

Automatchic Vision

Trouble Shooting – Short Instructions

Pins stuck:

In case that the pins got stuck due to paint residues:

- Please remove the rubber covers from the pins and carefully clean the covers with e.g. ethanol. It is important that the covers are cleaned separately in order to make sure that no solvent runs into the instrument.

In all other cases:

- The device needs to be send to Service.

Calibration failed:

This problem usually appears if standards are dirty and/or the instrument optics became dirty over time.

First, please try and clean the standards according to our video-guide. The video can be downloaded [here](#) (Password = 70607060)

A description for correct cleaning can also be found in the user manual on page 40.

Please always clean both (white and green) tiles and then measure both tiles. If error persists, device needs to be sent in for Service.

If these measures are not solving the issue, then we have to assume other reasons, like failure of electronic parts or LEDs. If an LED has changed its output, the instrument must be calibrated. In such cases, the instrument needs to be sent back to the next BYK-Gardner Service Point.

Ambient light error:

Please check the light sealing rubber ring at the bottom of the instrument. If this ring is o.k. and perfect in position, please check if dust is inside the instrument and use compressed, clean, oil-free air to remove it.

Should these two measures not solve the issue, then it may be an electronic or LED problem → Instrument needs Service.

For detailed instructions on how to clean or change a light protection ring, refer to user manual on page 41.

Real time clock issue:

The instrument lost the memory of date and clock. The reason could be that the battery was close to empty and not charged. Normally this is avoided by a warning message. The Local Service Point can help to solve this issue. Before sending it to Service, the users can also try to fix this problem themselves by reinstalling the firmware.

Touch screen defective:

We experienced in the past, that some bodyshops use more than one display protection cover. In this case, the touch display stops reacting. Please check on the amount of covers. If error persists with one or no cover, device needs to be sent in for Service.

Will not power on:

When an AMV will not power on, the internal battery is completely discharged. You could try to charge the AMV for a few hours to solve this issue. If the AMV is still not powering on after this, the battery is destroyed by discharging and needs to be replaced in a BYK-Gardner Service Point.

High current motor error:

High motor current always indicates internal mechanical frictions. These can only be removed by a BYK-Gardner Service Point.

Diagnostic check failed:

During the self-diagnostic a lot of different things are being checked. So it is important to watch, where exactly the issues occur.

In many cases, simply the cleaning of the green and white tiles can help to pass the check. The video-guide on best-practice cleaning can be downloaded [here](#) (Password = 70607060)

A description for correct cleaning can also be found in the user manual on page 40. If error persists, device needs to be sent in for Service.

Measure failed:

Many reasons including operators' errors are possible. To check whether the AMV itself works properly, please perform a check on the green tile.