Parameter Explanations and Error Display and Troubleshooting

Error display and troubleshooting

The possible error messages are listed in the table below according to the error number and together with a problem description and data for troubleshooting and resetting the display.

The following abbreviations and symbols are used.

Abbreviation/ Symbol	Meaning
Nr.	Status or Error number
H	General Instructions
R	A Service Technician is required for resetting the error display. After removing an error, no automatic reset happens.
W	No serious malfunction but only a warning message.
	Despite an active error, the door can be provisionally locked as follows: • Set Display on Manual operating mode • Slide door leaves by hand into closed position • Set Display on LOCKED operating mode • Door remains closed and locked

No.	Display text	H	Comments and possible troubleshooting
3	AKI>60s		An opening signal is permanently active on the inner side of the door. • Remove objects moving within the detection zone of Interior sensors. • The reaction time for the error can be configured or the error message can generally be disabled (see Parameter > Misc.> Alarm Display> Time activation.
5	AKA>60s		An opening signal is permanently active on the outer side of the door. • Remove objects moving within the detection zone of Exterior sensors. • The reaction time for the error can be configured or the error message can generally be disabled (see Parameter > Misc.> Alarm Display> Time activation.
6	Unlocking Error	R	The door is not unlocking correctly. • Via Display select Exit operating mode and once the door has been locked, change to Automatic mode to repeat unlocking attempt. • Provided that there is an unlocking device, first select Manual operating mode, actuate the unlocking device and then change back to Automatic. • Check lock mechanism and adjust if needed,

Parameter Explanations and Error Display and Troubleshooting

9	Battery fuse blown		The battery fuse is disconnected or the battery is not plugged in. * The door continues to work as long as the main voltage is supplied except for door types which absolutely need a fully functional battery (e.g.-RED doors or Escape route doors.)
9	Open. unsuccessful		The door cannot open because a safety signal is active or the door is mechanically obstructed. • Remove objects in detection field of SIO Sensors. • Eliminate mechanical hindrance. • Check locking device.
10	Locking error		The door could not be locked correctly. Depending on configuration, the door opens up to 10cm or stays in the closed position. • Via Display select Automatic operating mode, and once the door has been unlocked change to Exit operating mode to repeat locking attempt. • Check lock mechanism and adjust if needed. • Remove hindrance which prevents the door from closing completely.
12	Low BAT voltage	R	Battery voltage is very low. • Check Control battery connection and fuse. The door continues to work as long as the main voltage is supplied except for door types which absolutely need a fully functional battery (e.g.-RED doors or Escape route doors.)
12	BAT capacity	R	The battery capacity is no longer sufficient for battery or emergency operation. • Charge battery or replace if needed. • The door continues to work as long as the main voltage is supplied except for door types which absolutely need a fully functional battery (e.g.-RED doors or Escape route doors.)
14	VAK Defective		The normally open contact of the locking device (VAK) does not indicate the correct locking state. • Via the Display change between Automatic and Exit operating modes to reconstitute the correct status. • Check lock mechanism and adjust if needed. • Check wiring between control and locking device.

Parameter Explanations and Error Display and Troubleshooting

31	Emergency Stop		Emergency Stop Button has been pressed or manual unlocking has been activated. * Reset Emergency Stop Button and Manual unlocking
32	Overvoltage RDC		In case of power supply with 24VDC, the voltage is too high (>:28VDC) * Check tension.
33	Error ELS1	R	Light barrier signal ELS has not been identified. * ZLP-ELS defective, missing or wrongly configured.
36	VOK closed 1	R	The normally closed contact of the locking device (VOK) does not indicate the correct locking status. In the case of a locked door, the contact should be open. • Via Display change between Exit and Automatic operating modes to reconstitute the correct status. • Check lock mechanism and adjust if needed. • Check wiring between controller and locking device.
37	Motor Current	R	An excessive motor current has been registered. • Wrong motor type configured. • Check motor and cabling. • Motor is overloaded due to a blockage. • Replace door controller.
39	Overload 24V	R	Voltage for the 24V supply is too low. It is potentially over loaded. • Check peripheral units and wiring. • Do not connect too many external units.
40	Closing unsuccessful		The door cannot close because a safety signal is active or the door is mechanically obstructed. • Remove objects from detection field of SIS sensor. • Take away mechanical hindrance.
41	Temp sensor 1	R	The temperature sensor of motor 1 is faulty. * Check motor wires for disconnections or bypasses.
42	Temp sensor 2	R	The temperature sensor of motor 2 is faulty. * Check motor wires for disconnections or bypasses.

Parameter Explanations and Error Display and Troubleshooting

43	Encoder Fault	R	An anomaly has been detected in the encoder. • Check encoder and wiring • Check drive pulley for correct fitting and tension of the drive belt.
44	T motor high	W	An increase in temperature has been recorded in the motor. To prevent the temperature from increasing further, hold open time is automatically extended until the temperature has dropped back to normal values. • Make sure the door runs smoothly. • Remove mechanical hindrance. • Check motor configuration. • Check volume of traffic and weight of door leaves.
45	T motor too high		The motor temperature is too high for the door to continue to operate. The door remains in Manual mode until the temperature has dropped back to normal values. • Make sure the door runs smoothly. • Remove mechanical hindrance. • Check motor configuration • Check volume of traffic and weight of door leaves.
47	SIO > 60S active	R	A safety signal in opening direction is permanently active. Depending on configuration the door stops or slides at reduced speed. • Remove objects moving within the detection field of SIO sensors. • Correctly set the door position at which the signal is activated or suppressed • The response time for the error can be configured or the error display can generally be disabled (see Parameter> Miscellaneous> Alarm Display> Time Safety).
48	NSK or SOK activated		Emergency closing or safety opening is active. • Reset switch / button • Check wiring and external components.
50	Watchdog fault		Watchdog-IC on control unit is defective. * Replace controller.
51	VOK open unl.	R	The normally closed contact of the locking device (VOK) does not show the correct locking status. With an unlocked door the contact should be closed.

Parameter Explanations and Error Display and Troubleshooting

51	VOK open unl. continued	R	• Via the Display change between Automatic and Exit operating modes to reconstitute the correct status. • Check lock mechanism and adjust if needed. • Check wiring between control and locking device.
51	Software Version	R	In case of more than 1 door controller, they do not have the same software version. * Carry out a Flash Update via FPC902 Programmer.
52	No running parameter	R	The door parameters (travel, door mass, friction, etc.) are unknown. After every loading of factory settings or default parameter or after changing the door type, these parameters are erased. * Execute learning cycle.
53	Interrupt mot. 1	R	No current can be measured on motor 1. • Motor is not plugged in. After it has been connected, a restart must take place. • Motor or controller is faulty..
54	Calibration run	W	A special door run is performed to learn the door parameters (travel distance, door mass, friction, etc.) * Trigger several door openings (normally 2) until the message disappears.
55	Power failure		No power supply. Depending on equipment, configuration and door type, the door continues to function in battery operation mode**. Also, if door runs in slow or safe mode, it is potentially being asked to operate at too fast speed.** • Connect to main power. • Go to Parameters> Open Speed , Acceleration and Deceleration in Open & slow increments 2 points at a time till issue is resolved.
57	Interrupt motor 2	R	No current is measured on Motor 2. • Motor is not plugged in. After connecting the motor release a restart. • Motor or controller is faulty.
59	ELS > 60s active		A safety beam signal is permanently active. Depending on configuration, the door reverses, stops or creeps. • Check whether safety beams are covered or dirty. • ELS, ZLP, or FEM is defective. • The reaction time for the error can be configured or the error display can be disabled (Parameter> Misc.> Alarm display> Time safety.)

Parameter Explanations and Error Display and Troubleshooting

59	SIS > 60s active	;;	A safety signal in closing direction is permanently active. Depending on configuration, the door reverses, stops or creeps. • Remove objects moving within the detection field of SIS sensors. • The reaction time for the error can be configured or the error display can be disabled (Parameter> Misc.> Alarm display> Time safety.)
60	EEPROM defective	R	Parameter settings as well as history and maintenance Information are permanently saved in the EEPROM. Faulty data has been discovered after restart or later on during continuous testing. • EEPROM or door controller is defective. • An old software version has been installed (downgrade) which could not find compatible data in the EEPROM. • Numerous power failures or bypass of the main supply. • The error can be eliminated by downloading the factory settings. As a consequence all the current settings get lost and the door controller must be configured again. To this end, execute the function Factory settings with the MF Button (9 pulses) or with the FPC902, and then carry out a restart within 10 seconds with EMERGENCY STOP or EMERGENCY OPENING BREAKOUT. If after this the menu for language selection appears on the Display, the function has been executed correctly. Subsequently, configure the door controller again.
61	SSK > 60s active		The signal of the key operated contact is permanently active. • Check SSK switch and wiring/ connections. • The reaction time for the error can be configured or the error display can be disabled (Parameter> Misc.> Alarm display> Time safety.)
62	BDE no priority		The requested operating mode cannot currently be set because an operating mode with a higher priority has been selected on one of the mechanical controls (BDE-M, SURV, SURA ,etc.). For instance if operating mode EXIT has been set on the Keyswitch, one cannot change to AUTOMATIC with Display.
63	Obstruction (Collision)		An Obstruction has occurred during a closing or opening movement. • The error is automatically erased when the original travel distance can be driven again. • If the error remains though nothing more hinders the door travel, either a restart or a learning cycle must be carried out. • The error can be so configured that it is displayed or not (see Parameter> Misc.> Alarm Display> Obstruction)

Parameter Explanations and Error Display and Troubleshooting

88	Diff. Parameters	R	Security-relevant parameters are saved by CPUI & CPU2 in their respective EEPROM. After restart or later on during permanent testing, these data do not have equal values. • Execute a restart with EMERGENCY OPENING. • Unplug main power and battery for a short time and then plug them in again. If error still remains, then the Factory settings must be loaded again. (see error 60)
92	STG Relay defect	R	The control of the motor relay, which occurs during restart or later periodically, shows an error. Presumably, contacts stick together. * Replace door controller
93	Overvoltage 24V	R	An excessive voltage has been measured at the 24V power supply. • Check cables for proper attachment to peripherals & test peripherals. • Replace door controller.
96	EEPROM void	R	No data has been found in the EEPROM. Normally, this message only appears after commissioning a new door controller for the first time. *Load Factory settings (see error 60)
97	Maintenance time exceeded	W R	The configured maintenance cycle has already been exceeded for a certain time (>105%). • Inform service center urgently and have maintenance carried out. • By acknowledging the warning message, the alarm is reset for 13 days.
98	Maintenance due	W R	95% of the configured maintenance cycle has been reached. • Inform service center urgently and have maintenance carried out. • The warning can be acknowledged. It will be displayed again when 100% of the cycle is reached.
100	Check motor cable	R	When starting up, the door moves to the wrong direction. • Check polarity of the motor and encoder cables. • Correctly set jumper for the configuration of the rotating direction.
101	Learning sensor	W	The special door run for learning sensors is being carried out. * Trigger several door openings until the message disappears.

Parameter Explanations and Error Display and Troubleshooting

107	SIS defective		Sensors with test input are tested before every dangerous run. An error has been detected on the safety sensor in the closing direction. * Check sensor and wiring.
108	SIO defective		Sensors with test input are tested before every dangerous run. An error has been detected on the safety sensor in the opening direction. * Check sensor and wiring.
109	Factory settings		The function for loading the factory settings has been activated. * A reset must be performed at the door controller within 10 seconds so that the function is correctly executed (see error 60)
112	Batt. Not charged complete	W	The battery is not completely charged. • Connect it to main power. • The message disappears as soon as the battery is fully charged.
113	Wrong motor		The configured motor type does not match the motor connected * Check motor configuration (see Parameter> Drive> Motor).
116	Restart inhibit		After restarting an SOK or NSK the door stands still because of the start inhibit. • Activate contact “Reset OSK-NSK” or restart the control unit (reset) in order to release the start inhibit. • Check wiring and locking contact.
117	SIA > 60s active		A presence safety signal is permanently active. • Take away any moving object within the detection area of SIA sensors. • * The response time for the error can be configured or the error can generally be disabled (see Parameter> Misc.> Alarm display> Time safety).
118	SIA defect		Sensors with test input are checked before every dangerous door movement. An error has been detected in the presence safety sensor. * Check sensor and wiring.

Parameter Explanations and Error Display and Troubleshooting

Error displays of extra items on CAN bus

Those error numbers consist of 4 digits as follows:

- Digit 1 + 2 indicate the reason of the error
- Digit 3 + 4 specify the name of the item

Example: error number 1616 means that sensor AI 1 does not have any learning parameters and a learn run has to be performed.

rl1616 AKI1 No running parameters

All these faults can only be repaired by a qualified service technician.

Digits		Display Text	Comments and possible troubleshooting
11	**- -**	CAN node not found	The door controller could not establish any connection to the external item or the communication on the CAN bus is disturbed. • Check CAN connection for correct wiring and terminating resistor. • Ensure correct address of external item with DIP switch.
12	**- -**	CAN connect. (SEND)	The external item has detected an error while sending a CAN message. * In case of error see CAN node not found.
13	**- -**	CAN connect. (RECV)	The external item has detected an error while receiving a CAN message. * In case of error see CAN node not found.
14	**- -**	EEPROM defective	Parameter settings are permanently saved in the EEPROM of the external item. Faulty data have detected after a restart or later on during the continuous testing of the EEPROM content. • An old software version has been installed (downgrade) which could not find compatible data in the EEPROM. • Numerous power failures or by-pass of the main power. • The external item is faulty and must be replaced. • The error can only be eliminated by downloading the factory settings. As a consequence, all the current settings are lost and the door controller must be configured again.
15	**- -**	EEPROM void	No data has been found in the EEPROM. Normally this message only appears after commissioning a new door controller for the first time. * Load Factory settings.

Parameter Explanations and Error Display and Troubleshooting

16	**- -**	No running param.	No learning parameters * Execute function Learning sensor.
17	**- -**	HW defective	An error has arisen in the hardware of the external item. * Replace item.
18	**- -**	Redundancy path	An error has been detected in the redundant part of a sensor. • Change antenna position. • Redundant part defective, replace item.
19	**- -**	Background check	The background is not appropriate for this sensor. • Disable Background check. • Error in IR part, replace item.
20	**- -**	Software error	An error has risen in the software of the external item. * Carry out a new start. If the error is still active after this, the item must be replaced.
21	**- -**	CAN connection blocked	The anti-burglary protection has responded and locked the CAN connection to the external item. • If the door is locked, no external items, such as BDE-D, FPC, AND FEMx, may be connected to the CANbus. • Unlock door, briefly press multi-function key on controller or actuate the EMERGENCY STOP switch.
- -	**02**	SLAVE	Slave door controller (DFA, KTA)
- -	**03**	CPU 2	Microprocessor (RED, DUO). * To reset the error, remove main power and battery voltage.
- -	**22**	FEMO	Extended functions module FEMO.
- -	**23**	FEM1	Extended functions module FEM1.

Parameter Explanations and Error Display and Troubleshooting

Error display and troubleshooting FPC Flash-Update

128 **129** **130** **131** **132** **133**	CAN node detected error in unit	An error has occurred while programming the FLASH unit. The error number is displayed by the programming software in the unit and is only relevant for the software development. • Disconnect the unit completely from the power supply and battery and repeat programming procedure. Under certain conditions, this procedure must be repeated a second time. • Ensure correct CAN wiring and terminating resistor. • Replace unit.
251	Update not specified for CAN node	The new software is not executable on the hardware of the unit. • Select appropriate software. • Check the filename of software.
252	No programming voltage on CAN node	The specific voltage supply for programming the FLASH is faulty. * Replace the unit to be programmed.
253	Error in protocol with CAN node	An error has arisen while transmitting the new programmer via CAN bus. • Disconnect the unit completely from the power supply and battery and repeat programming procedure. Under certain conditions, this procedure must be repeated the second time. • Ensure correct CAN wiring and terminating resistor. • Replace unit.
254 **255**	CAN node not found	The CAN connection to the unit could not be established or is interrupted. • Make sure that the unit does not carry out any uncontrolled restart. e.g. from activating the EMERGENCY STOP. • Ensure correct CAN wiring and terminating resistor. • Disconnect the unit completely from the power supply and battery and repeat the programming procedure. Under certain conditions, the procedure must be repeated a second time. • Replace unit.
—	File cannot be opened	An error has occurred while reading the new programming of the MMC. • Remove the MMC from the FPC and insert it again. • Format MMC and transfer data again (with PC or Laptop) • Replace MMC.