

Trouble Check Sheet

core9035/37

Please send the following information on the check items listed below to Cores Corp via email (at komatsu@cor.co.jp) or fax (at +81-554-45-6200) in case of failure of core9035 or core9037 (the equipment)..

Your company name					
Its address					
Your name			Your division		
Tel		Fax		E-mail	
Model		Ser.No	Data of installation		
Software version		Copla	Ver	Rev	Pin3D Ver

Check items:

1. Data of the failure M _____ D _____ Y _____

2. Explain the failure briefly: _____

3. Occurrence of such a failure:

Constantly Occasionally Specify "when & how often" in the column on the next page.

4. Before the failure:

The equipment was removed from its original place of installation.
 The wiring was modified. Software was additionally or newly provided.

5. If the failure is with the software, which one?

Copla Pin 3D

6. Symptoms of the failure:

Power cannot be turned on for the system. (The main switch does not light up in green.)

Power is on, but the system does not start up:

Safe mode is displayed on the sensor monitor. No message is displayed on the sensor monitor.
 Others: Specify in the column below.

If any message is displayed on the monitor:

"No signal" is displayed. "Out of range" is displayed.
 CPU and/or hard disk information is indicated, but only incompletely.
 Others: Specify in the column below.

An error message is displayed on the monitor,

when starting the copla mode when ending the copla mode.
 when starting the shape mode. when ending the shape mode.
 after completing "Return to Origin" operation. The software can start up but the axes do not move.
 the system starts up again during measurement. the system shuts off during measurement.
 Others: Specify the symptom in the column on the next page.

The error message displayed during measurement:

Temperature does not rise up during measurement.

Temperature does not rise up from the beginning of temp profile.
 Temperature does not rise up further at the middle of temp profile.

Measurement cannot be performed.

Manual measurement cannot be performed. Automatic measurement cannot be performed.
 The axes do not move when the measurement button is pressed on.
 No waveform can be displayed after measurement. An irregular-shaped waveform is displayed after measurement.
 The system starts up again during measurement. The system shuts off during measurement.
 Others: Specify in the column below.

The buzzer starts on and the buzzer stop switch lights up:

Immediately after the power is on for the system.
 During measurement.

Others

The printer cannot be used.

The mouse cannot be used.

The keyboard cannot be used.

Have you checked the software using Cores "Self diagnostic software"?
(*Contact Cores for "Self diagnostic software" unless you have any.)

Yes, we have checked the software:

"OK" is displayed on all check items.

"NG" is displayed on more than one item.

"NG" on Temp control unit

"NG" on Sensor amp

"NG" on PCPG46

"NG" on Logger

"NG" on AD16-16

"NG" on RRY-16C

No, we haven't.

Specify the failure or symptoms in more details below:

7. The following symptoms may not necessarily be a failure. Try to confirm the real cause.

Symptoms	Possible causes
Measuring axes do not move.	The emergency stop button is on.
Data cannot be obtained.	Light intensity setting level is too high.
Data cannot be obtained.	The height of laser sensor to be adjusted.
Noise level is too high to measure.	The measuring glass is stained/scratched.
Noise level is too high to measure.	Light intensity setting level is too low.
The reflow can not get opened.	The reflow cover opening is controlled by the air, so make sure the air is properly supplied.

8. The following errors or alarms are indicated in case of failure.

Error indications	Causes/Counter measures
Reflow cover is open. Close the cover to start measurement again.	The reflow cover is open, so close the cover and press "Start!" button to start measurement.
Emergency stop button in on or no power is supplied.	Release the Emergency stop button and make sure that power is on to start measurement.
Air error	Air errors occur when the air is not properly supplied or when the air pressure drops during measurement. Make sure that the air is properly supplied and that the air pressure is kept at about 0.55Mpa before pressing the "OK" button on the message to resume measurement.
Buzzer alarm for heater temperature	The buzzer starts on when the heater temperature reaches an extraordinary temperature at 600°C or over. Press the button above the indication to stop the alarm. Switch off the power for the system to discontinue the operation until the temperature drops down to normal.
Buzzer alarm for sensor temperature	The buzzer starts alarming when the sensor temperature reaches an extraordinary temperature at 35°C or over. Press the button above the indication to stop the alarm. Switch off the power for the system to discontinue the operation until the temperature drops down to normal. Meantime, check and clean the air filters equipped on both sides of the equipment as they may be choked up.
Temperature regulator stop indication	"Temp regulator stop" is indicated during measurement(before the completion of heating) unless the air is being supplied under a regular air pressure or when there is an unmeasured point due to an improper temp profile having over 2°C/sec and over 0.5°C/sec as set values of ascending and descending temperatures respectively. Make sure that the air is properly supplied before pressing the "OK" button to resume measurement.
Aio open error	The setting value is not correct. Please contact Cores for more information.