

# Maintenance Guide


**XLERATOR® TROUBLESHOOTING FAQs**

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

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

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