



**ELI**  
**Innovation**  
**Pty Ltd**

*Your Australian Milk meter manufacturer*

# **ACR Trouble Shooting Guide**

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**Below is a quick reference trouble shooting guide. If you are unable to resolve the problem using the topics below, please contact Eli Innovation Pty Ltd directly for further assistance.**

***Q ACR has a blank keypad display and is not working***

- a) Check the Power Supply for 24V DC, check for a blown fuse (lights on power supply splitter board should show which blown fuse)
- b) If no fuse lights are on, check the power supply and power point. Must be around 24 Volts DC. If not, check Power Supply and Replace if necessary.
- c) Check the display lead for damage. Replace if damage found.

***Q RST or 0000 is always on the keypad?***

Possible causes of this are:

- a) Check the Flow Sensor Lead running from the Cut-Off Valve to the Stand Alone ACR for Damage.
- b) Check the Cluster for a good vacuum flow (if not, check vacuum hose and diaphragm)

***Q Stand Alone Cup Remover is not measuring flow.***

Possible causes are:

- a) Check the lead from the Cut-Off Valve to the top of the Stand Alone ACR for Damage
- b) Check Coefficients in meter for flow calculations (Co1~14, Co2~50, Co3~3)
- c) Check the plug into the top of the ACR is firmly screwed in.

***Q Stand Alone Cup Remover is not Cutting Vacuum before Retracting.***

Possible causes are:

- a) Check Rubber Diaphragm for small tears/damage, or seated correctly in Cut-Off Valve
- b) Check the lid on the cutoff valve, making sure it is firmly screwed on and the diaphragm is seated properly.
- c) Check Silicon Hose controlling the Cut-Off Diaphragm for kinking.
- d) Check the network voltage. Must be around 24 Volts DC. If not, check Power Supply and Replace if necessary.

***Q Stand Alone Cup Remover is not Providing Vacuum to the cluster.***

Possible causes are:

- a) Check Rubber Diaphragm for small tears/damage, or seated correctly in Cut-Off Valve
- b) Check the lid on the cutoff valve, making sure it is firmly screwed on and the diaphragm is seated properly.
- c) Check Silicon Hose controlling the Cut-Off Diaphragm for cuts.

***Q Stand Alone Cup Remover is displaying a strange value such as CXX.X, PVX.X, PCX.X, HXX.X?***

- a) Stand Alone Cup remover is in a different display mode. Press ? until UXX.X is displayed, then press OK to revert to volume display mode. (X=Number)



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## ***Q Stand Alone Cup Remover is over/underestimating the volume?***

Commonly, if the unit is under/over estimating the volume, it is generally a result of incorrect coefficient settings. Check below.

- a) Check CO1 setting. This is the base volume adjuster. Generally set between 10 and 14. If underestimating, increase this number, and vice versa
- b) Check CO2 setting. This is a max value for a unit of milk through the probe. Default setting is 50.
- c) Check CO3 setting. This is a milk volume filtering value. Should be set between 2 (more sensitive) and 4 (less sensitive). Default setting is 3.

## ***Q Stand Alone Cup Remover is not milking the cows out fully?***

a) Check the flow rate take off point. This is menu FLA. This should be set to between 0.10 and 0.40. Low the number to milk out further, and vice versa.

## ***Q ACR will not pull up***

- a) Check the vacuum level (should be approximately 45Kpa)
- b) Check for Kinks/restrictions in the vacuum and clean air hose to the ACR
- c) Check the rope for signs of damage, or rope guide damage.
- d) Remove the piston from the ACR. Is noticeable water present in the piston? If so, check vac/clean air lines for water, open ACR top and remove all water

## ***Q ACR will not park (ie stay up on a park up site such as a herringbone shed)***

- a) Remove the piston from the ACR. Is noticeable water present on top of the piston? Possible water damage to the circuit board/solenoids may have occurred
- b) Check the electrical cable for signs of damage, as well as rope for fraying.
- c) When the ACR is fully retracted, try pulling the piston down, is it possible to hear rushing air in the head of the ACR.
- d) Remove Piston and check for Dirt/Dryness. Remove the ACR piston and check for dry piston. Clean piston, re-lubricate re-assemble and test.

## ***Q ACR strength is weak***

- a) Check the vacuum level (should be approximately 45Kpa)
- b) Check for Kinks/restrictions in the vacuum and clean air hose to the ACR
- c) Check the ACR Triple Diaphragm for damage, if torn, replace.
- d) Remove ACR and replace with unit in adjacent bail. Perform cups up test. Does the problem move with the ACR, or stay with the meter. If it moves, check the ACR for moisture/solenoid damage, also check for visible cracks in the base etc.

## ***Q ACR Is Jiggling Up and Down Repeatedly when parking***

- a) Check the ACR is able to drive fully up to its home position, checking the rope for incorrect knot position or frayed rope.
- b) Check the ACRRaiseTime Setting. Extend this time to give the ACR longer to reach its home position.
- c) Remove the ACR piston and check for dry piston. Clean piston, re-lubricate re-assemble and test.
- d) Check for extra friction through any fitted pulleys/rope guides. Replace/clean if necessary.