

## Frequently Asked Question

### Touchpad

#### How do I get the fault codes?

Indication that a fault has occurred with your product, you will see the reset icon lit.

More recent versions of this control will flash the fault code using the clock display. This will flash the unit followed by the fault code.

e.g. HC 01 then F1 07



#### View the Fault Log when the RESET icon is lit.

To view the fault code log on a touchpad where the RESET icon is lit, use the following steps:

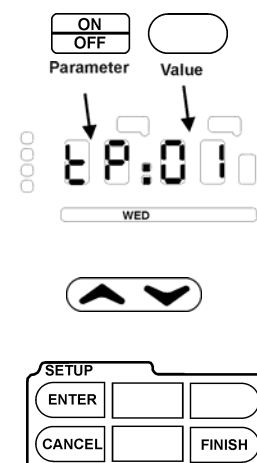
- Step 1** Press and hold the reset button until the screen changes to tP:01.
- Step 2** Using the up down arrows scroll through the products until the RESET appears again.
- Step 3** Press ENTER. The current fault will be displayed.
- Step 4** To view the rest of the fault code log use the up down arrows
- Step 5** To reset the unit press and hold the RESET icon until a Beep is heard.
- Step 6** The screen will return to normal operation, the RESET icon will then disappear and the unit will now attempt to restart.



#### Viewing the Fault Log – No Reset

To review the fault code log where the RESET is not lit, use the following steps:

- Step 1** Make sure the control is in the OFF mode
- Step 2** Press the blank reset button along side the ON OFF button until the screen changes to tP:01
- Step 3** Using the up down arrows scroll through the products and select a product for review.
- Step 4** Press ENTER. The first fault will be displayed.
- Step 5** To view the rest of the fault code log use the up down arrows
- Step 6** Press FINISH to exit



When requesting a service call for a failed unit, please note these fault codes and advise them to the call centre operator. This will assist our service technicians to carry the correct components for the service call.