

A4 Common troubles and solutions

Problem	Cause	Solution
Stirring motor doesn't work.	<ol style="list-style-type: none"> 1. A4 is not power on. 2. Fuse is broken. 3. Motor is not connected. 4. Motor is broken. 	<ol style="list-style-type: none"> 1. Check the power. 2. Change the fuse. 3. Open the side door, reconnect wire. 4. Change the motor.
Colorant dispense out not continually.	<ol style="list-style-type: none"> 1. There is air in the pump cylinder. 2. Colorant level is too low. 3. Colorant is dry and blocked. 	<ol style="list-style-type: none"> 1. Purge cylinder. 2. Add colorant. 3. Clean canister.
Canister is loosed.	Fasten screw is loosed.	Fasten screw.
Dispensing colorant is difficult.	<ol style="list-style-type: none"> 1. Nozzle is blocked. 2. Valve motor is broken. 3. Valve handle cannot open. 	<ol style="list-style-type: none"> 1. Clean Nozzle. 2. Change valve motor. 3. Adjust the motor and valve position.
Piston difficult to move.	<ol style="list-style-type: none"> 1. Colorant is dried inside. 2. Screw drive and guiding rod are not lubricated. 3. Fastening screw is loosed. 	<ol style="list-style-type: none"> 1. Empty colorant, clean canister and pump cylinder. 2. Lubricate screw drive and guiding rod 3. Fasten screw.
Abnormal noise from step motor.	<ol style="list-style-type: none"> 1. Voltage is out of normal range. 2. Screw drive and guiding rod are not lubricated. 3. Fastening screw is loosed. 	<ol style="list-style-type: none"> 1. Check the power supply. 2. Lubricate screw and guiding rod 3. Fasten screw.
Colorant appears on the nozzle.	Sealing washer is damaged.	Change sealing washer.
LCD shows "Emergency Button Pressed".	<ol style="list-style-type: none"> 1. Emergency button is pressed. 2. Emergency button is broken or the wire is disconnected. 	<p>Release emergency button.</p> <p>Replace emergency button or connect wire.</p>
LCD shows "Door Open".	The door is not closed well.	Close the door.

Error Code	Cause	Solution
E11	Emergency button is pressed.	Release emergency button.
E12	Cover is open. Cover micro switch is broken.	Close cover. Replace micro switch.
E18	No base paint can. Base paint can is too far away from sensor Sensor is broken.	Place base paint can. Reposition base paint can closer. Adjust or change base paint can sensor.
E31	Valve motor is broken. Vale motor driver is broken. Right valve sensor too far away. Right valve sensor is broken.	Change valve motor. Replace motor driver board. Reposition sensor. Replace sensor.
E32	Step motor is broken. Step motor driver is broken. Valve sensor too far away. Valve sensor is broke.	Replace step motor. Replace motor driver board. Replace sensor. Replace sensor.
E35	Turntable motor broken. Turntable doesn't move. Turntable driver broken. Canister code sensor broken.	Replace turntable motor. Replace driver board. Replace code sensor.
E36	Counting magnet is in wrong the position. Canister code sensor broken.	Reposition magnet in the correct position. Replace code sensor.
E37	Canister position error. Canister position sensor too far away. Canister position sensor broken. Turntable moved.	No canister found. Closer sensor. Change the sensor. Adjust distance of driving wheel or change driver motor.
E38	Piston rod is lifted. Piston head sensor too far away.	Reposition the piston rod. Reposition sensor.
E39	Turntable moves while stepping motor and	Check that the valve is in home position

	valve are not in home position.	and the step motor home sensor is lit.
E41	Valve motor is broken. Vale motor driver is broken. Left valve sensor too far away. Left valve sensor is broken.	Replace valve motor. Replace motor driver board. Reposition sensor. Replace sensor.