

When Message is Displayed				Mechanical System Faults	Model Name: Rockhopper-46/62	EXA1700
No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages		
				REP	BAC	
1	<ul style="list-style-type: none"> <li>E065 Error X Motor This message indicates that a fault has occurred in the media feed motor (X axis) while the printer was working. This occurs when there is a large difference between the motor command value and encoder feedback value.</li> </ul>	1-1	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Examination: History" to check the history of faults.</li> </ul>		1070	
		1-2	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Aging: Media Feed Motor" with a setting of 50 times to check whether the X Motor error occurs. → Check connectors J119 (X MOT) and J121 (X ENC) on the main board.</li> </ul>		6020	
2	<ul style="list-style-type: none"> <li>E069 Error X Encoder This message indicates that a fault has occurred in the amount of media movement (X axis) while the printer was working. This occurs when there is no encoder feedback.</li> </ul>	1-3	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Examination: Encoder" to check Encoder X. → If it is no good, check the J121 (X ENC) cable connector.</li> </ul>		1050	
		1-4	<ul style="list-style-type: none"> <li>Check "Power Supply Voltage Check 24 DC"</li> </ul>			
		1-5	<ul style="list-style-type: none"> <li>The X Motor assembly may be damaged. → Replace it.</li> </ul>	1070		
		1-6	<ul style="list-style-type: none"> <li>The main board assembly may be damaged. → Replace it.</li> </ul>	1140		
3	<ul style="list-style-type: none"> <li>E071 Error X Timeout This message indicates that a timeout has occurred in the amount of media movement (X axis) while the printer was working. This occurs when the pressure does not reach its designated position.</li> </ul>		<p><b>CAUTION:</b> <i>If the Power supply board assembly and Main board assembly are replaced without checking "24 V DC" on those, there is a risk that the new boards may also be damaged.</i></p>			
4	<ul style="list-style-type: none"> <li>E073 Error X Overcurrent This message indicates that a fault has occurred due to an overload of the media feed (X-axis) motor while the printer was working.</li> </ul>					
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## When Message is Displayed

Mechanical System Faults		Model Name: Rockhopper-46/62		EXA1710	
No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> <li>E066 Error Y Motor This message indicates that a fault has occurred in the head movement motor (Y axis) while the printer was working. This occurs when there is a large difference between the motor command value and encoder feedback value.</li> </ul>	1-1	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Examination: History" to check the history of faults.</li> </ul>		1070
		1-2	<ul style="list-style-type: none"> <li>With power off, move the carriage to left and right. Is the movement restricted? → Clean and lubricate the Y rail rollers.</li> </ul>		6010
		1-3	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Aging: Carriage Motor" with a setting of 50 times to check whether the Y Motor error occurs. → Check cable connector J120 (Y MOT) on the main board.</li> </ul>		
2	<ul style="list-style-type: none"> <li>E070 Error Y Encoder This message indicates that a fault has occurred in the amount of head movement (Y axis) while the printer was working. This occurs when there is no encoder feedback.</li> </ul>	1-4	<ul style="list-style-type: none"> <li>Check whether the timing fence (T fence) is dirty or twisted. → If there is grease or dirt on the fence, wipe it away with a dry cloth. → If there is ink on the fence, wet a cloth with neutral cleaner and wipe lightly. → If the T fence is severely soiled and can not be cleaned, it should be replaced → Replace the T fence.</li> </ul>	1300	
3	<ul style="list-style-type: none"> <li>E072 Error Y Timeout This message indicates that a timeout has occurred in the amount of head movement (Y axis) while the printer was working. This occurs when the carriage has not reached its designated position.</li> </ul>	1-5	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Examination: Encoder" to check Encoder Y. → If it is no good, check cable connections J112 (HEAD2) on the main board assembly and J202 (MAIN2) on the head board assembly. → Replace the T fence. → Replace the Y motor assembly. → Replace the head board assembly. → Replace the Y cable (between J112 (HEAD2) on the main board and J202 (MAIN2) on the head board)</li> </ul>	1300 1280 1420 1360	
4	<ul style="list-style-type: none"> <li>E074 Error Y Overcurrent This message indicates that a fault has occurred due to an overload of the head movement (Y axis) motor while the printer was working.</li> </ul>	1-6	<ul style="list-style-type: none"> <li>The main board assembly may be damaged. → Replace it.</li> </ul> <p><b>⚠ CAUTION:</b> <i>Power must be off when connectors are being disconnected or reconnected, otherwise you may be injured or a board may be damaged.</i> <i>The main board assembly will certainly be damaged if power is applied with main board assembly connectors J111 (HEAD) and J112 (HEAD2) and head board connectors J201 (MAIN1) and J202 (MAIN2) inserted with oblique FFP.</i></p>	1140	

## When Message is Displayed

Mechanical System Faults		Model Name: Rockhopper-46/62		EXA1710	
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When Message is Displayed				Mechanical System Faults	Model Name: Rockhopper-46/62	EXA1720
No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages		
				REP	BAC	
1	<ul style="list-style-type: none"> <li>E075 Error Sensor Fault This message indicates that condition has occurred in which the origin cannot be detected.</li> </ul>	1-1  1-2  1-3   1-4  1-5	<ul style="list-style-type: none"> <li>Use the self-diagnostic "Sensor: Origin" and carry out the origin sensor test.</li> <li>Check the origin sensor assembly connection. J205 (H ORIGIN) on the head board assembly. → Reconnect properly.</li> <li>Check Y cable connections. Check that they are not inserted obliquely. J111 (HEAD1) on the main board assembly and J201 (MAIN1) on the head board assembly. → Insert them properly. → Replace the Y cable between J111 (HEAD1) and J201 (MAIN1).</li> <li>The origin sensor assembly may be faulty. → Replace it.</li> <li>The main board assembly may be damaged. → Replace it.</li> </ul> <p><b>⚠ CAUTION:</b> <i>Power must be off when connectors are being disconnected or reconnected, otherwise you may be injured or a board may be damaged.</i> <i>The main board assembly will certainly be damaged if power is applied with main board assembly connectors J111 (HEAD) and J112 (HEAD2) and head board connectors J201 (MAIN1) and J202 (MAIN2) inserted with oblique FFP.</i></p>	1360          1450    1140	1040	
When Message is Displayed				Mechanical System Faults	Model Name: Rockhopper-46/62	EXA1720