

GEKKO PANEL QUICK START TROUBLESHOOTING GUIDE

Each loop must comply to the following:

1. Measure the loop resistance on the plus wire. The single wire resistance must be less than 20 ohm and must be close to the resistance value as calculated on the loop calculator.
2. Complete a continuity test on the screen wires to ensure the screen is continuous throughout. The screen wires at the panel, for both the out and in loop wires, must be left unconnected. Only connect one end to earth if the installation is exposed to excessive electrical interference.

NOTE: For more detailed information consult Product Installation Manual.

Category	Symptom	Possible Cause(s)	Suggested Corrective Action
Panel	At Start-up, Not all devices are displayed on the loop or devices are missing.	Moving too quickly from INSTALLATION to ACTIVE mode.	Always wait 3 minutes in Installation Mode for the panel to populate the full loop before changing over to Active Mode.
		Loop Overloaded.	Check Loop Load calculation and loop impedance, adjust or split loop.
	Wrong device types displayed and/or devices missing.	Loop Overloaded.	Check Loop Load calculation and adjust or split loop. Check that loop impedance is within specified limits. Measure the loop resistance on the plus wire. The single wire resistance must be less than 20 ohm and must be close to the resistance value as calculated on the loop calculator.
		Panel not properly earthed.	Earth panel.
		Screens not connected.	Ensure a continuous screen connection along the full length of the Loop. Complete a continuity test on the screen wires to ensure the screen is continuous throughout. The screen wires at the panel for both the out and in loop wires must be left unconnected. Only connect one end to earth if the installation is exposed to excessive electrical interference.
		Poor or intermittent contact with base terminals.	Check screws are properly tightened and base clips are making a good connection with detector contacts.
		Electrical interference.	Check that loop cables are not in very close proximity to sources of electrical interference.
			Do not strip/cut back screen any further than is absolutely necessary.
			Connect the panel loop out cable screen to earth. The loop return must remain unconnected. This connection is only used when there is a high machine electrical noise environment.
	Not all sounder/beacons operate when in Alarm, faults can also be reported.	Loop Overloaded.	Check Loop Load calculation and adjust or split loop. Check that loop impedance is within specified limits.
		Class B loop	Implement Class A loop.
	Panel Buttons hard to press	Batteries oversize.	Use correct battery.
		Battery cable not correctly routed.	Run battery cable ABOVE battery, not in front or behind. Battery must fit properly into cavity provided.
	Loop(s) not displaying.	Incorrect Loop Card.	Upgrade loop card. To test a loop output a multimeter can be used to measure voltage on the loop connector. A loop card output should be +/- 30V.
		Poor contact on pluggable (blue) loop connector.	Check output voltage on loop terminal screws.
		Blown Loop card.	Check voltage on loop output is +/- 30 volts.
	Battery Fault/Charger Fault	Battery cable has been unplugged from behind main board.	Remove main board and refit cable to connector.

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Network	Incompatible Panel software.	Battery inter connection wire has a breakage	Use a meter to measure battery input to panel. This should read +23V
		Batteries faulty.	Replace batteries.
		Panels on the network not on the same firmware version.	Upgrade panels and repeaters so that all are on the same firmware version. Check the version numbers in menu 8.9. Ensure all networked panels have a unique number, starting at panel 1. Complete a broadcast configuration message 8.5.4 on the panel.
		Faulty Network card	NEVER "hot swap" network cards, always power down when making changes to network hardware.
Connector Tool	Unable to connect to panel	Comm's ports not correctly configured.	Use menu 8. To configure Comm's ports as per manual.
		Faulty USB cable. Only use high quality screened cable.	Check USB cable
		Incorrect Connector software version.	Upgrade if necessary to latest version from ZYTEQ website.
		Panel not running latest firmware version.	Upgrade panel firmware.
		Incorrect Connector version for Operating system.	Use correct Connector version for Windows or IOS.
		Problem running/connecting Connector firmware to users computer.	Check computer settings and security.
Devices	Unable to download device information.	Incorrect sequence.	First download panel configuration then download device information.
	Device not appearing on the loop.	Device not addressed.	Address device.
	Double Address	Bad connection. Two devices on the same address.	Check connection. Correct address.