Sealer Machine Trouble Shooting Guide

Advise to be handled by technical staffs.

Warning! Easy to clip hands.

1 Error codes and descriptions

Error Code	Descriptions
Err	Voltage error
E00	Temperature control and detecting system error
E01	Heating circuit and wire error
E02	Upper mold motor ascending error or the micro switch error.
E03	Lower mold motor stretching out error or the micro switch error.
E04	The eye-mark on the film is not detected or stopped at the right position.
E05	Lower mold motor pulling in error or the micro switch error.
E06	Upper mold motor descending error or the micro switch error.
E07	The safety door is touched, pressed or stuck.
E12	The E02 switch error is detected as soon as the power is on.
E13	The E03 switch error is detected as soon as the power is on.
E15	The E05 switch error is detected as soon as the power is on.
E16	The E06 switch error is detected as soon as the power is on.
E19	IC board and control system error

2 Most common problems

2.1 Film keeps breaking.

Step 1. Check if the butterfly clamps are too tightened.

★ Loosen the clamps, re-install the films, and try it again.

2.2 Film keeps rolling (E04)

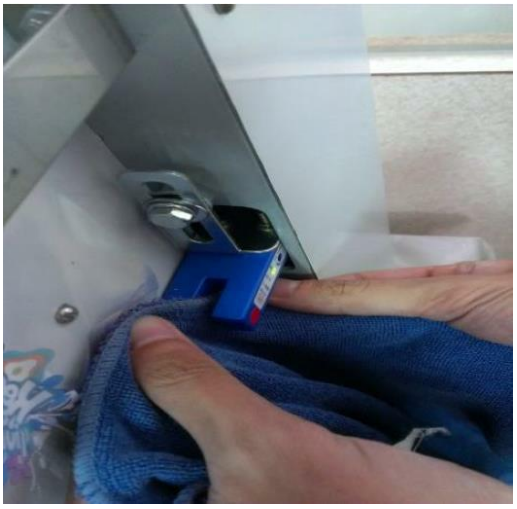
Advise to be handled by technical staffs.

Warning! Easy to clip hands.

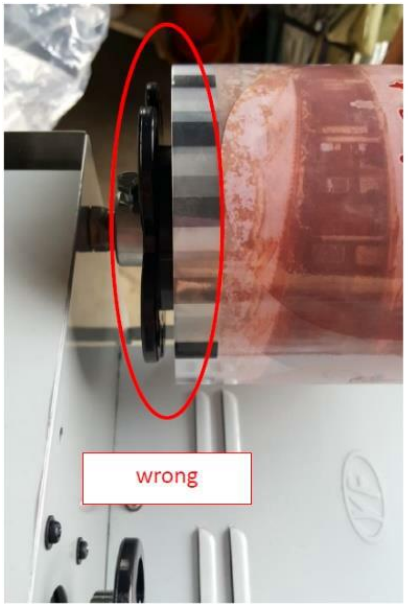
Step 1. Check if the film goes through the film sensor or not.

★ If not, put the film within the film sensor and re-try.

Step 2. Use a wet rag to clean the stain or dust on the sensor, re-install the film roll and try it again.



***When installing the film roll, please make sure the film roll is well installed on the film collector.**



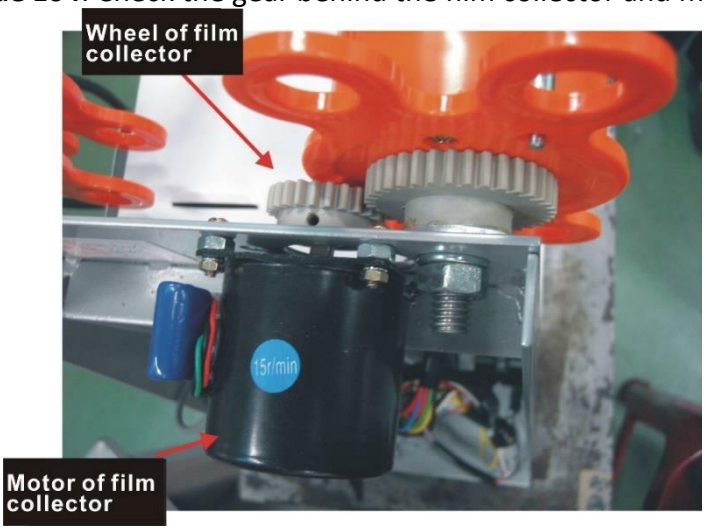
After doing the above steps, if the problem is not solved, please check if the film sensor is working well when the film goes through.

(Video: https://youtu.be/SlWAr-kceKw)

When the eye mark doesn´ t align with the sensor, both the red and green lights should be on.

When the eye mark is right under the sensor, only the green lights on.

Also, for **error code E04**: Check the gear behind the film collector and make sure it's working properly.



2.3 Machine seals without rolling the film

If you found the machine seals without rolling the film or the cup is only sealed with a small piece of film (below picture), please check if P5 is set 000.

2.4 Auto-mode is not working (cups cannot be detected)

Normal situation: When the cup is inside the machine, both red and green lights on. When there's NO cup inside the machine, only green lights on, red light should be off.

Situation 1: When there's a cup inside the machine, but the red light is not on, it means the sensor is not strong enough to detect the cup. We have to turn the knob clockwise to make the sensor stronger.

Video: https://youtu.be/qUNtdLpfzc4

Situation 2: When there's NO cup inside the machine, both red and green light are on, it means the sensor is too strong.

Step 1. Check if the black paint is still in the lower mold

★ If no, use the spray paint to make the inner lower mold black. A marker will do also.

Video:

https://drive.google.com/file/d/1RDfKMC7_eFGe4rGwSrsm30T9c6dvDPNk/view?usp=sharing

Step 2. Adjust the sensibility of the cup input sensor.

★ Turn the knob counter-clockwise to make the sensor less strong.

Video: https://youtu.be/qUNtdLpfzc4

2.5 Err (voltage error)

Warning! Easy to clip hands.

Advise to be handled by technical staffs.

Step 1. Check if the input voltage is the same as the machine.

The machine cannot be used if using the wrong voltage, the PC Board will display **AC Err** for wrong voltage.

Step 2. Try another socket.

If the problem is still there, it might be the motherboard problem.

2.6 E00 & E01

These two error codes are basically related to the heating circuit. It might be the problem of the motherboard, thermocouple, heating wire, ribbon cables or the heater.

2.6.1 E00 error

This error is the temperature detecting system error.

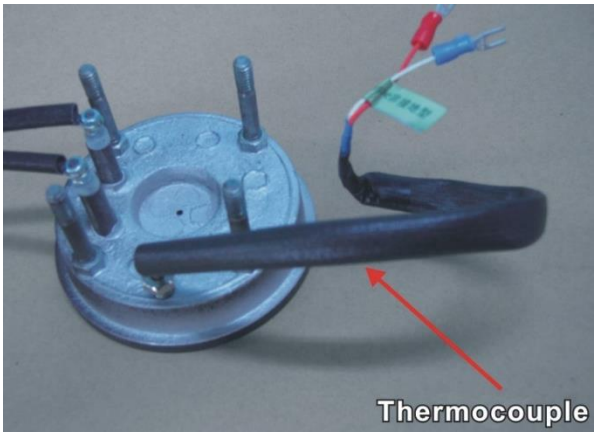
Situation 1: Temperature keeps heating up to 255 degrees.

★ The motherboard is broken, replace a new one can solve the problem.

Situation 2: Temperature keeps changing up and down randomly.

★ Thermocouple or the ribbon cables are broken, replace new ones can solve the problem.

Check the temperature wire of upper mold.



For other situations, please take a video and describe a bit when you have this error code with the machine. For example, the error code shows as soon as you turn on the machine or it suddenly shows during the sealing process. Once we have these details, we will guide you to fix the problem.

2.6.2 E01 inspection

This error code might be the problem of the heater, heating wire or the motherboard.

Advise to be handled by technical staffs.

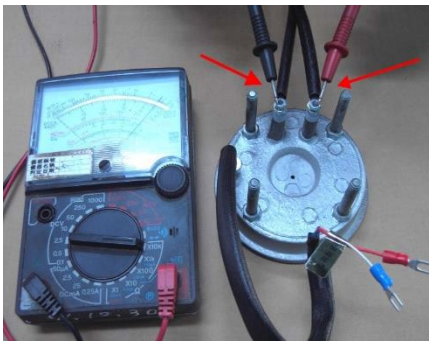
Warning! Easy to clip hands.

A. If you have two machines, you can try to exchange the motherboard to see if the problem is solved. https://www.youtube.com/watch?v=jlxU5n8BwOk

If the problem persists after exchanging the motherboard, we have to do the following inspection to further diagnose the problem.

B. If you only have one machine, please try to get the multi-meter and do as follows.

1) Detach the cover.
   - 98S https://youtu.be/pL7Yk1XZbsU?t=58 (0:58-1:43)
   - 999SN https://youtu.be/CPOBzraJ0Ic?t=15 (0:15-0:30)



2) Turn on the power. The test will be doing during the machine is heating.

3) Turn the multimeter to AC 200(110V machine)/AC 1000(220V machine) and see if there's any value on it.
   Video:https://drive.google.com/file/d/1SI8QfJwiB8QAGsCOq41wczFa0S6O5HQl/view?usp=sharing

Result 1

If there's value shown on the multimeter, it means the current is delivered to the motherboard. (The value for 110V machine should be 110~120, and for 220V machine, the value should be 220~240.)

Next, please do as below video to check if the current is delivered to the heater.

Turn the multimeter to Ohm 2k and check.

Video:https://drive.google.com/file/d/1tWhwo37LWe8DxvRU2Rd60bOYouEBbaKD/view?usp=sharing

If the Heater Ohms Ω reading at wire is zero. Please gently tug on heating wire and see if it's broken or detached.

Video:https://drive.google.com/file/d/1a0PJ04jMX24dTmpk1olXQYkEB6nW_J7l/view?usp=sharing

Result 2

If the multimeter reading at wires is zero, please open up the front case and check if the ribbon cables are burnt.

Video:https://drive.google.com/file/d/1D9lFlpz864r_fPB0T-Yp33ZddR3bCDl0/view?usp=sharing

2.7 E02 & E06

Advise to be handled by technical staffs.

Warning! Easy to clip hands.

These two error codes are related to the upper mold movement.

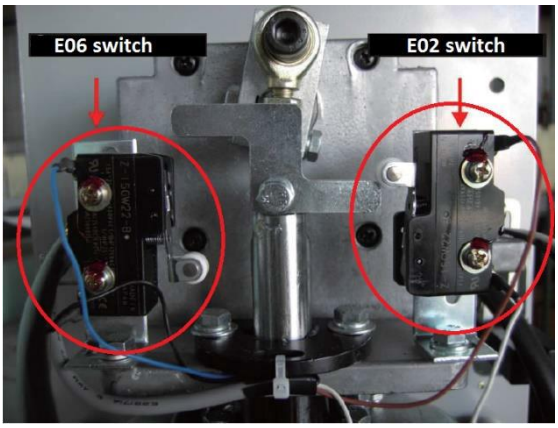
<u>Situation 1:</u> The upper mold keeps repeating sealing at the same position.

****Please turn off the power and Unplug before doing the following****

Step 1: Open the front case (Videos showing how to remove the front panel case)

- 999SN: https://youtu.be/cJNk3Rl4JK4?t=48 (0:48-1:02)
- 98S: https://youtu.be/pL7Yk1XZbsU?t=105 (1:45-2:00)

Step 2: Check if the wires are well connected to the E02 and E06 switch.



Step 3: Check if the two switches are touched by the Z-shape metal during the sealing process.

Video:https://drive.google.com/file/d/1Z6V7S4Qm1U7sI9VgUwKdtSJy8AVssqle/view?usp=sharing

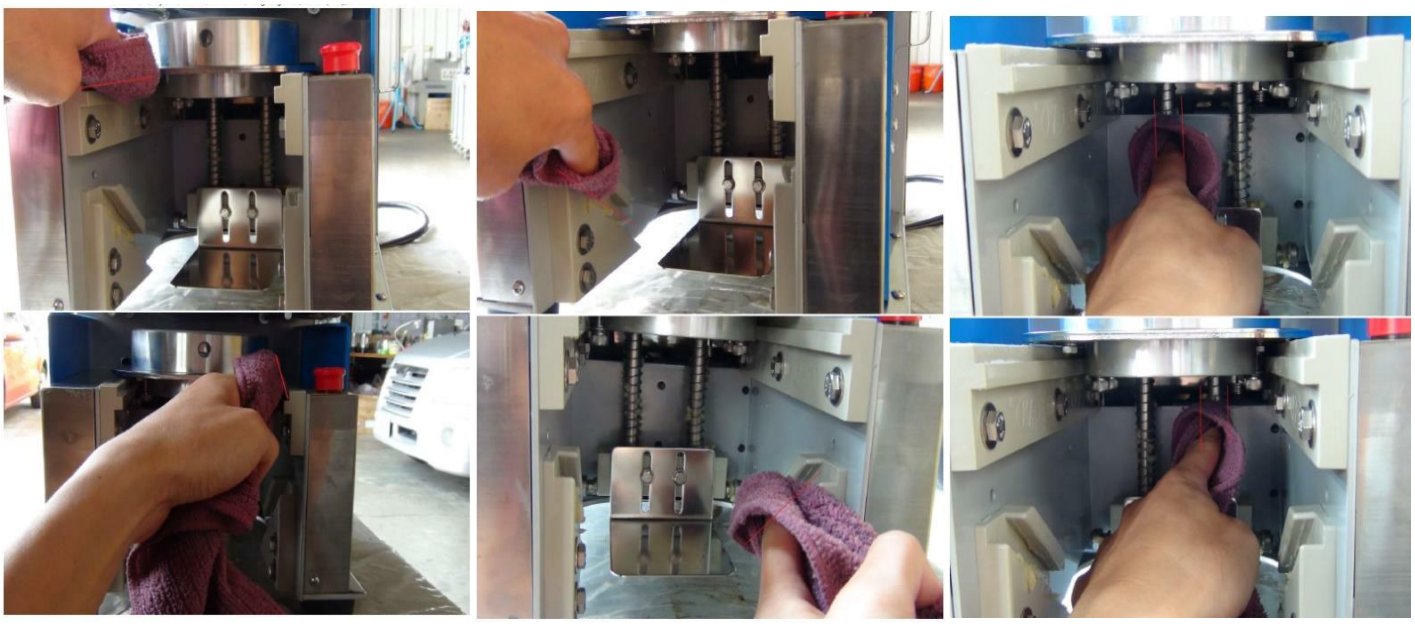
Please take a short clip from the same angel for us to further diagnose the problem

2.8 E03 & E05

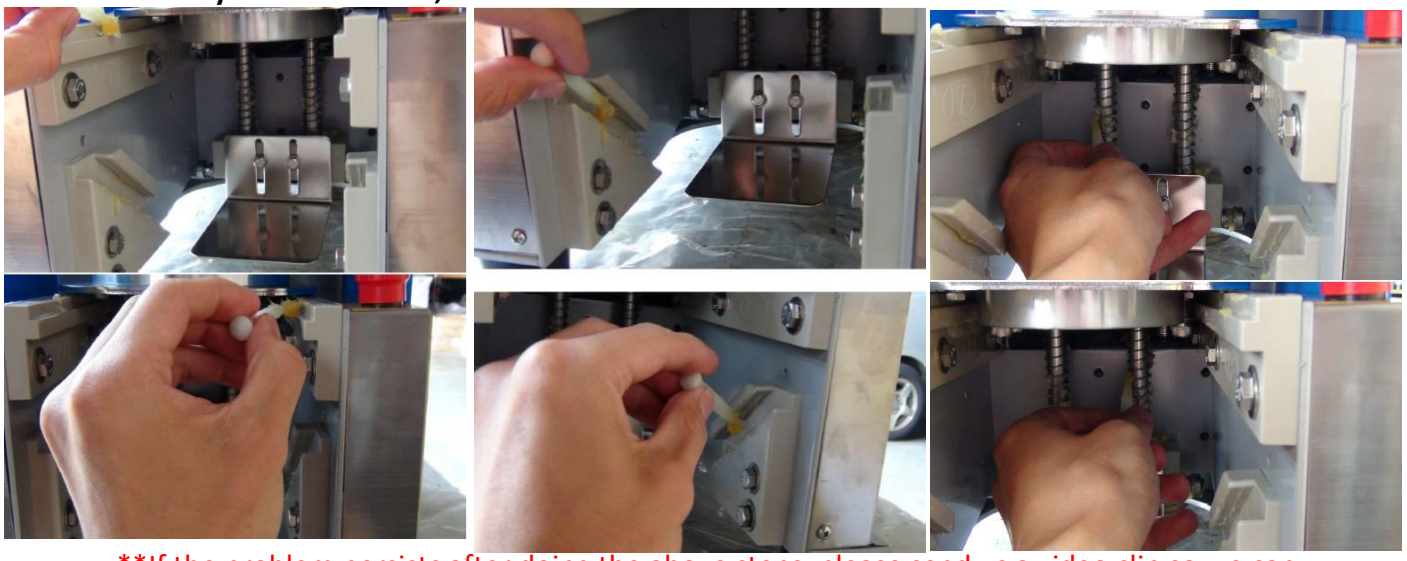
These two error codes are related to the lower mold movement. If the cup is stuck in the track, please try to clean the tracks and lubricate it first.

****Please turn off the power and Unplug before doing the following****

★ **Step 1: use a wet rag to clean up the tracks**



★ **Step 2: Lubricate the parts, you can use the oil we attached with the user manual or any other lubricant, such as WD-40.**



If the problem persists after doing the above steps, please send us a video clip so we can see what's going on with your machine and provide the solution accordingly.

2.9 E07

E07 shows when either the emergency button (only available with CE machine) or the safety door is pressed.

Step 1: If your machine is CE certified, please check if the emergency button is pressed.
(if your machine is not CE certified, go to step 2 directly)
https://drive.google.com/file/d/1u-tLWdt9w02biBmZxX4E_y2RFmPEijgH/view?usp=sharing

Step 2: Turn to manual mode and pull the safety door a little bit.

If it does not work.

Check if the micro switch is broken.

Advise to be handled by technical staffs.

Warning! Easy to clip hands.

If Micro switches are abnormal, check them with an electric meter.

2.10 E12 & E16 / E13 & E15

Please check if the following wires are well connected or burnt.

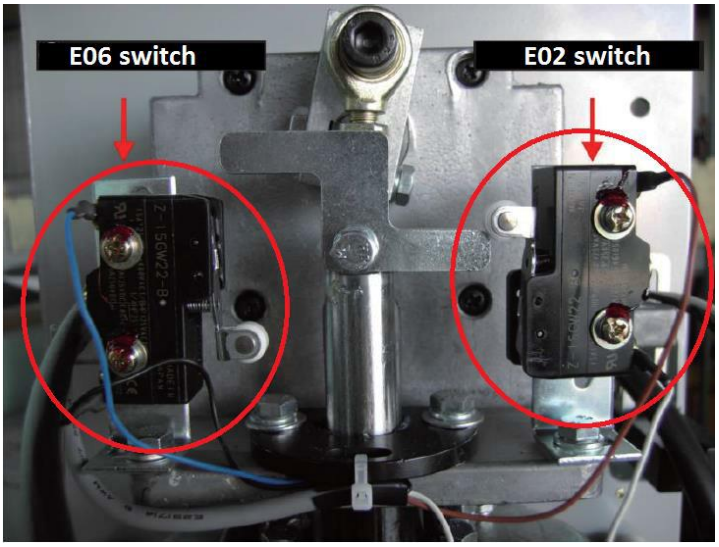
E12 & E16

****Please turn off the power and Unplug before doing the following****

Step 1: Open the front case (Videos showing how to remove the front panel case)

- 999SN: https://youtu.be/cJNk3Rl4JK4?t=48 (0:48-1:02)
- 98S: https://youtu.be/pL7Yk1XZbsU?t=105 (1:45-2:00)

Step 2: Check if the wires are well connected to the E02 and E06 switch.



Step 3: Check if the ribbon cables are burnt.

https://drive.google.com/file/d/1W9LQ0dRRy8TB5cImxlDeibYO9bJ_gUoY/view?usp=sharing

Step 4: If all the above wires are checked with no problem, please take a video from the same angle as link below for further diagnose.

https://drive.google.com/file/d/1Z6V7S4Qm1U7sI9VgUwKdtSJy8AVssqle/view?usp=sharing

E13 & E15

****Please turn off the power and Unplug before doing the following****

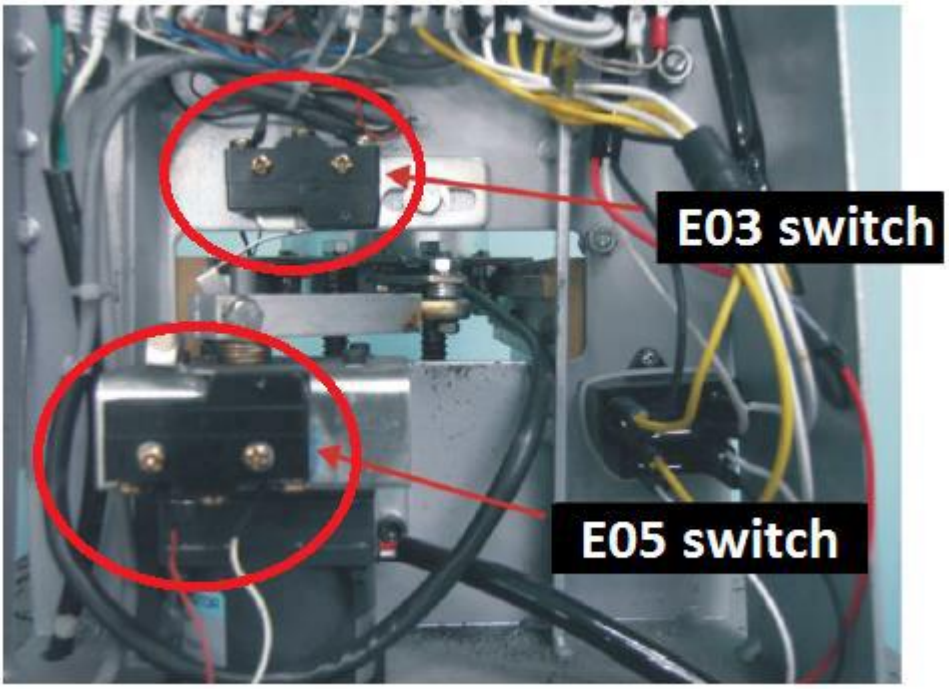
Advise to be handled by technical staffs.

Warning! Easy to clip hands.

Step 1: Detach the cover

- 98S https://youtu.be/pL7Yk1XZbsU?t=58 (0:58-1:43)
- 999SN https://youtu.be/CPOBzraJ0Ic?t=15 (0:15-0:25)

Step 2: Check if the wires are well connected to the E03 and E05 switch.



Step 3: Check if the ribbon cables are burnt

https://drive.google.com/file/d/1W9LQ0dRRy8TB5cImxlDeibYO9bJ_gUoY/view?usp=sharing

Step 4: If all the above wires are checked with no problem, please take a video from the front side for further diagnose.

IMPORTANT

For newer machine models with newer switches, this video explains clearly and step by step how to change the switches:

Video: https://youtu.be/hnDudTxeTos

2.11 E19

★ **The motherboard is broken, replacing a new motherboard can solve the problem.**

Please see the following video showing how to replace the mother board:

https://youtu.be/jlxU5n8BwOk

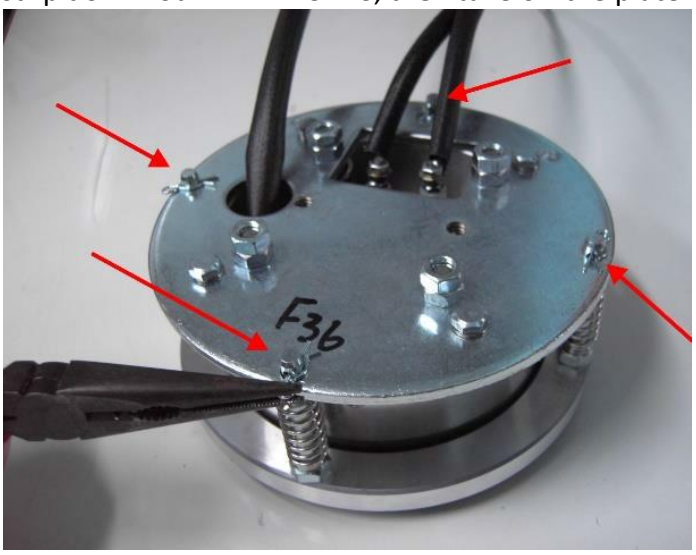
Extras

How to dismantle and rebuild the upper mold.

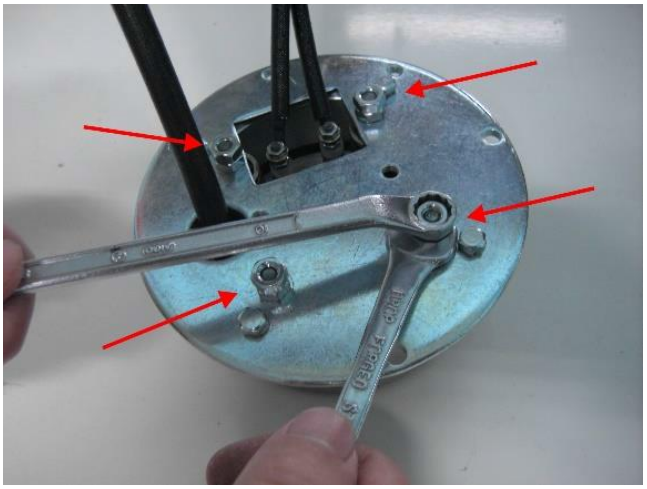
Practical video: https://youtu.be/CPOBzraJ0Ic

Step by Step

1. Using a clam to strip down four B TYPE CLIPS, then take off the plate.

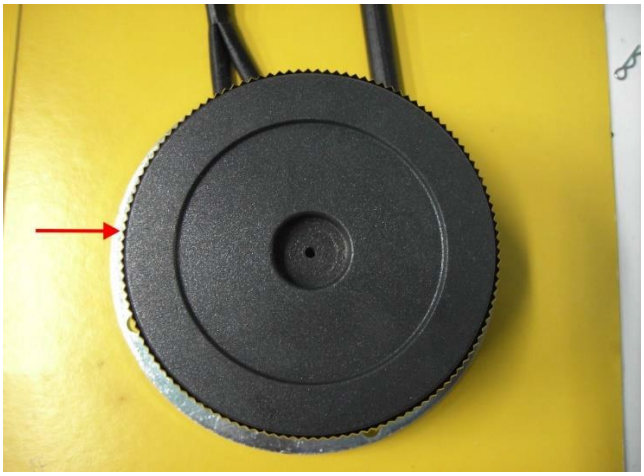


2. Using a wrench and box end wrench to separate the blades and heater. Then you can clean the mold and parts.



3. After cleaning, heater's position should be higher than the blades for 1 mm.

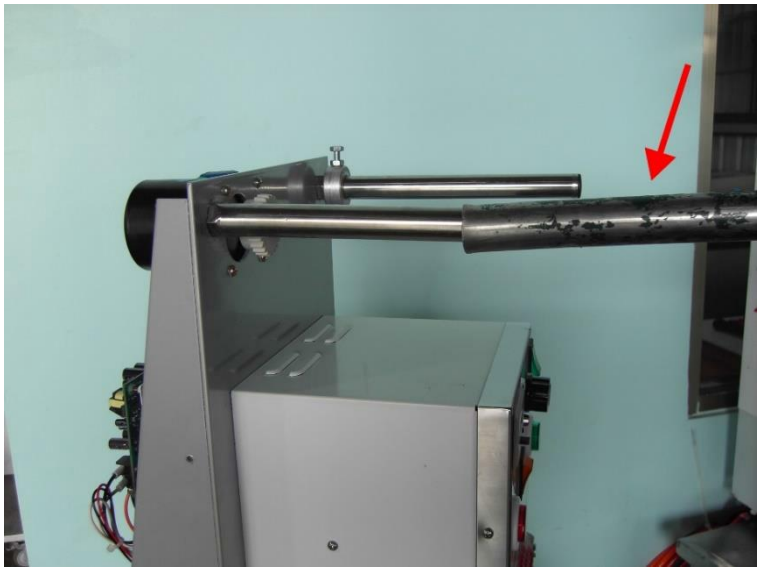
The gap around the heater and blade should be equal.



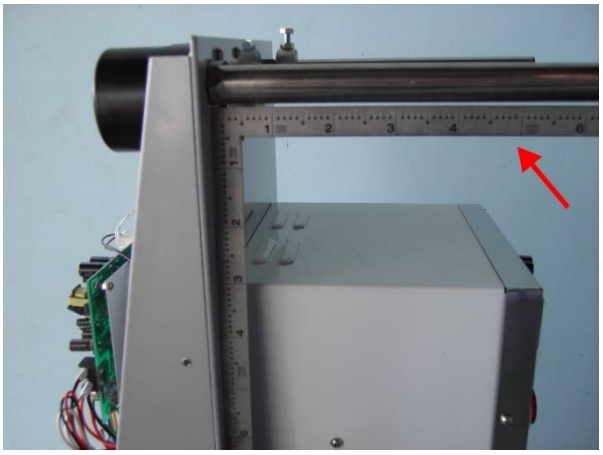
Adjustment of central bar

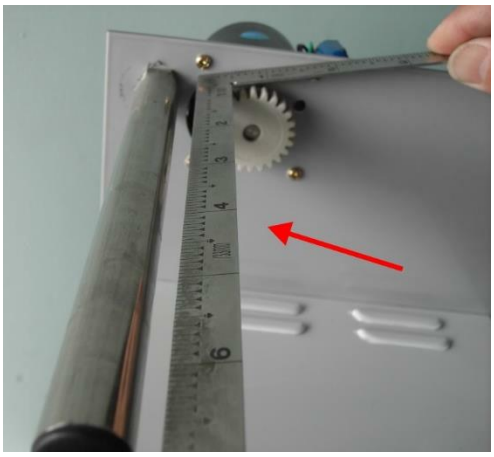
1. The central bar is bended or sloped by crash.

2. Using a pipe to adjust the bar to the right position.



3. Measure the angle between the bar and machine with an angled square. It should be in 90 degrees.

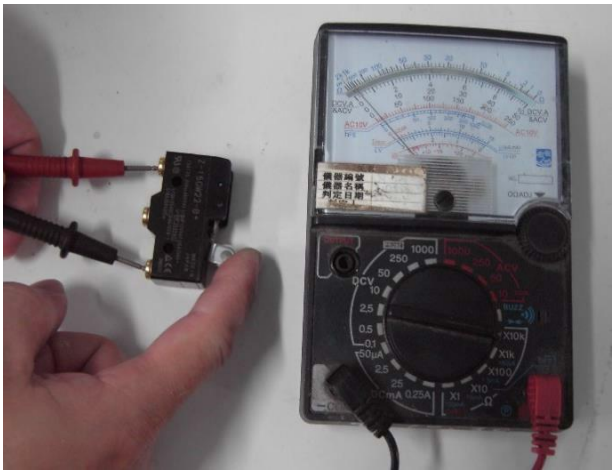




Annotation: Micro switch

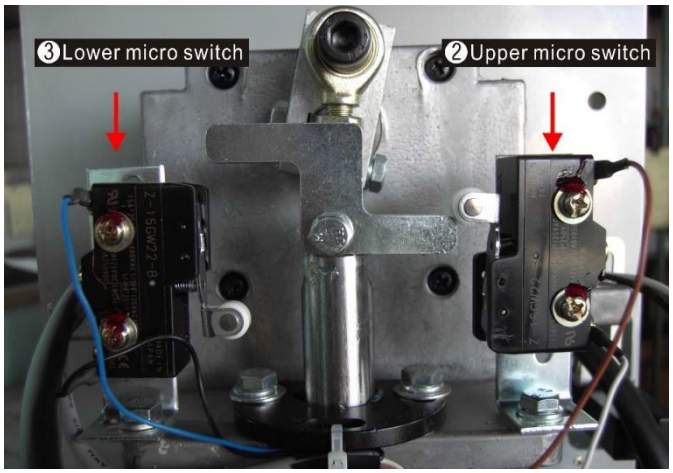
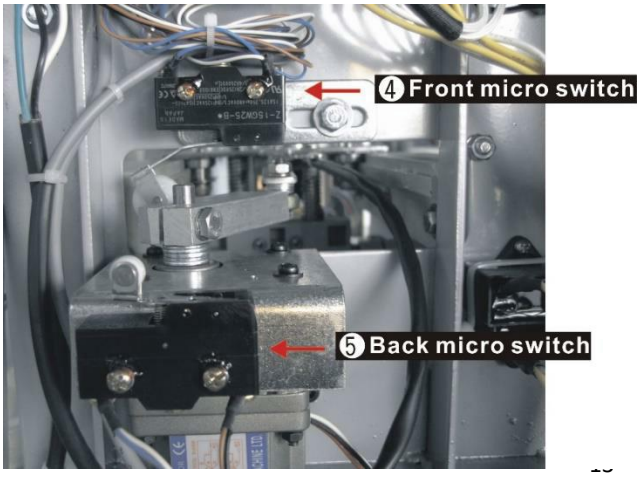
A)

B)



In order to check if the micro switch is not broken, please follow the next steps.

A) While the switch is on, the pin of the electric meter should be on the right side. That means the switch is ok.

B) While the switch is off (pressed), the pin of the electric meter should be on the left side. That means the switch is ok.

Machine's micro switches