

# Firmware Error Messages

SOURCE:

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

## Table Of Content

SD Card Reading Error (Error #002)  
File Errors (Error #003)  
General SD Card Issues (Error #004)  
No Models on SD Card (Error #101)  
Extruder Heating Error (Error #010)  
Too High Extruder Temperature (Error #011)  
Too High Heatbed Temperature (Error #012)  
Extruder Temperature Drop (Error #013)  
Heatbed Thermistor Error (Error #014)  
Small Connector Issue (Error #030)  
Large Connector Issue (Error #031)  
Main Extruder Cable Issue (Error #032)  
Perforated Plate Contacts Issue (Error #033)  
Endstops Issue (Error #034)  
Firmware Update (Error #040)  
Calibration Failed (Error #041)  
Pad Probing Failed (Error #042)  
Z-SUITE Version Issue (Error #075)  
Z-Code File Exporting Issue (Error #076)

## SD Card Reading Error (Error #002)



### Causes:

- The card is unreadable

### Solutions:

- Save the file again on the SD card
- Safely remove the card and use another one

## File Errors (Error #003)

Error #003  
File error. Please prepare  
your model again  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- An error occurred during checking the file

### Solutions:

- Prepare and save the file again on the SD card
- Safely remove the card and use another one

## General SD Card Issues (Error #004)

Error #004  
Print stopped due to SD card  
timeout. Check SD card contacts  
or format/replace your card.  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- An error occurred during the printing process

### Solutions:

- Save the file again on the SD card
- Safely remove the card and use another one

## No Models on SD Card (Error #101)

Error #101  
No models on SD card

[www.zortrax.com/support](http://www.zortrax.com/support)



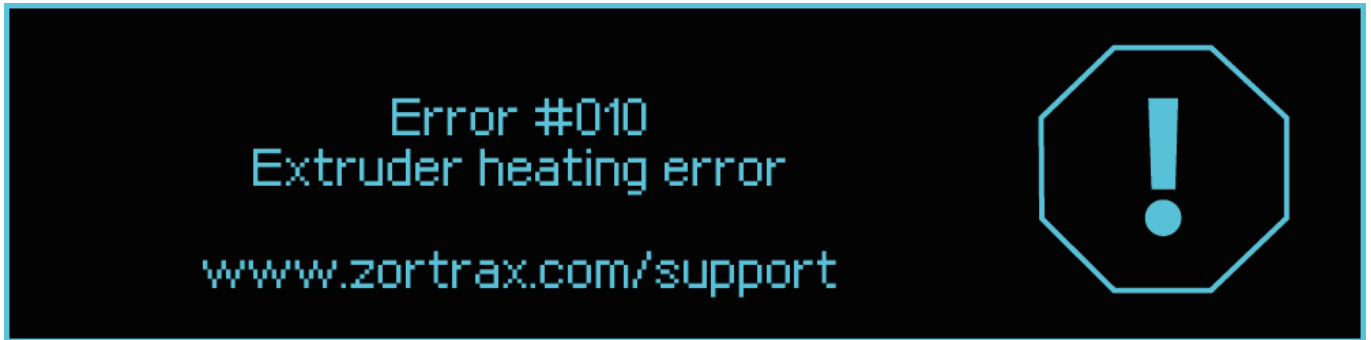
### Causes:

- The card is unreadable
- There are no models on the SD card

### Solutions:

- Save the file again on the SD card
- Safely remove the card and use another one

## Extruder Heating Error (Error #010)



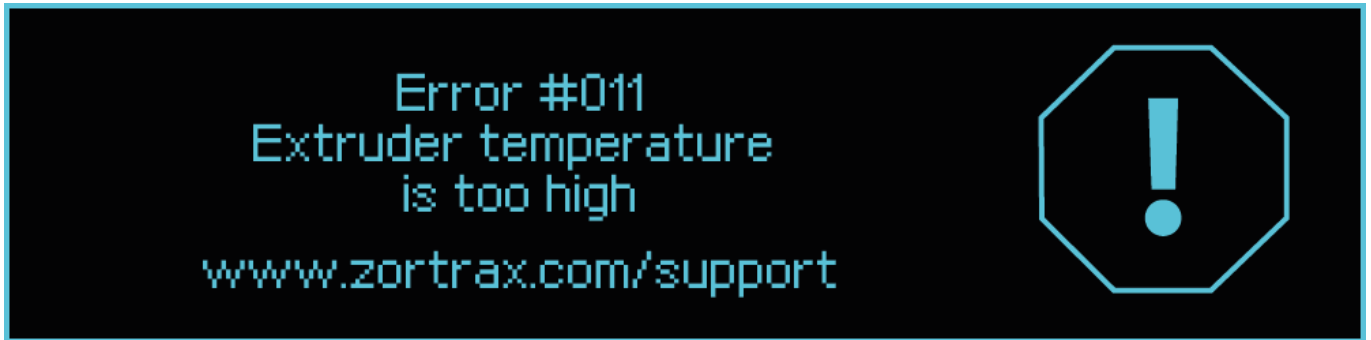
### Causes:

- The thermocouple cannot detect an increase in temperature

### Solutions:

- [Heater and thermocouple](#) / [extruder PCB](#) / [extruder cable](#) replacement

## Too High Extruder Temperature (Error #011)



### Causes:

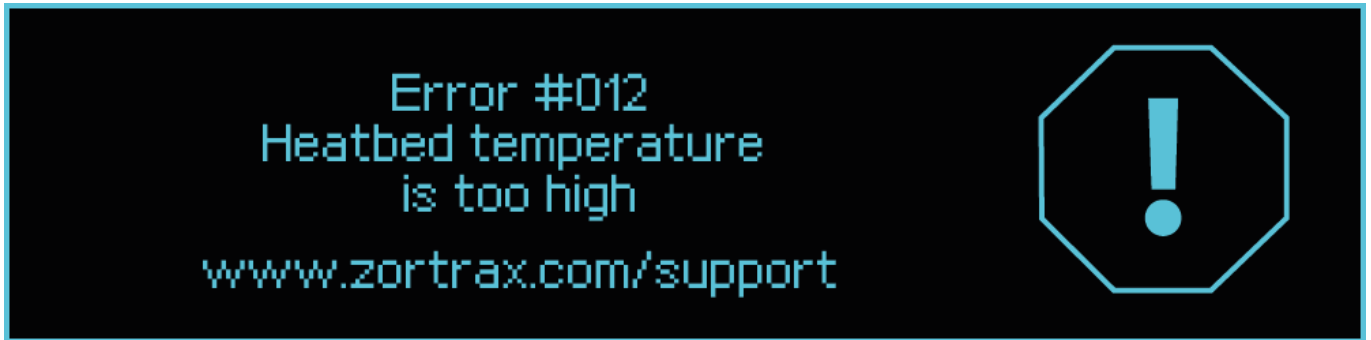
- The thermocouple has detected too high extruder temperature

### Solutions:

- [Heater and thermocouple](#) / [extruder PCB](#) / [extruder cable](#) replacement



## Too High Heatbed Temperature (Error #012)



### Causes:

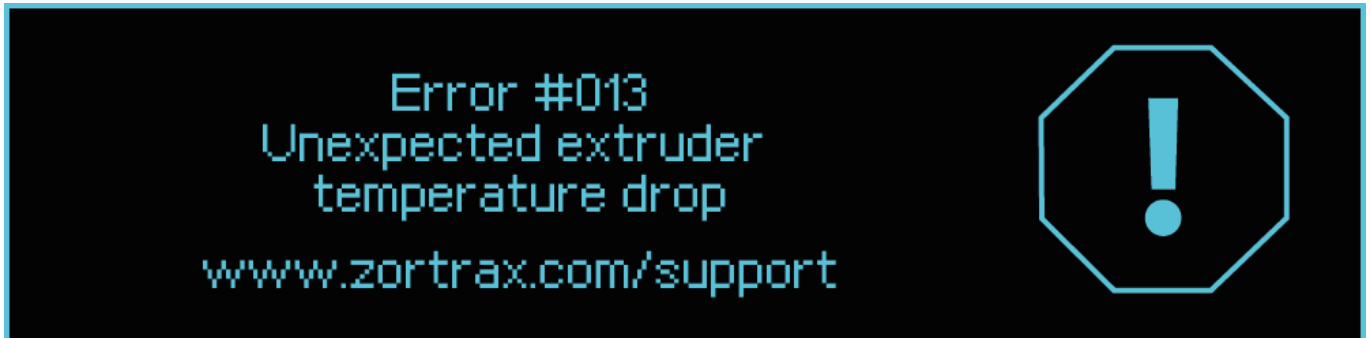
- The heatbed thermistor has detected too high heatbed temperature

Possible fire!

### Solutions:

- Heatbed / [heatbed cable](#) replacement

## Extruder Temperature Drop (Error #013)



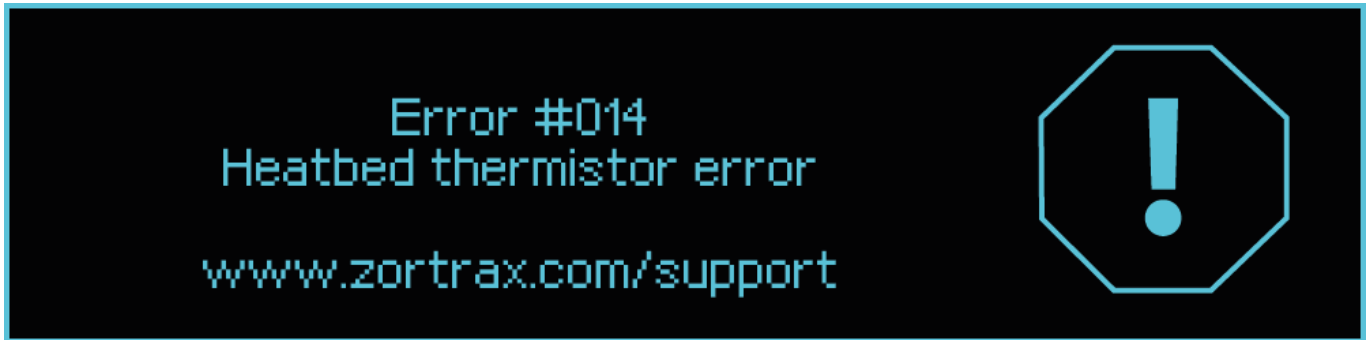
### Causes:

- The thermocouple has detected a decrease in temperature during the printing process

### Solutions:

- Make sure that the heater and thermocouple haven't been disconnected from the hotend
- [Extruder cable](#) / [heater and thermocouple](#) / [extruder PCB](#) replacement

## Heatbed Thermistor Error (Error #014)



### Causes:

- There is no signal coming from the heatbed thermistor

### Solutions:

- Heatbed / [heatbed cable](#) replacement

## Small Connector Issue (Error #030)

Error #030  
Check build platform small  
connector and restart  
the printer  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- No connection / short circuit between the perforated plate and the heatbed

### Solutions:

- Check the connection between the perforated plate and the heatbed cable
- Perforated plate / [heatbed cable](#) replacement

## Large Connector Issue (Error #031)

Error #031  
Check the platform large  
connector and restart  
the printer  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- No connection / short circuit between the heatbed and the heatbed cable

### Solutions:

- Check the connection between the heatbed and the heatbed cable
- Heatbed / [heatbed cable](#) replacement

## Main Extruder Cable Issue (Error #032)

Error #032  
Check the main extruder cable  
and restart the printer  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- No connection / short circuit between the extruder cable and the extruder

### Solutions:

- Check the connection between the extruder and the extruder cable and restart the printer
- [Extruder cable](#) / [extruder PCB](#) replacement

## Perforated Plate Contacts Issue (Error #033)

Error #033  
Check the perforated plate  
contacts and restart  
the printer  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- No connection / short circuit between the perforated plate and the heatbed or short circuit on the perforated plate (on calibration points)

### Solutions:

- Check the heatbed for proper connection
- Perforated plate / [heatbed cable](#) replacement

## Endstops Issue (Error #034)



### Causes:

- No signal from the endstops when the extruder moves into the “home” position (front left corner)

### Solutions:

- Check the endstops for proper connection
- Carry out X/Y axes maintenance: [M200](#) / [M300](#).



## Firmware Update (Error #040)

Error #040  
Please update the Firmware  
to print  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- The Z-SUITE blocks the printing process for previous versions of firmware due to safety reasons

### Solutions:

- Update the firmware to the latest version

## Calibration Failed (Error #041)

Error #041  
Calibration failed

[www.zortrax.com/support](http://www.zortrax.com/support)



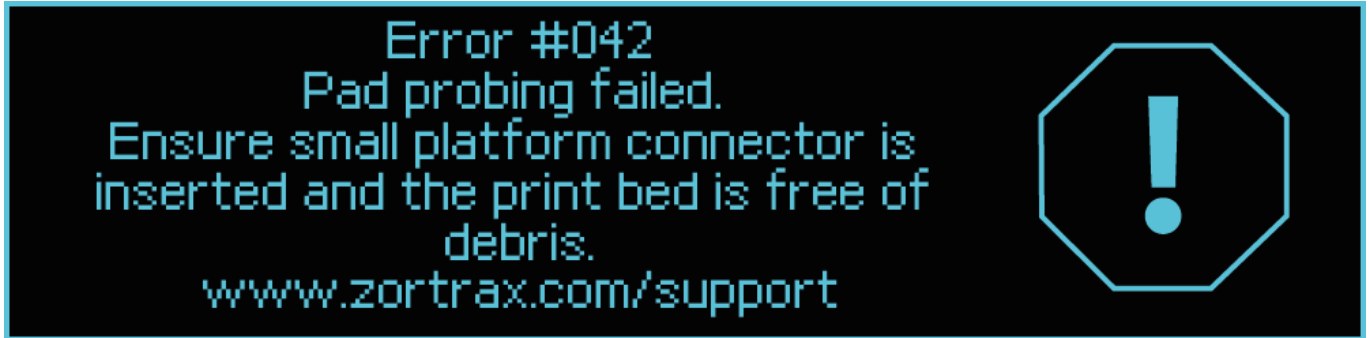
### Causes:

- The calibration has failed due to too many unsuccessful calibration attempts

### Solutions:

- Restart the calibration and carefully follow the instructions

## Pad Probing Failed (Error #042)



### Causes:

- No connection / short circuit on the perforated plate

### Solutions:

## Z-SUITE Version Issue (Error #075)

Error #075  
Please prepare the file using a  
newer Z-Suite version  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- Z-SUITE is not up to date

### Solutions:

- Update Z-SUITE to the latest version and prepare your file again

## Z-Code File Exporting Issue (Error #076)

Error #076  
This zcode file was exported  
for a different printer model  
[www.zortrax.com/support](http://www.zortrax.com/support)



### Causes:

- Wrong printer model was selected while exporting the file in Z-SUITE

### Solutions:

- Choose the proper printer model while exporting the file in Z-SUITE