

6.8 Troubleshooting Guide

updated troubleshooter 4/18/03

	! WARNING High Voltage. Risk of electrical shock present. Not operator serviceable. Refer all servicing to 3M factory trained service personnel.
	! ADVERTENCIA Alto voltaje. Riesgo de descarga eléctrica. El operador no deberá hacer reparaciones. Para reparaciones, ponerse en contacto con el personal de servicio en sitio entrenado por 3M.
	! MISE EN GARDE Haute tension. Risque de choc électrique. Ne doit pas être réparé par l'opérateur. Confier tous les appareils à réparer au personnel qualifié et formé en usine de 3M.

78-8096-8456-2
2300-85R

Model 3801, 3802, 3803, and 3804

Problem	Cause	Action
No alarm, no diagnostic code in the display window.	No power at the wall outlet.	Reset the facility circuit breaker.
	The system power cord is unplugged.	Plug the power cord in and wait five minutes for full operation.
	The system circuit breaker is tripped.	Reset the circuit breaker. Call 3M Service if problem persists.
	The system power switch is turned off.	Turn the system key switch to ON.
	System failure.	Place a service call.
No alarm, DIAG 3 diagnostic code in the display window.	Dirty fan filter.	Turn the system OFF. Clean the fan filter. Turn the system ON.
	System failure.	Place a service call.
No alarm, DIAG 5 diagnostic code in the display window.	Metal objects such as metal carts or metal trash cans next to the system.	Remove the interfering objects. If these objects are the source of the problem, the code 5 will go away by itself.
No alarm, alternating DIAG 5 and SYS FAIL diagnostic code in the display window.	Metal object on or close to a detection panel.	Remove the metal object, power OFF the unit, wait for 10 seconds, and then power ON the unit. Call 3M Service if the problem persists.
No alarm, DIAG 6 diagnostic code in the display window.	Detection reduced due to presence of metal object(s) on or near the system.	Check the area next to the panels. Move the interfering objects away or turn off the suspected source of interference. Remove power. Apply power. Retest the system.

Problem	Cause	Action
No alarm, DIAG 1, 2, 4, 7, or 8 diagnostic code in the window.	System failure.	Place a service call. The diagnostic code number will be needed.
No alarm, patron count in window.	Desensitized strip in the book.	Test the system with another marked object having a sensitized strip.
Infrequent unwanted alarms.	Metallic object located too close to the system.	Unwanted alarms are possible. Keep metallic items at least three feet from detection system panels.
	Protected material from another library or a retail store.	Identify material that caused the alarm.
	Failure to desensitize strips properly.	Check operator training procedures.
Frequent (daily) unwanted alarms.	Failure to desensitize strips properly.	Follow correct check-out procedures outlined in 3M literature. Check operator training procedures.
	Photocell or reflector lens dirty.	Clean with soft cloth and water.
	System failure.	Place service call. Code number will be needed.
	Metallic object located too close to the system.	
Reduced coverage, no alarm.	Metallic object located too close to the system.	Remove the object, maintain a minimum distance of 2 feet from the detection system panels.
	Incomplete walk-through test.	Retest by walking completely through the corridor.
	Books not properly resensitized.	Retest with a properly resensitized book.
No alarm, DIAG 9 diagnostic code in the window.	System is in warm-up mode.	Wait approximately 1 minute.