

NSC F/W 1.03 Version (Motion Board)

	Alarm Code 1Byte	Alarm description	Possible reason of Alarm	Troubleshooting	Alarm Appearance	Quick Solution
Motion Board Alarm	0x00	No Error			None	
	0x02	Auto Recovery Run Fail	Trying Auto Recovery but failure (More than 3 times)	Check the Alarm	Alarm Pop-up Message	Check Log
	0x04	Model Set Fail	Model Set information does not match with Firmware Model	Check 4DX Controller / ICS Model information	Alarm Pop-up Message	Power Reset
	0x05	Nand Data Download Fail	During Nand Memory Writing, ECC Code Failure	1. Motion Code re-transfer 2. If it continues, replace Motion Board	Alarm Pop-up Message	Motion Code re-transfer
	0x06	Nand Data Read Fail	Nand Memory Read Failure	1. Check Motion Data Write 2. Motion Code re-transfer 3. If it continues, replace Motion Board	Alarm Pop-up Message	Motion Code re-transfer
	0x07	System Info Read Fail	System information loading failure in Memory	1. Check Memory if there is any failure 2. System reboot	Alarm Pop-up Message	Power Reset
	0x09	Servo Drive Position Clear Fail	Position Clear has been failed after Servo Drive Init/Neutral Position completed	1. Check load condition on Motion chair 2. Check Encoder Cable	Alarm Pop-up Message	Power Reset
	0x14	ICS Set Model Not Serch	Model information is mismatched with ICS	Check Motion chair Model on the ICS setting menu	Alarm Pop-up Message	Power Reset
	0x10 : All Axis 0x11 : 1Axis 0x12 : 2Axis 0x13 : 3Axis	Home Sensor detect failure on each Axis	Home sensor is not detected for 60 seconds while Initializing	1. Check Home Sensor detection (LED light) 2. Check cable connection (including JC Board)	Alarm Pop-up Message	Auto Recovery
	0x20 : All Axis 0x21 : 1Axis 0x22 : 2Axis 0x23 : 3Axis	Servo Driver failure on each Axis	Servo Driver communication failure	1. Check Servo Driver 2. Check Servo Driver Data Cable	Alarm Pop-up Message	Auto Recovery
	0x30 : All Axis 0x31 : 1Axis 0x32 : 2Axis 0x33 : 3Axis	Servo Driver Servo Power On failure on each Axis	After Servo Driver Servo power On, when system checks its status, there is no power	1. Check Servo Driver	Alarm Pop-up Message	Auto Recovery
Motion Board Warning	0xFF01	Auto Recovery Run	Auto Recovery Operated due to the Alarm	Check the Alarm	Log	No problem with operation
	0xFF02	Motion Code Position Error	During playing, Position Data is different with setting	1. Check Motion Code information 2. Check Nand Memory of Motion board	Log	No problem with operation
	0xFF03	Motion Board Information Mismatch	Warning when there is mismatch between saved model information and current information	Check Chair Model information	Log	No problem with operation
	0xFF04	Motion Over Speed	Motion Code Speed(RPM) has been exceeded than its capacity	Check the Speed setting of Motion Code	Log	Goes to Init Position
	0xFF10 : All Axis 0xFF11 : 1Axis 0xFF12 : 2Axis 0xFF13 : 3Axis	Servo Driver Over Torque detected	Servo Driver Over Torque has been detected	1. Check moving part's condition (Noise) 2. Check whether the motion chair has overload than specification	Log	No problem with operation
	0xFF20 : All Axis 0xFF21 : 1Axis 0xFF22 : 2Axis 0xFF23 : 3Axis	Servo Driver OverLoad detected	Servo Driver Over load has been detected (90% possibility)	1. Check moving part's condition (Noise) 2. Check whether the motion chair has overload than specification 3. Check Motion Code's Speed setting	Log	No problem with operation
	0xFF30 : All Axis 0xFF31 : 1Axis 0xFF32 : 2Axis 0xFF33 : 3Axis	Home Sensor detected while playing	Home Sensor has been detected during playing	1. Check Home Sensor's condition (Damage, cleanness) 2. Check Init Position status 3. Check Motion Code 4. Check connection between Reducer and Motor	Log	No problem with operation
	0xFF50	ICS Command Error	ICS Command packet error occurred	Check Network status	Log	No problem with operation

Convex Servo/Wise Power Driver Alarm Code

	Alarm Code 2Byte	Alarm description	Possible reason of Alarm	Troubleshooting	Alarm Appearance	Quick Solution
Convex / WisePower	11	Power module error	1. Error to protect IPM from over-current, over-voltage, or over-heating 2. Damage to IPM	1. Turn off power and restart 2. Replace servo driver	Alarm Pop-up Message / Log	Power Reset
	12	Servo motor input current error	1. Over-current in motor 2. Servo drive error	1. Turn off power and restart 2. Check the motor's input current 3. Replace servo drive		Power Reset
	13	Over-current	1. More than 25% of peak current in motor	1. Automatic recovery function		Auto Recovery
	32	Over-load	1. Operation exceeds motor capacity 2. Problems with moving parts 3. Rapid acceleration and deceleration	1. Automatic recovery function 2. Check for overload due to problems with moving parts.		Auto Recovery
	33	Regenerative overload	1. Rapid acceleration and deceleration of large load	1. Check for excessive weight in Motion chairs		Power Reset
	38	Regenerative resistor disconnected	1. Regenerative resistor not connected 2. Damaged regenerative resistor 3. Servo drive error	1. Connect regenerative resistor 2. Replace regenerative resistor 3. Replace servo drive		Power Reset
	51	Over-voltage in main power	1. Motor input voltage error 2. Damaged regenerative resistor 3. Rapid acceleration and deceleration	1. Automatic recovery function 2. Check for excessive weight in motion chairs 3. Check for rapid acceleration or deceleration in 4DX code		Auto Recovery
	52	Under-voltage in main power	1. Power supply error 2. Power condenser error 3. Rapid acceleration and deceleration	2. Confirm power supply 3. Replace condenser(Servo drive) 4. Improve operating environment		Auto Recovery
	71	Encoder disconnected	1. Encoder error 2. Encoder cable disconnected 3. Faulty connection of connectors	1. Replace encoder 2. Replace cable 3. Check connection status of connectors		Power Reset
	72	Encoder initialization error	1. Encoder error 2. Encoder cable disconnected 3. Faulty connection of connectors	1. Replace encoder 2. Replace cable 3. Check connection status of connectors		Power Reset
	74	Encoder error	1. Encoder error 2. Encoder cable disconnected 3. Faulty connection of connectors	1. Replace encoder 2. Replace cable 3. Check connection status of connectors		Power Reset
	75	Encoder Error	Encoder Cable Error	Encoder Cable Check Motor Check		Power Reset
	95	Command Data Error	Command Error	1. Mechatrolink Cable check		Power Reset
	A1	Over speed error	1. Operation exceeds maximum speed	1. Check for rapid acceleration or deceleration in 4DX Code 2. Replace servo drive		Auto Recovery
	C1	EEPROM decoding error	1. Damage to internal EEPROM 2. Circuit error	1. Turn off power and restart 2. Replace servo drive		Power Reset
	C2	Parameter error	1. Location deviation value has been exceeded	1. Turn off power and restart 2. Replace servo drive		Power Reset
	E1	Plus_Limit	1. Plus Limit input			Power Reset
	E2	Minus_Limit	1. Minus Limit Input			Power Reset
	E3	Maximum deviation value exceeded	1. Location deviation value has been exceeded	1. Turn off power and restart 2. Check for problems with moving parts		Auto Recovery
WisePower Additional Alarm	E4	Position Command Error	1. Position Over Command	1. Can Cable communication check 2. Parameter [Pr.59] Check	Auto Recovery	
	E6	CanOpen Init Error	1. Can Cable Communication Line Disconnection 2. Termination Resistor Error	1. Can Cable communication check 2. Termination Resistor Check	Power Reset	
	E7	CanOpen Service Error	1. Can Cable Communication Line Disconnection 2. Termination Resistor Error	1. Can Cable communication check 2. Termination Resistor Check	Power Reset	
	E8	CanOpen Time out error protection	1. Can Cable Communication Line Disconnection 2. Termination Resistor Error 3. CanOpen Reception Error	1. Can Cable communication check 2. Termination Resistor Check	Power Reset	
	F1	FAN Run Error	1. Fan Run Error	1. Motion Play State Confirmation	Power Reset	