Troubleshooting E2 – Auto-Leveling Assembly Probe Error: Z probe already triggered at start of the probing move – V1.0

The Problem:

When the Z-axis is homing, the screen will report an error message: "Z probe was not triggered during probing moveok:0" (refers to *Figure 1*).
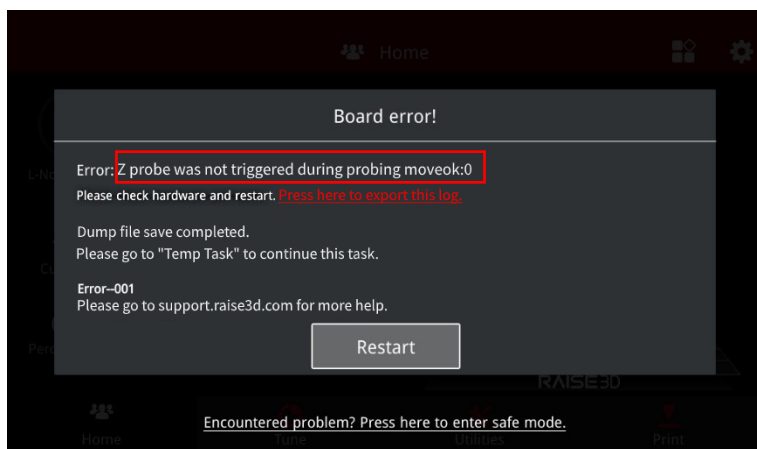

Figure 1: Error message.

Solution Methods:

1. Click the red text to export the serial port log (referring to manual: E2-How to Export Serial Port Log) and email it to our technical support.
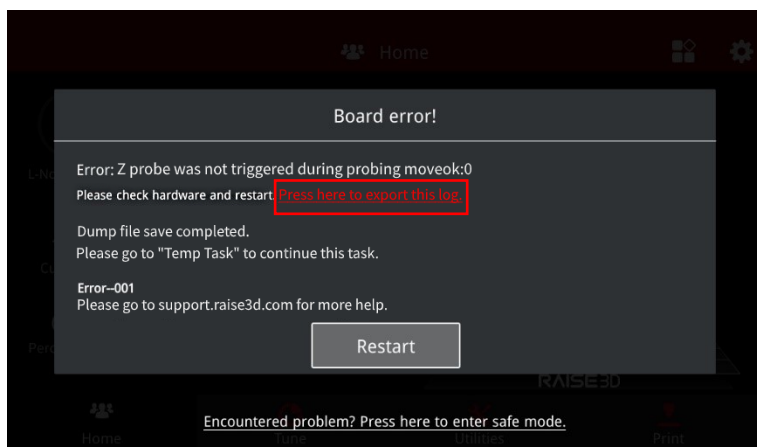

Figure 2: Click the red text to export the serial port log.

2. Gently wiggle the extruder connection cable (refer to **Figure 3**) and observe whether the speed of the front fan changes (refer to **Figure 4**). If the front fan speed does change, then there is a problem with the extruder connection cable. The extruder connection cable will need to be replaced.
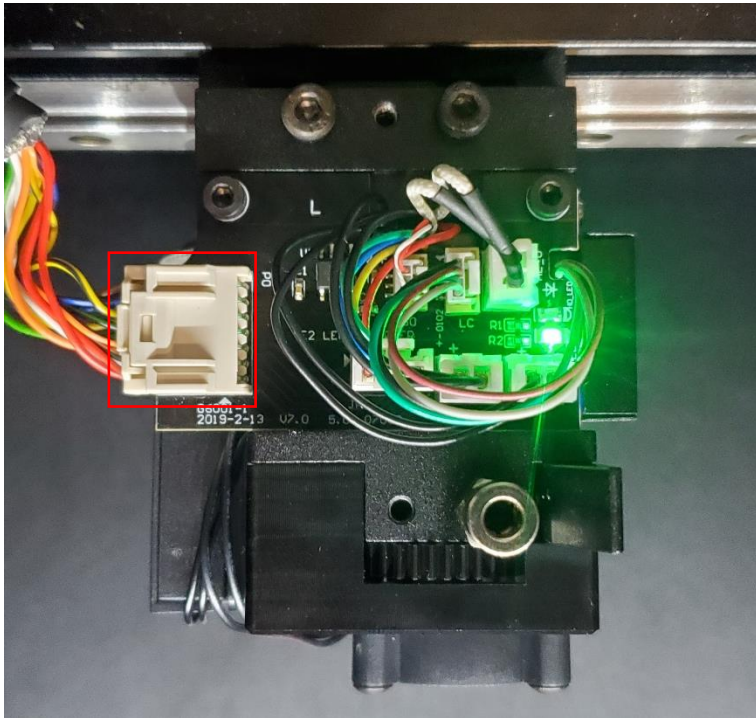

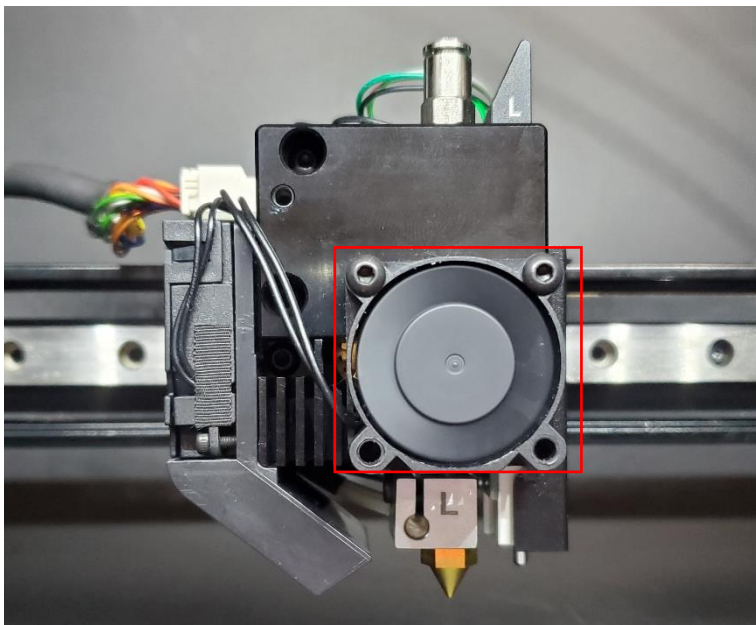**Figure 3: Wiggle the extruder connection cable shown in the red box**

Figure 4: Check the throat tube (indicated with a rex box) cooling fan speed

3. Re-plug the auto-leveling assembly connectors on both the auto-leveling assembly and the extruder controller board.

   1) Power off the printer.

   2) Remove the fixing screws of the left extruder controller board cover (refer to **Figure 5**). Then remove the fixing screws of the auto-leveling assembly cover (refer to **Figure 6**).
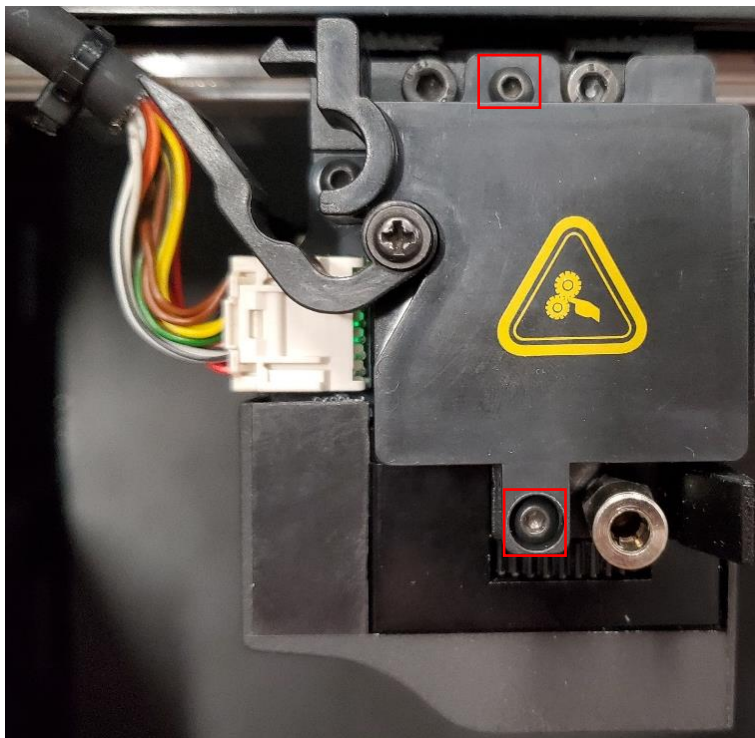

Figure 5: Remove the fixing screws (shown in the red boxes) of the extruder controller board.
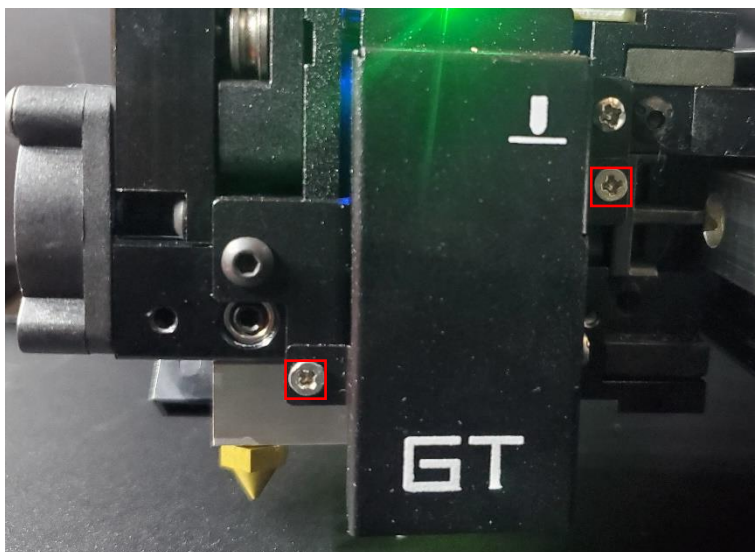

Figure 6: Remove the screws (shown in the red boxes) of the auto-leveling assembly cover.

3) Re-plug the two auto-leveling assembly connectors on both the auto-leveling assembly and the extruder controller board (refer to *Figure 7* and *Figure 8*).
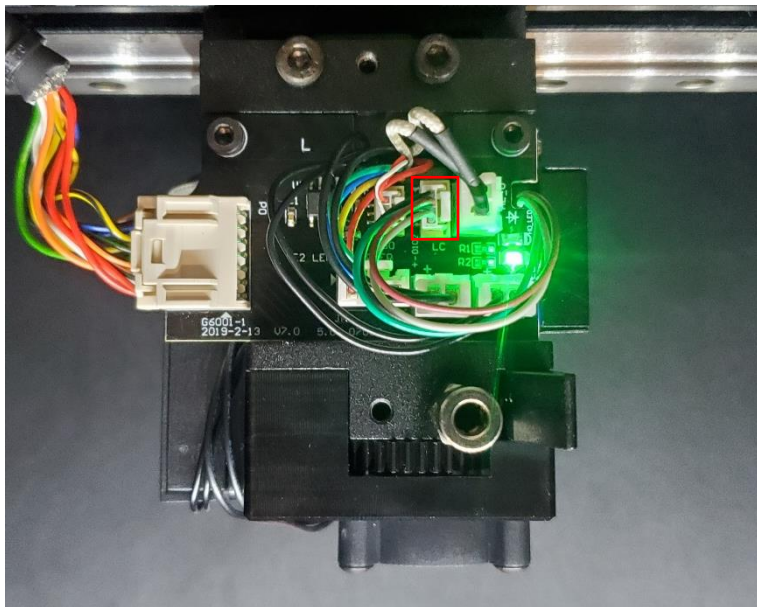

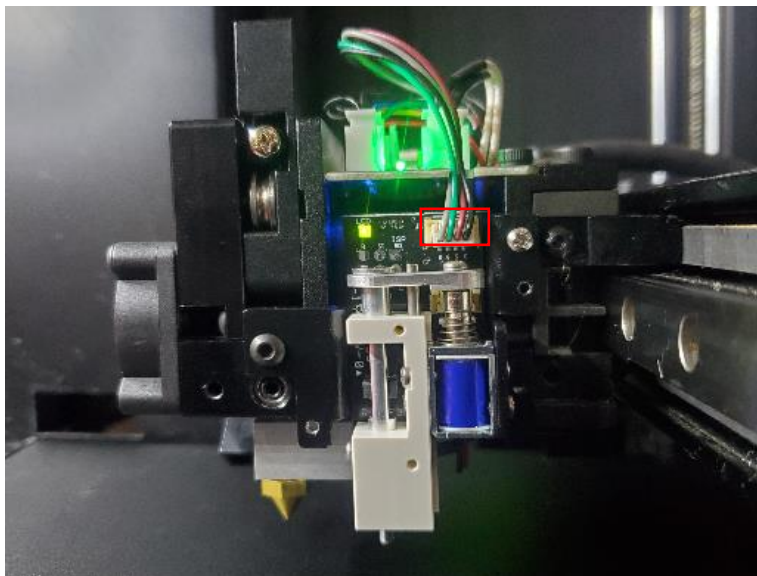*Figure 7: Auto-leveling assembly connector on the extruder controller board.*

Figure 8: Auto-leveling assembly connector on the auto-leveling assembly.

4. Enter the "Utilities" tab on RaiseTouch. Then turn off the auto-leveling (refer to **Figure 9**). Then run the test GCode file.

   Note: The test GCode file will automatically trigger the Z probe 30 times. Observe whether the Z probe moves up and down.
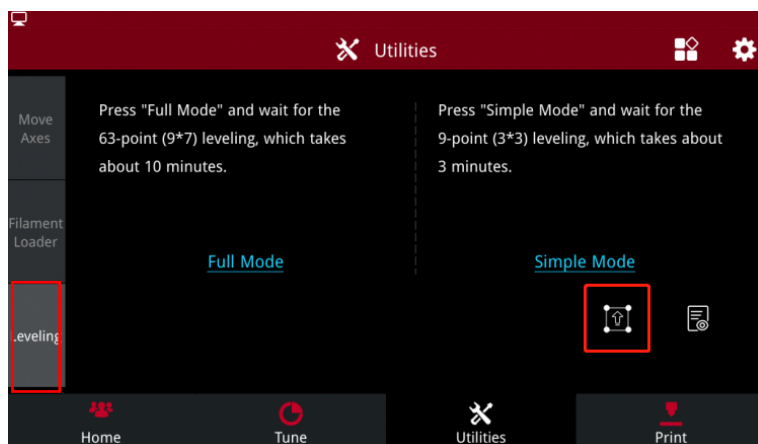

Figure 9: Auto-leveling.

Conclusion:

1) If the probe can move up and down smoothly, it means that the above operation is valid. In that case, turn on the auto-leveling function. Then reprint to check whether the issue recurs;

2) If the probe cannot move up and down smoothly, proceed to Step 5.

5. Remove the Phillips screw on the side of the auto-leveling assembly (refer to **Figure 10**), and repeat Step 4 to run the test GCode file.

   Note: The test GCode file will automatically trigger the probe 30 times. During this process observe whether the probe moves up and down.
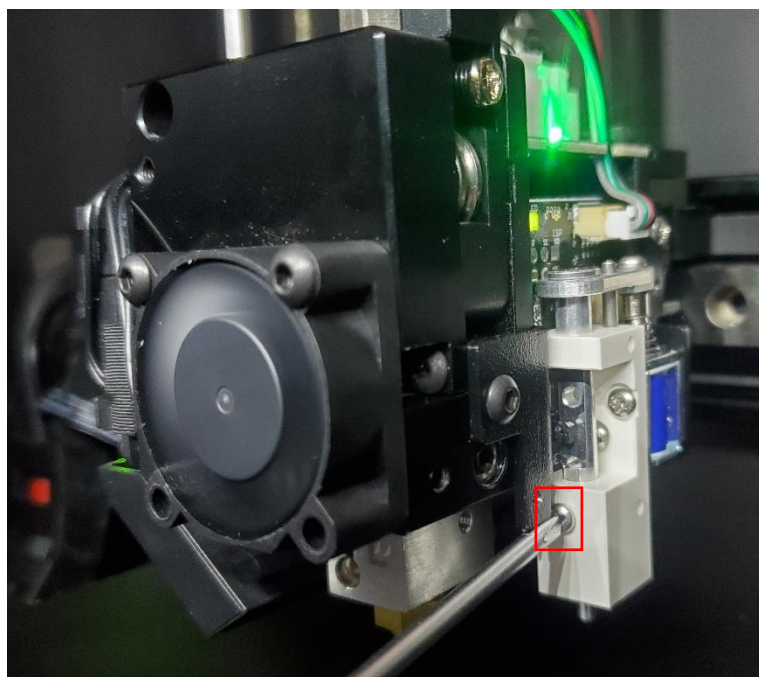

Figure 10: Remove the Phillips screw.

Conclusion:

1) If the probe moves up and down smoothly, the above operation is valid. In that case, turn on the auto-leveling function. Reprint to test whether the issue recurs.

2) If the probe cannot move up and down smoothly, proceed to Step 6.

6. If the above operations fail to solve your problem, contact technical support: support@raise3d.com.

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