English

Magnus VLF Operator Recoverable Errors

731-00573A-EN Rev A

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Operator Recoverable Errors

Note: When an error occurs, do not open any panels if the device is still imaging. If you do, the image process will immediately stop and you must eject the plate. Before opening any of the device panels to investigate an error, wait until the plate has been ejected and enters the processor.

Table 1: Numerical listing of error messages

Numerical Listing	
Error Message	**Solution**
`Stepper motor did not reach the sensor it was searching for [REG_Sensor0]` `[Error #: 40243]`	There is a problem in bringing the plate up to the drum registration pins. The problem may be caused by the fetcher/load table hand off, plate wave, or plate edge damage. If the error occurs multiple times, check the plate edges for damage or waviness. It may help to rotate the plate stack in the cassette 180°, so that a different plate edge is loaded into the clamps. **To correct the error:** 1. Click **Resume**. The load table traveller will attempt to re-grab and re-register the plate. 2. If **Resume** fails, click **Release.**  3. When prompted, open the load table. 4. Press and hold the Load Table button (there are two buttons available; one on either end of the load table) to start the plate or plates moving toward the front of the output device. 5. Let go of the Load Table button when you can see or reach the plate. 6. Remove the plate from the load table and click **Media Removed.** **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**. 7. Close the load table.

Numerical Listing (Continued)	
`MCU Cart lock/unlock timeout: Failed to arrive at sensor. Adjust the MCU cart slightly forward and backward. [MCU_SensorCartLockingPinDown]` `[Error #: 40311]`	The locking pin mechanism on the MCU cart can bind, depending on how slowly or quickly the cassette cart is pushed in or pushed in. **To correct the error:** 1. Move the MCU cart slightly forward and backward to allow the locking pin to drop into place.  **Note:** If moving the MCU cart as described doesn't fix the problem, then a serious sensor problem or sensor misalignment may exist. Try this procedure several times, if necessary. 2. Click **Resume** to continue the suspended motion. The MCU checks to find the sensor. If the error occurred with the MCU cart pulled pushed in, clicking **Release** will ask for the cart to be pulled fully out. If the error occurred with the MCU cart pulled out, clicking **Release** will be the same as clicking **Resume**—the MCU tries to lock the MCU cart at the fully out position. **Important:** If the MCU cart is fully out and you completed the previous instructions to move the cart forward and backward, but still did not clear the error condition, call an authorized service representative.

Numerical Listing (Continued)	
`Cassette # is not being detected in the pick position, likely due to an overloaded cassette.` `[Error #: 40326]`	The stack of plates in the cassette is higher than the cassette lip. As a result, the cassette is sitting in the wrong position. **To correct the error:** 1. Click **Release** to move the fetcher out of the cassette. This drops the plate currently being picked back into the cassette. If the error occurred on the second plate of a dual plate job, the first plate is ejected to the load table. 2. When prompted, open the load table.  3. Press and hold the Load Table button (there are two buttons available; one on either end of the load table) to start the plate moving toward the front of the output device. 4. Let go of the Load Table button when you can see or reach the plate. 5. Remove the plate from the load table and click **Media Removed**. 6. Close the load table. The system initializes. 7. Unload the cassette that had the error. See *Loading and Imaging Media*. 8. Remove some plates from the top of the plate stack. The cassette can hold a stack of plates 25 mm (1 in.) high. 9. Close the MCU. See *Loading and Imaging Media*.

Numerical Listing (Continued)	
`The MCU move failed to arrive at the target position, likely due to an overloaded cassette.` `[Error #: 40327]`	The stack of plates in the cassette is higher than the cassette lip, preventing the MCU from reaching the pick position sensor. **To correct the error:** 1. Click **Release** to initialize the system. 2. Unload the cassette that had the error. See *Loading and Imaging Media*. 3. Remove some plates from the top of the plate stack. The cassette can hold a stack of plates 25 mm (1 in.) high. 4. Close the MCU. See *Loading and Imaging Media*.
`Registration continuity check failed, check media in leading edge clamp.` `[Error #: 40623]`	The output device cannot establish a stable contact between the plate and the drum registration pins. **To correct the error:** 1. Click **Resume**. 2. If **Resume** fails, click **Release** to cancel the current job and eject one or both plates to the load table. 3. When prompted, pull out the load table. 4. Press and hold the Load Table button (there are two buttons available; one on either end of the load table) to start the plate or plates moving toward the front of the output device. 5. Let go of the Load Table button when you can see or reach the plate. 6. Remove the plate from the load table and click **Media Removed**. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**. 7. Close the load table.

Numerical Listing (Continued)	
`Fetcher plate vacuum on/off timeout: Failed to arrive at sensor. [FET_SensorPVac]` `[Error #: 45804]`	**To correct the error:** 1. Click **Resume** to try to establish a vacuum. 2. If clicking **Resume** fails, click **Release** to cancel the job, and drop the slip sheet and plate back into the cassette. If the error occurred on the second plate of a dual plate job, the first plate is ejected to the load table. 3. When prompted, open the load table. 4. Press and hold the Load Table button (there are two buttons available; one on either end of the load table) to start the plate moving toward the front of the output device. 5. Let go of the Load Table button when you can see or reach the plate. 6. Remove the plate from the load table and click **Media Removed**. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**. 7. Close the load table.
`Slipsheet remover roller on/off/open/ close timeout: Failed to arrive at sensor.` `[Error #: 45807]`	A common cause is that the MCU safety loop is open. Another cause could be that the sensor is broken. **To correct the error:** 1. Check that all of the panels on the MCU and the slip sheet bin are closed. 2. Click **Resume**. 3. If the error remains, empty the slip sheet bin. See *Emptying the Slip Sheet Bin in the Magnus VLF with Multi-Cassette Unit Operator Guide*. (This can be done safely at any time, no matter what state the output device is in.) 4. Close the slip sheet bin. 5. Click **Resume**. If the error message *`SSR_SensorMotorOn`* appears, check or reset the breaker on the back of the slip sheet roller unit (beside the large cable connector). 6. Click **Resume**. **Important:** If the error persists, call an authorized service representative.

Numerical Listing (Continued)	
`There is no plate detected on the fetcher where one was expected` `[Error #: 45817]`	This error appears only if the plate was lost from the fetcher during the fetcher motion to bring the plate out of the cassette to the load table. **To correct the error:** 1. Click **Release**. 2. When prompted, open the panels and remove the media from the load table and slip sheet bin area.  **Important:** Open panels only when it is safe to do so (that is, the plates on the drum have been imaged and unloaded). 3. Close all the panels. 4. Click **Media Removed**. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**.

Numerical Listing (Continued)	
`There is an obstruction above the slipsheet rollers that won't go away` `[Error #: 45819]`	A new job is started. The fetcher starts to pick but a slip sheet or (more likely) a piece of a slip sheet was left behind previously or is between the slip sheet bin rollers. **To correct the error:** 1. Open the front slip sheet bin door (not the top or rear panels) and check to see if the slip sheet bin is full. 2. Click **Resume.** The slip sheet bin rollers should try to pull the slip sheet in one more time. 3. If **Resume** fails, click **Release** to cancel the job that was starting to pick. Error # 45827 appears asking you to open the panels and to remove the obstruction. 4. Open the slip sheet bin top or rear panels and remove the slip sheet obstruction. **Important:** Open panels only when it is safe to do so (that is, the plates on the drum have been imaged and unloaded). 5. Close the panels. 6. Click **Media Removed**. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**.

Numerical Listing (Continued)	
There is an obstruction above the slipsheet rollers likely due to a full slipsheet bin. Empty bin and press Resume. [Error #: 45820]	This error occurs when the system knows the slip sheet bin is full and an obstruction is detected above the slip sheet bin rollers. **To correct the error:** 1. Empty the slip sheet bin. See *Emptying the Slip Sheet Bin in the Magnus VLF with Multi-Cassette Unit Operator Guide*. (This can be done safely at any time, no matter what state the output device is in.) 2. Click **Resume.** The system checks the obstruction sensor above the roller again. If a new job is starting to pick and the slip sheet bin is full and an obstruction is detected, the system offers a **Release** option. 3. Click **Release** to cancel the job that was starting to pick. Error # 45827 appears asking you to open the panels and remove the obstruction. 4. Open the slip sheet bin top or rear panels and remove the slip sheet obstruction.  **Important:** Open panels only when it is safe to do so (that is, the plates on the drum have been imaged and unloaded). 5. Close the panels. 6. Click **Media Removed.** **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**.

Numerical Listing (Continued)	
A slipsheet was detected beneath the plate on the loadtable. [Error #: 45821]	**To correct the error:** 1. Click **Release** to cancel the current job. Error # 45823 appears. 2. Remove any media on the load table and/or slip sheet area and click **Media Removed**. 3. If the plates on the drum have finished imaging and unloading, open the slip sheet top/rear panels. 4. Remove the plate from the fetcher and remove the slip sheet under the plate. 5. Close the cover and click **Media Removed**. If the error occurred on the second plate of a dual plate job, the first plate is ejected to the load table. 1. When prompted, pull out the load table. 2. Press and hold the Load Table button (there are two buttons available; one on either end of the load table) to start the plate or plates moving toward the front of the output device. 3. Let go of the Load Table button when you can see or reach the plate. 4. Remove the plate from the load table and click **Media Removed**. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**. 5. Close the load table.
There is no plate detected on the fetcher where one was expected. [Error #: 45826]	This error appears only if a plate cannot be detected on the p-cups during the initial pick sequence. The most common cause is that the cassette side float rails or end stops are pinching the plate stack and preventing the plates from moving smoothly. **To correct the error:** 1. Click **Release** to cancel the current job. 2. Unload the cassette that had the error. There should be a 2 mm (1/16 in.) gap between the plate stack and the side rails/end stops. **Note:** There is no need to reinitialize the system from Print Console after clicking **Release**.

Numerical Listing (Continued)	
There is an obstruction above the slipsheet rollers. [Error #: 45827]	This error appears only if **Release** has been pressed and an obstruction above the slip sheet bin rollers is detected. **To correct the error:** 1. Open the slip sheet bin top or rear panels and remove the slip sheet obstruction. **Important:** Open panels only when it is safe to do so (that is, the plates on the drum have been imaged and unloaded). 2. Close the panels. 3. Click **Media Removed** to reinitialize the device. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**.
There is an obstruction above the slipsheet rollers that won't go away [Error #: 45828]	During system initialization, a slip sheet or a small piece of slip sheet was left above or between the slip sheet bin rollers. **To correct the error:** 1. Open the slip sheet bin top or rear panels and remove the slip sheet obstruction.  The output device cannot be imaging during initialization. **Important:** Open panels only when it is safe to do so (that is, the plates on the drum have been imaged and unloaded). 2. Close the panels. 3. Click **Resume** to reinitialize the device. **Note:** There is no need to reinitialize the system from Print Console after clicking **Media Removed**.

Numerical Listing (Continued)	
`Plate handoff to fetcher failed. Verify position of end stops in cassette #[].` `[Error #: 45831]`	The most common cause is that the magnetic end stops in the cassette have been left too far from the plate stack. As a result, the plate does not drop onto the fetcher deck at the correct position. **To correct the error:** 1. Click **Release**. 2. When prompted, open the panels and remove the plate and slip sheet from the slip sheet roller area. **Important:** Open panels only when it is safe to do so (that is, the plates on the drum have been imaged and unloaded). 3. Click **Media Removed** to reinitialize the device. 4. Unload the cassette that had the error. See *Loading and Imaging Media*. 5. Check that there is a 2 mm (1/16 in.) gap between the plate stack and the magnetic side rails/end stops. 6. Close the MCU. See *Loading and Imaging Media*.