

- **Model**

FireCR Flash AA  
FireCR Flash AB  
FireCR Flash AC  
FireCR Flash AD / FireCR Spark

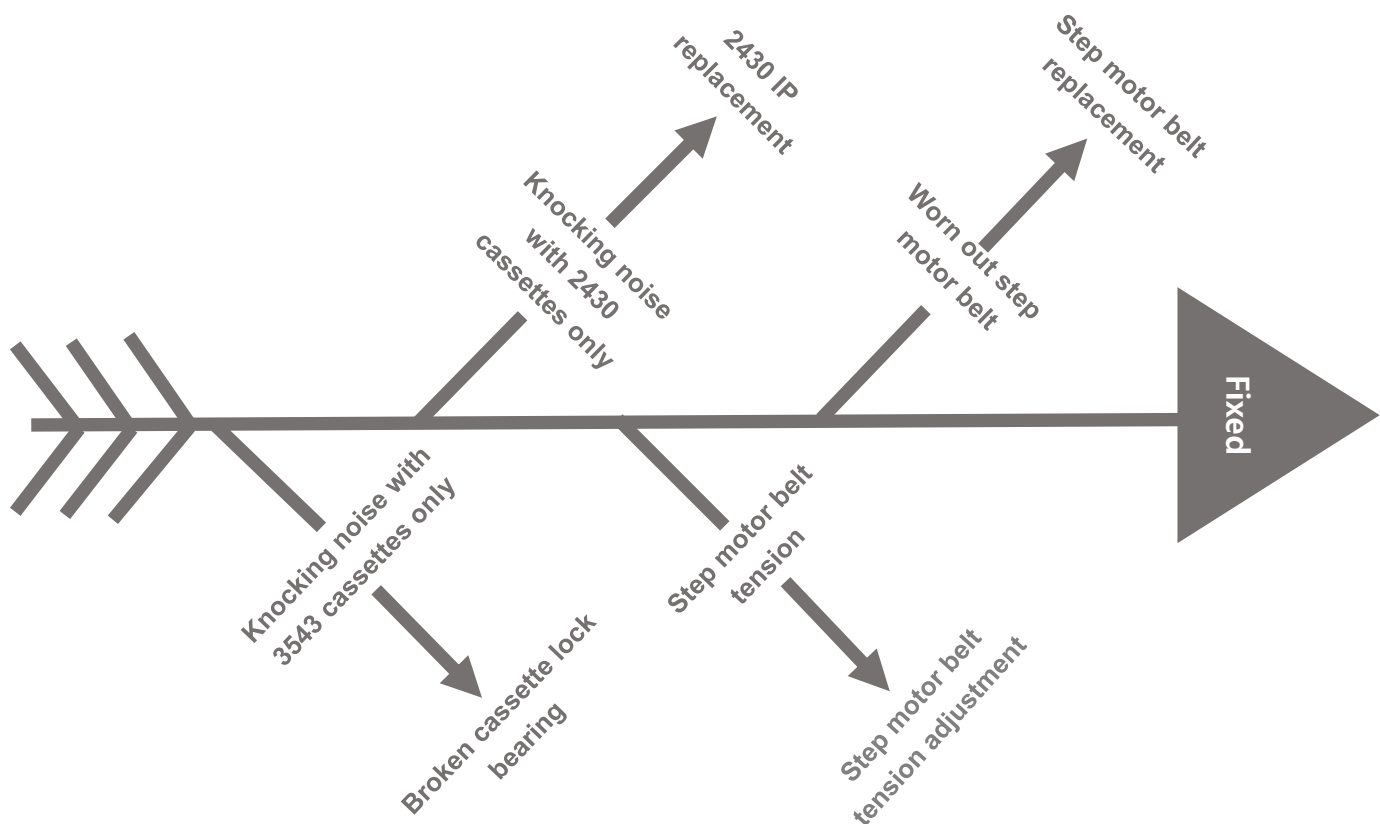
- **The Description of the Problem**

Case #1: Knocking noise when a hook starts to pull out IP from cassette housing.

Case #2: Knocking noise when power is on

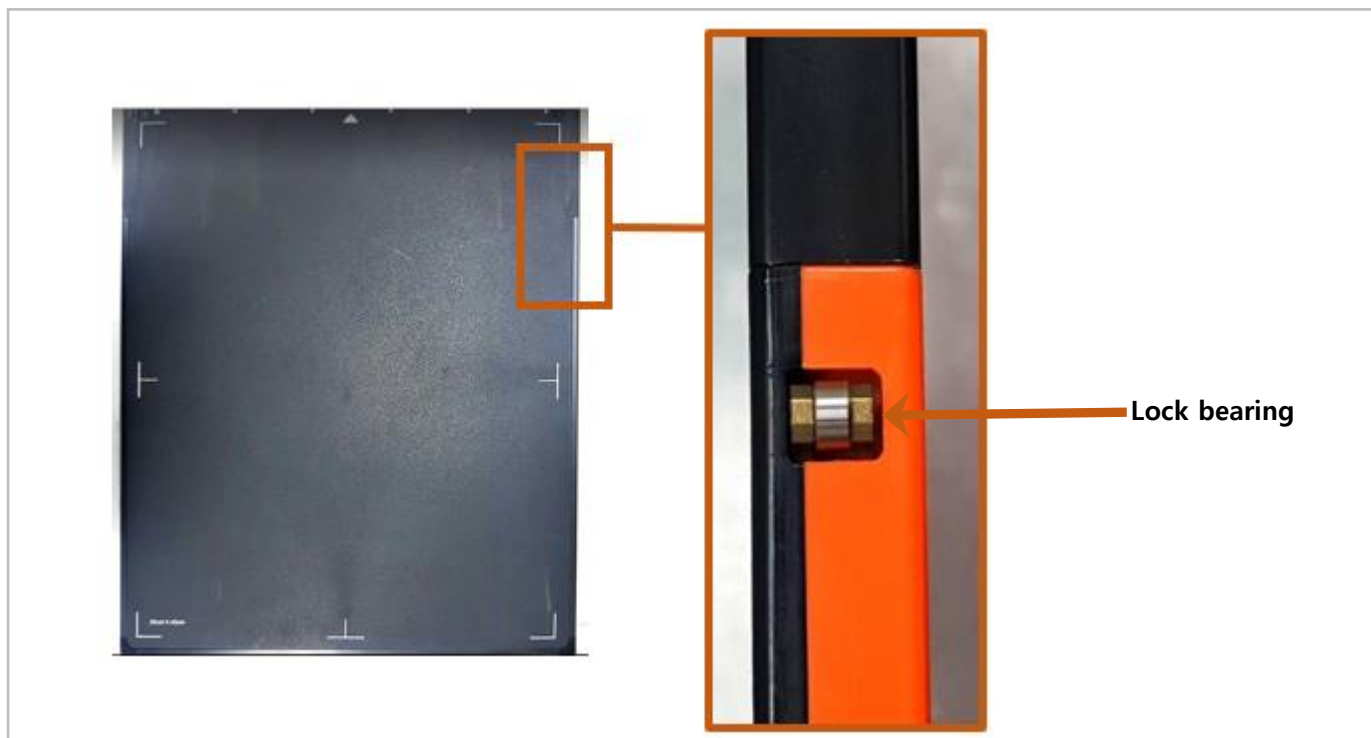
Case #3: Knocking noise when IP is returned to cassette housing after scanning/ erasing process.

- **Fishbone Diagram / Case #1**



## Knocking noise with 3543 cassettes only / Broken cassette lock bearing

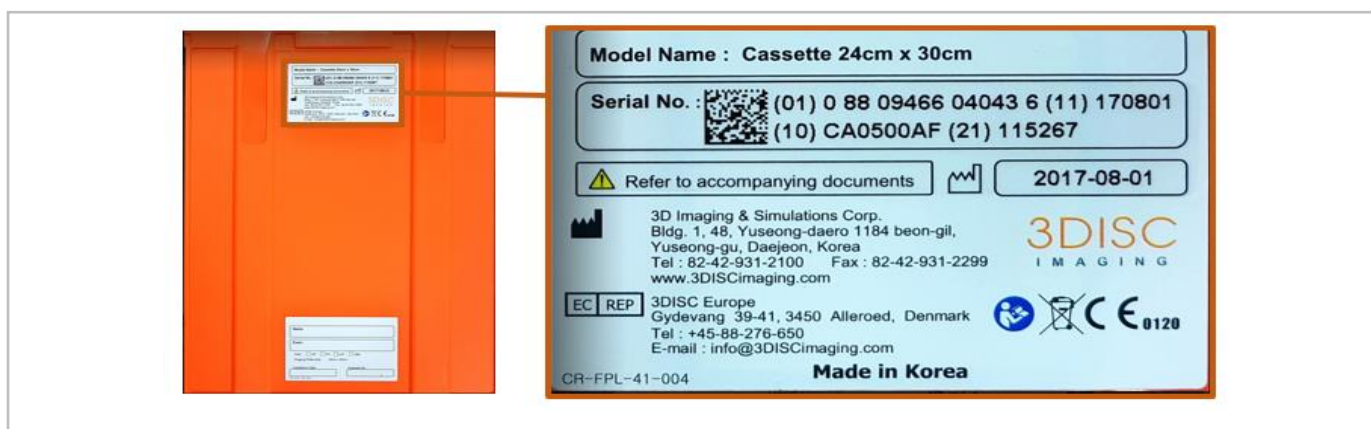
- 1) Manually Push and release the cassette lock bearing of each side on a cassette housing, and then see if it is working as intended. If it does not work as intended, a cassette housing should be replaced.



## Knocking noise with 2430 Cassettes only / 2430 IP

Firstly, check the version of the IP. Easily find version info on the reverse side of an IP.

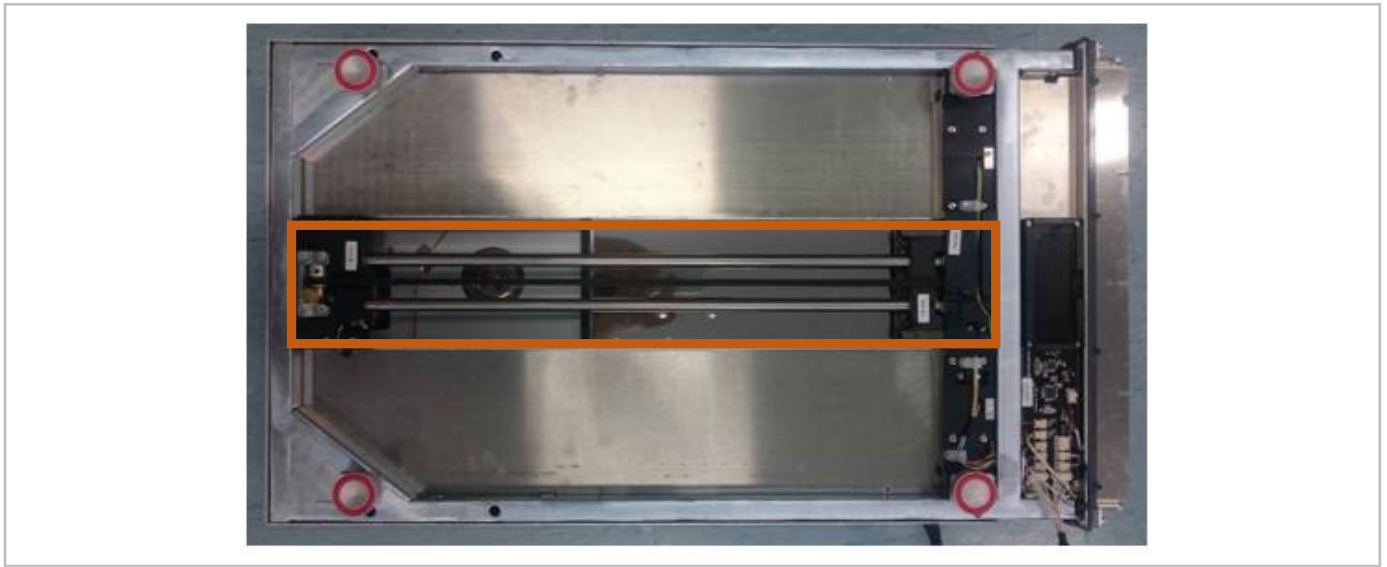
Please send a cassette housing version and an IP version to [service1@digiray.co.kr](mailto:service1@digiray.co.kr).



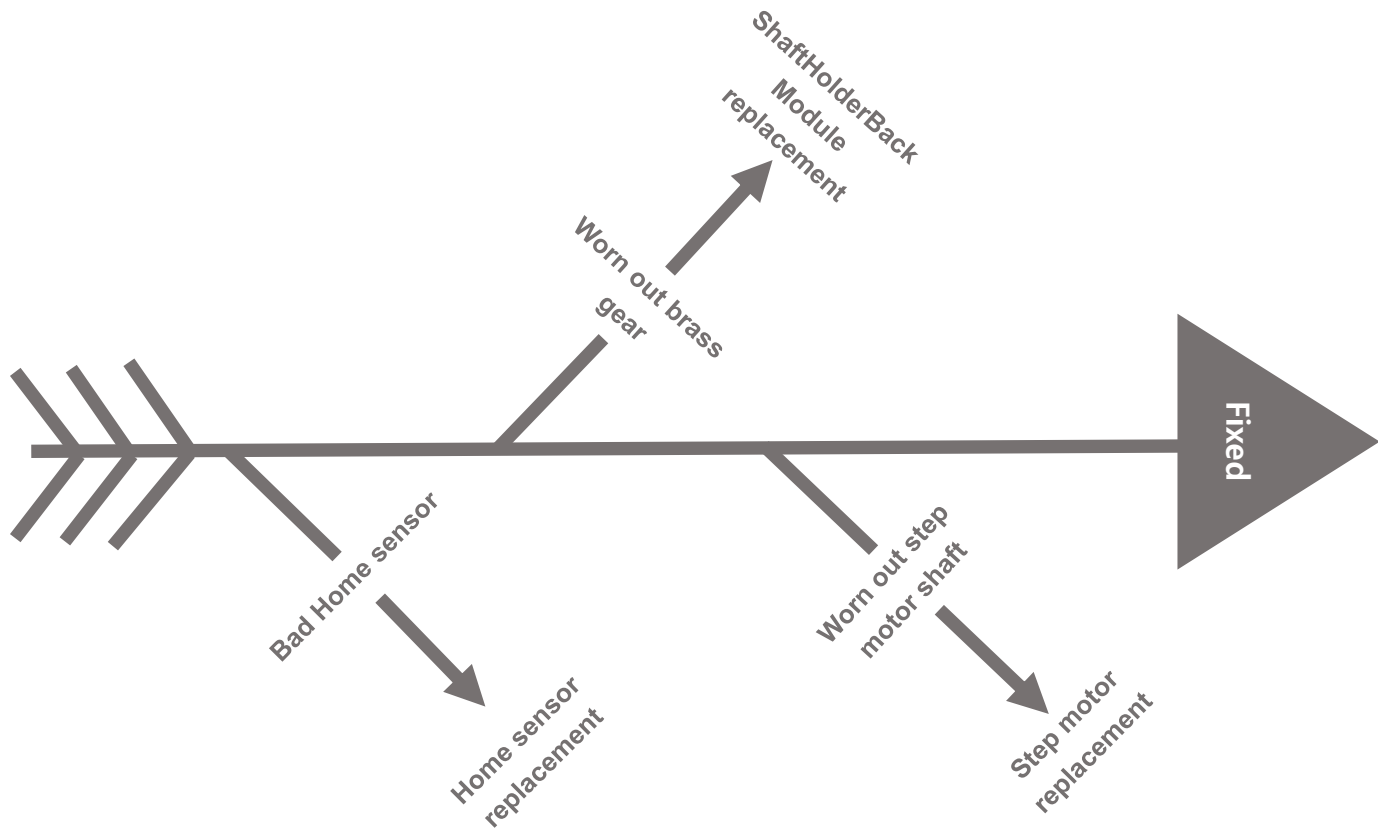
## Step motor belt tension or worn out step motor

Depending on the step motor state....

- If a step motor belt tension is loosened, a step motor belt need to be tightened.
- If a step motor belt is worn-out, a step motor belt should be replaced.



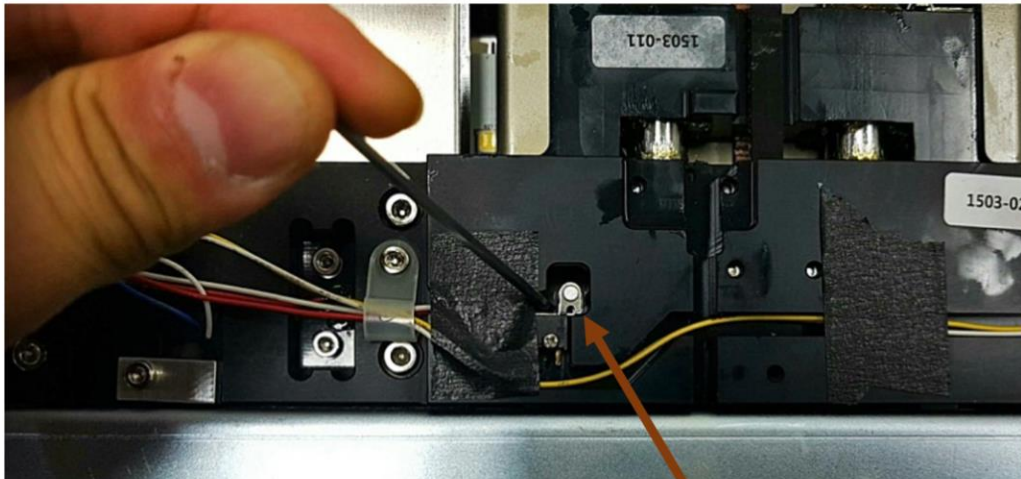
- Fishbone Diagram / Case#2



## Home sensor

### The way of confirming a home sensor

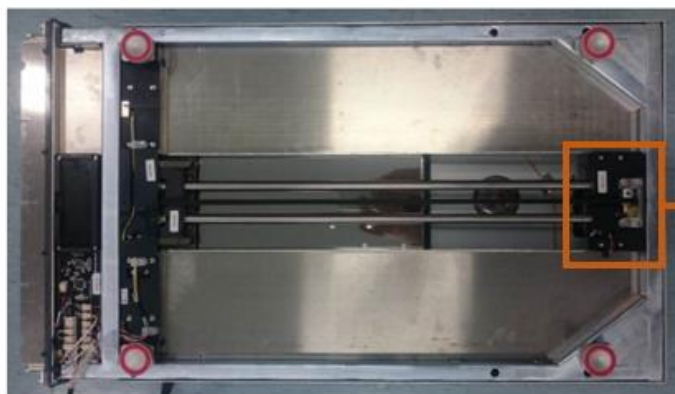
- 1) Turn off power.
- 2) Remove the covers to access a home sensor
- 3) Turn on power
- 4) Manually push a home sensor
- 5) If a stage stops, it means that a home sensor is ok
- 6) If a stage does not stop, it means that a home sensor is not ok



Home sensor is manually detected.

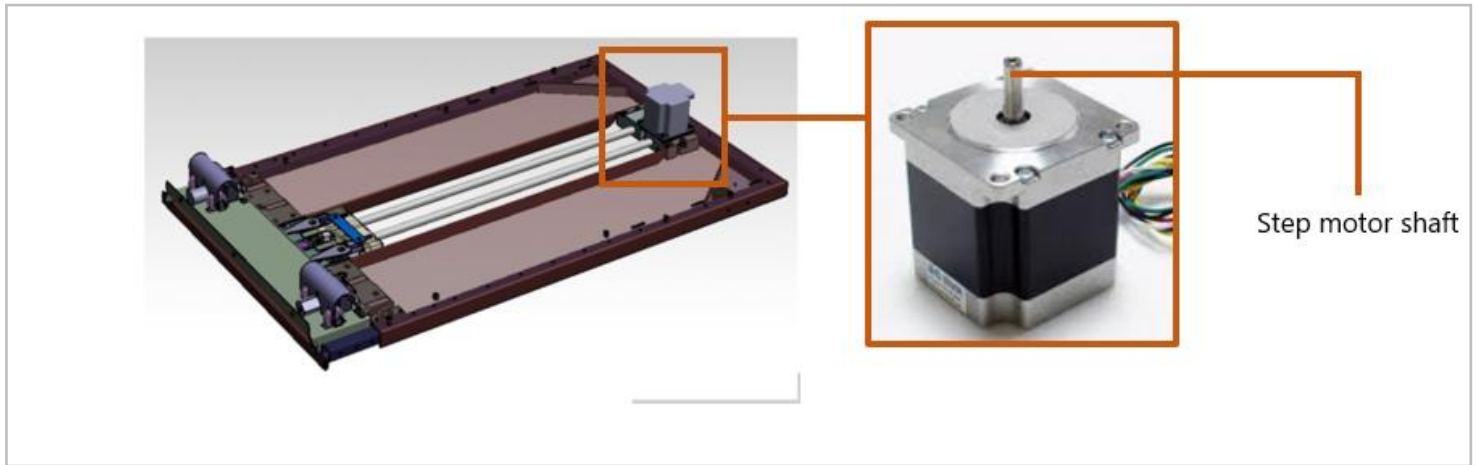
## Worn-out brass gear

A brass gear is worn out, and it can't drive a step motor belt with enough force.

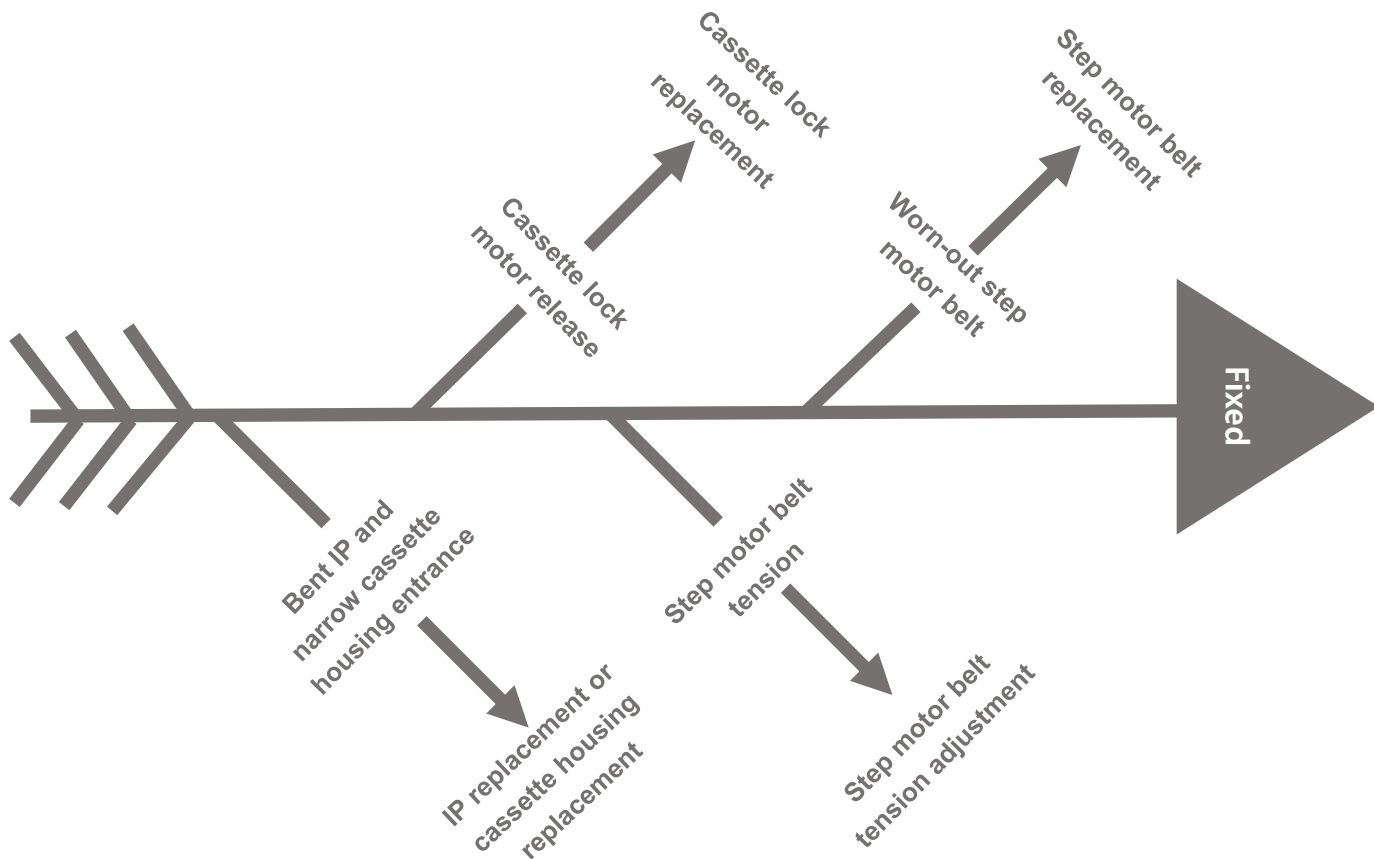


## Worn-out step motor shaft

A step motor shaft is worn-out, and it can't drive a step motor belt with enough force.



- Fishbone Diagram / Case#3

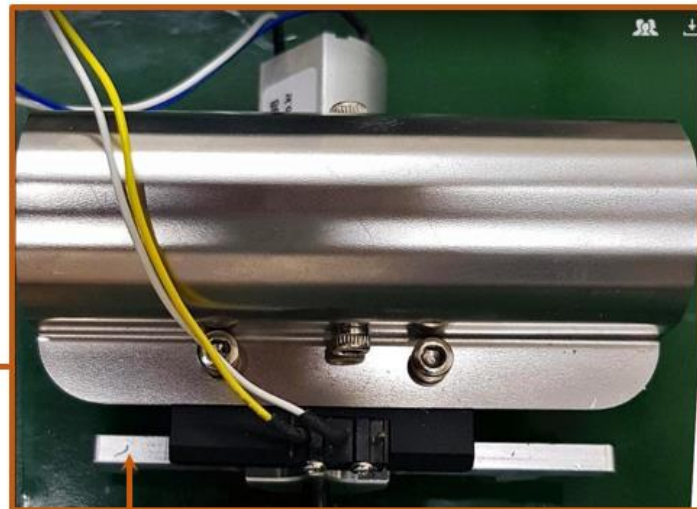
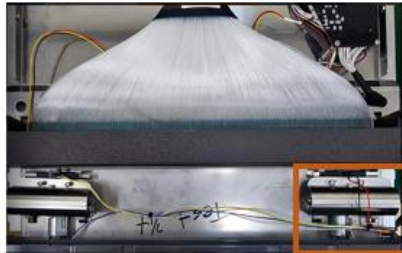


## Bent IP or narrow cassette housing entrance

Bent IP or narrow cassette housing entrance could cause knocking noise when an IP is returned to a cassette housing

## Cassette lock motor

Either cassette lock motor is not released after scanning/erasing process, then it could cause knocking noise.



If a lock lever is not released, knocking noise happens.

## Step motor belt tension or worn out step motor

Depending on the step motor state...

- If a step motor belt tension is loosened, a step motor belt need to be tightened.
- If a step motor belt is worn-out, a step motor belt should be replaced.

