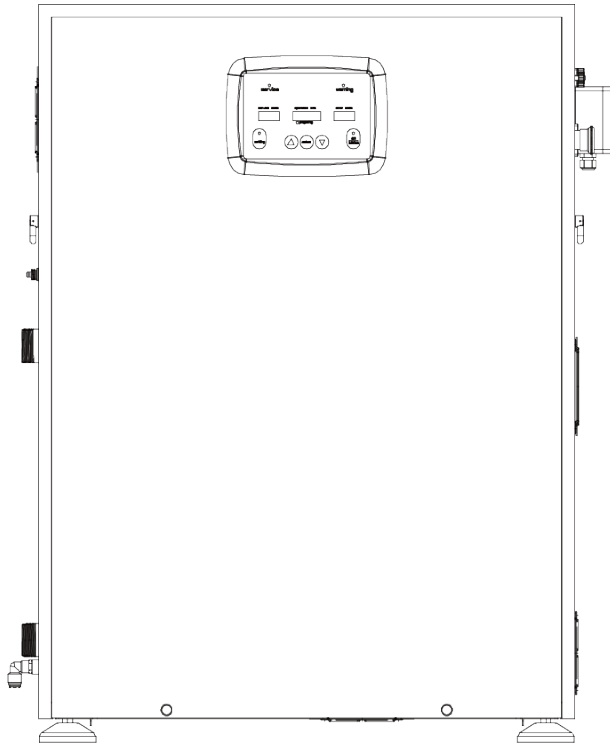


**Model EOS8131-CL[G3]
EOS8132-CL[G6]
EOS8134-CL[G9]**






TROUBLESHOOTING MANUAL


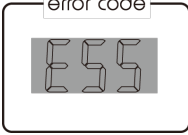
TROUBLESHOOTING

Use the following guide to self-check your problems before requesting repairs. If you come into a conclusion that problem has occurred, do NOT attempt to disassemble and repair the product yourself, but contact BES Group or your dealer for support.

Sometimes suspected problem is remedied by disconnecting the power plug and then re-connecting it.

Problem	Possible Cause	Corrective Action
System do not start.	No Power.	Verify that main supply conductors are properly connected and that correct voltage is present.
	Bad Power Unit(s)	Contact your BioSure Professional dealer or service provider for service.
No ozone concentration in output; no error displayed.	Loosen Connection.	Open the removable covers and identify the leaking position. Fasten the connection.
	Cracking/Broken Component.	Contact your BioSure Professional dealer or service provider for service.

Problem	Possible Cause	Corrective Action
<p>Ozone leakage detected.</p>	<p>Loosen Connection.</p> <p>Cracking pipes.</p> <p>Bad Ozone Gas Solenoid Valve.</p> <p>Bad Off-Gas Destructor.</p>	<p>Contact your BioSure Professional dealer or service provider for service immediately.</p>
<p>Error Code: E10/E12/E14 All functions suspended.</p> <div data-bbox="101 651 286 794"> <p>error code</p>  </div> <div data-bbox="101 820 286 963"> <p>error code</p>  </div> <div data-bbox="101 989 286 1133"> <p>error code</p>  </div> <p>E Error Message: Error Message: Failures of EOG Modules are detected with a major reason that the operating voltage is found too low.</p>	<p>Bad EOG Cell(s)</p>	<p>Contact your BioSure Professional dealer or service provider for service and replacement.</p>

Problem	Possible Cause	Corrective Action
<p>Error Code: E45 All functions suspended.</p>  <p>E Error Message: EOG water refilling timeout.</p>	<p>Low Pressure.</p>	<p>Correct input water pressure and then re-start the unit.</p>
	<p>EOG Pre-filter jammed.</p>	<p>Clean or replace as needed and then re-start the unit.</p>
	<p>Others.</p>	<p>Contact your BioSure Professional dealer or service provider for service.</p>
<p>Error Code: E55 All functions suspended.</p>  <p>E Error Message: System temperature found too high. (>44°C)</p>	<p>High Ambient Temp.</p>	<p>Correct ambient temperature or enhance on-site air-cooling performance and then re-start the unit.</p>
	<p>Bad fan(s)</p>	<p>Contact your BioSure Professional dealer or service provider for service.</p>