Firmware Error Messages

zortrax SUPPORT CENTER

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 Number	Potential Cause	Suggested Solution
#1	Upper fan: not working	○ Select the *Run upper fan* option from the menu and check if the fan is working ○ If the fan is not working: 1)ensure that the fan's blades are not mechanically blocked, 2)check if the fan is properly connected to the extruder PCB, 3)upper fan replacement
#2	Bottom fan: not working	○ Select the *Run bottom fan* option from the menu and check if the fan is working ○ If the fan is not working: 1)ensure that the fan's blades are not mechanically blocked, 2)check if the fan is properly connected to the extruder PCB, 3)bottom fan replacement
#2:1	Left Hotend: Critical temperature	○ 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
#2:2	Left Hotend: Temperature drop	- 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
#2:3	Left Hotend: Sensor Failure	- 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
#2:4	Left Hotend: Heater failure	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
#2:10	Left Hotend: Temperature fluctuation	- 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
#3:1	Right Hotend: Critical temperature	- 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
#3:2	Right Hotend: Temperature drop	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
#3:3	Right Hotend: Sensor Failure	- 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
#3:4	Right Hotend: Heater failure	- 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
#3:10	Right Hotend: Temperature fluctuation	Check if the heater&thermocouple are properly installed and secured in the hotend,

25

			- Check if the extruder cable is properly connected, - Heater&thermocouple replacement, - Extruder cable replacement, - Extruder PCB replacement
#4:1		Platform Heating Plate: Critical temperature	- 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, - Heatbed cable adapter replacement
#4:2		Platform Heating Plate: Temperature drop	- 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, - Heatbed cable adapter replacement
#4:4		Platform Heating Plate: Heater failure	- 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, ○ Heatbed cable adapter replacement
#4:10	Platform Heating Plate: Temperature fluctuation	○ 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, ○ Heatbed cable adapter replacement
#5:5	Endstop X: Homing failure	○ Check if the X-axis endstop is properly connected, ○ Make sure that the metal strip installed on the axis block enters the endstop, ○ Carry out X/Y axes maintenance, ○ X-axis endstop replacement
#6:5	Endstop Y: Homing failure	○ Check if the Y-axis endstop is properly connected, ○ Make sure that the metal strip installed on the axis block enters the endstop, ○ Carry out X/Y axes maintenance, ○ Y-axis endstop replacement
#7:5	Bottom Endstop Z: Homing failure	○ 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
#8	Unable to communicate with the control board	- Check the connection between the Android board and the motherboard, - Contact your Reseller/Distributor
#11:3	Cap Sensor: Sensor failure	Check if the capacitive sensor is properly connected to the extruder PCB and installed in the fan shroud
#15	Cannot update the firmware	- Check the connection between the Android board and the motherboard, - Android board cable replacement, - Android board replacement, - Contact your Reseller/Distributor
#15:8	Extruder PCB: No connection	- Check if the extruder cable is properly connected, - Extruder cable replacement, - Extruder PCB replacement
#15:11	Extruder PCB: Overheating	- Check if the ambient temperature does not exceed 30° C [86° F], - If the ambient temperature is higher than 30° C [86° F], turn the printer off and unplug the power

		cable. Wait until the temperature falls below the recommended value, ○ Extruder PCB replacement, ○ Contact your Reseller/Distributor
#16:12	Power Supply: Overheating	○ Turn the printer off and unplug the power cable, ○ Contact your Reseller/Distributor
#17:13	Motherboard: Overheating	○ Turn the printer off and unplug the power cable, ○ Contact your Reseller/Distributor
#19	GUI doesn't receive packages	○ Check the connection between the Android board and the motherboard, ○ Restart the device, ○ Android board cable replacement, ○ Android board replacement, ○ Contact your Reseller/Distributor
#22	Unable to determine bootloader version	○ Check the connection between the Android board and the motherboard, ○ Android board cable replacement, ○ Android board replacement, ○ Contact your Reseller/Distributor
#23	Cannot start communication with motherboard	○ Check the connection between the Android board and the

		motherboard, ○ Android board cable replacement, ○ Android board replacement, ○ Contact your Reseller/Distributor
In the case of other error messages, contact Zortrax Customer Support through the [Support Form](#) and provide details and pictures.		