ENTINA · TINA2

TROUBLESHOOTING

ENTINA is committed to perfecting your buying experience. If the printer can't work properly, you can resolve the issue through the troubleshooter, or contact us directly.

CONTACT US

FAILURE PERFORMANCE	CAUSE	TROUBLESHOOTING STEPS	SOLUTION
X homing failed X Homing failed PRINTER HALTED Please Reset	Abnormal noise, the limit switch is damaged	The nozzle moves to the right and makes noise 2. The nozzle moves to the left and then stops It is necessary to check that the X limit switch line is dropped, damaged or the X limit switch is damaged Please use the "travel switch information" to check	Re-plug the X limit switch wire (both ends), if the fault still exists after re-plugging, you need to replace the switch wire or switch
	Abnormal noise, the limit switch line is loosing or damaged		
	There is no abnormal noise, the motor wire is loosing or damaged	The nozzle does not move and it shows that the X-axis homing fails, check whether the X motor wire is dropped or damaged	Re-plug the motor wire (both ends) or replace with a new motor wire
Y homing failed Y Homing failed PRINTER HALTED Please Reset	Abnormal noise, the limit switch is damaged	The platform moves backward and makes noise, and it shows that the homing fails It is necessary to check whether the Y limit switch wire is dropped, damaged or the Y limit switch is damaged Please use the "travel switch information" to check	Re-plug the Y limit switch wire (both ends), if the fault still exists after re-plugging, you need to replace the switch wire or switch
	Abnormal noise, the limit switch line is loosing or damaged		
	There is no abnormal noise, the motor wire is loosing or damaged	The platform does not move, and it shows that the homing fails It is necessary to check whether the motor wire is dropped, damaged or whether the Y-axis belt is dropped	Re-plug the motor wire (both ends) or replace with a new motor wire, reinstall the belt
	The belt drops		
Z homing failed Z Homing failed PRINTER HALTED Please Reset	Abnormal noise, the limit switch is damaged	The nozzle keeps moving upward, and then hits the limit switch, and it shows that the homing failure is displayed It is necessary to check whether the Z limit switch wire is dropped, damaged or the X limit switch is damaged Please use the "travel switch information" to check	Re-plug the Z limit switch wire (both ends), if the fault still exists after unplugging and plugging, the switch wire or switch needs to be replaced
	Abnormal noise, the limit switch line is loosing or damaged		
	There is no abnormal noise, the motor wire is loosing or damaged	The nozzle does not move, and it shows that the Z-axis homing fails or has no display It is necessary to check whether the Z limit switch wire and the Z motor wire are off or damaged	Replug the limit switch wire (both ends) and the motor wire (both ends) or replace the switch wire and motor wire with new ones
Nozzle temperature measurement failed	Disconnected or broken wire	Check if the 20P wire is dropped or broken	Re-plug the wire (both ends) or replace with a new one
	The heating wire of the nozzle drops or is damaged	Check whether the heating wire of the nozzle is dropped or damaged	Re-plug the heating wire or replace with a new heating wire
	Hotend dropping or damaged	Check whether the nozzle interface drops or the nozzle is damaged	Re-plug the printhead assembly or replace with a new printhead
	Motherboard failuAre		Replace with new motherboard

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Nozzle temperature measurement failed TF Card Error PRINTER HALTED Please Reset	Cable dropping or damaged	Check if the 20P cable is dropped or broken	Re-plug the wire (both ends) or replace with a new one
	The heating wire of the nozzle drops or is damaged	Check whether the heating wire of the nozzle is dropped or damaged	Re-plug the heating wire or replace with a new heating wire
	Hotend dropping or damaged	Check whether the nozzle interface drops or the nozzle is damaged	Re-plug the printhead assembly or replace with a new printhead
	Motherboard failure		Replace with new motherboard
SD card failure Nozzle TEMP ERROR PRINTER HALTED PleaseReset	SD card failure		Format SD card or replace with new SD card (8GB/16GB recommended)
Boot splash screen, unable to enter the main interface (blue screen)	The reset button of the motherboard is resisted (unlikely suitation, generally it will be found when turned on for the first time, if not, it will not appear later)	Check whether the reset button of the motherboard is resisted	Reset the reset button
			If the reset button can be used normally, replace the motherboard
	Firmware problem		Re-flash the firmware
Back to origin blue screen	Adapter board of the nozzle is short circuit		Replace with a new nozzle adapter board
Screen light is weak 	Motherboard backlight failure		Replace the motherboard
Boot screen does not show	Adapter failure		Replace the adapter
	Nozzle wire is short circuit	Re-plug the 20P wire on the motherboard	If the screen is on after re-plugging, replace the 20P wire
	The short circuit of the accessory line causes the motherboard to be damaged		Replace machine
There are gaps when printing, and it cannot be printed correctly (the model is broken) 	Proximity switch failure	Check whether the proximity switch is faulty	If you still cannot print normally after unplugging the wire, replace the proximity switch with a new one
	The movement of the Z axis is not smooth		Apply silicone grease to the screw
	There is carbonization or residue inside the nozzle, resulting discharge not smooth		Unclog the sprinkler
Printing without three-point leveling	The proximity switch is too high		Readjust the proximity switch height
	Proximity switch failure		After adjusting the height, it still cannot print normally, replace the proximity switch

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The printing platform burns out the hole	The height of the proximity switch is incorrect	Click the Z-axis droppedset to see if the distance between the nozzle and the platform is the height of 1 sheet of A4 paper	If the gap is wrong, re-adjust the gap between the nozzle to the distance of 1 sheet of A4 paper and save it
	Proximity switch failure	Check whether the proximity switch is faulty	If you still cannot print normally after re-plugging the wire, replace the proximity switch
	Gcode file error	The correct model is not selected when slicing	Select the correct model to re-slice and print
The nozzle cannot be lowered to the platform during leveling	Coupling strain	Check whether the elastic coupling gap is large	If the gap is too large, you need to replace the new coupling
	Proximity switch failure	Check whether the proximity switch is faulty	If you still cannot print normally after unplugging the wire, replace the proximity switch with a new one
Nozzle hits the platform	The height of the proximity switch is incorrect	Click the Z-axis offset to see if the distance between the nozzle and the platform is the height of 1 sheet of A4 paper	If the gap is wrong, re-adjust the gap between the nozzles to a distance of 1 A4 paper and save it
	The proximity switch wire is loosing or drops		Replug the proximity switch wire
	The proximity switch is damaged	Check whether the proximity switch is faulty	If you still cannot print normally after re-plugging the wire, replace the proximity switch with a new one
Misplaced print model	There is a problem with the model file	Print the test file to determine whether it is a accessorie failure of the machine If the test file is also misplaced, check the synchronous pulley and belt according to the direction of the model misalignment	
	The synchronous belt wheel is loosing		Tighten the synchronous pulley wheel
	The belt is loosing		Adjust the belt tension
	When printing, the printing platform shifts		
The print file is not in the middle of the platform	Selected The wrong slicing software model	Check whether the wrong type of printer is selected when slicing	Reselect the correct model slice and center it
	Not centered when slicing		
	Limit switch triggers early	Check whether the limit switch is blocked and triggered in advance	Clear limit switch obstructions
Model is messed up	The nozzle gap is too large	Click the Z-axis droppedset to see if the gap between the nozzle and the platform is the height of 1. sheet of A4 paper	If the gap is wrong, re-adjust the gap between the nozzles to a distance of 1 sheet of A4 paper and save it
	Proximity switch failure	Check if the proximity switch is leveled bed at 3points	If there is no leveling bed, replace the proximity switch
	No support added	Whether the model has overhangs when slicing without adding supports	Re-add supports and then slice and print
	Coupling is damaged	Check if there is a large gap in the coupling	If the gap is too large, you need to replace the new coupling

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Model surface is not smooth	The printing temperature is too high	Print Temperature Tower File to see if the temperature is appropriate	Decrease the print temperature
	The filament is damp and expired	The unpacked filament should be used up within 1 month as much as possible	Replace with new filament
	The nozzle is clogged	Re-feed the filament to see if the wire can be discharged normally	To dredge the nozzle, if it cannot be unclogged, replace a new nozzle or hatend
The printer cannot be connected to wifi	The router and the printer are too far apart	Move the printer as close to the router as possible	
	The wifi is a Chinese name	The router name does not support Chinese, it can be changed to English	
	The frequency of wifi is 5g	Check if the network frequency is 5g, the printer does not support 5g frequency	Connect to a network in the 2.4G
	The printer and distribution equipment are not in the same local area network	Whether there are multiple local area networks, printers and network distribution devices need to be in the same local area network	
	Wifi module wire is loosing	Check if the red light of the wifi module is on	If the red light is not on, re-plug the wifi module wire
	Wifi module failure	Check if the red light of the wifi module is on	After re-plugging the wifi module wire, it still cannot print normally, replace the new wifi module
After the Wi-Fi version is connected, the selection of the print slicing software model upload fails	Network problems	Check the connected network signal strength	The network signal should not be too weak
	SD card is not inserted	Check if the printer has an SD card inserted	To transfer files, the printer needs to insert an SD card
	Failed to read file from SD card		Re-upload files after formatting SD card
WIFI is connected, error is displayed when printing	Failed to read file from SD card		Format SD card
	SD card is damaged	SD card still can't be used after formatting	Replace with new SD card
Nozzle scraping platform	The nozzle gap is too small	Click the Z-axis offset to see if the gap between the nozzle and the platform is the height of 1 sheet of A4 paper	The distance between nozzle and the heatbed is the thickness of 1 sheet of A4 paper
	Slicing without using our slicing software		Process files in STL format with our slicing software
The proximity switch drops; the proximity switch is lower than the nozzle	Dropping due to transportation		Reinstall the proximity switch, you need to readjust the Z-axis offset after installation
	The fixing screws are not tightened		Re-adjust the height of the proximity switch, and re-adjust the Z-axis offset after adjusting the height

CONNECT NETWORK

There are two methods for TINA2S to connect the network, which will be described in detail below.

For more operations, please refer to the "Manual".

If you encounter problems , please consult the after-sales customer service.

1.FILE CONNECT NETWORK

1.Insert the TF card into the computer and open the "WIFI.gcode" file.
   Modify the string after the W300 command to be the WIFI network name
   Modify the string after the W301 command to be the password of the WIFI network.
   Note : there must be a space after W300 and W301.
   Save it.

2.Insert the TF card into TINA2S and choose to print the "WIFI.gcode" file.
The TINA2S interface displays the IP address, which means the network configuration is successful.
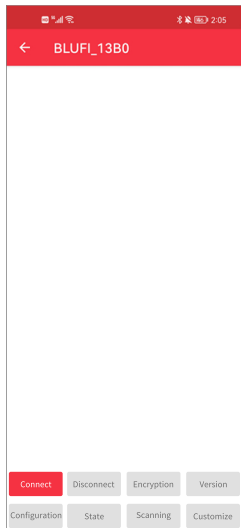

1.Download and install EspBluFi.
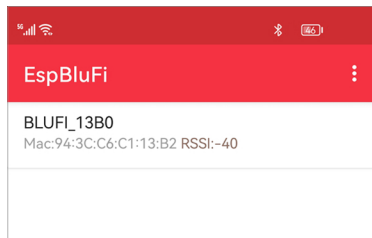
Note: turn on bluetooth.
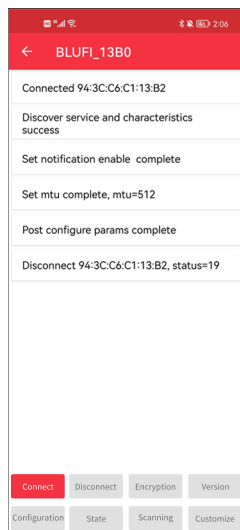
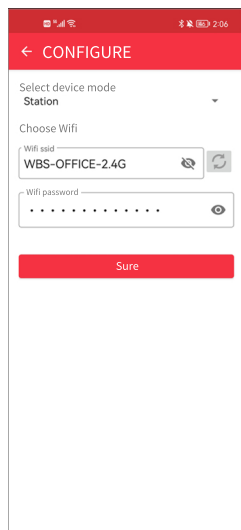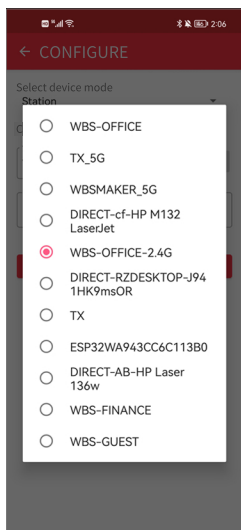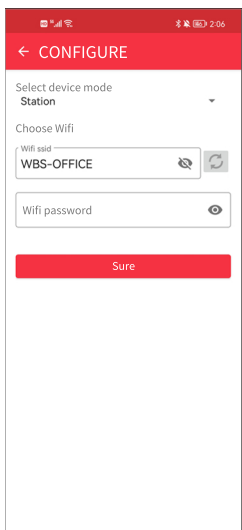2.Open "Wifi Infor", and get the last four digits of the SN.
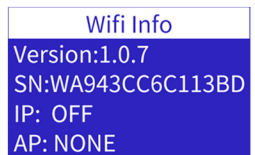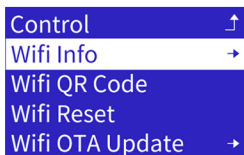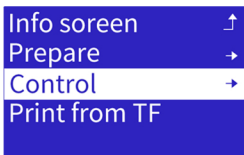
3.In EspBulFi, select the printer. 4. Click "Connect", " Configuration",
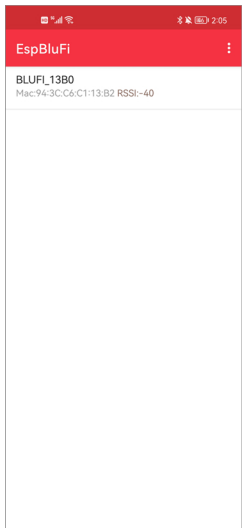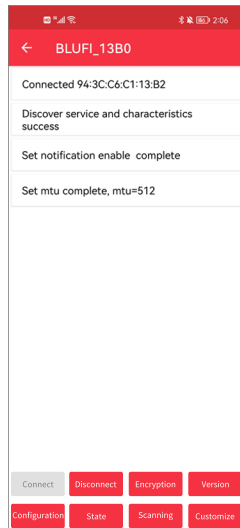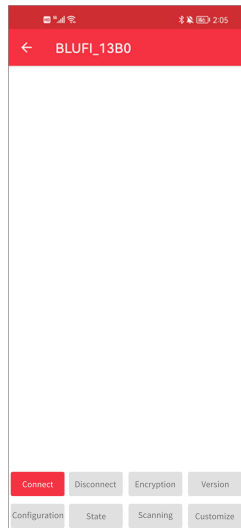
5. Click " ⟳ " , select the 2.4G network , and enter the password.

6. After restarting, if the machine displays IP address, the network configuration is successful