

7 Service and repair

If an error occurs during operation, you will find troubleshooting and corrective information in this chapter.

Repairs to the equipment may only be performed by Bühler authorised personnel.

If you have any questions, please contact our service department:

Tel.: +49-(0)2102-498955 or your local representative.

Further information about our individual service solutions for repair, modification and commissioning can be found at <https://www.buehler-technologies.com/service>.

If, after rectifying any faults and switching on the mains voltage, the device does not function correctly, it must be checked by the manufacturer. Please send the equipment inside suitable packaging to:

Bühler Technologies GmbH

- Reparatur/Service -

Harkortstraße 29

40880 Ratingen

Germany

In addition, please attach the completed and signed RMA decontamination declaration to the packaging. Otherwise, your repair order cannot be processed. You can find the form in the appendix of these instructions, or simply request it by e-mailing:

service@buehler-technologies.com.

7.1 Carrying out maintenance, repair and modification work

For all work on the device, the general instructions in the chapter Safety instructions must be observed!

DANGER



Toxic, corrosive gas/condensate

Sample gas/condensate may be hazardous to health.

- a) If necessary, ensure a safe gas/condensate discharge.
- b) Always disconnect the gas supply when performing maintenance or repairs.
- c) Protect yourself from toxic/corrosive gasses/condensate when performing maintenance. Wear suitable protective equipment.
- d) Do not allow condensate to drip into the housing.



DANGER



Electrical voltage

Electrocution hazard.

- a) Disconnect the device from power supply.
- b) Make sure that the equipment cannot be reconnected to mains unintentionally.
- c) The device must be opened by trained staff only.
- d) Regard correct mains voltage.



WARNING



Warning: Flammable substances

The device is filled with flammable refrigerant R600a.

- a) Handle with care and choose the installation location carefully.
- b) Do not damage the refrigeration circuit. In the event of damage:
 - ⇒ Keep away from open flames or sources of ignition.
 - ⇒ Ventilate the room for several minutes.
 - ⇒ Switch off the device.
 - ⇒ Contact the manufacturer for repair.
 - ⇒ Do not discharge refrigerant into drains or rooms where there are open flames or sources of ignition.

CAUTION



Hot surface

Risk of burns
The housing can be up to 60 °C during operation.
Allow the unit to cool down before working on it.

CAUTION



Health hazard if the heat exchanger leaks

The heat exchanger is charged with glycol-based coolant.
In the event of a heat exchanger leak:
a) Avoid contact with the skin and eyes.
b) In the event of a leak, do not restart the cooler under any circumstances. The cooler must be repaired by the manufacturer.

7.1.1 Opening the housing

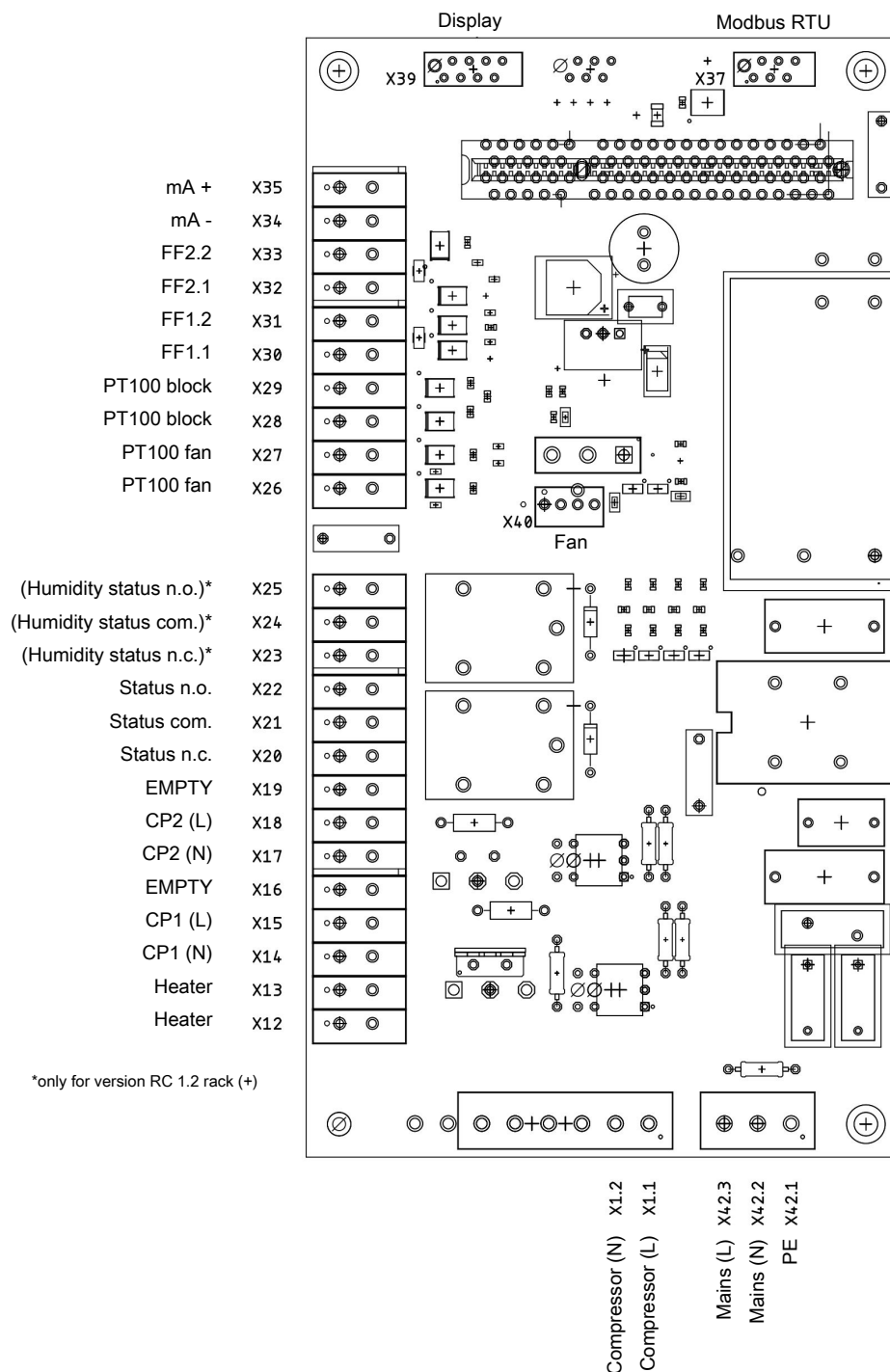
- Shut off the gas supply.
- Switch off the device and disconnect the mains and status plug (disconnect all poles).
- Disconnect the gas connection (only when dismantling the cover).
- The fastening screws for the front panel are located underneath the device. The fastening screws for the cover are located on the top and at the rear.
- Remove the front panel by pulling the lower end slightly forward and releasing the hooked connection at the top (Caution: The front panel contains cable connections from the display module and, optionally, from the condensate pump).
- To close the cover, reassemble the device in the reverse order.

7.1.2 Replacing the fan

- Open the device as described in the chapter [Opening the housing](#) [> page 34].
- Unplug the connector from the controller board.
- Loosen the four fastening screws of the fan.
- Replace the fan and reassemble the device in the reverse order.

7.1.3 Replacing the controller board

- Open the device as described in the chapter [Opening the housing](#) [> page 34].
- The controller board can be removed either directly or together with the drawer. To remove the drawer, loosen the side screw from the outside and the two nuts at the bottom (inside).
- Remove all cables, see terminal diagram:



- Loosen the nuts at the corners of the board.
- Replace the board and reassemble the device in the reverse order.

7.1.4 Replacing the MCP2 microcontroller board

- Open the device as described in the chapter [Opening the housing](#) [> page 34].
- Remove the MCP2 board from the control board.
- Attach the new board.
- Reassemble the device in the reverse order.

7.1.5 Replacing the MCD400 display module

- Open the device as described in the chapter [Opening the housing](#) [> page 34].
- Disconnect the flat cable from the display.
- Press out the snap-in frame, if necessary compress the clips, and remove the old display module.
- Insert the new display module and press it flush with the housing.
- Reassemble the device in the reverse order.

7.1.6 Cleaning and removal of the heat exchanger

Heat exchangers only need to be replaced or maintained if clogged or damaged. If they are clogged, we recommend checking if using a filter will avoid future occurrences.

- Close gas supply.
- Switch off device and disconnect all plugs (e.g. status output connector, supply input, etc.).
- Disconnect gas connections and condensate drain.
- Pull the heat exchanger up and out.
- Clean cleaning nest (hole inside the cooler block), as the heat exchangers are installed with silicone grease.
- Flush the heat exchanger until all contaminants have been removed.
- Grease the cooled outside surface external surface with silicone grease.
- Reinsert the heat exchanger into the cooling nest with a rotating movement.
- Reconnect the gas supply and condensate drain. The gas inlet is marked red.
- Restore power/gas supply and wait for unit to be ready for operation.
- Open gas supply.

7.1.7 Replacing the peristaltic condensate pump (optional)

- Shut off the gas supply.
- Switch off the device and disconnect the mains plug.
- Remove the front panel from the cooler.
- Loosen the screws on the underside of the mounting bracket.
- Replace the condensate pump.
- Establish the earth connection.
- Push the hoses onto the hose connectors and ensure they are leak-tight. The pumping direction is indicated on the housing.
- Reassemble the device in the reverse order.

7.1.8 Replacement of the hose for the peristaltic condensate pump (optional)

- Close gas supply.
- Switch off the device via menu.
- Disconnect supply and discharge tube on peristaltic pump (**observe safety notes!**).
- Loosen but do not remove centre knurled nut. Flip down screw.
- Pull cover up and off.
- Unplug external connections and remove hose.
- Replace hose (Bühler spare part) and install peristaltic pump in reverse order.
- Restore the power and gas supply.

7.1.9 Replacing the filter element (option)

CAUTION



Gas leakage

The filter should not be dismantled under pressure.
Don't use damaged parts again.

- Close the gas supply.
- Switch off and unplug the device.
- Twist off the swivel nut counter-clockwise and remove the filter cover.
- Remove the filter element and insert a new one.
- Check for leaks and replace, if necessary.
- Screw filter cover on clockwise and tighten carefully.
- Restore the power and gas supply.

NOTICE! Please observe legal regulations when disposing of filter elements.

7.1.10 Drying of the moisture detector (option)

The moisture detector must be dried if moisture enters.

- Close the gas supply.
- Switch off and unplug the device.
- Loosen the swivel nut for the moisture detector connection line and disconnect the line.
- Unscrew the moisture detector counter-clockwise and remove.
- Dry moisture detector.
- Reinsert the moisture detector and carefully tighten the screw connection.
- Connect the connection line and tighten the swivel nut.
- Restore the power and gas supply.

7.1.11 Calibration of the moisture detector (option)

- When replacing the moisture detectors, they must be recalibrated.
- Be sure dry gas flows through the cooler.
- Select cooler menu and confirm.



- Select menu item moisture detector.



- The display shows (Reset).
- Confirm the display to calibrate the moisture detectors.

For a detailed overview of menu navigation, refer to chapter "Operation and Control".

7.2 Troubleshooting

Problem/malfunction	Possible cause	Action
Condensate inside the gas output	– Condensate trap full	– Empty condensate trap
	– Valve inside the automatic condensate drain may be stuck	– Flush in both directions
	– Cooler overload	– Observe limit parameters
	– Hose contaminated or blocked	– Flush in both directions, replace hose for condensate pumps if necessary
Reduced gas flow rate	– Gas circuit clogged	– Remove and clean heat exchanger – if necessary, replace filter element
	– Condensate output iced over	– Send in device
Excess temperature	– Operating point not yet reached	– Wait (max. 20 min)
	– Cooling capacity too low, although the cooler is operating	– Ensure ventilation slots are not covered (heat build-up) – Operation outside specification (especially ambient temperature)
	– Flow rate too high / Dew point too high / Gas temperature too high	– Observe limit parameters / Install pre-separator if necessary
	– Built-in fan not operating	– Check and replace if necessary
Temperature low	– Controller failure	– Send in cooler
No cooling	– Compressor does not start	– Compressor (PTC) not sufficiently cooled down. Wait 5 minutes and try again.
	– Increased current consumption of the compressor due to faulty start	
Modbus communication fault	– Bus connection fault	– Check electrical connections
	– Line termination fault	– Check bus line
	– Check bus configuration	– Check/reset configuration

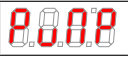
7.2.1 Error Messages in the Display

If an error occurs, the display will read "Err". Press the "▲" button to show the error number(s).

Error messages will appear until the unit has been restarted or the error is cleared using the "Func" button. It can only be cleared if the cause for the error has been corrected.

Causes / Action: The following is a list of the most common causes and actions for the respective error. If the actions listed do not resolve the problem, please contact Service.

Problem/malfunction	Possible cause	Action
No display	– No voltage – Loose connecting cable – Display failure	– Check the supply cable – Check connections
 D1.02 (perman-ent)	(The software version for the display will appear). – Not communicating with the controller	– Check connections
 Error	– An error has occurred	– Read the error number as described above
 Error 01	– Controller malfunction	– Clear error (temporary fault) – Disconnect from power for approx. 5 s – Contact service
 Error 03	– Microcontroller fault / MCP2	– Contact service
 Error 04	– EEPROM error	– Contact service
 Error 06	Motor speed signal faulty – Fan connector not connected – Fan blocked	– Check whether the fan is blocked – Check the fan connector contact on the controller board
 Error 22	– Moisture detector 1 cable break	– Check moisture detector line – Check moisture detector
 Error 32	– Moisture detector 2 cable break	– Check moisture detector line – Check moisture detector
 Error 40	– General error temperature sensor 1	– Possible sensor failure
 Error 41	– Low temperature/short-circuit temperature sensor 1	– Check temperature sensor connection
 Error 42	– High temperature/short-circuit temperature sensor 1	– Check temperature sensor connection
 Error 43	– Measurement fluctuation temperature sensor 1	– Check temperature sensor connection
 Error 51	– Low temperature / short-circuit temperature sensor fan control	– Check temperature sensor connection
 Error 52	– Low temperature / cable break temperature sensor fan control	– Check temperature sensor connection
 Error 53	– Measurement fluctuation temperature sensor fan control	– Check temperature sensor connection

Status text	Possible cause	Action
 H2o.1	– Moisture alarm moisture detector 1	– Dry – Check condensate trap
 H2o.2	– Moisture alarm moisture detector 2	– Dry – Check condensate trap
 init	– Initialisation phase	– Wait
 PuMP	– Pumps deactivated	– Reactive pumps via menu
 (Flashing)	– Excess/low temperature	– see chapter "Troubleshooting"

7.3 Spare parts

Please also specify the model and serial number when ordering parts.

Upgrade and expansion parts can be found in our catalog.

Available spare parts:

Item no.	Description
9100100007	MCD400 display module
9100030265	Modbus RTU interface module
9144050079	Connecting cable controller board display module
9144051038	Modbus RTU interface module connecting cable
9100130180	Microcontroller board LPP MCP2
9100130385	Controller board 10 W 115–230 V
91100300039	Circuit breaker
9110000051	Fuse 4 A, slow-blow
9124040101	Fan 24 V
90214702	Silicone grease 1.5 ml
4111100	Moisture detector FF-3-N, without cable
9144050045	Moisture detector connection cable
44920035012	Condensate pump hose, Tygon (Norpren), angled hose nipple
44920035013	Condensate pump hose, Tygon (Norpren), straight and angled hose connector

7.3.1 Spare parts and accessories

Item no.	Description
41151050	Filter element FE-4; Unit 8 count
4101003	O-ring for filter AGF-FA-5, Unit 8 count, sintered PTFE
4410001	Automatic condensate drain 11 LD V 38
4410004	Automatic condensate drain AK 20, PVDF
4410005	Condensate trap GL 1; glass, 0.4 l
4410019	Condensate trap GL 2; glass, 1 l
see data sheet 410014	Fine mesh filter AGF-FA-5
see data sheet 450020	Peristaltic condensate pumps CPsingle, CPdouble
see data sheet 400008	Tube and pipe fittings PVDF and PFA
see data sheet 400013	Tube and pipe fittings for glass connections
see data sheet 400014	Pipe fittings and plugs made of stainless steel