

# Firmware Error Messages

SOURCE:

<https://support.zortrax.com/inkspire-firmware-error-messages/>

Whenever there is a technical issue caused by a hardware failure, negligence or inappropriate use of the Inkspire, 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
Error #1 LCD screen not connected	LCD screen control system error	<ul style="list-style-type: none"><li>◦ Check if the HDMI and LCD cables are connected</li><li>◦ If the problem reoccurs, contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #3 Unable to continue printing	Control board communication error	<ul style="list-style-type: none"><li>◦ Contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #4 Communication issue with LCD screen (HDMI signal)	LCD screen control system error	<ul style="list-style-type: none"><li>◦ Check if the HDMI and LCD cables are connected</li><li>◦ If the problem reoccurs, contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #5 Wrong lamp temperature	Temperature of the UV lamp is too high. The cooling fan may be faulty	<ul style="list-style-type: none"><li>◦ Contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #6 An unexpected error occurred	An unexpected error has occurred in the application	<ul style="list-style-type: none"><li>◦ Contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #7 No firmware detected	There is no firmware installed in the printer	<ul style="list-style-type: none"><li>◦ Download the latest firmware update from <a href="https://support.zortrax.com/downloads/">support.zortrax.com/downloads/</a>. Transfer the update.zar2 file to a USB flash drive. Plug the USB into the port at the front of the</li></ul>

Error #8 Unable to communicate with control board	No connection with the control board	printer and select <i>Refresh</i> to start the installation
Error #9 Fan error	The UV lamp fan has failed	<ul style="list-style-type: none"><li>◦ Contact Zortrax Support Center through the <a href="#">support form</a></li><li>◦ Contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #10 Communication issue with LCD screen (IC error)	LCD screen control system error	<ul style="list-style-type: none"><li>◦ Check if the HDMI and LCD cables are connected</li><li>◦ If the problem reoccurs, contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #11 Endstop error	The printer is unable to detect the endstop	<ul style="list-style-type: none"><li>◦ Check if the endstop is functioning properly. Tighten the endstop screw placed on the guideway fixed block</li><li>◦ If the problem reoccurs, contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #14 The temperature sensor broken or not connected	The temperature sensor has failed or may be disconnected	<ul style="list-style-type: none"><li>◦ Check if the temperature sensor is properly connected</li><li>◦ If the problem reoccurs, contact Zortrax Support Center through the <a href="#">support form</a></li></ul>
Error #15 Cannot update the firmware	An error has occurred while updating the firmware	<ul style="list-style-type: none"><li>◦ Contact Zortrax Support Center through the <a href="#">support form</a></li></ul>

Error #17 Communication issue with LCD screen (TE signal)

LCD screen control system error

- Check if the HDMI and LCD cables are connected
- If the problem reoccurs, contact Zortrax Support Center through the [support form](#)

Error #18 Firmware malfunction

Control board error

- Download the latest firmware update from [support.zortrax.com/downloads/](https://support.zortrax.com/downloads/). Transfer the update.zar2 file to a USB flash drive. Plug the USB into the port at the front of the printer and select *Refresh* to start the installation