

# Basic Motor Failure

## Type

Issue

## Solution

Some customers have come to us with motor failures. As an example a customer had a Motor 2 failure where the motor would not move at all. Another customer had an issue where the Motor 1 would move only a bit. Even though both failures had different solutions there should be a couple of things to check before reaching our team in China.

1. In system settings page press repair. This will determine and fix any software issue as it did without Motor 1 issue above.
2. Check wiring. The connectors may be defective and / or wiring loose. This option Fixed Motor 2 issue.
3. Replace the Micro Stepper Driver (customers should have spare)
4. Contact China – Should be our last resort.

## Created by

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