

Troubleshooting Information

Wybron CXI Color Changers PC Board Level

TROUBLESHOOTING

1. Symptom: Display says “back gel too short” or says “mtr err” (motor error).

- a. Problem: In some cases, the encoder wheel has shifted position on the motor shaft and is making contact with the optical sensor.

Remedy: Remove the dust cover, and re-center the wheel within the encoder slot. The set screws take an 0.050 Allen wrench. If the encoder wheel is positioned properly and there is no physical damage to the unit, the motor will likely need replacing. (Part #8223D114)

- b. Problem: The back panel or top bulkhead has been dented, causing a roller axle and pivot to misalign, causing excessive drag and init or mtr errors.

Remedy: Damaged sheet metal should be replaced, not "straightened."

2. Symptom: The gel string has no tension.

- a. Problem: The spring in the spring roller is broken.

Remedy: In some cases it is simple wear and tear, in others it has been caused by old gel strings binding up causing the spring to overtension.

Replacing the spring is a very straightforward process.

1. Scroll both gelstrings fully onto the fixed / drive rollers.
2. Remove the top bulkhead (7 screws) and the spring rollers can be lifted out of the unit.
3. Remove the snap ring at the bottom of the roller and the entire spring assembly can be pulled out and the spring replaced. Part numbers are:

708-04-11 Spring, Left roller

704-04-11 Spring, Right roller