

UVP Crosslinker Error Codes

Overview

The purpose of this Technical Bulletin is to explain the calibration error codes that may appear when calibrating a UVP Crosslinker.

Error Codes

The Crosslinker error codes and possible causes of the errors are as follows:

1. **Error Code 01:** “Internal sensor output too low”. Possible solutions include:
 - a. Check to ensure that all lamps are lit.
 - b. Replace existing lamps with new lamps.
 - c. Ensure that the face of the sensor is clean or not blocked (shadowed).
2. **Error Code 02:** “Internal sensor output too high”. Possible solutions include:
 - a. Remove a lamp and recalibrate the unit.
 - b. If the code continues to be displayed, remove another lamp and retry calibration.
3. **Error Code 03:** “UVX sensor output too low”. Possible solutions include:
 - a. Check to ensure that all lamps are lit.
 - b. Verify that the UVX sensor is placed on the center of the Crosslinker floor and that it is facing up toward the lamps.
 - c. Raise the UVX sensor closer to the lamps.
 - d. Replace the existing lamps with new lamps.
4. **Error Code 04:** “UVX sensor output too high”. Possible solutions include:
 - a. Remove a lamp and recalibrate the unit.
 - b. If the code continues to be displayed, remove another lamp and retry calibration.

Notes

Additional notes regarding Crosslinker error codes are as follows:

- It is uncommon for both sensors to experience the same error.
- When removing lamps to calibrate due to Error Codes 02 or 04, be sure to replace the lamps after the calibration cycle is complete.
- All initial calibrations are performed using a calibration algorithm designed for the output of germicidal (shortwave) lamps. However, after this calibration is performed, it is possible to replace these lamps with those emitting other wavelengths, including 302nm and 365nm.
- If none of the above solutions corrects the error code, contact UVP Technical Support for further assistance.

Technical Support

Contact UVP Technical Support for additional assistance:

<u>If you are in North America, South America, East Asia or Australia:</u>	<u>If you are in Europe, Africa, the Middle East or Western Asia:</u>
Call (800) 452-6788 or (909) 946-3197 , and ask for Technical Support during regular business days, between 7:00 am and 5:00 pm, PST.	Call +44(0) 1223-42002 , and ask for Customer Service during regular business days between 8:30 am and 5:30 pm.
E-mail your message to: info@uvp.com or techsupport@uvp.com	E-mail your message to: uvp@uvp.co.uk
Fax Technical Support at (909) 946-3597	Fax Customer Service at +44(0) 1223-420561