Troubleshoot: SMX Bed/Knee Mill - Axis Will Not Jog

This guide will go through various steps to help the user find the cause for when the system powers up, but will not respond to the JOG command.

Written By: Pat Fitzsimmons

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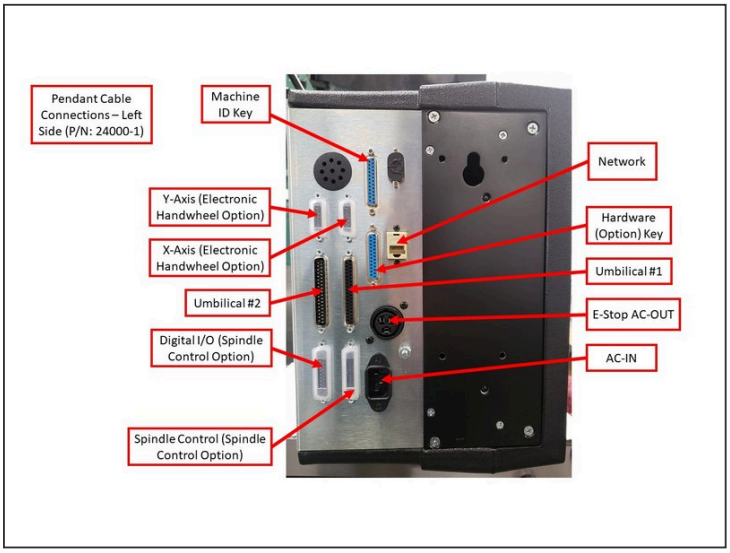

PROTO TRAK SMX
FEED
GO
STOP
OVERRIDE
F
S
DRO
TOOL# 1
3 AXIS
INCH
CAUTION: JOG KEYS ARE ACTIVE
X 0.0000 ABS
Y 0.0000 ABS
Z 0.0000 ABS
Spindle RPM 1000
Feed Rate 150.0
Override 100
Override 100
10% 100% 150%
10% 100% 150%
F1 F2 F3 F4 F5 F6 F7 F8
RETURN
ACCESSORY
ON
AUTO
F
C
INC SET
ABS SET
SYS
inc/abs
in/mm
LOOK
X
Y
Z
7 8 9
4 5 6
1 2 3
+/- 0 .
RESTORE
MODE
HELP
BACK
SOUTHWESTERN INDUSTRIES

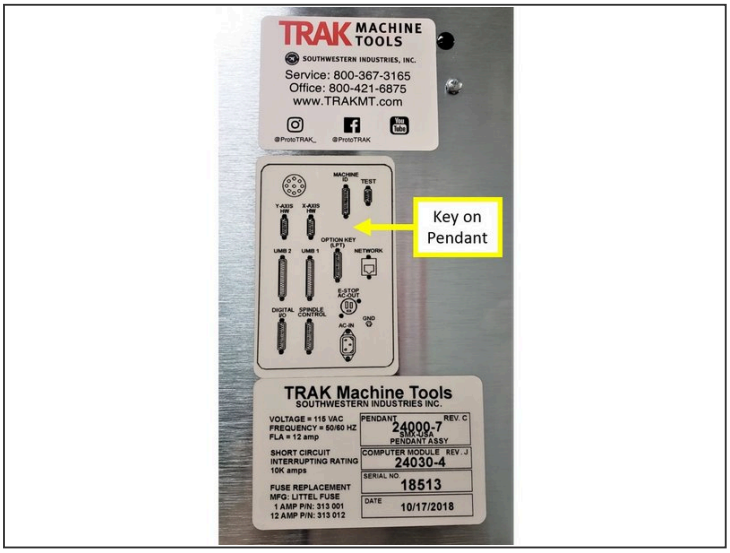
INTRODUCTION

This guide will go through various steps to help the user find the cause for when the system powers up, but will not respond to the JOG command.

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Step 1 — Define Cable Connections on Pendant (P/N: 24000-1)

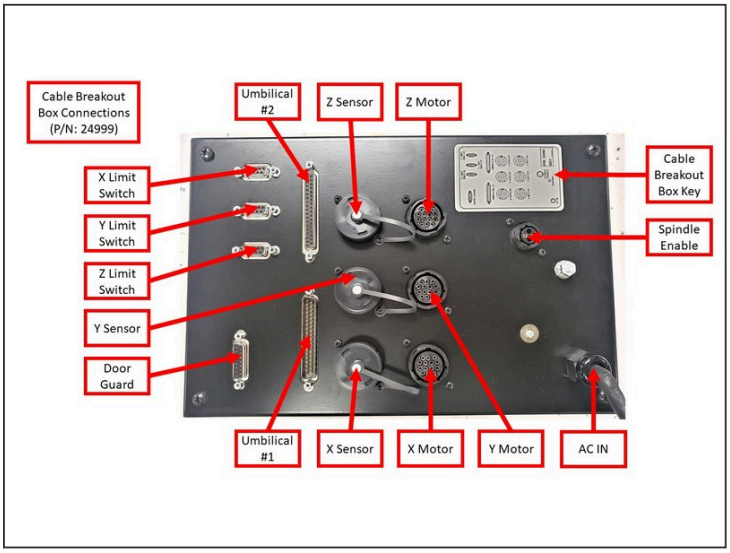


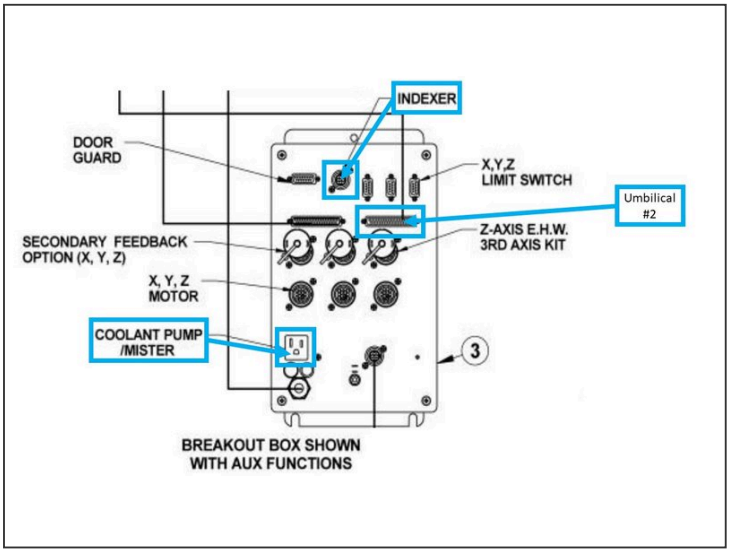


⚠ Make sure the main power is turned off on the back of the electrical cabinet before plugging in the cables.

- With the main power to the machine turned off, check all connectors that are bundled on the pendant (P/N: 24000-1) arm. Each cable mates to only one connector on the pendant display back panel. Please see first image on the left for a breakdown of the connectors on the pendant arm side.
- Use the key that is located on the back of the pendant to match up the connectors with the correct ports.

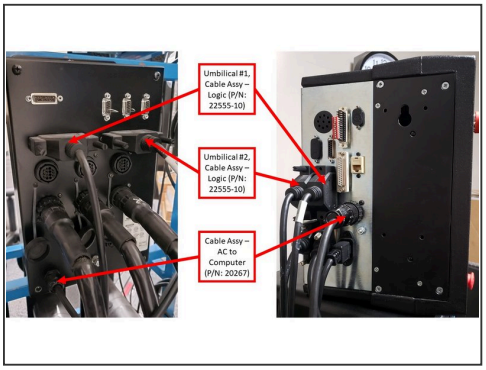
Step 2 — Define Cable Connections on Cable Breakout Box (P/N: 24999)

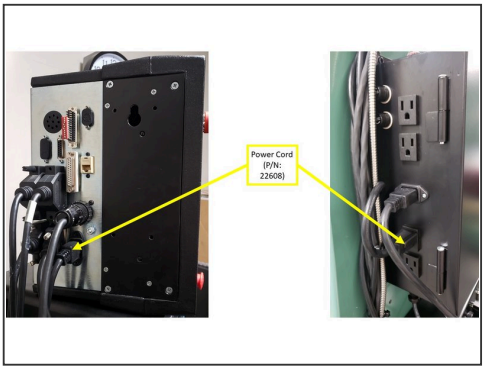


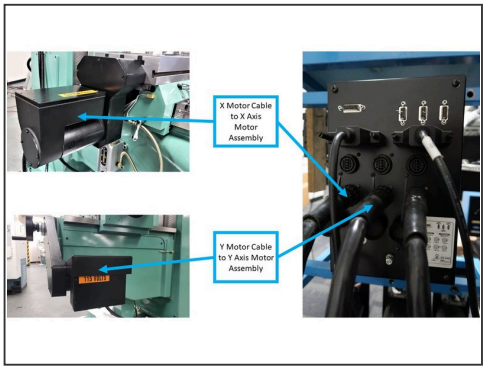


- The Cable Breakout Box (P/N: 24999) is located on the back side of the machine. On machines without the auxiliary function option, it consists of three (3) motor connections, three (3) limit switch connections, three (3) encoder connections and an E-stop connection. Please see first image on the left for a breakdown of the connectors.
- Machines with an auxiliary function option have two (2) more outlets. A 110 V outlet for a coolant pump or air solenoid, and an indexer outlet. See second image on the left for more information.
  - The coolant pump signal and indexer signal comes down from Umbilical #2.

Step 3 — Logic and Power Cables

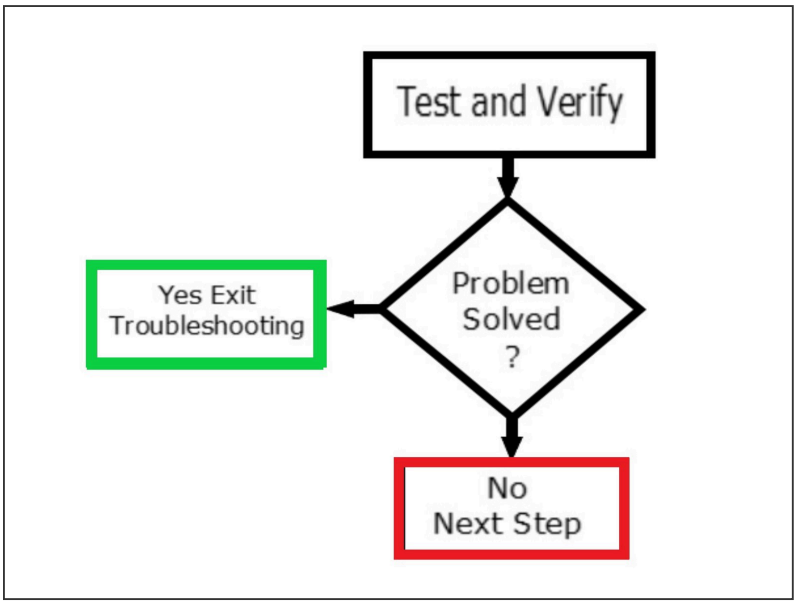






- There is a total of four (4) cables that need to be connected to the pendant for non-spindle control machines:
  - The following three (3) cables must connect from the Pendant to the Cable Breakout Box: Umbilical #1 (P/N: 22555-10) and #2 (P/N: 22555-10) cables, and AC to Computer (P/N: 20267) cable. Please see first image on the left for more information.
  - The Power Cord (P/N: 22608) must connect from the Pendant to the Electrical Box. Please see second image on the left for more information.
- Connect the X and Y Motor Cables to the X and Y Motor Assemblies (P/N: 20296), as shown on the third image on the left.

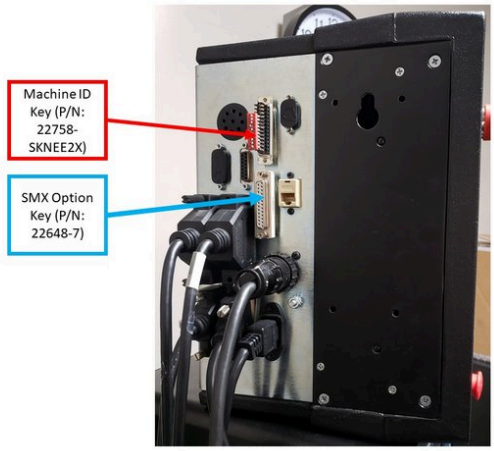
Step 4 — Test and Observe Results



- After checking all of the electrical connections, restart and recheck to see if problem still exists.
- If the problem is solved, exit troubleshooting.
- If the problem is not solved, go to next step.

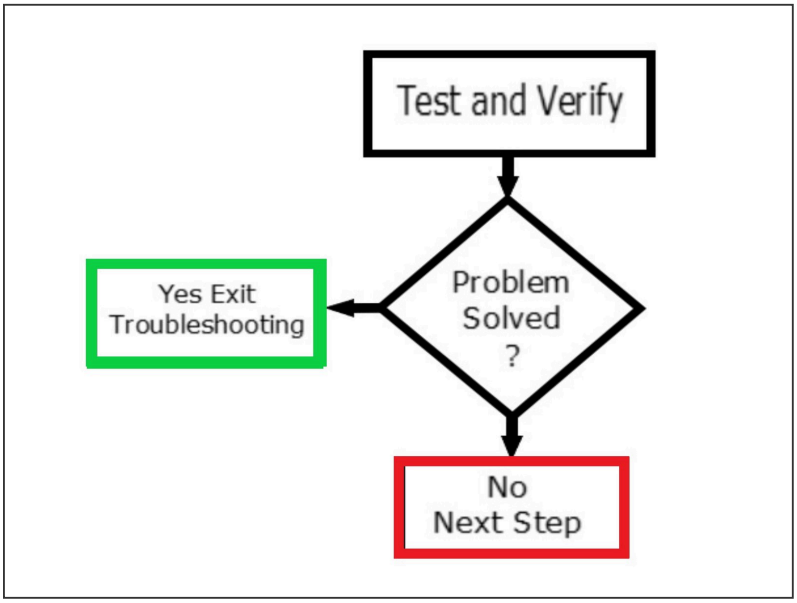
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Step 5 — Machine ID and Hardware (Option) Keys



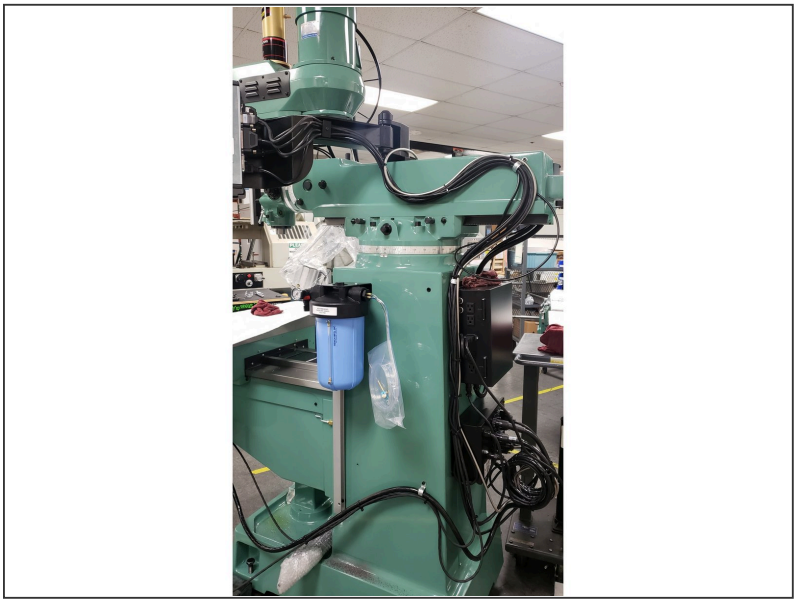
- The machine ID port (or called LPT) and parallel port (hardware key) will have their own keys plugged into them.
- Make sure that the Machine ID Key (P/N: 22758-SKNEE2X) is plugged into the machine, or it will not run. Spindle control machines use a different Machine ID Key than non-spindle control machines.
- Make sure that there is a Hardware (Option) Key (P/N: 22648) plugged into the parallel port of the pendant. This key activates any converters or options ordered. The key must be programmed according to the type of machine it is on, and the options ordered.

Step 6 — Test and Observe Results



- After Checking the connections of both Keys, reboot and recheck to see if problem still exists.
- If the problem is solved, exit troubleshooting.
- If the problem is not solved, go to next step.

Step 7 — Inspection and Maintenance of Cable Connections

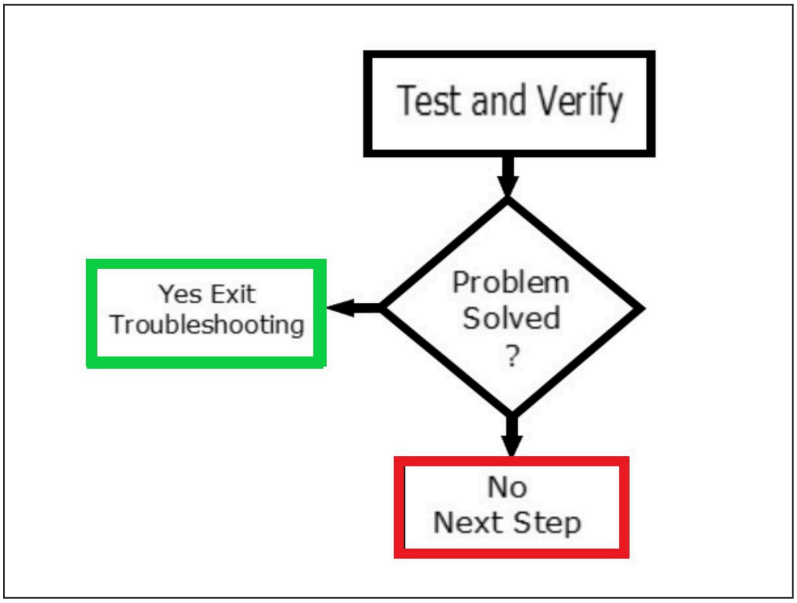


- Turn off and unplug the system from the wall.

⚠ Do not plug and unplug connectors with the system power on. This may cause damage to the connector board, and harm to the technician.

- Visually inspect the connections for excessive debris, moisture, or obvious damage.
- Carefully clean any chips away from the connectors.
- Take out each connector one-by-one, check all the pins on the connector to make sure they are ok (not damaged), and then plug them back in. Do the same at the computer/display.
- Make sure to tighten up the screws on each of the connectors.
- Whenever you replace or reroute a cable, it is very important to keep the power and logic cables separated from each other. Mixing the power and logic cables may cause noise from the power cables to interrupt the signals in the logic cables. This can lead to intermittent axis faults or repeatability problems.

Step 8 — Test and Observe Results

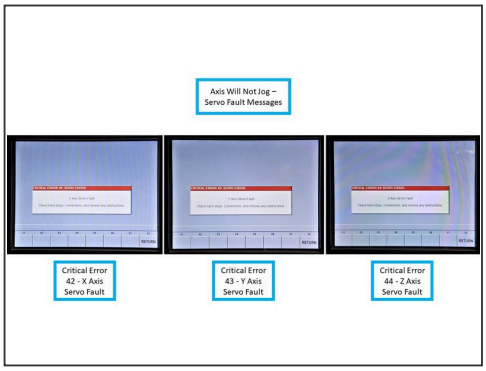


- After Checking the connections of the cables, reboot and recheck to see if problem still exists.
- If the problem is solved, exit troubleshooting.
- If the problem is not solved, go to next step.

Step 9 — Enable the Jog Command

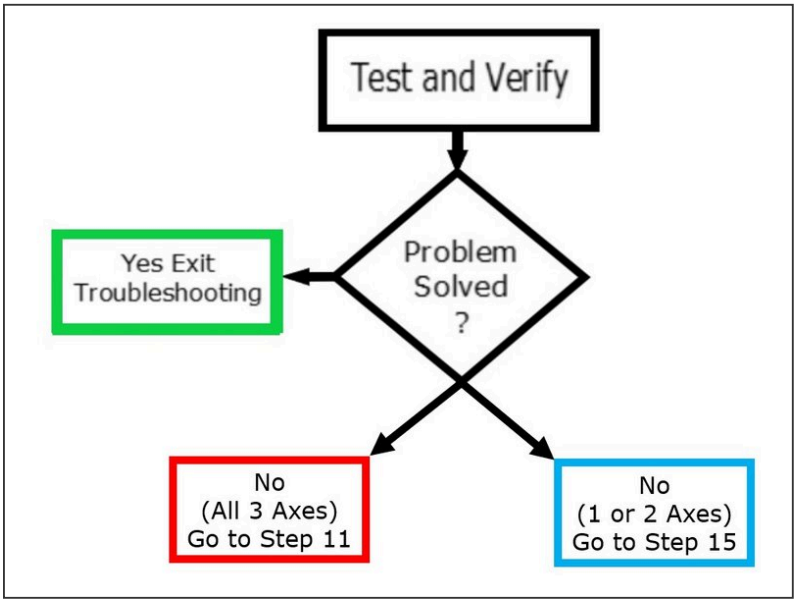






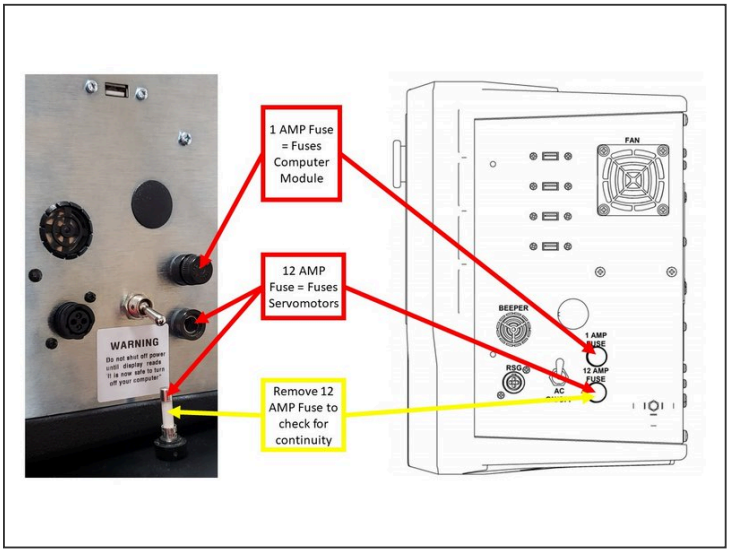
- The Servo Motors can be used to jog the table, saddle, and ram. Enable the JOG command by pressing the MODE hard key on the control, and choosing DRO and then the JOG soft key, as shown on the image.
- A flashing message will appear saying "CAUTION: JOG KEYS ARE ACTIVE." To jog, press and hold the X, Y, or Z hard keys. To stop jogging, release the key.
  - Enable JOG movement in both positive and negative directions for each axis by also pressing the "+/-" hard key.
- If a particular axis will not jog, a Servo Fault message that is specific to that axis will appear on the screen (see image for reference).

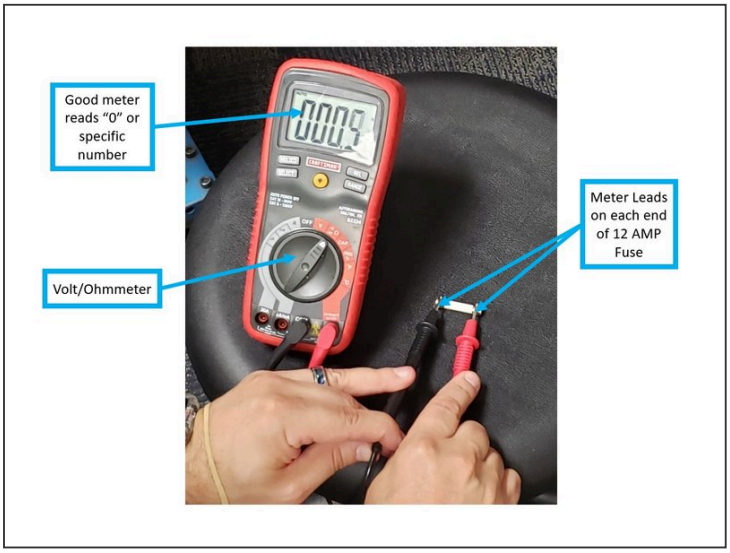
Step 10 — Test and Observe Results



- After checking if JOG mode works for all axes (including positive and negative directions), restart and recheck to see if problem still exists.
- If the problem is solved, exit troubleshooting.
- If the problem is not solved, please note the following:
  - If the issue of Axis Will Not Jog occurs on all three axes, please proceed to **Step 11** below.
  - If the issue of Axis Will Not Jog occurs only on one or two particular axes, please proceed to **Step 15** below.

Step 11 — Check 12 AMP Fuse (P/N: 21830-12)



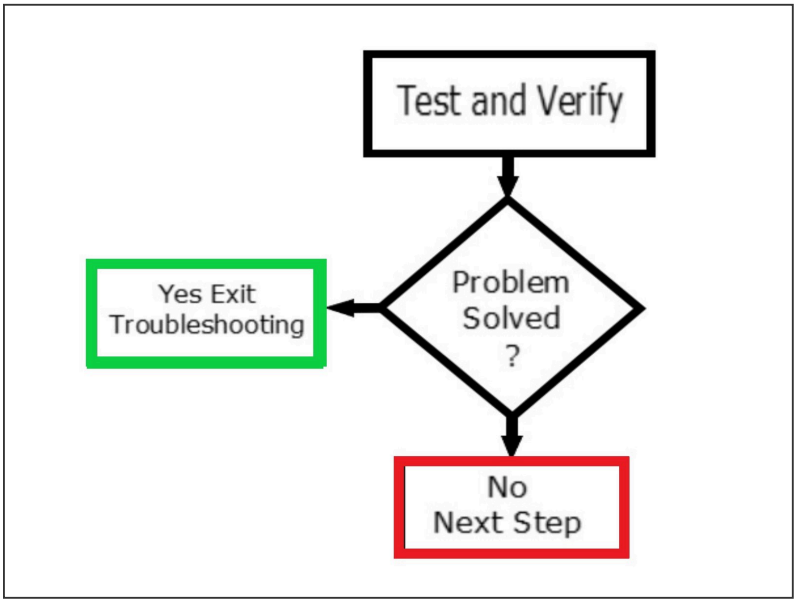


- If **all three (3) axes** do not respond to the JOG command, check the 12 AMP Fuse (P/N: 21830-12) on the right side of the SMX pendant.

⚠ Turn off power before removing and replacing fuses.

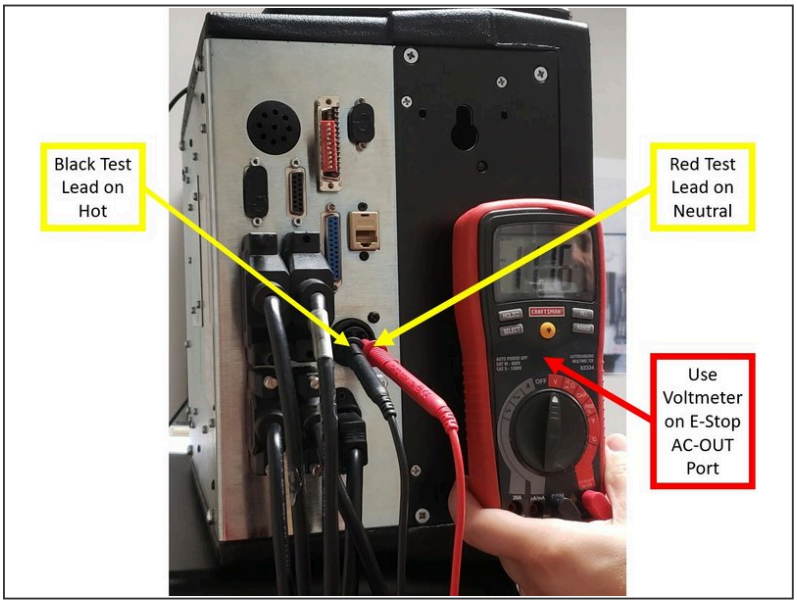
- As shown on the image, there are two (2) fuses on the right side of the pendant; the 1 AMP Fuse fuses the Computer Module, and the 12 AMP Fuse fuses the Servo Motors.
- Check for continuity on the 12 AMP Fuse through the following procedures:
  - As shown on the image, remove the 12 AMP Fuse completely from the pendant.
  - Use a Volt/Ohmmeter, and select "OHM."
  - Place a lead of the meter on each end of the fuse. A good fuse reads 0 (zero) or a specific number close to it. A bad fuse reads OL or Infinity.
- Replace the defective 12 AMP Fuse as needed.

Step 12 — Test and Observe Results



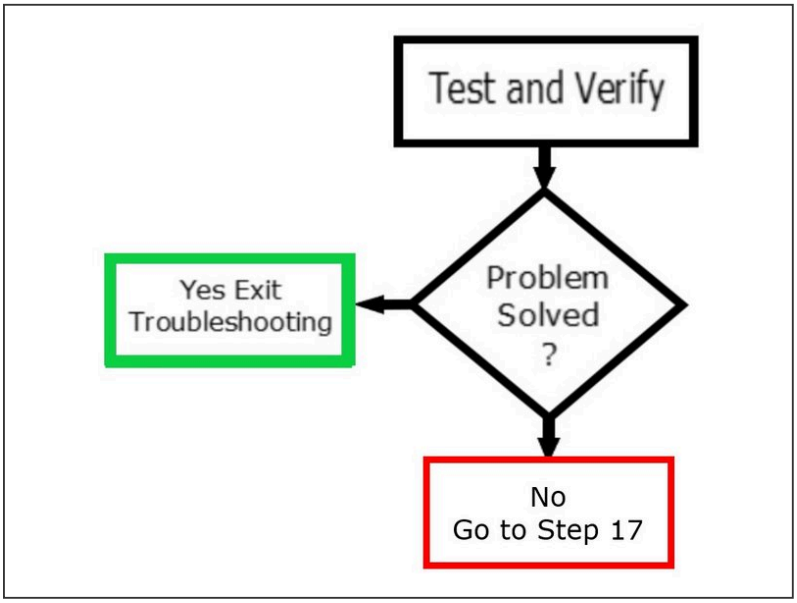
- Restart and recheck the 12 AMP Fuse to see if problem still exists.
- If the problem is solved through the replacement of the defective 12 AMP Fuse, then exit troubleshooting.
- If the problem is not solved, go to next step.

Step 13 — Check Voltage on E-Stop AC-OUT Port on Pendant



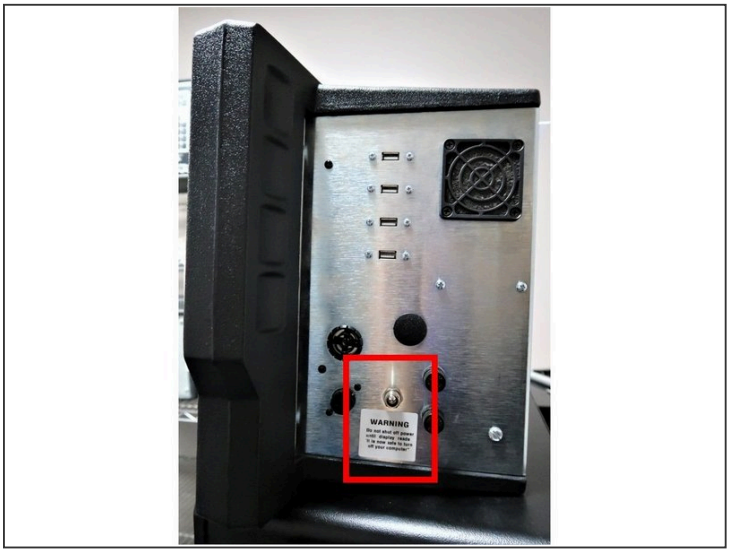
- Using a Voltmeter, confirm if the E-Stop AC-OUT port on the pendant conducts 110V power.
- ⚠ Make sure to hit E-Stop, and then turn the power off before proceeding with the next steps.
- As shown on the image, place the Black Test Lead on Hot and the Red Test Lead on Neutral, and then proceed to read A/C volts on the port.
  - Acceptable range is **100V to 130V**.

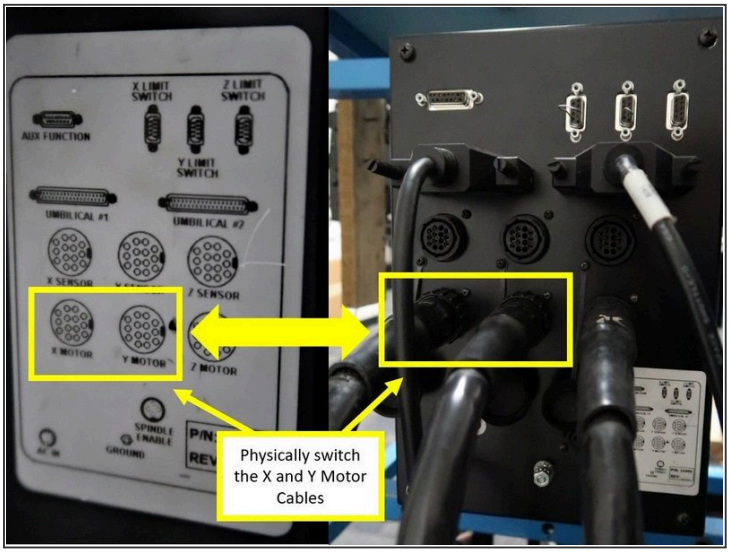
Step 14 — Test and Observe Results



- After checking the voltage on the E-Stop AC-OUT port of the pendant, restart and recheck to see if the problem exists.
- If the problem is solved, exit troubleshooting.
- If the power on the E-Stop AC-OUT port does not meet the acceptable range, then the problem lies within the computer module, and the computer module itself must be replaced.
  - Proceed to **Step 17** for the procedure for replacing the computer module.

Step 15 — Physically Switch the X and Y Motors





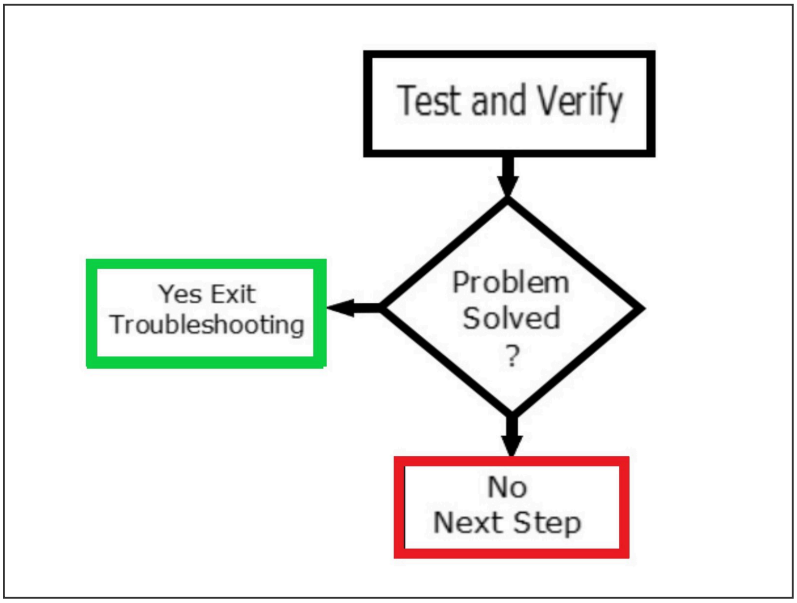
- If only **one or two particular axes** do not respond to the JOG command, pinpoint the source of the issue by swapping the problematic motor with a known good motor.

⚠ Hit the E-stop, and then turn the power OFF before proceeding with the next steps.

- For example, if the Axis Will Not Jog issue occurs on the X Axis, physically switch the X and Y motor cables on the Cable Breakout Box to pinpoint the source of the issue.
  - If the Axis Will Not Jog issue moves to the Y Axis as a result of the motor cables being switched, then the issue itself may be caused by a bad motor, and the motor must be replaced.
  - Physically Switch the X and Y Motors

ⓘ Rarely do both the X and Y motor/servo systems fail at the same time and in the same way. So, if the problem occurs on both axes, its source is probably somewhere else.

Step 16 — Test and Observe Results



- Reboot and recheck to see if problem still exists.
- If the problem switched axis, you have a bad motor and cable. The unit motor and cable unit should be replaced. Exit Troubleshooting.
- If switching the cables shows no change on the machine, go to next step.

Step 17 — Replace Computer Module





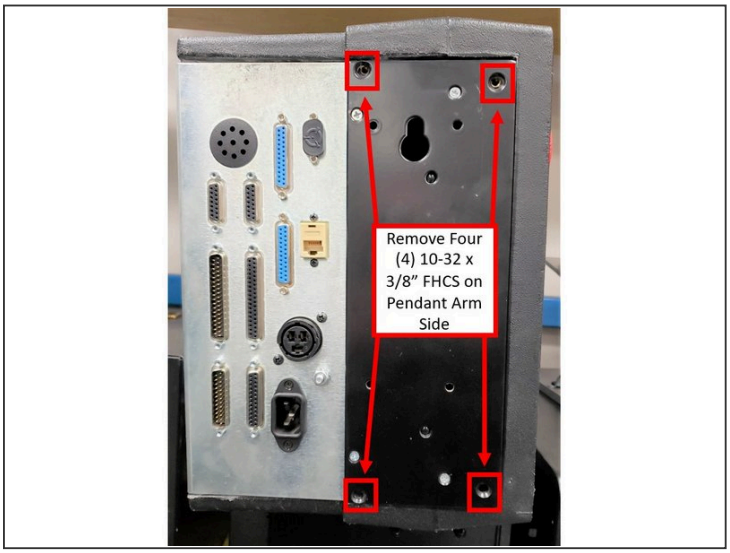
- If applicable, save the configuration file from the computer, and into a floppy disk or external drive.
- Service Code 142 allows you to save your configuration file to a floppy disk or external drive. The configuration file consists of items, such as calibration and backlash constants. This code is used when a computer module or hard drive needs to be replaced. This stores the configuration file from the hard drive to the floppy disk.
- Insert USB/floppy drive on the SX control. On the Service Code 142 screen, select the appropriate drive to save the configuration files to (D Drive will be available for most USBs), and choose YES.
- Turn off power to the machine and control.

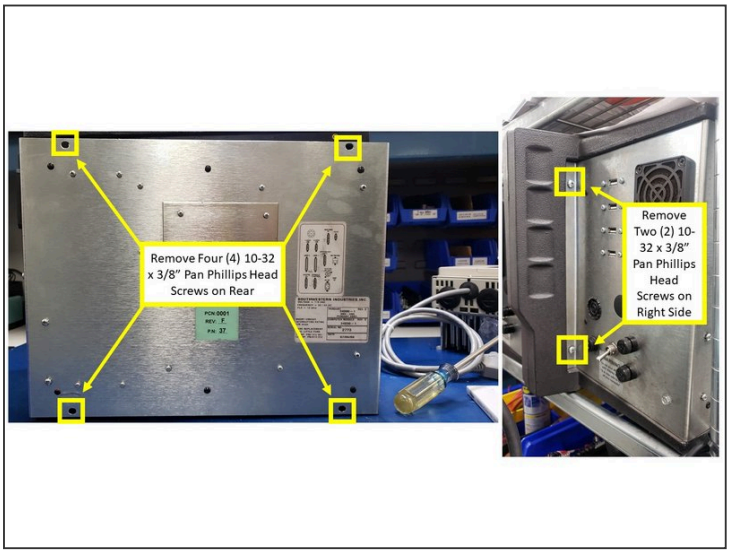
Step 18 — Disconnect and Remove Pendant



- Unplug all the connectors on the pendant arm side of the pendant.
- Remove the pendant from the pendant arm by removing the four (4) 1/4 - 20 x 3/4" SCHS that secure it in place.

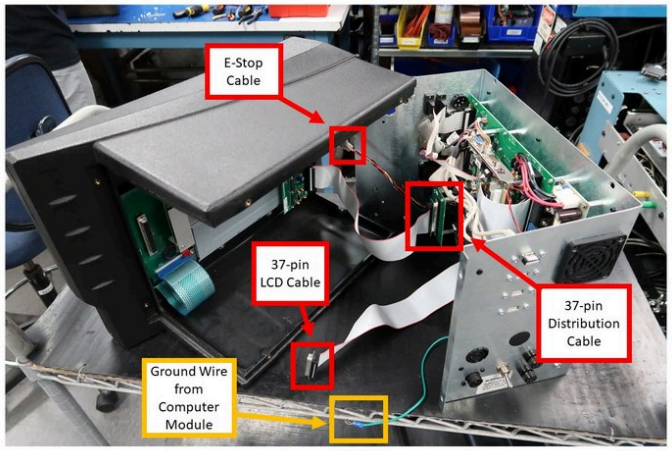
Step 19 — Remove Computer from Enclosure





- Place pendant assembly on a clean and secured table with the display pointing away from you.
- Remove four (4) 10-32 x 3/8" FHCS from the pendant arm side of the SX Pendant that are securing the computer module to the LCD/enclosure.
- Remove four (4) 10-32 x 3/8" Pan Phillips Head Screws from the rear, and two (2) from the right side of the SX Pendant that are securing the computer module to the LCD/enclosure.

Step 20 — Disassemble Computer and Accessories



- Pull the computer module a few inches and stop.
- ⚠ Pulling the computer module too far will damage the ribbon cables.
- Reach from the top, and remove the 37-pin LCD cable, 37-pin distribution cable, and the 9-pin E/Stop cables.
- ⓘ The above cables are to stay with the computer module.
- Next, slide the module about 1/2 way out of the LCD/enclosure.
- Remove the ground wire from the LCD/enclosure side.
- Lastly, slide the unit completely out of the LCD/enclosure.

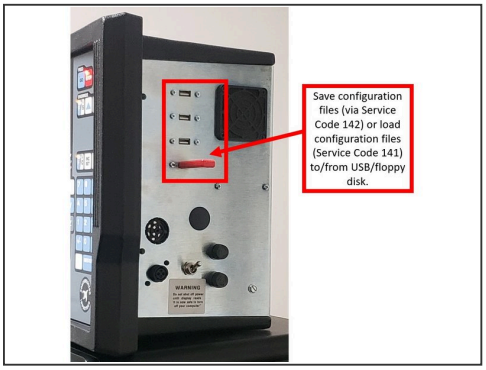
Step 21 — Replace Computer Module or LCD/Enclosure



- Replace computer module or LCD/enclosure.
- Follow the instructions in reverse order when reinstalling the new computer module or LCD/enclosure.
- Make sure that all connectors are properly seated before fastening the unit back in place.

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Step 22 — Service Codes 141 and 142 (If Applicable)







- If applicable, you can save configuration files on a floppy disk or external drive via Service Code 142 prior to replacing the computer module, and/or load configuration files from a floppy disk/external drive via Service Code 141 on a new computer module after it had been replaced.
- Service Code 142 allows you to save your configuration file to a floppy disk or external drive. The configuration file consists of items, such as calibration and backlash constants. This code is used when a computer module or hard drive needs to be replaced. This stores the configuration file from the hard drive to the floppy disk.
  - Insert USB/floppy drive on the SX control. On the Service Code 142 screen, select the appropriate drive to save the configuration files to (D Drive will be available for most USBs), and choose YES.
    - ⓘ It is a good idea to do this code after the machine is initially setup, so these values can be saved and used in the future.
    - ⚠ If the computer or hard drive fails, then you will not have the ability to save the configuration file, and the machine will need to be re-setup when the computer or hard drive is replaced. If Service Codes 141 and 142 do not apply, please follow Step 24 of this guide.
- Service Code 141 allows you to load configuration files from the floppy disk or external drive to your hard drive. The configuration file consists of items, such as calibration and backlash constants. This code is used when a computer module or hard drive has been replaced.
  - Insert USB/floppy drive on the SX control. On the Service Code 141 screen, select the appropriate drive to load the configuration files from (D Drive will be available for most USBs), and choose YES.

Step 23 — Service Code 313 (If Applicable)





- If running Service Codes 142 and/or 141 was successful on the new Computer Module, you can run Service Code 313 to display and confirm the current configuration files on your new computer module. Service Code 313 will feature two (2) screens:

ⓘ Please note that the images provided on the left are used for reference information only; you would typically see values other than zero on both of the Service Code 313 screens.

- The first screen of Service Code 313 displays the following information:
  - Machine ID Key, Lube Pump Settings (displays settings for Lube Cycle Time and Lube Discharge Time), Arc Accuracy (displays the measurement for Maximum Following Error on programs with sharp corners), and Secondary Feedback Information (Motor Encoder Calibration Constants, Secondary Feedback Calibration Constants, and enabling Secondary Feedback).
- The second screen of Service Code 313 displays the following information:
  - Limit Switches (displays if limit switches are enabled for ram, saddle and table travel), if Spindle is enabled during Run Mode, Code 11 (measures how much motor motion is necessary to create table/saddle motion), Code 128 (displays backlash values for each axis), Code 12 (displays values and sets parameters for machine friction characteristics),
  - Accessory Key (displays the type of Auxiliary Function [Coolant, Air, Indexer] being used), and Code 100 (used to check the maximum feedrate of an axis and if the encoders are counting).

Step 24 — Recalibrate Machine

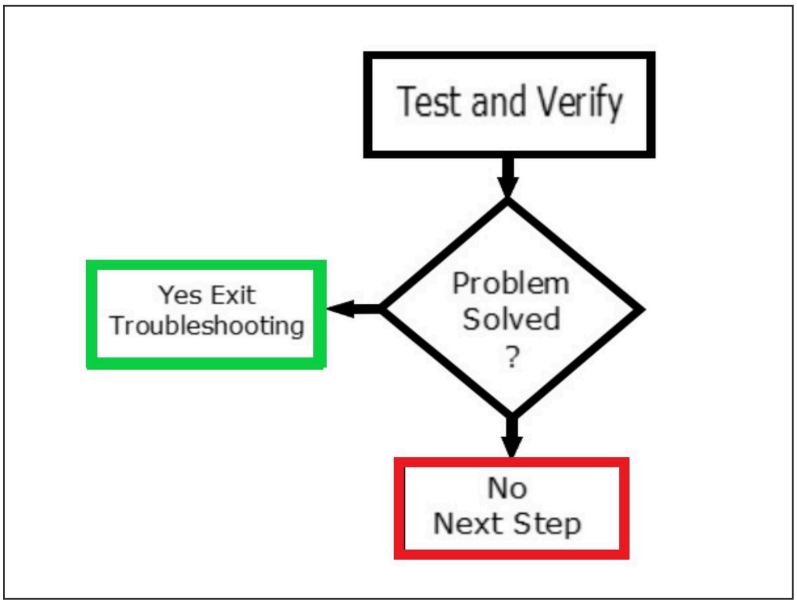


⚠ Per Step 22 above, if the computer or hard drive fails, then you will not have the ability to save the configuration file, and the machine will need to be re-setup when the computer or hard drive is replaced.

- Machine must be calibrated using Service Code 123 and a calibration standard or other precision block.
- You must run Service Code 128 on your machine in order set up backlash values for each axis.

ⓘ Please note that the recalibration process for the TRAK K3 SMX is going to be provided on an upcoming guide.

Step 25 — Test and Observe Results

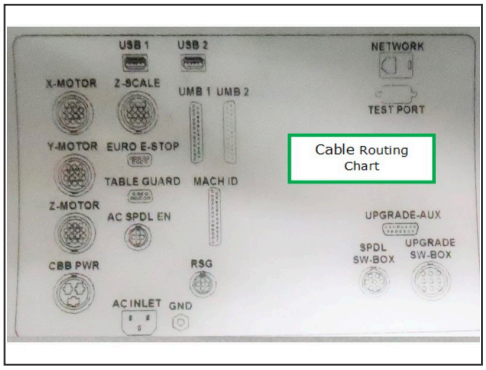


- Test the axis and verify if the Axis Will Not Jog issue has been resolved.
- If resolved, exit troubleshooting.
- If not resolved, next step.

Step 26 — Remove and Replace Umbilical Cable

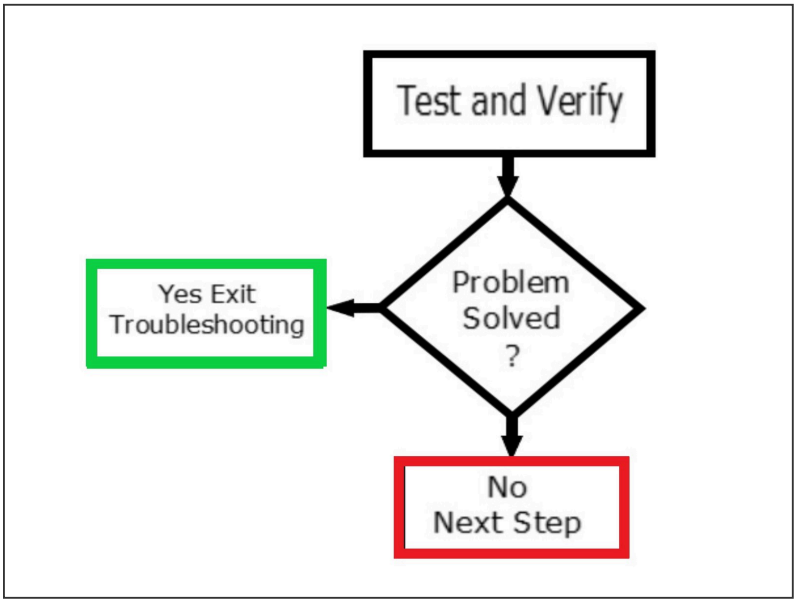






- Umbilical cables go from the Cable Breakout Box to the axis, and can flex a lot over the years. It is common to find an internal break that is not serviceable. Troubleshooting these cables for a problem means replacement of the cable with a new one.
- Bed Mills and Lathes both use these cables. They can attach to the rear of the pendant with the exposed wire jacket, or travel through an enclosed pendant arm. They need to be reinstalled just like the factory installation, which may involve clips, tie bands, etc.
- There are two types of Umbilical cables: 37-pin and 25-pin. We stock different lengths based upon mill design.
  - P/N: 22555 is a 37-pin umbilical cable, which is primarily used for the X, Y, and Z Axes. This cable comes in 10, 15, and 25 foot lengths. Photo shows the P/N: 22555-10, which is a 37-pin cable that is 10 feet long.
  - P/N: 22556 is a 25-pin umbilical cable, which is primarily used for the Digital I/O and Spindle Control ports. Item shown is P/N: 22556-10, which is a 25-pin cable that is 10 feet long. The 25-pin cable also comes in a 25 foot length.
- Carefully trace the wire needed for the cable you are replacing. There are many moving parts on the mill, and the cables are routed for a reason from the factory. You likely will have to cut and replace zip ties to secure the cables properly. Mills have diagrams that show the correct locations on the pendant and Cable Breakout Box.
- Replace one of the two Umbilical cables for now. Note which cable is being replaced; Z Axis cable or X-Y Axis cable. In the case that the first cable does not solve the problem, return to this step, and check the other cable.

Step 27 — Test and Observe Results



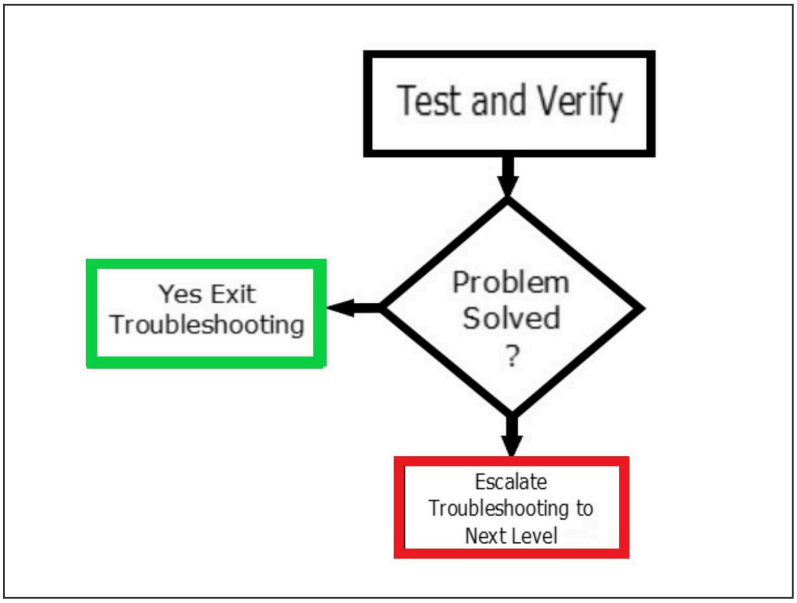
- After installing the new Umbilical cable, reboot and recheck to see if problem still exists.
- If the new cable has cleared the Axis Will Not Jog issue, exit trouble shooting.
- If the problem still exists, repeat the previous step with the other Umbilical cable.
- If both cables have tested ok, next step.

Step 28 — Replace Cable Breakout Box



- Power down, then remove the power cable to the TRAK K3 before changing the Cable Breakout box.
- Replacing the Cable Breakout box requires the removal of the existing cables, unbolting the box from the mill, and replacing it with the new box.
- All of the cables need to be replaced as they were found on the old box. There is a label on the box cover that shows the proper location of each cable onto the box.
- Part Number 24999 is used on SX mills.

Step 29 — Axis Will Not Jog Final Conclusion



- Test the axis, and verify if its issue with the JOG command has been resolved.
- Did the Cable Breakout Box replacement solve the issue? If yes, repair is complete, and exit troubleshooting.
- If the problem still exists, diagnosis needs to be elevated to a higher level.