8. TROUBLE SHOOTING

Error code	Error detected	Error description	Resolution of the problem
1	TIMERMG_TEST_FAILED	Timer operation test failure	Test failure means that the program on the MAB board has stopped working. Restart the program
2	EEPROM_COLOR_CIRC_PARAM_CRC_FAULT	Circuit parameter CRC fault	Check for the absence of parameters in the case of MAB replacement. Load the master/colorant circuit parameters onto the new MAB board
3	EEPROM_CALIB_CURVES_PARAM_CRC_FAULT	Calibration curve parameter CRC fault	Check for the absence of parameters in the case of MAB replacement. Load the calibration parameters onto the new MAB board
5	EEPROM_SLAVES_EN_PARAM_CRC_FAULT	Slave configuration CRC fault	Check for the absence of parameters in the case of MAB replacement. Load the SLAVE configurations onto the new MAB board
6	EEPROM_CANLIFTER_PARAM_CRC_FAULT	Can lifter parameter CRC fault	Check for the absence of parameters in the case of MAB replacement. Load the Can lifter parameters onto the new MAB board
7	EEPROM_HUM_10_PARAM_CRC_FAULT	Humidifier 1.0 parameter CRC fault	Check for the absence of parameters in the case of MAB replacement. Load Humidifier 1.0 parameters onto the new MAB board
8	EEPROM_HUM_20_PARAM_CRC_FAULT	Humidifier 2.0 parameter CRC fault	Check for the absence of parameters in the case of MAB replacement. Load Humidifier 2.0 parameters onto the new MAB board
10	USER_INTERRUPT	Machine operation Software interruption	HALT has been pressed
11-18	TIMEOUT_COM_MAB_ACT "X", where "X" = 1..8	"X" BASE slave communication time-out (detected on the MAB side)	Check the SCCB power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the "X" BASE slave board
19-34	TIMEOUT_COM_MAB_ACT "Y", where "Y" = 1..16	Slave "Y" COLORANT communication time-out (detected on the MAB side)	Check the SCCB power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the "Y" COLORANT slave board
51	AUTOCAP_IDX	Slave AUTOCAP communication time-out (detected on the MAB side)	Check the SCCB power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the AUTOCAP slave board
52	CAN_LIFTER_IDX	Slave CAN LIFTER communication time-out (detected on the MAB side)	Check the SGBRD power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the CAN LIFTER slave board

Error code	Error detected	Error description	Resolution of the problem
53	HUMIDIFIER_IDX	Slave HUMIDIFIER communication time-out (detected on the MAB side)	Check the HUTBRD power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the HUMIDIFIER slave board
59	TIMEOUT_COM_MAB_MGB	MAB-MGB Communication time-out	Check MAB and MGB power supply wiring and replace it if damaged. Check the SERIAL communication connectors, and visually check the hardware of the 2 boards
61-68	B"X"_BASE_TOUT_ERROR, where "X" = 1..8	"X" BASE slave communication time-out (detected on the SLAVE side)	Check the SCCB power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the "X" BASE slave board
69-82	C"Y"_COLOR_TOUT_ERROR, where "Y" = 1..16	Slave "Y" COLORANT communication time-out (detected on the SLAVE side)	Check the SCCB power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the "Y" COLORANT slave board
101	AUTOCAP_TOUT_ERROR	AUTOCAP slave communication time-out (detected on the SLAVE side)	Check the SCCB power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the AUTOCAP slave board
102	HUMIDIFIER_20_TOUT_ERROR	HUMIDIFIER slave communication time-out (detected on the SLAVE side)	Check the HUTBRD power supply wiring and replace it if damaged. Check the RS485 communication connector, and visually check the board hardware. If damaged, replace the HUMIDIFIER slave board
201	RESET_TIMEOUT	RESET process time-out	The RESET process was NOT completed within the maximum set time. Check for a mechanical jam in the dispenser and eliminate it if possible
202	TIMEOUT_SUPPLY_START	Time-out at Dispensing start	Dispensing did NOT start within the maximum set time. Check for a mechanical jam in the dispenser and eliminate it if possible
203	TIMEOUT_SUPPLY_FAILED	Dispensing duration time-out	Dispensing did not end within the maximum set time. The formula is too long, or check for a mechanical jam in the dispenser and eliminate it if possible

Error code	Error detected	Error description	Resolution of the problem
301-308	B"X"_BASE_RESET_ERROR, where "X" = 1..8	"X" BASE slave reset procedure duration time-out	Verify the cleanliness and positioning of the photocell mounted on the "X" BASE, then clean or reattach the sensor. Verify the integrity of the "flag", the pusher, the motor, and the connectors, and replace the parts or the entire unit if any mechanical wear or damage is found. If the communication is present but an electronic type problem remains, replace the SCCB board.
309-324	C"X"_COLOR_RESET_ERROR, where "X"=1..16	"X" COLORANT slave reset procedure duration time-out	Verify the cleanliness and positioning of the photocell mounted on the "X" COLORANT, then clean or reattach the sensor. Verify the integrity of the "flag", the pusher, the motor, and the connectors, and replace the parts or the entire unit if any mechanical wear or damage is found. If the communication is present but an electronic type problem remains, replace the SCCB board.
342	AUTOCAP_HOMING_ERROR	Loss of steps: deviation upon the detection of slave AUTOCAP HOME position	Verify the cleanliness of the mechanical parts and sensors, and remove any residues if necessary. Verify the integrity of the motor and replace it if deterioration is encountered. If any mechanical parts are damaged or jammed, remove or change the mechanical parts in question. Verify the electrical connections and change them if damaged. Check the photocell sensors and reposition them or change them if damaged.
343	CANLIFTER_RESET_AUTH	Alarm generated by a Power on Reset	The Can lifter DOES NOT move, a COLD RESET command must be sent to Reset it
344	CANLIFTER_RESET_ERROR	Error in Can lifter Reset process	The canister presence sensor on Can lifter loading surface is engaged. Remove the canister, if any. If the problem persists, check the connection of this sensor.
351-358	B"X"_DATA_SUPPLY_FAILED, where "X" = 1..8	Invalid table parameters	Check for consistency errors between the tables and the circuit installed on the machine. Verify the proper installation of the calibration tables in the Machine menu.
359-374	C"X"_DATA_SUPPLY_FAILED, where "X" = 1..16	Invalid table parameters	Check for consistency errors between the tables and the circuit installed on the machine. Verify the proper installation of the calibration tables in the Machine menu.
401-408	B"X"_SUPPLY_CALC_ERROR, where "X" = 1..8	In CONTINUOUS dispensing the Number of steps of the "X" BASE to carry out is NOT a multiple of a whole stroke	Check for consistency errors between the tables and the circuit installed on the machine. Verify the proper installation of the calibration tables in the Machine menu.

Error code	Error detected	Error description	Resolution of the problem
409-424	C"X"_SUPPLY_CALC_ERROR, where "X" = 1..16	In CONTINUOUS dispensing the Number of steps of the "X" COLORANT to carry out is NOT a multiple of a whole stroke	Check for consistency errors between the tables and the circuit installed on the machine. Verify the proper installation of the calibration tables in the Machine menu.
451-475	DISABLED_REQUIRED_CIRCUIT_"X"_ERROR, where "X" = 0..24	"X" Slave must dispense but is erroneously Disabled	Load the Slave configurations onto the new MAB board.
501-508	B"X"_COLOR_HOME_POS_ERROR, where "X"=1..8	Error in the HOMING procedure of the "X" BASE	Check the correct operation of the photocell and the correct movement of the "X" BASE stepper
509-524	C"X"_COLOR_HOME_POS_ERROR, where "X"=1..16	Error in the HOMING procedure of the "X" COLORANT	Check the correct operation of the photocell and the correct movement of the "X" COLORANT stepper
551-558	B"X"_COLOR_HOME_BACK_ERROR, where "X" = 1..8	Loss of steps error in "X" BASE Dispensing	Decrease the dispensing speed
559-574	C"X"_COLOR_HOME_BACK_ERROR, where "X" = 1..16	Loss of steps error in "X" COLORANT Dispensing	Decrease the dispensing speed
601-608	B"X"_COLOR_POS0_READ_LIGHT_ERROR, where "X" = 1..8	At the end of the movement from HOME position to POS0 the photocell is NOT engaged in the "X" BASE	Check photocell and stepper operation
609-624	C"X"_COLOR_POS0_READ_LIGHT_ERROR, where "X" = 1..16	At the end of the movement from HOME position to POS0 the photocell is NOT engaged in the "X" COLORANT	Check photocell and stepper operation
651-658	B"X"_COLOR_END_STROKE_READ_DARK_ERROR, where "X" = 1..8	At the end of the dosing stroke the photocell is engaged in "X" BASE	Check photocell and stepper operation
659-674	C"X"_COLOR_END_STROKE_READ_DARK_ERROR, where "X" = 1..16	At the end of the dosing stroke the photocell is engaged in "X" COLORANT	Check photocell and stepper operation
701-708	B_"X"_OVERCURRENT_ERROR, where "X" = 1..8	"X" BASE stepper motor overcurrent	Check wirings, stepper operation

Error code	Error detected	Error description	Resolution of the problem
709-724	C_"X"_OVERCURRENT_ERROR, where "X" = 1..16	"X" COLORANT stepper motor overcurrent	Check wirings, stepper operation
751-758	B"X"_SOFTWARE_ERROR, where "X" = 1..8	Logic error in the process statuses on "X" BASE	Replace electronic board, if the problem persists request a Firmware update
759-774	C"X"_SOFTWARE_ERROR, where "X" = 1..16	Logic error in the process statuses on "X" COLORANT	Replace electronic board, if the problem persists request a Firmware update
791	AUTOCAP_SOFTWARE_ERROR	Logic error in the process statuses on AUTOCAP	Replace electronic board, if the problem persists request a Firmware update
801-808	B"X_COLOR_DRV_OVER_CURR_TEMP_ERROR, where "X" = 1..8	"X" BASE Stepper motor overtemperature	Check wirings, stepper operation
809-824	C"X_COLOR_DRV_OVER_CURR_TEMP_ERROR, where "X" = 1..16	"X" COLORANT Stepper motor overtemperature	Check wirings, stepper operation
841	AUTOCAP_DRV_OVER_CURR_TEMP_ERR	AUTOCAP Stepper motor overtemperature	Check wirings, stepper operation
851-858	B"X_COLOR_OPEN_LOAD_ERROR, where "X" = 1..8	Load missing in "X" BASE Stepper	Check wirings, stepper operation
859-874	C"X_COLOR_OPEN_LOAD_ERROR, where "X" = 1..16	Load missing in "X" COLORANT Stepper	Check wirings, stepper operation
891	AUTOCAP_OPEN_LOAD_ERR	Load missing in AUTOCAP Stepper	Check wirings, stepper operation
892	CAN_LIFTER_HOMING_ERROR	Error while reaching the Can lifter Home position	Check fully down sensor connection
893	HUMIDIFIER_10_PARAM_ERROR	Error in Humidifier 1.0 parameters reception	Check the correctness of parameters sent. The duration of Pump and Heater activation must NEVER be greater than Period
894	CAN_LIFTER_MOVE_ERROR	Error in Can lifter movement	Check connection and power supply of Can lifter DC motor. If the problem persists, check Can lifter Encoder wiring and its operation

Error code	Error detected	Error description	Resolution of the problem
895	TOO_LOW_WATER_LEVEL	Insufficient Water level in Humidifier tank	Refill Water in the tank. If the problem persists, check connection of the level sensor to the board that manages it
896	HUMIDIFIER_20_PARAM_ERROR	Error in Humidifier 2.0 parameters reception	Check the correctness of parameters sent. The duration of Pump and Heater activation must NEVER be greater than Period
897	RH_ERROR	Error in Relative Humidity measurement	Check connection of T/H Sensor housing board with HUTBRD board. Check that T/H sensor is not wet. If the problem persists, replace the board and/or the connection cable.
898	TEMPERATURE_ERROR	Error in Temperature measurement	Check connection of T/H Sensor housing board with HUTBRD board. Check that T/H sensor is not wet. If the problem persists, replace the board and/or the connection cable
899	TEMPERATURE_TOO_LOW	Temperature on board the machine too Low	Check Heater operation
1000	SCALE NOT RESPONDING	The scale is not connected to the machine	Connect a scale to calibrate it, or disable the scale Device within machine configuration in Admin mode

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COLORPAINT DISPENSER

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