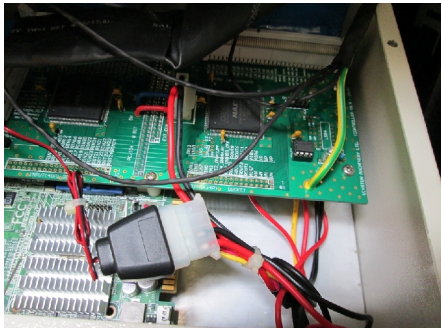# 17. ALARMS AND TECHNICAL ISSUES

#	Issue(s)	Possible Cause(s)	Possible Solution(s)
01	Turning the power switch to the ON position does not turn on the fans or the Operating System (OS) of the machine	• No power • Incorrect connection of 3 phase • Breaker switch • Voltage is not set at 220 V (USA)	• Make sure the power is connected to the machine properly • Check the circuit breakers • Check the main voltage
02	Turning the power switch to the ON position turns on the fans, all connections are fastened correctly but the computer is off.	• The machine's computer is not operational • Power is not reaching the LCD monitor • Circuit boards not connected properly	• Turn off the power to the machine and check circuit board connections • Check the monitor and its connections • Check the contacts on the onboard controller & computer boards • Remove and clean the circuit boards with an air canister cleaner and reinsert it back in its slot.
03	The monitor displays the DOS prompt, the LEDs indicate power on the monitor but the OS does not appear	• Faulty video card • Video card not securely inserted • The settings on the video card are incorrect	• Turn off the power to the machine • Check the connection between the video card and motherboard • Check the electrical circuits
04	The keyboard is not functioning properly after turning on the computer.	• Keyboard failure or faulty connection • Loose connection on memory modules in computer	• Check connections of keyboard • Check memory chip connections on computer board • Remove and reinsert memory chips onto motherboard of computer module

#	Issue(s)	Possible Cause(s)	Possible Solution(s)
05	The computer is operational but the user can not reset the axes and the monitor shows that the system is suspended	• The decoiler is not plugged in • Alarms on the reel: i. Red light ii. Alarm	• Check the electrical connection of the Decoiler • Press Start button on the reel to reset the alarm and warning light
06	Reset in progress but some axes (X-Y blade or other blade slides) did not return to their starting positions	• Position error on the input probe sensor from the initial position • Collisions	• Use the keyboard or RPG CONTROL to perform manual movements to check for any obstructions in the path of the slides • Check for collisions and perform a system reset
07	Error messages appear when trying to reset (zero) the machine	• The position of an axis / slide is out of sync • The slide is outside of the limits of the operating range	• Perform a system reset • Check the position of each axis. A manual adjustment may be needed to move the axis to within its normal working range
08	The machine stops during normal operating process	• The slide is out of position or debris is obstructing the movement of an axis	• Check each axis for any anomalies or obstructions. Clear debris before attempting to move axis back to safe position. Reset machine before starting production mode
09	Variable speed and/or length of wire during wire feeds or a wire feed error.	• Quality of the wire • Equipment not correct for the wire • Screws not tightened on the wire feed rollers • Wire fasteners not securely clamped down on the wire	• Change the quality of the wire • Check the cleanliness and quality of the equipment • Check the wire diameter to make sure it is within the machine's tolerance level • Check the screws on the rollers

#	Issue(s)	Possible Cause(s)	Possible Solution(s)
10	During the setting process, the rotation of the wire is not adjusted properly	• Quality of the wire • Misalignment between the shaft liner, feed rollers and quill	• Change to a higher quality wire • Check the alignment of the liner, quill and feed rollers
11	The wire diameter is beyond the capabilities of the current model.	• Wire feed motor alarm	• Reset the servo motors by pressing the "SERVO OFF" button and then press the "SERVO ON" button. Also perform a system reset • If alarm goes off again, then the machine cannot support the current wire size
12	Alarm when using air probe	• Faulty air probes • Control of air probes have been obstructed • Sensor constantly making contact • Low pressure • Solenoid (air probe controller) valve malfunction	• Look for damage to the probe sensor or the air probe • Check the air probe controller • Check that the probe sensor is not in constant contact with any object • Increase the air pressure • Change air probe solenoid

13	Data Loss or black screen pop up	• Computer failure	• Contact VINSTON US CORP. for technical support
			    o info@vinstonus.com
			    o (847) 972-1098

NOTE: It is always recommended to take photos of the issue, submit serial number of the machine and related components with your request. This will minimize response time regarding any outstanding questions technicians may have on the specified issue.