

JANOME
WHAT'S NEXT

Janome Service Diagnostics



Horizon Memory Craft 15000

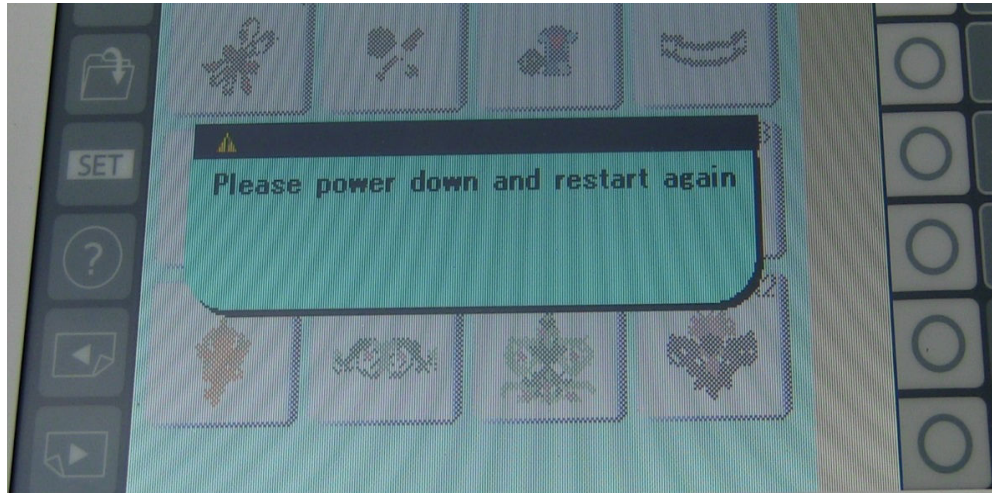
Memory Craft 15000

— a story in every stitch —



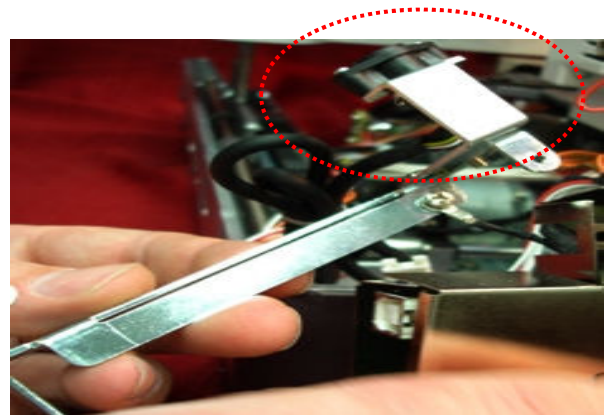
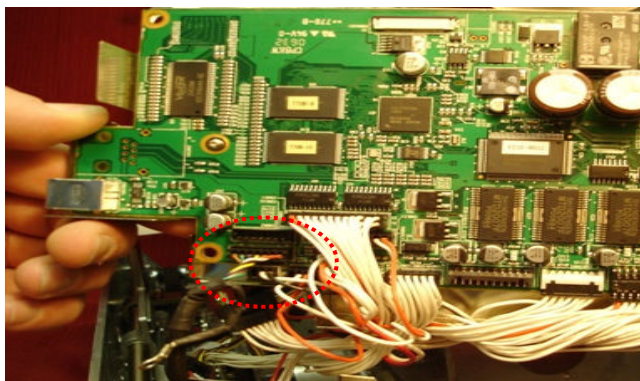
MB4,MB4N, MB4S, EL940, EL940PRO

Error Message: E:00: Please power down and restart again.



Communications error with the RCS unit. It will not display on the RCS unit. It will bring you to the welcome screen but, will not go to any other screen.

ADJUSTMENT: Check the connection from the RCS plug into the RCS unit, and, the connector on the machine to the B-Board. You can also try another RCS unit. This will determine if the problem is the RCS unit, the harness or the B-Board.



Error Message: E:01: Please power down and restart again.



There is a problem with a stepping motor not initializing correctly or at all.

ADJUSTMENT: With machine off. Hold down the start/stop & reverse button to get into the service mode.

1: Press "Phase" then 'All Init' to calibrate the machine, then press "Cancel".

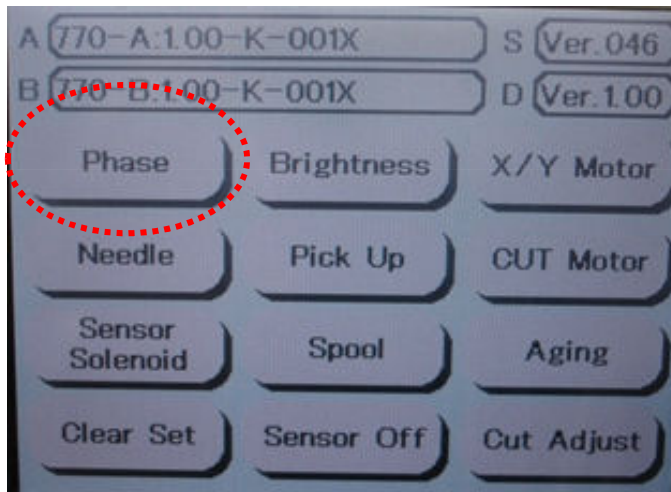
2: Check the "Needle" and press the left & right arrow keys to bring the needle to #4 then back to #1 to check the step motor & sensors. Press "Cancel" to exit.

3: Press "Pick-Up" and press "Init" to check the thread catcher. Press "Cancel" to exit.

4: Press "Sensor Solenoid" and press "Solenoid1" to check [QQQQQQ] and "Solenoid2" to check [QQQQQQ]. Press "Cancel" to exit.

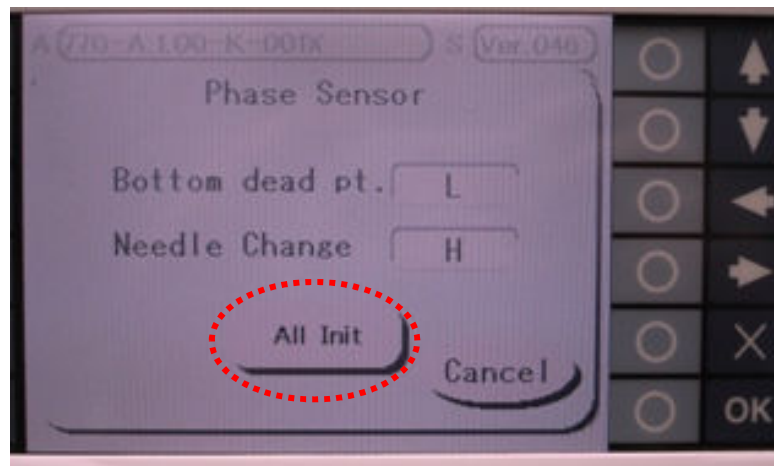
5: Press "Cut Motor" and press "Init" to calibrate the dynamic cutter. Now press "Divide" then "Init" once again to check the cutter.

1. Hold down the start/stop button and thread cutter button on the RCS. While holding the two buttons down turn on the machine.



2. Press the phase key to open the adjusting window.

3. Press **ALL INIT** key to reset the machine into home position.

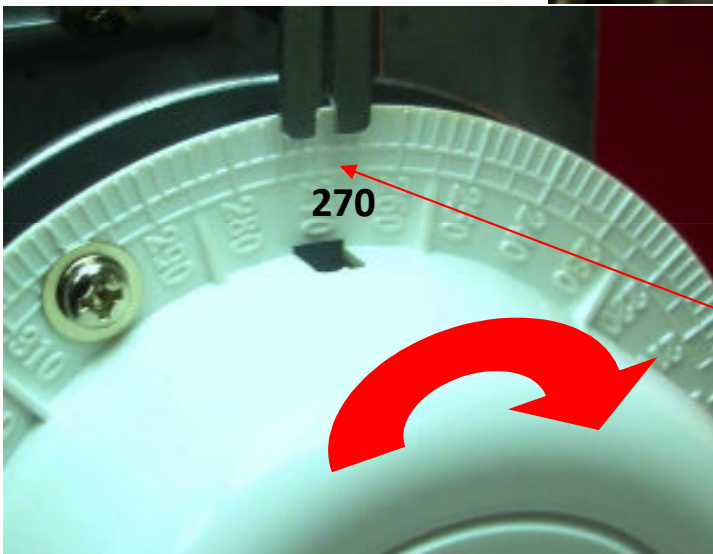
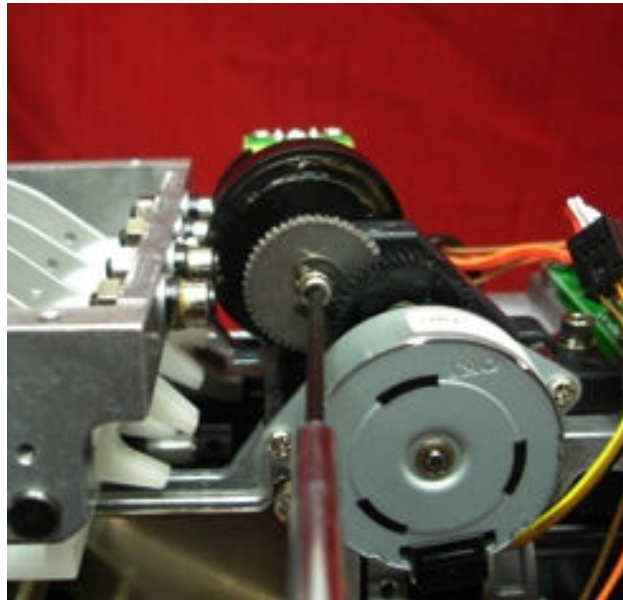


Error Message: E:02: Please power down and restart again.



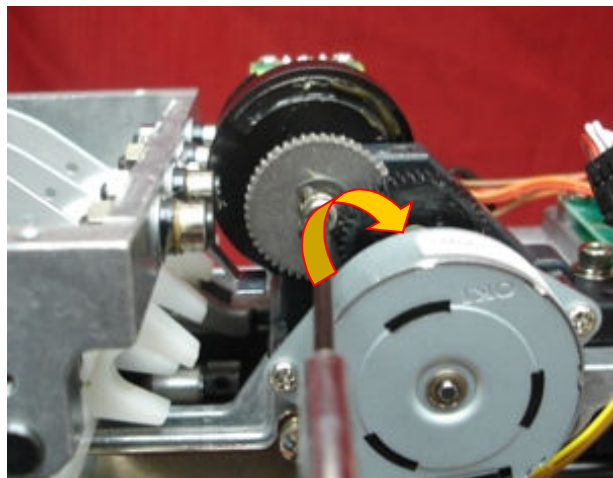
- Needle bar change over.
- *Remove the stationary cover then turn the hand wheel to 270°. Using a 2.5mm hex driver, turn the silver gear on the needle-change step motor to move the head from needle bar #1 to #4 then back to #1 to check for any binds. If there is a bind, adjust 'head play' as shown in the service manual.*
- *Check and adjust 'moving head stop position' and 'needle stop position' as shown in the service manual.*

1. If the head is jammed first take the 2.5 hex driver and turn the horizontal gear to set the particular needle bar as close to alignment with the needle plate as possible.

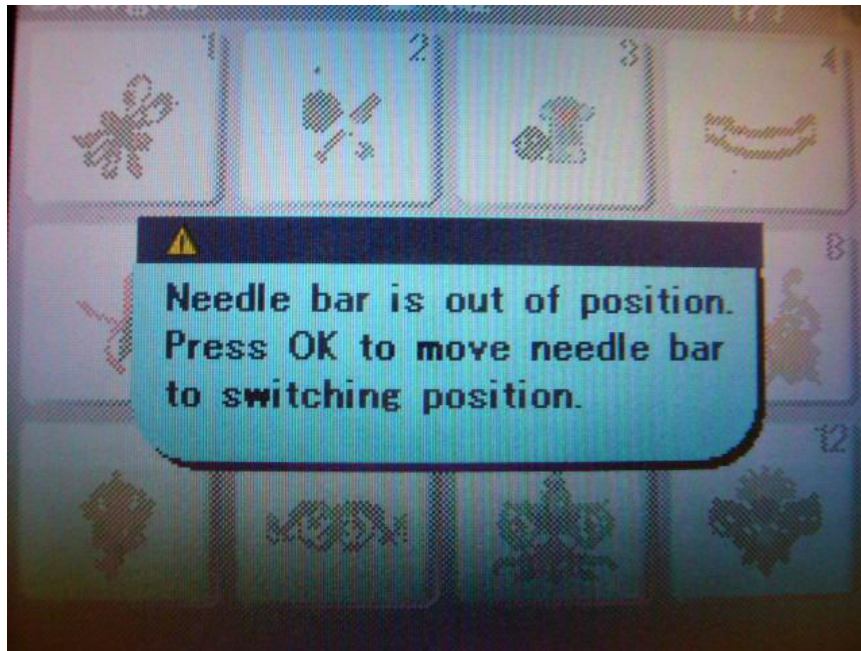


2. Turn the hand wheel only in a clockwise position to set the index at 270.

3. Turn the horizontal gear clockwise to free the head.

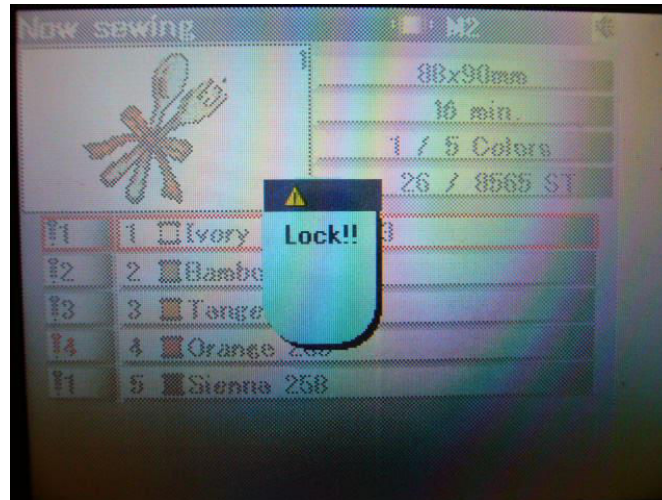


Error Message: E:03: Needle bar is out of position.



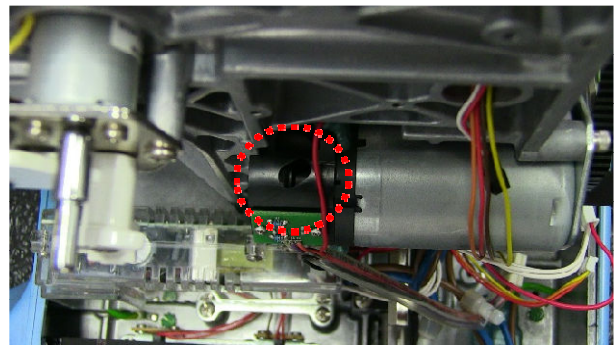
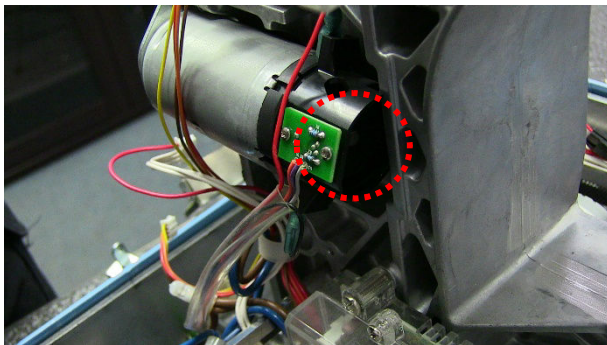
- *Remove the stationary cover then turn the hand wheel to 270°. Using a 2.5mm hex driver, turn the silver gear on the needle-change step motor to move the head from needle bar #1 to #4 then back to #1 to check for any binds. If there is a bind, adjust 'head play' as shown in the service manual.*
- *Check and adjust 'moving head stop position' and 'needle stop position' as shown in the service manual.*

Error Message: E:04:- Lock!!!

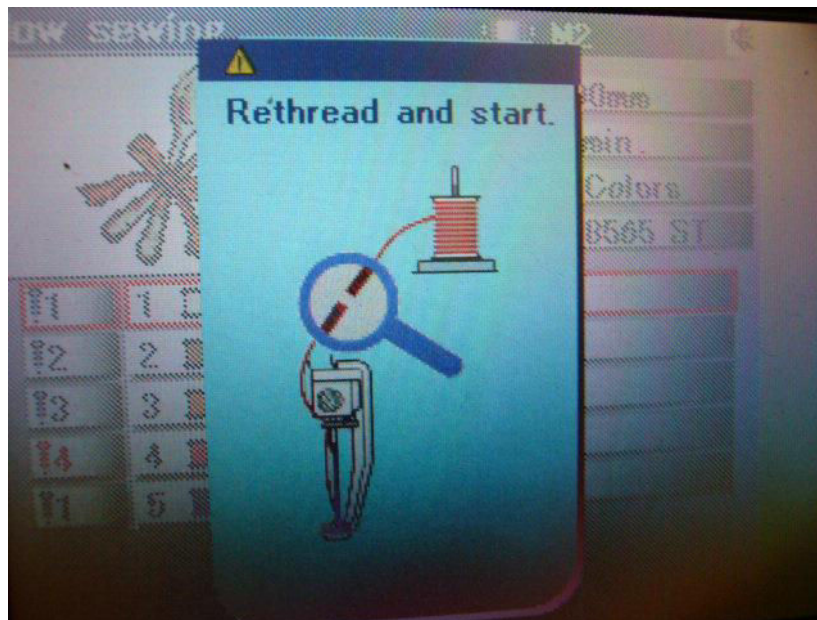


Problem with DC Motor

ADJUSTMENT: Check the DC motor shield plate, make sure it's not loose or bent. Also clean out the sensor, and make sure it is not damaged. If either one of these are damaged, replace the DC motor.

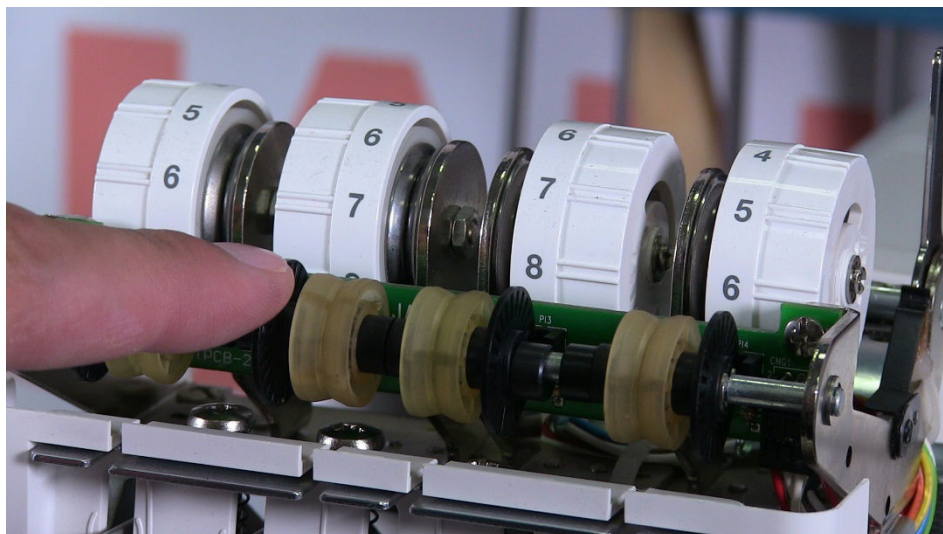


Error Message: E05: Rethread and start.



Machine thinks thread is broken

Remove any thread in machine, then remove tension unit cover. Start machine, and with your finger manually spin the small wheels that goes through sensor, all wheels should turn freely. If still getting error, check connections and/or replaced circuit board.

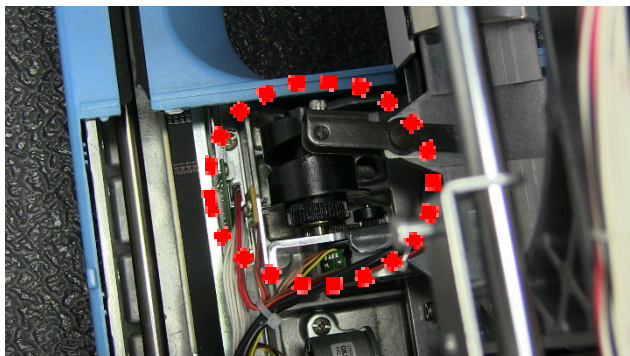
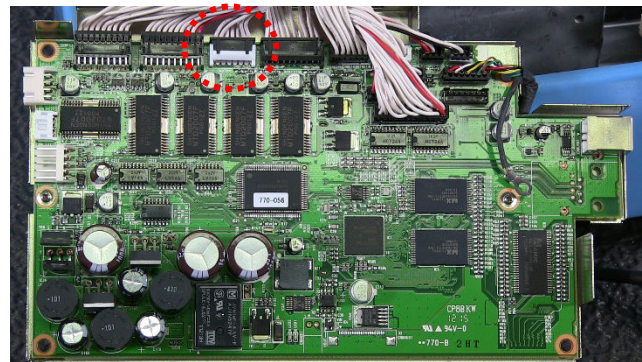


Error Message: E07: Please power down and restart again.



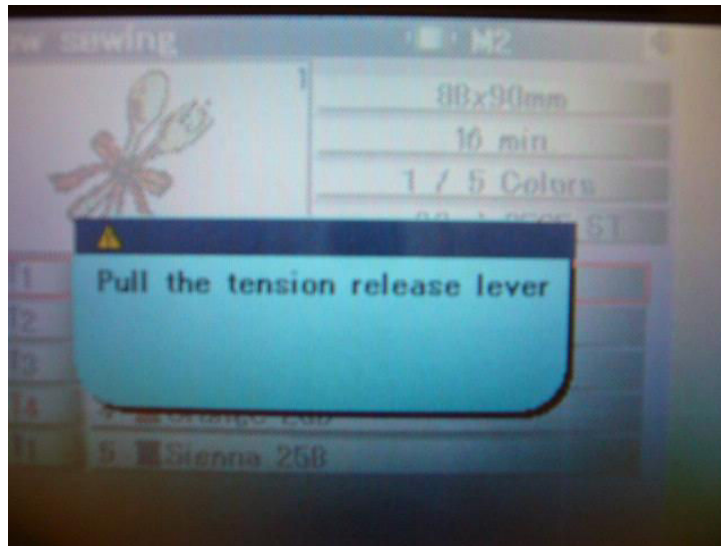
Thread cutter malfunction.

ADJUSTMENT: Check the connections to B-Board, check for and binds in linkage.



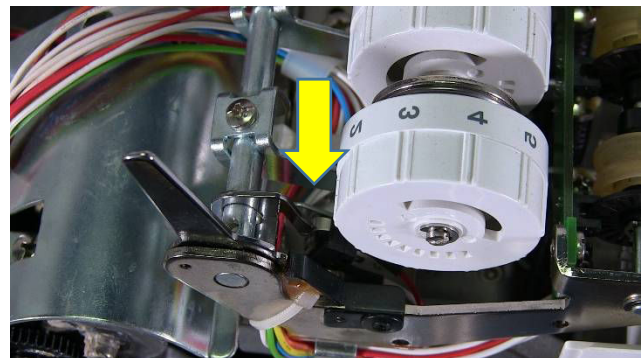
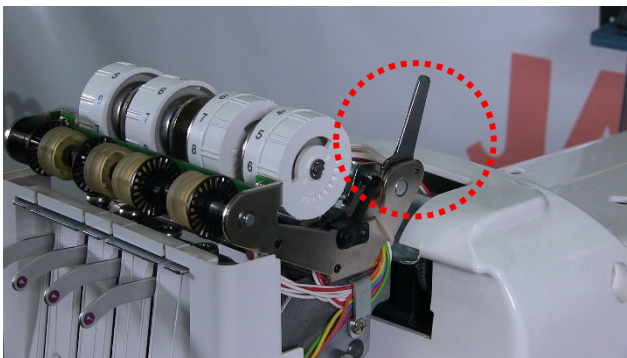
Replace the dynamic thread cutter unit if necessary.

Error Message: E08: Pull tension release lever



Tension discs are not closed

ADJUSTMENT: Make sure lever is not engaged (keeping the tension discs open) and check connections. Remove the tension unit cover and check the position of the micro switch. Adjust the position of this micro switch. (replace micro switch if necessary)



Error Message: Replace DC motor



Motor has too many hours on it

ADJUSTMENT: While holding down the Bobbin Winder & Forward buttons on the RCS, turn on the machine. Once a menu appears on the screen, release the buttons. Press 'Clear'. Turn the machine off then back on again.

