



TECHNICIAN DIAGNOSTIC GUIDE

For technical support please reach out to your distributor. If they are unavailable or unable to help, we are happy to assist!

WE SUGGEST YOU PURCHASE THE H-5 FIELD REPLACEMENT KIT (FRK)

Our goal, in offering the Field Replacement Kit, is to save you time and money by eliminating callback appointments. The H-5 FRK includes:

- Low Water Sensor (LWS)
- Smart Bracket (SB)
- Two-light Panel, and the Single-light Cube

By having one of each of the "plug in" accessories on hand you can easily swap out parts if there is any suspicion that one of them is not functioning properly. If you determine that one of the components was faulty, and the System is within the 5-year warranty period, we will replace that component in your FRK at no charge. For non-warranty replacements, charge the customer for the part and replenish your stock through your distributor. Please check the Price Sheet, under Replacement Parts, for the FRK price.

TROUBLESHOOTING

When system questions arise, first check connections.

- Verify the functioning of the wall outlet. It is critical that this outlet is not operated by a light switch, or you may find the piano owner accidentally turning the System on and off throughout the day.
- Verify the secure connection of all plugs. Color coding, icons, and varying plug styles help ensure correct placement of plugs for the H-5 Humidistat.

How to test the functioning of Humidifier Heater Bars and Dehumidifiers

There are two types of Humidifier Heater Bars:



- Smart Heater Bar (SHB), which was sold prior to 9/06
- H-5 Smart Bracket (SB) attachment, and the GHM-1, which is a standard Humidifier Heater Bar

Verify the functioning of a Humidifier or Dehumidifier Bar in one of the ways listed below. Remember to allow the bar a few minutes to become warm. Humidifier Bars are only 8 watts and therefore warm less than Dehumidifier Bars which have higher wattages.

1. Plug the bar into an extension cord run to a working wall outlet. Confirm contact between SB or SHB probes with wet pads or alligator clips during this test.
2. Keep the bars plugged into the Humidistat and run component tests by switching the System to the mode in question. Temporarily switch a System to dehumidification mode by blowing into the Humidistat to humidify the air inside. Two or three humid breaths toward the white sensor band will cause the System to dehumidify and the Dehumidifier will begin to heat up. Temporarily switch a System into humidification mode with a hairdryer to dry the air around it. A few sweeps with the hairdryer 2-3 inches away from the slots over the white sensor band will cause the System to humidify and the Humidifier heater bar will then heat up.

Potential Water Issues

The type and quality of water used by a piano owner can influence the functioning of the Piano Life Saver system. In most cases, local tap or well water works great. There are areas, however, that provide acidic water or water with a high mineral content. Either of these circumstances may damage the integrity of the Humidifier Bar and/or the other metal system components. In these cases, we recommend a change to distilled or purified water.

Piano Life Saver Pad Treatment should be used to inhibit mildew in both the watering tube and Humidifier tank and to increase the life of Humidifier pads. Treatment use is also vital when purified or distilled water is used because the Treatment (not salt) added to the water replaces needed electrolytes. Electrolytes allow electricity to pass between low water sensors through the water and permit the light to work properly.

Use only the Piano Life Saver brand of Pad Treatment. The use of other brands will void the warranty of the Piano Life Saver system. Other brands may contain acids which corrode strings and damage the piano's metal parts.

Operation of the red PADS light on the Light Panel

In "Smart" Systems, when the pads become dry due to an empty tank or become too built-up with deposits to wick water effectively, the red PADS light on the Light Panel blinks. Both Smart Bracket



(SB) and Smart Heater Bar (SHB) sensor wires are designed to run along the top of the bar and connect when the wet pads are touching both wires.

In systems which were sold prior to the introduction of the H-5 Humidistat (before 9/06), the electronics for the SHB are located inside the Humidifier bar itself. Therefore, the red light only blinks when the pads are dry and the system is in humidification mode. Sometimes, with increased room humidity, the system will switch back to dehumidification mode over time.

As the Humidifier outlet de-energizes, the red light turns off until room dryness is low enough to energize the Humidifier outlet again (this reflects the cycling of the System, not an intermittent red light problem). The red light on the Light Panel of pre H-5 Humidistats will also flash if the SHB or GHM-1 is not plugged in, plugged in loosely, or damaged.

The new, improved H-5 Humidistat contains all the Smart Bracket electronics. Therefore, when the pads are not wicking water, the red light will blink whether the Humidistat is in a dehumidification or humidification mode.

