

AE-SMART ERROR LOG AND ERROR CODES

In AE-SMART Control Systems, all determined errors are reported at runtime on main screen and stored in permanent memory. Error storing capacity of system is limited to 250. If an error occurs when there are 250 errors stored in memory, then oldest error is cleared and the new one is stored. You can see last 250 stored errors anytime by using screen or from your computer connection.

9.1 ERROR CODES

CODE	ERROR	EXPLANATION
1	Stop Circuit Open	Stop circuit-120 (Speed regulator, parachute contact, stop buttons...) is open.
2	125-135 Circuit is Open	Door Contact circuit 125-130 is open during motion.
3	140 Circuit is open	Door Lock circuit-140 is open during motion.
6	Pass Time Overflow	1-At fast speed, system cannot not get new floor data within the time period defined at [T05]. 2-At slow speed, system could not reach floor level within the time period defined at [T31].
7	Door Cannot Open	After any door open command door contacts are not open within the period defined at [T20] for door A or [T25] for door B.
8	Door Not Closed	After transmitting any door close command, the door is not closed. [KL1=0] for door A, [KL2=0] for door B within the time period defined in [T21] for door A or [T26] for door B.
9	817 - 818 Are Open	Up and down limit inputs [817=0] and [818=0] are both open simultaneously.
10	Floor Number is wrong	The floor number obtained from the floor selector system is not correct.
11	Counter Error	Inconsistency in floor number on displays and car position. This error arises if the floor number is not 0 when the car is at bottom floor [817=0] and [818=1] or floor number is not top floor when the car is at top floor [817=1] and [818=0].
12	Encoder Direction Error	Encoder rotation direction is not the same as the car travel direction. Interchange A and B channels of the encoder connection.
13	No Encoder Signal	No encoder signal is received from encoder while the car is moving within the time period defined [T40]. Check electrical connections of encoder circuit as well as the mechanical coupling of the encoder.

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14	Bypass Error	If the bypass input is open [BYP=0] and the lift is in normal mode then this error arises. Bypass switch must be normally closed.
15	Park Floor Definition	Defined park floor parameter in [B07] is above the maximum number of stops defined in [A01].
16	Fire Floor Definition	Defined fire floor parameter in [B05] is above the maximum number of stops defined in [A01].
17	U2 Communication Error	Internal communication problem between electronic boards inside the device. Switch off the device. If the problem persists then consult the technical service.
18	No Car Communication	System cannot communicate with car units. Check serial communication states of the main board and the car controller. If BE or LEDs on CAN drivers are ON then there is something wrong either in electrical wiring of CAN units or in values of the termination resistors. Check also parameter [E07]. It defines the CAN-channel used for car circuit. You should connect car communication cables to the CAN-port denoted in [A18]
19	MCI Short Circuit	Internal error
20	NO PTC/Thermistor	Motor is overheated or PTC circuit is not connected [PTC=0].
21	Floor Pulse Error	Current car position is inconsistent.
22	Door Motor Hot	Automatic door motor is overheated or DTP input is open [DTP=0].
23	Number of Relevels	Releveling has been started 20 times but cannot be completed properly.
24	No Shaft Learn	If floor selector is incremental or absolute encoder then you need execute shaft learning procedure at least once. If this has not been done you will get this message.
25	Encoder Data Error	Floor Pulse data is missing or faulty. Shaft learning should be carried out.
26	Machine Room Temperature	If [B27=1] then checking MR temperature is carried out by an external measuring device. The controller reads its output through the terminal input [THR]. Check if THR input is connected to the external device and the adjustment of the external device.
27	MC is not ON	MC contactor is not ON. MCI input must be used when system is used not in STO mode but with serial contactors at the output. This error is arised when MC contactor is ON but MCI input is still active.
28	MC is OFF during travel	MC contactor is OFF during motion.

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29	Contactor Failure	Although there are no contactors activated, there is no signal in CNT terminal. Check CNT wiring and definition. Check also the wiring of the CNT circuit through normally closed aux-contacts of the contactors.
31	Low Voltage	DC Bus voltage of the motor driver is low.
32	High Voltage	DC Bus voltage of the motor driver is high.
33	ML2 Open at Floor	If ML2 switch becomes passive [ML2=0] while the car is staying at floor level this error is created. If the doors are open then it is an UCM error and the system is blocked. Check the magnet and switch locations of ML1 and ML2.
34	ML2 Short Circuit	This error is reported if ML2 switch is still on [ML2=1] when the car has left the door zone. Check the switches, magnets, inputs and wiring related to ML1 and ML2.
35	Phase L1/R Missing	L1/R phase is not present. Check line phases.
36	Phase L2/S Missing	L2/S phase is not present. Check line phases.
37	Phase L3/T Missing	L3/T phase is not present. Check line phases.
38	Switching Error	There is voltage on DC Bus although input relays are not switched on.
39	SPI Error	There is communication fault between internal microprocessors.
40	Door Contact Failure	Despite doors being physically closed, door contact is not closed. The physical state of the door is controlled by KL1 and KL2 inputs.
41	Levelling Period	If levelling job cannot be completed within the time period defined in the system (10 sec) this error is created.
44	KL1 OFF	According to EN81-20/50 car doors must be physically closed in bypass mode in any inspection travel. KL1 input on car door is used to check this. If any door contact KL1 is open in inspection travel in bypass mode this error is created.
45	SDB Bridging Error	This error is reported if SDB board cannot bridge safety line after activated. Check 140, ML1, ML2 inputs, ML1 and ML2 switches and related magnets.
47	Resetting Inhibited	Resetting car position after re-start has been inhibited by parameter [B35]. This is a warning message, not fault.
48	ERS Battery Error	Voltage level of the battery of the emergency power supply is low.
49	ERS Door Not Open	After the rescue operation has been completed the doors are opened. If the doors cannot be opened within the time period [T32]. Check door supply voltage and door control signals

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50	ERS Door Not Closed	If in rescue operation the door cannot be closed within the time period determined by timer [T32] then this error is created. Check door supply voltage, door contacts and door control signals
52	ERS Maximum Period	If the emergency rescue operation takes a longer than the period stored in timer parameter [T36] this error is reported.
53	ML1 Open at Floor	If ML1 switch becomes open [ML1=0] while the car is staying at floor level this error is created. If the doors are open then it is an UCM error and the system is blocked. Check the magnet and switch locations of ML1 and ML2.
54	ML1 Short Circuit	This error is reported if ML1 switch is still closed [ML1=1] when the car has left the door zone. Check the switches, magnets, inputs and wiring related to ML1 and ML2.
56	Fire Reset	If the parameter [A14=4] then this message is displayed when all fire inputs have been returned to their normal positions. System will wait as blocked until switching to inspection mode or a re-start.
57	Call Button Error	If a hall button stays more than 300 seconds pressed then the system reads it no more, set as faulty and display this message. Entering into inspection mode clear this message. This facility can be activated or inhibited through adjusting parameter [E02]. This facility is available only in parallel landing buttons.
58	Earthquake	Earthquake signal is received [EQK=0] due to a low signal at EQK input. The system will switch into earthquake mode.
59	Bottom Final Stop	The car has exceeded bottom final stop downwards.
60	Top Final Stop	The car has exceeded top final stop upwards.
61	Retiring Cam Period	Door contacts are not closed (125-130) within the defined time period after the retiring cam has been energized. Check door contacts, the activation process and definition of the retiring cam.
62	Pit Board Communication Error	If there is a pit controller [A18=1] then the controller communicates with it. If no communication is established with pit controller board then this error is created. Check CAN shaft connections and [E08] parameters. Please note that pit board communicates via shaft CAN channel.
63	Brakes are closed	This error is created if the brakes of a gearless machine are closed during motion.
64	Brake Not Closed	Although the brake coils have not been energized, no signal is received from brake feedback contacts. Check BR1, BR2 terminals, contacts, definitions and related wiring. This error is reported only if [A16=1].

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65	Brake Not Opened	Although brake coils have been energized, signal is received from brake feedback contact. Check BR1, BR2 terminals, contacts, definitions and related wiring. This error is reported only if [A16=1].
66	SGC Error 1	Although SGD board has not been energized through RSG output, SGC input signal is passive [SGC=0]. This error is created only if [A16=1]. Check RSG output and SGC input, related wiring and definitions.
67	SGC Error 2	Although SGD board has been already energized through RSG output, SGC input signal is active [SGC=1]. This error is created only if [A16=1]. Check RSG output and SGC input, related wiring and definitions.
68	Photocell Error 1	An external photocell error is detected through FE1 input.
70	Governor Contact Error-3	When the motion has been started and coil on the overspeed governor has already been energized, if SGO input signal is still ON [SGO=1], then this error is reported. Check the coil on the speed governor, its wiring and SGO input terminal.
71	Rescue Speed Exceeded	Rescue speed is exceeded during a manual rescue operation. Release brake activation buttons to stop the lift. Do not press brake buttons continuously. Press and release them in short periods while monitoring the car speed not to exceed 0.3 m/s.
72	UCM Fault	Unintended Car Movement UCM is detected. This error is created if the car leaves the door zone with open doors. This error is stationary and must be cleared manually. Check ML1 and ML2 switches and related magnet positions. Check also the UCM device connections and settings.
73	Governor Contact Error-1	If SGO input signal is still OFF [SGO=0] although OSG A3 coil has not been energized, then this error is created. Check SGO definition, contact and wiring. Check the coil on the speed governor.
74	Governor Contact Error-2	SGO input signal is still ON [SGO=1] although OSG A3 coil has already been energized, Check SGO definition, contact and wiring. Check the coil on the speed governor.
75	Safety Gear Activated	Safety gear has been activated. The information is obtained through PFK input
77	HD/HU Failure	High speed switches (HU or HD) are not responding properly. Its state is inconsistent with other shaft switches.
78	Encoder Communication Failure	When a CAN absolute encoder is used as floor selector, [A05=4], this error is created if the system cannot communicate with the encoder. Check encoder wiring and parameter [A05].

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79	Encoder Learning Failure	When incremental encoder is used as floor selector [A05] and if the encoder cannot complete learning process, then this error is reported. Check encoder wiring and parameter [A05]. Check also ML1, ML2, 817 and 818 switches.
82	CNT Short Circuit	This error is reported if the contactor feedback input is still on [CNT=1] while the lift is in motion. Check CNT terminal, contactor aux. contacts and their wiring.
85	SDB 141 Fault	When the car is at door zone and bridging is activated by the controller then 141 must be ON. If not, then this error is created. Check SDB board.
86	Door Test Error	Door test has not been completed at the floor properly. Check door contacts.
87	Shaft Inspection Reset	To return to the normal mode from shaft inspection it is not enough to switch off inspection. KRR input must be triggered once to clear shaft inspection. This message will be displayed after the shaft inspection switch has been returned to normal until KRR is switched once while the doors are closed.
88	KL1 Shorted	Door closed contact of the first door is still closed [KL1=1] though the first door is open. Check contact, wiring and input definition of KL1.
91	Speed Error	Motor cannot catch the speed level driven by the device.
92	Slow Down Timeout	Travel duration in slow down path (while creeping speed is referenced) exceeds the time period defined in parameter [T31].
93	Group Traffic System	The traffic systems [A02] of the lifts are not all equal.
101	Overcurrent	Driver has detected an overcurrent more than two times of the nominal current for more than 2.5 sec. The weight in Counterweight may be not correct. Check it. Encoder Offset may be wrong. Carry on tuning again.
102	Current Error	Motor current cannot be read by the device. If error arises in REST state: there may be an internal failure in the device. If error arises while motor is running: Electromagnetic disturbances may cause false current reading. Check earthing connections of the device, controller and motor.

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103	IPM Error	<p>IPM module sends error signal.</p> <p>At Start: [T08]-BRAKE WAIT PERIOD may be lower than the actual brake opening period. Check the value of [T08] and increase it when necessary.</p> <p>In Motion: IPM has detected an instantaneous high current. Check if motor parameters has been entered correctly. Check if the counterweight is correct.</p> <p>At Stop: [T13]-BRAKE DELAY PERIOD value may be lower than the actual motor brake closing period. Check the value of [T13] and increase it when necessary.</p> <p>[S17]-STOPPING SPEED parameter may be adjusted greater than required. Set it to 0.001 for synchronous motor and 0.002 for asynchronous motor.</p> <p>During Tuning: IPM has detected an instantaneous high current. Check the earthing system and connections.</p>
104	Encoder Error	<p>Encoder is not connected or it is faulty.</p> <p>At standby: Check encoder, its connection cables and connectors.</p> <p>In Motion: No motion is detected while motion command is present. If the motor rotates check encoder connections and earthing system.</p> <p>If there is no motion in synchronous motor repeat tuning operation. If there is no motion in asynchronous motor check the values of P5-Control Parameters.</p> <p>During Rotational Tuning: Rotation of the motor is more than expected. Increase [C20]-TUNING CURRENT parameter to make driving more powerful.</p> <p>During Stationary Tuning: Motor rotation is detected. Check motor brakes. They must be closed and able to prevent any rotation during operation. Decrease the value of [C20]-TUNING CURRENT parameter.</p>
105	Motor Direction Error	<p>Motor direction is opposite to encoder direction.</p> <p>In Synchronous Motor: Tuning operation may not be completed successfully. Repeat tuning operation.</p> <p>In Asynchronous Motor: Reverse the value of the parameter [M17]-ENCODER DIRECTION.</p>
106	Motor Cable Error	<p>Fault in motor cables is detected. The cable connections between motor and the device is faulty or not present.</p>

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107	ICA Board Error	<p>Standby Mode: Absolute encoder interface board (ICA) cannot communicate with the Absolute Encoder in synchronous motors.</p> <p>Check ICA board and its connections to the encoder. If the cables are correct, then change ICA board.</p> <p>During Motion or Tuning: The electromagnetic disturbances generated by the motor driver may influence proper data and signal transmission from encoder to ICA board. Check earthing system and earth connection to the device.</p>
108	Overspeed Error	<p>Encoder speed is greater than 115% of reference speed.</p> <p>Check the values of P5-CONTROL PARAMETERS.</p> <p>Increase value of Kp in the region, where overspeed is detected, till below where motor vibration starts.</p>
109	Low Speed Error	<p>Motor cannot reach reference speed.</p> <p>Check the values of P5-CONTROL PARAMETERS.</p> <p>Increase value of Kp in the region, where speed cannot reach set speed, till below where motor vibration starts.</p> <p>Check encoder, its connection cables and connectors.</p> <p>In Synchronous Motor: Repeat tuning operation.</p>
110	Motor Overspeed Error	<p>Encoder speed is greater than 150% of motor nominal speed.</p> <p>Reference speed may be greater than nominal speed.</p> <p>Acceleration value S10 may be adjusted to high.</p>
112	Permanent IPM Error	<p>IPM sends continuously error signal to the motor driver.</p> <p>IPM module of the device should be faulty.</p>
113	Internal Communication Error	<p>Failure in communication between internal microprocessors.</p> <p>If the error arises only when the motor is driven then electromagnetic parasite may influence the device internal communication. For this, check earthing and related cables. If they are correct, then the device should be faulty.</p>
115	DC Bus Reading Error	<p>DC BUS voltage in the device is greater than the value of the parameter U03-DYNAMIC BRAKE OPEN while motor driver is not active.</p> <p>Check the value of U03 and U07-LINE VOLTAGE.</p>
116	STO Supply Error	<p>STO circuit is active but no voltage in motor driver is detected.</p> <p>In Starting: Check STO circuit (SER board or contactors).</p> <p>In Stopping: Motion command is removed before motor stopped. Check [S17]-STOPPING SPEED parameter.</p>

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117	Zero Speed Error	<p>Device cannot hold the motor at zero speed. First of all, check balance of the lift, namely counterweight. If the error arises although there is no motor driving check earthing and related connections.</p> <p>In Starting with Synchronous Motor: Pre-torque function should be activated.</p> <p>In Stopping: Check the value of [S16]-Stopping Mode parameter.</p>
118	Remaining Distance Error	<p>Error in calculating Remaining distance. The data coming from encoder may be wrong due to electromagnetic disturbance. Check earthing and related connections.</p>
119	STO Enable Error	<p>No voltage is present in motor driving circuit after a motion command. Check STO circuit (SER board or contactors) and related connections.</p>
120	Current w/o Motion	<p>Motor current is detected while no motion command is present. There may be fault in current reading circuit of the device. There may be short circuit in motor to its body.</p>
122	Car Position Error	<p>Read shaft data is inconsistent in learning process. Shaft learning operation may be carried out improperly. Check firstly the locus of the magnets and magnetic switches, clear shaft data and then repeat shaft learning process.</p>
123	Tuning Error	<p>An error arised during rotating tuning operation. No rotation of the motor is detected. Be sure that the traction machine is not connected to the ropes. Be sure that the brakes are opened. If all are OK, then increase the value of [C20]-TUNING CURRENT to make the motor more powerful.</p>
124	High Voltage	<p>Voltage value in dynamic braking is greater than the operating value of the system. Check braking resistor and its connections. Check if the value of the braking resistor has been selected regarding to the table in user manual.</p>
125	Unbalanced Stator Resistance	<p>The resistances of the stator windings are not balanced. Disconnect motor cables from the device and measure the winding resistances one by one. Measure the conductance of the windings to the motor body or earth. If the measure coil resistances are not all equal or there is a short to the motor body, then contact motor supplier. If the coils are balanced and no short is measured, then check the cables between motor and the device motor output.</p>