Partner of Schneider Electric

ELAU PACDRIVE EXPERTS



“We have issues surrounding axis 5 showing error code 1119”.

Customer issue

- Issues with 3amp MC-4 drive showing error code 1119.
- Site engineers suspected water ingress and replaced motor with a working unit, but error still remained.
- Customer struggled to resolve the issue and requested on-site support from DMC.

DMC solution

- DMC engineer took diagnostics with original 3amp MC-4 drive. This confirmed short circuit error code 1119.
- The error remained as the MC-4 drive had likely been damaged by the short-circuit in the motor.
- A replacement MC-4 drive was fitted and the firmware update to v10.31. This cleared the error.
- The machine was then homed and ran without issue. Damaged MC-4 taken for test and repair.

“We learnt that errors can remain even if faulty equipment is replaced.”

“Keeping spare items in stock with the correct firmware can help minimise downtime”.

We offer services to repair, replace and maintain your support systems.

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