

Error 33

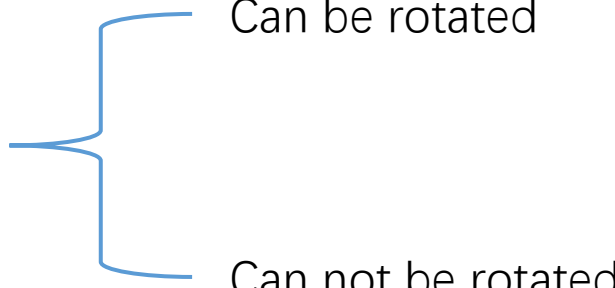
1.The alarm "Error 33" shows in cutterserver.

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

1. Two cutting heads or three [\(Click to view the content of the hyperlink\)](#)

- (1) [Exchange heads](#);
- (2) [Check the cable continuity](#);
- (3) [If no drive error is reported, check the B board.](#)

2. One cutting head

- (1) [Rotate the head](#)
- 
- Can be rotated
 - Can not be rotated

Two heads or
three

Exchange heads

Exchange broken head (which shows the error in cutterserver) and good head, then restart the machine to see if the alarm shows on the same head in cutterserver.



Check the video here [↑](#)

If the alarm is always about the same head, then the head is broken.

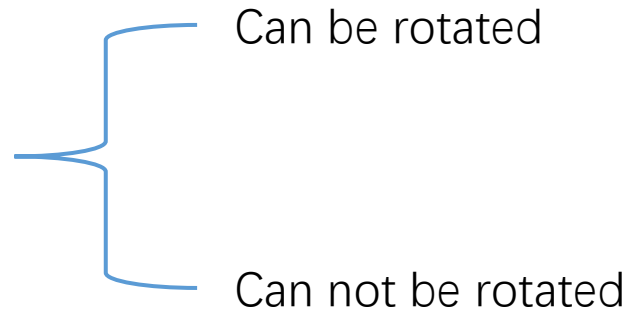
Solutions

1. Two cutting heads or three [\(Click to view the content of the hyperlink\)](#)

- (1) [Exchange heads](#);
- (2) [Check the cable continuity](#);
- (3) [If no drive error is reported, check the B board.](#)

2. One cutting head

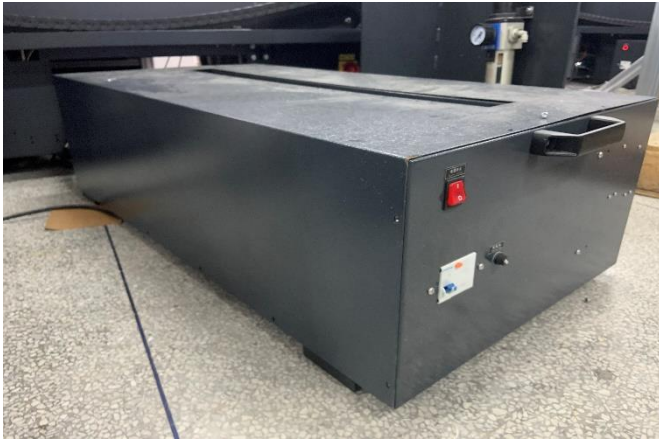
(1) [Rotate the head](#)



Check the cable continuity

1. Find the driver which one has the alarm "AL-011" in the machine box:

Here is the example: AL-011 shows in U1 driver
Before you operate power off the machine pls!

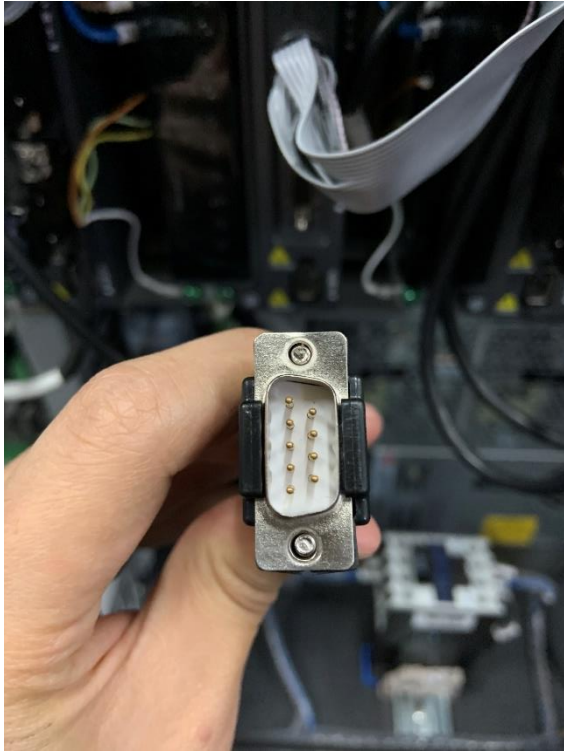


Open the main box

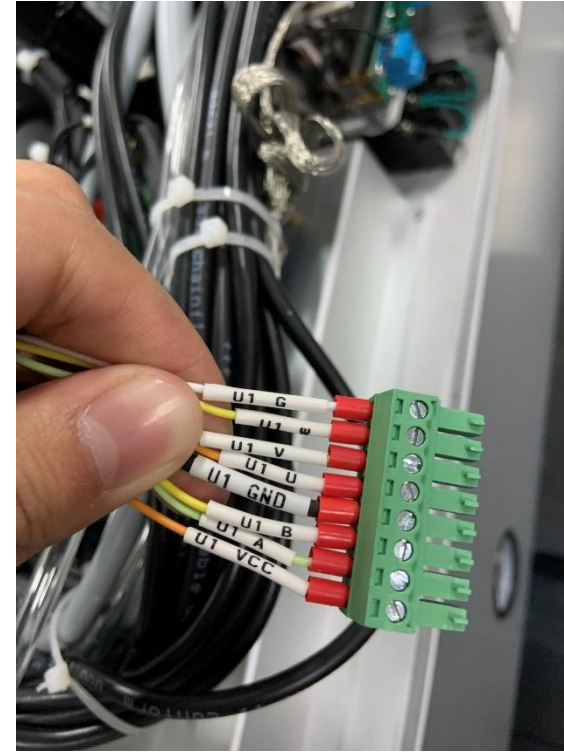


Find U1 driver
and take off the
encode cable


Two heads or
three



1. Find the
4,5,7,8 pins in
the encode
cable plug



2. Find the plug
which marked
with U1(VCC、
A、 B、 GND)

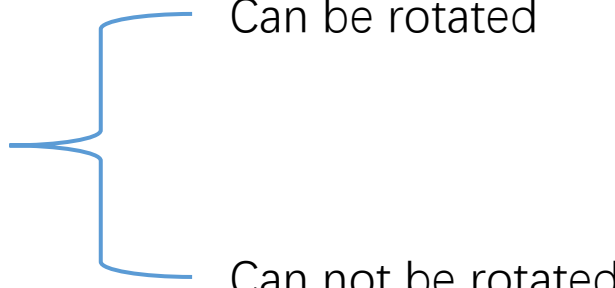
Set the diode position of
the multimeter, then use it 
to test the cable is good
or not

4 — VCC (The sign on the board is +)
5 — A
7 — B
8 — GND (The sign on the board is -)

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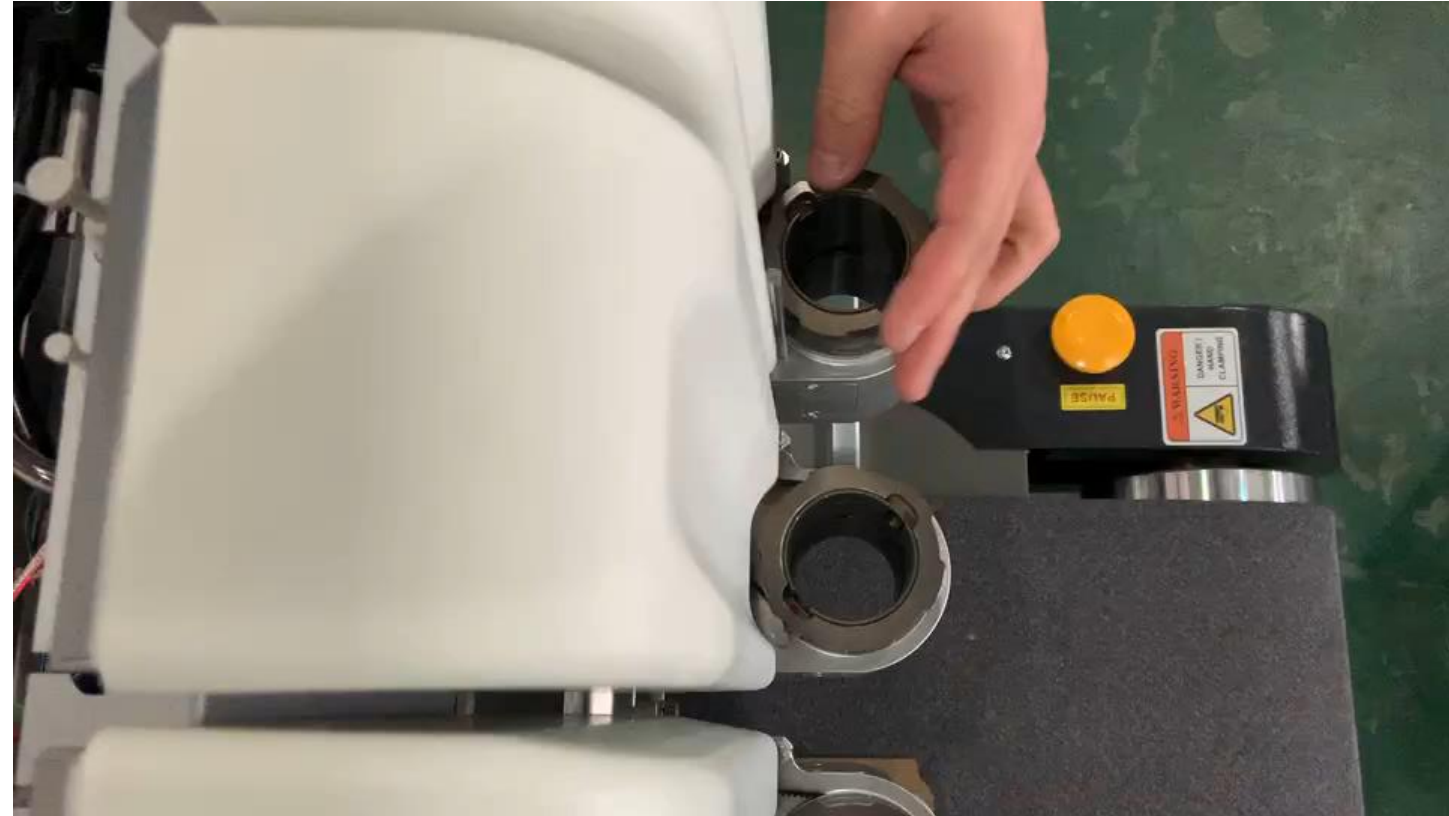
2. One cutting head

- (1) [Rotate the head](#)
- 
- Can be rotated
 - Can not be rotated

Two heads or
three

Check the B board

Check the LED light on the B board.
If the LED does not lighted when
you rotate the head, means the B
board is broken.



Check the video here [↑](#) and this video
shows normal conditions

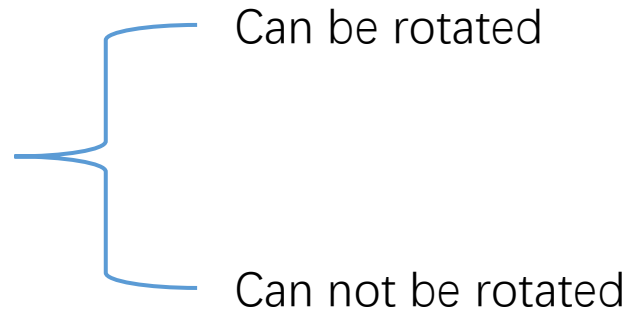
Solutions

1. Two cutting heads or three [\(Click to view the content of the hyperlink\)](#)

- (1) [Exchange heads](#);
- (2) [Check the cable continuity](#);
- (3) [If no drive error is reported, check the B board.](#)

2. One cutting head

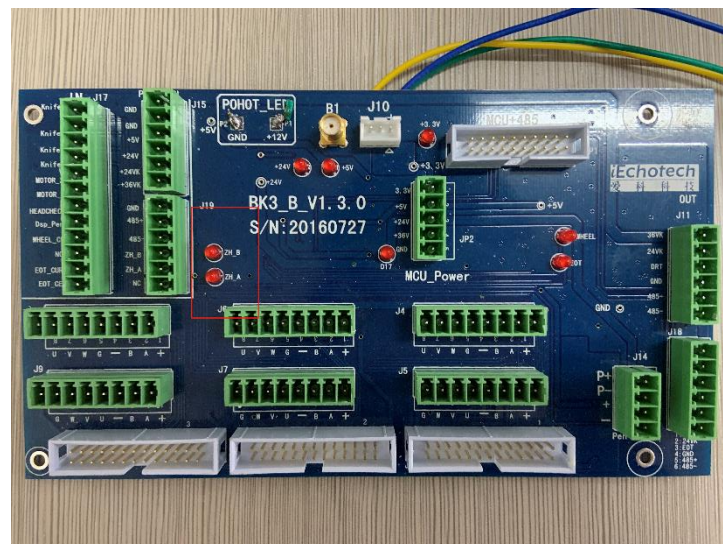
(1) [Rotate the head](#)



One head

Rotate
the
head

Can be rotated



Can not be rotated



Check the main box to see if any drivers report errors of “AL-011”. If there is a driver shows AL011, just operate like [the way on two or three heads.](#)

Check the LED lights (shown in the picture) are flashed or not. If they are lighted means the B board is broken.

NOTE: You can change the head to test if there any extra heads to eliminate the head problem.