

## Superwand Troubleshooting



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This bulletin has been prepared in an effort to better assist you when you experience problems with your SuperWands. Many wands returned to Bellatrix for repair have problems that can often be corrected at your facility. We'd like to save you from unnecessary repair costs, freight charges, and wand downtime when possible.

For specific instructions on procedures and more troubleshooting tips, refer to your wand manual. If you do not have a current wand manual, call Bellatrix Customer Service. *We encourage you to call Customer Service for assistance before returning a wand for repair.*

### Try the following procedures before returning wands to Bellatrix:

1. If the wand appears dead or the keypad is unresponsive:

- Hard reset the wand and reinitialize it (see manual). This frequently corrects many problems. If the keypad is unresponsive, you still may be able to hard reset the wand.
- Change the batteries, making sure the battery clips are bent out for good tension. If still no response, try hard resetting & reinitializing again now that you have new batteries.
- Try reprogramming the wand. Remember to reinitialize it after reprogramming.

2. If you repeatedly get "Error Comm" when docking to the buffer & other wands work fine:

- Try SOFT resetting the wand (run magnet along short side of wand) & dock to buffer again.
- If still getting "Error Comm," try HARD resetting & reinitializing the wand.

3. If after changing batteries, the wand emits a long beep (5 seconds or more), dock the wand to the buffer & hold it for at least 10 seconds. It may not initially communicate, but continue to hold it to the datalink and give it a chance to keep trying. If the buffer light continues to flash, hard reset & reinitialize the wand.

### Return wands to Bellatrix for repair if:

(when returning wands, please leave the original batteries in the wand so the technician can try to recreate the problem you've described.)

- You are not able to hard reset the wand or hard resetting does not correct the problem.
- If the wand appears to have taken some abuse and hard resetting only fixes the wand temporarily. Most likely there has been damage to internal components.
- Broken external parts (t-cap, case, worn keypad etc.)

**Reminder: Please enclose a note with all wands returned providing as much detail as possible about what appears to wrong with the wand (symptoms) even if you have talked to a Customer Service Rep about the problem. For example, "the wand went dead while running the route & won't hard reset;" "keypad does not respond;" "wand not communicating with buffer or mechs even after hard reset." Detailed information helps the technicians to focus in on what may**

*need repair/replacement and to track recurring problems.*