

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 sensor or button.
- * You can make sure of the each sensor or button through "Input Test 1" in Service Menu. (Page 34)

Error No.	1. Error Item
	2. Error Description
	3. Check Point
E 1	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.
E10	1. Reset Button Error
	2. Reset Button is being pressed over 10 seconds.
	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 "E10" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.
E11	1. Heater error
	2. The heater is powered on for a long time.
	3. Turn off the power switch of the machine and turn on the power switch. If this error occurs again, the error may be caused by a failure of the solid state relay (SSR) or circuit board. ※This error cannot be reset by the Reset button. To reset it, the power switch must be turned off.

Error No.	1. Error Item 2. Error Description 3. Check Point
E12	1. Film Detection Sensor error 2. The Film Detection sensor (SQ10) remains ON. 3. (1) No film is in the film stock. Supply a new film roll according to "Film changing procedure" (Pages 18 to 21). (2) In the case this error occurs although the film is sufficient ... ① Check whether the film is installed correctly according to Pages 19 and 20. ② The film or paper tube may be caught by the film guide plate and the feed roller may rotate vainly. Move the film guide plate and check according to Page 19. ③ The blue feeding belt on the film roller in the film stocker may be contaminated or worn out and slippery. Clean or replace the feeding belt (if the belt is worn out).
E13	1. Inverter error 2. The film clamp driving motor is overloaded. 3. ※ Turn off the power switch, wait 2 minutes or more (for inverter protection), and turn on the power switch again. Turn off the power switch and check/inspect the clamp unit and the drive chain for problems. If the error occurs again immediately, read the error number displayed on the inverter unit in the control box and call your local Sankosha distributor or our customer service section. ※ To check the wiring of the inverter, turn off power and wait at least 15 minutes (until the red CHARGE lamp on the inverter panel goes off). The lamp is on while the inverter has electric charge.
E14	1. Left Start Button Error 2. Left Start Button is being pressed over 10 seconds. 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, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E14" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.
E20	1. Detection Sensor (Center) error 〈In the case of the "d1" bit of the DIP switch function is OFF〉 2. The Detection Sensor (PH01) works while the film clamps are moving up. 3. The garment is brought up by the film clamps while the film clamps are moving up. Remove the garment.
E21	1. Length Detection Sensor (Left and Right) error 2. The Detection Sensor (PH02) works while the film clamps are moving up. 3. The garment is brought up by the film clamps while the film clamps are moving up. Remove the garment.
E22	1. Film Clamp High Limit Sensor error 2. The Film Clamp High Limit Sensor (SQ01) does not work. 3. (1) The film clamps are not in the High Limit position. Push the left and right "Start" buttons together to move up the film clamps. (2) In the case the film clamps are in the High Limit position ... ① The High Limit Detect sensor may be shifted. Move the sensor to a position at which the operation lamp lights. ② When the High Limit Detect sensor does not work still after the above adjustment, the sensor may be faulty or the wiring may be broken (or loose connector connection). Check them. ③ The film clamps started to move down 1 second before but the sensor does not work. The chain may be loose or the motor may be faulty. Check them.

Error No.	<p>1. Error Item</p> <p>2. Error Description</p> <p>3. Check Point</p>
E23	<p>1. Clamp Assy. Safety Sensor error</p> <p>2. The Clamp Assy. Safety sensor (SQ02) does not work but the High Limit sensor (SQ01) works while the film clamps are moving up.</p> <p>3. (1) The Clamp Assy. Safety sensor may be shifted. Move the sensor to a position at which the operation lamp lights. (2) When the Clamp Assy. Safety sensor does not work still after the above adjustment, the light shielding fitting may be deformed, or the sensor may be faulty, or the wiring may be broken (or loose connector connection). Check them.</p>
E24	<p>1. Film Clamp Low Limit sensor error</p> <p>2. The Low Limit sensor (SQ03) works or the Low Limit sensor does not work while bagging is in progress.</p> <p>3. (1) In the case the Film Clamp Low Limit sensor detects ... The film clamps started to move up 1 second before but the sensor does not work. The chain may be loose or the motor may be faulty. Check them. (2) In the case the Film Clamps are not detected by the Low Limit sensor... ① The Low Limit Detect sensor may be shifted. Move the sensor to a position at which the operation lamp lights. ② When the Low Limit Detect sensor does not work still after the above adjustment, the sensor may be faulty or the wiring may be broken (or loose connector connection). Check them.</p>
E25	<p>1. Catching Detection Left Sensor error</p> <p>2. The Catching Detection Left sensor (SQ04) works when the seal cut portion is closed.</p> <p>3. (1) The seal cut portion caught a foreign object. Remove it. (2) In the case the seal cut portion catches nothing ... ① The catching detection bar may malfunction. Check whether the detection bar interferes with anything or the guide shaft spring of the detection bar is broken. ② Check whether the grease of the guide shaft of the detection bar is insufficient. ③ When the Catching Detection Left sensor does not work still after the above adjustment, the sensor may be faulty or the wiring may be broken (or loose connector connection). Check them.</p>
E26	<p>1. Catching Detection Right Sensor error</p> <p>2. The Catching Detection Right sensor (SQ05) works when the seal cut portion is closed.</p> <p>3. (1) The seal cut portion caught a foreign object. Remove it. (2) In the case the seal cut portion catches nothing ... ① The catching detection bar may malfunction. Check whether the detection bar interferes with anything or the guide shaft spring of the detection bar is broken. ② Check whether the grease of the guide shaft of the detection bar is insufficient. ③ When the Catching Detection Left sensor does not work still after the above adjustment, the sensor may be faulty or the wiring may be broken (or loose connector connection). Check them.</p>

Error No.	<p>1. Error Item</p> <p>2. Error Description</p> <p>3. Check Point</p>
E27	<p>1. Seal Cut (Cylinder) Close Sensor error (Left seal cut cylinder)</p> <p>2. The seal cut cylinder solenoid valve (No.6) turns on and the seal cut portion closes. But the Seal Cut Close Sensor (SQ06) does not work.</p> <p>3. (1) The supply air pressure may be under the specified pressure (0.6MPa). Adjust the pressure (if lower) according to Page 14. (2) The cylinder sensor may be shifted. Attach a magnet to the left Seal & Cut Cylinder sensor and check whether the red lamp of the sensor lights ... ① When the lamp lights: Adjust the sensor position according to Page 29. ② When the lamp does not light: The sensor may be faulty. The sensor may be faulty or the wiring may be broken (or loose connector connection). Check them. (3) When the cylinder does not work, the cylinder or solenoid valve (No.6) may be faulty.</p>
E28	<p>1. Seal Cut (Cylinder) Open Sensor error (Right seal cut cylinder)</p> <p>2. The Seal Cut Open Sensor (SQ07) does not work when the seal cut portion opens after seal-cutting is completed.</p> <p>3. (1) The cylinder sensor may be shifted. Attach a magnet to the right Seal Cut Cylinder sensor and check whether the red lamp of the sensor lights ... ① When the lamp lights: Adjust the sensor position according to Page 29. ② When the lamp does not light: The sensor may be faulty. The sensor may be faulty or the wiring may be broken (or loose connector connection). Check them. (3) When the cylinder does not work, the cylinder or solenoid valve (No.6) may be faulty.</p>
E29	<p>1. Opener Return (Cylinder) Sensor error</p> <p>2. The opener cylinder already returns after seal-cutting is completed, but the Opener Return sensor (SQ08) does not work.</p> <p>3. (1) The opener cylinder sensor may be shifted. Attach a magnet to the Opener Cylinder sensor and check whether the red lamp of the sensor lights ... ① When the lamp lights: Adjust the sensor position according to Page 29. ② When the lamp does not light: The sensor may be faulty. The sensor may be faulty or the wiring may be broken (or loose connector connection). Check them. (3) When the cylinder does not work, the cylinder or solenoid valve (No.6) may be faulty.</p>
E30	<p>1. Ejection (Cylinder) Return Sensor error</p> <p>2. The ejection cylinder already returns but the Ejection Return sensor (SQ09) does not work.</p> <p>3. (1) The ejection cylinder sensor may be shifted. Attach a magnet to the Ejection Cylinder sensor and check whether the red lamp of the sensor lights ... ① When the lamp lights: Adjust the sensor position according to Page 29. ② When the lamp does not light: The sensor may be faulty. The sensor may be faulty or the wiring may be broken (or loose connector connection). Check them. (3) When the cylinder does not work, the cylinder or solenoid valve (No.5) may be faulty.</p>
E31	<p>1. Inverter Stop Signal error</p> <p>2. The inverter does not output a Film Clamp Drive Stop signal.</p> <p>3. The inverter may be faulty. Contact your local Sankosha distributor or our Customer Service section.</p>

Error No.	1. Error Item
	2. Error Description
	3. Check Point
E32	1. Right Start Button Error
	2. Right Start Button is being pressed over 10 seconds.
	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, the machine will return to its original position. (2) Even if the button is not pressed, if it is showing "E32" error, it is a button problem. Please check whether the switch is broken or a wire connection is loose or disconnected.
E98	1. Error in PC Board
	2. Read-in error of PC Board
	3. (1) Replace the PC Board (2) Contact distributor or Sankosha
E121	1. Film Clamp Drive Motor error
E122	2. The inverter is driven but the film clamps do not move.
	3. The inverter, motor, or motor brake may be faulty. Contact your local Sankosha distributor or our Customer Service section.

◎Other major troubles

1. Torn film

Error Description 1	The film is torn at the center when the film is clamped by the film clamps at the High Limit portion.
Check Point	The distance between the left and right film clamps is wider than the opening of the film. Adjust the distance between the left and right film clamps according to "1-2. Film clamp portion" (Page 26).
Error Description 2	The film is torn at the center of its opening before being clamped by the film clamps.
Check Point	The film opening device is wider than the opening of the film. Adjust the distance between the left and right film clamps according to "1-1. Film opening device" (Page 25).

2. Film clamping failure

Error Description	The film clamps failed in clamping the film at the High Limit position but they moved down without the film.
Check Point	The film opening device is narrower than the opening width of the film and the film gets slacked. Therefore, the film clamps cannot clamp the film correctly. Adjust the distance between the left and right film clamps according to "1-1. Film opening device" (Page 25).

3. Insufficient or no film sealing

Error Description 1	The film is insufficiently sealed and sealing is easily broken or the seal lines have holes.
Check Point	Change the Sealing Timer setting according to "Changing time (timer) settings" on Page 18. Make the timer setting longer when the film is insufficiently sealed and sealing is easily broken or shorter when the seal lines have holes.
Error Description 2	The timer setting is adjusted but the film cannot be sealed still.
Check Point	The heater wire may be disconnected. Check and replace the heater wire according to Page 23.