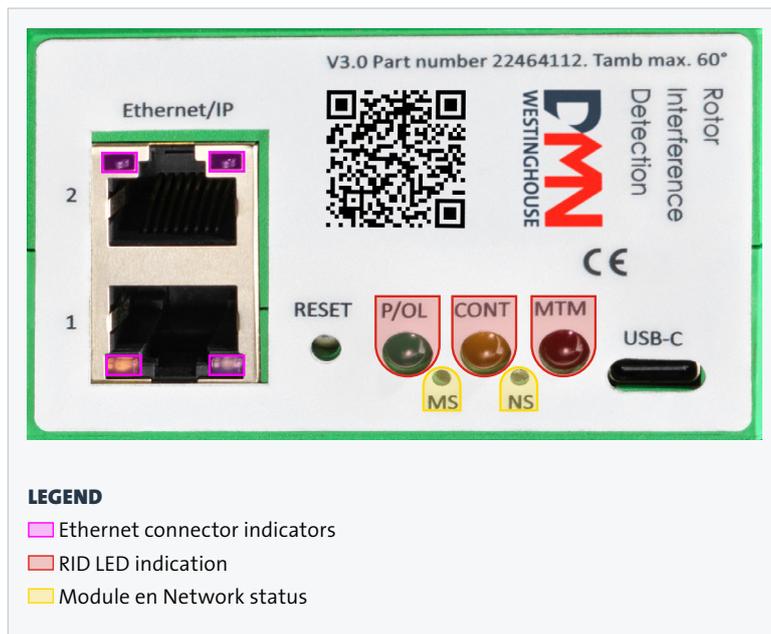# TROUBLESHOOTING
FAQ RID 3.0

Welcome to our troubleshooting guide, designed to assist you in resolving common issues encountered with RID 3.0. this guide is your roadmap to swiftly navigate through troubleshooting processes. By following the steps outlined in this guide, you'll be equipped to tackle problems head-on, ensuring minimal downtime and optimal performance.

LEGEND
- Ethernet connector indicators
- RID LED indication
- Module en Network status

RID LED INDICATION

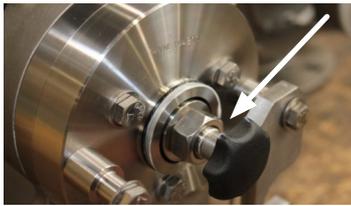| LED		INDICATION
P/OL	ENG	In service
	GER	In Betrieb
	FR	En service
CONT	ENG	Contamination detection
	GER	Kontaminationserkennung
	FR	Detection de contamination
MTM	ENG	Metal to metal alarm
	GER	Metall Metall-Alarm
	FR	Alarme contact metal-metal
P/OL*	ENG	Circuit fault
	GER	Schlusfehler
	FR	Défaut électrique

*Flashing/Blinkend/Clignotant

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FUTURE-PROOF VALUE SINCE 1950

During startup, all "RID LED indication" show a running light and light up together for a short period.

PROBLEM	CAUSE	SOLUTION
OK ALARM – MODULE FAILURE *All LED off*	**No power supply to module**	– Check if 24VDC power supply is connected to module. – Check fuse supplying module.
	Module faulty	– Update firmware. – Replace module.

PROBLEM	CAUSE	SOLUTION
OPEN LOOP ALARM – CIRCUIT FAULT *Green led flashing* 	**Open circuit**	– Check wiring (lead breakage). – Check if resistor box is connected. – Check loop resistor (1820 Ω).
	Rotor pick-ups	1. Check rotor pick-ups for wear (No contact to coupling.) 2. Replace pick-ups and clean coupling and lantern piece.
METAL-METAL ALARM *Green LED on* *Red LED on* 	**Metal-metal contact**	1. Open rotary valve and check for metal to metal contact. 2. Clean the rotary valve. 3. Ensure the rotary valve is reassembled correctly. 4. Check clearances. **MZC-I/MZC-II Execution** – Make sure that lock plate (handle) is not touching end stop or centre bolt. – Check for short circuits in the wiring. **MZC execution** – Make sure that axial fixing is not touching ring. – Check for short circuits in the wiring.
	Operation settings (Beware regular and CIP mode use different settings)	1. Empty rotary valve. 2. Use service tool. 3. Calibrate wiring (RID 3.0 only).
		1. Use service tool. 2. Check log file to see values. 3. Check for product and operation conditions changes. 4. After evaluation change Ohm value.
CONTAMINATION DETECTION ALARM *Green LED on* *Yellow LED on* 	**Contamination**	1. Open rotary valve and check for contamination. 2. Clean the rotary valve.
	Operation settings	1. Empty rotary valve. 2. Use service tool. 3. Calibrate wiring (RID 3.0 only).
		1. Use service tool. 2. Check log file to see values. 3. Check for product and operation conditions changes. 4. After evaluation change Ohm value.

MODULE STATUS*

LED COLOUR	MEANING
◯	**Off:** no power, no IP address.
🟢	**Green LED on:** online, one or more connections established.
🔆	**Green LED flashing:** online, no connections established.
🔴	**Red LED on:** duplicate IP address, fatal error.

NETWORK STATUS*

LED COLOUR	MEANING
◯	**Off:** no power.
🟢	**Green LED on:** controlled by a Scanner in Run state and, if CIP Sync is enabled, time is synchronized to a Grandmaster clock.
🔆	**Green LED flashing:** not configured, Scanner in Idle state, or, if CIP Sync is enabled, time is synchronized Grandmaster clock.
🔴	**Red LED on:** recoverable fault(s). Module is configured, but stored parameters differ from currently used parameters.

* During startup both indicators show red and green for a short period of time.

ETHERNET CONNECTOR INDICATORS

GREEN LED	YELLOW LED	INDICATION
◯	◯	**Green LED off/Yellow LED off:** no network connection.
◯	🟡	**Green LED off/Yellow LED on:** link detected 10Mbit.
🟢	◯	**Green LED on/Yellow LED off:** link detected 100Mbit.
🟢	🟡	**Green LED on/Yellow LED on:** link detected 1Gbit.

These indicators do not light up during startup.