

Firmware Error Messages

SOURCE:

<https://support.zortrax.com/m200-plus-errors/>

Whenever there is a technical issue caused by a hardware failure, negligence or inappropriate use of the printer, 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
#100 Cannot establish communication	No connection between the touchscreen and the motherboard	<ul style="list-style-type: none">◦ Restart the printer◦ Remove the bottom plate of the printer and check if all touchscreen cables are properly connected to the motherboard, and if the touchscreen PCB (LCD transfer) is properly connected to the motherboard◦ Contact your Reseller/Distributor
#101 Communication broken	No connection between the touchscreen and the motherboard	<ul style="list-style-type: none">◦ Restart the printer◦ Remove the bottom plate of the printer and check if all touchscreen cables are properly connected to the motherboard, and if the touchscreen PCB (LCD transfer) is properly connected to the motherboard◦ Contact your Reseller/Distributor
#102 Update error	An error has occurred while installing the update	<ul style="list-style-type: none">◦ Restart the printer◦ Remove the bottom plate of the printer and check if all touchscreen cables are properly connected to the motherboard, and if

		the touchscreen PCB (LCD transfer) is properly connected to the motherboard
#200 Small connector failure	No connection / short circuit between the perforated plate and the heatbed	<ul style="list-style-type: none">◦ Contact your Reseller/Distributor◦ Check if the perforated plate is properly secured to the heatbed, and if the Pogo pins are not dirty or tarnished◦ Check if the heatbed cable is properly connected to the heatbed◦ Check if the heatbed cable is properly connected to the motherboard◦ Heatbed cable replacement: M200 Plus / M300 Plus◦ Heatbed cable adapter replacement
#201 Large connector failure	No connection / short circuit between the heatbed and the motherboard	<ul style="list-style-type: none">◦ Check if the heatbed cable is properly connected to the heatbed◦ Check if the heated cable is properly connected to the motherboard◦ Heatbed cable replacement: M200 Plus / M300 Plus◦ Heatbed cable adapter replacement
#202 Extruder cable failure	No connection / short circuit between the extruder cable and the extruder	<ul style="list-style-type: none">◦ Check if the extruder cable is properly connected◦ Extruder cable

#203 X/Y endstop failure	No signal coming from the X/Y axis endstop when the extruder reaches the “home” position (front left corner of the housing)	<ul style="list-style-type: none">replacement◦ Extruder PCB replacement◦ Check if the X/Y axis endstops are properly connected◦ Carry out X/Y axes maintenance◦ X/Y axis endstop replacement
#204 Z endstop failure	No signal coming from the Z-axis endstop when the platform is lowered to the very bottom	<ul style="list-style-type: none">◦ Ensure that nothing is blocking the platform while it is moving to the very bottom◦ Check if the Z-axis endstop is properly connected◦ Z-axis endstop replacement
#205 Processor's power supply failure	There is a problem with the main power supply	<ul style="list-style-type: none">◦ Check if the power supply is sufficient◦ Replace the power cable◦ Contact your Reseller/Distributor
#206 Temperature error	Too high extruder temperature or high extruder temperature changes	<ul style="list-style-type: none">◦ Check if the heater&thermocouple are properly installed and secured in the hotend◦ Check if the extruder cable is properly connected◦ Heater&thermocouple replacement◦ Extruder cable replacement◦ Extruder PCB replacement
#207 Hotend heating failure	Too low extruder temperature	<ul style="list-style-type: none">◦ Check if the heater&thermocouple are properly installed

and secured in the
hotend

- Check if the extruder cable is properly connected
- Heater&thermocouple replacement
- [Extruder cable replacement](#)
- Extruder PCB replacement