

BIG DIPPER[®]

TROUBLESHOOTING GUIDE

40000 Series Big Dipper Units

ISSUE #1: Unit does not have power

- ✓ Make sure unit is plugged in properly.
- ✓ Check receptacle by connecting to a different power source.
- ✓ Make sure safety switch is engaged
- ✓ If the above are good, order PCBA-2 & MSS-9 or Upgrade Kit

*** Electricians: Bypass the safety switch to test. If the unit works, replace safety switch. If it doesn't, replace PCBA-2 & MSS-9 or Upgrade Kit*

ISSUE #2: Lights on PCBA-2, MSS-9 or Upgrade Kit Are Flashing

- ✓ **3 flashes** = The board is not receiving information from the thermistor. Check to ensure wire is properly connected to the board and the wire is not frayed. If wiring/connection is in good shape, replace the thermistor.
- ✓ **4 flashes** = The thermistor is reading an extremely high temperature inside the tank, meaning the water level inside the unit has dropped below the heater. Check to verify the tank has sufficient liquid and cycle power. If error code repeats despite the heater/thermistor being submerged, replace the thermistor.
- ✓ **5 flashes** = There is a voltage out of range being read by the circuit board. Verify all wiring connections are secure and there are no frayed wires inside the Center Module. If wiring is correct, printed circuit board (PCB-2) will need to be replaced.

For additional assistance with these codes, contact Thermaco.

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ISSUE #3: Unit is not removing grease

- ✓ Make sure wheel wiper assembly is cleaned, installed and secure.
- ✓ Press the jog button to make sure unit is working.
- ✓ Floating substance in unit may not be grease. If quarterly maintenance / weekly (reference video) has not been performed, please see instructions how to fully clean out unit.

ISSUE #4: Skimming wheel will not turn

If your unit is displaying a flashing code, please follow procedures to fix these codes. If lights are not flashing try to turn the skimming wheel. If it won't turn, replace M-58 (motor). If it does turn, replace PCBA-2 & MSS-9.

ISSUE #5: Ground Fault Interrupter (GFI) Is Tripping

- ✓ Remove CLA cover
- ✓ Remove wires from the heater
- ✓ Plug in the unit
- ✓ If it works without tripping GFI, replace the heater (H-8)
- ✓ If it trips the GFI- PCBA-2 & MSS-9

If your unit is overflowing, please review our overflow troubleshooting guide.