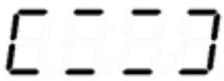


# CND1 - Error codes

MANUAL WITH THE MOST COMMON ERROR CODES ON THE DISPLAY





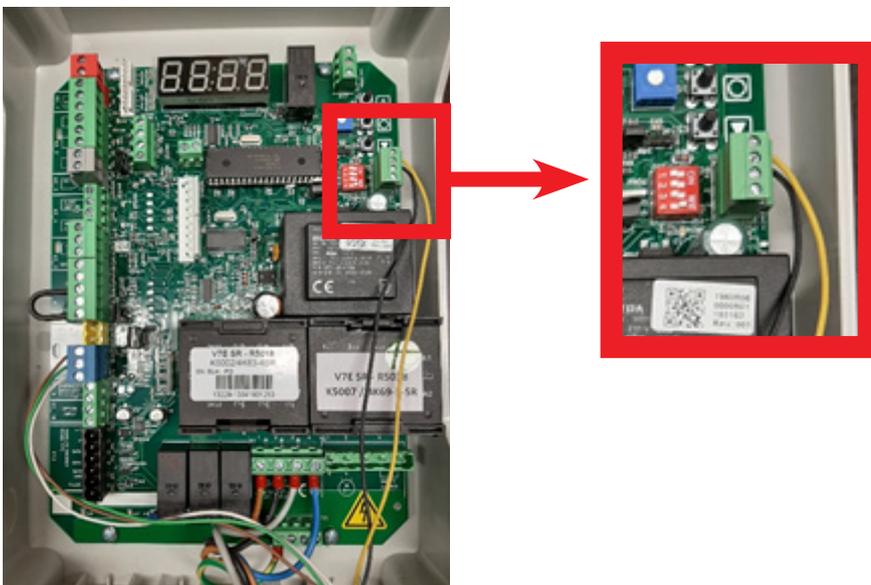
**When this symbol is shown on the LED display, complete the following steps:**

1. Check the end positions.

If the end positions are not set properly, you receive this error message. Set the end positions for the door. See the 'Quick start guide - basic installation of control box CND1' on [www.doormanuals.com](http://www.doormanuals.com).

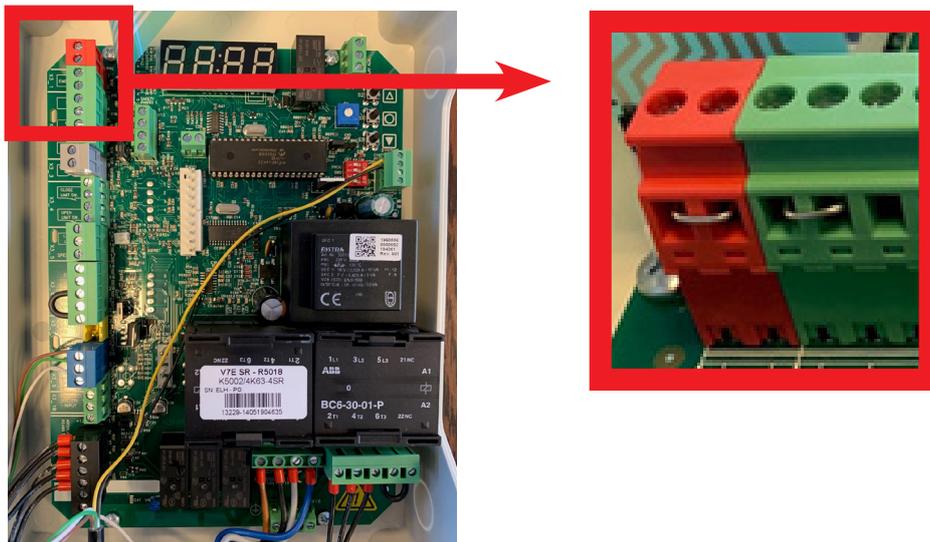
If, after setting the end positions again, the error code does not appear, make the drive 'dead' and reconnect. If setting is not possible, put dip switch 1 to the left and continue with step 2.

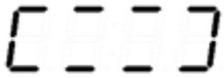
2. Put a temporary bridge on the green spiral cable connector where yellow and black are fitted. When you have found the problem, you can remove the bridge.



Go to step 3.

3. Check the bridges and the connectors that are fitted standard on X3.1 1-2 (red connector) and on X3.2 3-4, and create a good connection.





Also check the connectors and bridges on X3.9 28-29 and X2 4-5 (safety jumper plug). If the bridges and/or connectors are not fitted properly, fit them now. If this does not solve the error code, continue to step 4.

**4. Check the emergency stop on the drive**

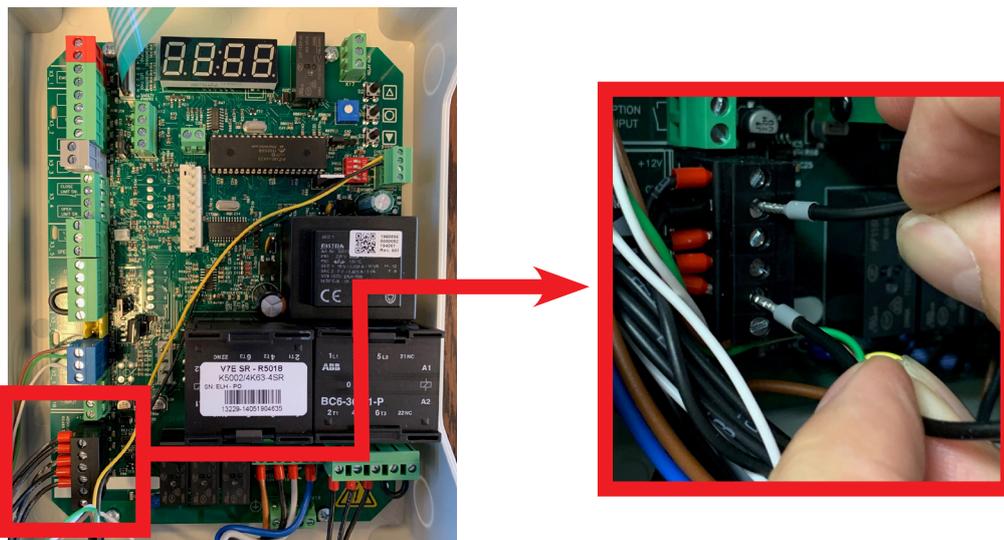
KE (chain): check on the drive whether the emergency control is activated. Switch it off by pulling the cord with the green button.

KU (crank): check on the drive whether the crank has been removed from the drive and whether the crank switch is 'on'.

E (disconnection): check on the drive whether the drive is disconnected. Connect it by pulling the cord with the green button.

If this did not solve the error code, go to step 5.

**5. Put a temporary bridge on X13 2-5 (see photo below). If the error code disappears, the problem is in the drive or the motor cable.**



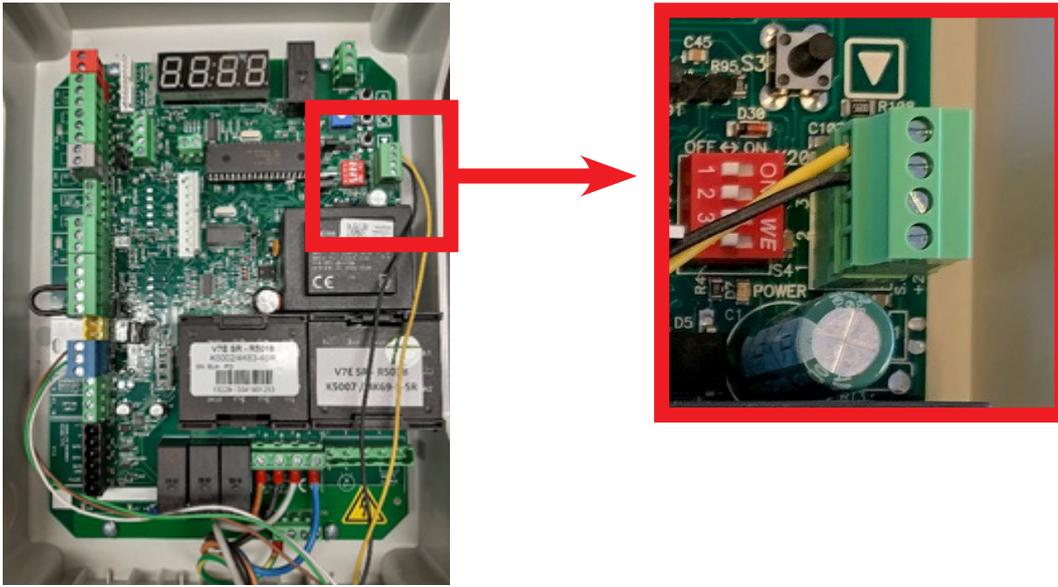
*If you cannot find the problem, please contact your account manager.*

4P[ ]

## ERROR: Slack-cable switch / Wicket-door switch

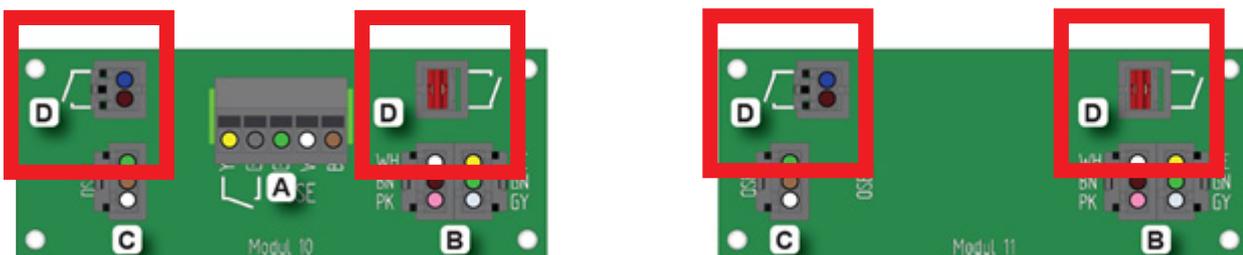
This symbol means that the circuit for the slack-cable switch and/or the wicket-door switch is interrupted. If it should not be, you can check where the fault is by completing the following steps.

1. Check whether the green connector X20 of the spiral cable is positioned correctly. The yellow cable needs to be in position 4 at the top, and the black cable in position 3 below it.



Have the yellow and black cable been positioned correctly in the green connector? Continue with the next step.

2. Check the junction boxes on the door leaf. Remove the cables from the slack-cable switch and the wicket-door switch (positions D on the drawing below) and replace them with the supplied red jumper plugs.



If the error code does not disappear, replace the spiral cable first and then the 6-pole connection cable in the door seal.

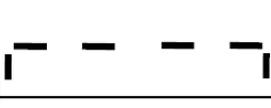
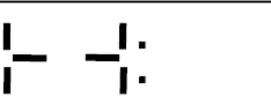
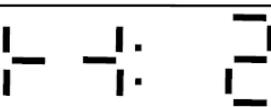
This should remove the error message. Now reconnect the cables from the slack-slack switch and the wicket-door switch one by one until you have solved or found the problem.

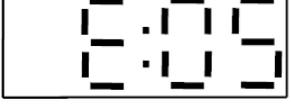
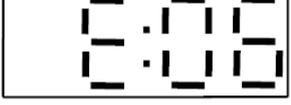
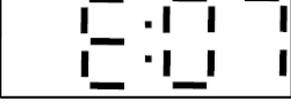
## Error codes - D15 Error LED on circuit board

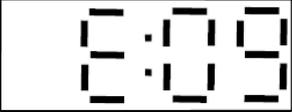
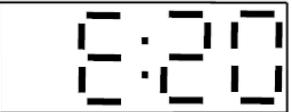
Flashing error LED	Explanation	Solve error
1	No answer from the encoder (no 24 VDC control voltage)	- Check the connections - Check the 24 VDC voltage on terminal X3 18-19
2	End positions not set	Set end positions
3	Motor runs unintentionally	Maintenance required. Serious fault. Move the door by hand away from the door moving end positions and start again. Alternatively, move the door manually to the middle position without electricity. Switch from normal mode to programming mode on DIL switch no 1. This will remove the SER error. If the door runs again without a command within 1 sec, whilst electricity is supplied, the circuit board is defective.
4	Calculation error	Check whether the value of parameter 11 has been selected correctly. (Select turn left/right). Possible user error - both end positions are the same. Encoder error.
5	Not in use	
6	Not in use	
7	Encoder - incorrect selection of left/right turning	Check whether the value of parameter 11 has been selected correctly. (Select left/right turning) or reset the end positions
8	Encoder - Operating voltage faults	Check the connection and the supply voltage. Replace the encoder
9	EEPROM fault on IC4 because of switching on the electricity	- Reset the control to the factory settings; see below for the instructions

## Display in operating mode

In operating mode, the display shows the status of the end positions or certain input or error codes as they may arise. The software version is shown briefly on starting up.

Parameter	Description Info messages
	Info message Nothing active. (4-chairs symbol) The door is stopped between the end positions and no errors have been found.
	Info message End position OPEN reached
	Info message End position CLOSED reached
	Info message End position 1/2 OPEN reached
	Error message stop chain – see error codes file for fault finding
	Info message External pushbutton OPEN active (X3.2 5-6) Activation of the loop detector will also display this symbol
	Info message External pushbutton CLOSED active (X3.2 7-8)
	Info message GA impulse function active The door can only be closed with the GA function if a safety contact edge + photo cell or bridge has been fitted on X3.6 20-22.
	Info message Photo cell 1 interrupted Photo cell 1 is an external photo cell that is fitted in screw terminal X12. Photo cell 1 is deactivated as default. See parameter 31
	Info message Photo cell 2 interrupted Photo cell 2 is an external photo cell that is fitted in screw terminal X3
	1. Drive has dead-man operation 2. Connected safety contact edge has been interrupted 3. Connected safety contact edge is defective

Parameter	Description Error messages
	Safety contact edge was not fitted correctly/incorrect choice in parameter 21
	Door runs up
	Door runs down
	<p><b>Error code: Door runs without command</b>  Maintenance required. Serious fault. Move the door manually from the door moving end positions and start again. Alternatively, change from normal mode to programming mode on DIL switch no 1. This will also remove the SER error. If, on switching on the electricity, the door runs again without a command within 1 second, the circuit board is defective.</p>
	<p><b>Error code self-test DW</b>  This code always shows up during the first cycle for a door with DW. After the first cycle and a successful self-test, this message should disappear.  If it does not, the door end position needs to be set differently.</p> <p>If the door does not have DW, you can adjust this setting in parameter 21.</p>
	<p><b>Error code: Power limit</b>  The door is stopped by the power limit if this function is activated. This symbol is also displayed on return to the run mode when the automatic power limit has not been set. Set up the power control or change the sensitivity in parameter 44.</p>
	<p><b>Error code: Run time</b>  The door stopped during run time setting. See parameter 51.</p>
	<p><b>Error code: Maintenance</b>  Operating hours counter reduced to 0  Reset for counting down again</p>
	<p><b>Error code: Photo cell</b>  Error in the photo-cell circuit.  Test cycle after the last stop failed. Press stop to start a new test</p>
	<p><b>Error code: Safety contact edge</b>  Error in the safety contact edge circuit.  Test cycle after the last stop failed. Press stop to start a new test</p>
	Not applicable
	<p><b>Error code: Speed monitoring</b>  Speed too low. Check whether the door is in a mechanically good condition and reset the power limit.</p>

Parameter	Description Error messages
	<p>Error code: No change in the encoder position during operation. The door is started, but the position does not change. The door is stopped after the delay time and error E:09 is displayed for approximately 1 sec.</p> <p>Possible errors: The door is blocked, disconnected or there is a cable connection error. Reset E09: both end positions need to be found again by means of impulses in dead-man operation. (If it is not possible to find both end positions, the end positions need to be reset) Possibly adjust in parameter 81 (delay time)</p>
	<p>Error code: Second safety contact edge or wicket (X20 3-4) Error in the safety contact edge circuit. Test cycle after the last stop failed. Press stop to start a new test</p>
	<p>Error code: EEPROM error Possible error: End positions changed after the power limit was set. Reset E20: Try to switch off the power control in parameter 41 (41:00) and then start up again.</p>
	<p>Error code: EEPROM error EEPROM error during start up. Restore factory settings or replace the processor.</p>
  	<p>Error in 24V and/or 12V voltage circuit. 24/12V shorted or is overloaded.</p>

## Restore factory settings

If you were unable to resolve the problem, complete a full reset.

1. Put dip switch 4 to the right.
2. Push simultaneously on 'OP' and 'STOP' (arrow up and circle below) and keep them pushed down until the display shows 'FAC'.
3. Put dip switch 4 to the left.
4. The drive has now been reset to the factory settings.