

# 再登高平板扫描数字化仪

**GetonAgain Camera Digitizer**

**维护保养手册**

**Maintenance Manual**

**V1.0**

GetonAgain®

- 非常感谢您选购再登高产品；

Thank you very much for choosing GetonAgain products;

- 在使用之前请仔细阅读本手册，正确安全的使用本产品；

Please read this manual carefully before use and use this product correctly and safely;

- 请妥善保管此手册；

Please take good care of this manual;

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再登高™

GetonAgain®

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## 1 日常维护保养 Daily maintenance

- 1) 确保相机镜头洁净。

Make sure the camera lens is clean.

- 2) 每 3 天进行一次整机的灰尘清理。

Clean the dust of the whole machine once every 3 days.

- 3) 背景布脏污后可用随机配件更换。

Clean the background cloth with water after it is soiled

## 2 日常检查 Daily inspect

- 1) 文件没完成不能进行参数设置。

It can't set the parameter setting when the data is not finished.

- 2) 开机初始化成功之前不能发送数据。

Don't send data to the plotter before initialing.

- 3) 机器通电后不能震动。

Don't shake the plotter when turn on the plotter.

- 4) 不要使用潮湿、卷曲、褶皱或边缘翘起的裁片，也不要使用有洞或破损残缺的纸张。

Don't use wet, curly and edge turn up paper, and also the paper that has flaw.

- 5) 不适合透明或半透明材质。

Not suitable for transparent or translucent materials.

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## 本手册的使用常规 Using skills

要安全准确地使用机器，以及防止人体受伤和财产损失，本手册规定以下三种安全注意事项。请理解其差异。

In order to using the plotter safely and accurately and avoiding body injured and property damaged, the manual prescribes three kinds of safe notice proceedings, please understand the difference.



### 危险(DANGER)

该类提供危险注意事项，如果忽略，很容易对操作人员造成致命或严重的伤害。

The notice means DANGER, if ignored, it maybe cause deadliness or serious damage to operator.



### 警告 (WARNING)

该类提供警告事项，如果忽略，可能会对操作人员造成致命或严重的伤害。

The notice means WARNING, if ignored, it maybe cause deadliness or serious damage to operator.












### 注意(CAUTION)

该类提供注意事项，如果忽略，可能会对操作人员造成伤害，或会削弱机器的物理性能。

The notice means CAUTION, if ignored, it maybe cause damage to operator or weaken physical capability of the plotter.

## 安全符号说明 (Explanation of Safety Symbols)

		<p>符号表示应小心注意的地方（包括警告）。需要注意的  地方是以图示或该符号内或靠近该符号的文本说明表明。</p> <p>It means caution or warning, the place where should be careful or warned will be put the symbol or symbol with text indicate.</p>
		<p>符号表示应禁止的动作。所禁止的  动作是以图示或该符号内或靠近该符号的文本说明表明。</p> <p>It means action should be prohibited, the place where should be prohibited will be put the symbol or symbol with text indicate.</p>
		<p>符号表示必须执行的动作。其表示方法一般以  图示或该符号内或靠近该符号的文本来说明。</p> <p>It means the action must be carried out. The action that should be carried out will be put this symbol or symbol with text indicate.</p>

### 警告 (WARNING)

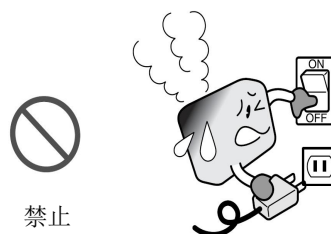
如果机器冒烟，太热发出异味，或其他原因造成仪器不能正常工作，请不要继续使用。关掉电源，并从电源插座拔出电源线。

在这些状态下继续使用机器，会引起火灾或电击。

确认不再冒烟后，联系销售代表或最近的RICHFOREVER经销商来维修。

不要自行修理。由没有经验的人修理是非常危险的。

If the smoke happens from the plotter that due to too much hot and strange smell, or other reasons



禁止

Forbidden

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cause the machine can't work normally, please stop using it. Turn off the power, and pull out the power cable from the electrical outlet.

Continuing to use the plotter under these situations might cause fire or electrical attack.

Make sure the plotter is not smoking any longer, please contact the salesman or GetonAgain authorized agent for maintaining.

Please don't maintain the plotter yourself; it is very danger to maintain by unfamiliar person.

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不得拆卸、修理、或改装机器。

该等行为可能会因漏电而引起电击或火灾。

触摸机器的高压零件可能会引起电击。

如果需要维修，请联系销售代表或最近 GetonAgain 经销商。

It is forbidden to disassemble, maintain or refit the plotter.

These actions might cause electrical attack or fire by creepage.

Touch the high voltage accessory of the plotter might cause electrical attack.

If it need to be maintained, please contact the salesman or GetonAgain authorized local agent.



不得拆卸

Disassemble  
Forbidden



不要在有水、雨或雪的地方使用机器。

该等地方可能会因漏电而引起电击或火灾。

Don't use the machine in the place where has water, rain and snow.

These places might cause electrical attack or fire by creepage.

Water

avoided

Take Care

lectrical

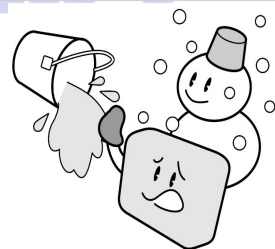
Attack



避水



小心电击



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确保机器接地安装。

如果没有接地，操作人员可能会因漏电而受到电击。

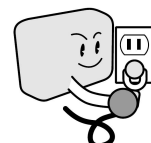
Make sure the plotter is grounding.

If it hasn't ground wire, the operator might get electrical Attack by creepage.



接地装置

Grounding



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不要将机器连接到非额定电源。

使用不同的电源可能会因漏电而引起电击或火灾

Don't connect the machine with non-stable power.

Use different power might cause electrical attack or fire by creepage.

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禁止

Forbidden



不要使用破损的电线。

使用破损的电线可能会因漏电而引起电击或火灾。

更换成新的电源线。

Don't use the broken electrical wire.

Use the broken electrical wire might cause electrical attack

Or fire by creepage. Change it to a new electrical

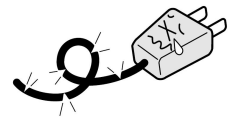
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从插座

拔出电源线

Forbidden



不要让灰尘或金属物质粘到电源插头上。

变脏的电源插头可能会因漏电而引起电击或火灾。

Don't let the dust and the metal material adhibit to the  
power plug.

The dirty power plug might cause electrical attack or fire  
by creepage.

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Forbidden



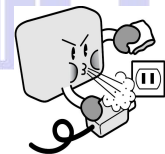
禁止



小心电击

Take Care

Electrical Attack



绘图期间，不要触摸喷头等移动的零件。

该等行为可能造成人身伤害。

Please don't touch the print head and the moving parts  
when plotting.

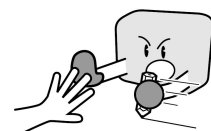
These actions might cause body injured.

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勿触摸

Don't touch

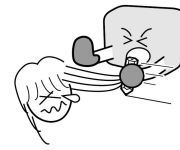


即使机器停止操作，要保持手、头发等远离喷头等移动的零件，因为接收到数据时，机器可能会突然开始移动。该等行为可能造成人身伤害。

Keep Distance



保持距离



When the plotter stops working, please keep your hand and hair far away from the print head and the moving parts, because the plotter that had received data might move suddenly. These actions might cause body injured.

### ⚠️注意 TAKE CARE

不要在阳光直晒的地方，或有空调机或加热器直吹的地方使用或存放机器。该等地方可能会削弱机器的性能。

Forbidden

禁止



Don't use or hold the machine under sunshine, or the places where have air-condition and heater blowing directly. These places might weaken the capability of the plotter.

不要在灰尘很多或特别潮湿的地方使用机器。

该等地方可能会削弱机器的性能。

Forbidden

禁止



小心电击



Don't use the plotter at the place where is dusty or damp especially. Using the plotter in these places might weaken the capability of the machine.

Take Care

Electrical

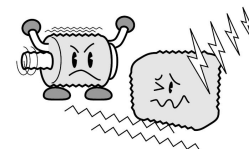
Attack

不要在有超机械震动或电噪音的地方使用机器。

在该等地方使用可能会削弱机器的性能。



禁止



Forbidden

Don't use the plotter at the places that have mechanical shake or electrical noise.

Using the plotter in these places might weaken the capability of the plotter.



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不要将装有水或其他液体的容器放在机器的表面上。

液体流入机器可能会因漏电而引起电击或火灾。

Don't put the container fill with water or other liquid on the plotter.

Inflooding liquid on the plotter might cause the electrical attack or fire by creepage.

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避水



小心电击

Water  
avoid

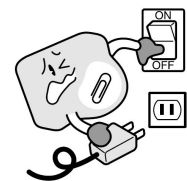


如果机器里有水或异物，不要继续使用。关掉电源，自插座拔出电源线。这种状态下使用机器可能会因漏电而引起电击或火灾。联系销售代表或最近的GetonAgain经销商修理。



自插座

拔出电源线  
Pull out the power cable  
from the electrical outlet.



If there are water or eyewinker in the machine, please stop using it. Turn off power and pull out the power cable from the electrical outlet. Using the plotter under these situations might cause electrical attack or fire by creepage. Contact the salesman or GetonAgain authorized agent to maintain it.

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插拔出电源线或接口线时，不要用力拉插线。

该等行为会损伤电线，而引起火灾或电击。

Don't pull it forcibly when you need to pull out the

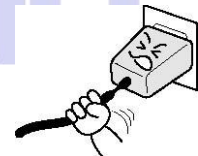
power wire or Cable. These actions might damage electrical wire and cause fire or electrical attack.

---



禁止

Forbidden



不要试图给机器添加润滑油。该等行为可能会引起机器故障。

Don't try to append lube for the plotter.

These actions might cause mechanical malfunction.

---



禁止

Forbidden



不要使用稀释剂或汽油等可挥发的溶剂来清洁机器。



禁止



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该等行为可能会削弱机器的性能。

Don't use the thinner or gas to clear machine.

Forbidden

These actions might weaken the capability of the plotter.

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确保机器周围留有足够空地

保证有足够的空间上纸，裁纸。

Make sure there is enough space for working,

or else it might cause plotting error.

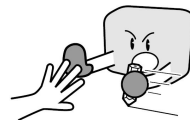
If touch the machine, it might cause plotting error.

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勿触摸

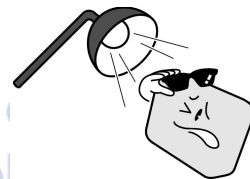
Don't touch



使用室内照明如日光灯或其他电灯时，确保机器和灯源之间至少有一米的距离。距离太近可能会引起感应器故障，且不能检测到介质的正常大小。

Use indoor daylight lamp or other electrical light, please make sure there is at least one meter distance between machine and light. The distance too near might cause sensor malfunction, and can't measure the normal size of the medium.

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因加载介质或其他原因需要手动移动喷头时，要慢慢移动。

快速移动可能会损害机器。

You must move it slowly when you need to move the print head

manually. Quick movement might damage the plotter.



### 3 常见故障及处理措施 problem and solution

#### 3.1 详见问题 common problem

常见问题 common problem	具体问题描述 problem description	检查位置 Check location	处理方法 Solution	备注 Remark
无法开机 Can not boot	白色上电指示灯未亮起 White power-on indicator light is not on	1. 检查机器总开关是否完好，是否为开启状态； 2. 检查电源线完好； 3. 检查供电电源是否正常； 4. 检测白色上电指示灯 1. Check whether the main switch of the machine is intact and whether it is turned on; 2. Check whether the power cord is intact; 3. Check whether the power supply is normal; 4. Check the white power-on indicator light	1. 更换总开关或旋转开开关到打开状态； 2. 更换电源线； 3. 保证各项电压正常； 4. 更换白色指示灯； 1. Replace the main switch or turn the switch to the on position; 2. Replace the power cord; 3. Ensure that all voltages are normal; 4. Replace the white indicator light;	
	白色上电指示灯亮起 White power-on indicator light is on	1. 查看电线内的陶瓷保险是否异常； 2. 查看电箱内空开是否正常，线缆是否虚接； 3. 查看横梁所在位置； 4. 查看所有急停开关是都正常开启； 5. X 轴限位和每个急停开关的线缆以及接头位置； 6. 查看上电指示灯（绿色）是否亮起或线路线缆有无损坏或虚接； 1. Check if the ceramic fuse in the wire is abnormal; 2. Check if the circuit breaker in the electrical box is normal	1. 更换保险，检查上下端线缆有无脱落； 2. 更换空开会紧固线缆； 3. 将横梁推到机器中部； 4. 逐一检查急停开关保证开启状态； 5. 查看线缆是否有破损或线头虚接更换或重新紧固； 6. 更换上电按钮和指示灯组件，更换线缆或紧固线缆接头； 1. Replace the fuse and check whether the upper	








		<p>and if the cables are loosely connected;</p> <p>3. Check the position of the beam;</p> <p>4. Check if all emergency stop switches are turned on normally;</p> <p>5. Check the X-axis limit and the cable and connector position of each emergency stop switch;</p> <p>6. Check if the power-on indicator (green) is on or if the line cables are damaged or loosely connected;</p>	<p>and lower cables are detached;</p> <p>2. Replace the air switch and tighten the cables;</p> <p>3. Push the beam to the middle of the machine;</p> <p>4. Check the emergency stop switches one by one to ensure they are turned on;</p> <p>5. Check whether the cables are damaged or the wire ends are loose, and replace or re-tighten them;</p> <p>6. Replace the power-on button and indicator light assembly, replace the cables or tighten the cable connectors;</p>	
<p>开机异常</p> <p>Abnormal startup</p>	<p>开机后机器无动作</p> <p>The machine does not work after powering on</p>	<p>1. 检查电箱外线缆插头是否安装牢固,位置是否正确;</p> <p>2. 查看显示屏内机器参数,开机自动归零是否开启;</p> <p>1. Check whether the cable plug outside the electrical box is firmly installed and in the correct position;</p> <p>2. Check the machine parameters on the display screen and whether the automatic zero reset is turned on;</p>	<p>1. 重新确认插拔插头;</p> <p>2. 开启开机自动归零功能;</p> <p>1. Re-confirm the plugging and unplugging;</p> <p>2. Turn on the automatic zeroing function;</p>	
<p>扫描图片异常</p> <p>Scanned image is abnormal</p>	<p>每个扫描棒亮度不一致</p> <p>The brightness of each scanning rod is inconsistent</p>	<p>1. 查看软件曝光值;</p> <p>2. 查看扫描高度;</p> <p>3. 查看外界光源;</p> <p>4. 检查软件黑白校正参数;</p> <p>1. Check the software exposure value;</p> <p>2. Check the scanning height;</p> <p>3. Check the external light source;</p>	<p>1. 增加曝光值;</p> <p>2. 调整扫描高度(分机型);</p> <p>3. 减少环境光源亮度;</p> <p>4. 重新调整黑白校正参数;</p> <p>1. Increase the exposure value;</p> <p>2. Adjust the scanning</p>	

		4. Check the software black and white correction parameters;	height (depending on the model); 3. Reduce the brightness of the ambient light source; 4. Readjust the black and white correction parameters;	
	扫描图片前后有错位、尺寸异常 The scanned image is misaligned or has abnormal size	1. 查看扫描棒对接精度; 2. 查看扫描软件内的 1:1 精度; 1. Check the docking accuracy of the scanning rod; 2. Check the 1:1 accuracy in the scanning software;	1. 调节扫描棒对接精度; 2. 调节扫描软件内的 1:1 精度; 1. Adjust the docking accuracy of the scanning rod; 2. Adjust the 1:1 accuracy in the scanning software;	
	扫描图片长方向有缺失现象 The scanned image is missing in the long direction	1. 查看扫描扫描长度参数; 2. 查看机器运行时图片生成时的位置; 1. Check the scanning length parameters; 2. Check the position of the image generated when the machine is running;	1. 更正扫描像素参数; 2. 机器内扫描长度参数; 1. Correct the scanning pixel parameters; 2. Scanning length parameters in the machine;	

### 3.2 驱动报错处理 Driver error handling

绿色 LED 为电源指示灯，当驱动器接通电源时，该 LED 常亮；当驱动器 切断电源时，该 LED 熄灭。红色 LED 为故障指示灯，当出现故障时，该指示 灯以 5 秒钟为周期循环闪烁；当故障被用户清除时，红色 LED 常灭。红色 LED 闪烁频率为 2Hz，其中 LED 亮 200ms，灭 300ms。红色 LED 在 5 秒钟内闪烁 次数代表不同的故障信息，具体关系如下表所示：

The green LED is the power indicator. When the driver is powered on, the LED is always on. When the driver is powered off, the LED is off. The red LED is the fault indicator. When a fault occurs, the indicator flashes in a cycle of 5 seconds. When the fault is cleared by the user, the red LED is always off. The red LED flashes at a frequency of 2Hz, where the LED is on for 200ms and off for 300ms. The number of times the red LED flashes in 5 seconds represents different fault information. The specific relationship is shown in the following table:

序号 Number	闪烁次数 Number of flashes	红色 LED 闪烁波形 Red LED flashing waveform	故障说明 Fault Description
1	1		过流故障 Overcurrent fault
2	2		过压故障 (90Vdc 过压) Overvoltage fault (90Vdc overvoltage)
3	3		运放错误 Op amp error
4	4		锁轴错误 Axis lock error
5	5		eeeprom 错误 Eeprom error
6	6		自整定错误 Auto-tuning error
7	7		跟踪误差超差 Tracking error out of tolerance

当驱动器出现故障时，驱动器将停机，并提示相应故障代码。用户需断电，并重新上电时，故障才可以清除。当驱动器出现故障时，驱动器将按队列形式，将最新故障保存在驱动器的 EEPROM 内，驱动器最多保存 10 个最新历史故障。用户可以通过 PC 机和文本显示器读取相应的故障代码。

When the drive fails, the drive will stop and prompt the corresponding fault code. The user needs to turn off the power and then turn it on again to clear the fault. When the drive fails, the drive will save the latest fault in the EEPROM of the drive in a queue. The drive can save up to 10 latest historical faults. The user can read the corresponding fault code through a PC and a text display.

#### 故障处理方法: Troubleshooting methods:

现象 Phenomenon	问题 Problem	解决措施 Method
绿色 LED 不亮 Green LED is off	未上电 No power	检查驱动器电源线是否正确连接 Check whether the drive power cable is connected correctly.
红色 LED 闪烁 1 次 Red LED flashes once	过流 Overcurrent	断开电机绕组线与驱动器的连接，重启驱动器，如果无报警，请检查电机和电机动力线有无异常： 断开电机绕组线与驱动器的连接，重启驱动器，如果驱动器依然报警，驱动器损坏 Disconnect the motor winding wire from the driver, restart the driver, if there is no



		<p>alarm, please check whether there is any abnormality in the motor and motor power line:</p> <p>Disconnect the motor winding wire from the driver, restart the driver, if the driver still alarms, the driver is damaged</p>
<p>红色 LED 闪烁 2 次</p> <p>Red LED flashes 2 times</p>	<p>过压</p> <p>Overpressure</p>	<p>重启驱动器;</p> <p>重启驱动器报警依然存在, 检查电源电压是否过高</p> <p>Restart the drive;</p> <p>The alarm still exists after restarting the drive, check if the power supply voltage is too high</p>
<p>红色 LED 闪烁 3 次</p> <p>Red LED flashes 3 times</p>	<p>运放错误</p> <p>Op amp error</p>	<p>重启驱动器;</p> <p>单独拔掉编码器端子, 重启驱动器报警依然存在</p> <p>驱动器硬件故障</p> <p>Restart the drive;</p> <p>Unplug the encoder terminal alone and restart the drive. The alarm still exists if the drive hardware fault exists.</p>
<p>红色 LED 闪烁 4 次</p> <p>Red LED flashes 4 times</p>	<p>锁轴错误</p> <p>Axis lock error</p>	<p>检查电机动力线是否断线</p> <p>Check whether the motor power line is broken.</p>
<p>红色 LED 闪烁 5 次</p> <p>Red LED flashes 5 times</p>	<p>存储错误</p> <p>Storage Error</p>	<p>使用 RS232 调试口连接上位机, 恢复驱动器到出厂设置;</p> <p>恢复出厂设置报警依然存在, 驱动器硬件故障</p> <p>Use the RS232 debug port to connect to the host computer and restore the drive to factory settings;</p> <p>The factory reset alarm still exists, and the drive hardware is faulty</p>
<p>红色 LED 闪烁 6 次</p> <p>Red LED flashes 6 times</p>	<p>电机参数自整定错误</p> <p>Motor parameter auto-tuning error</p>	<p>重启驱动器;</p> <p>重启驱动器后报警依然存在, 使用上位机将参数“电流环上电自整定”设置为 0;</p> <p>Restart the drive;</p> <p>If the alarm still exists after restarting the drive, use the host computer to set the parameter "Current loop power-on self-tuning" to 0;</p>
<p>红色 LED 闪烁 7 次</p> <p>Red LED flashes 7 times</p>	<p>跟踪误差超差</p> <p>Tracking error out of tolerance</p>	<p>检查参数列表中“电机分辨率”是否设置有误;</p> <p>检查电机与驱动器接线, 是否相序错误(电机 A+ \A-、B+ \B- 必须和驱动 A+ \A-、B+ \B- 严格对应):</p> <p>检查编码器线是否断线:</p>

		加速时间适当加长; 检查电机是否堵转 Check if the "motor resolution" in the parameter list is set incorrectly: Check the wiring between the motor and the driver to see if the phase sequence is wrong (the motor A+\A-, B+\B- must strictly correspond to the driver A+\A-, B+\B-): Check if the encoder line is broken: Appropriately increase the acceleration time; Check if the motor is blocked
电机旋转方向错误 Motor rotation direction is wrong	电机方向设定错误 Motor direction setting error	拨码 SW5 状态设置错误 DIP switch SW5 status setting error
电机不转 Motor does not rotate	无脉冲信号 No pulse signal	检查脉冲信号接线连接是否正确 Check whether the pulse signal wiring is connected correctly
电机只朝一个方向旋转 The motor only spins in one direction	脉冲模式选择错误 Wrong pulse mode selection	检查 SW7 脉冲模式是否设置正确 Check if SW7 pulse mode is set correctly
	无方向信号 No directional signal	检查方向信号线连接是否正确 Check whether the direction signal line is connected correctly

3.3 操作中出现的問題，請參照操作手冊進行調試。

For problems in operation, please refer to the operation manual for debugging.

注：如果多次处理后问题仍然存在，请联系 GetonAgain。

**Note:** If the problem is still there when restarting the machine several times, please contact GetonAgain.