

## Hotmarker SP Series Error Summary Table

As for errors, they may basically be caused by malfunctions of the main CPU board, each sensor, and electrical components.

For errors caused by other factors, please refer to the following.

Please refer to the instruction manual of each model for details.

| Error code   | Situation/Cause  | How to deal with it  |
|--|--|--|
| No. 1101<br>TUBE TROUBLE                               | <Situation><br>Error in the preforward unit (unit on the right side tube feed of the machine)<br><Cause><br>Occurs when the tube continues to be supplied. | Please reinsert the tube.  |
| No.1102<br>MATERIAL END<br>(MATL END)                  | Work end sensor rod (pin for determining the printed material insertion) remains lowered.  | Please reinsert the printed material.                                      |
|  | Printed material is lost in the middle of printing.  | Insert additional printed material   |
| No. 1103<br>LABEL ERROR<br><br>(for "LABEL" mode only) | No labels are passing through marker Label sensor.   | Pull marker Label sensor toward you and let the label pass through         |
|  | Marker Label sensor is not sensitive enough.   | Adjust sensitivity adjustment volume attached to marker Label sensor base. |
|  | The values for " LABEL " or " LENGTH " in the table settings are different.  | Refer to the instruction manual and enter the appropriate value.           |
| No. 1110.<br>JAM ERROR                                 | Printed material is jammed near the exit of the printed material and does not come out.  | Use the back key and the B key to load the printed material again.         |
| No. 1120.<br>CUTTER ARM<br>ERROR                       | Cutter arm remains lowered when stopped and has not returned to the home position.   | Press "Enter" to return to the origin.                                     |

| Error code                                   | Situation/Cause   | How to deal with it   |
|--|---|---|
| <b>No. 1121</b><br>CUTTER TIMEOUT<br>1 ERROR | Cutter switch on the front panel is not turned on.  | Please turn on the switch.  |
| <b>No.1122</b><br>CUTTER TIMEOUT<br>2 ERROR  | Cutter arm remains lowered during operation and has not returned to the origin.   | Press "Enter" to return to the origin.  |
| <b>No. 1123</b><br>CUTTER INIT<br>ERROR      | Failed to return cutter arm to the home position.   | Press "Enter" to return to the origin.  |
| <b>No. 1140</b><br>HEAD ERROR 1              | Thermal head is not lowered at the start of printing  | Lower thermal head.   |
| <b>No. 1141</b><br>HEAD ERROR 2              | Conveyance, etc. without raising thermal head.  | Raise thermal head to load and unload material.   |
| <b>No. 1142</b><br>PRESS ERROR               | <Situation><br>When "LABEL" mode, "BOARD" mode or "BOARD-L" mode is selected in table setting.<br><Cause><br>Press roller arm handle is collapsed to the left side. | Return to the right side (center position)  |
| <b>No.1201</b><br>FOIL USED UP               | Marking foil is gone.   | Install new marking foil.   |
| <b>No.1204</b><br>FOIL FULL                  | Used foil rewind is full after printing.  | Throw out the trash and set up a new marking foil.  |
| <b>No.1211</b><br>COVER OPEN                 | Front acrylic cover not closed properly   | Close front acrylic cover.  |
|  | <Situation><br>Error occurs even though front acrylic cover is properly closed.<br><Cause><br>The sensor part of the cover open sensor is reacting.                 | Open metal cover and adjust the notch on the right side disk where front acrylic cove and front acrylic cover are fastened. |
| <b>No.1213</b><br>CUTTER COVER<br>ERROR      | Safety cutter cover not installed properly  | Install the safety cutter cover properly  |
| <b>No.1135</b><br>MAT SOL ERROR              | Partial cut adjuster is tightened too firmly.   | Rotate the partial cut adjuster two to three  |

| Error code | Situation/Cause   | How to deal with it  |
|------------|---|--|
|            |   | times anti-clock-wise.<br>Then, resume operation.                                      |
|            | When one end of cutter rest is in contact with cutter rest base and the other end with cutter rest actuator, opening/closing of cutter rest base and cutter rest actuator will be hampered. | Place the cutter rests correctly.  |
|            | When dust accumulates between cutter rest base and cutter rest actuator, it will hamper them to come to a complete close.   | Remove dust between cutter rest base and cutter rest actuator by tweezers or air blow. |

\* For other errors, please refer to the instruction manual or contact us.