

# Trouble Shooting

- Ⓞ During the operation, an error number shows up at the Display Window on the Operation Panel if something is wrong. Check below List, and take the necessary action.  
Call your dealer or Sankosha if the normal operation does not resume.



## WARNING

**It is extremely dangerous in Control Box.**

Do not touch anywhere unless otherwise specified.



## CAUTION

If any of [EEE], [EE1], [EE2], [EE3], [EE4], or [EE5] shows up, Turn the power OFF and turn the power ON again **more than 5 seconds later**.  
Call your dealer or Sankosha if the normal operation does not resume.

## Information

- \* Please see the “Sensor Diagram” on the last page for the location of each cylinder sensor or button.
- \* You can make sure of the cylinder sensor or button through “Input Test 1” in Service Menu. (Page 27)

Error No.	1. Error Item
	2. Error Description
	3. Check Point
<b>E1</b>	1. Emergency Stop Button
	2. The button is staying activated.
	3. (1) The Emergency Stop Button is not released. Insuring safety, release the Emergency Stop Button by turning the Button clockwise (→ direction), and press the Reset Button. (2) Wiring may be the cause if E1 displays even after releasing it. Check the Button itself or check if the wire is cut.
<b>E10</b>	1. Inverter Error
	2. Something is wrong with Inverter
	3. If the machine stops because of an inverter problem, turn the power off. Then leave the machine until inside of the inverter has cooled. ( <b>More than 2 minutes</b> ) Turn the machine on again. The inside parts of inverter get hot. If the power turns ON immediately, the problem could happen again. If the inverter does not work (Error is not released) even after the above operation, call your dealer or Sankosha.

Error No.	<p>1. Error Item</p> <p>2. Error Description</p> <p>3. Check Point</p>
<b>E11</b>	<p>1. Rotation Start Overtime Error</p> <p>2. Middle sensor (SQ02) is not detected after more than 4sec. From body rotation start.</p> <p>3. (1) If the red light of the sensor does not turn on when you put a magnet over the rotation middle sensor, the sensor is in error. Check if the sensor is broken, or the wire connection is loose or disconnected (2) Check air pressure. (Body Rotation Cylinder Pressure: 0.3MPa, reference Page 11)</p>
<b>E12</b>	<p>1. Rotation End Overtime Error</p> <p>2. End sensor (SQ01) is not detected after body rotates more than half and more than 4sec.</p> <p>3. (1)When you put a magnet over the rotation end sensor, the red light of the sensor: ①does light ... it is considered the wrong position of the sensor. Please loosen the band of it, and find the lighting zone. Please place center of lighting zone and fix it. ②doesn't light ... it is sensor problem. Check if the sensor is broken, or the wire connection is loose or disconnected (2) Check air pressure. (Body Rotation Cylinder Pressure: 0.3MPa, reference Page 11)</p>
<b>E20</b>	<p>1. Reset Button Error</p> <p>2. Reset Button remains ON more than 15 seconds.</p> <p>3. (1) In the case of keep pushing the button, please release the button. Also, please remove anything which is pushing the button. If you press the button again, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E20" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.</p>
<b>E21</b>	<p>1. Blower Button error</p> <p>2. Blower Button stays activated if the button is staying pressed by something when the main power is ON, or the machine is at the original position.</p> <p>3. (1) In the case of keep pushing the button, please release the button. Also, please remove anything which is pushing the button. If you press the Reset button again, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E21" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.</p>
<b>E22</b>	<p>1. Steam Button error</p> <p>2. Steam Button stays activated if the button is staying pressed by something when the main power is ON, or the machine is at the original position.</p> <p>3. (1) In the case of keep pushing the button, please release the button. Also, please remove anything which is pushing the button. If you press the Reset button again, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E22" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.</p>

Error No.	1. Error Item
	2. Error Description
	3. Check Point
<b>E23</b>	1. Rotation Button Error
	2. Steam Button stays activated if the button is staying pressed by something when the main power is ON, or the machine is at the original position.
	3. (1) In the case of keep pushing the button, please release the button. Also, please remove anything which is pushing the button. If you press the Reset button again, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E23" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.
<b>E24</b>	1. Multi Function Foot Pedal Error
	2. Multi Function Foot Pedal stays activated if the pedal is staying pressed by something when the main power is ON, or the machine is at the original position.
	3. (1) In the case of keep pushing button, please release the pedal. Also, please remove anything which is pushing the pedal. If you press the Reset button again, the machine will return to its original position. (2) Even if the pedal is not pressed, if it is showing "E24" error, it is a switch (FP03) problem. Please check whether the switch is broken or a wire connection is loose or disconnected.
<b>E25</b>	1. Shoulder Expander Foot Pedal Error
	2. Shoulder Expander Foot Pedal stays activated if the pedal is staying pressed by something when the main power is ON, or the machine is at the original position.
	3. (1) In the case of keep pushing button, please release the pedal. Also, please remove anything which is pushing the pedal. If you press the Reset button again, the machine will return to its original position. (2) Even if the pedal is not pressed, if it is showing "E25" error, it is a switch (FP01) problem. Please check whether the switch is broken or a wire connection is loose or disconnected.
<b>E26</b>	1. Body Down Foot Pedal Error
	2. Body Down Foot Pedal stays activated if the pedal is staying pressed by something when the main power is ON, or the machine is at the original position.
	3. (1) In the case of keep pushing button, please release the pedal. Also, please remove anything which is pushing the pedal. If you press the Reset button again, the machine will return to its original position. (2) Even if the pedal is not pressed, if it is showing "E26" error, it is a switch (FP04) problem. Please check whether the switch is broken or a wire connection is loose or disconnected.

Error No.	<p>1. Error Item</p> <p>2. Error Description</p> <p>3. Check Point</p>
<b>E27</b>	<p>1. Body Up Foot Pedal Error</p> <p>2. Body Up Foot Pedal stays activated if the pedal is staying pressed by something when the main power is ON, or the machine is at the original position.</p> <p>3. (1) In the case of keep pushing button, please release the pedal. Also, please remove anything which is pushing the pedal. If you press the Reset button again, the machine will return to its original position. (2) Even if the pedal is not pressed, if it is showing "E27" error, it is a switch (FP02) problem. Please check whether the switch is broken or a wire connection is loose or disconnected.</p>
<b>E28</b>	<p>1. Auto Start Button Error</p> <p>2. Auto Start Button stays activated if the pedal is staying pressed by something when the main power is ON, or the machine is at the original position.</p> <p>3. (1) In the case of keep pushing the button, please release the button. Also, please remove anything which is pushing the button. If you press the Reset button again, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E28" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.</p>
<b>E99</b>	<p>1. 24V Error</p> <p>2. The abnormalities of the emergency stop circuit of a substrate.</p> <p>3. The error will be released when you press the reset button. When occurring many times, call your dealer or Sankosha</p>