

## Trouble shooting with descriptions and corrections

Error	Scanner Model DPL 8000 & Premier	Corrective Action
Flash Memory or IEC error	390, 393	Check board and cable connections; reload firmware. If problem persists service is required.
Downloaded color lut problem	138	Reseat boards and connections; If problem persists service is required.
Crystal looking patterns in scan data	No error Code	Check drum surface to make sure there is no cracking or damage to the surface.
Circular shapes in scans	No error Code	Insure use of high quality Mylar such as Aztek's Az-42 film along with the KAMI mounting fluids. This will best optimize the image capture process and avoid newton rings and noise in scans.
Sled Open	No error Code	Close the sled; reseat drum & check that the pulley is lined up with the white drum mark.
Door Open	151	Close cover; check harness for pinched wire, check cover magnet for alignment.
No Drum Mounted	1024 153	The scanner detected there isn't a drum mounted during an operation.
Lamp or lamps don't light	F705	Check lamp function from front panel, check socket contacts or replace bad lamp(s).
Horizontal Bands in the direction of rotation	No error Code	Check for tape or debris in the drum calibration areas(between scribed lines including white strip); is the drum seated; is the scanner on a flat stable service.
Vertical Bands	No error Code	Check for tape or debris in the drum calibration areas; reload firmware.
All Scans out of focus	103, 104	Check software, autofocus enabled, auto track aperture setting is on;<Filter><Smooth> is 0.
Auto Focus unreliable	928, 932	The data returned to the logic is bad, Restart scanner, check film on drum for proper mount. If problem persists, this indicates service is required
Grainy-Discolored streaks	No error Code	Repeat the scan with the "Max Optical" feature; check the optical alignment; check lamps for brightness you may have a weak lamp.
Pixels are shifted in image	No error Code	Check mechanical mounting blocks and lead screw nut and mounting block bearing.
Random pixels	No error Code	Check all grounds; use electrical noise suppressor or UPS with automatic voltage regulation.
Weak or no light source	F705	Check lamp function from front panel, check socket contacts or replace bad lamp(s). Check the lamp also for alignment.
Black point calibration	719, 724, 716, 730, 725	Verify calibration area is clean and clear; check fiber optic & optical alignment; verify lamp function
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