



eSense

eSense troubleshoot guide

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Quick reference table

Log entry
Battery undervoltage
BLDC controller fault
BLDC undervoltage
Charger detected
Driveunit could not find center position
Driveunit DC motor fault
Driveunit has recalibrated
EMO pressed
File system read/ write error
Modbus offline
Pushbar cable break detected
Pushbar calibration fault
Pushbar offset fault
Pushbar out of range
Sticky button detected
System safe mode
System started
System stopped
UI CAN offline
UI unexpectedly restarted

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2 Troubleshoot strategy

2.1 Introduction

This guide helps in fault analysis of esense systems with esense main firmware version 1.04.01, esense Up firmware version 1.04.01, esense Full 360 firmware version 1.05.01 and later. For effective troubleshooting on systems with older firmware, first use PowerTalk to update to the latest firmware.

For general instructions on use of the system refer to the esense User manual. For general instructions on installation and maintenance, including more detailed instructions for (re)placement of components refer to the esense Installation and service manual.

A detailed overview with article numbers and names of all system components and pre-defined system configurations and any available alternative, accessory and spare parts can be found in the esense article overview.

Component descriptions in this document generally refer to standard components, of which there may be variants or alternative components available. In case an esense configuration features alternative components, the description is applicable for these alternative components.

2.2 First things first

In case a service call is received it is most important to make sure the user can continue use of a trolley, either with or without esense drive functionality.

First check if the user can easily solve the problem, when it for instance concerns:

- Emergency switch unintendedly pressed.
- Immobilizer unintendedly activated.
- Key lock unintendedly activated.

See section 3.1, table 1 to recognize these situations.

In case solving the issue is not possible remotely make sure the trolley can be used without electric power assistance until repair is made. Notice the user that:

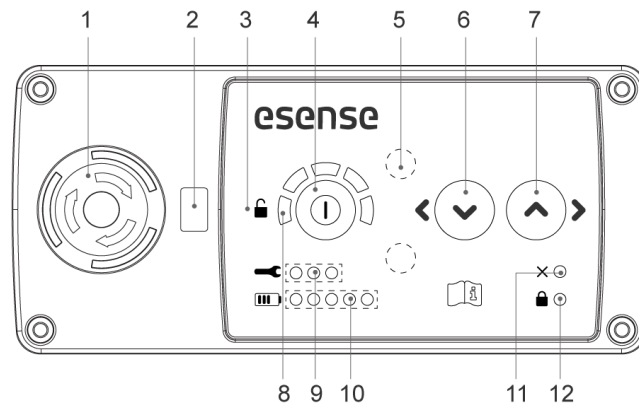
- The Drivewheel of Driveunit 360 can be turned in forwards/ backwards direction by hand in case the system failed when the wheel was turned sideways.
- In the Drivewheel of Driveunit Up is in lowered position it can be moved up by pressing the right/ raise switch.
- The Drivewheel is in freewheel mode when the system is switched off. Therefore the trolley can still be safely moved around.
- The Drivewheel may (optionally) be provided with a mechanical emergency wheel lift.

2.3 Interface elements

In most cases the first step in fault analysis of esense systems is to understand the indications on the Interface. The troubleshoot tables in the next chapter refer to indication and switch names as listed in below overview.

The availability of indications depends on the system configuration. For instance on systems without esense Battery pack, battery indications cannot be shown and indications for Key lock and Immobilizer can only be shown when this functionality is activated during installation.

More information on changing system configurations and options can be found in the Installation and service manual.



1. Emergency switch	Active on all versions.
2. USB connector	Active on all versions.
3. Magnet key lock	Optional functionality, to be activated by the trolley supplier.
4. On/off switch	Active on all versions.
5. Hidden key lock switch	Optional functionality, to be activated by the trolley supplier.
6. Left/lower switch	Drive left for 360 versions, lower wheel for Up versions.
7. Right/raise switch	Drive right for 360 versions, raise wheel for Up versions.
8. System status indication	Active on all versions.
9. Service indication	Active on all versions, but only lit in case of service errors.
10. Battery charge indication	Active on systems featuring an esense battery
11. Immobilizer indication	Optional functionality, to be activated by the trolley supplier.
12. Key lock indication	Optional functionality, to be activated by the trolley supplier.

Notice!

If the Interface on your esense system does not look the same as above picture, you are using either a different or an older esense version. However, button functionality and service indication with LEDs is similar across all versions.

2.4 Service indications

The service indication consists of three different LEDs. These LEDs communicate codes indicating specific groups of system faults.

Service indication	Number	Description
 ● ○ ○	1	System error
 ○ ● ○	2	Pushbar error
 ● ● ○	3	Interface error
 ○ ○ ●	4	Drive error
 ● ○ ●	5	Steer/lift error

More specific information on the issue is shown in the battery indication when the left or right docking switch (6 or 7) is pushed. The combination of both codes is used in the tables in chapter 3.

2.5 PowerTalk log file

A next powerful source for fault analysis is the log file. This log file can be viewed using PowerTalk. With PowerTalk, the user may also send a system report for remote analysis. For more information on the use of PowerTalk see the Installation and service manual.

Notice!

The log file can be found under the tab 'Log' in PowerTalk for users with license level L2 and L3. PowerTalk users with license level L1 can view the log file by using the 'Save report' function. The report can next be opened with an internet browser. The log forms the last part of the report.

The entries may be system faults, but can also be perfectly harmless. Log entries that may be ignored during troubleshooting are listed below.

Log entry	Meaning
System started	System switched on.
System stopped	System switched off.
Charger detected	System has been connected to a charger.
EMO pressed	The Emergency switch is pressed.
Drive unit has recalibrated	The Driveunit 360 has automatically corrected its center position.

All log entries indicating system faults are listed in the troubleshoot tables in chapter 3. System faults are logged at the same time as service indications are shown on the Interface.

2.6 Use of the troubleshoot tables

This guide provides tables that give direction in effective troubleshooting. The first column of each table lists the indication that is shown when the system is in service mode. The next column shows the log entry concerning the same fault.

The next five columns show steps to solve the issue, in order of relevance. In most cases step 1 will be sufficient.

The tables use several symbols, as listed below.

Symbol	Meaning
	Component failure suspected.
	Indication off.
	Indication blinking.
	Indication constantly lit.

The first table (3.1) is a general table, listing general Interface indications and system behavior. This table refers to the other tables for more detail.

2.7 General guidelines

- Make sure to have relevant spare parts at hand. Standard sets are available. Contact your esense supplier for details.
- When a component is listed with the  symbol it is expected to be the reason for system failure. First replace the listed component with a spare version. If this fixes the problem, replace the component with the spare version. If it does not solve the problem return the original part and continue with the next step.
- Always first try to reconnect the connectors of the cable before full replacement of the cable.
- If the steps in the tables did not solve the issue, as a last step try to replace the Controller box.

2.8 Log entry reference table

The troubleshoot tables in the next chapter are ordered by service indication on the Interface. Use the reference table, with log entries on alphabetical order, when troubleshooting is done on log entry only.

Log entry	Troubleshoot table
Battery undervoltage	Table 2
BLDC controller fault	Table 5
BLDC undervoltage	Table 5
Charger detected	Paragraph 2.5
Driveunit could not find center position	Table 6
Driveunit DC motor fault	Table 6
Driveunit has recalibrated	Paragraph 2.5
EMO pressed	Paragraph 2.5
File system read/ write error	Table 2
Modbus offline	Table 5
Pushbar cable break detected	Table 3
Pushbar calibration fault	Table 3
Pushbar offset fault	Table 3
Pushbar out of range	Table 3
Sticky button detected	Table 4
System safe mode	Table 2
System started	Paragraph 2.5
System stopped	Paragraph 2.5
UI CAN offline	Table 4
UI unexpectedly restarted	Table 4

3 Troubleshoot tables

3.1 Table 1: Primary indication overview

Indication	Description	Step 1	Step 2	Step 3	Step 4	Step 5
	System does not start at all.	Charge the Battery pack and check voltage and capacity with PowerTalk. [1]	❌ Battery pack → ❌ Charger	❌ Membrane foil (On/ off button)	❌ Cable between Interface and Controller box	❌ Interface → ❌ Controller box.
	System does not start for some time (up to a few hours).	❌ Battery pack ❌ Charger See remark [2]				
	System switches instantaneously off, directly after switch on.	❌ Controller box.				
	System switches off after a few seconds or when first pushing the pushbar.	Charge the Battery pack and check voltage and capacity with PowerTalk. [1]	❌ Battery pack → ❌ Charger			
	One or more service LEDs are lit.	See table 2-6.				
	‘System ready’ indication is lit, but trolley performance is not correct.	See table 7.				
	System performance is correct now, but customer reports previous service indications.	Read the system log file with PowerTalk.	See table 2-6.			
	All LEDs on the interface are on and the system is not responsive.	The Controller box is in Safe mode. [3]	The system may be restored with PowerTalk.	Contact a product specialist at Indes Healthcare for further instruction.		

 	Immobilizer LED is lit.	Check or replace the switch or relay that enables the immobilizer	Reconnect cabling between the switch/ relay and the Controller box	 Cables between the switch/ relay and the Controller box		
 	Key lock LED is lit.	Unlock the Key lock. (Magnet or 4x Hidden key lock switch).	Change the Key lock activation with PowerTalk.			
           	All LEDs on the Interface are blinking.	Unlock Emergency switch and reactivate system.	 Emergency Switch.	 Cable between Interface and Controller box		
    	One or more battery level indication LEDs are blinking.	See table 8.				

[1] The voltage and remaining capacity of the Battery pack can be checked in PowerTalk under the tab values, battery/battery voltage and battery/battery current. For Battery packs the relative remaining capacity must always be above 10%, in combination with a voltage between roughly 24 and 27 V. If the voltage is lower, the battery may not have been charged for a long time or the Battery pack may be broken and is not able to hold capacity long anymore.

[2] If a system is not able to start up for some time (up to a few hours), this may be caused by a safety procedure in the Battery pack.

[3] The Controller box switches to system safe mode when an error occurs that is potentially harmful for the controller. Incidental occurrence is no reason for replacement of the Controller box. The system also switches to safe mode when the system configuration does not match with the software version on the Controller box. This can be corrected by setting the correct system type with PowerTalk (User Level 2 and 3 only).

Notice!

Below instruction is applicable only for systems including an esense Battery pack. If the system is powered by alternative power sources refer to the service instructions of these power sources for troubleshooting information.

It's advised to try a restart after a few hours or, if that was not successful, after connection or disconnection of the charger to the mains. Next, the cause may be found with PowerTalk under tab values; battery/info/last 10 cutoff reasons. The displayed value is a log for cut-off of the battery. In these situations, power from the battery is temporarily switched off by the battery electronics, because an unusual and potentially harmful event happened. The log fills from right to left; so the most right number is the latest event.

#	Meaning	Cause/ action
1	Battery voltage too low	The Battery pack was not charged for a long period or the battery is broken. - Check with the user if the product was not charged for a long time (months), for instance due to storage. - Check if charging is still working. See remark ** below table 8. Replace the Battery pack or Charger if necessary.
2	Discharge current too high	The current required by the Drivewheel is higher than the Battery pack is able to deliver. This fault expectedly does not occur in normal use scenario's. Please contact a product specialist at Indes Healthcare in case this fault is logged frequently.
3	Battery temperature too high	The Battery pack has been too warm. This may be caused by an external or internal heating of the cells during charging. - Thoroughly check if the Battery pack is used in warm (45 °C+) environments or if the Battery pack is installed close to any heat sources. - Replace the Battery pack if both external sources can be excluded and the issue is logged frequently.
4	Charge voltage too high	The supply voltage of the charger is incorrect. Make sure the original esense charger is used. Replace the charger in case the fault is logged frequently.
5	Charge current too high	The supply current of the charger is incorrect. Make sure the original esense charger is used. Replace the charger in case the fault is logged frequently.

3.2 Table 2: System service indications



Indication	Log entry	Step 1	Step 2	Step 3	Step 4	Step 5
	File system read/write error. [4]	Check frequency of the fault in the log file with PowerTalk.	If the fault was an isolated incident (only a few in past months) no further action is needed.	Controller box.		
	Battery undervoltage [5]	Recharge the battery	Battery pack			

[4] In most cases this error does not lead to the system switching to service mode. Therefore, the user may not notice anything. Incidental occurrence is no reason for replacement of the Controller box.

[5] Battery undervoltage indicates that the system voltage has been critically low; either below 20 V for over 5 seconds or below 16 V. This typically happens when a battery is critically low or when the Drivewheel needs a sudden high current; for instance, when passing thresholds or slopes or with sudden change in drive direction. During these peak currents the voltage of the Battery pack drops. Due to aging effects of the Battery pack the voltage drop may get too high.

Battery undervoltage is automatically reset when the battery voltage is above 25 V, during or after recharging.

3.3 Table 3: Pushbar service indications



Indication	Log entry	Step 1	Step 2	Step 3	Step 4	Step 5
 	Pushbar out of range. [6]	Check sensor signals with PowerTalk.	Loosen and reassemble the failing Force sensor. [8]	Use a plastic hammer to shift the sensor signal back in range. [9]	 Force sensor.	 Interface.
 	Pushbar cable break detected. [6]	Check sensor signals with PowerTalk.	 Check ground connection of pushbar. [7]	 Force sensor.	 Interface.	
 	Pushbar offset fault. [10]	Check if objects near the Force sensor risk to push or clamp on the sensor.	Check if the pushbar is used correctly. Both hands must be placed fully on the pushbar during use.	Try to reproduce the fault. Loosen and reassemble the failing Force sensor. [8]	Contact a product specialist at Indes Healthcare to discuss options to modify pushbar offset fault settings.	
 	Pushbar calibration fault	Inform end user on calibration step. [11]				

[6] Sensor signals can be checked on the overview and values screens of PowerTalk. A sensor signal should be between 400 and 550 when in rest (not pushed). In case the sensor is outside of this range at start-up of the system, calibration will fail.

In case a sensor signal exceeds the range of 130 – 870 a cable break is detected.

Check which sensor (S1 or S2) causes the failure and locate this sensor by following the cable leading from the Interface.

Notice!

Sometimes the log file shows a (double) cable break directly after the system was stopped. This notification is caused by a timing issue; during switch off of the system the voltage of the sensors drops, causing extreme sensor values. In some cases the controller is still able to detect and log this.

920	2018-09-17 06:25:19	1943 24020000	080 Pushbar cable break detected
919	2018-09-17 06:25:19	1943 04020000	080 Pushbar cable break detected
918	2018-09-17 06:25:18	295 00000000	064 System stopped

These notifications, after 'System stopped' may be ignored!

[7] In case the log file show multiple 'pushbar cable break detected' faults at apparently random moments that cannot be reproduced during evaluation, this may be caused by insufficient grounding of

the pushbar. As described in the installation instructions, the pushbar must be electrically connected to the larger metal frame of the trolley. Please check if this is properly done.

[8] Please refer to the Installation and maintenance manual for instructions on installation of force sensors and pushbar. In case of the Sensor handles, the parts shall be mounted with a free space of 1 mm around the surface of the tube they are mounted on. The tube shall have a diameter of 25 mm $\pm$ 0.1.

[9] Hard shocks on a Sensor handle may shift the sensor signal at rest. When a signal is not too far outside the 400 – 550 range, between 300 and 650, the sensor can often be repaired. Use a plastic hammer and hit the Sensor handle in forwards or backwards drive direction. Hit in the area where the handle is most wide, next to the clamp part. Do not hit too hard, but shift the signal in a few repeated hits. Stop when the signal stabilizes between 450 – 500.

[10] Offset faults are generally caused by objects pushing or clamping on the sensor or by deviating (mis)use. Check with the end users if this is the case and make sure the pushbar is pushed in the same way as described in the User manual. In case of frequent occurrence during normal use in some situations, system settings may be changed to limit the chance on offset faults. Please contact a product specialist at Indes Healthcare to discuss options.

[11] During calibration, at start-up of the system, the pushbar needs to be untouched. An alarm sounds after 10 seconds if a user already starts pushing during calibration. After 20 seconds the system switches to service mode and a 'pushbar calibration fault' is logged. This fault is not caused by component failure but by human error. Please notify the end user to be more patient during calibration.

3.4 Table 4: Interface service indications

Indication	Log entry	Step 1	Step 2	Step 3	Step 4	Step 5
        	UI CAN offline.	Reconnect the cable between Interface and Controller box	 Cable between Interface and Controller box	 Interface.		
        	Sticky button detected. [12]	Check frequency of the fault in the log file with PowerTalk.	If the fault was an isolated incident (only a few in past months) no further action is needed.	 Membrane foil.	 Interface.	
        	UI unexpectedly restarted.	Check frequency of the fault in the log file with PowerTalk.	If the fault was an isolated incident (only a few in past months) no further action is needed.	 Interface.	 Membrane foil.	 Cable between Interface and Controller box

[12] Sticky button detection checks if any buttons on the esense Membrane foil are continuously activated (pushed). If a button is pushed at start-up of the system calibration is postponed. If the button remains activated for 20 seconds, the system switches to service mode and the error is logged. This may occasionally happen during normal use, but repeated occurrence indicates a system fault.

3.5 Table 5: Drive service indications



Indication	Log entry	Step 1	Step 2	Step 3	Step 4	Step 5
	Modbus offline.	Main controller fuse in the Controller box [13]	Controller box.			
	BLDC undervoltage. [14]	Check frequency of the fault in the log file with PowerTalk.	If the fault was an isolated incident (only a few in past months) no further action is needed.	Battery pack	Drivewheel	
	BLDC controller fault.	Reconnect the cable between Driveunit and Controller box	cable between Driveunit and Controller box	Drivewheel	Driveunit 360.	

[13] The BLDC (wheel) controller is on a specific 24 V circuit (V-motion) that is protected by a fuse. The Modbus is the communication line between the BLDC controller and the Main controller. When the fuse is broken, this communication is offline. Breakage of the fuse is rare. In case of repeated occurrence it may be related to insufficient grounding of components to the trolley frame. Please contact a product specialist at Indes Healthcare for further information.

[14] BLDC undervoltage indicates that the voltage for the Drivewheel has been too low. This typically happens when the Drivewheel needs a sudden high current; for instance, when passing thresholds or slopes or with sudden change in drive direction. During these peak currents the voltage of the Battery pack drops. Due to aging effects of the Battery pack the voltage drop may get too high.

3.6 Table 6: Steer and Lift service indications

Only for systems using the Driveunit 360 or Driveunit Up

Indication	Log entry	Step 1	Step 2	Step 3	Step 4	Step 5
         	Driveunit could not find center position.	Reconnect the cable between Driveunit and Controller box	 Cable between Driveunit and Controller box	 Driveunit 360.		
         	Driveunit DC motor fault.	Reconnect the cable between Driveunit and Controller box	 Cable between Driveunit and Controller box	 Driveunit 360.		
         	Driveunit lift motor fault.	Reconnect the cable Driveunit and Controller box	 Up actuator cable installed on the Driveunit	 Up actuator	 Cable Driveunit and Controller box	

3.7 Table 7: Unexpected trolley performance

Indication	Description	Step 1	Step 2	Step 3	Step 4	Step 5
	Drive functionality remains inactive.	Reconnect the cable between Drivewheel and Controller box	☒ Cable between Drivewheel and Controller box	☒ Drivewheel.	☒ Driveunit 360	
	The trolley does not brake automatically when the pushbar is released.	Loosen and reassemble the Force sensors [15]	☒ Force sensor			
	The trolley automatically brakes unexpectedly	Check and correct the ground connection of the Controller box. [17]				
	Users report mild static discharge shocks during use of the pushbar.	Use anti-static castors or an anti-static strip on the trolley. [18]				
	The trolley drives short distances by itself.	Evaluate the facility floor on unevenness. [16]	Check if objects near the Force sensor risks to push or clamp on the sensor.	Loosen and reassemble the Force sensor. [15]	☒ Force sensor	
	The trolley cannot be moved at all.	Check if the Drivewheel is blocked from the outside. Remove any obstacles.	☒ Drivewheel.			
	The trolley cannot easily be moved in a straight line.	Check if any trolley wheels are blocked from the outside.	Remove any obstacles from the wheels and make sure the wheels can spin freely.			
	The Driveunit 360 does not rotate sideways when a sideways switch is pushed.	☒ Membrane foil.				

[15] Please refer to the Installation and maintenance manual for instructions on installation of sensors and Sensor handles. To operate the Sensor handles correctly, the parts shall be mounted with a free space of 1 mm around the surface of the tube they are mounted on. The tube shall have a diameter of 25 mm $\pm$ 0.1.

[16] The electric brake of the esense system is switched off when the trolley is standing still. In case the trolley is standing on an uneven or slightly sloping floor the trolley may start moving due to gravitational force. To secure a full standstill of the trolley the parking brakes of the trolley shall be used.

[17] As described in the installation instructions, the Controller box must have a ground connection to the larger metal frame of the trolley. If this connection is not properly made, this may lead to EMC/ESD issues that result in unexpected braking behavior during driving. Please check if the ground connection of the Controller box is properly connected to an uncoated part of the steel construction. An optional ground wire is available to create a properly conductive connection.

[18] In some occasions, for specific products, electric discharge shocks have been reported. Use of anti-static castors or anti-static strips has proven to be a suitable solution to lead electrostatic energy to the ground.

3.8 Table 8: Battery level indications

Active on all systems with an original esense battery or systems with battery indication enabled.

Indication	Description	Step 1	Step 2	Step 3	Step 4	Step 5
     	First battery indication LED is blinking every 30 seconds. (esense battery only)	Battery pack communication is lost. Check if loss of functionality is acceptable. [19]	Reconnect the cable between Battery pack and Controller box	 Cable between Battery pack and Controller box	 Battery pack	
      	Charge indication is not started at connection of charger or mains cable.	Check if battery communication is available. [19] On system with custom batteries see [21]	Check the color of the indication LED on the charger. [20]	 Mains cable to charger. (In case charger remains switched off)	 Charger. (In case charger remains switched off or error indication persists.)	 Battery pack
      	Charge indication remains active after disconnection of charger or mains cable.	Make sure the charger is disconnected. On system with custom batteries see [21]	 Battery pack			
     	First battery LED is blinking and a beep sounds every 10 seconds.	Recharge the Battery pack.				

[19] Communication between the Battery pack and the Controller box is used for various reasons:

- Switch off of drive functionality during charging.
- Precise display of battery charge level (When not available a less precise display method is used).
- Display of charge indication.
- Display of battery values and settings in PowerTalk.

In case these features are not considered essential, the situation may be left as is.

Lost Battery pack communication may be restored by the manufacturer. Contact a product specialist at Indes Healthcare for more details.

[20] The LED on esense chargers communicates a number of states. Most colors indicate standard charge process states, but some may indicate faults.

Indication	Meaning	Possible charger fault
Off	Charger broken or not connected to mains.	Yes
Yellow	No battery connected or shortly getting ready to start charging.	
Orange	Fast charge	
Green/ yellow	Top-off charge	
Green	Trickle charge (battery full)	
Orange/ green	Error	Yes

[21] On systems with custom batteries there is no actual communication between the Main controller and the battery. Battery indication is calculated based on voltage. For charge indication an additional

relay can be added that is switched when the trolley is connected to Mains power. A failure in this relay or its cabling (including esense power cabling to the Controller box) may lead to incorrect charge indication. The functionality for charge indication can be toggled with PowerTalk. Please refer to the service and installation manual for further information.

4 Distribution and authorization list

Author	Department	Date	Approval
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5 Revision list

Revision	Definition	Date
1.00	First release.	20171127
2.00	Log entry reference table added, reference to fit with FW 1.01.05, minor changes in troubleshooting steps.	20180516
3.00	Updated Pushbar fault troubleshoot steps and explanations. Updated PowerTalk Log file paragraph	20181001
4.00	Added additional info on battery troubleshooting	20181010
5.00	Correction reference section 2.2, added esense Up remarks, added additional troubleshooting on grounding.	20200109
6.00	Periodic update.	20211209
7.00	Adjusted product references to include new housing and cabling system builds, as well as facilitate the article numbers overhaul. Changed manufacturer name from Indes Production Management BV to Indes Healthcare BV. Changed address.	20240215

6 esense documentation

Article overview

E1409_yyyymmdd_esense article overview 20xx_rx.yy

Installation and service manual

E1409_yyyymmdd_esense installation and service manual_rx.yy

User manual

E1409_yyyymmdd_esense user manual_rx.yy

Troubleshoot guide

E1409_yyyymmdd_esense troubleshoot guide_rx.yy

All documentation is available in English at esense-moves.com/documentation9000.

Request a password at: info@esense-moves.com

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