



Advisory



Repair



Safety Alert

Purpose:

Projet[®] 2500

The purpose of this CIB is to inform the customer about a potential issue that may occur when updating their machines software to version 1.9.3.

Problem:

A potentially underlying fan issue will not present an error when running software version 1.0.1 or 1.9.1.1. The machine will “act” normal. These errors will present itself when the machine is upgraded to software version 1.9.3. This latest software will detect the potentially underlying fan issue and display the error codes on the user interface (UI).

Identification:

Some of following error codes may be displayed in the user interface if software version 1.9.3 is already installed. You can find these error codes in the UI under [Tools>Diagnostics>Fault history](#)

- 99-274 = VOC Fan Fuse Open
- 99-468 & 99-470 = VOC Fan Open
- 99-469 & 99-471 = VOC Fan Short

Corrective Action:

The corrective action is to contact your reseller before upgrading to software version 1.9.3, or if these error codes are already displayed because of upgrading to 1.9.3. They will advise you regarding the corrective action to take. The technician will be able to revert your machine back to the previous software version (1.0.1 or 1.9.1.1) so that you will be able to continue to print while parts are being ordered.



WARNING: WHETHER THE PRINTER IS POWERED ON, POWERED OFF, OR IN BYPASS MODE, PERFORMING THIS PROCEDURE MAY EXPOSE YOU TO UV LIGHT, MOVING MECHANISMS, HEATED PARTS, HAZARDOUS VOLTAGES AND SENSITIZING MATERIALS.

YOU MUST FOLLOW ALL SAFETY PRECAUTIONS, AND WEAR ALL PERSONAL PROTECTIVE EQUIPMENT, SPECIFIED IN THE SERVICE TRAINING PROGRAM.