



# Work Instruction for Straight Point Load Link Trouble Shooting

## Trouble Shooting

If problems occur with the Load Link or Remote please refer to the SRAIGHTPOINT INSTRUCTION BOOKLET for detailed information. The following information is meant for simple trouble shooting. If problems persist please contact ACS for assistance. Our staff may be able to help you immediately.



- STEP 1** Once a problem is detected with the system the Remote will display the appropriate error code to indicate the type of problem. *The user must reset this error message before and after the fault is fixed.* To do this press and hold the 'Hold' & 'Units' keys for three seconds. The remote will display the error code No. (please note down this No.). Then press the 'Peak' button three times to reset the error flags. The display should return to it's original state. If there is still a problem the error code will be displayed again. If the problem has been fixed then the error code will have been reset.
- 'COMS ERR'** – Communication problem between handheld and Load Link. Press 'Address Book' and the handheld will attempt to re-establish communication with the Load Link(the location of the handheld may have to be moved). When the Link ID is displayed press 'Wake' and wait for "busy" to disappear.
- 'REM ERR'** – Radio-Link error. Re-charge the Load Link batteries and check the batteries in the Remote (replace Remote batteries if needed). Reset the error flags **STEP 1**. Contact ACS for for further assistance.
- 'BATT LO'** – Batteries in Handheld are low. Replace them. Reset the error flags **STEP 1**.
- 'REM BATT LO'** – Batteries in Load Link are low. Re-charge the Load Link batteries. Reset the error flags **STEP 1**.



**Important Notes**

- When the Load Link is not charging unplug the charger as the Load Link will slowly discharge through the charger.
- Please note that the charger lead must be correctly used as each end has a slightly different plug.
- When contacting ACS for assistance please quote the error code number, Load Link Serial No., Capacity and Radio Link Address.
- If the Load Link has not been charging properly and is discharging heavily then the batteries will fail early. The Load Link needs to charge when the 'lo batt' annunciator shows (at approx 30% remaining) for 6 hours