



MoonBeam Handling

**If you have any questions, comments or need to
reorder this set of cards, please call 1-800-558-2332**

Always wear personal protective equipment.

© 2020 Diversey, Inc. All Rights Reserved.

*The hummingbird and wing shape logo is a trademark of Diversey, Inc.

Securing the Cone

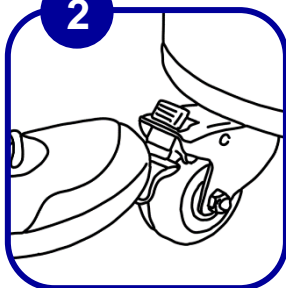
Removal from Base

1



Set the MoonBeam™3 unit in the desired location to get the most coverage.

2



Lock the wheel caster using the foot lever.

3

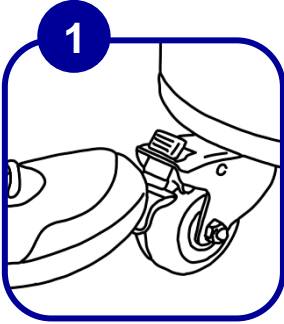


Twist the cone counter-clockwise and remove by gently lifting up and clear of the base – set it aside in a safe spot.

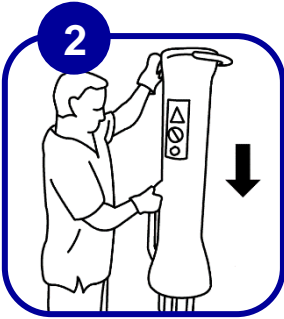
Always wear personal protective equipment.

Securing the Cone

Replacing on Base



Confirm that the wheel caster is locked using the foot lever.



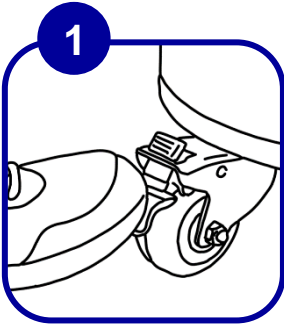
Gently lower the cone on the MoonBeam base. Make sure the cone sits squarely on the base.



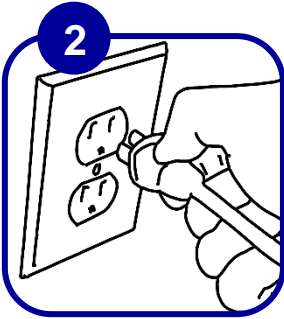
Gently turn the cone clockwise on the base. The cone should screw on smoothly, with little resistance. If you feel resistance, unscrew the cone, adjust its position slightly and try again until it screws on smoothly. Tighten until just snug. Don't overtighten. Unlock wheel caster to move unit.

Always wear personal protective equipment.

Replacing a Bulb



Confirm that the wheel caster is locked using the foot lever.



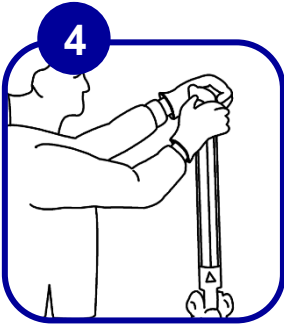
Unplug the MoonBeam unit.



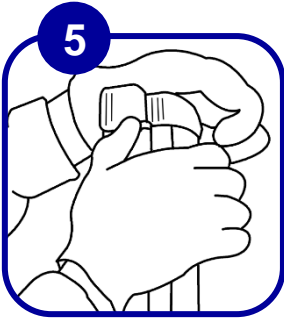
When handling light arm and replacing/removing bulbs, take care not to damage the clear plastic bulb covering.

Always wear personal protective equipment.

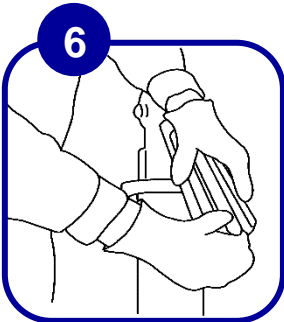
Replacing a Bulb



Don gloves.
Place light where bulb is to be replaced into an upright position that is comfortable to reach.



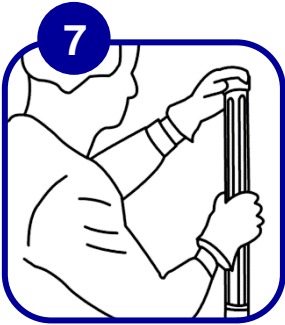
Use your thumb to gently loosen the black end cap on the arm and remove using your fingertips.



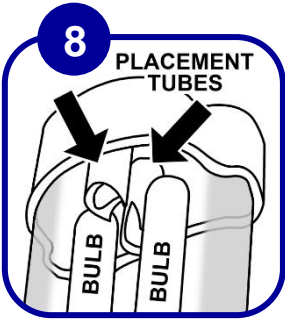
Tilt the light arm so the end is about waist high, grasp the bulb at the end, and gently but firmly pull the bulb from the light arm. It will release with a “snap.” Gently jiggle the bulb to clear the light arm opening. Dispose of used bulb according to facility protocol.

Always wear personal protective equipment.

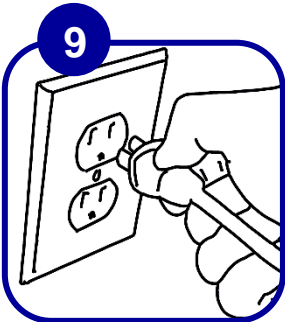
Replacing a Bulb



Return light arm to upright position and feed new bulb into light arm. Gently push into socket. bulb will click into place. Prepare to gently replace black cap. See step 8 below.



When replacing black cap, note that the bulbs should nest between two translucent placement tubes (these look like bits of soda straws). Be sure these tubes are in place and bulbs fit in between when replacing cap. Check that cap is fully seated on light arm.



To verify successful bulb installation, power on the MoonBeam unit.

Rubber End Cap

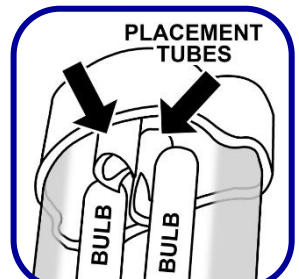
Removal, Replacement, Positioners

Rubber End Caps with Positioners must be intact to have positive transport and secure end caps.

If the little plastic positioners (white plastic positioner) fall out the bulbs will be loose and mobile. This seems to be the biggest issue. The caps will also fall off if the positioners fall off. If they are all intact, the bulbs will not move and they will transport better.

If they fall out, the bulbs will no longer be stable and the caps will fall off. Based upon the fact this is so isolated with few customers, I don't want to presume, and just want to confirm. The straws do fall out and most be repositioned back in or we will have 100% failure.

If they are in then there is little need to pull the caps off. In the second image you can see how they position the bulbs to keep secure as well as a diagram to the right.



Troubleshooting General

Troubleshooting Common Problems

The following table lists common problems, their possible causes and how to solve them.

Problem	Possible Cause(s)	Solution(s)
Base unit in fault state	Failed boot sequence or hardware fault	First Press the Reset Button to attempt clearing fault Disconnect and reconnect Power cord to cycle power Contact Technical Support
The Remote Cover won't turn on when the Power button is pressed.	The batteries no longer provide an electrical charge.	Replace the batteries. See Battery Replacement section in Chapter 4.
The Ready light will not illuminate on the Remote Cover.	<p>The Base Unit is not powered.</p> <p>One of the UV-C bulbs is not fully seated in its socket.</p> <p>Burned out bulbs on Base Unit (Bulb Status displayed as red).</p> <p>The Remote Cover is not placed against the closed door.</p> <p>The Sentry unit(s) which is connected with the Base Unit is not powered or configured to be ignored.</p>	<p>Plug the line cord of the Base Unit into an electrical outlet.</p> <p>Ensure all three UV-C bulbs are fully seated in their sockets.</p> <p>Replace bulb and reset Bulb Status on Base Unit. See Bulb Replacement section in Chapter 4.</p> <p>Place the Remote Cover against the closed door ensuring that the Point Toward Door arrow is directed to the door.</p> <p>Turn on the Sentry unit(s), which is connected with the Base Unit. If the Sentry is configured to be ignored, press the Base Unit's Ignore button four times for it to be acknowledged for use.</p>

Troubleshooting Cont'd.

Problem	Possible Cause(s)	Solution(s)
The Remote Cover won't turn on when the Power button is pressed.	The batteries no longer provide an electrical charge.	Replace the batteries. See Battery Replacement section in Chapter 4.
The Sentry Assist Technology won't turn on when the Power button is pressed.	The batteries no longer provide an electrical charge.	Replace the batteries. See Battery Replacement section in Chapter 4.
The Remote Cover doesn't show as connected to the Base Unit.	Remote Covers may have been swapped between Base Units.	With power turned on for the Base Unit and Remote Cover, press and hold both Connect buttons on the Base Unit and the Remote Cover for 3 to 5 seconds (blinking green) and both will illuminate solid green when connected.
The Sentry doesn't show as connected to the Base Unit.	Sentry units may have been swapped between Base Units or a new Sentry unit is to be deployed for use.	With power turned on for the Base Unit and the Sentry unit, press and hold both Connect buttons on the Base Unit and the Remote Cover for 3 to 5 seconds (blinking green) and both will illuminate solid green when connected.
The Base Unit will not power on.	The line cord may not be fully seated in the Base Unit or the electrical wall outlet.	Check each end of the line cord and fully seat each connector.
	The fuse may be blown.	Replace the fuse. See Fuse Replacement section in Chapter 4.
The Sensor Self Test fails on the Base Unit, Remote Cover or Sentry.	A malfunctioning sensor.	Contact Technical Support.
The Base Unit will not enter ready state	Stuck button on control panel	Contact Technical Support



Diversey has been, and always will be, pioneers and facilitators for life. We constantly deliver revolutionary cleaning and hygiene technologies that provide total confidence to our customers across all of our global sectors. Headquartered in Fort Mill, South Carolina, USA, Diversey employs approximately 9,000 people globally, generating net sales of approximately \$2.6 billion in 2017.

For more information, visit www.diversey.com or follow us on social media.

If you have any questions, comments or need to reorder this set of cards, please call 1-800-558-2332