

## Communication Error

Indicates that communication between Tower and WVSC is not working

Step by step actions:

- 1) Have the attached parts list with you when going to the store
- 2) Always bring with you latest UI and MB Software on a USB drive
- 3) If possible, at arrival take pictures of the info “i” screen
- 4) If possible, export existing menu onto USB stick
- 4a) If communication error only happens from time to time, install the latest software **4.XX**

Reload the EXPORTED Menu

- 4b) Once latest software is uploaded; it will indicate 1 of 2 errors.
  - 1) LIM board error: C: 50 M: 5
  - 2) UI board error: Communication error without code indicates that the UI board is not able to send or receive information
- 5) If communication error persists, turn OFF unit, and check connection of communication cable between Tower and WVSC

### **NOTES:**

*1 - Never connect or disconnect communication cable with machine ON; it will damage the electronic boards;*

*2 - Avoid twisting the cable by locating the wide notch; on installation always direct this notch toward the Bkon Operator (on WVSC and Tower)*

- 6) If communication error persists, replace the communication cable
- 7) If the error persist, check the connection at the top of the tower (6 pin connector coming from the UI side)  
*NOTE: Be careful on how to handle the connection; “easy” to force and bend pins*
- 8) If communication error persists, check each line with multimeter from main board (X203) to LIM board (J1) and UI board (J10)

If LIM board error

- 9) If communication error persists, replace LIM board
- 10) If communication error persists, replace Main board
- 11) If communication error persists, call Technical support for (800-5FRANKE) assistance and parts order

If UI board error

- 12) If communication error persists, replace UI board
- 13) If communication error persists, replace Main board
- 14) If communication error persists, call Technical support (800-5FRANKE) for assistance and parts order

| Truck Stock-Parts |  |          |
|-------------------|--|----------|
| Part Number       | Description                                | Quantity |
| 9006431           | Electronic Board, low voltage (main board) | 1        |

|          |                                 |   |
|----------|---------------------------------|---|
| 19006725 | LIM - LED Board for UI [MWAVE]  | 1 |
| 19006362 | Display, User Interface - MWAVE | 1 |
| 19006501 | 36" Base to Tower Harness       | 1 |
| 19006504 | Tower to LED Harness            | 1 |
|          |                                 |   |
|          |                                 |   |