

Subject: Low temp errors F10C011A, F10C0119 on both engines -  
INC0006974851

### Description

Darren Grueschow This is becoming more of an intermittent issue, first reported last week and becoming more frequent with low temp errors. after running the 9pt cards we switched over to 70# and ran 7 jobs of bulletins but during the first set the system errored out with a printer 1 side verify so I reset the error and it ran the rest without any issues. i checked the log file and it didn't log the error but the low temp error was indicated in black not red,  
Cleaned ThermistorsCheck the temperature sensors (AD\_IN2, 3).Check the heat roller output (DRY board Out16 to 24)Cleaned sensors in both engines.  
Currently the local service team are checking the the temperature control related params (Step 4) for heat rollers, 9, 11, 12, 13, 14 from the action plan level 2 sent earlier.  
Initial Action Plan:1. Check the temperature sensors (AD\_IN2, 3).2. Check the heat roller output (DRY board Out16 to 24).3. Check the temperature control related parameters (Heat roller control No.9, 11, 12, 13, 14).4. Check the power circuit of the heat roller.5. Replace the halogen lamp.  
Escalating for PE to review

20210524\_131650.jpg - Errors (DRY)  
(6.53 MB)

Benjamin Abernathy, 05/24/2021 02:07 pm

### History

#1

Updated by Emmett McDaniel about 2 years ago

Status changed from Issued to Open

Assignee changed from GES Boulder(VC60000) to L2 RAC(VC60000)

Is there a trace associated with this FPR?

#2

Updated by Benjamin Abernathy about 2 years ago

Assignee changed from L2 RAC(VC60000) to GES Boulder(VC60000)

Emmett,

Not yet, I believe Darren may have resolved the issue per his last update a few days ago. I am reaching back out to get a most recent update and if the issue is still present I will request a trace

Darren Grueschow Waiting to get temp sensor cleaned on E2, maybe tomorrow, could be day after. After cleaning E1 sensors and temp being back to normal at 74, Cleaning E2 temp sensors should resolve the issue with E2

#3

Updated by Benjamin Abernathy about 2 years ago

Field Update:5/21/2021 12:40:08 PM Darren Grueschow Payton is running jobs on 9pt and had a couple of side 2 verify printer 1 he reset the error and the press has been running fine for about 45mins now. I checked the temps on the machines because when I looked at the log file and the press logged the low temp issue again but E1 is running drum is 89 degrees blower 100 degrees but E2 is running drum 76 degrees and blower 100 degrees I think the issue is from E2 because its running low on the drum I believe that once I get E2 temp sensors cleaned this issue should go away, I think the two machines are linked so if one machine indicates the error it shows it as both when its only just the one

#4

Updated by Benjamin Abernathy about 2 years ago

Field Update:reply from: darren.grueschow@ricoh-usa.com

Just finished cleaning E2 temps sensors and they were dirty like E1 but not as bad but dirty no the less. now I'm in the monitor stage and will capture a trace and let you know.

#5

Updated by Benjamin Abernathy about 2 years ago

File 20210524\_131650.jpg added

Trace Name changed from none to

20210524-134502-Low\_Temp\_Error\_tr-51-04050333-20210524-131621

Field Update:reply from: darren.grueschow@ricoh-usa.com

I just uploaded the trace and the name is "Low Temp Error

tr-51-04050333-20210524-131621.trace" and im sending you a picture of the log file with the current indication of the temp error but its not in red and now it only indicates printer 1.

#6

Updated by Benjamin Abernathy about 2 years ago

Field Update:5/24/2021 4:50:06 PM Darren Grueschow Payton ran 13 9pt jobs today and everything ran good, some of the jobs were darker than the others and they didn't have any image issues. I looked at the log file and noticed that the low temp was indicated for printer 1 only and I was asked that if it showed up to upload a trace which I did and now I'm waiting for them to review the data and let me know what should be done

#7

Updated by Benjamin Abernathy about 2 years ago

Field Update:Local service team are requesting an update from the trace sent in on 05/24

reply from: darren.grueschow@ricoh-usa.comany word on the trace file for the low temp issues. i did look at the log file today around 12:30 and it showed the low temp issue logged for both engines. the press never shut down due to the indication in the log and they were shown in black

95... lettering not red.

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100 #8

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102 Updated by Emmett McDaniel about 2 years ago

103 Hello Darren,After thinking about this for a while, it is not a surprise  
... that the dryer temp is low when running the 9 point at 75 m/min. This is  
... just a fact or running that heavy of a paper at 75 m/min. As long as  
... you can show that the lamps are all running when the logging error  
... occurs, there is not much else we can do. The only solution would be to  
... slow the printer down to 50 m/min. I don't think there is anything  
... wrong.Emmett

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108 #9

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110 Updated by Emmett McDaniel about 2 years ago

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112 Assignee changed from GES Boulder(VC60000) to L2 RAC(VC60000)

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118 #10

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120 Updated by Emmett McDaniel about 2 years ago

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122 Status changed from Open to Closed

123 Final Reply set to Working as designed

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125 We have been monitoring this for a month. I am closing it out