

Q2 ENERGY SPA™

MODEL 4100 / 3100 TROUBLESHOOTING GUIDE / POWER SPECS



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Q2 ENERGY SPA™ 4100 / 3100 Troubleshooting

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION(S)
1. No lights on power supply at all.	No Power	<ul style="list-style-type: none"> • Check that the unit is plugged into the power source. • Check that the switch on the power source outlet is turned on. • Check that the Q2 unit is switched on at the power supply.
	Fuses are blown, F2AL250V 2 Amps 250Vac, Quick Blow	<ul style="list-style-type: none"> • Check the two fuses on the back, if blown replace with fuse of identical ratings. See information near the fuse or in the rear of the user guide. This could be caused by surges in your power source.
2. Power light is on, Output light is off.	Output fuse has blown.	<ul style="list-style-type: none"> • Replace with fuse of identical ratings. See information near the fuse or in the rear of the user guide.
	Internal Power has failed.	<ul style="list-style-type: none"> • Please call Q - The Experience for further assistance.
3. "Output fuse" blows continuously...	The stainless steel track on the Orb may be incorrectly placed.	<ul style="list-style-type: none"> • Check that the Orb track is connected correctly and not touching the wrong rings. Eg the 2nd top and 2nd bottom ring.
	Loose parts inside the Orb	<ul style="list-style-type: none"> • If the optimal light is lit and the output fuse continues to blow, check that there is no loose parts floating around inside the Orb.
4. Power Light is On, Output Light is On System Light is On, but no activity lights on.	The Orb is not connected	<ul style="list-style-type: none"> • Check that the Orb is connected to the power supply via the DC cable. • Check that the connectors on the cable are not loose, if they are loose, please call Q-The Experience for further assistance. (Please keep in mind that the DC cable is a consumable item).
	The Orb plate and track may be worn out	<ul style="list-style-type: none"> • Replace the ring and track set ensuring they are inserted correctly. (Please refer to the Orb Assembly section in the user guide) • Check the quality of all your plates regularly to ensure that you get the best out of your Orb.

4100 / 3100 Troubleshooting

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION(S)
5. The Q2 Orb does not appear to produce bubbles or effervescence.	Insufficient electrical conductivity of the water or incorrect switch setting	<ul style="list-style-type: none"> • Please refer to the Power Level switch section and follow the instructions for use with non-conductive water.
	Corroded or degraded terminal connections inside the Orb Connector.	<ul style="list-style-type: none"> • Check the DC Orb cable and make sure that the plug end is not loose when inserted into the socket of the power supply. • Check the cable connection on the top of the Orb, ensuring that the right connection has been made on top of the Orb (If it doesn't fit don't force it). Wriggle the cable while the power is on. If the power supply display appears to flicker, then return your cable to the place of purchase for repair or replacement. (Keep in mind that the DC Orb cable is a consumable item) • Visually inspect connector pins inside Mohawk for excessive wear. • Check the positive track is seated properly and is making good contact with the correct rings.
	Insufficient electrical conductivity of the water.	<ul style="list-style-type: none"> • Please refer to the Power Level switch section and follow the instructions for use with non-conductive water.
	The Orb plate and track may be worn out	<ul style="list-style-type: none"> • Replace the ring and track set ensuring they are inserted correctly. (Please refer to the orb assembly guide). • Check the quality of all your rings regularly to ensure that you get the best out of your Orb.
6. Cannot insert DC output plug.	No Power	<ul style="list-style-type: none"> • Refer to item 1, on previous page.
		<ul style="list-style-type: none"> • Check that the slot in the plug is lined up correctly. • Check there is nothing impeding the plug. • Check that the pins in the plug are not bent and that they line up.
7. D.C. plug falls out of the output socket.	Plug is not attached correctly	<ul style="list-style-type: none"> • Make sure that the cable from the Orb is securely fixed. The connector locking mechanism turns about 90 degrees clockwise to lock.

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ACTION CODE

00	Session Completed Successfully
01	Session has not started within allocated time
2-9	Reserved
10	Normal Operation
11-17	Reserved
18	No Connection Detected
19	Insufficient Conductivity
20	Reserved
21	Excessive Conductivity
22-25	Reserved
26	Output Fuse Likely Blown
27-38	Reserved
39	Diagnostic Mode
40-99	Internal Errors

POSSIBLE ACTION REQUIRED

- Allocated time is 5 Minutes from turning power supply on to pressing start button.
- No Action Required.
- Make sure the cable hood is firmly pressed home until the locking clips click into place, ensuring there is **no space** between the Orb & hood.
- Check the cable connection on the top of the Orb, ensuring that the right connection has been made on top of the Orb (If it doesn't fit don't force it).
- Wriggle the cable while the power is on. If the power supply display appears to flicker, then return your cable to the place of purchase for repair or replacement. (Keep in mind that the DC Orb cable is a consumable item)
- Visually inspect connector tabs inside Mohawk for excessive wear.
- Replace the ring and track set ensuring they are inserted correctly. (Please refer to the orb assembly guide).
- Check the quality of all your rings regularly to ensure that you get the best out of your or Orb.
- Make sure the cable hood is firmly pressed home until the locking clips click into place, ensuring there is **no space** between the Orb & hood.
- Refer to page on increasing conductivity.
- Replace water.
- Use alternative water source.
- Replace fuse with F4AL250V fuses supplied.
- Call For Technical Support

Power Supply Specifications

Models 4100 & 3100

CLASS II Equipment, Type B Applied Part
Safety extra low voltage isolating DC Power Supply.
Operation; On: 35 minute intervals, Off: 10 minute intervals.

Recommended Temperatures:
Operating: -10°C to 40°C 14°F to 104°F
Storage: -10°C to 60°C 14°F to 140°F

Splash Proof Case: As per IP65

Safety: Models 4100 and 3100 used with a Q2 Array have been designed and built to meet:

The International Electrical Safety & Electromagnetic Compatibility Standards
EN60335.1, EN55014.1:2000+A1:2001 &
EN55014.2:1997+A1:2001
To comply with requirements for CE marking.

Models 4100 and 3100 used with a Q2 ORB have been further designed and built to meet:

The International Electrical Safety & Electromagnetic Compatibility Standards
IEC60601.1.0:1998+A1:1991+A2:1995 with variations for
Australia, AS3200.1.0:1998
Canada, CSA-C22.2 No. 601.1-M90:2001
USA, UL2601.1:1997 and variations for Europe.

Input: 100 to 120Vac 50/60Hz, 95W or
200 to 240Vac 50/60Hz, 95W
As indicated on the power supply.

Output: Isolated, Rectified and Filtered, 28Vdc, 3Amps

Protection: Fuses, Quick Blow, 20x5mm
Input: 2x2Amps, 250Vac (F2AL250V)
Output: 4Amps, 250Vac (F4AL250V)

For countries using 100-120Vac.
Fuses of 125Vac rating can be used.

Dimensions: 190x135x103mm

Weight: 2.8Kg (6.2 lbs)

Storage: In a dry environment away from direct sunlight, heaters, dust, mechanical vibration or shock.

Cleaning: Use a soft moist cloth only.
Do not use aerosol or abrasive type cleaners.