Trouble Shooting for SZ001 CODE

The trouble shooting for error code SZ001 when power on artisJet 5000U machine.

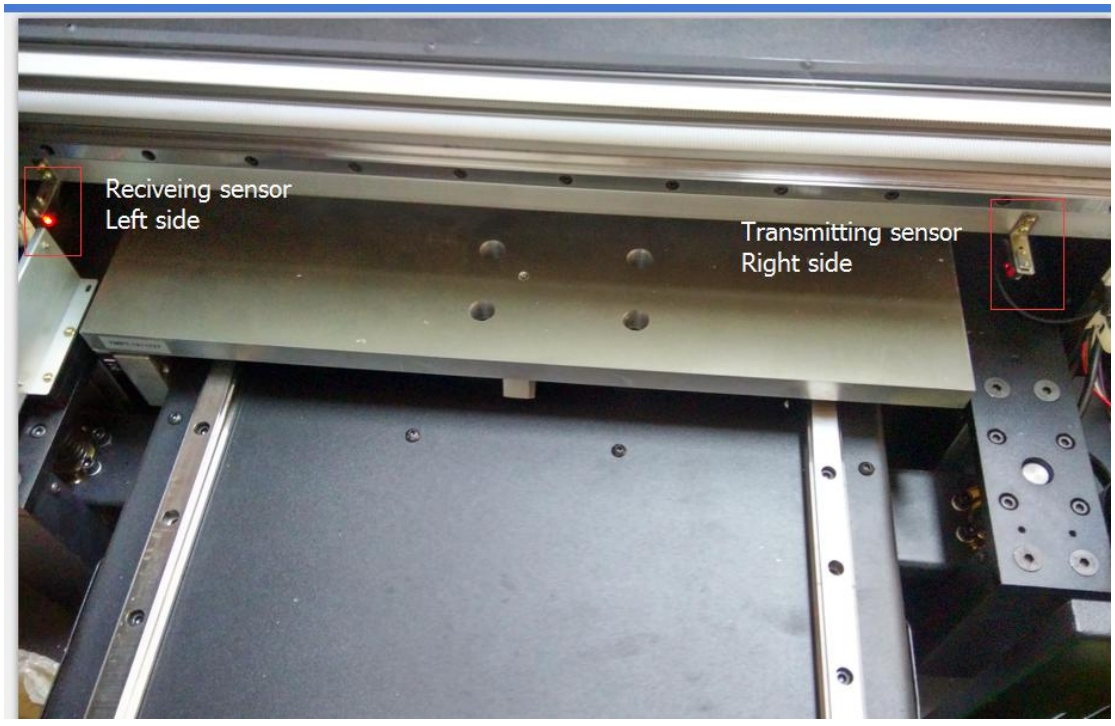
1.Basic description

1-1. Error SZ001

"SZ001" is a general error of up limit sensor. The up limit sensors are used to detect the highest height between print head and material.
The up limit sensors consist receiving sensor(left side) and transmitting sensor(right side).

1-2.The working principle

The up limit sensors are counter photoelectric switch sensor including and receiving sensor (left side) transmitting sensor(right side). Normally the transmitting sensor sends infrared light to receiving sensor.



2. Reasons

2-1 The original position of receiving sensor or transmitting sensor or is loosen or connection on Sensor board is loosen.
That is due to bumping in shipping or shocking during printing.

- If the sensors connection on Sensor board is disconnected, there would be SZ001 error all the time when power on printer.

- If the sensors connection on Sensor board is loosen, some times there would be SZ001 error but some times would normal.

2-2 The receiving sensor can not receive infrared light properly from transmitting sensor.
That is due to bumping in shipping or shocking during printing.
For example, if original position of receiving sensor or transmitting sensor is moved, the receiving sensor can not receive infrared light properly and screen would show SZ001 error.

2-3 The up limited sensors damaged with improper operation when lift or pull flatbed manually.
There would be SZ001 error all the time when power on printer.

2-4 The data cables connection is wrong when replacing the sensor board.

3. How to fix

Before following the steps, please remove printing materials on flatbed.
There are different light condition of sensors, please refer to related steps to solve it.
Normally if power on printer, the red light and yellow light of receiving sensor(left side) would on, the red light of transmitting senor(right side) would on.

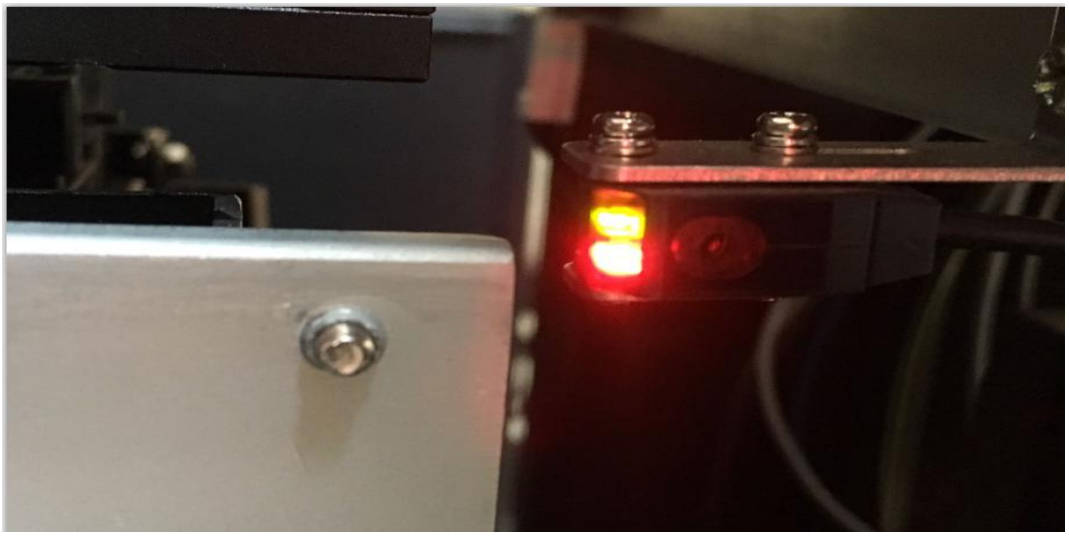


Photo 1-Receiving sensor (left side)

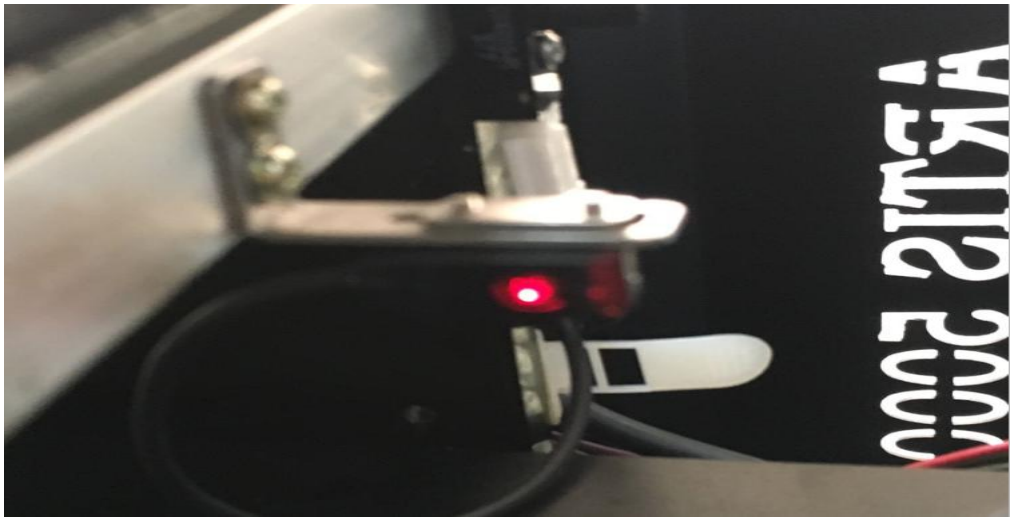
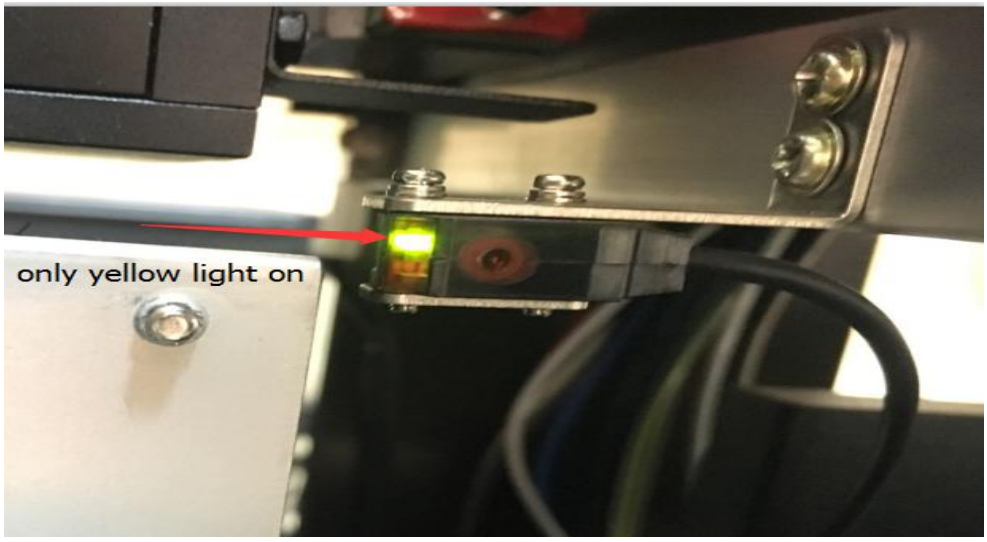


Photo 2-Transmitting sensor(right side)

Error 1:

If only yellow light of receiving sensor on, red light is off, please refer to step 2.



Receiving sensor(left side)

Error 2:

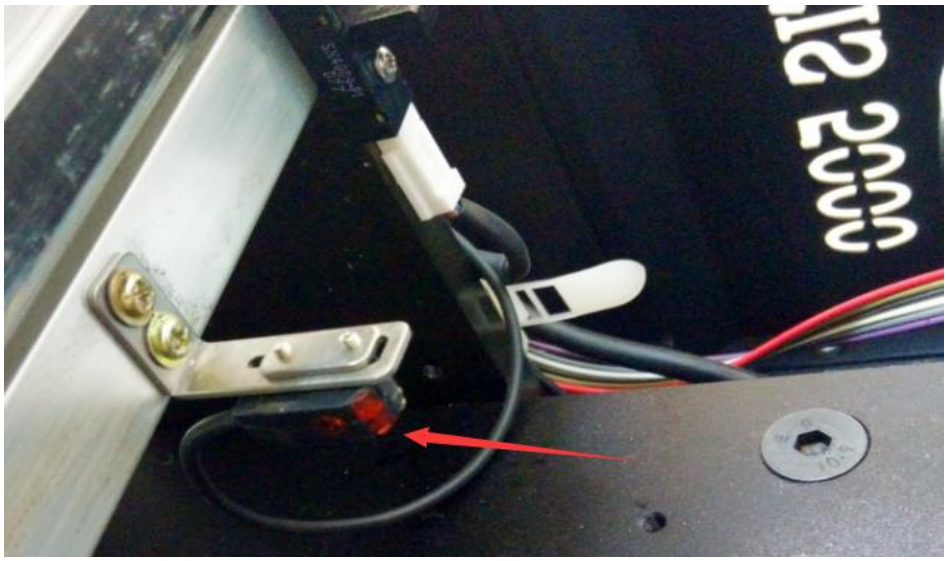
If red and yellow light of receiving sensor are off, please refer to step 1.



Receiving sensor(left side)

Error 3:

If red light of transmitting sensor is off, please refer to step 3.



Transmitting sensor(right side)

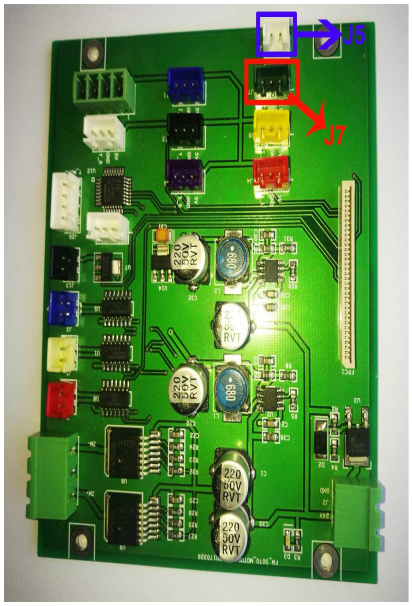
Solutions

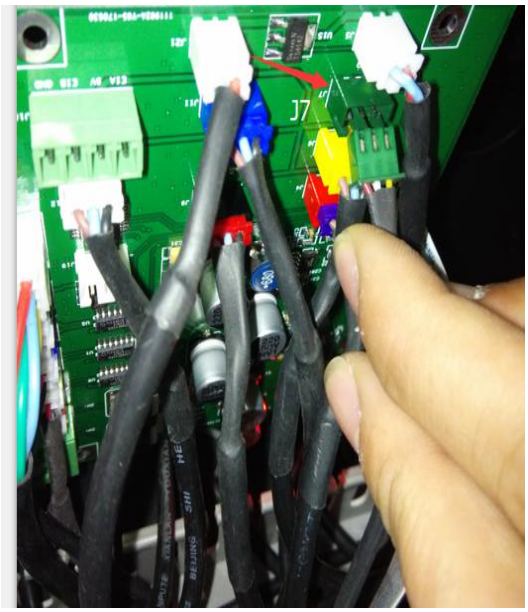
Step 1:

Please power off the machine and check the receiving sensor(left) cable connection No. J7 on sensor board.

Please pull out cable connection No. J7 and insert again. Next power on again to see printer gets on Ready mode or not.

If still SZ001 error, please contact our technician.

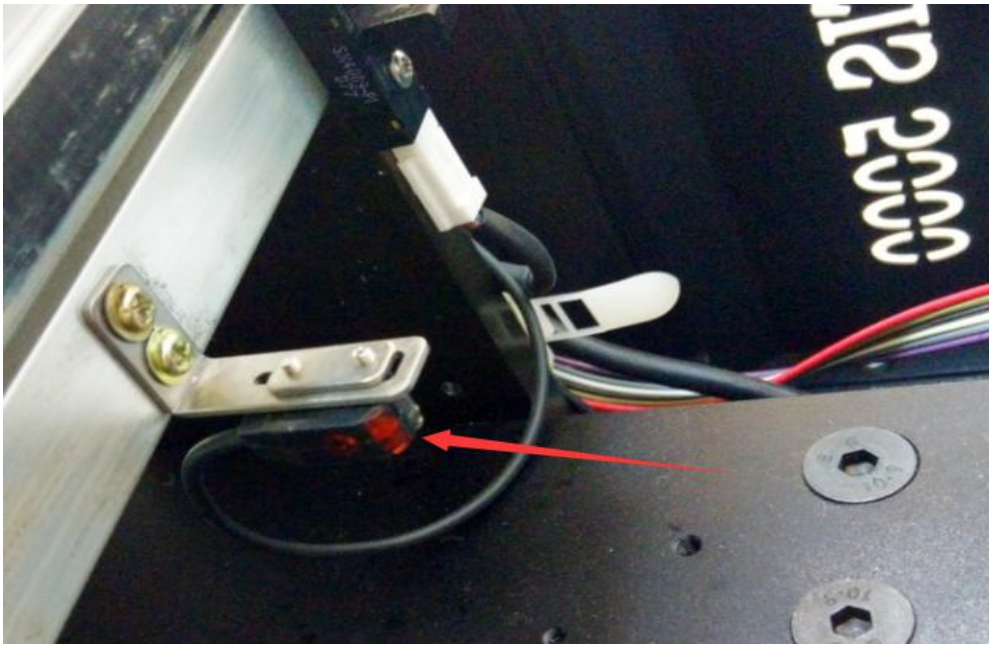




Step 2:

Please adjust position of transmitting sensor(right). And power on printer to see yellow and red lights of receiving sensor are on.

If still SZ001 error, please refer to step 1.



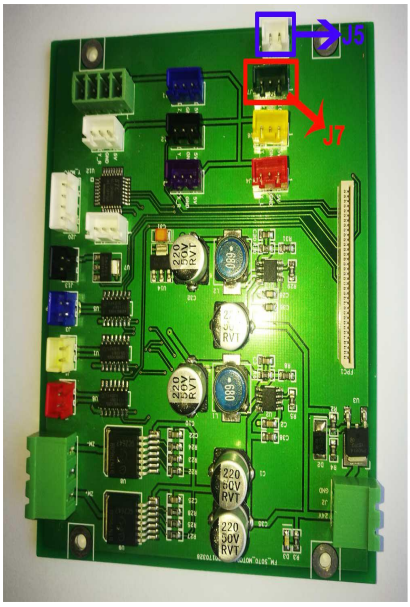
Transmitting sensor(right side)

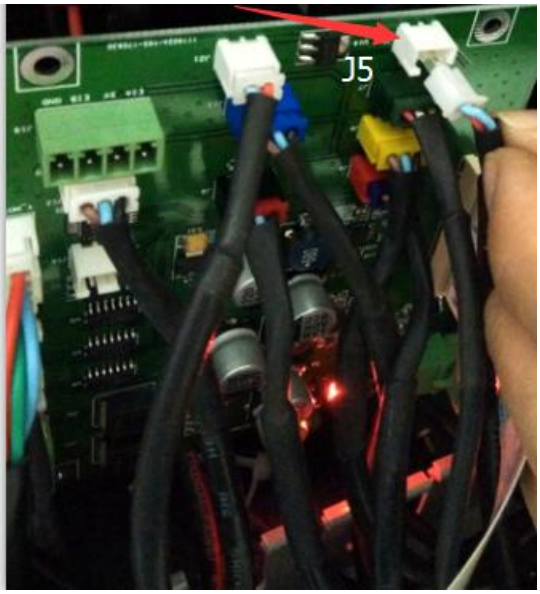
Step 3:

Please power off the machine and check the transmitting sensor(right) cable connection No. J5 on sensor board.

Please pull out cable connection No. J5 and insert again. Next power on again to see printer get on Ready mode or not.

If still SZ001 error, please contact our technician.





Step 4:

When power on printer, sometimes there would be SZ001, there is no need to power off printer. If red light of receiving sensor(left) is on, but yellow light is off, please adjust the position of receiving sensor until the red and yellow light both on.

If still SZ001, please refer to step 1.

