



# frequently asked questions

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## Hydra/Hercules Fault Finding

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### **"My Displays show the function names but no data"**

- The system displays show the function headings (e.g. BOAT SPD KT) but no data is displayed.

This problem is normally due to either a hardware failure or a network installation problem, it is recommended that you carry out the following checks:

- 1) Check all functions on all displays:
  - a. If the problem only exists on a certain display(s) then the problem is related to that display(s) or the network connection to it (them). If the data is visible and updating regularly elsewhere on the network then the processor is working.
  - b. If there is a problem with a single function or group of functions (e.g. all the wind functions) then the problem is likely to be the source of these functions - i.e. the specific processor PCB that sends the data.
  - c. If there is a problem with all functions on all displays then more investigation is required (see below).
- 2) If all functions have failed (i.e. there is no data on any function on any display) then there are two possibilities:
  - a. Significant system failure caused by excessive system voltage (regulator failures, spikes from faulty alternators, lightning strikes). This type of failure tends to affect a number of individual components (quite often all system components), another potential side effect of this damage is that the lighting control ceases to work. **IF THIS IS THE FAILURE MODE ENSURE THAT YOU HAVE THE POWER SUPPLY CHECKED** before re-installing any repaired or replaced equipment.
  - b. A network installation problem. Several possibilities...
    - i. No network terminators fitted. Check that the resistance between the green and white data cables is approximately 50 ohms with the power supply switched off. (0 ohms means a short circuit in the network cable, 33 ohms indicates an additional terminator fitted, 100 ohms means only one terminator fitted). Refer to the installation instructions for further details.
    - ii. Network cable damaged. In this case the data cables (green or white) could be shorted to 0v (black), 12v (red), screen or each other. Check resistance with a multimeter with power supply off.
    - iii. Single unit failure. In some rare cases a single unit could fail and affect the network communication of the whole system, this failure could be on any system component. The best course of action is to eliminate large sections of the system by disconnecting it from the network to find the fault - remembering to re-terminate the system as per the installation instructions.

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B&G Customer Support  
Premier Way  
Abbey Park  
ROMSEY  
SO51 9DH  
UK