

Avantco Z Series

Troubleshooting Guide



Common questions and
answers to keep VersaHub
operating smoothly!

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Device Connection

Note: Shock Hazard - Always unplug equipment before any general maintenance or work is to be performed

How do I connect my unit to VersaHub?

To connect your unit, first access a desktop computer or mobile device & make note of your wireless network name & password, unit MAC address & serial number (found on units sticker).

1. Scan VersaHub QR code inside of unit or enter web address found on sticker
2. Log into your account and follow the steps to add a unit

VersaHub connection wizard isn't finding my device

- When adding a unit to your WiFi network, ensure network name and password are typed exactly, otherwise device connection will fail.
 - Ensure the WiFi you're attempting to connect to is yours & verify it works on another device.
 - When you enter the network name and password, you must manually type in the network name verbatim. Spaces, upper/lowercase, etc...
- Tip:** Hit the reveal button in the password field to make sure password was typed correctly.
Tip: Double check your wireless name was entered exactly. Write it down ahead of time.
- If the wizard is showing the device as offline, check access panel on left of unit. A solid green light indicates device is connected to WiFi. If there's no green it is not connected. This will happen if WiFi name or password is incorrect.

What are the network requirements for the VersaHub connectivity module?

Wifi 802.11 a/b/d/g/n

Are you having trouble connecting your unit, and verified you're using the correct wireless name and password?

It's possible your wireless router is dual band (2.4GHz and 5GHz). Consult your router settings and temporarily turn off 5GHz support while setting up your VersaHub unit (2.4GHz compatibility only).

VersaHub says my device isn't connected

- Make sure the antenna inside your unit is pointed upwards and screwed in tightly for optimal signal strength.
- Try restarting the device by unplugging the unit (for a minimum of 10 seconds) then plugging back in.
- Check to see if other devices are working on your network.
- Ensure your unit is located close to your wireless router. Obstructions such as brick walls & stainless steel panels can impact connectivity range.

If the user can't find the VersaHub_XXXXXX WiFi network, look for and connect to a KitchenDash_XXXXXX network instead. If none of these networks are found, restart the unit by unplugging it and then plugging back in. Still don't see it? Depress the reset switch behind the access panel on the left of the unit for five seconds with a ballpoint pen.

Do I need a hub to connect to VersaHub?

Some smart devices require a separate piece of hardware to connect to the internet, but all VersaHub products will work without one!

My VersaHub unit can no longer connect to the network, I think the wireless module is bad, can I replace it?

Yes, the WiFi hardware can be replaced. However, it is unlikely to need replacement. Please contact VersaHub customer support if you are having problems.

If I get a new wireless network, how do I re-add my unit to the dashboard?

If your wireless network name or password changes, your device won't be able to connect to VersaHub. You can update it by resetting the wireless gateway to factory default.

1. Reset wireless gateway to factory default by depressing the small reset pin with a ballpoint pen or paper clip for 5 seconds.
2. Connect to the wireless network "VersaHub_XXXXXX" that just appeared on a computer or mobile device & navigate to 10.10.100.154 (copy/paste into your web browser address bar).
3. Log in using username "admin". You should have record of your password via email from the first time you set up your device.
 - If you don't have access to the password anymore navigate to the 'add unit' wizard found on the dashboard and follow the prompts.
4. Add your network name and password.
5. Hit save & restart.
6. Check your VersaHub to confirm you see the device is connected.

If I end up requiring a new wireless gateway, will I lose my old data?

Yes, if you require a new wireless gateway, follow the steps below to export your old data and reinstall your new gateway. *Removal and installation of gateway device should be performed by a licensed professional.

1. Prior to replacing a defective gateway ensure you have exported all that unit's data in your preferred format (pdf or .csv).
2. Take note of your unit's name and location for use later.
3. Delete unit from dashboard using the settings tool. All data will be lost.
4. Unplug piece of equipment.
5. Remove/Install new gateway device
6. Power on equipment by plugging in.
7. On your VersaHub 'add new unit' and follow the prompts.



Alarms & Notifications

Can I pause unit notifications?

You can pause unit notifications from the main dashboard or unit dashboard settings. This will disable all email and text messages for the unit or locations from which it was toggled from. This is helpful when a unit needs serviced and is sending reoccurring alarms.

Can I pause unit notifications for a set period of time?

Yes, you can pause unit notifications indefinitely (until turned off).

If I disable a notification type, will it appear anywhere else?

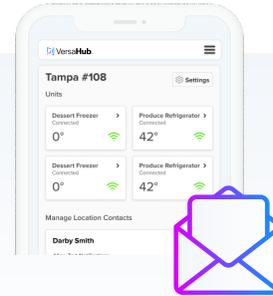
Alarms and notifications will continue to appear on the unit dashboard under "Recent Activity" regardless of user's notification settings.

Alarm Codes

SYMBOL	NOTIFICATION	DESCRIPTION	SOLUTION
	Temperature Setpoint	Changing the setpoint can only be done from the physical unit's control panel.	If it was changed by accident, it can be reset on the unit's controller. Refer to the user manual for instructions.
HI	High Temp Alarm	Probe is reading above high temperature setpoint	<p>Evaporator coil is frozen and needs defrosted. Refer to user manual for instructions. (High humidity environments can cause this).</p> <p>Ensure evaporator fan is operational when unit is on.</p> <p>High traffic in and out of unit impacts cooling performance.</p> <p>Air vents are blocked. If the refrigerator can't breathe excess heat will build up.</p> <p>Condenser coil is clogged/dirty. Vacuum/Clean coil regularly.</p> <p>Ensure condenser fan is operational when unit is on.</p> <p>Unit is overloaded. Airflow inside of unit is blocked by placing product too close to back wall or together on shelving.</p> <p>Hot product was placed in refrigerator.</p> <p>Low refrigerant/compressor issue</p>
LO	Low Temp Alarm	Probe is reading below low temperature setpoint	<p>Refrigerator/Freezer control has a stuck switch causing the refrigeration system to stay running.</p> <p>Thermostat (control) is set too low; verify setpoint</p>
E1	Temperature Probe Failure	Digital temperature probe can fail and will appear on the physical controller as an E1, E2, or rE error.	<p>It's possible the probe connection to the digital control is loose and causing a probe alarm failure.</p> <p>Broken probes can be replaced by a licensed technician.</p>
	Device not connected	VersaHub unit is no longer connected to your WiFi network	When VersaHub has detected a unit has been offline consecutively for 15 minutes a notification is issued. Please verify your WiFi network is working. If it is, unplug your unit for 30 seconds and plug it back in. Open the access panel to verify a solid green light (device is connected to WiFi).
rsF	Refrigeration System Failure	Flashing "rsF" error on physical controller, is triggered when the temperature of the unit continues to climb despite the compressor being on. In that event, the unit detects there is a mechanical problem, and will shut down the refrigeration system until the unit has been power cycled.	<p>Door is ajar for extended periods of time.</p> <p>Hot food has been placed into unit.</p> <p>Alarm triggers as a consequence of an active alarm such as high temperature.</p> <p>Evaporator coil is frozen.</p>
CHT	Dirty Condenser Alarm	Flashing "CHT" error on physical controller, is triggered when the temperature of the condenser coil is too high. In that event, the unit detects the coil is dirty and will shut down the refrigeration system until the unit has been cleaned and physically power cycled. The system shuts itself down to prevent possible damage.	<p>Dirty condenser coil. Coil should be cleaned every 30 days using Noble Chemical condenser coil cleaner.</p> <p>Ambient air temperature surrounding refrigerator is extremely hot.</p>
dor	Open Door Alarm	Flashing "dor" error on physical controller, is triggered when the door has been opened for 15 minutes or more.	<p>Close door</p> <p>Consult manual for instructions</p>

Email Alerts

The VersaHub account owner can set up multiple contacts per location to receive notifications via email or text. Note: if the contact recipient set up in VersaHub doesn't have access to the account VersaHub is set up in, they will be unable to view the dashboard (even if linked in an email notification).



VersaHub Platform

Condenser Widget

What is the condenser cleaning widget? How does it work?

It's not uncommon for condenser coils to get dusty and require cleaning. This tile gives an automated reminder every 30 days to blow out and clean the coil. "Next Due" appears in red if cleaning is past due. Clicking the 'Mark Condenser Clean' button will record date last cleaned and change the next due date 30 days in the future. Refer to this video for instructions on how to clean.

The condenser widget is displaying a red "Dirty condenser alarm", how do I fix it?

The widget will display a red alarm "Condenser is Dirty" when the condenser coil gets too hot. This would be caused by a dirty condenser coil which prevents airflow. To clear this alarm, clean the coil and power cycle the unit. Refer to the "Alarms" troubleshooting section & user manual.

If I remove a device from VersaHub accidentally, can I re-add it?

Yes, you can always remove and re-add a device, simply click 'Add Unit' on your dashboard and follow the prompt. If the device existed on your VersaHub previously, all prior data will be gone.

Locations

My smart device isn't grouped into the correct location

To change device location, navigate to the unit dashboard, click settings, and select the preferred location from unit location drop down. If the location doesn't exist, you will have to create one.

Contacts & Account

What is the difference between primary and secondary contact?

Primary and secondary contacts both receive the same notifications, neither are given priority over the other and function identically.

Can I add more than 2 contacts?

At this time no more than 2 contacts are supported.



General FAQs

Can VersaHub account holders set up user permissions?

VersaHub and all information about the units it contains, including data exports, is only accessible via the account to which the devices were registered. Special permissions with multiple users or accounts are not supported at this time.

Can I export alarm, time, and temperature data for my VersaHub compatible units?

VersaHub gives you the ability to export data such as temperature recordings and alarms that are up to a year old as a .csv (excel) or .pdf file. These records can be invaluable during health inspections. Access exports from the unit dashboard.

Can I access user manual and warranty information from VersaHub?

The resources and downloads widget, found in the unit dashboard, gives you quick access to your VersaHub unit's warranty policy and user manual.

I didn't purchase VersaHub compatibility with my unit originally, how do I get access?

This isn't currently supported. Please contact support@versahub.com for more information.

Will I receive notifications if my unit loses power?

Unfortunately, the wireless gateway needs power to transmit temperature readings and alarms. However, you will receive a notification that the device has a connection error.

What is VersaHub?

VersaHub is a web-based platform aimed to bring your kitchen further into the future. It gives its users immediate access to important data about their business assets. As an example, it's important refrigeration stays within a set temperature range. VersaHub gives you the tools to monitor that remotely and send alerts in case something goes wrong.

How much does VersaHub cost?

VersaHub currently supports the Avantco Z Series refrigeration. Product pages will list if the item is VersaHub compatible. There is no subscription fee.

Note: VersaHub pricing is subject to change. Much more equipment compatibility is on its way!

What information does VersaHub give me access to?

VersaHub provides users with real-time temperature data & access to a variety of notification features to ensure you know the moment something goes wrong. Export logs of data to file for viewing offline (i.e. temperature, and alarms). Fingertip access to user manuals, warranty data, spec sheets, and other equipment details.

How far back can my data exports go?

VersaHub retains (1) year of data. Users can export and backup their data in case they need to reference data older than 1 year.

How do I get support for VersaHub?

Support for VersaHub can be found in our comprehensive FAQ section here, and more detailed questions can be answered in our exhaustive list of troubleshooting topics. If your problem still persists, we're an email away. support@versahub.com