SM

SM094 – DCU trouble shooting

Service Manual

Release date 2023-04-25

Part number -

Part description DCU (Door Control Unit)

We welcome millions of people every day

Approval date 2023-04-25

File name SM094 DCU trouble shooting

Contents

Acronyms and Abbreviations

Abbreviation	Description
DCU	Door Control Unit
CCM	Customer Cooperation Manual

References

Ventura Systems documents

#	Reference	Type	Description	Revision	Date
1	QM000016	CCM	Customer Cooperation Manual	-	-

1 Instructions on DCU related issues

1.1 Purpose and motivation

Purpose

As stated in the CCM: issues that seem to be related to the DCU, need to be submitted for advice at Ventura Systems, before removing the DCU from the door system and submit it as warranty. Diagnostic status should be evaluated to determine the root cause. Warranty will not be granted for DCU's without a proper root cause analysis.

Motivation

Ventura Systems receives customer complaints regarding DCU's not functioning. Customers will send the DCU's to Ventura to be checked. Most of these complaints are rejected, because the DCU turns out to be functioning according to specification. To speed up this process of sending and receiving DCU’s, it would be helpful if we’d first receive data out of the DCU to help with the actual complaint.

1.2 Scope

This service manual is applicable to all Ventura door systems equipped with a DCU.
It describes the first steps to take when there are any calibration or functional failures with the mechanism.

1.3 How to proceed

Follow the manual and collect the necessary information before rebooting the DCU.

2 Steps to be taken

2.1 Step 1: connect Vdiag

Connect Vdiag to the concerned DCU. Make sure to select the right DCU (DCU 1, 2, 3 etc.).

2.2 Step 2: make screenshots

2.2.1 Screenshot 1: Main screen

Make a screenshot of the main screen, which shows the identifier and software version (to be shared with Ventura Support).

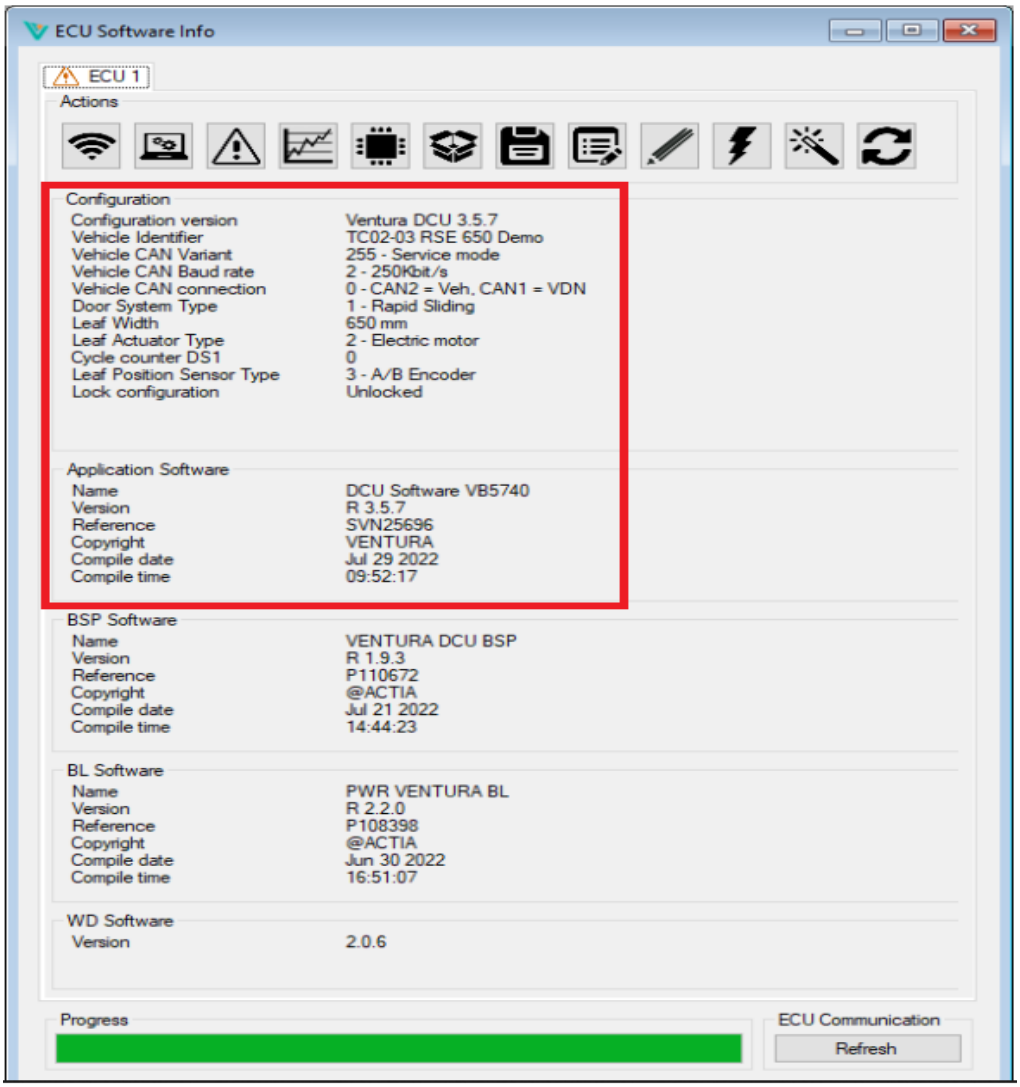

Figure 1: DCU Vdiag main screen (example, names and values may differ)

2.2.2 Screenshot 2: Read I/O

Select the read I/O icon

and make a screen shot (to be shared with Ventura Support).
Please make sure all information is seen on the screenshot. If necessary, scroll and make more screenshots to cover all information.

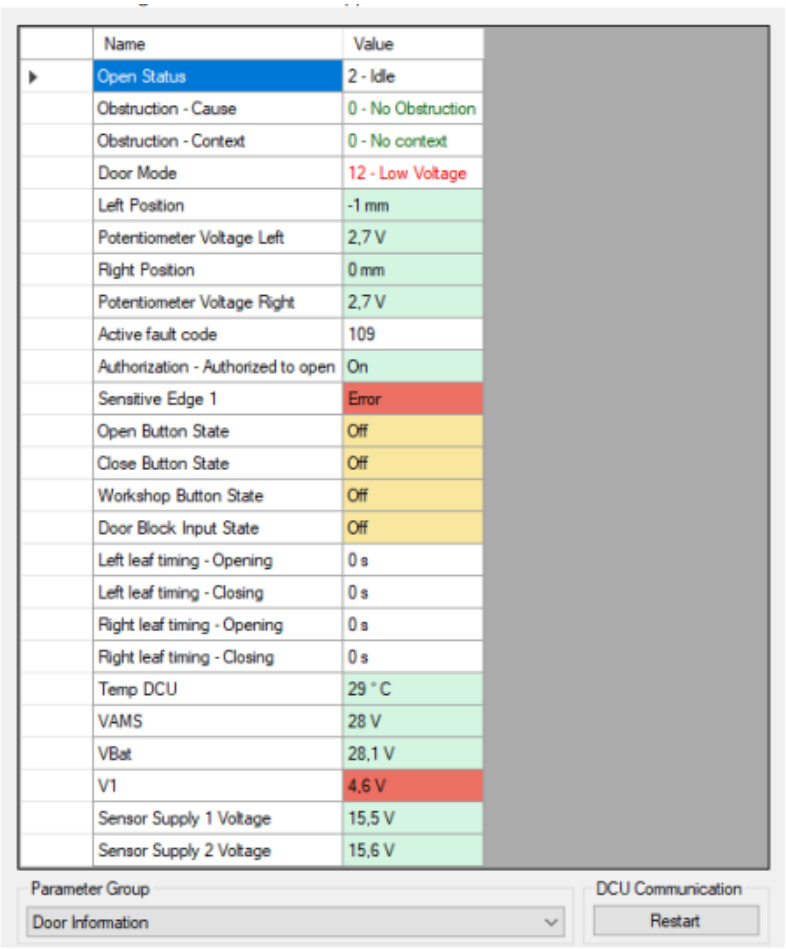

Figure 2: I/O screen (example, names and values may differ)

2.2.3 Screenshot 3: DTC

Select the read DTC icon

and make a screen shot (to be shared with Ventura Support).
Save the DTC file.

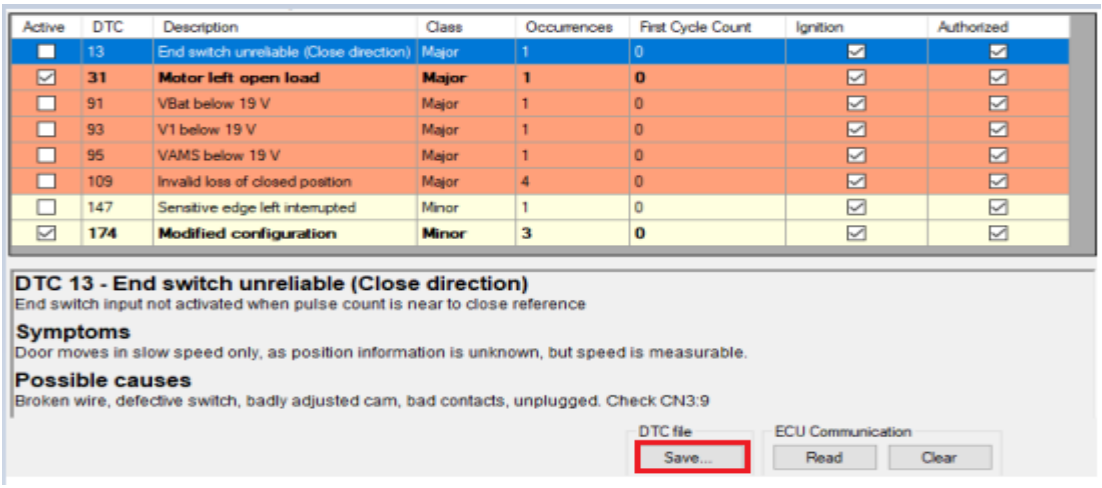

Figure 3: DTC screen (example, names and values may differ)

Store all three screenshots from Step 2.

2.3 Step 3: reboot

After saving all screenshots, reboot the DCU. The issues with the DCU could have been caused by calibration issues, which may be solved by a reboot.

If this doesn't work, please send the DTC File and the screenshots to Ventura Systems for determination of the root cause of the problem. You can send the files to: support@venturasystems.com.