

# 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 "in1 (Input Test 1)" in Test Operation. (Page 30)

Error No.	1. Error Item
	2. Error Description
	3. Check Point
<b>E-2</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 E2 displays even after releasing it. Check the Button itself or check if the wire is cut.
<b>14</b>	1. Primary Waiting Sensor Error
	2. The bagged garment does not move to the secondary waiting sensor (PH7). The entry stopper cylinder does not work.
	3. Check if the bagged garment hangs around the entry stopper area. Check if the bagged garment falls down after the primary waiting sensor (PH6) detected. (1) Check if the light shielding plate at the primary waiting sensor (PH6) is distorted or moved. (If the shield plate is out of the sensor, the sensor indicator light turns on.) (2) If after adjustment you cannot fix it, check the sensor itself (PH6) or the wiring (loose connector or disconnection). (3) If the cylinder does not work, the cylinder itself or the solenoid (No. 9) may be malfunctioning.
<b>15</b>	1. Secondary Waiting Sensor Error
	2. The sensor (PH7) stays ON even after the bagged garment was taken out.
	3. (1) Check if the bagged garment falls down after going through the primary waiting sensor (PH6). (2) Check if the bagged garment stays even after it was taken from the entry chute. (3) Check if the light shielding plate at the secondary waiting sensor (PH7) is distorted or moved. (If the shield plate is out of the sensor, the sensor indicator light turns on.) (4) If after adjustment you cannot fix it, check the sensor itself (PH7) or the wiring (loose connector or disconnection).

Error No.	1. Error Item
	2. Error Description
	3. Check Point
<b>16</b>	1. Arm Rotation Left Sensor Error
	2. Even though the feed & discharge unit is at the feeder side, the arm rotation left sensor (SQ4) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the head side of the feed & discharge unit rotation cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 5, 6) may be malfunctioning.
<b>17</b>	1. Arm Rotation Right Sensor Error
	2. Even though the feed & discharge unit is at the discharge side, the arm rotation right sensor (SQ4) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the feed & discharge unit rotation cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 5, 6) may be malfunctioning.
<b>18</b>	1. Arm Return Left Sensor
	2. Even though the rod at the feed & discharge cylinder left contracts, the arm return left sensor (SQ83) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the head side of the feed & discharge cylinder left, the red light... ① turns on : ... Adjust the sensor position according to the page 28 ② does not turn on : ... The cylinder sensor is a malfunction. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 8) may be malfunctioning.
<b>19</b>	1. Arm Extend Right Sensor Error
	2. Even though the rod at the feed & discharge cylinder right extends, the arm extend right sensor (SQ61) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the feed & discharge cylinder right, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is a malfunction. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 8) may be malfunctioning.

Error No.	1. Error Item
	2. Error Description
	3. Check Point
20	1. Arm Lower Sensor Error
	2. Even though the rod at the feed & discharge up & down cylinder right extends, the arm lower right sensor (SQ60) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the feed & discharge up & lower cylinder right, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is a malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 7) may be malfunctioning.
21	1. Arm Upper Right Sensor Error
	2. Even though the rod at the feed & discharge up & down cylinder right contracts, the arm upper right sensor (SQ59) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the feed & discharge up & lower cylinder right, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 7) may be malfunctioning.
22	1. Conveyer Motor Thermal(KM1)
	2. The screw conveyer motor at the feed side stops due to overload for some reasons.
	3. (1) Check if hangers or garments get tangled at the screw. After removing such item, push the thermal button (white at lower right) at the electromagnetic switch (KM1) for the conveyer motor in the electric box. Push the reset button to release the error. (2) In case of new factories, check if the rate or the length of the conveyer is appropriately set. <b><u>Use conveyer motor by 3-phase, 400w with a brake.</u></b>
24	1. Arm Return Right Sensor Error
	2. Even though the rod at the feed & discharge cylinder right contracts, the arm extend right sensor (SQ58) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the head side of the feed & discharge cylinder right, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is a malfunction. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 8) may be malfunctioning.

Error No.	1. Error Item
	2. Error Description
	3. Check Point
28	1. Hanger Turn Inside Sensor Error (Page 29) <b>(Option)</b>
	2. Even though the hanger turn chute faces the feeder side, the hanger turn inside sensor at the hanger turn cylinder (SQ6) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the left side (discharge side) of the hanger turn cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is a malfunction. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 11, 12) may be malfunctioning.
29	1. Hanger Turn Outside Sensor Error (Page 29) <b>(Option)</b>
	2. Even though the hanger turn chute faces the discharge side, the hanger turn outside sensor at the hanger turn cylinder (SQ7) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the right side (feeder side) of the hanger turn cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 11, 12) may be malfunctioning.
31	1. Arm Extend Left Sensor Error
	2. Even though the rod at the feed & discharge cylinder left extends, the arm extend left sensor (SQ56) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the feed & discharge cylinder left, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is a malfunction. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 8) may be malfunctioning.
32	1. Arm Lower Left Sensor Error
	2. Even though the rod at the feed & discharge up & down cylinder left extends, the arm lower left sensor (SQ82) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the feed & discharge up & down cylinder left, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 7) may be malfunctioning.

Error No.	1. Error Item
	2. Error Description
	3. Check Point
33	1. Arm Upper Left Sensor Error
	2. Even though the rod at the feed & discharge up & down cylinder left contracts, the arm upper left sensor (SQ81) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the head side of the feed & discharge up & down cylinder left, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 7) may be malfunctioning.
34	1. Seal and Cut Close Sensor Error
	2. Even though the seal cut unit closes, the seal & cut close sensor (SQ22) does not work
	3. (1) Check if the supply air pressure is lowered below standard pressure (0.6MPa). Set air pressure at 0.6MPa according to the page 14. (2) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the seal & cut cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is malfunctioning . Check the sensor itself or the wiring (loose connector or disconnection). (3) If the cylinder does not work, the cylinder or the solenoid (No. 1) may be malfunctioning.
35	1. Seal and Cut Open Sensor Error
	2. Even though the seal cut unit opens after sealing and cutting completed, the seal & cut open sensor (SQ23) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the seal & cut cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 1) may be malfunctioning.
42	1. Clamp Motor Thermal(KM2)
	2. The poly clamp drive motor stops due to overload for some reasons.
	3. (1) Check if something is pinched at sprockets or chains inside the right and left frames. <b>Caution</b> <b>Please turn the power switch OFF before opening the cover of the frames.</b> (2) Check if there is something inside the poly clamp up & down guide or the shape of the guide is appropriate. After checking the above, push the thermal button (white at lower right) at the electromagnetic switch (KM2) for the clamp motor in the Control box. Push the reset button to release the error.

Error No.	1. Error Item
	2. Error Description
	3. Check Point
43	1. Heater Alarm Timer Error
	2. The heater is ON for a long time.
	3. (1) The heater timer (TM1) setting in the Control box is too long. Check if it is over 1.5 sec. (2) Turn the power switch off, and trun it ON again. If the error does not disappear, the solid state relay (SSR) or the circuit board may be a malfunction. Contact your local dealer or Sankosha. ※The reset button cannot release the error. Please turn the power switch OFF.
45	1. Poly Opener Sensor Error
	2. Even though the opener cylinder returns after sealing and cutting completed, the poly open sensor (SQ21) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor of the opener cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 28. ② does not turn on : ... The cylinder sensor is malfunctioning. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 1) may be damaged.
46	1. Home Position Button Error
	2. The error shows up when the home position button is being pushed while the power is ON.
	3. (1) If you stop pushing the button, the error is released. (2) If the error keeps on showing even though you do not push this button, the button itself is a malfunction. Check the button itself or the wiring (loose connector or disconnection).
47	1. Reset Button Error
	2. The error shows up when the reset button is being pushed while the power is ON or when the machine returns to the initial position.
	3. (1) If you stop pushing the button, the error is released. Please also check if the button is caught for some reasons. Push the reset button again, and the machine return to normal operation. (2) If the error keeps on showing even though you do not push this button, the button itself is a malfunction. Check the button itself or the wiring (loose connector or disconnection).
48	1. Start Button (Right) Error
	2. The error shows up when the start button (right) is being pushed while the power is ON.
	3. (1) If you stop pushing the button, the error is released. (2) If the error keeps on showing even though you do not push this button, the button itself is malfunctioning. Check the button itself or the wiring (loose connector or disconnection).

Error No.	1. Error Item
	2. Error Description
	3. Check Point
49	1. Start Button (Left) Error
	2. The error shows up when the start button (left) is being pushed while the power is ON.
	3. (1) If you stop pushing the button, the error is released. (2) If the error keeps on showing even though you do not push this button, the button itself is malfunctioning. Check the button itself or the wiring (loose connector or disconnection).
50	1. Safety Guard Left Sensor Error
	2. The catching detection left sensor (SQ1) works when the seal cut unit is closed.
	3. (1) The seal cut unit caught a foreign object. Please remove it. (2) In the case that the seal cut unit 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 If it does not work even after the above adjustment is done, check the sensor itself or the wiring (loose connector or disconnection).
51	1. Safety Guard Right Sensor Error
	2. The catching detection right sensor (SQ2) works when the seal cut unit is closed.
	3. (1) The seal cut unit caught a foreign object. Please remove it. (2) In the case that 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 If it does not work even after the above adjustment is done, check the sensor itself or the wiring (loose connector or disconnection).
52	1. Garment Detection Center Sensor Error
	2. (1) The sensor (PH01) works while the poly clamps are going up. (2) The error shows up even though there is nothing inside.
	3. (1) The sensor detected the swinging garment or the clamps winded up the garment while the clamps were going up. Please remove it. (2) Lower sensitivity may cause the error. Please clean the surface of the sensor. If the sensitivity is too high, it may also cause this error. It might detect the garment even after the bagging completed. Please adjust the sensitivity according to the "Garment Detection Sensor (Center) on page 26.
53	1. Garment Detection Side Sensor Error
	2. (1) The sensor (PH02) works while the poly clamps are going up. (2) The error shows up even though there is nothing inside.
	3. (1) The clamps winded up the garment while the clamps were going up. Please remove it. (2) The sensor may move from its original position, or lower sensitivity may cause the error. Please clean the surface of the sensor or please adjust the position of the sensor according to "Garment Detection Sensor (Right and Left)" on page 27.

Error No.	1. Error Item
	2. Error Description
	3. Check Point
54	1. Clamp Assy. Top Sensor Error
	2. The poly clamp high limit sensor (PH3) does not work.
	3. (1) The poly clamps are not at their highest position. Push the start button right and left at the same time to make the clamps go up. (2) In the case that the poly clamps are at their highest position... ① Dirty surface of the sensor may cause the error. Please clean the sensor. ② The sensor may move from its original position. Please adjust it to the point where the sensor light turns on. ③ If it does not work even after the above adjustment is done, check the shape of the light shielding plate, the sensor itself or the wiring (loose connector or disconnection).
55	1. Clamp Assy. Safety Sensor Error
	2. The clamp assy. safety sensor (PH4) does not work but the high limit sensor (PH3) works while the clamps are going up.
	3. (1) The sensor may move from its original position. Please adjust it to the point where the sensor light turns on. (2) Dirty surface of the sensor may cause the error. Please clean the sensor. (3) If it does not work even after the above adjustment is done, check the shape of the light shielding plate, the sensor itself or the wiring (loose connector or disconnection).
56	1. Clam Assy. Bottom Sensor Error
	2. The low limit sensor (PH5) works while bagging in process. The low limit sensor does not work.
	3. (1) The length of the garment (including the hanger) exceeds 1,300mm. Please bag the garment according to “Bagging a Long Garment” on page 15. (2) In the case that the poly clamps are not detected by the low limit sensor... ① The sensor may move from its original position. Please adjust it to the point where the sensor light turns on. ② Dirty surface of the sensor may cause the error. Please clean the sensor. ③ If it does not work even after the above adjustment is done, check the shape of the light shielding plate, the sensor itself or the wiring (loose connector or disconnection).
57	1. Hanger Down Sensor error <b>(Option)</b>
	2. Even though the hanger discharge up & down cylinder rod extends. , the hanger down sensor (SQ3) does not work.
	3. (1) It may move from the original position. Check if you lay a magnet over the sensor at the rod side of the seal & cut cylinder, the red light... ① turns on : ... Adjust the sensor position according to the page 29. ② does not turn on : ... The cylinder sensor is a malfunction. Check the sensor itself or the wiring (loose connector or disconnection). (2) If the cylinder does not work, the cylinder or the solenoid (No. 13) may be malfunctioning.



Error No.	1. Error Item
	2. Error Description
	3. Check Point
<b>90</b>	1. Model Name Error
	2. The program does not match the model name written in the nonvolatile memory.
	3. Check if correct program is written for the product.
<b>91</b>	1. Error in DIP switches for model identification.
	2. DIP switches are not correctly set.
	3. Check if the program is written correctly. If it is written correctly, check DIP switch settings. (Setting Value 0x01 DIP1-7:Off, DIP8:On)
<b>121</b> <b>122</b>	1. Poly Clamp Error
	2. (1) The top (bottom) sensor does not work within 6 sec after the clamp go up (down) to their highest (lowest) position. (2) The top (bottom) sensor did not turn off within 1 sec after the clamps started to go up (down).
	3. When the clamp motor thermal (KM2) works, push the thermal button (white at lower right) at the electromagnetic switch (KM2) for the clamp motor. Push the reset button to release the error after that. Check if the clamps smoothly go up and down. Check the guide of the clamps. Clean and grease the clamps. If you change the power wiring and if the motor malfunctions right after turning on, please check if it is negative phase connection.