# Troubleshooting guide i-Lab

## For error codes that appear in i-Lab

Note: Under STATUS/ ABOUT/ Info in iLab version 2.18 you will find information about all events and erros including error codes for each error. The value is in most cases absolutely necessary to be able to find the cause.

| ERROR CODE | PROBABLE CAUSE | ACTION 1 | ACTION 2 |
|---|---|---|---|
| Error 1000 value 8 at the same time as error 1000 value 2. | Damaged or short circuted signal cabling and therefore an interruption in voltage supply (22 v) to the I/O-board. | Replace the spiral signal cable, if it is an QLA (arm) try routing it from directly from the motor unit to the swivel. | Replace the signal cables all the way from the swivel to the I/O-boards. |
| Error 1000 value 8 at the same time as error 1009 value 16384. | Poor 230-volt supply to the motor unit. | Check that the Harting connector including the rubber gasket is intact | Check that the rest of the 230-volt supply system before the Harting connector is OK. |
| Error 1000 value 8 alone. | Worn out contacts on handle sensor and possibly also on the I/O-board | Replace the handle sensor and the I/O-board. | |
| Error 1000 value 34 | Poor 230-volt supply to the motor unit. | Check that the Harting connector including the rubber gasket is intact | Check that the rest of the 230-volt suply system before the Harting connector is OK. |
| Error 1001 value 0 or 800-950. | Damaged or short circuited signal cabling and therefore an interruption of voltage supply (22 v) to the I/O-board. | Replace the spiral signal cable, if it is a QLA (arm) try routing it from directly from the motor unit to the swivel. | Replace the signal cables all the way from the swivel to the I/O-board. |
| Error 1012 value 8. | A) The handle sensor signal is outside of it's acceptable limits.<br>B) Damaged/short circuited signal cabling and therefore an interruption of voltage supply (22 v) to the I/O-board. | A) Adjust the nut below the handle 0.5 mm upwards and calibrate the handle sensor.Then break the power suply (230 v) for minimum 10 seconds.<br>B) Replace the spiral signal cable, if it is a QLA (arm) try routing it from directly from the motor unit to the swivel. | Replace the signal cables all the way from the swivel to the I/O-board. |
| Error 1015 value 1. | Poor 230-volt suply to the motor unit. | Check that the Harting connector including the rubber gasket is intact | Check that the rest of the 230-volt supply system before the Harting connector is OK. |
| Error 1015 value 2. | A) Poor 230-volt supply to the motor unit.<br>B) Damaged or short circuited signal cabling and therefore an interruption of voltage supply (22 v) to the I/O-board | A) Check that the Harting connector including the rubber gasket is intact.<br>B) Replace the spiral signal cable, if it is an QLA (arm) try routing it from directly from the motor unit to the swivel. | A) Check that the rest of the 230-volt supply system before the Harting connector is OK.<br>B) Replace the signal cables all the way from the swivel to the I/O-board. |
| Error 2003 value 1024. | A) The DIP-switches on the I/O-boards has the same or wrong value<br>B) Damage or short circuited signal cabling and therefore a interruption of supply voltage (22 v) to the I/O-board. | A) Check that all I/O-boards has a unique address set on the DIP-swiches.<br>B) Replace the spiral signal cable, if it is a QLA (arm) try routing it from directly from the motor unit to the swivel. | A) Check that I/O-boards connected to a handle sensor has a address of 0, 1 or 2.<br>B) Replace the signal cables all the way from the swivel to the I/O-board. |



If this guide did not help you, please contact your local distributor or nearest Binar Quick-Lift office for further assistance

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