

2. TROUBLESHOOTING

TEC-7721/7731 series

Error Code	Meaning	Possible Cause	Action
A501	During standby mode, the HV capacitor has more than 1 J energy more than one continuous second.	Faulty biphasic HV unit.	Discharge HV capacitor and replace the biphasic HV unit.
A512	When charging is started, the HV capacitor energy did not reach 1 J within 2 seconds.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty HV capacitor.	Replace the HV capacitor
A513	The energy is not reached to the selected energy within the specified time.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty HV capacitor.	Replace the HV capacitor
A524	After charging, the capacitor energy falls the specified value for each energy.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty HV capacitor.	Replace the HV capacitor
A527	After charging, the capacitor energy is about 15% above the selected energy.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
A529	After charging, the actual charged energy is different from the selected energy.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
A551	An IGBT of the switch 1 on the biphasic HV unit does not operate.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A552	Two or more IGBTs of the switch 1 on the biphasic HV unit does not operate.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A556	Internal discharge takes more than 20 seconds to complete.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A566	HV capacitor's voltage did not reach its target value 20 seconds after adjusted internal discharge.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
A581	An IGBT of the switch 2 on the biphasic HV unit does not operate.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A582	Two or more IGBTs of the switch 2 on the biphasic HV unit does not operate.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A583	An IGBT of the switch 3 on the biphasic HV unit does not operate.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A584	Two or more IGBTs of the switch 3 on the biphasic HV unit does not operate.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A585	The voltage of the HV capacitor exceeds its specified voltage.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A587	When the disposable pad is used, 12.5% or more of the charged energy remains in the HV capacitor 2 seconds after external discharge.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.
A597	When discharging, the second phase pulse is not output.	Faulty biphasic HV unit.	Replace the biphasic HV unit.
		Faulty main board.	Replace the main board.