

KC1 Fault Card



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Valid for Hardware Revision B
Part Number 903-40002-00

Keep all manuals as a product component during the life span of the product.
Pass all manuals to future users / owners of the product.

Record of Document Revisions:

Revision	Remarks
A, 08/2012	First edition of publication.
B, 04/2013	The following faults were added: F312, F421, F423 - F430, F432, F451 - F464, F493. The following faults were changed to warning messages and are described in the KC1 Installation Guide: F107 - F108, F137, F140, F151 - F170, F603.
C, 04/2015	The following faults were added: F465, F467 - F470, F473, F475, F536, F537, F560, F570, F621, F623 - F627, F630. The following faults were changed to warning messages and are described in the KC1 Installation Guide: F309, F601.

Technical changes which improve the performance of the device may be made without prior notice.

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Table of Contents

1. KC1 Fault and Warning Messages

F0 – F123	4
F125 – F203	5
F204 – F303	6
F304 – F417	7
F418 – F460	8
F461 – F475	9
F476 – F491	10
F492 – F524	11
F525 – F560	12
F570 – F703	13

2. KC1 Pendent Fault Messages (Optional)

F01	14
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1. KC1 Fault and Warning Messages

When a fault occurs, the drive fault relay is opened, the output stage is switched off (motor loses all torque), or the load is dynamically braked. The specific drive behavior depends on the type of fault. The LED display on the front panel of the drive shows the number of the fault that occurred. If a warning is issued prior to the fault, the warning is shown on the LED and has the same number as the associated fault. Warnings do not trip the power stage of the drive or fault relay output.

The left side of the LED displays **F** for a fault or **N** for a warning. The right side displays the fault or warning number as follows: 1-0-1-[break]. The highest priority fault is displayed on the LED, but multiple faults may be present when a fault condition is occurring. Check the KC1 WorkBench **Fault** screen or read the status of DRV.FAULTS through the controller or HMI for the entire list of faults.

Fault	Message/Warning	Cause	Remedy
..		1. 24V Control Power input voltage dip. or 2. Auxillary encoder 5V (X9-9) shorted.	1. Insure adequate 24V supply current capacity for the system. or 2. Check and fix X9 wiring.
F0	N/A	Reserved.	N/A
F101	Firmware incompatible.	Installed firmware is not compatible with the drive hardware.	Load compatible firmware into the drive.
F102	Resident firmware failed.	Software failure detected.	Restart drive. If issue persists, contact technical support.
F103	Resident FPGA failed.	Software failure detected. Load resident FPGA failure occurred (several cases according to flowchart, including incompatible image to FPGA type and fieldbus type).	Restart drive. If issue persists, contact technical support.
F104	Operational FPGA failed.	Software failure detected. Load operational FPGA failure occurred (several cases according to flowchart).	Restart drive. If issue persists, contact technical support.
F105	NV memory stamp invalid.	NV memory stamp is corrupted or invalid.	Reset the drive to default memory values using Parameter Load in WorkBench.
F106	NV memory data invalid.	NV memory data is corrupted or invalid. This fault often occurs when downloading firmware.	Reset the drive to default memory values using Parameter Load in WorkBench.
F121	Homing error.	Drive did not finish homing sequence.	Check homing sensor, homing mode, and homing configuration.
F123	Invalid motion task. Warning issued prior to fault.	Invalid motion task.	Check motion task settings and parameters to make sure that the values entered will produce a valid motion task. Refer to the motion task documentation for additional guidance on specific causes of invalid motion tasks.

Fault	Message/Warning	Cause	Remedy
F125	Synchronization lost. Warning issued prior to fault.	The fieldbus lost synchronization.	Check fieldbus connection (X5 and X6 if you are using EtherCAT; X12 and X13 if you are using CANopen) or the settings of your EtherCAT or CANopen master.
F126	Too much movement. Warning issued prior to fault.	Too much movement was created during a Bode plot. Motor is unstable and is not following drive instructions.	Check that the system is closed loop stable. Refer to the system tuning guide.
F128	MPOLES/FPOLES not an integer.	Ratio of motor poles to feedback poles must be a whole number.	Change to a compatible feedback device.
F129	Heartbeat lost.	Heartbeat lost.	Check CANopen cabling. Reduce bus load or increase the heartbeat update time.
F130	Secondary feedback supply over current.	5V power supply was shorted out on X9.	Check secondary feedback (X9 connection).
F131	Secondary feedback A/B line break.	Problem in secondary feedback detected.	Check secondary feedback (X9 connection).
F132	Secondary feedback Z line break.	Problem in secondary feedback detected.	Check secondary feedback (X9 connection).
F134	Secondary feedback illegal state.	Feedback signals were detected in an illegal combination.	Check secondary feedback (X9 connection).
F135	Homing is needed. Warning issued prior to fault.	Attempt to issue motion task before the axis is homed. Axis must be homed before motion task can start.	Change opmode or home axis.
F136	Firmware and FPGA versions are not compatible.	The FPGA version does not match the firmware FPGA version constants.	Load the FPGA version that is compatible with the firmware.
F138	Instability during autotune.	Drive current (IL.CMD) or velocity feedback (VL.FB) exceeds allowable limit. This fault only occurs in BODE.MODE 5.	Change BODE.MODE if appropriate. Otherwise the motor is not stable and may require manual tuning.
F139	Target Position over short due to invalid motion task activation.	The drive cannot decelerate from its current speed to reach the end point of the second motion task without moving past it. Increase the deceleration rate in the move or trigger the move earlier	Change Motion task profile and clear fault with DRV.CLRFAULTS or change the value of FAULT139.ACTION = 1 to ignore this condition.
F201	Internal RAM failed.	Hardware failure detected.	Restart drive. If issue persists, contact technical support.
F202	External RAM failed.	Hardware failure detected.	Restart drive. If issue persists, contact technical support.
F203	Code integrity failed.	Software failure detected. FPGA register access failure occurred.	Restart drive. If issue persists, contact technical support.

Fault	Message/Warning	Cause	Remedy
F204 – F232	EEPROM failure detected.	EEPROM failure detected.	Restart drive. If issue persists, exchange drive.
F234 – F237	Control temperature sensor high. Warning issued prior to fault.	High temperature limit reached.	Check cabinet ventilation system.
F240 – F243	Power temperature sensor low. Warning issued prior to fault.	Low temperature limit reached.	Check cabinet ventilation system.
F245	External fault.	This fault is user generated and is caused by user settings.	Users can configure a digital input to trigger this fault (DINx.MODE = 10). the fault occurs according to this input setting. Clear the input to clear the fault.
F247	Bus voltage exceed allowed thresholds.	Hardware problem in bus measurement.	Troubleshoot and repair hardware problem.
F248	Option board EEPROM corrupted.	EEPROM failure detected.	Restart drive. If issue persists, exchange drive.
F249	Option board downstream checksum.	Communications with the I/O on the option board failed.	DRV.CLRFAULTS. If issue persists, contact technical support.
F250	Option board upstream checksum.	Communications with the I/O on the option board failed.	DRV.CLRFAULTS. If issue persists, contact technical support.
F251	Option board watchdog.	Communications with the I/O on the option board failed.	DRV.CLRFAULTS. If issue persists, contact technical support.
F252	Firmware and option board FPGA types are not compatible.	The option board FPGA is not compatible with this hardware.	Download the correct firmware file for this drive.
F253	Firmware and option board FPGA versions are not compatible	The version of the option board FPGA is not compatible with this firmware.	Download the correct firmware file for this drive.
F301	Motor overheated.	Motor overheated.	Check ambient temperature. Check motor mounting heat sink capability.
F302	Over speed.	Motor exceeded VL.THRESH value.	Increase VL.THRESH or lower velocity command.
F303	Runaway.	Motor did not follow command values.	Current command to the motor is too high for too long. Reduce servo gains, or reduce command trajectory aggressiveness.

Fault	Message/Warning	Cause	Remedy
F304	Motor foldback.	Maximum motor power has been exceeded; the power has been limited to protect the motor.	Motion is requiring too much power. Change move profile to reduce load on motor. Check for load jamming or sticking. Check that current limits are set correctly.
F305	Brake open circuit.	Motor brake open circuit.	Check cabling and general functionality.
F306	Brake short circuit.	Motor brake short circuit.	Check cabling and general functionality.
F307	Brake closed during enable state.	Motor brake closed unexpectedly.	Check cabling and general functionality.
F308	Voltage exceeds motor rating.	Drive bus voltage exceeds the motor's defined voltage rating.	Make sure that the motor fits the driving rating.
F312	Brake released when it should be applied.	Brake disengaged unexpectedly.	Check cabling and general functionality.
F401	Failed to set feedback type.	Feedback is not connected or wrong feedback type selected.	Check primary feedback (X10 connection).
F402	Analog signal amplitude fault.	Analog signal amplitude is too low. Analog fault (resolver signal amplitude or sin/cos amplitude).	Check primary feedback (X10 connection), resolver and sine/cos encoder only.
F403	EnDat communication fault.	General communication problem with feedback.	Check primary feedback (X10 connection), EnDat only.
F404	Hall error.	Hall sensor returns invalid Hall state (111, 000); either all Hall sensors are on or off. Legal Hall states are 001, 011, 010, 110, 100, and 101. This fault can be caused by a broken connection in any one of the Hall signals.	Check the feedback wiring; check all feedback connectors to ensure all pins are positioned correctly.
F405	BiSS watchdog fault.	Bad communication with the feedback device.	Check primary feedback (X10 connection), Biss only.
F406	BiSS multicycle fault.	Bad communication with the feedback device.	Check primary feedback (X10 connection), Biss only.
F407	BiSS sensor fault.	Bad communication with the feedback device.	Check primary feedback (X10 connection), Biss only.
F408 – F416	SFD Feedback Fault	Bad communication with the SFD device.	Check primary feedback (X10 connection). If fault persists, internal feedback failure. Return to manufacturer for repair.
F417	Broken wire in primary feedback.	In primary feedback, a broken wire was detected (incremental encoder signal amplitude).	Check feedback cable continuity.

Fault	Message/ Warning	Cause	Remedy
F418	Primary feedback power supply.	Power supply fault for primary feedback.	Check primary feedback (X10 connection).
F419	Encoder init procedure failed	Phase find procedure did not complete successfully.	Check encoder wiring, reduce/balance motor load prior to phase finding.
F420	FB3 EnDat Communications Fault	A communication error was detected with the EnDat 2.2 device connected to the X9 connector.	Check tertiary feedback (X9 connection).
F421	Resolver sensor fault	SFD resolver sensor failure	Try resetting the fault. If fault continues to display, return motor for repair.
F423	Non volatile memory Failure, Multiturn Overflow.	The position saved in memory is corrupted.	Home axis or disable multiturn overflow. If the fault persists, send the drive for repair.
F436	EnDat overheated.	Endat Feedback Device is over temperature.	Check ambient temperature. Check motor mounting heat sink capability.
F438	Following error (numeric) Warning issued prior to fault.	Motor did not follow command values. Motor exceeded maximum allowed position following error (numeric).	Check for increased load, jamming or sticking. Is position error set too low?
F439	Following error (user).	Motor did not follow command values. Motor exceeded maximum allowed position following error (user).	Check feedback commutation setup and tuning parameters.
F450	Following error (presentation).	Motor did not follow command values. Motor exceeded maximum allowed position following error (presentation).	Check feedback commutation setup and tuning parameters.
F451	Feedback battery fault.	The external battery voltage is too low. The F451 fault is generated if the AKD is not powered. The 451 warning is generated if the AKD is powered. This fault can be inhibited with FAULT451.ACTION.	Check or replace the external battery.
F452	Multiturn overflow not supported with this feedback.	Non-multiturn feedback is connected while FB1.PMTSAVEEN is active.	Connect multiturn feedback to the drive or disable multiturn overflow.
F453 to F459	Tamagawa encoder: communication.	Bad communication with the feedback device.	Cabling or shielding fault or internal feedback failure. Check the cabling to the drive. If the problem persists then return the feedback to the manufacturer for repair.
F460	Tamagawa encoder fault (over speed).	This fault is generated when the shaft is rotated above a maximum speed that can be maintained while the external battery is powered and the drive is powered off.	Reset the fault on the drive with DRV.CLRFAULTS.

Fault	Message/Warning	Cause	Remedy
F461	Tamagawa encoder fault (counting Error).	When the feedback is powered on the position (within one revolution) was incorrect because of a problem with the feedback device.	Reset the fault on the drive with DRV.CLRFAULTS, if the problem persists then clean the feedback code plate.
F462	Tamagawa encoder fault (counting overflow).	Multi-turn counter has overflowed.	Reset the fault on the drive with DRV.CLRFAULTS.
F463	Feedback overheat fault.	The temperature of the encoder substrate exceeds overheating detection temperature during main power-on.	Reset the fault on the drive with DRV.CLRFAULTS after temperature of encoder is lowered.
F464	Tamagawa encoder fault (multi-turn error).	Any bit-jump occurs in the multi-turn signal during main power-on.	Return to the origin. Reset the fault on the drive with DRV.CLRFAULTS.
F465	Excessive shock detected by feedback device.	<ol style="list-style-type: none"> Excessive shock from an impact or vibration has caused an error in the feedback device. Internal error in the feedback device mechanism, resulted in bad position data. 	<ol style="list-style-type: none"> Reduce external impacts to the motor housing and shaft. Tune the control loops filters. Reduce gains, particularly feed forward gains. Reduce maximum commanded acceleration. Replace the feedback device.
F467	Feedback fault (See FB1.FAULTS for details).	The feedback device malfunctioned.	Check FB1.FAULTS for detailed fault information.
F468	FB2.SOURCE not set, Remote Commutation not possible.	Feedback Type 44 is being used, which requires FB2 to be setup with a working encoder input. If FB2 is not configured, then Feedback Type 44 cannot complete remote commutation from an external feedback input	Connect an encoder to FB2 and configure FB2.SOURCE and FB2.ENCRS.
F469	FB1.ENCRS is not power of two, Remote Commutation not possible.	Feedback Type 43 requires that the feedback resolution be a power of two. Feedback Type 43 is not supported for all feedback resolutions.	If the remote feedback device's resolution is a power of two, enter that value in FB1.ENCRS. Otherwise, choose a feedback device with a supported resolution (power of two) and enter that value in FB1.ENCRS.
F470	Feedback fault on feedback 3.	The feedback device malfunctioned.	Check FB1.FAULTS for detailed fault information.
F473	Wake and Shake. Insufficient movement.	There was less movement than defined by WS.DISTMIN.	Increase WS.IMAX and/or WS.T. Or try using WS.MODE 1 or 2.
F475	Wake and Shake. Excess movement.	WS.DISTMAX has been exceeded in WS.MODE 0. Or more than 360 degrees was traveled in WS.MODE 2.	Increase WS.DISTMAX value or reduce WS.IMAX or WS.T. Note: Wake and Shake is not supported for vertical/overhung loads.

Fault	Message/ Warning	Cause	Remedy
F476	Wake and Shake. Fine-coarse delta too large.	The angle difference between the coarse and fine calculation was larger than 72 deg.	Modify WS.IMAX or WS.T and try again.
F478	Wake and Shake. Overspeed.	WS.VTHRESH was exceeded.	Increase WS.VTHRESH value or reduce WS.IMAX or WS.T.
F479	Wake and Shake. Loop angle delta too large.	The angle between complete loops was larger than 72 deg.	Modify WS.IMAX or WS.T and try again.
F480	Fieldbus command velocity too high.	Fieldbus command velocity exceeds VL.LIMITP	Lower fieldbus command trajectory or increase the value of VL.LIMITP
F481	Fieldbus command velocity too low.	Fieldbus command velocity exceeds VL.LIMITN	Increase fieldbus command trajectory or decrease the value of VL.LIMITN
F482	Commutation not initialized.	The motor requires the commutation initialization (there are no encoder commutation tracks, Hall sensors, etc.) and no successful Wake and Shake sequence has been performed.	Clear any faults, activate the Wake and Shake procedure (WS.ARM) and enable the drive.
F483 – F485	Wake and Shake error.	Motor U, Motor V, or Motor W phase missing. No current was detected in the phase during initialization (Mode 0 only).	Check the motor connections and WS.IMAX (very low current may produce this error).
F486	Motor velocity exceeds EMU-speed.	Motor velocity exceeds the maximum speed the emulated encoder output can generate.	Reduce value of DRV.EMUPELSEIDTH.
F487	Wake and Shake - Validating positive movement failed	After applying a positive current, motor moved in the wrong direction.	Check motor phase wiring and motor encoder wiring is correct.
F489	Wake and Shake - Validating negative movement failed.	After applying a negative current, motor moved in the wrong direction.	Check motor phase wiring and motor encoder wiring is correct.
F490	Wake and Shake - Validating Comm. angle timed out.	During one of the W&S validation stages the drive stopped responding to commands.	Contact customer support.
F491	Wake and Shake - Validating Comm. angle moved too far - Bad Comm Angle.	After applying a current, the motor moved too far (>15 electrical degrees).	This indicates a poor motor phase angle was found by Wake and Shake. Revise Wake and Shake parameters, and re-run Wake and Shake.

Fault	Message/Warning	Cause	Remedy
F492	Wake and Shake - Validating Comm. angle required more than MOTOR.ICONT.	A current larger than MOTOR.ICONT was used to excite the motor.	<p>This indicates one of the following:</p> <ol style="list-style-type: none"> Phase angle is incorrect due to a bad wake and shake. Motor has very high friction, requiring high current to break free. Motor power cable is disconnected or improperly wired.
F493	Invalid commutation detected – motor accelerating in the wrong direction. Motor phase may be incorrect.	The velocity of the motor exceeded WS.CHECKV and the sign of the current was not equal to the sign of motor acceleration or the sign of motor velocity for a period of time larger than WS.CHECKT.	<ol style="list-style-type: none"> Check motor phase wiring. Reconfigure wake and shake (if mode 0 or 1 is used). Re-run wake and shake to determine correct communication angle.
F501	Bus over voltage.	Bus voltage too high. Usually, this problem is load related.	Reduce load or change motion profile. Check system regen capacity; add capacity if needed. Check mains voltage.
F502	Bus under voltage. Warning issued prior to fault.	Bus voltage below threshold value.	Check mains voltage.
F503	Bus capacitor overload. Warning issued prior to fault.	Single phase AC input on a drive only rated for three-phase input or excessive single-phase power load.	Check mains voltage.
F504 – F518	Internal supply voltage fault.	Internal supply voltage fault detected.	Check wiring for electromagnetic compatibility (EMC). If issue persists exchange drive.
F519	Regen short circuit.	Regen resistor short circuit.	Regen IGBT short circuit. Contact technical support.
F521	Regen over power.	Too much power stored in regen resistor.	Either get larger regen resistor or use DC bus sharing to dissipate power.
F523	Bus over voltage FPGA.	Bus over voltage hard fault.	Check mains voltage and check system brake capacity.
F524	Drive foldback.	Maximum drive power has been exceeded. The power has been limited to protect the drive.	Motion requires too much power. Change profile to reduce load.

Fault	Message/Warning	Cause	Remedy
F525	Output over current.	Current exceeds drive peak.	Check for short or feedback faults.
F526	Current sensor short circuit.	Current sensor short circuit.	Restart drive. If issue persists, contact technical support.
F529	Iu current offset limit exceeded.	Hardware failure detected.	Restart drive. If issue persists, contact technical support.
F530	Iv current offset limit exceeded.	Hardware failure detected.	Restart drive. If issue persists, contact technical support.
F531	Power stage fault.	Hardware failure detected.	Restart drive. If issue persists, replace drive.
F532	Drive motor parameters setup incomplete.	Before a motor can be enabled, you must configure a minimum set of parameters. These parameters have not been configured.	Issue the command <code>DRV.SETUPREQLIST</code> to display the list of the parameters that you must configure. Configure these parameters either manually or automatically. You can manually configure these parameters in three ways: (1) set each parameter individually; (2) use the setup wizard to select the motor; or (3) select the motor type from the motor data base in the Motor window (<code>MOTOR.AUTOSSET</code> must be set to 0 (OFF)). If you use the Motor window, you must first select the feedback type. If the motor has Biss Analog, Endat, or SFD feedback (feedback with memory), then these parameters are set automatically when <code>MOTOR.AUTOSSET</code> is set to 1 (ON).
F534	Failed to read motor parameters from feedback device.	Motor either does not have motor feedback memory, or the motor feedback memory is not programmed properly so the parameters cannot be read.	Try to read parameters again by clicking the Disable and Clear Faults button, or by using <code>DRV.CLRFAULTS</code> . If this attempt is not successful, then set <code>MOTOR.AUTOSSET</code> to 0 (false) and program the parameters using the setup wizard or manually set up the parameters. If the motor has motor memory (Biss Analog, Endat, and SFD motors have motor memory), return the motor to have the memory programmed.
F535	Power-board over-temperature fault.	The power-board temperature sensor indicates more than 85 °C.	Reduce the load of the drive or ensure better cooling.
F536	Standby power supply fault.	Standby volatage circuit overloaded.	Check total 24 V power load of AKD-N in the strings (sum of drive and motor brake supply).
F537	Precharge fault.	Precharge process could not be performed in a reasonable amount of time.	Look for a shortcut in the string (cable) or replace hardware.
F560	Regen near capacity, could not prevent over voltage.	An F501 Bus Over Voltage has occurred while the Regen Resistor was at or above 75% of its dissipation capacity.	Increase the size of regen resistor to be able to dissipate more power.

Fault	Message/ Warning	Cause	Remedy
F570	Phase Loss.	Phase loss detected.	Check mains power voltage. Fault action configurable by AULT570.ACTION.
F602	Safe torque off.	Safe torque off function has been triggered.	Reapply supply voltage to STO if safe to do so.
F621	Control Board CRC fault.	Communications with the Power Board Failed	DRV.CLRFAULTS. If issue persists, contact technical support.
F623	Power Board CRC fault.	Communications with the Power Board Failed	DRV.CLRFAULTS. If issue persists, contact technical support.
F624	Power Board Watchdog fault.	Communications with the Power Board Failed	DRV.CLRFAULTS. If issue persists, contact technical support.
F625	Power Board Communication fault.	Communications with the Power Board Failed	DRV.CLRFAULTS. If issue persists, contact technical support.
F626	Power Board FPGA not configured	Communications with the Power Board Failed	DRV.CLRFAULTS. If issue persists, contact technical support.
F627	Control Board Watchdog fault.	Communications with the Power Board Failed	DRV.CLRFAULTS. If issue persists, contact technical support.
F630	FPGA cyclic read fault.comEnd	FPGA-to-firmware dataaccess error.	DRV.CLRFAULTS. If issue persists, contact technical support.
F701	Fieldbus runtime.	Runtime communication fault.	Check fieldbus connections (X11), settings, and control unit.
F702	Fieldbus communication lost.	All fieldbus communication was lost.	Check fieldbus connections (X11), settings, and control unit.
F703	Emergency timeout occurred while axis should disable.	Motor did not stop in the timeout defined.	Change timeout value, change stop parameters, improve tuning.

2. KC1 Pendant Faults (Optional)

The dot located on the pendant's LCD displays the status of the EtherNet connection between the pendant and the drive. When flashing this indicates the connection is in progress and when solid this indicates the connection is successful.



Fault	Message/Warning	Cause	Remedy
F01	EtherNet connection error.	Cable is loose or disconnected.	Check cable and verify it is properly connected.

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About Kollmorgen

Kollmorgen is a leading provider of motion systems and components for machine builders. Through world-class knowledge in motion, industry-leading quality, and deep expertise in linking and integrating standards and custom products, Kollmorgen delivers breakthrough solutions that are unmatched in performance, reliability, and ease-of-use, giving machine builders an irrefutable marketplace advantage.

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