

# WM-4000 AUTOMATIC WRAPPER

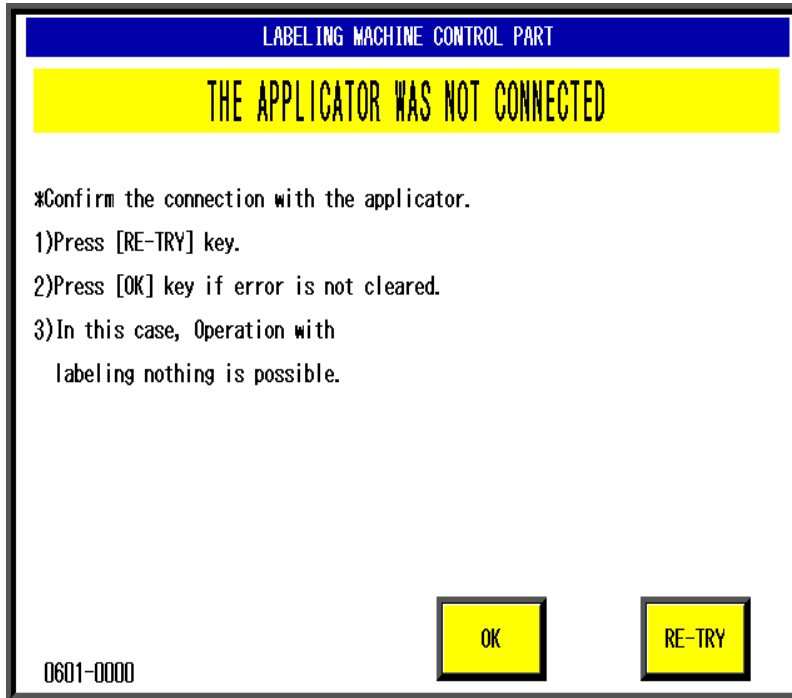
## Error Codes and Solutions

600 – 2099



March 2015

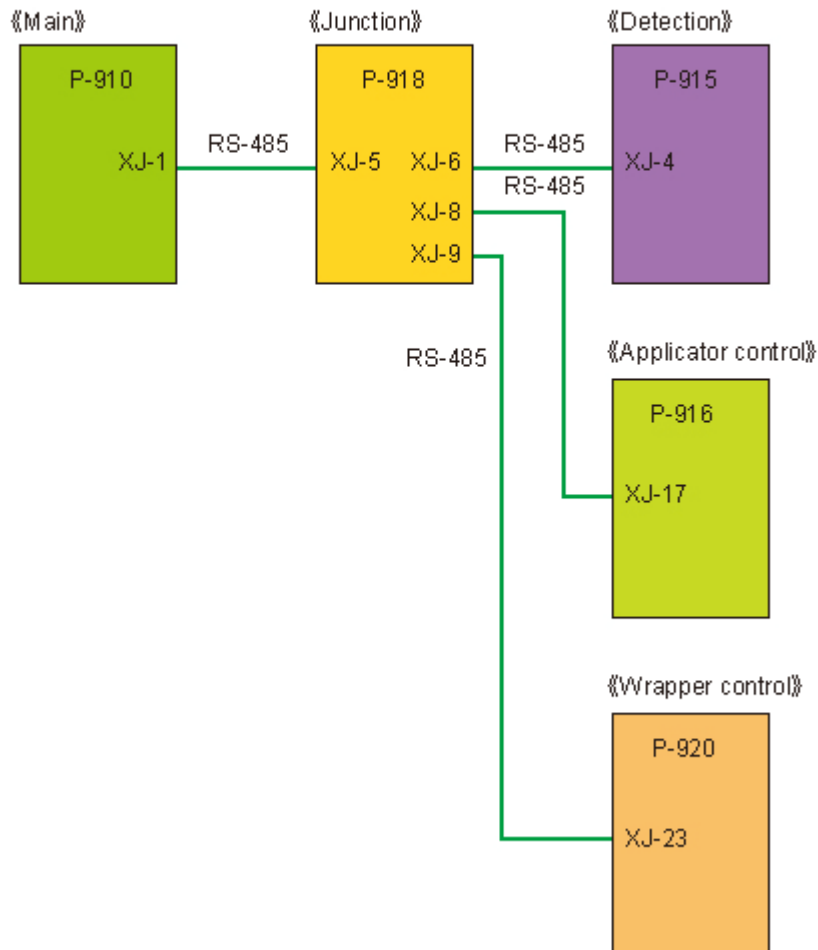
0601



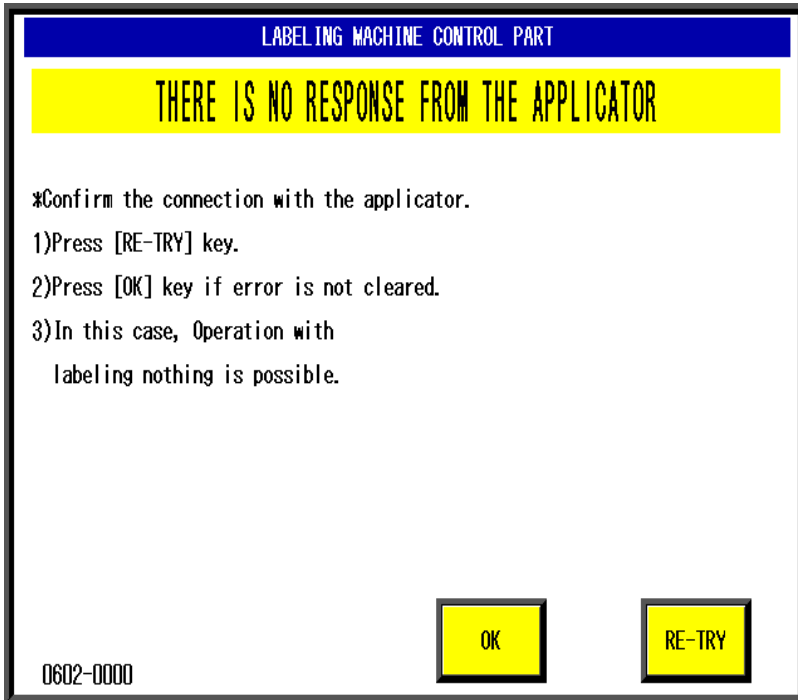
[Error content]	The applicator is not connected.
[Detail]	<ul style="list-style-type: none"> <li>• Communication wasn't achieved between the console and the applicator.</li> <li>• Communication phase number is in the sub-error.</li> <li>• Communication errors after power ON result in this error.</li> </ul>
[Solution]	<p>[OK] : Cut communication with the applicator. Operate without the applicator.</p> <p>[Re-try] : Check connection with the applicator. The error is cleared if connection is confirmed.</p>
[Remarks]	Operation without the applicator is possible after pressing the [OK] button.
[Cause]	Communication is not possible between boards P-910 -> P-918 -> P-916.
[Response]	<p>Press the [Re-try] key to re-attempt communication. If the same error occurs, consider the following causes:</p> <ol style="list-style-type: none"> <li>1) Unplugged connector</li> <li>2) Harness short</li> <li>3) P-910 board malfunction</li> <li>4) P-918 board malfunction</li> <li>5) P-916 platform malfunction</li> </ol> <ul style="list-style-type: none"> <li>• This error may occur if there is a short in the P-915, P-920 RS-485 line. Check if this is not fixed by 1-5.</li> <li>• Search for a shorted board by connecting P-915, P-916, and P-920 one by one.</li> </ul> <p><a href="#">Confirm with a schematic</a></p>

0601

RS-485 Communication



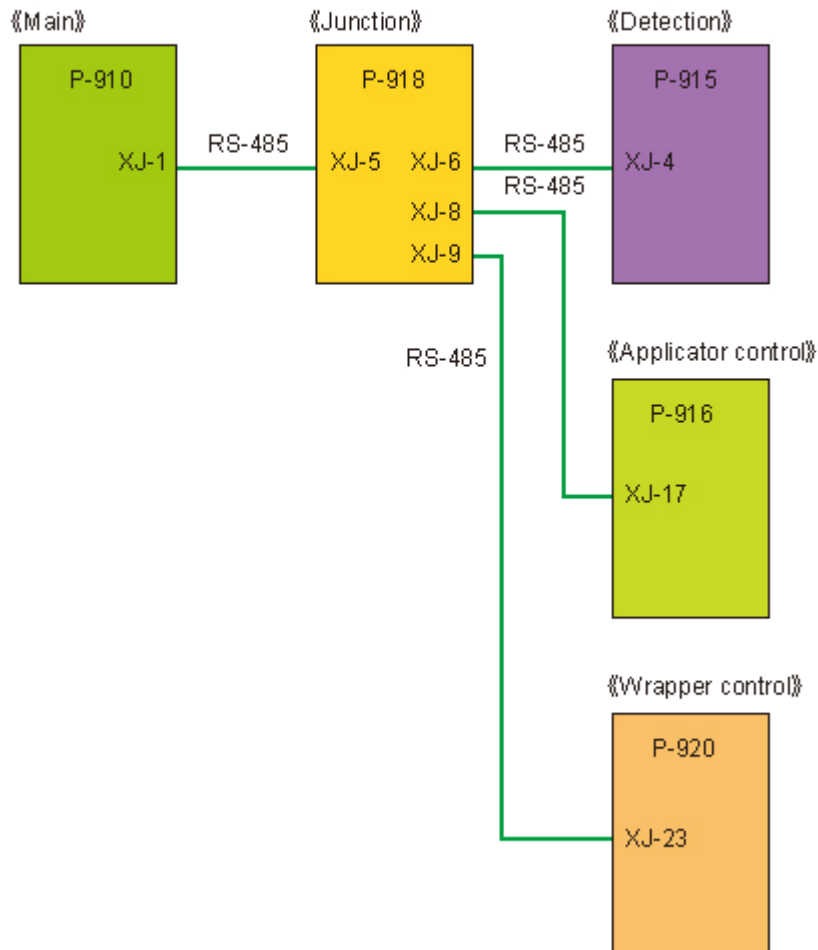
0602



[Error content]	There was no response from the applicator.
[Detail]	<ul style="list-style-type: none"> <li>• Communication wasn't achieved between the console and the applicator.</li> <li>• Communication phase number is in the sub-error.</li> <li>• Communication errors after power ON result in this error.</li> </ul>
[Solution]	<p>[OK] : Cut communication with the applicator. Operate without the applicator.</p> <p>[Re-try] : Check connection with the applicator. The error is cleared if connection is confirmed.</p>
[Remarks]	Operation without the applicator is possible after pressing the [OK] button.
[Cause]	P-910 ← P-918 ← P-916 (No response from P-916)
[Response]	<p>Press the [Re-try] key to re-attempt communication. If the same error occurs, consider the following causes:</p> <ol style="list-style-type: none"> <li>1) Unplugged connector</li> <li>2) Harness short</li> <li>3) P-910 board malfunction</li> <li>4) P-918 board malfunction</li> <li>5) P-916 platform malfunction</li> </ol> <ul style="list-style-type: none"> <li>• This error may occur if there is a short in the P-915, P-920 RS-485 line. Check if this is not fixed by 1-5.</li> <li>• Search for a shorted board by connecting P-915, P-916, and P-920 one by one.</li> </ul> <p><a href="#">Confirm with a schematic</a></p>

0602

RS-485 Communication



0603

LABELING MACHINE CONTROL PART

THE PROBLEM AROSE IN THE APPLICATOR

\*Release should reswitch on the power after shutting off the power supply and waiting for 10 seconds.

\*Send command and Receive command does not match.

0603-0000

[Error content]	The command sent to the applicator and the command contained in the answer are different.
[Detail]	
[Solution]	Restore power
[Remarks]	
[Cause]	The command sent and the command received are not the same The command sent from P-910 to P-916 and the command that returned from P-916 are different.
[Response]	This does not occur during normal operation, but it is believed to occur from the effects of noise. Cancel by restoring power.

0604

LABELING MACHINE CONTROL PART	
<b>THE INSTANT POWER FAILURE OCCURRED BY THE CONSOLE</b>	
<p>*Release should reswitch on the power after shutting off the power supply and waiting for 10 seconds.</p>	
0604-0000	

[Error content]	Power failure detected in the applicator
[Detail]	Power ON notification command was received twice from the console.
[Solution]	Restore power
[Remarks]	
[Cause]	P-910 board was reset twice
[Response]	Restore power. If the same error occurs, consider the following causes: 1) Input power (AC 200V) to power unit (U220) is unstable 2) Check power unit (U220) output voltage (DC 24V)

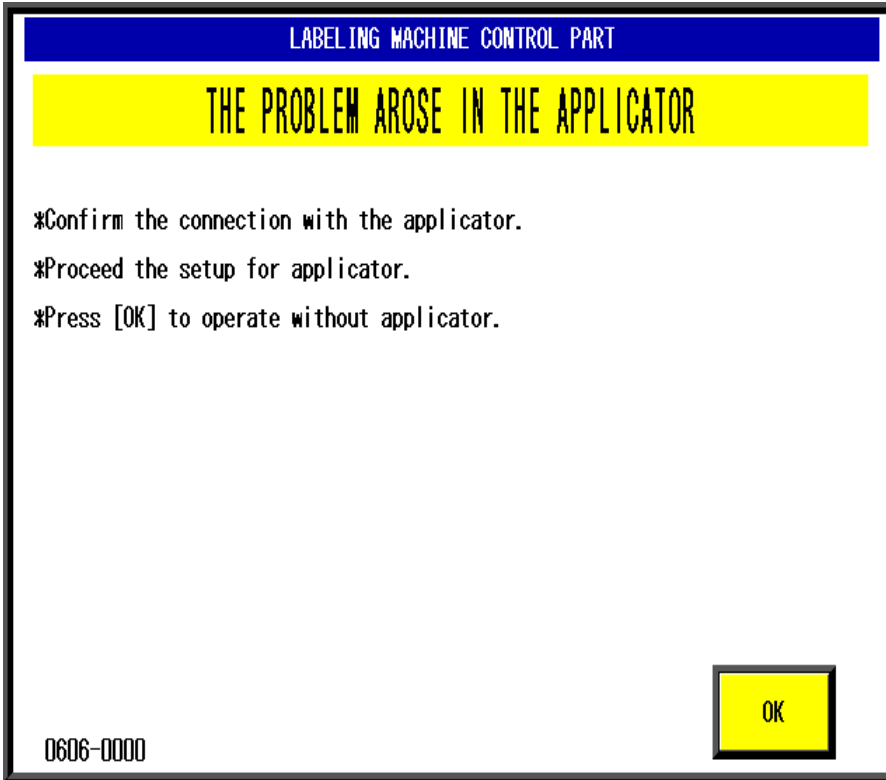
0605

LABELING MACHINE CONTROL PART	
<b>THE INSTANT POWER FAILURE WAS DETECTED WITH APPLICATOR</b>	
<p>*Release should reswitch on the power after shutting off the power supply and waiting for 10 seconds.</p>	
0605-0000	

[Error content]	Applicator CPU was reset.
[Detail]	Before receiving the acknowledge power ON command, the applicator received a different command
[Solution]	Restore power
[Remarks]	
[Cause]	Board P-916 was reset
[Response]	Restore power. If the same error occurs, consider the following causes: 1) Power unit (U1) input power (AC 200V) is unstable 2) Check output voltage (DC 24V) of power unit (U1)

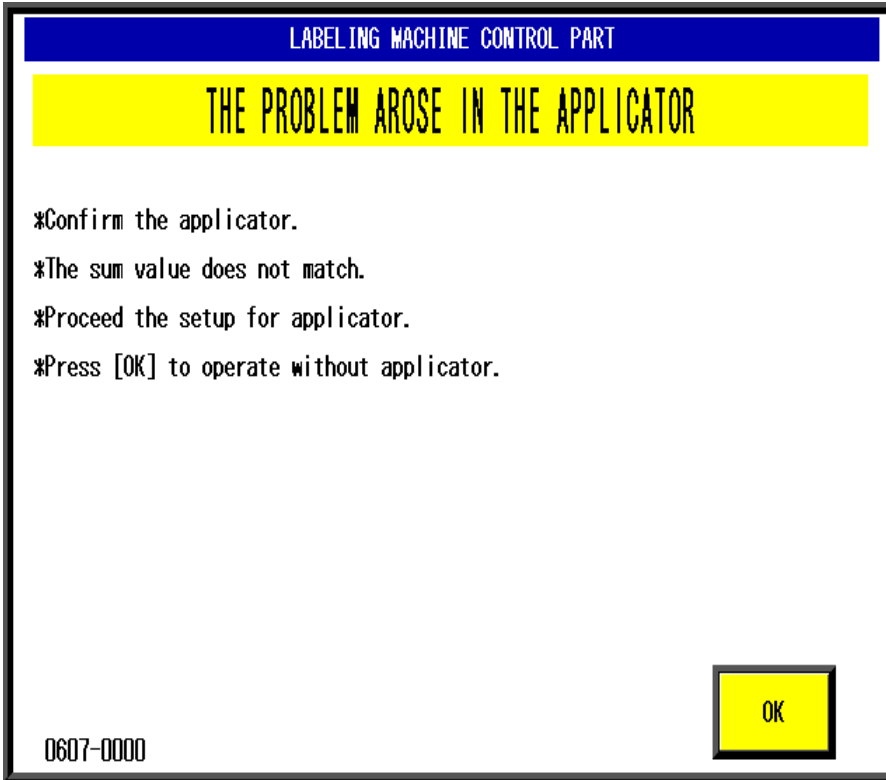


0606



[Error content]	Applicator alignment data has not been set
[Detail]	
[Solution]	Applicator alignment needs to be performed after clearing.
[Remarks]	
[Cause]	Applicator alignment data has not been set
[Response]	Perform applicator alignment in test mode.

0607



[Error content]	Applicator data checksum value is abnormal
[Detail]	
[Solution]	Applicator alignment needs to be performed after clearing.
[Remarks]	
[Cause]	Applicator data checksum value is abnormal.
[Response]	Perform applicator alignment in test mode.

0608

LABELING MACHINE CONTROL PART

OPERATION OF THE APPLICATOR STOPPED

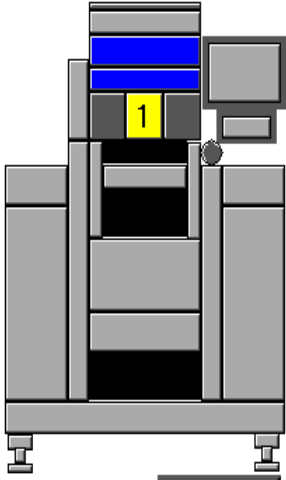
《REMOVE THE FILM AND LABEL》


1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.

2) Open the front cover and remove the label.

\*Display goes back when the label is removed.

\*Label feeds by pressing flashing yellow.





0608-0000

[Error content]	Applicator operation has stopped.
[Detail]	The emergency stop switch was used during applicator operation
[Solution]	[RETURN] button
[Remarks]	In the event error number 0485-0000 occurs after clearing this error, <a href="#">respond to error 0485-0000</a> .
[Cause]	Power to the applicator was shut off during operation.
[Response]	<ol style="list-style-type: none"> <li>1. Clear the emergency stop switch.</li> <li>2. Check power switch (U1) input voltage (AC 200V)</li> <li>3. Check power switch (U1) output voltage (DC 24V)</li> </ol>

0609

LABELING MACHINE CONTROL PART

ADSORPTION OF LABEL WAS NOT COMPLETED

\*Press [PLU] key to outfeed the tray.

\*Proceed the following procedure to return.

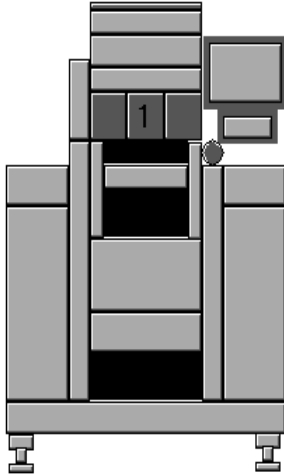
《REMOVE THE FILM AND LABEL》

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.

2) Open the front cover and remove the label.

\*Display goes back when the label is removed.

\*Label feeds by pressing flashing yellow.



RETURN

0609-0000

[Error content]	Applicator failed in label application.
[Detail]	
[Solution]	[RETURN] button
[Remarks]	
[Cause]	Applicator failed in label application.
[Response]	Check application unit

0610

LABELING MACHINE CONTROL PART

THERE IS NO LABEL ATTACHMENT

\*Press [PLU] key to outfeed the tray.

\*Proceed the following procedure to return.

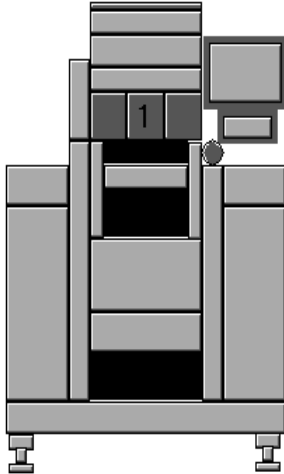
《REMOVE THE FILM AND LABEL》

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.

2) Open the front cover and remove the label.

\*Display goes back when the label is removed.

\*Label feeds by pressing flashing yellow.



RETURN

0610-0000

[Error content]	Applicator failed in label application.
[Detail]	There was no label when application was attempted
[Solution]	[RETURN] button
[Remarks]	
[Cause]	Applicator failed in label application.
[Response]	Check application unit.

0611

LABELING MACHINE CONTROL PART

**A LABEL WAS NOT ABLE TO BE STUCK**

\*Press [PLU] key to outfeed the tray.

\*Proceed the following procedure to return.

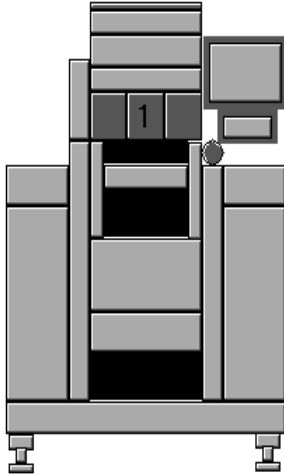
《REMOVE THE FILM AND LABEL》

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.

2) Open the front cover and remove the label.

\*Display goes back when the label is removed.

\*Label feeds by pressing flashing yellow.



RETURN

0611-0000

[Error content]	Label could not be pasted to the commodity.
[Detail]	<p>[Sub-error]</p> <p><b>-0000</b> Pasting preparation was not completed when pasting time was sped up.</p> <p><b>-0001</b> Previous pasting was not completed when pasting timing signal was received.</p> <p><b>-0002</b> The tray height message was not received when the pasting timing signal was received.</p>
[Solution]	[RETURN] button
[Remarks]	
[Cause]	Label could not be pasted to the commodity.
[Response]	Respond according to the sub-error contents.

0612

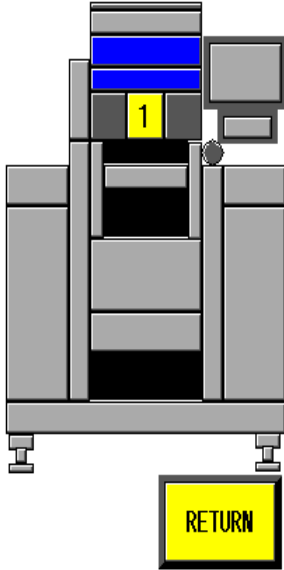
LABELING MACHINE CONTROL PART

A LABEL WAS NOT ABLE TO BE STUCK

\*Press [PLU] key to outfeed the tray.  
 \*Proceed the following procedure to return.  
 <<REMOVE THE FILM AND LABEL>>

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.  
 2) Open the front cover and remove the label.

\*Display goes back when the label is removed.  
 \*Label feeds by pressing flashing yellow.



0612-0000

[Error content]	Label could not be pasted to the commodity.
[Detail]	Pasting timing signal was not received.
[Solution]	[RETURN] button
[Remarks]	Pasting is carried out by the pasting timing signal sent from board P-920 and received by P-916. This signal was not received.
[Cause]	Pasting timing signal from board P-920 was not received.
[Response]	1. Cable disconnected between P-920(XJ35) -> P-916(XJ-18). 2. Replace board P-920 3. Replace board P-916

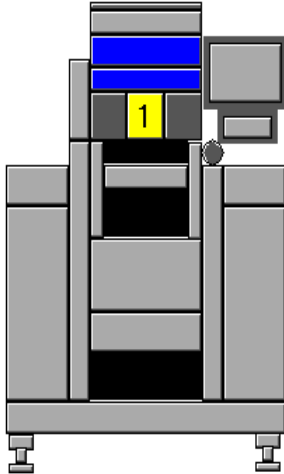
0613

LABELING MACHINE CONTROL PART

THE LABEL REMAINS IN THE APPLICATOR

\*Open the front cover, take the label from applicator, place the label on the tray.  
 \*Press [PLU] key to outfeed the tray.  
 \*Proceed the following procedure to return.  
 << REMOVE THE FILM AND LABEL >>  
 1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.  
 2) Open the front cover and remove the label.

\*Display goes back when the label is removed.



**RETURN**

0613-0000

[Error content]	Label remains in the applicator.
[Detail]	A label remains in the applicator after application
[Solution]	Press the [RETURN] button after removing the label
[Remarks]	
[Cause]	A label remains in the applicator after application
[Response]	



0614

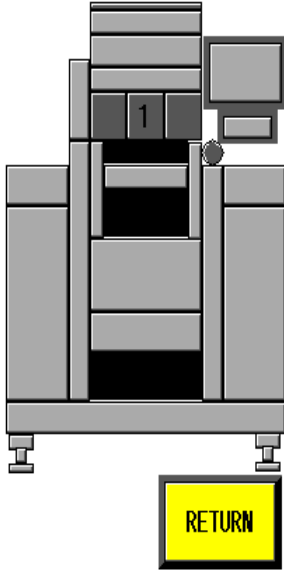
LABELING MACHINE CONTROL PART

**DO NOT PUT A HAND INTO A FRONT COVER**

\*Press [PLU] key to outfeed the tray.  
 \*Proceed the following procedure to return.  
 <<REMOVE THE FILM AND LABEL>>

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.  
 2) Open the front cover and remove the label.

\*Display goes back when the label is removed.  
 \*Label feeds by pressing flashing yellow.



0614-0000

[Error content]	A hand was put inside the front cover.
[Detail]	The applicator safety switch did not receive light during applicator operation.
[Solution]	[RETURN] button
[Remarks]	
[Cause]	Applicator (discharge unit) safety sensor (B25) did not receive light during applicator operation.
[Response]	Service applicator (discharge unit) safety sensor (B25)

0615

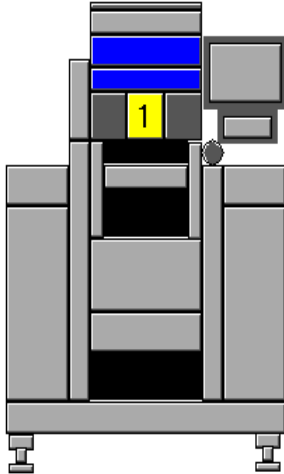
LABELING MACHINE CONTROL PART

ABNORMAL ERROR IN THE APPLICATOR OPERATE

\*Press [PLU] key to outfeed the tray.  
 \*Proceed the following procedure to return.  
 << REMOVE THE FILM AND LABEL >>

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.  
 2) Open the front cover and remove the label.

\*Display goes back when the label is removed.  
 \*Label feeds by pressing flashing yellow.

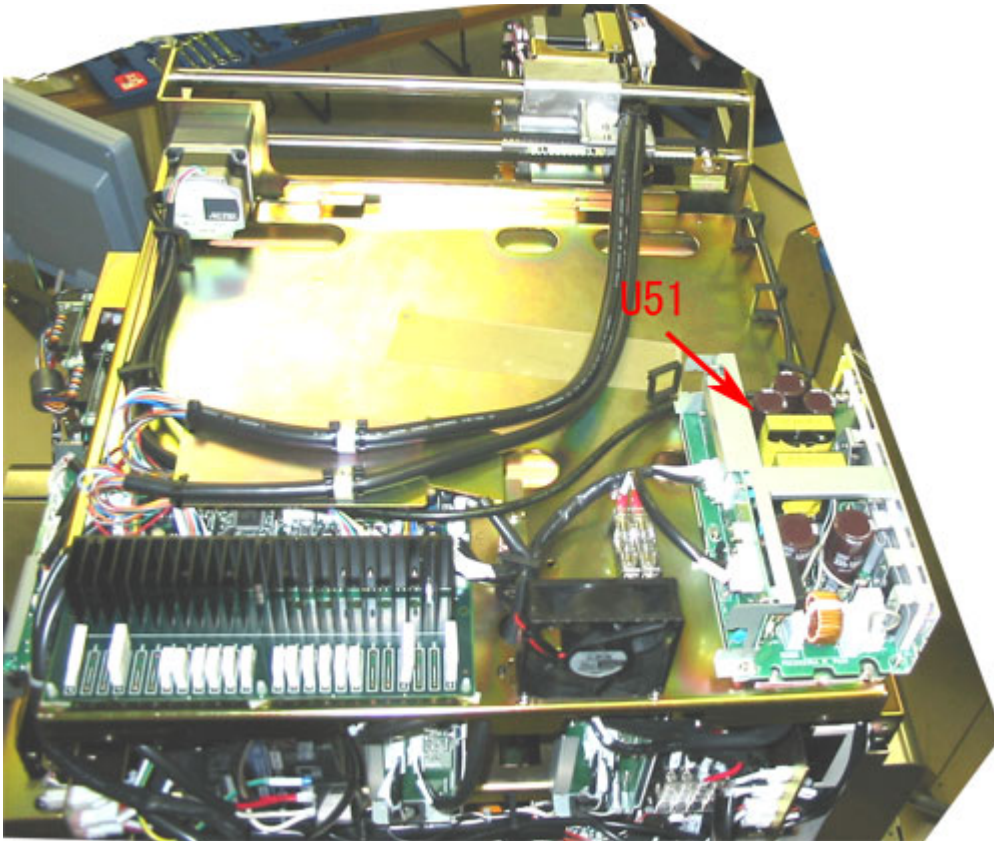


**RETURN**

0615-0000

[Error content]	Abnormality occurred during applicator operation
[Detail]	Sensors did not block or emit light as planned during motor operation [Sub-error] -000 X axis moving left -001 X axis moving right -010 Y axis moving forward -011 Y axis moving backward -020 Z axis moving up -021 Z axis moving down
[Solution]	[RETURN] button
[Remarks]	
[Cause]	Abnormality occurred during applicator operation
[Response]	1. Check that DC 24V is being output by power unit U51. Confirm by checking the green power unit LED is illuminated. <a href="#">Power unit U51 placement</a> 2. Respond by confirming each sensor is inputting normally by a sensor test.

0615



0616

LABELING MACHINE CONTROL PART

THE SENSOR OF THE APPLICATOR IS UNUSUAL

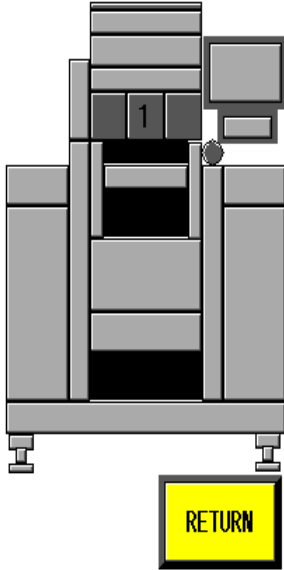
《REMOVE THE FILM AND LABEL》

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.

2) Open the front cover and remove the label.

\*Display goes back when the label is removed.

\*Label feeds by pressing flashing yellow.



0616-0000

<b>[Error content]</b>	The applicator sensor is unusual.
<b>[Detail]</b>	A sensor that does not have light blocked is blocked from light. [Sub-error] -000 X axis -010 Y axis -020 Z axis
<b>[Solution]</b>	[RETURN] button
<b>[Remarks]</b>	
<b>[Cause]</b>	A sensor that does not have light blocked is blocked from light
<b>[Response]</b>	[Sub-error] -000 Check the X axis sensor (Is it blocked from light even though there is no detection board?) -010 Check the Y axis sensor (Is it blocked from light even though there is no detection board?) -020 Check the Z axis sensor (Is it blocked from light even though there is no detection board?)

0617

LABELING MACHINE CONTROL PART

STANDBY POS. OF APPLICATOR IS UNUSUAL

\*Press [PLU] key to outfeed the tray.

\*Proceed the following procedure to return.

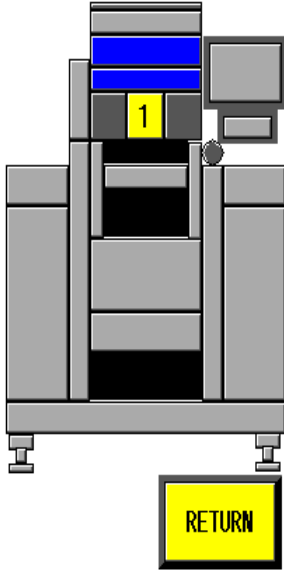
《REMOVE THE FILM AND LABEL》

1) Press EMERGENCY switch, REMOVE item on lift and infeed conveyor.

2) Open the front cover and remove the label.

\*Display goes back when the label is removed.

\*Label feeds by pressing flashing yellow.



0617-0000

[Error content]	Applicator standby position is abnormal
[Detail]	The front/rear applicator standby position sensor (Y direction sensor (front)) was not switched off when applicator operation began.
[Solution]	[RETURN] button, [PLU] key
[Remarks]	If this sensor is blocked from light, the applicator is in the forward position and is receiving an okay signal for operation.
[Cause]	The applicator attempted to start operation without the applicator in the forward position.
[Response]	<ol style="list-style-type: none"> <li>1. Check the Y-direction sensor (front) (B56) operation.</li> <li>2. Bring the applicator to the forward position so the detection board switches off.</li> </ol>

0621

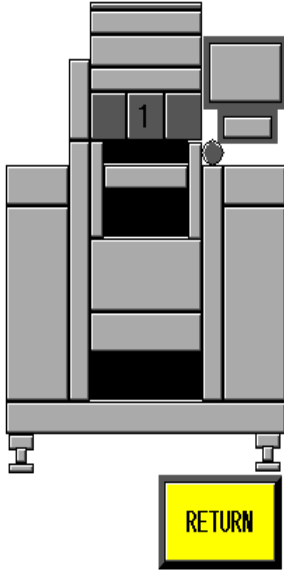
LABELING MACHINE CONTROL PART

THE PROBLEM AROSE IN THE APPLICATOR

\*Confirm the applicator.

\*Applicator received irregular command.

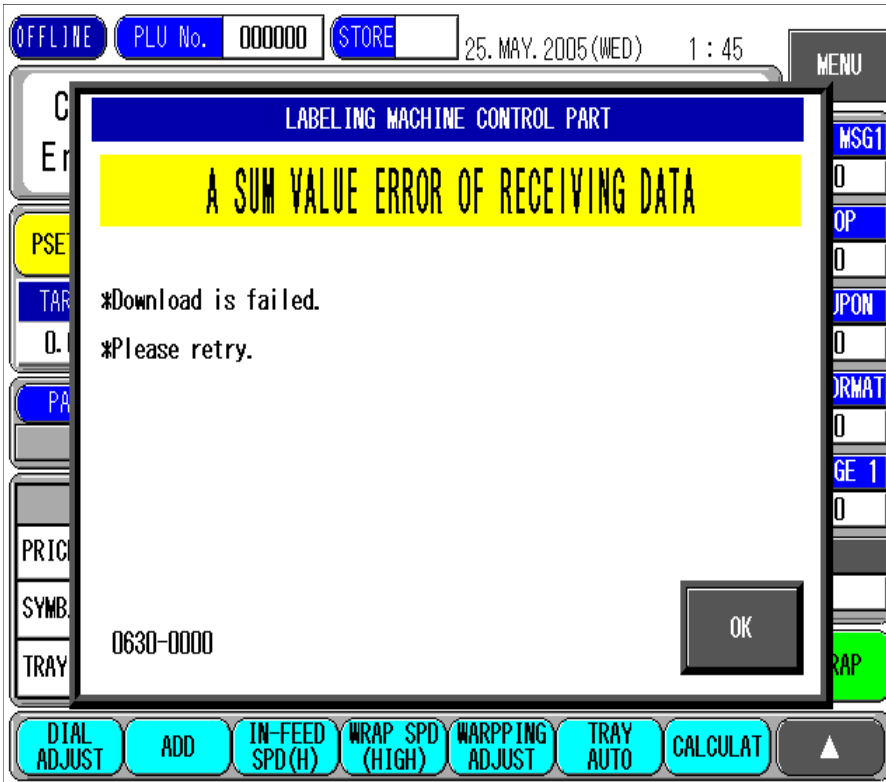
\*Execute return procedure.



0621-0000

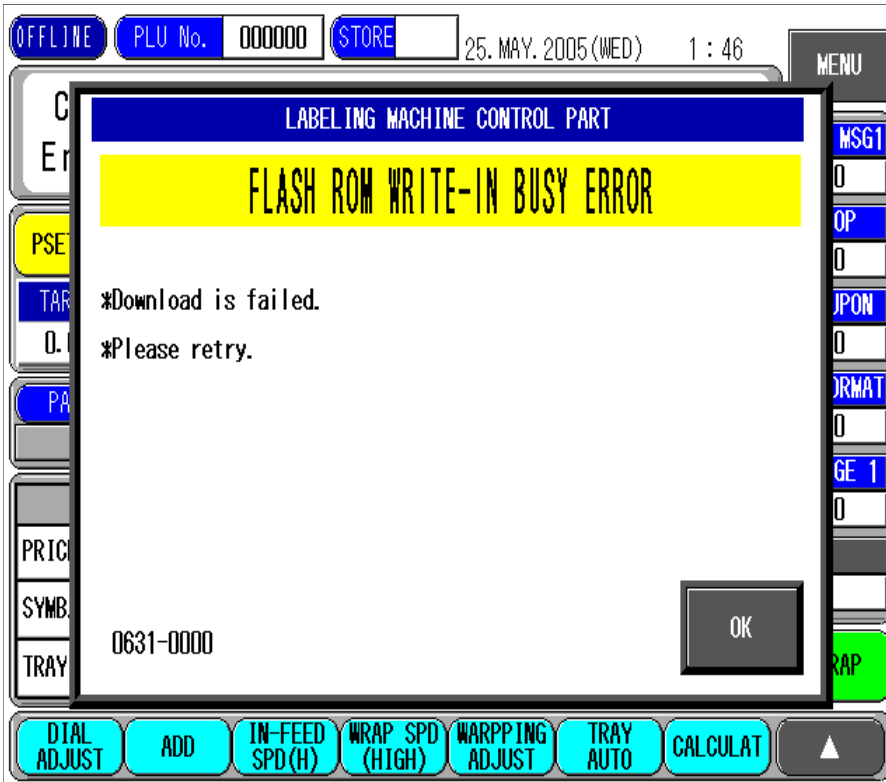
[Error content]	The applicator is not responding to the command received from the console
[Detail]	
[Solution]	[RETURN] button
[Remarks]	Check the main software and applicator software versions and confirm the combination is compatible.
[Cause]	The applicator is not responding to the command received from the console
[Response]	Check P-910 software and P-916 software, replace software.

0630



[Error content]	Received data sum value error
[Detail]	The data sum value from the console did not match upon download.
[Solution]	[OK] button
[Remarks]	
[Cause]	The data sum value from the console did not match upon download.
[Response]	<ol style="list-style-type: none"> <li>1. Re-download.</li> <li>2. If the same error re-occurs, replace the applicator software in the CF.</li> </ol>

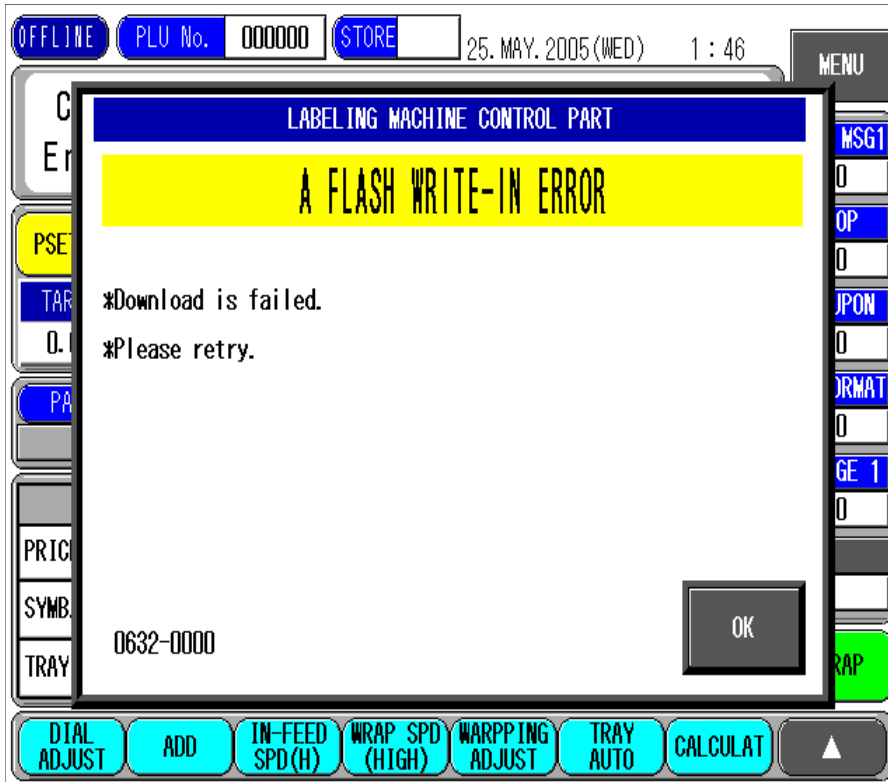
0631



[Error content]	Flash ROM write busy error
[Detail]	The applicator cannot change from writing the program to the flash ROM.
[Solution]	
[Remarks]	
[Cause]	Applicator software download cannot end normally.
[Response]	<ol style="list-style-type: none"> <li>1. Re-download.</li> <li>2. If the same error re-occurs, replace the P-915.</li> </ol>

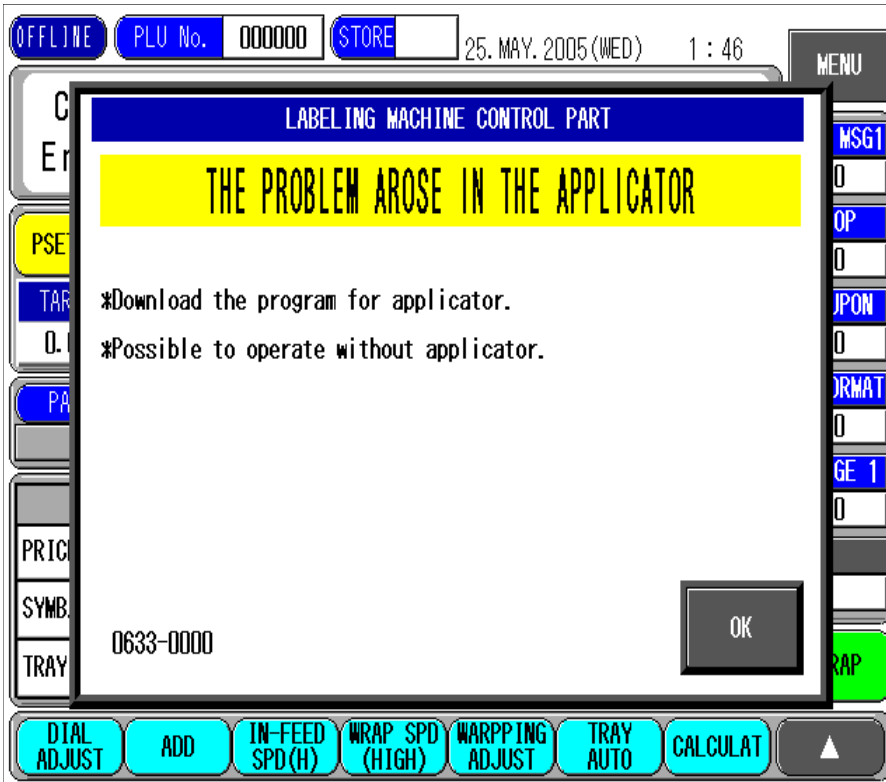


0632



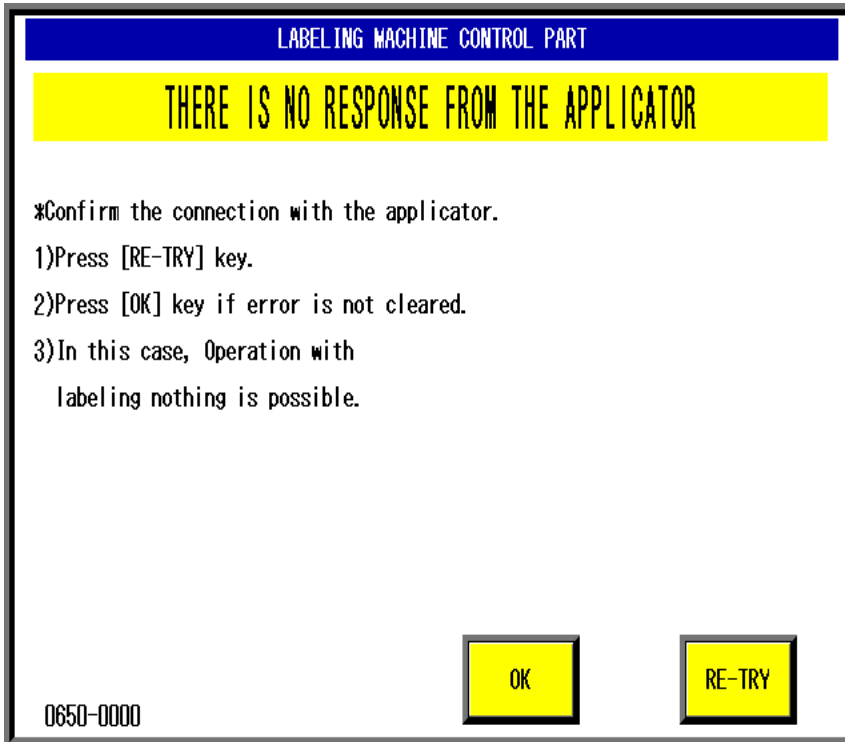
[Error content]	Flash write-in error
[Detail]	[Sub-error] -000 Flash ROM data write or delete failure. -003 Flash ROM checksum write failure. -099 Power failure occurred during download.
[Solution]	[OK] button
[Remarks]	
[Cause]	Flash write-in error Applicator software download cannot end normally
[Response]	1. Re-download. 2. If the same error re-occurs, replace P-916.

0633



[Error content]	A problem occurred in the applicator.
[Detail]	There is no applicator application program [Sub-error] -000 Bad checksum or no application. -001 The application ran too quickly.
[Solution]	[OK] button
[Remarks]	Need to download applicator program
[Cause]	There is no applicator application program
[Response]	1. Re-download the program. 2. If the same error re-occurs, replace P-916.

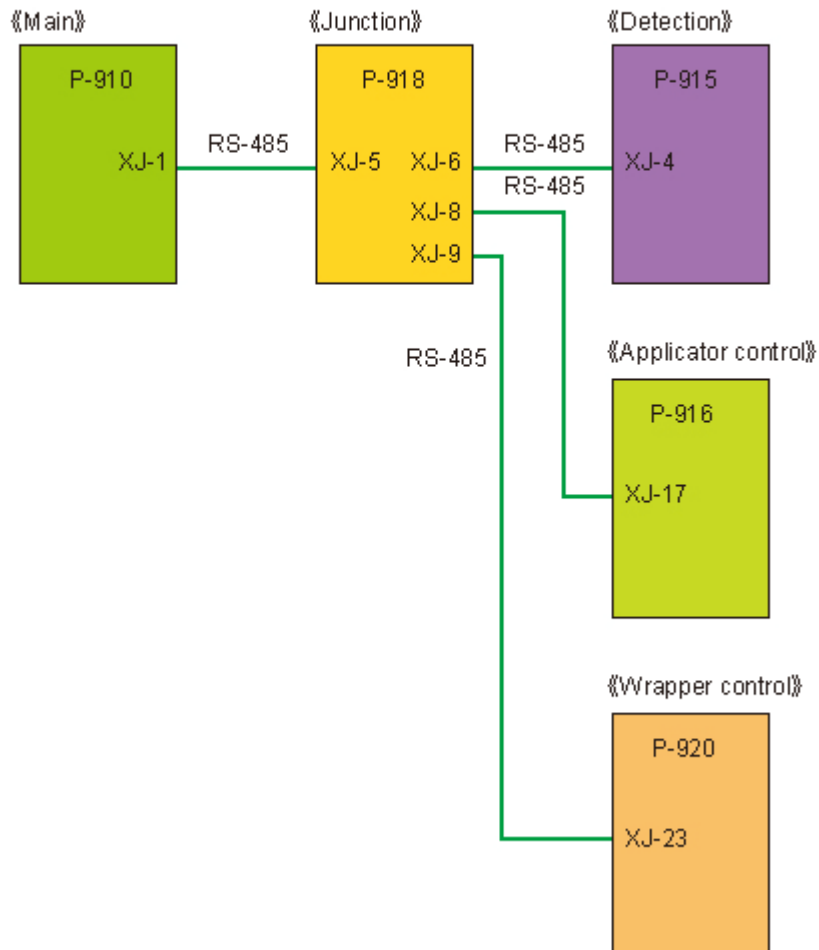
0650



[Error content]	There was no response from the applicator
[Detail]	<ul style="list-style-type: none"> <li>▪ Unable to communicate between the console and applicator.</li> <li>▪ Communication phase number is in the sub-error.</li> <li>▪ Communication errors during power ON result in this error.</li> </ul>
[Solution]	<p><b>[OK]</b>          -&gt; Cut communication with the applicator. Operate without the applicator.</p> <p><b>[RETRY]</b>          -&gt; Check connection with the applicator. The error is cleared if connection can be confirmed.</p>
[Remarks]	It is possible to operate without the applicator after pressing the [OK] button.
[Cause]	P-910<-P-918<-P-916 (No response from P-916)
[Response]	<p>Press the [RETRY] key and attempt communication. The consider the following causes if the error re-occurs:</p> <ol style="list-style-type: none"> <li>1) Unplugged connector</li> <li>2) Shorted harness</li> <li>3) Board P-910 malfunction</li> <li>4) Board P-918 malfunction</li> <li>5) Board P-916 malfunction</li> </ol> <ul style="list-style-type: none"> <li>• The problem may also occur if there is a closed-circuit failure in the P-915 and P-920 RS-485 line. Check this if the problem is not solved by 1 through 5.</li> <li>• Connect boards P-915, P-916, and P-920 one at a time to search for the board closed-circuit failure.</li> </ul> <p><a href="#">Confirm with a drawing</a></p>

0650

RS-485 Communication



## WM-4000 0700 – 0799

0701	0711	0721	0731	0741	0751	0761	0771	0781	0791
0702	0712	0722	0732	0742	0752	0762	0772	0782	0792
0703	0713	0723	0733	0743	0753	0763	0773	0783	0793
0704	0714	0724	0734	0744	0754	0764	0774	0784	0794
0705	0715	0725	0735	0745	0755	0765	0775	0785	0795
0706	0716	0726	0736	0746	0756	0766	0776	0786	0796
0707	0717	0727	0737	0747	0757	0767	0777	0787	0797
0708	0718	0728	0738	0748	0758	0768	0778	0788	0798
0709	0719	0729	0739	0749	0759	0769	0779	0789	0799
0710	0720	0730	0740	0750	0760	0770	0780	0790	

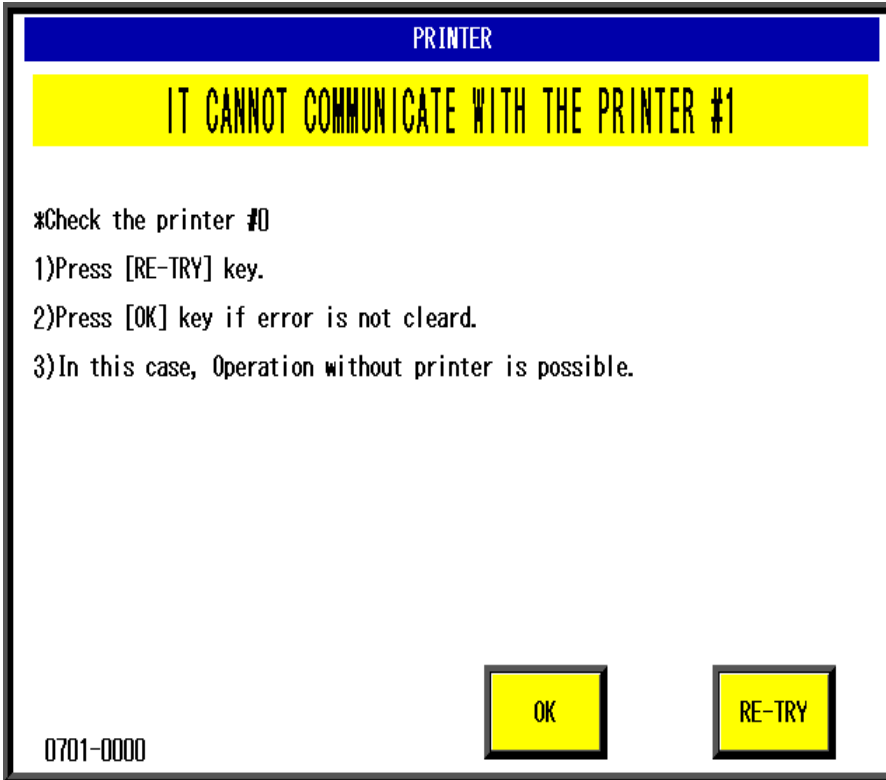
## 1. Printer Errors

### Error screens differ depending on operation mode

Even for the same error, the error screen changes depending on the situation.

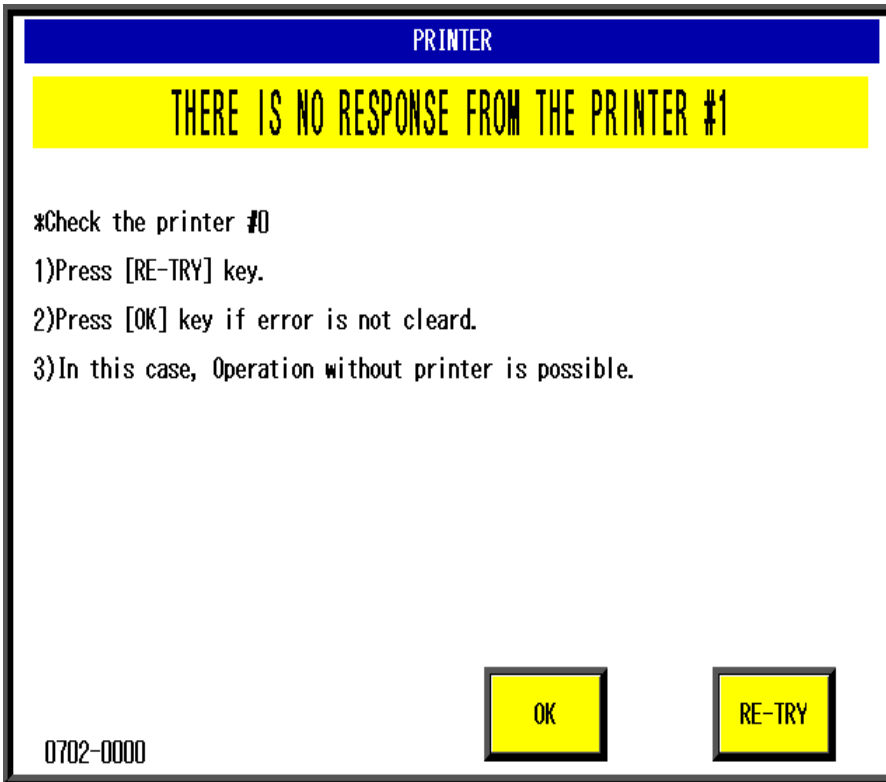
- (1) Wrapping/pricing modes, pricing mode
- (2) Label issue with wrapper front cover opened
- (3) EMZ series

0701



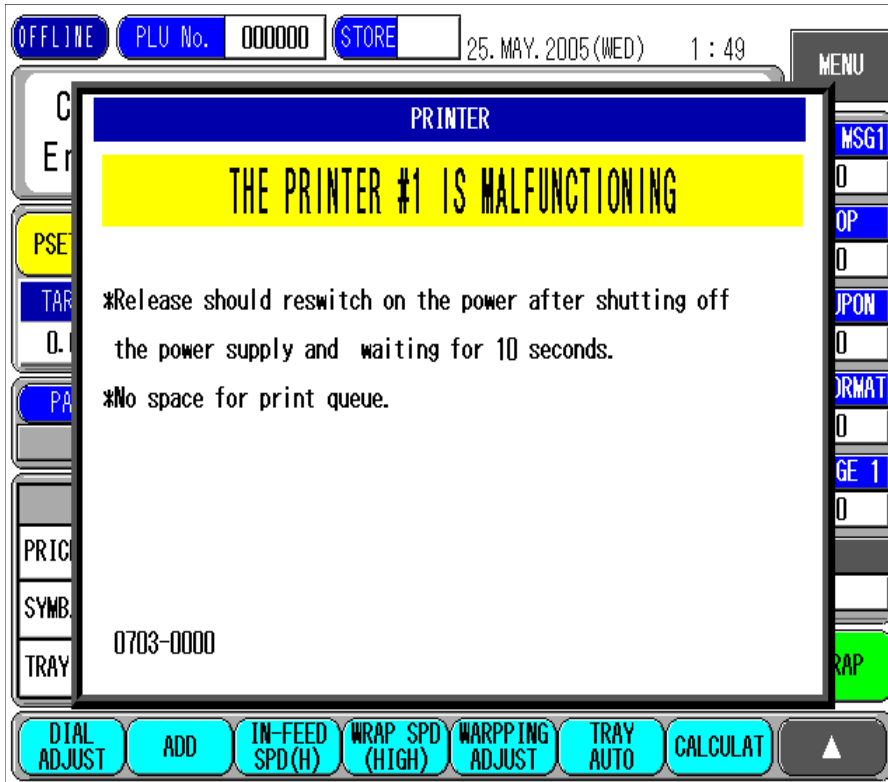
[Error content]	Cannot communicate with printer #1.
[Detail]	
[Solution]	<p>[OK] -&gt; Clear the error</p> <p>[RETRY] -&gt; Re-check communication with the printer.</p>
[Remarks]	<ul style="list-style-type: none"> <li>▪ Operation without the printer is possible after pressing the [OK] button.</li> <li>▪ Check the connection of printers #1 and #2 with P910 and P909.</li> <li>▪ Check the printer #3 and #4 communication cable.</li> <li>▪ The printer number in the error heading changes according to the error.</li> </ul>
[Cause]	Check each communication harness
[Response]	<ol style="list-style-type: none"> <li>1. Check the harness after referring to the wiring diagram.</li> <li>2. Replace boards P-909, P-918, and P-910.</li> </ol>

0702



[Error content]	Cannot communicate with printer #1.
[Detail]	
[Solution]	<p>[OK] -&gt; Clear the error</p> <p>[RETRY] -&gt; Re-check communication with the printer.</p>
[Remarks]	<ul style="list-style-type: none"> <li>▪ Operation without the printer is possible after pressing the [OK] button.</li> <li>▪ Check the connection of printers #1 and #2 with P910 and P909.</li> <li>▪ Check the printer #3 and #4 communication cable.</li> <li>▪ The printer number in the error heading changes according to the error.</li> </ul>
[Cause]	Check each communication harness
[Response]	<ol style="list-style-type: none"> <li>1. Check the harness after referring to the wiring diagram.</li> <li>2. Replace boards P-909, P-918, and P-910.</li> </ol>

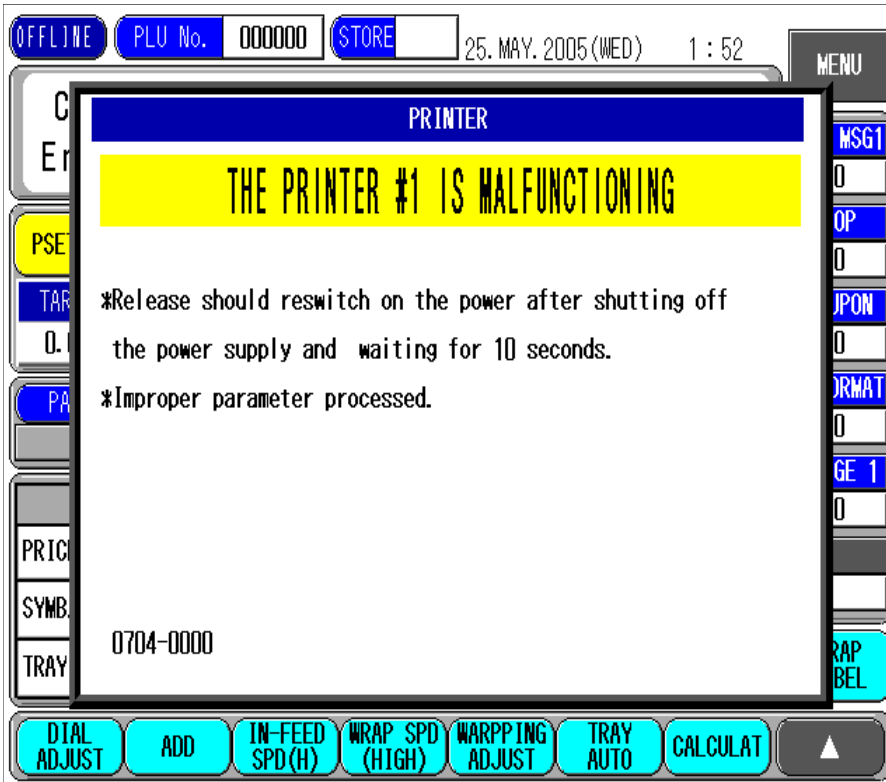
0703



[Error content]	Printer system error.
[Detail]	The print queue is full
[Solution]	Restore power.
[Remarks]	The printer number in the error heading changes according to the error.
[Cause]	Printer system error
[Response]	<ol style="list-style-type: none"> <li>1. Restore power</li> <li>2. If it doesn't restore, replace P-909.</li> </ol>

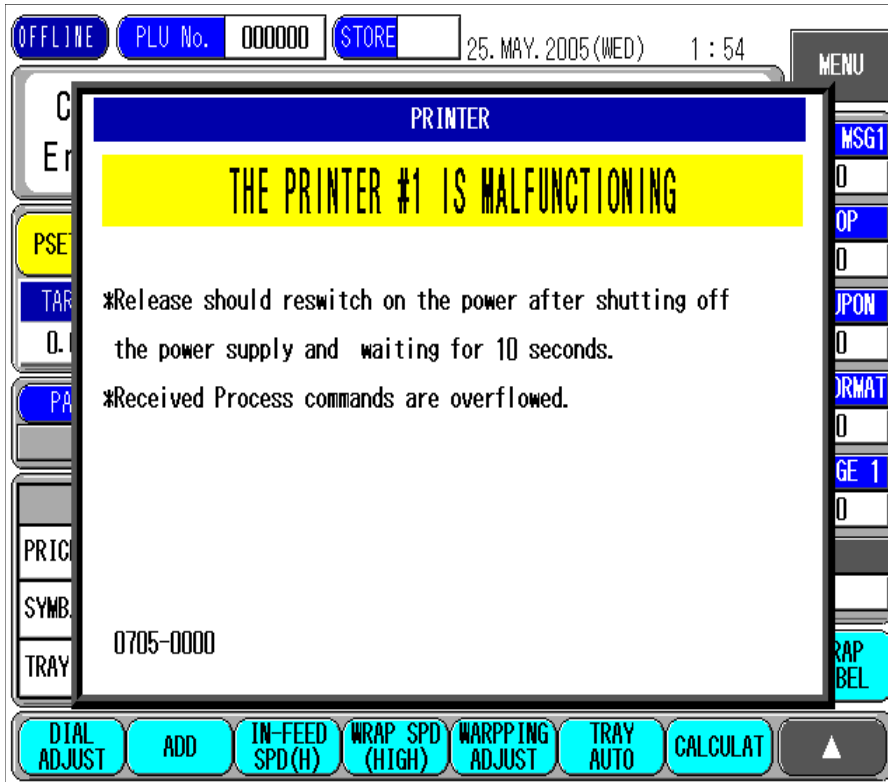


0704



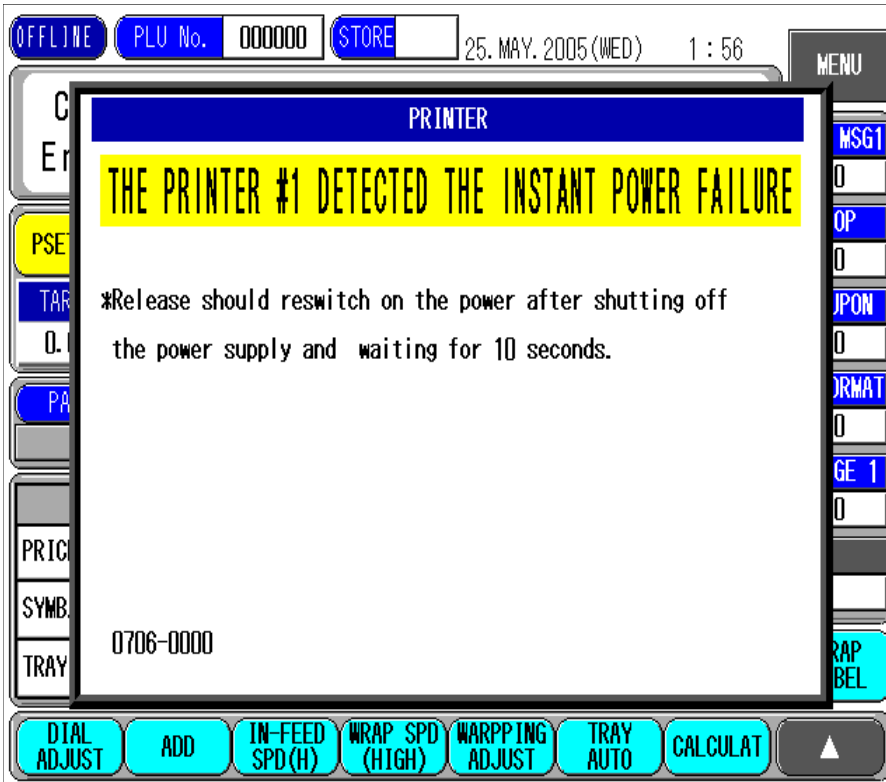
[Error content]	Printer system error.
[Detail]	Processed an invalid parameter.
[Solution]	Restore power.
[Remarks]	The printer number in the error heading changes according to the error.
[Cause]	Printer system error.
[Response]	<ol style="list-style-type: none"> <li>1. Restore power.</li> <li>2. If it doesn't restore, replace P-909.</li> </ol>

0705



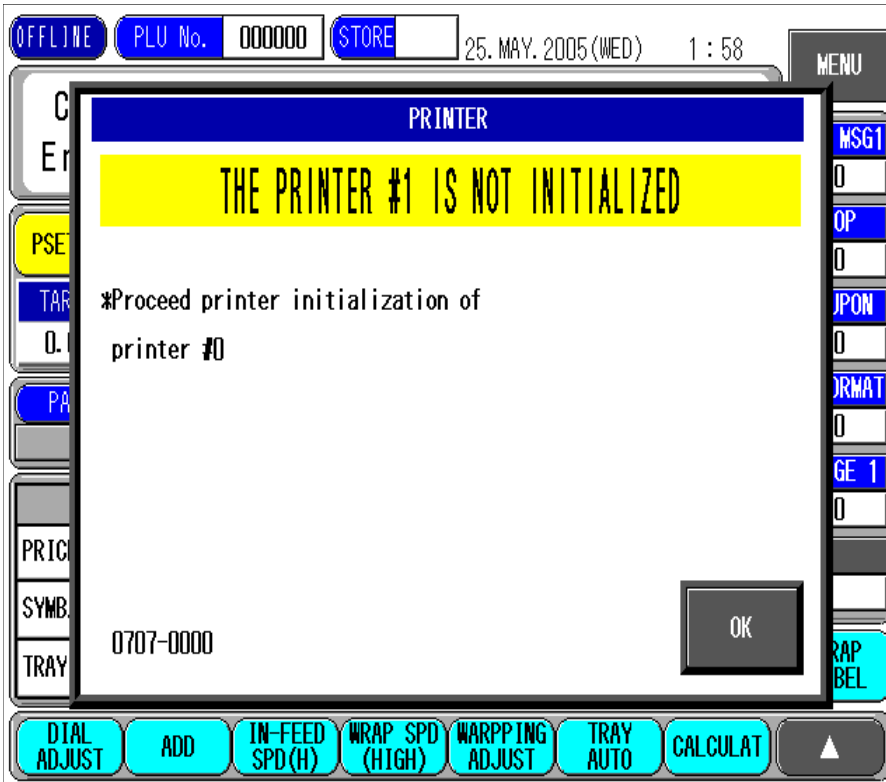
[Error content]	Printer system error
[Detail]	Too many command processes received
[Solution]	Restore power.
[Remarks]	The printer number in the error heading changes according to the error.
[Cause]	Printer system error
[Response]	<ol style="list-style-type: none"> <li>1. Restore power</li> <li>2. If it doesn't restore, initialize printer unit memory.</li> </ol>

0706



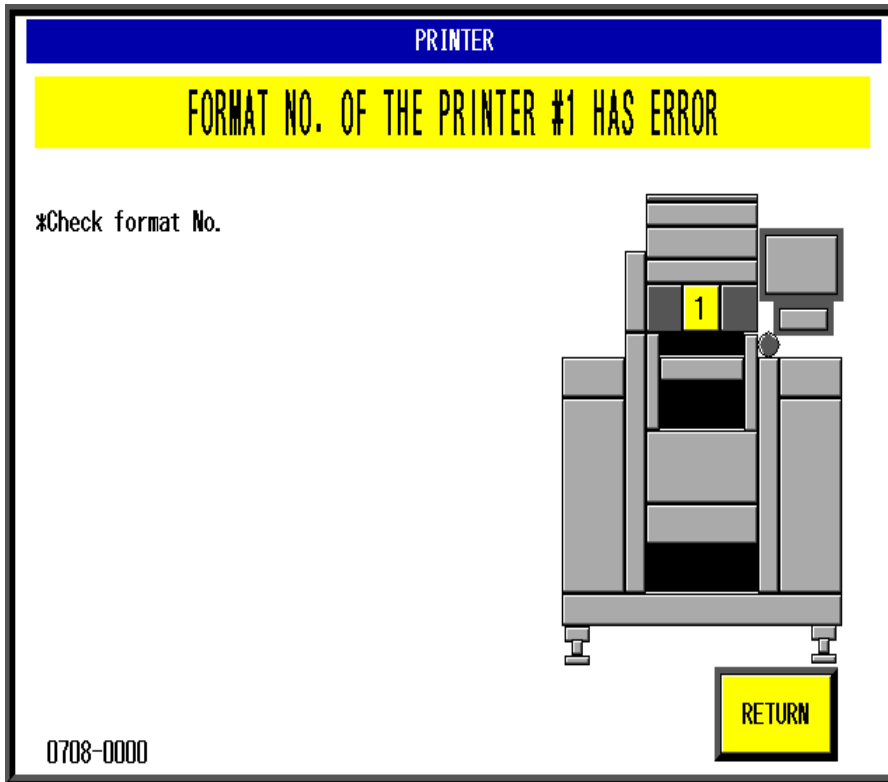
[Error content]	Printer detected a momentary power failure
[Detail]	A different command was received before the version command.
[Solution]	Restore power
[Remarks]	The printer number in the error heading changes according to the error.
[Cause]	A different command was received before the version command.
[Response]	Clear by restoring power.

0707



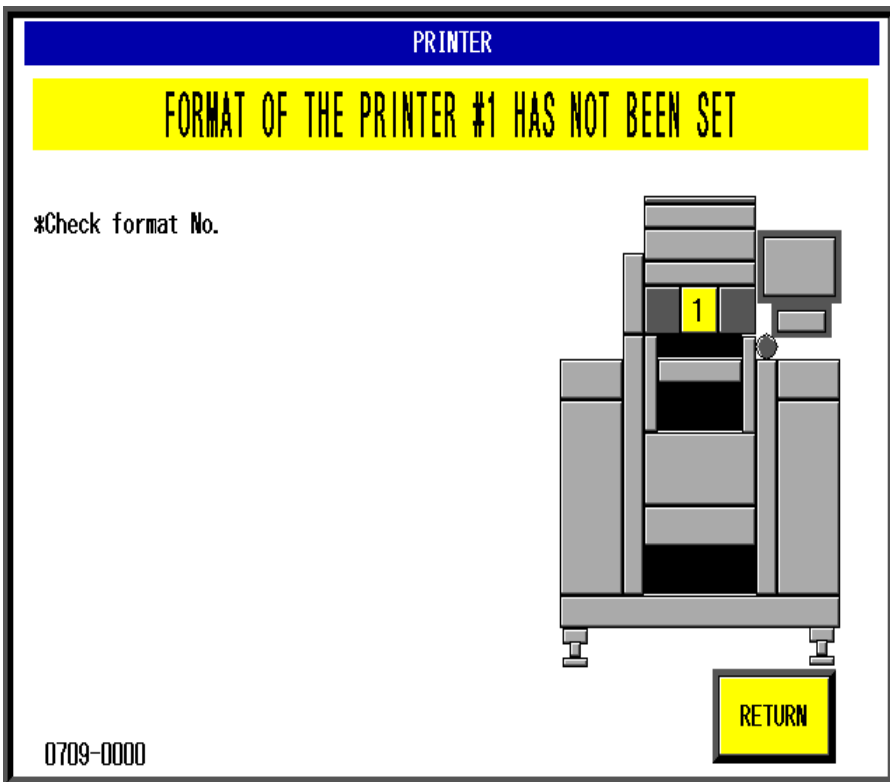
[Error content]	The printer is not initialized
[Detail]	Complete printer initialization.
[Solution]	[OK] button
[Remarks]	Printer unit memory needs to be initialized in test mode "Printer adjustment."
[Cause]	The printer is not initialized
[Response]	Initialize printer unit memory in "Printer adjustment" in test mode.

0708



[Error content]	Incorrect format number sent to the printer.
[Detail]	Sent format No. 0, Oxff.
[Solution]	[OK] button
[Remarks]	
[Cause]	Incorrect format number sent to the printer.
[Response]	This error does not normally occur. Consult S/C when this error occurs.

0709



[Error content]	The printer attempted to print a non-existent format number.
[Detail]	
[Solution]	[OK] button
[Remarks]	
[Cause]	The printer attempted to print a non-existent format number.
[Response]	Check the format number.

0710

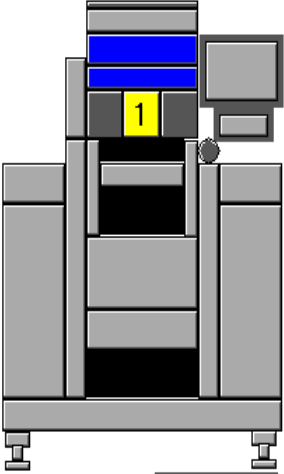
PRINTER

LABEL OF THE PRINTER #1 WAS COMPLETED

①Change the label of printer #0.  
 To show the instruction of label setup  
 Lift thermal head upward & pull out printer  
 Reset thermal head to go back.

②Press [FEED] key to feed the label.

③Press [PLU] to outfeed the tray inside or  
 Press [RETURN] to go back initial position.



RETURN

0710-0000

[Error content]	Printer label finished.
[Detail]	
[Solution]	Press the [OK] button after replacing the label
[Remarks]	
[Cause]	Attempted to begin printing, but the label sensor continued to receive light.
[Response]	Check label sensor.

0711

PRINTER

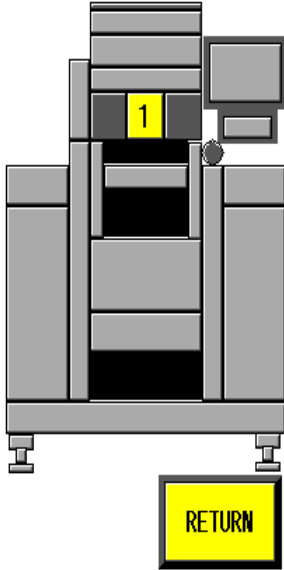
THE LABEL SIZE OF THE PRINTER #1 ERROR

①Open front cover.

②Remove the label by pressing [FEED] key.

③Close front cover.

④Press [PLU] to outfeed the tray inside or  
Press [RETURN] to go back initial position.

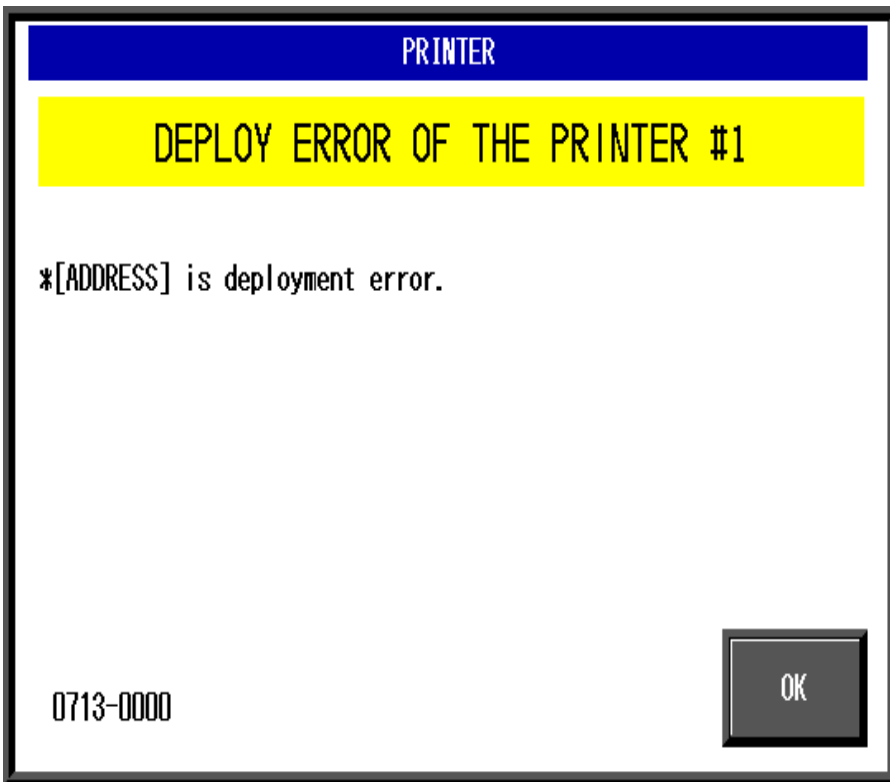


0711-0000

[Error content]	Printer label size error.
[Detail]	
[Solution]	Press the [OK] button after removing the sent label.
[Remarks]	
[Cause]	Printer label size error.
[Response]	Perform label sensitivity adjustment.

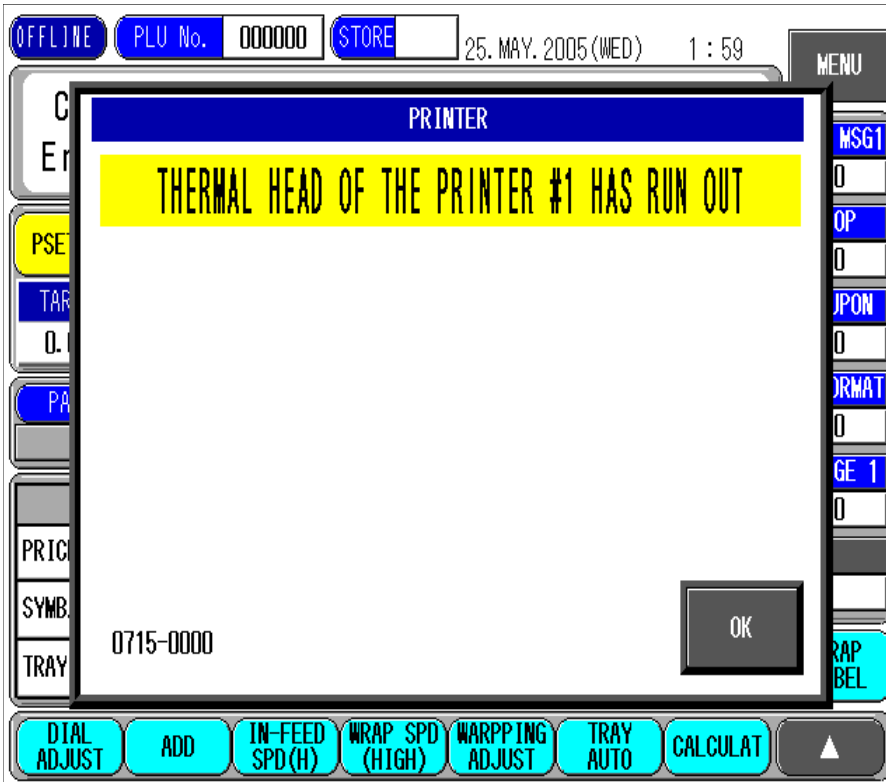


0713



[Error content]	Deploy error of the printer #1.
[Detail]	
[Solution]	Press the [OK] button after removing the sent label.
[Remarks]	
[Cause]	Expanded printing error occurred.
[Response]	Check and modify label formats. Please check the characters or font size of the master.

0715



[Error content]	The printer thermal head has run out.
[Detail]	[Sub-error] 0001 : The portion that as run out has no effect on printing. 0002 : It has run out in the formatted printing area. 0003 : The barcode portion has run out.
[Solution]	[OK] button
[Remarks]	
[Cause]	The printer thermal head has run out.
[Response]	<ol style="list-style-type: none"> <li>1. If you continue using the head in accordance with the sub-error, change the error display in Setting Mode 2 (error processing selection setting), and the head can be used for a short while.</li> <li>2. Replace the thermal head when necessary.</li> </ol>

0716

PRINTER

THERMAL HEAD OF THE PRINTER #1 IS GOING UP

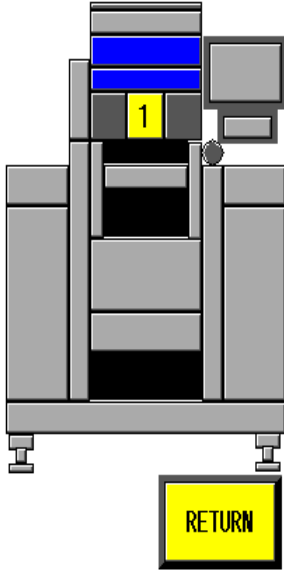
①Open front cover.

②Setup printer head.

③Press [FEED] to feed label.

④Close front cover.

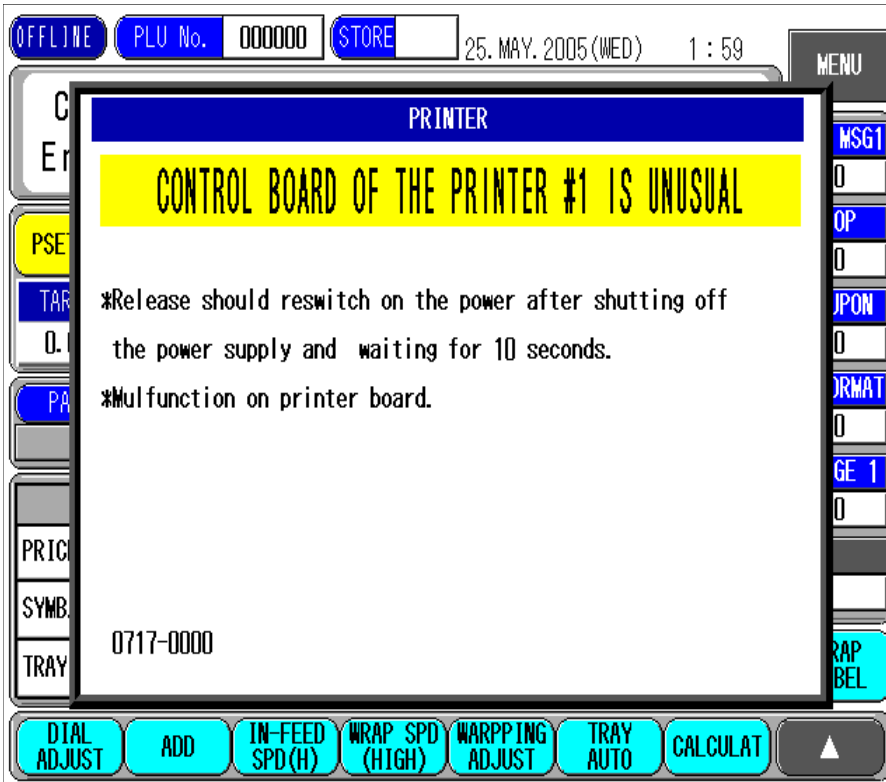
⑤Press [PLU] to outfeed the tray inside or  
Press [RETURN] to go back initial position.



0716-0000

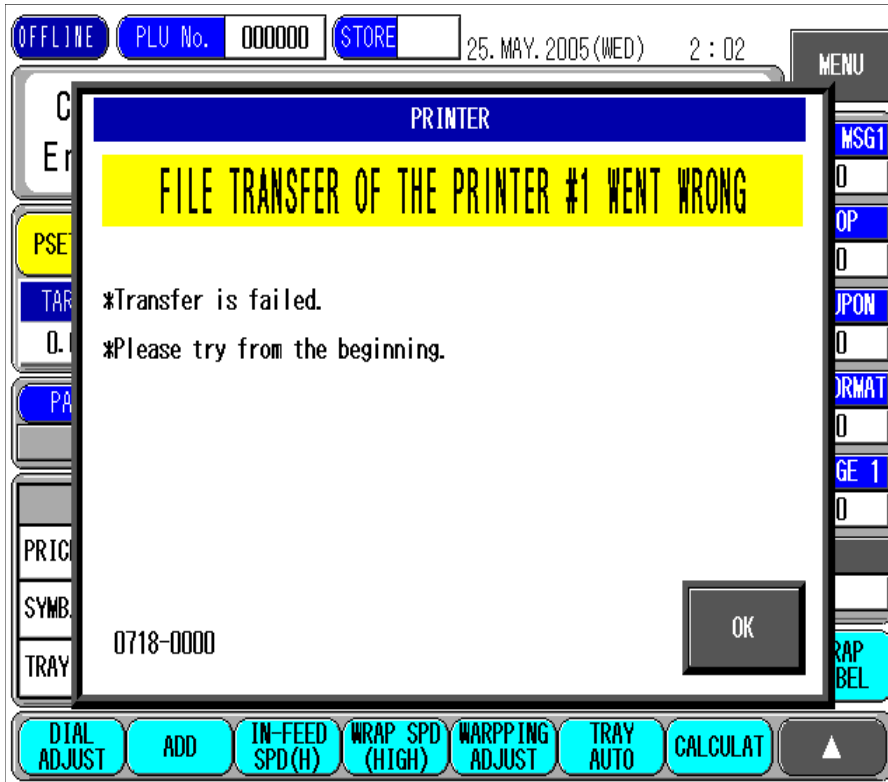
[Error content]	The printer thermal head is raised.
[Detail]	The thermal head was raised when printing began.
[Solution]	Press the [OK] button after setting the thermal head
[Remarks]	
[Cause]	<ol style="list-style-type: none"> <li>1. The printer thermal head is raised.</li> <li>2. Head up proxy switch malfunction</li> </ol>
[Response]	<ol style="list-style-type: none"> <li>1. Replace the thermal head.</li> <li>2. Replace thermal head up proxy switch</li> </ol>

0717



[Error content]	Printer control board (P-909) is abnormal
[Detail]	Unable to detect an interrupt signal from the printer control board (P-909).
[Solution]	Restore power
[Remarks]	
[Cause]	Unable to detect an interrupt signal from the printer control board (P-909).
[Response]	<ol style="list-style-type: none"> <li>1. Restore power.</li> <li>2. If the same error re-occurs, replace P-909.</li> </ol>

0718



[Error content]	File transfer from the console to the printer failed.
[Detail]	[Sub-error] 0000: No CF card on the printer side. 0001: File failed to open. 0002: File failed to close. 0003: File read failure. 0004: File write failure. 0005: No file.
[Solution]	
[Remarks]	This only occurs in printers #3 and #4 because there is no need to send files to printers #1 and #2.
[Cause]	Error occurs during printing from printers #3 and #4.
[Response]	Respond according to the sub-error.

0719

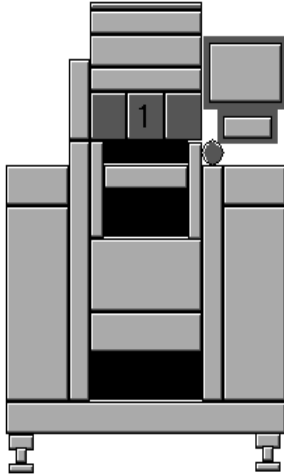
PRINTER

LABEL ADSORPTION TIMING UNDETECTABLE

①Open front cover.

②Press [FEED] to feed label.

③Close front cover.④Press [PLU] to outfeed  
Press [RETURN] to go back initial position.

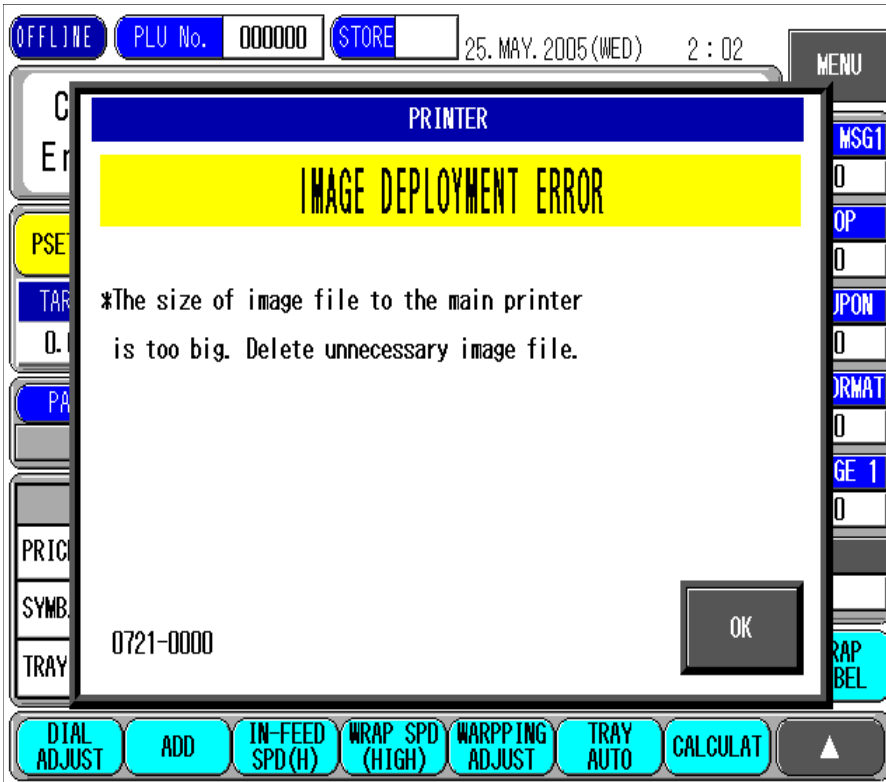


RETURN

0719-0000

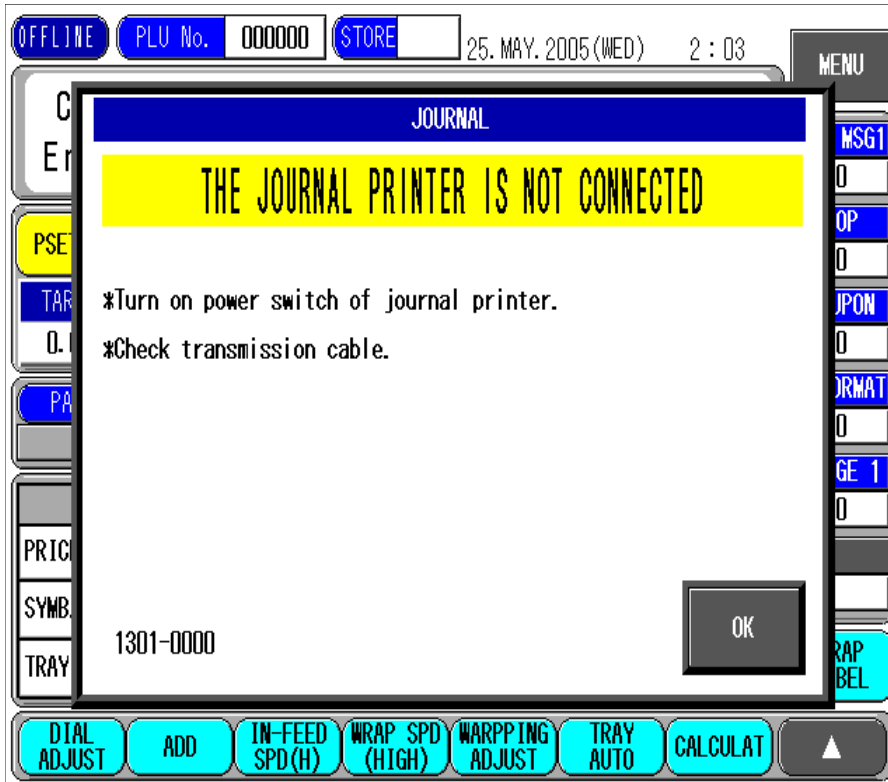
[Error content]	Unable to detect label absorption timing
[Detail]	The console turns ON the label issue timing signal the moment the applicator starts absorption. This timing signal could not be detected.
[Solution]	
[Remarks]	Occurs in printers #1 and #2.
[Cause]	Unable to detect label absorption timing
[Response]	This error does not normally occur. Contact S/c when this error occurs.

0721

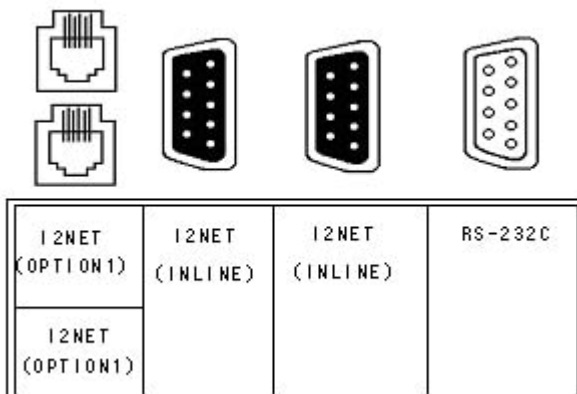


[Error content]	4M exceeded when attempting to exchange the image file internal data.
[Detail]	
[Solution]	[OK] button
[Remarks]	
[Cause]	4M exceeded when attempting to exchange the image file internal data.
[Response]	Delete unnecessary images.

1301

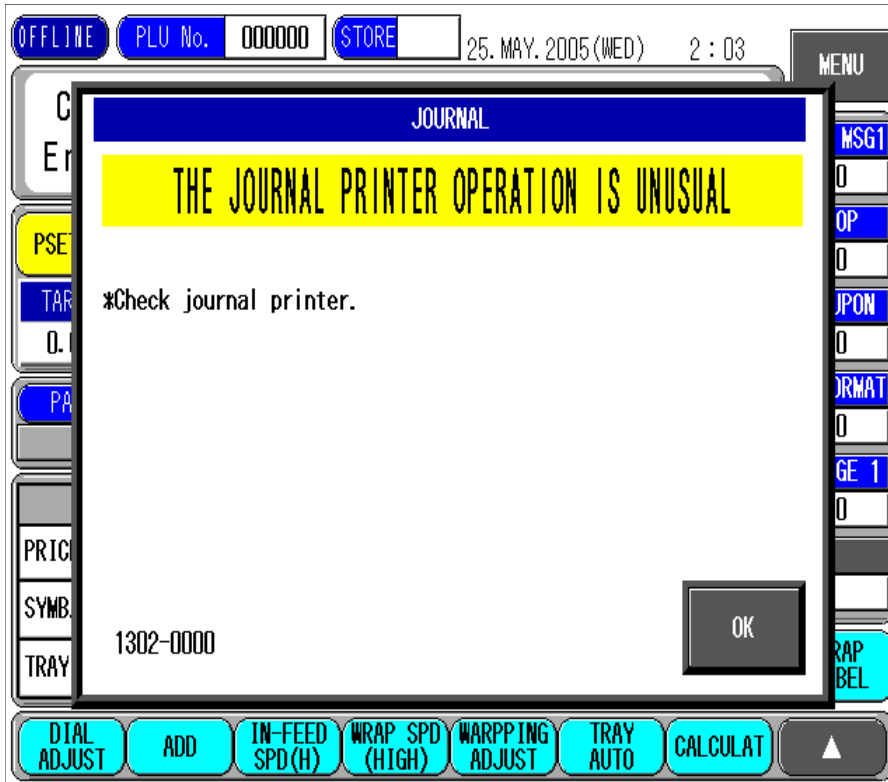


[Error content]	Journal printer is not connected.
[Detail]	
[Solution]	[OK] button
[Remarks]	*Connect DAP-3000S to the connector of the right of the device. <a href="#">View connection location</a>
[Cause]	Journal printer is not connected.
[Response]	<ol style="list-style-type: none"> <li>1. Check if the DAP-3000S is turned on.</li> <li>2. Check that the DAP-3000S is connected to the connector on the right side of the device.</li> </ol>

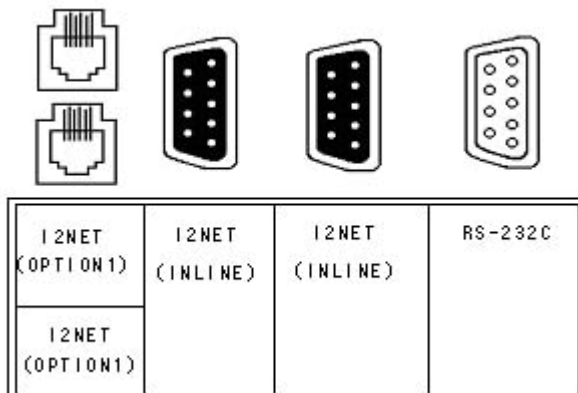




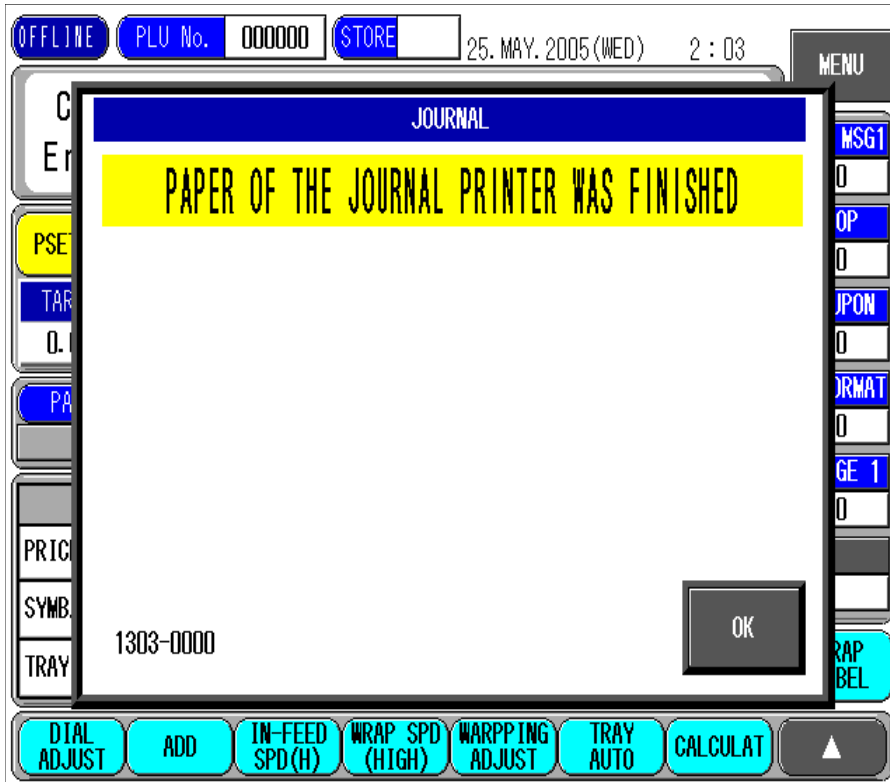
1302



[Error content]	An abnormality occurred during journal printer operation.
[Detail]	
[Solution]	
[Remarks]	
[Cause]	An abnormality occurred during journal printer operation.
[Response]	<ol style="list-style-type: none"> <li>1. Check if the DAP-3000S can test-print [FEED]+[Power ON]</li> <li>2. If the DAP-3000S cannot test print, check that it is connected to the connection on the right side of the device. <a href="#">View connection location.</a></li> <li>3. If the connection is normal, the DAP-3000S is malfunctioning.</li> </ol>

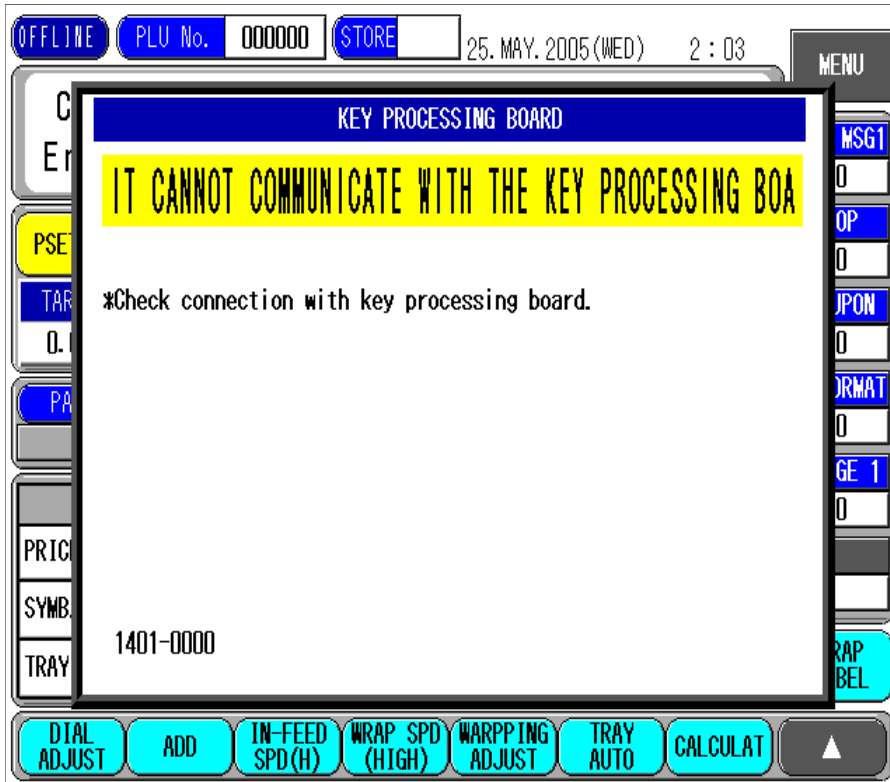


1303



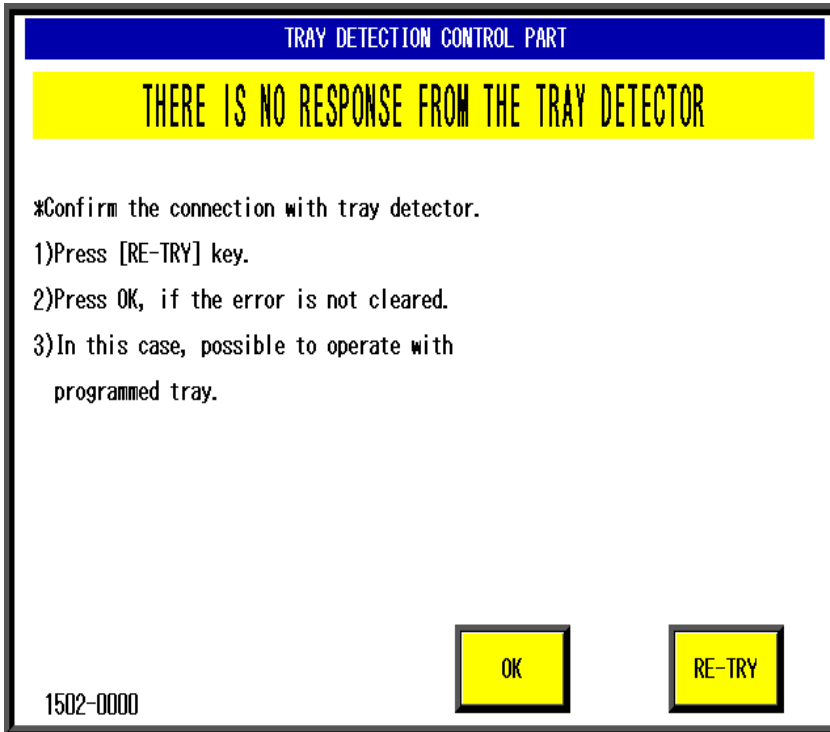
[Error content]	Journal printer is out of paper.
[Detail]	
[Solution]	Press the [OK] button after replacing the paper.
[Remarks]	
[Cause]	Journal printer is out of paper.
[Response]	Insert journal printer paper.

1401



[Error content]	Cannot communicate with the key processing board.
[Detail]	
[Solution]	Cannot cancel the error due to inoperable number keys. (EMZ)
[Remarks]	
[Cause]	
[Response]	

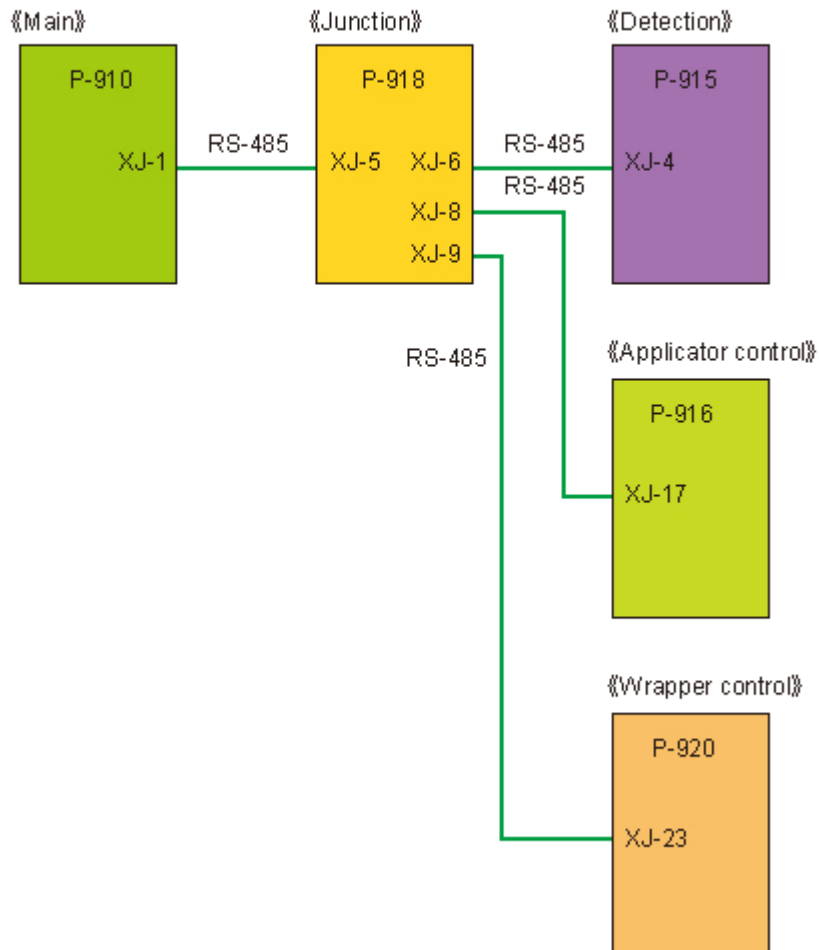
1502



[Error content]	There was no response from the tray detector (P-915)
[Detail]	<ul style="list-style-type: none"> <li>▪ Unable to communicate between the console (P-910) and the tray detector</li> <li>▪ The communication phase number is in the sub-error.</li> <li>▪ Errors after power ON process completion result in this error.</li> </ul>
[Solution]	<p><b>[OK]</b>          -&gt; Cut communication with the detector. Operate without the detector.</p> <p><b>[RETRY]</b>          -&gt; Check connection with the detector. If connection can be confirmed, the error is cleared.</p>
[Remarks]	
[Cause]	There was no response from the tray detector (P-915).
[Response]	<p>Press the [RETRY] key to re-attempt communication. Consider the following causes if the same error occurs:</p> <ol style="list-style-type: none"> <li>1) Connector is unplugged</li> <li>2) Shorted harness</li> <li>3) Board P-915 malfunction</li> <li>4) Board P-918 malfunction</li> <li>5) Platform P-910 malfunction</li> </ol> <ul style="list-style-type: none"> <li>• The problem may also occur if there is a closed-circuit failure in the P-916 and P-920 RS-485 line. Check this if the problem is not solved by 1 through 5.</li> <li>• Connect boards P-915, P-916, and P-920 one at a time to search for the board closed-circuit failure.</li> </ul> <p><a href="#">Confirm with a drawing</a></p>

1502

RS-485 Communication



1503

TRAY DETECTION CONTROL PART	
THE PROBLEM AROSE IN THE TRAY DETECTOR	
<p>*Release should reswitch on the power after shutting off the power supply and waiting for 10 seconds.</p> <p>*Send command and receive command does not match.</p>	
1503-0000	

[Error content]	The command sent to the tray detector and the command in the response message are different.
[Detail]	
[Solution]	Restore power
[Remarks]	
[Cause]	The command sent to the tray detector and the command in the response message are different.
[Response]	<ol style="list-style-type: none"> <li>1. Restore power.</li> <li>2. If the same error occurs, check P-915 (XJ-7) voltage (DC 24V).</li> </ol>

1504

TRAY DETECTION CONTROL PART	
THE POWER FAILURE OCCURRED BY CONSOLE	
<p>*Release should reswitch on the power after shutting off the power supply and waiting for 10 seconds.</p>	
1504-0000	

[Error content]	Tray detector (P-915) detected power OFF in the console.
[Detail]	Power ON command received twice from the console.
[Solution]	Restore power
[Remarks]	
[Cause]	Board P-910 was reset twice
[Response]	Restore power. Consider the following causes if the same error occurs: 1) Unstable power unit input (AC 200V) 2) Check power unit output voltage (DC 24V) Power unit location

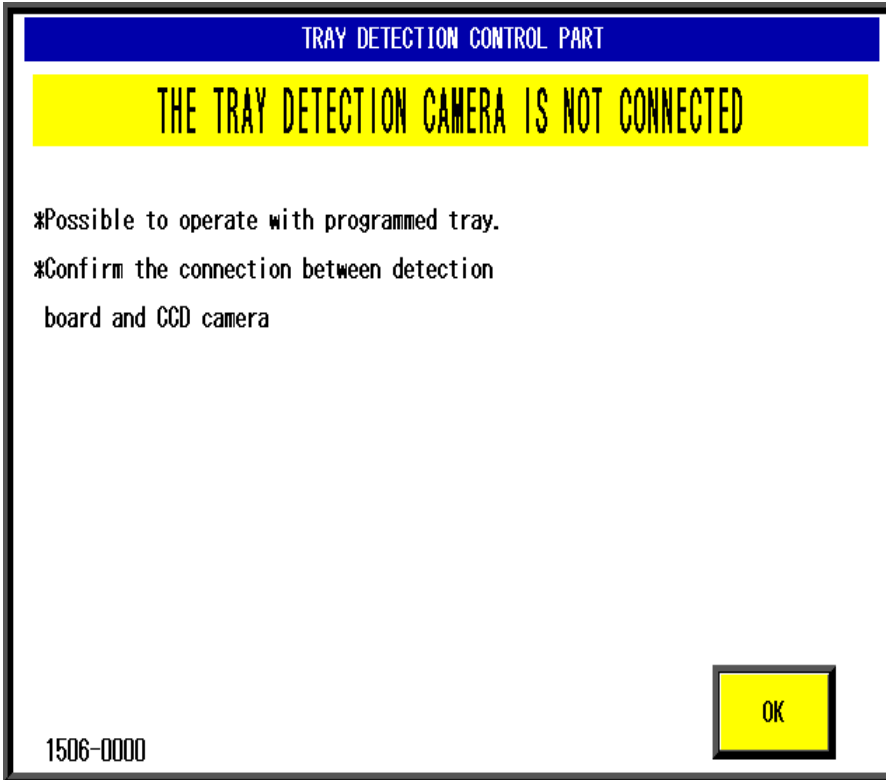
1505

TRAY DETECTION CONTROL PART	
THE TRAY DETECTOR DETECTED POWER FAILURE	
<p>*Release should reswitch on the power after shutting off the power supply and waiting for 10 seconds.</p>	
1505-0000	

[Error content]	Tray detector power failure or the tray detector board CPU was reset.
[Detail]	A different command was received before the power ON communication command.
[Solution]	Restore power
[Remarks]	
[Cause]	Tray detector (P-915) power failure or the tray detector board CPU was reset.
[Response]	<ol style="list-style-type: none"> <li>1. Restore power.</li> <li>2. If the same error occurs, check P-915 (XJ-7) voltage DC 24V.</li> <li>3. If the power supply voltage is normal, replace P-915.</li> </ol>

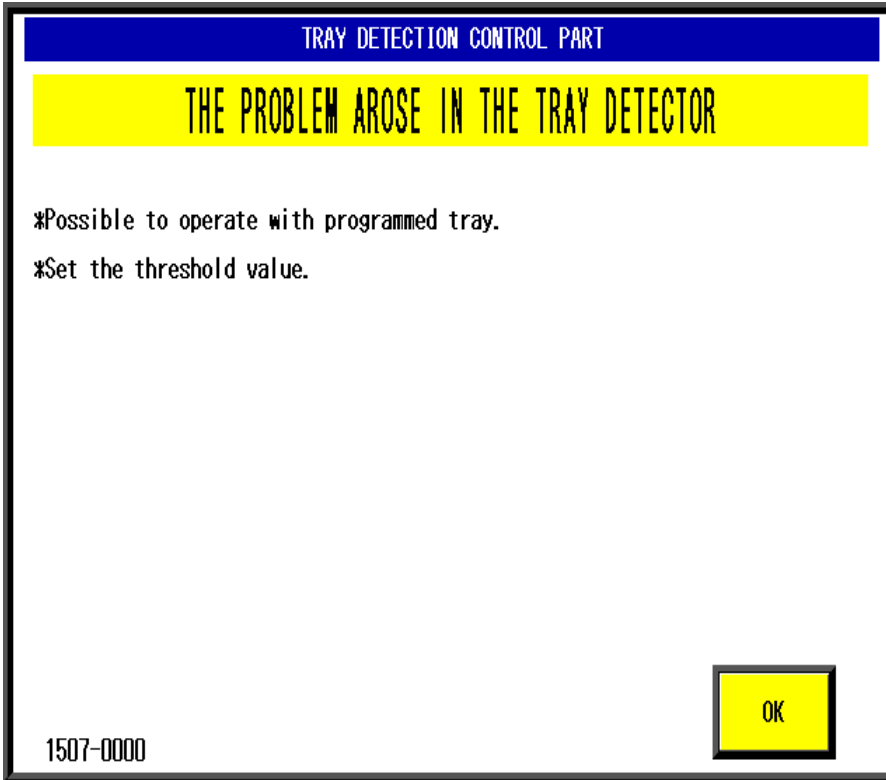


1506



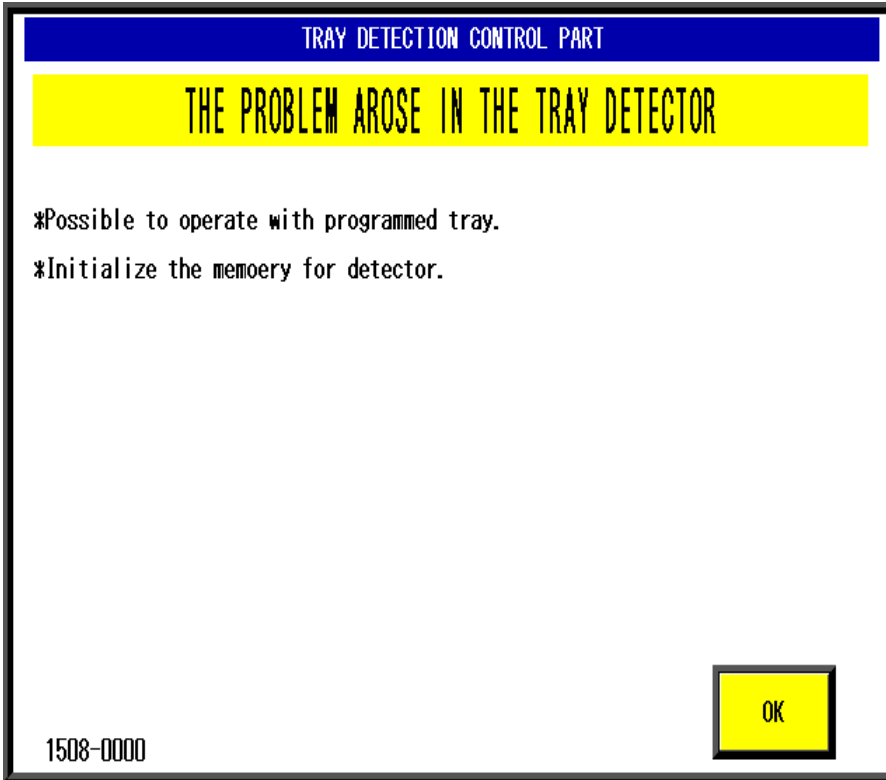
[Error content]	Unable to communicate between tray detector (P-915) and the tray detector camera (CCD).
[Detail]	It has been decided that the CCD camera is not connected due to the inability to obtain a proper response when attempting to set the CCD camera.
[Solution]	[OK] -> Operate without the tray detector. (Operate with registered trays)
[Remarks]	
[Cause]	Unable to communicate between tray detector (P-915) and the tray detector camera (CCD).
[Response]	<ol style="list-style-type: none"> <li>1. Check the connection between tray detector board P915(XJ2) and the CCD camera(CN2)</li> <li>2. Replace the tray detector board P91x or the CCD camera</li> </ol>

1507



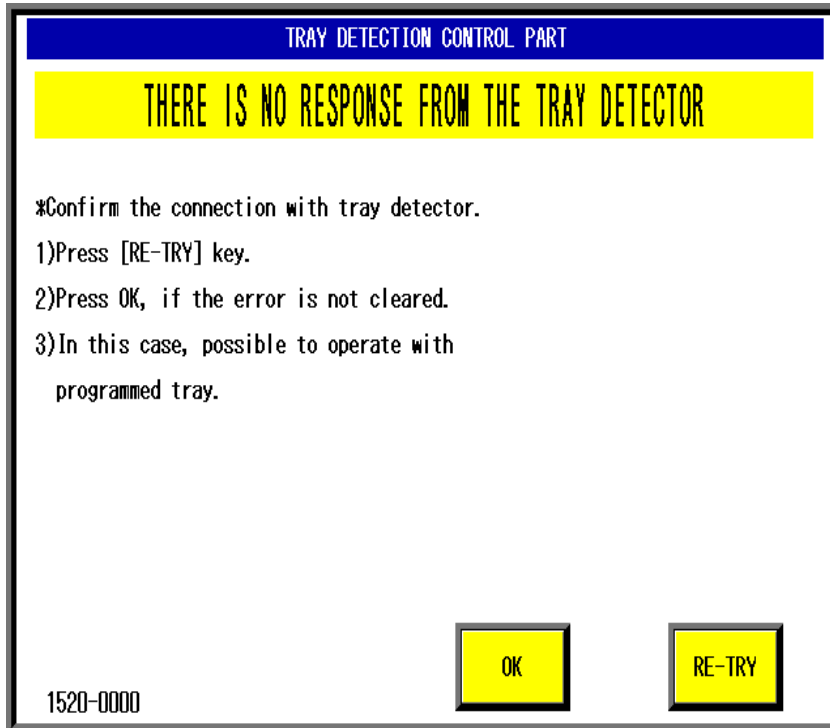
[Error content]	Threshold has not been set.
[Detail]	Need to adjust detector in test mode.
[Solution]	[OK] -> Operate without detector. (Operate with registered trays)
[Remarks]	
[Cause]	Threshold has not been set.
[Response]	1. Perform "Initialize detector" in Test Mode -> Adjust Camera Position (mode 3). 2. If the error re-occurs, P-915 is malfunctioning.

1508



[Error content]	Detector memory has not been initialized
[Detail]	Need to initialize memory and adjust the detector in test mode.
[Solution]	[OK] -> Operate without detector. (Operate with registered trays)
[Remarks]	
[Cause]	Detector memory has not been initialized
[Response]	Perform "Initialize detector" in Test Mode -> Adjust Camera Position (mode 3).

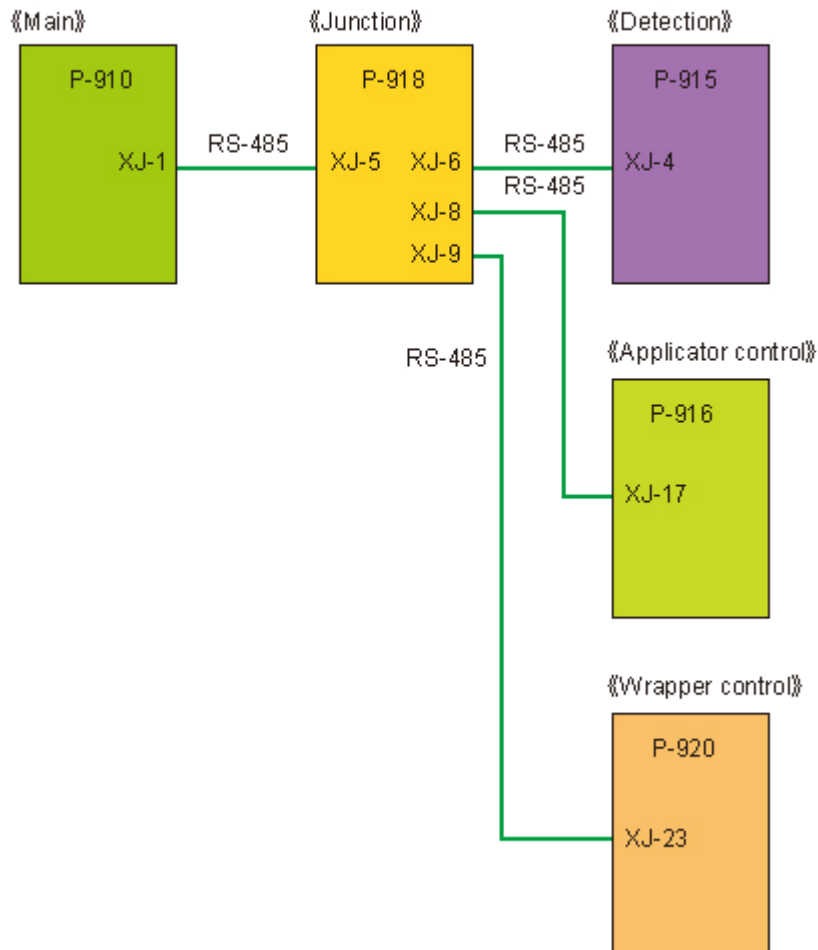
1520



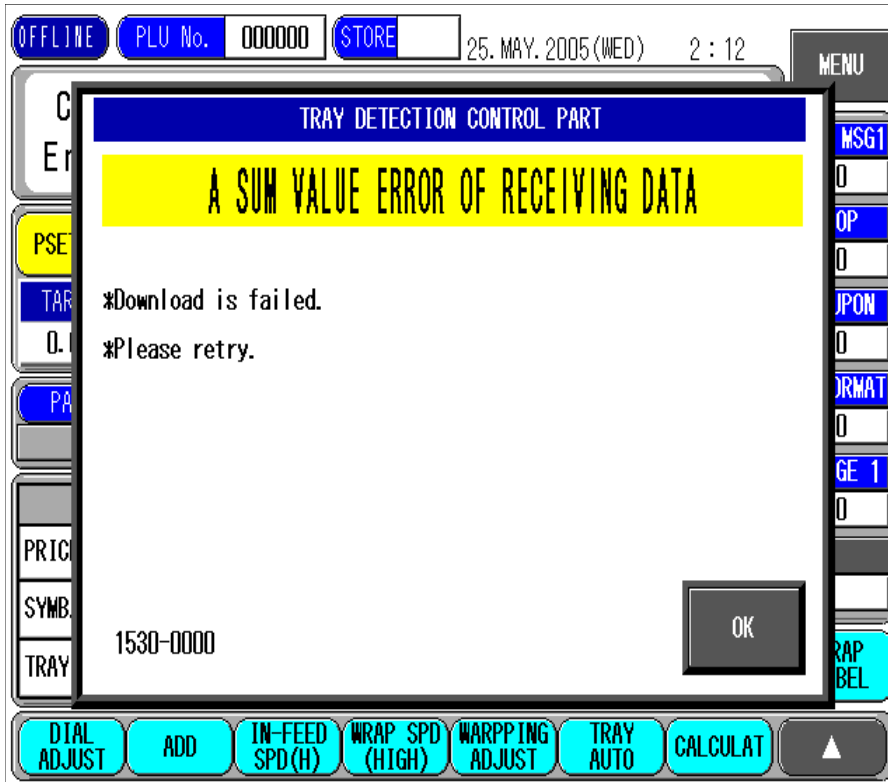
[Error content]	There was no response from the tray detector (P-915)
[Detail]	<ul style="list-style-type: none"> <li>• There was no communication between the console (P-910) and the tray detector (P-915).</li> <li>• The communication phase number is in the sub-error.</li> <li>• Communication errors after turning power ON result in this error.</li> </ul>
[Solution]	<p><b>[OK]</b>          -&gt; Cut communication with the detector. Operate without the tray detector (registered trays).</p> <p><b>[RE-TRY]</b>          -&gt; Check connection with the tray detector. If connection can be confirmed, the error is cleared.</p>
[Remarks]	
[Cause]	There was no response from the tray detector (P-915)
[Response]	<p>Press the [RETRY] key to re-attempt communication.          Consider the following causes if the same error occurs:</p> <ol style="list-style-type: none"> <li>1) Connector is unplugged</li> <li>2) Shorted harness</li> <li>3) Board P-915 malfunction</li> <li>4) Board P-918 malfunction</li> <li>5) Platform P-910 malfunction</li> </ol> <ul style="list-style-type: none"> <li>• The problem may also occur if there is a closed-circuit failure in the P-916 and P-920 RS-485 line. Check this if the problem is not solved by 1 through 5.</li> <li>• Connect boards P-915, P-916, and P-920 one at a time to search for the board closed-circuit failure.</li> </ul> <p><a href="#">Confirm with a drawing</a></p>

1520

RS-485 Communication

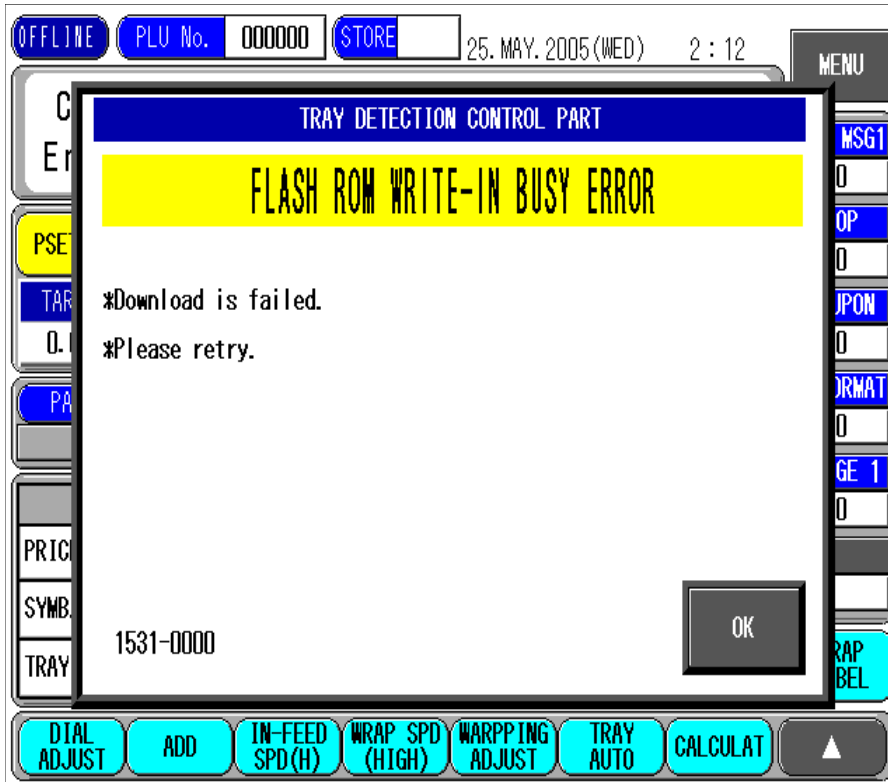


1530



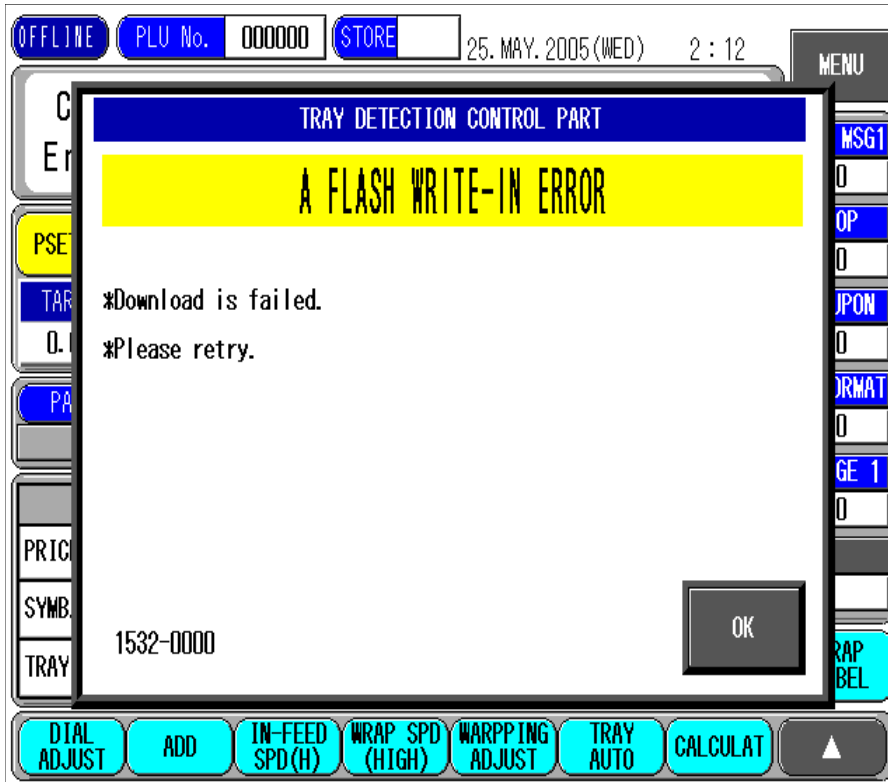
[Error content]	Data sum value error when downloading the program.
[Detail]	
[Solution]	[OK] button
[Remarks]	
[Cause]	The data sum value differs from the console during program download.
[Response]	<ol style="list-style-type: none"> <li>1. Re-download.</li> <li>2. If the same error occurs, change the detector software in the CF.</li> </ol>

1531



[Error content]	Unable to complete transit from detector flash ROM write during program download.
[Detail]	
[Solution]	
[Remarks]	
[Cause]	Cannot end detector software download properly.
[Response]	<ol style="list-style-type: none"> <li>1. Re-download.</li> <li>2. If the same error occurs, replace P-915.</li> </ol>

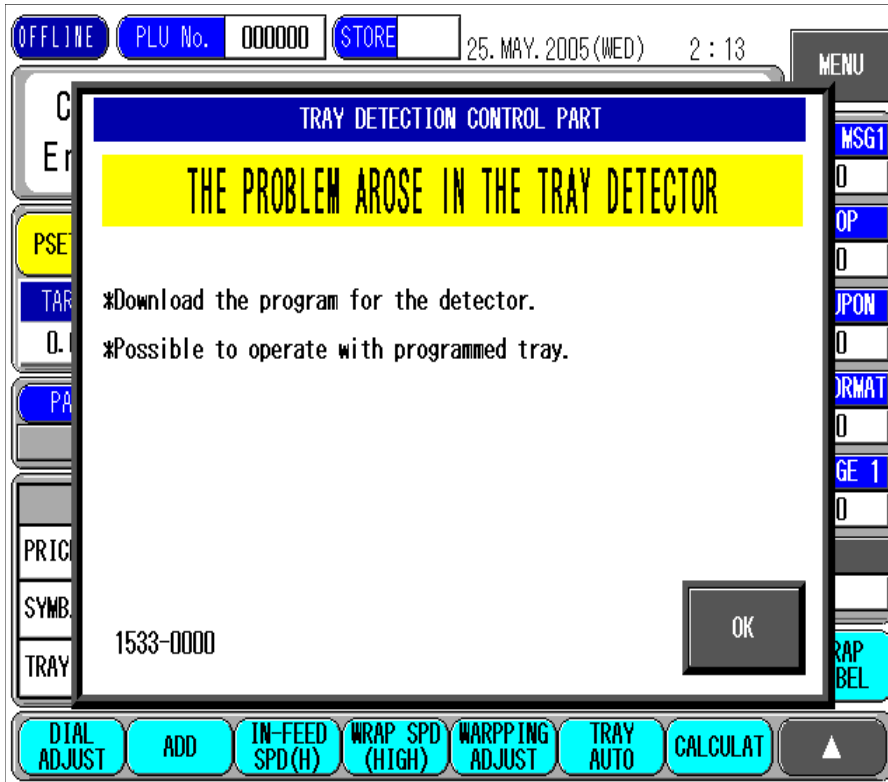
1532



[Error content]	Detector failed to write flash ROM data during download.
[Detail]	
[Solution]	
[Remarks]	
[Cause]	Flash writing error Detector software download did not end properly
[Response]	<ol style="list-style-type: none"> <li>1. Re-download.</li> <li>2. If the same error occurs, replace P-915.</li> </ol>

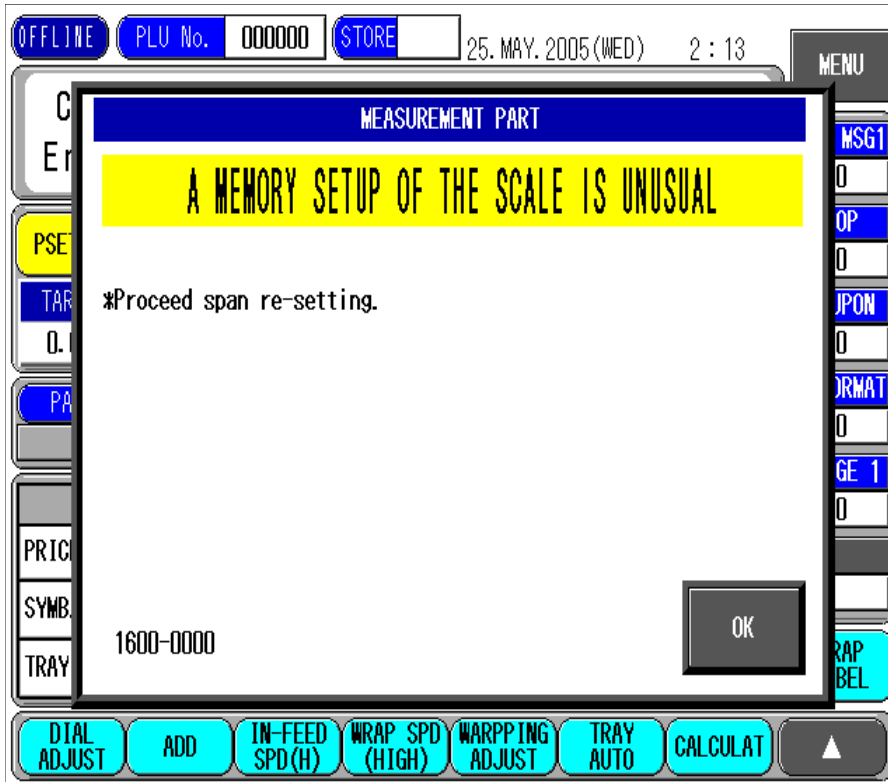


1533



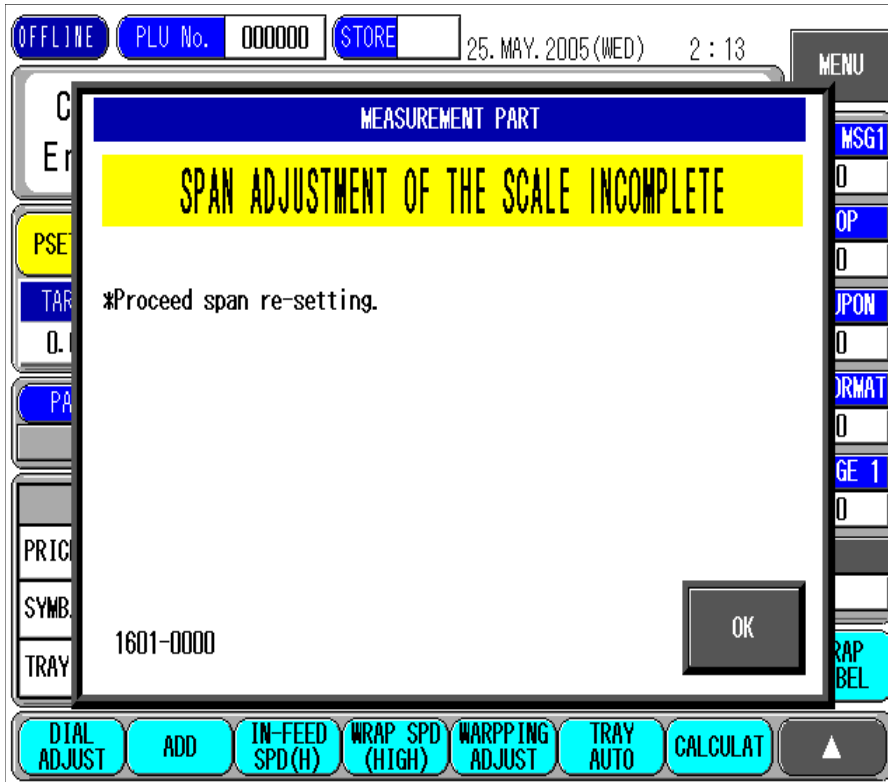
[Error content]	There is a boot program but no application program in the detector.
[Detail]	Need to download the application program in test mode.
[Solution]	[OK] button -> Operate without detector (registered trays)
[Remarks]	
[Cause]	There is no application program in the detector
[Response]	<ol style="list-style-type: none"> <li>1. Re-download the program.</li> <li>2. If the same error occurs, replace P-915.</li> </ol>

1600



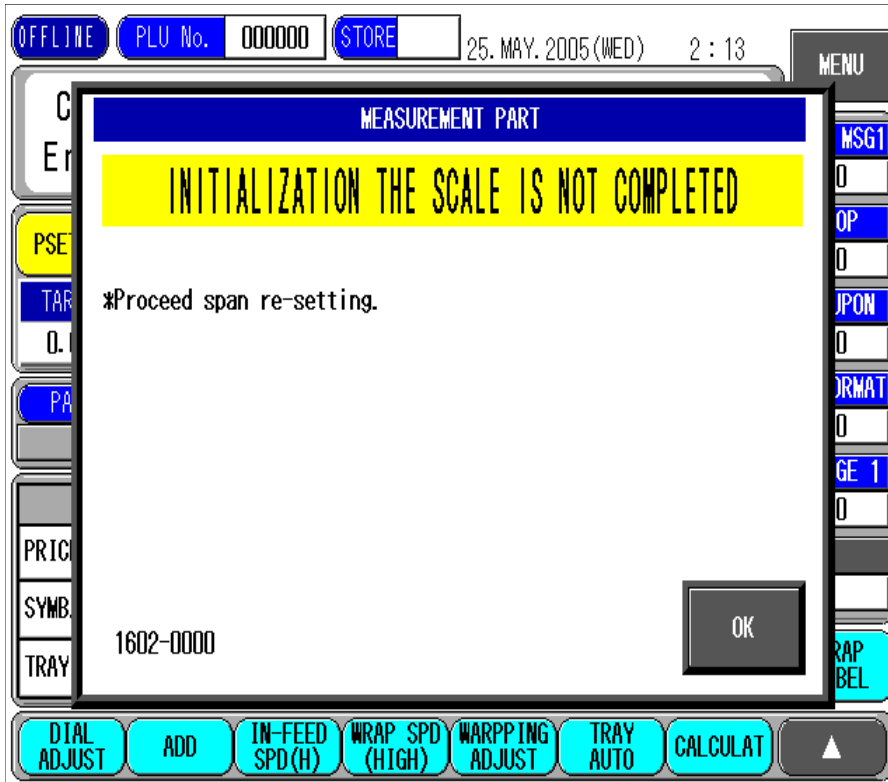
[Error content]	Scale (P-930) memory settings are abnormal.
[Detail]	Scale settings and console settings are different.
[Solution]	[OK] button
[Remarks]	Need to re-set span.
[Cause]	Scale (P-930) memory settings are abnormal.
[Response]	<ol style="list-style-type: none"> <li>1. Perform spring span.</li> <li>2. If the same error occurs, replace board P-930.</li> </ol>

1601



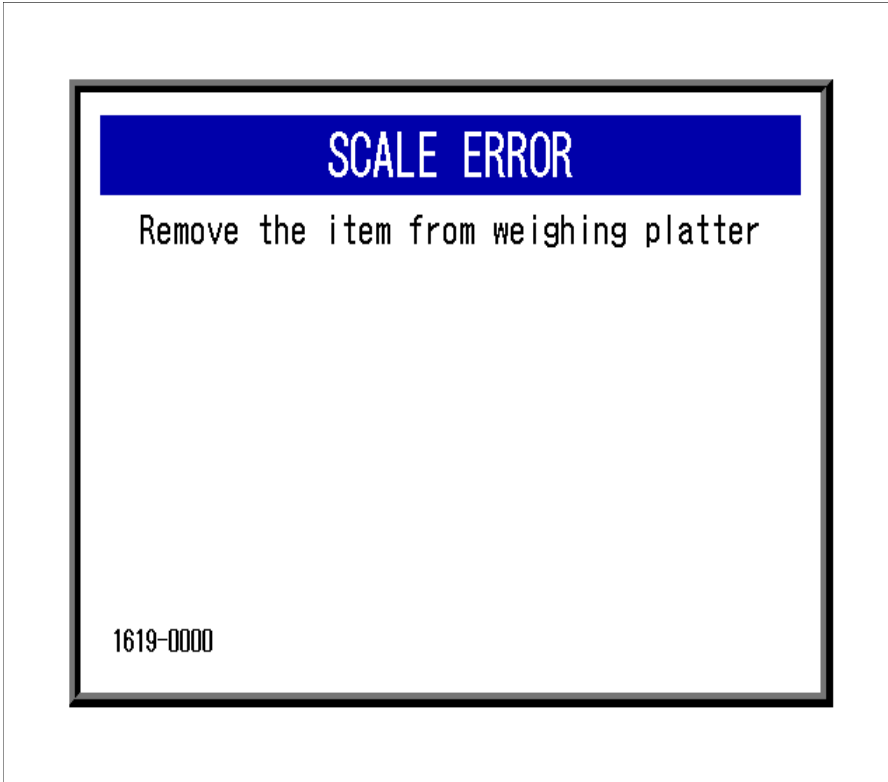
[Error content]	Scale span adjustment incomplete.
[Detail]	The response from the scale is included in the sub-error.
[Solution]	[OK] button
[Remarks]	Need to re-set the span.
[Cause]	Scale (P-930) span adjustment incomplete.
[Response]	<ol style="list-style-type: none"> <li>1. Perform spring span.</li> <li>2. If the same error occurs, replace board P-930.</li> </ol>

1602



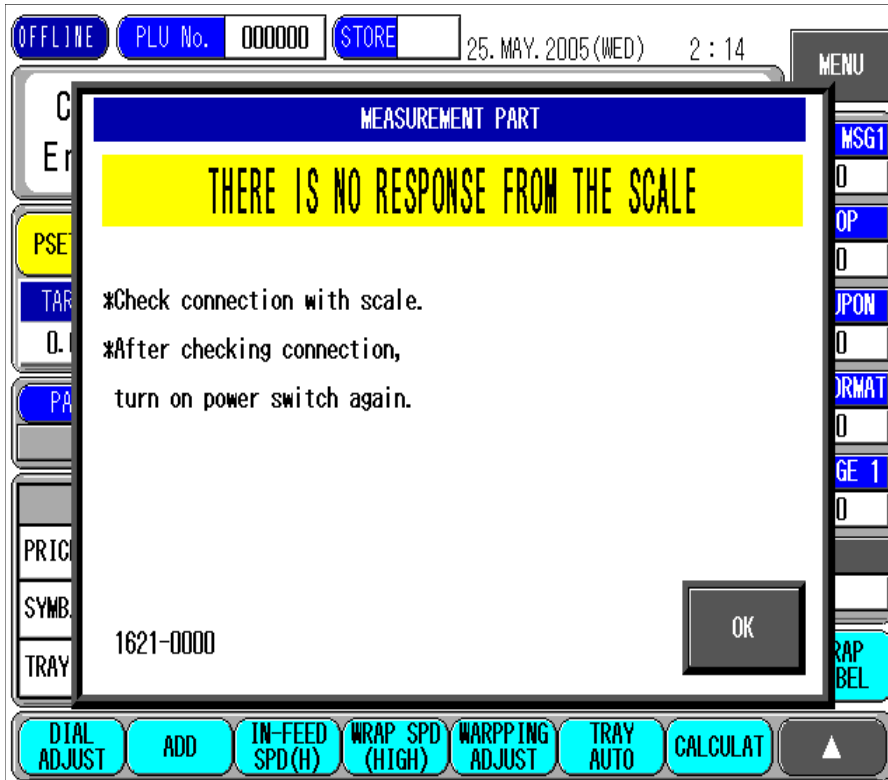
[Error content]	Scale initialization has not been completed.
[Detail]	The response from the scale is included in the sub-error.
[Solution]	[OK] button
[Remarks]	Need to re-set span.
[Cause]	Scale (P-930) initialization has not been completed.
[Response]	<ol style="list-style-type: none"> <li>1. Perform spring span.</li> <li>2. If the same error occurs, replace board P-930.</li> </ol>

1619



[Error content]	An item remains on the scale.
[Detail]	
[Solution]	Remove item from the weighing platter.
[Remarks]	

1621



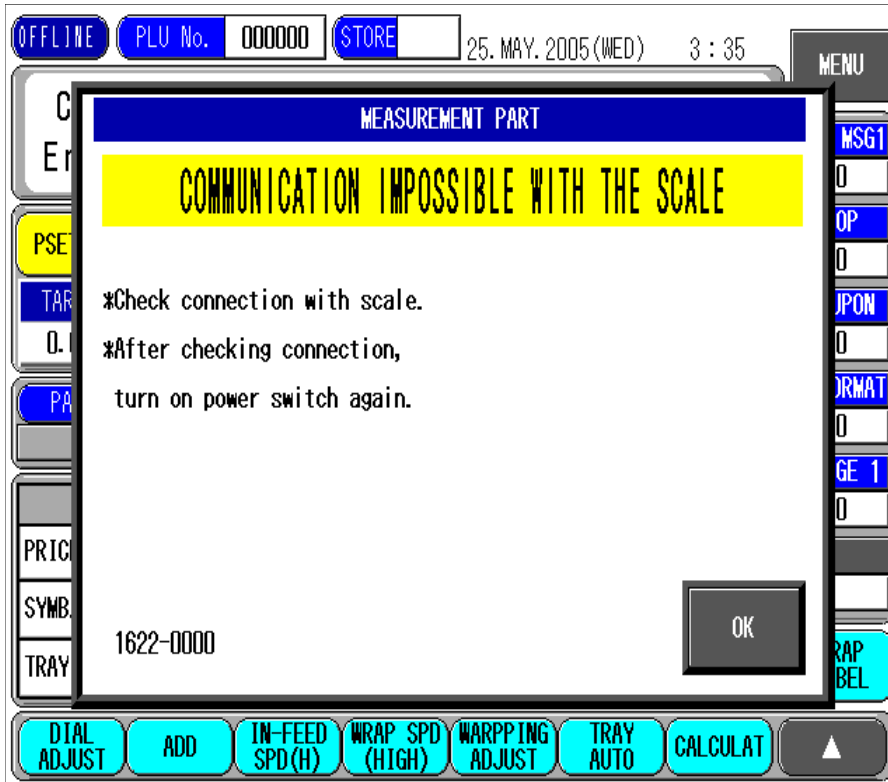
[Error content]	There is no response from the scale (P-930).
[Detail]	<a href="#">View sub-error code</a>
[Solution]	Turn off power, [OK] button
[Remarks]	Restore power after checking scale connection.
[Cause]	There is no response from the scale (P-930).
[Response]	<ol style="list-style-type: none"> <li>1. Check harness, connector</li> <li>2. Replace P-930</li> </ol>

## Ishida WM-4000 Error Codes and Solutions (600-2099)

1621

Sub-error	Content
01	Invalid text
02	Initializing
03	Out of range
04	Unstable
05	Unable to change between A/D
06	Spring scale not set (Span adjustment is not complete)
07	Unable to send (Scale debug response)
08	No scale data (FDP)
09	Conveyor error (FDP)
10	Sensor error (FDP)
11	Zero point error during operation (FDP)
12	Scale item length error (FDP)
13	Scale item discharge error (FDP)
14	The metal detector detects an error (FDP)
15	2 items on scale error (FDP)
16	Metal detector error (FDP)
17	Upper/lower limit error
18	Check scale
19	Remove item from the weighing platter
20	Power failure detected
21	No response from the scale board (connection error)
22	Communication error (connection error)
23	Communication error (connection error)

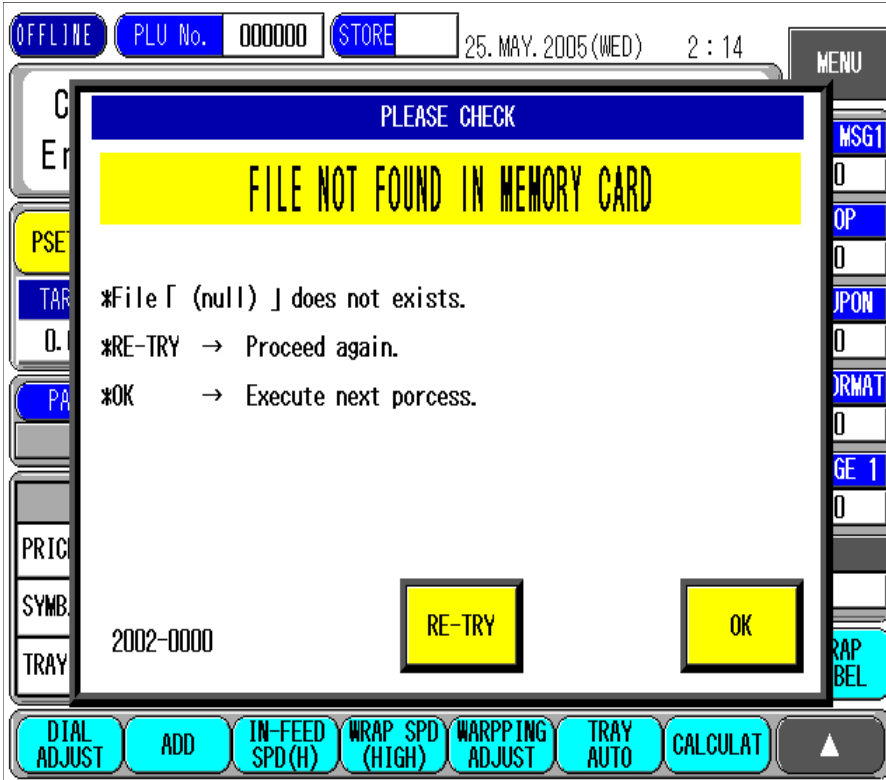
1622



[Error content]	Cannot communicate with the scale (P-930).
[Detail]	
[Solution]	Turn off power, [OK] button
[Remarks]	Restore power after checking scale connection.
[Cause]	Cannot communicate with the scale (P-930)..o
[Response]	<ol style="list-style-type: none"> <li>1. Check harness, connector</li> <li>2. Replace P-930</li> </ol>

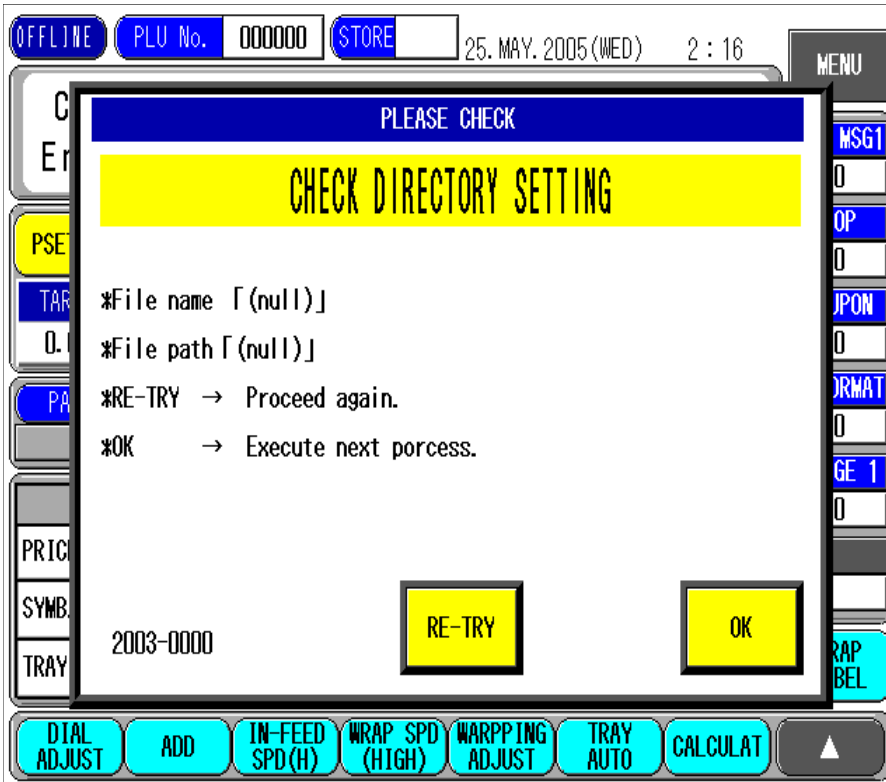


2002



[Error content]	No files in the memory card
[Detail]	No files existed in the memory card when it attempted to send files to the computer via FTP.
[Solution]	[RETRY], [OK]
[Remarks]	

2003



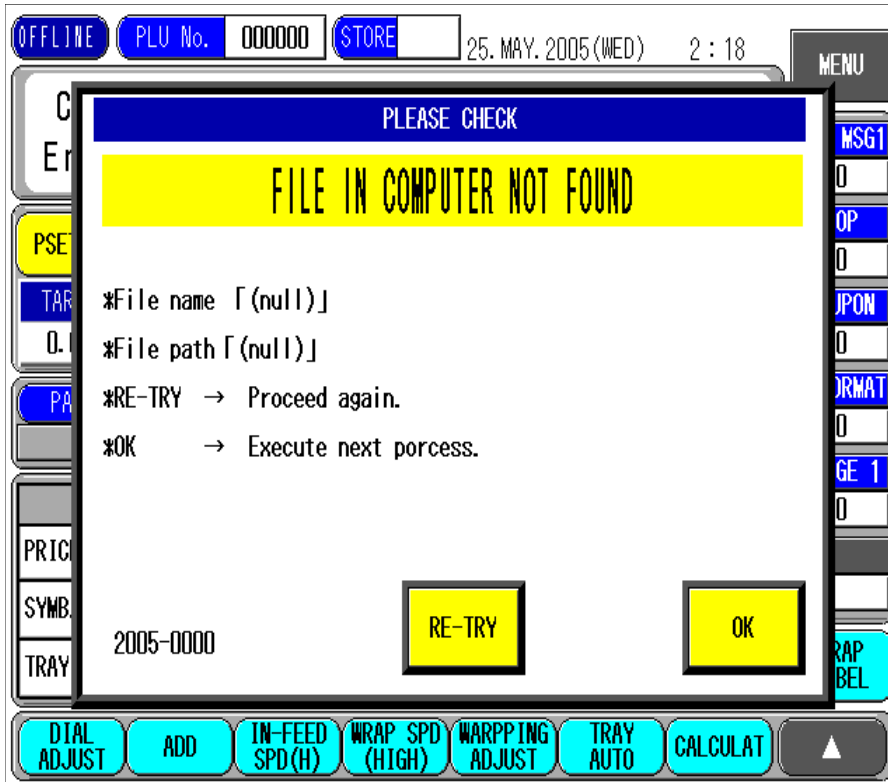
[Error content]	Incorrect directory settings
[Detail]	Computer settings, receiving folder and sending folder settings are different.
[Solution]	[RETRY], [OK]
[Remarks]	To set receiving and sending folder settings, press the Ethernet card connecting to the host in System Mode settings and perform TCP/IP settings.

2004



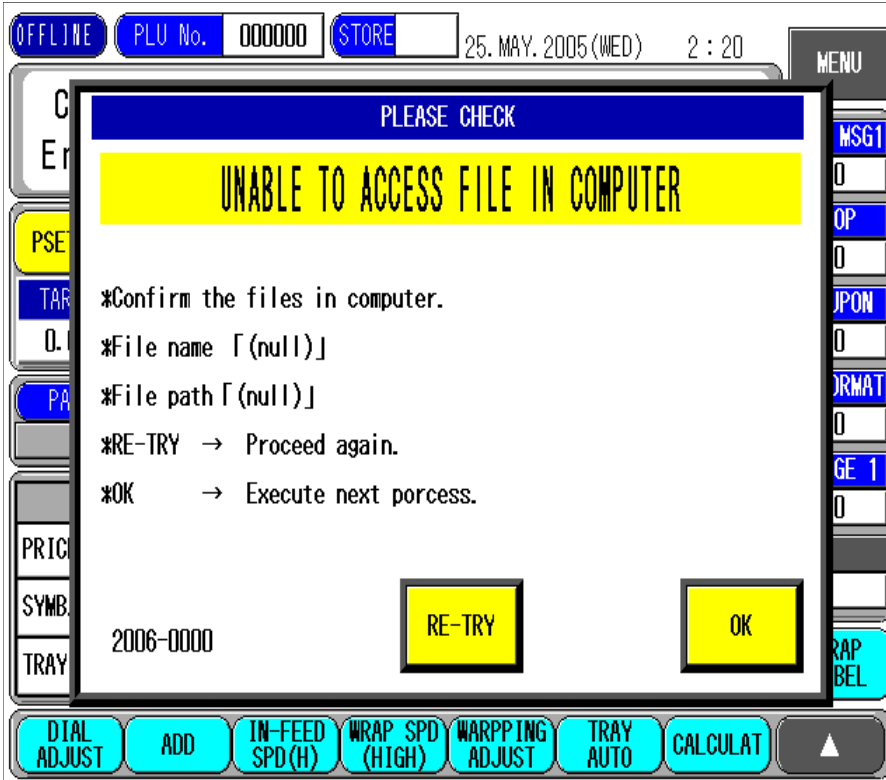
[Error content]	Unable to login to the computer
[Detail]	A error occurred in the authorization process with the computer
[Solution]	OK
[Remarks]	Check user name and password settings.

2005



[Error content]	There is no file in the computer
[Detail]	A file in the computer was requisitioned by FTP, but does not exist.
[Solution]	[RETRY], [OK]
[Remarks]	ftpfile.txt and host computer settings are different.

2006



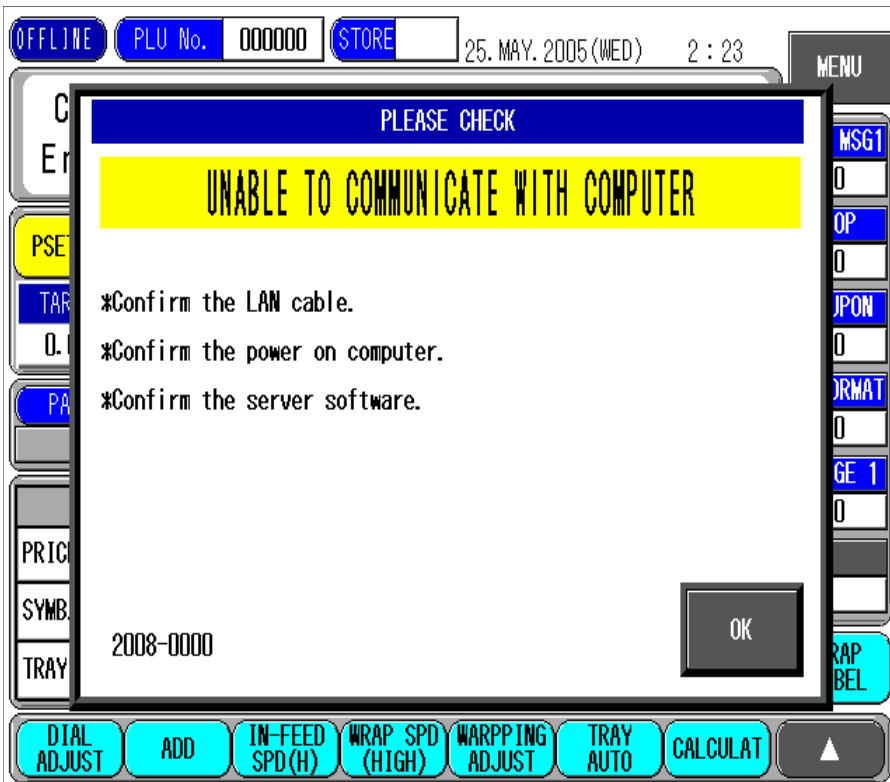
[Error content]	Unable to access file in the computer
[Detail]	Exclusive control is applied to files in the computer and cannot be updated. Check that the file is not open in a different application.
[Solution]	[RETRY], [OK]
[Remarks]	

2007



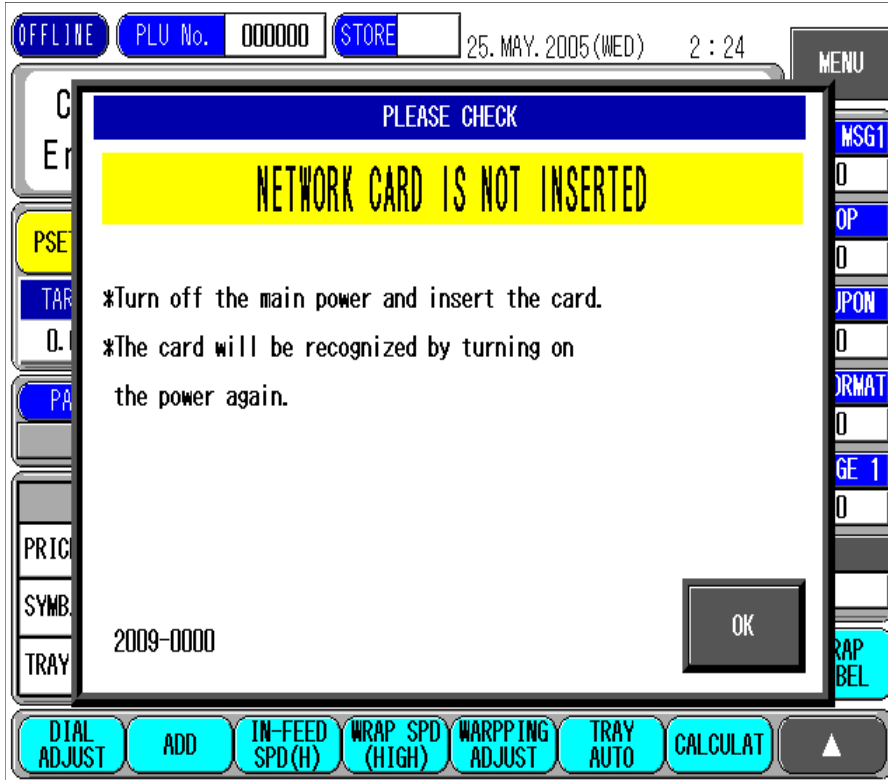
[Error content]	Same file name exists in the computer.
[Detail]	Conditions of this error occurring are: 1) The log is sent as a different transaction 2) The same file name exists in the computer when attempting to send the log file from the scale to the computer.
[Solution]	[RETRY], [OK]
[Remarks]	

2008



[Error content]	Cannot communicate with the computer
[Detail]	There is no response from the computer
[Solution]	[OK] button
[Remarks]	

2009



[Error content]	Cannot recognize network card
[Detail]	<ul style="list-style-type: none"> <li>▪ This error occurred when communication with the host computer was attempted while unable to recognize the network card during program startup.</li> <li>▪ This error will not occur if the network card is removed or inserted during processing. Instead, error 2008 will occur.</li> </ul>
[Solution]	[OK] button
[Remarks]	

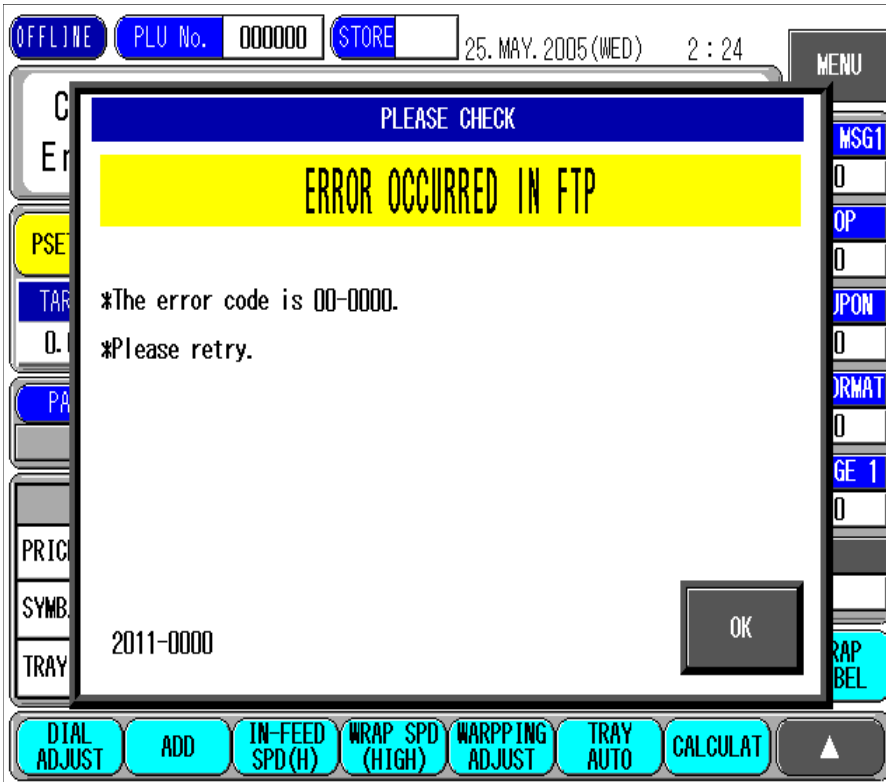


2010



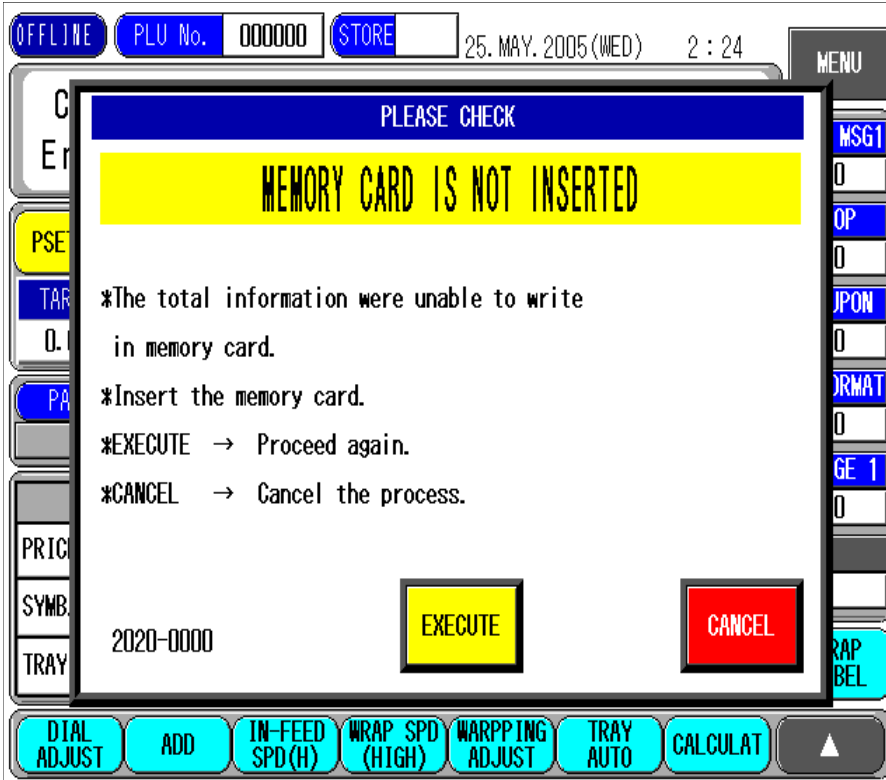
[Error content]	Memory card is not inserted.
[Detail]	
[Solution]	[OK] button
[Remarks]	

2011



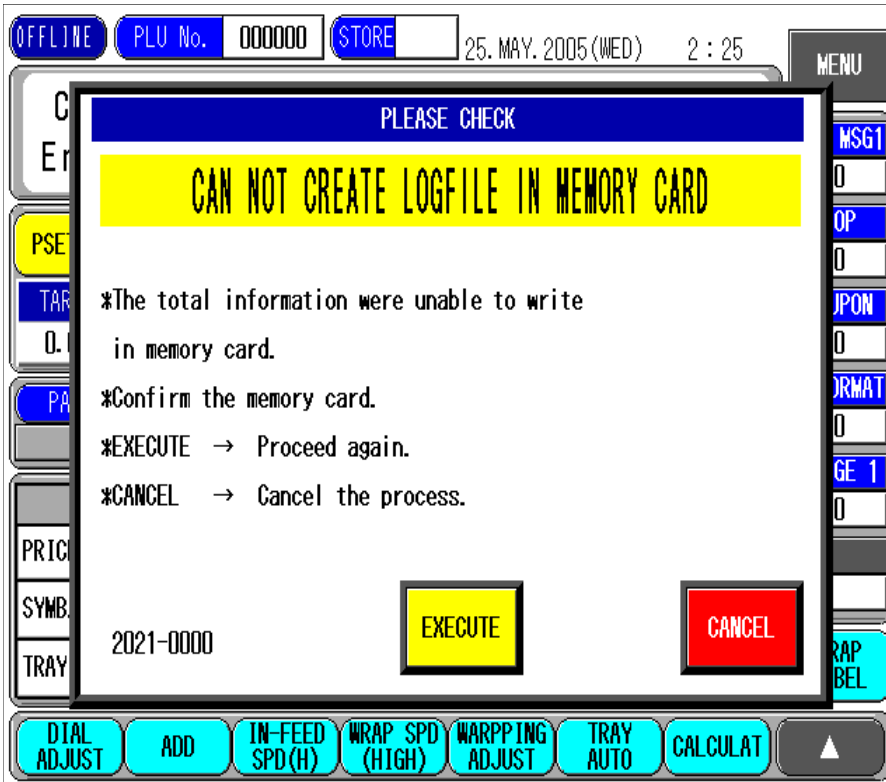
[Error content]	Error occurred in FTP
[Detail]	<p>[Sub-error]</p> <ol style="list-style-type: none"> <li>1 FTP communication error</li> <li>2 File system error</li> <li>3 Device error</li> </ol> <p>In errors displayed as XX-XXXX, the first two digits are the tray number, and the last four digits are the commodity number. Be careful, as other errors are different.</p>
[Solution]	OK
[Remarks]	

2020



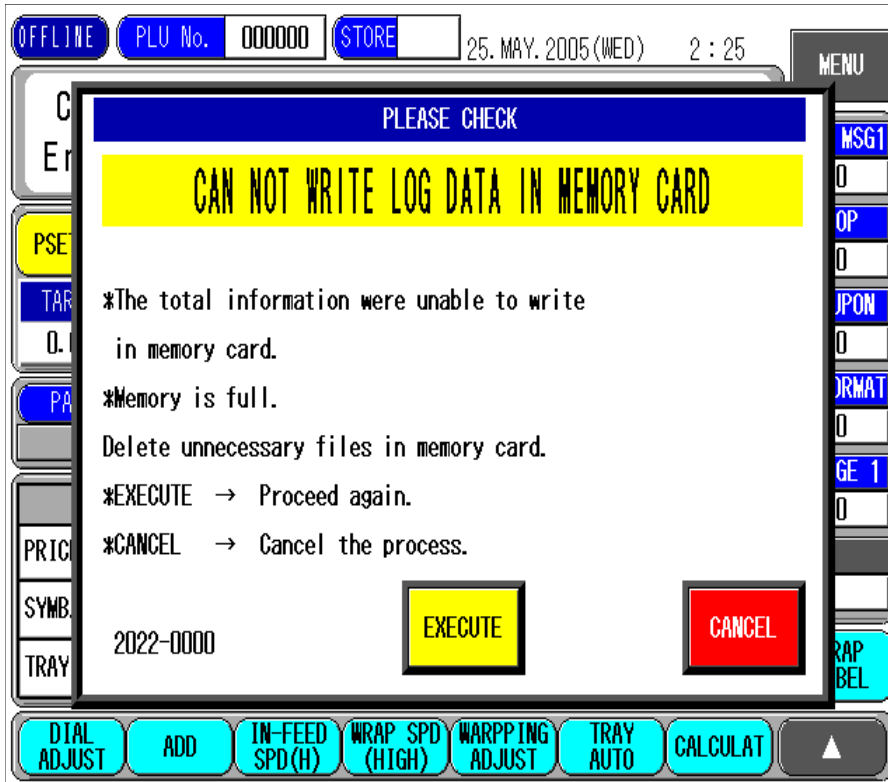
[Error content]	Memory card is not inserted
[Detail]	There was no memory card when attempting to write the log CSV file to the memory card.
[Solution]	[EXECUTE], [STOP]
[Remarks]	

2021



[Error content]	Could not create log file in the memory card.
[Detail]	The memory card was full when attempting to create the log CSV file in the memory card.
[Solution]	[EXECUTE], [STOP]
[Remarks]	

2022



[Error content]	Unable to create log file in the memory card.
[Detail]	Attempted to create log CSV file in the memory card, but the memory card was full.
[Solution]	[EXECUTE], [CANCEL]
[Remarks]	