

Firmware Error Messages

SOURCE:

<https://support.zortrax.com/inventure-errors/>

Whenever there is a technical issue caused by a hardware failure, negligence or inappropriate use of the Zortrax Inventure, the firmware immediately displays an error message on the screen. The following list explains all error messages and provides potential causes and suggested solutions.

Error Message	Potential Cause	Suggested Solution
#101 No models on the SD card	<ul style="list-style-type: none">◦ The card is unreadable or damaged◦ There are no models on the SD card	<ul style="list-style-type: none">◦ Save the file again on the SD card◦ Safely remove the card and use another one
#102 SD card reading error	<ul style="list-style-type: none">◦ The card is unreadable or damaged	<ul style="list-style-type: none">◦ Save the file again on the SD card◦ Safely remove the card and use another one
#103 File error. Please prepare your model again	<ul style="list-style-type: none">◦ The file cannot be read or the SD card is damaged	<ul style="list-style-type: none">◦ Save the file again on the SD card◦ Safely remove the card and use another one
#104 SD card timeout. Check the SD card contacts or format/replace your card	<ul style="list-style-type: none">◦ The card is unreadable or damaged	<ul style="list-style-type: none">◦ Save the file again on the SD card◦ Safely remove the card and use another one
#105 Please update the Firmware to print	<ul style="list-style-type: none">◦ The Z-SUITE blocks the printing process for previous versions of the Firmware due to safety reasons	<ul style="list-style-type: none">◦ Update the Firmware
#106 Please prepare the file using a newer Z-SUITE version	<ul style="list-style-type: none">◦ The Z-SUITE is not up to date	<ul style="list-style-type: none">◦ Update the Z-SUITE to the latest version and prepare the file again
#107 This .zcode file was exported for a different printer model	<ul style="list-style-type: none">◦ The model has been prepared for a different printer model	<ul style="list-style-type: none">◦ Choose the proper printer model while exporting the file in the Z-SUITE
#110 Left hotend thermistor connection error	<ul style="list-style-type: none">◦ The left hotend thermistor has been disconnected or	<ul style="list-style-type: none">◦ Replace the hotend module

#111 Right hotend connection error	damaged <ul style="list-style-type: none">◦ The right hotend thermistor has been disconnected or damaged	<ul style="list-style-type: none">◦ Replace the hotend module
#112 Chamber thermistor connection error. Ensure that the cable under the platform is properly connected	<ul style="list-style-type: none">◦ Either the cable or the thermistor of the platform has been disconnected or damaged	<ul style="list-style-type: none">◦ Check if the cable under the platform is correctly installed◦ Replace the platform cable
#113 Left chamber thermistor connection error	<ul style="list-style-type: none">◦ The left chamber thermistor has been disconnected or damaged	<ul style="list-style-type: none">◦ Contact your Reseller/Distributor
#114 Right chamber thermistor connection error	<ul style="list-style-type: none">◦ The right chamber thermistor has been disconnected or damaged	<ul style="list-style-type: none">◦ Contact your Reseller/Distributor
#115 Left hotend heating error (timeout)	<ul style="list-style-type: none">◦ Either the heater or the thermistor of the left hotend has been disconnected or damaged	<ul style="list-style-type: none">◦ Check if the heater and thermistor are properly installed in the left hotend◦ Replace the hotend module
#116 Right hotend heating error (timeout)	<ul style="list-style-type: none">◦ Either the heater or the thermistor of the right hotend has been disconnected or damaged	<ul style="list-style-type: none">◦ Check if the heater and thermistor are properly installed in the right hotend◦ Replace the hotend module
#117 Left heating unit error (timeout)	<ul style="list-style-type: none">◦ Either the heater or the thermistor of the left heating unit has been disconnected or damaged	<ul style="list-style-type: none">◦ Contact your Reseller/Distributor
#118 Right heating unit error (timeout)	<ul style="list-style-type: none">◦ Either the heater or the thermistor of the right heating unit has been disconnected or damaged	<ul style="list-style-type: none">◦ Contact your Reseller/Distributor
#120 Too high left hotend temperature	<ul style="list-style-type: none">◦ Short circuit in the left hotend	<ul style="list-style-type: none">◦ Replace the hotend module

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| #121 Too high right hotend temperature | ◦ Short circuit in the right hotend | ◦ Replace the hotend module |
| #122 Too high left heating unit temperature | ◦ Short circuit in the left heating unit | ◦ Contact your Reseller/Distributor |
| #123 Too high right heating unit temperature | ◦ Short circuit in the right heating unit | ◦ Contact your Reseller/Distributor |
| #124 Unexpected left hotend temperature drop | ◦ Either the heater or the thermistor of the left heating unit has been disconnected or damaged. Possible extruder cable failure | ◦ Check if the extruder cable is properly connected |
| | | ◦ Check if the heater and thermistor are properly installed in the left hotend |
| | | ◦ Replace the extruder cable |
| | | ◦ Replace the extruder |
| #125 Unexpected right hotend temperature drop | ◦ Either the heater or the thermistor of the right heating unit has been disconnected or damaged. Possible extruder cable failure | ◦ Check if the extruder cable is properly connected |
| | | ◦ Check if the heater and thermistor are properly installed in the left hotend |
| | | ◦ Replace the extruder cable |
| | | ◦ Replace the extruder |
| #126 Unexpected left heating unit temperature drop | ◦ The cable of the left heating unit has been damaged. Possible failure of the heater and thermistor during the print job | ◦ Contact your Reseller/Distributor |
| #127 Unexpected right heating unit temperature drop | ◦ The cable of the right heating unit has been damaged. Possible failure of the heater and thermistor during the print job | ◦ Contact your Reseller/Distributor |
| #130 X endstop error | ◦ The X axis endstop has been disconnected or damaged | ◦ Contact your Reseller/Distributor |

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| #131 Y endstop error | <ul style="list-style-type: none">◦ The Y axis endstop has been disconnected or damaged | <ul style="list-style-type: none">◦ Contact your Reseller/Distributor |
| #132 Z endstop error | <ul style="list-style-type: none">◦ The Z axis endstop has been disconnected or damaged | <ul style="list-style-type: none">◦ Contact your Reseller/Distributor |
| #133 Check the build tray contacts and restart the printer | <ul style="list-style-type: none">◦ The model material nozzle is dirty◦ The build tray is dirty◦ The platform cable is damaged | <ul style="list-style-type: none">◦ Clean the nozzle◦ Clean the build tray◦ Check if the platform cable is properly connected / replace the platform cable |
| #137 Build tray missing or not seated properly | <ul style="list-style-type: none">◦ The build tray is missing or has been incorrectly installed. Possible platform cable failure or lack of one of calibration points | <ul style="list-style-type: none">◦ Remove and reinstall the build tray◦ Check if there are five calibration points on the build tray◦ Replace the cable under the platform |
| #138 Extruder cable disconnected | <ul style="list-style-type: none">◦ The extruder cable is disconnected or has been incorrectly installed. Possible extruder cable damage | <ul style="list-style-type: none">◦ Check if the extruder cable is properly connected◦ Replace the extruder cable |
| #139 Extruder electrical failure detected | <ul style="list-style-type: none">◦ Short circuit in the platform cable | <ul style="list-style-type: none">◦ Replace the platform cable |
| #140 Extruder Upper fan failure | <ul style="list-style-type: none">◦ The extruder upper fan is disconnected or has been incorrectly installed | |