



PUMP OR FAN WILL NOT START

Applies to: supply, return and exhaust fans, pumps, AHUs and MAUs with a start command and a run proof. Not boilers (see the boiler card in the Health Check).

■ On-site team (outside the panel)
 ■ Stop and call
 ■ Qualified technician or electrician
 ■ What VO shows

A WHAT YOU SEE IN THE BAS

EXAMPLE READOUT

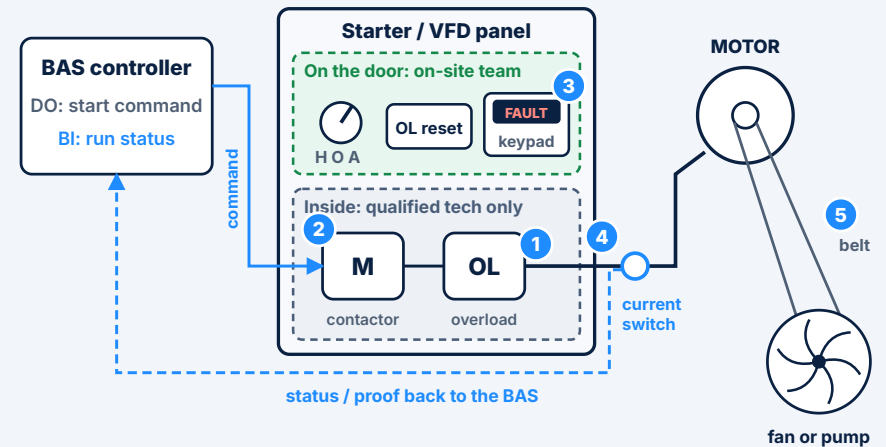
Fan command	ON
Fan status (proof)	OFF
Time since command	12 min
Alarm	Fan failure

Command is the request. Status is the answer. VO flags it when the answer stays OFF past the proof delay.

B POSSIBLE CAUSES

- 1 **Overload tripped** in the starter.
- 2 **Contactor or starter** did not pull in.
- 3 **VFD fault** (check the drive keypad).
- 4 **Proof lost:** current switch or status input, while the motor may be running.
- 5 **Broken belt:** motor runs, fan does not.

C HOW THE START CIRCUIT FITS TOGETHER



D POINTS TO CHECK, IN ORDER

- 1 **Is the hand-off-auto switch in Auto?**
Only if the switch is on the door, outside the panel.
- 2 **Does the drive keypad show a fault?**
- 3 **Is the overload tripped, with the reset reachable through the door?**
- 4 **Can you hear or see the motor running, but status shows OFF?**
Look from a safe spot. Never stand in line with a belt or coupling.

No: ask who set it and why. Return to Auto per your site practice.

Yes: go to step 2.

Yes: photograph the code. Use map VO-M-028 (VFD fault).

No drive or no fault: step 3.

Yes: reset it **once**. If it trips again, stop.

No: step 4.

Yes: likely a proof problem. Call a qualified tech.

No: leave it off. Call a qualified tech.

STOP AND CALL

- The drive or relay shows a **ground fault** or **overcurrent**. Do not reset.
- The overload trips a second time.
- Burning smell, smoke, loud noise or a hot motor.
- Anything that needs the panel opened or a meter.

QUALIFIED TECH CHECKS

- After lockout and tagout: control voltage at the starter (VO-G-001, PF-1.2).
- Motor windings and insulation (PF-4.9).
- Contactor, overload setting, proof input or current switch, belt.

IN VO

Matches finding **CALLED_NOT_RUNNING** (and **ALARM_TREND** when an alarm lines up). Guide **VO-G-001**, steps PF-3.4, PF-3.9, PF-1.2, PF-4.9 · **Part type:** motor starter contactor or overload relay (also VFD, fan belt, current switch) · **Part number (site to fill in):** _____. VO reads your system and never changes a setpoint or command on its own.

Safety: The on-site team uses only devices outside the panel: the hand-off-auto switch, the drive keypad, and an overload reset reachable through the door. Lock out and tag out before opening a panel or touching rotating parts. Never bypass a smoke, freeze or high-static safety. Voltage, current and resistance measurements are for a qualified technician or electrician.

Educational reference only. AI can make mistakes. Follow site procedures, safety requirements and manufacturer instructions.

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Please call your preferred electrical or mechanical contractor if needed.

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