



BARTLETT Instrument Company

What A FAIL Message Means & How To Fix It!

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What does a FAIL message mean for you? When a fail message appears on your Bartlett controller, there are two possible causes. Either, one of the thermocouples has gone bad or the controller has malfunctioned. It is good to know the difference so you can get the problem fixed as quickly as possible. The first thing is to determine which thermocouple is causing the FAIL message on your controller.

- A steady FAIL message indicates all thermocouples have failed
- FAIL alternately flashing with TC 1, TC 2, or TC 3 indicates the corresponding thermocouple has failed.

To test if the problem is the controller or the thermocouple, run a Thermocouple Bypass Test:

- Disconnect power to the kiln and unscrew the 4 screws that secure the controller to the control box and pull the controller toward you.
- Disconnect the thermocouple that has failed and place a jumper, such as a piece of wire or paperclip, between the two screws that the thermocouple connects to.
- Power the kiln and press ENTER to clear the FAIL message from before.
- If the FAIL message doesn't return, the thermocouple needs replaced. If the FAIL message returns, your board will need to be sent in for repair.



The back of the controller pictured with a jumper placed between the two screws of Thermocouple 2. When in single zone mode Thermocouple 2 is used.

If you are unsure, give us a call and we can walk you through testing to determine your problem. Be on the look out for more helpful tips later this month!

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