PCO/ UV Common Questions & Answers
Troubleshooting Guide

- Where can I install this thing?

  1) It is designed for air stream disinfection so preferably in the supply duct. However, it can be installed anywhere it fits in the supply or return ducts. Keep the following in mind for installation:
     - Do not install where UV lamps will be visible
     - Do not install in outdoor applications
     - Do not expose wiring or plastic to UV light
     - Do not install beneath a humidifier
     - If installed near an air filter, check with the filter manufacturer for UV properties & safety.

- Unit does not power up – Power On LED on front panel is not lit.

  1) The **Power On** red LED on front panel is also a push button switch – have you pushed it so that it is on?
  2) Is the door closed tightly? There is a "Kill switch" that cuts power to the unit when the door is open.
  3) Is the unit plugged in and if so is the electrical outlet receiving power?
  4) Is the unit connected to a 110 - 270 VAC source?
  5) If the unit is wired into the HVAC control panel, is it wired correctly -
     - brown wire from power cord to black or live
     - blue wire from power cord to white or neutral
     - yellow wire from power cord to green or ground
  6) Is the unit wired so that it receives power when the HVAC system fan is operating? If so, the **Power On** red LED on the front panel will only light when the fan is running.

- After installation and with the **Power On** LED lit, one or both of the UV **Lamp On** LEDs is not lit.

  1) Is the lamp socket firmly attached to the lamp base pins (pushed in all the way)?
  2) Have the white wires to the lamp socket become dislodged? If so try to reinsert them.
  3) Verify UV lamp is not lit. Open the Display Panel door; rotate lamp retaining clamps out of the way and pull the UV lamp out slightly so that the lamp glass can be seen; deactivate the "kill switch" by depressing the kill switch button; if UV lamp does not light within a few seconds, the UV lamp needs to be replaced (UV resistant safety glasses should be worn for this test).

- During operation, the unit goes off for no reason.

  1) The UV lamps are powered by electronic ballast. These ballasts traditionally can overheat and burnout. This unit is designed with a thermal sensor that will turn off power to the unit should the ballast get too hot. This may happen occasionally particularly if the unit is installed in an environment that may get very hot (such as an attic in the summer). Once the ballast cools down to a preset temperature, the unit will become operational again. This safety feature helps ensure long life for the product.

- The unit has been operational for months but now both the **Replace UV Lamp** LEDs are lit and there is a beeping noise.

  1) If it has been less than a year, the UV lamps should not be burned out or need to be replaced. If fact, it would be quite unusual for both UV lamps to burn out at the same time. If this is the case, then the ballast may have burned out. To determine if the problem is the lamps or ballast, replace one UV lamp. If the new UV lamp does not light or **UV Lamp On** LED on the front panel does not light, then the ballast will need to be replaced. The unit should be sent back to the factory for service or a replacement ballast can be ordered for field replacement.

- The Replace **UV Lamp** LED is lit and there is a beeping noise.

  1) To stop the beeping noise, either push the **Power On** button on the front panel, or slightly open the panel door so that the kill switch is activated.
  2) If it has been approximately a year since installation, it is time to replace the UV lamps.
  3) After replacing the UV lamps you need to reset the Lamp Timer. To do that, press the **Power On** button on the front of the unit so that it is On. Depress and hold the Kill Switch button on the inside, then press the **Replace Lamp Reset** button. The timer is now reset to measure the UV lamps useful life of 9000 hours.

- When replacing the UV lamp it will not pull out of the lamp portal.

  1) Make sure the lamp retaining clamps are rotated out of the way of the lamp base.
  2) Plastic parts often expand and contract with temperature making it hard to pull out the lamp. It may be helpful to use a pair of pliers to grab the lamp base and pull outward.