



Troubleshooting Guide: WebMaster Will Not Boot Up

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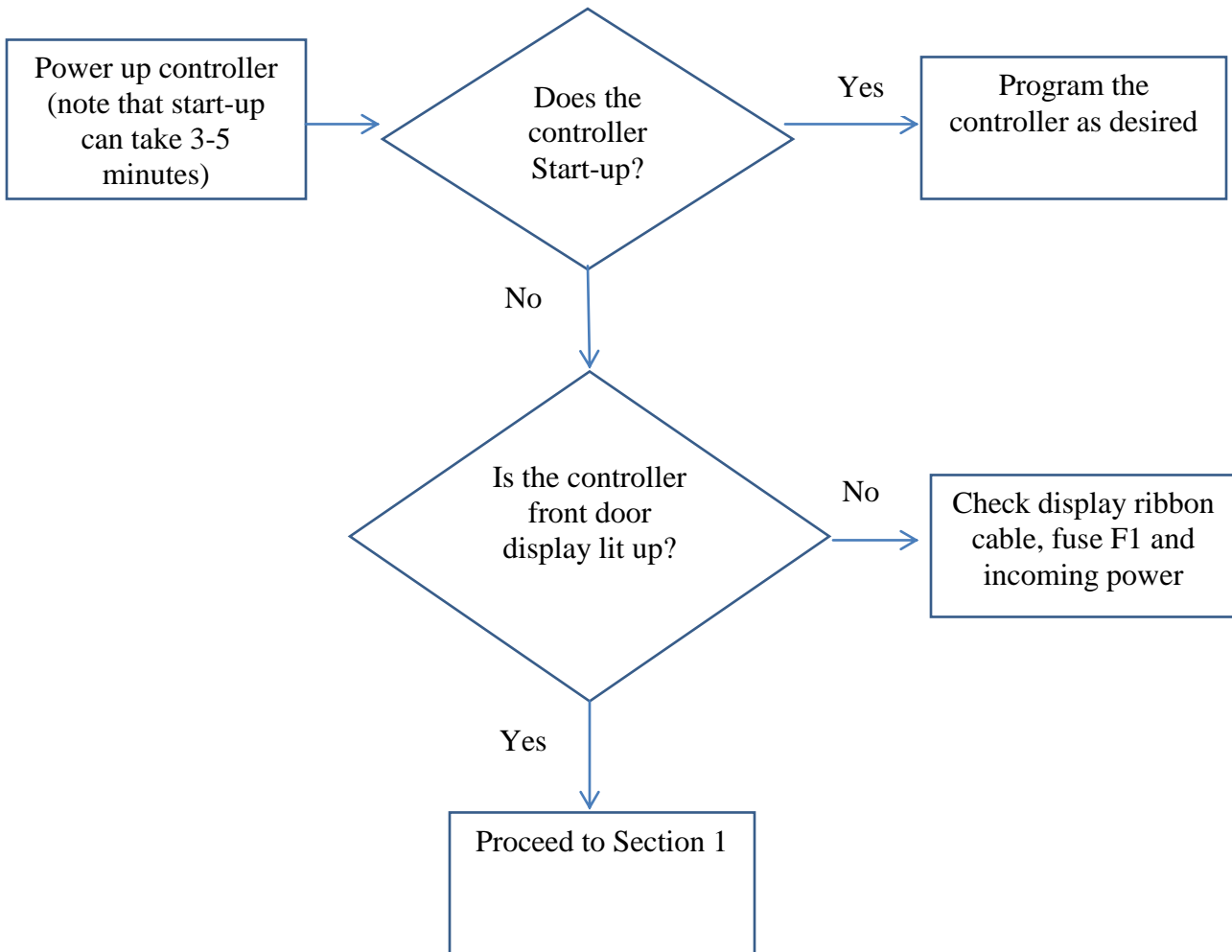


CAUTION: There are live circuits inside the controller even when the power switch is in the OFF position! Servicing and troubleshooting the controller must be performed by Qualified Service Personnel.



Getting Started

START HERE:





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Section 1: Checking the power supply connector

STEP 1

Power down the controller. Disconnect the power cord from the supply voltage receptacle and /or switch electrical breaker off.



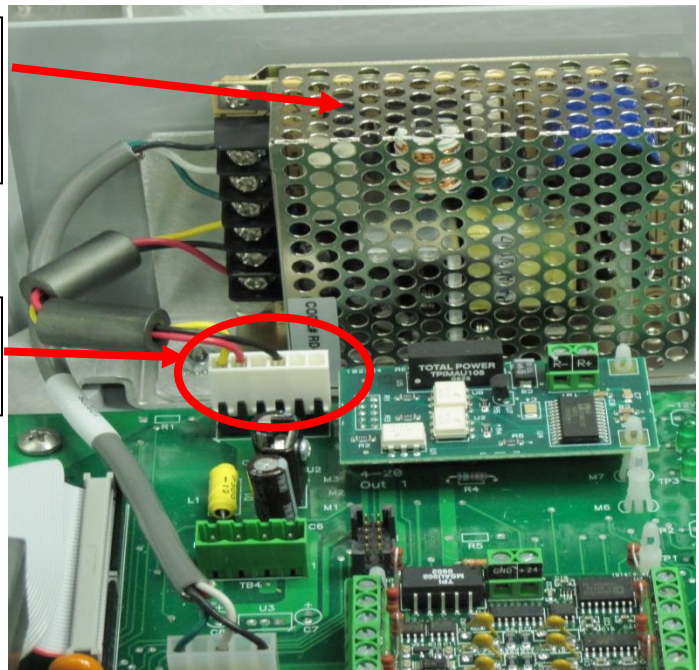
WebMasterONE



WIND

STEP 2

Open the controller front door and locate the main Power Supply in the back of the enclosure.



STEP 3

Find the white connector that plugs into the large relay board.

STEP 4

Disconnect and reconnect the white connector to the relay board 10 to 12 times to remove any oxidation that may have formed on the connector.

Note: Do not use steel wool or sand paper to clean connectors.

STEP 5

Power up the controller. If the controller does not boot up, proceed to Section 2. If the controller does boot up, we suggest that you contact Walchem Customer Service (508-429-1110) to obtain connector lubricant with application instructions. Use of this lubricant will ensure a good electrical connection by preventing fretting corrosion inside the connector.

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Section 2: Checking the large (main) ribbon cable connections

STEP 1

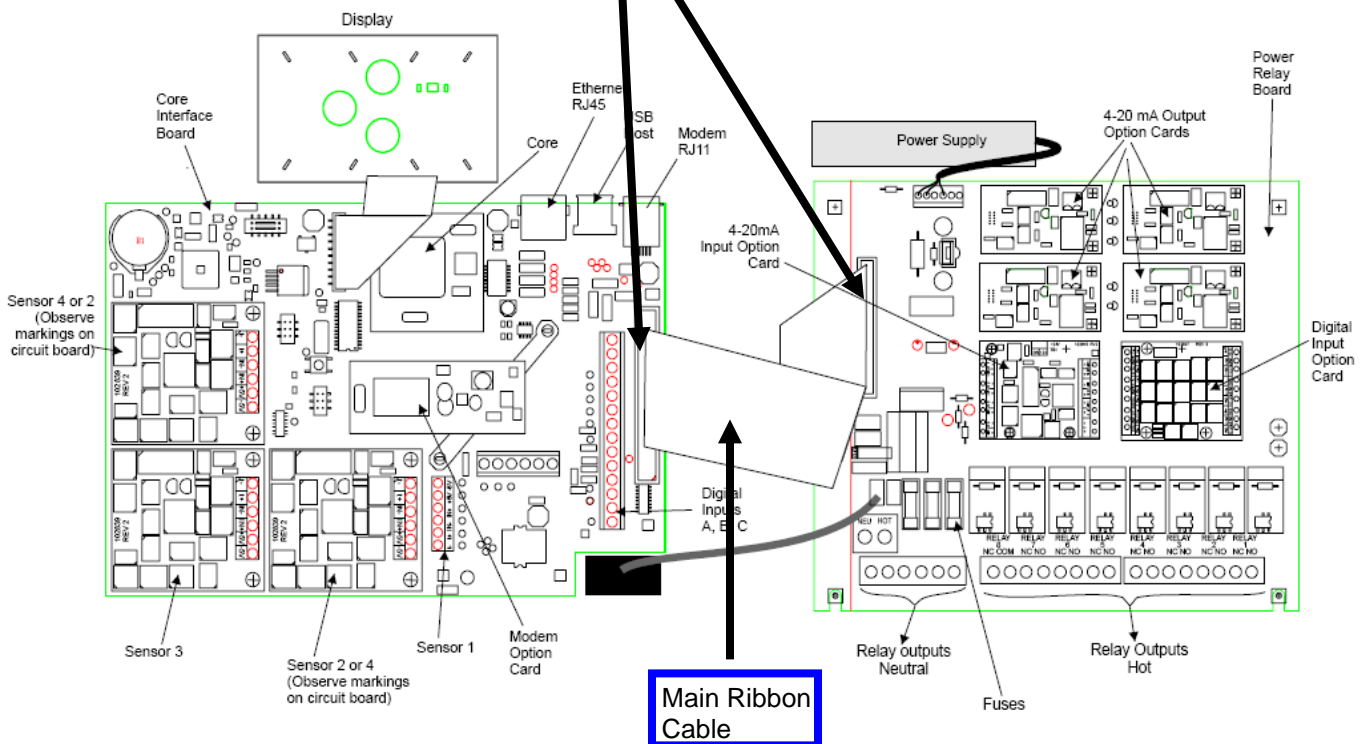
Power down the controller. Disconnect the power cord from the supply voltage receptacle and /or switch electrical breaker off.

STEP 2

Disconnect and reconnect both ends of the Main Ribbon Cable making sure they are properly seated.

STEP 3

Power up the controller. If the controller does not boot up, proceed to Section 3.





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Section 3: Checking for a flickering display/faulty power supply

STEP 1

With the controller powered up, look closely at the display.



STEP 2

Does the display appear to flicker in a cycle from dark to light? If yes, proceed to Step 3. If no, proceed to Section 4 of this troubleshooting guide.

STEP 3

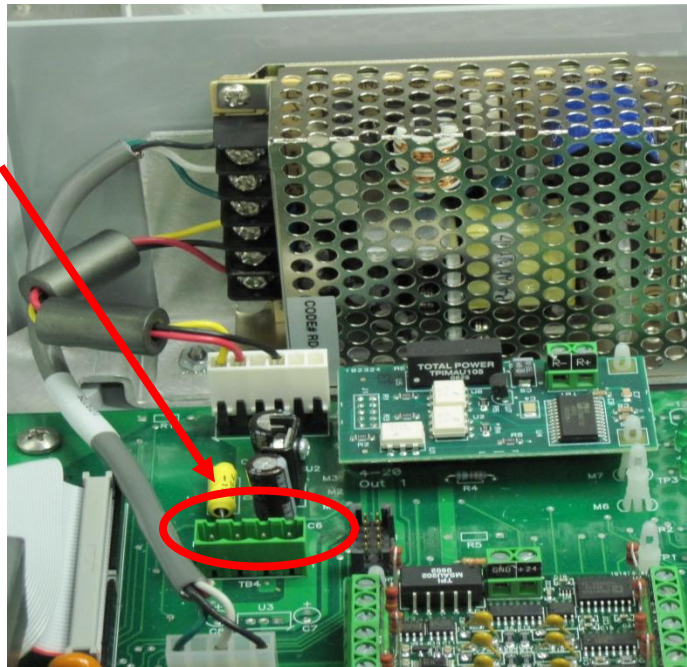
Find the green terminal block, and measure VDC across the 5V and COM terminals.

STEP 4

Do you measure a steady 5 VDC? If yes, proceed to Section 4, if no proceed to Step 5.

STEP 5

The power supply needs to be replaced. Contact your distributor or Walchem Customer Service with the controller model number and serial number to obtain a new power supply or initiate the Return Authorization process.

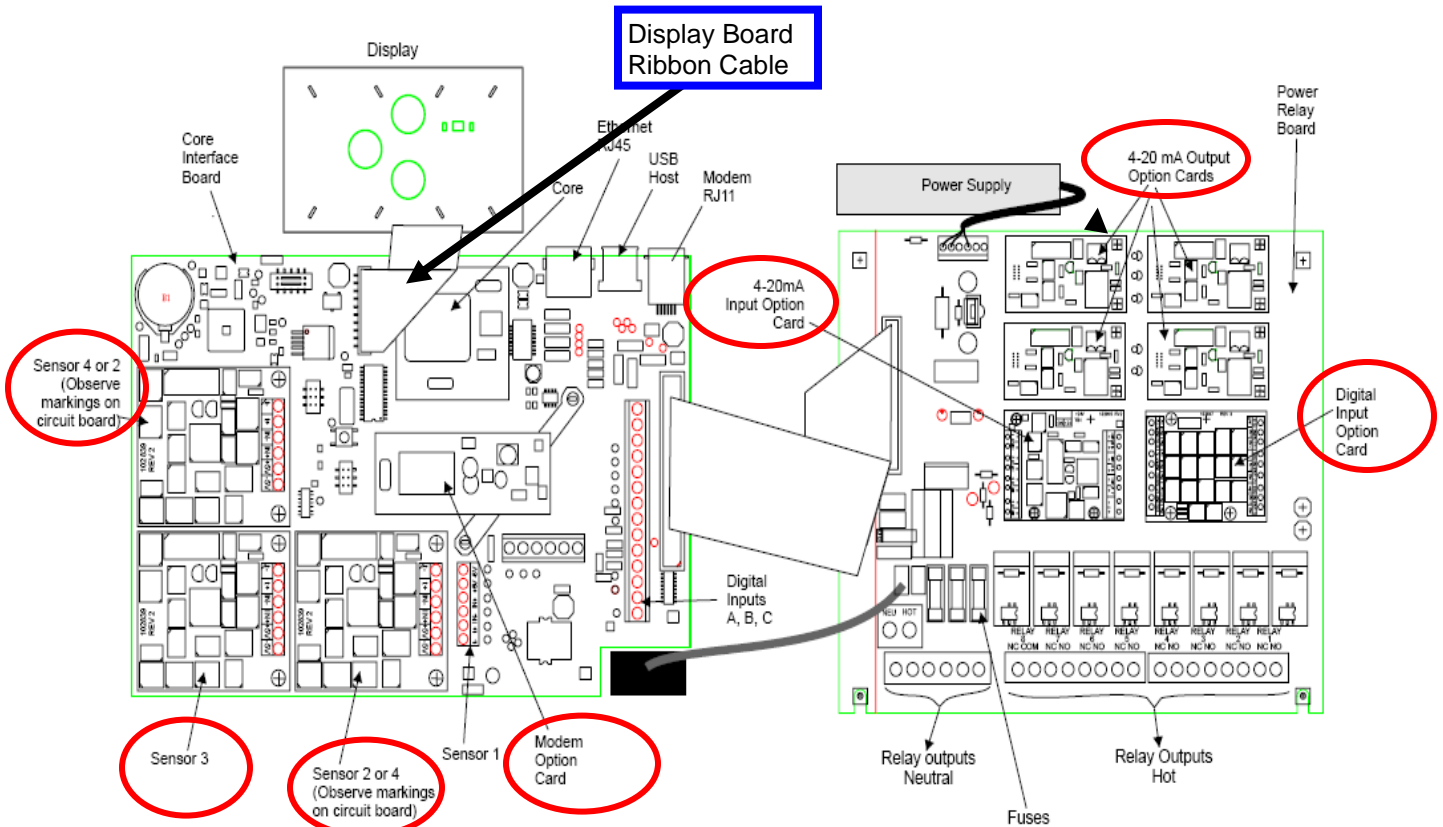




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Section 4: Removing option boards & unplugging display board



STEP 1

Power down the controller. Disconnect the power cord from the supply voltage receptacle and /or switch electrical breaker off.

STEP 2

If equipped, remove all option cards (circled in red). These include sensor input cards, modem, analog output card(s), analog input card, and digital input card. It is not necessary to disconnect any signal wires from these boards prior to removal.

STEP 3

Disconnect the display board ribbon cable from the core interface board, power up the controller, do you hear a series of beeps? If yes, go to Step 4. If no, go to Section 5.

STEP 4

Did the controller boot up? If yes, replace the display board. If no, go to Step 5.

STEP 5

Contact your distributor or Walchem Customer Service with the controller model number and serial number to obtain a new display board or initiate the Return Authorization process.



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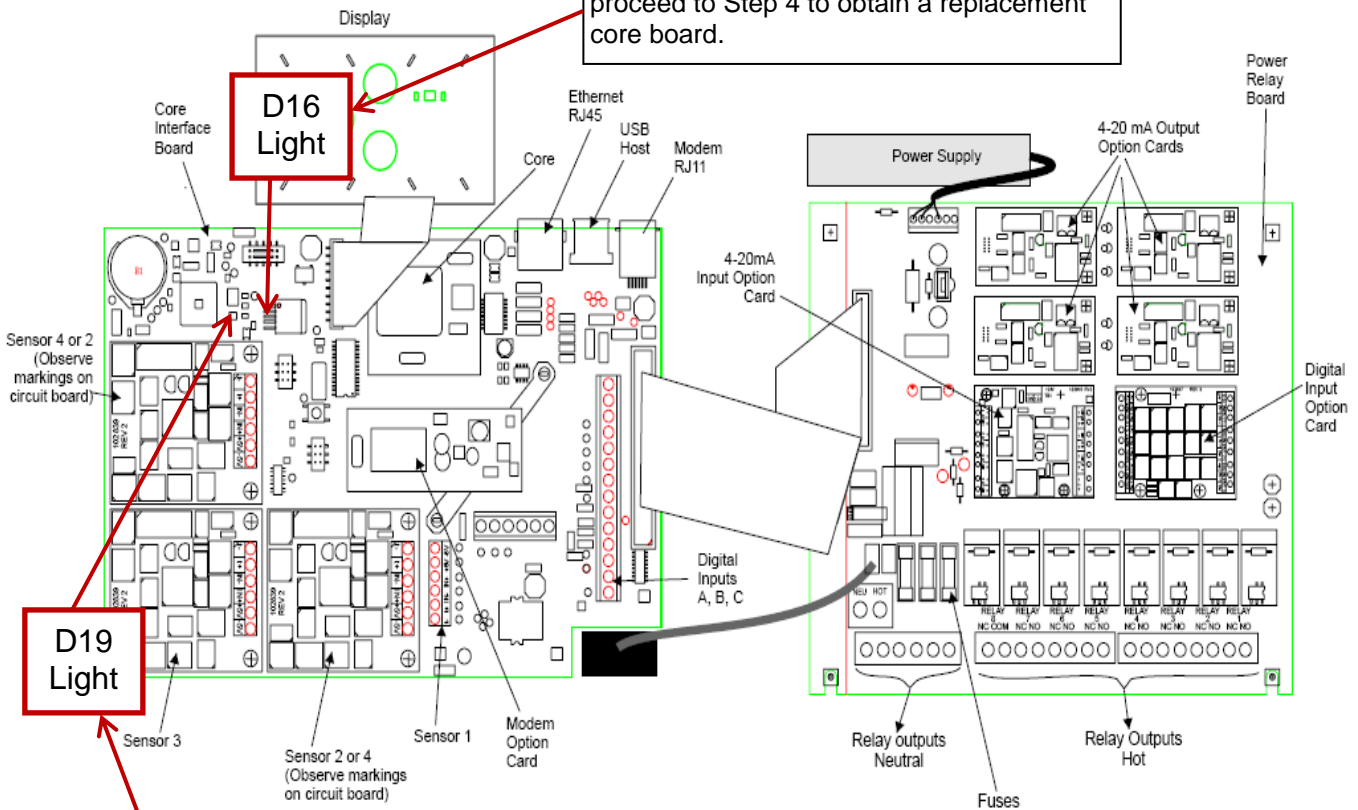
Section 5: Checking D19 and D16 lights

STEP 1

The controller should be powered up.

STEP 3

Look at D16 light. It's an amber light that should be repeating the cycle of a slow steady blink then off. If it's blinking correctly, then proceed to Section 6. If it's not, proceed to Step 4 to obtain a replacement core board.



STEP 2

Look at D19 light. It's a green light that should be repeating the cycle of blinking twice then off. If it is blinking correctly, then proceed to Step 3. If it's not, proceed to Step 4 to obtain a replacement core interface board.

STEP 4

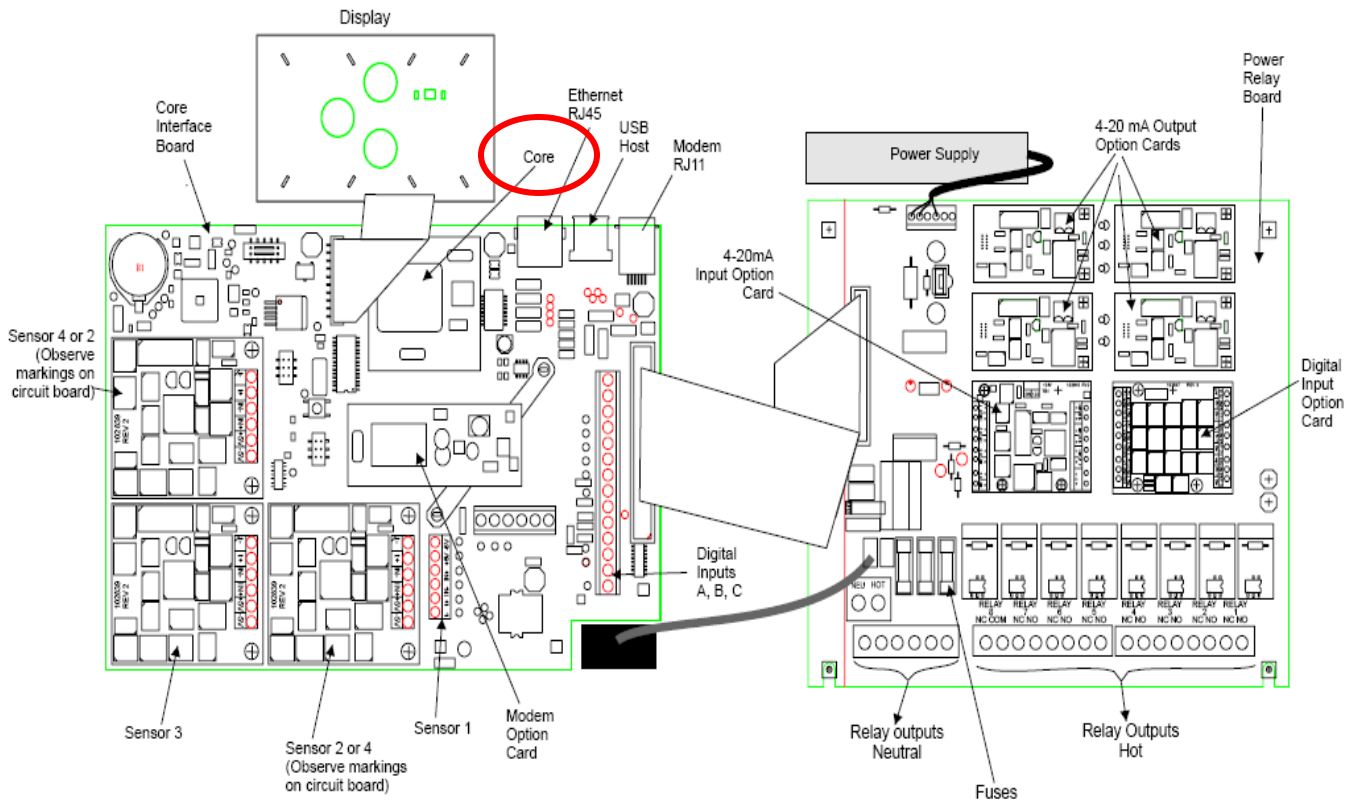
Contact your Walchem distributor or Walchem Customer Service with the controller model number and serial number to obtain a new core board or initiate the Return Material Authorization process.



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Section 6: Removing & Reseating Core Board



STEP 1 Power down the controller. Disconnect the power cord from the supply voltage receptacle and /or switch electrical breaker off.

STEP 2 Note how the core board is oriented in its installed position. Remove the core board (circled in red). Now reseat the core board back into its installed position.

STEP 3 Power up the controller. Did the controller boot up? If yes, go to Step 4. If no, go to Step 5.

STEP 4 Program the controller as desired.

STEP 5 Contact your Walchem distributor or Walchem Customer Service with the controller model number and serial number to obtain a new core board or initiate the Return Authorization process.