Input current < 3mA when JP2 is installed.	Refer to "Loss of Input Signal" in manual.
Actuator runs to open position when using 4-20mA input.	JP1 not installed.	Install JP1.
Actuator runs to limit switch.	Feedback potentiometer wired backwards.	Reverse wires J1-4 and J1-6.
	Motor wired backwards.	Reverse wires J1-1 and J1-3.
Actuator hunting for position.	Deadband adjustment improperly set.	See "Calibration" in manual.
	No brake, or brake slipping	Install or repair brake.
	Feedback potentiometer slippage	Repair as necessary.
	Unstable command input signal from PID control loop	Adjust PID parameters for stable command signal.
	Actuator load variations (e.g., 45° position on butterfly valves)	Increase deadband adjustment.
Motor buzzing and overheating.	Motor capacitor is bad or has incorrect voltage rating.	Replace motor capacitor <u>and</u> replace unit.
	Triac output failure	Replace unit.

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Both LED indicators come on at the same time, but actuator does not move.	AC ripple found on command input signal.	Have equipment that provides the command signal repaired.
Actuator rotation is backwards.	<p>Actuator or valve is mounted incorrectly on coupling.</p> <p>Actuator needs to be reverse acting.</p>	<p>Reinstall as necessary.</p> <p>See "Reversing Acting Calibration" in manual.</p>
Triac output failures	<p>Excessive hunting</p> <p>Excessive ambient temperature</p> <p>Exposure to moisture or liquids</p> <p>Removing or installing JP2, JP3, or JP4 while unit is powered</p> <p>Applying external power to motor connections at J1-1 or J1-3</p> <p>Over heating due to actuator stalling (e.g., Valve seats prior to calibrated closed or open position.)</p>	<p>See above.</p> <p>Mount unit away from heat source, purge air through actuator, use heat-shields, etc.</p> <p>Use heater and thermostat or provide separate sealed enclosure.</p> <p>Disconnect power before removing or installing JP2, JP3, or JP4.</p> <p>Remove connector J1 prior to applying external power.</p> <p>Recalibrate zero and span.</p>