



**Subject:** Face Tanners "Malfunctioning"

**Number:** SRV0006

**Applicability:** All units with face tanners except  
Velocity 918HP and Vortex 924HP

**Date:** 11/1/2004

**Symptoms:** Face tanners not lighting or shutting off early.

**Explanation:** Check for component malfunction or excessive temperature.

**Solution:** First check voltage coming into the unit to make sure it's within Manufacturer's specified range (208 to 230VAC) and the room temp is below 80 degrees Fahrenheit, preferably with less than 70% humidity. Then perform the following steps individually to rule out defective components. If the lamp(s) simply wouldn't light you need only turn the unit on to verify. If the lamp(s) shut off early you need to run a full session to determine if the problem persists.

Swap or exchange face tanner lamp with another lamp and turn the unit on to determine if the problem is the lamp or the equipment. Swap or exchange Igniters and turn the unit on. Swap/exchange Thermostats (you could also bypass the Thermostat for testing purposes only by taking the two wires and removing them from the Thermostat and connecting them together) and turn the unit on. Also verify that the fans are running over the face tanners and make sure they are blowing down at the facial cassettes. If a fan appears to be slow, carefully try to stop its blades to make sure the other fans are not generating enough airflow to turn the fan.

Verify input and output VAC of the face tanner ballast. Then make sure the face tanner contactor (if applicable) is functioning by verifying the correct VAC on input side and then with face tanner function turned on 220VAC across the coil. If you have 220VAC across the coil you should also have 220VAC on output side of contactor.

Replace any components that prove defective.

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