Remote Services For New Machine Installation And Training

Dear Customers:

Sincerely appreciate for your trust in IECHO.

We will make technical support for you when you start machine installation as per below steps.

1. IECHO Hardware Systems :

1.1 Contact your local IECHO Service office

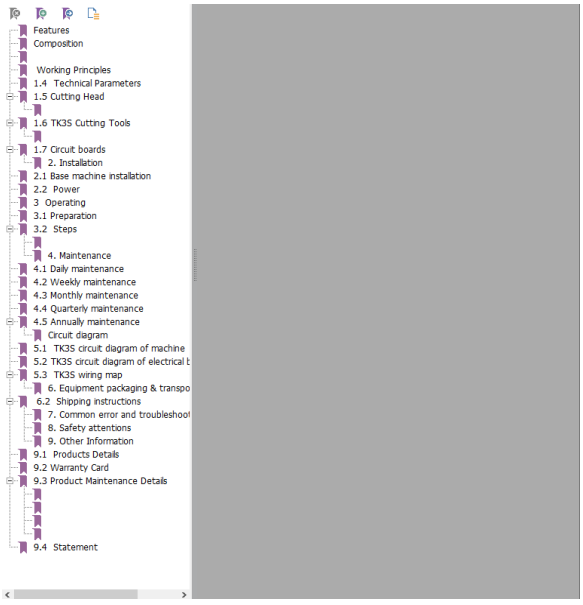
IECHO Prime Service helps keep your IECHO equipment up and running by ensuring you get IECHO Certified service ,support and parts. Take comfort knowing you have a global network of highly-skilled and knowledgeable service professionals working to keep your system running at peak performance.

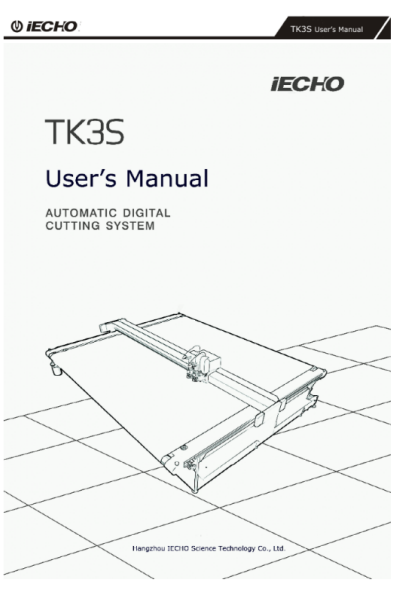
1.2 Remote Support （ 7*24 full-time）

The Remote Support provides prioritized expert supports via iECHO's state-of-the-art remote abilities,which reduce substantially on-site labor cost.

Items	Description	Remote Service
User Manual	Including cutter ,software and maintenance	√
Installation Videos	It will guide the technician to assembly the cutter	√
Remote Time	7*24 full-time remote maintenance	√
Service	software upgrades,technical documentation and order replacement parts and consumables	√
Phone Support	If you have any comments and suggestions on our products, please feel free to call the Advisory	√
Software Updates	Download the latest software version	√
Preventative Maintenance	System inspection and maintenance manual	√

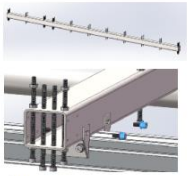
User Manual :





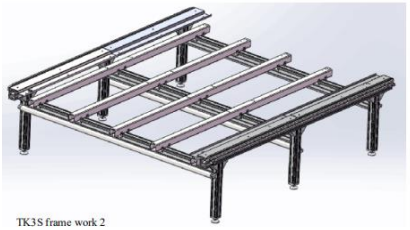
Step 2: On the basis of frame work 1, assemble the aluminum tubes. The quantity of the tubes are different according to different machine models.

Aluminum tubes



Screws

Assemble the aluminum tubes onto the frame work 1, use the screws to fix them and glue to tight.

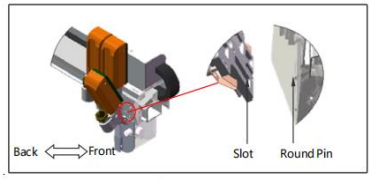


TK3S frame work 2

2.2 Power

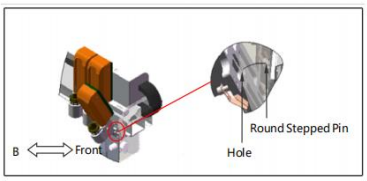
Users should supply three-phase five-wire electronic control system(3 live line, 1 neutral line, 1 earth line) , plug in the power with five-wire.

2.3 Cutting Head Installation



Picture 7

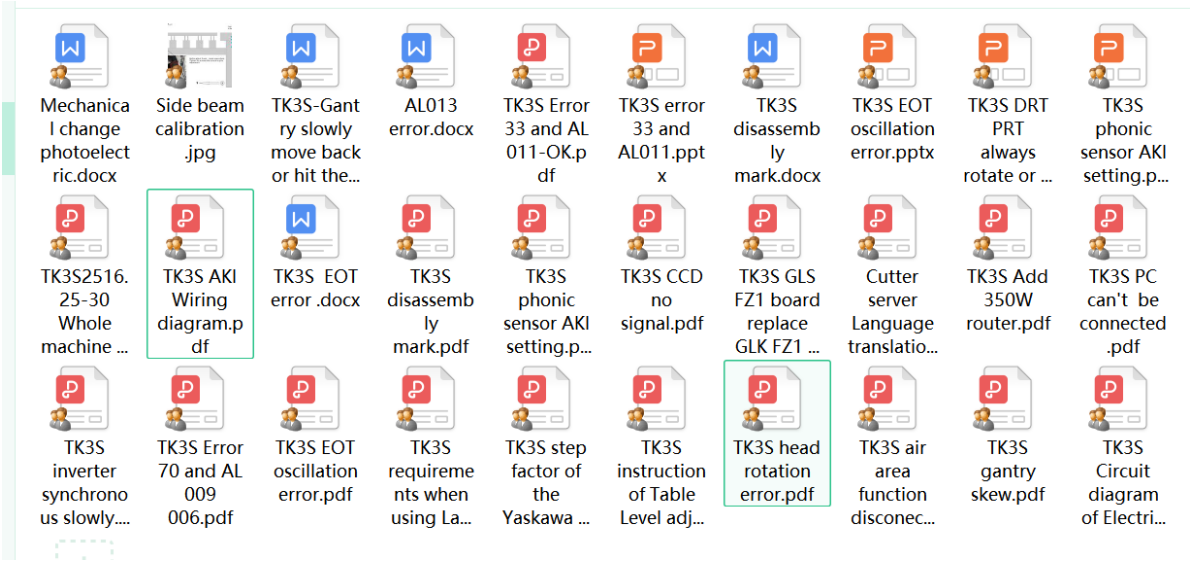
- Install the module in the way shown in Picture 7. Make sure the locating slot matches the round pin

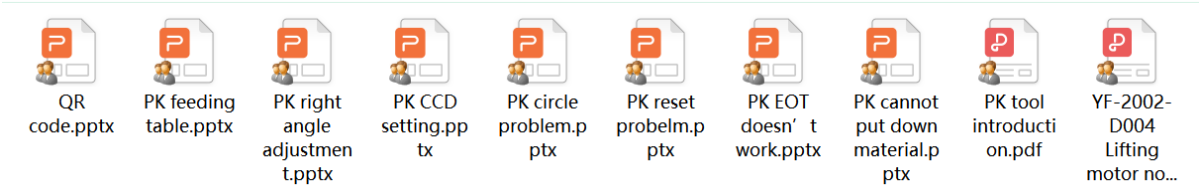


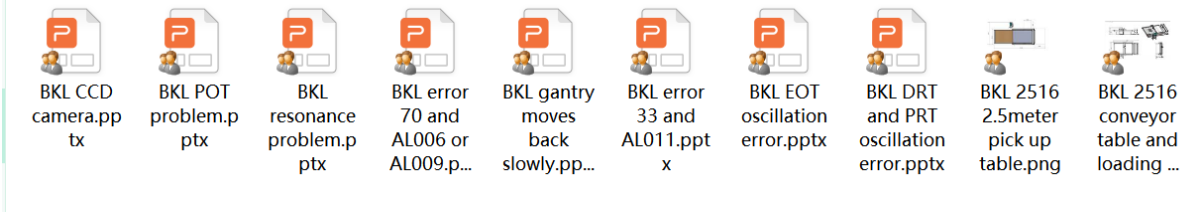
Picture 8

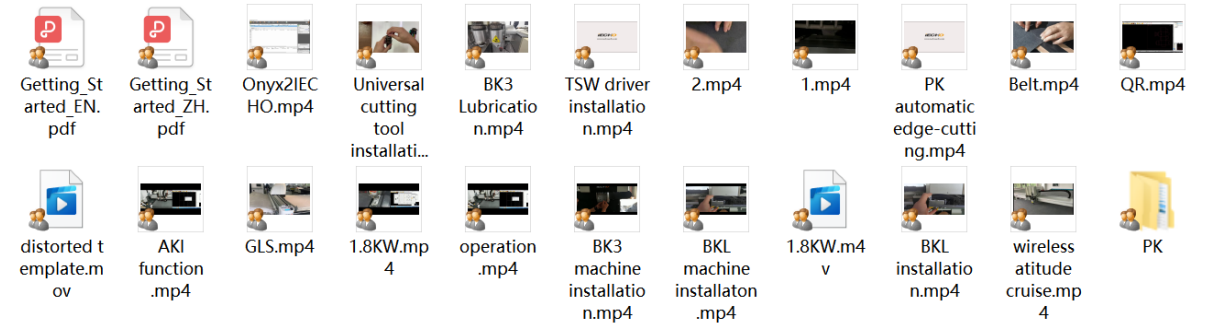
- Take the bottom of the module as shaft, rotate the module upward. Picture 8

Technical Documentation:

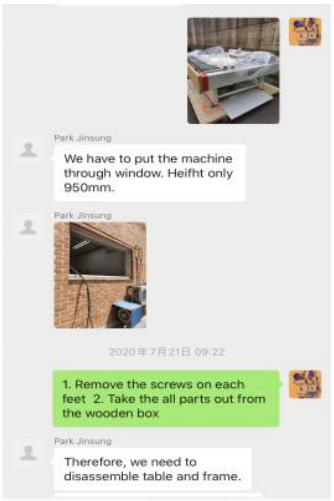


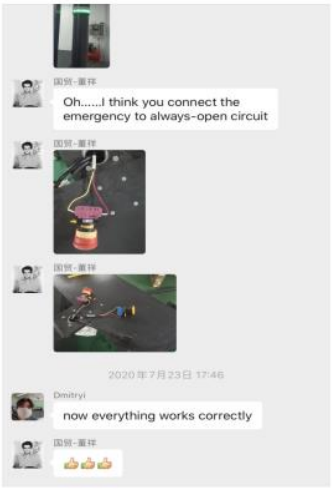


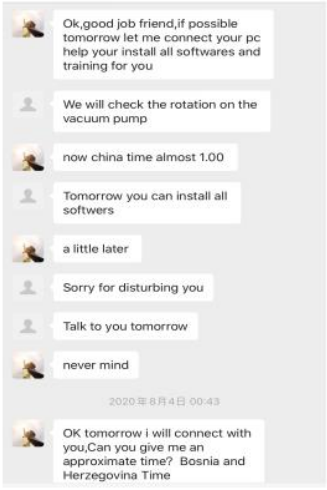


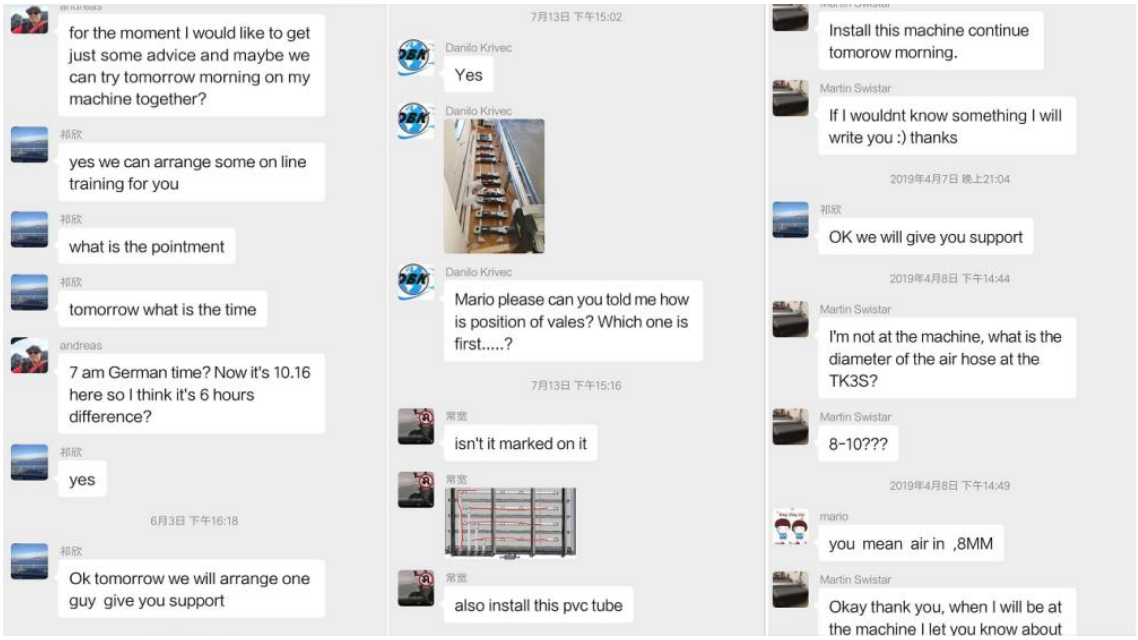


Example of Remote Support :


Park Jinsung
We have to put the machine through window. Heifht only 950mm.
Park Jinsung
2020年7月21日 09:22
1. Remove the screws on each feet 2. Take the all parts out from the wooden box
Park Jinsung
Therefore, we need to disassemble table and frame.


Oh.....I think you connect the emergency to always-open circuit
2020年7月23日 17:46
Dmitryi
now everything works correctly


Ok,good job friend,if possible tomorrow let me connect your pc help your install all softwares and training for you
We will check the rotation on the vacuum pump
now china time almost 1.00
Tomorrow you can install all softwers
a little later
Sorry for disturbing you
Talk to you tomorrow
never mind
2020年8月4日 00:43
OK tomorrow i will connect with you,Can you give me an approximate time? Bosnia and Herzegovina Time


for the moment I would like to get just some advice and maybe we can try tomorrow morning on my machine together?
祁欣
yes we can arrange some on line training for you
祁欣
what is the pointment
祁欣
tomorrow what is the time
andreas
7 am German time? Now it's 10.16 here so I think it's 6 hours difference?
祁欣
yes
6月3日 下午16:18
祁欣
Ok tomorrow we will arrange one guy give you support
7月13日 下午15:02
Danilo Krivec
Yes
Danilo Krivec
Danilo Krivec
Mario please can you told me how is position of vales? Which one is first.....?
7月13日 下午15:16
常宽
isn't it marked on it
常宽
常宽
also install this pvc tube
Install this machine continue tomorow morning.
Martin Swistar
If I wouldnt know something I will write you :) thanks
2019年4月7日 晚上21:04
祁欣
OK we will give you support
2019年4月8日 下午14:44
Martin Swistar
I'm not at the machine, what is the diameter of the air hose at the TK3S?
Martin Swistar
8-10???
2019年4月8日 下午14:49
mario
you mean air in ,8MM
Martin Swistar
Okay thank you, when I will be at the machine I let you know about

2. Training Courses :

IECHO Cutter training courses provides the foundation for participants to maintain and operate .Good training offers many benefits to your company. It enhances the skills of your employees and increases productivity - thus increasing return on investment.

Course Topics	Course Objectives
Overview of system features and options Machine calibrations Daily, weekly, monthly and annual maintenance System operation Software basics Troubleshooting and repairs	Replace major components of the machine Perform testing and diagnostic procedures to maintenance Calibrate the machine for proper cutting Perform preventative maintenance Operate and navigate the system software

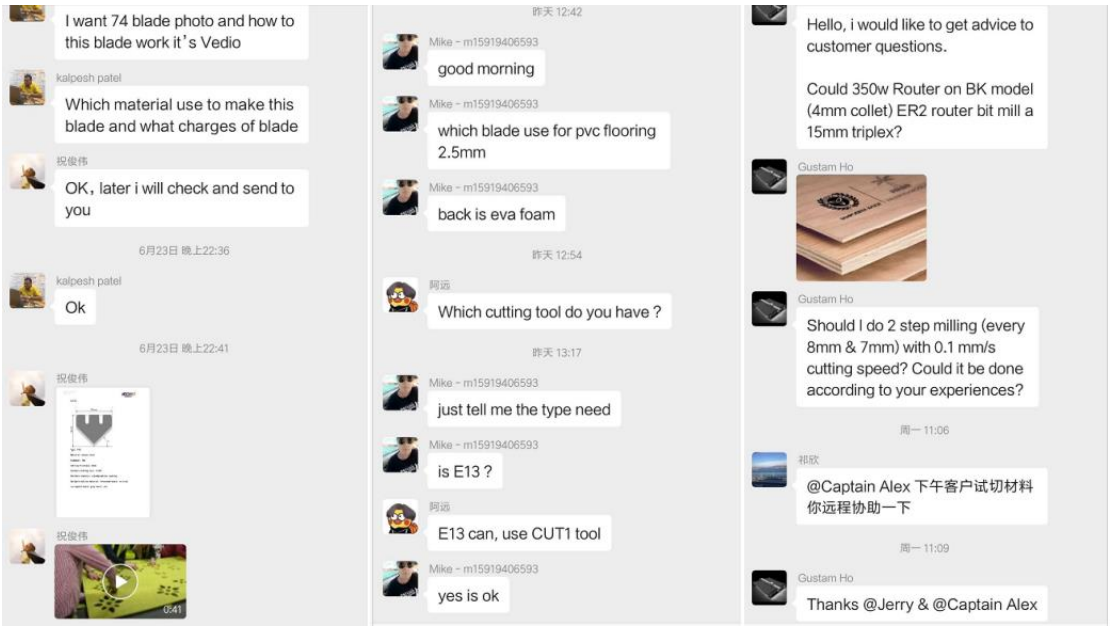
Training Directory

category	order	The project content		YES :√ NO :×	remarks
Software **Tools**	1	change the cutting tool			
	2	change the blade (knife)			
	3	manually adjust on the depth of the knife			
	4	How to use the automatic adjust on the depth of a knife			
	5	Before the vacuum pump is opened, banned the knife cutting			
	6	Before cutting, be sure to check each of the cutting tool depth, avoid damage the machine.			
	7	IPlycut	Import file, edit the piece		
			Output set		
			The scaling factor, the unit set, etc		
	8	IBrightcut	Import file, edit the piece		
			Output set		
			The scaling factor, the unit set, etc		
	9	CutterServer	Feeding length\speed\Material press time		
			Configuration of the machine operation direction		
			Knife holder configuration		
			add or delete Command bar icon		
			Modify the acceleration, the cutting speed		
			Modify the knife up or down waiting time		
	10	☐ EOT			
	11	☐ POT			
	12	☐ DRT (PRT)			
	13	☐ MILL			
	15	☐ Kiss-Cut			
	16	☐ Crease			
	17	☐ V-CUT			
	18	☐ PEN			
	19	☐ Punch head			
	20	use CCD setting cut			
	21	In the design of the CCD setting cut file, all 6 mm black marker points must be on the same layer			
	22	set up the position of the CCD(X OFFSET,Y OFFSET), and CCD image width,height,			

	23	set up duplicate cutting		
	24	set up the page output cut		
	25	set half cutting		
	26	set each head of offset		
	27	set up the knife direction compensation		
	28	set up the knife-up(down) compensation		
	29	set up the X direction eccentricity compensation, Y direction eccentricity compensation		
	30	set air area		
	31	set vacuum speed		
	32	save the parameters and the import		
	33	The important parameters are saved with screen shots way		

3. Remote Services and Spare Parts Supplies

3.1 Our highly trained and experienced technicians are a click away ready to support our customers whenever needed and to provide our customers with technical support, FAQs, how to videos and much more.



- Detecting system faults

Events Encodes and Paraphrases

Events Encodes	Paraphrases
01	cutting completed
02	pause
03	cancel
04	radius is too small
05	parameter error
06	Sacc parameter error
07	FPGA uninitialized
08	servomotor alarms
09	unused
0A	failure
0B	height restoration failure
0C	DSP restoration failure
0D	servomotor alarms or sudden stop
0E	EEPROM initialize error
0F	FPGA initialize error
10	xram error
11	program into the user trap
12	program into illegal instruction trap
13	error when direct writing FPGA
14	FPGA recover FPGA failure
15	illegal instruction
16	other illegal interrupt
17	error when writing FPGA in interrupt 1
18	error when writing FPGA in interrupt 2

Error 70

1.Error 70 shows in cutterserver

2. The driver shows the alarm “AL-006” or “AL-009” in the main box.

Error 33

1.The alarm "Error 33" shows in cutterserver.

2.The alarm "AL-011" shows in driver, so you have to find the driver in the main box which has the alarm.

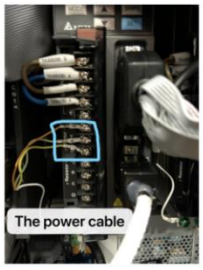
TK3S gantry moves to the backside slowly or hit the edge

Fault description:

The gantry moves to the backside slowly or hit the edge when the machine is switched on. Can not finish the reset.

- Troubleshooting remotely

When the driver shows the AL006 or AL009 ,please power cables from driver to B board.



DRIVER

B BOARD

Here is the example: U1 driver shows the alarm “AL006” or “AL009” ,then find the cable marked with U1 which connect with B board. Check the cables marked with U,V,W by multimeter.

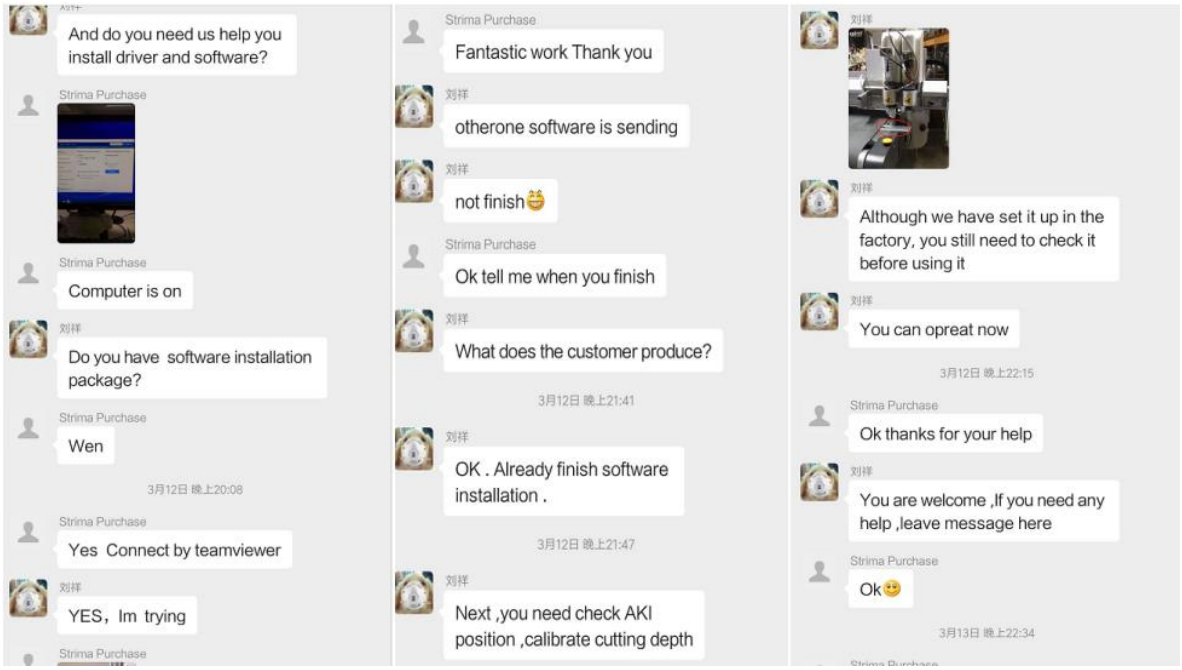
Check the video here →

- Uploading software enhancements

- Providing assistance on system operation.

Example of technical support and maintenance :

Maintenance	1	Y direction slide lubrication once a month		
	2	Y direction slide lubrication once a month		
	3	Tool clean once everyday		
	4	The entrance to the filter pump to clean once a month		
	5	DSP Board position and function		
	6	EPOS Board position and function		
	7	A Board Board position and function		
	8	B Board position and function		
	9	C Board position and function		
	10	Power Board position and function		
	11	485 Board position and function		
	12	FZ1 Board position and function		
	13	Machine root setting		
	14	Tool root setting		
	15	electrical box connection check once 2 month		
	16	The circuit diagram introduces		



3.2 **Spare Parts Supplies:** If you need replace spare parts for your IECHO cutting system, please contact our Customer Service Center .