

## How to diagnose an Omnicare PSU board fault

<b>Product Range:</b>	Omnicare
<b>Product Code (if applicable):</b>	BVOC4M / BVOC4MS / BVOC8M / BVOC8MS / BVOC16M / BVOC16MS / BVOC32M / BVOC32MS / BVOC48 / BVOC48S / BVOC64 / BVOC64S / BVOC80 / BVOC80S / BVOC96 / BVOC96S / BVOC112 / BVOC112S / BVOC128 / BVOC128S
<b>Description of activity:</b>	Diagnosing a PSU board fault
<b>Descriptions of likely faults:</b>	<ul style="list-style-type: none"> <li>• Lack of audio on the system, no audio from control panel to EVERY device.</li> <li>• Not powering the system.</li> <li>• Processor fault.</li> <li>• Battery high/low fault.</li> </ul>

Please Note: "Inspection and servicing needs to be carried out by a competent person with specialist knowledge of the equipment used. This will normally be an outside organization; care needs to be taken to ensure that, if, for example, in-house employees are used for this task, they have equivalent competence to the technicians of a typical servicing organisation." (BS5839-9).

### Description of rectification works:

**ENSURE WHEN POWERING OFF THE SYSTEM TAKE THE BATTERIES OFF FIRST THEN THE MAINS AND WHEN POWERING BACK ON PUT THE BATTERIES ON FIRST THEN MAINS TO NOT CREATE A FUSE FAULT.**

1. No outward audio from control panel suggests SA571 microphone chip has failed. Replace board. Also check volume pot is not turned fully anti clockwise.
2. Remove blue connection block from card, check voltage from transformer, should be 30VDC
3. Fuse fault, check all 3 fuses on board, if ok down power system including batteries, wait 10 seconds and re connect batteries first, (this will not power the panel) re apply mains supply and press reset. Does fuse fault extinguish?
4. Processor fault could be a Q1233 zone board. Remove power, disconnect ribbon cable from all Q1233 boards except 1. Re apply power. If processor fault remains it may be the connected Q1233 board? Eliminate all boards in same way, if processor fault light extinguishes with all other boards checked then 1st board connected was the problem, replace Q1233 board.
5. If light remains with all Q1233 board connected individually then Q1321 board is faulty, replace Q1321 board
6. Check battery fuse link is ok. Batteries are connected to the Q1321 board. Check battery voltage. Replace batteries..

<b>Author:</b>	Ashley Wright
<b>Approved by:</b>	Ashley Wright
<b>Date:</b>	24/02/2020

**For further help:**

**Manuals & Guides:** technical manuals, installation guides and more are available for download on our website: [baldwinboxall.co.uk/downloads](http://baldwinboxall.co.uk/downloads).

**Telephone:** technical help line (0)1892 664422 (then press 3 for after sales technical help).

**Training:** we hold a range of courses at different levels for engineers. To find out more, or place a booking, please visit our website: [baldwinboxall.co.uk/training](http://baldwinboxall.co.uk/training) or contact Carol @[baldwinboxall.co.uk](mailto:baldwinboxall.co.uk).



**BALDWIN BOXALL**  
LEADING THE WAY TO SAFETY

Baldwin Boxall Communications Ltd  
Wealden Industrial Estate, Farningham Road,  
Crowborough, East Sussex, TN6 2JR, United Kingdom

T: +44 (0) 1892 664422 F: +44 (0) 1892 663146  
E: [mail@baldwinboxall.co.uk](mailto:mail@baldwinboxall.co.uk)  
W: [www.baldwinboxall.co.uk](http://www.baldwinboxall.co.uk)