Artis 5000U Trouble Shooting for SG001 Error

Reason 1: The encoder strip is out of encoder strip sensor.
If encoder strip is out of encoder strip sensor, the printer can not ready encoder strip data with SG001 error.

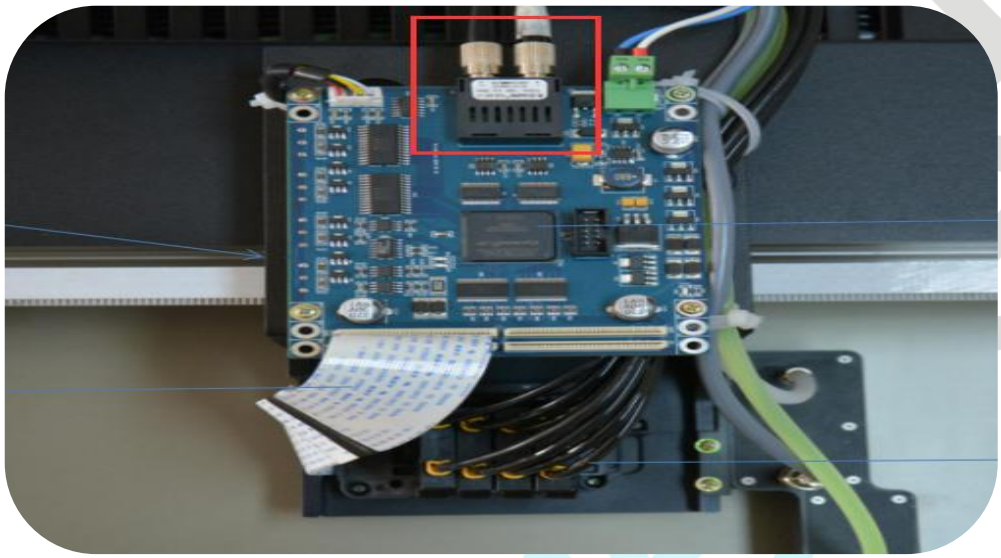


Reason 2: The flat cable connection between mainboard and sensor board is loosen.
Remove the flat cable from mainboard and sensor board, next insert it again.

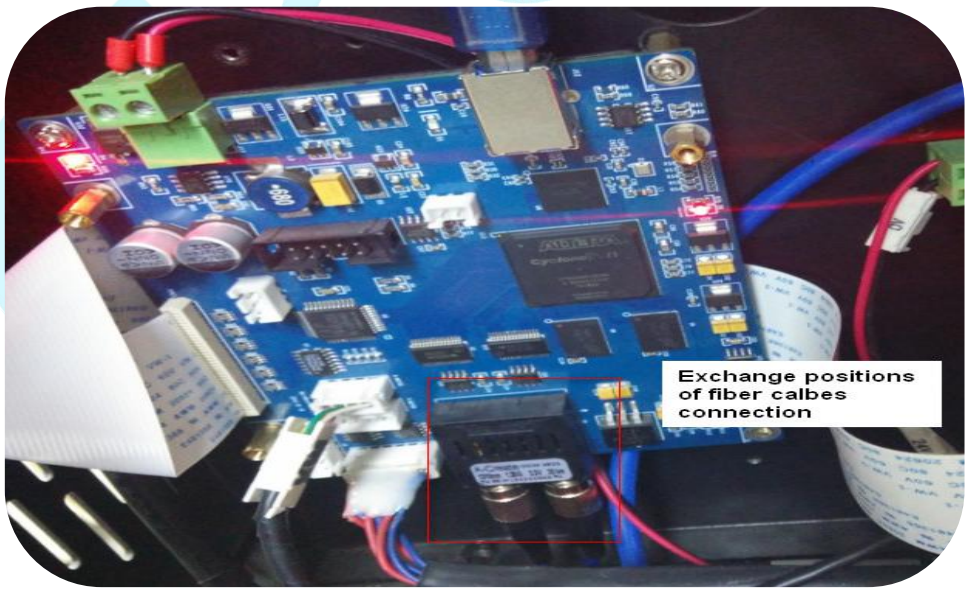


Mainboard Sensor board

Reason 3: The optical cables connection(RX&TX) between mainboard and carriage board are loosen or damaged.
Disconnect and reinsert optical cables connection(RX&TX) between mainboard and carriage board again.
If damaged, replace optical cables.

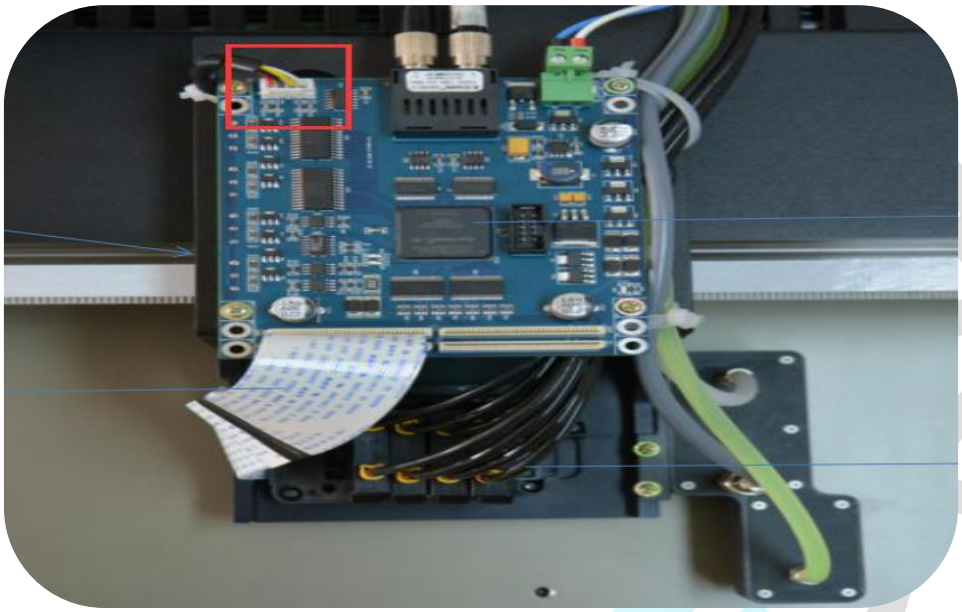


Carriage board



Mainboard

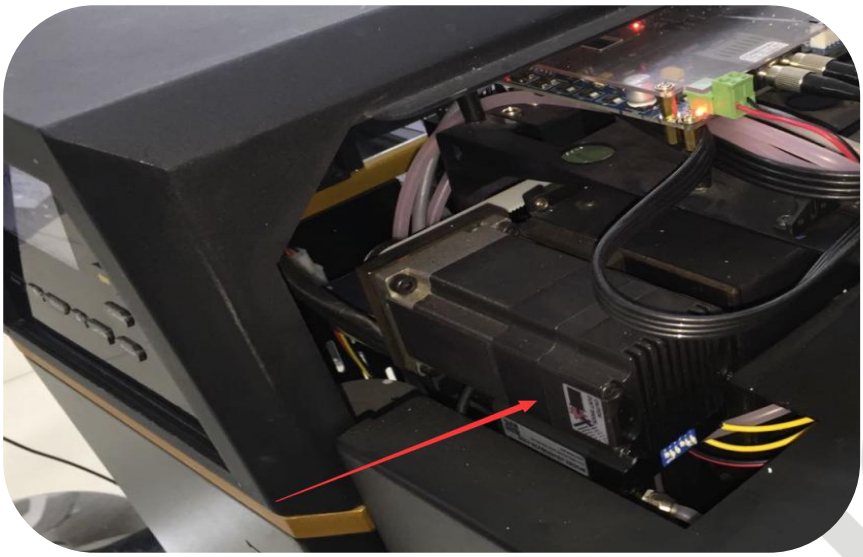
Reason 4: The cables connection between Encoder Strip sensor and carriage board is loosen.
Remove the cables connection on carriage board and insert again to check.



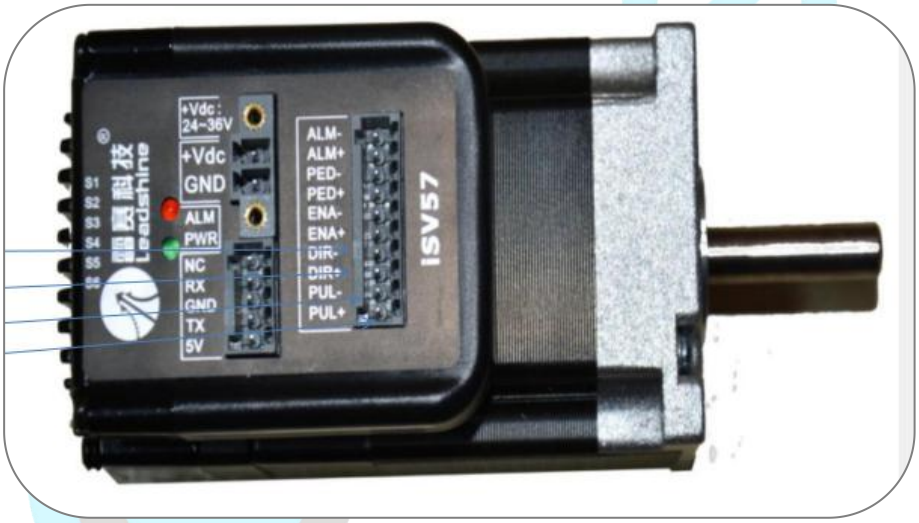
Reason 5: The Encoder Strip sensor damaged.
Replace encoder strip sensor.



Reason 6: Carriage motor (X) not work.
Check the power indicator condition on carriage motor. Normally the power indicator(green) is solid on.



Carriage motor(X) position.



The power indicator on carriage motor(X) should solid on.

Reason 7: Carriage motor(X) cables connection on mainboard is loosen.
Remove the cables connection and check it.

