

Trouble Check Sheet

core9010/12

Please send the following information on the check items listed below to Cores Corp via email (at komatsu@cor.co.jp) or fax (at +81-554-45-6200) in case of failure of core9010 or core9012 (the equipment).

Your company name					
Its address					
Your name			Your division		
Tel		Fax		E-mail	
Model		Ser.No	Ver	Data of installation	
Software version	Copla soft	Ver	Rev	Pin3D Ver	

Check items:

1. Data of the failure M _____ D _____ Y _____

2. Explain the failure briefly: _____

3. Occurrence of such a failure.

Constantly Occasional

4. Before the failure:

The equipment was removed from its original place of installation.
 The wiring was modified. Software was additionally or newly provided.

5. If the failure is with the software, which one?

Copla Pin 3D

6. Symptoms of the failure:

Power cannot be turned on for the system. (The main switch does not light up in green.)

Power is on, but the system does not start up:

Safe mode is displayed on the sensor monitor. No message is displayed on the sensor monitor.
 Others: Specify in the column on the next page.

If any message is displayed on the sensor monitor:

"No signal" is displayed. "Out of range" is displayed.
 CPU and/or hard disk information is indicated, but only incompletely.
 Others: Specify them in the column on the next page.

An error message is displayed on the sensor monitor,

when starting the system. when ending the system.
 when Pin3D is on. when Pin3D is off.
 after completing "Return to Origin" operation. the software can start up but the axes do not move.
 the system starts up again during measurement. the system shuts off during measurement.
 Others: Specify the symptom in the column on the next page.

The error message displayed during measurement:

Measurement cannot be performed.

Manual measurement cannot be performed. Automatic measurement cannot be performed.
 The axes do not move when the measurement button is pressed on.
 No waveform can be displayed after measurement. An irregular-shaped waveform is displayed after measurement.
 The system starts up again during measurement. The system shuts off during measurement.
 Others: Specify in the column on the next page.

- Others
 - The printer cannot be used.
 - The mouse cannot be used.
- The keyboard cannot be used.
- Have you checked the software using Cores "Self diagnostic software"*? (*Contact Cores for "Self diagnostic software" unless you have any.)
 - Yes, we have checked the software:
 - "OK" is displayed on all check items.
 - "NG" is displayed on more than one item.
 - "NG" on Temp control unit
 - "NG" on Sensor amp
 - "NG" on PCPG46
 - "NG" on Logger
 - "NG" on AD16-16
 - "NG" on RRY-16C
 - No, we haven't.

Specify the failure and symptoms in more detail.

7. The following symptoms may not necessarily be a failure. Try to confirm the real cause.

Symptoms	Possible causes
Measuring axes do not move.	The emergency stop button is on.
Data cannot be obtained.	Light intensity setting level is too high.
Data cannot be obtained.	The height of laser sensor to be adjusted.
Noise level is too high to measure.	The measuring glass is stained/scratched.
Noise level is too high to measure.	Light intensity setting level is too low.

8. The following errors or alarms are indicated in case of failure.

Error indications	Causes/Counter measures
The emergency stop button is on, or no power is on.	Press the Start button to perform measurement after making sure that the emergency stop button is released and the power is on.
Aio open error	The setting value is not correct. Please contact Cores for more information.