

# 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 <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	The stirrer has worn off or the sensor of the stirrer speed has failed	<ul style="list-style-type: none"><li>◦ Contact Customer Support through the <a href="#">support form</a></li></ul>
Error #003 Replace the stirrer fuse. If the problem persists, contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Stirrer fuse has got damaged	<ul style="list-style-type: none"><li>◦ Replace the stirrer fuse (the stirrer fuse is placed on the right side of the main power connector)</li><li>◦ If the problem persists, contact Customer Support through the <a href="#">support form</a></li></ul>
Error #005 Clean the door gasket and tightly secure the filler cap. If the problem persists, contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	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"><li>◦ Clean the door gasket and make sure the filler cap is properly tightened</li><li>◦ If the problem persists, contact Customer Support through the <a href="#">support form</a></li></ul>
Error #007 The device is not sufficiently pressure-tight. Wait until the process of condensation is complete and contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	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"><li>◦ Clean the door gasket and make sure the filler cap is properly tightened</li><li>◦ Contact Customer Support through the <a href="#">support form</a></li></ul>
Error #009 Upper fan failure. Speed of the upper fan is		<ul style="list-style-type: none"><li>◦ Contact Customer</li></ul>

Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	not sufficient	Support through the <a href="#">support form</a>
Error #011 Side fan failure. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Speed of the side fan is not sufficient	◦ Contact Customer Support through the <a href="#">support form</a>
Error #012 Thermistor no. 1 failure. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Thermistor no. 1 has failed	◦ Contact Customer Support through the <a href="#">support form</a>
Error #013 Thermistor no. 2 failure. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Thermistor no. 2 has failed	◦ Contact Customer Support through the <a href="#">support form</a>
Error #014 Thermistor no. 3 failure. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Thermistor no. 3 has failed	◦ Contact Customer Support through the <a href="#">support form</a>
Error #015 Thermistor no. 4 failure. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Thermistor no. 4 has failed	◦ Contact Customer Support through the <a href="#">support form</a>
Error #017 Thermistor no. 6 failure. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Thermistor no. 6 has failed	◦ Contact Customer Support through the <a href="#">support form</a>
Error #019 Chamber overheating. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Chamber has reached critical temperature. Heating control board has failed	◦ Contact Customer Support through the <a href="#">support form</a>
Error #020 Heating control board has been damaged. Contact Support <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	Heating control board has been damaged	◦ Contact Customer Support through the <a href="#">support form</a>
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 <a href="http://www.support.zortrax.com">www.support.zortrax.com</a>	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 <a href="#">support form</a>
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](http://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](http://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](http://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](#)