

## Error Code - Trouble Shooting Guide

Date: May 3, 2018

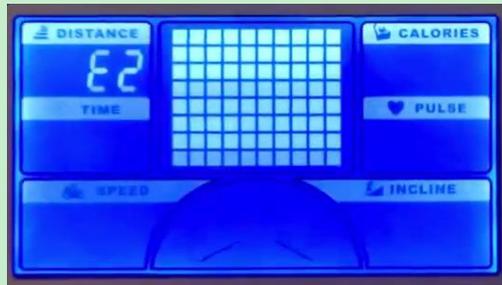
For Aeon Model No. :A Family 、 A165 、 A175 、 A275 、 A185 、 A75

Error Code	Error Condition	Resolution	Picture for illustration
--- Or ↓	Reason: Computer can not detect signal from safety key.	<ol style="list-style-type: none"> <li>1. Check the safety key if close up or correctly plug onto right position.</li> <li>2. Check the safety switch cables if falling off?</li> <li>3. Remove safety key and insert again</li> <li>4. After above steps checking and close up safety key if still no function, the wiring might be faulty or safety switch base got broken, need to replace with new ones.</li> </ol>	
E1	No speed detection signal: Low controller output voltage to motor, but unable to receive motor speed response over 3 seconds.	<ol style="list-style-type: none"> <li>1. Possible reason: Unable to detect speed sensor signal over 3 seconds, check the sensor plug if not plug in properly or got broken, put in the sensor plug properly or change new sensor.</li> <li>2. Machine stops and enter error condition, computer buzzer alarm 9 beeps, at same time, it shows Error Code, and rest area not showing contents. After stopping the machine if can resume back to normal, then can enter stand-by condition, power on the machine normally. Possible reason: Check motor wiring if connect properly, if not , connect motor wiring properly.</li> <li>3. Check if low controller has abnormal smell, if yes, change new low controller.</li> </ol>	

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E2	Over current protection: Under running condition, it detects the current from low controller to motor over rated current +6A for over 3 seconds.	<p>1. Stop machines and enter error condition, computer buzzer beeps 9 sounds, simultaneously will show the error code, all other window boxes not show reading contents, stay in error condition for about 10 seconds then enter stand-by mode, then can re-start the machine. Possible reason: Over rated loading and cause current over protection, systems will automatically enter self-protection mode, or some system of the machine be locked and cause motor can not run, so if overloading -&gt; cause over rated current -&gt; system will enter self-protection, in this case, adjust proper loading and re-start the machine will resolve the problem.</p> <p>2. Check if any burning smell or overflow noise from running motor, if yes, need to replace new motor.</p> <p>3. Check low controller if has burning smell, if yes, need to replace new controller.</p> <p>4. Check the power supply voltage spec. whether or not meet standard or lower, re-test the machine with correct power supply voltage and spec. .</p>	
E4	Low controller has no detection the voltage from motor	1. Check the motor wires if connect to low controller terminal securely. 2. Machine stops and enter error code condition, computer buzzer alarm 9 beeps sounds, and also will show Error code, other window boxes not show the reading contents, stay in error status for 10 seconds then enter Stand-by condition, then can re-start the machine.	
	Incline - self-learning	Simultaneously press INCLINE +/- button, will make incline motor self-learning, this is normal condition.	

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E5	Abnormal Communication: After power on, low controller and computer has abnormal communicaiton.	Low controller stops and under error condition, can not start the machine normally, computer shows error code, buzzer alarm with 3 beeps sound.  Possible reason: Communication being locked between low controller and computer , check all the communication cables connector from computer to low controller and to ensure all the pins being plugged into properly. And check the conneciton cables between computer and low controller if broken, if any broken or damage , need to replace new ones.	
E6	Run away protection: Power supply voltage or motor with abnormal condition and cuase drive motor electri cicuit got broken.	<ol style="list-style-type: none"> <li>1. Check the power supply voltage if lower below 50% than normal voltage, please use the correct voltage /spec. to re-test.</li> <li>2.Check low controller if has abnormal smell, if yes, need to replace with new controller</li> <li>3.Check motor cables if connect properly, if not , need to re-connect motor cables properly。</li> </ol>	
E7	Incline motor broken	<ol style="list-style-type: none"> <li>1.Check incline motor sensor cables if plug properly, if not, need to remove and re-plug to stay securely.</li> <li>2.Check incline motor AC cable if connect correctly, the connection cable for incline motor if connect correctly with the cables with marking from controller.</li> <li>3.Check the connection cables from motor if broken, if so, need to change connection cable or incline motor.</li> <li>4. After checking all above, press the learnign button from lower controller to have self-learning.</li> </ol>	

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E01	Low controller has low voltage tripping and	<ol style="list-style-type: none"> <li>1. Check the if correct voltage for the power supply into the machine, unplug the power supply cable and re-plug in.</li> <li>2. If still has problem,, to change low controller . Possible reason: Voltage too low or lower controller got broken.</li> </ol>	
E02	Low controller - temperature detector with abnormal	<ol style="list-style-type: none"> <li>1. Check the low controller fan cable if plug in properly, if plug in correctly and still has problem, stop the machine and unplug the power for 30 minutes, then re-test .</li> <li>2. If still has problem , change new lower controller.</li> </ol>	
E04	Low controller - Output over rated electrical current	<ol style="list-style-type: none"> <li>1. Stop machine and power off for 20 seconds, then re-start the machine with power on and see if the error can be eliminated.</li> <li>2. Check belt, running belt, deck if with adequate lubrication, roller if runs smoothly?</li> <li>3. Check the motor cables if connect correctly? Replace new motor to test</li> <li>4. If after all above checkings still has problem, then change new low controller.</li> </ol>	
E06	Low controller - over voltage	<ol style="list-style-type: none"> <li>1. Power off for 20 seconds and then Power on again to check if the problem can be resolved.</li> <li>2. After power on again, if still has problem, change low controller.</li> </ol>	
E08	Low controller - earth wire has abnormal problem	<ol style="list-style-type: none"> <li>1. Use multimeter to check the motor if has leakage of electricity.</li> <li>2. Check the low controller is secured properly.</li> <li>3. Power off the machine for 20 secons and then power on , if still has problem to change new low controller.</li> </ol>	

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E09	Low controller over heat	1.Check the fan and heat sink if has dust, need to clean the dust collection. 2.Check the fan if has broken. 3.Stop the machine and power off for 30 minutes, then re-test the machine, if still has same error, change new low controoller. Possible reason: Low controller temperature detection has problem or circumstance temperature too high.	
E0A	Motor overloading with abnormal	1.Check motor cables if connect correctly? Stop machine and power off for 20 seconds then re-start the machine with power on, check if the problem can be resolved. 2.Check belt, deck if has adequate lubricaiton, roller if runs smoothly? 3.If still has problem , change new low controller。	
E0b	Low controller overloading with abnormal	1. Stop the machine and power off for 30 minutes, check if the problem can be eliminated. 2.Check belt, deck if has adequate lubricaiton, roller if runs smoothly? 3.If still has same error, change new low controller.	
E0C	System overloading with abnormal	1. Stop the machine and power off for 30 minutes, check if the problem can be eliminated. 2.Check belt, deck if has adequate lubricaiton, roller if runs smoothly? For machine with lubrication free deck, check the belt, deck and roller if runs smoothly? 3.If still has same error, change new low controller.	
E0d	Motor cable with broken and cause error	Motor cable has broken , check the calbe if connect properly, re-start machine to rest. Possible reason: motor cable loosing off, or inner motor cable has broken, need to change new motor.	

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E0E	Low controller braking with broken	Change new low controller	
E21	Flash programing for low controller with broken	Change new low controller	
E22	EPROM for low controller with broken	Change new low controller	
E23	Warning for low controller with low voltage	Check the power supply into the machine if with correct voltage, unplug the power supply cable and re-plug in. If still has problem, need to change new low controller. Possible reason: electrical voltage too low or low controller has broken.	
E25	Warning for emergency stop machine	Check if the safety key place at right position, and check if ESP jumper on low controller if connect properly.	
E26	Lower Driver setting incorrect	Change new lower controller	
E29	"Warning' for Lower controller high temperature	Stop and power off the machine for 30 minutes, and re-test the machine, if still has same error then change new lower controller.	