



General Troubleshooting

PROBLEM	REASON	SOLUTION
Unit not tanning	1. Unit dirty	1. Clean unit. Refer to <i>Thorough Periodic Cleaning</i> in your user manual.
	2. Voltage is low	2. Ensure supply voltage is between 208VAC and 230VAC.
	3. Lamps are old	3. Replace lamps if lamp hours are greater than 1000 hours for 100W lamps, 800 hours for 160W lamps and 700 hours for 200W lamps.
	4. Acrylic is scratched or old	4. The acrylic shields are somewhat delicate. Scratching from rings, rough clothing, etc. will greatly reduce the UV transmission of an acrylic. Acrylics also lose their transmissive properties with age.
Lamps fail to light and display is blank (if digital timer)	1. Unit unplugged	1. Make sure unit is plugged in or properly wired to a junction box.
	2. Circuit breaker tripped or fuse blown	2. Check your fuse or breaker box. Replace fuse or reset breaker if necessary.
	3. Unit not connected properly	3. Make sure canopy-to-bench power cord is properly connected. Make sure tray-to-unit cables are properly connected.
	4. Timer knob is not turned fully	4. Make sure the timer dial is turned to a number past 0.
	5. Control Key is locked (if equipped)	5. Make sure the Control Key Lock is in the vertical position.
One or more lamps fail to light	1. Lamp not fully installed	1. Check that lamp is installed correctly. It should click in place when twisted.
	2. Lamp defective	2. Switch unlit lamp with a lamp that lights. If the new lamp lights and the old one still does not, replace old lamp.
	3. Component defective	3. If replacing lamp does not remedy problem, contact your Service Representative.
The face tanners will not come on	1. Face tanner operation is initially delayed by a few seconds to reduce the power surge of turning the tanning bed on.	1. Wait a few more seconds and check face tanner operation.
	2. Face tanners will not relight for 1 minute after being turned off.	2. If the tanning bed is operating and the face tanner is turned off, wait 1 minute before turning the face tanner back on. If you turn the face tanner on earlier it will turn on after a minute so only one press of the face tanner button is necessary.
	3. Face tanner lamp burnt out	3. Replace the lamp. If replacing lamp does not remedy problem, contact your Service Representative.
The last minute of tanning time does not count down from 59 seconds, but some time less than 59 seconds The canopy will not stay up / Canopy will not stay down	1. Gas springs are worn or defective	If the timer button has been pressed to decrease tanning time during the session, the time expired in the current minute is subtracted from the last minute. This is just a function of the timer and no loss of time has occurred. 1. Gas springs are manufactured to hold the canopy in its fully open position as well as allow it to rest fully closed. If left open for an extended period of time some creep down may occur. This is considered normal, and may be remedied by lifting and lowering the canopy a few times to lubricate the seals within the spring. If the canopy still will not stay fully open or fully closed, replace the gas springs.
	2. EZ-Touch™ Spring Lift System is out of adjustment	2. Your sunbed uses a smooth gliding spring lift system to raise the canopy. This lift system may need to be adjusted slightly from time to time. See <i>Final Adjustments</i> in your user manual for proper adjustment procedures. The canopy should raise easily as well as rest fully closed.
My canopy opens and closes too fast (slamming, not enough resistance) (EZ-Touch™ Spring Lift System equipped)	Damper is worn	Your sunbed utilizes a damper which limits the canopy's movement speed. This also serves as a safety device in case of spring lift failure as the canopy will not crash down. Replace the damper on back of unit.
I forgot what address, or "id", I set my sunbed to The canopy will not stay up / Canopy will not stay down	(SUNVISION 24S/28LE, SUNVISION Elite 48V, SunDome 548V only)	By pressing the stop button and then the timer button, and holding both for 3 seconds, the timer display will show the sunbed's address number . Press the stop button to exit address mode.
	(SUNVISION Elite 28/30/32, SunStar 332/432, Solaris 336/442, StarPower 548 only)	By holding the body fan button for 3 seconds the timer display will briefly display three numbers; the installed timer software version, a factory set timer code and then the sunbed's "id" number .
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	(SUNVISION Elite 28/30/32, SunStar 332/432, Solaris 336/442, StarPower 548 only)	By holding the body fan button for 3 seconds the timer display will briefly display three numbers; the installed timer software version, a factory set timer code and then the sunbed's "id" number .
	(SS755 only)	By holding the body fan down button for 3 seconds the timer display will briefly display four numbers; the display version, the installed timer software version, the bed address and then a factory set timer code.
	(SolarForce 648, SolarForce 652V and SS756V only)	By holding the STOP button for 3 seconds the timer display will briefly blink "id" and your address number.
Timer display is indicating 'Er 91' or 'E 91'	Timer software error.	Disconnect and reapply power to the unit to reset.
Timer display is indicating 'Er 92' or 'E 92'	Current sensor indicating unit is off when it should be on.	Contact servicer.
Timer display is indicating 'Er 93' or 'E 93'	Current sensor indicating unit is on when it should be off.	Contact servicer.
Timer display is indicating 'Er 94'	Requested session time has exceeded maximum time allowed.	Disconnect and reapply power to the unit to reset.
Timer display is indicating 'E 98'	Unit temperature too high.	1. Allow unit time to cool. 2. Check all fan openings and air filters for obstructions. 3. Verify ambient temperature is below 80°F. 4. If problem persists contact servicer.
Timer display changes to indicate a tanning time after the timer button is pressed but lamps do not come on	1. Bypass plug is not installed.	1. See <i>Electrical Connections</i> in your user manual.
	2. A non-SunStar bypass plug has been installed.	2. See <i>Electrical Connections</i> in your user manual.
	3. The external timer has not been activated.	3. Refer to your remote device user manual.
	4. Remote wiring is incorrect.	4. Refer to the instructions included with the remote interface kit.
My bed is connected to the T-Max® Manager remote system and when the delay time has expired the timer display starts counting down but the bed lights do not come on	The auto-start feature of the remote system is disabled.	Refer to the instructions provided with your remote system.
My bed won't work with the T-Max® Manager remote system	1. The sunbed address has not been set.	1. Each unit must be set to a unique address. See <i>Remote Connections</i> in your sunbed user manual.
	2. The bypass or terminator plug may be installed in an inappropriate location.	2. Plug the bypass plug only into the last unit in the series.
Timer display continues to show a 0 after the timer button is pressed	1. The T-Max Manager remote system has not yet been set.	1. You must first set the remote system. The sunbed should automatically turn on when the remote has been set properly.
	2. The sunbed address has not yet been set.	2. See <i>Remote Connections</i> in your sunbed user manual.
My bed is connected to a T-Max remote system but I am having trouble getting into "id" mode	You have probably attempted to connect your sunbed to the remote system already.	Disconnect the remote cables from the unit, wait 90 seconds and try again.
My bed, connected to a T-Max Manager, did not display "dL" but does indicate:	"0"	1. Remote device has not been set. 2. The sunbed has not been connected to the remote system. See <i>Remote Connections</i> in your sunbed user manual.
	a tanning time and the lamps have come on.	1. Delay time of T-Max Manager has not been set. 2. The delay time has expired and the session has begun.
	a tanning time but the lamps have not come on.	The auto-start function of the T-Max Manager has been turned off. Press the timer button to turn the lamps on.
When auto-addressing, the first bed does not register an "id"		When using the auto-address feature of the T-Max Manager you must wait 10 seconds from the time you start the auto-address function before addressing the first bed.
When using a T-0Max 1A my sunbed won't function properly	SunStar bypass plugs or terminator plugs may be needed if the T-Max 1A and the sunbed are over 100' apart.	Install the plugs in the open remote port in the sunbed and the T-Max 1A.
My salon suffers frequent, short power outages and clients complain about losing session time		If you have a T-Max® Manager, changing parameter 23 from "0" to "1" will allow the tanning bed to remember how much time was left when power goes out and resume its session after power is restored. Consult your T-Max® Manager manual for information on setting parameters.