




TROUBLE-SHOOTING

<i>SITUATION / SYMPTOM</i>	<i>PROBABLE CAUSE or INDICATOR</i>	<i>SOLUTION</i>
The system cannot be turned on.	The power is not connected properly.	Reseat the power cable and check circuit breaker.
	The laser system circuit breaker is in the "off" position.	Switch the circuit breaker to the "on" position.
	The keylock switch was not fully engaged.	Turn the keylock switch fully clockwise to the "  " position and release.
	The external interlock is defeated.	Check the remote interlock connection. If connected to a door, make sure the door is closed.
Laser pulses, no cryogen is delivered	The DCD Pre and Post spray settings are set to zero "0".	Select the DCD Pre or Post spray and use the "up arrow" to increase the spray setting.
Cryogen leak.	Tubing breaks in the delivery system.	Remove the cryogen canister or disconnect the handpiece assembly from the laser. Call Service.

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Warm-up time has exceeded 60 minutes.	The water temperature control circuitry failed.	Call Service.
Ineffective fluence response.	System or Fiber is degraded.	Perform a calibration procedure per Section 5. Call Service if problem persists.
Replace Canister Message Appears	There is insufficient cryogen in the canister.	Replace the cryogen canister with a new canister supplied by Candela; Depress the Canister Count switch for 3 seconds to reset the canister count.
Purge Required	Bubbles have been detected in the cryogen line.	Press the purge switch until problem resolves. This must be done with the handpiece outside of the calibration port. If problem persists, call Service
Laser will not enter the READY state	Triggerswitch is depressed.	De-activate Triggerswitch

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Aiming beam missing in the READY state	<ul style="list-style-type: none"> • Damaged or broken fiber • Bad aiming laser or driver circuit 	<ul style="list-style-type: none"> • Replace delivery system Otherwise call for service.
Aiming beam appears dim	<ul style="list-style-type: none"> • Intensity set too low • Dirty distance gauge and/or slider windows • Dirty or damaged slider optics • Failing aiming laser 	<ul style="list-style-type: none"> • Set aiming beam intensity using button provided on "NEXT" screen • Clean or replace windows Otherwise call for service.
Aiming beam appears non-uniform	<ul style="list-style-type: none"> • Dirty distance gauge and/or slider windows • Dirty or damaged slider optics 	<ul style="list-style-type: none"> • Clean or replace windows • Replace delivery system

FAULT / WARNING MESSAGES

Fault Messages

A fault message typically occurs due to a system malfunction. Sometimes clearing the fault and retrying the previous operation can be successfully accomplished without further faults occurring. If the fault message persists, call Candela Service and report the Fault Number. Fault processing automatically places the system into the Standby state.

<i>FAULT</i>	<i>DESCRIPTION</i>	<i>ACTION</i>
Fault 1.1	HP Bubble Sensor Malfunction	Change Delivery System. If problem persists, call Service.
Fault 1.2	Canister Bubble Sensor Malfunction	Call Service.
Fault 2	ROM Checksum Failure	Call Service
Fault 3	Shutter Malfunction	Call Service.
Fault 4	Not Used	Not Used
Fault 5.1 Fault 5.2	HVPS Tolerance Faults	Reset fault and continue. If problem persists, call Service.
Fault 6.1 Fault 6.2 Fault 6.3 Fault 6.4	Calibration Faults	Reset fault and continue. If problem persists, call Service.

Fault Messages

Fault 7.1 Fault 7.2 Fault 7.3 Fault 7.4	Coolant Temperature and Pressure Faults	Clear fault and allow the system to continue. The system may reenter WARM UP prior to continuing. Check water level; if low add water. If problem persists, call Candela Service.
<i>FAULT</i>	<i>DESCRIPTION</i>	<i>ACTION</i>
Fault 8.1 Fault 8.2	DCD Pressure Faults	Fault 8.1 may indicate a room which is too cool, a displaced canister cover, empty cryogen canister or the result of a newly installed (cold) canister. Clear fault and allow system to complete its warm-up cycle. Fault 8.2 may indicate a room that is too warm, in which case the laser must be moved to a cooler room. If problems persist, call Candela service.
Fault 9	Warm-up Timeout	Attempt to clear fault to reenter WARM UP, or cycle power to the system. If fault cannot be cleared, call Candela service.
Fault 10.1 Fault 10.4 Fault 10.5	Delivery system faults	Attempt to clear fault. Change spot size (in Standby) or swap delivery system for a different HP Slider. If problem persists call Candela Service.
Fault 11	Not Used	Not Used

Fault Messages

Fault 12.1 Fault 12.2 Fault 12.3	Energy Out of Range	Recalibrate the system. If fault persists, call Service
<i>FAULT</i>	<i>DESCRIPTION</i>	<i>ACTION</i>
Fault 13	Trigger Switch Malfunction	When pulsing the laser, firmly press on the footswitch or fingerswitch until the laser pulses. If problem persists, call Service.
Fault 14	Not Used	Not Used
Fault 15.1 Fault 15.2	Transmission Fault	Replace delivery system. Check HP Slider window. If problem persists, call Service.

Warning Messages for DCD Equipped Systems

Replace Can	Canister pulse count reaches zero "0", or when air detected at the canister.	Replace DCD canister & reset canister counter when ever this message appears.
Purge	Air was detected in the cryogen lines.	With handpiece removed from the calibration port, depress the purge button until the message clears.
Exit to Clean Window	Delivery System Transmission is low.	Examine HP Slider window. If necessary, clean or replace window.

Candela will make available on request circuit diagrams, component part lists, descriptions, calibration instructions, or other necessary information which will assist the customer's appropriately qualified technical personnel to repair those parts of equipment which are designated by Candela as repairable.