故障指南

Troubleshooting Guide

门控设备故障分析与排除指南

Guide to fault analysis and troubleshooting of door control equipment

简介

Introduction

本故障指南可以为您提供门控设备故障排除的技术支持，对于出现的故障可以更可靠地定位和纠正。对于每个可能出现的故障指示，您将找到关于如何纠正所显示的故障的详细描述和说明。本故障指南适用于所有 PE 系列型号的门控制系统，并作为您需要遵循的产品安装说明的补充文档。

This troubleshooting guide can provide you with technical support for troubleshooting door control equipment, and can more reliably address and correct faults that occur. For each possible fault indication, you will find a detailed description and instructions on how to correct the displayed fault. This fault guide applies to all PE series door control systems and serves as a supplement to the product installation instructions you need to follow.

安全信息

Safety information

本故障指南专门针对能够评估电动门系统危险的熟练人员。只有受过训练的专业人士才能在电气设备上工作。他们必须评估分配给他们的任务，识别潜在的危险区域，并能够采取适当的安全措施。安装工作只能在无电压状态下进行。必须遵守相关的电气规章制度和标准。
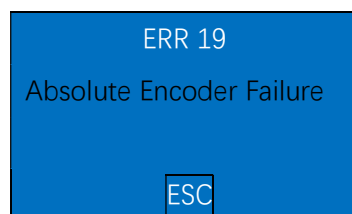
This troubleshooting guide is specifically for skilled personnel who can assess the hazards of power door systems. Only trained professionals can work on electrical equipment. They must evaluate the tasks assigned to them, identify potentially hazardous areas, and be able to take appropriate safety measures. Installation work can only be carried out under no power. Must comply with relevant electrical regulations and standards.

故障显示

Fault display

当门控设备出现故障的时候，控制器主显示菜单中"故障"选项会出现闪烁，此时操作工需要点击"故障"菜单按键，进入查看具体的故障代码。一般情况下，显示屏错误代码提示如下界面：

When the door control device fails, the "fault" option in the main display menu of the controller will flash, and the operator needs to click the "fault" menu button to enter to view the specific fault code. Under normal circumstances, the display error code prompts the following interface:

ERR 19

Absolute Encoder Failure

ESC

历史故障查询

Historical fault query

本系统内置实时时钟，可以保存最近 50 条故障记录

The system has a embedded real-time clock, which can save the latest 50 fault records

通过显示板和菜单按键的配合操作，能够查看最近的故障记录。

Through the cooperative operation of the display panel and the menu buttons, you can view the latest fault records.
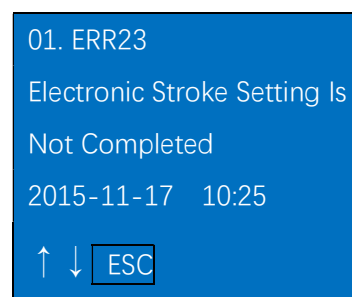
快速进入查看的方法是：在主界面状态下，一次点击选择 Info 菜单==》4.历史故障查询 （具体方法可参考控制器说明书）

The way to quickly enter the view is: in the main interface state, click Info menu >4.Fault Memory(the specific method can refer to the controller manual)

通过↑或者 ↓操作，可以选择不同序号的历史故障记录。

By ↑or ↓you can select historical fault records with different serial numbers.

历史故障查询界面：

Historical fault query interface:

```
01. ERR23
Electronic Stroke Setting Is
Not Completed
2015-11-17   10:25
↑ ↓  ESC
```

本文档涉及的错误代码，都是在此界面出现的故障码。

The error codes involved in this document are all fault codes that appear on this interface.

除非出现了很严重的硬件故障，导致了控制器也不能正常开机或者显示。对于此

严重的故障，请先更换或者维修好控制器设备。

The controller cannot be turned on or displayed normally when a serious hardware failure occurs. For this serious problem, please replace or repair the controller device first.

故障代码列表

Fault code list

故障代码 Fault code	故障内容 Fault content	处理办法 Solution
ERR01	系统过流 Overcurrent	检查电机和驱动器之间的线缆是否有破损；重启设备电源，如无法排除，请联系厂家进行处理。 Check whether the cable between the motor and the drive is broken; reboot the power of the device, if it still cannot be eliminated, please contact the manufacturer for processing.
ERR03	系统欠压 Under Voltage	检查现场电源电压是否不稳定，过高或过低，若有则调节现场电源；若无问题请联系厂家进行处理。 Check if the mains voltage is stable, not too high or too low. otherwise, please contact the manufacturer for processing.
ERR04	停机时过压 Overvoltage During stop	
ERR05	运行时过压 Overvoltage During Running	
ERR06	电机堵转 Motor Stall	检查刹车是否卡死，门体是否有卡点；若无问题请联系厂家进行处理。 Check whether the brake is stuck and whether the door body is stuck; otherwise, please contact the manufacturer for processing.
ERR07	超出限位位置 Out Of Limit Position	点动模式下使门体回到限位位置内即可；若在限位内仍然报错，请联系厂家进行处理。 In the jog mode, run the the door back to the limit positions; if the error is still reported within the limit postions, please contact the manufacturer for processing.
ERR08	主板数据存储故障 EEPROM Failure	请联系厂家进行处理。 Please contact the manufacturer for processing.

ERR09	超速故障 Overspeed	检查电机和驱动器之间的线缆是否有破损，如无法排除，请联系厂家进行处理。
ERR10	反转故障 Motor Reversion	Check whether the cable between the motor and the driver is broken. Otherwise, please contact the manufacturer for processing.
ERR11	系统过载 Overload	门体过重超出控制系统的额定功率，适当降低工作周期或更换更大功率设备或更高倍比减速机。 The door body is too heavy to exceed the rating of the door operator. Appropriately reduce the duty cycle or replace tohigher power door operator or a higher ratio reducer.
ERR12	电流检测回路故障 Sample Current Failure	请联系厂家进行处理。 Please contact the manufacturer for processing.
ERR13	电机增量编码器故障 MotorEncoder Failure	检查电机和驱动器之间的线缆是否有破损，插头是否有松动；若以上情况均良好则联系厂家进行处理。 Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR14	电机初始角错误 Initial Rotor Angle Failure	非测试状态下报错请联系厂家进行处理。 If the error is reported under non-test status, please contact the manufacturer for processing
ERR15	通信故障 Communication Failure	检查控制器和驱动器之间连接 B1/B2/B3 端子的电缆是否损坏或端子接线顺序错误；若以上情况均良好则联系厂家进行处理。 Check whether the cable connecting the B1 / B2 / B3 terminal between the controller and the drive is broken or the terminal wiring sequence is wrong; otherwise, contact the manufacturer for processing.
ERR17	驱动器掉电检测 Drive Power Failure Detected	如未断开交流电源，请检查控制器 L、N、L1、N1 和驱动器 L1、N1 端子接线是否良好，控制器和驱动器之间的电缆是否有断路；若以上情况均良好则联系厂家进行处理。 If the mains is not disconnected, please check whether the wiring of the L, N, L1, N1 on the controller and L1, N1 on the drive is good, and whether the cable between the controller and the drive is broken; otherwise, please contact the manufacturer .
ERR18	制动回路故障 Braking Circuit Failure	检查制动电阻是否接触不良，制动电阻线缆是否有损坏；若以上情况均良好则联系厂家进行处理。 Check whether the braking resistor is in poor contact and whether the braking resistor cable is broken; otherwise, contact the manufacturer for processing.
ERR19	绝对值编码器故障 Absolute Encoder	检查电机和驱动器之间的线缆是否有破损，插头是否有松动；若以上情况均良好则联系厂家进行处理。

	Failure	Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR20	运行超时 Run Time Exceeded	请修改高级参数 P24 超时时间设定。 Please modify the advanced parameter P24 timeout setting.
ERR21	单周期内安全信号 1 异常 Safety 1 Exceeded During Cycle	请检查外接设备是否损坏，请更换或维修外接设备；若依旧报错请联系厂家进行处理。可修改高级参数 P85=0 关闭该报警功能。 Please check whether the external device is damaged, replace or repair the external device; otherwise, please contact the manufacturer for processing. The advanced parameter P85 can be modified to 0 to turn off the alarm function.
ERR22	单周期内安全信号 2 异常 Safety 2 Exceeded During Cycle	请检查外接设备是否损坏，请更换或维修外接设备；若依旧报错请联系厂家进行处理。可修改高级参数 P77=0 关闭该报警功能。 Please check whether the external device is damaged, replace or repair the external device; otherwise, please contact the manufacturer for processing. The advanced parameter P77 can be modified to 0 to turn off the alarm function.
ERR23	未进行电子行程设定 No Limit Settings	请进行电子行程设定。 Please set Electronic limits
ERR24	24V 电源短路 DC24V Failure	拆除所有外接设备后重启设备，如故障消失表示外接设备有短路问题；如依旧报错请联系厂家进行处理。 After removing all external devices, restart the device. If the fault disappears, the external device has a short circuit problem; otherwise, please contact the manufacturer for processing.
ERR26	限位开关故障 Mechanical Limit Failure	检查限位开关是否有损坏，更换限位开关，依旧报错请联系厂家进行处理。 Check whether the limit switch is damaged, replace the limit switch; otherwise, please contact the manufacturer for processing.
ERR27	Overheated	请暂停使用设备待散热后恢复使用；或降低设备使用频率。 Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle
ERR28	Electromagnetic Brake Fault	检查刹车释放手柄或钢丝绳是否处于正常状态，确保电机的制动器可以正常释放。 Check whether the brake release handle or wire rope is in a normal state, ensure the brake of the motor can be released normally.

ERR29	绝对值编码器复位 Absolute Encoder Reset	请联系厂家进行处理。 please contact the manufacturer for processing.
ERR31	Motor Encoder Failure 2	检查电机和驱动器之间的线缆是否有破损，插头是否有松动；若以上情况均良好则联系厂家进行处理。 Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR32	Motor Encoder Failure 3	
ERR33	Absolute Encoder Failure 2	请联系厂家进行处理。 please contact the manufacturer for processing.
ERR34	Absolute Encoder Reset 3	
ERR35	Absolute Encoder Run Reset	
ERR36	Limit Distance Too Short	行程设定时电机旋转圈数小于 4 圈。 The number of motor rotations is less than 4 when setting the stroke.
ERR38	Electromagnetic Brake Fault 2	检查电机刹车是否未插或开路；若以上情况均良好则联系厂家进行处理。 Check whether the motor brake cable is not connected or broken; otherwise, please contact the manufacturer for processing.
ERR39	Motor Encoder Failure 4	检查电机和驱动器之间的线缆是否有破损，插头是否有松动；若以上情况均良好则联系厂家进行处理。 Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR40	Motor Encoder Failure 5	
ERR41	Absolute Encoder Pos Unstable	检查电机和驱动器之间的线缆是否有破损，插头是否有松动；若以上情况均良好则联系厂家进行处理。 Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR42	Motor Dir Err In Limit Setting	用关门方向设定开门位置，开门方向设定关门位置。 Set the door opening position with the door closing direction, and set the door closing position with the door opening direction
ERR43	Proximity Switch Too Close	接近开关和开门位置距离少于电机 1/3 圈。 The distance between the proximity switch and the door

		opening position is less than 1/3 of the motor rotation
ERR44	Limit Distance Too Long	门体设定的行程超过了系统允许的最大值。 The door body stroke setting exceeds the maximum value allowed by the system.
ERR45	Absolute Encoder Dir Failure	关门方向行程设定时没有一次超过2.3s的连续运行同时绝对值没有按时间推移循序变化。 During the setting of the door-closing direction, there is no continuous operation of more than 2.3s and the absolute value does not change sequentially according to time.
ERR47	Limit HALL Value Not Match	Can be changed to built-in encoder mode; Contact the manufacturer for handling.
ERR48	Abnormal Door Position	
ERR49	未完成电子行程设定 Electronic StrokeSetting Is Not Completed	进入电子行程设定流程后没有成功完成或主动退出，请重新进行电子行程设定。 After entering the electronic stroke setting process, it is not completed successfully or voluntarily quit, please re-set it.
ERR50	电机过热 Motor Overheat	请暂停使用设备待散热后恢复使用；或降低设备使用频率。 Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle
ERR51	驱动器过热 Drive Overheat	请暂停使用设备待散热后恢复使用；或降低设备使用频率。 Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle
ERR52	控制器掉电检测 Controller Power Failure Detected	如未断开交流电源，请检查控制器小型断路器输入端子和主板上 L、N 端子接线是否良好，若以上情况良好则联系厂家进行处理。 If the mains is not disconnected, please check whether the input terminal of mininature circuit breaker is good, and the wiring of L, N on the mainboard is good; otherwise, please contact the manufacturer .
ERR53	Electromagnetic Brake Fault 3	请检查电机刹车是否短路；若以上情况均良好则联系厂家进行处理。 Check whether the motor brake circuit is shorted; otherwise, please contact the manufacturer for processing.
ERR54	手摇臂安全开关 Hand Crank Safety Switch	手摇臂插入电机尾轴后提示该信息；如未插入手摇臂，检查安全开关或安全开关连接线是否良好。 This message is prompted after the hand crank is inserted into the tail shaft of the motor; if it is not inserted, check whether the safety switch or the safety switch connection cable is in good condition

ERR55	功率模块过热 Power Module Overheat	请暂停使用设备待散热后恢复使用；或降低设备使用频率。 Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle

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