

SANUVOX

Troubleshooting manual for Sanuvox Saber Magnet & Saber Pro Wireless 24V



WARNING

Before servicing the unit, TURN OFF and disconnect unit from power source. Electrical shock may cause personal injuries or death.

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July 2018

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1. Tools required for troubleshooting

- Ohmmeter
- Flat screw driver

2. Identifying Saber Magnet and Saber Pro components

2.1 Saber Magnet



2.2 Saber Pro Wireless



3. List of parts for replacement

Sanuvox PN	Description	
BST24G48ET	Saber Magnet ballast	
BST24G48ETR	Saber Pro Wireless ballast	
WREMOTE	Saber Pro Wireless remote display	
LMPRGPT160T5	Regular intensity 16in UV probe lamp	
MSCTFR12024	Step-down transformer 120Vac to 24 Vac (20VA)	

4. Troubleshooting summary table

The Saber Magnet error code is determined by the LED flashing pattern on the ballast.

The Saber Pro Wireless error code is determined by the LED flashing pattern on the ballast as well as on the remote screen where it will be identified (EC1, EC2... EC5)

The flashing pattern on the ballast is determined by the number of LED blinks (1 to 5) followed by a 1 second pause. This pattern will repeat over and over until the error code is cleared.

Problem	Possible causes	Try ...
Error Code 1 (EC1)	- Lamp has reached over 8700hrs (1 year) of operation	- Contact Sanuvox to obtain a genuine replacement lamp and reset timer as per instructions
Error Code 2 (EC2)	- Lamp has failed	- Press the reset button once to attempt to restart the lamp - Shut the power to the ballast (hard reset), wait 10 seconds and turn the power back ON - Check lamp continuity (refer to test) - Contact Sanuvox to obtain a genuine replacement lamp and reset timer as per instructions
Error Code 3 (EC3)	- Ballast has failed	- Press the reset button once to attempt to restart the ballast - Shut the power to the ballast (hard reset), wait 10 seconds and turn the power back ON - Check power source to confirm that it is within specifications on product label - Contact Sanuvox to replace ballast
Error Code 4 (EC4)	- Voltage to the ballast is less than 18Vac - Power source (furnace control panel or transformer) does not provide sufficient power output (measured in VA)	- Measure the voltage being provided to the ballast - Install a dedicated transformer (MSCTFR12024 or equivalent) that provides a minimum output of 20VA @ 24Vac
Error Code 5 (EC5)	- Voltage to the ballast is over 30Vac - Power surge	- Measure the voltage being provided to the ballast - Install a dedicated transformer (MSCTFR12024 or equivalent) that provides a minimum output of 20VA @ 24Vac
“No Signal” appears on Saber Pro Wireless display	- Interference from another appliance - Display installed on metallic surface - Issues with the radio (emitter/receiver)	- Press the reset button once to attempt to restart the ballast - Shut the power to the ballast (hard reset), wait 10 seconds and turn the power back ON - If installed on metallic surface, change location

	<ul style="list-style-type: none">- Lamp cord coiled around ballast	<ul style="list-style-type: none">- If lamp cord is coiled around ballast, uncoil- Pair the screen with ballast as per instructions
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5. Step-by-step instructions



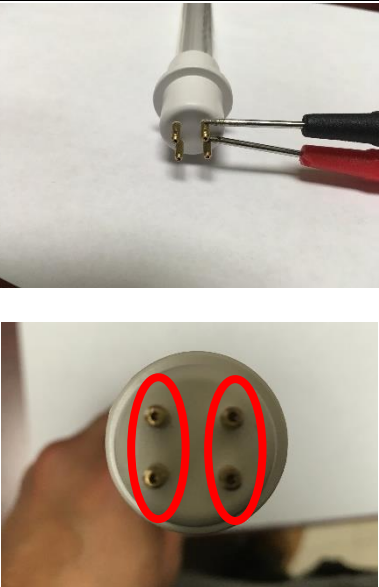
WARNING

Before performing any of the instructions below, make sure that the unit is turned OFF and is unplugged from power.


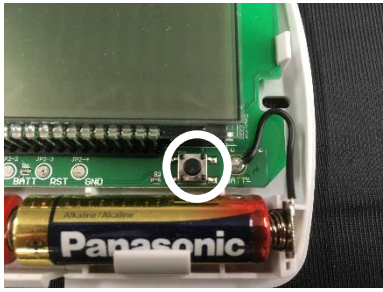
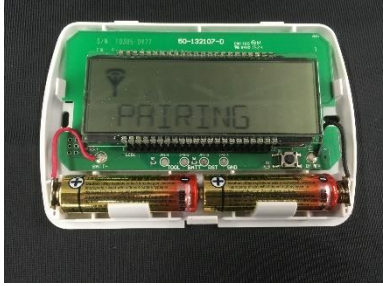
5.1 Resetting lamp timer

Step	
<p>1. Turn the power back ON once lamp is set back into the duct. Press and hold for 3 seconds the reset button until LED blinks. The timer has now been reset.</p> <p>If you have a Saber Pro Wireless, you will notice that after approximately 1 minute the display will show 365days left on the counter.</p>	

5.2 Test UV lamp continuity

Step	
<p>1. Take the lamp out of the duct</p> <p>2. Using an ohmmeter place 1 probe on 1 of the 4 pins and by sensing the 3 remaining pins, 1 should have continuity. Make sure the 2 remaining pins also have continuity.</p> <p>The 4 pins are in a rectangle pattern. The 2 pins that form the 2 short sides of the rectangle are the pins that have continuity through the lamp element.</p>	

5.3 Pair remote display with ballast (Saber Pro Wireless only)

Step	
<p>1. Take the remote display cover off using a flat screw driver and pressing the latch</p>	
<p>2. Locate the pairing switch on the remote display and press it once. You will then see “PAIRING” with an antenna on the display.</p>	 
<p>3. Once the word “PAIRING” appears on display, press reset button once, located on the ballast which will reconnect the ballast and display.</p>	