ProJet® CJP 660

Troubleshooting Guide

P/N 09915

Revision C

Notices

Copyright and Trademarks

Proprietary Information

Information contained in this document is the confidential property of 3D Systems. Recipient shall not disclose such Information to any third party, and shall not use it for any purpose whatsoever other than what is required to install and use the ProJet CJP 660 Printer.

Use of Equipment

3D Systems's Equipment, and use of the Equipment, may be subject to limitations imposed under patents licensed to or owned by Z Corp., and is to be used solely for the fabrication of appearance models and prototypes using new 3D Systems-supplied consumables from 3D Systems or its authorized distributors in the original packaging. Other uses may be restricted; contact 3D Systems for further information. Consult the User's Manual before operation of any 3D Systems Equipment.

The Equipment is designed to be used by design engineers and other professionals in the production of early-stage 3D appearance models and prototypes. The Equipment is not to be used to produce, either directly or indirectly, medical or other products that may require precise dimensions or tolerances to ensure the safe and effective operation of such products. You agree to indemnify, defend and hold 3D Systems and its officers, directors and employees harmless from and against any and all claims, losses, damages, costs and expenses resulting from any use of the Equipment other than for the production of early-stage appearance models and prototypes.

Warranty

Your ProJet CJP 660 Printer is guaranteed to be free of defects in materials and workmanship, when used for production of early-stage appearance models and prototypes and with 3D Systems consumables, for the period described below under WARRANTY PERIOD. All consumables and materials are guaranteed to perform as described in their specifications when stored and used as directed, up to the expiry date printed on the label. THE COMPANY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OTHER OBLIGATIONS OR LIABILITIES WHETHER IN CONTRACT, WARRANTY, NEGLIGENCE OR OTHERWISE. THE COMPANY IS NOT LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR INCIDENTAL DAMAGES

INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS OR BUSINESS INTERRUPTION ARISING OUT OF THE USE OR INABILITY TO USE PRODUCTS OR SERVICES SOLD HEREUNDER. IN NO EVENT WILL THE COMPANY'S LIABILITY EXCEED THE TOTAL CHARGE OF THIS Z PROJET CJP 660 PRINTER.

WARRANTY PERIOD: In the U.S., warranty is for 90 days and covers service, parts and training material. In the EU, warranty is for 1 year and covers service, parts and training material.

Symbols

The following symbols are used on the ProJet CJP 660 Printer and in this manual.

	**General Caution:** User should use care to avoid possible damage to equipment.
	**Hot Surface:** User should use care when working near or on the labeled item.
	**High Voltage:** User should use appropriate electrical safety precautions.

Table of Contents

Print Head and Pogo Issues: Print head, pogo and alignment issues

1003: I2C read failed for Head x

This error is caused by the printer not being able to read the data off of the HP11 print head's smart chip and specifically refers to being able to read from the top 4 pins of the pogo card.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1003: I2C read failed for Head x	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
1003: I2C read failed for Head x	Bad/Old HP11 Print Head	Replace HP11 Print Head	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1003: I2C read failed for Head x	Bad Carriage Cable	Replace Pogo Flex Cable	660 Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1003: I2C read failed for Head x	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
Please follow the above listed suggestions and remember that a bad print head can cause the same error so it is always beneficial to use new print heads while troubleshooting. If the problem remains after trying the above contact the 3D Systems service Dept.			

1004: Head x fire voltage failed

This error is caused by the printer not being able to power the print heads. The most common causes for this error are a short between the print head and Pogo PCB, a dead print head, or a short on the Pogo PCB.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1004: Head fire voltage failed	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	ProJet CJP 660 Printer User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1004: Head fire voltage failed	Bad/Old HP11 Print Head	Replace HP11 Print Head	ProJet CJP 660 Printer User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1004: Head fire voltage failed	Bad Carriage Cable	Replace Pogo Flex Cable	ProJet CJP 660 Printer Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1004: Head fire voltage failed	Bad Pogo PCB	Replace Pogo PCB	ProJet CJP 660 Printer Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1004: Head fire voltage failed	Bad festoon cable assembly	Festoon Cable Assembly	*(Figure 1)*
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1004: Head fire voltage failed	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Please follow the above listed suggestions and remember that a bad print head can cause the same error so it is always beneficial to use new print heads while troubleshooting. If the problem remains after trying the above contact the 3D System service Dept.			

1006: Head x temperature too high

This error is caused by a print head overheating due to low binder flow, poor cleaning of the print head by the service station or a failed electrical circuit including the print head. This is a common error when print heads have reached their life expectancy.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Heads are getting powder on them	Out of ZC6	Add ZC6	User Manual
1006: Head x temperature too high	Expired Binder	Check the expiration date of the materials in the machine and custom's stock.	Sanitize System: DO NOT USE BLEACH: Use 06965 Sanitation Kit
1006: Head x temperature too high	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
1006: Head x temperature too high	Bad/Old Print Head	Replace Print head	User Manual
After performing the above step try performing a purge print head, alignment and a small test print. If the machine performs the tasks the problem should be solved.			
1006: Head x temperature too high	Low flow rate of binder to the print head	Check and verify the flow rates according to the reference document	Flow Rate Test
Heads are getting powder on them	Service station is dirty or the squirter block is clogged	Clean the 6 service station squirter block holes or replace the 22-30008 squirter block	User Manual *(Figure 2)*
Heads are getting powder on them	Service Station Wiper is Worn	Replace Service Station Wiper	*(Figure 3)*
Heads are getting powder on them	Parking Spittoon is not clean or is damaged	Clean Parking Spittoon	9572 User Manual
1006: Head x temperature too high	Air in Fluid System	See Fluids	
1006: Head x temperature too high	Binder system is leaking	See Fluids	
1006: Head x temperature too high	Air Vent is clogged (May happen during transport)	Replace Air Vent	*(Figure 5)*
1006: Head x temperature too high	Out of binder and float switch has failed	Troubleshoot float switch and add binder	*(Figure 6)*
1006: Head x temperature too high	Lines are contaminated or Clogged	Sanitize System: DO NOT USE BLEACH: Use Sanitation Kit	Sanitization Procedure
The first steps in troubleshooting should always be to check the print head life, verify the flow rate is correct, and try another print head! Once a print head has thrown an over temp error the print head is usually dead and must be replaced.			

1007: Head x current too high

This error is caused by the current for a specific print head being too high. This error can also be displayed as 1007: Head current too high 255v. In the 660, this voltage comes from the PC104+ card, through the festoon cables, Adapter PCB, and carriage cable to power the Pogo PCB.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1007: Head x current too high	Bad/Old Print Head	Replace Print Head	User Manual
1007: Head x current too high	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1007: Head x current too high	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1007: Head x current too high	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1007: Head x current too high	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Please follow the above listed suggestions and remember that a bad print head can cause the same error so it is always beneficial to use new print heads while troubleshooting. If the head current is displayed as 255v then the problem may be located in the carriage cable, festoon cable or PC104+. If the problem remains after trying the above contact the 3D Ssystems Service Dept.			

1009: Head fire voltage stuck

This error is caused by the current for the print heads being locked on. In the ProJet CJP 660 Printer, this voltage comes from the PC104+ card, through the festoon cables, Adapter PCB, and carriage cable to power the Pogo PCB.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1009: Head fire voltage stuck	Bad/Old Print Head	Replace Print Head	User Manual
1009: Head fire voltage stuck	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1009: Head fire voltage stuck	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1009: Head fire voltage stuck	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1009: Head fire voltage stuck	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Please follow the above listed suggestions and remember that a bad print head can cause the same error so it is always beneficial to use new print heads while troubleshooting. If the problem remains after trying the above contact the 3D Systems service Dept.			

1010: Invalid head temperature

This error is caused by a bad reading of the print head temperature. You can find which head is causing the problem by looking in the printers log file for the following log entry: Head Alarm 10: 46 45 41 43 256 invalid temp reading

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1010: Invalid head temperature	Service station is dirty or the squirter block is clogged	Clean the 6 service station squirter block holes or replace the squirter block	User Manual *(figure 2)*
1010: Invalid head temperature	Service Station Wiper is Worn	Replace Service Station Wiper	*(Figure 3)*
1010: Invalid head temperature	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
1010: Invalid head temperature	Bad/Old Print Head	Replace Print head	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1010: Invalid head temperature	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
1010: Invalid head temperature	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
The main cause of this error is fluid getting onto the Pogo and print head contacts. A clean service station is key to keeping the machine free of this error. This error can usually be troubleshot by cleaning the electrical contacts on the Pogo PCB and print head or replacing the print head.			

3011: SEQUENCER: error in DPC, flags

This error is caused by the PC104+ not being able to communicate with the pogo pcb.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
3011: Sequencer: error in DPC flags	Bad/Old Print Head	Replace Print Head	User Manual
3011: Sequencer: error in DPC flags	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
3011: Sequencer: error in DPC flags	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
3011: Sequencer: error in DPC flags	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
3011: Sequencer: error in DPC flags	Bad festoon cable assembly	Festoon Cable Assembly	*(Figure 1)*
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
3011: Sequencer: error in DPC flags	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Please follow the above listed suggestions and remember that a bad print head can cause the same error so it is always beneficial to use new print heads while troubleshooting. If the problem remains after trying the above contact the 3D Ssystems service Dept.			

40006: AUTOALIGN: weak sensor reading

This error is caused by the alignment sensor not being able to read the initial refraction.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
40006: AUTOALIGN: weak sensor reading	Dirty sensor Window	Clean Window and Retry	User Manual *(figure 7)*
After performing the above step try performing an alignment. Watch the alignment pattern to make sure that the light for the alignment comes on. If you do not see the green light during alignment proceed to Pogo PCB replacement. If the machine performs both tasks the problem should be solved.			
40006: AUTOALIGN: weak sensor reading	Build bed is not Flat	Perform Fill Bed	User Manual *(figure 21)*
40006: AUTOALIGN: weak sensor reading	Poor Spread	"See Spread Issues"	"See Spread Issues" *(figure 18)*
After performing the above step try performing an alignment. Watch the alignment pattern to make sure that the light for the alignment comes on. If you do not see the green light during alignment proceed to Pogo PCB replacement. If the machine performs both tasks the problem should be solved.			
40006: AUTOALIGN: weak sensor reading	Dirty Sensor on Pogo or oil has leaked in the carriage	Clean sensor on Pogo with alcohol and clean inside the carriage then retry	Pogo PCB Removal and Replacement
40006: AUTOALIGN: weak sensor reading	Pogo Card is crooked or sensor is not snapped in	Realign the pogo card	Pogo PCB Removal and Replacement *(figure 9 and 9.1)*
After performing the above step try performing an alignment. Watch the alignment pattern to make sure that the light for the alignment comes on. If you do not see the green light during alignment proceed to Pogo PCB replacement. If the machine performs both tasks the problem should be solved.			
40006: AUTOALIGN: weak sensor reading	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing an alignment. Watch the alignment pattern to make sure that the light for the alignment comes on. If you do not see the green light during alignment proceed to Pogo PCB replacement. If the machine performs both tasks the problem should be solved.			
40006: AUTOALIGN: weak sensor reading	Bad Carriage Cable	Replace Pogo Flex Cable	660 Carriage Cable Removal and Replacement
After performing the above step try performing an alignment. Watch the alignment pattern to make sure that the light for the alignment comes on. If you do not see the green light during alignment proceed to Pogo PCB replacement. If the machine performs both tasks the problem should be solved.			
40006: AUTOALIGN: weak sensor reading	Sensor window is damaged or missing	Fast Axis Assembly	660 Fast Axis Removal and Replacement
The most common cause is a dirty alignment window. It is imperative that the window is cleaned before every alignment.			

40007 AUTOALIGN: alignment of Axis x failed

This error is axis specific (Axis0 or Axis1) and is caused by the sensors lack of ability to properly align the heads.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
40007 AUTOALIGN: alignment of Axis x failed	Dirty sensor Window	Clean Window and Retry	User Manual *(Figure 7)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40007 AUTOALIGN: alignment of Axis x failed	Build bed is not Flat	Perform Fill Bed	User Manual
40007 AUTOALIGN: alignment of Axis x failed	Poor Spread	"See Spread Issues"	"See Spread Issues" *(figure 18)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40009 AUTOALIGN: alignment of Axis x failed	Stripy printing	"See Part Quality Troubleshooting"	"See Part Quality Troubleshooting" *(Figure 8)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40007 AUTOALIGN: alignment of Axis x failed	Dirty Sensor on Pogo or oil has leaked in the carriage	Clean sensor on Pogo with alcohol and clean inside the carriage then retry	Pogo PCB Removal and Replacement *(Figure 9 and 9.1)*
40007 AUTOALIGN: alignment of Axis x failed	Pogo Card is crooked or sensor is not snapped in	Realign the pogo card	Pogo PCB Removal and Replacement *(Figure 9 and 9.1)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40007 AUTOALIGN: alignment of Axis x failed	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
Stripy printing is one of the most common causes of this error. The key to troubleshooting this error is defining the problem that you are dealing with. You must differentiate weather the problem is caused by stripy printing or an axis problem. When this error is encountered the machine will do a stripe test over the alignment pattern. If that stripe test looks good then the problem may be related to a dirty sensor window or movement problems with the indicated axis.			

40008: AUTOALIGN: can't pick reference head

This error is caused by the sensors lack of ability to read the contrast refraction from the yellow binder just before the alignment pattern is printed.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
40008: AUTOALIGN	Dirty sensor Window	Clean Window and Retry	User Manual
40008: AUTOALIGN	Build bed is not Flat	Perform Fill Bed	User Manual
40008: AUTOALIGN	Poor Spread	"See Spread Issues"	"See Spread Issues" *(figure 18)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40008: AUTOALIGN	Stripy printing	"See Part Quality Troubleshooting"	"See Part Quality Troubleshooting" *(figure 8)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40008: AUTOALIGN	Dirty Sensor on Pogo or oil has leaked in the carriage	Clean sensor on Pogo with alcohol and clean inside the carriage then retry	*(Figure 7)*
40008: AUTOALIGN	Pogo Card is crooked or sensor is not snapped in	Realign the pogo card	*(Figure 9 and 9.1)*
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40008: AUTOALIGN	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and an alignment. Watch the alignment pattern for print quality. If the machine performs both tasks the problem should be solved.			
40008: AUTOALIGN	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure

Stripy printing is one of the most common causes of this error. The key to troubleshooting this error is defining the problem that you are dealing with. You must differentiate weather the problem is caused by stripy printing or an axis problem. When this error is encountered the machine will do a stripe test over the alignment pattern. If that stripe test looks good then the problem may be related to a dirty sensor window or movement problems with the indicated axis.

40800: Head x check failed

The printer cannot perform a continuity check on the indicated print head.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
40800: Head x check failed	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
40800: Head x check failed	Bad/Old HP11 Print Head	ReplaceHP11 Print Head	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
40800: Head x check failed	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
40800: Head x check failed	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
40800: Head x check failed	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Please follow the above listed suggestions and remember that a bad print head can cause the same error so it is always beneficial to use new print heads while troubleshooting. If the problem remains after trying the above contact the ZCorp service Dept.			

60400: FPGA: comm error on pogo card

This error indicates that the PC104+ cannot communicate with the Pogo PCB. In the ProJet CJP 660 Printer, this communication comes from the PC104+ card, through the festoon cables, Adapter PCB, and carriage cable to the Pogo PCB.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60400: FPGA: comm error on pogo card	Print head not seated properly / contacts dirty	Clean print head contacts and Pogo Pins; Reinsert print heads	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60400: FPGA: comm error on pogo card	Bad/Old Print Head	Replace Print Head	User Manual
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60400: FPGA: comm error on pogo card	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60400: FPGA: comm error on pogo card	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60400: FPGA: comm error on pogo card	Bad festoon cable assembly	Festoon Cable Assembly	*(Figure 1)*
60400: FPGA: comm error on pogo card	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
While print heads may cause this error the most common cause of this error is a cable disconnect, bad cable or a bad pogo. This error can be diagnosed through the control panel on the machine by going through the PC104+ and Pogo tests.			

60501: POGOPOWERSPI: timed out

This is a communication error between the pogo pcb and the PC104+. In the printer, the communication starts at the PC104+ card, through the festoon cables, Adapter PCB, and carriage cable to power the Pogo PCB.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60501: POGOPOWERSPI	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60501: POGOPOWERSPI	Bad Pogo PCB	Replace Pogo PCB	ProJet CJP 660 Printer PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60501: POGOPOWERSPI	Bad slow axis festoon cable	Festoon Cable Assembly	*(Figure 1)*
60501: POGOPOWERSPI	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
While print heads may cause this error the most common cause of this error is a cable disconnect, bad cable or a bad pogo. This error can be diagnosed through the control panel on the machine by going through the PC104+ and Pogo tests.			

60502: POGO POWER: read error

The PC104+ card cannot read information from the Pogo PCB. In the printer, this communication comes from the PC104+ card, through the festoon cables, Adapter PCB, and carriage cable to the Pogo PCB.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60502: POGO POWER: read error	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60502: POGO POWER: read error	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60502: POGO POWER: read error	Bad slow axis festoon cable	Replace Festoon Cable Assembly	*(Figure 1)*
60502: POGO POWER: read error	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
While print heads may cause this error the most common cause of this error is a cable disconnect, bad cable or a bad pogo. This error can be diagnosed through the control panel on the machine by going through the PC104+ and Pogo tests.			

60520: HP11 COMMANDSPI: timed out

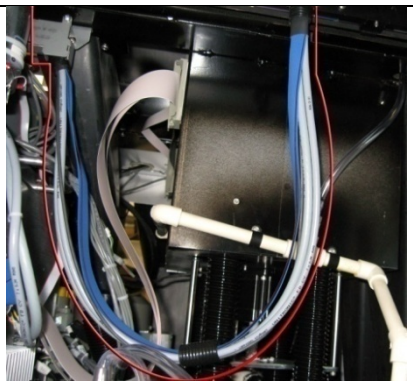
The PC104+ card cannot read the pogo card

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60520: HP11 COMMANDSPI: timed out	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60520: HP11 COMMANDSPI: timed out	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
60520: HP11 COMMANDSPI: timed out	Bad slow axis festoon cable	Replace Festoon Cable Assembly	*(Figure 1)*
60520: HP11 COMMANDSPI: timed out	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The most common cause of this error is a cable disconnect, bad cable or a bad pogo. This error can be diagnosed through the control panel on the machine by going through the PC104+ and Pogo tests.			

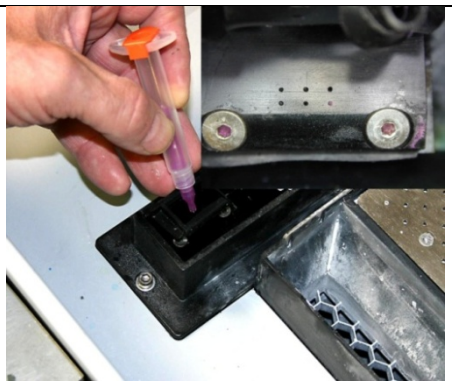
10040: POGOSTATUSSPI: timed out

The PC104+ card cannot read the pogo card

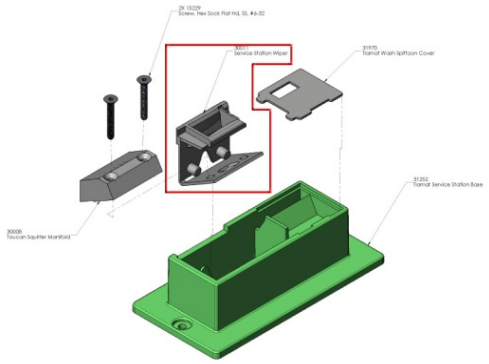
Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
70400: POGOSTATUSSPI: timed out	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
70400: POGOSTATUSSPI: timed out	Bad Pogo PCB	Replace Pogo PCB	Pogo PCB Removal and Replacement
After performing the above step try performing a service print head and alignment. If the machine performs both tasks the problem should be solved.			
70400: POGOSTATUSSPI: timed out	Bad slow axis festoon cable	Replace Festoon Cable Assembly	*(Figure 1)*
While print heads may cause this error the most common cause of this error 50108 Slow Axis Festoon Cable+. This error may be diagnosed through the control panel on the machine by going through the PC104+ and Pogo tests.			



50108 Festoon Cable Assembly
Figure 1

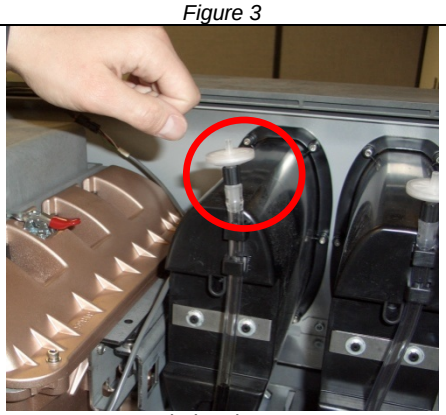


Service station squirter holes
Figure 2



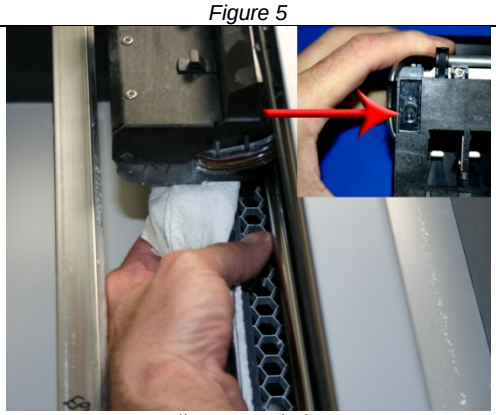
Service station diagram(squeegee in red)
Figure 3

Spittoon
Figure 4

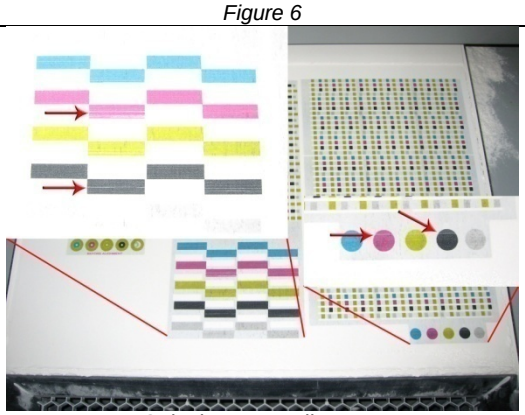


Binder air vent
Figure 5

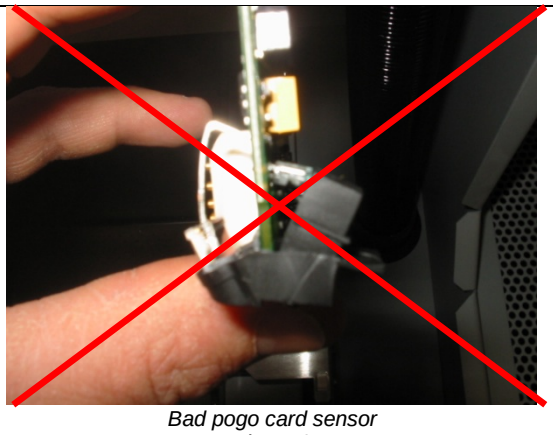
Binder bottle float switch and connector
Figure 6



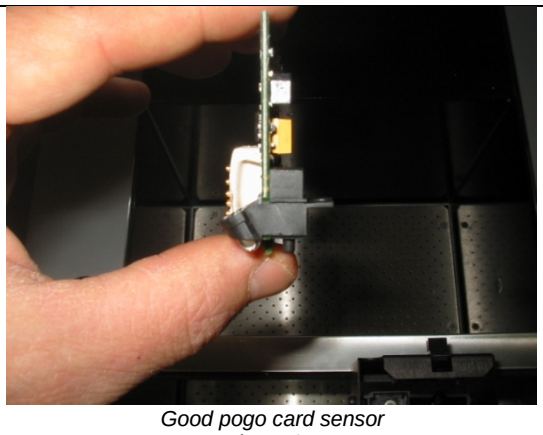
Alignment window
Figure 7



Stripping on an alignment
Figure 8



Bad pogo card sensor
Figure 9



Good pogo card sensor
Figure 9.1

Motion Errors: Axis Problems

2301(0): MOVER: axis 0 destination out of range			
This error indicates that the gantry was not able to move to the desired position			
Monitor Read-Out or Secondary Symptom	**Cause / Problem**	**Solution**	**Reference Documents**
2301(0)	SKIP_REZERO is set to 1 in the .ini file	Let the machine come online and then edit the .ini file through the 660 Software and delete the line item for SKIP_REZERO 1	
2301(0)	Gantry is obstructed	Remove obstruction	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2301(0)	Rails, ends of travel are dirty	Clean rails and ends of travel	User Manual *(Figure 14)*
2301(0)	Slow axis belt is loose/worn	Re-tension the slow axis belt or replace the Slow Axis Belt Ass'y	
2301(0)	Slow Axis bearings need lubrication	Grease Slow Axis bearings (reset the Maintenance in the software)	User Manual
2301(0)	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
2301(0)	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2301(0)	Slow axis bearings are damaged	Replace Slow axis bearings	Slow Axis Bearing Removal and Replacement Procedure
2301(0)	Bad slow axis motor	Replace Slow Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2301(0)	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2301(0)	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is the line item SKIP_REZERO 1 in the printer's INI file.			

2303(0): MOVER: axis 0 excessive position error

This error is caused by the presence of or the appearance of excessive friction on the slow axis rails front to back.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
2303(0): MOVER: axis 0 excessive position error	Carriage is obstructed	Remove obstruction	
2303(0): MOVER: axis 0 excessive position error	Rails, ends of travel are dirty	Clean rails and ends of travel	ProJet CJP 660 Printer User Manual *(Figure 14)*
2303(0): MOVER: axis 0 excessive position error	Slow axis belt is loose/worn	Re-tension the slow axis belt or replace the Slow Axis Belt Ass'y	
2303(0): MOVER: axis 0 excessive position error	Slow Axis bearings need lubrication	Grease Slow Axis bearings (reset the Maintenance in the software)	ProJet CJP 660 Printer User Manual
2303(0): MOVER: axis 0 excessive position error	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
2303(0): MOVER: axis 0 excessive position error	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2303(0): MOVER: axis 0 excessive position error	Slow axis bearings are damaged	Replace Slow Axis bearings	Slow Axis Bearing Removal and Replacement Procedure
2303(0): MOVER: axis 0 excessive position error	Bad slow axis motor	Replace Slow Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2303(0): MOVER: axis 0 excessive position error	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2303(0): MOVER: axis 0 excessive position error	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is the buildup of powder and dirt on the axis rails and poor lubrication.			

2303(1): MOVER: axis 1 excessive position error

This error is caused by the presence of or the appearance of excessive friction on the fast axis rails left to right.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
2303(1): MOVER: axis 1 excessive position error	Carriage is obstructed	Remove obstruction	
2303(1): MOVER: axis 1 excessive position error	Rails, ends of travel and anti-rotates are dirty	Clean rails, ends of travel and anti-rotates	User Manual *(Figure 10 and 13)*
2303(1): MOVER: axis 1 excessive position error	Fast axis bearing needs oil	Lubricate the fast axis bearing (reset the Maintenance in the software)	User Manual
2303(1): MOVER: axis 1 excessive position error	Fast axis belt is loose/worn	Retension the fast axis belt or Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Assy	*(Figure 11 and 12)*
2303(1): MOVER: axis 1 excessive position error	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2303(1): MOVER: axis 1 excessive position error	Fast Axis Bearing failure	Replace Fast Axis Assembly	Fast Axis Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Bad slow axis motor	Replace Fast Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2303(1): MOVER: axis 1 excessive position error	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2303(1): MOVER: axis 1 excessive position error	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is the buildup of powder and dirt on the axis rails and poor lubrication.			

2305(0): MOVER: axis 0 didn't settle

This error typically happens while the print heads are trying to service and can be caused by the same things that can cause the other 230x errors.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
2305(0): MOVER: axis 0 didn't settle	Gantry is obstructed	Remove obstruction	
2305(0): MOVER: axis 0 didn't settle	Rails, ends of travel are dirty	Clean rails and ends of travel	User Manual *(Figure 14)*
2305(0): MOVER: axis 0 didn't settle	Slow Axis bearings need lubrication	Grease Slow Axis bearings (reset the Maintenance in the software)	User Manual
2305(0): MOVER: axis 0 didn't settle	Slow axis belt is loose/worn	Re-tension the slow axis belt or replace the Slow Axis Belt Ass'y	
2303(0): MOVER: axis 0 excessive position error	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
2303(0): MOVER: axis 0 excessive position error	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2305(0): MOVER: axis 0 didn't settle	Slow axis bearings are damaged	Replace Slow axis bearings	Slow Axis Bearing Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Bad slow axis motor	Replace Slow Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2305(0): MOVER: axis 0 didn't settle	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2305(0): MOVER: axis 0 didn't settle	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is the buildup of powder and dirt on the axis rails and poor lubrication.			

2305(1): MOVER: axis 1 didn't settle

This error typically happens while the print heads are trying to service and can be caused by the same things that can cause the other 230x errors.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
2305(1): MOVER: axis 1 didn't settle	Carriage is obstructed	Remove obstruction	
2305(1): MOVER: axis 1 didn't settle	Rails, ends of travel or anti-rotates are dirty	Clean rails, ends of travel and anti-rotates	User Manual *(Figure 10 and 13)*
2305(1): MOVER: axis 1 didn't settle	Fast Axis bearing needs oil	Oil Fast Axis bearing (reset the Maintenance in the software)	User Manual
2305(1): MOVER: axis 1 didn't settle	Fast axis belt is loose/worn	Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
2305(1): MOVER: axis 1 didn't settle	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Ass'y	*(Figure 11 and 12)*
2305(1): MOVER: axis 1 didn't settle	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2305(1): MOVER: axis 1 didn't settle	Fast Axis Bearing failure	Replace Fast Axis Assembly	Fast Axis Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Bad slow axis motor	Replace Fast Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2305(1): MOVER: axis 1 didn't settle	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2305(1): MOVER: axis 1 didn't settle	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is the buildup of powder and dirt on the axis rails and poor lubrication.			

2400(0): REZERO: axis 0 can't find end of travel

This error is caused by the printer not being able to reach it's desired slow axis location (front to back)

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
2400(0): REZERO: axis 0 can't find end of travel	Gantry is obstructed	Remove obstruction	
2400(0): REZERO: axis 0 can't find end of travel	Rails, ends of travel are dirty	Clean rails and ends of travel	User Manual *(Figure 14)*
2400(0): REZERO: axis 0 can't find end of travel	Slow Axis bearings need lubrication	Grease Slow Axis bearings (reset the Maintenance in the software)	User Manual
2400(0): REZERO: axis 0 can't find end of travel	Slow axis belt is loose/worn	Re-tension the slow axis belt or Replace the Tiamat Slow Axis Belt Ass'y	
2400(0): REZERO: axis 0 can't find end of travel	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
2400(0): REZERO: axis 0 can't find end of travel	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Slow Axis Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2400(0): REZERO: axis 0 can't find end of travel	Slow axis bearings are damaged	Replace Slow axis bearings	Slow Axis Bearing Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Bad slow axis motor	Replace Slow Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2400(0): REZERO: axis 0 can't find end of travel	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2400(0): REZERO: axis 0 can't find end of travel	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is a buildup of dirt and debris on the ends of travel. Cleaning the areas where the slow axis comes to a hard stop should fix the problem. *(Figure 14)*			

2400(1): REZERO: axis 1 can't find end of travel

This error is caused by the printer not being able to reach it's desired fast axis location (left to right)

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
2400(1): REZERO: axis 1 can't find end of travel	Carriage is obstructed	Remove obstruction	
2400(1): REZERO: axis 1 can't find end of travel	Rails ends of travel or anti-rotates are dirty	Clean rails, ends of travel and anti-rotates	User Manual *(Figure 10 and 13)*
2400(1): REZERO: axis 1 can't find end of travel	Fast Axis bearing needs oil	Oil Fast Axis bearing (reset the Maintenance in the software)	User Manual
2400(1): REZERO: axis 1 can't find end of travel	Fast axis belt is loose/worn	Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
2400(1): REZERO: axis 1 can't find end of travel	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
2400(1): REZERO: axis 1 can't find end of travel	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Ass'y	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2400(1): REZERO: axis 1 can't find end of travel	Fast Axis Bearing failure	Replace Fast Axis Assembly	Fast Axis Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Bad slow axis motor	Replace Fast Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
2400(1): REZERO: axis 1 can't find end of travel	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
2400(1): REZERO: axis 1 can't find end of travel	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is a buildup of dirt and oil on the ends of travel. Cleaning the areas where the fast axis comes to a hard stop (bumpers) should fix the problem. *(Figure 13)*			

3012: SEQUENCER: spurious interrupt

This error is caused by the fast axis drive not keeping up with the printer's location requests

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
3012: SEQUENCER: spurious interrupt	Rails or anti-rotates are dirty	Clean rails and anti-rotates(do not lubricate)	User Manual *(Figures 10 and 13)*
3012: SEQUENCER: spurious interrupt	Bearings need lubrication	Lubricate axis rails	09577 User Manual
3012: SEQUENCER: spurious interrupt	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
3012: SEQUENCER: spurious interrupt	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Ass'y	*(Figure 11 and 12)*
3012: SEQUENCER: spurious interrupt	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
3012: SEQUENCER: spurious interrupt	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Motor	*(Figure 11 and 12)*
3012: SEQUENCER: spurious interrupt	Fast axis belt is loose/worn	Re-tension the fast axis belt or Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
3012: SEQUENCER: spurious interrupt	Slow axis belt is loose/worn	Re-tension the slow axis belt or Replace the Slow Axis Belt Ass'y	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
3012: SEQUENCER: spurious interrupt	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
3012: SEQUENCER: spurious interrupt	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Cleaning and lubricating should help with this error.			

3013: SEQUENCER: timed out finishing swath

This error is caused by the fast axis drive not keeping up with the printer's location requests

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
3013: SEQUENCER: timed out finishing swath	Rails or anti-rotates are dirty	Clean rails anti-rotates(do not lubricate)	User Manual
3013: SEQUENCER: timed out finishing swath	Bearings need lubrication	Lubricate axis rails	User Manual
3013: SEQUENCER: timed out finishing swath	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Ass'y	*(Figure 11 and 12)*
3013: SEQUENCER: timed out finishing swath	Fast axis belt is loose/worn	Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
3013: SEQUENCER: timed out finishing swath	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
3013: SEQUENCER: timed out finishing swath	Bad Carriage Cable	Replace Pogo Flex Cable	Carriage Cable Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
3013: SEQUENCER: timed out finishing swath	Bad festoon cable assembly	Festoon Cable Assembly	*(Figure 1)*
3013: SEQUENCER: timed out finishing swath	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
3013: SEQUENCER: timed out finishing swath	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Cleaning and lubricating should help with this error.			

43000: SEQUENCER: missed position

This error is caused by the carriage being out of position to fire the print heads

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
43000: SEQUENCER: missed position	Carriage is obstructed	Remove obstruction	
43000: SEQUENCER: missed position	Fast or slow axis rails or anti-rotates are dirty	Clean rails and anti-rotates	User Manual
43000: SEQUENCER: missed position	Bearings need lubrication	Lubricate axis rails	User Manual
43000: SEQUENCER: missed position	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
43000: SEQUENCER: missed position	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Ass'y	*(Figure 11 and 12)*
43000: SEQUENCER: missed position	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
43000: SEQUENCER: missed position	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Motor	*(Figure 11 and 12)*
43000: SEQUENCER: missed position	Fast axis belt is loose/worn	Re-tension the fast axis belt or Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
43000: SEQUENCER: missed position	Slow axis belt is loose/worn	Re-tension the slow axis belt or Replace the Slow Axis Belt Ass'y	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
43000: SEQUENCER: missed position	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
43000: SEQUENCER: missed position	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
The main cause of this error is the buildup of powder and dirt on the axis rails and poor lubrication.			

60300: REZERO: fast axis length out of tolerance

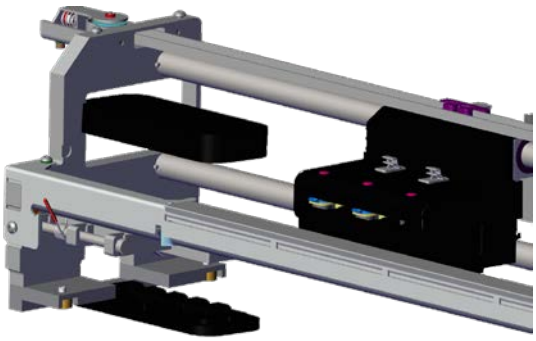
This error is caused by the fast axis length being out of tolerance while rebooting. The length of travel is measured while booting.

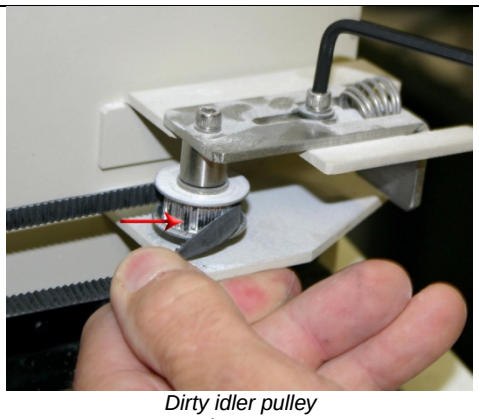
Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60300: REZERO: fast axis length out of tolerance	Carriage is obstructed	Remove obstruction	
60300: REZERO: fast axis length out of tolerance	Rails, ends of travel or anti-rotates are dirty	Clean rails, ends of travel and anti-rotates	User Manual *(Figure 10 and 13)*
60300: REZERO: fast axis length out of tolerance	Fast Axis bearing needs lubrication	Lubricate Fast Axis bearing (reset the Maintenance in the software)	User Manual
60300: REZERO: fast axis length out of tolerance	Fast Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Fast Axis Idler Tensioner Ass'y	*(Figure 11 and 12)*
60300: REZERO: fast axis length out of tolerance	Fast axis motor pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace the Motor	*(Figure 11 and 12)*
60300: REZERO: fast axis length out of tolerance	Fast axis belt is loose/worn	Retension the fast axis belt or Re-tension the fast axis belt or replace the Fast Axis Belt	Fast Axis Removal and Replacement Procedure
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60300: REZERO: fast axis length out of tolerance	Fast Axis Bearing failure	Replace Fast Axis Assembly	Fast Axis Removal and Replacement Procedure
2303(1): MOVER: axis 1 excessive position error	Bad slow axis motor	Replace Fast Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60300: REZERO: fast axis length out of tolerance	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
60300: REZERO: fast axis length out of tolerance	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Make sure that the rubber bumpers are in place and that the ends of travel are free of dirt and debris. *(Figure 13)*			

60301: REZERO: Slow axis length out of tolerance

This error is caused by the slow axis length being out of tolerance while rebooting. The length of travel is measured while booting.

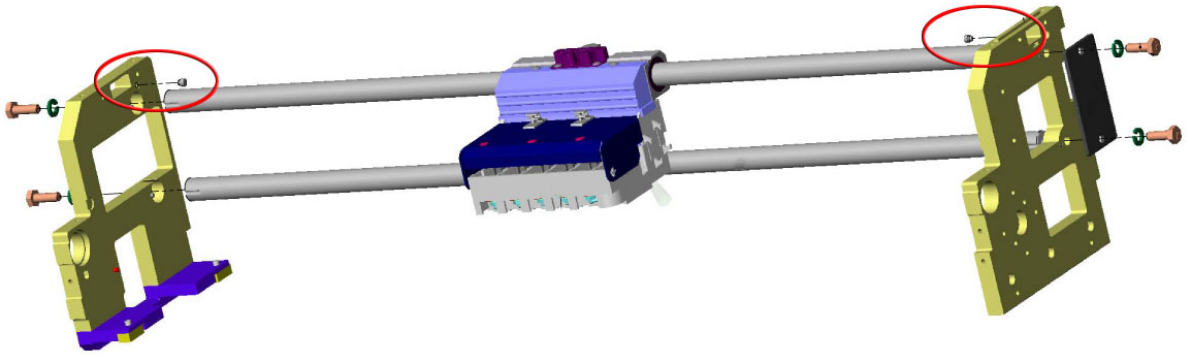
Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60301: REZERO: Slow axis length out of tolerance	Gantry is obstructed	Remove obstruction	
60301: REZERO: Slow axis length out of tolerance	Rails, ends of travel are dirty	Clean rails the rails and ends of travel	User Manual *(Figure 14)*
60301: REZERO: Slow axis length out of tolerance	Slow Axis bearings need lubrication	Grease Slow Axis bearings (reset the Maintenance in the software)	User Manual
60301: REZERO: Slow axis length out of tolerance	Slow Axis idler pulley is dirty/worn	Clean Pulley with a dental Pick. If worn, replace slow axis idler pulley	*(Figure 11 and 12)*
60301: REZERO: Slow axis length out of tolerance	Slow axis motor pulley is dirty/worn	Clean Pulleys with a dental Pick. If worn replace Motor	*(Figure 11 and 12)*
60301: REZERO: Slow axis length out of tolerance	Slow axis belt is loose/worn	Re-tension the slow axis belt or Replace the Slow Axis Belt Ass'y	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60301: REZERO: Slow axis length out of tolerance	Slow axis bearings are damaged	Replace Slow axis bearings	Slow Axis Bearing Removal and Replacement Procedure
60301: REZERO: Slow axis length out of tolerance	Bad slow axis motor	Replace Slow Axis Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60301: REZERO: Slow axis length out of tolerance	Add-On PCB Failed	Replace Add-On PCB	E-Box Field Repair Procedure
60301: REZERO: Slow axis length out of tolerance	PC104+ Failed	Replace PC104+ PCB	E-Box Field Repair Procedure
Make sure that the rubber bumpers are in place and that the ends of travel are free of dirt and debris. *(Figure 14)*			



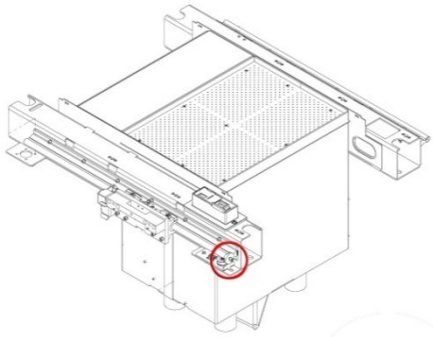


Dirty idler pulley
Figure 11

Worn pulley Figure 12



Fast axis ends of travel bumpers
Figure 13



Slow axis end of travel stop
Figure 14

Spread Issues: Problems with spreading powder efficiently

Spread Not Smooth			
The Printer is not laying down powder in a consistent manner. *Figure 18 and 21*			
Monitor Read-Out or Secondary Symptom	**Cause / Problem**	**Solution**	**Reference Documents**
Fast Axis is not sitting flat	Fast Axis is not sitting flat	Remove fast axis, level and replace	
Spread not Smooth	Snowplows are damaged or not sitting properly	Reseat/Replace Left Snowplow and Right Snowplow	*(Figure 22)*
Spread not Smooth	The roller is dirty or the roller scraper is worn	Clean the spreader roller or replace the ProJet CJP 660 Printer Roller Scraper Blade	
Spread not Smooth	Roller belt is stripped	Replaced Roller Belt	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Roller is not moving	Pulley is loose or worn	Replace Roller Motor	
Roller is not moving	Motor is damaged	Replace Roller Motor	
Roller is moving in the wrong direction. (top of roller moves away from the front of the printer)	Roller motor is keyed wrong or miss-wired	Reseat/Replace Roller Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Fast axis "jumping". If hard error occurs, see hard error	Slow Axis motor shaft is loose. (shaft should have zero vertical play)	Replace Motor	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Spread not Smooth	Bad Roller Bearing (remove belt and move roller by hand)	Replace Fast Axis Assembly	ProJet CJP 660 Printer Fast Axis Removal and Replacement Procedure
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Roller is not moving/ Roller is moving in the wrong direction. (top of roller moves away from the front of the printer)	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Spread not Smooth	Powder is old	Replace powder or add fresh powder to old powder	ProJet CJP 660 Printer User Manual

Feeder is not dispensing enough powder (Short Spreading Figure 21)

This error occurs may be due to many things but it is noticeable by the build box not being full while printing.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Fast Axis is not sitting flat	Fast Axis is not sitting flat	Remove fast axis, level and replace	
Short Spreading	Build box was not smooth when print started	Stop job, fill bed and restart the job	ProJet CJP 660 Printer User Manual *(Figure 21)*
Short spreading during fill bed	Piston is not re-zeroed	Re-zero Piston	ProJet CJP 660 Printer E-Box Removal and Replacement
Short spreading during fill bed	Piston is a tiny amount too low when at Peak Position	Adjust FILL BED SPREAD setting in INI	ProJet CJP 660 Printer Installation Manual
Short Spreading	Tune feeder is required	Tune Feeder	ProJet CJP 660 Printer Installation Manual
Short Spreading	Debris Separator is full	Empty, and clean the separator	ProJet CJP 660 Printer User Manual
Short Spreading	Snowplows are damaged or not sitting properly	Reseat/Replace Left Snowplow and Right Snowplow	*(Figure 22)*
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Short Spreading	Load Cell is reading improperly	Replace Feeder	See Appendix B and ProJet CJP 660 Printer Feeder Removal and Replacement
Short Spreading	Feeder slats are damaged	Replace Feeder	See Appendix B and ProJet CJP 660 Printer Feeder Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Short Spreading	Add-On PCB Failed	Replace Add-On PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Short Spreading	Load Cell is not registering Properly	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Fast axis "jumping". If hard error occurs, see hard error)	Slow Axis motor shaft is loose. (shaft should have zero vertical play)	Replace Slow Axis motor	
Fast axis is not perpendicular to build box	Fast axis is not perpendicular to build box	Call 3D Systems	Call 3D Systems

5001: POWDER: no more feed

This error occurs when the feeder runs out of powder or it thinks it is out of powder

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
5001: No More Feed	Feeder is out of powder	Check Powder Level	ProJet CJP 660 Printer User Manual
User hose has weak suction	See "No/Little suction on User Hose"	See "No/Little suction on User Hose"	
5001: No More Feed	The Overflows are over packed	Remove powder and check hoses for leaks	
5001: No More Feed	Feeder slot cover is bent or broken	Replace Feeder Slot Cover Assembly	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
5001: No More Feed	Metering bearings failed	Replace Feeder	See Appendix B and ProJet CJP 660 Printer Feeder Removal and Replacement
5001: No More Feed	Load cell damaged	Replace Feeder	See Appendix Band ProJet CJP 660 Printer Feeder Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
5001: No More Feed	Add-On PCB Failed	Replace Add-On PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
5001: No More Feed	Load Cell is not registering Properly	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

60100: Feeder timeout

This error occurs when the feeder drive motor is not responding

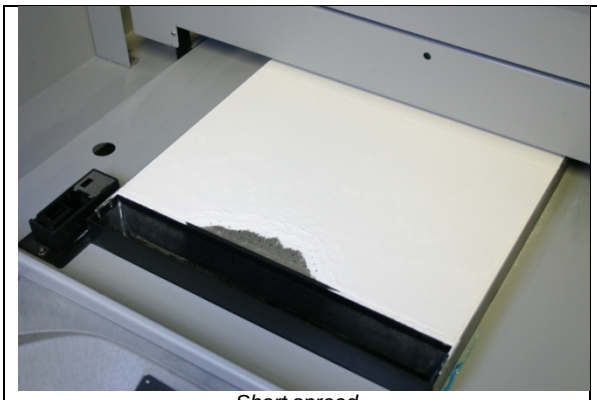
Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60100: feeder timeout	Powder is Packed	Choose the fluidize powder option from the service menu on the ProJet CJP 660 Printer	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60100: feeder timeout	Metering motor encoder is damaged or dirty	Remove the metering motor encoder cover and clean with compressed air	See Appendix A
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60100: feeder timeout	Metering motor is damaged	Replace Feeder	ProJet CJP 660 Printer Feeder Removal and Replacement
60100: feeder timeout	Metering bearings failed	Replace Feeder	ProJet CJP 660 Printer Feeder Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60100: feeder timeout	Add-On PCB Failed	Replace Add-On PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
60100: feeder timeout	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
In extreme cases the powder can pack in the feeder very tightly, such as during transport. If this occurs then the covers must be removed and the powder must be removed manually till you can see the metering wheel.			

40204: TI: Build piston driver overload

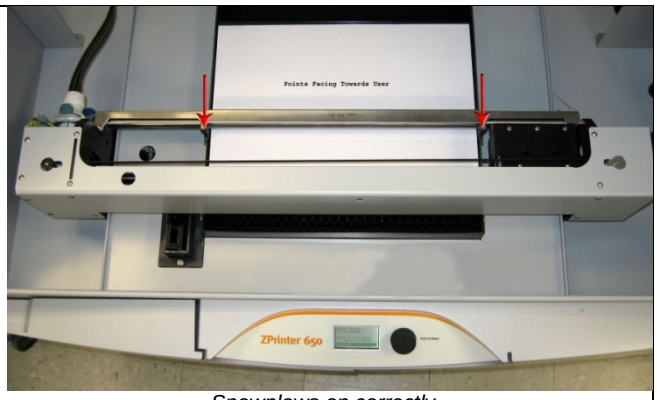
This error is caused by a failed piston drive

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Piston is not moving	Piston motor cables disconnected	Reconnect piston motor cables	
Piston is not moving	Shaft screws came loose	Retighten screws (Piston will need to be re-zeroed)	*(Figure 24)*
Piston is not moving	Powder is over packed in the piston	Vacuum powder into feeder (Piston will need to be re-zeroed)	
Piston Position is Incorrect	Piston position incorrect	Re-zero pistons (must be done after installation of new E-Box)	ProJet CJP 660 Printer E-Box Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Piston is not moving	Piston seal is sticking to build chamber wall	Replace the Piston Seal	*(Figure 25)*
Excessive Powder Build up Under Piston	Piston Seal is failed	Replace the Piston Seal	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Piston is not moving	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Piston is not moving	Piston Motor Failed	Replace Piston Motor	

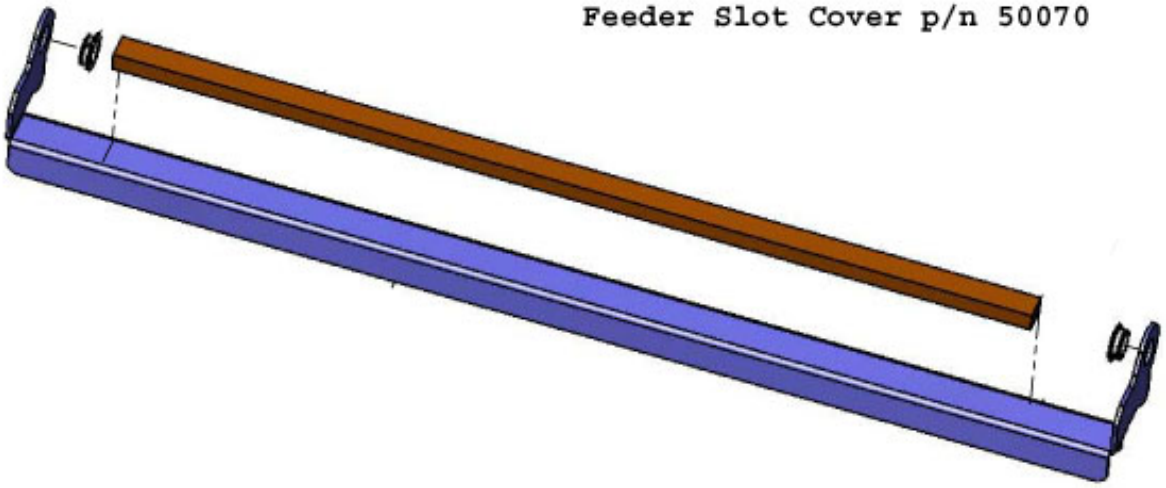
The main reason for this error and the piston getting stuck in a position is the triangular plate and guide rods getting a little twisted. All that is needed to fix the error is to loosen the screws holding the plate and re-tighten. The piston must be re-zeroed after this procedure.



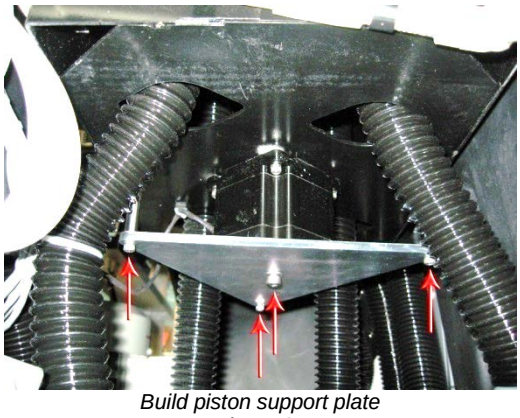
Short spread
Figure 21



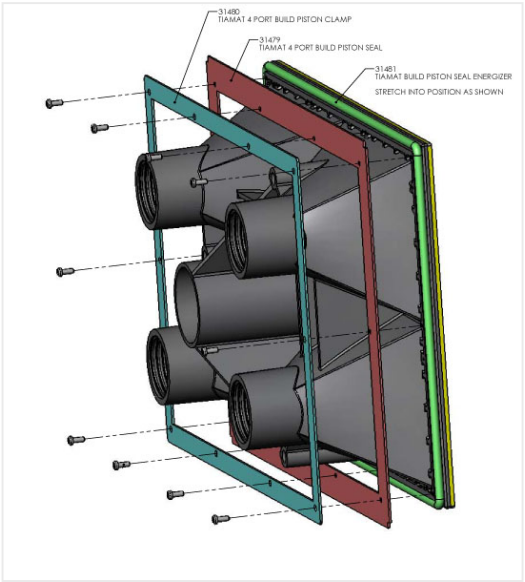
Snowplows on correctly
Figure 22



Feeder slot cover
Figure 23



Build piston support plate
Figure 25



Build piston assy
Figure 25

Powder Handling: Issues with Depowering, Auto Gross De-powdering, Vacuum

Front/Rear Overflow is full or not emptying

The overflows have not emptied after a print job

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Front/Rear Overflow is full or not emptying	Air Valves are not in proper position	Re-zero Air Valves via the control panel service menu or reboot	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
User Hose has Light suction	See "No/Light Suction on User Hose"	See "No/Light Suction on User Hose"	
Front/Rear Overflow is full or not emptying	Vacuum hose has a leak	Check hose for leaks	
Air Valve is not Moving	Vacuuming tubing is twisted or a hose clamp is caught in the gears	Un-twist the tubing or rotate the hose clamp	
Air Valve is not Moving	Bad Motor or Gear work	Replace Vacuum Valve Assembly	
Air Valve is not Moving	Bad/Improper cabling	Check Air Valve Cabling	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Air Valve is not Moving	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
No Vacuum	Vacuum Motor is not working	Replace Vacuum motor	
No Vacuum	Inverter PCB Failed	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Powder is jammed	Powder is jammed	As a last resort, edit the RECOVER BY LAYERS Variable in the .INI file	

Build Bed will not empty

The build bed is not emptying after a print job

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Build Bed will not Empty well	Software setting is set to not empty the bed	Change setting as desired	ProJet CJP 660 Printer User Manual
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Build Bed will not Empty well	Air Valves are not in proper position	Re-zero Air Valves via the control panel service menu or reboot	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Front/Rear Overflow is full or not emptying	Vacuum hose has a leak	Check hose for leaks	
User Hose has Light suction	See "No/Light Suction on User Hose"	See "No/Light Suction on User Hose"	
Air Valve is not Moving	Vacuuming tubing is twisted or a hose clamp is caught in the gears	Un-twist the tubing or rotate the hose clamp	
Air Valve is not Moving	Bad/Improper cabling	Check Air Valve Cabling	
Air Valve is not Moving	Bad Motor or Gear work	Replace Vacuum Valve Assembly	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Automated depowdering is not working	Bad piston motor	Replace Piston Motor RoHS Ass'y	
Automated depowdering is not working	Bad PC104+	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Air Valve is not Moving	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
No Vacuum	Vacuum Motor is not working	Replace Vacuum motor	
No Vacuum	Inverter PCB Failed	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

No/Light Suction on User Hose

The user hose has light suction, which when plugged in; the other vacuum functions may not work well.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
No Suction on User Hose	Hose is split	Replace User Hose	
No Suction on User Hose	Hose is Clogged	Unclog hose. You maybe have to remove the debris separator ass'y	
No Suction on User Hose	Feeder Cover is unlatched	Latch Cover	
No Suction on User Hose	Feeder filter is not seated properly	Reseat filter	
Debris Separator is full	Debris Separator is clogged	Empty Separator	
No Suction on User Hose	Tighten Hose Clamps	Tighten Hose Clamps	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Feeder Filter motor isn't rotating	Filter Cleaner motor is failed or jammed causing filter to clog	Replace Feeder Cover	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Vacuum not running	Vacuum Motor is not working	Replace Vacuum motor	
Debris Separator is full/Feeder is full of powder	Load Cell Registering improperly	See 5001:POWDER: no more feed	Appendix A
Vacuum not running	Inverter PCB Failed	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

De-powdering Chamber is full of powder while de-powdering

Powder is not emptying the depowdering chamber

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
De-powdering Chamber is full of powder while de-powdering	Air Valves are not in proper position	Re-zero Air Valves via the control panel service menu or reboot	
Front/Rear Overflow is full or not emptying	Vacuum hose has a leak	Check hose for leaks	
Air Valve is not Moving	Vacuuming tubing is twisted or a hose clamp is caught in the gears	Un-twist the tubing or rotate the hose clamp	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Air Valve is not Moving	Bad/Improper cabling	Check Air Valve Cabling	
Air Valve is not Moving	Bad Motor or Gear work	Replace Vacuum Valve Assembly	
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
Air Valve is not Moving	Failed PC104+	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
No Vacuum	Vacuum Motor is not working	Replace Vacuum motor	
No Vacuum	Inverter PCB Failed	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

No Compressed Air or not enough Compressed Air.

The compressor is not kicking on.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Compressor is on	Compressor is not working (there are no adjustments)	Replace Compressor	ProJet CJP 660 Printer Compressor Removal and Replacement
Compressor is Off. Voltage is present	Compressor is damaged	Replace Compressor	ProJet CJP 660 Printer Compressor Removal and Replacement
Compressor is Off. Voltage is not present	Add-On PCB Failed	Replace Add-On PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

Powder is seeping out of printer

Powder is coming from various spots on the printer

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Powder is leaking from the feeder while the machine is idle	Feeder slot cover is bent or the seal is torn	Replace Feeder Slot Cover	
Powder blowing out back Panel	Feeder Filter is not seated correctly	Clean Filter, reseat filter and replace Vacuum Motor	
Powder blowing out back Panel	Feeder filter installed upside-down	Install a new filter correctly. Replace vacuum motor.	
Powder coming from feeder	Feeder Filter is torn	Replace Filter, Feeder Cover and Vacuum Motor	
Powder coming from feeder metering bearings	Metering wheel bearing seals are worn	Replace Feeder	ProJet CJP 660 Printer Feeder Removal and Replacement

Boot Failure and Inverter Issues: Printer will not come online

60200: LOWLEVEL: 15v supply voltage out of tolerance

The PC104+ is having problems powering the pogo pcb.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60200: LOWLEVEL: 15v supply voltage out of tolerance	Bad Carriage Cable	Replace Pogo Flex Cable	ProJet CJP 660 Printer Carriage Cable Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60200: LOWLEVEL: 15v supply voltage out of tolerance	Bad Pogo PCB	Replace Pogo PCB	ProJet CJP 660 Printer Pogo PCB Removal and Replacement
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
60200: LOWLEVEL: 15v supply voltage out of tolerance	Bad festoon cable assembly	Festoon Cable Assembly	*(Figure 1)*
60200: LOWLEVEL: 15v supply voltage out of tolerance	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

61300: INVERTER: bad version number

This error indicates a bad version or unreadable version of code in the inverter card

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
61300: INVERTER: bad version number	Inverter fuse is Blown	Replace Inverter Fuse	
61300: INVERTER: bad version number	Inverter is Damaged	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

61301: Timeout waiting for SPI bus

This error is Caused by the printer's inability to communicate with the Inverter PCB in the E-Box

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
61301: Timeout waiting for SPI bus	Inverter misread power intake	Unplug the printer for 5 minutes and try again	
61301: Timeout waiting for SPI bus	Inverter fuse is Blown	Replace Inverter Fuse	
61301: Timeout waiting for SPI bus	Inverter is Damaged	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

61302: INVERTER: comm error

This error is caused by the printer's inability to communicate with the Inverter PCB in the E-Box

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
61302: Inverter Comm. Error	Inverter misread power intake	Unplug the printer for 5 minutes and try again	
61302: Inverter Comm. Error	Inverter fuse is Blown	Replace Inverter Fuse	
61302: Inverter Comm. Error	Inverter is Damaged	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

61305: INVERTER: Heater driver over temp

This error is caused by a failure in the Inverter PCB causing the driver to over temp

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
61305: INVERTER: Heater driver over temp	Faulty heater module	Replace Z660 Heater Module	
61305: INVERTER: Heater driver over temp	Inverter is Damaged	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

61308: INVERTER: Line under voltage

This error indicates there is insufficient power going into the printer

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
60200: INVERTER: Line undervoltage	Insufficient power going into the unit	Take a voltage reading from the power outlet.	
60200: INVERTER: Line undervoltage	Inverter misread power intake	Unplug the printer for 5 minutes and try again	
60200: INVERTER: Line undervoltage	Inverter fuse is Blown	Replace Inverter Fuse	
60200: INVERTER: Line undervoltage	Inverter is Damaged	Replace Inverter PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

The ProJet CJP 660 Printer draws a lot of power. Make sure the printer is the only thing on that electrical circuit, and plug the printer directly into the outlet. Surge protectors and UPS systems have been known to cause this error.

Blank Illuminated LCD

The LCD is powered on, but blank. LED's are on. No movement

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Disk Boot Failure	Failed Flash Drive	Replace Flash Drive	ProJet CJP 660 Printer E-Box Field Repair Procedure
Ready for Debugger Commands	Cabling	Check all Cables for missed connections	
Ready for Debugger Commands	PC104+ Failed	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Ready for Debugger Commands	Bad E-Box	Replace ProJet CJP 660 Printer E Box Ass'y	ProJet CJP 660 Printer E-Box Removal and Replacement

Net Init Failed

The printer has not found an IP address form the network

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Net Init Failed	Network Initialization failed	Press Control Panel Button: Printer will enter Setup Mode	ProJet CJP 660 Printer User Manual 08605 Ethernet Connection Setup

Boot Failure: No Power

The printer has no power at all. No LED's, control panel power or movement

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
LCD Panel has no Power	Power not connected	Plug in to appropriate voltage (Universal Power Supply)	
LCD Panel has no Power	Loose Cabling inside E-Box	Check cabling inside E-Box	
LCD Panel has no Power	Failed PC104+	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

The Z Printer requires a dedicated 15AMP circuit and will draw a lot of power. Most UPS (Uninterruptable Power Supply) and surge protectors will not supply adequate power to the machine.

Communication and Software Errors: Errors that are caused by communication and software problem

Packet timeout: Printer not found: Before Printing

The printer is not being found before printing. If there is an error code on the printer, troubleshoot that error code first.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Printer is not ONLINE	Printer is not ONLINE	Put printer ONLINE or troubleshoot accordingly	
Normal: May be sleeping or ONLINE	Lost Connection	Go to "3D Print Setup" under 'File' and refresh the connection	Software Manual
Normal: May be sleeping or ONLINE	Printer or PC is not properly configured	Configure Printer and PC	ProJet CJP 660 Printer User Manual and 08605 Ethernet Setup Procedure
Normal: May be sleeping or ONLINE	Bad/Wrong Type Ethernet Cable	Replace Cable	ProJet CJP 660 Printer User Manual and Ethernet Setup Procedure
Normal: May be sleeping or ONLINE	See your MIS Manager: Note that Windows firewall, wireless networking, and other security features may prevent the printer from connecting to the PC	See your MIS Manager	

The main cause of a printer not being found is that it has not been located through the 3D Print Setup window in the software. If a build file is opened it will contain the settings from the last printer that was used or may be set to Offline.

Packet timeout: Printer Not Found: While Printing

If error code is on Control Panel, check respective troubleshooting section as this is not a communication problem

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Normal: May be sleeping or ONLINE	Power Management Is Enabled	Disable all power management	
Normal: May be sleeping or ONLINE	Ethernet Cable was interrupted or is bad	Reseat Cable and try again or replace Ethernet cable	
Normal: May be sleeping or ONLINE	PC does not meet required specs	Upgrade System to proper Specifications	ProJet CJP 660 Printer User Manual
Normal: May be sleeping or ONLINE	Printer is not keeping up with Z Print Demands	PC may be over tasked. Z Print requires a dedicated PC	
Normal: May be sleeping or ONLINE	Excessive network traffic	A temporary increase in network traffic may have caused Z Print data to slow down	

1905: LAYERS: layer is too big

This error occurs when the layer being sent is too large for the buffer.

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1905: LAYERS: layer is too big	Layer is too large for printer's buffer	Reduce file size	
1905: LAYERS: layer is too big	Layer is too large for printer's buffer	Try tilting the part up to 5 degrees	

3900: SOCKETS: can't initialize WinSock interface

The printer has lost communication with the PC

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
3900: SOCKETS: can't initialize WinSock interface	Ethernet Cable was interrupted or is bad	Reseat Cable and try again or replace Ethernet cable	
3900: SOCKETS: can't initialize WinSock interface	Printer or PC is not properly configured	Configure Printer and PC	ProJet CJP 660 Printer User Manual and Ethernet Setup Procedure
3900: SOCKETS: can't initialize WinSock interface	See you MIS Manager	See you MIS Manager	

Fluids: Fluid leaks within the printer

Service station is full of fluid

Service Station drain has backed up

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Service station is full of fluid	Service Station Drain is Clogged	Clean drain area	
Service station is full of fluid	Waste line is clogged	Use a syringe to back wash the system from the waste container up.	See Appendix B

Binder on Top deck

Binder has leaked onto the top deck

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Binder on top deck	Binder cartridge not plugged in	Reinsert Cartridge	ProJet CJP 660 Printer User Manual
Binder on top deck	Binder Cartridge Leaking	Replace Cartridge	ProJet CJP 660 Printer User Manual
Binder on top deck	Binder Intake Valve Leaking	Replace Binder Intake Valve	
Binder on top deck	Septum is leaking	Replace Septum	660 Septum Removal and Replacement
Binder on top deck	Reservoir is leaking	Tighten float switch nut	

Binder leaking from bottom of printer

Binder is leaking and building up under the printer

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Binder leaking form bottom of printer	Solid Waste Container is overflowing	Replace Solid waste container	ProJet CJP 660 Printer User Manual
Binder leaking form bottom of printer	Loose fitting	Remove panels and check binder fittings for potential leak	

Air in Lines

Air Bubbles have formed inside the printers tubing

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Air in Lines	Loose fitting	Tighten Fittings: Bleed Air out of System.	
Air in Lines	Out of binder and float switch is failed	Troubleshoot float switch and add binder	
Air in Lines	Binder Intake Valve Leaking	Replace 06595 Binder Intake Valve	

Software says the binder Reservoir is empty

Reservoir thinks it is empty (or actually is). This will come up just before a job

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Out of binder	Out of binder	Add binder only if existing Cartridge is empty	ProJet CJP 660 Printer User Manual
Binder Reservoir is Empty, but the Binder Cartridge is Full	Binder Cartridge not inserted properly	Reseat Binder Cartridge	ProJet CJP 660 Printer User Manual
Binder Reservoir is Empty, but the Binder Cartridge is Full	Binder Cartridge Damaged or valve not working	Try a new Binder Bottle	ProJet CJP 660 Printer User Manual
Binder Reservoir is Empty, but the Binder Cartridge is Full	Binder Intake Valve not functioning	Replace Binder intake valve	
Binder Reservoir is Full	Float switch in reservoir not reading properly, due to foam in reservoir	Let the bottle settle for a while	
Binder Reservoir is Full	Float switch in reservoir stuck in the down position	Remove switch and rinse with distilled water	
Binder Reservoir is Full	Float switch in reservoir not reading properly. (To Bypass, circuit should be closed to read a full bottle)		
Binder Reservoir is full	Float switch in reservoir not reading properly, but bypass does not work	Check/Replace Cabling	
Binder Reservoir is full	Float switch in reservoir not reading properly, but bypass does not work	Replace PC104+ PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
Binder Reservoir is Empty, but the Binder Cartridge is Full	Clog in line	Sanitize System: DO NOT USE BLEACH: Use Sanitation Kit	ProJet CJP 660 Printer Sanitization Procedure

Sensors and Switches: Errors that are related to the ProJet CJP 660 Printer's Sensors and switches

Top Cover Open

The top cover is open or the printer thinks it is

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Top Cover Open	Top Cover is Open	Close Top Cover	
Top Cover Open	Cover Switch is damaged	Replace Top Cover (Interlock) Switch	

1008: Head Cover Open

There is no cover sensor over the heads. This cover is caused by the top cover having been opened

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
1008:Head Cover Open	Top Cover Open	Close Top cover	
1008:Head Cover Open	Top Cover witch damaged	Replace Top Cover (Interlock) Switch	

Heater is not coming up to Temperature

The heater is not turning on or not coming up to temperature

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
Heater not reaching temperature	Top cover open	Close top cover	
Heater not reaching temperature	Panels are missing or removed	Install or tighten panels	
Input Voltage is good	Heater Module is damaged	Replace 660 Heater Ass'y (universal Voltage)	
Input Voltage is bad	Add-On PCB Failed	Replace Add-On PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure

Miscellaneous Errors: Errors that do not fall into any other category

3202: Monitor thread took too long

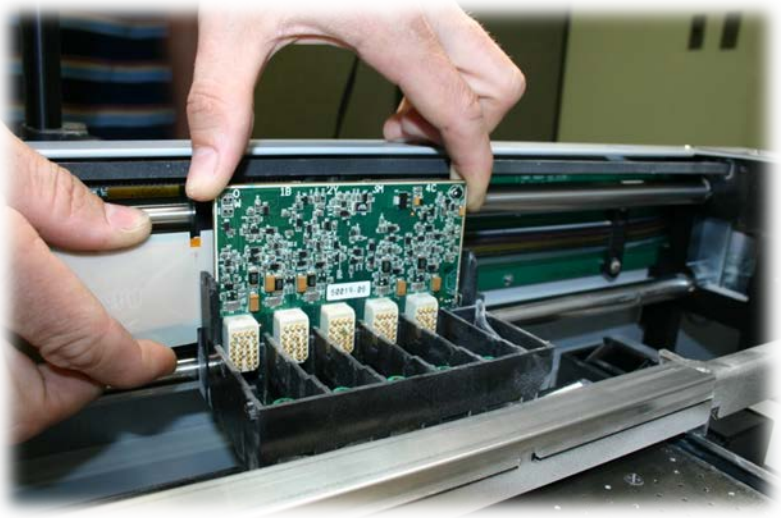
This error is caused by data not transmitting between the E box and The fast axis

Monitor Read-Out or Secondary Symptom	Cause / Problem	Solution	Reference Documents
3202 Monitor Thread took Too Long	Mechanical Issue	Treat initially like a 2303(1): See 2303(1)	See 2303(1)
3202 Monitor Thread took Too Long	Motherboard Fan is not working Properly	Replace Motherboard PCB	ProJet CJP 660 Printer E-Box Field Repair Procedure
After performing the above steps try performing a service print head and alignment. If the machine performs both tasks then proceed with a test print.			
3202 Monitor Thread took Too Long	Other issue in E-Box	Replace ProJet CJP 660 Printer E Box Ass'y	ProJet CJP 660 Printer E-Box Removal and Replacement

Appendix:

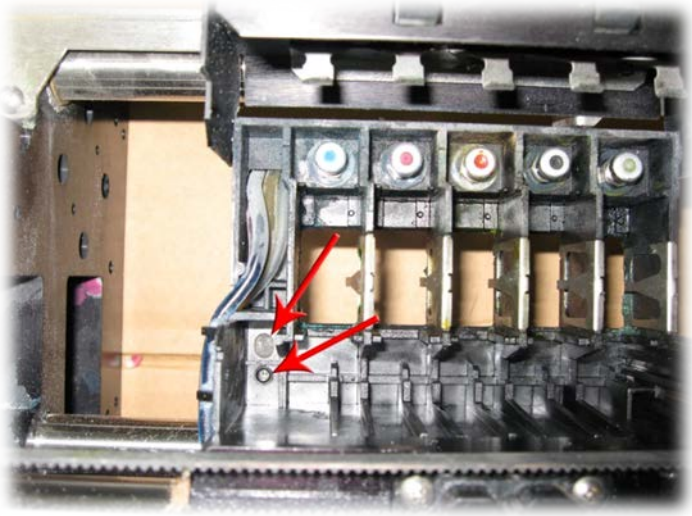
Appendix A: Cleaning the alignment sensor

If the fast axis is over oiled during maintenance on the ProJet CJP 660 Printer the alignment sensor on the Pogo PCB and alignment window on the carriage may become coated with oil. Below are the steps you may need to take in order to correct the error 40006: AUTOALIGN: weak sensor reading.



Step 1: Remove the Pogo PCB

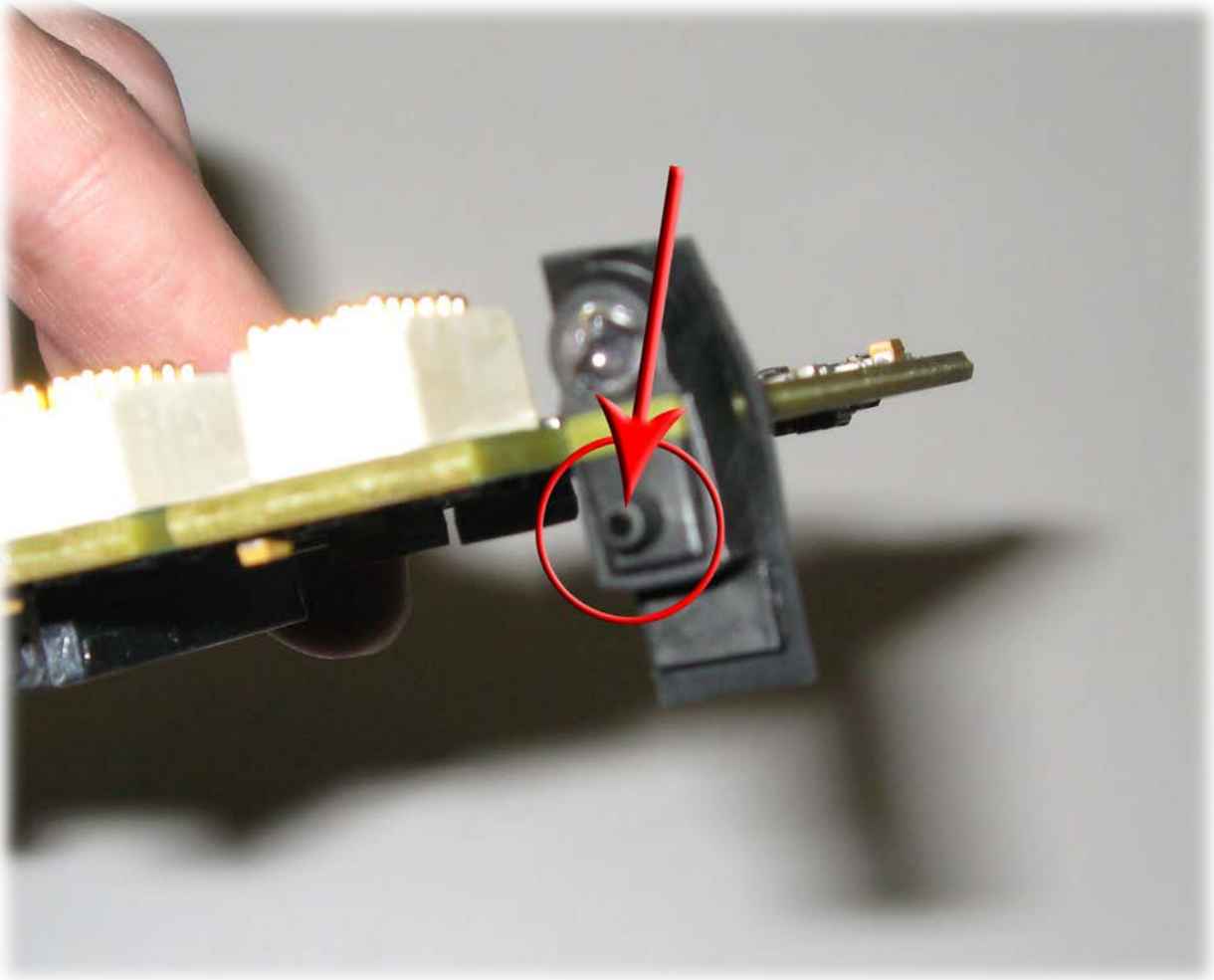
85022 ProJet CJP 660 Printer Pogo PCB Removal and Replacement



Step 2: Clean the alignment window in the Carriage with alcohol and a cotton swab. Make sure you can see clearly through the window when done and that no liquid remains.

Appendix A: Cleaning the alignment sensor *(cont.)*

Step 3: To clean the alignment sensor on the Pogo PCB you can submerge that side of the Pogo in a cup of alcohol. Shake the Pogo dry once you are done and all it to air dry to 15 minutes.



The area to clean is indicated above with the red arrow.

Appendix B: Understanding and troubleshooting the ProJet CJP 660 Printer Load Cell

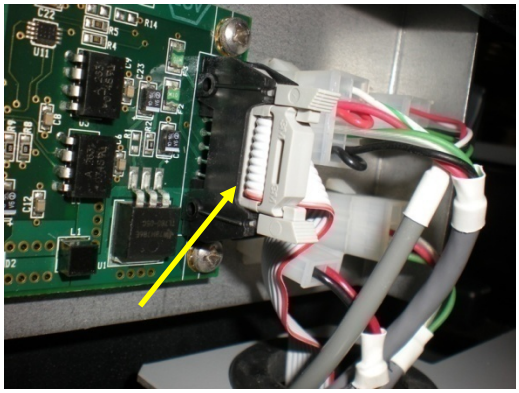
Important Note: Feeders with powder in them can weigh in excess of 50LBS. Careful when removing!

The ProJet CJP 660 Printer uses a load cell to measure the weight of the powder. The Load Cell is basically a scale. The feeder sits on 4 metal slats so that the center of gravity pushes the feeder down against the load cell. The load cell is located just behind the feeder.

The load cell is extremely sensitive. Simply moving the printer will alter the reading on the load cell. When dealing with the load cell, absolute precision is a must. The problem that this presents is that every load cell is different and deciding if one is reading correctly becomes difficult.

The load cell reads in pounds from -40LBS to 330LBS. A load cell with no load reads between -36LBS and -24LBS.

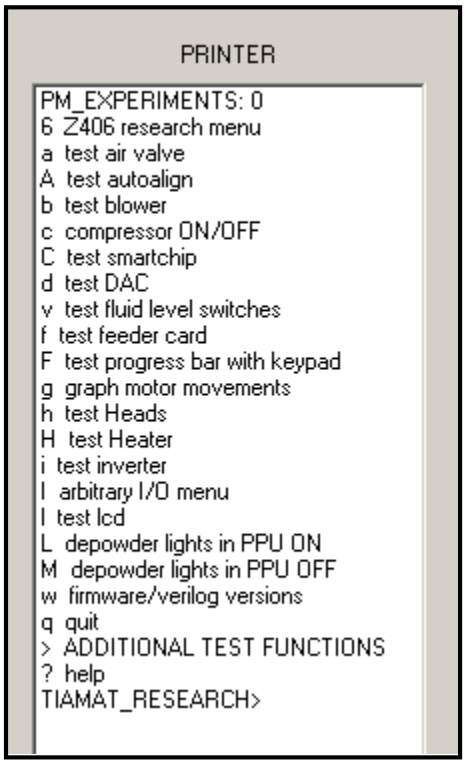
If the printer is throwing an **AD7730 ERROR** on reboot check that the ribbon cable is connected properly at the Feeder card and E-Box.



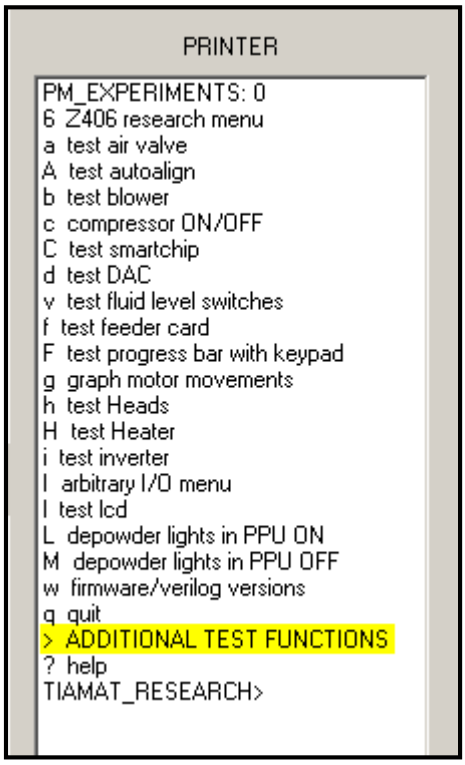
If the printer is not throwing errors but you still suspect a malfunctioning load cell follow these steps. To read the load cell:

- Plug in a keyboard [NOTE: Requires older style keyboard connector] and monitor into the rear of the printer or use the Z Monitor application
- Enter the following keyboard commands so that you will be able to view the readings coming from the Load Cell

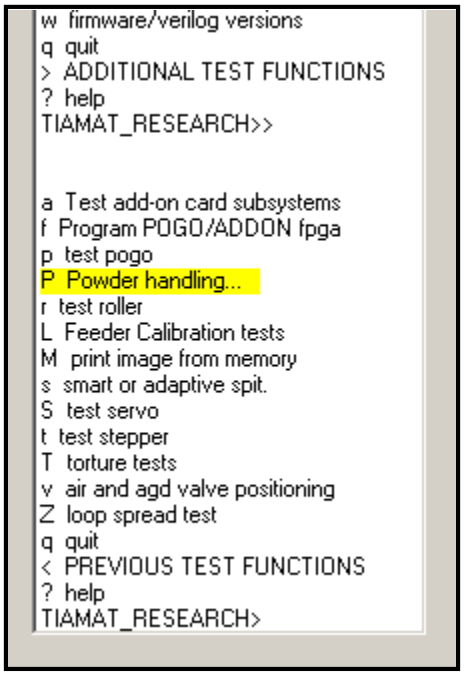
1. Press the **"x"** key to bring up the **TIAMAT_RESEARCH** menu.



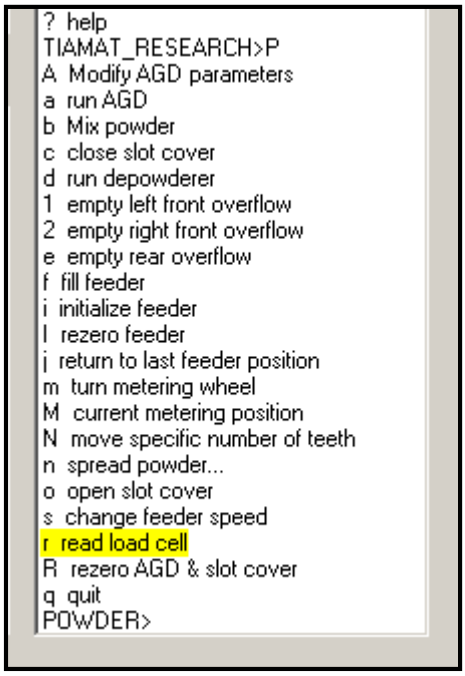
2. Now key in the **">"** character (shift-period) to proceed to the next screen.

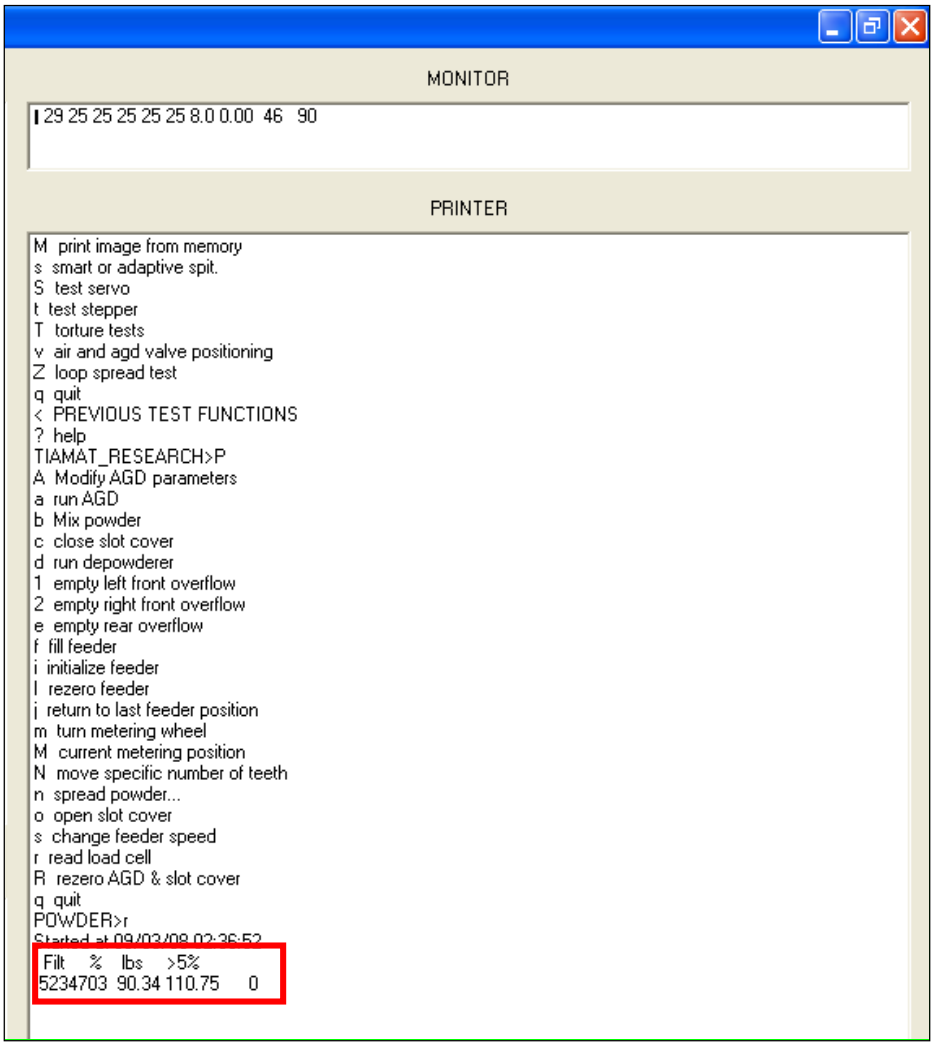


3. Now key in an uppercase **"P"** to proceed to the Powder Handling menu.



4. Now key in a lowercase **"r"** to read the Load Cell.





Note that when using ZMonitor the numbers are not always aligned well with the names:
Filt = 5234703
% = 90.34
LBS = 110.75
>5% = 0.

- **Filt:** This is the filtered read out from the load cell in ticks. Approximately 37,000 ticks is 1LB.
- **%:** This is the percent the feeder is full. Keep in mind that it will read 0% until about 15LBS of powder is in the feeder. This amount of powder will come just above the feed wheel.
- **LBS:** This is the weight of powder in the hopper. A reading of 0 would be an empty hopper. Unlike the % reading the LBS reading will increase as soon as powder is added.
- **>5%:** This is how many readings have been more than 5% different than the previous reading. If nothing is agitating the hopper and weight is not being added this should read 0. Adding weight or pushing down on the hopper will cause this number to increase.

A load cell calibration consists of two numbers; an offset and a slope.

To check the offset

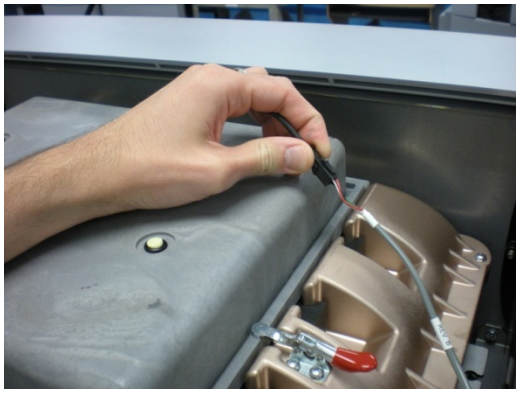
1. Completely empty the Feeder of powder.
2. Read the load cell LBS. The LBS reading should be between -1LBS and 1LBS.

If the offset is outside of the limits than the load cell was most likely damaged during shipping and needs to be replaced.

To check the slope

1. Disconnect the vacuum hose from the filter cleaner.

2. Disconnect the electrical cable from the filter cleaner.

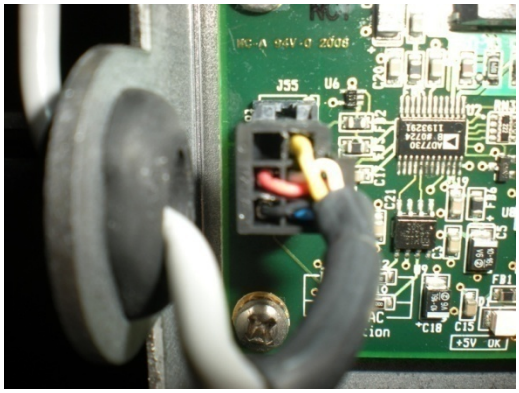


3. Read the load cell LBS. Make a note of the weight.
4. Unlatch the filter cleaner and set it aside.

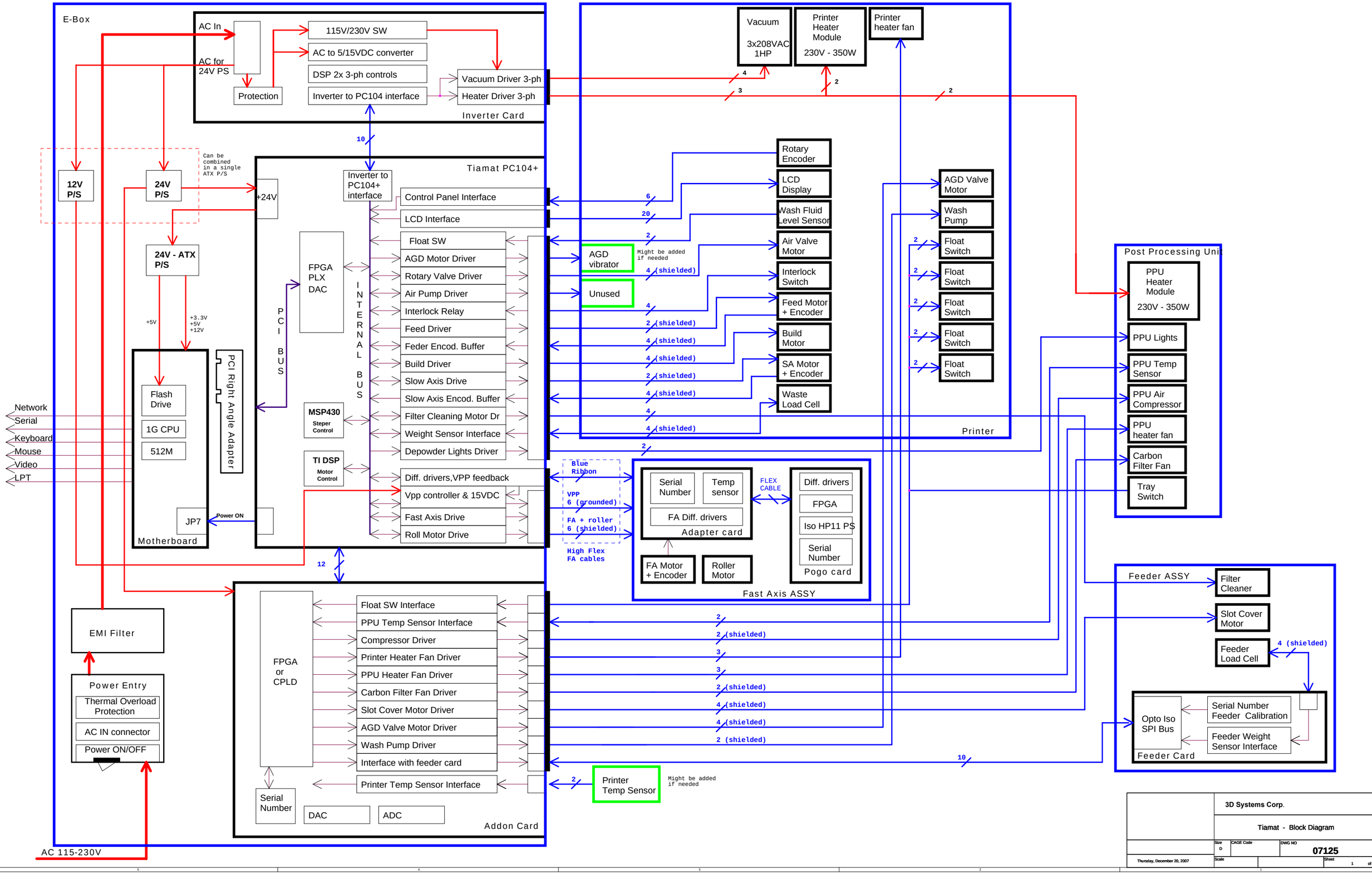
5. Read the load cell LBS. The weight should drop by between 3.0 and 3.7 LBS from the reading in step 4. This is the weight of the filter cleaner.

If the load cell slope is off it is possible that something is interfering with the feeder. Make sure the gantry is not touching the feeder. Check that no tools or screws have somehow fallen between the feeder and the structure. Check that the flexures are not contacting the feeder.

Loose wires can also cause bad readings. Make sure that all 5 pins from the load cell wire are pushed all of the way into the connector. Make sure none of the wires look damaged.



If none of those checks fixes the problem then the feeder needs to be replaced.


E-Box
AC In
AC for 24V PS
Protection
115V/230V SW
AC to 5/15VDC converter
DSP 2x 3-ph controls
Inverter to PC104 interface
Vacuum Driver 3-ph
Heater Driver 3-ph
Inverter Card
10
Can be combined in a single ATX P/S
12V P/S
24V P/S
24V - ATX P/S
+24V
Tiamat PC104+
Inverter to PC104+ interface
Control Panel Interface
LCD Interface
Float SW
AGD Motor Driver
Rotary Valve Driver
Air Pump Driver
Interlock Relay
Feed Driver
Feder Encod. Buffer
Build Driver
Slow Axis Drive
Slow Axis Encod. Buffer
Filter Cleaning Motor Dr
Weight Sensor Interface
Depowder Lights Driver
Diff. drivers,VPP feedback
Vpp controller & 15VDC
Fast Axis Drive
Roll Motor Drive
FPGA PLX DAC
PCI BUS
INTERNAL BUS
MSP430 Steper Control
TI DSP Motor Control
+5V
+3.3V +5V +12V
Flash Drive
1G CPU
512M
PCI Right Angle Adapter
Network
Serial
Keyboard
Mouse
Video
LPT
JP7
Power ON
Motherboard
Vacuum 3x208VAC 1HP
Printer Heater Module 230V - 350W
Printer heater fan
Rotary Encoder
LCD Display
Wash Fluid Level Sensor
Air Valve Motor
Interlock Switch
Feed Motor + Encoder
Build Motor
SA Motor + Encoder
Waste Load Cell
AGD vibrator
Might be added if needed
Unused
AGD Valve Motor
Wash Pump
Float Switch
Float Switch
Float Switch
Float Switch
Float Switch
Printer
Post Processing Unit
PPU Heater Module 230V - 350W
PPU Lights
PPU Temp Sensor
PPU Air Compressor
PPU heater fan
Carbon Filter Fan
Tray Switch
Blue Ribbon
VPP 6 (grounded)
FA + roller 6 (shielded)
High Flex FA cables
Serial Number
Temp sensor
FA Diff. drivers
Adapter card
FLEX CABLE
Diff. drivers
FPGA
Iso HP11 PS
Serial Number
Pogo card
FA Motor + Encoder
Roller Motor
Fast Axis ASSY
Feeder ASSY
Filter Cleaner
Slot Cover Motor
Feeder Load Cell
4 (shielded)
Opto Iso SPI Bus
Serial Number Feeder Calibration
Feeder Weight Sensor Interface
Feeder Card
EMI Filter
Power Entry
Thermal Overload Protection
AC IN connector
Power ON/OFF
AC 115-230V
FPGA or CPLD
Float SW Interface
PPU Temp Sensor Interface
Compressor Driver
Printer Heater Fan Driver
PPU Heater Fan Driver
Carbon Filter Fan Driver
Slot Cover Motor Driver
AGD Valve Motor Driver
Wash Pump Driver
Interface with feeder card
Printer Temp Sensor Interface
Serial Number
DAC
ADC
Addon Card
Printer Temp Sensor
Might be added if needed
3D Systems Corp.
Tiamat - Block Diagram
Size D
CAGE Code
DWG NO 07125
Rev A
Thursday, December 20, 2007
Scale
Sheet 1 of 1