

Error Code Reference Guide

Our customers are our top priority at CleanSlate UV. Our support team is here to assist you 24 hours a day 7 days a week. Should you need assistance we ask that you provide us with the following information. Having the following information will not only help us to identify the problem but also limit downtime for you, our customer.

When submitting a support request please provide:

- The serial number of the device
 - Located on the rear of the device on the left side and starts with CS0
- A description of the issue
- Photos if possible to help us diagnose the problem
- A list of the troubleshooting steps taken

How do you submit a support request?

Email support@cleanslateuv.com

Call our toll free support line at 1-877-553-6778

We have provided basic troubleshooting steps that your team can take to resolve any issues that may occur with your device. Please include any of the steps taken in your ticket. Please ensure that you are powering off and unplugging your device before conducting any of these steps.

Error 101, 101S or 101M:

- Error 101 will occur when the tray is stuck and not able to move between the front and rear limit switch.
- Ensure front/rear chamber is clear of any obstructions.
- Restart unit to see if error persists.
- Please contact our team if the issue remains. (Please also include the SN of the unit along with pictures relating to the error)

Error 101F and 101R:

- 101F and 101R will occur when there is an issue with the Front and Rear limit switch.
- Observe the front and rear limit switches which are located on the left hand side of both front and rear chamber of the unit. The front limit switch is hidden behind the tray in the front chamber. To move the tray towards the back to expose the front limit switch gently push on the right hand side of the tray to move it towards the back.
- Ensure that all wires are connected accordingly and there is no visible damage. (Cover of the rear limit switch will have to be removed using a 2.5mm Allen key)
- Please contact our team if the issue remains. (Please also include the SN of the unit along with pictures relating to the error)

Error 103:

- Appears during a temperature error in which the inside of the unit becomes too hot
- Can occur depending on location of the unit, please ensure that the unit is placed in a low humidity environment at room temperature. Additionally make sure that there is at least 6 inches of space between the unit and its adjacent surface.
- Please contact our team if the issue remains. (Please also include the SN of the unit along with pictures relating to the error).

Error 107:

- This will occur when the bulb's efficacy begins to diminish.
- Bulbs in the unit are rated for up to 6 months.
- If you need to place an order for bulbs please email a Purchase Order to orders@cleanslateuv.com
 - Use the product code CSUV-AB6X
- Bulb maintenance steps are as follows; Select Gear Icon on the screen; Maintenance - Bulbs - Yes.
- Wait for the cool down timer, power off and unplug the unit, open the back chamber of the unit.
- While wearing gloves, remove bulbs gently from sockets.
- Install new bulbs and ensure that you hear an audible click when inserting bulbs in the sockets.
- Close the rear chamber and restart the unit.
- Please contact our team if the issue remains. (Please also include the SN of the unit along with pictures relating to the error)

Error 108:

- This error will arise if the bulbs are not functioning properly due to issues such as installation in their sockets, their lifespan or a manufacturing error.
- The most common issue is that the bulbs have become dislodged from their socket.
- Turn the unit off and unplug, with gloves on, relocate the bulbs in their sockets while making sure that they are inserted accordingly and not dislodged from the socket.
- Once confirmed, go ahead and restart the unit.
- Please contact our team if the issue remains. (Please also include the SN of the unit along with pictures relating to the error)