

# CNC Trouble Report

Control Serial #: \_\_\_\_\_

Fill out the following and fax back to Centroid Tech Support **814-353-9265** Date \_\_\_\_\_

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Control Serial Number K \_\_\_\_\_ Software Version: \_\_\_\_\_ Approx. purchase date: \_\_\_\_\_

Dealer: \_\_\_\_\_ Machine Brand: \_\_\_\_\_

Machine type (check below)

Knee Mill  Bed Mill  Router  Machining Center  Lathe  Other \_\_\_\_\_

Please check any installed machine/control options listed below:

None  Spindle Inverter  Tool Changer  Indexer

4<sup>th</sup> Axis Type \_\_\_\_\_ (Rotary?)  Other \_\_\_\_\_

Flood Coolant System  Mist Coolant System

Please indicate the messages (word for word) in the message window:

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

Describe the symptoms. What does the system do (or not do)? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

System Voltages (requires an AC/DC voltmeter)

Source L1/L2 \_\_\_\_\_ VAC Source L1/L3 \_\_\_\_\_ VAC

Source L2/L3 \_\_\_\_\_ VAC

Drive Voltage \_\_\_\_\_ VDC Measured at terminal 9 (GND) and 10 (+Vm) on the servo drive (E-stop Released).

If you are submitting your trouble report by fax, follow these steps:

1. Go to the Main screen of CNC7 software (the screen that appears when your system is turned on).
2. Press <F1> to enter the Setup screen.
3. Press <F3> to enter the Configuration screen.
4. Type "137" in the window which asks for the password. Press <ENTER> to accept this.
5. Press <F2> Machine for Jog and Motor parameters and fill out the following charts:

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Received ___/___/___ Rep.: _____ #: _____

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## Jog Parameters

Axis	Slow Jog (in. / min.)	Fast Jog (in. / min.)	Max Rate (in. / min.)	Dead Start (in. / min.)	Delta Vmax (in. / min.)	Travel (inches)
X						
Y						
Z						
4 <sup>th</sup>						

## Motor Parameters

Axis	Label	Motor revs/in.	Encoder Counts/rev	Lash		Home		Direction Rev	Screw Comp
				-	+	-	+		
1									
2									
3									
4									

6. Press ESC, to exit the Jog and Motor Parameters screen.

7. Press F4 <PID> to obtain the PID parameters, and fill out the following chart:

Axis	Kp	Ki	Kd	Limit	Kg	Kv1	Ka	Accel.	Max. Vel.
1									
2									
3									
4									

8. Press ESC to exit the PID Parameters screen.

9. Press F1 <Control> to obtain the Control Configuration Information and fill in the following:

### Control Configuration Information

DRO display units: \_\_\_\_\_

Machine units: \_\_\_\_\_

Max spindle (high range): \_\_\_\_\_

Min spindle (high range): \_\_\_\_\_

PLC type: \_\_\_\_\_

Console Type (Jog Panel Type): \_\_\_\_\_

Jog panel required: \_\_\_\_\_

Screen blank delay: \_\_\_\_\_

Machine home at powerup: \_\_\_\_\_

Remote Drive & Directory: \_\_\_\_\_

10. Press ESC to exit the Control Configuration Information screen.

11. Press F3 <Params> to obtain the Parameter Information, and fill out the following chart:

### Parameters

Param #	Value	Param #	Value	Param #	Value	Param #	Value	Param #	Value	Param #	Value
11		15		18		21		22		23	
24		29		30		31		35		40	
41		56		57		58		59		65	
87		88		89		90		99			