

ecoAZUR[®]

TROUBLESHOOTING GUIDE

DEMAND CONTROL VENTILATION SYSTEM

Index

Foreword.....	3
1 - Problem : EcoAZUR® Display Screen Is Blank.....	3
1.1 - Control Panel P120-CU-TC.....	3
1.2 - EcoAZUR® CT Display.....	4
2 - Problem : EcoAZUR® CT Displays A WARNING!.....	5
2.1 - One (or More) Optical Sensor Blue Light Is Flashing.....	5
2.2 - One (or More) Optical Sensor Blue Light Are Turned Off.....	5
2.3 - General WARNING Procedure.....	6
3 - Problem: System Language Is Set To French.....	6
3.1 - Long-term Solution.....	7
3.2 - Short-term Solution.....	7
4 - Problem : Kitchen Temperature Is Too Hot.....	8
4.1 - If One Or More Hood Fans Are Stopped.....	8
4.2 - If The Supply Air Unit Is Stopped.....	9
4.3 - If All Exhaust Fans And Make-up Air Units Are Running.....	9
5 - Problem : Kitchen Temperature Is Too Cold.....	9
5.1 - If The Make-up Unit Heater Is Off.....	9
5.2 - If The Make-up Unit Heater Is On.....	9
6 - Problem : There Are Too Much Air Drafts Around Doors.....	9
6.1 - If The Make-up Unit Is Running.....	9
6.2 - If The Make-up Unit Is Stopped.....	9

Foreword

Thank you for choosing the award-winning **ecoAZUR®** DCKV system.

When properly setup, the **ecoAZUR®** DCKV system is a powerful tool that will help you get the lowest energy bill possible while maintaining comfort in the kitchen.

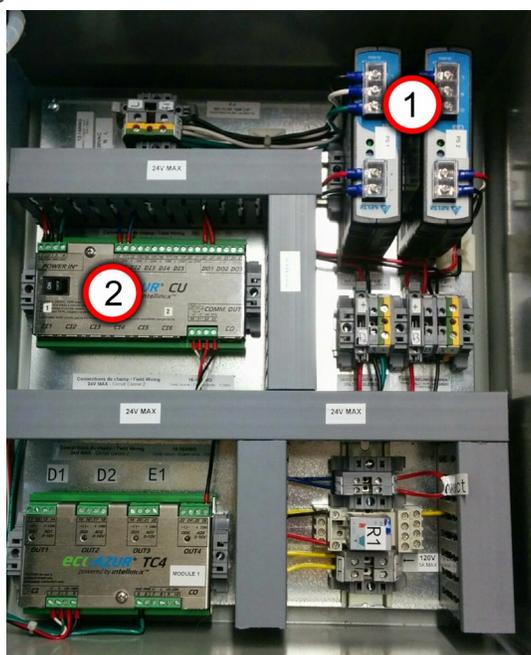
The present guide introduces simple solutions to common questions that arise when operating the **ecoAZUR®** DCKV system. It should be your first stop should you encounter a warning message on your system.

Please keep in mind at all time that electrical maintenance must always be done by qualified technicians only. *INTELLINOX TECHNOLOGIES* will not be held accountable of problems due to failure to comply to the present guide, or to the electrical code applicable at the site of the installation.

1 - Problem : **ecoAZUR®** display screen is blank

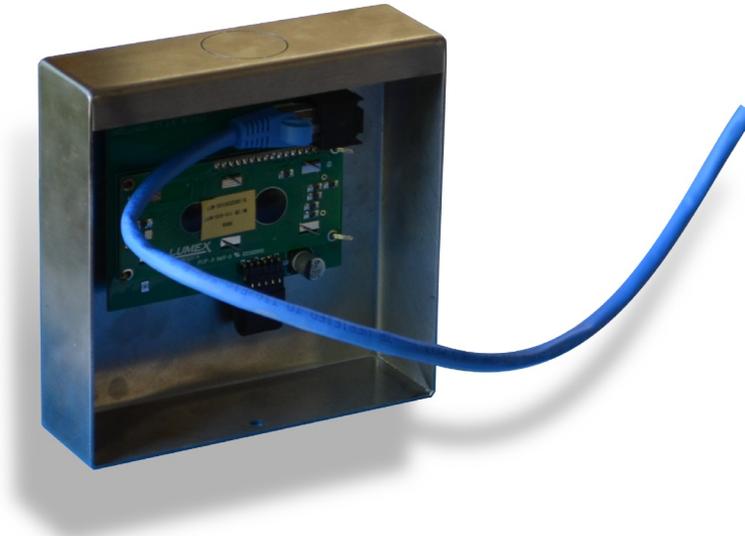
1.1 - CONTROL PANEL P120-CU-TC

- Make sure that the panel power supply LEDs are lit up (Picture 1.1.1, number 1).
- If the panel power supply LEDs are OFF, check the control panel main supply. Makes sure the control panel is properly wired to the circuit-breaker according to the drawings.
- Once the panel power supply LEDs are ON, make sure the **ON/OFF switch** of the **CU** controller (Picture 1.1.1, number 2) is ON. The green light of the **CI1-6** and **CO** ports should be lit up. If it is not, have an *INTELLINOX TECHNOLOGIES* certified technician or reseller take a look at you **CU** controller.
- If your **ecoAZUR®** display has turned on, congratulations. If not, please proceed to next section "1.2 - *ecoAZUR®* CT display".



Picture 1.1.1: The **P120-CU-TC** panel powers the complete **ecoAZUR®** DCKV system.

1.2 - ECOAZUR® CT DISPLAY



Picture 1.2.1: Make sure NF cable is properly plugged at the back of the board.

- On the **ecoAZUR® CT** display, remove the screw on the bottom of the stainless casing.
- Gently pull the display out of the guiding rails.
- Check the NF-RJ45 cable for damage. Make sure it is properly connected in the RJ45 port as shown in picture 1.2.1.
- Check the status lights on the RJ45 port : under normal operation, both the green (power) and orange (communication) are lit up.
 - If both status lights are off, make sure that the other side of the cable is properly connected to the **CU** controller in the **CP120-CU-TC** panel (port **CI***), and that the panel is powered on.
 - If the green light is on, unplug the cable, wait 10 seconds, then plug it back.
- If no previous step fixed your technical issue, please have an *INTELLINOX TECHNOLOGIES* certified technician or reseller take a look at your system.

2 - Problem : **ecoAZUR® CT** displays a **WARNING!**

2.1 - ONE (OR MORE) OPTICAL SENSOR BLUE LIGHT IS FLASHING

- For best results, the below operations should take place when no cooking occur.
- Make sure the flashing optical sensor (also called *Iris Bleu* or **IB**) window is clean. Even if only one **IB** blinks, verify both the flashing **IB** and the **IB** facing it.
- If needed, clean windows with soapy water.
- If the issue is not fixed, verify alignment : both the flashing **IB** and the **IB** facing it should face each other.
- If needed, tighten the fixing bolt of the **IB**.
- Make sure nothing obstructs the blue light beam.
- If no previous step fixed your technical issue, please have an *INTELLINOX TECHNOLOGIES* certified technician or reseller take a look at your system.



Picture 2.1.1: an IB optical sensor.

2.2 - ONE (OR MORE) OPTICAL SENSOR BLUE LIGHT ARE TURNED OFF

- Unscrew the unlit **IB** optical sensor head
- Make sure the NF-RJ45 cable is not damaged
- Make sure the NF-RJ45 cable is properly plugged in the RJ45 port, as shown on picture 2.2.1
- Check the status lights on the RJ45 port : under normal operation, both the green (power) and orange (communication) are lit up.
 - If both status lights are off, make sure that the other side of the cable is properly connected to the **CU** controller in the **CP120-CU-TC** panel (port **CI***), , or an **ecoAZUR® NE** component (port **CI***).
 - If the green light is on, unplug the cable, wait 10 seconds, then plug it back.
- If no previous step fixed your technical issue, please have an *INTELLINOX TECHNOLOGIES* certified technician or reseller take a look at your system.



Picture 2.2.1: The cable must be properly plugged.

2.3 - GENERAL WARNING PROCEDURE

- This procedure can be followed for any type of warning message, including the ones described in the 2 previous sections.

```
E1:  WARNING!  100%
D1:  WARNING!  100%
D2:  WARNING!  100%
M1:  WARNING!  100%
```

- On the **CT** keypad, press simultaneously  and  buttons for 6 seconds to enter *SETUP MODE* :

```
SETUP MODE
```

then

```
      01-
_VENTILATION SYSTEM_
```

- press  once to select *WARNINGS* menu, then  to enter it.

You should read a description of the warning and of the device needing maintenance. An example of a CU needing maintenance is shown on the right. (your device may differ)

```
      03-01
_____WARNINGS_____
CU-0000
CHECK COMP. COUNT
```

- press  to enter the device

If your device is not a CU, study your device settings to make sure that they are correct. If your device is a CU (as shown), follow the next steps :

press  to select *SETTINGS* menu, and  to enter *SETTINGS* menu.

```
CU-0000      02-02
_____SETTINGS_____
Components Found:  7
Confirm number   : *7
```

- press , then  until both numbers match. Confirm by pressing  once (so the number stops flashing)
- Quit by pressing  4 times.

3 - Problem: System language is set to french

- System should be preset to english language out-of-the-box, however, if you see one of the following messages, some setup is required to set it back to english :

```
ecoAZUR
Demarrage...
```

or

```
Parametrage requis
```

3.1 - LONG-TERM SOLUTION

- Take a french course. You won't believe how useful it is!

3.2 - SHORT-TERM SOLUTION

1. On the **CT** keypad, press simultaneously  and  buttons for 6 seconds to enter *MENU REGLAGE* (french for *SETUP MODE*) :
2. Press  to select *COMPOSANTES PHYS* menu (french for *PHYS DEVICES* menu) then  to enter it.
3. Press  repeatedly until you reach the **CT** component (on the left, "X" stands for a digit) then press  to enter the device.
4. Press  to select *REGLAGES* menu (french for *SETTINGS*), and  twice to enter *REGLAGES* menu, and select the 02-01 "*Langue*" parameter (french for *Language*):
5. Press  then  to switch to English. Notice that the whole interface is translated.
6. Press  and  to select the 02-02 "*Unit*" parameter, Then  and  again to set it to "*Fahrenheit*":
7. Quit by pressing  4 times.



MENU REGLAGE



02-01
__COMPOSANTES PHYS__
CU-0000



02-XX
__COMPOSANTES PHYS__
CT-XXXX
TOUS



CT-XXXX 02-01
-----REGLAGES-----
Langue
*FR



CT-XXXX 02-01
-----SETTINGS-----
Language
*EN



CT-XXXX 02-02
-----SETTINGS-----
Unit
*FAHRENHEIT

4 - Problem : Kitchen temperature is too hot.

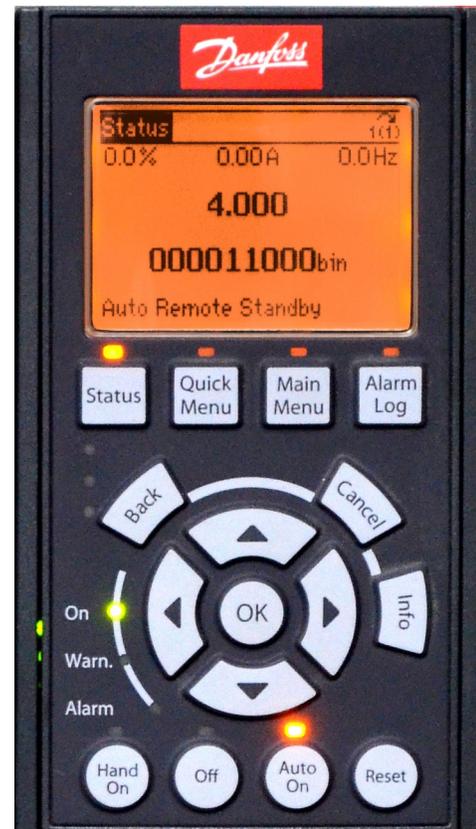
4.1 - IF ONE OR MORE HOOD FANS ARE STOPPED

- If **ecoAZUR** CT (picture 4.1.1) displays "STOP", press the  button.



Picture 4.1.1: The **ecoAZUR**® CT displays system operating mode.

- On the **VFD** (example shown in Picture 4.1.2), press **Auto On** if the button light is Off.
- If the variable frequency drive shows a frequency value higher than 0.0Hz (top left corner) and a current value close to 0.0A (top center) :
 - Have the motor belt and pulley verified by a qualified technician.
 - Make sure the exhaust fan service switch (usually located near the exhaust fan on the roof) is at ON.
- If the **VFD** is displaying a fault, a warning or an error, refer to the manufacturers technical documentation.
- Have a qualified technician restart the **VFD** by pressing **Reset**.
*NOTE: Some faults or error may require to cycle the **VFD** power.*



Picture 4.1.2: Danfoss FC-102 Variable Frequency Drive.

4.2 - IF THE SUPPLY AIR UNIT IS STOPPED

- Make sure the make-up unit remote panel selectors/switches are positioned to allow **VENTILATION** and **HEATING**. A typical unit can take up to 2 minutes to start.
- If the unit is still stopped after 2 minutes, have a qualified technician check the unit for alarm or faults.
 - Replace air filters if necessary.

4.3 - IF ALL EXHAUST FANS AND MAKE-UP AIR UNITS ARE RUNNING

- If the kitchen temperature is too high, but outside temperature is below 10°C or 50°F, have a qualified technician adjust the make-up air unit heating setpoint.
- If the kitchen temperature is too high, but the outside temperature is above 10°C or 50°F, switch the heater OFF on the make-up unit selector.
 - Press **MAN** on the **ecoAZUR® CT** Interface (photo 4.1.1).

5 - Problem : Kitchen temperature is too cold

5.1 - IF THE MAKE-UP UNIT HEATER IS OFF

- Make sure the make-up unit remote panel selectors/switches are positioned to allow **HEATING**. A typical unit can take up to 2 minutes to start.
- If the **HEATING** indicator is still OFF after 2 minutes :
 - If **VENTILATION** indicator is OFF, please refer to *"4.2 - If the supply air unit is stopped"*.
 - If **VENTILATION** indicator is ON, contact a qualified technician to set the make-up unit heating start threshold.

5.2 - IF THE MAKE-UP UNIT HEATER IS ON

- Have a qualified technician adjust the make-up air unit heating setpoint.

6 - Problem : There are too much air drafts around doors.

6.1 - IF THE MAKE-UP UNIT IS RUNNING

- If an exhaust is stopped, refer to section *"4.1 - If one or more hood fans are stopped"*.
- Make sure your make-up unit motor belt is not broken.
- Have an air balancing company check your ventilation system.

6.2 - IF THE MAKE-UP UNIT IS STOPPED

- Make sure the make-up unit remote panel selectors/switches are positioned to allow **VENTILATION**. A typical unit can take up to 2 minutes to start. Refer to *"4.2 - If the supply air unit is stopped"*.