

Firmware Error Messages

SOURCE:

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

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

Every unit requires an annual inspection conducted by the Zortrax Authorized Service to keep the ATEX certification valid and ensure safe operation of the device.

Error Message	Potential Cause	Suggested Solution
Error #002 Rotational speed of the stirrer is not sufficient. Contact Support www.support.zortrax.com	The stirrer has worn off or the sensor of the stirrer speed has failed	<ul style="list-style-type: none"> Contact Customer Support through the support form
Error #003 Replace the stirrer fuse. If the problem persists, contact Support www.support.zortrax.com	Stirrer fuse has got damaged	<ul style="list-style-type: none"> Replace the stirrer fuse (the stirrer fuse is placed on the right side of the main power connector) If the problem persists, contact Customer Support through the support form
Error #005 Clean the door gasket and tightly secure the filler cap. If the problem persists, contact Support www.support.zortrax.com	Pressure in the chamber is too high. The gasket might be dirty, filler cap might not be tightened, or the vacuum system has failed	<ul style="list-style-type: none"> Clean the door gasket and make sure the filler cap is properly tightened If the problem persists, contact Customer Support through the support form
Error #007 The device is not sufficiently pressure-tight. Wait until the process of condensation is complete and contact Support www.support.zortrax.com	Pressure during the smoothing process has reached too high value. Either pressure measurement or solvent supply system has failed	<ul style="list-style-type: none"> Clean the door gasket and make sure the filler cap is properly tightened Contact Customer Support through the support form
Error #009 Upper fan failure.	Speed of the upper fan is	<ul style="list-style-type: none"> Contact Customer

Contact Support www.support.zortrax.com	not sufficient	Support through the support form
Error #011 Side fan failure. Contact Support www.support.zortrax.com	Speed of the side fan is not sufficient	◦ Contact Customer Support through the support form
Error #012 Thermistor no. 1 failure. Contact Support www.support.zortrax.com	Thermistor no. 1 has failed	◦ Contact Customer Support through the support form
Error #013 Thermistor no. 2 failure. Contact Support www.support.zortrax.com	Thermistor no. 2 has failed	◦ Contact Customer Support through the support form
Error #014 Thermistor no. 3 failure. Contact Support www.support.zortrax.com	Thermistor no. 3 has failed	◦ Contact Customer Support through the support form
Error #015 Thermistor no. 4 failure. Contact Support www.support.zortrax.com	Thermistor no. 4 has failed	◦ Contact Customer Support through the support form
Error #017 Thermistor no. 6 failure. Contact Support www.support.zortrax.com	Thermistor no. 6 has failed	◦ Contact Customer Support through the support form
Error #019 Chamber overheating. Contact Support www.support.zortrax.com	Chamber has reached critical temperature. Heating control board has failed	◦ Contact Customer Support through the support form
Error #020 Heating control board has been damaged. Contact Support www.support.zortrax.com	Heating control board has been damaged	◦ Contact Customer Support through the support form
Error #021 The chamber did not reach the target temperature. Make sure that the room temperature exceeds 15° C (59° F). If the problem persists, contact Support www.support.zortrax.com	Temperature in the chamber is too low	◦ Make sure that the room temperature exceeds 15° C (59° F) ◦ If the problem persists, contact Customer Support through the support form
Error #022 Radiator temperature is too high. Make sure that the room temperature does not exceed 30° C (86° F). If the problem persists, contact Support	Cooling system radiator has not been cooled down in due time. Room temperature may be too high or cooling system has failed	◦ Make sure that the room temperature does not exceed 30° C (86° F) ◦ If the problem persists, contact

www.support.zortrax.com

Error #023 Cooling system block temperature is too high. Make sure that the room temperature does not exceed 30° C (86° F). If the problem persists, contact Support

www.support.zortrax.com

Error #025 Chamber pressure has not been equalized. Remove the filler cap and open the chamber door. If the problem persists, contact Support

www.support.zortrax.com

Cooling system has not been cooled down in due time. Room temperature may be too high or cooling system has failed

Pressure in the chamber has not been compensated in due time. Repressurization system might have failed

Customer Support through the [support form](#)

- Make sure that the room temperature does not exceed 30° C (86° F)
- If the problem persists, contact Customer Support through the [support form](#)
- Unscrew the filler cap to repressurize the chamber and to open the chamber door.
- If the problem persists, contact Customer Support through the [support form](#)