

# Troubleshooting

This chapter describes troubleshooting of the product. Check before requesting repair.



Before inspection, be sure to stop the operation and set the control panel power circuit breaker and the primary power supply to “OFF.”

Error by digital display on control panel			
Code	Location to be checked	Action	Precaution
“E 0” Memory error	Check the control board.	<ul style="list-style-type: none"> <li>Restart.</li> <li>Turn “OFF” the power circuit breaker once, and turn it “ON” again.</li> </ul>	<ul style="list-style-type: none"> <li>Be sure to turn “OFF” the power supply of your facility before carrying out work.</li> <li>If the “E0” is displayed even after restarting, the control board has failed.</li> <li>Contact your local Matsui SDI dealer.</li> </ul>
“E 3” Conveying blower overload error	Check that material is not clogged in the conveying hose.	<ul style="list-style-type: none"> <li>Remove the material in the conveying hose.</li> <li>Adjust the secondary air intake amount with the secondary air adjustment ring on the suction nozzle at the end of the conveying hose.</li> </ul>	<ul style="list-style-type: none"> <li>When the suction part (metal mesh) on the secondary air adjustment ring is clogged, blow clean dry air to remove the deposits.</li> <li>Be sure to turn “OFF” the power supply of your facility, and then set to the rated value of the thermal relay and reset the alarm with the reset button.</li> </ul>
	Check that the thermal relay in the control panel is set to the rated value.	<ul style="list-style-type: none"> <li>Set the thermal relay to the rated value.</li> <li>Press the reset button for the thermal relay to reset the alarm.</li> </ul>	
“E 14” Control board error	Check the control board.	<ul style="list-style-type: none"> <li>Restart.</li> <li>Turn “OFF” the power circuit breaker once, and turn it “ON” again.</li> </ul>	<ul style="list-style-type: none"> <li>Be sure to turn “OFF” the power supply of your facility before carrying out work.</li> <li>If the “E14” is displayed even after restarting, the control board has failed.</li> <li>Contact your local Matsui SDI dealer.</li> </ul>

Code	Location to be checked	Action	Precaution
“E 15” Alarm for filter cleaning	Clean the cartridge filter and check powder dust in the dust box.	<ul style="list-style-type: none"> <li>• Clean the filter, and dispose powder dust in the dust box. (see Chapter 8 Inspection and Maintenance).</li> <li>• Set the dust cleaning count (dUP) to “0” to reset.</li> </ul>	<ul style="list-style-type: none"> <li>• If the cartridge filter is damaged or deposits cannot be removed, replace the filter.</li> <li>• Contact your local Matsui SDI dealer for a new filter.</li> </ul>
“E 21” No. 1 Conveying error	Check that material is not clogged in the conveying hose in the No. 1 direction.	<ul style="list-style-type: none"> <li>• Remove the material in the conveying hose.</li> <li>• Adjust the secondary air intake amount with the secondary air adjustment ring on the suction nozzle at the end of the conveying hose.</li> </ul>	<ul style="list-style-type: none"> <li>• When the suction part (metal mesh) on the secondary air adjustment ring is clogged, blow clean dry air to remove the deposits.</li> <li>• See “Blower does not rotate” in the next item.</li> </ul>
	Check the limit switch for the level switch in the No. 1 direction (Jet Clone type), E2K for the suction hopper type, and level switch for level switch type.	<ul style="list-style-type: none"> <li>• See “Blower does not rotate” in the next item.</li> </ul>	
“E 22” No. 2 Conveying error	Check that material is not clogged in the conveying hose in the No. 2 direction.	<ul style="list-style-type: none"> <li>• Remove the material in the conveying hose.</li> <li>• Adjust the secondary air intake amount with the secondary air adjustment ring on the suction nozzle at the end of the conveying hose.</li> </ul>	<ul style="list-style-type: none"> <li>• When the suction part (metal mesh) on the secondary air adjustment ring is clogged, blow clean dry air to remove the deposits.</li> <li>• See “Blower does not rotate” in the next item.</li> </ul>
	Check the limit switch for the level switch in the No. 2 direction (Jet Clone type), E2K for the suction hopper type, and level switch for level switch type.	<ul style="list-style-type: none"> <li>• See “Blower does not rotate” in the next item.</li> </ul>	

Power circuit breaker trips.		
Location to be checked	Action	Precaution
Check that foreign matter is not caught in the blower fan.	Remove the fan cover to remove foreign matter.	Turn "OFF" the primary power supply and power circuit breaker before carrying out work.
Check that the magnetic switch (MS-1) in the control panel operates normally.	Replace the magnetic switch (MS-1).	<p><u>Tolerance: 1,000,000 times</u></p> <p>Even if it is normal, replace by the time the above times are reached or within 2 years after starting use.</p> <p>Entrust MATSUI(ASIA)CO.,LTD.. or your employee who has sufficient working knowledge of electricity to carry out inspection or exchange, since the operation includes the potential for failure or danger.</p>
Check that the power circuit is not short-circuited.	Eliminate the short-circuit.	Entrust MATSUI(ASIA)CO.,LTD.. or your employee who has sufficient working knowledge of electricity to carry out inspection or exchange, since the operation includes the potential for failure or danger.

Operation panel does not turn on.

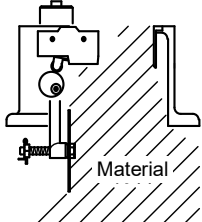
**NOTE**

When not in operation, a decimal point at the bottom of the digital display on the operation panel turns on, indicating that power is “ON.”

Location to be checked	Action	Precaution
Check that the power circuit breaker on the control panel is “ON.”	Turn “ON” the power breaker.	If switching does not function properly, replace the power breaker.  Entrust MATSUI(ASIA)CO.,LTD.. or your employee who has sufficient working knowledge of electricity to carry out inspection or exchange, since the operation includes the potential for failure or danger.
Check that the glass-tube fuse (F-1) in the control panel has not burned out.	Replace the glass-tube fuse (F-1).  Check that the power circuit is not short-circuited.	Turn “OFF” the primary power supply and power circuit breaker before carrying out work.  Entrust MATSUI(ASIA)CO.,LTD.. or your employee who has sufficient working knowledge of electricity to carry out inspection or exchange, since the operation includes the potential for failure or danger.

Blower does not rotate.

Location to be checked	Action	Precaution
Check that the connecting terminal of the power cord is securely tightened.	Securely tighten the connecting terminal.	Turn “OFF” the primary power supply before carrying out work.
Check that the magnetic switch (MS-1) in the control panel operates normally.	Replace the magnetic switch (MS-1).	<u>Tolerance: 1,000,000 times</u> Even if it is normal, replace by the time the above times are reached or within 2 years after starting use.  Entrust MATSUI(ASIA)CO.,LTD.. or your employee who has sufficient working knowledge of electricity to carry out inspection or exchange, since the operation includes the potential for failure or danger.

Blower does not rotate.		
Location to be checked	Action	Precaution
Check that foreign matter is not caught in the blower fan.	Remove the fan cover to remove foreign matter.	Turn "OFF" the primary power supply and power circuit breaker before carrying out work.
Check that the Jet Clone limit switch operates normally.  * Only when the Jet Clone type limit type collection hopper is used.	Replace the limit switch.	For purchase of the limit switch and type, contact your local Matsui dealer.
Check that the Jet Clone gate can is properly adjusted.  * Only when the Jet Clone type limit type collection hopper is used.	Refer to Chapter 8 Inspection and Maintenance to adjust the gate cam.	A condition when the limit switch is "ON."  
Check that the suction hopper proximity switch detects normally.  * Only when the suction hopper type E2K control is used.	Refer to Chapter 8 Inspection and Maintenance to adjust the sensitivity of the proximity switch. If the proximity switch does not operate normally even after the sensitivity adjustment, replace it.	For purchase of the proximity switch and type, contact your local Matsui dealer.
Check that the suction hopper level switch detects normally.  * Only when the suction hopper type level switch control or SD control collection hopper is used.	Refer to Chapter 8 Inspection and Maintenance to adjust the sensitivity of the level switch.  If the level switch does not operate normally even after the sensitivity adjustment, replace it.	For purchase of the level switch and type, contact your local Matsui dealer.

The blower rotates but does not suction air.		
Location to be checked	Action	Precaution
<p>Check the blower for reverse rotation.</p> <p>* The blower rotates in reverse if air is suctioned from the exhaust port of the blower.</p>	<p>Refer to Chapter 3 Installation to rotate the blower forward.</p>	<p>Turn “OFF” the primary power supply and power circuit breaker before carrying out work.</p>
<p>Check that the suction hopper damper is securely closed.</p> <p>* Only when the suction hopper type SD control collection hopper is used.</p>	<p>Securely connect the power connector for the electromagnetic valve.</p> <p>If the damper still does not close, replace the electromagnetic valve.</p>	<p>For purchase of the electromagnetic valve and type, contact your local Matsui dealer.</p> <p>Entrust MATSUI(ASIA)CO.,LTD.. or your employee who has sufficient working knowledge of electricity to carry out inspection or exchange, since the operation includes the potential for failure or danger.</p>
<p>Check that external air is suctioned from the connection end of the conveying hose or suction hose.</p>	<p>Securely tighten the hose clamps.</p>	<p>If any of the hoses are broken, replace them with new ones.</p> <p>For purchase of the hose and type, contact your local Matsui dealer.</p>
<p>Check that the conveying hose is not clogged with material.</p>	<p>Remove the material from the conveying hose.</p> <p>Increase the amount of secondary intake air by adjusting the secondary air adjustment ring of the suction nozzle at the end of the conveying hose.</p>	<p>If the suction part (metal mesh part) of the secondary air adjustment ring is clogged, blow clean dry air to remove deposits.</p>

The blower rotates but does not suction air.		
Location to be checked	Action	Precaution
Check that the lid of the collection hopper is securely fitted.	Fit the packing and fix the lid with catch clips.	If the packing is significantly deteriorated, deformed, discolored or hardens, replace it with a new one.  For purchase of the packing and type, contact your local Matsui dealer.
Check that the metal mesh filter inside the collection hopper is not clogged.	Blow clean dry air to the metal mesh filter to remove deposits.	If the deposits cannot be removed by the procedure described at the left, use a wire with a sharp edge. Do not deform the metal mesh filter.
Check that the cartridge filter inside the filter case is not clogged.	After removing powder dust remaining inside of the cartridge filter, blow clean dry air to remove deposits.	If the deposits cannot be removed due to severe deterioration of the cartridge filter, replace it with a new one.  In addition, if the packing is significantly deteriorated, deformed, discolored or hardens, replace it with a new one.  For purchase of the packing and cartridge filter and type, contact your local Matsui dealer.
Check that the 2-way selector valve is properly selected.	Refer to Chapter 8 Inspection and Maintenance to check the operation of the electromagnetic valve.  If the electromagnetic valve does not properly operate, dismantle and clean it or replace it.	For purchase of the electromagnetic valve and type, contact your local Matsui dealer.