Dolphy Australia – Hand Dryers: Troubleshooting Guide

At Dolphy Australia, our hand dryers are designed and manufactured to the highest standards, focusing on innovation, sustainability, and user-friendliness.

To ensure optimal performance and longevity, regular maintenance is essential. Below are key maintenance tips and troubleshooting steps. Please note that any testing or troubleshooting should be performed by a licensed electrician.

Maintenance Tips:

- Regular Maintenance: Dust and debris buildup in the dryer filter can damage the motor and create an unhygienic environment. Schedule regular cleanings to avoid this.
- Cleaning: Wipe the unit with a soft, slightly damp cloth, and dry it immediately to avoid streaky marks and maintain a clean, elegant appearance. Routine cleaning also prevents stubborn marks and ensures the best results on the unit's finish.

If the unit is not functioning optimally, follow the troubleshooting guide below: (For detailed instructions on internal components and adjustments, please refer to the product manual provided with each unit or download it from the Dolphy Australia website.)

Troubleshooting Guide:

1.Power Supply:

Ensure the unit is connected to a compatible power source. Units with LED indicators should show the power supply status.

2.Sensor Check:

Dolphy hand dryers are equipped with advanced infra-red (IR) technology, offering a more hygienic, touchless hand drying experience. The motor activates automatically when movement is detected.

If, during installation or maintenance, the hand dryer does not respond to hand movements directly beneath the IR sensor, or if it runs continuously without any trigger, the following steps should be taken:

Remedial actions are:

- ✔ Ensure the sensor area is free from dust or dirt.
- ✔ Clean the IR sensor glass to remove any obstructions.
- ✔ If the sensor only responds to movements at very short or long distances, it may require adjustment.
- ✔ Clean the IR sensor glass to remove any obstructions.

3.**Clicking Noise but No Airflow:**

If the power supply is correct, hands are correctly placed under the IR sensor, and the sensor area is clean and free from dust, but you hear a clicking noise with no air blowing, this indicates the sensor is working, but there may be a motor issue.

Remedial actions are:

- ✔ A licensed professional should remove the front cover and clean any dust from the spin wheel.
- ✔ If the spin wheel is worn out, a new brush should be installed.
- ✔ If the motor and its rotating components appear intact, the motherboard should be replaced and retested.

4. Dryer Blowing Only Hot or Cold Air

Dolphy Hand dryers with hot and cold air blowing options, can be switched hot up to 55°C, or cold (ambient) temperature 25°C. However, if upon installation or during maintenance practice if the dryer is blowing only cold or the air temperature is too hot than your requirements then you can follow the below instructions:

Remedial actions are:

- ✔ A licensed professional should remove the front cover and check if the heating element switch is turned ON or OFF.
- ✔ Ensure all terminals to the PCB are securely connected.
- ✔ If there is an issue with the heating element, it may need to be replaced

5. Air Stream Too Low or Too Fast:

During installation or maintenance if dryers run at too low or high air velocity. Or you want to turn down the airflow which will also lower the noise level. Please follow the below instructions.

Remedial actions are:

- ✔ A licensed professional should disconnect the power and remove the front cover.
- ✔ Check and clean any dirt buildup from the intake vent slot.
- ✔ Adjust the speed settings as necessary.
- ✔ Inspect and clean the blower motor and brushes.
- ✔ The HEPA or carbon filter should be cleaned every 3 months and replaced if worn out to ensure optimal performance.