

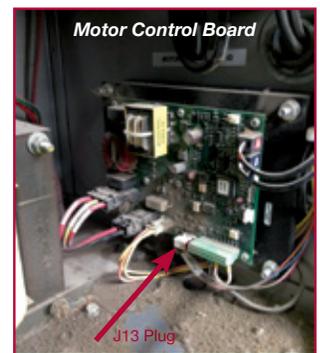
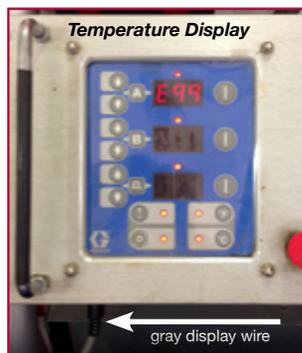


# TECH TIPS

a technical bulletin by the experts at Gaco Western

## Troubleshooting an E99 Error Code

We all know the importance of excellent spray rig maintenance and keeping our equipment in the best shape possible. Unfortunately, even with the best care, we still can experience issues.



Have you ever seen random error codes displayed on your reactor before? While you may be saying yes, you should note that error codes are not random; they are actually meant to provide crucial information that can aid in troubleshooting a problem.

The “E99” error code can be one of the more complex codes to troubleshoot. This code is telling us that there is a loss of communication between the display and the motor control board or temperature control module. Follow these step-by-step directions to quickly diagnose the problem and save yourself some heartache.

1. Determine which side of the reactor is giving the error code, is it the motor or temperature display?
2. Check all the wiring between the display and the corresponding control board or module located inside of the cabinet.
  - a. Be sure to check the gray wire located on the bottom left hand side of the temperature display. This wire feeds the display from the control

boards. Turn the wire slightly and pull it down to remove. Repeat the same steps in reverse to reattach.

- b. Also check the wiring on the J13 plugs which are located in the back of the displays.
3. If you are still seeing E99 displayed?
    - a. Swap the J13 plugs from the motor and temperature displays. If E99 remains on the same display, it's time to replace the display.
    - b. If E99 moved to the other display, swap the J13 on the motor control board with the J5/Display C of the temperature control module to determine if the cable or the control board is the cause.

As always, it is important to follow the directions and instructions provided with your equipment.

If you have any tips that you would like to share for future Gaco Western Tech Tips, you can forward them to [techtips@gaco.com](mailto:techtips@gaco.com).

### Having trouble with foam? Just pick up the phone!

Gaco Western's Tech Hotline:  
**855 639 4649**

8am - 8pm CST, Mon-Sun

### Ideas, suggestions or questions?

[techtips@gaco.com](mailto:techtips@gaco.com)