

SERVO-DRIVE for TANDEM

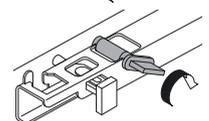
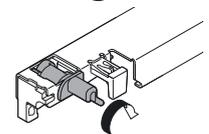
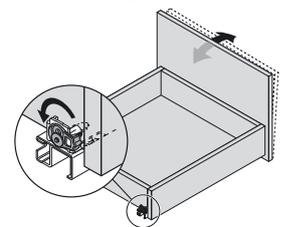
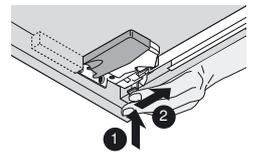
Problem resolution



Problem resolution

We recommend the following troubleshooting sequence.

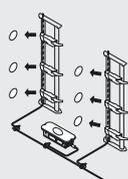
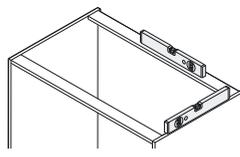
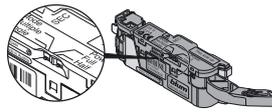
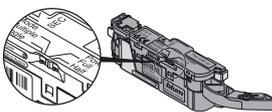
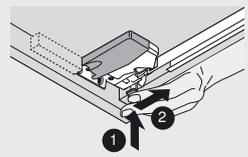
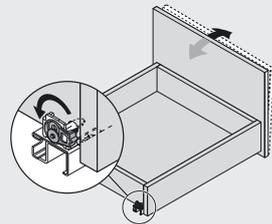
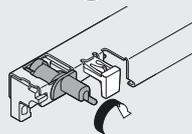
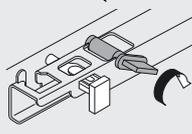
Problem	Possible cause	Remedy
1.1 Pull-out will not open.	Cabinet profile is positioned incorrectly.	➤ Correct installation position of cabinet profile.
	Pull-out is blocked by an object.	➤ Remove object
	Bracket profile and/or attachment bracket is positioned incorrectly.	➤ Correct position of bracket profile and/or attachment bracket.
1.2 Pull-out will not open. There is no 2 mm bumper path.	No Blum spacing bumper is installed.	➤ Front height is smaller than 300 mm: Install 1 Blum spacing bumpers per side. ➤ Front height is larger than 300 mm: Install 2 Blum spacing bumpers per side.
	No Blum spacing bumper is installed. (inner drawers or drawers with inset fronts)	➤ Make sure that the correct Blum distance bumper has been used (adjustable distance bumper).
Fronts are rubbing against each other.		➤ Reset gap design. Slide-on technology: Locking device height adjustment
		Slide-on and clip-on feature: Front tilt adjustment
		Clip-on feature: Height adjustment for full extension
		Clip-on feature: Height adjustment for single extension
Cabinet profile is positioned incorrectly.		➤ Correct installation position of cabinet profile.
Bracket profile and/or attachment bracket is positioned incorrectly.		➤ Correct position of bracket profile and/or attachment bracket.
Pull-out is blocked by an object.		➤ Remove object.



Problem	Possible cause	Remedy
1.3 Drive unit operating mode display does not light up.	Drive unit is not connected properly.	➤ Reconnect drive unit and activate eject lever.
	Drive unit is defective.	➤ Reconnect drive unit and activate eject lever. ➤ Replace drive unit and activate eject lever.
1.4 The operating mode displays of several drive units in the same cabinet do not light up.	Connecting node between bracket profile cable and distribution cable is defective.	➤ Replace connecting node between bracket profile cable and distribution cable.
	Bracket profile cable is defective.	➤ Replace bracket profile cable.
	A Bracket profile cable (for power supply) B Communication cable	
	Distribution cable is defective.	➤ Replace distribution cable.
1.5 The operating mode display on the Blum transformer lights up, but the operating mode display for the drive units does not.	Connecting node between distribution cable and Blum transformer is defective.	➤ Replace connecting node between distribution cable and Blum power supply unit.
	Distribution cable is defective.	➤ Replace distribution cable.
1.6 The operating mode display on the Blum transformer does not light.	Switched outlet is turned off	➤ Make sure that the outlet is turned on.
	Blum transformer is not connected to the outlet.	➤ Make sure that the Blum power supply unit is plugged into the outlet.
	Blum transformer is defective.	➤ Replace Blum transformer.

Problem resolution

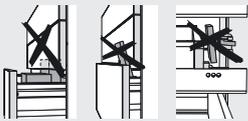
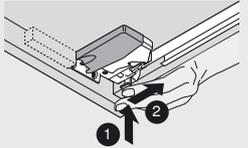
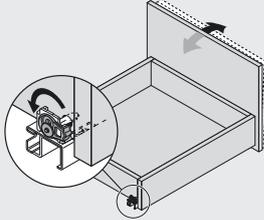
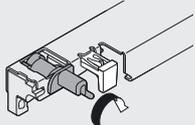
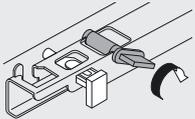
We recommend the following troubleshooting sequence.

Problem	Possible cause	Remedy
<p>1.7 Operating mode display does not light up on either the Blum transformers or the drive units.</p> 	<p>2 Blum transformers are connected to 1 distribution cable. Both Blum transformers are defective.</p>	<ul style="list-style-type: none"> ➤ Only 1 Blum transformer is permitted per distribution cable. ➤ Replace defective Blum transformers with 1 Blum transformer.
<p>2 Pull-out opens to the stop.</p>	<p>Cabinet is not aligned horizontally.</p>	<ul style="list-style-type: none"> ➤ Realign cabinet. 
	<p>For short nominal lengths, the selector switch "Power" on the drive unit is set incorrectly.</p>	<ul style="list-style-type: none"> ➤ Set selector switch "Power" to "Half". 
	<p>For single extensions, the selector switch "Power" on the drive unit is set incorrectly.</p>	<ul style="list-style-type: none"> ➤ Set selector switch "Power" to "Half". 
<p>3 Several pull-outs open simultaneously.</p>	<p>Fronts are rubbing against each other.</p>	<ul style="list-style-type: none"> ➤ Reset gap design. <p>Slide-on technology: Locking device height adjustment</p>  <p>Slide-on and clip-on feature: Front tilt adjustment</p>  <p>Clip-on feature: Height adjustment for full extension</p>  <p>Clip-on feature: Height adjustment for single extension</p> 

Problem	Possible cause	Remedy	
	Drive unit: Selector switch "Mode" is set incorrectly.	➤ Set selector switch "Mode" to "Single."	
	Bracket profile: Communication cable is missing.	➤ Equip bracket profile with communication cable (identical to distribution cable). B Communication cable	
4 Pull-out will not open far enough.	Cabinet is not aligned horizontally.	➤ Realign cabinet.	
	For full extensions, the selector switch "Power" on the drive unit is set incorrectly.	➤ Set selector switch "Power" to "Full".	
	Drive unit lever extension is not attached (the lever extension must be removed for an inner cabinet width up to 234 mm).	➤ Assemble lever extension for drive unit	
	Runner system is difficult to open and close.	➤ Clean cabinet profile. ➤ Replace cabinet profile.	
	Drive unit is too weak for the pull-out.	➤ Install a second drive unit with a synchronisation cable to the bracket profile.	
	Drive unit is defective.	➤ Reconnect drive unit and activate eject lever – see chapter removal / assembly. ➤ Replace drive unit and activate eject lever.	
5 Pull-out opens again on its own when closing.	Bracket profile and/or attachment bracket is positioned incorrectly.	➤ Correct position of bracket profile and/or attachment bracket.	
	Drive unit is defective.	➤ Replace drive unit and activate eject lever.	
	Cabinet profile is defective.	➤ Replace cabinet profile.	

Problem resolution

We recommend the following troubleshooting sequence.

Problem	Possible cause	Remedy
6 Pull-out will not fully close.	Pull-out is blocked by an object.	<ul style="list-style-type: none"> ➤ Remove object. 
	Fronts are rubbing against each other.	<ul style="list-style-type: none"> ➤ Reset gap design. <p>Slide-on technology: Locking device height adjustment</p> 
		<ul style="list-style-type: none"> ➤ Slide-on and clip-on feature: Front tilt adjustment 
		<ul style="list-style-type: none"> ➤ Clip-on feature: Height adjustment for full extension 
		<ul style="list-style-type: none"> ➤ Clip-on feature: Height adjustment for single extension 
	Bracket profile and/or attachment bracket is positioned incorrectly.	<ul style="list-style-type: none"> ➤ Correct position of bracket profile and/or attachment bracket.
Drive unit is positioned incorrectly.	<ul style="list-style-type: none"> ➤ Correct position of drive unit. 	
Drive unit error.	<ul style="list-style-type: none"> ➤ Reconnect drive unit and activate eject lever. ➤ Replace drive unit and activate eject lever. 	

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