

## Troubleshooting Manual for the NANON series

No.	Symptom	Cause of the Problem	Countermeasure	Remarks
01	Error message: "Emergency Stop. ... <u>Door is opened.</u> "	The chamber door is opened during operation.	Close the door and press the STOP button, then turn on the power. In the event it doesn't work, check if <b>the push button</b> above the door is stuck.	
02	Error message: "Emergency Stop. ... <u>Drum Error.</u> "	The drum collector does not rotate at the programmed speed.	Close the door and turn off the power button to shut off the breaker, then turn on the power. In the event it doesn't work, check to see if <b>the coupling part</b> is properly engaged, or if cables are properly connected.	
03	Error message: "Emergency Stop. ... <u>Slider Error.</u> "	Fibers and dirt slowed down the movement.	Close the door and turn off the power button to shut off the breaker, then turn on the power. In the event it doesn't work, clean <b>the slider</b> .	
04	Error message: "Emergency Stop. ... <u>Fan Error.</u> "	The fan may be malfunctioned.	Close the door and turn off the power button to shut off the breaker, then turn on the power. In the event it doesn't work, replace <b>the fan</b> .	
05	Error message: "Emergency Stop. ... <u>Over Current.</u> "	Check the following: · if the arm is dirty. · if the solution is too conductive. · if the humidity is too high.	Close the door and turn off the power button to shut off the breaker, then turn on the power. In the event it doesn't work, · Clean <b>the arm</b> . · Make the solution less conductive. · Keep humidity low with an air conditioner.	
06	Error message "Emergency Stop. ... <u>HVPS: Over Current.</u> "	Check the following: · if the arm is dirty. · if the solution is too conductive. · if the humidity is too high.	Close the door and turn off the power button to shut off the breaker, then turn on the power. In the event it doesn't work, · Clean <b>the arm</b> . · Make the solution less conductive. · Keep humidity low with an air conditioner.	
07	Error message: "Emergency Stop. ... <u>Initial: Door Open.</u> "	The chamber door is opened when turning on the system.	Close the door and press the STOP button, then turn on the power. In the event it doesn't work, check if <b>the push button</b> above the door is stuck.	
08	Error message: "Emergency Stop. ... <u>Pump: Home Pos Err.</u> "	The home position of the syringe pump is shifted.	Retighten <b>the screw of the dog</b> for the home position.	 
09	Error message: "Emergency Stop. ... <u>Slider: Home Pos Err.</u> "	The home position of the slider is shifted.	Retighten <b>the screw of the dog</b> for the home position.	
10	The START screen display will not proceed to the next screen.	The screw of the dog for the home position loosened.	Retighten <b>the screw of the dog</b> for the home position.	 
11	The START screen display will not proceed to the next screen.	The photo sensor of the syringe pump or the slider is malfunctioned.	Exchange either of <b>the sensors</b> .	 
12	The syringe pump does not return to the home position	The collar to hold the syringe pump dropped off.	Fix <b>the collar</b> with glue.	
13	Error message: "Emergency Stop. ... <u>Over Current.</u> "	Check the following: · if the arm is dirty. · if the solution is too conductive. · if the humidity is too high.	Close the door and turn off the power button to shut off the breaker, then turn on the power. In the event it doesn't work, · Clean <b>the arm</b> . · Make the solution less conductive. · Keep humidity low with an air conditioner.	
14	Fibers don't come out after programming high voltage and starting spinning.	Check the following: · Disconnection of the high voltage cable. · Clog of the nozzle.	· Measure actual <b>high voltage output</b> . In the event of no or low output, repair or replace the cable. *Contact our sales representative. · Clean the tip of the nozzle.	
15	Fibers don't come out after programming high voltage and starting spinning.	The high voltage power supply is malfunctioned.	Repair or replace <b>the high voltage power supply</b> . *Contact our sales representative.	 
16	The message of "Filter OK?" is shown.	The operating time reached 1,000 hours.	[Software version 1.41 or older] Replace the filter. Press the CL key and the START key simultaneously to reset. (See the operation manual for details.)	 Please contact our sales representative for the replacement.
17		The operating time reached 100 hours.	[Software version 1.50 or newer] Replace the filter. Turn off the POWER. Keep on pressing ESC and CL keys and turn on the POWER to reset. (See the operation manual for details.)	
18	The slider does not return to the home position.	The spinnerette holder got stuck with solutions.	Clean the portion <b>between the arm and the slider</b> .	
19	The slider doesn't go up or down.	· The motor shaft and/or the coupling is stained. · The motor is malfunctioned.	· Clean the shaft and the coupling to remove stains. · Apply machine oil to the shaft when necessary. · Loosen the coupling and move the motor to see the motor is working. · Replace the motor if it is malfunctioned.	 Please contact our sales representative for the replacement.
20	The cleaning time cannot be programmed at 0 (zero).	NANON-01A: Models of ver.1.52 or newer have been refurbished. NANON-01B: Models of ver.2.40 or newer have been refurbished.	[NANON-01A] Ver. 1.52 or newer: Renovated. [NANON-01B] Ver. 2.40 or newer: Renovated.	Please contact our sales representative for the