

TROUBLESHOOTING

Error Code:	Cause:	Check:
UU	The mains voltage is too low	Check mains voltage and cabling
OV	Over voltage. Either the mains voltage is too high or the deceleration is too fast	Check mains voltage and System Config -> Ramps Deceleration. If deceleration is too fast the controller cannot dissipate the excess voltage quickly enough.
OH	Over heating inside the panel, the inverter is too hot. check ventilation.	
OC1	The drive is overloaded. The motor current exceeds the Inverter rating by 210%	Check motor connections and for mechanical obstructions.
OC2	The motor current has exceeded the inverter rating by 150% for more than 30 seconds.	Check for mechanical obstructions.
OC3	Over current whilst accelerating, the acceleration curve is too steep.	Check System Config -> Ramps
OC4	Over current event while dc brake is active.	The dc braking is too aggressive, Motor Config ->DC Brake
OC5	Severe overload, possibly permanent damage to the controller.	Check for a short, or the motor is stalled, brake not releasing, or Motor Config -> Boost too high
HE1	Low internal 12V supply.	Check I/O wiring for short or overload.
HE2	Low internal 24V supply.	Check I/O wiring for short or overload.
E01	Mechanical overload (slip monitoring) or missing signal from the encoder.	Check the encoder wiring and possible mechanical obstruction.
E02	Direction error.	Check encoder wiring. Confirm that the pulses count up while opening and down when closing the door.
E03	No signal from the encoder - (only during installation).	Check the wiring related to the encoder, and any possible mechanical obstruction.
E04	Another input than expected has been activated.	Check the position of the reference point and the reference setup.
E05	The reference switch is shorted or broken.	Check the reference switch.
E06	The reference switch input is activated at an unexpected/wrong position.	If using an incremental encoder the reference switch has activated at the wrong position, or if using limit switches, the pre-close limit switch is open circuit.
E07	Run time exceeded.	Check the run timer setting
E08	The safety edge test has failed.	Check the connections to the safety edge.
E09	Connection fault on safety edge 1.	Check the connections to safety edge 1.
E10	The safety edge 1 has been activated.	Check if there is a mechanical obstruction.
E11	Connection fault on safety edge 2.	Check the connections to safety edge 2.

Error Code:	Cause:	Check:
E12	The safety edge 2 has been activated.	Check if there is a mechanical obstruction in the door opening/closing.
E14	Communications error with the absolute limit switch	Check the wiring of the absolute limit switch.
E15	Reset limit positions failed	Redo the quick setup
E17	Fire signal present	Check input for fire signal
E18	X-net - Wireless airlock failed to authorize opening	
E19	X-net - Wireless - No response	
E21	SCip Wireless - Remote timeout	
E22	SCip Wireless - Edge timeout	
E23	SCip Wireless - Edge connection fault	
E24	SCip Wireless - Host connection fault	
E25	Safety Device test fault Ch1	Check that test signals are connected correctly
E26	Safety Device test fault Ch2	Check that test signals are connected correctly
E27	Critical input active during power up	Make sure that Inputs are not activated during power up
E28	Internal self test failed - RAM / ROM / EEPROM	Reload door profile – If problem persists contact supplier
E30	Test of safety critical inputs failed	Make sure monitored input are connected to the monitored +12V supply at terminal 28

SERVICE

All the safety functions must be tested at least 2 times a year in accordance with the regulation. This must be done so each safety photocell, safety edge and light curtain is checked for its functionality.