

VETRON

ERROR CODES

05/2019



VETRON

ERROR CODES - EN

05/2019

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Reserve technical changes!

The contents were carefully prepared and checked by the publisher. Due to continuous development, illustrations, functional steps and technical data may differ slightly.

Updating the documentation

If you have suggestions for improvement or have detected any irregularities, please contact us.

 The documents for the machines can be accessed by logging on <https://www.vetrontypical.com/> downloaded for free.



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ERROR CODES

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- | | |
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Dear Customer,
we are very sorry to hear that there is an issue regarding one of our products and that you are not satisfied. To fully process your complaint, we need some information from you. Therefore we would kindly like to ask you to complete the below questionnaire and return it back to us. We will then process your complaint in our quality department and send you feedback as soon as possible.

Thank you very much for your understanding and your efforts in advance.

Kind regards,
your Vetron Typical Europe Team

1. CUSTOMER:

Name:	Country:
Address:	Phone:
Zip code, city:	Email:

2. DEALER:

Name:	Country:
Address:	Phone:
Zip code, City:	Email:

3. MACHINE DATAS:

Product-Type:	Control box type:
Serial number of machine:	Serial number of control box:
Year of manufacturing:	Software release:

4. PROBLEM OR FEATURE REQUEST:

Detailed description:

Date of first error, error count:

Date, Signature:

In order to process the complaint properly, we ask you for the following information:

- » This signed support sheet
- » Original product / part(s) or videos and pictures of the problem

Please send the defective part(s) and completed document to:

Vetron Typical Europe GmbH
Clara-Immerwahr-Str. 6
67661 Kaiserslautern / Germany

Phone: +49 (0)6301 320 75-0
Fax: +49 (0)6301 320 75-1

Or contact us by mail:
support@vetrontypical.com

ERROR CODES



NOTE:

The error codes refer to the control box connections. Depending on the machine type and optional accessories, different functions can be controlled. This has to be considered during troubleshooting.

ERROR CODE DESCRIPTION

» BUS ERROR

2	AC voltage is too high	
3	AC voltage is too low	
4	Bus voltage is too high	» Replace control box
5	Bus voltage is too low	
6	Discharge function error	
7	Bus current too high	» Check connector and encoder cable M2 (replace if necessary)
		» Check connector Setpoint device cable (Pedal) (replace if necessary)
		» Function test with new control box (replace if necessary)
		» Also see error code 103
8	Bus voltage faulty	» Replace control box
9	31V Overcurrent	» Check all 31V consumers and cables (replace if necessary)
		» Remove bobbin winder and try again
		» Disconnect trimmer magnet from 31V Power and try again
		» Disconnect thread clamp from 31 V power and try again
		» Disconnect pneumatic valve from 31 V power and try again
		» Replace control box
10	Command bus hard fault	» Check cable and connector B1 (replace if necessary)
		» Replace control box
60	Right bobbin monitor not connected	» Check the right connection of bobbin thread monitor (Y1-A1)
61	Left bobbin monitor not connected	» Check the left connection of bobbin thread monitor (Y1-A2)

» SAFETY ERROR

0	Obstacle detected	» Clear area under the foot. Avoid obstacles while foot is lowering
1	Timeout reading foot height	» Contact VETRON Support
5	Timeout on foot height correction	
10	Distance magnet / sensor too high	
99	Critical safety module error	

ERROR CODES

02. ERROR MESSAGES

ERROR CODE	DESCRIPTION	
» MAIN DRIVE ERROR		
100	Main motor encoder error	<ul style="list-style-type: none"> » Check connector and encoder cable M2 (replace if necessary) » Function test with new control box (replace if necessary) » Replace main drive motor
101	Main drive current zero sample	<ul style="list-style-type: none"> » Do not turn the mechanical hand wheel after turning the machine on » Replace control box
103	Main drive overload	<ul style="list-style-type: none"> » Check machine. Turn the mechanical hand wheel slowly. If machine is blocked, remove cause and check safety clutch » Check connector and encoder cable M2 (replace if necessary) » Function test with new control box (replace if necessary) » Measure resistance of: the coils, connector M1, L1-L2, L1-L3, and L2-L3. See wiring diagram. They should have the same values » Replace main drive motor
104	Main drive hold position overload	<ul style="list-style-type: none"> » Disable hold torque. Check if turning the machine with the mechanical handwheel is smooth, while machine is initialized
105	Main drive current sample	<ul style="list-style-type: none"> » Replace control box
» STEPPING MOTOR ERROR		
200	Stroke encoder	<ul style="list-style-type: none"> » Check connector and cable S1 » Function test with new control box (replace if necessary) » Replace stepper motor
203	Stroke motor overcurrent	<ul style="list-style-type: none"> » Check connector and cable S1 » Function test with new control box (replace if necessary) » Measure resistance of the coils, connector M1, L1-L2, L1-L3, and L2-L3. See wiring diagram. They should have the same values » Replace stepper motor
204	Stroke motor could not reach designated position	<ul style="list-style-type: none"> » Check if the stitch regulator for stroke can move easily » Redo stroke zero. Adjustment wizard 03
205, 206, 207, 209	Stroke encoder EEPROM init error	<ul style="list-style-type: none"> » Check connector and cable S1 » Function test with new control box (replace if necessary) » Replace stepper motor

ERROR CODE	DESCRIPTION	
210	Stepper driver BC init error	» Apply latest software update. If a timeout during update occurs, replace control box
220	Stroke encoder timeout	» Contact VETRON Support
290	Stepper driver BC software incompatible	» Apply latest software update
300	Stitch length encoder	» Check connector and cable S2 » Function test with new control box (replace if necessary) » Replace stepper motor
303	Stitch length motor overcurrent	» Check connector and cable S2 » Function test with new control box (replace if necessary) » Measure resistance of the coils A1, A2 and B1, B2. See wiring diagram. They should have the same values » Replace stepper motor
304	Stitch length motor could not reach destined position	» Check if the stitch regulator can move easily » Redo stitch length zero. Adjustment wizard 03
305, 306, 307, 309	Stitch length encoder EEPROM init error	» Check connector and cable S2 » Function test with new control box (replace if necessary) » Replace stepper motor
399	Stitch length and stroke connector interchanged	» Check if S1 and S2 are plugged in correctly. Swap if wrong
403	Tension B / Steppermotor - Post bed / Edge guide height - X-Y - overcurrent	» Check connector and cable S3 » Function test with new control box (replace if necessary) » Replace stepper motor
404	Tension B / Steppermotor - Post bed / Edge guide height - X-Y - guide not connected	» See error code 403
410	Stepper driver DE Init error	» Apply latest software update. If a timeout during update occurs, replace control box
414	Post bed switch / Edge guide height Y-X guide endposition not reached	» Check connector and cable of the end switch » Check if the end position can be reached manually » Measure end switch function
424	Post bed switch / Edge guide height Y-X guide endposition Switch not connected or motor is blocked in init position	» See error code 414
490	Stepper driver DE software incompatible	» Apply latest software update

ERROR CODES

02. ERROR MESSAGES

ERROR CODE	DESCRIPTION	
503	Footlifter overcurrent	» Check connector and cable S4
		» Function test with new control box (replace if necessary)
		» Measure resistance of the coils A1, A2 and B1, B2. See wiring diagram. They should have the same values
		» Replace stepper motor
504	Footlifter not connected	» See error code 503
603	Tension A overcurrent	» Check connector and cable S5
		» Function test with new control box (replace if necessary)
		» Replace stepper motor
604	Tension A not connected	» See error code 603
610	Stepper driver FG Init error	» Apply latest software update. If a timeout during update occurs, replace control box
690	Stepper driver FG software incompatible	» Apply latest software update
703	Edge guide / Puller lift stepper overcurrent	» Check connector and cable S6
		» Function test with new control box (replace if necessary)
		» Measure resistance of the coils A1, A2 and B1, B2. See wiring diagram. They should have the same values
		» Replace stepper motor
704	Edge guide / Puller lift stepper not connected	» See error code 703
714	Edge guide / Puller lift switch endposition not reached	» Check connector and cable of the end switch
		» Check if the end position can be reached manually
		» Measure end switch function
724	Edge guide / Puller lift switch not connected or motor is blocked in init position	» See error code 714

ERROR CODE DESCRIPTION

» HEAD PCB ERROR

800	Head PCB connection lost	» Check connector and cable B1
805	Head PCB EEPROM error	» Replace HeadPCB
810	Head PCB init error	» Apply latest software update. If a timeout during update occurs, replace Head PCB
890	Head PCB software incompatible	» Apply latest software update

» FIRMWARE UPDATE ERROR

2004	no udisk	» Try another USB stick. Only use USB sticks recommended by VETRON
2008	no type info	» Check the folder structure on the USB stick » Copy the firmware data to your USB stick again

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