## Error code troubleshooting guide

Fault Code	Description	Remark	Troublesnooting & Maintenance Steps	Storage link for maintenance video	Maintenance Material Name
Qx01 0	Temperature of water tank is too low	The printing task is terminated and the machine enters the malfunction state	1. Download the latest software from the official website and update the firmware after connecting the machine;		
	*	The printing task is terminated and	<ol> <li>Check if the purifier is too close to the host, blocked the exhaust fan (applicable when the water temperature is too high);</li> <li>Confirm whether the machine has been working continuously for too long (more than 3 hours), and try to restart the machine and software:</li> </ol>		
Qx01 1	tank is too high	the machine enters the malfunction state.	4. Enter the debugging interface(for windows system is 'Ctri+F1' or 'Ctri+Fn+F1',for MacOS is 'Command+F1'), clip the 'open button' of the water pump, and listen for the sound of running water on the left side of the machine.		
			If there is normal sound, it means the water pump is working normally, the problem may be caused by bad connection of the water pump cable. Open the left cover to check whether the water pump interface on the Y1 board is loose or broken, replug or replace the water pump control line:	Disassemble or assemble the Y1 board https://youtu.be/56P6pCT_b9A	Temperature Sensor Control Line:
Qx01 2	The temperature sensor of water tank is abnormal		If there's abnormal sound, it may be caused by air entering the water pump. At this time, it is necessary to open the lid of the water tank to pressurize inside the water tank while the machine is on, and then restart the machine;	Pressurize inside the water tank	LB_LowVoltMotorDrv_V1_1_PCBA (Y1 Board)
		The printing task is terminated and the machine enters the malfunction	If there's no sound, it means the water pump or Y1 board is breakdown and need maintanence or replacement; 5. Open the left side cover of the machine to check whether the connecting port of the water temperature sensor to Y1 board is loose, and try to receive the cable:	https://download.makeblock.com/%E7%BB%99%E6%B0%B4%E7%AE%B1%E5%8A%A0%E5%8E%BB.mp4	
		state.	6. Replace the water temperature sensor (it is not recommended that customers replace the water temperature sensor by themselves, beceuse it need to pump water, remove the water tank, unplug the water temperature sensor, replace the new water temperature sensor		
			with special glue, which is too difficult for customer); 7. Replace the Y1 board (low probability of occurrence).		
		The temperature of the water tank			
Qx01 3	The temperature of water tank is normal	returns to normal. If there is no other hardware fault, the machine will exit	r V		
		printing function			
			1. Download the latest software from the official website and update the firmware after connecting the machine; 2. Check whether the air outlet is blocked and clean it. If the machine is the first generation, extra check whether the air inlet is blocked		Air pump_49A24C15R27:
		Printing task terminated, the machine enters the malfunction	(whether there is debris under the machine); 3. Enter the debugging interface(for windows system is 'Ctrl+F1' or 'Ctrl+Fn+F1',for MacDS is 'Command+F1'), clip the 'open button' of air	Clean air nozzle and laser head	
Qx02 0	too small	state. Even if the peripheral is well maintained, the machine must be restarted to resume the printing	pump, and insten whether there is a nather sound on the right side of the machine. At the same time, put your nam on the light outlet of the laser head to check if there is any wind blowing out. If there is no ratife or no wind blowing out, open the right side cover of the machine to check whether the air pump interface on the main board is loose, and re-plag the wiring. If the problem is not solved, then go to the next	https://youtu.be/CWAm4YD/5nA	LB_LaserCutter CtlBoard_V1.3_PCBA (Mainboard)
		function	step; 4. Use a multimeter to measure whether the voltage output of the air pump wiring port on the mainboard is 24V. If so, it is basically judged		
			that the air pump is breakdown and needs to be replaced; otherwise, the mainboard need to be replaced.		
Qx02 1	The air pump current is normal	1	/		
			<ol> <li>Download the latest software from the official website and update the firmware after connecting the machine;</li> <li>Check whether the water level is too low (below the water tank scale 5), if it is too low, the watertank is needed to fill with pure water, to</li> </ol>		
	The water level in the	Printing task terminated, the machine enters the malfunction state. Even if the peripheral is well	make the water level rise to the scale "5" bar position; 3. Open the left cover of machine, check whether the water level sensor is with red light on while the machine is running; if the red light is	Disassemble & assemble the Y1 board	Non-contact liquid level sensor module:
dina n	water tank is too low	maintained, the machine must be restarted to resume the printing	on, one sensor is normal, if the real right is not on, cinck whether the water teen sensor is not on the water tain, and whether the connecting port of the water level sensor on the Y1 board is loose, and re-plug it; 4. Take off the water level sensor, adjust the sensitivity by turning the screw knob at the bottom, reduce the sensitivity counterclockwise,	https://youtu.be/56P6pCT_b9A	board)
		function	usually adjust 2 or 4 turns; 5. Replace Y1 board.		
Qx03 1	The water level of water	1	V		
	tank is normal				
			1. Download the latest software from the official website and update the firmware after connecting the machine;	Disassemble & assemble the Y1 board https://youtu.be/56P6pCT_b9A	Purifier Motor_V2.0; LB LowVoltMotorDrv V1 1 PCBA (Y1
Qx05 0	The air pressure of the purifier is too low	Suspend the printing task, the software indicate purifier block	2. In it is a line generation modeling, its indexary to commit whether the right and boy obtains board age setting of 1 dotted to board is contacted with the local supplied electricity. If it is different from the local supplied electricity, the main board needs to be replaced; 3. Take out the filter and check if the alarm disappear; if the alarm disappear; the filter may be blocked (confirmed with actual working)	Disassemble & assemble the main board https://youtu.be/W-OTTW6jE3g	board) : LB_LaserCutter CtiBoard_V1.3_PCBA(Main
			hours); if the alarm does not disappear, it may be the hardware problem of the purifier motor, purifier small board or Y1 board, which need to be replaced.	Disassemble & assemble the purifier control board and motor	LB_AirPurifier_LED_V1_0_PCBA (Purifier control board)
			1 Firstly confirm whether it is Bacic (hisrk) or Pro Jubite) version. If it is Bacic, cancel the nurfifer detection on software if it is Pro version	under 2 doministration of the contraction of the co	
Qx05 2	The low voltage version purifier is not connected	Machine stop the printing task and enter the standby state. The software indicates purifier is offline	2. Confirm whether the control line of purifier an pressure is too small (refer to the tests) of QUOS(); 2. Confirm whether the control line of purifier an pressure is too small (refer to the tests) of QUOS();	1	following Qx050
			Download the latest software from the official website and workste the firmware after connectine the machine		
0+06.0	RGB control board is offline	The printing task is terminated.	<ol> <li>Disassemble the glass panel on the right side of the machine, check whether the control line of the RGB control board is loose or broken, replug or replace instead;</li> </ol>	Disassemble & assemble the main board https://youtu.be/W-OTTW6JE3g	LB_LaserCutter RGB_V1_0_PCBA(RGB board) Laser Cutter_Button Control Line_V1.0
			<ol> <li>If only the RGB light is not on, the filling light on the right side of the machine is normal, replace the RGB small board;</li> <li>If the RGB light and right LED light of machine are not on, consider the abnormal signal transmission of the mainboard, replace the mainboard or RGB control line.</li> </ol>	Replace RGB board https://download.makeblock.com/%E6%88%86%E8%A3%85RGB%E5%B0%8F%E6%9D%BF.mp4	
	BGB control board is on				
Qx06 1	line	RGB control board is on line			
			<ol> <li>Download the latest software from the official website and update the firmware after connecting the machine;</li> <li>Check whether the laser tube is broken. if it is, the antifreeze liquid will flow out to the outer tube. Isser tube will be visible filled with</li> </ol>		
		Printing task terminated, the	liquid, then the laser tube need to be replaced; 3. Enter the debugging interface(for windows system is 'Ctri+F1' or 'Ctri+Fn+F1';for MiacOS is 'Command+F1'), dip the 'open button' of the	Disassemble & assemble the Y1 board https://youtu.be/56P6pCT_b9A	LB LaserCutter CtlBoard V1.3 PCBA(Main
Qx08 0	The current of water pump is abnormal	state. Even if the peripheral is well maintained, the machine must be	water pump, and inten for the sound or running water on the left see or the machine: If there is normal sound, it means the water pump is working normally, the problem may be caused by bad connection of the water pump cable.Open the left cover to check whether the water pump interface on the 'I board is loose or broken, replug or replace the water pump	Disassemble & assemble the main board https://youtu.be/W-OTTW6jE3g	Board) Water Pump
		restarted to resume the printing function	control line; If there's abnormal sound, it may be caused by air entering the water pump. At this time, it is necessary to open the lid of the water tank	Pressurize inside the water tank	LB_LOWVortMotorDrv_V1_1_PLBA(V1 Board)
			to presente inside on water care while the machine is on, and then restart the machine; If there's no sound, it means the water pump or Y1 board is breakdown and need maintanence or replacement; 4. Replace the main board.	пцр.//оинныи.лнамонск.com/жг/жвэхээжеэхволонжг/жнежв1жеэхв4жнолеэхвежвв.пр4	
Qx08 1	The current of water pump return to normal	The water pump is normal.			
		Printing task terminated, the machine enters the malfunction			
Qx09 0	The current of exhaust fans are both abnormal	state. Even if the peripheral is well maintained, the machine must be certacted to recurse the printies	1. Download the latest software from the official website and update the firmware after connecting the machine;		
		function.  Printing task terminated, the	2: Open the open on net sole of the machine to check whether the exhaust an interface on 12 board is toose and re-plug it; me two exhaust fan ports on Y1 board are universal, when a single fan came out with failure, you can try to exchange fan figure out whether there is port or fan malfunction;	Disassemble & assemble the Y1 board https://youtu.be/56P6pCT_b9A	Water cooling fan LB_LowVoltMotorDrv_V1_1_PCBA(Y1 Roard)
Qx09 1	The current of exhaust	machine enters the malfunction state. Even if the peripheral is well	<ol> <li>Use a multimeter to test whether the fan is breakdown, if it is, replace the fan;</li> <li>Replace Y1 board.</li> </ol>		boardy
	ran is abnormal	restarted to resume the printing function.			
Qx09 2	The both exhaust fans are normal	The both exhaust fans are normal.			
data o	annusz son cupgrading				
Qx10 1	STM32 upgrade succeed	/	/		
Qx10 2	STM32 upgrade fail	1	/		
0x110	6032 start upgradio-	(	,		-
	opgiduitg				
Qx111	GD32 upgrade succeed	/	/		
Qx112	GD32 upgrade fail	/	/		
0+12.0	The Hall surface -				
Qx12 1	The Hall switch is abnormal	(	4		
Qx13 0	The Y1 Board is on line	Exit the Y1 board failure status			
			1. Download the latest software from the official website and update the firmware after consectine the machine-		
Qx13 1	The Y1 Board is off line	The printing task is terminated and the machine enters the malfunction state.	<ol> <li>Enter the debugging interface(for windows system is 'Ctrl+F1 or 'Ctrl+Fn+F1', tor MacOS is 'Command+F1'), clip the 'open button' of the water pump, and listen for the sound of running water on the left side of the machine:</li> </ol>		LB_LowVoltMotorDrv_V1 1 PCBA(V1
			In univers sound proves that the Y1 board is controlled by mainboard, you can try restart the machine and Laserbox software to fix the problem; If there's no sound, you need to check whether the connecting wire between Y1 board & mainboard is loose or broken, reiniue or renlare	usassemble & assemble the Y1 board https://youtu.be/56P6pCT_b9A	Board) Laser Cutter_Y1 Board Control Line_V1.0
			the wire; 3. Replace the Y1 board.		
			<ol> <li>Download the latest software from the official website and update the firmware after connecting the machine;</li> </ol>		1
	X-axis limiter is abnormal		12. Push the xrt zake under the boot state to see if the axis is locked: if the XYZ axis does not lock, the main board needs to be replaced; if the XYZ axis is locked, it is proved that the motor has oower subolk, then proceed to the new chees.		
			<ol> <li>Enter the debugging interface(for windows system is 'Ctri+F1' for 'Ctri+Fn+F1' for MacOS is 'Command+F1') and test the X axis separately. Click X+ and X- to check the X-axis movement on two directions;</li> </ol>	change the mainboard	
Qx14 1			In use wass use user nove nower noward, there may be proceeds on immer. It is necessary to check whether the X-asis limit ion is in place and whether there is deformation. If there is, it is necessary to straighten it so that it can be aligned with the center of the photoelectric switch; Check whether the limiter is damaged: when machine is on, put a small place of paper inside the photoelectric switch; to see if the limits is and the limit of the straiged: when machine is on, put a small place of paper inside the photoelectric switch; to see if the limit is and the limit of the straiged when machine is on, put a small place of paper limits the photoelectric switch; to see if the limit is and the straight of the limit of the straight of	https://youtu.be/W-OTTW6jE3g	
			normal, if the light on limiter is not on, the limiter need to be replaced; If the X axis cannot move, there may be a problem with the motor of X-axis. Check whether the interface of control line of the X axis motor knows it is seen to replace the ends of the X-axis motor interface to X-axis. The X-axis and X-axis motor interface to X-axis and X-axis motor in the X-axis motor interface to X-axis and X-ax		
			problem still exist; 4. Replace the mainboard.		

Qx142	The Y-axis limiter is abnormal		1. Severalized the latent optimum from the efficient evolution and optimates the firmware after connecting the machine; 2. Low-latent PV and use with the dott table to set the end is to be determined. If the VT and the PV and use the end is to be episode. If the VT and the PV and use the end is to be episode. If the VT and the PV and use the end is to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the VT are the end episode end to be episode. If the end end end end end end end end end en	Replace the mainboard https://youtu.be/W OTTWEETe	Laser Cutter X auto motor control line V1.0 Laser Cutter V7-auto motor control line V1.0 Laser Cutter V1-auto motor control line V1.0 Laser Cutter Z-auto Board control line V3.0 Laser Cutter Z-auto Board V1.3 Citiboard V1.3 PCB4(Mainboard)
Qx143	The limiter is abnormal(ALARM 9)	During laser head reset process, the limiter can not be found, terminate the printing task, the machine go into the fault status	A boundary for the latest admorph how the diffed relations and seaded that fimmeans after connecting the machine, i.e. has the VC2 assist index in the dott set at loss the assist is obtained. If the VC2 assist is locating to prove that the more that power sapply, them proceed to the next stap; I. Inter the dottagenesis and how the prove that the provest sapply, them proceed to the next stap; I. Inter the dottagenesis and how the provest samply, them proceed to the next stap; I. Inter the dottagenesis and how the provest samply, them proceed to the next stap; I. Inter the dottagenesis and how the provest samply them to the transmission of the next stap; the dottagenesis and how the provest the transmission is the transmission of the dottagenesis and the transmission of the transmission of the dottagenesis and the transmission of the dottagenesis and the transmission of the dottagenesis and the dottagenesis and the transmission of the dottagenesis and the dottagenesis a	Replace the mainboard <u>Manual Annual Annual</u>	
Qx15 0	Abnormal STM32 signal transmission	The software remind STM32 need to be upgraded.	/		
Qx15 1	Normal STM32 signal transmission	/	/		
Qx16	CPU temperature is too high	CPU temperature is too high	cled by early wires, the wires should be collected and pur away; ting or with low rev, in this situation, the CPU for should be replaced.	Refer to the video of mainboard dicascentby for wire collecting process https://jourta.be/W-OTTW6gTag	6025 Environment-friendly fan
Qx17	Cannot find camera		L download that latest adverse from the official watching are updated the firmware after connecting the machine; 1) to rescar the barbane and machine; 2) to rescar the barbane and machine; 3) costs, where the top on cannece control line was failen of if, if is, is p-lag; it; 3) Anguight are arean strateform on maindowing, which can also be charged and earbane interface; 5) costs, where the connecting line is damaged, if is is, replace the connecting line from canners to manboard; 5) may and the maindowing.	replace the mainboard https://youtu.bu/WrOTTWB/Elg	Fisheye camera
Qx18 1	X-axis limiter is abnormal(ALARM 8)	X-axis cannot clear limit signal during reset (ALARM 8 error), machine enters fault status	Refer to Qu141	Refer to Qx14	Refer to Qx14
Qx18 2	Y-axis limiter is abnormal(ALARM 8)	Y-axis cannot clear limit signal during reset (ALARM 8 error), machine enter fault statur.	Refer to Qu142	Befer to Qx14	Refer to Qx14
Qx183	Z-axis limiter is abnormal(ALARM 8)	Z-axis cannot clear limit signal during reset (ALARM 8 error), machine	Refer to QX143	Refer to Qx14	Refer to Qx14
Qx18 4	Limiter is abnormal(ALARM 8)	enter's rauit status During the laser head reset process, the limit signal cannot be cleared(Alarm 8 error), but the limit status of XYZ axis are all 0, and the machine enters failure status	Refer to Qo14	Refer to QL14	Refer to Qx14
Wx01	The cover is open	Stop the printing task	/		
Wx02	The cover is closed	/	/		
WxD4	Continue printing	Continue printing	о /		
WX05	Stop Printing	Stop Printing	/		
Wx06	Long press the button to stop printing	Stop Printing			
Wx07	The machine went into bibernation	/	/		
W×08	The machine is out of hibernation	/	/		
Wx09 0	Normal print completed	/	/		
Wx09 1	Abnormal print termination	1	/		
W×10 0	Start to align the focal	/	/		
W×10 1	Focal length alignment	/	/		
We 10 2	Focal length alignment				
AX10 2	failed	When host computer A sends the	и 		
Wx11	The task is overwritten by another host machine	printing task (before pressing the start printing), another host computer B sends the task to cover the task of A, the machine will send WX11 to A to indicate that the task is covered.	/		
Wx12	The drawer is opened	When software sends SNAP HTTP to take a picture, the machine detects if the drawer is open, and if the drawer is open, the machine sends WX12 to the software.	v		
"cpu temperature warning"	The temperature of CPU is too high	The temperature of CPU is too high.	/		
"can not find usbcamera !!!"	Cannot find the camera	Cannot find the camera	Refer to Qx17		
	The device is reset, please try again later		I. It is usually caused by the user's urgent operation. When the machine has just finished processing and the purifier has not been stopped, a new command was sent. At this statents, want for the reset and resert the command; J. Rotzet the work (bg of analysis; A. Rotzet the work (bg of analysis; A. Refer to 0:14.	1	1
	The temperature of laserbox is too high to use		Refer to Qx01.	/	1
	Failed to get thickness. Please try later		Treatible causes and outbrace: I. The table is not if the table of table of the table of		