

# Reactor 2 Electric - Troubleshooting - Graco InSite

Troubleshooting

## Graco InSite

Problem	Cause	Solution
No module status LEDs are illuminated.	No power to cellular module.	Turn Reactor ON.
		Ensure unit is properly installed.
		Verify 24V at output of the power supply.
		Make sure the M8, 4-pin to M12, 8-pin cable is installed between cellular module and power supply.
Has not identified GPS location (green module status LED flashing).	Still identifying location.	Wait a few minutes for the unit to identify the location.
	Unable to identify location. In a location where GPS lock cannot occur. Buildings and warehouses often prevent GPS locks.	Move system to a location with a clear view of the sky.
		Use extension cable 16X521 and move cellular module to a location with a clear view of the sky.
Has not established cellular connection (orange module status LED flashing).	Still establishing cellular connection.	Wait a few minutes for the unit to establish the connection.
	Unable to establish cellular connection.	Move system to a location with cellular service to establish cellular connection.
		Use extension cable 16X521 and move cellular module to a location with a clear view of the sky.
Cannot view data for my unit(s) on website.	Graco InSite unit has not been activated.	Activate unit. See Registering and Activating the Graco InSite section.
Temperature data not displayed on website.	Reactor temperature measurement is not working.	See System troubleshooting section.
Hose zone temperature data not displayed on website.	The RTD or thermocouple is not correctly installed on the hose or is broken.	See RTD or Thermocouple repair section.
Pressure data not displayed on website.	Reactor pressure measurement is not working.	See System troubleshooting section.