

# OPERATION & ASSEMBLY INSTRUCTIONS

**SUN | DASH**  
**RADIUS 252**



# Specifications

## 252

Depth: 50" Door Closed, 63" Door Open

Width : 39.5"

Height: 90"

Shipping Weight: 1325 Lbs.

No. of Lamps : 52

Electrical : 39 AMPS @ 225 Volts, Three Phase or 63 Amps @ 225 Volts, Single Phase

Circuit Requirements: 120/225V 3 Phase 50 Amp or 120/225V Single Phase 80 Amp

**DANGER - ULTRAVIOLET RADIATION. FOLLOW INSTRUCTIONS. AVOID OVEREXPOSURE. AS WITH NATURAL SUNLIGHT, OVEREXPOSURE CAN CAUSE EYE AND SKIN INJURY AND ALLERGIC REACTIONS. REPEATED EXPOSURE MAY CAUSE PREMATURE AGING OF THE SKIN AND SKIN CANCER. WEAR PROTECTIVE EYEWEAR; FAILURE TO MAY RESULT IN SEVERE BURNS OR LONG-TERM INJURY TO EYES.**

MEDICATIONS OR COSMETICS MAY INCREASE YOUR SENSITIVITY TO THE ULTRAVIOLET RADIATION. CONSULT PHYSICIAN BEFORE USING SUNLAMP IF YOU ARE USING MEDICATIONS OR HAVE A HISTORY OF SKIN PROBLEMS OR BELIEVE YOURSELF ESPECIALLY SENSITIVE TO SUNLIGHT. IF YOU DO NOT TAN IN THE SUN, YOU ARE UNLIKELY TO TAN FROM THE USE OF THIS PRODUCT.

THIS UNIT UTILIZES UVA LAMPS. REPLACE ONLY WITH **GENESIS 2000 SHRX FR 78-T12-SHRX-2**.

TO OBTAIN THE RECOMMENDED EXPOSURE POSITION OF A MINIMUM USE DISTANCE OF 6" (152.4 MM) MEASURED WITH A STANDARD RULER, STAND UPRIGHT ON DECAL IN FLOOR OF UNIT. THE USE OF ANY OTHER POSITION MAY RESULT IN OVEREXPOSURE.

<b>Recommended Exposure Schedule</b>					
<b>SKIN TYPE</b>	<b>WEEK 1 1 ST-3RD TREATMENTS</b>	<b>WEEK 2 4TH-6TH TREATMENTS</b>	<b>WEEK 3 7TH-10TH TREATMENTS</b>	<b>WEEK 4 11TH-15TH TREATMENTS</b>	<b>WEEKLY SUBSEQUENT TREATMENTS</b>
<b>II - FAIR</b>	<b>2 MIN.</b>	<b>5 MIN.</b>	<b>8 MIN.</b>	<b>10 MIN.</b>	<b>12 MIN.</b>
<b>III - AVERAGE</b>	<b>2 MIN.</b>	<b>5 MIN.</b>	<b>8 MIN.</b>	<b>10 MIN.</b>	<b>12 MIN.</b>
<b>IV - BROWN</b>	<b>2 MIN.</b>	<b>7 MIN.</b>	<b>10 MIN.</b>	<b>12 MIN.</b>	<b>12 MIN.</b>
<b>V - DARK BROWN</b>	<b>2 MIN.</b>	<b>7 MIN.</b>	<b>10 MIN.</b>	<b>12 MIN.</b>	<b>12 MIN.</b>

**MAXIMUM EXPOSURE TIME IS 12 MINUTES.**

TANNING CAN BEGIN ON A REGULAR BASIS. AN APPEARANCE OF TANNING NORMALLY APPEARS AFTER A FEW EXPOSURES AND MAXIMIZES AFTER FOUR (4) WEEKS OF EXPOSURE FOLLOWING THE RECOMMENDED SCHEDULE FOR YOUR SKIN TYPE.

USE PROTECTIVE EYEWEAR, SUPER SUNNIES, WHENEVER THE EQUIPMENT IS ENERGIZED. READ THE INSTRUCTION BOOKLET BEFORE USING THIS UNIT.

**INSTRUCTIONS ACCOMPANYING THIS PRODUCT SHOULD ALWAYS BE FOLLOWED TO AVOID OR MINIMIZE POTENTIAL INJURY.**

# Warnings and Cautions

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Certain drugs - particularly those that produce photosensitivity - may cause individuals under the influence of this type drug to experience adverse effects and those people should avoid exposure to UV sources of all kinds. Doctors will advise persons taking these drugs to possible adverse effects.

It is recommended that only one person at a time should use the tanning system while in use, and advises using protective eyewear while taking a tanning session. One pair of goggles is provided with each sunbed sold.

## **WARNING**

If you have been diagnosed by a physician as being allergic to the sun or are currently taking photosensitive medications, consult your physician before using the tanning unit.

Occasionally, persons using the tanning system will experience a slight reddening of the skin - usually in small patches - after the second or third session. This redness is often accompanied by an itching sensation. This may be nothing more than a heat "rash" caused by heat from the lamps within the system.

It should go away within approximately 24 hours and should not reappear. This rashing can be lessened or prevented by applying moisturizer lotion to the affected area after the tanning session is completed.

## **CAUTION**

While there is no immediate clinical evidence regarding UVA exposure and its effects upon **EXPECTANT MOTHERS**, it is strongly advised that expectant mothers be discouraged from using the tanning unit.

## Mandatory Reading

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**Always read and follow all instructions for proper usage prior to using any tanning system.**

### **Remember:**

1. Follow the exposure schedule in accordance with your skin type. Failure to do so may result in overexposure.
2. A tanning system is not a toy. You cannot vary the strength of the lamps in your unit.

Should you have any questions regarding the proper use of your tanning system, contact Sun Ergoline at:

**1-800-445-0624**  
**8:00 a.m. To 5:00 p.m. (CST)**

# Care and Cleaning of Your Tanning Unit

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After each session is completed, spray the acrylic surface with specially formulated UVT (ultraviolet transmitting) acrylic cleaner. Wipe the surface of the acrylic with a clean cloth. The acrylic should never be wiped with a dry

cloth because this will generate a slight static charge which will attract dust. A mild liquid detergent and water solution can be used temporarily in place of Acrylic Cleaner.

For maximum efficiency of your tanning unit, periodic cleaning of lamps, reflectors and the inside of the acrylics is required. Refer to relamping instructions for acrylic removal.

**CAUTION:** Do not use excessive amounts of water, any abrasive cleaners, or any spray cleaners that carry label warnings regarding reactions to contact with skin!

## DO NOT USE ALCOHOL OR AMMONIA

### Electrical Safety:

The tanning unit should be disconnected from the power supply before cleaning of disinfecting the inside of the acrylic. Avoid water or solution entering the lamp compartment.

## Relamping Instructions

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1. Disconnect unit from power.
2. To remove acrylic from Panel D (Door Panel), locate the six (6) 1/4 turn fasteners on the acrylic retainer strip on the left side of the panel. Using a flat head screwdriver, turn each fastener a 1/4 turn counter clockwise. You should hear a snap to release the strip. Repeat procedure on the remaining fasteners on the retainer strip.
3. Lift edge of the acrylic approximately two (2) inches and slide acrylic to the left to remove.
4. Twist lamp 1/4 turn to disengage lamp from lampholder. Remove lamp. Repeat procedure for the remaining twelve lamps in Panel D.
5. Relamp, clean and replace acrylic sheet. To install acrylic sheet, slide the entire length of the right edge of the acrylic into the groove between the right rail and the acrylic the acrylic retainer strip. Flush the acrylic with the groove in the rail, and secure with the left acrylic retainer strip. To attach the acrylic retainer strip, align all six holes in the strip with the six holes in the left rail. Secure strip using a flathead screwdriver. Turn each fastener clockwise 1/4 turn. You should hear the fastener snap to secure the strip.
6. Proceed to Panel C (next panel clockwise) and repeat procedures 2 through 5.
7. Upon completion of all the panels, reconnect unit to power.

### CAUTION:

- Replacement lamps must comply with CFR21 1040.20
- A. Replace only with "Genesis 2000 SHRX FR78-T12 SHRX-2"
  - B. When Ordering lamps, include model number and serial number.

# Exposure Time and Frequencies

Melanin - The brownish pigment produced by special cells in the base layer of your skin determines the individual's tan. As the skin is exposed to the ultraviolet light, the melanin is activated and combines with protein cells that rise to the skin's surface, thus producing a tan.

The amount of melanin in your body determines how quickly and dark you tan. The more melanin produced and exposure time an individual has, the faster and deeper the individual will tan. Do not tan more than once in a 24 hour period.

## NOTE

The tan produced by the tanning unit is a deep, rich "cosmetic" tan. However, regardless of how dark an individual may tan on this system, it will not provide adequate protection against overexposure to natural sunlight or UVB tanning systems.

**SKIN TYPE II** - This is the individual that usually burns easily and severely, tans minimally or lightly and peels.

**SKIN TYPE IV** - This individual burns minimally, tans easily and above average with each exposure.

**SKIN TYPE III** - Often referred to as "AVERAGE" complexion, burns moderately and tans about average.

**SKIN TYPE V** - This individual's system rarely burn, tans easily and substantially.

Recommended Exposure Schedule					
SKIN TYPE	WEEK 1 1 ST-3RD TREATMENTS	WEEK 2 4TH-6TH TREATMENTS	WEEK 3 7TH-10TH TREATMENTS	WEEK 4 11TH-15TH TREATMENTS	WEEKLY SUBSEQUENT TREATMENTS
II - FAIR	2 MIN.	5 MIN.	8 MIN.	10 MIN.	12 MIN.
III - AVERAGE	2 MIN.	5 MIN.	8 MIN.	10 MIN.	12 MIN.
IV - BROWN	2 MIN.	7 MIN.	10 MIN.	12 MIN.	12 MIN.
V - DARK BROWN	2 MIN.	7 MIN.	10 MIN.	12 MIN.	12 MIN.

**MAXIMUM EXPOSURE TIME IS 12 MINUTES.**

**No two individual skin tones are the same. A tan to one person may be different to another and treatment length may vary.**

**Note:** Adequate ventilation of the room housing of the tanning unit is required for proper and comfortable operation. Air from the room is used to cool the unit, so be sure nothing obstructs or blocks the airflow into or out of the fan and ventilation openings. Your tanning booth was designed to operate at an ambient room temperature, during unit operation of 75 degrees to 85 degrees.

A poorly ventilated room may cause the unit to become hot and could cause discomfort to the user and damage the unit. Equally important many facial makeups have oil bases and should be removed prior to a session. It is recommended that, following a tanning session, a skin moisturizer be applied. This promotes a smoother, more even looking tan.

# Assembly Instructions

## Step 1

Remove floor assembly from carton marked "Top"  
The floor of your tanning unit consists of - two (2) parts  
A- Base -lower floor  
B. Floor -upper floor

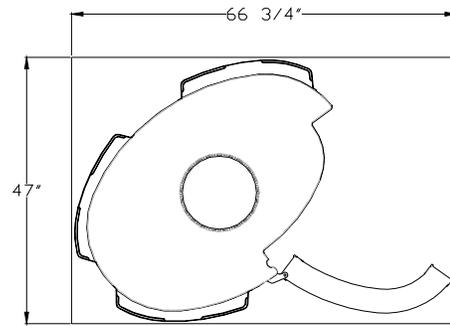


Illustration 1

## Step 2

Position base in desired location. Align floor allowing a minimum of 63" from back of base to insure adequate distance to open door of unit properly. Also, allow a minimum of 18" around the parameter of the floor for ballast installation and access from the rear of the unit.

(See Illustration 1)

**NOTE:** Check to insure all panel attachment latches are fully open.

(See Illustration 2)

## Step 3

Remove panel B front box marked "PLB" and locate on base. Align slots in bottom plate of panel B with alignment pins in floor. Attach panel B to base with the two (2) attachment latches by placing the latch into slot in booth panel. Press downward on latch paddle, latch should snap into place securing panel B to base.

(See Illustration 3)

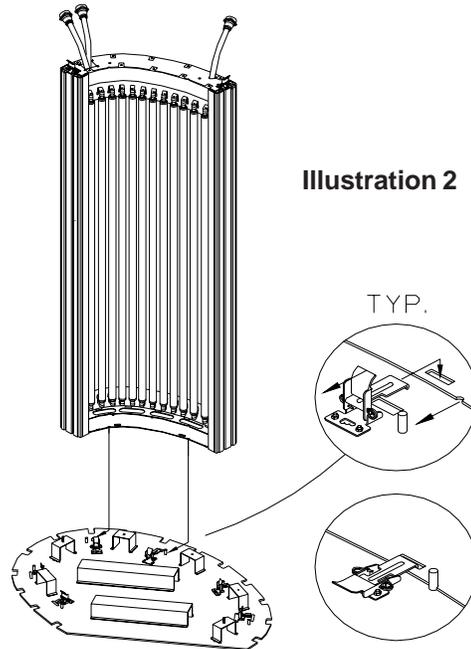


Illustration 2

## Step 4

Remove panel A from box marked "PLA" and locate on base. Align slots in bottom plate of panel A with the alignment pins in floor. Align left side of panel A with right side of panel B, the side rails of both panels should nest together. Attached panel A to base with the two (2) attachment latches by placing the latch into slot in booth panel. Press downward on latch paddle, latch should snap into place securing bottom of panel A to base. Attach panel A to panel B with the upper panel latch located on the top of panel B by repeating the above attaching procedure.

(See Illustration 4)

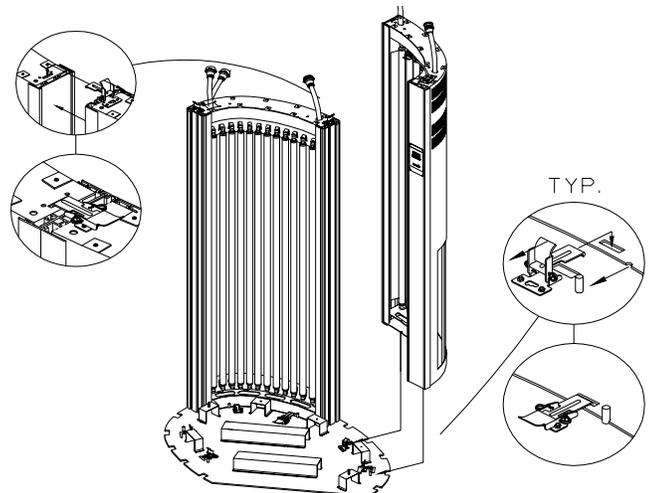
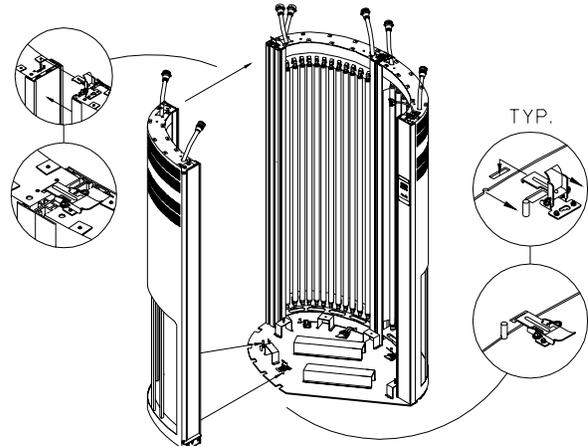


Illustration 4

# Assembly Instructions

## Step 5

Remove panel C from marked "PLC" and locate on base. Align slots in bottom plate of panel C with the alignment pins in floor. Align right side of panel C with left side of panel B, the side rails of both panels should nest together. Attach panel C to base with the two (2) attachment latches by placing the latch into slot in booth panel. Press downward on the latch paddle, latch should snap into place securing bottom of panel C to base. Attach panel C to panel B with the upper panel latch, located on the top of panel B by repeating the above latching procedure. (See Illustration 5)



## Step 6

Remove Panel D from box marked "PLD" and stand panel upright into position. Place washer over both top and bottom hinge pins. Align hinge pins in door with hinges in Panel C, and allow hinge pins to drop into hinges. The door panel will re-hang on booth body. (See Illustration 6)

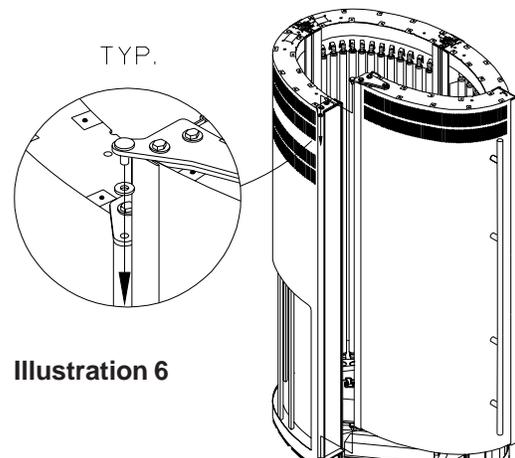


Illustration 6

## Step 7

Locate floor and place over base. Attach floor to base with safety rails. By placing safety rail on threaded studs protruding through floor. Tighten rails securely. (See Illustration 7)

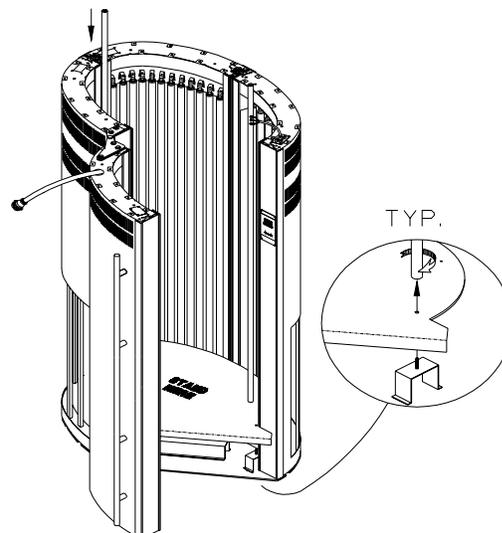


Illustration 7

## Step 8

Remove top fan panel from box marked "Top". Place top fan panel on tanning unit. Attach top fan panel to tanning unit using the nine (9) provided 5/16" - 18 x 1 bolts. (See Illustration 8)

# Assembly Instructions

## Step 9

Locate lamp harness and place on top. To connect lamp harness to panel A terminate harness to panel A cord 2 align plug and twist clock wise until locked. Repeat procedure for panel B cord 2, panel C cord 2 and door panel cord.

(See Illustration 9)

## Step 10

Locate panel A power cord 1 and connect with panel A cord 1. To terminate panel A cord 1 to power cord 1 align plug and twist clock wise until locked. Repeat procedure for panel B cord 1 and panel C cord 1.

(See Illustration 9)

## Step 11

Locate top fan wires and connect to fan power wires from Panel A to fan. Match connector to the corresponding color.

(See Illustration 10)

## Step 12

Remove plastic top cover from box and connect the three (3) 4 conductor phone cables from Panel A to timer jack plate in plastic top cover. Secure top cover to top of unit using four (4) 1/4 - 20 X 3/4 bolts.

(See Illustration 8)

## Step 13

Remove one (1) ballast panel from box marked "ballast". To install ballast panel slide tabs of ballast panel into slots at bottom of ballast access. To avoid later service problems please note that the interior harness is not trapped between ballast panel inner booth structure. Attach ballast panel to inner booth structure with two (2) of the provided # 6 x 3/8 philips screws tighten securely.

(See Illustration 10)

## Step 14

Connect ballast to lamps by terminating the MTE/LK male harness plug with the female ballast plug. Repeat procedure for remaining ballast panels.

(Refer to Pages 25-27)

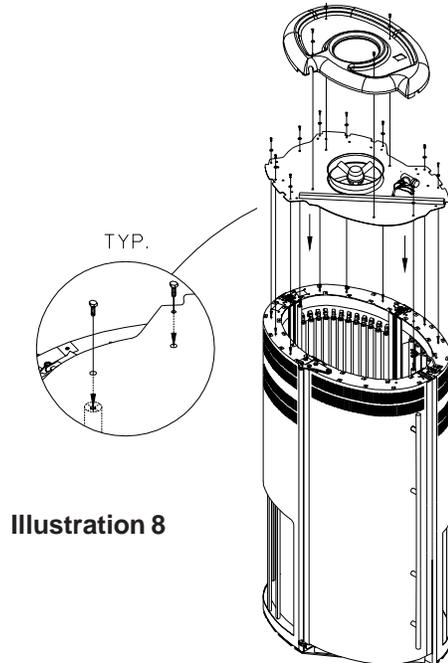


Illustration 8

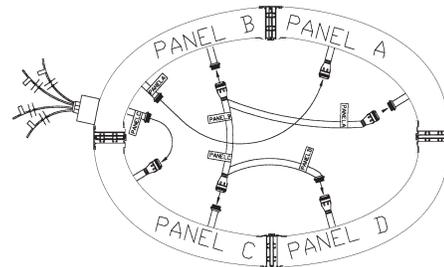


Illustration 9

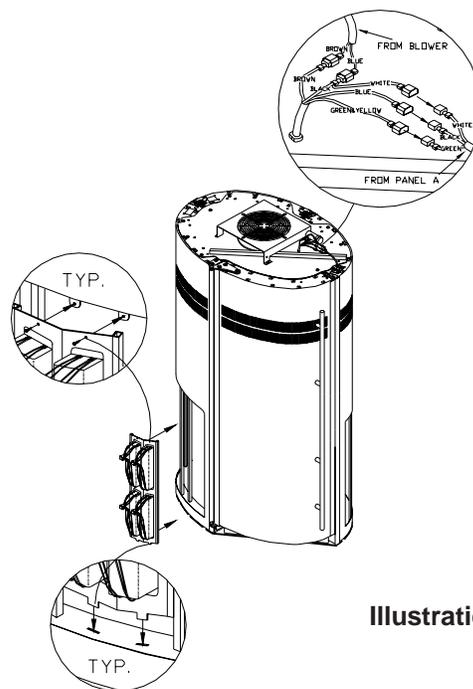


Illustration 10

# Assembly Instructions

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## Step 15

Attach ballast access covers with #6 x 3/8 philips screws and snap caps.  
(See Illustration 11)

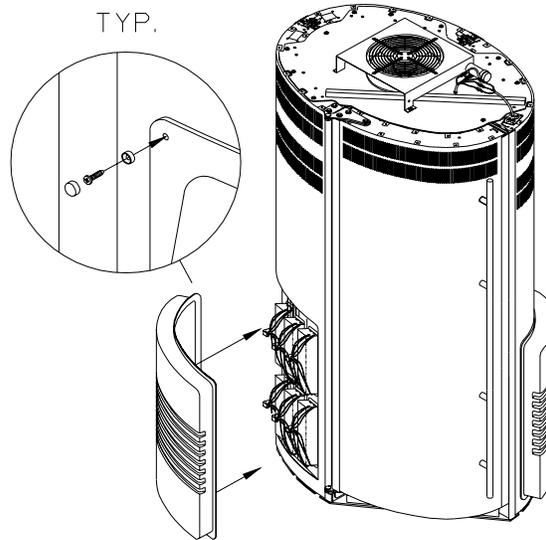


Illustration 11

## Step 16

There are two terminal blocks located on the ballast tray installed in each panel. Each panel has a relay with four power wires (2 Black & 2 Red) with quick-slide connectors that are to be connected to the mentioned terminal blocks at the time of installation. Install the wires on the terminal block as shown with the corresponding colors. If the wires from the relay are improperly installed on the wrong terminals, certain lamps in the tanning unit will not illuminate.  
(Refer to Schematic page 24, for more details.)

## Step 17

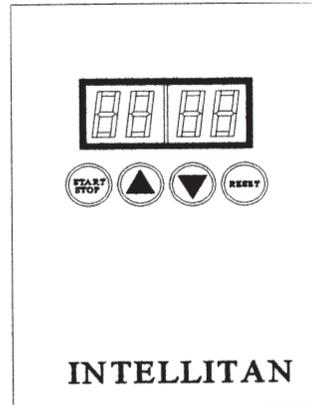
Contact a local licensed electrician to connect electrical supply to unit. Your tanning booth requires a 120V/225V three phase, 50 amp service or 120V/225V single phase 80 amp 4 wire service. Use of a voltage source below 215VAC or above 230VAC may prevent proper operation of the booth and could cause damage and void the warranty.

**NOTE:** This unit is factory pre-wired for three phase operation. See page 31 for single phase conversion instructions and wire gage.

# Intellitan Plus by Sun Ergoline

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## Operating Instructions



### To Set Time

**STEP 1:** Press **S** on the button labeled time to reach desired setting in minutes.

**STEP 2:** Press “**Start/Stop**” to begin operation. The session is counted down in minutes and seconds.

**NOTE:** If a session delay is preprogrammed (P04), the display will begin to flash the session time. The display will continue to flash the session time for the duration of the session delay according to the programming or until the “**Start/Stop**” button is pressed. If the “**Start/Stop**” button is pressed before the session delay expires, the display will stop flashing and the session time will begin to count down. At one (1) minute, before the start of the tanning session, an audible beep will sound (if programmed in P02). At thirty (30) seconds, before the start of the tanning session, another audible beep will sound. At ten (10) seconds the audible beep will sound and continue once **each second** until tanning unit lights. Once the tanning unit has started, the session delay will not repeat on subsequent restarts.

### To Stop Unit

**STEP 1:** Press “**Start/Stop**” anytime during a session. This will stop the countdown and hold time. To restart the unit simply press “**Start/Stop**” .

### To Clear Time

**STEP 1:** Press “**Reset**” the timer clears to read 00:00

**NOTE:** If the unit is counting down, the “**Start/Stop**” button must be pressed before resetting.

# Timer Edit Procedure

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## To Change Parameters

To enter the System's data bank, monitor operations and verify the vital functions concerning your unit, use the following step-by-step instructions. **Note:** Each timer manufactured after 1995 displays the current software version on power up. **These instructions are for level 23 and above of the Intellitan Plus timer.**

### Enter Password Clearance

1. Press (at the same time) then release **S** and **T** buttons; the display will change from 00:00 to 0000. If you cannot get the display to change to 0000, assure that you have disconnected the network cable(s) from the timer. If power to the tanning unit is not cycled on/off after disconnecting the network cable, you must wait for thirty seconds for the timer to award access to the above mentioned buttons.
2. Press the "**Reset**" button once so that 0000 begins to flash.
3. Use the **S** button to enter the appropriate password to perform the desired function. Password 0010 (ten) must be entered to view parameters, and 0102 (one hundred and two) to edit parameters. After entering the password press the "**Reset**" button. The display will stop flashing and 0001 (level one) or 0002 (level two) will appear in the display.
4. Press the "**Start/Stop**" button to enter parameter mode, followed by **S** the button to reach the desired parameter. If you go past a parameter you may press the "**Reset**" to return to the desired parameter. Each time the **S** or **T** button is pressed the timer will display **PXX** (XX represents numbers) representing the parameter reached and the display will change showing the value of the parameter.
5. If you are using the second level password, press the "**Reset**" button to edit the parameter (once the "**Reset**" button is pressed the display will begin to flash). Use either the **S** or **T** button to set the appropriate value for the parameter, then press "**Reset**" to exit the parameter.
6. Press the appropriate **S** or **T** button to reach another parameter. You May press the "**Start/Stop**" button to exit the edit parameter mode.

# Parameter Detail

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**P02** Parameter 2 is the chime mechanism that provides an audible 'beep' sound when the keys are depressed and to indicate the various operations occurring. The audible beep can be turned on or turned off. **The unit comes with the chime mechanism turned on to provide an audible beep.** When parameter 02 is shown, the display will read 0001. To maintain the chime mechanism, press the **S** now and go to **P03**. To silence it, do the following:

## To Change Parameter 2, Alarm On/Off

Press "**Reset**" once then release it. The display will begin to flash. Press **S** and hold it down, scrolling down to 0000. Now "**Reset**" press once again. The chime is now deactivated. To reactivate the chime, change parameter 02 back to 0001 using the same instructions provided above.

Now press **S** to reach **Parameter 3 (P03), the Fan Delay or Post Session Cooling**

**P03** Parameter 3 is the fan delay. The fan delay maintains proper cooling of the tanning unit by continuing to provide power to the cooling fans for a programmable amount of time after the tanning session has completed. **The unit comes with the fan delay preprogrammed at one (1) minute.** Certain salon conditions may warrant a higher fan delay to maintain proper cooling. The fan delay cannot be turned off.

When parameter 03 is shown, the display will read 1.0 representing one minute. To change the fan delay, do the following:

## To Change Parameter 3, Fan Delay

Press "**Reset**" once then release it, the display will begin to flash. Press either **S** or **↵** to reach desired setting. Time is displayed from 1.0 to 5.0, with decimal representing **tenths** of a minute. For **Example: 1.5 equals 1 minute, 30 seconds.** After setting the fan delay press "**Reset**" once then release it. The fan delay is now set.

### NOTE: Fan Delay

The duration of the fan delay is not displayed on the timer while the fan delay is counting down. Time is, however, displayed on the CCS-1 or the other control device during the fan delay to indicate how long the fan delay has remaining. After a tanning session has expired, the ( \_ : \_ ) will flash and the numeric digits display will blink (off). If the Clean Room feature is on then along with the flashing colon (:) dashes will appear in the display ( - - : - - ). When displayed on the CCS-1 or other control device the duration of the fan delay counts down in three second decrements.

**Note:** When the Intellititan Plus timer is on a network no new time can be placed on the timer until after the fan delay has expired. The fan delay cannot be turned off.

Now press **S** to reach **Parameter 4 (P04), the Session Delay function.**

# Parameter Detail

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**P04** Parameter 4 is the session delay. The session delay allows a programmable amount of time at the beginning of a session to get ready for the tanning session. The tanning session time shown on the timer flashes during the session delay. **The unit comes with no session delay preprogrammed.**

## To Change Parameter 4, Session Delay

When parameter 04 is shown, the display will read 0.0 for no session delay. To change the session delay, do the following:

Press **“Reset”** once then release it, the display will begin to flash. Now press  $\mathcal{S}$  or  $\mathcal{T}$  to reach the desired setting. Time is displayed from 0.0 to 10.0, with the decimal representing tenths of a minute.

**Example: 2.5 equals 2 minutes, 30 seconds.** After reaching the desired setting, press **“Reset”** once and release it. Session delay is now set.

Now press  $\mathcal{S}$  to reach **Parameter 5 (P05), the Station Address function.**

**P05** Parameter 5 is the station address. The station address allows the tanning unit to be identified for interface with the CCS series controllers, the Intellititan Single Station Console, or the Intellititan Protocol Interface (IPI) for your computer system. **The unit comes with a station address of zero (0) preprogrammed, if you have multiple units each must be uniquely addressed.**

## To Change Parameter 5, Station Address

When parameter 05 is shown, the display will read 0000 for station address zero. To change the station address, do the following:

Press **“Reset”** once and release it, the display will begin to flash. Now press  $\mathcal{S}$  or  $\mathcal{T}$  to reach desired address setting. Once the desired setting is reached press **“Reset”** once and release it. The station address is now set.

Now press  $\mathcal{S}$  to reach **Parameter 6 (P06), the Lamp-Hour Accumulation on Current Lamp Bank function.**

**P06** Parameter 6 is the lamp hour accumulation counter. The lamp hour accumulation counter keeps track of the number of hours on the current lamp bank. This is a resettable parameter that should be reset to 0 when the lamps are changed. When current lamp hour accumulation reaches 0000, a beep will chime each time the unit is turned on, indicating that a lamp change is necessary. Chime will not sound if it has been turned off through parameter 2. Parameter 6 is only editable at password level 1.

When parameter 06 is shown, the display will read from 0000 to 9999. To clear the lamp hour accumulator, do the following:

## To Clear Parameter 6, Lamp Hour Accumulation

Press **“Reset”** once and release, the display will begin to flash. Now press and hold  $\mathcal{S}$  until 0000 is displayed. When the display reads 0000 press **“Reset”** once and release. Lamp hour accumulation is now cleared.

Now press  $\mathcal{S}$  once and release it to reach **Parameter 7 (P07), to measure A/C Voltage Phase A.**

# Parameter Detail

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**P07** Parameter 7 is the measurement of the A/C voltage on phase A. The A/C voltage will be immediately displayed from 0000 to 0200 volts, with 0120 as the nominal reading.

Now press **S** once and release it to reach **Parameter 8 (P08), to measure A/C Voltage Phase B.**

**P08** Parameter 8 is the measurement of the A/C voltage on phase B. The A/C voltage will be immediately displayed from 0000 to 0200 volts, with 0120 as the nominal reading.

Now press **S** and release it to reach **Parameter 9 (P09), to measure the Average Voltage on Phase A.**

**P09** Parameter 9 is the measurement of average A/C voltage on Phase A for the previous session, or current session if unit is energized. The reading is immediately displayed.

Now press **S** and release it to reach **Parameter 10 (P10) for measuring the average voltage on Phase B.**

**P10** Parameter 10 is the measurement of average A/C voltage on Phase B for the previous session, or current session if the unit is energized. The reading is immediately displayed.

Now press **S** and release it to reach **Parameter 11 (P11), the measurement of the unit's Operating Temperature.**

**P11** Parameter 11 is the measurement of the units internal operating temperature. The reading is immediately displayed. Measurement is in Fahrenheit.

Now press **S** and release it to reach **Parameter 12 (P12), the measurement of the unit's Ambient Temperature.**

**P12** Parameter 12 is the measurement of the units ambient or room temperature. The reading is immediately displayed. Measurement is in Fahrenheit.

Now press **S** once and release it to reach **Parameter 13 (P13), the Measurement of the units Average Operating Temperature**

**P13** Parameter 13 is the measurement of the units average operating temperature during the previous session or current session if the unit is energized. The reading is immediately displayed. Measurement is in Fahrenheit.

Now press **S** once and release it to reach **Parameter 14 (P14), the measurement of the Average Ambient Temperature.**

# Parameter Detail

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**P14** Parameter 14 is the measurement of the average ambient or room temperature during a previous session or current session if the unit is energized. The reading is immediately displayed. Measurement is in Fahrenheit.

Now press **S** once and release it to reach **Parameter 15 (P15), the Clean Room feature.**

**P15** Parameter 15 is the clean room feature. When on, the clean room feature will show all dashes (- - -) on the timer display at the end of each tanning session to show that the tanning unit needs to be cleaned. In network mode, no new time can be placed on the timer when the clean room indicator is displayed.

To reset the clean room feature from the room, indicating that the room has been cleaned, press the **“Reset”** button twice in rapid succession. When the Clean Room feature is reset, the room timer will display 00:00. **The unit comes with the clean room feature off.**

## **To Change Parameter 15, Clean Room Feature**

Press **“Reset”** once then release it, the display will begin to flash. Now press **S** once to display 0001, then press **“Reset”** once and release it. The Clean Room Feature is now enabled. To disable the Clean Room Feature simply change parameter 15 back to 00:00.

Now press **S** once and release it to reach **Parameter 16 (P16), the Econometer.**

**P16** Parameter 16 is the Econometer. The Econometer measures the electrical cost to power unit for previous session or the current session if the tanning unit is active. The cost displayed is derived from the session cost per minute entered in P17. The reading is displayed immediately. Measurement is in cents and tenths of a cent. This function is read only and can not be changed. **Example - A reading of 10.7 would equal 10.7 cents.**

Now press **S** once and release it to reach **Parameter 17 (P17), Cost Per Session.**

**P17** Parameter 17 is the session cost per minute. This figure is automatically entered into the tanning units data bank in accordance with the National Average of 7.54 per kilowatt hour. The formula used is Unit kWh Draw X National Average / 60 minutes = cost per minute. **(Example 232G  $3.1 \times 7.5 / 60 = 0.388$  rounded up to .4 cents per minute.)**

## **To Change Parameter 17, Cost Per Minute**

Press **“Reset”** once then release it, the display will begin to flash. Now press **S** or **T** until the desired cost per minute is displayed. Measurement in cents and tenths of a cent. **(Example: A reading of .4 would equal four tenths of one cent.)** Once the desired reading is displayed press once and release it. The Cost Per Minute is now set.

Now press **S** once and release it to reach **Parameter 18 (P18), the Session Counter.**

# Parameter Detail

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**P18** Parameter 18 is the Session Counter. The session counter displays the total number of times a session has been started since first day of operation. The session counter counts from 0000 to 9999 then rolls over. The session counter cannot be adjusted or reset.

Now press **S** once and release it to reach **Parameter 19 (P19), Total Hour Accumulation.**

**P19** Parameter 19 is the total hour accumulator. This accumulator displays the total number hours on the unit since first day of operation. The accumulator counts from 0000 to 9999 then rolls over. The total hour accumulator cannot be adjusted or reset.

Now press **S** once and release it to reach **Parameter 24 (P24), Continuous Countdown Mode.**

**Note:** Parameters 20-23 are reserved for factory use.

**P24** Parameter 24 is the continuous countdown mode toggle. The default is 0 for disabled. The continuous countdown mode allows the salon owner to maintain a tighter schedule by disabling the pause function of the timer thus allowing the tanning time to continue to count down even if the lamps are turned off by pressing the start/stop key. **This feature is only available with software level 16 or higher.**

## To Change Parameter 24, Continuous Countdown Mode

Press “**Reset**” once then release it, the display will begin to flash. Now press **S** until 0001 is displayed, press “**Reset**” once and release it. Next cycle the power to the timer and tanning unit off and back on. The Continuous Countdown Mode is now enabled. To disable this function change parameter 24 back to 0000.

Now press **S** once and release it to reach **Parameter 25 (P25), Keylock Configuration.**

**P25** Parameter 25 is the keylock configuration option. The default is 3 for 30 seconds. The keylock configuration option allows the salon owner to maintain a higher sense of security by locking out the front rail keys in several specified intervals while the timer is connected to a network. **This feature is only available with software level 16 or higher.** The keylock intervals are:

- 0 - Lock keys and release only when power cycled.
- 1 - Lock keys and release only when parameter is changed to an option other than 01.
- 2 - Lock keys and release only after the network cable has been removed for 2 minutes.
- 3 - Lock keys and release only after the network cable has been removed for 30 seconds.

**WARNING:** If you set parameter 25 to 01 (Lock until parameter changed) you will be unable to change this parameter or unlock the front rail keys without the use of a CCS-1 or other control device. The Intellitran Protocol Interface (IPI) does not edit this or any other parameter.

## To Change Parameter 25, Keylock Configuration

Press “**Reset**” once then release it, the display will begin to flash. Now press **S** until the desired option 0,1,2,3 is displayed, press “**Reset**” once and release it. Next cycle the power to the timer and tanning unit off and back on. The Keylock Configuration is now saved.

Now press **S** once and release it to reach **Parameter 26 (P26), TPI Interface Enable.**

# Parameter Detail

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**P26** Parameter 26 is the Third Party Interface (TPI) Mode toggle. The default is 0 for disabled. The Intellititan Plus timer has a TPI jack built in to the timer itself. This jack replaces the need for a second or additional interface when using other timer systems. The TPI jack is located next to the two network jacks on the top of the tanning unit (under the hinge cover). It is the larger of the three jacks and comes with a unused modular plug in the jack. When using the Intellititan Plus timer in TPI mode the Intellititan Plus looks for control voltage (5-30v) on the outside two wires of the modular cable plugged into the TPI port. When this voltage is seen, the maximum tanning time is sent to the timer and the tanning unit is started. Any session delay should be programmed on the third party timer and the Intellititan session delay should be set to 0. The front rail keys are locked in TPI mode. **This feature is only available with software level 16 or higher.**

## **To Change Parameter 26, TPI Mode**

Press **“Reset”** once then release it, the display will begin to flash. Now press **S** until 0001 is displayed, press **“Reset”** once and release it. Next cycle the power to the timer and tanning unit off and back on. The TPI Mode is now enabled. To disable this function change parameter 26 back to 0000.

Now press **S** once and release it to reach **Parameter 27 (P27), Timer Protocol Option.**

**P27** Parameter 27 is the Timer Protocol Option. The default is 0001 for Intellititan Protocol. The timer protocol option allows the salon owner to change timer network protocols from the Intellititan Network to the T-Max<sup>1</sup> protocol for use with the Applied Digital T-Max Manager. For additional information please consult the T-Max documentation. **This feature is only available with software level 16 or higher.**

## **To Change Parameter 27, Timer Protocol Option**

Press **“Reset”** once then release it, the display will begin to flash. Now press **S** until 0001 is displayed, press **“Reset”** once and release it. Next cycle the power to the timer and tanning unit off and back on. The T-Max Protocol is now on. To turn off this function change parameter 27 back to 0000 using the parameter edit instructions in the T-Max documentation. **You can not use a CCS-1 or IPI with a timer using T-Max Protocol.**

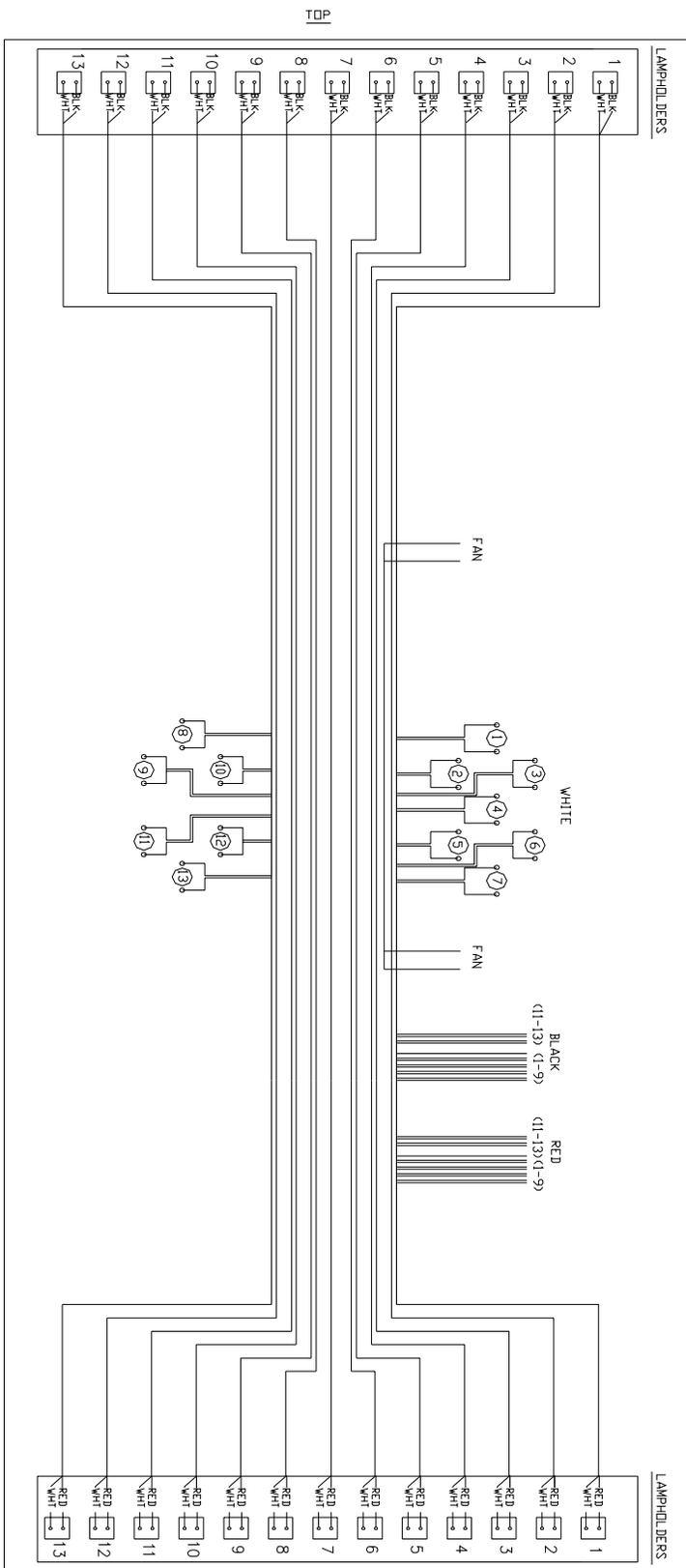
Now press **S** once and release it to reach **Parameter 28 (P28), Total Operating Cost.**

**P28** Parameter 28 is the Total Operating Cost Accumulator. This parameter tracks total operating costs of the tanning unit based upon parameter 17, session cost per minute. This parameter is displayed in dollars and tenths and rolls over at \$999.9. The Total Operating Cost Accumulator can be reset to 0 at anytime in order to track or determine daily, weekly, monthly, quarterly, or annual operating costs.

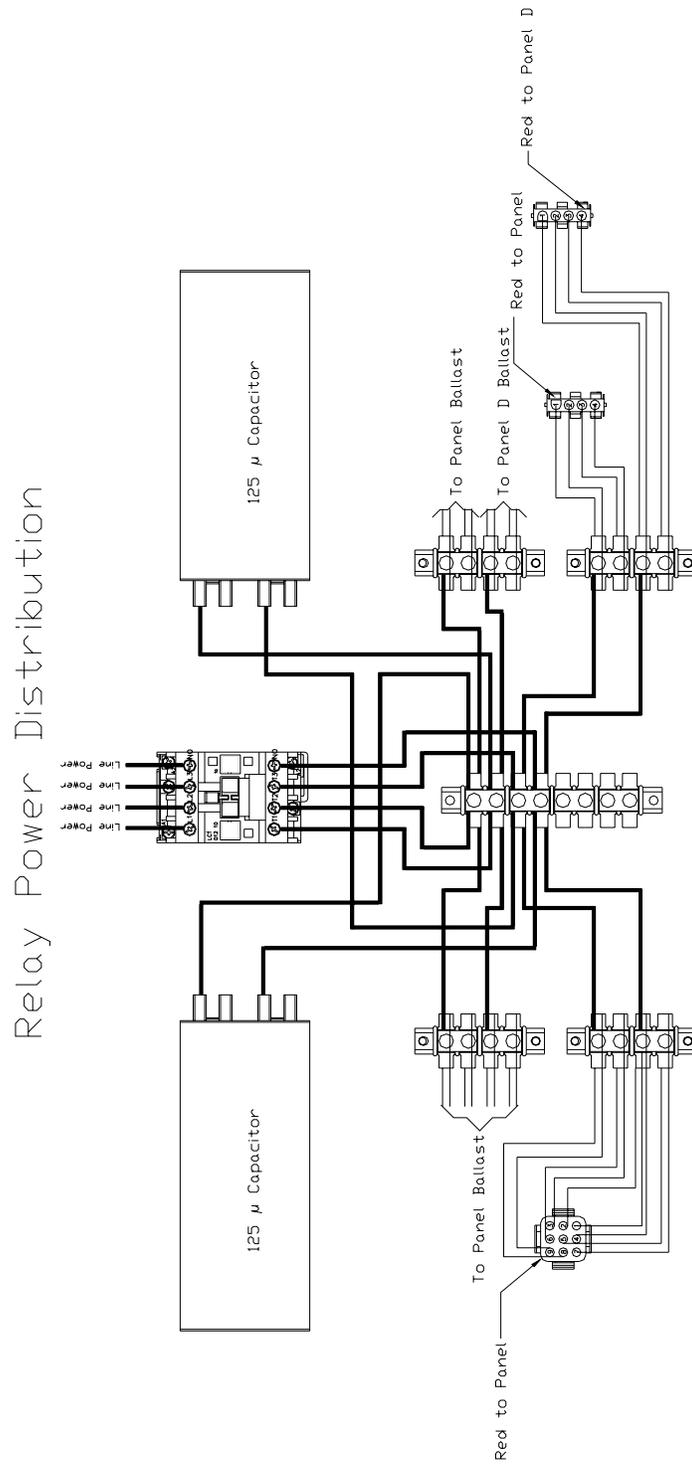
## **To Change Parameter 28, Total Operating Cost**

Press **“Reset”** once then release it, the display will begin to flash. Now press **S** until 0000 is displayed, press **“Reset”** once and release it. The Total Operating Cost is now reset to 0 and will begin accumulating at the next session.

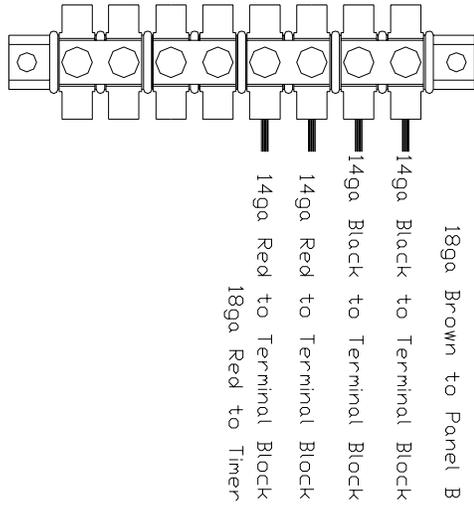
# Wiring Diagram



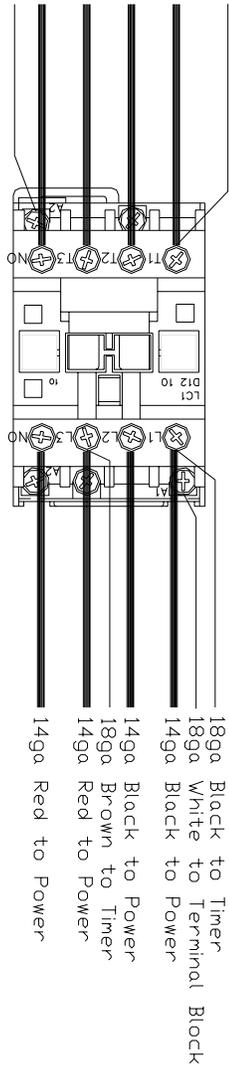
# Relay Diagram



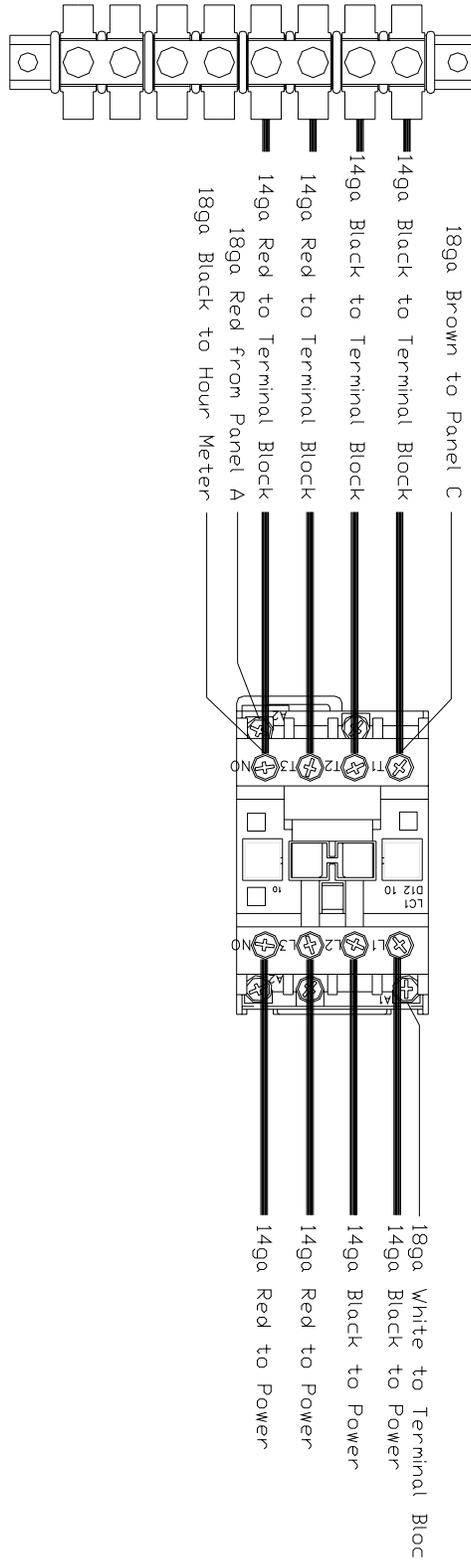
# Relay Panel A



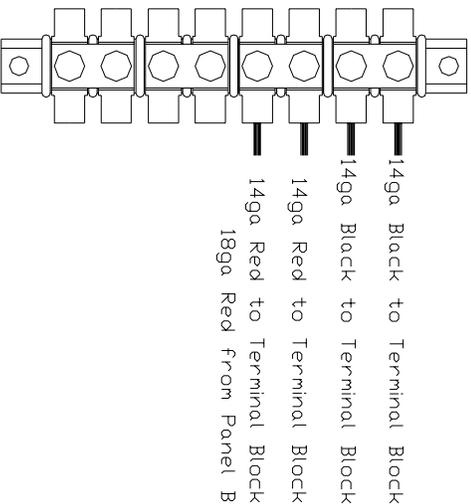
Relay Panel A



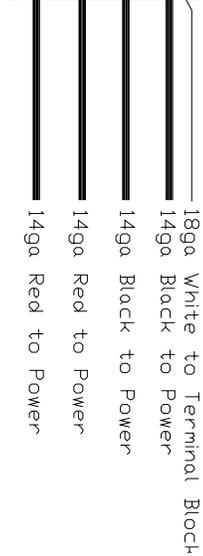
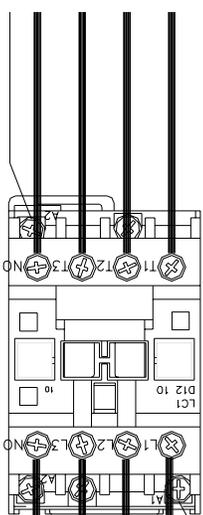
# Relay Panel B



# Relay Panel C

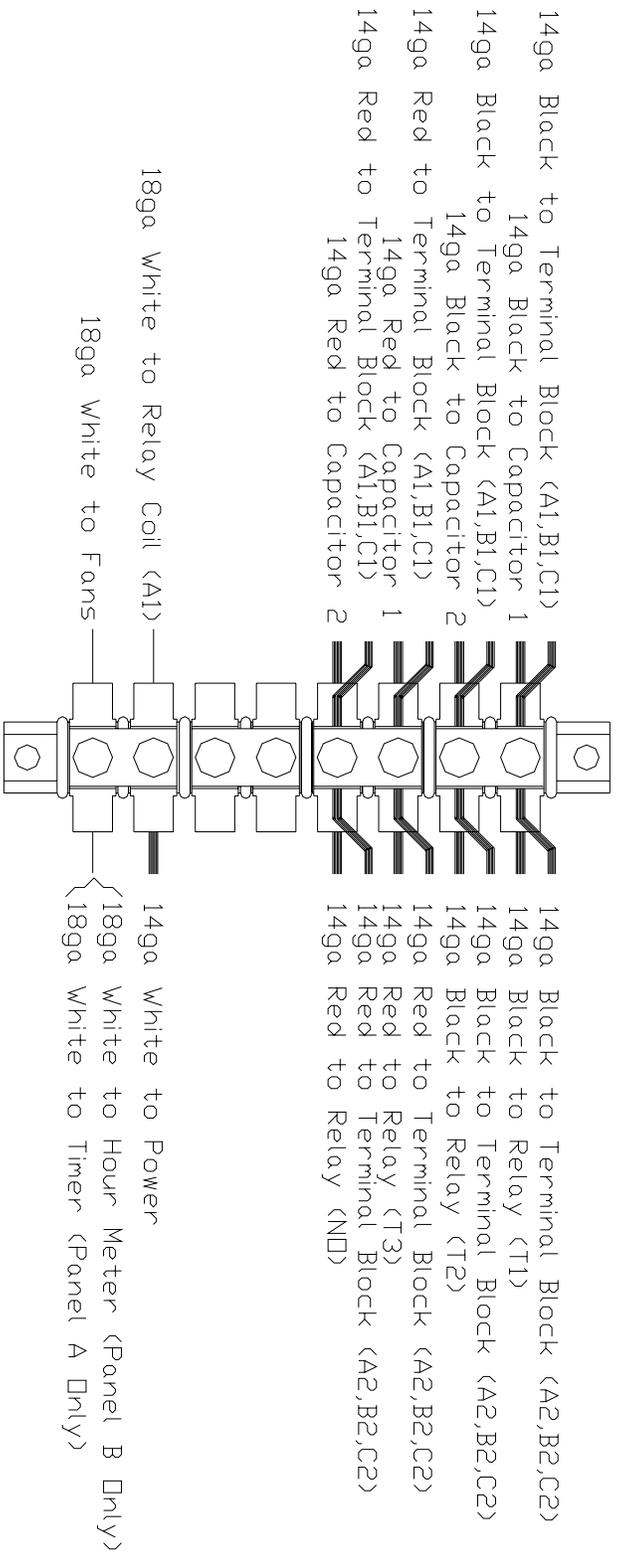


Relay Panel C



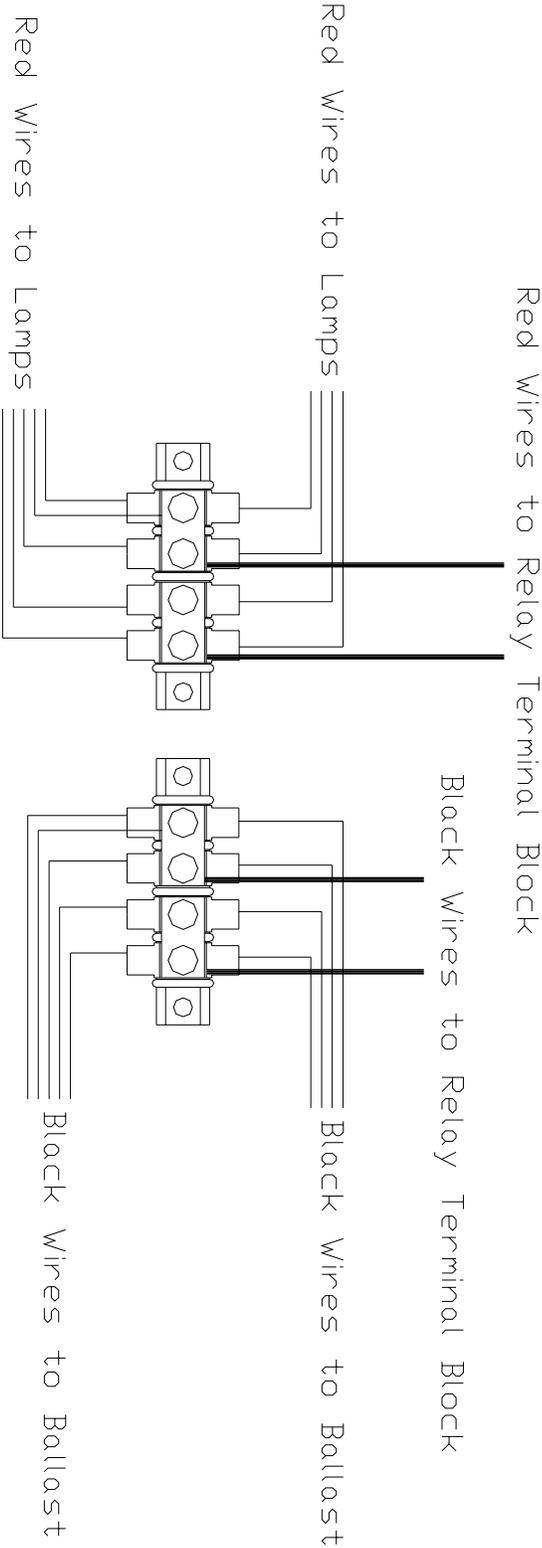
# Relay Terminal Block

Relay Terminal Block



# Ballast Tray Connection

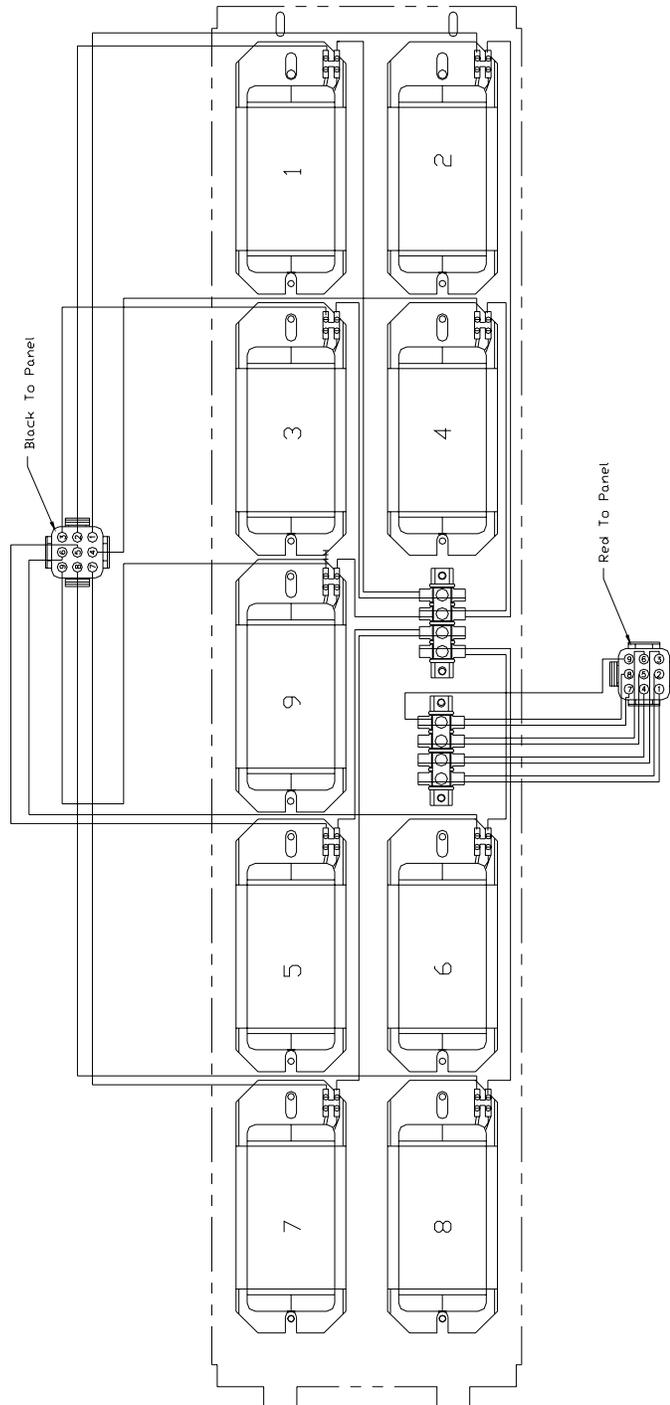
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# Ballast Tray A1, B1 and C1

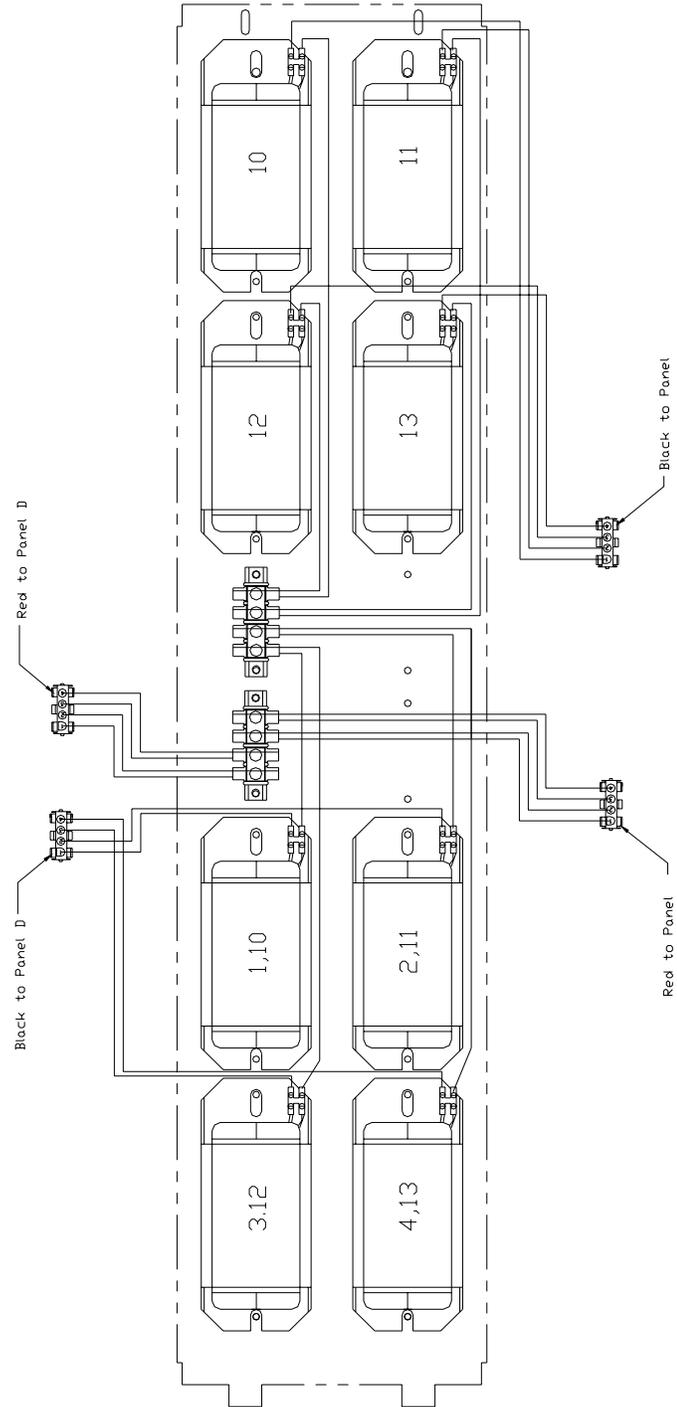
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Ballast Tray A1, B1 & C1



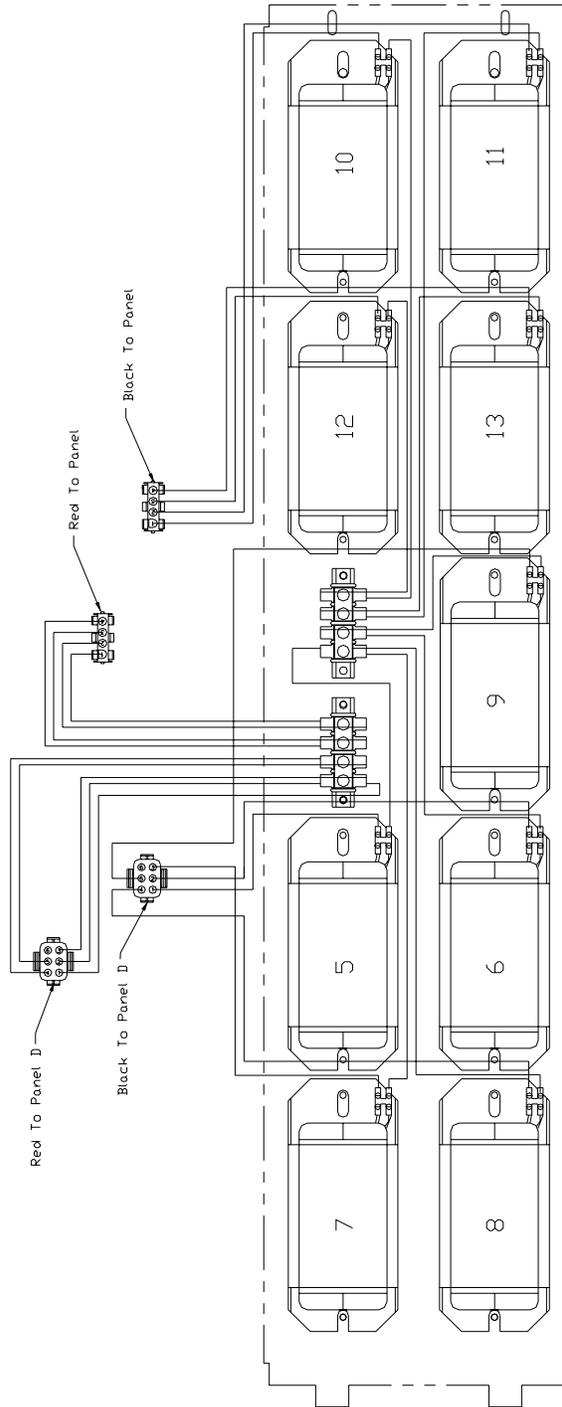
# Ballast Tray A2 and C2

Ballast Tray A2, C2



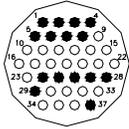
# Ballast Tray B2

Ballast Tray B2



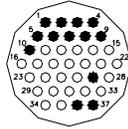
# Bed Cords

## Panel A Bed Cord



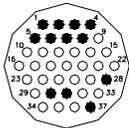
PIN#	COLOR	DESTINATION
1	Black	To Ballast A2-1
2	Black	To Ballast A2-2
3	Black	To Ballast A2-3
4	Black	To Ballast A2-4
5	Red	To Red Terminal Block
6	Red	To Red Terminal Block
7	Red	To Red Terminal Block
8	Red	To Red Terminal Block
9	Blue	To Timer Fan Delay
10	White	To Neutral Terminal Block
11	Green	To Ground Screw
12	Blue	To Timer Fan Delay
13	Blue	To Timer Fan Delay
14	Blue	To Timer Fan Delay
15	Blue	To Timer Fan Delay
16	Blue	To Timer Fan Delay
17	Blue	To Timer Fan Delay
18	Blue	To Timer Fan Delay
19	Blue	To Timer Fan Delay
20	White	To Neutral Terminal Block
21	White	To Neutral Terminal Block
22	White	To Neutral Terminal Block
23	Blue	To Timer Fan Delay
24	Blue	To Timer Fan Delay
25	Blue	To Timer Fan Delay
26	Green	To Ground Screw
27	Blue	To Timer Fan Delay
28	Blue	To Timer Fan Delay
29	Blue	To Timer Fan Delay
30	Blue	To Timer Fan Delay
31	Blue	To Timer Fan Delay
32	Brown	To Relay T1
33	Brown	To Relay T1
34	Brown	To Relay T1
35	Brown	To Relay T1
36	Brown	To Relay T1
37	Brown	To Relay T1

## Panel B Bed Cord



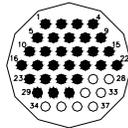
PIN#	COLOR	DESTINATION
1	Black	To Ballast B2-5
2	Black	To Ballast B2-6
3	Black	To Ballast B2-7
4	Black	To Ballast B2-8
5	Black	To Ballast B2-9
6	Red	To Red Terminal Block
7	Red	To Red Terminal Block
8	Red	To Red Terminal Block
9	Red	To Red Terminal Block
10	Red	To Red Terminal Block
11	White	To Neutral Terminal Block
12	Blue	To Axial Fans
13	Blue	To Axial Fans
14	Blue	To Axial Fans
15	Blue	To Axial Fans
16	Blue	To Axial Fans
17	Blue	To Axial Fans
18	Blue	To Axial Fans
19	Blue	To Axial Fans
20	White	To Neutral Terminal Block
21	White	To Neutral Terminal Block
22	White	To Neutral Terminal Block
23	Blue	To Axial Fans
24	Blue	To Axial Fans
25	Blue	To Axial Fans
26	Blue	To Axial Fans
27	Blue	To Axial Fans
28	Blue	To Axial Fans
29	Blue	To Axial Fans
30	Blue	To Axial Fans
31	Blue	To Axial Fans
32	Brown	To Relay T1
33	Brown	To Relay T1
34	Brown	To Relay T1
35	Brown	To Relay T1
36	Brown	To Relay T1
37	Brown	To Relay T1

## Panel C Bed Cord



PIN#	COLOR	DESTINATION
1	Black	To Ballast C2-10
2	Black	To Ballast C2-11
3	Black	To Ballast C2-12
4	Black	To Ballast C2-13
5	Red	To Red Terminal Block
6	Red	To Red Terminal Block
7	Red	To Red Terminal Block
8	Red	To Red Terminal Block
9	Blue	To Axial Fans
10	White	To Neutral Terminal Block
11	Green	To Ground Screw
12	Blue	To Axial Fans
13	Blue	To Axial Fans
14	Blue	To Axial Fans
15	Blue	To Axial Fans
16	Blue	To Axial Fans
17	Blue	To Axial Fans
18	Blue	To Axial Fans
19	Blue	To Axial Fans
20	White	To Neutral Terminal Block
21	White	To Neutral Terminal Block
22	White	To Neutral Terminal Block
23	Blue	To Axial Fans
24	Blue	To Axial Fans
25	Blue	To Axial Fans
26	Blue	To Axial Fans
27	Blue	To Axial Fans
28	Blue	To Axial Fans
29	Blue	To Axial Fans
30	Blue	To Axial Fans
31	Green	To Ground Screw
32	Brown	To Relay Coil
33	Brown	To Relay Coil
34	Brown	To Relay Coil
35	Brown	To Relay Coil
36	Brown	To Relay Coil
37	Brown	To Relay Coil

## Panel D Bed Cord

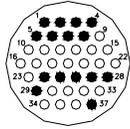


PIN#	COLOR	DESTINATION
1	Brown	To Lamp 1
2	Brown	To Lamp 2
3	Brown	To Lamp 3
4	Brown	To Lamp 4
5	Brown	To Lamp 5
6	Brown	To Lamp 6
7	Brown	To Lamp 7
8	Brown	To Lamp 8
9	Brown	To Lamp 9
10	Brown	To Lamp 10
11	Brown	To Lamp 11
12	Brown	To Lamp 12
13	Brown	To Lamp 13
14	Brown	To Lamp 1
15	Brown	To Lamp 2
16	Brown	To Lamp 3
17	Brown	To Lamp 4
18	Brown	To Lamp 5
19	Brown	To Lamp 6
20	Brown	To Lamp 7
21	Brown	To Lamp 8
22	Brown	To Lamp 9
23	Brown	To Lamp 10
24	Brown	To Lamp 11
25	Brown	To Lamp 12
26	Brown	To Lamp 13
27	Brown	To Lamp 1
28	Brown	To Lamp 2
29	Blue	To Axial Fans
30	White	To Axial Fans
31	Green	To Ground Screw

# Door Harness

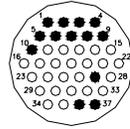
## Panel D Ballast Harness

### PANEL A



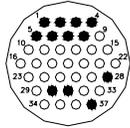
PIN#	COLOR	DESTINATION
1	Black	To Panel D Pin 1
2	Black	To Panel D Pin 2
3	Black	To Panel D Pin 3
4	Black	To Panel D Pin 4
5	Red	To Panel D Pin 14
6	Red	To Panel D Pin 15
7	Red	To Panel D Pin 16
8	Red	To Panel D Pin 17
24	Blue	To Top Fan Power
25	White	To Top Fan Neutral
26	Green	To Top Fan Ground
27	Blue	To Panel B Pin 27
28	Blue	To Panel C Pin 28
29	Blue	To Panel D Pin 29
37	Brown	To Panel B Pin 37

### PANEL B



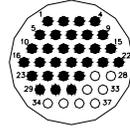
PIN#	COLOR	DESTINATION
1	Black	To Panel D Pin 5
2	Black	To Panel D Pin 6
3	Black	To Panel D Pin 7
4	Black	To Panel D Pin 8
5	Black	To Panel D Pin 9
6	Red	To Panel D Pin 18
7	Red	To Panel D Pin 19
8	Red	To Panel D Pin 20
9	Red	To Panel D Pin 21
10	Red	To Panel D Pin 22
27	Blue	To Panel A Pin 27
36	Brown	To Panel C Pin 37
37	Brown	To Panel A Pin 37

### PANEL C



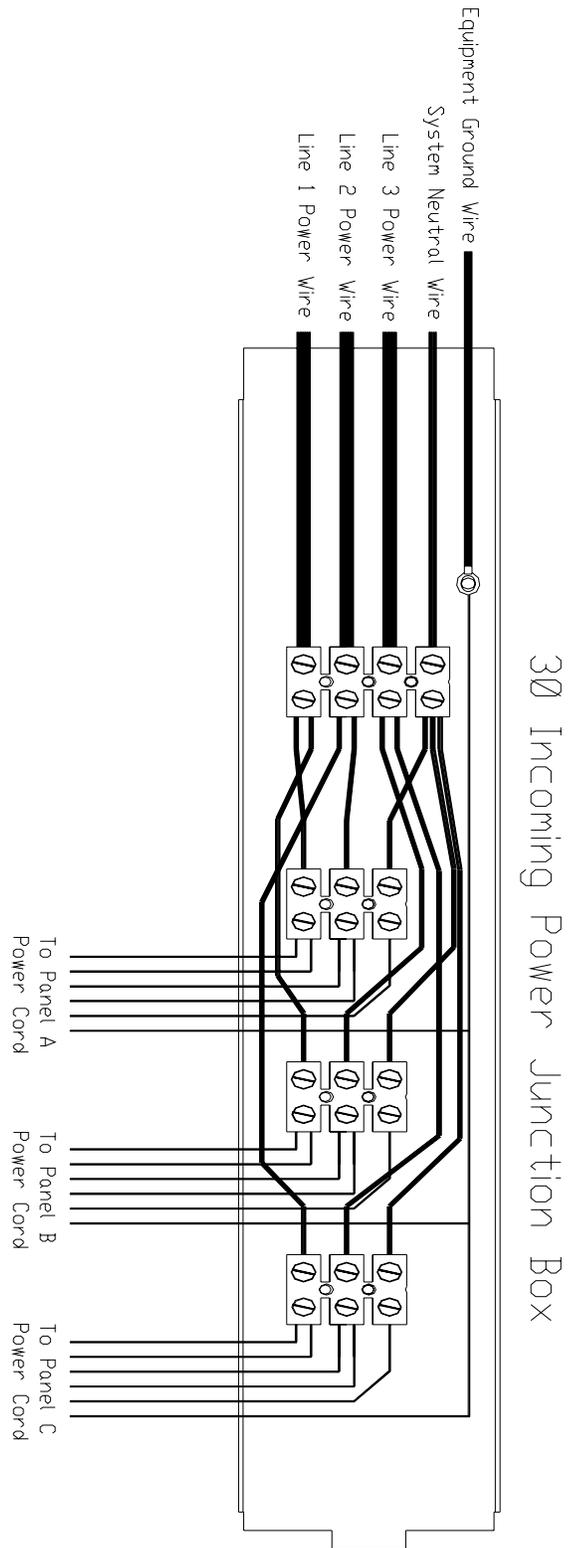
PIN#	COLOR	DESTINATION
1	Black	To Panel D Pin 10
2	Black	To Panel D Pin 11
3	Black	To Panel D Pin 12
4	Black	To Panel D Pin 13
5	Red	To Panel D Pin 23
6	Red	To Panel D Pin 24
7	Red	To Panel D Pin 25
8	Red	To Panel D Pin 26
28	Blue	To Panel A Pin 28
30	White	To Panel D Pin 30
31	Green	To Panel D Pin 31
37	Brown	To Panel B Pin 36

### PANEL D

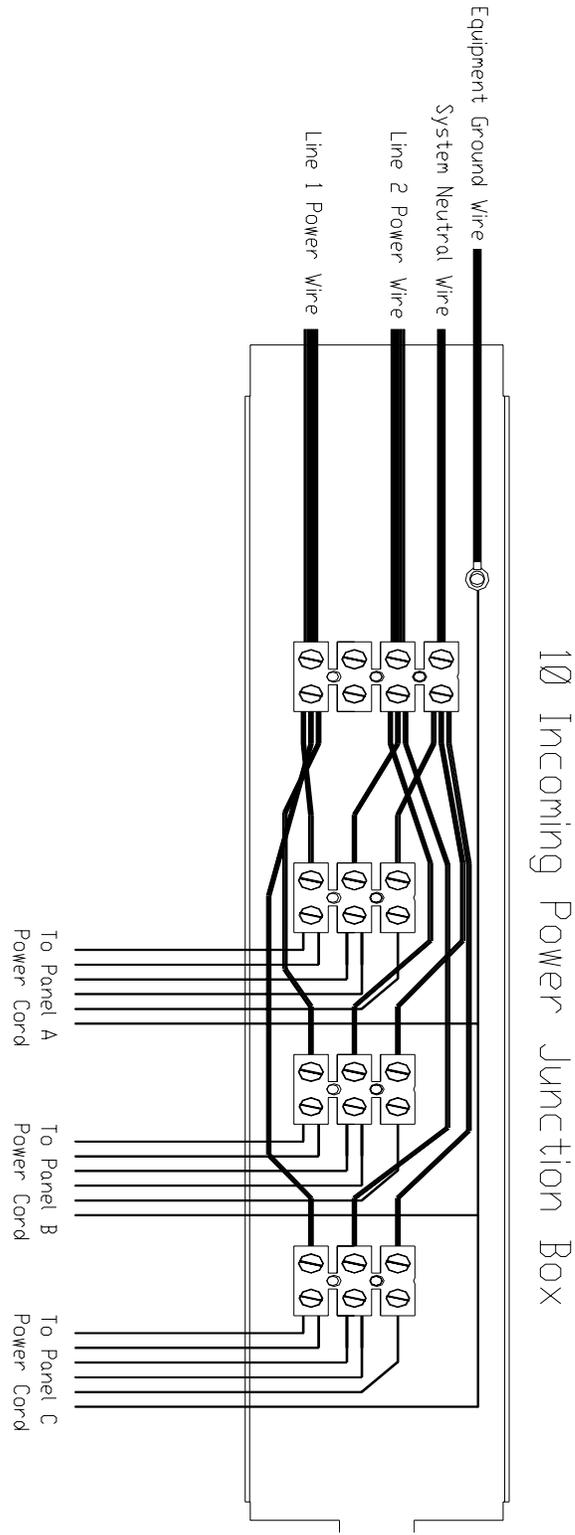


PIN#	COLOR	DESTINATION
1	Black	To Panel A Pin 1
2	Black	To Panel A Pin 2
3	Black	To Panel A Pin 3
4	Black	To Panel A Pin 4
5	Black	To Panel B Pin 1
6	Black	To Panel B Pin 2
7	Black	To Panel B Pin 3
8	Black	To Panel B Pin 4
9	Black	To Panel B Pin 2
10	Black	To Panel C Pin 1
11	Black	To Panel C Pin 2
12	Black	To Panel C Pin 3
13	Black	To Panel C Pin 4
14	Red	To Panel A Pin 5
15	Red	To Panel A Pin 6
16	Red	To Panel A Pin 7
17	Red	To Panel A Pin 8
18	Red	To Panel B Pin 5
19	Red	To Panel B Pin 6
20	Red	To Panel B Pin 7
21	Red	To Panel B Pin 8
22	Red	To Panel B Pin 9
23	Red	To Panel C Pin 5
24	Red	To Panel C Pin 6
25	Red	To Panel C Pin 7
26	Red	To Panel C Pin 8
29	Blue	To Panel A Pin 29
30	White	To Panel C Pin 30
31	Green	To Panel C Pin 31

# 3 Phase Connection



# Single Phase Connection



**NOTE:** This unit is factory pre-wired for three phase operation. During conversion to single phase operation you must replace the incoming power wires to 4 gage THHN 90 degrees or equivalent.

# General Troubleshooting Guide

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The following troubleshooting information is divided into two sections. Section A contains items in which the owner may check without the aid of a service person. Section B contains items which must be performed by **QUALIFIED SERVICE PERSONNEL ONLY**. If you have any questions other than the ones listed in your troubleshooting guide, contact your dealer or distributor **NOTE: All tanning units are not the same, therefore some of the causes may not apply to your unit.**)

## General Troubleshooting (Section A)

### 1. Tanning unit does not operate.

#### CAUSE

1. No power to unit.
2. Timer is not activated.

#### SOLUTION

1. Check circuit breaker servicing unit.
2. Press up button, then start button.

**Note: If there is power to the unit but the display on the timer is not lighting, you may need to replace the timer. Contact Sun Ergoline or your local representative for information.**

### 2. Lamps will not light or lamps flicker.

#### CAUSE

1. Lamp not seated properly in lampholder.
2. Faulty lamp.

#### SOLUTION

1. Remove lamp, inspect contact on lamp, and reinstall lamp securely into lampholder.
2. Replace lamp. (Refer to Instruction Manual for correct lamp.)

## General Troubleshooting (Section B)

All services in the following section are to be completed by a Qualified Service Technician. This section is to aid in isolating and correcting problems which may occur and is not intended for the use by the owner. Refer to the assembly instructions included with each unit for reference in disassembling and wiring the tanning unit. Disconnect all power to the unit before servicing. Use only factory authorized components for replacement parts.

### 1. Tanning unit does not operate.

#### CAUSE

1. Incorrect connection of incoming power.
2. Faulty Timer
3. Faulty relay in unit.
4. Poor wiring connections.

#### SOLUTION

1. Check Electrical connection on wiring diagram and correct as necessary.
2. Replace
3. Replace
4. Check wiring circuit against appropriate diagram and correct as required.

### 2. Lamps will not light.

#### CAUSE

1. Poor wiring crimp at the lampholder.
2. Faulty or damaged lampholder.
3. Incoming power to the unit is incorrect.
4. Faulty Ballast
5. Loose power wire to ballast.

#### SOLUTION

1. Check for loose wire and repair.
2. Replace lampholder
3. Check incoming voltage and correct to requirements.
4. Locate and replace
5. Locate loose wire and repair.

# Important Note

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## PREVENTIVE MAINTENANCE SCHEDULE

Your Genesis Tanning System consists of many movable parts that may require periodic adjustments and/or replacement.

It is imperative that you, the owner and/or operator, check all components for any signs of wear which may occur through normal use.

The frequency of your preventive maintenance schedules should be determined according to equipment usage. The minimum of a monthly inspection of all components is a good guideline, however, actual frequency and thoroughness of inspections is your responsibility.

Should you require any assistance or need additional information, please call our Service Department at **1-800-445-0624**, Monday through Friday 8:00 a.m. -5:00 p.m. CST

## REPAIRS-SERVICE-REPLACEMENT PARTS AND LAMPS-EYE PROTECTION

If you are in need of any of the above mentioned products or services, you should contact the dealer/distributor through whom you purchased your unit. In the event that you are unable to do so, please call our Service Department for assistance at: **1-800-445-0624**.

**NOTE:** All repairs and replacement components including, but not limited to, protective eyewear, lamps, timers, acrylic and reflectors must be in compliance with CFR 21 1040.20.

# SUN Ergoline, Inc.

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## Limited Warranty

Sun Ergoline warrants its products to be free from defects in materials and workmanship under intended normal use as described in the unit's Operation and Instruction Manual, for a period of one (1) year from date of sale.

This Limited Warranty applies only to the original purchaser of the equipment through Sun Ergoline or its authorized dealer or distributor, and is not transferable.

Sun Ergoline's obligations under this warranty are limited to repair or replacement of any defective part without charge for that part to the original purchaser, with the following exceptions:

- A. Fluorescent lamps are warranted against defects for a period of thirty (30) days from date of sale.
- B. Only parts obtained through Sun Ergoline, its authorized dealers or distributors may be used. Transportation costs for parts shipped to the consumer and the return of defective parts to Sun Ergoline are not included.
- C. Labor will be furnished without charge for ninety (90) days from date of purchase only. All labor and related charges must be authorized by Sun Ergoline prior to start of repairs, and must coincide with Sun Ergoline established rates and time allotment policy.
- D. Acrylic: Refer to Manufacturer's Acrylic Warranty Policy.

It is imperative that the original customer completes and returns the enclosed warranty card within 10 days after purchase to insure valid registration and coverage for potential claims.

If the warranty card is not registered, proof of purchase from Sun Ergoline or its authorized dealer or distributor will be required prior to any consideration on warranty claims. This could result in service delays.

This warranty is extended to the individual or legal entity, whose name appears on the warranty registration card filed with Sun Ergoline, or whose name appears on the original sale document and may not be transferred to any other individual or legal entity.

This warranty does not apply to any failure of the product, or any parts of the product due to alterations, modifications, misuse, abuse, accident, improper maintenance, improper installation, acts of God or if the serial number on the product has been removed, altered or defaced. Adequate packaging must be used for returned goods to prevent freight damage.

**THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THERE IS NO EXPRESS OR IMPLIED WARRANTY OF FITNESS OR MERCHANTABILITY.**

**THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE EXCLUSIVE REMEDIES PROVIDED TO THE PURCHASER BY SUN ERGOLINE AND ARE PROVIDED IN SUBSTITUTION OF ALL OTHER REMEDIES - CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE EXCLUDED.**

No person, firm or corporation is authorized to obligate Sun Ergoline for any liability in connection with the sale or use of these goods.

# Limited Acrylic Warranty

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Sun Ergoline warrants its acrylic sheets to be free from defects in material and workmanship, under intended normal use, for a period of one (1) year from date of sale of the tanning bed. Due to the tanning lotions, cosmetics, disinfectant and improper cleaners used on tanning surfaces that cannot be controlled by Sun Ergoline after the first thirty (30) days of warranty period. Acrylic will be subject to a prorated cost to the consumer on breakage.

Sun Ergoline's obligations do not include transportation charges on replacement acrylic.

Sun Ergoline assumes no liability for the cost of removing defective sheets or installing replacement sheets, nor for damage to persons or property.

To make a claim, contact an authorized dealer or distributor of Sun Ergoline or Sun Ergoline Service Department with the model number, the serial number, and the date of purchase of the bed in which the acrylic will be used.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THERE IS NO EXPRESS OR IMPLIED WARRANTY OF FITNESS OR MERCHANTABILITY.

THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE EXCLUSIVE REMEDIES PROVIDED TO THE PURCHASER BY SUN ERGOLINE AND ARE PROVIDED IN SUBSTITUTION OF ALL OTHER REMEDIES - CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE EXCLUDED.

**Sun Ergoline**  
P.O. Box 2026  
Jonesboro, Arkansas 72402  
**1-800-445-0624**  
**870-935-1130** (in Arkansas)

# Warranty Claims

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## Policy & Procedures

1. When to file a Warranty Claim:

In the event that your tanning system is not functioning properly under intended normal use as described in the unit's Operation and Instruction Manual, you may then have established cause to file a Warranty Claim.

**NOTE:** Both the tanning system and legal registered owner must meet the criteria established under Sun Ergoline Limited Warranty as described in this manual before any Warranty Claim will be considered.

2. Where to call to place a Warranty Claim:

Sun Ergoline is supported nationwide by an extensive dealer/distributor network through whom the majority of our units are sold. These dealers/distributors are required by contract to stock sufficient parts to meet the various warranty and nonwarranty needs of their customers.

Therefore, in order for you to properly file a Warranty Claim, you must locate the name and phone number of the dealer/distributor through whom you purchased your unit. Normally this information can be easily located either on your paid invoice or other proof of purchase documentation that you received when taking delivery of the unit.

Next, notify the dealer/distributor of the serial number, model number and date unit was purchased. This will initiate the Warranty Claim process.

Upon determination of the problem, your dealer/distributor can then supply you with the part(s) and proper instructions to return your unit to working order.

Each dealer/distributor has their own internal procedure for handling Warranty Claims and credits.

**NOTE:** Sun Ergoline, the manufacturer, does not involve itself in the direct handling of a Warranty Claim except where mitigating circumstances apply and where required by law.

# Parts Warranty Claim/Credit Review

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1. Customer calls Sun Ergoline and notifies the Service Department of problem.
2. Sun Ergoline Service Department determines course of action.
3. Sun Ergoline ships part and R.A.I. to customer freight collect and bills customer on net 30 basis for part only.
4. Customer, within 15 days of receiving new part, returns defective part to Sun Ergoline along with R.A.I.
5. Upon receipt of defective part and R.A.I., Sun Ergoline issues customer a credit invoice which offsets original bill. Customer's account is returned to zero balance concerning this claim.

**NOTE:** If part returned to Sun Ergoline proves to be operational and not defective, or if product code numbers on part do not correspond with individual unit date on file with Sun Ergoline, then a 30% restocking fee will be charged in addition to the retail purchase price of part.

Acknowledgment of the Agreement is not required for acceptance of the foregoing stipulations.

## LABOR WARRANTY CLAIM/CREDIT PROCEDURES

Sun Ergoline furnishes labor without charge for a period of 90 days from date of purchase. All labor and related charges must be authorized by Sun Ergoline **prior** to start or repairs, and must coincide with Sun Ergoline established rates and time allotment policy.

Please contact our Service Department for authorization and billing procedures.



*Notice: Any misuse, abuse, modification, alteration, improper maintenance, improper installation, etc. of this product or its intended use will subject said party to direct responsibility and liabilities for any and all consequences resulting from such action. Furthermore, such actions will void all warranties and may relieve Sun Ergoline of any liabilities relating to said product.*